



Notice is given that a Meeting of Council will be held on:

Date: Tuesday, 14 December 2021
Time: 3pm
Location: Loddon Shire Council Chambers (entry from Peters Street), behind Wedderburn office

AGENDA

Council Meeting

14 December 2021

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OPENING COMMENT

This meeting is being conducted in accordance with the Local Government Act 2020 as temporarily amended to enable meeting by electronic means of communication.

This meeting is being recorded and audio streamed via the Council website and Facebook.

1 OPENING AFFIRMATION

“We, the Councillors of the Loddon Shire, declare that we will carry out our duties in the best interests of the community, and through collective leadership will maintain the highest standards of good governance.”

2 ACKNOWLEDGEMENT OF COUNTRY

“The Loddon Shire Council acknowledges the Traditional Custodians of the land on which we are gathered and pays its respects to their Elders both past and present.”

3 APOLOGIES**4 DECLARATIONS OF CONFLICT OF INTEREST**

5 PREVIOUS MINUTES

5.1 CONFIRMATION OF MINUTES

File Number: 02/01/001
Author: Lynne Habner, Manager Executive and Commercial Services
Authoriser: Lincoln Fitzgerald, Chief Executive Officer
Attachments: Nil

RECOMMENDATION

That Council confirm:

1. The minutes of the Council Briefing of 23 November 2021.
2. The minutes of the Council Meeting of 23 November 2021.
3. The minutes of the Confidential Council Meeting of 23 November 2021.

REPORT

Seeking approval of the unconfirmed minutes of the previous meetings.

6 ASSEMBLY OF COUNCILLORS**6.1 RECORD OF ASSEMBLY OF COUNCILLORS**

File Number: 02/01/001

Author: Christine Coombes, Executive and Commercial Services Officer

Authoriser: Lincoln Fitzgerald, Chief Executive Officer

Attachments: Nil

RECOMMENDATION

That Council note the Assembly of Councillors records for the following meetings:

1. Council Briefing 23 November 2021

In accordance with Clause 51 of Council's Governance Rules, records of Councillor Briefings and Forums must be reported to the next Council Meeting and confirmed in the minutes.

The record is therefore presented for Council's noting.

RECORD OF ASSEMBLIES OF COUNCIL

Assembly details	Briefing
Date	23 November 2021
Councillor Attendees	Cr Beattie Cr Holt Cr Jungwirth Cr Murphy Cr Straub
Staff/Stakeholder representatives	Lincoln Fitzgerald, Chief Executive Officer Wendy Gladman, Director Community Wellbeing Sharon Morrison, Director Corporate Services Steven Phillips, Director Operations Lynne Habner, Manager Executive and Commercial Services Deanne Caserta, Manager Financial Services
Items discussed.	<ol style="list-style-type: none"> 1. Review of the Procurement Policy v11 2. Business Continuity Management - Framework and Plan 3. SRV Country Football Netball program application – discussion on cost estimates and options 4. General business: <ul style="list-style-type: none"> • Petitions about processing plant • Swimming pools • Wedderburn site for industrial estate
Conflict of Interest Disclosures - Councillor/officer making disclosure	Nil
Councillor/officer left room	

7 REVIEW OF ACTION SHEET

7.1 REVIEW OF ACTIONS

File Number: 02/01/002

Author: Christine Coombes, Executive and Commercial Services Officer

Authoriser: Lincoln Fitzgerald, Chief Executive Officer

Attachments: 1. Action sheet

RECOMMENDATION

That Council receive and note the action sheet.

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.

REPORT

Refer attachment.

Action Sheets Report	Division:	Council	Date From:
	Committee:		Date To:
	Officer:		Printed: Thursday, 2 December 2021 12:36:22 PM

Outstanding action from previous meetings

Meeting	Officer/Director	Section	Subject
Council 23/02/2021	Morrison, Sharon Morrison, Sharon	Decision Reports	Version 2 of the Community Engagement Policy proposed for adoption
RESOLUTION 2021/38			
Moved: Cr Wendy Murphy			
Seconded: Cr Dan Straub			
That Council:			
<ol style="list-style-type: none"> 1. adopt the Community Engagement Policy 2. approve the cost of the design and printing of a community version of the policy and 3. consider a business case for the resourcing of the implementation of the policy. 			
CARRIED			
09 Mar 2021 11:55am Morrison, Sharon			
Policy has been added to the internet. Community version is being finalised with the printer. Business case for community engagement officer is in draft.			
29 Mar 2021 5:37pm Morrison, Sharon			
Business case for community engagement officer to be finalised.			
15 Apr 2021 11:06am Morrison, Sharon			
Business case for community engagement officer to be finalised.			
12 May 2021 9:59am Morrison, Sharon			
Business case for community engagement officer to be finalised.			
08 Jun 2021 12:49pm Morrison, Sharon			
Business case for community engagement officer to be finalised.			
13 Jul 2021 12:03pm Morrison, Sharon			
Business case for community engagement officer to be finalised.			
09 Aug 2021 10:49am Coombes, Christine			
Business case for community engagement officer to be finalised.			
16 Sep 2021 3:12pm Morrison, Sharon			
Business case for community engagement officer to be finalised.			
12 Oct 2021 10:08am Morrison, Sharon			
Business case for community engagement officer to be finalised.			

<p>Action Sheets Report</p>	<p>Division: Committee: Council Officer:</p>	<p>Date From: Date To:</p> <p>Printed: Thursday, 2 December 2021 12:36:22 PM</p>
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<p>09 Nov 2021 4:03pm Morrison, Sharon Business case for community engagement officer to be finalised.</p> <p>01 Dec 2021 11:03am Morrison, Sharon Business case for community engagement officer to be finalised.</p>
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Actions completed since last meeting

Meeting	Officer/Director	Section	Subject
Council 24/08/2021	Gladman, Wendy Gladman, Wendy	Decision Reports	Proposed use of 30 Kelly Street Pyramid Hill by The Mixed Bag @ Pyramid Hill Community Enterprise

RESOLUTION 2021/176

Moved: Cr Dan Straub
Seconded: Cr Linda Jungwirth

That Council:

1. make the building at 30 Kelly Street available for use by The Mixed Bag @ Pyramid Hill community enterprise subject to a satisfactory resolution of items 1-6 detailed in the Issues/Discussion section of this report
2. revisit the future of the building if The Mixed Bag @ Pyramid Hill community enterprise is not operational within 12 months, or at such time as advised that the building is no longer required for use by the community enterprise.

CARRIED

20 Sep 2021 4:26pm Gladman, Wendy

Council officers are working through the items 1-6 identified in the report - none are finalised as yet.

13 Oct 2021 9:07am Gladman, Wendy

The actions needed to progress use of the building by the Mixed Bag are continuing.

09 Nov 2021 5:44pm Gladman, Wendy

This action is progressing. Other Council departments are now engaged with The Mixed Bag to provide guidance on requirements for any transition of the building.

02 Dec 2021 12:16pm Gladman, Wendy

The actions associated with this item will progress operationally. Progress updates will be provided to Council periodically.

02 Dec 2021 12:18pm Gladman, Wendy - Completion

Action completed by Gladman, Wendy

Meeting	Officer/Director	Section	Subject
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Action Sheets Report	Division:	Council	Date From:
	Committee:		Date To:
	Officer:		Printed: Thursday, 2 December 2021 12:36:22 PM

Council 23/11/2021	Hargreaves, Michelle Morrison, Sharon	Decision Reports	Section 65 Community Asset Committee - Revoke Instrument of Delegation - Pyramid Hill Swimming Pool Kiosk
RESOLUTION 2021/255			
Moved: Cr Wendy Murphy Seconded: Cr Gavan Holt			
That Council revoke the instrument of delegation to Pyramid Hill Swimming Pool Kiosk Community Asset Committee, resulting in the Community Asset Committee being disbanded effective immediately.			
CARRIED			
30 Nov 2021 2:38pm Hargreaves, Michelle Letter in final draft ready to be sent via email			
30 Nov 2021 2:39pm Hargreaves, Michelle - Completion Action completed by Hargreaves, Michelle			

Meeting	Officer/Director	Section	Subject
Council 23/11/2021	Habner, Lynne Fitzgerald, Lincoln	Decision Reports	Review of Delegations and Appointment and Authorisation
RESOLUTION 2021/256			
Moved: Cr Neil Beattie Seconded: Cr Wendy Murphy			
That Council			
1. In the exercise of the powers conferred by the legislation referred to in the attached instrument of delegation, resolves that:			
(a) There be delegated to the members of Council staff holding, acting in or performing the duties of the offices or positions referred to in the attached S6 Instrument of Delegation to members of Council staff, the powers, duties and functions set out in that instrument, subject to the conditions and limitations specified in that Instrument.			
(b) On the coming into force of the instrument, all previous S6 delegations to members of Council staff are revoked.			
(c) The duties and functions set out in the instrument must be performed, and the powers set out in the instruments must be executed, in accordance with any guidelines or policies of Council that it may from time to time adopt.			

Action Sheets Report	Division: Council	Date From:
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2. In the exercise of the powers conferred by section 224 of the Local Government Act 1989 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 and remains in force until Council determines to vary or revoke it.

3. Revokes existing Instruments of Appointment and Authorisation in the attached Revocation of Authorisation and Appointment, effective from 23 November 2021.

CARRIED

30 Nov 2021 11:18am Coombes, Christine
Delegations and revocation were registered following Council approval

30 Nov 2021 11:18am Habner, Lynne - Completion
Action completed by Coombes, Christine

Meeting	Officer/Director	Section	Subject
Council 23/11/2021	Fitzgerald, Lincoln Fitzgerald, Lincoln	Decision Reports	APPROVAL OF ANNUAL PLAN 2021-2025
RESOLUTION 2021/257			
Moved: Cr Gavan Holt			
Seconded: Cr Linda Jungwirth			
That Council approves the Annual Plan 2021-2025.			
CARRIED			
30 Nov 2021 11:44am Coombes, Christine			
The Annual Plan has been finalised with the details of adoption and uploaded to Council's website.			
30 Nov 2021 11:44am Fitzgerald, Lincoln - Completion			
Action completed by Coombes, Christine			

Meeting	Officer/Director	Section	Subject
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Action Sheets Report	Division:	Council	Date From:	
	Committee:		Date To:	
	Officer:		Printed: Thursday, 2 December 2021 12:36:22 PM	

Council 23/11/2021	Southcombe, David Phillips, Steven	Decision Reports	Footpath Asset Management Plan
RESOLUTION 2021/258			
Moved: Cr Linda Jungwirth			
Seconded: Cr Neil Beattie			
That Council adopt the Footpath Asset Management Plan.			
CARRIED			
29 Nov 2021 3:59pm Southcombe, David			
Plan finalised and uploaded to Council's website			
01 Dec 2021 12:53pm Southcombe, David - Completion			
Action completed by Coombes, Christine			

Meeting	Officer/Director	Section	Subject
Council 23/11/2021	Caserta, Deanne Morrison, Sharon	Decision Reports	Employee Leave Entitlement Financing Policy v4
RESOLUTION 2021/259			
Moved: Cr Wendy Murphy			
Seconded: Cr Linda Jungwirth			
That Council adopts the Employee Leave Entitlement Financing Policy v4			
CARRIED			
30 Nov 2021 10:42am Caserta, Deanne			
Finalised and published on website.			
30 Nov 2021 10:42am Caserta, Deanne - Completion			
Action completed by Caserta, Deanne			

Meeting	Officer/Director	Section	Subject
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Action Sheets Report	Division:	Council	Date From:
	Committee:		Date To:
	Officer:		Printed: Thursday, 2 December 2021 12:36:22 PM

Council 23/11/2021	Scullie, Paul Gladman, Wendy	Decision Reports	COUNTRY FOOTBALL AND NETBALL PROGRAM - SRV FUNDING OPPORTUNITY FOR FLOODLIGHTING UPGRADES - MITIAMO AND SERPENTINE RECREATION RESERVES
RESOLUTION 2021/260			
Moved: Cr Gavan Holt			
Seconded: Cr Linda Jungwirth			
That Council resolve:			
<ol style="list-style-type: none"> 1. To support an application to the Sport and Recreation Victoria Country Football and Netball Program, ratifying Council's endorsement of the project to install floodlighting at Serpentine and Mitiamo Recreation Reserves; confirming the resources required to commence construction within six (6) months of signing the funding agreement, if successful. 2. That this support is subject to confirmation from the relevant sporting clubs that they will be re-forming for the 2022 football and netball season. 			
CARRIED			
30 Nov 2021 9:45am Scullie, Paul - Completion			
Action completed by Scullie, Paul			
30 Nov 2021 2:58pm Coombes, Christine			
Both Serpentine and Mitiamo FNC have provided a letter of affiliation for the LVFNL 2022 season to the Recreation Officer, and these letters have been forwarded onto Wendy Gladman for her attention.			

Meeting	Officer/Director	Section	Subject
Council 23/11/2021	Habner, Lynne Fitzgerald, Lincoln	Decision Reports	Economic Development and Tourism Strategy mid-term review
RESOLUTION 2021/261			
Moved: Cr Neil Beattie			
Seconded: Cr Linda Jungwirth			
That Council:			
<ol style="list-style-type: none"> 1. receive and note the mid-term review report on the Economic Development and Tourism Strategy 2019-2024 2. endorse the completion and adjustment of actions for future activity as recommended in this report. 			

Action Sheets Report	Division:	Council	Date From:	
	Committee:		Date To:	
	Officer:		Printed: Thursday, 2 December 2021 12:36:22 PM	

CARRIED

30 Nov 2021 11:42am Coombes, Christine
Adjustment of actions for future activity has been prepared for monthly updates to Council Fourms.

30 Nov 2021 11:43am Habner, Lynne - Completion
Action completed by Coombes, Christine

Meeting	Officer/Director	Section	Subject
Council 23/11/2021	Morrison, Sharon Morrison, Sharon	Decision Reports	November 2021 Audit and Risk Committee Meeting Overview
RESOLUTION 2021/262			
Moved: Cr Gavan Holt			
Seconded: Cr Wendy Murphy			
That Council:			
<ol style="list-style-type: none"> 1. receives and notes this summary of the 11 November 2021 Audit and Risk Committee Meeting 2. receives and notes the "Review of Management of Caravan Parks" 3. endorses version 10 of the Audit and Risk Committee Charter. 			
CARRIED			
30 Nov 2021 11:05am Morrison, Sharon			
Documents managed.			
30 Nov 2021 11:06am Morrison, Sharon - Completion			
Action completed by Morrison, Sharon			

Meeting	Officer/Director	Section	Subject
Council 23/11/2021	Perry, Sarah Gladman, Wendy	Decision Reports	PYRAMID HILL STREETSCAPES REVITALISATION PROJECT - DESIGN
RESOLUTION 2021/263			

Action Sheets Report	Division: Council	Date From:
	Committee:	Date To:
	Officer:	Printed: Thursday, 2 December 2021 12:36:22 PM

Moved: Cr Wendy Murphy
 Seconded: Cr Neil Beattie

That Council endorse the presented preliminary designs for the Pyramid Hill Streetscapes Revitalisation Project prior to commencing the tender process.

CARRIED

29 Nov 2021 4:16pm Perry, Sarah
 Pyramid Hill Streetscape Plans are moving through detailed design and should be out to tender in December

29 Nov 2021 4:21pm Perry, Sarah - Completion
 Action completed by Perry, Sarah

Meeting	Officer/Director	Section	Subject
Council 23/11/2021	Habner, Lynne Fitzgerald, Lincoln	Decision Reports	Tabling of petitions received - opposing proposed meat processing facility
RESOLUTION 2021/264			
Moved: Cr Wendy Murphy Seconded: Cr Gavan Holt That Council:			
<ol style="list-style-type: none"> 1. Resolves to deal with this agenda item in accordance with clause 63(5) of the Loddon Shire Council Governance Rules. 2. Receive and note the petitions/joint letters from People for the Ethical Treatment of Animals (PETA), Lois Tattershall, and the Coalition for Australian Wildlife tabled in relation to opposition to a proposed (rural industry) Licensed Wild Game Pet Meat Processing Facility in Inglewood. 3. Respond to the persons forwarding the petitions that Council is only able to make decisions relating to planning considerations and the petition/joint letter and any matters raised will be considered as part of the assessment of the planning permit application, along with other objections and submissions. 			
CARRIED			
30 Nov 2021 11:20am Coombes, Christine			
Responses have been forwarded to People for the Ethical Treatment of Animals (PETA) and Lois Tattershall. Due to contact details via the website link provided by Coalition for Australian Wildlife, a response was unable to be forwarded.			
30 Nov 2021 11:33am Habner, Lynne - Completion			
Action completed by Coombes, Christine			

8 MAYORAL REPORT**8.1 MAYORAL REPORT**

File Number: 02/01/001

Author: Lynne Habner, Manager Executive and Commercial Services

Authoriser: Lincoln Fitzgerald, Chief Executive Officer

Attachments: Nil

RECOMMENDATION

That Council receive and note the Mayoral Report

REPORT

The Mayor will present a report at the meeting.

Cr Straub

Loddon Campaspe Councils	
Murray River Group of Councils	
North Central Goldfields Regional Library	
North Central Local Learning and Employment Network	
Special Committees Of Council (Section 65 Community Asset Committees):	
East Loddon Community Centre Community Asset Committee	
Pyramid Hill Memorial Hall Community Asset Committee	
Other Council activities	
DATE	Activity

9 COUNCILLORS' REPORT**9.1 COUNCILLORS' REPORTS**

File Number: 02/01/001
Author: Lynne Habner, Manager Executive and Commercial Services
Authoriser: Lincoln Fitzgerald, Chief Executive Officer
Attachments: Nil

RECOMMENDATION

That Council receive and note the Councillors' reports

REPORT

Each Councillor will present a report at the meeting.

Cr Beattie

Rail Freight Alliance	
Special Committees Of Council (Section 65 Community Asset Committees):	
Boort Aerodrome Community Asset Committee	
Boort Memorial Hall Community Asset Committee	
Boort Park Community Asset Committee	
Korong Vale Mechanics Hall Community Asset Committee	
Korong Vale Sports Centre Community Asset Committee	
Little Lake Boort Community Asset Committee	
Yando Public Hall Community Asset Committee	
DATE	Activity

Cr Holt

Municipal Association of Victoria	
Audit and Risk Committee	
Special Committees Of Council (Section 65 Community Asset Committees):	
Donaldson Park Community Asset Committee	
Wedderburn Community Centre Community Asset Committee	
Wedderburn Engine Park and Market Square Reserve Community Asset Committee	
Wedderburn Mechanics and Literary Institute Hall Community Asset Committee	
Hard Hill Tourist Reserve Community Asset Committee	
Other Council activities	
DATE	Activity

Cr Jungwirth

Loddon Mallee Local Government Waste Forum	
Central Victorian Greenhouse Alliance	
Municipal Emergency Management Plan Committee	
Other Council activities	
DATE	Activity

Cr Murphy

Calder Highway Improvement Committee	
Local Government Women’s Charter	
Australia Day Committee	
Healthy Minds Network	
Special Committees Of Council (Section 65 Community Asset Committees):	
Campbells Forest Hall Community Asset Committee	
Inglewood Community Sports Centre Community Asset Committee	
Inglewood Community Elderly Persons Units Community Asset Committee	
Inglewood Town Hall Hub Community Asset Committee	
Jones Eucalyptus Distillery Site Community Asset Committee	
Other Council activities	
DATE	Activity

10 DECISION REPORTS**10.1 TABLING OF PETITION RECEIVED - OPPOSING PROPOSED MEAT PROCESSING FACILITY**

File Number: FOL/2128

Author: Lynne Habner, Manager Executive and Commercial Services

Authoriser: Lincoln Fitzgerald, Chief Executive Officer

Attachments: 1. Petition from Friends of Mother Earth objecting to Planning Permit 5652

RECOMMENDATION

That Council:

1. Resolves to deal with this agenda item in accordance with clause 63(5) of the Loddon Shire Council Governance Rules.
2. Receives and notes the petition from Friends of Mother Earth tabled in relation to opposition to a proposed (rural industry) Licensed Wild Game Pet Meat Processing Facility in Inglewood.
3. Respond to the person who forwarded the petition that Council is only able to make decisions relating to planning considerations and that petitions/joint letters and any matters raised will be considered as part of the assessment of the planning permit application, along with other objections and submissions.
4. Note that a response in regard to the petition submitted to the November 2021 Council Meeting, was unable to be forwarded to Coalition for Australian Wildlife due contact details via website link provided, being no longer current.

CONFLICT OF INTEREST

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

PREVIOUS COUNCIL DISCUSSION

This petition has not been discussed by Council previously.

Petitions were tabled at the November 2021 Council meeting.

BACKGROUND

Council officers are currently assessing a planning application for a proposed (rural industry) Licensed Wild Game Pet Meat Processing Facility in Inglewood, in adherence with the Loddon Planning Scheme. Following the completion of the assessment process, the application will proceed to a future meeting of Council for its consideration.

As the responsible authority under the Loddon Planning Scheme, Loddon Shire Council must assess all planning applications under this Planning Scheme. Council is also bound by the Planning and Environment Act 1987, which sets out responsibilities for both Council officers and Councillors.

The Loddon Shire Council Governance Rules set out requirements for dealing with petitions received by Council, as follows.

63. Petitions and joint letters

- (1) A member of the public may give a petition or a joint letter to a Councillor, the Chief Executive Officer or the delegated officer.
- (2) A petition or joint letter must:
 - (a) state the name of the person forwarding the petition and an address to which notice of Council's response may be forwarded;
 - (b) contain the name, address and signature of each person signing the petition or letter;
 - (c) clearly state the request or describe the action that the Council is asked to do on each page of the petition or in the joint letter (whichever is applicable);
 - (d) not include any statement that is offensive, defamatory or disrespectful to Council;
 - (e) be legible;
 - (f) not contain alterations; and
 - (g) not have any letters or other documents attached to it.
- (3) A petition or joint letter that complies with subclause (2) must be tabled at an ordinary Council meeting at the first reasonable opportunity.
- (4) A petition or joint letter may be tabled by any Councillor or by the Chief Executive Officer. It does not have to be tabled by the person to whom it was given.
- (5) A petition or joint letter tabled at a Council meeting must lay on the table until the next ordinary meeting of the Council and no motion, other than to receive the petition or joint letter may be accepted by the Chairperson unless the Council resolves to deal with it earlier.

ISSUES/DISCUSSION

The attached petition received from Friends of Mother Earth is asking that Council does not approve the application for the Inglewood facility.

It is noted that the petition does not strictly meet the definition of a petition, as the current Governance Rules require a signature and address from each person joining the petition.

However, so that Council is responding in good faith, it is tabled for the purpose of this Council report.

Objections to the planning permit application will be managed in accordance with the usual permit assessment process.

It is noted that clause 63(5) of the Governance Rules allow for petitions to lay on the table until the next ordinary meeting of Council, but that Council may resolve to deal with them earlier. It is proposed that Council consider dealing with this item on the day of tabling the petitions/joint letters.

In relation to the requests in the petitions/joint letters that Council does not approve the planning permit application, it is noted that Council, as the responsible authority under the Loddon Planning Scheme, must assess all planning applications under this Planning Scheme. Council is also bound by the Planning and Environment Act 1987, which sets out responsibilities for both Council officers and Councillors.

Council's decisions about a planning permit application can only be in accordance with the Loddon Planning Scheme and the Planning and Environment Act 1987. This will determine whether the application can be approved or refused.

It is proposed that Council resolve to respond to the petition that Council is only able to make decisions relating to planning considerations and that petitions/joint letters and any matters raised will be considered as part of the assessment of the planning permit application, along with other objections and submissions.

In response to the petitions tabled at the November 2021 meeting, responses have been forwarded to People for the Ethical Treatment of Animals (PETA) and Lois Tattershall. Due to contact details via website link provided by Coalition for Australian Wildlife, a response was unable to be forwarded.

, COST/BENEFITS

There are no costs or benefits associated with the matters discussed in this Council report.

RISK ANALYSIS

The Governance Rules are clear about the requirements for dealing with petitions, however, it is recognised that online options for petitions do not strictly meet these current rules requiring a signature from each person on the petition. This matter will be considered further when the Governance Rules are reviewed in the near future.

It is considered reasonable for Council to accept online petitions without a signature, and this addresses potential reputational risks around being seen to ignore currently accepted practices.

CONSULTATION AND ENGAGEMENT

Consultation has been undertaken between Council officers in relation to the tabling of petitions and the proposed response.

We were appalled to read in the Loddon Herald that the Loddon Valley Abattoir in Inglewood is seeking permission to reopen as a kangaroo processing facility. They want to initially process 1,000 kangaroos per week and could increase capacity to 2,000 kangaroos. The presence of this facility will no doubt encourage more slaughter of our precious kangaroos and contribute to their decline. The signatories object to this proposal on the following grounds:

1. The kangaroo industry is a national disgrace. It is an insult to all the Indigenous people for whom kangaroos are Totem, a kick in the guts to our selfless wildlife volunteers, a danger to regional Victorians and distressing to all who value our wildlife and animal welfare. The commercial killing of kangaroos is the world's largest terrestrial wildlife slaughter for which we are condemned internationally and will doubtless also be condemned by history.
2. The kangaroo industry is cruel. It is entirely unregulated as kangaroos are shot in the wild at night with no supervision to ensure compliance with animal welfare requirements. Data from the recent NSW parliamentary inquiry into the commercial kangaroo industry indicates that 40% of kangaroos are mis-shot and die slow agonising deaths whilst joeys are considered a waste product and bludgeoned, decapitated or escape to die from exposure, starvation and predation.
3. The kangaroo industry is unsustainable. Independent studies show that kangaroo populations are declining, and the flawed rhetoric of the industry has recently been exposed in the NSW inquiry. Even without delving into the methodological errors and analytical biases in the official Victorian kangaroo survey reports (which they have proven by producing estimated increases that are biologically impossible) the numbers for Loddon from the Arthur Rylah Institute suggests that ALL of the kangaroos (estimated 83,800 in the local government area) would be gone within less than a year at the proposed processing rate of 2,000 carcasses per week. Given that the entire Kangaroo Harvest Program quota for the Lower Wimmera zone is only 25,850 kangaroos in 2021, the facility will run out of legally killed kangaroos from the area within 13 weeks of opening.
4. The kangaroo industry is killing tourism. Kangaroos are iconic and worth much more alive for their inherent, Totemic and tourist value. In fact, tourism generates more to Australia's economy than everything else put together, with nature-based tourism the most rapidly growing sector. Studies by Griffith University and Tourism Australia reveal that the biggest attraction of our country to international travellers is our wildlife, proving that live kangaroos are worth far more to our economy than pet meat.
5. The kangaroo industry is a health hazard. The wildlife trade is a known cause of virus transmission and emerging pandemics (75% of new infectious diseases in humans are zoonotic) and yet we still foolishly continue to exploit our wildlife. Kangaroo "harvesting" is not hygienic with carcasses driven around all night covered in dust and insects. Kangaroo meat has a high incidence of parasites, toxoplasmosis, e-coli, salmonella and other pathogens. Imports of kangaroo meat have been banned and stocks removed from shelves in areas across the globe on hygiene and animal welfare grounds. The potential health catastrophe for locals in the nearby town of Inglewood is exacerbated by inevitable smells, pollution and waste from the facility.

We call on the Loddon Shire Council, the Environment Protection Authority and PrimeSafe to reject the proposed kangaroo processing facility in Inglewood. The unethical, unsustainable, tourism-stifling and health-threatening slaughter of these gentle native creatures is not worth a handful of jobs. Kangaroos are unique, sentient, sensitive, social and family-oriented - they deserve our respect and protection.

Name	City	Postal Code	Country
Robyn Opie Parnell	Adelaide		Australia
Friends of Mother Earth Incorporated			Australia
Save the Kinley Kangas Lilydale	Lilydale	3132	Australia
Angela Huxstep	Tweed Heads	2460	Australia
Lynette Desmond	Moss vale	2577	Australia
Kim Sutterby	Adelaide	5125	Australia
shelley newell		3844	Australia
Chloe Price	Adelaide	5034	Australia
Jenny Smart	Sydney	2000	Australia
Michelle Wells	Mitcham	5062	Australia
Louise Guthrie	Nathalia	3638	Australia

Name	City	Postal Code	Country
Jennifer Jensen	Sydney	2578	Australia
Michael Seebeck	Cairns	4878	Australia
Kevin Garrett	Richm	3121	Australia
Robert Nowak			Poland
Atsuko Nagami	Melbourne	3000	Australia
Donna Dorning	Melbourne	3166	Australia
Philippa Hauser	Melbourne	3084	Australia
alana hangay	Melbourne	3000	Australia
Emma Barnes		3139	Australia
mel czela	Melbourne	3028	Australia
Autumn Shepard	Long Beach	90801	US
Ji Montgomery	shiremanstown	17011	US
Arianna Guerero	Point Cook	3030	Australia
Zoe Fotopoulos	Melbourne	3765	Australia
Petra Nöller		7000	Australia
Robyn Hunter	Evansford	3372	Australia
Rae Harvey	Batemans Bay	2536	Australia
kathrin Otto	Narembeen	6369	Australia
Anne-Marie Robinson	Melbourne	3153	Australia
Leonie Adams	Windsor	4030	Australia
Michelle O'Bree		3629	Australia
Sue Handbury	Reedy creek	3658	Australia
Julie Bortoletto	Melbourne	3000	Australia
Maya Pigot	Carlton	3053	Australia
Courtney Lucanto	Epsom	3551	Australia
Olga Dazenko	Melbourne	3001	Australia
Barry Fox		3478	Australia
iet Legerstee	Olinda	3788	Australia
Debra Tranter	Kyneton	3444	Australia
Sandra Darvidis	Belgrave heights	3160	Australia
Francisco Cazares	Chihuahua	31205	Mexico
Meaghan Hughes	Melbourne	3121	Australia
tracie chadderton	Melbourne	3140	Australia
Matt Crawford	Norlane	3214	Australia
Yvonne Huth	Cranbourne	3977	Australia
Nicole Workman	Tootgarook	3941	Australia
Lesley Drinkwater	Corindi beach	2456	Australia
Kirsten Macleod	Melbourne	3001	Australia
Pam Turner	Glenthompson	3293	Australia
Kaye Sanders		3178	Australia
Felicity Wightwick	South Jordan	84009	US
pamela kammerhofer	Elwood	3184	Australia
Hilary Teles	Melbourne	3004	Australia
Yvonne Fessler	Upper Coomera	4209	Australia
sharon peterson	dunach	3371	Australia
irene cooper	vicoria	3175	US
Maggie van Santen	Tenterden	6322	Australia
Frank Jesse	Melbourne	3294	Australia
Tania Metherell	Melbourne	3000	Australia
N A		3068	Australia
WOZ WAGNER	Brisbane	4000	Australia
Tania Iris		3630	Australia
Jodie Yemm		3166	Australia

Name	City	Postal Code	Country
Pam Treeby		3612	Australia
Dominic Ward		4312	Australia
Kerrie Brooks	Melbourne	3001	Australia
Samantha Wight	Greenvale	3059	Australia
Linda Krulz		3875	Australia
Pauline Meagher	Melbourne	3023	Australia
Margaret Lerner	Perth	6000	Australia
emma bourke	Melbourne	3000	Australia
Agnieszka Brittny	Melbourne	3000	Australia
Tina Lawrence		3228	Australia
Ben Halicki	Sydney	2000	Australia
April Hales	Melbourne	3170	Australia
Navec Lorkin	Blackburn	3130	Australia
Jacqueline Ibbotson			Australia
Brigitte Piscioneri		3000	Australia
Cherie Coleman	Robina	2220	Australia
Crystal Robinson	Melbourne	3001	Australia
Jan Barden	Brisbane	4300	Australia
Margaret Healy	Wonthaggi	3995	Australia
Roddie Mac		4000	Australia
Sarah Brennan	Croydon	3136	Australia
Cathy Audley	Reservoir	3073	Australia
Rhonda Wilson	Melbourne	3806	Australia
rebecca halliday	Melbourne	3370	Australia
Rebecca Fisher	Melbourne	3001	Australia
Felix Quinn	Melbourne	3001	Australia
Danielle Scott	Werribee	3030	Australia
Rina Moran	Melbourne	3000	Australia
Danielle Mack	Ferntree Gully	3156	Australia
Robyn Weeding	Launceston	7250	Australia
Clare Amos	Melbourne	3809	Australia
VIVIENNE BEN-SHIR	LONDON	E18 2PT	UK
Alanah Alsop	Northcote	3070	Australia
Anne Spiteri		7170	Australia
Archie Howse			Australia
carla jewell		4554	Australia
John Gerard	Forest Grove	2795	Australia
Linda Marr		2290	Australia
Joan Hughes	Westerway Tasmania	7140	Australia
Melanie Kilner		3350	Australia
Tracey Ritchie	Edensor Park	2176	Australia
Chhaya Parmar	Sydney	2000	Australia
paula griggs	Melbourne	3001	Australia
Elizabeth Jeffery	Melbourne	3000	Australia
Leanne Williams	Mooroolbark vic	3138	Australia
Jo Harris	Oakleigh South	3167	Australia
India Armstrong	Maryborough	3465	Australia
Faith Woodward	Melbourne	3001	Australia
POOTIS SPENCER	Sydney	2121	Australia
Jodie Earl	Melbourne	3001	Australia
Catherine Pisani	Templestowe	3106	Australia
Janine Shields	New Gisborne	3438	Australia
Jo Dicker	Wagga Wagga	2650	Australia

Name	City	Postal Code	Country
Enid Latham		2830	Australia
Charmen Rose	Perth	6163	Australia
Kerstin Schweth	Robertson	2577	Australia
Eddie Agar-teehan	Melbourne	3812	Australia
Ruth Parramore	Lancefield	3435	Australia
Brady Finch	Perth	6000	Australia
yolanda schultes	Wittenbach	9300	Brazil
jocelyne lapointe	Terrebonne	j6w0b5	US
Cloe Cameron		3448	Australia
Djamila grouci	Paris	75011	France
Janelle Carlyon	Heathcote, Vic, 3523	3523	Australia
Cody Dube	Melbourne	3001	Australia
Pam Leversha	Castlemaine	3450	Australia
Christopher Evans	Shobdon	HR6	UK
Meg Douglas	Byron Bay	3130	Australia
Emma Brown	Victoria	3450	Australia
Heike Pfitzer	Melbourne	3000	Australia
Andrea Lewis	Castlemaine	3450	Australia
ARROW Black	YAPEEN	3451	Australia
Rachel Williams	Melbourne	3000	Australia
loretta orsini	Melbourne	3070	Australia
Daniel Whitford	Bendigo	3551	Australia
Alana Bacon	North Melbourne	3051	Australia
Christna Frutuoso	Esch	4069	Luxembourg
Jo Ingram	Mount Beauty	3699	Australia
Cat McDougall		eh66aa	Australia
Madeleine Randall	Melbourne	3000	Australia
Carolyn everett	langhorne	19047	US
Jennie Phani		2171	Australia
Gavin Moulton	Boddington	6390	Australia
Tamsin Ramone	Kilsyth	3137	Australia
Jody Simmons	Tawonga South	3698	Australia
Gayle Williams		3032	Australia
Renata Puppini	Milan	20124	Italy
Hanneke Mol	Poortvliet	4693EG	US
paola de fanis		20069	Italy
Letitia Donnelly	Nimbin	2480	Australia
rolf wiesler	Johannesburg	2041	South Africa
Debra Dyer	Mornington	3931	Australia
Heather Blackburn	Thornton	FY5	UK
Hans de Vos	Schoondijke	4507CG	Netherlands
Elena De Fanis	Milano	20069	Italy
Vicki Paterson	Chelsea	3196	Australia
angelika+ thomas wegner		51399	Germany
Julie Wakefield	Huonville	7109	Australia
Katy Wilson	Belmont	3216	Australia
Eileen Young	Melbourne	3000	Australia
Alana Tagliabue	Castlemaine	3450	Australia
isabel esteve	Castelloli	8719	Spain
petra egging	arnhem	6836hd	Netherlands
Graham edward Ingledow	San Roque cadiz	11360	Spain
Gonny Stevens	Lanaken	3620	Belgium
Robina Hodgson		3153	Australia

Name	City	Postal Code	Country
Jess Kamperman	Karlsruhe	3163	Australia
Sinclair Petra	Erlensee	63526	Germany
Angel Warrior	Jersey	JE2 4NR	UK
Martine Cuisenaire	Heer	5543	France
Jess Carter	Chewton	3451	Australia
TRISH BROWN	HARVEY WA	6220	Australia
Michelle Nightingale		4753	Australia
lynn kidd	Esperance	6450	Australia
Erin Mcalinden	Bendigo	3550	Australia
Pam Doyle	Melbourne	3001	Australia
Julie Sutcliffe	Beetaloo Valley	5523	Australia
Allycia Cox		3450	Australia
Christiane Ulbrich	Moyeuve-grande	57250	France
Sylvie Lemaire	Féternes	74500	US
Cherryl Fuller		4000	Australia
Fiona Kelly	Melbourne	3001	Australia
Kim Wormald	Kilsyth	3137	Australia
alison williams	Aberystwyth	sy231qg	UK
Graham Duncan	Dublin	D02	Ireland
Macx Gosling	Brisbane	4001	Australia
christine askew	mandurah	6210	US
Dean Hannath	Werribee	3030	Australia
patricia grender	Frankston	3200	Australia
Kerrie Allen		3463	Australia
Pamela Robilliard	Melbourne	3001	Australia
Rodney Norman	Lilydale Victoria	3140	Australia
Emere McDonald	Auckland	600	New Zealand
Regine LOEUIL	Hamoir		Belgium
kathy lavender_williams	Stawell	3380	Australia
Annika Yuile		2780	Australia
dominique benoit	Villiers-en-Désoeuvre	94440	France
Louise G	Melbourne	3000	Australia
Andrew Rus	Melbourne	3001	Australia
Giana Peranio-Paz	Haifa	28792	US
Lisa Rees	Melbourne	3001	Australia
Lotta Lindsjö	Hjärup	24562	Sweden
Pep Boutopoulos	Melbourne	3001	Australia
Sherrin Caird	Darley	3340	Australia
Rick Ulyatt	Rosebank	2480	Australia
Michele Allen		2620	Australia
Meg Sattler		3450	Australia
Kerrie Golles	Castlemaine	3465	Australia
Sabine Möhler	sabine.stiker@web.de	87839	Germany
Mirjam Talma	Buitenpost	9285VZ	Netherlands
Sonia Blackwell	Adelaide	5001	Australia
Rachael Dunell	Ipswich	4301	Australia
Betty Kline	White Post	21901	US
Wendy T	Melbourne	3001	Australia
Shona Cornwall	Campbells Creek	3451	Australia
Fee Sievers	Eltham	3095	Australia
Mylene Bennett	Clifton Hill	3068	Australia
Elizabeth Grasso	Melbourne	3173	Australia
Cecile Lyons	Waterford	4133	Australia

Name	City	Postal Code	Country
cathala corine	Pierrelatte	26700	France
Nathalie WANGERMEZ	La Réole		France
Louna Grobler	Windhoek		Namibia
Teresa Minniti		3029	Australia
jill barclay		3450	Australia
Samantha Marks		3555	Australia
Maria Van Geel	Zdroisko		Poland
diana simpson	Mount Bruno	3675	Australia
john forshaw	manchester	M300FT	UK
Veronica Arca	Melbourne	3001	Australia
Lois Tattershall	McIntyre	3001	Australia
Denise Dawson	Aveley	6069	Australia
Yuka Nagata	Sydney	2000	Australia
Krishna Vijaydhar	Brisbane	4118	Australia
Meike Schmedt	Osnabruck	49088	Germany
Sue Cone	Hull	HU13 9DS	UK
Kaye Regattieri	Melbourne	3000	Australia
REBECCA Lee	Adelaide	5001	Australia
Kate-Rose Turner	Pheasant Creek	3757	Australia
sylviane lambert husin	Benon	17170	France
gianna bullo	Perth	6001	Australia
Sophie Glasser	Glen Iris	3121	Australia
wendy smith	nelson	bb98tt	UK
Francis Robbins	Thomastown	3074	Australia
Lisa Rowe	Castlemaine	3450	Australia
Genevieve Glasser	Glen Iris	3146	Australia
Emma Burgess-Gilchrist	Castlemaine	3450	Australia
David Flynn	Prescot	L34	UK
Sylvain Genot	Bonbeach	3196	Australia
Rosi Zang	Aschaffenburg	63743	Germany
Narelle Trippett	Christmas Hills	3775	Australia
Marie Laka	Hampton	3188	Australia
Margit Ristimäki	Helsinki		Finland
Emma Davis	Melbourne	3145	Australia
Joshua Saba	Melbourne	3000	Australia
Rebecca Cornish	Melbourne	3001	Australia
Charlie Glasser	Glen Iris	3146	Australia
Megan Arnold	Fulham	SW6	UK
brigitte donkers	Heerlen	6417	Netherlands
Ian Hands	Birmingham	B322PF	UK
Hannah McIntyre	Mordialloc	3195	Australia
nicole johansen		3102	Australia
Michelle de Lima	Richmond	3121	Australia
Dipankar Majumdar	Jalpaiguri	735101	India
lisa siciliano	frankston	3199	Australia
Anneke v. Brussel Andries	Raamsdonksveer	4941JT	Netherlands
Joyce Alexander	Edinburgh	EH11	UK
peter Marr		2290	Australia
Anne Montarou	Plaisir	78370	France
Lisa Tancredi	Castlemaine	3450	Australia
Brenda Marmion	Rye	3941	Australia
Robyn Dahl		3097	Australia
Fleur Letitia	Keerong	2480	Australia

Name	City	Postal Code	Country
Carmen Ebinger	Maryborough	3465	Australia
amanda norfolk	Melbourne	3450	Australia
Jessica Skolnik	Kinglake	3763	Australia
Deborah Webby	Melbourne	3912	Australia
Eva Maria Genovese	Muttenz		Switzerland
Suzanne Buckman		2577	Australia
Lillie Priede	Fitzroy	3065	Australia
Marion Cagney	Kangaroo Flat	3555	Australia
Louise McEwan		3551	Australia
Ruth SMITH	Melbourne	3001	Australia
karen micallef	maldon	3463	Australia
Claudia Zol	Milan	20128	Italy
Chris Laursen	Sydney	2000	Australia
Daniel Webby	Melbourne	3148	Australia
elisha catalano		3136	Australia
Jenny Fairless	Watsonia	3087	Australia
Coral Waters	Gympie	4570	Australia
Gail Bucknall		3113	Australia
Ekaterina Pyatachuk	Lutsk		Ukraine
Pela Soupouu	Keysborough	3173	Australia
Rosie Galea	Shelbourne	3515	Australia
Tracy Bonner	Marple Bridge	SK65ER	UK
Astrid V.d. Geest	Stadskanaal	9502	Netherlands
Roberto Meritoni	Asso	22033	Italy
Liz Webby	Sydney	2101	Australia
deborah volk	hay	6333	Australia
Michele Mitchell	Vic	3677	Australia
Ethan Brown	Trentham	3458	Australia
Petrina Paidel	Wivenhoe Pocket	4306	Australia
Anthony Blackley	Melbourne	3001	Australia
Francis McCarthy	Wedderburn	3518	Australia
Tina Hollis	Canberra		Australia
Sarah Weeks	Melbourne	3148	Australia
Antonino gaiimo		131	Italy
Thomas Oesterlé	Chadstone	3148	Australia
Wendy Laursen	Sydney	2000	Australia
Marianne Pink	Daisy Hill	3465	Australia
Konstantia Bobotis	Frankston	3199	Australia
Glenys Bodilly	Melbourne	3001	Australia
Aidan Younane	Melbourne	3001	Australia
David Graham	Sydney	2000	Australia
Jesse Chapman	Rockhampton	4700	Australia
Niina Anttinen	Espoo		Finland
Caroline Mara	Brisbane	4061	Australia
philip morrow	Melbourne	3000	Australia
Mahesh wick		3754	Australia
Luke O'Shannassy	Melbourne	3000	Australia
Glynn Jarrett	Ravenswood South	3453	Australia
Angela Neal	Newstead	3462	Australia
Harold Moore	Melbourne	3001	Australia
Alison Pugh		3340	Australia
Paul Mend	Miami	33009	US
Luisa Wagner	Ayr	4807	Australia

Name	City	Postal Code	Country
Jayde Whelan		3444	Australia
Leanne Jackson		3154	Australia
Rosie Gehrig-Mills	Thornbury	3071	Australia
Alyssa Davis	Glen Iris	3146	Australia
corrienne Nichols	Melbourne	3001	Australia
Beverley King		2282	Australia
Caroline Sévilla	Paris	75001	France
Brenda Argus	Golden Square	3555	Australia
Joan Abramson	Brookline	2446	US
Lucie Spencer	Totton	SO40 3GW	St. Lucia
Fiona Leen	London	Nw26az	UK
Tracey Blomquist	BRISBANE	450)	Australia
Kate Hookey	Fitzroy North	3068	Australia
Emma Coult	Camberwell	3124	Australia
Christeen Anderson	Crestview	32539	US
joan Mackenzie		3461	Australia
Frances Mackiewicz	Beachwood	8722	US
Amber Doughty	Melbourne	3754	Australia
Michelle Mead		3550	Australia
Donna Rowan	Warrnambool	3280	Australia
Tammy Bendall	Hornsby	2077	Australia
Ruby McNally	Tawonga South	3698	Australia
Fay Sutherland	Laidley	4341	Australia
Mark Anderson	Telopea	2117	Australia
Zerin Knight	Maiden Gully Vic	3551	Australia
Linda L	Adelaide	5001	Australia
Colleen Garsed	Newstead	3462	Australia
Anaelle Bedoussac	McIntyre	3472	Australia
Maria Ianc	Zaragoza	50007	Spain
Shanthi Coleman	Doylestown	18901	US
andrew henry	Melbourne	3001	Australia
Georgia Shuttleworth	Melbourne	3001	Australia
Jocelyn Dexter		3018	Australia
Rachel O'Neil	Melbourne	3001	Australia
Jeremy Crump	Melbourne	3185	Australia
Margaret Scown	Adelaide	5097	Australia
Carolyn Rose		3757	Australia
Jaqueline Harris		7304	Australia
Ana Gruber	Wolfratshausen	82515	Germany
Barbara Linton		3153	Australia
sadie al	South Jakarta	12514	Indonesia
Sarah Louise	Melbourne	3000	Australia
Evette Armstrong	Panton Hill	3559	Australia
Trish Kendal	Thornbury	3071	Australia
Winnie Elise	Brisbane	4000	Australia
Lisa Glascott	Balwyn North	3104	Australia
robin lewis	Wagga Wagga	2560	Australia
Gail Chadwick	Melbourne	3001	Australia
Regina Butcher	Coffs Harbour NSW	2450	Australia
Uwe Vietzke			Germany
Anne Grice	Patterson Lakes	3197	Australia
Fiona Kristoffersen	Melbourne	3136	Australia
Manya Edwardson	Melbourne	3000	Australia

Name	City	Postal Code	Country
Simone Duffin	Australia	3585	Australia
Emma Dalton	Brisbane	4001	Australia
Brittney Billington		6707	Australia
Debbie Gwyther-Jones	Melbourne	3000	Australia
Sylvia Breuer	Canby	56220	US
David Macdonald	Sydney	2000	Australia
Maria Mia Gloria Giacomelli	Ljubljana	4000	Slovenia
sally jay	Melbourne	3184	Australia
Melinda Darer	Melbourne	3000	Australia
Lynette Francis	Longlea	3551	Australia
Angela Veysey	Mitcham	3132	Australia
John Grace	Canberra	2913	Australia
Darcie Richards	Melbourne	3001	Australia
Chris Ullner	Melbourne	3000	Australia
Megan Ballinger	Melbourne	3000	Australia
Veronique Dick		57700	France
Pamela Hill	High River	T1V1J5	Canada
Sophie Walker	Melbourne	3001	Australia
Kerry Brookes	Yea	3717	Australia
Phoebe Trett	Brisbane	4000	Australia
Susana Muñoz	Madrid	28019	Spain
Sabine Scheps	Feldkirchen	94351	Germany
Liliana Fiorini	Cordoba	5000	Argentina
Samantha Robertson	Preston	3072	Australia
Chante Mclean	Melbourne	3000	Australia
luchie pocock	benoni	1501	South Africa
Christine McCoy	Wynnum	4178	Australia
Shirley Trezise		3111	Australia
Debby Chandler	Barberton	44203	US
Kim Smart	Perth	6892	Australia
Ruby Rhodes		3136	Australia
Pamela Hall	Perth	6000	Australia
Sandra Carchidi	Rocchadaspide	84069	Italy
Linda Stammers		3113	Australia
Alec Bond	Alton	GU34	UK
Leah Horsfall	Brunswick	3056	Australia
Tracy Harris	Melbourne	3000	Australia
Mel Fraser	Melbourne	3121	Australia
Gail Staples	Sydney	2000	Australia
Patricia Ryan	Ourimbah	2258	Australia
Trina McMillan	Diamond Creek	3089	Australia
Michelle Austin	Athens	10433	Greece
Corrina Lever	Sydney	2000	Australia
Lynda Bird	Melbourne	3001	Australia
Tristan Kemp		2128	Australia
Sandra Bletchly	Birkdale	4159	Australia
renate schindler	Chemnitz	9111	Germany
Sharon Hayes		3216	Australia
Tyler Klassen	Ottawa	K2G	Canada
Lucy Perosin	Sydney	2001	Australia
JJ Miller	Healesville	3777	Australia
rosa blanckaerts	antwerpen	2040	Belgium
Judith Szalontai	Ballarat	3355	Australia

Name	City	Postal Code	Country
Marina Kotelnikova	Moscow	121359	Russia
Priscilla Rodriguez	Las Vegas	89120	US
Kathryn Lester	Waurrn Ponds	3216	Australia
Karen Buchan		3796	Australia
Kate Kenner	Guilford	5301	US
Emily Hsiao	NSW	2070	Australia
Wayne Hinds	Shelbourne	3515	Australia
Mags Roy Mein	Newcastle	NE1 0FA	UK
Elena Wyatt	Perth	6000	Australia
Cynthia Howard	Davoren Park	5113	Australia
Brooke Condon	Mooroolbark	3138	Australia
Rebekah Grant		3152	Australia
cynthia o'sullivan	Melton West	3337	Australia
Sharon Bonnici	Melbourne	3001	Australia
Heath Styles	Balwyn North	3104	Australia
Nelly PRESTAT		77169	France
Martina Behla	Berlin	12163	Germany
katherine Sampson	Devon	Ex363bl	UK
Julie Hollingsworth	Perth	6001	Australia
Shanice Saurajen	Melbourne	3001	Australia
Jacquelyn Cramer	Armstrong	V0E	Canada
Cadman Rossignoli	Melbourne	3001	Australia
Stephanie Wells	213 12283 224 St Maple Ridge,	V2X 8Z3	Canada
Marie-José CHOBERT	Orléans	45000	France
Michael Ewart		3550	Australia
JoAnne Griffiths	Maiden Gully	3551	Australia
Christiane Buisson	Windsor	N8W 5C3	Canada
Karen Powers Adamson	Dover	3830	US
Sharon Turner	Hurstbridge	3099	Australia
Sylvia Gries	Eppenbrunn	66957	Germany
Jean Chagnon	Montréal	H2K	US
Tracy Nero	Footscray	3011	Australia
simone maes		9000	Belgium
John Robert	Birmingham	B314nu	UK
Christina Edwards	Birkenhead	CH437RG	UK
Jayne Clarke	Knottingley	WF110EJ	UK
Ellie Young	Worcester	WR3	UK
Sigrid Kok	Saterland	26683	Germany
Yunhua Yang	Melbourne	3004	Australia
Inge Stadler	Hilpoltstein	91161	Germany
Terra Mather	Gold River	v0p1g0	Canada
Biene Maja	Roma	100	Italy
Zazil toma	San diego	92124	US
Julie Wiebe	Winnipeg	R2M0j4	Canada
A. Otto	Auerbach	8209	Germany
Elizabeth Moini	Camberwell	SE5	UK
Susanna Pina	Busto Arsizio	21052	Italy
Connie Dodes	Los Angeles	90004	US
Shayna Tyler	Vallentigny	10500	France
Marc van de Waarsenburg	Middelburg	zuidsingel59	Netherlands
patty kundrat	Elgin	60123	US
Fabienne Stoudmann	Oulens-Echallens		Switzerland
Mark McGrath	Bendigo	3556	Australia

Name	City	Postal Code	Country
catherine cheneval	LYON	73000	Spain
Adea Claude	Saint-Quentin	2100	France
Francine Sandras	Lille	59160	France
Linda Moore		3134	Australia
Susan Hayes	Rehoboth	19971	US
Lori Bryant	Pendleton	97801	US
Meredith Chessman	Syracuse	13212	US
Fabienne Decoux		74410	France
Donald Chambers	New Orleans	70112	US
Joy Stevens	Wolverhampton	WV3	UK
Bethany Xerri	Melbourne	3977	Australia
Roxana Moya	Santiago		Chile
Alison Barker	Goodwood	5034	Australia
sa. sang	los angeles	91601	US
Marion Schiffers	Brussels	4720	Belgium
Claudia Neuhalfen	Bonn	53117	Germany
jill phipps	Blackwood	NP12	UK
Mary Foley	cork	d15	Ireland
Rosita Muller	Ede	6718	Netherlands
Susan Pappalardo	Little Egg Harbor Township	8087	US
Yvette Duquette	Elliot Lake	P5A 1E7	Canada
michel/bernadette charlier/gustin	namur	5100	Belgium
Patricia Neves	Saint John	E2M-1P4	Canada
Ilean Brown	Elliot Lake	P5A	Canada
Joanna bragel	Asheville	28806	US
Julie Port	Slough	SL1	UK
Hamidah Lakhani	Calgary	T3p0h3	Canada
burnier joelle	jodoigne		Belgium
Pippa Tattershall	Bristol	BS3	UK
vittoria braido		18658	Spain
Marissa Dodsworth	Derbyshire	DE23	UK
Chardonnens Sonja	Mannens	1564	Switzerland
atilla demir	muğla		Turkey
zoe law	kent	ME13 7LR	UK
Séverine SORDET	Dijon		France
Rina Singh	Barking	IG11 9QQ	UK
J Vez	Ottawa	K1K	Canada
Gina Jockwer	Amsterdam		Netherlands
Claudia Miller	London	CR7	UK
Paata Kekutia	Batumi	6000	Georgia
sue sch.	Florida	89077	US
claudia correia	Lisbon	1000-001	Portugal
Joanne Folkins	Gold River	V0P 1G0	Canada
L Segsl	Pomona	10970	US
Ankie Ellajdel	Tyresö	135 40	Sweden
karen carrington	Southampton	SO19	UK
alexis font	Edinburgh	eh5 2pt	UK
Jeannine Kühn	Hagen	58089	Germany
susan henderson	Glasgow	g69 6rl	UK
Rika Leverette	Chicago	60652	US
Inger Nyberg	Stockholm	173 11	Sweden
pilar blas	san sebastian	20009	Spain
Laura Edwardson	Maple Ridge	V2W	Canada

Name	City	Postal Code	Country
Mary Greentree		2536	Australia
jacquie mullens		3915	Australia
ulla pade	fuglebjerg	4250	Denmark
Nick Marino	Oakdale	11769	US
christa lohrig	Petersberg	41352	Germany
Elisabeth Bechmann	Polten	3100	Austria
Laila Sunde	Odda	5750	Norway
Eve McQueen-Allinger	Columbia	28269	US
De Garstang	Maidstone	ME15	UK
Marilyn Graziano	Bedlington	NE22 5SN	Germany
Belinda Ball	Scarborough	4020	Australia
Dominique LANG	Vaison-la-Romaine	84110	France
Emma Finch	Mooroolbark	3138	Australia
stuart hemphill	Pueblo	81005	US
chrisanthi veloudaki	Athens ,Greece		Greece
Peter Rylander	Stockholm		Sweden
Chantal Martin	Koné	98807	New Caledonia
Sophie Cleak	Mitcham	CR4	UK
dagmar galea		4212	Australia
armer teufel reger	Nürnberg	90443	Germany
Irene Leggett	Great Yarmouth	NR31 8HJ	UK
Marga Gili	Palma	7003	Spain
Isabelle Ivanov		3463	Australia
Tania Keenan	Kilmore	3763	Australia
Kimberley Host	Eindhoven	0	Netherlands
Wendy Forster			UK
Kathy Jones	Bellingham	2019	US
Margauw Mollet	Montreuil	93100	France
Anna Laidler	East Stroudsburg	18301	US
Sofia Jalil	Rosario	2000i	Argentina
Norm Wilmes	Yuba City	95991	US
debi kaufmann	denver	80221	US
Silvia Steinbrecher		53881	Germany
Dawn Bradner	Edmonton	T6W	Canada
Sime Validzic	Novi Zagreb	10020	Croatia
Trish Mathers	Brisbane	4001	Australia
Inelda Lovi		2580	Australia
Thomas Wegner	Burscheid	51399	Germany
Tina Daniel-Zitzlaff	Melbourne	3001	Australia
Valérie RAYNAUD	Sainte-clotilde	97441	France
cuellar bernadette	névian	11200	France
Rod McLeod	Bendigo	3555	Australia
Arianna Muro	Caracas		Venezuela
Alana Hickey	Adelaide	5001	Australia
Melissa Watts		3137	Australia
tristan lavery	mullumbimby	2482	Australia
Lisa Salazar	Shasta Lake	96089	US
Heather Opie	Melbourne	3001	Australia
Jen Evans	Craigieburn	3064	Australia
Jo Watts	Perth	6000	Australia
Marie A	Carlisle	17015	US
Tanya Tutty	Adelaide	5001	Australia
Kirsty Clark	Melbourne	3757	Australia

Name	City	Postal Code	Country
Olivia Cachia		2556	Australia
Meredith Robinson	Inverloch	3996	Australia
Paula Gilbard	Cairns	4870	Australia
Kelsea Blackburn	Glen Iris	3146	Australia
ingrid arving	broadford	3658	Australia
Natalie Blatchford	Mallabula	2319	Australia
Yana del Valle	CANBERRA	2600	Australia
Allison Aldred	Glen Iris	3146	Australia
Jett Craig	Melbourne	3001	Australia
Leigh Coto	Viriginia Beach	23462	US
Krysti Severi	Melbourne	3001	Australia
Anne Mallen	Northcote	3070	Australia
Leila Ellul		3759	Australia
Catherine Adams	Ashburton	3147	Australia
Lillian Fitton	Cork		Ireland
Amy Buchan	Mount evelyn	3796	Australia
rebecca kortmann	san francisco	94107	US
Lynne Waller	Malvern East	3145	Australia
Mary-Anne Podboy		3764	Australia
Alexandra Prelipceanu	Targu Jiu		Romania
Mary Wilbraham	Pakenham	3810	Australia
Jodi Igard	Los Angeles	91607	US
Nadia Shomali	Perth	6000	Australia
christine Nelson		3770	Australia
Karen Thomas	Pyalong	3521	Australia
Nicholas Goodes	Bendigo, Victoria	3500	Australia
Tina Greening	Eltham North	3095	Australia
Jeanette elliot		3807	Australia
Erica Perales	Melbourne	3001	Australia
Gabrielle Maunsell	Creswick	3363	Australia
R S	Koln	51069	Germany
Heather Alderman		3463	Australia
Nolan Edwardson	Maple Ridge	V2W	Canada
Barbara Hill	Mount Evelyn	3796	Australia
Helga Burry	Adelaide	5000	Australia
christine marchand	marest dampcourt	2300	France
Shelley Stafford	Melbourne	3153	Australia
jade ALF	Blois	41000	France
Carol Knowles		3137	Australia
Johanne Dunn		2567	Australia
Yvonne Giblett	Byford	6122	Australia
Beatrice Tuneld	ASKERSUND	741 74	Sweden
Sherrie Scott		3712	Australia
Rahula Gunasekera	Tucson	85713	US
Helen Londe,MD	Richmond	94805	US
Anna F	Honolulu		US
Ron Holden		3146	Australia
Ellen Gurtner	Mönchengladbach	41189	Germany
Emily Alexandra	Torquay	3123	Australia
Patricia Clarkson		3754	Australia
Larry Mclaryson	Koringal	2650	Australia
angelia priest	Hobart	7000	Australia
Leanne Backman	Melbourne	3089	Australia

Name	City	Postal Code	Country
Francine Horne	Ngunnawal	2913	Australia
Susan Kohlmetz	Lynwood	2488	Australia
Syd Giesbrecht	Burnaby	V5B	Canada
christy nemmer	York	17404	US
Cazza Le Man	Rosedale	4674	Australia
Jennifer Worland		3223	Australia
Sally Manczal	Lilydale, Melbourne	3140	Australia
Adelina Jaudal	Brussel	32	Belgium
brett lesmond		2297	Australia
Jesse Gennarelli	Bergenfield	7621	US
Linda Greer	Melbourne	3089	Australia
Ingrid Menard	Pessac	33600	Belgium
Karen C	Beaconsfield Upper	3808	Australia
Erica Petersen	Dallas	75243	US
Marci Castro	Dallas	75243	US
rosalie gathercole	melbourne	3429	Australia
Trish Buckley	Agnes Water	4677	Australia
Tracy Dods	Sydney	2000	Australia
lisa dickson		2299	Australia
Sue Beattie-Johnson	Rowville	3178	Australia
Lynne Barber	Bentleigh	3204	Australia
Jackie Townsend	Prahran	3181	Australia
Monique Correa	Ronkonkoma	11779	US
Claire Patullo		3551	Australia
Maisie Craig	Yeppoon	4703	Australia
Glennis Whitney	Nth Rockhampton, Queensland	4701	Australia
Jane cheal		3754	Australia
Pat Durman	Wedderburn	2560	Australia
Gary Cotchin		3085	Australia
Amanda England		3152	Australia
Cathy Delany		3088	Australia
Irene Townsend	northam	6401	Australia
Amelia Eddy	Woodend	3442	Australia
Denise Hodder	Nanneella	2561	Australia
Jana Rose	Los Angeles	90034	US
Shannon Carlin	Panton hill	3759	Australia
Rebecca Marland	Melbourne		Australia
Patrick Naidoo	Orange	2800	Australia
kristy mason	Abbotsford	3363	Australia
HELEN MUIR	Fitzroy	3065	Australia
Rykie Yates		3517	Australia
Beverley Grant	Redlands	4157	Australia
Margaret Raphael	Batavia	14020	US
Emily Zumstein	Melbourne	3001	Australia
Kylie Peake	Boronia	3155	Australia
Debbie Edwards	Melbourne	3001	Australia
Kat Orgovany		3047	Australia
molly moate		5422	Australia
Meggles Melbourne	Adelaide	5000	Australia
Van Nguyen	Lurnea	2170	Australia
Annette Brandhoff	Melbourne	3938	Australia
Darryle Rice	Concord	2644	Australia
Roma Price		2147	Australia

Name	City	Postal Code	Country
vicky m	vic	3000	Australia
Vicki Cullen	Sydney	2752	Australia
Ada Suyay	Madrid	28001	Spain
Sweet Fong Tung	Kuala Lumpur		Malaysia
Tanya Gray		3778	Australia
Mia Groen-Purt	Brunswick	3013	Australia
Lotje McDonald	Longford	3851	Australia
debra richards	Rochedale	4123	Australia
Janine Clipstone	Alberton	5014	Australia
Consuelo Velasco	Strambino Fr Cerone	10019	Italy
carolyn brock		2099	Australia
Shirl Tan	Carmona	4116	Philippines
Krista Price	BULLcreek	6149	Australia
Sylvia DRIOULE	Liège		Belgium
William Meyer	Perth	6000	Australia
Greg Meggs	Albury	2640	Australia
Andy Meddick MP	Torquay	3228	Australia
Cheryl Macdonald	Toronto	M5V	Canada
Suzy Green		4887	Australia
Laura Morton	Fairbanks	99709	US
CV Ryan	Bendigo		Australia
Ken Goodman	Epsom	3551	Australia
Nig Smith	Perth	6001	Australia
Robbie Hacha	New York	10009	US
Mark Berriman	Redfern	2016	Australia
chris ware		2539	Australia
Julie Kendall	Abbotsford	3067	Australia
Jaclyn Boothey	Clifton Hill	3068	Australia
kerrie fairweather	Melbourne	3001	Australia
Deb Andrews	Australia QLD	90241	US
Birthe Møller SKOV	Höör	SE 24335	US
Meg Klavins	Newstead	3462	Australia
cheree anrep	bicton	6157	Australia
julieann docherty	Noble Park	3174	Australia
Elaine Hodges	Melbourne		Australia
shelley tarasinski	Berwick	3806	Australia
Xavier O'Mack	Tucson	85711-4704	US
Boyd Hore		2350	Australia
Kate Lee	Melbourne	3000	Australia
Eluzabeth Treviño		3551	Australia
Matt Black	Auckland	CV4 9XJ	New Zealand
Tiffany Kett		3520	Australia
Leanne grant	Melbourne	3000	Australia
Timothy Nyman	Melbourne	3001	Australia
Chantelle Higgs	Melbourne	3001	Australia
Thomas Exelby	Bendigo	3551	Australia
Edward Nardone	Grand Rapids	55744	US
Rachel Unicomb	Melbourne	3000	Australia
David Ellis	Bendigo	3550	Australia
Sheryl Bastin		7216	Australia
Raymond Allan	Melbourne	3000	Australia
Delrene Stone	Spotswood	3015	Australia
sakaguchi akiko		1540002	Japan

Name	City	Postal Code	Country
Kerry Hudson	Sunbury	3429	Australia
Maryann Staron	Evergreen Park	60805	US
dick head	Sydney	2000	Australia
Meeleng chan	indanapolis	46219	US
Frances Carleton	Canberra	2600	Australia
Susannah Kirby	Junortoun	3551	Australia
Estelle Odlin	Toowoomba	4350	Australia
Mariette Van veen	Hilversum	1216	Netherlands
Maria Antinozzi		3074	Australia
Rebecca Wein	Cremorne	3121	Australia
Sharon Bondy	Melbourne	92715	Australia
Chandra Temple	Melbourne	3141	Australia
Karen Hill	Sydney	2000	Australia
Jan Heald	Mount Evelyn	3796	Australia
Jayne Baker		3468	Australia
Andrew Vallender	Ventnor	PO38 1BH	UK
Chris Burgoyne	Coquitlam	V3B6K2	Canada
cybil Kaufmann	Adelaide	5159	Australia
Pam Miller	Tolar	76046	US
Joanne Campione	Tweed Heads	2485	Australia
Jeanette Brien		4005	Australia
Febe Priscilla	Jakarta	14250	Indonesia
Skye Taylor	Melbourne	3001	Australia
kerryn pirrone		3805	Australia
Cheryl Richards	Bacchus Marsh	3340	Australia
Rachael Bennett	Longlea	3551	Australia
Annwen Francis	Eppalock	3551	Australia
Karen Vondruska	Melbourne	3149	Australia
Francine Charlet lessard	Chiry ourscomp	60138	France
cindy zimmermanm	Imperial Beach	91932	US
Wade Kisyma	Pascoe Vale	3044	Australia
兼田 芳魚	Sagamihara-shi	2520344	Japan
Karmell Cowin	Tenterfield	2372	Australia
cathy nolane	paris	75012	France
christine Castro Gonzalez	Munich	81825	Germany
beth Telford	Melbourne	3070	Australia
lynn Hosking Moore	Grassdale	3302	Australia
sue tan		3551	Australia
LEE YUK YEE	klm		Hong Kong
Nadine Beglinger		2127	Australia
Theresa Maskey	Brisbane	4001	Australia
Denise McRae	Wollongong	2500	Australia
Shane Manahan	Wingham	2429	Australia
Mary Fitzgerald	Bendigo	3555	Australia
Herman Morren		3625az	Netherlands
Lisa Endersby	Torquay	3228	Australia
Fiona Galloway	Elwood	3184	Australia
Sally Epworth	Bridgewater	3516	Australia
carina colombe	Rockland	2370	US
Therese King	Sydney	2000	Australia
Chris Page	Melbourne	3001	Australia
Alison Geddes	Melbourne	3068	Australia
Стас Аксёнов	Tyumen	625000	Russia

Name	City	Postal Code	Country
Kylie Cranage	Clunes	3700	Australia
Шалимова Елена	Нижний Новгород		Russia
Terry Arnold		87160	France
Georgia Eddy	Melbourne	3001	Australia
Amy Roaldson	Perth	6000	Australia
Minna Notkonen	Laitila		Finland
Paula Winter	Guildford	3451	Australia
John Tattershall	Bridport	DT6	UK
Rose Miras	Melbourne	3108	Australia
Jess Woodford	Melbourne	3000	Australia
Janine Vinton	Hastings	3915	Australia
David Styman	Pittsworth	4356	Australia
Bob Falkon	Heathcote	3429	Australia
Caz Daley		3167	Australia
Gemma Kennedy	Brisbane	4001	Australia
Luisa Crozza	Novara	28100	Italy
Danii F. Paolucci	Perugia	6023	Italy
Jill Claffey	Brisbane	4000	Australia
Gary Johnston		3105	Australia
Jessica Pailing		3096	Australia
Mark Shields	Melbourne	3001	Australia
Holly Baker	Pleasant Hill	94523	US
Kaz Toyama	Melbourne	3001	Australia
Alea Gomis	Walnut Creek	94597	US
Rose-Maree Kunde	DALVEEN	4374	Australia
Katerina Faulks		3073	Australia
Harley Tarr	SWAN HILL	3585	Australia
Vivienne Ortega	Mount Gambier	5290	Australia
Jude Jones	Rotherham	S61	UK
Sharon Satchell	Eden park	3757	Australia
Beryl Flower	Fitzroy North	3068	Australia
Miša Cajnko	ljubljana	1000	Slovenia
Catherine Currie	Frankston	3199	Australia
janny muileboom	craigieburn	3064	Australia
Rebecca Saad	Burwood	2134	Australia
Christine Birch	Port Pirie	5540	Australia
Frances Lazzoppina	Melbourne	3001	Australia
Georgina Fox	Melbourne	3000	Australia
Amamda Harding		4214	Australia
Anim Cotton	Melbourne	3001	Australia
Alison Muir	Bendigo	3551	Australia
Kirsi Kilpinen			Finland
Jackson Walker	Adelaide	5001	Australia
Everdina Fiebrandt		493	Netherlands
Melissa moore		3048	Australia
Katelyn D'Silva	Melbourne	3000	Australia
Lee O'Mahoney	Melbourne	3000	Australia
Carolyn Drew	ACT	2600	Australia
Sarah S	Somewhere	BN99	UK
Samuel Tawfik	Melbourne	3000	Australia
annie van-san	houdeng-goegnie	7110	Belgium
Donna Winterbottom	Crookwell	2583	Australia
Paul Murphy	Brisbane	89176	Australia

Name	City	Postal Code	Country
Laura Thompson	Brisbane	4001	Australia
Claire Smith	Sunshine Coast	4560	Australia
Helen Marsh	Shoalhaven	2541	Australia
Anne Berlin		3031	Australia
Leanne Hodgson	Parrearra	4575	Australia
Belinda Thompson		4575	Australia
kristina hrovat	novo mesto	80687	Germany
Monica Riedler	Washington	20015	US
Gokul K r	Tiruppur	641602	India
Annette Hudson	Canberra	2612	Australia
Steve Ripoli	Marysville	3779	Australia
Sue Morrison		3529	Australia
Shannon Renahan	Highgate Hill	4101	Australia
Angelika Kempter	Reutlingen	72770	Germany
Haylea Smith	Berwick	3806	Australia
Neil Ryding	Birchwood	wa3 6tb	UK
Jasmin Porschen	München		Germany
Vincent Murphy	Brisbane	4558	Australia
Angie Pollock		3116	Australia
Carol Byford	Heathcote	3523	Australia
Theres Dreher	Gnangara	6065	Australia
myra constable	Christchurch		New Zealand
Karen Bryan	Perth	6000	Australia
kelly charteris	Thornlands	4164	Australia
Nikita McBryde	Sydney	2000	Australia
Raquel Kilby	Bendigo	3556	Australia
Vesna Cajnko	Ljubljana	1000	Slovenia
Susie Hearder	Limpinwood	2484	Australia
Tabatha Needham	West End	4101	Australia
Richelle Botham	Greenslopes	4120	Australia
Ruth Glanville	Echuca	3564	Australia
Tiziana Dordoni	Corsico milano	20094	Italy
Susan Townsend		3072	Australia
Nadja Diessel	Castlemaine	3450	Australia
Sally Hughes	Upper Plenty	3756	Australia
Dru Bennett	Yandina	4561	Australia
Natalie Cootes-McBryde	Wollongong	2500	Australia
Jan Mary Butcher	Seymour	7215	Australia
Frances Zulauf	Sheffield	S1	UK
Treycee Baker	Melbourne	3000	Australia
jeanine clark	Voorhees Township	8043	US
Jessica Cowan	Melbourne	3000	Australia
Garry Cheers		3465	Australia
Kerry Anderson	Sydney	2153	Australia
Fiona James		3350	Australia
Jane Sliker	Sydney	2000	Australia
Catharina Kelsey	Adelaide	5087	Australia
Michelle Willans	Melbourne	3000	Australia
Emma Hayes	Geelong	3216	Australia
Christine McCue		3450	Australia
Barry Frederick Baudains	Saint Helier		Jersey
Louis Shone	Melbourne	3000	Australia
Karin Guenther	Bremen	28195	Germany

Name	City	Postal Code	Country
Bridget Netley		3555	Australia
Kate Elliott	Melbourne	3001	Australia
Shal Tom	Brisbane	4000	Australia
timi wood	Ottawa	K1S	Canada
Pamela Dinsmore	Melbourne	3000	Australia
Beatrix Janek-oeefelein		3070	Australia
Yiğit Yilmaz	Sydney	2135	Australia
Annette Hall	epping vic	3076	Australia
Brian Reynolds	Atlantic City,	8401	US
Georgina Tuckerman		3555	Australia
Lisa Gaye De Young	Melbourne	3001	Australia
Jo Morrissey	Axedale	3551	Australia
Antonio Ivanovski	Skopje		Macedonia (FYROM)
Helen Gordon	Port Melbourne	3207	Australia
kerry lee		3095	Australia
Tracy Cleaves	Melbourne	3000	Australia
Julie Ranking	Melbourne	3140	Australia
Spencer Wilson	Ballwin	63011	US
Steven Wiles	Berlin	10179	Germany
Kristin Duckworth		3442	Australia
Jenny Petinatos	Pascoe Vale	3044	Australia
October Flowers	Wakefield	WF2	UK
tina corthals	heppen		Belgium
Carina Cederholm	Sweden	Nol	Sweden
ann p		29829	US
Nicola Muller		3149	Australia
Виктория Логинова			Russia
Greg Jacobs	Bendigo	3550	Australia
Kylie Ashley	Melbourne	3000	Australia
tony pinter	Saint Helier		Jersey
Sheila Firth		4804	Australia
Kathleen Mireault	Jamaica Plain	2130	US
Josee Lillo	Breil sur roya	6540	France
bellinda rolf-jansen	Wijk Bij Duurstede	3961	US
Janis Millu	Franklin	16323	US
Tharindu Muthukumarana	Nugegoda		Sri Lanka
Leigh Born	Mornington	3931	Australia
Pui yu Li	Fitzroy North	3068	Australia
Leanne Martin	Mernda	3754	Australia
Daniel O'Brien	MILTON	12547	US
Hamideh Ayad	Sydney	2165	Australia
Rita Scholliers	Brasschaat	2930	Belgium
Maria Alice SIMAO Simao	Brasilia	70744030	Brazil
Kelsey Haley	Norfolk	23517	US
sergio pia	Hastière par delà		Belgium
Haylee Ryan	Bendigo	3551	Australia
Susie Pulis	Waterholes	3875	Australia
Michelle Dawn	Phoenix	85034	US
Andrew Vaughan	Cheltenham	3192	Australia
bernadette anstett	Bruley	57400	France
Carol Chong	Chewton	3451	Australia
Kat Valenzuela	Oxnard	93036	US
Bill Wiebe	Winnipeg	R2M	Canada

Name	City	Postal Code	Country
Anna Luneau	Visé	4600	Belgium
ghislaine truchot	genay	21140	France
Carmen Gil	Oviedo	33700	Spain
Jessica lie		3023	Australia
Cassandra Stewart	Martinez	94553	US
Ellen Iskes	Haarlem	2024rr	Netherlands
Annette Brown	Sydney	2000	Australia
Nathalie Fournier	Brunoy	91800	France
Jocelyne Peiffer	Brussels	1000	Belgium
Valérie PAILLARD	Savigny-le-temple	77176	France
Isabelle FERNANDES	MEUDON LA FORET	92360	France
ursula schilg	Mayen	56727	Germany
Laura Schaller	London	N12 0ph	UK
sophie doerr		38080	France
Anne Lebas	Angers	49100	France
Lebourg Michèle		76570	France
Marie-France TAILLEBOIS	Fontenay-trésigny	77610	France
María del Carmen Balbuena Recillas	Mexico	63000	Mexico
Amanda Lorenzo	Ocala	34480	US
Michel Collin	Bekkevoort	3460	Belgium
herta noske	Buchholz in der Nordheide	21244	Germany
stephen weir	Bideford	ex39 4an	UK
Nadege Felguera	Bordeaux	33800	France
Mathew Batich	Thomastown	3074	Australia
Frédéric Biston	Neuvizy	8430	France
Annette Wessberg	Stockholm		Sweden
Jes Ro	Doorwerth	6865	Netherlands
HERNANDEZ CHRISTINE	cabestany	66330	US
James Shore	Brisbane	4133	Australia
Karen voss		3160	Australia
Sarah Papadam-Hastings	Bittern	3918	Australia
Jackie Vidler	Rye	TN31 6ST	UK
Marina Ris	zagreb		Croatia
Cheryl Weaver	Chatham	ME5	UK
Danny van Huizen	Geldrop	5665PT	Netherlands
Linda Telai	Melbourne	3000	Australia
Hana Irfan	Sydney	2000	Australia
Debbi Weaver	Melbourne	3020	Australia
evelyn carrol		5082	Australia
Karen Woolf	Liverpool	L3	UK
Diana Snow	Oregon City	97045	US
Baronne De la tronche-en-biais			Belgium
Marie Jack	Burringbar	2483	Australia
Cathy Soulsby	Clonbinane	3658	Australia
Renee O'Brien	Spring Hill	37174	US
Sophie Coquet	Melbourne	3028	Australia
Renata Phelps	Rock valley	2480	Australia
Judy Blood		2480	Australia
Gemma Louise	Mansfield	NG18	UK
Ethan Rolfe	Bendigo	3550	Australia
James Penney	Everett	98208	US
Bela Pereira	Hunters Hill	2110	Australia
Karine Simonart	Sambreville	6200	Belgium

Name	City	Postal Code	Country
christine wynne	elliott heads	4670	Australia
Cynthia Butler	Bendigo	3556	Australia
Michelle Giovas	Heidelberg	3084	Australia
Adrian Fox		3088	Australia
Carolina Arce		5111	Argentina
Lindsay Ehat	New Fairfield	6112	US
Annie Collins	Sydney	2000	Australia
nicole groch	melbourne	3192	Australia
Sharifah Farah Debah Syed Mohammad	Kuala Lumpur	43300	Malaysia
Marcia Simons	Melbourne	3001	Australia
Andréa Branco	Sao Paulo	4110	Brazil
Cienwen Hickey	Marlo	3888	Australia
Linda Luck	Macarthur	2904	Australia
Vanessa Di Natale	Melbourne	3000	Australia
yongwoon chung	Lynnwood	98087	US
Lucie Stauff		3000	Australia
Mitchell Kimber	Mount Gambier	5290	Australia
Beth Healy	North cote	3070	Australia
Ying- Chien Lee	Perth	6000	Australia
Catherine Rutherford	Bulleen	3105	Australia
Lauren Torzillo	Mickleham	3064	Australia
Lisa ROBERTS	Carlton	3053	Australia
Beth Larson	Tempe	85283	US
Bev Fraser	Marysville	3779	Australia
Roger Kulp	Albuquerque	87112	US
Sabine Coller	Magland	74300	France
graeme drysdale		3350	Australia
Isabelle Py	Saint-côme-et-maruéjols	30870	France
marina turchin	Ramat Gan		Israel
madina dastagirzada	Herndon	20170	US
Antoinette Dennington			Australia
Syuzanna Alexander	Owings Mills	21117	US
Lesley Adamson	Sydney	2000	Australia
Bronwen Reilly		3754	Australia
theo de wert	Best	65437	Netherlands
Brian Ocadiz	Los Angeles	90059	US
Carolyn Turner	Cranbourne	3977	Australia
mineva puckle	Melbourne	3001	Australia
Justine Deering	Perth	6000	Australia
Sheralee Edwards	Doreen	3754	Australia
Harley Parker	Melbourne	3001	Australia
Melissa Flowers		2123	Australia
Kim portlock		3040	Australia
Jackie Wallace	Brisbane		Australia
Alan RODNEY Hampton	Melbourne	3001	Australia
Angela English		3074	Australia
Katherine Gramoglia	Riverside	92503	US
Hilke van Hove	Hoofddorp	2134	Netherlands
Liz Pavlou	Nicosia		Cyprus
godefroid rita	Spa		Belgium
Laurence Violet	Apt	84400	France
Carole Hoban	Adelaide	5001	Australia
Lenia Kontopoulou	nicosia		Cyprus

Name	City	Postal Code	Country
sandy spiers	Canberra	2600	Australia
Eliza Pater	Warsaw		Poland
Nico Font	Edinburgh	71150	France
L Saunders	Masterton		New Zealand
Christian Hayes	Highton	3216	Australia
Jacqui Campbell	Falkirk	FK2	UK
Dolour Bigg	Burra	5417	Australia
Laura Mansted		7005	Australia
Suzuki Haru	Osaka	543-0061	Japan
Vanessa Evans	Derby	DE24	UK
Susan Mustow	Melbourne	3000	Australia
Chaiyya Robertson			Australia
Christian Wegenschimmel	LinZ	4020	Austria
Lyn George		2259	Australia
Kerri Finlayson	Melbourne	3001	Australia
Kristina Sedic	Zagreb	10000	Croatia
sue voice		5092	Australia
Anne Miettinen	Tampere	33100	Finland
Allison Trevallion	Leeds	LS15 0JR	UK
John Shaw	Virginia Beach	23455	US
Jennifer Graham	Eungella	2484	Australia
Lucy Williamson	Tyne & Wear	NE17 7HE	UK
Nicole Nash	Melbourne	3001	Australia
Ian Slattery	Maldon	3463	Australia
Helga Collins	Port Macquarie	2444	Australia
Karen Mewett	Sanctuary	2446	Australia
Tina Akasha	Skopje	1000	Macedonia (FYROM)
Kim Balfour	New Farm	4005	Australia
Sinikka Djaouti	Helsinki		Finland
Suzanne Foggitt	Huntly	3551	Australia
Josiane DE ANGELIS	Beaumont-de-pertuis	84120	France
John Farnell		3463	Australia
Stefan Lademann	Moonee Ponds	3039	Australia
Barbara Morrow	Woodend	3442	UK
Michael Pilcher	Brisbane	4000	Australia
Yanna Raftopoulos	Melbourne	3000	Australia
DEANNA BUCK	Maldon	3453	Australia
Hayley Sandbrook			New Zealand
Catherine Bratty	Belfast	Bt9	UK
HELEN WEBSTER	Melbourne	3000	Australia
Marina VISCONTI	Palermo	90131	Italy
Rene Gonzalez	La Joya	92037	US
Silke Nehr Korn		30853	Germany
Birgit Meier-Prüß	Ravensburg	88213	Germany
Carine Lang	Paris	75014	France
Anthony Scrimenti	Guilderland	12084	US
Helen Mackenzie	Canberra	2600	Australia
Carlos Samaan	Perth	6065	Australia
Mandy Baker		3450	Australia
Fiona Perley	Bendigo	3550	Australia
James Mack	Melbourne	3450	Australia
Caroline Meathrel-Mack	Melbourne	3000	Australia
Simon James	Melbourne	3001	Australia

Name	City	Postal Code	Country
John Myers	Harlow	CM20	UK
sheila gilbert	Broadstairs	CT102DP	UK
Donna Chatterton	Maryborough	3465	Australia
Narelle Thomason	Castlemaine	3451	Australia
Helle Andersen	Vennesla	4645	Norway
Robin Grimes	Vincent	35178	US
Danijela Saric		4169	Australia
Sylvie Poisson		92300	France
永嶋 静子		080-0021	Japan
Alexandra Schmutz	bern		Switzerland
Mustapha Ali	Leeds	LS4	UK
Steve Tibos	Leuven		Belgium
Rebecca Smith	Sale	3850	Australia
George Sidoti	East Northport	11731	US
Dillon Brunner	Calhoun	30701	US
Didier Lallemand	Liège		India
Maree McNamara	Melbourne	3000	Australia
Maribel Marulanda	New York	11106	US
Sarah Ferstendig	Queens	11375	US
Bernice Kurten	Nottingham	DE7	UK
Glenda Heather	Eltham North	3095	Australia
K B	London	EC2V	UK
Mary Renshaw	Saint Kilda	3182	Australia
c Folkes	Dagenham	RM8 2rn	UK
Geoff Putnam	Melbourne	3068	Australia
Camila Bishop	McAlester	74501	US
Annette Earl	Morden	SM4 4PY	UK
Marilyn Rose	Cobourg	K9A	Canada
Julia Poole	Dallas	75226	US
Ivor MOODY	Sheffield	S25	UK
Chris Rudd	Brisbane	4030	Australia
Lisa Jane Ellison	Maldon	3463	Australia
martine seronveau	Blegny	4672	Belgium
Doris Khong	Singapore		US
Wilma V brandwijk	Vlaardingen	3132	Netherlands
Freya Pitchford	Whitehaven	CA28 8QY	UK
Elizabeth Shannon	Hackney	E8 4RA	UK
Johanne Appleby	Molesworth	3718	Australia
Nick Nguyen	Chicago	60629	US
Amanda Lax	Carlisle	CA7	UK
John Welsh	Kettering	NN15	UK
Nikki Medwell	Narre Warren	3805	Australia
Margaret Tillyard-Wilson	Sydney	2000	Australia
G B	Bendigo	3556	Australia
Trevor May	Adelaide	5001	Australia
Crystal B	Melbourne	3001	Australia
Annika Thomson	Ayr	Ka72js	UK
Adele Hunter	London	Nw3 3qt	UK
Louise Grant	Bendigo	3551	Australia
Monica Brockhoff		3447	Australia
Carlota Franssen	Sydney	2000	Australia
Alina Sheinkman	Chelsea	3196	Australia
Malini Maunsell	Castlemaine	3450	Australia

Name	City	Postal Code	Country
Helen Patten	Leongatha	3953	Australia
Glenn Cottier	Melbourne	3001	Australia
belinda hart	manchester	m259xd	UK
Stephanie Miller	Castlemaine	3450	Australia
Colin Harte	Pepperell	1463	US
G Deal	Melbourne	3001	Australia
Stuart Pettigrew	Prahran	3181	Australia
Tianna Fry	Brisbane	4553	Australia
malakeh j	Officer	3809	Australia
Ben Hutchens	Charlotte	28213	US
Davinia Hernández Gómez		38730	Spain
Bill Fleming	Chewton	3451	Australia
Michael Brockhoff		3644	Australia
Romney Sarinis		6258	Australia
Richard Perry	Melbourne	3001	Australia
song semi		605 · 0062	Japan
Karl Dawson	Woodend	3442	Australia
Pauline Rowland	Lewisham	SE13 SEL	UK
Tracy Johnson	Bendigo	3550	Australia
Glenda Dodd	bullengarook Victoria	2145	Australia
viktoria kornfeind	wien	1220	Austria
ava falah	lahijan		Iran
Espee Pagtalunan	Sydney	2000	Australia
Julie Rosiere	Perth	6060	Australia
Shane McCann	Adelaide	5112	Australia
Deborah Shnookal	Hepburn Springs	3461	Australia
Plant Based Nutrition Daily			Australia
Catherine Norman	Melbourne	3000	Australia
Di Roberts	Melbourne	3181	Australia
Manfred Zabinkas	Woodend	3442	Australia
Kate Bradshaw	Bendigo	3550	Australia
April Cooper	Stone Creek	43840	US
annelie moser	idar-oberstein	55743	Russia
Анна Борзикова	Евпатория		Russia
Helen Round	East Trentham	3458	Australia
Hayley Elg	Ballarat	3350	Australia
Jessica Robertson	Adelaide	5001	Australia
Fiona Williamson	Ballarat	3350	Australia
Renee Oakley	essendon	3040	Australia
Kerry Reid	Barkers Creek	6058	Australia
Lisa Paliaga	Ballarat	3350	Australia
Lyn Curnick	Melbourne	3004	Australia
Andrew Leehane	Ballarat	3350	Australia
Bethany White		3198	Australia
Maree Salter	Ocean Grove	3226	Australia
Sharon Manders	Perth	6001	Australia
Leigh Komadina	Sunbury	3429	Australia
Joanne Kingdon	Footscray	3011	Australia
Tahlia Rose		3550	Australia
Iain Meyrick	Newark	NG24	UK
Joëlle Denis	Kenitra		Morocco
Matthew Davis		3754	Australia
Heidi Siebens	Muizen	2800	Belgium

Name	City	Postal Code	Country
Lin Bond	Cambridge	CB1 3TR	UK
pablo bobé		1013	Argentina
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rosemarie donaldson	Scunthorpe	DN16	UK
Angelique Sebban	Saint-maur-des-fossés	94100	France
Lorrie Burlingham	Saskatoon	S7N0M4	Canada
Ysolde Nichols	Melbourne	3000	Australia
Anoushka Fernandes Cardy	Stowmarket	IP142PE	UK
Jacqueline Schmidt	Watervliet	49098	US
Jye Darcy			Australia
Christian Chesser	Taylorville	40071	US
Petra Mueller	Traunstein	83278	Germany
Fe Camila Azupardo	Calamba, Laguna	4002	Philippines
Catherine RUDOLF NNAJI	Geneva	1214	Switzerland
Barbara Joosten	Bochum	44791	Germany
Gord Sanderson	Calgary	T3l 1a2	Canada
cristiana de laurentis			Italy
Herbert Staniek	Vienna	1200	Austria
Christiane Kohler	1132 Lully		Spain
Martine Ruffier	Saint Jorioz	74410	France
Юлия Касаткина			Russia
jean-claude madonna		83130	France
Carole Denis	Ottawa	K1S	Canada
alessandra romaldi	pescara	65100	Italy
Tarja Leino	Pori	28100	Finland
LEFEVRE Pascale	Brussels	1140	Belgium
IRENE ABBOTTS	Sidcup	DA15 8EF	UK
Анастасия Смирнова	Obninsk		Russia
Jo Malcolm	Alton	GU34 1HB	UK
Linda Kovacsiss	Massillon	44647	US
gloria horton	el paso	79924	US
sylvie auger	Trois-Rivières	G8Y 6S9	Canada
Francesca G			UK
Ghislaine Loger	saint denis	97400	Réunion
Luka Mori	Sydney	2000	Australia
myriam hallier		77370	France
Catherine NAUDET		77400	France
Angela Miller	Evansville	47710	US
Christine Sudan	Yverdon		Switzerland
Abi Mirza	Glasgow	G77	UK
Essie Verrier	Sydney	2000	Australia
Lee Elliott	Melbourne	3138	Australia
Martine Derouaux	Brussels	10120	Belgium
Denise Hogan		3555	Australia
Laura Vagheggi		52010	Italy
Laura Nutting	Melbourne	3000	Australia
Bail Amelia	Melbourne	3000	Australia
Pilar Salinas Luperdi	NUEVO CHIMBOTE		Peru
Sujith Kandru	Poplar	E14	UK
Cassandra Hall	Owensboro	42301	US
Misty Ridings	Adelaide	5158	Australia
Peter ZHANG	Thornlie	6108	Australia

Name	City	Postal Code	Country
Nancy Whittaker	Makdob	3463	Australia
Janet Peterson	Troy	48084	US
Sara Newton	Orem	84020	US
Kamal Darbar	Perth	6001	Australia
Esther Sterndale	Perth	6057	Australia
Matthew Iowe	Melbourne	3001	Australia
Samantha King	Sydney	2000	Australia
Virgene Link	Anacortes	98221	US
Joan Klatt	Oakville. Ontario	L6J4V7	Canada
Gwyn Beaumont		3442	Australia
Christine Smith	Melbourne	3001	Australia
Louise Arnaud		3089	Australia
sue litchfield		3185	Australia
marisa Monagle	Kyneton	3444	Australia
Kyall Sadler		3797	Australia
Ines H	Bondy	93140	France
Fátima Afonso	Miranda do Douro	5210	Portugal
Tracey Lofthouse	Ngunnawal	2913	Australia
Stacey Webster	Brighton	BN2 9NJ	UK
Jacinta Scully	Fulham	SW6	UK
Heike Thutewohl		14478	Germany
Simon Adams	Worcester	WR4	UK
Mandy Eagle	Sydney	2000	Australia
Pamela Stoves	Peakhurst	2210	Australia
Penny Maitland	Perth	6001	Australia
Carolina Tyssen	Sydney	2000	Australia
Jessica Booker		3475	Australia
Niki Scrase	Forster	2428	Australia
Alicia Dredge		3429	Australia
Снежжа Яначкова	Popovo		Bulgaria
Julie Ann Smith	South Tyneside	Ne34 6qx	UK
Julie Mitchell	Quakers Hill	2763	Australia
Amy Lewis		HP22	UK
Lynne Cage		3912	Australia
Cheryl Varcoe	Rowville	3178	Australia
Judy Kirk	Bulleen	3105	Australia
Kym Kilpatrick	Armidale	2350	Australia
Natalie Ciric	Sydney	2000	Australia
Sandi Daley		2077	Australia
Tania Loughlin		2443	Australia
Susan Hubby	Clovis	88101	US
Marion Hawkins		2256	Australia
Katrina McMillan	Inglewood	3517	Australia
Terri Mykytiuk	Perth	6001	Australia
Yvette Hinton	Melbourne	3001	Australia
Kelly Fitzpatrick	Balwyn North	3104	Australia
Arlette Simon		57560	France
Andrea Ryan	Windsor	2756	Australia
Nicole Biasizzo	Whittlesea	3757	Australia
Ute Ziegler	Heusweiler	66265	Germany
Wyatt Pontalion	Excelsior Springs	64024	US
Scarlett Ferraby	Edinburgh	EH1	UK
Arti Chand	Durham	27703	US

Name	City	Postal Code	Country
Sophia Pagan	North Hollywood	91606	US
Andre Ferro	Helmond	5707RN	Netherlands
Big Dizz	Carmichael	95608	US
Susan Hunter Hunter	Santa Rosa	95407	US
Daniel Drane	Galashiels	TD1	UK
Patricia Smith	Uxbridge	UB8 2PH	UK
Zack Montell	Columbus	43232	US
fenya buckley-wells	worcester	wr65uq	UK
Christian Torres	Chula Vista	91910	US
daniela plüschau		22880	Germany
Jeannine Ocasio	Geneva	14456	US
William Acworth	Farnham	GU9	UK
Manuela Duschinger	Bodenw?hr	92439	Germany
Ben Dover	Clermont	34711	US
Amanda Carpenter	Minooka	60447	US
Klaus Köth	Schwandorf	92421	Germany
Gerardo Contreras	Cameron	28326	US
Madison Shandera	Midwest city	73110	US
Monty Stroud	Dorchester	DT2	UK
Petra Meyer		41650	Germany
Moss Wight	Melbourne	3000	Australia
Clare Rickell		2260	Australia
Dominic Roesen	Brisbane	4001	Australia
Sharon Carter	Sydney	2000	Australia
Tessa Griffith	Moonee Beach	2450	Australia
Nikita Filliponi		3636	Australia
Mire Ryan	Melbourne	3825	Australia
Nestor Berazategui	Maipú	5515	Argentina
jaz mahm	South Bowenfels	2790	Australia
Donna Brown	Adelaide	5159	Australia
Kelley Ward	Mansfield	44904	US
Deni Sevenoaks	Mt Coolum	4573	Australia
kerry thorne		2263	Australia
Alison Dunne	Frenchs Forest	2086	Australia
Caroline Armstrong	Aberfoyle Park	5159	Australia
Sue Griessel	Adelaide	5001	Australia
Agnieszka Leski	Melbourne	3000	Australia
Kathy Klueh		3088	Australia
Lee-Anne Stephenson	Adelaide	5001	Australia
Rosemary Lavin	Melbourne	3156	Australia
Benjamin Cook	Adelaide	5001	Australia
Peter Lloydsmith	Melbourne	3000	Australia
Shez Hutchings	Coopernook	2426	Australia
Samantha sharp	Dunkeld	3394	Australia
Andy Le	Brisbane	4000	Australia
Trudy der-Kinderen	Adelaide		Australia
viki ruschin	Melbourne	3183	Australia
Thomas McMorrow		2290	Australia
kim warren	Sydney	2285	Australia
Kristy McCrossin	Sydney	2000	Australia
Kayla Vazquez	Phoenix	85015	US
Debra Kinson	Deepdene	3103	Australia
Teresa Sulier	Holland	43528	US

Name	City	Postal Code	Country
Ethan Vink	Perth	6112	Australia
Maxine Spence	Adelaide	5001	Australia
Shelley McCallum	Brisbane	4000	Australia
Natalie Longarini	Ottawa	K2G	Canada
tristram Boustead	Mayfield	2304	Australia
Ella Ashley		2536	Australia
Kremetis Kremetis	Sydney	2000	Australia
Vicki Eagles	Warracknabeal	3393	Australia
jacqueline savage	Clifton Hill	3068	Australia
Lisa Cartwright		3101	Australia
Rhonda Keating		3139	Australia
Amber Kahlon	Baulkham Hills	2153	Australia
Christine Phillips	Melbourne	3000	Australia
loren harris	Maitland	2323	Australia
Glenda Haynes	Lake Wendouree	3350	Australia
Andreas Richter	Vienna	2700	Austria
Joanne Guerrisi			Australia
Thomas Fisher	Beccles	NR34	UK
Sergio Ramirez-Viera	Amarillo	79102	US
Jon Darsk			Australia
Sharon Ward	Brisbane	4184	Australia
Sonia Cooke	Perth	6001	Australia
Rowena Ollis	Sapphire Beach	2450	Australia
Anton Rakonic	Melbourne	3001	Australia
Gisela Köth	Schwarzenfeld	92521	Germany
Nishanthi Forrest	Melbourne	3000	Australia
Darren Higgs	South Morang	3752	Australia
Kieran Audley	Melbourne	3001	Australia
Kelly West	Perth	6000	Australia
Vanessa Jovicic	Eastlakes	2015	Australia
Ned Jovicic	Sydney	2015	Australia
Fiona Yuile	Lithgow	2790	Australia
Gary Thompson	Little Hartley	2790	Australia
Alex Robertson			Australia
Mark Jones	Garfield	3814	Australia
Janis Shoesmith			Australia
Kerrie Brooks	Yarraville	3013	Australia
Linda Gittos		3429	Australia
Debra Kendall	Manchester	3109	US
Benton Taylor	Sydney	2000	Australia
Isabella Sartori	Longmont	80503	US
Sue Little	Rockhampton	4702	Australia
Liz Harris	Melbourne	3001	Australia
Tonia Florou	Melbourne	3001	Australia
Leonie Scott		3158	Australia
Jessica Ingham		3551	Australia
Bianca Burrows	Rosebud	3039	Australia
Jody O'Regan	Bundaberg		Australia
Rita Cauchi	Melbourne	3068	Australia
Sandra Dudley	Mansfield	NG18	UK
Laurent Cohen		75012	France
Lianna P	brisbane	4021	Australia
Jackie Wolf	Sydney	2000	Australia

Name	City	Postal Code	Country
Karen van der Schaar	Pymble	2073	Australia
Marie DIAS	La varenne st hilaire	94210	Russia
Sally Collard	Hinckley	LE10 0YH	UK
Lauren Walsh	Melbourne	3001	Australia
Anne Hansen	Inglewood	3517	Australia
Susan Alloway	Sydney	2000	Australia
Jayden Byrne	Canberra	2600	Australia
Lori Van Der Burg		6110	Australia
Bev. Rayner	Craigmore	5114	Australia
Zoey Taylor	Luton	LU3	UK
Wendy Burns		3204	Australia
Ursula Dicks	Easton	21601	US
Rowan Forster	Sydney	2000	Australia
Wayne Tillett		2261	Australia
Patricia Coons	Athens	12015	US
UwU Furry	Norwalk	90650	US
Cat McAllister	Sydney	2000	Australia
Eternity Lim	Killara	2071	Australia
Kim Mccaig	Wantagh	11793	US
Sabine Julieka Danelon	555 22	2142	Australia
tricia hill		5087	Australia
trudy taylor		5277	Australia
Elly Durham	Leeds	LS13	UK
Bella Kools	Ridderkerk	2984 AC	Netherlands
Jane Belcher	East Grinstead	RH19	UK
Carter Bomar	Chapel Hill	27516	US
Slaviana McClaren	Melbourne	3001	Australia
Голуб Бојан	Harvard	60033	US
Nina Carrucan			Cambodia
Teresa A.	Bpt	6605	US
Louisa Nelles	Plymouth	PL4 8BX	UK
Nicolas Leprince-Rochas	Villeurbanne	69100	France
Charlotte Molloy	Canberra	2600	Australia
Bee Morgan	MacMasters Beach	2251	Australia
Luan Danaan		3400	Australia
Amy-lee Sparrow	Penola	5277	Australia
Robbie Lowe	Elizabeth downs	5113	Australia
Debbie Monaghan	Brisbane	4000	Australia
Tony Boasman	Leyland	PR26 7XR	UK
Daniel Lear			UK
Kai Day	Cirencester	GL7	UK
Jennifer Selten	Sydney	2000	Australia
Julie O		B36	UK
Victoria Salas	Houston	77057	US
Béatrice RUFIN		37160	France
Ella Brassington			New Zealand
Damaris Malone	Ironton	45638	US
Michelle Robinson	Melbourne	3001	Australia
Rishab bhargava	Caringbah South	2229	Australia
Sarah White	Somerset	42503	US
Mel Sanderson	Gold Coast	4216	Australia
Joyce Brown	longueuil	j4l 1r8	Canada
Tony Cooper	Melbourne	3000	Australia

Name	City	Postal Code	Country
Paola Torti	Novara	28100	Italy
Lisa Marshall	Sydney	2000	Australia
Alex Keough	Galston	2159	Australia
Beck Hunt	Penola	5277	Australia
Elizabeth Hornby	Blackpool	Fy1	UK
Millie Mae Aston	Melbourne	3001	Australia
Adam Hull	Lisburn	BT281JN	UK
Robyn Bruce	Albury	2640	Australia
Sharon Wood	Beaverton	97007	US
Jennifer Bell	geelong	3213	Australia
Freya Harris	Atlanta	30342	US
Catherine Wong	Sydney	2000	Australia
Margaret Mangelsdorf	Terranora	2486	Australia
Elle Bromilow	Melbourne	3001	Australia
Natalie Vogel	Sydney	2076	Australia
Jelica Roland	Zagreb	10360	Croatia
Emily Dong	Sydney	2000	Australia
kathleen lavelle	Victoria	v8v 3w7	Canada
Kristine Penza	Bronx	10453	US
william Hardman	Sydney	2001	Australia
Monaca Towa	Capao Da Canoa		Brazil
Sandrene Kadamani	Sydney	2000	Australia
Maree Burdett	Sydney	2001	Australia
Lily Stahl			US
Nicole Rickards		5086	Australia
pinkyjain pan	Santa Rosa	95403	US
Anita Tsutsunen	Espoo	2320	Finland
Kaisa Kähönen	Helsinki	300	Indonesia
Stephanie Begas		2031	Australia
Michelle Connolly	Melbourne	3442	Australia
Pungky Pratama	Lahat	31311	Indonesia
Karen Kozlik	Wodonga	3690	Australia
Sam Smith	Tamworth	B77	UK
Anh Nguyen	Melbourne	3001	Australia
Pat Micallef-green		3911	Australia
Alyssa acosta	Louisville	40219	US
Keisha Parkinson			UK
Nick Tang	Melbourne	3000	Australia
Tamzin Mckenzie	Sydney	2000	Australia
Eva Helyyer	Sydney	2000	Australia
Michelle Goodwin		3915	Australia
cathryn Levvey	Melbourne	317400	Australia
Tom Nuzzo	Peterborough	PE2	UK
Paul Cicala	Clermont	4721	Australia
Robyn Wood		5093	Australia
Melanie Farrugia	Hawthorn	3122	Australia
Fiona connolly	huntingfield	7055	Australia
Caroline Dinnage	Worsley	M281LP	UK
Sue Grant	Ballarat	3350	Australia
Deb Mole	Melbourne	3000	Australia
Bethane beatrix	Sydney	2000	Australia
Praesens Absens	Diever	7981BK	Netherlands
valerie jacobs		4506	Australia

Name	City	Postal Code	Country
Sonia Durkin	Leigh	WN7	UK
Ally Lockley	Nottingham	NG2	UK
Annabeth Chase	Wheelers Hill	3150	Australia
Maria Galagan	Capelle Aan Den Ijssel	2907	Netherlands
Amanda Thomas	Melbourne	3930	Australia
molly huxley	workington	CA14	UK
Pal Patel	Darwin	810	Australia
Diane Henderson	Sulmona	67039	Italy
Pan Hunter	Melbourne	3043	Australia
Paula Atherton	Melbourne	3000	Australia
Nicola Stuart	Melbourne	3000	Australia
Arash Samadi	Sunshine Coast	4558	Australia
Ben Wight	Balwyn North	3104	Australia
james Murison	London	e96ay	UK
Jackie Maroun		3133	Australia
Isaac Gladden	Grand Rapids	43522	US
First Name * Lisowski	Musselburgh	EH21	UK
Lucille Dupond	Concord	2137	Australia
Julie Malbon	Cheadle Hulme	Sk8 7qn	UK
Rebecca Adams	Mooloolaba	4557	Australia
Kenneth Cajet	Mt. Prospect	60056	US
Paul Blick	Saint Austell	PL25	UK
Octavia Weinert-Rochester	Box Hill South	3128	Australia
Agnès MOREAU		37000	France
P H	Cam	GL11	UK
Anne Martin	Edinburgh	EH11	UK
Sydney Lara	Myrtle Beach	29588	US
Storme jones	Jamberoo	2533	Australia
lynn greaves	cape town		South Africa
lesley cameron	palmview	4553	Australia
Sophie Ballantine	Prestwick	KA9	UK
Alexis Weber	New Berlin	13411	US
Jovy Chang	Melbourne	3083	Australia
A B	Llanrug	LI55 4ad	UK
Blanca Perez	Phoenix	85008	US
Cassandra Shuker-Harris	Chesterfield	DY8 3AB	UK
Karen Knell	Montmorency	3134	Australia
Jayda Marshall	Hollywood	33027	US
Jakub Straka	Hlohovec		Slovakia
Alanna Somers		2190	Australia
Jodie Hutchins	Adelaide	5001	Australia
Thor Tahli Koalas	Swansea	SA1	UK
Jenny Josephs	York	6302	Australia
Sonja Saveska	Berlin	10407	Germany
Lyndsey Tester	Leeds	LS6	UK
Paola Torti	Novara	28100	Italy
Barbara Rolls	Sydney	2000	Australia
Mckenzie Jones	Taylor's	29687	US
Manuela Beutgen	Oberwambach	57614	Germany
Lorraine Mann	Brentwood	CM15	UK
Zander Bassimer	Edwardsville	62034	US
Robyn Ferguson	Brisbane	4001	Australia
William bell	Gateshead	NE8	UK

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Julianne Morris	New York	10032	US
Rosa Cabrerizo	Hospitalet de Llobregat	8906	Spain
Kym Morgan	Perth	6000	Australia
diehardsteven diehardsteven	Falmouth	TR11	UK
Natasha Reus	Ripponlea	3183	Australia
irene Tims	Sydney	2000	Australia
Joel Wijesinghe	Melbourne	3020	Australia
Galena Debney	Glenlyon	3461	Australia
Kimberly Stout	Noblesville	46062	US
Leo McClaren	point lonsdale	3225	Australia
Janna Perkins	ROMAYOR	77368	US
Peter Koay	Penang.		Malaysia
sarika arora	Alpharetta	30022	US
Cathy Raeburn	Jamieson	3723	Australia
Anita Scanlon	Dyer	46311	US
joanna geale	kingower	3517	Australia
yelienna hill	Melbourne	3000	Australia
Kathy Maldonado	Palm bay	32909	US
Sangita Iyer	Toronto	M4C	Canada
Samantha McCready	Mitiamo	3573	Australia
samira orchard	Randwick	2031	Australia
Diana Pryde	Chatswood West NSW	2067	Australia
Mila Wyzkiewicz	Naperville	60565	US
Sylvia Cooper	BUNDALL	4217	Australia
Alaya Bouche	Kent	98030	US
Britta Hansen	Kobenhavn N	1071	Denmark
Diris James		3029	Australia
Yahya Abdal-Aziz	Mildura VIC 3500	3500	Australia
Stella Rose	Milwaukee	53217	US
Alyssa White	Mountainburg	72946	US
Anita Coad		4680	Australia
Julie Barber	Romsey	3434	Australia
Pauline Gowing	NSW	2800	Australia
Sue Anderson	Gisborne	3437	Australia
Heidy De la Calzada	Biñan City		Philippines
David Peterson	Lake Forest	92630	US
Callum Smith	Sydney	2000	Australia
Kyra Jay		5501	Australia
Sophia Podsytnik	Melbourne	3000	Australia
Tracie Johnson	Melbourne	3000	Australia
Trace Streeter	Doreen	3754	Australia
Daniel Dickson	Brisbane	4000	Australia
Denise Koutoulas		2151	Australia
allison woods	Sunderland	SR2	UK
joyce alexander	Edinburgh	eh151le	UK
Jen Day	Andover	SP10	UK
Patricia BOCLET		60800	France
Christian Marzi	Footscray	3011	Australia
David Sierocinski	Gisborne	3437	Australia
V Henwood	Sydney	2000	Australia
Stacey Dolishny	Windsor	N9G	Canada
Maria Creedon	Sydney	2179	Australia

Name	City	Postal Code	Country
Karen Storer		2232	Australia
Cherry May Herrera	Daraga		Philippines
Bailey Jenkins	Melbourne	3977	Australia
Sally Matheson		3224	Australia
Tim Maurer	Anaheim	92808	US
Sandra Salopek	Sydney	2000	Australia
Danielle Johnston			Australia
Jennifer Gearing	Millgrove	3799	Australia
Lyn Manuel	Perth	6000	Australia
Reshma Gadre	Melbourne	3000	Australia
Zani Mitchell	Newark	7108	US
Sam Lambert	Sydney	2061	Australia
Vanessa Jamison	Marysville	98270	US
Amanda Highet	Adelaide	5001	Australia
Aaron price	Sale	3850	Australia
Leyla Ledwith	Willow Glenn	2580	Australia
Simone Cooper	Sydney	2000	Australia
Michael Mansergh	London	N12 9PR	UK
Mark Lester	Leicester	LE19	UK
Alexis Pineda	San Antonio	78073	US
Lisa Breneman	Costa Mesa	92627	US
Ella Horton	Coventry	CV1	UK
Lorena Salgado	Woodlake	93286	US
Roderick Purdy	Windsor	N9B	Canada
Jasmine Contreras	Lafayette	47909	US
Lauren Morley	Broxburn	EH52	UK
LESLEY KERRIGAN	BOSTON	PE21 8EY	UK
Abbyssinia Phillips	Indianapolis	46234	US
Genelle Alvarez	Walnut Cove	27052	US
Rebecca McEleavey	Birkenhead	CH43	UK
marylen kincer		49316 48316	US
Dd Dd	Adams	45234	US
Ulrich Spauschus	Willich	47877	Germany
Janet Flann		2087	Australia
Deb Wells		4600	Australia
Jacqueline Abbott	CALNE	SN11 8NS	UK
Dinah Gill	Islington	N19 3nb	UK
Dobrovolskay Lyudmila	Kiev		Ukraine
Sarah Burrows	Northampton	NN5 7NZ	UK
Robyn Johnson	Yeovil	Ba20 2DD	UK
Maureen Janis Bunn Coelho	Barking	IG11 0UD	UK
Jayson Fowler	Fort Smith	72903	US
Pauline Draper	Manchester	M40	UK
Rachel Sullivan	London	SW16 3QX	UK
Bronwyn Roberts	Kilsyth	3137	Australia
paula ..	Lima		Peru
christopher joseph chalmers	Spring Hill	34609	US
Kirsten Rønn	Frederiksberg		Denmark
Stéphane Florange	Annemasse	74100	France
Bex Henry	Santiago		Chile
Gerald Cooper	Nottingham	NG7 1BJ	UK
Jon Ra	Malvern East	3145	Australia
Regina Kourafas	Marietta	30067	US

Name	City	Postal Code	Country
Sally Harvey		4560	Australia
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Sandy Venter		6255	Australia
Mohammed Seghir	London	W10 4NU	UK
Gloria Navan	Lawrenceville	30042	US
Cherilynn Wilkens			Australia
Dina Mills	Trenton	8690	US
Sandra Ramberran	Winnipeg	R3T	Canada
Mikayla Williams	Central Coast	2259	Australia
Fernande Fournier	Luxembourg	1482	Luxembourg
Devika Naidu	Parramatta	2150	Australia
Mariana Laub	Eggenfelden	84307	India
angus watts	Dakabin	4503	Australia
Sophia Cheng	Sydney	2000	Australia
Ruth Fea	Gold Coast	4217	Australia
Nicola Earl	Narangba	4504	Australia
Evelyn Rosas	Red Bank	7701	US
Skunky Wild	Pleasant Grove	84062	US
John Smith	Klaipeda		UK
Pat Hockey	Ascot	3364	Australia
Blake Hughes	Sydney	2000	Australia
Cate Ryan	Sydney	2000	Australia
wayne reynolds	sydney	2234	Australia
Viki McDonald	Sydney	2000	Australia
Chris Hofhine	Salt Lake City	84121	US
Maria Rowena Carino	Tabaco City,Albay	4511	Philippines
Otokini Douglas	Preston	PR1	UK
joseph Iaspada	Stratford	8084	US
kandyse andrade	Mesa	85210	US
Jane Glenton	Morecambe	LA4 6BN	UK
Janet Malarkey		4205 YO319DD	UK
Sarah Gowers	York	YO23	UK
Mike Gowers	York	YO26	UK
Mahendra Patel	New Malden London. UK	KT3 5LL	UK
LINDA TORDOFF	York	YO31	UK
Kirsten Powell	Wyndham Vale	3024	Australia
Donna Nguyen	Melbourne	3000	Australia
Tina Tofts	London	W12 0AL	UK
Elisabeth Barth	Melbourne	3113	Australia
Janice Nye	Penwortham	PR1 9PJ	UK
George Batten	Huddersfield	HD3	UK
Jenni Haughton	Belmont	3216	US
Elizabeth Larson	Kenilworth	Cv8 2HJ	UK
Myungwoo Bang	Acton	1720	US
Shelley Hyndman	Melbourne	3000	Australia
Patrick Allen	Farnham	GU9	UK
Ralph Douglas	Melbourne	3779	Australia
francesco ernoli	milano	20153	Italy
diane hamshere	Drayton	ox14 4je	UK
asanki Fernando	Melbourne	2641	Australia
Jesse Beaumont	Coventry	CV1	UK
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Sagar Singh	London	N1 4BA	UK

Name	City	Postal Code	Country
Kara Thompson	Morley	LS27 8QN	UK
Mary Brown	York	YO24	UK
Michael Smith	Cirencester	GL7 1HG	UK
Helai Eren	Flushing	11367	US
Gemma Stone	Alliance	28515	US
Elizabeth Story	Dernancourt	5075	Australia
anne hawkins	Plymouth	PL14SJ	UK
Patricia Martin	Philadelphia	19124	US
Louise Meikle	Liverpool	L18	UK
Karin Zimmermann	Hersbruck	91217	Germany
bernadette gustin	namur	5100	Belgium
Tony Gowers	Wembley	HA9	UK
Suzanne Teese	Doreen	3754	Australia
Maryn Sullivan	Tweed Heads	2485	Australia
rosalind bush		2440	Australia
Cynthia Allen	Lawre	30043	US
Marie Meyers	Winnipeg	R3G	Canada
Jerry Mulanax	Richland	39218	US
Annette Vargas	Juarez	32540	Mexico
Daniel Pigott		3037	Australia
Frances Krulan	Bronx	10459	US
Lisa Wayne	Pacifica	94044	US
Kirsten Buks	Invercargill		New Zealand
Karen Hillier	Lake Munmorah	2259	Australia
Laura Stanley	Sydney	2000	Australia
Ilse VandenBalck	Leuven	1011	Belgium
Alkira Dodd	Northcote	3070	Australia
Victoria Rodríguez Ormaechea	A Coruña	15177	Spain
Amelie Macdonald	Auckland		New Zealand
William Davidson	Christchurch	8011	New Zealand
Huguette FAVIER			Belgium
谷澤 静香	黒石市	360533	Japan
Florence Treboutte			France
Tara White	Whitstable	CT5 4LL	UK
Courtenay Thomas			New Zealand
nadine richer	Nevers	58000	France
Yellow Aubergine	Atene		Greece
Mala Silva	Colombo	Colombo 06	Sri Lanka
susan roberts	Palm City	34990	US
Mark Morton	Melbourne	3000	Australia
Kehaia Andrews	Tauranga		New Zealand
lindy hoppe	Haywards Heath	RH16	UK
Ashley Kieszkowski	Reno	89504	US
Joselito Degrazia	Brisbane	4000	Australia
Мария Степанова	Saint Petersburg		Russia
Brenlee Cleveland	Titusville	32780	US
Elena López benard	Managua		Nicaragua
Terrie Williams	Vidor	77662	US
Rachael Tommasini			Australia
Laura-Jaide Mason	Flora hill	3550	Australia
Kylie Hawks	Zionsville	46077	US
Andrea Darcy	Doveton	3177	Australia
Laurence Williams	Cowes	3922	Australia

Name	City	Postal Code	Country
Di Lara	Noble Park	3000	Australia
Janette Horne	Sydney	2767	Australia
Rosemary Sutcliffe	Sydney	1001	Australia
Christina Timofeev		4217	Australia
Ashley Brymer	Glasgow	G33	UK
Ellen Prior	Covington	98042	US
Dali Stankovic	Brisbane	4000	Australia
Exenr Cervenka		3818	Australia
Atesa Ramesh	Melbourne	3000	Australia
Ruth Abbey	Armadale	3143	Australia
Karin Jokisch	Sydney	2000	Australia
Sandra Hess		3806	Australia
Rosslyn Cleversley		3806	Australia
ellie von speyr	Swindon	SN25	UK
Morgana Norton	Barossa	5235	Australia
florence TREBOUTTE	Paris	75019	France
Liz Riddell	Bendigo	3550	Australia
Peach Rollinson	Oallen	2622	Australia
Kim Butler	Fisher ACT	2611	Australia
Jenny Hale	London	W112ay	UK
Di Tkacz	Glen Iris	3146	Australia
Rebecca Synnott	Sydney	2011	Australia
Jessica Lee	cork		Ireland
Dani Mastro	Monza	20900	Italy
Marta Tommasini		40016	Italy
Alessandra Zizza	Milan	20068	Italy
Joshua Curphey	Peterborough	PE7	UK
Bartosz Dembowski	Leeds	LS9 8PD	UK
Emma Tailford - castle	York	YO30	UK
Heike Luckaßen	Wesel	46487	Spain
John rogyy	Travelers Rest	29690	US
sandi power	Melbourne	3145	Australia
Fiona Longin		3803	Australia
Lisa M	Melbourne	3000	Australia
Marg Gallego	Melbourne		Australia
Carolyn Stewart	Eerwah Vale	4562	Australia
Julie Dallow	Malvern	WR14	UK
Joe Dallow	Bristol	BS1	UK
Jill Goodge		3024	Australia
Jill Campbell	Melbourne	3001	Australia
Christopher Symonds	London	W14	UK
Rebecca Gilson	Bath	BA2	UK
Mark Pierce	London	E14	UK
Shane Cummings	Melbourne	3000	Australia
Ashley Oliver			Saudi Arabia
imogen spiller	Luton	LU6	UK
Tom Gowers	York	Yo32	UK
Marym Mary	Melbourne	3001	Australia
Jo Rye	Clunes	3370	Australia
Isaac Tuzzolino	Stuttgart	70469	Germany
Elisa Davey	Westcott	RH4 3PF	UK
Peter Durkin	Melbourne	3000	Australia
Elizabeth Logue	Belfast	BT8	UK

Name	City	Postal Code	Country
Louise Scott	Swindon	SN5	UK
Dawn Brown	Nottingham	NG7	UK
Maria McCulloch	KILMARNOCK	KA3 7LD	UK
Demi McKavanagh	Auckland	1010	New Zealand
Kevin Zhao			New Zealand
Nina Toms	Sydney		Australia
Michelle Thomson	Mickleham	3064	Australia
Miriam Faine	Hawthorn	3122	Australia
Dominique Joly	LEEMING	6149	Australia
Holly Owsianik	Woodsville	3785	US
Julia Hardiman	Wodonga	3690	Australia
Jess Eickmeyer		3199	Australia
Maria Luisa Cantarone	Wood Green	N22	UK
Mark Belfus	Philadelphia	19116	US
Sharon Hunt	Bridgend	Cf32 7RN	UK
Raissa Motta	Milan	20128	Italy
Sandra Sankar	AJAX	L1T3Z2	Canada
Anne Shackman	Randwick	2031	Australia
Catherine Sommerville	Melbourne	3000	Australia
Alexi Richards	Perth	6001	Australia
Bosco Leung	Central District		Hong Kong
Sonia Alvarez	Miami	33175	US
Charles Hoernemann	Jolimont	6014	Australia
Jen Elbourne	Johannesburg		South Africa
Anna Young	Poole	BH15	UK
Philberta Tang	Sheung Wan		Hong Kong
Hayley Silverwood-Gunnell	Stowmarket	IP14	UK
Anita Maddison	Sunderland	SR5	UK
Monika Johansen	Gran		Norway
Courtney Burrows		2069	Australia
Ronald Lawrence	Waterloo	29384	US
Jeanette Richardson			UK
Belle Gibbons	Brisbane	4000	Australia
Melyssa Leventakis	Brussels	1000	Belgium
pierre zembla	france	13004	France
Peter Taylor	Sydney	1001	Australia
Daniel Wood	Sydney	2000	Australia
Trudy Seidel	VALLEY VIEW	5093	Australia
Catherine McIntyre	Sydney	2000	Australia
Jude Lennox		7052	Australia
Liadaan Fahbien	Maldon	3463	Australia
Kathy Gore	Dulwich Hill	2203	Australia
George Martin	Loule	8100-175	Portugal
Elizabeth Hill	Bendigo	3550	Australia
michael horne		2263	Australia
Christine T	Melbourne	3000	Australia
Lynette Giddings	SURREY HILLS, Vic.	3127	Australia
Ian Bennetts	Melbourne	3001	Australia
Angela Mastrototaro	San Giuliano Milanese	26837	Italy
Nadia Tuyau	Sydney	2000	Australia
Person Personess	Melbourne	3000	Australia
Michaela Lavers		2615	Australia
Joe Stalker	Ballarat	3350	Australia

Name	City	Postal Code	Country
terry roth	Banksia Park	5091	Australia
Yvonne Cullen	Rosebud	3938	Australia
verna lynch		3912	Australia
Eylem Dundar	Melbourne	3064	Australia
Muhammed Kayani	Solihull	B90	UK
Laurie Siederman	Estero, Florida	33928	US
Anton Edmunds			New Zealand
tristan stevens	Millicent	5280	Australia
Veronika Wegner	Buxtehude	21614	Germany
Tiah Booth	Nelson		New Zealand
lochlan turbo			Australia
Yvonne Huth	Melbourne	3000	Australia
Jayde Hitchcock	Perth	6000	Australia
Deborah Ellison	Kingston	K7K	US
Joel Ellis	Ballarat	3357	Australia
Cary Cullen		3579	Australia
Elena Schwand		2227	Australia
Lindsay Peak	Canberra	2600	Australia
jay dee	nsw	2282	Australia
Aalia C	Hampton Park	5034	Australia
Nancy Daher	Orange	2800	Australia
Tamsyn P	Drouin	3818	Australia
Angela Emmerich			South Africa
Elena Perez	Valladolid	47002	UK
susan philp	orpington kent	br6 7uh	UK
Rachel Bowles	Gold Coast	4226	Australia
marie Antoinette de la rossat		20200	France
Callum Silva	Auckland	1148	New Zealand
Kira Farkas	Nyíregyháza		Hungary
Liz Hope	Melbourne	3001	Australia
Diana Klemencic	Bowmanville	L1C 1L2	Canada
vi t	Sydney	2000	Australia
Jenny Wells	Sydney	2000	Australia
Juliet Robertson	Christchurch	8014	New Zealand
Petra Noller		7000	Australia
CALLUM MOORE	Perth	6031	Australia
Linda Willcox	Kinglake	3763	Australia
C Ellis	Sydney	2229	Australia
Brendan Paul	Melbourne	3001	Australia
Ellen Carmel	Malvern East	3145	Australia
Wyn Scott		7306	Australia
Niluka Damayanthi			Sri Lanka
Janina Grage		44649	Germany
Sabine Jung	Lorrach	79540	Germany
Mark Reese	Hastings	TN355HG	UK
PAULINE ALEXANDER	Erskine	PA8 7AR	UK
Verity Grist	Taunton	TA1	UK
Isabelle RIDON	LANDAS	59310 LANDA	France
Gracie Whall	Lincoln	LN6 9SA	UK
Cheryl McDyre	Armadale	EH48 2NL	UK
Robin Abbott	Víctoria	V8W	Canada
Angela van Someren	Balwyn	3103	Australia
MV L	Schneeberg	63936	Germany

Name	City	Postal Code	Country
Sue Clark	Melbourne	3001	Australia
Casey Joyce	Bendigo	3550	Australia
Luke Klippel	Greenwood	46143	US
Louise Van Eyck	Adelaide	5070	Australia
Beth Frank	Tulsa	74135	US
Marilyn Auriti	Fort Wayne	46835	US
diana beard	Luton	LU2 7AF	UK
Catherine Light	Cornwall	pl15	UK
Oluwamayowa Akisanya	Upper Norwood	SE19	UK
Kay Maroo	Mill Hill	NW7	UK
Gia Denis	London	EC4N	UK
Madeleine Thompson	Lyme Regis	DT7 3DA	UK
Charlotte Ellison	South Shields	NE34 6EZ	UK
Bessy Rudd	Skelmersdale	WN8	UK
Shawn Beal	Harlesden	NW10	UK
Esther Dalzell	Bangor	BT19	UK
Horita Yukari	nakano	165-0035	Japan
Kristen Turner	Lancaster	43130	US
Annemaree Van Rooy	Melbourne	3000	Australia
Jenni Fleming	Miami	4220	Australia
Tina Bied	Highworth	4560	Australia
Liz Fraser	Coventry	Cv3 2gd	UK
Ged Lagerewskij		7010	Australia
Chris Carter	Bracknell	RG12 8XQ	UK
Carole Strack	Albuquerque	87105	US
Martin Walsh	Dulwich	SE21	UK
Harry Brown	Roberstbridge	TN325PA	UK
patricia bayle		38220	France
Belinda Hawkins	Glandore	5127	Australia
Karin Schwab	Ringwood	3134	Australia
Alan Williams	Swansea	SA2 9ER	UK
Shruti Bose Bose	Sydney	2000	Australia
Lexie Dean	Sydney	2000	Australia
Andrew Hale		3690	Australia
Mariana Kaminski	Sydney	2000	Australia
Tracey McKenzie	South Morang	3752	Australia
Teresa Hewett-Hicks	Fareham	PO14	UK
Margherita Ferraro	Coburg, Victoria	3058	Australia
stefania mirarchi		2047	Australia
Karen Haranis	Melbourne	3000	Australia
Sylvie Taliercio	Paris	75012	France
Leanne Atkinson	Glen Iris	3146	Australia
Jill Mitchell	Kangaroo Flat	3555	Australia
Jennene Wild		3551	Australia
Ripley Lethlean	Peregian beach	4573	Australia
Tamara Jordan	Melbourne	3000	Australia
Matt Tresize	Bendigo	3550	Australia
Susan berry	echuca	3564	Australia
Adrian Doling-Hill	Bendigo	3550	Australia
Melinda Smith	Melbourne	3000	Australia
Janina Read	Bendigo	3550	Australia
Lauren Reidy	Melbourne	3000	Australia
Erin Kitch	Melbourne	3000	Australia

Name	City	Postal Code	Country
Jenny Williams		3925	Australia
Monica Tulestedt	Sölvesborg		Sweden
Patricia Garley	Burlington	L7m5c2	Canada
sylvie demarteau	blégny	4671	US
Victoria Nelson		3551	Australia
Colin Elliott	Townsville	4810	Australia
Dr. L. Donaker	Denver	90049	US
Nita Taig	Melbourne	3000	Australia
Hunter Klapperich	Stanley	54768	US
maria creasey	Waddington	LN5 9NX	UK
Kristell van Dijk			Netherlands
Judith Ramage	Melbourne	3000	Australia
Linda Devereaux	Melbourne	3004	Australia
Rachel Maree	Ashwood	3147	Australia
Catalin Catana	Slatina		Romania
Dwayne Robbie	Charlottetown	C0A 1H3	Canada
Maureen Schinck		3059	Australia
Samson Gabarah	Melbourne	3000	Australia
Pedro Allemant	Frankston	3199	Australia
Jennie Lonsdale	Frankston	3199	Australia
Kristian Anetoudis	Melbourne	3000	Australia
Pamela Benavides	Ft. White	32038	US
Christopher Warrick	Yarrville	3340	Australia
Shohre Mansouri	Melbourne	3000	Australia
Tammy Stephean	Melbourne	3000	Australia
Sharnie Stewart-Hendr	Pemulwuy	2318	Australia
Shane Green	Brentwood	6153	Australia
Tilly Wardale	Belconnen	2617	Australia
Rachel Testa	Melbourne	3023	Australia
Rachel Testa-Woodward	Kangaroo Flat	3555	Australia
Cassandra Westwood		3006	Australia
Tuesday Browell	Torrumbarry	3564	Australia
marty duke		3134	Australia
Louise Grogan	Melbourne	3001	Australia
Kathy Gore	Woonona	2517	Australia
Samuel Nell	Cape Town	7441	South Africa
Christopher McNulty	Minneapolis	55405	US
Tracy Hays	Morrilton	72110	US
lene henriksen	auklanshamn	5551	Norway
Bina Greenspan			US
Ernest Healy	Woodford	3280	Australia
J Vez	Carp	K1h6s4	Canada
Vanessa Rushworth		3195	Australia
Naresha Soysa	Rowville	3178	Australia
Trish Stuart		3435	Australia
Ishara Uda	Southbank	3006	Australia
Linda Laz	Boise	83716	US
Erin Cunningham	Chirnside Park	3116	Australia
Siddhant Chaubey			India
H2 Rider			Australia
zeffi Home		3176	Australia
David Lamar	Memphis	38115	US
Cath McGrath	Qld	4178	Australia

Name	City	Postal Code	Country
Jason Begg		3555	Australia
Paula T	Bankstown	2200	Australia
Pauline Neale	Lilydale	3140	Australia
Kathy Chadwell	Lafayette	47909	US
June McIntosh	Warrandyte	3113	Australia
Angela Barnetti	Biella	13900	Italy
Necole Cook	Salem	24153	US
Judy Rees	Glenalta	5037	Australia
Natasha Witekauha	Bentleigh East	3165	Australia
Anonymous Anonymous	Dapto	2530	Australia
Amber Ross	Nowra	2540	Australia
Bauke Van eenennaam	Beenleigh	4207	Australia
Michelle Goodwin		3915	Australia
Cristian Perez	Sydney	2000	Australia
Ian Jones	Sydney	2000	Australia
deborah huish	Bendalong	2539	Australia
Kaye Pryor	Nunawading	3131	Australia
Tash Littlewood	Eltham North	3095	Australia
Eleanor Alice	Hamilton	3300	Australia
David Austin	Brisbane	4000	Australia
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Aswin Ghimire	kathmandu	M5B 9R6	Nepal
Rose Moore	Yale	48097	US
CHRISTINE DONFRANCESCO	Trappes	78190	France
Elisabeth Roger	La Teste de Buch	J7V 8L8	France
Eileen Kelly	Kenosha	53142	US
Jean Clelland-Morin	San Antonio	78210-1529	US
Shehan Dondeenu	Melbourne	3001	Australia
Elaine Goodyer	Bridgewater	7030	Australia
Yvonne Furniss	Brisbane	4165	Australia
Estela Perez Boo-Asker	Thornlands, QLD	4164	Australia
Ranga Pathirana	Melbourne	3000	Sri Lanka
Gary Schutt	Watford	WD5 0JJ	UK
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Helen Kalliope Smith	Cardiff	CF14 4LT	UK
Nadia Herpoel	belgium	2930	Belgium
Andrea Fleck	Katwijk Aan Zee	2225	Netherlands
Sab Fraternal			Australia
Mark Nadolski	Geelong	3220	Australia
Melanie Beresford	Sydney	2232	Australia
L Winters	Durham	DI13 2uh	UK
Susie Wells	Hurstville	2220	Australia
Nora M. Edgeorth	Mitchelstown	P67	Ireland
Mark Spooner	Penrith	2747	Australia
Liliana Diaz	Shorewood	60404	US
David Wilson	Sydney	2000	Australia
Cyndi Fritzler	Lakewood	80232	US
Janis Jones	Pembroke Pines	33024	US
Tracy Sharp	Milton Keynes	MK5	UK
Anita Bahrani	Belfast	BT8	UK
Aunty Ro Mudyin Godwin	Sydney	2000	Australia
Barbara Schuler	Gretna	70056	US
Nurha Leite	Cape Town		South Africa

Name	City	Postal Code	Country
Jane Evans	Granborough	MK18	UK
Margaret Kurz	Melbourne	3000	Australia
Simone Lea	Brisbane	4001	Australia
Robyn Palmer	Qld	4101	Australia
Gavin MacDonald	Keilor, Vic	3036	Australia
Rachel Kennedy	Essendon	3030	Australia
Harlow Delphine	Melbourne		Australia
Laura W	Melbourne	3154	Australia
Kerry Phelan	Melbourne	3001	Australia
Nina Vickers	Perth	6031	Australia
Lisa Vucko	Melbourne	3001	Australia
Karin Motyerfucking Brand		3475	Australia
Megan Farley	Croydon	3136	Australia
Sean Delaney			Australia
Donna Marie Briese	Waikerie	5330	Australia
Suzanne Cameron	Melbourne	3001	Australia
Paula McCarthy	Liverpool	L26 1UW	UK
Madeline Ubera	Mount Druitt	2770	Australia
Lily Wells	Steyning	BN44	UK
Claudia Fribence	Sydney	2740	Australia
Heather Bucior	Barangaroo	2000	Australia
Moira Monaghan	Blyth	NE24	UK
Nicola Portnick	Reservoir	3073	Australia
Thi Ngoc Anh Dinh & Van Lam Nguyen	Melbourne	3001	Australia
Julie Lincoln	Warren	2824	Australia
Melissa Morris		3660	Australia
Lee McKay	Geelong	3216	Australia
Luke Frizon	Upwey	3158	Australia
JOSEPHINE DEGIORGIO	sydney	2760	Australia
Phaedra Teodoros	Crawfordville	30631	US
Brigitte Graf	Karlsruhe	76131	Germany
Yvonne Abbott	Sutton Coldfield	B74 3 HX	UK
Linda Forster	Bendigo	3555	Australia
Lindsay Stromer	Clear Island Waters	4226	Australia
Peter Smith	Melbourne	3001	Australia
Shawn Anderson		3631	Australia
Joanne O'Neill		3089	Australia
George Andriotis	Melbourne	3001	Australia
Angela Smith	Boronia	3155	Australia
Chrissy Taylor	Frankston	3199	Australia
Katy Morrison		3631	Australia
Diane Malerba	St Andrews	3761	Australia
Jenny Patience	Lilydale	3140	Australia
Vikki Mead	Melbourne	3001	Australia
Anton Brune	Brisbane	4001	Australia
Andrea Fox	Sydney	2000	Australia
Tiani Strickland	Brisbane	4001	Australia
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Colette Quinn	East Hendred	OX12 8JN	UK
Michaela Smith	Market Drayton	TF9	UK
Nicola Woodman	Stafford	St17 0ng	UK
Poppy Riley	High Wycombe	HP11	UK
Beverley Harrison	Sheffield	S13	UK
Paige W	Moreton	OX11	UK
Michelle Mannix		2233	Australia
Samantha Mellor	Wirral	CH46	UK
Manpreet Kaur		3152	Australia
Dion Jelley	Melbourne	3000	Australia
Christopher Hoch	St Ignatius	59865	US
D J A	Sydney	2000	Australia
Elizabeth Kariofillis	Melbourne	3000	Australia
dani Liv	Sydney	2000	Australia
Adara Cooke	Townsville	4818	Australia
r w	Melbourne	3001	Australia
Jack Jefferson	Canberra	Cheese	Australia
Brian Muir	Rockhampton	4700	Australia
Annette JOCUMSEN	Brisbane	4000	Australia
Natalie Stallbaum	Narre Warren South	3805	Australia
Lara Marasco	Melbourne	3000	Australia
Ben Burwood	Kellyville	2155	Australia
juu iuuu	Melbourne	3001	Australia
Emma Po	Sydney	2000	Australia
Katrina George	Exeter	5019	Australia
Maranatha Tessema	Derrimut	3030	Australia
epifanio san Buenaventura	Manila	96428	Philippines
Beth Hopwood	Timberlake	27583	US
Holly Way			Australia
susan Lane	Townsville	4810	Australia
ERIKA BARROTE	Sao Paulo		Brazil
Ian Denney	Sydney	2000	Australia
Richard Ofoski	Brisbane	4118	Australia
tania capuano	Manor lakes	3024	Australia
Sharnee Stones	Laverton	3028	Australia
Loretta Spong	Melbourne	3033	Australia
Pushkar Raghav	Delhi	110054	India
Manavjeet Raina	Noida	110091	India
Natalie lobe	Ribeirao Preto		Brazil
Sylvie Richez pharmacie SEVIGNE	Marseille	13001	France
Dan Moore	Melbourne	3000	Australia
Lorraine Holmes	Irlam, Manchester	M44	UK
Nicole Morrison	Keilor	3151	Australia
Shaye kim Taylor	Las Vegas	89129	US
Louisa Young	Melbourne	3001	Australia
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Belinda Locke	Altona	3000	Australia
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peter day	Cathcart	2632	Australia
Kat Young	Melbourne	3000	Australia
Marc Wessang	Saint-Louis	68300	France
Valerie Lister	Brisbane	4001	Australia
Penny Grimwood	Mornington	3931	Australia
Beatrice Garcia	Annecy	74000	France
Melinda Menning	Helensburgh	2508	Australia
Megan Tilley		4077	Australia
whitney anders		2913	Australia
Susan Etherington		3787	Australia
Brad del-Munns	RHODES	2138	Australia
Sandra St Mire	Norwich	13815	US
yvette tresise	Perth	6060	Australia
M. Memery	Melbourne	3183	Australia
Michelle Mantel		4556	Australia
Kate Ye	Dandenong South	3175	Australia
Nadia Warne	Sydney	2039	Australia
Susan Jameson	Katoomba	2780	Australia
Meghala Nair	WELLARD	6170	Australia
Mary Beth First	Chillicothe	64601	US
Eva kelly		2008	Australia
Sally Carter	Adelaide	5000	Australia
Peter MacDonald		2110	Australia
Chelsea MJ	General Trias		US
Veronica Gastelum	Yuma	85364	US
Patrick Eid	Illawong	2234	Australia
Jaylin Vong	Huntley	60142	US
Brandon Wade	Livingston	7039	US
Brittany Carmello	Lafayette	70506	US
Jayce Cox	Louisville	40241	US
Victoria Holmes	Hornsey	N8	UK
Zora Zeleznik	Adelaide	5001	Australia
Patrick Loonen	Dordrecht	3329	Netherlands
Wendy Whiteman	NARRANDERA	2700	Australia
Rob Soxsmith	Sydney	2000	Australia
Ross Nimmo		3350	Australia
Sharon Rigby		2108	Australia
Anja Schneider	Offenburg	77652	Germany
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Dorena Herrera-Perez	Ironwood	49938	US
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Name	City	Postal Code	Country
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Iliana Panagiotou	Melbourne	3000	Australia
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Marcia Marcia	Melbourne	3001	Australia
Tammy Dillon	Sarasota	34243	US
maggie dovile	greensborough	3088	Australia
Sam Lee	Pakenham	3810	Australia
Amanda Harrison	Brisbane	4000	Australia
Anne McCondach	Abermain	2326	Australia
Nicole Bennett		2300	Australia
Tisha Leatherman	Grand Rapids	49503	US
Sara Arbogast	Washington	29011	US
Melissa Smith	Crystal Brook	5523	Australia
Michelle Hobbins		4012	Australia
Caroline Brown	Bendigo	3555	Australia
Nikki Medwell	Melbourne	3001	Australia
Mohamad Arbaain	Kuala Lumpur	55100	Malaysia
Jo Rosling			Australia
Joey Tatchell	Melbourne	3001	Australia
Judy Evans	Chewton	3451	Australia
Gian Luca Gori	Brussels	33017	Belgium
Sue Fisher	Sydney	2001	Australia
laura tierney	Inglewood	ls62qf	Australia
Julie Schwass	Sydney	2000	Australia
Andrew Oswald		5000	Australia
Steve Bamakos	Melbourne	3000	Australia
Sarah Davison	Mount Eliza	3930	Australia
Katalin Kratz	Park Orchards	3114	Australia
Dot Terry	Perth	6001	Australia
Captain David Pyett	sydney	2035	Australia
Field Tania	Melbourne	3555	Australia
Eddie Dincer	Melbourne	3001	Australia
Jennie iley	Adelaide	5014	Australia
Jackie Santullo	Alexandria	22309	US
Debe Zurawski	La Crosse	54601	US
Brigitte Mohamed	Columbia	20018	US
Pantha Pagan	Perth	6001	Australia
Stanley Tkacz	Durong	4610	Australia
Narelle Krog	Bendigo	3550	Australia
Jackie Santullo	Alexandria		
Debe Zurawski	La Crosse		
Brigitte Mohamed	Columbia		
Pantha Pagan	Perth		
Stanley Tkacz	Durong		
Narelle Krog	Bendigo		

10.2 PROPOSED VERSION 7 COUNCILLOR EXPENSES AND SUPPORT POLICY

File Number: FOL/19/101
Author: Sharon Morrison, Director Corporate Services
Authoriser: Lincoln Fitzgerald, Chief Executive Officer
Attachments: 1. Proposed Councillor Expenses and Support Policy version 7

RECOMMENDATION

That Council adopt version 7 of the Councillor Expenses and Support Policy.

CONFLICT OF INTEREST

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

PREVIOUS COUNCIL DISCUSSION

This policy was discussed at the November 2021 Councillor forum.

BACKGROUND

Version 6 of the policy was adopted on 27 January 2021.

ISSUES/DISCUSSION

The Council Expenses Policy is a requirement of the Local Government Act 2020. Since the adoption of version 6 on 27 January 2021, feedback has been received on suggested changes to the Policy. Council officers have reviewed the policy in light of this and made tracked changes in response.

Changes include:

- Inclusion of reference to executive support available to Councillors
- Addition of information relating to treatment of the Councillor allowance for tax purposes
- Inclusion of reference to superannuation
- Clarification of computer types
- Inclusion of the option for a Council approved printer
- Addition of screens and docks
- Addition of peripherals

The policy provides for Councillor feedback midway through the Council term. This review will fulfil that requirement.

COST/BENEFITS

Expenses referred to within the policy are generally met by Council's operating budget. The benefit of the policy is compliance with legislation and a consistent and transparent approach to managing Councillor expenses and support.

RISK ANALYSIS

There is a risk that expenses may exceed budget allocations. This risk is managed by monitoring of the budget on a monthly basis.

CONSULTATION AND ENGAGEMENT

Councillors and relevant officers have been engaged in the revision of this draft. Further consultation included circulation to Loddon Leaders, and review by the Policy Review Group.



COUNCILLOR EXPENSES AND SUPPORT POLICY

DOCUMENT TYPE:	Council policy
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Director Corporate Services
INTERNAL COMMITTEE ENDORSEMENT:	Not applicable
APPROVED BY:	Council
DATE ADOPTED:	27/01/2021
VERSION NUMBER:	67
REVIEW DATE:	27/01/2025
DATE RESCINDED:	
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Governance rules Public transparency policy Governance framework Privacy policy Review of Councillor Expenses Internal Audit Report October 2019 Local Government Inspectorate report on Councillor expenses and allowances: equitable treatment and enhanced integrity, September 2020
RELATED LEGISLATION:	Carers Recognition Act 2012 Charter of Human Rights and Responsibilities Act 2006 Freedom of Information Act 1982 Local Government Act 2020 Privacy and Data Protection Act 2014 Equal Opportunity Act 2010 Gender Equity Bill 2020 Victorian Government's Policy Statement on Local Government Mayoral and Councillor Allowances and Resources April 2008 Local Government (Planning and Reporting) Regulations 2020
EVIDENCE OF APPROVAL:	

Signed by Chief Executive Officer

FILE LOCATION: K:\EXECUTIVE\Strategies policies and procedures\Policies - adopted PDF and Word\POL Councillor Expenses and Support Policy v6.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.



COUNCILLOR EXPENSES AND SUPPORT POLICY

1 PURPOSE

This policy supports Councillors and members of delegated committees to perform their role, as defined under the *Local Government Act 2020*, by ensuring that bona fide expenses reasonably incurred in the performance of their role are reimbursed. The policy also provides guidance on:

- allowances
- supports
- processes for reimbursement
- reporting requirements.

The policy is intended to ensure that Councillors and members of delegated committees are supported to perform their duties without disadvantage.

2 SCOPE

This policy applies to:

- Councillors of Loddon Shire Council
- members of delegated committees of Loddon Shire Council.

Councillor duties are those performed by a councillor as a necessary part of their role, in achieving the objectives of Council.

These duties may include (but are not limited to):

- attendance at meetings of council and its committees
- attendance at briefing sessions, workshops, civic events or functions convened by Council
- attendance at conferences, workshops and training programs related to the role of Councillor, Mayor or Deputy Mayor
- attendance at meetings, events or functions representing Council
- duties in relation to constituents concerning Council business.

Members of delegated committees exercise powers of councillors, under delegation. This policy also applies to those members in the course of undertaking their role as delegated committee members.

The assistance and support for Councillors set out in this policy is additional to the Mayoral and Councillor annual allowances set by state government.

3 POLICY

Councillors and members of delegated committees are entitled, under section 40 of the *Local Government Act 2020* (the Act), to reimbursement of expenses reasonably incurred in the performance of their duties.

This policy ensures that the reimbursement of these expenses is in accordance with the Act and meets the Act's principles of public transparency; achieving the best outcomes for the municipal community; and ensuring the ongoing financial viability of the Council.

Councillors and members of delegated committees will be reimbursed for out-of-pocket expenses that are:

- bona fide expenses **and**
- reasonably incurred in the performance of the role of Councillor **and**



COUNCILLOR EXPENSES AND SUPPORT POLICY

- are reasonably necessary for the Councillor and member of a delegated committee to perform this role.

In the event of a Councillor completing, or not serving, their full term, all Council property must be returned to the Loddon Shire Council.

3.1 Expenses

3.1.1 Carer and dependent-related expenses

Council will provide reimbursement of costs where the provision of childcare is reasonably required for a councillor or member of a delegated committee to perform their role (s 41(2)(c)).

This applies to the care of a dependant, while the Councillor or delegated committee member is undertaking their official duties; and may include expenses such as hourly fees and booking fees, if applicable.

Council will provide reimbursement of costs where the provision of carer services is reasonably required when a Councillor or delegated committee member who is a carer (see **Definitions**) incurs reasonable expenses in the performance of their duties.

Payments for carer and childcare services will not be made to a person who resides with the Councillor or delegated committee member; has any financial or pecuniary interest with the Councillor or delegated committee member; or has a relationship with the Councillor, delegated committee member or their partner.

3.1.2 Legal fees and costs

Other than by a specific Council resolution, or in accordance with a Council policy, any legal expenses incurred by a Councillor or delegated committee member shall be the responsibility of that Councillor or delegated committee member.

3.1.3 Training, conferences, events, and functions

Training and development - Council will meet the cost of Councillors' and members of delegated committees' participation in training and development courses, seminars and activities in a variety of professional and personal development areas within the limits of the budget approved by Council.

These programs are generally offered by professional bodies, private organisations and educational institutions in Victoria.

Conferences – Council will cover registration fees associated with attendance by Councillors and members of delegated committees at approved conferences, seminars and functions held locally, interstate and overseas within the limits of the budget approved by Council.

These are normally held by local government related organisations, professional bodies and institutions, and private sector providers on issues and events which impact on the role of Councillors and members of delegated committees and the Loddon Shire in general. The cost of partners attending conferences will not be met by Council.

Events – Council will meet the cost of Councillors and members of delegated committees attending approved external events to which they have been invited. If a partner has been invited, Council will meet the cost of the partner attending, where it is necessary for Council to be represented at the function.



COUNCILLOR EXPENSES AND SUPPORT POLICY

Approval of Councillors' and members of delegated committees' attendance at conferences and events will be determined by the Mayor in consultation with the Chief Executive Officer, and in accordance with the following guidelines:

- relevance of the program to the efficient and effective operations of the Loddon Shire Council
- cost/benefit of being represented
- expertise, interest and experience of Councillors in the areas of conference business
- numbers to attend being regulated by distance/cost
- a report of the conference will be provided to all Councillors at the next available Council meeting
- in the event that the Mayor does not consider a Councillor attendance relevant, the matter will be referred to Council for information and review.

Charity events – Council will meet the cost of the Mayor or their representative to attend a charity fundraising event. If other Councillors wish to attend to support the charity, they will be required to make their own contribution to attend.

Political functions – Where Councillors or members of delegated committees attend a political party fundraising event for which payment is required, the cost is to be borne by the individual. Council does not financially support any political party.

Council representation at events and functions – In circumstances where the Mayor has been invited to an event or function in a particular Ward, and is unable to attend, the Ward Councillor will be given the first option to represent the Mayor.

3.1.4 Travel costs, accommodation and meal expenses

3.1.4.1 Within Victoria

Council will meet reasonable transport costs incurred in attending meetings, functions and other commitments within Victoria. This includes reimbursement for use of a private vehicle while conducting Council business, car parking fees and the provision of car parking permits.

This category includes costs associated with accommodation and incidentals incurred when travelling on Council business in metropolitan Melbourne and regional Victoria.

Council acknowledges the recommendations of the Local Government Inspectorate in its 2020 report on Councillor expenses and allowances to reimburse for private vehicle use at the Australian Taxation Office rate. However, to ensure consistency and fairness across the organisation, reimbursement of private vehicle use will be based on the Council rate per kilometre amount paid to staff, as amended from time to time.

A remote area travel allowance will be payable for the time spent on long distances travelled by Councillors in remote areas. The allowance provides for a maximum daily rate of \$40 to a maximum of \$5,000 in any one year for each Councillor who permanently resides more than 50 kilometres from the specified meeting centre (ref: Order in Council, Local Government Councillor and Mayoral Allowances, 1 December 2008).

3.1.4.2 Interstate

Council will cover costs associated with Councillors and members of delegated committees travelling interstate on Council business as approved by the Council (with the exception of the



COUNCILLOR EXPENSES AND SUPPORT POLICY

Mayor who does not require approval of the Council) within the limits of the budget approved by Council. This comprises airfares, accommodation costs, car hire, taxis and meals. Where travel is by private vehicle, reimbursement for the use of the private vehicle will be in accordance with 3.1.4.1.

3.1.4.3 Overseas

Council will cover costs associated with Councillors and members of delegated committees travelling overseas on Council business as approved by the Council within the limits of the budget approved by Council. This comprises airfares, accommodation, visas, passport costs, car hire, taxis and meals.

3.2 Allowances and Superannuation

3.2.1 Allowances

Councillors receive an allowance at a level set by the State Government and reflecting the size of the Council. The amount is reviewed by Council every four years and is indexed annually on 1 December in line with guidance provided by Local Government Victoria. The allowance ~~willis-to~~ be reported separately from expenses in quarterly reporting.

Each Councillor is responsible for obtaining advice from their accountant, at their own cost, about the treatment of the allowance for tax purpose. Upon request, a list of transactions can be supplied to the Councillor for the purpose of identifying allowance and reimbursement information for the financial year or another period. Councillors also receive a statement when payments are made throughout the year.

Members of delegated committees do not receive an allowance but are eligible for reimbursement of expenses set out in 3.1 above.

3.2.2 Superannuation

Councillors will be paid an amount equivalent to superannuation. On induction, Councillors may elect to have this amount paid directly to them or to their nominated superannuation account.

3.3 Support

3.3.1 Executive support

Councillors will be provided with executive support. This support will include:

- preparation and distribution of agenda papers and minutes for Council meetings, forums, briefings, special meetings and ad hoc meetings
- arranging attendance at conferences including conference booking and accommodation booking
- coordination of civic events and citizenship ceremonies
- advice regarding the Governance Rules.

All requests can be sent to: executive@loddon.vic.gov.au. This email address will be actioned by one of the staff from Executive and Commercial Services.

The key contact is the Executive and Commercial Services Officer on 5494 1251.

3.3-13.3.2 Information technology and telecommunications

Internet – Councillors will be provided with an internet connection to allow access to email and internet.



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Email – Councillors will be provided with an email account managed through Loddon Shire Council. Councillors' email addresses will be part of the domain name: loddon.vic.gov.au.

Anti-virus – Councillors' laptops will have anti-virus software installed and automatically updated. This process will be seamless for the Councillors.

Document management – Councillors are responsible for ensuring all corporate information is forwarded to Loddon Shire Council for registration in the electronic document management system. This refers to, but is not limited to, formal letters in Microsoft Word and emails.

Computer - Councillors will be provided with suitable computer and appropriate hardware and software for the primary purpose of accessing and keeping Council meeting agendas and minutes and performing their roles as councillors. Councillors will be provided with laptop (Dell) and a tablet (iPad).

Printer – Councillors will be provided, on request, with the option to be supplied with a Council approved printer for printing Council related material. Costs associated with non-council printing must be covered by the Councillor. It is preferred to operate in a digital fashion for information security purposes.

Screens and docks – a screen and a dock will be provided to enable working at home. An additional screen can be provided on request.

Peripherals – Peripherals will be provided to support the use of devices in a digital way. Examples include charger cables, HDMI, tablet pen (if required).

Mobile phone - Councillors will be provided with a mobile telephone (iPhone or Samsung). The telephone number will be made available to the public, and the mobile telephone should only be answered by the relevant Councillor or the built-in message bank service. Where the mobile telephone is provided on a Council paid plan it is provided on the basis that personal calls are to be kept to a minimum. It is acknowledged that on occasion personal calls may be required when a Councillor is:

- unable to access a landline or
- on Council business outside normal business hours.

Personal use – To assist with effective data security, Councillors are discouraged from using any Council-provided device for personal use. Councillors will not install any non-Council products on Council provided devices. Councillors should note that Council provided devices are returned to Council at the end of the Councillors term and will have all data stored on them securely removed.

3.3.23.3.3 Information technology support

The Information and Business Transformation Department will provide familiarisation training for Councillors in addition to documentation aiding Councillors in relation to using the IT systems provided. Council will provide Councillors with application-specific training where necessary through a local training provider.

The Information and Business Transformation Department will update the software on each desktop computer. Any non-council software will be uninstalled during maintenance.

The Information and Business Transformation Department will provide IT support in line with that provided to Council.



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All equipment is to be returned to the Information and Business Transformation Department on the conclusion of the Councillor's term, or in the event the Councillor resigns the position earlier.

Faulty equipment or issues are to be reported to the Information and Business Transformation Department as soon as possible.

In the event that equipment is lost, stolen or misplaced the Information and Business Transformation Department is to be informed as soon as possible to put in place all preventative measures.

Mobile telephone internet activities should be limited due to the costs associated with internet usage through the mobile telephone. Councillors may be required to reimburse Loddon Shire Council for excess charges if this policy is not followed.

3.3.33.3.4 Meeting room facilities

Councillors will be provided with meeting room facilities upon request.

3.3.43.3.5 Vehicles

Loddon Shire Council will provide the Mayor a vehicle for their Council and personal use during their term. The provision of the mayoral vehicle is subject to the following terms and conditions:

- (a) The Mayor will be responsible for maintaining the vehicle in a reasonable state of cleanliness and keeping the vehicle off-street at their place of residence.
- (b) All fuel, tolls, insurance and registration for both private and official Council use will be paid for by Loddon Shire Council.
- (c) Any fines or penalties will be at the driver's expense.
- (d) The Mayoral vehicle will be available for Council business use by other Councillors when not required by the Mayor.

3.3.53.3.6 Councillors' welfare

Councillors may approach the Chief Executive Officer with regard to any specific guidance, counselling or coaching that may be required to enhance their performance as a Councillor.

Councillors encountering difficulties with the role, or personal difficulties that may impact on their role as a Councillor, are able to seek counselling on a confidential basis through Council's Employee Assistance Program providers. Details will be provided to Councillors upon their commencement and when the providers change and upon request.

3.4 Reimbursement of expenses

It is anticipated that there will be occasionally small expenses such as taxi fares, parking fees, meals, and public transport fares paid directly by Councillors when travelling for training, conferences or other events.

If a Councillor expects to incur an out-of-pocket expense of more than \$100, the Councillor should endeavour to contact the Director Corporate Services or CEO to check whether an out-of-pocket expense is appropriate or whether another method of payment would be more suitable.

Loddon Shire Council will reimburse a Councillor for expenses if the Councillor:

- (a) applies in writing for reimbursement of expenses and



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- (b) establishes in the application that the expenses were reasonable bona fide Councillors out-of-pocket expenses incurred while performing duties as a Councillor.

Councillors are requested to submit travel and expense claims on a monthly basis and payment will be made within two weeks.

Management will provide Councillors with a summary of their expenses data for review on a quarterly basis.

Council's Audit and Risk Committee will review Councillor Expenses on a quarterly basis for publication to the Loddon Shire Council website on a quarterly basis, at a minimum, in accordance with the recommendations of the Local Government Inspectorate 2020 report on Councillor expenses.

3.4.1 Tax invoices and receipts

Reimbursement of out of pocket expenses is on the basis of tax invoices and original receipts, and details of the date and purpose of the event/function associated with the expenditure.

Councillors submitting claims for reimbursement of travel and expenses must do so using the Councillor Travel and Expenses Claim Forms available from the Executive and Commercial Services Officer.

Claims for communications, travel, and out of pocket expenses must be submitted to the CEO for approval.

Costs associated with travel are recorded and are available for public inspection in accordance with Local Government Act 2020 and the Public Transparency Policy.

3.5 **Reimbursement of Council's Internal Audit and Risk Committee**

Council has an active Audit and Risk Committee that has been operating since 2001. Members of the Audit and Risk Committee are reimbursed for travel expenses related to Audit and Risk Committee meetings. Reimbursement is paid at the same rate as for Councillors (refer 3.1.4.1 Travel expenses).

Reasonable travel is required by most committee members to attend quarterly meetings and professional development opportunities, and committee members must submit a quarterly claim for this expense.

Independent members of the Audit and Risk Committee are also provided remuneration for their services at a rate that is determined by Council each year.

4 **MONITORING AND FEEDBACK**

4.1 **Monitoring**

Quarterly reports of all Councillor and delegated committee member expenses will be provided to Council, and Council's Audit and Risk Committee.

The report will include:

- expenses incurred by Councillors during the quarter
- reimbursement claims made by Councillors during the quarter



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- reimbursements made by Councillors during the quarter.

Council commits to monitoring processes and decision making to understand the overall success of the policy's implementation.

The format for quarterly reports will ensure reporting:

- on Councillor expenses and allowances separately
- separately on the following expense categories as a minimum
 - travel expenses
 - professional development expenses
 - expenses to support the performance of their role
- of subtotals of expenses for each councillor and each expense category
- of overall total Councillor expenses
- of explanations/definitions of any additional categories used such as 'other', 'unspecified' or 'miscellaneous'.

4.2 Feedback

Management will seek Councillors' feedback on the content of this policy:

- during induction by reviewing the policy and
- mid-way through the Council term by arranging a survey of Councillors.

5 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Term	Definition
<u>Carer</u>	A carer is defined under section 4 of the <i>Carers Recognition Act 2012</i>
<u>Delegated committee</u>	Delegated committees are defined under section 63 of the <i>Local Government Act 2020</i>

6 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

7 REVIEW

The Director Corporate Services will review this policy for any necessary amendments no later than 4 years after adoption of this current version.

10.3 SECTION 65 COMMUNITY ASSET COMMITTEE - REVOKE INSTRUMENT OF DELEGATION - JONES EUCALYPTUS DISTILLERY SITE

File Number: FOL/20/7154
Author: Michelle Hargreaves, Administration Officer
Authoriser: Sharon Morrison, Director Corporate Services
Attachments: Nil

RECOMMENDATION

That Council revoke the instrument of delegation to Jones Eucalyptus Distillery Site Community Asset Committee, resulting in the Community Asset Committee being dissolved, effective upon the signing of a Management Agreement by Inglewood Eucalyptus Distillery Museum Inc.

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 Community Asset Committee (CAC) on 23 February 2021.

BACKGROUND

Under section 65 of the Local Government Act 2020 (Act) Councillors establish community asset committees and appoint their members. Under section 47 of the Act the CEO issues their instrument of delegation. Under subsection 3.7 of Council's Community Asset Committee Policy, a committee can be disbanded by resolution of Council.

Incorporated bodies can be issued a Management Agreement on similar terms and conditions to an Instrument of Delegation, also signed by the CEO.

ISSUES/DISCUSSION

Over the years, the Jones Eucalyptus Distillery has been associated with numerous bodies either delegated, incorporated or unincorporated, all involved an aspect of the management and use of the Jones Eucalyptus Distillery Site (the Site). In an effort to reduce demand on volunteers and increase clarity of roles and responsibilities, over the past six months the committee has endeavoured to amalgamate the numerous bodies. One key change is the intention to register incorporation of one body with one of its purposes being to manage the Site.

By email dated 12 November 2021, Council was advised that the CAC wished to proceed with a formal Management Agreement between Council and the registered incorporated body to replace the Instrument of Delegation to the CAC. The CAC intends to resolve at its meeting on 29 November to proceed with incorporation of Inglewood Eucalyptus Distillery Museum Inc and to sign a management agreement over the Site.

A draft Management Agreement will be issued to Inglewood Eucalyptus Distillery Museum Inc and if acceptable, can be finalised and signed by Inglewood Eucalyptus Distillery Museum Inc and the CEO.

COST/BENEFITS

There are no direct costs associated with this recommendation.

The benefit of the transition from Community Asset Committee to Incorporated Association of the committees is a reduced need for volunteers and increased clarity in roles and responsibilities.

RISK ANALYSIS

There is a reduced risk of lack of volunteers and a reduced risk of the incorrect body managing or authorising activities.

CONSULTATION AND ENGAGEMENT

The section 65 committee has been consulted regarding the revocation of the instrument of delegation. The committee has indicated that it supports the recommendations made in this report.

10.4 REVIEW OF THE PROCUREMENT POLICY V11

File Number: FOL/19/612
Author: Deanne Caserta, Manager Financial Services
Authoriser: Sharon Morrison, Director Corporate Services
Attachments: 1. Procurement Policy v11

RECOMMENDATION

That Council adopts the Procurement Policy v11.

CONFLICT OF INTEREST

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

PREVIOUS COUNCIL DISCUSSION

The last version of the Procurement Policy was adopted by Council on 25 August 2020.

BACKGROUND

The purpose of the Procurement Policy (the Policy) is to outline Council's approach to the procurement of goods, services and works by Council in the delivery of services to the community and the operations of the organisation.

Previously this was a Council only approved document, but with the additions and alterations made which impact on staff, Councillors, contractors and the community, it is appropriate to request further approval layers of Audit and Risk Committee and then Council.

ISSUES/DISCUSSION

This Policy has been updated to include any changes as a result of the introduction of the Local Government Act 2020 (the Act). It has also been restructured to improve flow and follow best practice principles to:

- promote open and fair competition and provide value for money
- provide clear guidance to enable consistency, control and continuous improvement in the provision of goods, services and works for the community
- demonstrate to the community, and achieve high standards in, probity, transparency, accountability and risk management in all procurement activities
- provide guidance on ethical behaviour in public sector procurement
- demonstrate the consideration of sustainability in procurement with respect to social, economic and environmental factors
- achieve compliance with relevant legislative requirements
- encourage and promote use of local businesses wherever practical
- ensure that Council resources are used effectively and efficiently to improve the overall quality of life of people in the local community
- achieve Best Practice in accordance with the Victorian Local Government Best Practice Guidelines and the Act
- help identify opportunities to facilitate or participate in collaborative procurement alternatives.

Other major changes include:

- additional section for panel contracts
- additional section for collaborative procurement
- addition of Appendix 1 – Procurement thresholds – has clarification of thresholds within one easy to understand table
- addition of Appendix 2 – Exemptions from thresholds and competition – rather than this being contained within the wording of the policy, it has been taken out and placed in to an appendix to give greater clarification and transparency
- addition of Appendix 3 – Key performance indicators – new section added to increase reporting within procurement
- addition of Appendix 4 – Financial delegations – this provides a summary of recommended approval levels to simplify approval delegations and allow for streamlining of the Levels of authority delegation.

COST/BENEFITS

There are no direct costs associated with the adoption of this policy. The simplified and higher delegation levels will of benefit in streamlining the purchasing and approval processes.

RISK ANALYSIS

The policy will assist in providing guidance for all procurement activities at Council and is binding upon all Councillors, staff, volunteers, contractors, consultants and persons employed or engaged by, or acting on behalf of Council.

CONSULTATION AND ENGAGEMENT

The document has been subject to the approval process of the Policy Review Group and discussion at Management Executive Group and Loddon Leaders prior to presentation to the Audit and Risk Committee and Council Forum/Briefing.



PROCUREMENT POLICY

DOCUMENT TYPE:	Council policy
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Manager Financial Services
INTERNAL COMMITTEE ENDORSEMENT:	Audit and Risk Committee
APPROVED BY:	Council
DATE ADOPTED:	Click here to enter date of approval
VERSION NUMBER:	11
REVIEW DATE:	Click here to enter a date.
DATE RESCINDED:	Click here to enter a date.
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Procurement Procedure Standard documentation for tendering and contract management Procurement Workflows Staff and Contractor’s Code of Conduct Conflict of Interest – A Guide for Councillors Conflict of Interest – A Guide for Council Staff Levels of Authority Delegations Anti-Fraud and Corruption Policy Complaints Handling Framework Local Government Procurement Best Practice Guideline
RELATED LEGISLATION:	Local Government Act 2020 Competition and Consumer Act 2010 Environment Protection Act 2017 Disability Act 2006
EVIDENCE OF APPROVAL:	

Signed by Chief Executive Officer

FILE LOCATION: K:\FINANCE\Procurement\Policy\POL Procurement Policy v11.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.



PROCUREMENT POLICY

1 PURPOSE

The purpose of this policy is to outline Council's approach to the procurement of goods, services and works by Council in the delivery of services to the community and the operations of the organisation.

2 SCOPE

This policy applies to all procurement activities at Council and is binding upon all Councillors, staff, volunteers, contractors, consultants and persons employed or engaged by, or acting on behalf of Council (hereinafter referred to as council representatives).

All monetary values stated in this policy exclude GST, unless specifically stated otherwise.

3 POLICY

Council is committed to best practice procurement by following the principles outlined in Section 108(2) of the Local Government Act 2020 (the Act) to:

- promote open and fair competition and provide value for money
- provide clear guidance to enable consistency, control and continuous improvement in the provision of goods, services and works for the community
- demonstrate to the community, and achieve high standards in, probity, transparency, accountability and risk management in all procurement activities
- provide guidance on ethical behaviour in public sector procurement
- demonstrate the consideration of sustainability in procurement with respect to social, economic and environmental factors
- achieve compliance with relevant legislative requirements
- encourage and promote use of local businesses wherever practical
- ensure that Council resources are used effectively and efficiently to improve the overall quality of life of people in the local community
- achieve Best Practice in accordance with the Victorian Local Government Best Practice Guidelines and the Act
- help identify opportunities to facilitate or participate in collaborative procurement alternatives.

To support this commitment, Council will adhere to all required provisions in the Local Government Act 2020 and the Competition and Consumer Act 2010 in all procurement matters, and maintain consistency with any Victorian Local Government Best Practice Procurement Guidelines.

Council will also follow the following principles when undertaking procurement activities as outlined in the Act which requires each council to:

- prepare and adopt a procurement policy which specifies the principles, processes and procedures applying in respect of the purchase of goods and services and carrying out of works by the Council; and
- review its procurement policy at least once during each 4-year term of the Council.

The following sections outline each of the principles of procurement best practice.



PROCUREMENT POLICY

4 OPEN, FAIR COMPETITION AND PROVIDING VALUE FOR MONEY

4.1 Fair and honest dealing

All prospective suppliers must be afforded an equal opportunity to tender or quote. Impartiality must be maintained throughout the procurement process so it can withstand public scrutiny.

Any suspected improper conduct, including suspected fraud, corruption, substantial mismanagement of public resources, risk to public health and safety, risk to the environment, or detrimental action should be managed in accordance with Council's relevant policies and procedures.

5 CLEAR GUIDANCE

5.1 The role of the procurement team

The role of procurement is to ensure that goods, services and works procured by Council are of the right quality, from the right source, at the right cost and are delivered on time and within budget, to achieve a value for money outcome.

For tender processes, the Procurement Team will lead and oversee the process for all Council tender processes, acting as Council's representative between Council and tender participants.

For non-tender processes, the Procurement Team is responsible for developing, monitoring and reporting on performance measures.

5.2 Standards

Council's procurement activities aim to comply with the professional standards required by best practice and be in compliance with:

- the Act
- Council's Policies
- Staff, Volunteers and Contractors Code of Conduct and Councillor Code of Conduct
- other relevant legislative requirements such as, but not limited to, the Consumer and Competition Act, Goods Act, Victorian Local Government Best Practice Procurement Guidelines and the Environmental Protection Act (2017).

The legislative requirements of the Disability Act 2006 and Regulations 2018 will be considered by Council representatives to ensure that procurement processes and decisions do not directly or indirectly discriminate against people with a disability.

5.3 Methods

Council's standard method for purchasing goods, services and works will be some or all of the following methods:

- purchase order following a quotation process from suppliers for goods or services that represent value for money under quotation thresholds adopted by Council
- petty cash (in limited circumstances)
- corporate credit card and fuel cards are subject to Corporate Credit Card Policy limitations
- under contract following a quotation or tender process
- under a supplier panel



PROCUREMENT POLICY

- a multi-stage tender process commencing with an Expression of Interest (EOI) followed by a tender process involving the tenderers selected as a consequence of the EOI stage
- under sole-sourcing arrangements in line with the conditions contained in Appendix 2 – Exemptions from thresholds and competition
- using collaborative and/or aggregated purchasing arrangements with other Councils, MAV Procurement, Victorian Government, or other bodies.

In the case of emergency circumstances, other arrangements may be authorised by the Council or the CEO. Council may, at its discretion and based on the complexity and cost of the project, conduct one stage or multi-stage tenders.

5.4 Procurement thresholds and competition requirements

Council will invite offers from the supply market for goods, services, and works in accordance with the thresholds listed in Appendix 1.

5.4.1 Competition requirements

Procurement threshold

Council has a procurement threshold, the value above which a procurement, unless exempt, is subject to the mandatory procurement processes. Council's procurement thresholds are identified in the table in Appendix 1.

Procurement thresholds will be established during the review of this Policy based on a thorough analysis of historical procurement activity and will change as a result of the adoption of this Policy.

Cumulative spend

Council has a cumulative spend competition threshold. A cumulative spend competition threshold is where spend with any one supplier is at risk of exceeding the threshold for public tender, unless exempt. Council's cumulative spend competition threshold is identified in the table in APPENDIX 1 – PROCUREMENT THRESHOLDS.

5.4.2 Procurement thresholds

Public tender threshold

Section 108 of the Act details that each Council will set the public tender threshold above which tenders or expressions of interest for contracts must be publicly invited.

Council's public tender threshold is identified in the table in APPENDIX 1 – PROCUREMENT THRESHOLDS.

Other procurement thresholds

For procurement valued under \$300,000, the procurement methodology and thresholds detailed in Appendix 1 will apply.

5.4.3 Exemptions from competition and thresholds

There are circumstances where thresholds and competition are impractical. For a list of exemptions to thresholds and competition, refer to APPENDIX 2 – EXEMPTIONS FROM THRESHOLDS AND COMPETITION.



PROCUREMENT POLICY

5.5 Quotation and non-public tender activities

5.5.1 Formal system of procurement requirements

For purchases of goods, services and works having a total valuation of less than public tender threshold Council will maintain a formalised system of procurement requirements.

5.5.2 Request for quotes to be auditable

The following approaches meet the minimum requirement for the requesting quotes:

- contact with suppliers by phone or email seeking a written (or verbal where permitted) quote
- advertising on the eProcure portal
- public advertising, where a field of potential tenderers hasn't been established, an innovative approach is required, or the project has broad appeal that may attract competitive prices, etc.

Exemptions that may exist to the quotation process include:

- extension of current work scope
- eligible panel contract terms
- availability of a specialty supplier, eg. legal, valuation
- limited availability suppliers in that industry
- sustainable procurement factors (as per Section 5.7).

Exemptions to the quotation process must still meet value for money principles and must be approved by the Procurement Team.

5.5.3 Insufficient quotation not to invalidate procurement activity

In some circumstances the required number of quotations cannot be achieved. This will not terminate the procurement process.

Where insufficient quotations are received, Council representatives may either continue or terminate the evaluation process.

Where the process is terminated, the original process must be closed and suppliers notified before recommencing a new procurement process.

Where the process is continued, a written statement is required with the details of all invited suppliers and the reason the number of quotations are unable to be achieved. A copy of the written form must be attached to the purchase order and approved by a direct supervisor.

5.5.4 Evaluation criteria

Evaluation criteria for quotes must be established prior to receipt of quotes.

5.6 Minimum spend competition threshold

Where spend is expected to be less than the minimum spend competition threshold, only a verbal quote is required to enable the raising of a purchase order. Refer to the table in APPENDIX 1 – PROCUREMENT THRESHOLDS.

5.7 Internal panel contracts

One of the valid outcomes of a public tender process is the appointment of a panel of contractors to promote security of supply. This is most likely to be the case where Council requires a range of



PROCUREMENT POLICY

services to be performed. The subsequent use of quotes on a job-by-job basis further promotes competition and value for money.

Panel contractors are usually appointed for an initial two year term with options to extend contracts. Standard contract documentation specifies that contractors will not be guaranteed any work but they may be called on at any time to supply goods, services or works.

In these cases, the contractors may be engaged by:

- using the schedule of rates submitted in their tender
- requesting quotes.

Once a panel is established, care should be taken in relation to the engagement of one or more of the contractors on the panel. Some aspects to consider are:

- the panel member who can best provide the required good/service
- if all members of the panel are offering a similar service, the contractor offering the lowest price may be the best option
- avoiding situations where, over the contract term, one or two members of the panel are allocated the majority of the work.

Panel contracts procurement threshold (GST exclusive)	Procurement process
\$0 - \$19,999	Council representative may obtain a written quote from panel contractors.
\$20,000 - \$49,999	Council representative will seek at least two (2) written quotes from panel contractors.
Above \$50,000	Procurement Team will seek at least three (3) written quotes from panel contractors using the e-procurement portal. Public advertising is not required. A detailed specification must be prepared that provides a clear description of the goods/services/works being purchased. It must include evaluation criteria relevant to the purchase.
Above \$200,000	Public tender recommended.

5.8 Performance measures and continuous improvement

Appropriate performance measures must be established and reporting systems must be used to monitor performance and compliance with this policy and the Council’s procurement procedures and controls.

Procurement procedures, practices and costs will be benchmarked externally. Internal service standards will be developed and performance against targets will be measured and reviewed regularly to support continuous improvement.

The performance measurements developed will be used to:

- highlight trends and exceptions where necessary to enhance performance
- improve the internal efficiency of the procurement process and where relevant the performance of suppliers
- facilitate programmes to drive continuous improvement in procurement to eliminate waste and inefficiencies across key spend categories and processes.

Continuous improvement will also be achieved by seeking and responding to feedback from stakeholders. Performance KPIs are set out in Appendix 3.



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6 PROBITY, TRANSPARENCY, ACCOUNTABILITY, ETHICAL BEHAVIOUR AND RISK MANAGEMENT

Council's procurement activities will be performed in an open, transparent and ethical manner with demonstrated integrity, fairness and accountability that meets relevant legal requirements.

All tender processes will be conducted in accordance with the requirements of this Procurement Policy and any associated procedures, relevant legislation, relevant Australian Standards, Commercial Law and the Act.

6.1 Conduct of council representatives

Council representatives will at all times conduct themselves in a way that is in accordance with the applicable Code of Conduct and will perform their duties ethically, with integrity and must:

- treat potential and existing suppliers with equality and fairness;
- not use their position to seek or receive personal gain in procurement matters;
- maintain confidentiality of Commercial in Confidence information;
- present the highest standards of professionalism and probity;
- deal with suppliers in an honest and impartial manner that does not allow conflicts of interest;
- provide suppliers and tenderers with the same information and equal opportunity to tender or quote for goods, services and works contracts;
- be able to account for all decisions and demonstrate and provide evidence of the process followed;
- ensure that this Procurement Policy and Council's Procurement Procedure are adhered to in relation to any expenditure of Council funds;
- not perform any work under and Council contracts or suppliers they are supervising i.e. a Council representative cannot also work for the relevant supplier; and
- query incidents, decisions or directions that appear to contradict or deviate from Council's standards of ethics or probity or established policies and procedures
- ensure that this Procurement Policy and any Council procurement procedures or guidelines are adhered to in relation to any expenditure of Council funds.

6.1.1 Gifts and benefits

No Council representative is to, either directly or indirectly, solicit or accept any immediate or future reward or benefit in return for the performance of any duty or work for Council or where it could be reasonably perceived as influencing them or their position or undermining their integrity or the integrity of the process in some way.

Any gift or benefit offered to a Council representative will be managed in accordance with Council's internal policies and procedures.

Council representatives must not knowingly visit a current supplier's premises without invitation when acting in their official capacity and engage a Council supplier for private benefit, unless that engagement is on proper commercial terms.

For further information on gifts and hospitality please refer to the Staff, Volunteers and Contractors Code of Conduct and the Councillor Gift Policy.

6.1.2 Conflict of interest

Council representatives will at all times avoid situations which may give rise to any general or material conflict of interest.



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A Council representative has a general conflict of interest in a matter if an impartial, fair-minded person would consider that the person's private interests could result in that person acting in a manner that is contrary to their public duty.

A Council representative has a material conflict of interest in a matter if an affected person would gain a benefit or suffer a loss depending on the outcome of the matter. The benefit or loss may be direct or indirect and pecuniary or non-pecuniary. Affected persons include, among others, the member of Council Staff and their family members.

Council representatives involved in the procurement process, in particular preparing tender documentation, writing tender specifications, opening tenders, participating in tender evaluation panels, preparing a recommendation report, and awarding tenders must:

- **avoid** and manage conflicts of interest
- **declare** presence or absence of conflict of interest through completion of Conflict of Interest declaration at the appropriate point in time
- **observe** prevailing Council and Government guidelines on how to prevent and manage conflict of interest situations; and not take advantage of any tender related information whether or not for personal gain.

Council representatives must not participate in any procurement activity, including request for quotation or tender, evaluation, negotiation, recommendation, or approval, where that person has a material conflict of interest (as defined in Section 128 of the Act).

A material conflict of interest may include, but is not limited to:

- shares
- current or pre-existing relationships with employees
- positions held
- previous employment
- hospitality or gifts
- obligation
- allegiance.

A person may participate in any procurement activity, including request for quotations or tender, evaluation, negotiation, recommendation, or approval, where that person has a general conflict of interest and meets the criteria outlined in Section 129 (Exemptions) of the Act. The person must complete a conflict of interest declaration identifying the exemption (as set out in Section 129 of the Act) that applies.

For further information on Conflicts of Interest please refer to the relevant Code of Conduct.

6.2 Probity, accountability and transparency

Probity in procurement is delivered by having an ethical and transparent approach to procurement processes. The process should be clear, open and well understood and the decisions and actions of individuals involved in procurement activities must reinforce the fundamentals of probity.

Accountability in procurement means being able to explain and provide evidence on the process followed. The test of accountability is that an independent third party must be able to see clearly that a process has been followed and that the process is fair and reasonable.

All Council representatives must be transparent, this includes being able to account for all procurement decisions ensure all procurement activities leave an audit trail for monitoring and reporting purposes.



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6.2.1 Disclosure of information

Commercial in Confidence information received by Council must not be disclosed and is to be stored in a secure location.

Council representatives are to protect confidentiality, by not releasing or discussing the following:

- allocated budgets for proposed tenders and quotations
- information disclosed by organisations in tenders, quotations or during tender negotiations
- all information that is Commercial in Confidence
- pre-contract information including but not limited to information provided in quotes and tenders or subsequently provided in pre-contract negotiations.

Council representatives will avoid references to current or proposed contracts in discussion with anyone not associated with the contract.

Discussion with potential suppliers during tender evaluations should not go beyond the extent necessary to resolve doubt on what is being offered by that supplier.

At no stage should any discussion be entered into which could have potential contractual implications prior to the contract approval process being finalised other than through authorised pre-contract negotiations.

6.2.2 Commercial information

Procurement activities will be carried out in a way that supports Council representatives in meeting their obligations. Information of a commercially sensitive or confidential nature will be obtained, stored, processed, published (where applicable) in an appropriate manner in accordance with the relevant legislation and Council policies and procedures.

6.3 **Complaints and reporting suspicious activities**

6.3.1 Complaint handling

Members of the public and suppliers are encouraged to report known or suspected incidences of improper conduct to the Chief Executive Officer (CEO). Council representatives will report and manage complaints in accordance with Council's internal policies and processes.

6.3.2 Reporting suspicious activities

Council representatives and Council suppliers are required at all times to act honestly and with integrity and to safeguard the public resources for which they are responsible. Council is committed to protecting all revenue, expenditure and assets from any attempt to gain illegal benefits (financial or otherwise).

Council will take all reasonable steps to protect those who assist Council by providing information about suspected fraud. This will include confidentiality of identity and protection from harassment, to the extent possible.

Suspected improper conduct, offers of bribes, commissions and any other irregular approaches from suppliers, prospective suppliers or other individuals will be investigated and reported in accordance with relevant legislation and Council's Public Interest (Protected Disclosure) Policy and Procedure.

The CEO will notify Independent Broad-based Anti-corruption Commission (IBAC) of any matter they suspect on reasonable grounds to involve corrupt conduct occurring or having occurred in accordance with mandatory reporting requirements under the Independent Broad-based Anti-corruption Commission Act 2011.



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6.4 Governance structure

Council has delegated a range of powers, duties and functions to the CEO in relation to procurement. The delegations aim to ensure that the Council's procurement structure operates according to procedures that:

- are flexible enough to purchase, in a timely manner, the diverse range of goods, services and works required by Council
- afford prospective contractors and suppliers an equal opportunity to tender/quote
- encourage competition and collaboration.

Council representatives must not authorise the expenditure of funds in excess of their financial delegation.

6.5 Risk management

Council is committed to the practice of effective risk management to provide improved stakeholder confidence and trust, and to support improved compliance and better corporate governance.

Risk management will be appropriately applied at all stages of procurement activities.

Council will minimise its risk exposure through measures such as:

- standardisation of contracts including current and relevant clauses
- requiring security deposits when appropriate
- referring specifications to relevant industry experts
- ensuring contractual agreements are in place before the commencement of works
- use of and enforcement of delegated authorities
- use of or reference to relevant Australian Standards (or equivalent)
- effectively managing the contract through ongoing monitoring to ensure the required performance is being achieved
- complying with Council's Occupational Health and Safety Policy
- requiring insurance and indemnity cover appropriate to the type of contract
- inclusion of contract dispute resolution provisions to minimise the chance of disputes escalating and leading to legal action.

To protect the interests of Council, terms and conditions must be settled in advance of any commitment being made with a supplier. Any exceptions to this requirement exposes Council to risk.

Contracts must be proactively managed by Council representatives responsible for the delivery of the project/contract. Each should be assessed equivalent to size, type, complexity, duration and value to determine the level of risk. This will then determine the level of management of the particular project / contract and forms an integral part of good contract management.

Risk assessments are a vital part of the procurement planning process, particularly for significant contracts. Risks will be identified for each procurement activities. Appropriate risk avoidance and mitigation strategies will be employed whenever practicable and appropriate.



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Council will establish internal controls over procurement processes ensuring:

- purchase orders are raised for all purchases, with the exception of:
 - corporate credit card purchases
 - cash reimbursements
 - fuel
 - utilities
 - subscription and annual memberships
 - leases
 - other defined standard monthly charges
 - other defined standard annual charges
- purchase orders are raised before invoices are received
- more than one person is involved in and responsible for a transaction end to end
- any variations of more than 10% or \$100 (whichever is the lesser) between the purchase order quoted price and the suppliers invoice amount are sent for an additional variation approval by the relevant authorised Council representative as per Council's Levels of Authority Delegations
- a clearly documented audit trail exists for procurement activities
- appropriate authorisations are obtained and documented
- systems are in place for performance measurement and appropriate monitoring
- conflict of interest and confidentiality declarations are obtained where required
- amendment to this Policy can only be made following resolution of Council.

7 SUSTAINABLE PROCUREMENT AND LOCAL SPEND

7.1 Economic sustainability

Council is committed to procurement that supports local businesses and economic diversity and viability by:

- generating local employment
- taking into account the life cycle of products purchased
- building relationships and encouraging purchasing by contractors from local suppliers and
- fostering innovation and emerging sectors.

7.2 Local procurement

Council is committed to buying from local businesses where such purchases may be justified on value for money grounds, while remaining compliant with the Competition and Consumer Act 2010 and other fair trading legislation requirements.

Where practicable, Council will fully examine the benefits available through purchasing goods, services or works from suppliers/contractors within this category by applying a weighted score of 5% component for this category in tenders and quotations where sustainable procurement values are identified as an evaluation criteria.

7.3 Aboriginal procurement

Council is committed to buying from Aboriginal businesses or enterprises where such purchases may be justified on value for money grounds, while remaining compliant with any legislative requirements.

Where practicable, Council will fully examine the benefits available through purchasing goods, services or works from suppliers/contractors within this category by applying a weighted score of



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5% component for this category in tenders and quotations where sustainable procurement values are identified as an evaluation criteria.

Council will conduct annual audits to assess what the total spend with Aboriginal businesses is and continually look for opportunities to improve this via its Procurement team.

7.4 Social sustainability

Council is committed to social procurement. Consideration of corporate social responsibility, as part of the procurement selection criteria may provide opportunities to generate positive social outcomes in addition to the delivery of goods, services and works.

Social procurement helps meet Council's social objectives and builds stronger communities. When evaluating Corporate Social Responsibility, evaluation panels may consider the following drawn from the Victorian Government's Corporate Social Responsibility guidelines.

Benefit	Impact
Local sustainability	Strengthening the local economy and ensuring its financial and environmental sustainability.
Social inclusion	Promoting openness and equal opportunity for disadvantaged and vulnerable community groups. Building social capital in the community.
Employment and training	Creating local employment opportunities through clauses and specifications in Council contracts. Developing practical training to build long-term employment opportunities.
Diversity and equality	Ensuring all businesses have the same opportunity to tender for Council contracts. Ensuring that the supply markets around essential and key services for Council remains diverse and vibrant. Ensuring that local suppliers such as small to medium-sized enterprises (SMEs), social enterprises and Indigenous businesses are well-positioned to prosper in the local economy.
Service innovation	Fostering a new social economy, addressing service gaps by piloting joint ventures between councils and external partners.
Fair trade	Purchasing ethical and fair trade goods to support equitable local, national and international trade compliant with Australian Government Fair Trade laws. Ensuring Council supply chains adhere to local, national and international labour standards.

Where practicable, Council will fully examine the benefits available through purchasing goods, services or works from suppliers/contractors within this category by applying a weighted score component for this category in tenders and quotations where applicable.

7.5 Environmental sustainability

Council is committed to procurement that supports environmental sustainability.

The procurement considerations in determining environmental sustainability include:

- reducing greenhouse gas emissions
- use of recycled materials
- recycling of used materials
- reducing waste to landfill



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- reducing water consumption
- encouraging improved environmental management
- selecting products/services that have minimal impact on natural resources and biodiversity
- improving our ability to adapt to climate change.

Where practicable, Council will fully examine the benefits available through purchasing goods, services or works from suppliers/contractors within this category by applying a weighted score component for this category in tenders and quotations where applicable.

8 EFFECTIVE USE OF COUNCIL RESOURCES AND ACHIEVING BEST PRACTICE

8.1 Responsible financial management

The principle of responsible financial management will be applied to all procurement activities. Accordingly, the availability of existing funds within an approved budget, or source of funds, will be established prior to the commencement of any procurement activities for the supply of goods, services and works.

Council funds must be used efficiently and effectively to procure goods, services and works and every attempt must be made to contain the costs of the procurement process without compromising any of the procurement principles set out in this Policy.

8.2 Training

All relevant Council representatives will complete 'MAV Probity for Purchasing and Procurement' training as part of induction to ensure awareness of local government procurement risks and probity.

All relevant Council representatives with duties that involve the purchasing of good and services will undertake procurement training prior to being granted access to procurement systems.

In order to ensure existing Council representatives are up-to-date with the latest requirements of this Policy they will be required to participate in refresher training every two years.

Council representatives that breach this Policy will be required to undertake relevant refresher training immediately and may be subject to disciplinary action.

8.3 Managing suppliers

Council recognises the importance of effective and open working relationships with its suppliers and is committed to managing existing suppliers via performance measurements to ensure the benefits negotiated through contracts are delivered.

8.3.1 Supply market development

A wide range of suppliers are encouraged to compete for Council work. The focus for new work need not always be with the larger more familiar businesses. Other types of organisations offering business diversity include:

- green suppliers;
- local, small to medium sized enterprises (SMEs) and Social enterprises;
- ethnic and minority businesses (e.g. Indigenous Business); and
- volunteer and community organisations.



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9 COLLABORATIVE PROCUREMENT

In accordance with Section 108(c) of the Act, the Council will first give consideration to collaboration with other councils and public bodies, or utilise collaborative procurement arrangements, when procuring goods, services and works in order to take advantage of economies of scale.

Council representatives must consider any opportunities for collaborative procurement in relation to a procurement process undertaken by Council. Any Council report that recommends commencing a procurement process must set out information relating to opportunities for collaborative procurement, if available, including:

- the nature of those opportunities, if any, and the councils or public bodies with which they are available
- why Council did, or did not, pursue the identified opportunities for collaboration in relation to that procurement process.

When collaborating with the Loddon Mallee Regional Procurement Network (LMRPN), Council will do so in accordance with the following:

- develop a consolidated contract register to identify joint procurement projects on an annual basis
- include in the consolidated contract register for collaboration consideration Council contracts with a minimum value of \$1 million per annum (per council), for the ongoing supply of goods or provision of services or works, other than projects that are unique to an individual council (e.g. unique construction or works projects)
- include other contracts which, due to the subject matter, nature or scope, are likely to deliver operational efficiencies if procured in collaboration with the LMRPN, must be included in the consolidated contract register for consideration as a possible joint procurement opportunity
- where collaborative procurement is to be pursued:
 - a pre-market approval submission will be submitted to each council and the LMRPN prior to commitment to collaboration, seeking delegation of contract approval to CEOs
 - the LMRPN will establish a Heads of Agreement that gives authority for a lead council to act as each Council's agent in the collaborative procurement.
 - the evaluation criteria that will apply to a collaborative procurement process may not align with Council's mandatory evaluation criteria as outlined in this Policy.
 - each of the councils who participate will be able to enter into a contract with the preferred supplier/s identified through the collaborative procurement process, or may choose as a group to enter into a contract using "opt-in" contract provisions during the contract term, or with the council which conducted the public tender.
 - each participating council must be involved in:
 - the initial decision to undertake the collaborative procurement
 - preparation of, and agreement to, the specifications
 - ensuring probity for the collaborative procurement
 - the acceptance of tender(s) and awarding of contract(s).

Furthermore, Council may collaborate with other councils or other agents such as MAV Procurement or Procurement Australia to procure goods, services or works, or utilise existing collaborative procurement arrangements for the procurement of goods, services or works



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established through a public tender process where it provides advantageous, value for money outcomes for Council.

The following principles will be applied when utilising procurement agents (e.g. MAV Procurement and Procurement Australia) and whole of government contracts:

- Council will use an agent where potential cost savings exist
- the use of procurement agents must not eliminate the ability of suppliers locally and within our region to submit a quotation or tender.

10 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Term	Definition
Act	The Local Government Act 2020.
Collaborative procurement arrangement	A contract established by the Council, government or a nominated agent, such as Procurement Australasia (PA), Municipal Association of Victoria (MAV), Loddon Mallee Regional Procurement Network of Councils or a local government entity, for the benefit of numerous state, federal and/or local government entities that achieves best value by leveraging combined economies of scale.
Commercial in confidence	Information that, if released, may prejudice the business dealings or commercial interests of Council or another party e.g. prices, discounts, rebates, profits, methodologies and process information.
Conflict of interest	As defined in Part 6 Division 2 of the Local Government Act.
Corporate social responsibility (CSR)	Corporate Social Responsibility (CSR) is about taking positive action to demonstrate the Council's commitment to the local community and environment on which it impacts.
Council	Loddon Shire Council.
Council representative	Includes all Council permanent employees, temporary employees, contractors, volunteers and consultants while engaged by Council. It also includes elected representatives (the Mayor and Councillors) or Administrator(s) appointed to act in this capacity.
Delegations	Delegations define the limitations within which Council representatives are permitted to work. Delegation of levels of authority allows specified Council representatives to approve certain purchases, quotation, tender and contractual processes without prior referral to Council. This enables Council to conduct procurement activities in an efficient and timely manner whilst maintaining transparency and integrity. Procurement delegations provide accountability and confidence to Council and the public that purchasing activities are dealt with at the appropriate level. Procurement authorisation limits are documented in Council's Level of Authority Delegations. This document identifies Council representatives authorised to make procurement commitments for goods, services and works up to nominated values on behalf of the Council.



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Term	Definition
Expression of interest (EOI)	An invitation for persons to submit interest in providing goods and/or services generally set out in the overview of requirements contained in the document. This invitation is not an offer or a contract.
IBAC	The Independent Broad-based Anti-corruption Commission.
Indigenous business	A business that is at least 50% owned by an Aboriginal or Torres Strait Islands person(s) (consistent with Supply Nation's definition). https://supplynation.org.au/benefits/indigenous-business/
Local business	A commercial business with an operational premise that is physically located within the municipal borders. Includes international and national commercial businesses provided there is an operational premise that is physically located within the municipal borders which has staff working within the municipal borders (such as IGA, Caltex).
Loddon Mallee Regional Procurement Network (LMRPN)	The 10 Councils comprising the LMRPN, being the Buloke Shire Council, Campaspe Shire Council, Central Goldfields Shire Council, City of Greater Bendigo, Gannawarra Shire Council, Loddon Shire Council, Macedon Ranges Shire Council, Mildura Rural City Council, Mount Alexander Shire Council and Swan Hill Rural City Council.
Probity	Within local government, the word "probity" is often used in a general sense to mean "good process." A procurement process that conforms to the expected standards of probity is one in which clear procedures that are consistent with Council's policies and legislation, and are established, understood and followed from the outset. These procedures need to consider the legitimate interests of suppliers and ensure that all potential suppliers are treated equitably.
Procurement	Procurement is the whole process of acquisition of external goods, services and works. This process spans the whole life cycle from initial concept through to the end of the useful life of an asset (including disposal) or the end of a service contract.
Procurement Team	The Manager Financial Services, Procurement Coordinator, Procurement Officer and Accounts Payable Officer.
Schedule of rates contract	A standing offer arrangement based on a schedule of rates contract that sets out rates for goods and services which are available for the term of the agreement but without a commitment to purchase a specified value or quantity of goods or services.
Social procurement	Social procurement uses procurement processes and purchasing power to generate positive social outcomes in addition to the delivery of efficient goods, services and works.
Suppliers	Any organisation which supplies goods or services to Council including but not limited to, contractors, subcontractors, manufacturers, wholesalers, retailers and consultants.



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Term	Definition
Supplier panels	Panels of suppliers or vendors who are able to supply goods, works or services. Panels are based on categories such as trade services and plant hire. Panels mean that Council representatives are able to request a quotation (from suppliers on the panel) without publicly inviting tenders (noting that the number of quotations requested still needs to be compliant with the policy). Preferred Supplier Panels are also known as Approved Supplier Lists or Approved Contractor Lists. Suppliers or vendors must submit a tender application and be selected to become part of a supplier panel.
Sustainable procurement	Encompasses economic, social and environmental sustainability procurement practices.
Sustainability	Activities that meet the needs of the present without compromising the ability of future generations to meet their needs.
Thresholds	The value above which a procurement, unless exempt, is subject to the mandatory procurement processes.
Total contract sum	The total value of the contract including: <ul style="list-style-type: none"> costs for the full term of the contract, including any options for either party to extend the contract; applicable goods and services tax (GST); anticipated contingency allowances or variations, and all other known, anticipated and reasonably foreseeable costs.
Value for money	Value for money in procurement is about selecting the supply of goods, services and works taking into account both cost and non-cost factors, including: <ul style="list-style-type: none"> non-cost factors such as contribution to the advancement of Council's priorities, fitness for purpose, quality, service and support, and cost-related factors including whole life costs and transaction costs associated with acquiring, using, holding, maintaining and disposing of the goods, services or works.

11 HUMAN RIGHTS STATEMENT

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act (2006). 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.

12 REVIEW

The Manager Financial Services will review this policy for any necessary amendments no later than 4 years after adoption of this current version.



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APPENDIX 1 – PROCUREMENT THRESHOLDS

Council will invite tenders, proposals, quotes and expressions of interest from the supply market for goods, services and works in accordance with these thresholds:

Estimated expenditure	Minimum procurement process
Less than \$2,000 (minimum spend competition threshold)	<ul style="list-style-type: none"> A verbal quotation OR <ul style="list-style-type: none"> Advertising on the eProcure portal
\$2,000 to \$9,999	<ul style="list-style-type: none"> A minimum of ONE written quotation invitation must be requested and a copy attached to the purchase order OR <ul style="list-style-type: none"> Advertising on the eProcure portal
\$10,000 to \$19,999	<ul style="list-style-type: none"> A minimum of TWO written quotation invitations must be requested or advertising on the eProcure portal A purchase order must also be issued according to the preferred quotation offering a value for money outcome and a copy of the quotations attached to the purchase order. Where appropriate, details may also be treated as a registered contract and recorded in Council's contract management system
\$20,000 to \$49,999	<ul style="list-style-type: none"> A minimum of THREE written quotation invitations must be requested or advertising on the eProcure portal A purchase order must also be issued according to the preferred quotation offering a value for money outcome and a copy of the quotations attached to the purchase order Where appropriate, details may also be treated as a registered contract and recorded in Council's contract management system
\$50,000 to \$199,999 for goods, services and/or Works	<ul style="list-style-type: none"> A minimum of THREE written quotation invitations must be requested by issuing a written Request for Quotation to selected suppliers or advertising on the eProcure portal Public advertising via newspapers and Council's website is not required. A suitable closing date and time must be nominated Quotations returned by the nominated closing date and time must be evaluated and a recommendation made in favour of the supplier offering a value for money outcome The original supplier's quotations and approval report signed by the appropriate delegated Council representative must be recorded in Council's Contract Management System The approval report must also be attached to the purchase order If quotations sought without public advertising equals or exceeds \$199,999 for goods, services and/or works respectively, an alternative process compliant with the Act must be used
Public tender threshold (\$300,000 or more for goods, services and/or works); or cumulative spend threshold over a 12 month (rolling period) is expected to exceed \$300,000	<ul style="list-style-type: none"> Tender process as outlined in this policy and any related procedures or guidelines Cumulative spend threshold - where the cumulative spend with one supplier or for one category of spend (e.g. road construction) over a 12 month (rolling period).



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APPENDIX 2 – EXEMPTIONS FROM THRESHOLDS AND COMPETITION

The following circumstances are exempt from the general publicly advertised tender, quotations and expression of interest requirements.

The Chief Executive Officer (CEO) may approve ad-hoc exemptions in exceptional circumstances if it can be demonstrated that it is in the best interests of the community to do so.

The public tender threshold and related exemptions also apply to collaborative procurements.

Exemption	Explanation, limitations, responsibilities and approvals
1. A contract made because of genuine emergency or hardship	Where the Director/CEO (within financial delegation) has resolved that the contract must be entered into because of an emergency e.g. to provide immediate response to a natural disaster, declared emergency, etc.
2. A contract made with, or a purchase from a contract made by, another government entity, government-owned entity or other approved third party	This general exemption allows engagements: <ul style="list-style-type: none"> • With another government entity or government owned entity e.g., Federal, State or Local Government or an entity owned by the Federal, State or Local Government. • In reliance on contracts and arrangements established by another government entity, local authority or local government group purchasing scheme, Municipal Association of Victoria (MAV) or National Procurement Network members (e.g. Local Buy), Procurement Australia (PA).
3. Extension of contracts while Council is out to market to ensure continuity of supply of goods/services/works to Council.	Allows the Director/CEO (within financial delegation) and/or Council to extend an existing contract where the procurement process to replace the contract has commenced, and where the tender process or negotiations will take or are taking longer than expected. This exemption may be used when the establishment of an interim short-term arrangement with an alternative supplier is considered not to be in the public interest, as it may be cost prohibitive and/or present a risk in the delivery of critical public services to the municipality.
4. Professional services unsuitable for tendering	<ul style="list-style-type: none"> • Legal services • Insurance • Loans (lenders may include banking institutions or Treasury Corporation of Victoria) • Purchase of land • Electoral or valuation services • Payroll expenses and deductions • Refunds • Professional membership payments and subscriptions (must relate to the position held).
5. Novated contracts	Where the initial contract (which has been entered into in compliance with the Act) has been extinguished and has been replaced with another, ensuring due diligence has been undertaken in respect to the new party.
6. Information technology resellers and software developers	Allows Council to renew software licenses and maintenance and support, or upgrade existing systems, where there is only one supplier of the software who holds the intellectual property rights to the software.



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Exemption	Explanation, limitations, responsibilities and approvals
7. Regional Waste and Resource Recovery Groups	Situations where a Regional Waste and Resource Recovery Group constituted under the Environment Protection Act 2017 had already conducted a public tender for and on behalf of its member councils.
8. Statutory compulsory monopoly insurance schemes	<ul style="list-style-type: none"> • Motor vehicle compulsory third party • WorkCover
9. Sole sourcing	<p>Where goods, services or works being procured are of such a specialised nature that there are insufficient known suppliers to meet the requirements of this Procurement Policy (sole sourcing).</p> <p>The sole sourcing process must only be utilised where:</p> <ul style="list-style-type: none"> • there are insufficient known suppliers to meet the requirements of this Procurement Policy • the marketplace is restricted by statement of license or third-party ownership of an asset (excluding public utility plant) • Council is party to a joint arrangement where Council jointly owns the Intellectual Property with a third party provider. <p>Purchasing via the sole sourcing process is subject to prior approval from the Director/CEO (within financial delegation) and/or Council.</p> <p>Council deals with a number of core service sole suppliers. There is no market to test and obtain multiple quotes. Examples of core service sole suppliers are:</p> <ul style="list-style-type: none"> • Library service – North Central Goldfields Regional Library Corporation • Water – Coliban Water, Grampians Wimmera Mallee Water and Goulburn Murray Water • Advertising (newspapers and magazines).
10. Aboriginal and Torres Strait Islander businesses or social enterprises	<ul style="list-style-type: none"> • Council representatives have an exemption to directly purchase from social enterprises or Aboriginal and Torres Strait Islander businesses where the estimated value of the procurement is up to \$20,000 (excluding GST). The identified business must be registered or certified with an appropriate and relevant organisation such as Kinaway, Supply Nation, or Social Traders. The procuring Council representative must first determine whether an Aboriginal and Torres Strait Islander business or social enterprise could deliver the required goods, work or service on a value for money basis.
11. Other specific Council exemptions	<ul style="list-style-type: none"> • Organisations that are auspiced by Council. • Shop supplies (including artwork) purchased for the purpose of resale are exempt from obtaining quotes i.e. this applies to business units that operate a retail outlet and are required to purchase stock for resale to the public. This is due to the nature of the goods that are offered for resale, which may be unique. • Performers, facilitators, presenters and artists (one off or short term engagement) – business units that engage performers as part of their performance program are exempt from the conditions of this Policy. Performers are engaged based on potential earnings that can be raised from their engagement.



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Exemption	Explanation, limitations, responsibilities and approvals
	<ul style="list-style-type: none"> • Artworks, statues and monuments – it is not practical to obtain multiple quotes for artworks, statues and monuments as each piece of work is unique. Items of artworks, statues and monuments are purchased within annual budget restraints but a minimum of one quote must be obtained. • Plant and equipment servicing and spare parts – plant and equipment purchased by Council requires servicing at regular intervals. In certain instances, to maintain a valid warranty, works need to be carried out by recognised suppliers and therefore Council will utilise the services of the manufacturers from whom the plant or equipment was originally purchased. This clause also applies to specific manufacturer spare parts purchased to complete works on plant and equipment at depot sites. • Employment contracts for staff employed directly by Council are specifically excluded from this Policy.
12. External Grants	<p>In accordance with the Best Practice Guidelines, all external grants are exempt and do not require an exemption form to be completed. Refer to External Grants Procedure for further details.</p> <p>In some instances Council is able to access funding Grants on behalf of other community based groups to facilitate Community based projects, in this instance, the Grant is applied for on behalf of the organisation through the Council and therefore is paid to the nominated community group. The arrangement may be with a specific business that will provide the service the grant is funding, and who may assist with the grant application, and is often required to be identified and costed before the application can be submitted.</p>



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APPENDIX 3 – KEY PERFORMANCE INDICATORS

Council will seek to improve its procurement performance by capturing and analysing data on key performance indicators including:

- new collaborative procurement contracts
- new panel contracts
- the number of local businesses engaged and proportion of local spend
- the number of Aboriginal businesses engaged and amount of spend
- the value of savings and benefits achieved
- the number and details of any procurement over \$200,000 when a public tender process was not undertaken
- the number of exemptions granted under conditions specified in Appendix 2 – Exemptions from thresholds and competition.

A report detailing actual performance against these indicators will be presented annually to the Audit and Risk Committee.



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APPENDIX 4 – FINANCIAL DELEGATIONS

The Chief Executive Officer (CEO) will maintain a documented register of procurement delegations (the Levels of authority delegations), identifying Council representatives authorised to make procurement commitments in respect of materials, goods, services and works on behalf of Council, to include but not necessarily limited to the following:

- acceptance of tenders and of quotes
- contract term extensions (within authorised budget)
- contract amendment (non-financial)
- contract amendment (financial).

The structure of procurement delegations will be as follows:

Officer level (as per Levels of authority delegation)	Financial delegation
Other nominated officers and Team Leaders	Up to \$ 3,000 – as nominated by the CEO
Coordinators and Workshop Manager	Up to \$20,000
Managers (exception of the Workshop Manager)	Up to \$100,000
Directors	Up to \$150,000
Chief Executive Officer	Up to \$300,000
Council	Greater than \$300,000

The CEO may approve lower or higher delegations for individual staff members if operational circumstances require this authority. However, any approved delegation must not exceed the CEO's authority delegated by Council.

Any Council representative exercising a financial delegation must do so in accordance with Council's adopted budget.

During the financial year, a small number of payments (including cumulative) require approval that may be greater than the CEO's delegation. These expenditure items are required for statutory purposes and are embedded in Council's approved budget. Council specifically delegates approval to the CEO to authorise these payments. This additional delegation is restricted to:

- Workers compensation scheme premiums
- Local Government insurance premiums
- superannuation contributions
- taxation and GST obligations
- utility payments.

10.5 BUSINESS CONTINUITY MANAGEMENT - FRAMEWORK AND PLAN

File Number: FOL/20/613
Author: Sharon Morrison, Director Corporate Services
Authoriser: Lincoln Fitzgerald, Chief Executive Officer
Attachments: 1. Business Continuity Framework version 3
2. Business Continuity Management Plan version 4

RECOMMENDATION

That Council:

1. Adopt the Business Continuity Management Framework version 3
2. Receive and note the Business Continuity Management Plan version 4

CONFLICT OF INTEREST

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

PREVIOUS COUNCIL DISCUSSION

The draft documents were discussed at the November 2021 briefing.

BACKGROUND

Council adopted the Business Continuity Management Policy on 27 July 2021.

ISSUES/DISCUSSION

The Audit and Risk Committee has reviewed the Business Continuity Management Framework and Plan, which are consistent with the Policy.

The Audit and Risk Committee noted the changes in the documents and referred the documents to Council.

COST/BENEFITS

Costs associated with business continuity management are contained in the operational budget. The benefit of having the documents in place is capturing knowledge for the benefit of situations where designing an approach would take valuable time which is not available in many business continuity management situations.

RISK ANALYSIS

Risk is minimised with the adoption and implementation of these documents.

CONSULTATION AND ENGAGEMENT

Numerous staff have been consulted in the development of these documents. The documents have also been through consultation with Risk Management Committee Audit and Risk Committee and Policy Review Group.

LODDON SHIRE COUNCIL

BUSINESS CONTINUITY MANAGEMENT FRAMEWORK



DOCUMENT INFORMATION

DOCUMENT TYPE:	Strategic document
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Manager Organisational Development
INTERNAL COMMITTEE ENDORSEMENT: APPROVED BY:	Audit and Risk Committee Risk Management Committee Council
DATE ADOPTED:	Click here to enter a date.
VERSION NUMBER:	3
REVIEW DATE:	Click here to enter a date.
DATE RESCINDED:	
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES: RELATED LEGISLATION:	Business Continuity Management Policy Business Continuity Plan Information Technology Disaster Recovery Plan Business Continuity Institute Good Practice Guidelines – 2018 Edition ISO 22301:2019 Business Continuity Management Systems
EVIDENCE OF APPROVAL:	

Signed by Chief Executive Officer

FILE LOCATION:

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

Business Continuity Management (BCM) is defined as “a holistic management process that identifies potential threats to an organisation and the impacts to business those threats, if realised might cause...” (ISO 22300:2018)

BCM takes an informed approach to managing the risks associated with disruptive events affecting the delivery of services and critical business functions. This framework defines and applies best practice BCM methodologies for robust continuity planning to assist with managing Council service delivery and critical business functions during disruptive events.

The BCM framework is underpinned by Council’s BCM Policy, which outlines the approach and principles for developing and maintaining a BCM program.

This framework incorporates best practice standards in accordance with the Business Continuity Institute Good Practice Guidelines 2018 edition and ISO22301:2019 (ISO22301) Business Continuity Management Systems–Requirements.

An important key to the success of business continuity in any organisation is support and commitment at the highest level. For this reason, this document has been adopted by Council.

1 PURPOSE

The purpose of the BCM framework is to provide a detailed, informed, holistic and structured approach that integrates the BCM lifecycle elements into the key deliverables of Council's BCM program. The BCM lifecycle key deliverables include:

- providing a clearly defined governance structure which oversees and supports alignment between BCM Policy and the BCM program
- embedding BCM by raising awareness and developing competencies through induction, communication, training and exercises
- conducting a Business Impact Analysis that identifies and prioritises Council's critical business functions, estimates timeframes for recovery, resource requirements, interdependencies and risk assessments
- designing solutions for the identified critical business functions that consolidate and optimise available resources safely, are consistent with all Council policies and are achievable
- implementing solutions by establishing a documented plan for activation and mobilisation of resources captured in solution design
- validating the effectiveness of the BCM program through regular testing and review.

2 OBJECTIVES

In developing and implementing the formal BCM framework, Council has several objectives, which include:

- safeguarding lives, and welfare
- confidence of all Council stakeholders, including Councillors, employees, volunteers, contractors, visitors, and the travelling public
- safeguarding Council assets
- maintaining stakeholder confidence (internal and external)
- quickly recovering and resuming Council's critical business functions, services and activities
- mitigating financial loss
- identifying measures that help to minimise the potential for disruptive events.

3 BUDGET IMPLICATIONS

There are minor budget implications for management of a BCM program; there may be budget implications should a disruptive event ever occur. This framework sets out measures aimed to reduce the potential budget implications of a disruptive event.

4 RISK ASSESSMENT

This framework has been developed to minimise the risks associated with disruptive events. Risk assessment of the associated disruption scenarios will be consistent with Council's Risk Management Policy and Risk Management Framework.

5 BUSINESS CONTINUITY MANAGEMENT FRAMEWORK

In order to comply with good practice BCM, Council will establish the following elements:

5.1 Governance

The BCM program has the commitment and endorsement of Council's Management Executive Group (MEG). MEG will have oversight of the BC Program and ensure appropriate funding, staff and training are provided for its ongoing support.

The BCM Policy outlines the governance structure which includes interested parties responsible for the implementation, monitoring and audit of the BC Program.

5.2 Embedding BC awareness

Key components for embedding BCM program awareness are:

- including BCM as part of the induction process
- communicating the importance of BCM into Council culture
- planned activities, such as business continuity exercises, that achieve an appropriate level of awareness and which clarify roles and responsibilities
- participative training through involvement in formal training programs for key staff identified in Business Continuity Plans (BCP).

Business continuity training for all Business Continuity Team members is essential for an effective response to a disruptive event. Relevant staff must understand activation trigger points and maintain competency. Relevant training, for example, desktop training (at a minimum) will be undertaken on an annual basis and will include alternates for key roles.

5.3 Understanding core components of BCM information

5.3.1 Business Impact Analysis (BIA)

The BIA identifies critical business functions and records all skills, resources, services, systems, infrastructure, interdependencies and supplies (both internal and external) required by each of these activities. It builds a process map of each function to identify gaps and determine the impact over time of a business disruption. It estimates the time frames at which not resuming these activities would become unacceptable to Council and estimates recovery timings.

The BIA prioritises restoration of these activities in the event of a disruption. It takes into account tangible financial impacts of a disruption (e.g. increased cost of working, loss of revenue, fines, and penalties) and intangible and non-financial impacts (e.g. reputational, legal, regulatory, and customer servicing impact).

BIA's will be undertaken for each directorate every three years. That is, one directorate per year, as per the advice of the Audit and Risk Committee.

5.3.2 Risk Assessment

The Risk Assessment evaluates and records the critical continuity related vulnerabilities of each of the identified critical business functions and their activities including potential disruption scenarios. Risk Assessment will be consistent with Councils Risk Management Policy and framework.

5.3.3 Documentation

All BIA and Risk Assessment documentation (methods, findings and conclusions) will be up to date and reflect Council's current condition, be reviewed annually, and be authorised and signed off by the MEG.

All plans for critical BCM information include:

- identified and defined critical business processes, activities and/or functions and the priority of their restoration
- critical success factors, peak periods (e.g. seasonal) and disruption threats
- Maximum Tolerable Period of Disruption (MTPD) - Identified maximum period of time that Council can tolerate the loss of a process or function before a serious impact on operations or service delivery
- Recovery Time Objective (RTO): The anticipated timeframe for actual recovery of the process and/or function to a minimum acceptable level
- Recovery Point Objectives (RPO): Identified data recovery requirements
- information technology dependencies
- ownership of assets affected by a business continuity event
- physical resources available
- resources needed if a disruption event occurs
- business continuity plan activation, roles, responsibilities and succession plans for unavailable staff.

5.4 Recovery strategies and solutions

Selection of recovery strategies and solutions must be designed to meet the requirements to recover all disruption related scenarios within the identified time frames thereby limiting the impact of disruption. Recovery strategies and solutions will aim to:

- identify measures that can reduce the likelihood of disruption to prioritised activities
- shorten the period of disruption for prioritised activities
- ensure the timely restoration of all affected critical activities and resources safely
- remain fully up to date and reflect current business requirements, Business Impact Analysis (BIA) process mapping, timeframes and priorities
- be formally reviewed for compliance, with all applicable standards on an annual basis
- be up to date, fully documented, reviewed and signed off by MEG.

5.5 Planning

Council will identify and document a Business Continuity Plan (BCP) that will contain the following elements derived from the recovery strategy and solution outputs:

- all information, procedures and processes required for continuity of all critical activities including the recovery levels that must be achieved over time
- assigned roles and responsibilities for activating recovery strategy and solution procedures contained in the plan
- an up to date inventory of the resources required over time to deliver the recovery strategies
- clearly identified locations at which recovery can take place.

The BCP will:

- take full account of and comply with the BCM Framework
- be formally reviewed following each major change that affects strategies
- be securely held on and off site and be readily accessible by all of its potential users through tablet devices or other electronic means
- contain related documents that are up to date and reflect Council's current requirements
- be reviewed annually.

To support business continuity, Council has developed a supporting Information Technology Disaster Recovery Plan (ITDRP).

5.6 Exercise and testing

Key components of the BCM exercise phase are:

- a formal BCM exercise program covering all operations will be in place, and will be exercised and updated on a regular planned basis. The program ensures that each exercise has clearly defined aims, objectives and success criteria that are formally authorised by the MEG
- an exercise program that ensures each exercise has a post-exercise report with corrective recommendations and a timetable for implementation
- an exercise program that ensures all electronic and paper information, critical systems and telecommunications, recovery worksites, command centre, critical suppliers and outsourced (including third party) recovery capabilities are tested at least annually
- a program that ensures all plans will be tested at least annually as per the International Standard ISO22301:2019 (ISO22301) Business Continuity Management Systems– Requirements and in line with Good Practice Guidelines.

5.7 Maintenance and review

A formal maintenance program ensures the continued compliance of the BCM program within the BCM Framework. The maintenance program includes:

- review of the entire BCM program
- ensuring that all changes and improvements that affect BCM are identified and appropriately risk assessed
- full documentation that ensures up-to-date status of the BCM program and reflects current requirements.

6 ROLES AND RESPONSIBILITIES

The Business Continuity Team (BCT) will be responsible for leading Council through business continuity events. The BCT will be made up of personnel with the relevant competencies, subject matter expertise and experience to evaluate and assess:

- the nature and scale of a disruption and its potential impact
- the impact against pre-defined thresholds that justify initiation of a formal response
- an appropriate business continuity response
- planned actions that need to be undertaken
- establishing priorities (using life safety as the first priority)
- the effects of the disruption and the organisation's response
- activation of the business continuity solutions
- communication with relevant interested parties, authorities and the media

Disruptions requiring an emergency or public health response may require additional resources sourced either internally or externally, to act as the coordination and liaison point with specialist emergency, public health and municipal agencies.

The key roles within the BCT are:

- Director Corporate Services (Business Continuity Team Leader)
- As delegated (Business Continuity Log Keeper)
- Director Community Wellbeing (Business Continuity Team Member)
- Director Corporate Services (Business Continuity Team Member)
- Director Operations (Business Continuity Team Member)
- Manager Organisation Development (Business Continuity Team Member)
- Manager Information and Business Transformation (Business Continuity Team Member)
- Manager Works (Business Continuity Team Member)

- Manager Assets and Infrastructure (Business Continuity Team Member)
- Communications Officer (Business Continuity Team Member)

The roles and responsibilities of key personnel in a business continuity event are:

6.1 Business Continuity Team Leader – Director Corporate Services

The Loddon Shire Business Continuity Team Leader is the responsible officer for business continuity within the Shire.

6.1.1 Pre-event

- ensures members of the team are adequately trained
- ensures recovery procedures, resources and facilities are readily available
- reviews and maintains plans as required by the Business Continuity Framework.

6.1.2 Event

- The role can be referred to the Chief Executive Officer in the occurrence of a BC event. During the BC event, the BC Leader:
 - endeavours to ensure employees' safety at all times
 - notifies and updates the Loddon Shire Council Business Continuity Team
 - decides on activation and response and recovery of the Business Continuity Plan
 - determines where the first meeting of the BCP Team will be held and advise members
 - determines the location of the crisis centre
 - guides and makes decisions on behalf of Loddon Shire Council regarding resourcing and restoration of Council priorities
 - conducts media interviews as delegated by CEO or appoints a delegate to this task with CEO approval
 - identifies an alternate to lead the team if unavailable
 - determines suitable alternatives to assist with the ongoing response e.g. may co-opt other members of the business or other suitably qualified external providers
 - decides on official stand down of the Loddon Shire Council Business Continuity Plan (BCP).

6.1.3 Post-event

- conducts a post-incident review including debrief and recommendations, following return to normal business operations, or
- engages other suitably qualified external providers to conduct a post-incident Business Continuity Review.

6.2 Business Continuity Plan Log Keeper – As delegated

6.2.1 Pre-event

- supports the Business Continuity Team Leader
- ensures the Business Continuity Plans are accessible for the Business Continuity Team members.

6.2.2 Event

- ensures key information and events are properly logged
- sources and allocates the resources in conjunction with members of the Business Continuity Team
- collates and updates all Team Member Log Sheets.

6.2.3 Post-event

- participates in post-incident review including debrief and recommendation, following return to normal business operations

- assists in preparing post-incident reports
- collates and provides information to form part of any corporate use e.g. Insurance Claim.

6.3 Director Community Wellbeing – Business Continuity Team Member

6.3.1 Pre-event

- commits to attending training in business continuity
- reviews critical functions and resources required during update of the Business Continuity Framework or Business Continuity Plan.

6.3.2 Event

Refers to Community Wellbeing Directorate critical business functions, resources and recovery strategies in the BCP, and:

- advises all managers in the directorate of the business continuity event, and how that will impact their operations
- if necessary, asks managers to contact staff to advise them when and where to attend work
- ensures that identified critical business functions within the Community Wellbeing Directorate are restored to a minimal level as a first priority and supports the directorate in restoration of services
- coordinates the assessment, salvage, and restoration of Community Wellbeing Directorate functions to minimise the effect of the event on Council operations
- identifies an alternate representative for Community Wellbeing Directorate if unavailable, and ensures they are briefed as required.

6.3.3 Post-event

- participates in post incident review including debrief and recommendations, following return to normal business operations
- assists in preparing post-incident reports
- collates and provides information to form part of any corporate use e.g. Insurance Claim.

6.4 Director Corporate Services – Business Continuity Team Member

6.4.1 Pre-event

- commits to attending training in business continuity
- reviews critical functions and resources required during update of the Business Continuity Framework or Business Continuity Plan.

6.4.2 Event

Refers to Corporate Services Directorate critical business functions, resources and recovery strategies in the BCP, and:

- advises all managers in the directorate of the business continuity event, and how that will impact their operations
- if necessary, asks managers to contact staff to advise them when and where to attend work
- ensures that identified critical business functions within the Corporate Services Directorate are restored to a minimal level as a first priority and supports the directorate in restoration of services
- assesses the submissions from departments of Council for operational resources, and:
 - amends to fit the available accommodation
 - instructs an authorised officer to obtain resources from the offices and/or depots, or
 - procures the required resources if offices and/or depots are unable to supply or unable to be entered
- considers any legal issues and seeks appropriate advice as required

- identifies an alternate representative for Corporate Services Directorate if unavailable, and ensures they are briefed as required.

6.4.3 Post-event

- participates in post-incident review including debrief and recommendations, following return to normal business operations
- assists in preparing post-incident reports.

6.5 Director Operations – Business Continuity Team Member

6.5.1 Pre-event

- commits to attending training in business continuity
- reviews critical functions and resources required during update of the Business Continuity Framework or Business Continuity Plan.

6.5.2 Event

Refers to Operations Directorate critical business functions, resources and recovery strategies in the BCP, and:

- advises all managers in the directorate of the business continuity event, and how that will impact their operations
- if necessary, asks managers to contact staff to advise them when and where to attend work
- coordinates and sets up the primary or secondary Business Continuity Centre
- validates all decisions concerning any damaged buildings, which includes securing sites, safety, access control to the site and preparation of technical documentation to assist the Business Continuity Team
- ensures that identified critical business functions within the Operations Directorate are restored to a minimal level as a first priority and supports the directorate in restoration of services
- refers to the Municipal Emergency Management Plan (MEMP) if the event affects large proportions of the community e.g. flood
- organises all contractual services (carpentry, electrical, electrical, plumbing, and others as needed) for all temporary premises
- identifies an alternate representative for Operations Directorate if unavailable and ensures they are briefed as required.

6.5.3 Post-event

- participates in post-incident review including debrief and recommendations, following return to normal business operations
- assists in preparing post-incident Plan reports
- collates and provides information to form part of any corporate use e.g. Insurance Claim.

6.6 Manager Organisation Development – Business Continuity Team Member

6.6.1 Pre-event

- commits to attending training in business continuity
- ensures all staff records are up to date and available.

6.6.2 Event

- assesses occupational health and safety and welfare issues relating to the event , and arranges any support services required
- coordinates industrial relations issues that may arise out of the event, such as:
 - necessity of alternate duties (working outside of classifications)

- employees working extended hours or shifts
- changing lines of supervision as a result of the event
- inconvenience associated with temporary accommodation
- provides a list of current employees and long term contractors, and their next of kin details
- manages insurance related issues, which include:
 - liaison with insurer
 - relay of instructions and advice from insurance broker (and their assessor and underwriter)
 - accept, dispute, or negotiate with the broker.

6.6.3 Post-event

- participates in post-incident review including debrief and recommendations, following return to normal business operations
- assists in preparing post-incident reports
- collates and provides information to form part of any corporate use e.g. insurance claim
- prepares insurance claim with the help of the insurance broker.

6.7 **Manager Information and Business Transformation – Business Continuity Team Member**

6.7.1 Pre-event

- ensures that the nominated business continuity site (Serpentine Office) is prepared sufficiently to cater for extra IT capability should an event occur
- prepares Serpentine Office IT to ensure that it can be transferred to another site should an event occur
- commits to attending training in business continuity.
- develops, maintains and tests accounts on social networks, as per Council's Social Media Strategy, to ensure they are operational before an event.

6.7.2 Event

- assesses Council's information and technology requirements and liaise with Council's IT contractor as required
- ensures that IT functionality is restored as soon as practicable.

6.7.3 Post event

- participates in post-incident review including debrief and recommendations following, return to normal business operations
- assists in preparing post-incident reports.

6.8 **Manager Works – Business Continuity Team Member**

6.8.1 Pre-event

- member of Council's Municipal Emergency Management Plan committee
- commits to attending training in business continuity.

6.8.2 Event

- provides management and coordination oversight to the activities and resources of the Works Department, as instructed by the Business Continuity Team.

6.8.3 Post-event

- participates in post-incident review including debrief and recommendations, following return to normal business operations
- assists in preparing post-incident reports.

6.9 **Manager Assets and Infrastructure – Business Continuity Team Member**

6.9.1 Pre-event

- commits to attending training in business continuity.

6.9.2 Event

- provides management and coordination oversight to the activities and resources relating to buildings, public facilities, and tip sites, as instructed by the Business Continuity Team.

6.9.3 Post-event

- participates in post-incident review including debrief and recommendations, following return to normal business operations
- assists in preparing post-incident reports.

6.10 **Communications Officer – Business Continuity Team Member**

6.10.1 Pre event

- develops and maintains standard format for press releases
- ensures that the list of media contacts in the Business Continuity Plan is current.

6.10.2 Event

- ensures Council website and social media is updated with regular and correct information
- ensures print, television, and radio media outlets are updated with regular and correct information
- maintains accurate records of all communications throughout the event
- confirms what can legally be released
- monitors media updates if possible.

6.10.3 Post Event

- participates in post-incident review including debrief and recommendations, following return to normal business operations
- assists in preparing post-incident reports.

7 **REPORTING**

Business Continuity Management activities including updating plans, staff training and testing will be reported to the MEG on a regular basis. This will be undertaken at least annually.

8 **FRAMEWORK COMPLIANCE**

This Framework will be updated to reflect changes within Council as they occur. This Framework will be reviewed annually as part of a formal review process and/or timetable.

9 SCHEDULE OF COMPLIANCE

Internal Review Activity	Activity Owner	Delivery Timeframe
BCM Policy Review	Management Executive Group	Annually (as per policy adopted by Council on 27 July 2021) (This should be Tri-annually at the next review)
BCM Framework Review	Management Executive Group	Tri-Annually
Review and update the Business Continuity Plan as required: <ul style="list-style-type: none"> critical business information/activities/functions recovery Strategies 	<ul style="list-style-type: none"> Manager Organisation Development Directors 	Tri-Annually
Crisis Communications Procedure <ul style="list-style-type: none"> contact details-review and update: <ul style="list-style-type: none"> Internal contacts External contacts. 	Communications Officer	Annually
BCM awareness training to: <ul style="list-style-type: none"> Business Continuity Team Leader Business Continuity Team Members General awareness Business Continuity training to staff. 	Manager Organisation Development	Annually
Testing: <ul style="list-style-type: none"> desktop simulated test at Risk Management Committee 	Manager Organisation Development	Annually
Reporting to MEG on: <ul style="list-style-type: none"> status of plan completion and/or updates number of staff trained in Business Continuity Management number of plans tested and results of testing. 	Manager Organisation Development	Annually

10 COSTING AND FUNDING OF ACTIONS

The following table summarises the budget impacts identified throughout this document:

Action	Cost of project	Total expected funding	Net cost to Council	Proposed funding source	Completion timeframe
5.2 Embedding BC awareness	\$2000	Nil	\$2000	Council	ongoing
5.4 Recovery strategies and solutions	\$2000	Nil	\$2000	Council	annually
5.5 Planning	\$2000	Nil	\$2000	Council	tri-annually
5.6 Exercise and testing	Nil	Nil	Time	Council	annually
5.7 Maintenance and review	Nil	Nil	Time	Council	annually

11 DEFINITIONS

Abbreviation/word	Definition
MTPD - Maximum Tolerable Period of Disruption	The time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to become unacceptable.
BAU - Business as usual	BAU is where Council has returned to normal operations after an incident
BCP (Business Continuity Plan)	Documented procedures that guide Council to respond, recover, resume and restore to a predefined level or operation following a business continuity event.
RPO - Recovery Point Objective	The point to which information used by an activity must be restored to enable the activity to operate on resumption.
RTO - Recovery Time Objective	The period of time following an incident within which a product or an activity must be resumed or resources must be recovered.

12 REVIEW

The Manager Organisational Development will review this framework for any necessary amendments no later than 1 year after adoption of this current version.

LODDON SHIRE COUNCIL

BUSINESS CONTINUITY PLAN



DOCUMENT INFORMATION

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Signed by Chief Executive Officer

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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 Internet 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

The Loddon Shire Council Business Continuity Plan (BCP) has been developed to prepare Council for managing a business disruption event.

It has been produced in consultation with managers of Council's services and functions by:

- managers providing information about key resources currently used in their departments
- undertaking business continuity scenarios to identify potential events and the consequences that may need to be addressed should an event occur
- identifying specific recovery strategies to provide Council with the capability to resume critical services.

The BCP incorporates best practice standards in accordance with ISO22301:2019 (ISO22301) Business Continuity Management Systems – Requirements.

1 PURPOSE

The purpose of the Business Continuity Plan (BCP) is to provide a checklist of activities that are required to be undertaken should the Business Continuity Plan be activated by the Business Continuity Team Leader.

2 DEFINITIONS AND AVAILABILITY OF PLANS

2.1 Definitions

Abbreviation/word	Definition
MTPD – Maximum Tolerable Period of Disruption	The time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to become unacceptable.
BAU - Business As Usual	BAU is where Council has returned to normal operations after an incident.
BCP - Business Continuity Plan	Documented procedures that guide Council to respond, recover, resume and restore to a predefined level or operation following a business continuity event.
RPO – Recovery Point Objective	The point to which information (data) used by an activity must be restored to enable the activity to operate on resumption.
RTO - Recovery time objective	The period of time following an incident within which a product or an activity must be resumed or resources must be recovered.
BPC – Business Process Criticality	Tiered index used to indicate criticality of business activity or function

Table 1: Definitions

2.2 Availability of copies of the BCP

The Business Continuity Team members are required to keep a controlled copy of the document in the following formats:

- soft copy available on the local drive of the officer’s laptop
- hard copy held in officer’s laptop bag
- accessible on portable device for Management Executive Group.

The master copy will be kept in the fire proof vault in the Wedderburn Office.

Two Business Continuity Resource boxes will be kept, one each in the Wedderburn office fire proof vault and one in the Serpentine office safe. These boxes will provide resources as listed in the Council business functions, resources and recovery strategies as listed in Section 8 of this document.

3 BUSINESS CONTINUITY TEAM

Refer to Crisis Communications Procedure for contact details.

Role
Business Continuity Team Leader
Director Community Wellbeing
Director Corporate Services
Director Operations
Manager Organisation Development
Manager Works
Manager Information and Business Transformation
Manager Assets and Infrastructure
Log Keeper
Council Communications Officer

Table 2: Business Continuity Team

4 BUSINESS CONTINUITY TEAM RESPONSIBILITIES

As documented in the Business Continuity Framework, the Business Continuity Team Members are responsible for the following **DURING** an event:

4.1 Loddon Shire Council Business Continuity Team Leader

- endeavours to ensure employees' safety at all times
- notifies and updates the Loddon Shire Council Business Continuity Team (BCT)
- decides on activation and response and recovery of the Business Continuity Plan
- determines where the first meeting of the BCT will be held and advise members
- determines the location of the crisis centre
- guides and makes decisions on behalf of Loddon Shire Council regarding to resourcing and restoration of Council priorities
- as delegated by Chief Executive Officer conducts media interviews or appoints a delegate to this task with CEO approval
- identifies an alternate to lead the team if unavailable
- determines suitable alternatives to assist with the ongoing response e.g. may co-opt other members of the business or other suitably qualified external providers
- decides on official stand down of the Loddon Shire Council Business Continuity Plan (BCP).

4.2 Loddon Shire Council Business Continuity Plan Log Keeper

- ensures key information and events are properly logged (*see Appendix 1 for a copy of the Log Sheet*)
- sources and allocates the resources in conjunction with members of the Business Continuity Team
- collates and updates all Team Member Log Sheets.

4.3 Director Community Wellbeing

Refers to Community Wellbeing Directorate critical business functions, resources and recovery strategies in Section 8 of this document, and:

- advises all managers in the directorate of the business continuity event, and how that will impact their operations
- if necessary, asks managers to contact staff to advise them when and where to attend work

- ensures that identified critical business functions within the Community Wellbeing Directorate are restored to a minimal level as a first priority and supports the directorate in restoration of services
- refers to the Municipal Emergency Management Plan (MEMP) if the event affects large proportions of the community e.g. flood
- coordinates the assessment, salvage, and restoration of Community Wellbeing Directorate functions to minimise the effect of the event on Council operations
- identifies an alternate representative for Community Wellbeing Directorate if unavailable and ensures they are briefed as required.

4.4 Director Corporate Services

Refers to Corporate Services Directorate critical business functions, resources and recovery strategies in Section 8 of this document, and:

- advises all managers in the directorate of the business continuity event, and how that will impact their operations
- if necessary, asks managers to contact staff to advise them when and where to attend work
- ensures that identified critical business functions within the Corporate Services Directorate are restored to a minimal level as a first priority and supports the directorate in restoration of services
- assesses the submissions from departments of Council for operational resources, and:
 - amends to fit the available accommodation
 - instructs an authorised officer to obtain resources from the offices and/or depots, or
 - procures the required resources if offices and/or depots are unable to supply or unable to be entered
- considers any legal issues and seek appropriate advice as required
- identifies an alternate representative for Corporate Services Directorate if unavailable and ensures they are briefed as required.

4.5 Director Operations

Refers to Operations Directorate critical business functions, resources and recovery strategies in Section 8 of this document, and:

- advises all managers in the directorate of the business continuity event, and how that will impact their operations
- if necessary, asks managers to contact staff to advise them when and where to attend work
- coordinates and set up the primary or secondary Business Continuity Centre
- validates all decisions concerning any damaged buildings, which includes securing sites, safety, access control to the site and preparation of technical documentation to assist the Business Continuity Team
- ensures that identified critical business functions within the Operations Directorate are restored to a minimal level as a first priority and supports the directorate in restoration of services
- refers to the Municipal Emergency Management Plan (MEMP) if the event affects large proportions of the community e.g. flood
- organises all contractual services (carpentry, electrical, plumbing, and others as needed) for all temporary premises
- identifies an alternate representative for Operations Directorate if unavailable and ensures they are briefed as required.

4.6 Manager Organisation Development

- assesses occupational health and safety and welfare issues relating to the event , and arranges any support services required

- coordinates industrial relations issues that may arise out of the event, such as:
 - necessity of alternate duties (working outside of classifications)
 - employees working extended hours or shifts
 - changing lines of supervision as a result of the event
 - inconvenience associated with temporary accommodation
- provides a list of current employees and long term contractors, and their next of kin details
- manages insurance related issues, which include:
 - liaison with insurer
 - relay of instructions and advice from insurance broker (and their assessor and underwriter)
 - accept, dispute, or negotiate with the broker
- identifies an alternate representative if unavailable and ensures they are briefed as required.

4.7 Manager Information and Business Transformation

- assesses Council's information and technology requirements and liaise with Council's IT contractor as required
- ensures that IT functionality is restored as soon as practicable
- identifies an alternate representative if unavailable and ensures they are briefed as required.

4.8 Manager Works

- provides management and coordination oversight to the activities and resources of the Operations Department, as instructed by the Business Continuity Team
- identifies an alternate representative if unavailable and ensures they are briefed as required.

4.9 Manager Assets and Infrastructure

- provides management and coordination oversight to the activities and resources relating to buildings, public facilities, and tip sites, as instructed by the Business Continuity Team
- identifies an alternate representative if unavailable and ensures they are briefed as required.

4.10 Communications Officer

- ensures Council website and social media is updated with regular and correct information
- ensures print, television, and radio media outlets are updated with regular and correct information
- maintains accurate records of all communications throughout the event
- confirms with BCT Team Leader what can legally be released
- monitors media updates if possible
- identifies an alternate representative if unavailable and ensures they are briefed as required.

5 ASSESSMENT, ACTIVATION AND NOTIFICATION

The activation of the Business Continuity Plan (BCP) will be as a result of a disruption to an identified critical business function in the Loddon Shire Council Business Continuity Plan.

The Nominated Senior Executive / Director (or their alternate) will determine the level of impact being experienced by the business, and is responsible for their directorate's business wide continuity and recovery strategies.

The triggers for activation of the Business Continuity Plan, associated notifications and recovery strategies are linked to the following identified disruption scenarios:

Disruption scenarios	
1.	Key staff - non-availability of key resources
2.	IT - loss of information technology that supports critical business processes
3.	Telephony - loss of telecommunications
4.	Building / precinct - loss of access to a key facility
5.	Vital records - loss of vital records
6.	Suppliers – non availability of key suppliers
7.	Critical equipment – loss of critical equipment

Table 3: Disruption Scenarios

5.1 Assessment for activation

This determination must be undertaken by the Senior Executive acting in the capacity of Business Continuity Team Leader, who will be the Director Corporate Services or Chief Executive Officer.

The following table outlines assessment of activation of the Business Continuity Plan:

Minimal Disruption	<ul style="list-style-type: none"> Limited impact on critical business functions Maximum Tolerable Period of Disruption (MTPD) not exceeded Service delivery can be maintained with minimal efforts. 	DO NOT ACTIVATE LODDON SHIRE COUNCIL BUSINESS CONTINUITY PLAN.
Moderate Disruption	<ul style="list-style-type: none"> Some impact on critical business functions Maximum Tolerable Period of Disruption (MTPD) exceeded for a single critical business function 	CONSIDER ACTIVATING LODDON SHIRE COUNCIL BUSINESS CONTINUITY PLAN.
Major / Severe Disruption	<ul style="list-style-type: none"> Severe impact on critical business functions Maximum Tolerable Period of Disruption (MTPD) exceeded for one or more critical business functions. 	ACTIVATION OF LODDON SHIRE COUNCIL BUSINESS CONTINUITY PLAN.

Table 4: Assessment for activation

5.2 Meeting places

Type	Description and address	Phone	Facsimile
Internal meeting place	Terricks Meeting Room Wedderburn Shire Office 37-41 High Street Wedderburn	Customer Service (03) 5494 1200 Kooyoora room (03) 5494 1270	(03) 5494 3003
External meeting place if Wedderburn office is unavailable	Wedderburn Senior Citizens Centre Kerr Street Wedderburn	(03) 5494 3378	
External meeting place if Wedderburn Office damaged and immediate area is inaccessible	Council Chambers Shire Office 37 Peppercorn Way Serpentine	(03) 5437 7999	(03) 5437 8407
Online Video Meeting	Webex Platform		

Table 5: Meeting places

5.3 First response checklist

If the Business Continuity Plan is activated the First Response Checklist is to be used.

A First Response Checklist is provided as Appendix 3 of this document.

6 SUMMARY OF LODDON SHIRE COUNCIL CRITICAL BUSINESS FUNCTIONS

6.1 Loddon Shire Council business functions and Maximum Tolerable Period of Disruption (MTPD) - threshold to activate business Continuity Plans

No.	Business Unit	Critical Business Function	≤ 24 Hours	24-48 Hours	2-7 Days	8-14 Days	Page No. of BCP
1.	Corporate Services	Customer service – Front counter and telephone reception	4 Hours				9
2.	Corporate Services	Information technology and telephony	4 Hours				12
3.	Community Wellbeing	Meals on wheels	8 Hours				15
4.	Community Wellbeing	Personal Care – for clients who are dependent on support to complete critical self-care activities	8 Hours				18
5.	Operations	Maintain safe and useable roads and public spaces	8 Hours				21
6.	Corporate Services	Payroll	8 Hours				24
7.	Operations	Stock on Roads	8 Hours				27
8.	Corporate Services	Financial functions (various)		24-48 Hours			30
9.	Corporate Services	Accounts payable			2-7 Days		33
10.	Operations	Building – Regulatory permits				14 Days	36
11.	Operations	Waste collection				14 Days	39
12.	Operations	Planning – Regulatory permits				14 Days	42
13.	Corporate Services	Mail collection and distribution				14 Days	45

Table 6: Critical business functions

7 BUSINESS CONTINUITY MANAGEMENT SUMMARIES

Each unit has dedicated recovery plans for their critical business function in Section 8 of this document. Tables 7.1 and 7.2 below are organisational wide views of recovery over time resources by directorate.

7.1 Recovery time and staff numbers

Time Frame	Corporate Services (5 critical business functions)	Operations (4 critical business functions)	Community Wellbeing (2 critical business functions)	Executive (Nil critical business functions inside 30 days)	CEO/Directors & Crisis Management Team
Within 24 hours	6 staff	56 staff (dependant on scenario)	18 staff include admin and delivery and volunteers		10 staff
Within 2 – 7 Days		1 staff			
Within 8 – 14 Days	2 staff	4 staff			
Within 15 – 30 Days	BAU	BAU	BAU		
Total staff required	8 staff	61 staff	18 staff	0 staff	10 staff

Table 7: Recovery over time and staff numbers

7.2 Overall logistics summary

Department	Recovery Locations	Computer/ Desks required	Photocopier scanner and printers and fax (all in one)	Mobiles/ Landline	Software (other than standard Council Microsoft office suite)
Corporate Services	<ul style="list-style-type: none"> Wedderburn Senior Citizens Wedderburn Hall Serpentine Office Work from home 	6	3	4	Merit, Lynx, Attaché, WBC online platform, Xpedite, Power budget, Scanning software and Adobe Acrobat
Operations	<ul style="list-style-type: none"> Wedderburn Community Centre Depots – various Work from Home Car 	8	1	9	Reflect, Radio Network, Mobile network, Domestic Animal register, Contractor Electronic system, Merit, GIS, Links
Community Wellbeing	Wedderburn Office Serpentine Bowling Club	4		2	Xpedite, Attaché, Lynx
Executive	Nil	Nil	Nil	Nil	Nil
Crisis Management Team	<ul style="list-style-type: none"> Wedderburn Senior Citizens Wedderburn Hall Serpentine 	10	1	10	Microsoft office

Table 8: Logistics summary

8 COUNCIL BUSINESS FUNCTIONS, RESOURCES AND RECOVERY STRATEGIES

Council has addressed critical functions on an individual basis, utilising local resources. However, it is acknowledged that some business continuity events will require regional assistance. For that reason, Council will advocate to neighbouring councils about formalising disaster recovery strategies to assist each other if an event occurs.

8.1 Customer Service – front counter and telephone reception

Department	Function
Corporate Services	Wedderburn Office Customer Service - front counter and telephone reception - receiving and transferring calls, receipting, general information.
Responsible Manager	
Role:	Manager Information and Business Transformation
Name:	Peter Williams
Email:	pwilliams@loddon.vic.gov.au
Mobile:	0499 800 141
Office:	(03) 5494 1212

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
4 Hours	2 Hours	2 Hours	Tier 2: 24-48 Hours	Tier 1: ≤ 24 Hours
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Monday to Friday

Normal location	Recovery location
Wedderburn Office	1. Wedderburn Senior Citizens Centre
Loddon Shire Council	2. Wedderburn Community Centre
37-41 High Street	3. Serpentine Office
Wedderburn Vic 3518	4. Temporary office

Pre-event preparation required
1. Ensure soft copy of telephone list is available on desktop local drives and tablet devices.
2. Ensure hard copy of telephone list is included in the Business Continuity Resource Boxes.
3. Ensure manual receipt book is provided to Business Continuity Resource Boxes.
4. Ensure all policies and procedures are on a USB and in the Business Continuity Resource Boxes.
5. Ensure there is a battery operated calculator in the Business Continuity Resource Boxes.

IT applications and devices required by the department	Internal dependencies	External dependencies
Merit	Whole of Council	IT provider
Lynx	Mayor	Ratepayers
Attaché	Councillors	Community
Microsoft Office		
Loddon Shire Council website		

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and head count	1 staff minimum at all times	BAU	BAU	BAU	BAU
Telephones / mobile	Phone system operating through IT network	Telephony available	Telephony available	BAU	BAU
	Mobile phones	Telephony available	BAU	BAU	BAU
Desk & computers	3 desks and 2 computers	2 desks and 2 computers	BAU	BAU	BAU
Special requirements (state)	1 printer	1 printer	BAU	BAU	BAU
Vital records	Printed telephone lists	Printed telephone lists available	BAU	BAU	BAU
	Manual receipting book	Manual receipting book	BAU	BAU	BAU
Critical equipment	Fully operational CRM (Merit)	2 laptops for recording messages	2 laptops for recording messages	BAU	BAU
	Lynx Rating Manager	Manual receipting book	Manual receipting book	BAU	BAU
	Microsoft Office suite of products	2 laptops for recording messages	2 laptops for recording messages	BAU	BAU
	Attaché			BAU	BAU
	Internet connectivity			BAU	BAU
	LSC website			BAU	BAU
	Battery operated calculator	Battery operated calculator	Battery operated calculator	BAU	BAU

8.1.1 Recovery strategy for loss of: Customer service critical business functions

Resource	Manager's immediate response checklist
(1) Key staff	1.1 Contact part-time staff for availability.
	1.2 Contact casual staff for availability.
	1.3 Contact Finance Department staff to advise of the disruption and their requirement to report (or not) to work.
	1.4 If required, contact permanent Wedderburn Office staff to backfill customer service.

(2) IT	2.1 Consult with interested parties about timeframe for return of IT services.
(3) Telephony	3.1 Consult with interested parties about redirection of phone and fax numbers to dedicated mobile phones.
	3.2 Purchase pre-paid mobile phones if required
(4) Building / precinct	4.1 Ascertain alternate location for customer service staff from the Business Continuity Team.
(5) Vital records	5.1 Provide customer service staff with telephone list sourced from BCP.
	5.2 Provide customer service staff with manual receipt book sourced from business Continuity Resource Boxes.
(7) Critical equipment	7.1 Source two laptops from managers who have custody of them off-site.
	7.2 Source a battery operated calculator.
	7.3 Source stationery and other requirements.

Manager's ongoing responsibilities

- Ensure that all critical information is recorded by customer service officers.
- Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered.
- Advise customer service officers of any updated communication message.

Table 9: Customer service critical business functions

8.2 Information technology and telephony

Department	Function
Corporate Services	Information technology and telephony
Responsible Manager	
Role:	Manager Information and Business Transformation
Name:	Peter Williams
Email:	pwilliams@loddon.vic.gov.au
Mobile:	0499 800 141
Office:	(03) 5494 1212

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
4 Hours	4 Hours	ITDRP	Tier 2: 24-48 Hours	Tier 1: ≤ 24 Hours
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Monday to Friday

Normal location	Recovery location
Wedderburn office	Serpentine Office, Wedderburn Senior Citizens Centre
Loddon Shire Council	Depending on nature of event
37-41 High Street	
Wedderburn Vic 3518	
Serpentine office	Wedderburn Office or Wedderburn Senior Citizens Centre
Loddon Shire Council	Depending on nature of event
37 Peppercorn Way	
Serpentine Vic 3517	

Pre event preparation required
1. Ensure all policies and procedures are on a USB and in the Business Continuity Resource Boxes.
2. Ensure spare network Switch are in safes at Wedderburn Office and Serpentine Office.
3. Ensure power board and extension lead in safes at Wedderburn and Serpentine offices.
4. Ensure spare patch leads in safes at Wedderburn and Serpentine offices.

IT applications and devices required by the department	Internal dependencies	External dependencies
Veeam	All staff	IT Provider
Laptop		Power companies
Mobile Phone		

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles - Full time	1	1	BAU	BAU	BAU
Roles - Part time	1	1	BAU	BAU	BAU
Telephones / mobile	Phone system 2	1 Mobile Phone	BAU	BAU	BAU
Desk & computers	2	1 Laptop	BAU	BAU	BAU
Special requirements (state)	1 printer	Nil	BAU	BAU	BAU
Vital records	All Council documents which are contained in IT applications	ITDRP	BAU	BAU	BAU
Critical equipment	Computer System	Computer System	BAU	BAU	BAU

8.2.1 Recovery strategy for loss of: Information Technology and telephony critical business function information

Resource	Manager's immediate response checklist
(1) Key staff	1.1 Contact staff for availability. 1.2 If necessary contact outsourced provider for assistance. 1.3 Seek advice on the anticipated outage time and restoration of services; communicate to CEO and Business Continuity Team. 1.4 Request that relevant directors contact respective managers to advise and review their respective critical business functions and activities. 1.5 Advise Customer Service of communication message.
(2) IT	2.1 Refer ITDRP
(3) Telephony	3.1 Contact Telstra to redirect main phone numbers to DR site or mobile phones as appropriate. Use Council mobiles until the redirection of phone and fax numbers occurs through the Customer Service Centre. 3.2 Advise key stakeholders of issue and resolution time frames. 3.3 Consider iPhones/IPADS if available for emails if disaster will impact long term.
(4) Building / Precinct	4.1 Depending on the nature or location of an event either the Serpentine office, Wedderburn Office or the Wedderburn Senior Citizens centre could be used for a backup facility.
(5) Vital Records	5.1 Refer ITDRP.
(6) Suppliers	6.1 No alternative arrangements are currently in place
(7) Critical Equipment	7.1 IT Equipment could be relocated from the Wedderburn server room, if not available the Serpentine Server can be used to restore services. Workstations in Serpentine can also be used for user access as well as staff laptops and training laptops.

Manager's ongoing responsibilities

- Continuous communication with staff about restoration of IT services.
- Communicate the situation to the Business Continuity Team regularly.
- Ensure adequate IT staff available to assist with setup and running of temporary workspaces.
- Plan for restoration of services to main site when appropriate.

Table 10: Information technology and telephony critical business functions

8.3 Meals on wheels (MOW)

Department	Function
Community Wellbeing	Meals on Wheels (involves 30 meals a day)
Responsible Manager	
Role:	Manager Community Wellbeing
Name:	Amy Holmes
Email:	AHolmes@loddon.vic.gov.au
Mobile:	0437 879 217
Office:	(03) 5494 1201

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
8 Hours	4 Hours	2 Hours	Tier 2: 24-48 Hours	Tier 1: ≤ 24 Hours
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Monday to Friday

Normal location	Recovery location
Serpentine Office	Seek nearest location to determine support
Suppliers:	
<ul style="list-style-type: none"> Inglewood & District Health Boort District Health 	

Pre event preparation required
1. MOW delivery sheets are forwarded to mobile devices daily.
2. Monthly volunteer roster forwarded to mobile devices.
3. Volunteer contact details sent to mobile devices monthly.
4. Client Service Agreement's forwarded to mobile devices weekly.
5. Staff contact details forwarded to mobile devices when list changes.
6. Staff roster to be forwarded to mobile devices weekly.
7. Meal provider contact details to mobile devices.
8. BCP Folder set up on mobile devices.

IT applications and devices required by the department	Internal dependencies	External dependencies
Xpedite	Customer Service	Volunteers
Attaché	IT	Inglewood & District Health
Lynx	Finance	Boort District Health
Microsoft Office	Home Care Staff	Clients
Better Impact (Volunteers)		

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and head count	1 Manager Community Wellbeing	1 Manager Community Wellbeing	1 Manager Community Wellbeing	BAU	BAU
	2 Service Delivery	1 Service Delivery	1 Service Delivery	BAU	BAU
	30 Home Carers	2 Delivery	2 Delivery	BAU	BAU
	60 Volunteers	4	4	BAU	BAU
Telephones / mobile	4	1	1	BAU	BAU
	4VPN	1VPN	1VPN	BAU	BAU
Desk & computers	4 iPad	1 iPad (CWB iPad)	1 iPad (CWB iPad)	BAU	BAU
	4 Lap Tops	1 Lap Top	1 Lap Top	BAU	BAU
Special requirements (state)	1 Printer	Nil	Nil	BAU	BAU
Vital records	Clients Records	Clients Records	Clients Records	BAU	BAU
	MOW Delivery Sheets	MOW Delivery Sheets	MOW Delivery Sheets	BAU	BAU
	Clients Meal - Client Service Agreement (CSA's)	Clients Meals CSA's	Clients Meals CSA's	BAU	BAU
	Staff Records	Staff Records	Staff Records		
	Volunteer Records	Volunteer Records	Volunteer Records	BAU	BAU
Critical equipment	5 vehicles	5 vehicles	5 vehicles	BAU	BAU
	Food handling equipment (Eskies)	Food handling equipment (Eskies)	Food handling equipment (Eskies)	BAU	BAU

8.3.1 Recovery strategy for loss of: Meals on wheels

Resource	Manager's immediate response checklist
(1) Key staff	1.1 Contact service delivery team leader to determine roles and contact iPad holders for documentation. 1.2 Communicate with volunteers and delivery staff to update on situation. 1.3 Communicate with the Business Continuity Team and Customer Service teams on the situation e.g. what services will be provided. 1.4 If necessary utilise Loddon Shire staff to deliver meals.
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services. 2.2 All soft copies of documents required available on a CWB iPad or from laptop with remote access. 2.3 Hard copy procedures, roster and manual located at the Serpentine office. 2.4 All client electronic rosters etc. are only available from Xpedite program. Print out and store weekly on tablet devices. 2.5 The After Hours, Manager Community Wellbeing, Director Community Wellbeing and delegated staff have laptops/tablet devices with remote access.
(3) Telephony	3.1 Use mobiles until the redirection of phone and fax numbers occurs through the Customer Service. 3.2 Advise key stakeholders of mobile phone number while telephone system is unavailable.
(4) Building / Precinct	4.1 Seek nearest location to determine support for Inglewood & District Health, Boort District Health, Pyramid Hill, and Serpentine Office. 4.2 Ascertain alternate location for administration function from the Business Continuity Team.
(5) Vital Records	5.1 The following are the critical records that are required: Client data, delivery rosters and meal delivery team contact details (volunteer and staff).
(6) Suppliers	6.1 If lost seek alternate suppliers. Meals currently provided by Boort Hospital, Inglewood Hospital and Pyramid Hill Hostel. Although service is critical, meals can be accessed from alternative locations as long as food safety requirements are upheld. 6.2 Seek meals from supermarkets which can be reheated - source credit card from Director or finance department or use existing supplier account.
(7) Critical Equipment	7.1 Other vehicles available within Council. 7.2 Complete a review to ensure that alternate suppliers and food handling equipment can be readily replaced e.g. Eskies and heating equipment.

Manager's ongoing responsibilities

Continue ongoing communication with clients, staff, volunteer, suppliers, Business Continuity Team
 Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered
 Advise customer service officers of any updated communication message

Table 11: Meals on wheels critical business functions

Note: When reference to tablet devices - means After Hours, Director Community Wellbeing and the Manager Community Wellbeing

8.4 Personal care services

Department	Function
Community Wellbeing	Personal Care for clients who are dependent on support to complete critical self-care activities e.g. Assistance to get out of bed, or assistance to prepare or eat meals. This would include showering if it was an extended event.
Responsible Manager	
Role:	Manager Community Wellbeing
Name:	Amy Holmes
Email:	AHolmes@loddon.vic.gov.au
Mobile:	0437 879 217
Office:	(03) 5494 1201

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
8 Hours	4 Hours	2 Hours	Tier 2: 24-48 Hours	Tier 1: ≤ 24 Hours
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Monday to Sunday

Normal location	Recovery location
Serpentine Office	Determine a suitable administration base from BCP team and source service delivery staff from suitable locations
Remote Staff zones:	
• Inglewood	
• Wedderburn	
• Pyramid Hill	
• East Loddon	
• Boort	

Pre event preparation required
1. Ensure client contact details and details of their next of kin are available via Xpedite utilising access to VPN
2. Staff contact details forwarded to after hour mobile device when list changes
3. Staff roster to be forwarded to after hour mobile device weekly

IT applications and devices required by the department	Internal dependencies	External dependencies
Xpedite	Customer Service	Clients
Attaché	IT	
Lynx	Finance	
Microsoft Office	Outdoor Access	

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and head count	1 Manager Community Wellbeing	1 Manager Community Wellbeing	1 Manager Community Wellbeing	BAU	BAU
	2 Service Delivery	1 Service Delivery	1 Service Delivery	BAU	BAU
	30 Personal Care	10 Personal Carers	10 Personal Carers	BAU	BAU
Telephones / mobile	4	1	1	BAU	BAU
	4VPN	1VPN	1VPN	BAU	BAU
Desk & computers	3 iPad	1 iPad (CWB iPad)	1 iPad (CWB iPad)	BAU	BAU
	4 Laptops	1 Laptop	1 Laptop	BAU	BAU
Special requirements (state)	1 Printer	Nil	Nil	BAU	BAU
Vital records	Clients Records	Clients Records	Clients Records	BAU	BAU
	Weekly Roster	Weekly Roster	Weekly Roster	BAU	BAU
	Staff Records	Staff Records	Staff Records		
Critical equipment	5 vehicles	Vehicle in each staff zone	Vehicle in each staff zone	BAU	BAU

8.4.1 Recovery strategy for loss of: Personal care services

Resource	Manager's immediate response checklist
(1) Key staff	1.1 Contact service delivery team leader to determine roles and contact tablet device holders for documentation.
	1.2 Communicate with personal carers to update on situation.
	1.3 Communicate with the Business Continuity Team and Customer Service teams on the situation e.g. what services will be provided.
	1.4 Utilise other available resources if Loddon Shire Council staff are unavailable e.g. liaise with health services and/or family and brokered services.
	1.5 Communicate with Department of Health or Packaged Care Coordinator, clients and their carers/families to update on the situation.
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services.
	2.2 All soft copies of documents required available on a CWB iPad or from laptop with remote access.
	2.3 Hard copy procedures, roster and manual located at the Serpentine office.
	2.4 All client electronic rosters etc. are only available from Xpedite program. Print out and store weekly on iPad.
	2.5 After hours, Community Care Coordinator and Director Community Wellbeing have laptops with remote access.
(3) Telephony	3.1 Use mobiles until the redirection of phone and fax numbers occurs through the Customer Service.

Resource	Manager's immediate response checklist
	3.2 Advise key stakeholders of mobile phone number while telephone system is unavailable
(4) Building / Precinct	4.1 Ascertain alternate location for administration function from the Business Continuity Team.
(5) Vital Records	5.1 The following are the critical records that are required: Client and staff data and rosters.
(6) Suppliers	Nil external suppliers.
	Refer to 1.4 and 1.5 if Loddon Shire Council is unable to supply service.
(7) Critical Equipment	7.1 A vehicle for staff to access clients.

Manager's ongoing responsibilities

Continue ongoing communication with clients, staff, Health Department, Packaged Care Team and Business Continuity Team as required.

Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered.

Advise Customer Service officers of any updated communication message.

Table 12: Personal care services critical business functions

Note: When reference to tablet devices - means After Hours, Director Community Wellbeing and the Manager Community Wellbeing

8.5 Maintain safe, useable roads and public spaces

Department	Function
Works	Maintain Safe, Useable Roads and Public Spaces
Responsible Manager	
Role:	Manager Works
Name:	Daniel Lloyd
Email:	dlloyd@loddon.vic.gov.au
Mobile:	0407 337 251
Office:	03 5494 1218

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
8 Hours	4 Hours	2 Hours	Tier 2: 24-48 Hours	Tier 1: ≤ 24 Hours
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
24 Hours 7 Days per week - especially after significant weather events

Normal location	Recovery location
Wedderburn Depot	1. Wedderburn Office
Loddon Shire Council	2. Vehicle for manager/supervisors
Ridge Street	3. Work from home
Wedderburn Vic 3518	

Pre-event preparation required
1. Ensure hard copies of Operations Department relevant daily critical documents folders are up to date. Copies held by Manager Works, Assistant Manager Works, Building Maintenance Coordinator, Works Coordinator and all Team Leaders.
2. Ensure MERO kits are up to date - 3 copies; one at Wedderburn Office, one each with Manager Works and Assistant Manager Works.
3. Ensure copies of policies and procedures are on USB and the Business Continuity Resource Boxes.

IT applications and devices required by the department	Internal dependencies	External dependencies
Reflect	Technical Officer	Telstra
Microsoft Office	Customer Service	Property Maintenance Contractor - Facilities First
Radio Network	Mechanics	
Mobile Network		

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and head count	2 managers	1 manager	BAU	BAU	BAU
	1 works coordinator	1 works coordinator	BAU	BAU	BAU
	61staff	14 Loddon Goldfields 16 Loddon Plains 10 Townscape Services 8 Shire wide 3 Waste Services 2 Building Maintenance 2 Workshop 2 Surveillance	BAU	BAU	BAU
Telephones / mobile	8	8	BAU	BAU	BAU
Desk & computers	5	3	BAU	BAU	BAU
	4 Laptops	4 Laptops	BAU	BAU	BAU
Special requirements (state)	4 printers	1 printer	BAU	BAU	BAU
Vital records	Council maps, plans, engineering reports, structural designs	Road Management Plan & Blank Reflect work orders	BAU	BAU	BAU
Critical equipment	Radio network 30 utes 5 patrol trucks 7 graders 7 tractors 7 rollers 7 water trucks UHF radios	as required	BAU	BAU	BAU

8.5.1 Recovery strategy for loss of: Maintaining safe and useable roads and public spaces business functions

Resource	Manager's immediate checklist
(1) Key staff	1.1 Contact management, advise situation 1.2 Contact staff for availability and advise of situation 1.3 Communicate with Business Continuity Team on the situation. 1.4 Advise Customer Service on calls and scripted response via media/communications 1.5 Prioritise jobs at high risk and respond first 1.6 Advise community concerns to the Business Continuity Team if deemed appropriate
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services
(3) Telephony	3.1 Consult with Manager Information and Business Transformation about the redirection of phone numbers and fax numbers to dedicated mobile phones 3.2 Use mobiles until the redirection of phone and fax numbers occurs through Customer Centre, advise key stakeholders of issue and resolution time frames.
(4) Building / Precinct	4.1 Wedderburn Depot 4.2 Car for Manager 4.3 Work from home 4.4 If depots unavailable, transfer: <ul style="list-style-type: none"> • Wedderburn to Newbridge (vice versa Loddon Goldfields) • Boort to Pyramid Hill (vice versa Loddon Plains) • Townscape Services where deemed appropriate
(5) Vital Records	5.1 The following are the critical records that are required - Council maps (hard copies available) 5.2 Reflect works orders blank sheets
(6) Suppliers	6.1 If lost seek alternate supplier
(7) Critical Equipment	7.1 Multiple equipment available and move from site as required. (If significant event) resource from local area. 7.2 If mechanics required multiple options; Williams Adams, Bendigo Trucks, Bendigo Engineering.

Manager's ongoing responsibilities

Communicate with Vic Roads of the situation regularly
Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered
Communicate the situation to the Business Continuity Team regularly
Ensure that web has up to date information in respect to the situation

Table 13: Maintain safe and usable roads and public spaces business functions

8.6 Payroll

Department	Function
Payroll	Payroll - preparing fortnightly payroll payments for staff
Responsible Manager	
Role:	Manager Organisation Development
Name:	Janine Jackson
Email:	jjackson@loddon.vic.gov.au
Mobile:	
Office:	(03) 5494 1208

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
8 Hours	4 Hours	2 Hours	Tier 2: 24-48 Hours	Tier 1: ≤ 24 Hours
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Fortnightly - Tuesdays

Normal location	Recovery location
Wedderburn Office	1. Wedderburn Senior Citizens Centre
Loddon Shire Council	2. Wedderburn Community Centre
37-41 High Street	3. Serpentine Office
Wedderburn Vic 3518	4. Work from home

Pre-event preparation required
1. Sample timesheets placed in the Business Continuity Resource Boxes.
2. List of authorised signatories to be placed in the Business Continuity Resource Boxes.
3. Ensure copies of all policies, procedures, WBC Manual and BCP documents are on USB and in the Business Continuity Resource boxes.
4. Confirm what approvals are required from Westpac manual to undertake a re-run of the previous pay
5. Ensure procedures incorporate approvals process required by Westpac for pay re-run.
6. Document policy position about payment of costs incurred for declined direct debits as a result of a missed payment run.

IT applications and devices required by the department	Internal dependencies	External dependencies
Attaché	Managers/Supervisors	Attaché - Support Services
Westpac Online platform	Payroll Officer	Westpac
Xpedite	Financial Accountant	Xpedite Professional Services
Microsoft Office	Manager Information and Business Transformation	External IT consultant
HR Database	Aged and Disability Team Leader	

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and head count	1 Manager Organisation Development	Nil	BAU	BAU	BAU
	1 Human Resources (HR Coordinator)	1 Human Resources (HR Coordinator)	BAU	BAU	BAU
	1 Payroll Officer	1 Payroll Officer	BAU	BAU	BAU
	2 authorised signatories at all times	2 signatories	BAU	BAU	BAU
Telephones / mobile	4 landlines and 1 mobile	1 mobile	1 mobile	BAU	BAU
Desk & computers	4 desks and 4 laptop computers	1 laptop	2 desks and 2 computers	BAU	BAU
Special requirements (state)	1 printer	1 printer	1 printer	BAU	BAU
Vital records	Time Sheets	Timesheet evidence	Timesheet evidence	BAU	BAU
	Leave forms	BAU	BAU	BAU	BAU
	WBC contact details	BAU	BAU	BAU	BAU
Critical equipment	Attaché	Previous pay records	Previous pay records	BAU	BAU
	Xpedite	Previous pay records	Previous pay records	BAU	BAU
	Microsoft Office suite of products	Previous pay records	Previous pay records	BAU	BAU
	Internet connectivity	Westpac online to process previous pay	Westpac online to process previous pay	BAU	BAU
	Westpac authorisation devices (RSA SecurID)	Previous pay records authorisation devices (RSA SecurID)	Previous pay records authorisation devices (RSA SecurID)	BAU	BAU

8.6.1 Recovery Strategy for Loss of: Payroll critical business functions

Resource	Manager's immediate response checklist
(1) Key staff	1.1 Contact Payroll Officer and advise that they are required and discuss when the next pay run is due.
	1.2 Contact HR Coordinator and advise what is required in the short term and the need for checking payroll if required.
	1.3 Contact authorised signatories and advise them of payroll requirements
(2) IT	2.1 Consult with Manager Information and Business Transformation and Business Transformation about timeframe for return of IT services.
	2.2 If required, contact WBC Bendigo and discuss the possibility of a re-run of previous pay.

Resource	Manager's immediate response checklist
(3) Telephony	3.1 Advise key stakeholders of mobile phone number for payroll while telephone system is unavailable
(4) Building / precinct	4.1 Ascertain alternate location for payroll function from the Business Continuity Team.
(5) Vital records	5.1 Issue timesheets leave forms, etc. to staff who require them.
	5.2. Contact WBC for a copy of the last pay run so that it can be assessed for suitability for a re-run, or whether some payments need to be adjusted (e.g. annual leave paid in advance, termination pays).
(6) Suppliers	Nil
(7) Critical equipment	7.1 If they are inaccessible or destroyed in the event, contact WBC for new authorisation devices for payments.
Manager's ongoing responsibilities	
Continue ongoing communication with staff about the payroll system functionality, whether it is impacting the ability to run a new payroll, when payments will be made, etc.	
Maintain communication with Manager Information and Business Transformation and Business Transformation about the restoration of the system.	

Table 14: Payroll critical business functions

8.7 Stock on roads

Department	Function
Operations	Stock on Roads - activities include, call out 7 days a week and fire prevention
Responsible Manager	
Role:	Manager Development and Compliance
Name:	Glenn Harvey
Email:	gharvey@loddon.vic.gov.au
Mobile:	0427 677 086
Office:	(03) 5494 1241

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
8 Hours	2 Hours	ITDRP	Tier 2: 24-48 Hours	Tier 1: ≤ 24 Hours
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
24 Hours 7 Days per week

Normal location	Recovery location
Wedderburn Office	1. Wedderburn Depot
Loddon Shire Council 37-41 High Street Wedderburn Vic 3518	2. Vehicle

Pre event preparation required
1. Ensure copies of policies and procedures are on USB and in the Business Continuity Resource Boxes.

IT applications and devices required by the department	Internal dependencies	External dependencies
Microsoft Office	Customer Service	Victoria Police
Lynx		CFA
GIS		RSPCA
MERIT		Bureau of Animal Welfare
Open Office		Vets - Wedderburn and Boort
		DELWP
		Victorian Building Authority

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and head count	2	1	BAU	BAU	BAU
	1 casual				
Telephones / mobile	2	1	BAU	BAU	BAU
Desk & computers	2	1	BAU	BAU	BAU
Special requirements (state)	Nil	-	BAU	BAU	BAU
Vital records	Maps	Yes	BAU	BAU	BAU
Critical equipment	1 vehicle, 1 rifle	1 vehicle, 1 rifle	BAU	BAU	BAU

8.7.1 Recovery strategy for loss of: Stock on roads critical business functions

Resource	Manager's immediate checklist
(1) Key staff	1.1 Contact staff for availability. 1.2 Prioritise jobs as per risk (highest to lowest) and respond to high risk first. 1.3 Advise Business Continuity Team of situation. 1.4 Advise Communications Officer of community concerns if deemed appropriate by CEO. 1.5 Advise customer service of scripted response as per Communications Officer's releases.
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services
(3) Telephony	3.1 Consult with Manager Information and Business Transformation about the redirection of phone numbers and fax numbers to dedicated mobile phones 3.2 Use mobiles until the redirection of phone and fax numbers occurs through Customer Centre, advise key stakeholders of issue and resolution time frames.
(4) Building / precinct	4.1 Wedderburn Depot 4.2 Vehicle
(5) Vital records	5.1 The following are the critical records that are required - Council maps. Local knowledge of Council would assist if they are unavailable.
(6) Suppliers	6.1 Not applicable
(7) Critical equipment	7.1 Multiple vehicles available

Manager's ongoing responsibilities

Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered.

Communicate the situation to the Business Continuity Team regularly.

Ensure that web has up to date information in respect to the situation.

Table 15: Stock on roads critical business function information

8.8 Financial functions (various)

Department	Function
Corporate Services	Financial functions – procurement, revenue collection, reporting and general
Responsible Manager	
Role:	Manager Financial Services
Name:	Deanne Caserta
Email:	dcaserta@loddon.vic.gov.au
Mobile:	
Office:	(03) 5494 1248

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
			Tier 2: 24-48 Hours	Tier 2: 24-48 Hours
7 Days	24-48 Hours	ITDRP	Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Daily

Normal location	Recovery location
Wedderburn Office	1. Wedderburn Senior Citizens Centre
Loddon Shire Council	2. Working from home
37-41 High Street	3. Wedderburn Depot
Wedderburn Vic 3518	4. Serpentine Office

Pre-event preparation required
1. Ensure there is a purchase order book in Business Continuity Resources Boxes.
2. List of authorised signatories to be placed in the Business Continuity Boxes.
3. Copy of Levels of Authority to be placed in the Business Continuity Boxes.
4. Ensure all policies and procedures are on USB and in the Business Continuity Resource Boxes.
5. Banking authorisation devices securely stored at all times.
6. Laptop devices to be taken offsite after work

IT applications and devices required by the department	Internal dependencies	External dependencies
Attaché		WBC and NAB
WBC/NAB Banking Systems (Internet Access)	All authorised purchasing officers	Magiq
Microsoft Outlook	Records Officer	Attaché – Maya Support
Compliance Software	Authorised signatures x 2	All external suppliers
Magiq	IT Support Team	RSD Advisors
Lynx Rating Manager		HLB Mann Judd
Credit Cards		Flexipurchase
Nimblex Cloud 270		

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles	9	2	4	6	BAU
Telephones /mobile	9 headsets	1 mobile/1 headset	1 mobile/3 headsets	4 headsets	BAU
Desk & computers	9	2 laptops	4 laptops	6 laptops	BAU
Special requirements (state)	1 printer	Nil	Nil	1 printer	BAU
Vital records	See 5.1				BAU
					BAU
					BAU
Critical equipment	WBC Authorisation devices/credit cards				BAU

8.8.1 Recovery strategy for loss of: Financial functions (various)

Resource	Manager's immediate response checklist
(1) Key staff	1.1 Contact staff for availability. 1.2 Advise staff who perform functions of delay. 1.3 Review regular financial functions, request staff communicate with interested parties and advise of situation and any subsequent delays. 1.4 Prioritise critical financial functions.
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services.
(3) Telephony	3.1 Consult with Manager Information and Business Transformation about redirection of phone and fax numbers to dedicated mobile phones.
(4) Building / precinct	4.1 Ascertain alternate location for finance staff from the Business Continuity Team.
(5) Vital records	5.1 The following are the critical records that are required – contained within online management system
(6) Suppliers	6.1 Multiple suppliers available.
(7) Critical Equipment	7.1 WBC authorisation devices. 7.2 Credit Cards

Manager's ongoing responsibilities

Ensure there is sufficient staff to undertake the roles effectively.

Continue to talk to staff and interested parties about situation.

Maintain communication with Manager Information and Business Transformation about restoration of systems.

Ensure staff keep accurate manual records.

Table 16: Financial functions (various) critical business function information

8.9 Accounts payable

Department	Function
Corporate Services	Accounts Payable - payment of contractors etc.
Responsible Manager	
Role:	Manager Financial Services
Name:	Deanne Caserta
Email:	dcaserta@loddon.vic.gov.au
Mobile:	
Office:	(03) 5494 1206

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
			Tier 2: 24-48 Hours	Tier 3: 2-7 Days
7 Days	24-48 Hours	ITDRP	Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
15 th and 30 th of each month

Normal location	Recovery location
Wedderburn Office	1. Wedderburn Senior Citizens Centre
Loddon Shire Council 37-41 High Street	2. Wedderburn Community Centre
Wedderburn Vic 3518	3. Serpentine office
	4. Work from home

Pre-event preparation required
1. Ensure there is a purchase order book in Business Continuity Resources Boxes.
2. List of authorised signatories to be placed in the Business Continuity Boxes.
3. Copy of Levels of Authority to be placed in the Business Continuity Boxes.
4. Ensure all policies and procedures are on USB and in the Business Continuity Resource Boxes.

IT applications and devices required by the department	Internal dependencies	External dependencies
Attaché	Financial Accountant	WBC platform
WBC online platform	All authorised purchasing officers	Power Budget
Microsoft Outlook	Records Officer	Attaché - SOS Bendigo
Compliance Software	Authorised signatures x 2	All external suppliers

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles - Part-time	2	Nil	Nil	1	BAU
Telephones / mobile	2	1 mobile	1 mobile	1	BAU
Desk & computers	2	1 laptop	1 laptop	1 laptop	BAU
Special requirements (state)	1 printer	Nil	Nil	1 printer	BAU
Vital records	Invoices	Nil	Yes	Yes	BAU
	Purchase Orders	Yes	Yes	Yes	BAU
	Supplier Information	Nil	Yes	Yes	BAU
	Bank Account details	Nil	Yes	Yes	BAU
	Cheques	Nil	Nil	Yes	BAU
Critical equipment	None	Nil	Nil	Nil	BAU

8.9.1 Recovery strategy for loss of: Accounts payable

Resource	Manager's immediate response checklist
(1) Key staff	1.1 Contact part-time staff for availability. 1.2 Advise staff who submit orders for payments of delay. 1.3 Request staff communicate with suppliers and advise of situation. 1.4 Review regular payments - contact and advise of delay. 1.5 Prioritise critical payments and consider options e.g. cheque.
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services.
(3) Telephony	3.1 Consult with Manager Information and Business Transformation about redirection of phone and fax numbers to dedicated mobile phones.
(4) Building / precinct	4.1 Ascertain alternate location for accounts payable staff from the Business Continuity Team.
(5) Vital records	5.1 The following are the critical records that are required - invoices, purchase orders, supplier information, bank account details, cheques (confirm where they are located and where backup cheques can be located).
(6) Suppliers	6.1 Multiple suppliers available.
(7) Critical Equipment	7.1 WBC authorisation devices.

Manager's ongoing responsibilities

- Ensure there is sufficient staff to undertake the roles effectively.
- Continue to talk to staff and suppliers about situation.
- Maintain communication with Manager Information and Business Transformation about restoration of the system.
- Ensure staff keep accurate manual records.

Table 17: Accounts payable critical business function information

8.10 Building – Regulatory permits

Department	Function
Operations	Building - Regulatory permits
Responsible Manager	
Role:	Manager Development and Compliance
Name:	Glenn Harvey
Email:	gharvey@loddon.vic.gov.au
Mobile:	0427 677 086
Office:	(03) 5494 1241

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
14 Days	5 Days	ITDRP	Tier 2: 24-48 Hours	Tier 4: 8-14 Days
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Monday to Friday

Normal location	Recovery Location
Wedderburn Office	1. Wedderburn Senior Citizens Centre
Loddon Shire Council	2. Wedderburn Community Centre
	3. Serpentine Office
37-41 High Street	4. Work from home
Wedderburn Vic 3518	

Pre event preparation required
1. Ensure copies of policies and procedures are on USB and in the Business Continuity Resource Boxes.

IT applications and devices required by the department	Internal dependencies	External dependencies
Lynx	Engineers	NCCMA
Microsoft Office	Town Planner	Water Authorities
GIS	Public Health Officer	CFA
Internet		Environmental Protection Authority
LCM		Victorian Building Authority

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and headcount	1.5	Nil	1	BAU	BAU
Telephones / mobile	2	Nil	1	BAU	BAU
Desk & computers	2	Nil	1	BAU	BAU
Special requirements (state)	Nil	Nil	Nil	BAU	BAU
Vital records	Applications	Nil	Yes	BAU	BAU
Critical equipment	Nil	Nil	Nil	BAU	BAU

8.10.1 Recovery strategy for loss of: Planning – regulatory permits

Resource	Manager's immediate checklist
(1) Key staff	1.1 Develop a communication strategy and explore a range of mediums which include public notification. 1.2 Brief customer service to review and understand immediate customers who will be affected. 1.3 Contact Victorian Building Authority and advise of situation.
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services.
(3) Telephony	3.1 Consult with Manager Information and Business Transformation about redirection of phone and fax numbers to dedicated mobile phones. 3.2 Use mobiles until the redirection of phone and fax numbers occurs through the business recovery centre
(4) Building / Precinct	4.1 Ascertain alternate location for Business Continuity Team
(5) Vital Records	5.1 The following are the critical records that are required - applications. If these are unavailable then the process is significantly affected.
(6) Suppliers	6.1 If lost seek alternate suppliers
(7) Critical Equipment	7.1 Not applicable

Manager's ongoing responsibilities

Contact applicants to advise of situation.

Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered.

Advise customer service officers of any updated communication message.

Table 18: Building-regulatory permits critical business function information

8.11 Waste collection

Department	Function
Works	Waste Collection
Responsible Manager	
Role:	Manager Works
Name:	Daniel Lloyd
Email:	dlloyd@loddon.vic.gov.au
Mobile:	0407 337 251
Office:	03 5494 1218

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
10 Days	5 Days	ITDRP	Tier 2: 24-48 Hours	Tier 4: 8-14 Days
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Monday to Friday including Christmas

Normal location	Recovery Location
No set location as Council uses external contractors:	Not required
- Veolia	

Pre event preparation required
1. Ensure contractor has hard copies and soft copies of procedures.
2. Ensure there is a copy of the routes lists in Business Continuity Resource Boxes.
3. Copies of BCP documents in the Business Continuity Resource Boxes.

IT applications and devices required by the department	Internal dependencies	External dependencies
Merit	Customer Service	Veolia
GIS	Tip Operators (3)	
Microsoft Office	Operations Department	

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and head count	Manager	Nil	Nil	1	BAU
	2 Truck Drivers	Nil	Nil	2	BAU
Telephones / mobile	1	Nil	Nil	1	BAU
Desk & computers	1	Nil	Nil	1	BAU
Special requirements (state)	-	Nil	Nil	Nil	BAU
Vital records	Route Sheets	Nil	Nil	2	BAU
Critical equipment	2 Dedicated Trucks	Nil	Nil	2	BAU

8.11.1 Recovery strategy for loss of: Waste collection critical business functions

Resource	Manager's immediate response check list
(1) Key staff	1.1 Communicate with Contractor in respect to the issue. 1.2 Contractor has a range of staff who can backfill if their two dedicated staff are unavailable. 1.3 Develop a communication strategy and explore a range of mediums which include public notification. 1.4 Brief Customer Service and review and understand immediate customers who will be affected as per weekly pick up route.
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services.
(3) Telephony	3.1 Use mobiles until the redirection of phone and fax numbers occurs through Customer Service.
(4) Building / Precinct	NA
(5) Vital Records	5.1 The following are the critical records that are required - Route sheets and contact list of contractor's details.
(6) Suppliers	6.1 If lost, activate clause in the contract that allows Council to seize plant and equipment and source alternate suppliers 6.2 Employ staff on a casual basis
(7) Critical Equipment	7.1 Plant and equipment - 2 dedicated trucks

Manager's ongoing responsibilities

Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered.

Advise customer service officers of any updated communication message.

Table 19: Waste Collection critical business function information

8.12 Planning – Regulatory permits

Department	Function
Operations	Planning - Regulatory permits
Responsible Manager	
Role:	Manager Development and Compliance
Name:	Glenn Harvey
Email:	gharvey@loddon.vic.gov.au
Mobile:	0427 677 086
Office:	(03) 5494 1241

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
14 Days	5 Days	ITDRP	Tier 2: 24-48 Hours	Tier 4: 8-14 Days
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Monday to Friday

Normal location	Recovery Location
Wedderburn Office	1. Wedderburn Senior Citizens Centre
Loddon Shire Council	2. Wedderburn Community Centre
	3. Serpentine Office
37-41 High Street	4. Work from home
Wedderburn Vic 3518	

Pre event preparation required
1. Ensure copies of policies and procedures are on USB and in the Business Continuity Resource Boxes.

IT applications and devices required by the department	Internal dependencies	External dependencies
Lynx	Engineers	NCCMA
Microsoft Office	Municipal Building Surveyor	Water Authorities
GIS	Public Health Officer	Powercor
Internet		SP Aus Net
LCM		CFA
		Environmental Protection Authority
		DTPLI
		DPEI

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and headcount	1.6	Nil	Nil	1	BAU
Telephones / mobile	2	Nil	Nil	1	BAU
Desk & computers	2	Nil	Nil	1	BAU
Special requirements (state)	Nil	Nil	Nil	Nil	BAU
Vital records	Applications	Nil	Nil	Nil	BAU
Critical equipment	Nil	Nil	Nil	Nil	BAU

8.12.1 Recovery strategy for loss of: Planning – regulatory permits

Resource	Manager's immediate checklist
(1) Key staff	1.1 Call staff to check on availability and advise of situation. 1.2 Develop a communications strategy and explore a range of mediums which include public notification. 1.3 Brief customer service to review and understand immediate customers who will be affected. 1.4 Contact Department of Transport, Planning and Local Infrastructure and advise of situation.
(2) IT	2.1 Consult with Manager Information and Business Transformation about timeframe for return of IT services.
(3) Telephony	3.1 Consult with Manager Information and Business Transformation about redirection of phone and fax numbers to dedicated mobile phones. 3.2 Use mobiles until the redirection of phone and fax numbers occurs through the business recovery centre
(4) Building / Precinct	4.1 Ascertain alternate location for Business Continuity Team
(5) Vital Records	5.1 The following are the critical records that are required - applications. If these are unavailable then the process is significantly affected.
(6) Suppliers	6.1 If lost seek alternate suppliers
(7) Critical Equipment	7.1 Not applicable

Manager's ongoing responsibilities

Contact applicants to advise of situation.

Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered.

Advise customer service officers of any updated communication message.

Table 20: Planning-regulatory permits critical business function information

8.13 Mail collection and distribution

Department	Function
Corporate Services	Mail collection and distribution - includes collection from Post Office, sorting cheques, invoices to accounts payable, classify and scan, liaise with departments
Responsible Manager	
Role:	Manager Information and Business Transformation and Business Transformation
Name:	Peter Williams
Email:	pwilliams@loddon.vic.gov.au
Mobile:	0499 800 141
Office:	(03) 5494 1212

Critical business timings			BPC Legend	
MTPD	RTO	RPO	Tier 1: ≤ 24 Hours	BPC
14 Days	5 Days	ITDRP	Tier 2: 24-48 Hours	Tier 4: 8-14 Days
			Tier 3: 2-7 Days	
			Tier 4: 8-14 Days	

Peak periods
Monday to Friday

Normal location	Recovery location
Wedderburn Office	1. Wedderburn Senior Citizens Centre
Loddon Shire Council	2. Wedderburn Community Centre
37 - 41 High Street	3. Serpentine office
Wedderburn Vic 3518	4. Temporary office

Pre-event preparation required
1. Ensure hard copy of the filing index is in the Business Continuity boxes.
2. Ensure hard copy of Responsible Officers list is in the Business Continuity Resource Boxes.
3. A spare Loddon Shire registration stamp and date received stamp is in the Business Continuity Resource Boxes.
4. Ensure copies of policies and procedures are on USB and in the Business Continuity Resources Boxes.

IT applications and devices required by the department	Internal dependencies	External dependencies
LCM	Customer Service	Australia Post
Scanning Software	All Departments	Public Records Office
Adobe Acrobat		Records management software provider
Microsoft Office		Stematic

Resources	Business as Usual (BAU)	Minimum Resource Requirements Over Time			
		Tier 1	Tier 2	Tier 3	Tier 4
Roles and headcount	2	Nil	Nil	1	BAU
Telephones / mobile	2	Nil	Nil	1	BAU
Desk & computers	2	Nil	Nil	1	BAU
Special requirements (state)	-	-	-	-	-
Vital Records	Mail Received	Nil	Nil	Yes	BAU
Critical Equipment	1 Copier/scanner	Nil	Nil	1	BAU

8.13.1 Recovery strategy for loss of: Mail collection and distribution

Resource	Manager's immediate response checklist
(1) Key staff	1.1 Contact staff for availability. 1.2 Advise all staff of delay. 1.3 Liaise with Australia Post. 1.4 Advise key stakeholders of issue and resolution time frames. 1.5 Advise managers who are expecting key deliveries and payments to consider options like email or direct debit, couriers if critical, and seek delays. 1.6 For invoices from key suppliers contact direct and seek alternate method of receiving documentation.
(2) IT	2.1 Consult with and advise interested parties about timeframe for return of IT services.
(3) Telephony	3.1 Consult with and advise interested parties about redirection of phone and fax numbers to dedicated mobile phones.
(4) Building / Precinct	4.1 Ascertain alternate location from Business Continuity Team.
(5) Vital Records	5.1 The following are the critical records that are required to be restored - mail received.
(6) Suppliers	6.1 Critical supplier is InfoVision - If lost seek alternate supplier or process.
(7) Critical Equipment	7.1 Scanner, non-critical and MAO will allow for replacement to be found

Manager's ongoing responsibilities

Ensure urgent mail items received are handled immediately.

Liaise with the Business Continuity Team to ensure that the appropriate communication message is delivered.

Table 21: Mail collection and distribution critical business function information

9 REVIEW

The Manager Organisational Development will review this policy for any necessary amendments no later than 1 year after adoption of this current version.

APPENDIX 2 – CONTACTS

Refer to Crisis Communications Procedure.

APPENDIX 3 – FIRST RESPONSE CHECKLIST

Incident & Business Continuity Response				
Item	Action	Responsibility	Supporting docs/ personnel	Date/ time/ done
1.	Ensure Emergency Management Plans have been activated as per procedure	CEO / Directors or alternate	Municipal Emergency Management Plan	
2.	Assess the severity of the incident	CEO / Directors or alternate		
3.	As soon as severity is known -	CEO / Directors or alternate		
4.	Account for everyone	CEO/ Directors and relevant Business Unit Managers		
5.	Identify any injuries to persons	CEO / Directors and relevant Business Unit Managers		
6.	Contact Emergency Services (<i>if required</i>)	CEO / Directors and relevant Business Unit Managers		
7.	Activate Loddon Shire Council Business Continuity Plan and Business Continuity Team (if required)	CEO / Director or Alternate		
8.	Commence communication strategy for internal and external stakeholders including, staff, community, special needs or communities at risks	CEO / Directors / Communications Officer		
9.	If there is a full or partial loss of the facility and or business function, consider the impact and review which areas are impacted and are time critical business functions e.g. Maximum Acceptable Outage in the first 24 hours: See MTPD at end of this checklist.	CEO / Director and relevant Department Manager		
10.	Review the immediate situation and initial assessment to determine the magnitude of the event. Ensure details are located in the log sheet.	CEO / Directors or alternate and Log Keeper	BCP Log Sheet Form – Appendix 1	
11.	Advise staff through SMS, telephone, etc. about recovery strategy and attendance at alternate locations.	Director Corporate Services & Human Resources		

Incident & Business Continuity Response				
Item	Action	Responsibility	Supporting docs/ personnel	Date/ time/ done
12.	Review roles and responsibilities are referenced in Business Continuity Plan to ensure they are being done e.g. Log keeper and BCP Members	Director and Team members		
13.	Review specific critical business functions and relevant recovery strategies, and liaise with specific staff identified in the critical business functions recovery plans.	Responsible Director		
14.	If event involves the activation of the IT Disaster Recovery Plan, liaise with IT provider and Business Continuity Team to ensure a coordinated response.	Manager Information and Business Transformation and Business Continuity Team members		
15.	Ensure IT impact assessment of the event has been completed and report to IT provider and Business Continuity Team: <ul style="list-style-type: none"> ▪ IT applications affected ▪ IT systems affected ▪ data affected, and ▪ communications equipment and systems affected. 	Manager Information and Business Transformation and Business Continuity Team members		
16.	Chief Executive Officer continues to prioritise and liaise with Business Continuity Team as required, delegate or hand over team leadership if required.	Chief Executive or alternate		

Maximum Tolerable Period of Disruption:

No.	Business Unit	Critical Business Function	MTPD
1.	Corporate Services	Customer service – Front counter and telephone reception	4 Hours
2.	Corporate Services	Information technology and telephony	8 Hours
3.	Community Wellbeing	Meals on wheels	8 Hours
4.	Community Wellbeing	Personal Care – for clients who are dependent on support to complete critical self-care activities	8 Hours
5.	Operations	Maintain safe and useable roads and public spaces	8 Hours
6.	Corporate Services	Payroll	8 Hours
7.	Operations	Stock on Roads	8 Hours
8.	Corporate Services	Financial functions (various)	24-48 Hours
9.	Corporate Services	Accounts payable	2-7 Days
10.	Operations	Building – Regulatory permits	14 Days
11.	Operations	Waste collection	14 Days

No.	Business Unit	Critical Business Function	MTPD
12.	Operations	Planning – Regulatory permits	14 Days
13.	Corporate Services	Mail collection and distribution	14 Days

APPENDIX 4 – COMMUNICATION PLAN

When a disruptive event occurs, there is a need to communicate to relevant internal and external stakeholders in a timely manner. If Council operations are disrupted, members of the community will want to know how they will be impacted. Regulators may need to be notified and Councillors will want to know what is going on in their community. Members of the community living near the Council facility may need information – especially if they are threatened by the disruptive event. All of these ‘audiences’ will want information before Council has a change to begin communicating.

Item	Action	Date/Time	Assigned to	Time Completed	Notes
1.	The CEO obtains situation report from Council officer or member of emergency services with the authority and knowledge to accurately appraise the situation.				
2	CEO enacts BCP Management Team (BCT)				
3.	Council's BCT meets to assess situation, develop approach and strategies				
4	Council's BCT determines the response and message				
5.	Council's BCT meets with communications and media to discuss responses				
6.	Council's BCT prepares initial internal and external communications				
7.	Messages and strategy reviewed and approved by Council's BCT				
8.	Council's BCT and communications and media deliver initial internal and external messages				
9.	Communications and media updates Council website with information on the disruptive event				
10.	Communications and media coordinates meetings with media and deliver approved messages				
11.	Council's BCT prepares and distributes status reports regularly on the situation				
12.	Council's BCT prepares and delivers regular updates to stakeholders, government agencies and other relevant entities				

Item	Action	Date/Time	Assigned to	Time Completed	Notes
13.	Council's BCT prepares and delivers messages on resolution of disruptive event				
14.	Council's BCT provides ongoing updates to internal and external parties as the situation is resolved				
15.	Council's BCT is advised CEO that the disruptive event has been resolved				
16.	Council's BCT stands down once the disruptive event has been resolved				
17.	Council's BCT prepares and issues post-event reports as needed to internal and external parties				
18.	Council's BCT conducts post-event review of and revision of the BCM process				

APPENDIX 5 – BUSINESS CONTINUITY BOXES

Two Business Continuity Resources boxes are provided and are housed in the Wedderburn and Serpentine safes.

The Business Continuity Resource boxes will have a current copy of the Business Continuity Management document as well as the following items that are listed in Section 8 of this document.

Critical Function No.	Critical Function	Item in boxes
8.1	Customer Service – front counter and telephone reception	<ul style="list-style-type: none"> • Copy of telephone list • Manual receipt book • Battery operated calculator • Copies of all policies and procedures on USB
8.2	Information technology and telephony	<ul style="list-style-type: none"> • Copies of all policies and procedures on USB • Spare network switches • Power board and extension leads • Spare patch leads
8.5	Maintain safe, useable roads and public spaces	<ul style="list-style-type: none"> • Copies of all policies and procedures on USB
8.6	Payroll	<ul style="list-style-type: none"> • Sample time sheets • List of authorised signatures • Copies of all policies and procedures on USB • Updated list of staff, next of kin, contact details etc.
8.7	Stock on roads	<ul style="list-style-type: none"> • Copies of all policies and procedures on USB
8.8	Building – regulatory permits	<ul style="list-style-type: none"> • Copies of all policies and procedures on USB
8.9	Waste collection	<ul style="list-style-type: none"> • Copies of route lists • Copies of all policies and procedures on USB
8.10	Accounts payable	<ul style="list-style-type: none"> • Purchase order book • List of authorised signatories • Copy of levels of authority • Copies of all policies and procedures on USB
8.11	Planning – regulatory permits	<ul style="list-style-type: none"> • Copies of all policies and procedures on USB
8.12	Mail collection and distribution	<ul style="list-style-type: none"> • Copy of filing index • Copy of responsible officers list • Loddon Shire registration stamp and date received stamp • Copies of all policies and procedures on USB

The items in the Business Continuity Resource boxes are to be reviewed 6 monthly. A reminder is to be placed in the Advent Manager Compliance system for each Manager to review.

10.6 ADOPTION OF THE COMPLAINT HANDLING POLICY V1**File Number:****Author:** Peter Williams, Manager Information and Business Transformation**Authoriser:** Sharon Morrison, Director Corporate Services**Attachments:** 1. Complaint Handling Policy V1**RECOMMENDATION**

That Council adopts the Complaints Policy V1

CONFLICT OF INTEREST

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

PREVIOUS COUNCIL DISCUSSION

The Complaints Policy was reviewed by Council in the November Councillor Forum.

BACKGROUND

The purpose of the policy is to provide guidance in relation to how Council will manage customer complaints, complementing the Complaint Handling Framework and the Complaint Handling Procedure.

ISSUES/DISCUSSION

Complaints are currently handled within the Complaints Handling Framework adopted in 2017, but Council is required under Section 106 (Service Performance Principles) and Section 107 (Complaints Policy) of the Local Government Act 2020 to have this Policy adopted prior to 31 December 2021.

The policy is designed to provide reassurance to complainants that Council has in place a complaints process that is governed by good and fair policy, with review mechanisms in place.

COST/BENEFITS

The only direct costs associated with the adoption of this policy are the time taken to record, manage and respond to the customer complaints in accordance with the Framework, Policy and Procedure. The benefit of the policy is compliance and good governance.

RISK ANALYSIS

By adopting the Policy prior to 31 December 2021, Council will comply with Section 106 (Service Performance Principles) and Section 107 (Complaints Policy) of the Local Government Act 2020.

CONSULTATION AND ENGAGEMENT

The document has been subject to the approval process of the Policy Review Group and discussion at Management Executive Group and Loddon Leaders after Councillor review in the November 2021 Briefing.



COMPLAINT HANDLING POLICY

DOCUMENT TYPE:	Council policy
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Manager Information and Business Transformation
INTERNAL COMMITTEE ENDORSEMENT:	Not applicable
APPROVED BY:	Council
DATE ADOPTED:	Click here to enter date of approval
VERSION NUMBER:	1
REVIEW DATE:	30/09/2025
DATE RESCINDED:	Click here to enter a date.
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Customer Service Charter Records Management Policy Instrument of Delegation Complaints Against Councillors Policy Councillor Code of Conduct Staff, Volunteers and Contractors Code of Conduct Equal Opportunity and Anti-Discrimination Policy Bullying Occupational Violence Policy Public Interest Disclosure Procedure Staff Complaints Policy Staff Complaints Procedure Complaint Handling Procedure Complaints Handling Framework Victorian Ombudsman – Councils and complaints – A good practice guide 2nd edition July 2021
RELATED LEGISLATION:	Local Government Act 2020 Gender Equality Act 2020 Charter of Human Rights and Responsibilities Act 2006 Freedom of Information Act 1982 Information Privacy Act 2000 Public Interest Disclosure Act 2012 Public Records Act 1973 Equal Opportunity Act 2010 Infringements Act 2006 Planning and Environment Act 1987 Competition and Consumer Act 2010 Independent Broad-based Anti-corruption Commission Act 2011 Privacy and Data Protection Act 2014 Public Health and Wellbeing Act 2008 Food Act 1984 Environment Protection Act 1974 AS/NZS 10002:2014 ISO 10002:2018 AS 8001:2021
EVIDENCE OF APPROVAL:	<hr/>



COMPLAINT HANDLING POLICY

Signed by Chief Executive Officer

FILE LOCATION: Document1

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.



COMPLAINT HANDLING POLICY

1 PURPOSE

The purpose of this policy is to outline how Loddon Shire Council manages complaints.

2 SCOPE

This policy applies to all employees, contractors and volunteers of Council and decisions made at Council meetings.

This policy does not apply to complaints against a councillor or councillors. Refer to the Complaints against Councillors Policy.

This policy does not apply to decisions or processes that have separate statutory or other legislative appeal processes. Examples of service areas in which there are separate statutory or legislative appeal processes include but are not limited to:

- complaints relating to a planning application or decision
- complaints relating to parking or local law infringements
- complaints relating to building, health and food services
- public interest disclosures alleging fraud, corruption or other criminal behaviour
- freedom of information requests
- work related complaints from Council staff (i.e. complaints relating to their employment)
- complaints already reviewed by an external agency.

3 POLICY

While every effort is made to deliver high quality services, Council recognises that there may be occasions when the community may not be fully satisfied with the service they have received.

Council is committed to providing a fair and consistent process for customers making a complaint (complainant) to Council. It will do this by:

- providing an open and transparent customer complaint handling system
- ensuring staff handle complaints fairly and objectively
- establishing timeframes for resolving complaints
- clarifying the roles and responsibilities of Council staff, and
- setting out how Council will record, respond to, and report on complaints to improve our service.

For more information on Council's complaint handling approach or how to make a complaint, please refer to the Complaints Handling Framework.



COMPLAINT HANDLING POLICY

4 DEFINITIONS OF TERMS OR ABBREVIATIONS USED

Term	Definition
Complaint	a communication, whether orally or in writing, to the Council by a person of their dissatisfaction with – <ul style="list-style-type: none"> a) the quality of an action taken, decision made or service provided by a member of Council staff or a contractor engaged by the Council; or b) the delay by a member of Council staff or a contractor engaged by the Council in taking an action, making a decision or providing a service; or c) a policy or decision made by a Council or a member of Council staff or a contractor.
Complainant/Customer	The person/people (resident, ratepayer, business owner or visitor) who has expressed dissatisfaction
Council	The body of elected Councillors
Contractor	Any third party engaged by the Council to carry out functions on the Council's behalf
Council staff	Any person employed by the Council to carry out the functions of the Council, and the Council's CEO

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 Manager Information and Business Transformation will review this policy for any necessary amendments no later than 4 years after adoption of this current version.

11 INFORMATION REPORTS**11.1 SECTION 47(6) CEO ACTIVITIES AND PERFORMANCE REPORT REGARDING COMMUNITY ASSET COMMITTEES**

File Number: FOL/20/2517
Author: Sharon Morrison, Director Corporate Services
Authoriser: Lincoln Fitzgerald, Chief Executive Officer
Attachments: 1. Summary of CAC reporting for 2020/21

RECOMMENDATION

That Council note the CEO report on the Activities and Performance of Community Asset Committees.

CONFLICT OF INTEREST

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

PREVIOUS COUNCIL DISCUSSION

Nil

BACKGROUND

Section 47(6) of the Local Government Act (Act) requires the CEO to submit an annual report to the Council in relation to the activities and performance of a Community Asset Committee (CAC).

ISSUES/DISCUSSION

To meet the requirements of the Act, Council asked CACs to report on their activities and performance for the 2020/21 financial year. Activity is measured in terms of bookings while performance is measured by the extent to which income covers maintenance and operating costs. At the time of this report, final reports were outstanding from only four CACs. Attached is a summary of activities and performance for the CACs.

Activities in 2020/21 were abnormal due to COVID restrictions and do not represent business as usual data. Financial performance was equally impacted and does not represent a typical year.

Based on the data provided by the CACs, expenditure (\$216,062.82) slightly exceeded income (\$215,650.44).

Of the 20 CACs, 10 (50%) report having casual users, and 12 (60%) report having seasonal users. Seasonal users are positive and help to ensure regular income.

Council provides a small allocation to CACs in accordance with its Halls and Recreation Reserves Policy. Some CACs have reported either not receiving the allocation or have recorded the allocation as part of general income rather than a grant. An additional COVID Cleaning grant was also available during the reporting year, which increased the amount of income by the CAC from Council. Asset hire and Council allocation represent 100% income for only four CACs, meaning that 80% of CACs raise income from other sources.

For those CACs reporting the Council allocation, only one reported that their expenses maintenance exceeded their allocation.

This is the first year of reporting. Based upon the results, further work will be done with the CACs to:

- update online reporting to enable more accurate reporting of activities and performance

- identify opportunities for raising income other than from Council allocation and bookings
- separately identify operating expenses versus maintenance expenses.

COST/BENEFITS

The cost to Council in 2020/21 as reported by the CACs was \$54,922. The benefit of the CACs was usage by 114 casual users and 27 seasonal users.

RISK ANALYSIS

There is a risk that the cost of maintaining and operating the assets will exceed income. This financial year costs exceeded income by \$412.38.

CONSULTATION AND ENGAGEMENT

The CACs have provided activity and performance data and information for the purpose of preparing this report.

Loddon Shire Section 85 Community Asset Committees		Bookings		Income / Expenditure 2020/21		*Includes COVID Closing Grant in some cases						
	Casual Users	Se-850 Hall Users	Total income	Facility hire income	Facility hire as a percentage of total income	LSC annual allocation	Council allocation as a percentage of total income	Hire and allocation as a percentage of total income	Total expenditure	Maintenance expenses	Operating expenses	Maintenance expenses as a percentage of LSC annual allocation
HALLS												
Boort Aerodrome	0	0	\$ 9 488.19	\$ 300.00	14%	\$ 2 520.00	33%	52%	\$ 7 238.36	\$ 2 400.00	\$ 23 332.50	26%
Boort Memorial Hall	12	2	\$ 3 052.50	\$ 1 500.00	33%	\$ 2 120.00	69%	52%	\$ 8 026.41	\$ 1 830.00	\$ 3 033.20	33%
Campbell's Forest Hall	2	0	\$ 2 302.50	\$ 200.00	11%	\$ -	0%	11%	\$ 2 221.98	\$ 385.20	\$ 1 172.42	#DIV/0!
Inglewood Town Hall Hub	25	2	\$ 22 282.52	\$ 4 261.50	22%	\$ -	0%	22%	\$ 29 919.48	\$ 2 192.30	\$ 2 781.43	#DIV/0!
Korong Vale Mechanics Hall	1	0	\$ 2 214.00	\$ -	0%	\$ 1 071.00	48%	48%	\$ 879.30	\$ 372.30	\$ 131.40	32%
Pyramid Hill Memorial Hall	11	3	\$ 12 592.75	\$ 1 300.00	9%	\$ 9 030.00	63%	74%	\$ 8 151.51	\$ 8 880.20	\$ 1 283.21	79%
Wedderburn Mechanics and Library Institute Hall	2	0	\$ 4 371.94	\$ 30.00	1%	\$ -	0%	1%	\$ 5 497.30	\$ 392.30	\$ 2 150.00	#DIV/0!
Hard Hill (Tourists) Reserve	0	1	\$ 1 182.50	\$ 1 182.50	100%	\$ -	0%	100%	\$ 1 220.00	\$ -	\$ 1 087.30	#DIV/0!
Vandoo Public Hall	1	0	\$ 1 120.00	\$ 50.00	4%	\$ 520.00	46%	51%	\$ 1 244.87	\$ -	\$ 128.00	8%
COMMUNITY CENTRES												
East Loddon Community Centre	0	0	\$ 4 875.00	\$ -	0%	\$ 520.00	11%	11%	\$ 187.20	\$ 112.30	\$ -	22%
Wedderburn Community Centre	53	6	\$ 20 180.25	\$ 7 569.75	32%	\$ 5 244.00	26%	66%	\$ 15 840.40	\$ 7 025.41	\$ 2 447.76	142%
POOLS												
Pyramid Hill Swimming Pool Block	0	1	\$ 10 263.47	\$ -	0%	\$ -	0%	0%	\$ 23 329.22	\$ -	\$ 536.30	#DIV/0!
RECREATIONAL RESERVES												
Donaldson Park Wedderburn	0	5	\$ 17 527.28	\$ -	0%	\$ 11 440.00	65%	65%	\$ 4 979.00	\$ 1 180.00	\$ 4 056.41	10%
Inglewood Community Sports Centre	2	5	\$ 12 380.50	\$ 280.00	2%	\$ 9 740.00	62%	71%	\$ 18 526.72	\$ 3 240.00	\$ 7 219.20	26%
Korong Vale Sports Centre	0	2	\$ 2 920.00	\$ -	0%	\$ 2 920.00	100%	100%	\$ 2 028.20	\$ 520.00	\$ 1 348.00	12%
Boort Park	5	0	\$ 85 128.01	\$ 1 265.75	2%	\$ -	0%	2%	\$ 84 244.00	\$ 530.11	\$ 2 596.70	#DIV/0!
MISCELLANEOUS												
James Eucalyptus Distillery Site	0	1	\$ 759.24	\$ 130.00	24%	\$ -	0%	24%	\$ 2 812.52	\$ 80.20	\$ 338.40	#DIV/0!
Ulste Lake Boat	0	0	\$ 3 180.00	\$ -	0%	\$ 3 180.00	100%	100%	\$ 4 920.00	\$ 4 410.00	\$ -	56%
Wedderburn Engine Park and Market Square Reserve	0	3	\$ 1 870.00	\$ -	0%	\$ 520.00	49%	49%	\$ -	\$ -	\$ -	0%
Inglewood Community Bldg Persons Units	0	2	\$ 10 920.00	\$ 10 920.00	100%	\$ -	0%	100%	\$ 15 847.12	\$ 5 847.12	\$ -	#DIV/0!
Totals	114	27	\$ 216,850.44	\$ 30,854.55	14%	\$ 54,922.00	25%	40%	\$ 216,062.52	\$ 44,043.55	\$ 55,108.74	30%

12 COMPLIANCE REPORTS**12.1 SECTION 65 COMMUNITY ASSET COMMITTEE MEMBERSHIP DETAILS - KORONG VALE MECHANICS HALL**

File Number: FOL/20/7153
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 Mechanics Hall Section 65 Community Asset Committee, effective immediately.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report. Some staff members have an involvement in the subject matter of the report by virtue of their volunteer commitment to the Community Asset Committee or the volunteer commitment by their family members.

PREVIOUS COUNCIL DISCUSSION

Council approved the current list of committee members for Korong Vale Mechanics Hall Community Asset Committee on 24 June 2021.

BACKGROUND

Under section 65 of the Local Government Act 2020 (Act) Councillors establish community asset committees and appoint their members. Under section 47 of the Act, the CEO issues their instrument of delegation.

Clause 7.1 of the instrument of delegation establishes the composition of the committee. Clause 7.2.1 provides for the appointment of the member by name by resolution of Council for a term of one year. For community based committees, at least six community representatives are preferred. For organisation based committees, each delegation has a list of organisations that are required to provide representatives for the committee.

Clause 7.6 states that:

At the annual 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:

- chair
- deputy chair (not mandatory, but recommended)
- secretary
- treasurer*
- booking officer*
- general members

*The treasurer and booking officer must not be the same person.

Clause 7.2.4 states that Council shall appoint members to the Committee as soon as reasonably practicable after the date upon which their annual meeting occurs.

ISSUES/DISCUSSION

Korong Vale Mechanics Hall is a community based committee with preferred representation requiring at least six community representatives. The following is a list of nominated representatives for the committee:

Name	Position
Glenda Brooker	Chair
Darren Quigley	Secretary
Lyn Chapman	Treasurer
Heather Charry	Booking Officer
Rita Tosch	Committee Member
Ken Hunter	Committee Member
Fred Brooks	Committee Member
John Charry	Committee Member
Robert Chapman	Committee Member

The Council representative for this committee is Cr 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 65 Community Asset Committees act for and on behalf of Council, which creates a risk for Council, should they ever act outside their delegated authority.

Clause 7.3 of the instrument of delegation provides for the removal of any committee member. This clause could be used to mitigate risk.

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

The community asset committee has provided Council with the list of proposed committee members and their positions.

12.2 SECTION 65 COMMUNITY ASSET COMMITTEE MEMBERSHIP DETAILS - PYRAMID HILL MEMORIAL HALL - NEW CHAIR

File Number: FOL/20/7150
Author: Michelle Hargreaves, Administration Officer
Authoriser: Sharon Morrison, Director Corporate Services
Attachments: Nil

RECOMMENDATION

That Council accepts the resignation of the current Chair and appoints the person named in this report as the Chair of the Pyramid Hill Memorial Hall Section 65 Community Asset Committee, effective immediately.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report. Some staff members do have an involvement in the subject matter of the report by virtue of their volunteer commitment to the Community Asset Committee or the volunteer commitment by their family members.

PREVIOUS COUNCIL DISCUSSION

Council approved the current list of committee members for Pyramid Hill Memorial Hall Community Asset Committee on 21 September 2021. Since September Chair Ron Peacock has resigned due to personal reasons. At the committees meeting held 16 November the committee accepted his resignation and elected a new Chair.

BACKGROUND

Under section 65 of the Local Government Act 2020 (Act) Councillors establish community asset committees and appoint their members. Under section 47 of the Act the CEO issues their instrument of delegation.

Clause 7.1 of the instrument of delegation establishes the composition of the committee. Clause 7.2.1 provides for the appointment of the member by name by resolution of Council for a term of one year. 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.

Clause 7.6 states that:

At the annual 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:

- chair
- deputy chair (not mandatory, but recommended)
- secretary
- treasurer*
- booking officer*
- general members

*The treasurer and booking officer must not be the same person.

Clause 7.2.4 states that Council shall appoint members to the Committee as soon as reasonably practicable after the date upon which their annual meeting occurs.

ISSUES/DISCUSSION

Since September, Chair Ron Peacock has resigned due to personal reasons. At the committees meeting held 16 November the committee accepted his resignation and elected a new Chair as listed below.

Pyramid Hill Memorial Hall	
Andrew Scott	Chair

It is noted that the role of Deputy Chair remains vacant

The Council representative for this committee is Cr Dan Straub.

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 65 Community Asset Committees act for and on behalf of Council which creates a risk for Council should they ever act outside their delegated authority.

Clause 7.3 of the instrument of delegation provides for the removal of any committee member. This clause could be used to mitigate risk.

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

The community asset committee has provided Council with the name of the elected Chair.

13 URGENT BUSINESS

In accordance with Council's Governance Rules, Clause 53 provides that at a scheduled or special meeting of Council, business that is not included in the agenda notice must only be considered if no more than one Councillor is absent and the Council resolves that the matter is urgent.

Despite this requirement, a matter that is not included in the agenda notice must not be considered at a Council meeting if it will:

- (a) directly and significantly affect the exercise of a person's rights;
- (b) alter the Council Plan or the budget; or
- (c) commit the Council to expenditure exceeding \$20,000.

14 CONFIDENTIAL ITEMS**RECOMMENDATION**

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 66(1) and 66(2)(a) of the Local Government Act 2020:

14.1 REVIEW OF CONFIDENTIAL ACTIONS

This matter is considered to be confidential under Section 3(1)(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 confidential meeting information, being the records of meetings closed to the public under section 66(2)(a).

Pursuant to section 66(5)(b) of the Local Government Act 2020, if released the information to be received, discussed or considered in relation to this agenda item, may disclose confidential meeting information, being the records of meetings closed to the public under section 66(2)(a)

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 25 January 2022 at Wedderburn commencing at at 3pm.

There being no further business the meeting was closed at [enter time](#).

Confirmed this.....day of..... 2021

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