

GENERAL REPORTS

2 LEASE 6 - 10 MAIN STREET PAKENHAM

FILE REFERENCE INT1861092

RESPONSIBLE GENERAL MANAGER Jenny Scicluna

AUTHOR Petrina Dodds Buckley

RECOMMENDATION

That Council resolves to enter into a lease of 6-10 Main Street Pakenham with WAYSS Limited for the purpose of providing affordable housing.

The lease to be conditional upon a planning permit being issued by Council for the development.
The principal terms of the lease to be:

- Fixed Term – 50 years.
- Commencement date – 30 days following the date of practical completion
- Rent – \$1

Attachments

Nil.

EXECUTIVE SUMMARY

To resolve to enter into a lease of Councils property at 6-10 Main Street for the provision of transitional Women's Housing.

BACKGROUND

Council at its meeting held on 16 July resolved to

- Execute the development agreement with WAYSS Ltd on the key terms set out in that report once the final form of the agreement has been agreed to by all parties.
- Give public notice in accordance with the provisions of Section 190 and 223 of the Local Government Act 1989 of the proposal to lease 6-10 Main Street Pakenham to WAYSS Ltd or another Registered Housing Agency under the Housing Act 1983 by private agreement, in accordance with Council Policy, and for the purpose of providing affordable housing. The lease will be conditional upon a planning permit being issued by Council. The principal terms of the lease to be:
 - Fixed Term – 50 years.
 - Commencement date – pending certificate of occupancy.
 - Rent – Nominal.

The requisite public notice appeared in the Pakenham Gazette on 18 July and no submissions have been received.

Council is therefore in a position to resolve on this matter.

POLICY IMPLICATIONS

The leasing of this property for transitional housing is aligned with the Liveability Health Plan and the Together We Can project objectives.

RELEVANCE TO COUNCIL PLAN

Our Community

- Improved health and wellbeing of our residents - Assist with establishing partnerships and social infrastructure opportunities that improve health and wellbeing outcomes for residents
- Our diverse requirements are met - Promote access to a mix of housing types to cater for the varying needs of people in the Cardinia community.

Our People

- Access to a variety of services for all - routinely review overall community needs for services and either deliver or advocate for others to provide services to meet these needs.
- Improved health and wellbeing for all - Support children, young people, families, older adults and people with disabilities by providing a range of accessible services and facilities

CONSULTATION/COMMUNICATION

Consultation has been undertaken with all relevant parties and Council's Statutory Planning Department.

FINANCIAL AND RESOURCE IMPLICATIONS

The development agreement for this project provides for the Council to be responsible for the ongoing maintenance of the buildings.

CONCLUSION

As the statutory procedures involved in Section 190 and 223 of the Local Government Act 1989 have been completed in regard to the proposal to lease 6-10 Main Street Pakenham to WAYSS Ltd or another Registered Housing Agency under the Housing Act 1983 by private agreement, and no submissions have been received Council is in a position to proceed with the lease of the property.

2 LEASE 6 - 10 MAIN STREET PAKENHAM

Moved Cr B Owen Seconded Cr C Ryan

That Council defer a decision on the lease of 6-10 Main Street, Pakenham.

Prior to the lease coming back to councillors for further consideration:

- Officers to prepare a detailed report of the estimated annual cost to council to maintain the buildings and facilities at 6-10 Main Street, Pakenham for the life of the 50 year lease.
- Officers prepare a detailed report of all the proposed social housing projects on council owned land. The report should include information such as land valuations, detailed costs to council.
- That a strategic policy document be presented to council, to help guide council when making decisions of social housing on council owned land.

Upon being put to the meeting, the motion was declared carried. Cr Jodie Owen called for a Division.

For the Motion were Crs G Moore, C Ross, B Owen, C Ryan and R Brown Total (5).

Against the Motion were Crs J Owen, L Wilmot, J Springfield and M Schilling Total (4).

Cd.

3 DELEGATIONS TO STAFF

FILE REFERENCE INT1861141

RESPONSIBLE GENERAL MANAGER Derek Madden

AUTHOR Doug Evans

RECOMMENDATION

In exercise of the powers conferred by section 98(1) of the Local Government Act 1989 and the other legislation referred to in the attached instrument of delegation, Council resolves that:

1. There be delegated to the members of Council staff holding, acting in or performing the duties of the positions referred to in the attached *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.
2. The instrument comes into force immediately the common seal of Council is affixed to the instrument.
3. On the coming into force of the instrument all previous delegations to members of Council staff under the Instrument of Delegation dated 21 August 2017 are revoked.
4. 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.

Attachments

[1](#) Instrument of Delegation 34 Pages

EXECUTIVE SUMMARY

To update the Instrument of Delegation to members of Council staff to take into account recent changes to staff members and positions within the organisation.

BACKGROUND

Council previously resolved in August 2017 to delegate some duties and functions to specified members of Council staff under various legislative instruments. Due to changes to position titles and responsibilities within the organisation it is necessary to update these delegations taking into account these changes to the organisational structure.

It is not proposed to increase the delegations within the document, merely to update the reference to the relevant responsible positions.

WHY DELEGATE?

Council is a statutory entity composed of its members (ie the Councillors) and it is able to do only those things which it is authorised by statute to do. The sources of council authority can be summarised as:

- power to do things which a “natural” person can do - in particular, the power to enter into contracts;
- powers conferred by provisions of 77 separate Victorian acts and regulations, such as the Local Government Act 1989 and the Planning and Environment Act 1987;

Because Council is not a "natural" person, it can act in only one of two ways: by resolution at a properly constituted Council Meeting or through others acting on its behalf.

The power of a Council to act by resolution is set out in section 3(5) of the Local Government Act –

"(5) Where a Council is empowered to do any act, matter or thing, the decision to do the act, matter or thing is to be made by a resolution of the Council."

Most Council decisions however are not made at Council meetings. Effective functioning of the Council would not be possible if they were. Instead, most decision-making power is allocated by formal delegations to members of staff or to committees.

CONSULTATION/COMMUNICATION

The document attached has been prepared following consultation with Council Business Units

FINANCIAL AND RESOURCE IMPLICATIONS

Nil

CONCLUSION

It is necessary to update the Deed of Delegation to staff due to recent changes to the organisations structure and position titles.

Instrument of Delegation to Members of Council Staff

August 2018

Instrument of Delegation

In exercise of the power conferred by section 98(1) of the *Local Government Act 1989* and the other legislation referred to in the attached Schedule, the Council:

1. delegates each duty and/or function and/or power described in column 1 of the Schedule (and summarised in column 2 of the Schedule) to the member of Council staff holding, acting in or performing the duties of the office or position described opposite each such duty and/or function and/or power in column 3 of the Schedule; provided however that the delegation may also be exercised by the delegates immediate supervisor.
2. record that references in the Schedule are as follows:

GMAS means General Manager Assets & Services
GMPD means General Manager Planning & Development
MDCS means Manager Development and Compliance Services
MG means Manager Governance
MIS means Manager Infrastructure Services
MO means Manager Operations
MPD means Manager Policy Design Growth Area Planning
CFO means Chief Finance Officer
CGAP means Coordinator Growth Area Planning
CCS means Coordinator Compliance Services
MED means Manager Economic Development Tourism and Major Projects
CO means Compliance Officer
CPC means Council Properties Coordinator
PO means Prosecution Officer
AE means Assets Engineer
MBS means Municipal Building Surveyor
STE means Senior Traffic Engineer
CSP means Coordinator Statutory Planning
CSTRP means Coordinator Strategic Planning
PDDP means staff employed as a Planner in the Planning and Development Division
TLP means Team Leader Prosecutions

3. record that on the coming into force of this Instrument of Delegation each delegation under the Instrument of Delegation dated 21 August 2017 are revoked
 - 3.1 this Instrument of Delegation is authorised by resolution of Council passed on 17 September 2018
 - 3.2 the delegation:
 - 3.2.1 comes into force immediately the common seal of Council is affixed to this Instrument of Delegation;
 - 3.2.2 remains in force until varied or revoked;
 - 3.2.3 is subject to any conditions and limitations set out in sub-paragraph 3.3, and the Schedule; and
 - 3.2.4 must be exercised in accordance with any guidelines or policies which Council from time to time adopts; and

- 3.3 the delegate must not determine the issue, take the action or do the act or thing:
- 3.3.1 if the issue, action, act or thing is an issue, action or thing which Council has previously designated as an issue, action, act or thing which must be the subject of a Resolution of Council; or
 - 3.3.2 if the determining of the issue, taking of the action or doing of the act or thing would or would be likely to involve a decision which is inconsistent with a
 - (a) policy; or
 - (b) strategyadopted by Council; or
 - 3.3.3 if the determining of the issue, the taking of the action or the doing of the act or thing cannot be the subject of a lawful delegation, whether on account of section 98(1)(a)-(f) (inclusive) of the Act or otherwise; or
 - 3.3.4 the determining of the issue, the taking of the action or the doing of the act or thing is already the subject of an exclusive delegation to another member of Council staff.

The common seal of **Cardinia Shire Council** was here to affixed in the presence of:

Councillor

Chief Executive Officer

SCHEDULE

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DOMESTIC ANIMALS ACT 1994			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS AND LIMITATIONS
s.41A(1)	power to declare a dog to be a menacing dog	MDCS, CCS, PO, TLP	Council may delegate this power to a Council authorised officer

ENVIRONMENT PROTECTION ACT 1970			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.53M(3)	power to require further information	MDCS	
s.53M(4)	duty to advise applicant that application is not to be dealt with	MDCS	
s.53M(5)	duty to approve plans, issue permit or refuse permit	MDCS	refusal must be ratified by Council or it is of no effect
s.53M(6)	power to refuse to issue septic tank permit	MDCS	refusal must be ratified by Council or it is of no effect
s.53M(7)	duty to refuse to issue a permit in circumstances in (a)-(c)	MDCS	refusal must be ratified by Council or it is of no effect

FOOD ACT 1984			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.19(2)(a)	power to direct by written order that the food premises be put into a clean and sanitary condition	MDCS	if section 19(1) applies
s.19(2)(b)	power to direct by written order that specified steps be taken to ensure that food prepared, sold or handled is safe and suitable	MDCS	if section 19(1) applies
s.19(3)	power to direct by written order that the food premises not be kept or used for the sale, or handling for sale, of any food, or for the preparation of any food, or for any other specified purpose, or for the use of any specified equipment or a specified process	MDCS	if section 19(1) applies Only in relation to temporary food premises or mobile food premises
s.19(4)(a)	power to direct that an order made under section 19(3)(a) or (b), (i) be affixed to a conspicuous part of the premises, and (ii) inform the public by notice in a published newspaper or otherwise	MDCS	if section 19(1) applies
s.19(6)(a)	duty to revoke any order under section 19 if satisfied that an order has been complied with	MDCS	if section 19(1) applies
s.19(6)(b)	duty to give written notice of revocation under section 19(6)(a) if satisfied that an order has been complied with	MDCS	if section 19(1) applies
s.19AA(2)	power to direct, by written order, that a person must take any of the actions described in (a)-(c).	MDCS	where Council is the registration authority
s.19AA(4)(c)	power to direct, in an order made under s.19AA(2) or a subsequent written order, that a person must ensure that any food or class of food is not removed from the premises	MDCS	note: the power to direct the matters under s.19AA(4)(a) and (b) not capable of delegation and so such directions must be made by a Council resolution

FOOD ACT 1984			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.19AA(7)	duty to revoke order issued under s.19AA and give written notice of revocation, if satisfied that that order has been complied with	MDCS	where Council is the registration authority
s.19CB(4)(b)	power to request copy of records	MDCS	where Council is the registration authority
s.19E(1)(d)	power to request a copy of the food safety program	MDCS	where Council is the registration authority
s.19GB	power to request proprietor to provide written details of the name, qualification or experience of the current food safety supervisor	MDCS	where Council is the registration authority
s.19M(4)(a) & (5)	power to conduct a food safety audit and take actions where deficiencies are identified	MDCS	where Council is the registration authority
s.19NA(1)	power to request food safety audit reports	MDCS	where Council is the registration authority
s.19U(3)	power to waive and vary the costs of a food safety audit if there are special circumstances	MDCS	
s.19UA	power to charge fees for conducting a food safety assessment or inspection	MDCS	except for an assessment required by a declaration under section 19C or an inspection under sections 38B(1)(c) or 39.
s.19W	power to direct a proprietor of a food premises to comply with any requirement under Part IIIB	MDCS	where Council is the registration authority
s.19W(3)(a)	power to direct a proprietor of a food premises to have staff at the premises undertake training or instruction	MDCS	where Council is the registration authority

FOOD ACT 1984			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.19W(3)(b)	power to direct a proprietor of a food premises to have details of any staff training incorporated into the minimum records required to be kept or food safety program of the premises	MDCS	where Council is the registration authority
---	power to register, renew or transfer registration	MDCS	where Council is the registration authority refusal to grant/renew/transfer registration must be ratified by Council or the CEO (see section 58A(2))
s.38AA(5)	power to (a) request further information; or (b) advise the proprietor that the premises must be registered if the premises are not exempt	MDCS	where Council is the registration authority
s.38AB(4)	power to fix a fee for the receipt of a notification under section 38AA in accordance with a declaration under subsection (1)	MDCS	where Council is the registration authority
s.38A(4)	power to request a copy of a completed food safety program template	MDCS	where Council is the registration authority
s.38B(1)(a)	duty to assess the application and determine which class of food premises under section 19C the food premises belongs	MDCS	where Council is the registration authority
s.38B(1)(b)	duty to ensure proprietor has complied with requirements of section 38A	MDCS	where Council is the registration authority
s.38B(2)	duty to be satisfied of the matters in section 38B(2)(a)-(b)	MDCS	where Council is the registration authority
s.38D(1)	duty to ensure compliance with the applicable provisions of section 38C and inspect the premises if required by section 39	MDCS	where Council is the registration authority

FOOD ACT 1984			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.38D(2)	duty to be satisfied of the matters in section 38D(2)(a)-(d)	MDCS	where Council is the registration authority
s.38D(3)	power to request copies of any audit reports	MDCS	where Council is the registration authority
s.38E(2)	power to register the food premises on a conditional basis	MDCS	where Council is the registration authority; not exceeding the prescribed time limit defined under subsection (5).
s.38E(4)	duty to register the food premises when conditions are satisfied	MDCS	where Council is the registration authority
s.38F(3)(b)	power to require proprietor to comply with requirements of this Act	MDCS	where Council is the registration authority
s.39A	power to register, renew or transfer food premises despite minor defects	MDCS	where Council is the registration authority only if satisfied of matters in subsections (2)(a)-(c)
s.40(2)	power to incorporate the certificate of registration in one document with any certificate of registration under Part 6 of the <i>Public Health and Wellbeing Act 2008</i>	MDCS	
s.40C(2)	power to grant or renew the registration of food premises for a period of less than 1 year	MDCS	where Council is the registration authority
s.40D(1)	power to suspend or revoke the registration of food premises	MDCS	where Council is the registration authority
s.43F(6)	duty to be satisfied that registration requirements under Division 3 have been met prior to registering, transferring or renewing registration of a component of a food business	MDCS	where Council is the registration authority

FOOD ACT 1984			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.43F(7)	power to register the components of the food business that meet requirements in Division 3 and power to refuse to register the components that do not meet the requirements	MDCS	where Council is the registration authority
s.46(5)	power to institute proceedings against another person where the offence was due to an act or default by that other person and where the first person charged could successfully defend a prosecution, without proceedings first being instituted against the person first charged	MDCS, TLP, PO	where Council is the registration authority

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.4B	power to prepare an amendment to the Victorian Planning Provisions		if authorised by the Minister <ul style="list-style-type: none"> • Not delegated – Council resolution required
s.8A(2)	power to prepare amendment to the planning scheme where the Minister has given consent under s.8A		<ul style="list-style-type: none"> • Not delegated – Council resolution required
s. 8A(3)	power to apply to Minister to prepare an amendment to the planning scheme	GMPD	
s.8A(7)	power to prepare the amendment specified in the application without the Minister's authorisation if no response received after 10 business days	GMPD, MPD	
s.12(3)	power to carry out studies and do things to ensure proper use of land and consult with other persons to ensure co-ordination of planning scheme with these persons	GMPD, MPD, MDSCS, CGAP	
s.19	power to give notice, to decide not to give notice, to publish notice of amendment to a planning scheme and to exercise any other power under section 19 to a planning scheme	GMPD, MPD, MED , PDDP, CGAP	
s.20(1)	power to apply to Minister for exemption from the requirements of section 19	GMPD, MPD	
s.23(2)	power to refer to a panel submissions which do not require a change to the amendment	GMPD	
s.26(1)	power to make report available for inspection	PDDP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.27(2)	power to apply for exemption if panel's report not received	GMPD	
s.46GI(2)(b)(i))	power to agree to a lower rate of standard levy for a class of development of a particular type of land than the rate specified in a Minister's direction	GMPD	where Council is the planning authority, the municipal Council of the municipal district in which the land is located and/or the development agency
s.46GR(2)	power to consider a late submission duty to consider a late submission if directed to do so by the Minister	GMPD	
s.46GS(1)	power to accept or reject the estimate of the value of the inner public purpose land in a submission made under s.46GQ	GMPD	
s.46GV(3)(b)	power to enter into an agreement with the applicant	GMPD	where Council is the collecting agency
s.46GV(9)	power to require the payment of a monetary component or the provision of the land component of an infrastructure contribution to be secured to Council's satisfaction	GMPD	where Council is the collecting agency
s.46GX(1)	power to accept works, services or facilities in part or full satisfaction of the monetary component of an infrastructure contribution payable	GMPD	where Council is the collecting agency
s.46GZH	power to recover the monetary component, or any land equalisation amount of the land component, payable under Part 3AB as a debt in any court of competent jurisdiction	CFO	where Council is the collecting agency under an approved infrastructure contributions plan

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.46N(2)(c)	function of determining time and manner for receipt of development contributions levy	GMPD, MPD MDCS, CGAP	
s.46N(2)(d)	power to enter into an agreement with the applicant regarding payment of development infrastructure levy	GMPD, MDCS, CGAP	
s.46O(1)(a) & (2)(a)	power to ensure that community infrastructure levy is paid, or agreement is in place, prior to issuing building permit	GMPD	
s.46O(1)(d) & (2)(d)	power to enter into agreement with the applicant regarding payment of community infrastructure levy	GMPD, MDCS MPD, MBS, CFO	
s.46P(1)	power to require payment of amount of levy under section 46N or section 46O to be satisfactorily secured	GMPD, MDCS,	
s.46P(2)	power to accept provision of land, works, services or facilities in part or full payment of levy payable	GMPD, MDCS, MSP, CGAP	
s.46Q(3)	power to refund any amount of levy paid if it is satisfied the development is not to proceed	CFO	only applies when levy is paid to Council as a 'development agency'
s.46Q(4)(c)	duty to pay amount to current owners of land in the area if an amount of levy has been paid to a municipal Council as a development agency for plan preparation costs incurred by the Council or for the provision by the Council of works, services or facilities in an area under s.46Q(4)(a)	CFO	must be done within six months of the end of the period required by the development contributions plan and with the consent of, and in the manner approved by, the Minister
s.46QC	power to recover any amount of levy payable under Part 3B	CFO	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.47	power to decide that an application for a planning permit does not comply with that Act	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.50(5)	power to refuse to amend application	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.50A(1)	power to make amendment to application	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.50A(3)	power to require applicant to notify owner and make a declaration that notice has been given	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.52(1)(a)	duty to give notice of the application to owners/occupiers of adjoining allotments unless satisfied that the grant of permit would not cause material detriment to any person	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.52(1)(b)	duty to give notice of the application to other municipal Councils where appropriate	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.52(1)(c)	duty to give notice of the application to all persons required by the planning scheme	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.52(1)(ca)	duty to give notice of the application to owners and occupiers of land benefited by a registered restrictive covenant if may result in breach of covenant	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.52(1)(cb)	duty to give notice of the application to owners and occupiers of land benefited by a registered restrictive covenant if application is to remove or vary the covenant	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.52(1)(d)	duty to give notice of the application to other persons who may be detrimentally effected	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.52(3)	power to give any further notice of an application where appropriate	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.53(1)	power to require the applicant to give notice under section 52(1) to persons specified by it	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.53(1A)	power to require the applicant to give the notice under section 52(1AA)	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.54(1)	power to require the applicant to provide more information	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.54A(3)	power to decide to extend time or refuse to extend time to give required information	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.57(2A)	power to reject objections considered made primarily for commercial advantage for the objector	GMPD, MDCS, CSP, MPD, MED, CGAP	
s.57A(5)	power to refuse to amend application	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.57B(1)	duty to determine whether and to whom notice should be given	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.57B(2)	duty to consider certain matters in determining whether notice should be given	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.57C(1)	duty to give copy of amended application to referral authority	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.58	duty to consider every application for a permit	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.58A	power to request advice from the Planning Application Committee	GMPD, MDCS, MPD	
s.60	duty to consider certain matters	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s60(1A)	duty to consider certain matters.	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.61(1)	power to determine permit application, either to decide to grant a permit, to decide to grant a permit with conditions or to refuse a permit application	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	the permit must not be inconsistent with a cultural heritage management plan under the <i>Aboriginal Heritage Act 2006</i>
s.61(2)	duty to decide to refuse to grant a permit if a relevant determining referral authority objects to grant of permit	GMPD, MDCS, CSP, MPD, MED, CGAP, PDDP	
s.61(2A)	power to decide to refuse to grant a permit if a relevant recommending referral authority objects to the grant of permit	GMPD, MDCS, MPD, CSP, MED, CGAP, PDDP	
s.61(3)(a)	duty not to decide to grant a permit to use coastal Crown land without Minister's consent	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.61(3)(b)	duty to refuse to grant the permit without the Minister's consent	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.61(4)	duty to refuse to grant the permit if grant would authorise a breach of a registered restrictive covenant	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.62(1)	duty to include certain conditions in deciding to grant a permit	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.62(2)	power to include other conditions	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.62(5)(a)	power to include a permit condition to implement an approved development contributions plan or an approved infrastructure contributions plan	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.62(5)(b)	power to include a permit condition that specified works be provided on or to the land or paid for in accordance with section 173 agreement	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.62(5)(c)	power to include a permit condition that specified works be provided or paid for by the applicant	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.69(2)	power to extend time	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.71(1)	power to correct certain mistakes	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.73	power to decide to grant amendment subject to conditions	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.84(1)	power to decide on an application at any time after an appeal is lodged against failure to grant a permit	GMPD, MDCS, CSP, MPD, MED, CGAP	
s.84AB	power to agree to confining a review by the Tribunal	GMPD	
s.87(3)	power to apply to VCAT for the cancellation or amendment of a permit	GMPD, MDCS, MPD, TLP, CCS	
s.96(2)	function of giving consent to other persons to apply to the Minister for a permit to use and develop Council land	GMPD, GMAS	
s.96A(2)	power to agree to consider an application for permit concurrently with preparation of proposed amendment	GMPD, MPD, CGAP, MED	
s.96C	power to give notice, to decide not to give notice, to publish notice and to exercise any other power under section 96C	GMPD, MPD, CGAP, MED	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.96G(1)	power to determine to recommend that a permit be granted or to refuse to recommend that a permit be granted and power to notify applicant of the determination (including power to give notice under section 23 of the <i>Planning and Environment (Planning Schemes) Act 1996</i>)	GMPD	
s.96H(3)	power to give notice in compliance with Minister's direction	GMPD	
s.96J	power to issue permit as directed by the Minister	GMPD	
s.97C	power to request Minister to decide the application	GMPD	
s.97O	duty to consider application and issue or refuse to issue certificate of compliance	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.98(4)	duty to inform any person of the name of the person from whom compensation can be claimed	GMPD	
s.103	power to reject a claim for compensation in certain circumstances	GMPD	
s.107(3)	power to agree to extend time for making claim	GMPD	
s.114(1)	power to apply to the VCAT for an enforcement order	GMPD, MDCS, MPD, CCS, PO, CO, TLP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.120(1)	power to apply for an interim enforcement order where section 114 application has been made	GMPD, MDCS, CCS, TLP, MPD	
s.123(1)	power to carry out work required by enforcement order and recover costs	GMPD, MDCS, CCS, MPD	
s.123(2)	power to sell buildings, materials, etc salvaged in carrying out work under section 123(1)	GMPD, MDCS, MPD	except Crown Land
s.130(5)	power to allow person served with an infringement notice further time	GMPD, MDCS, CCS, PO, TLP, CO	
s.149A(1)	power to refer a matter to the VCAT for determination	GMPD, MPD, MDCS, CSP, CCS, TLP, MED, CGAP	
s.149A(1A)	power to apply to VCAT for the determination of a matter relating to the interpretation of a s.173 agreement	GMPD, MPD, MDCS, CSP, CCS, TLP, MED, CGAP	
s.156	duty to pay fees and allowances (including a payment to the Crown under subsection (2A)), and payment or reimbursement for reasonable costs and expenses incurred by the panel in carrying out its functions unless the Minister directs otherwise under subsection (2B)power to ask for contribution under subsection (3) and power to abandon amendment or part of it under subsection (4)	GMPD, MPD	where Council is the relevant planning authority

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.171(2)(f)	power to carry out studies and commission reports	GMPD	
s.171(2)(g)	power to grant and reserve easements	GMPD	
s.172C	power to compulsorily acquire any outer public purpose land that is specified in the approved infrastructure contributions plan	GMPD	where Council is a development agency specified in an approved infrastructure contributions plan
s.172D(1)	power to compulsorily acquire any inner public purpose land that is specified in the plan before the time that the land is required to be provided to Council under s.46GV(4)	GMPD	where Council is a collecting agency specified in an approved infrastructure contributions plan
s.172D(2)	power to compulsorily acquire any inner public purpose land, the use and development of which is to be the responsibility of Council under the plan, before the time that the land is required to be provided under s.46GV(4)	GMPD	where Council is the development agency specified in an approved infrastructure contributions plan
s.173(1)	power to enter into agreement covering matters set out in section 174	GMPD	
s.173(1A)	power to enter into an agreement with an owner of land for the development or provision of land in relation to affordable housing	GMPD	where Council is the relevant responsible authority note: this provision is not yet in force and will commence on 1 June 2018, if not proclaimed earlier
---	power to decide whether something is to the satisfaction of Council, where an agreement made under section 173 of the Planning and Environment Act 1987 requires something to be to the satisfaction of Council or Responsible Authority	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
---	power to give consent on behalf of Council, where an agreement made under section 173 of the Planning and Environment Act 1987 requires that something may not be done without the consent of Council or Responsible Authority	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.177(2)	power to end a section 173 agreement with the agreement of all those bound by any covenant in the agreement or otherwise in accordance with Division 2 of Part 9	GMPD, MDCS, MPD, CGAP MED, CSP	
s.178	power to amend a s.173 agreement with the agreement of all those bound by any covenant in the agreement or otherwise in accordance with Division 2 of Part 9	GMPD, MDCS, MPD, CGAP MED, CSP	
s.178A(3)	function of notifying the owner as to whether it agrees in principle to the proposal under s.178A(1)	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.178A(4)	function of notifying the applicant and the owner as to whether it agrees in principle to the proposal	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	
s.178A(5)	power to propose to amend or end an agreement	GMPD, MDCS, CSP, PDDP, MPD, MED, CGAP	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.178E(2)(a)	power to amend or end the agreement in accordance with the proposal	GMPD, MPD, MDCS, CGAP CSP, MED	if no objections are made under s.178D Must consider matters in s.178B
s.178E(2)(b)	power to amend or end the agreement in a manner that is not substantively different from the proposal	GMPD, MPD, MDCS, CGAP, CSP, MED	if no objections are made under s.178D Must consider matters in s.178B
s.178E(2)(c)	power to refuse to amend or end the agreement	GMPD, MPD, MDCS, CGAP, CSP, MED	if no objections are made under s.178D Must consider matters in s.178B
s.178E(3)(a)	power to amend or end the agreement in accordance with the proposal	GMPD, MPD, MDCS, CGAP, CSP, MED	after considering objections, submissions and matters in s.178B
s.178E(3)(b)	power to amend or end the agreement in a manner that is not substantively different from the proposal	GMPD, MPD, MDCS, CGAP, CSP, MED	after considering objections, submissions and matters in s.178B

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.178E(3)(c)	power to amend or end the agreement in a manner that is substantively different from the proposal	GMPD, MPD, MDCS, CGAP, CSP, MED	after considering objections, submissions and matters in s.178B
s.178E(3)(d)	power to refuse to amend or end the agreement	GMPD, MPD, MDCS, CGAP, CSP, MED	after considering objections, submissions and matters in s.178B
s.178H	power to require a person who applies to amend or end an agreement to pay the costs of giving notices and preparing the amended agreement	GMPD	
s.181(1A)(a)	power to apply to the Registrar of Titles to record the agreement	GMPD, MPD, MDCS, CGAP, CSP, MED	
s.182	power to enforce an agreement	GMPD, MDCS, MPD, CCS, PO, TLP, CO	
s.183	duty to tell Registrar of Titles of ending/amendment of agreement	GMPD, MPD, MDCS, CGAP, MED, CSP	
s.184F(1)	power to decide to amend or end an agreement at any time after an application for review of the failure of Council to make a decision	GMPD, MPD, MDCS, CGAP, CSP, MED	

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.201(3)	duty to make declaration	GMPD, MDCS, MPD,	
-	power to decide, in relation to any planning scheme or permit, that a specified thing has or has not been done to the satisfaction of Council	GMPD, MDCS, CSP, PDDP, MPD, CGAP, CCS, PO, CO, TLP, MED	
	power, in relation to any planning scheme or permit, to consent or refuse to consent to any matter which requires the consent or approval of Council	GMPD, MDCS, CSP, PDDP, MPD, CGAP, CCS, PO, CO, TLP, MED	
	power to approve any plan or any amendment to a plan or other document in accordance with a provision of a planning scheme or condition in a permit	GMPD, MDCS, CSP, PDDP, MPD, CGAP, CCS, PO, CO, TLP, MED	
-	power to give written authorisation in accordance with a provision of a planning scheme	GMPD, MDCS, CSP, PDDP, MPD, CGAP, CCS, PO, CO, TLP, MED	

RESIDENTIAL TENANCIES ACT 1997			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s. 142G(2)	power to enter certain information in the Rooming House Register	MDCS	
s.142I(2)	power to amend or revoke an entry in the Rooming House Register if necessary to maintain the accuracy of the entry	MDCS	
s.252	power to give tenant a notice to vacate rented premises if subsection (1) applies	MDCS	where Council is the landlord
s.262(1)	power to give tenant a notice to vacate rented premises	MDCS	where Council is the landlord
s.262(3)	power to publish its criteria for eligibility for the provision of housing by Council	MDCS	
s.518F	power to issue notice to caravan park regarding emergency management plan if determined that the plan does not comply with the requirements	MDCS	
s.522(1)	power to give a compliance notice to a person	MDCS	
s.525(2)	power to authorise an officer to exercise powers in section 526 (either generally or in a particular case)	GMPD, GMAS	
s.525(4)	duty to issue identity card to authorised officers	MG	
s.527	power to authorise a person to institute proceedings (either generally or in a particular case)	GMPD, GMAS	

ROAD MANAGEMENT ACT 2004			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.11(1)	power to declare a road by publishing a notice in the Government Gazette	GMAS	obtain consent in circumstances specified in section 11(2)
s.11(8)	power to name a road or change the name of a road by publishing notice in Government Gazette	GMAS, MG	
s.12(2)	power to discontinue road or part of a road	GMAS, CPC	were Council is the coordinating road authority
s.12(4)	power to publish, and provide copy, notice of proposed discontinuance	GMAS, CPC	power of coordinating road authority where it is the discontinuing body unless subsection (11) applies
s.13(1)	power to fix a boundary of a road by publishing notice in Government Gazette	GMAS	power of coordinating road authority and obtain consent under section 13(3) and section 13(4) as appropriate
s.14(7)	power to appeal against decision of VicRoads	GMAS, STE, MO	
s.15(1)	power to enter into arrangement with another road authority, utility or a provider of public transport to transfer a road management function of the road authority to the other road authority, utility or provider of public transport	GMAS, STE, MO	
s.15(1A)	power to enter into arrangement with a utility to transfer a road management function of the utility to the road authority	GMAS	
s.16(7)	power to enter into an arrangement under section 15	GMAS, STE, MO	
s.17(3)	power to decide that a road is reasonably required for general public use	GMAS, MIS, STE, MO	where Council is the coordinating road authority

ROAD MANAGEMENT ACT 2004			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.17(4)	power to decide that a road is no longer reasonably required for general public use	GMAS, MIS, MO	where Council is the coordinating road authority
s.18(1)	power to designate ancillary area	GMAS, MIS, MO	where Council is the coordinating road authority, and obtain consent in circumstances specified in section 18(2)
s.40(5)	power to inspect, maintain and repair a road which is not a public road	MO	
s.41(1)	power to determine the standard of construction, inspection, maintenance and repair	GMAS, MIS, MO	
s.42(1)	power to declare a public road as a controlled access road	GMAS	power of coordinating road authority and Schedule 2 also applies
s.42(2)	power to amend or revoke declaration by notice published in Government Gazette	GMAS, STE MO	power of coordinating road authority and Schedule 2 also applies
s.42A(4)	power to approve Minister's decision to specify a road as a specified freight road	GMAS, STE, MIS	where Council is the coordinating road authority if road is a municipal road or part thereof and where road is to be specified a freight road
s.49	power to develop and publish a road management plan	GMAS, MIS	
s.51	power to determine standards by incorporating the standards in a road management plan	GMAS, MIS	
s.53(2)	power to cause notice to be published in Government Gazette of amendment etc of document in road management plan	GMAS, MIS	

ROAD MANAGEMENT ACT 2004			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.54(6)	power to amend road management plan	GMAS	
s.63(1)	power to consent to conduct of works on road	GMAS, MIS, MO, STE	where Council is the coordinating road authority
s.63(2)(e)	power to conduct or to authorise the conduct of works in, on, under or over a road in an emergency	GMAS, MIS, MO, STE	where Council is the infrastructure manager
s.66(1)	power to consent to structure etc	GMAS, MIS, MO	where Council is the coordinating road authority
s.67(3)	power to request information	GMAS, MIS, MO, STE	where Council is the coordinating road authority
s.68(2)	power to request information	GMAS, MIS, MO, STE	where Council is the coordinating road authority
s.71(3)	power to appoint an authorised officer	MG	
s.112(2)	power to recover damages in court	GMAS, MIS, MO	
s.116	power to cause or carry out inspection	GMAS, MIS, MO, STE	
s.120(1)	power to exercise road management functions on an arterial road (with the consent of VicRoads)	GMAS, MIS, MO	
s.121(1)	power to enter into an agreement in respect of works	GMAS, MIS, MO, STE	

ROAD MANAGEMENT ACT 2004			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s.122(1)	power to charge and recover fees	GMAS, MIS, MO, STE	
s.123(1)	power to charge for any service	GMAS, MIS, MO, STE	
Schedule 2 Clause 2(1)	power to make a decision in respect of controlled access roads	GMAS, MIS, MO, STE	
Schedule 2 Clause 3(2)	power to amend, revoke or substitute policy about controlled access roads	GMAS, MIS, MO, STE	
Schedule 7 Clause 12(2)	power to direct infrastructure manager or works manager to conduct reinstatement works	GMAS, MIS, MO	where Council is the coordinating road authority
Schedule 7 Clause 12(3)	power to take measures to ensure reinstatement works are completed	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7 Clause 12(5)	power to recover costs	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7 Clause 13(2)	power to vary notice period	GMAS, MIS, MO	where Council is the coordinating road authority
Schedule 7 Clause 16(1)	power to consent to proposed works	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7 Clause 16(5)	power to consent to proposed works	GMAS, MIS, MO, STE	where Council is the coordinating road authority

ROAD MANAGEMENT ACT 2004			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
Schedule 7 Clause 16(6)	power to set reasonable conditions on consent	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7 Clause 16(8)	power to include consents and conditions	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7 Clause 17(2)	power to refuse to give consent and duty to give reasons for refusal	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7 Clause 18(1)	power to enter into an agreement	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7 Clause 19(1)	power to give notice requiring rectification of works	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7 Clause 19(2) & (3)	power to conduct the rectification works or engage a person to conduct the rectification works and power to recover costs incurred	GMAS, MIS, MO	where Council is the coordinating road authority
Schedule 7 Clause 20(1)	power to require removal, relocation, replacement or upgrade of existing non-road infrastructure	GMAS, MIS, MO, STE	where Council is the coordinating road authority
Schedule 7A Clause 2	power to cause street lights to be installed on roads	GMAS, MIS, MO, STE	power of responsible road authority where it is the coordinating road authority or responsible road authority in respect of the road

PLANNING AND ENVIRONMENT REGULATIONS 2015			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS AND LIMITATIONS
r.21	power of responsible authority to require a permit applicant to verify information (by statutory declaration or other written confirmation satisfactory to the responsible authority) in an application for a permit or to amend a permit or any information provided under section 54 of the Act	GMPD, MPD, MDCD, CSP, CGAP, MED	

PLANNING AND ENVIRONMENT (FEES) REGULATIONS 2016			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS AND LIMITATIONS
r.19	power to waive or rebate a fee relating to an amendment of a planning scheme	GMPD, MPD	
r.20	power to waive or rebate a fee other than a fee relating to an amendment to a planning scheme	GMPD, MPD, MDCD, CSP, CGAP, MED	

RAIL SAFETY (LOCAL OPERATIONS) ACT 2006			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS AND LIMITATIONS
s.34H	Power to identify and assess risks to safety as required under sections 34B, 34C, 34D, 34E or 34F in accordance with subsections (a)-(c)	STE	where Council is the relevant road authority

RESIDENTIAL TENANCIES (CARAVAN PARKS AND MOVABLE DWELLINGS REGISTRATION AND STANDARDS) REGULATIONS 2010			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
r.13(1)	duty to grant the registration if satisfied that the caravan park complies with these regulations	MDCS	
r.13(2)	power to refuse to renew the registration if not satisfied that the caravan park complies with these regulations	MDCS	
r.15(3)	power to determine where notice of transfer is displayed	MDCS	
r.17(1)	power to determine the fee to accompany applications for registration or applications for renewal of registration	MDCS	
r.19(4)	power to determine where the emergency contact person's details are displayed	MDCS	

RESIDENTIAL TENANCIES (CARAVAN PARKS AND MOVABLE DWELLINGS REGISTRATION AND STANDARDS) REGULATIONS 2010			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
r.19(6)	power to determine where certain information is displayed	MDCS	
r.23	power to determine places in which caravan park owner must display a copy of emergency procedures	MDCS	
r.24	power to determine places in which caravan park owner must display copy of public emergency warnings	MDCS	
r.28(c)	power to approve system for the collection, removal and disposal of sewage and waste water from a movable dwelling	MDCS	
r.39(b)	power to require notice of proposal to install unregistrable movable dwelling or rigid annexe	MDCS	
r.42	power to approve use of a non-habitable structure as a dwelling or part of a dwelling	MBS	
Schedule 3 clause 4(3)	power to approve the removal of wheels and axles from unregistrable movable dwelling	MBS	

ROAD MANAGEMENT (GENERAL) REGULATIONS 2016			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
r.16(3)	power to issue permit	GMAS, MIS, MO, STE	where Council is the coordinating road authority
r.18(1)	power to give written consent re damage to road	GMAS, MIS, MO, STE	where Council is the coordinating road authority
r.23(2)	power to make submission to Tribunal	GMAS, MIS, MO, STE	where Council is the coordinating road authority
r.23(4)	power to charge a fee for application under section 66(1) Road Management Act	GMAS, MIS, MO, STE	where Council is the coordinating road authority
r.25(1)	power to remove objects, refuse, rubbish or other material deposited or left on road	GMAS, MIS, MO, STE	where Council is the responsible road authority
r.25(2)	power to sell or dispose of things removed from road or part of road (after first complying with regulation 25(3))	MDCS, CCS	where Council is the responsible road authority
r.25(5)	power to recover in the Magistrates' Court, expenses from person responsible	GMAS, MIS, MO, STE, TLP, CCS	

ROAD MANAGEMENT (WORKS AND INFRASTRUCTURE) REGULATIONS 2015			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
r.15	power to exempt a person from requirement under clause 13(1) of Schedule 7 of the Act to give notice as to the completion of those works	GMAS, MIS, MO, STE	where Council is the coordinating road authority and where consent given under section 63(1) of the Act
r.22(2)	power to waive whole or part of fee in certain circumstances	GMAS, MIS, MO, STE	where Council is the coordinating road authority

3 DELEGATIONS TO STAFF

Moved Cr G Moore Seconded Cr J Owen

In exercise of the powers conferred by section 98(1) of the Local Government Act 1989 and the other legislation referred to in the attached instrument of delegation, Council resolves that:

1. There be delegated to the members of Council staff holding, acting in or performing the duties of the positions referred to in the attached *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.
2. The instrument comes into force immediately the common seal of Council is affixed to the instrument.
3. On the coming into force of the instrument all previous delegations to members of Council staff under the Instrument of Delegation dated 21 August 2017 are revoked.
4. 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.

Cd.

4 AMENDMENT TO MEETING PROCEDURE LOCAL LAW

FILE REFERENCE INT1862655

RESPONSIBLE GENERAL MANAGER Derek Madden

AUTHOR Doug Evans

RECOMMENDATION

That

1. Council proposes to make Local Law 19, Meeting Procedure (Amendment) Local Law 2018 to amend Council's Meeting Procedure Local Law and undertake the statutory procedures required. In accordance with Sections 119 and 223 of the Local Government Act 1989
2. The chief executive officer be authorised to set the day, time and place for the hearing of any submissions received in accordance with Section 223 of the Local Government Act 1989
3. Resolve to rescind Notice of Motion 756 that stipulates that at least one council meeting (where practicable) will be held in all wards during a calendar year.

Attachments

[1](#) Meeting Procedure Amendment Local Law 3 Pages

EXECUTIVE SUMMARY

Following Council's decision to webcast Council Meetings, it is considered necessary to amend the Meeting Procedure Local Law to remove the provision for persons asking Community Questions to also ask a supplementary question and to remove the requirement to hold Council Meetings away from the Civic Centre Council Chamber.

BACKGROUND

Council has committed to the live webcasting of Council Meetings, and has acknowledged that there are risks associated with this from potential claims for libel and slander (defamation) arising from comments made at such meetings. The webcasting of Council meetings increases the possible risk of council, councillors, staff and the public being sued for comments made at these meetings. This being caused by the much larger audience created by the web cast.

The issues involved being:-

- Councillors and Officers can rely on the defence of qualified privilege to defend any actions brought against them for comments made at these meetings. This defence is lost however if the comments were motivated by malice where the person did not have an honest belief in the truth of what was stated.
- This defence is not lost by the webcasting of the meeting.
- The webcasting does expose a councillor or staff member to a possible action of defamation by the publishing of the webcast, as it is the publication of the insult or thing said that is actionable.
- The increased risk is created due to the much wider audience created by the webcasting. Obviously if comments are made at a meeting with no public gallery and the meeting is not webcast and the comments made receive no publicity it is unlikely that any action would be brought.

- In addition the archiving of the meetings would allow such a record to be used in evidence if an action was brought.

There is a risk associated with allowing supplementary questions during Community Question time as the Council is not aware of what comments may be made during such a supplementary question. If these comments defame a person or are such that a third party takes objection to them the Council may be considered complicit in the matter as it has allowed these comments to be broadcast live over the internet. If Council wishes to remove this risk then Clause 59 of the Meeting Procedure Local Law should be removed.

Notice of Motion 756 was adopted by the Council in January 2013, the motion read

That Council will have at least one council meeting (where practicable) in all Cardinia Shire Council wards during a calendar year.

This motion was intended to take Council Meetings to the public particularly in towns some distance from the then Shire Office in Pakenham. It is considered that this requirement is no longer relevant as the webcasting of meetings takes these into the homes of any interested persons. On that basis, this requirement is no longer necessary.

POLICY IMPLICATIONS

Nil

RELEVANCE TO COUNCIL PLAN

Webcasting of Council Meetings is relevant to the Council Plan goals included in the 'Our Governance' section of the Council Plan leading to an engaged community and open governance.

CONSULTATION/COMMUNICATION

Amending the Meeting Procedure Local Law requires public notice of the proposal to appear in the Government Gazette and in a newspaper circulating within the municipality. This public notice will give any interested person the opportunity to provide their comments to the Council. Any persons that wish to be heard in support of their submission will be given the opportunity to address the Council in support of their submission.

FINANCIAL AND RESOURCE IMPLICATIONS

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

CONCLUSION

It considered appropriate to amend the Meeting Procedure Local Law to remove Clause 59 relating to supplementary questions during Community Question time and to rescind Notice of Motion 756.



LOCAL LAW NO. 19

MEETING PROCEDURE (AMENDMENT) LOCAL LAW 2018

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CARDINIA SHIRE COUNCIL

LOCAL LAW NO 19

MEETING PROCEDURE (AMENDMENT) LOCAL LAW 2018

PART 1 - INTRODUCTORY

1. Title and Purpose of Local Law

This is the "Meeting Procedure (Amendment) Local Law 2018" (Local Law No. 19), the purpose of which is to amend Council's Meeting Procedure Local Law (Local Law No.16) to:

1.1 Remove the provision for supplementary questions during Community Question Time.

2. Authorising Provision

This Local Law is made under section 111(1) of the *Local Government Act 1989*.

3. Commencement

This Local Law comes into operation the day after notice of its making appears in the Victorian Government Gazette.

4. Application

This Local Law applies and has operation throughout the whole of the municipal district.

5. Revocation

This Local Law ceases to operate on the day on which Council's Meeting Procedure Local Law (Local Law No.16) ceases to operate.

6. Definitions

"Principal Local Law" means Council's Meeting Procedure Local Law (Local Law No. 16).

PART 2 – AMENDMENTS TO DIVISION 6

7. Community Question Time

Clause 59 - Supplementary questions is deleted.

This Local Law was made by resolution of the Council on ****

Public notice of the making of Local Law 13 appeared in the *Ranges Trader Mail* on ****, *Pakenham Gazette* on *****, *Pakenham Cardinia Leader* on ***** and in the *Victoria Government Gazette* on *****.

4 AMENDMENT TO MEETING PROCEDURE LOCAL LAW

Moved Cr L Wilmot Seconded Cr M Schilling

That

1. Council proposes to make Local Law 19, Meeting Procedure (Amendment) Local Law 2018 to amend Council's Meeting Procedure Local Law and undertake the statutory procedures required. In accordance with Sections 119 and 223 of the Local Government Act 1989
2. The Chief Executive Officer be authorised to set the day, time and place for the hearing of any submissions received in accordance with Section 223 of the Local Government Act 1989
3. Resolve to rescind Notice of Motion 756 that stipulates that at least one council meeting (where practicable) will be held in all wards during a calendar year.

Upon being put to the meeting, the motion was declared carried. Cr B Owen called for a Division.

For the Motion were Crs G Moore, J Owen, C Ross, L Wilmot, J Springfield and M Schilling Total (6).

Against the Motion were Crs B Owen, C Ryan and R Brown Total (3).

Cd.

5 2018 COMMUNITY SATISFACTION SURVEY (CSS)

FILE REFERENCE INT1862775

RESPONSIBLE GENERAL MANAGER Derek Madden

AUTHOR Peter Philp

RECOMMENDATION

That Council note the results of the 2018 CSS and make the results available to the community via Council's web site.

Attachments

[1](#) 2018 Community Satisfaction Survey 138 Pages

EXECUTIVE SUMMARY

This report provides some highlights from the 2018 community satisfaction survey. There is extensive information available in the report itself, providing a point in time view of community perception of Council performance, with comparison to previous years.

BACKGROUND

This is the 7th year of the CSS, in its current format, and the 6th year of surveying some of our specific services, providing a more meaningful trend in the data. JWS Research conducts the survey, under a contract with Local Government Victoria.

The survey reflects the mood of the population in respect to council services at a point in time. JWS conducts the survey at similar times each year, as detailed in the following table.

Year	Survey dates
2018	1 February to 30 March
2017	1 February to 30 March
2016	1 February to 30 March
2015	1 February to 30 March
2014	31 January to 11 March
2013	1 February to 24 March
2012*	18 May to 30 June

* 2012 conducted later in the year, due to delays in LGV finalising tender for the research and finalising changes to the survey methodology with Councils.

Report basis

The survey is based on a random sample of 400 people in Cardinia Shire.

Respondents were identified as users or not users of council services providing a better understanding of the impact of direct usage on the perception of performance and importance.

The measures discussed here are index scores, which is a way of aggregating the responses in varying ratings (very good, good, average, poor and very poor) into a single measure out of 100. The logic of this is contained in the detailed report on pages 131-34.

Responses are taken from anyone over the age of 18, and weighted to reflect the demographics of our population. Basic demographic information is collected, enabling results to be available by the following groupings:

- Gender- male / female
- Age groups - 18-34, 35-49, 50-64 and 65+.
- Region - Growth, Hills and Southern Rural.

69% of those surveyed had personal contact with council over the last 12 months - up from 65% in 2017. This contact could have been in person, in writing, by phone, text, email, Council website, Facebook or Twitter.

Cardinia results are compared to the state-wide result and the interface group that comprises Cardinia, Casey, Melton, Mornington Peninsula, Whittlesea and Yarra Ranges.

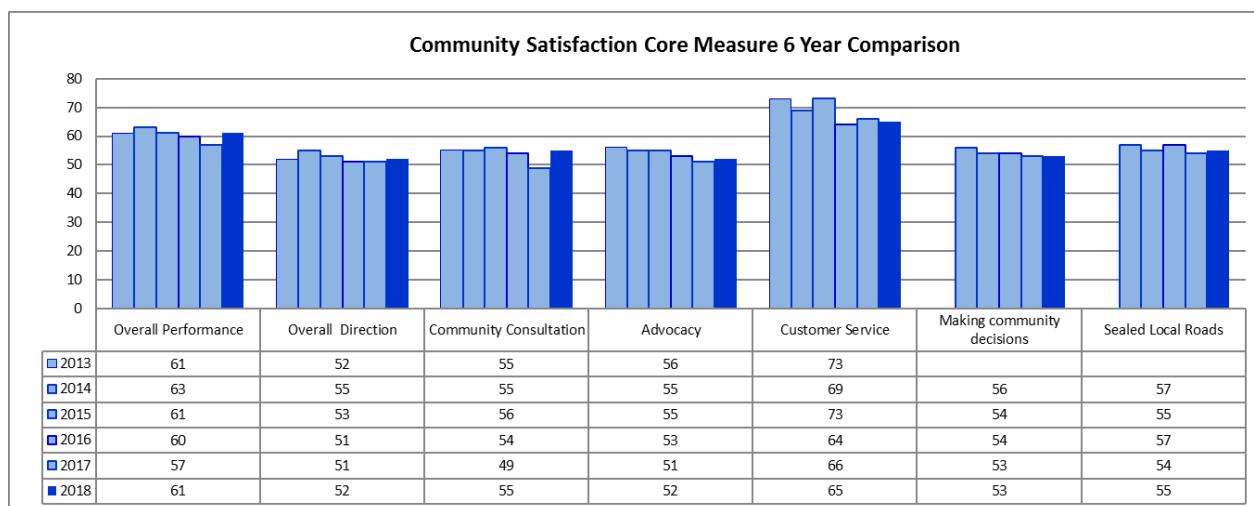
Not all councils participate in this survey (64 of 79). Those that do not participate undertake their own survey to provide data for the compulsory indicators.

Key Measures

There are currently seven key measures, which provide a base comparison across councils. This includes two measures that are part of the Local Government Performance Reporting Framework (LGPRF) that are included in the annual report. VAGO (or their contractors) audit these two measures. They are:

- Making community decisions - decisions made in the interests of the community
- Sealed local roads - condition of sealed local roads

The index scores for 2018 are on a par with previous years, with significant increases from 2017 in two core performance measures. The Overall Performance index score increased significantly from 57 in 2017 to 61 in 2018. Council's overall performance is now in line with the average ratings for councils State-wide and in the Interface group (index scores of 59 and 60 respectively). Performance in the Consultation and Engagement area is back in line with previous years' ratings following a significant increase from 49 in 2017 to 55 in 2018.



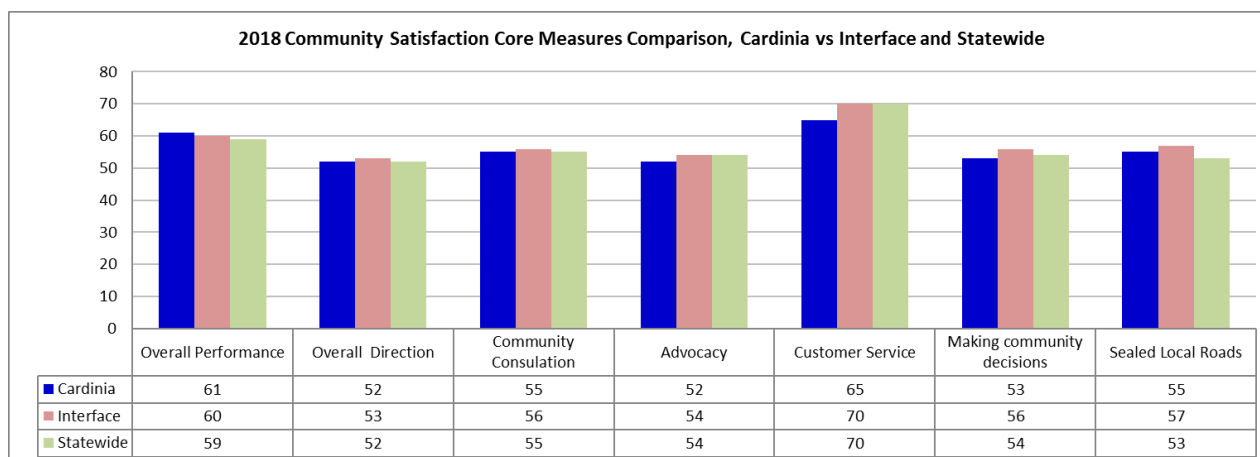
Positive sentiment (good or very good) remains equal to or higher than negative sentiment (poor or very poor) for the key measures. If we ignore the middle ground, 'average' and 'stayed the same' ratings, we find the following results:

Measure	Positive	Negative	Can't Say
Overall performance of council	52%	12%	1%
Overall direction	18%	14%	4%
Community consultation	37%	23%	10%
Advocacy	27%	19%	18%
Customer service	61%	22%	1%
Making decisions in interest of community	35%	20%	9%
Condition of Sealed local roads	46%	26%	1%

Advocacy continues being an area that the community does not relate to with close to one in five respondents not able to voice an opinion of council's performance.

State and Interface councils

As the graph below shows, Cardinia's performance results are in line with average ratings for councils State-wide and in the Interface group with just a few exceptions.



In terms of performance in individual services (in addition to the key measures), some of the surveyed services showed significant variation in performance to the State or Interface group. The following table lists these services.

Service performance	State wide	Interface Group
Cardinia Significantly Higher	Waste Management Business and Community Development	Waste Management
Cardinia Significantly Lower	Enforcement of Local Laws Appearance of Public Areas Community & Cultural Tourism Development	Local Streets & Footpaths Unsealed Roads Making Community Decisions Tourism Development

Comparing Regions to Shire

Comparing the individual region performance results, with the overall Shire results, shows that, at the time when the survey was conducted, residents of the Hills and the Southern Rural Areas had a lower perception of Council's performance, as, in both areas, a number of measures were significantly lower than the overall Shire result.

The Growth area had two measures that were significantly higher than the overall Shire result - reflecting a more positive perception of council.

The following table summarises these results.

Region	Significantly higher than overall Shire	Significantly lower than overall Shire
Hills		Sealed Local Roads Unsealed Roads
Growth	Sealed Local Roads Unsealed Roads	
Southern Rural		Sealed Local Roads Appearance of Public Areas Unsealed Roads

Importance summary

In addition to asking respondents to rate Council performance, the survey also asks respondents to rate how important each particular item is to them.

The following table reflects the three most important services to the community over the last five surveys. Waste management is deemed the most important service area, whilst emergency and disaster management and sealed roads continue to be in the top three.

2018	2017	2016	2015	2014	2013
Waste Management	Emergency and Disaster Management	Emergency & Disaster Management	Unsealed Roads	Population Growth	Local Streets & Footpaths
Emergency and Disaster Management	Unsealed Roads	Unsealed Roads	Emergency & Disaster Management (not included in previous surveys)	Unsealed roads	Unsealed Roads
Sealed Roads	Sealed Roads	Waste Management	Sealed Roads	Waste Management	Waste Management

The next table contains the three least important services as rated by the community. These have been consistent over the past 5 years.

2018	2017	2016	2015	2014	2013
Tourism Development	Tourism Development	Tourism development	Tourism development	Tourism development	Community & cultural
Community and Cultural	Community and Cultural	Community & cultural	Community & cultural	Community & cultural	Business development & tourism
Business and Community Development	Lobbying	Lobbying	Lobbying	Lobbying	Lobbying

Demographics

The detailed report contains result breakdowns based on demographic groupings, for both index scores and response percentages, for all the indicators included in the survey. These results reinforce that Cardinia is not a homogeneous community.

Some examples of variation in response across demographic groupings are:

- Overall Performance index - High performance scores given by women, and lower performance scores given by men
- Customer Service - Highest performance scores given by respondents in the 65+ age group, and the lowest performance scores being recorded in the 35-49 age group
- Community Consultation and Engagement - Highest performance scores given by respondents in the 18-34 age group, and lowest performance scores given by respondents in the 50-64 age group
- Sealed Local Roads - Highest performance scores given by respondents in the Growth area, and lowest performance scores given by respondents in the Hills and Southern Rural areas
- Family Support - Highest performance scores given by respondents in the Southern Rural area, and lowest performance scores given by respondents in the Hills

POLICY IMPLICATIONS

There are no direct policy implications of these results, however, Council uses the information as an input into service planning, strategy development, business planning and overall communications as the data adds to our understanding of our community.

RELEVANCE TO COUNCIL PLAN

The survey is an indicator of Council's overall performance in delivering its plan.

CONSULTATION/COMMUNICATION

The survey samples 400 people, 18 and over, through calls to a mix of landlines and mobile phones.

FINANCIAL AND RESOURCE IMPLICATIONS

There are no direct financial implications. Indirectly, the results of the survey may be useful in supporting any position associated with variation to rate capping.

CONCLUSION

This year's survey supports the view that; in general, the community may be seeing the performance of council, and its overall direction, in a more positive light to last year. Review of the core performance measures shows that Cardinia's performance was either stable or improved compared to Council's own results in 2017.

As would be expected, variations exist between the regions and various demographics on both performance and importance of our service delivery.

There is much detail in the report that can be combined with other research information and used by Council as an input to both planning and monitoring of service delivery and to further understand the community.



**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
CARDINIA SHIRE COUNCIL**

2018 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**



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- [Appendix A: Detailed survey tabulations](#)
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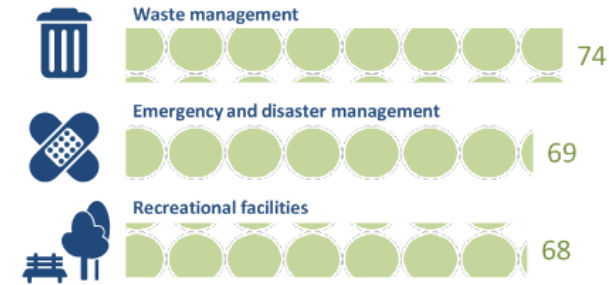
CARDINIA SHIRE COUNCIL – AT A GLANCE



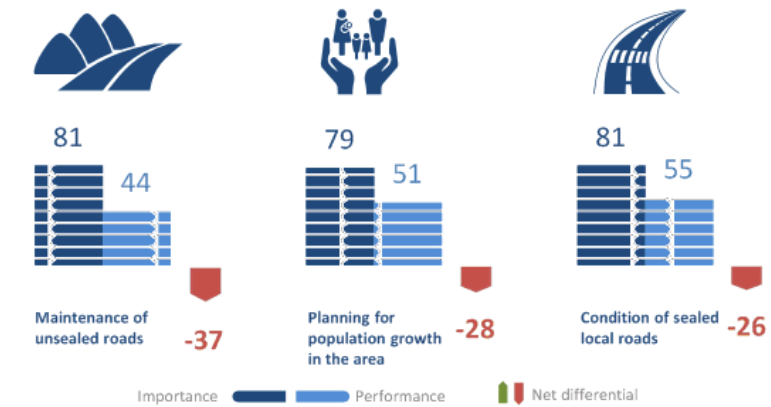
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



BACKGROUND AND OBJECTIVES



Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Cardinia Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING



This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Cardinia Shire Council.

Survey sample matched to the demographic profile of Cardinia Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within Cardinia Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Cardinia Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2018.

The 2018 results are compared with previous years, as detailed below:

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Cardinia Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

SURVEY METHODOLOGY AND SAMPLING



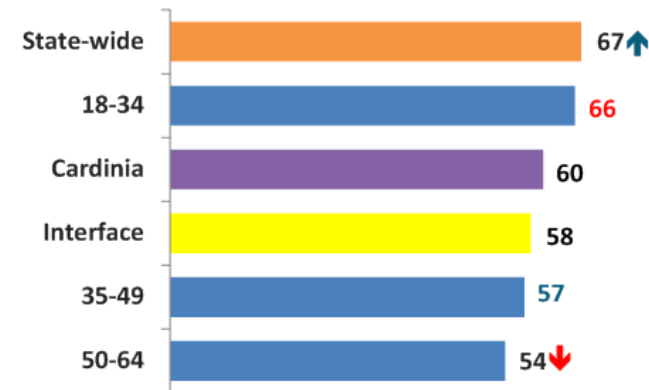
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- The state-wide result is significantly higher than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2017.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

Overall Performance – Index Scores (example extract only)



Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.

FURTHER INFORMATION



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS



OVERALL PERFORMANCE



Cardinia Shire Council's **overall performance index score increased significantly – by four index points in the past year – to an index score of 61**. Overall performance ratings have fluctuated by a couple of points each year since 2012.

- Cardinia Shire Council's overall performance is in line with **the average ratings for councils State-wide and in the Interface group** (index scores of 59 and 60 respectively).
- Ratings gains are largely driven by statistically *significant increases* (at the 95% confidence interval) among **women** (index score of 65, eight points higher than 2017), **residents aged 35 to 49 years** (63, seven points higher), and residents of the **Hills** (59, eight points higher).
- Women are also **significantly more favourable** in their view of Council's overall performance than residents overall, while **residents aged 50 to 64 years** are **significantly less favourable** (index score of 55).

Residents are much more likely to rate Council performance as 'very good' or 'good' (52%) than 'poor' or 'very poor' (12%). A further 35% sit mid-scale providing an 'average' rating.



OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

OVERVIEW OF CORE PERFORMANCE MEASURES



Review of the core performance measures (as shown on page 19) shows that Cardinia Shire Council's **performance was either stable or increased** compared to Council's own results in 2017.

- Performance measures *increased significantly* in the areas of **overall performance** (index score of 61, four points higher than 2017) and **consultation and engagement** (55, six points higher). With an index score of 55 in the area of consultation and engagement, performance is back in line with previous years' ratings after declining between 2016 and 2017.
- Results are **in line with** average ratings for councils **State-wide** and in the **Interface group** with just a few exceptions.
- Council's performance in the area of **community decisions** (index score of 53) is *significantly lower* than the average rating for the Interface group (index score of 56). Council's performance in the area of **customer service** (index score of 65) is *significantly lower* than both the Interface group and State-wide averages for councils (index score of 70 for each).

Ratings on core measures are largely consistent across geographic areas with the exception of **sealed local roads**.

- **Growth areas residents** are *significantly more* favourable (index score of 60), while **the Hills** (index score of 48) and **Southern Rural** (index score of 44) residents are significantly less favourable in their impressions of sealed roads.

Customer service (index score of 65) is a top performing area for Cardinia Shire Council. It is the highest rated core performance measure and the third highest rated service area overall. However, it is only one of a handful of service areas where Council performs *significantly lower* than State-wide and Interface group averages (index score of 70 for each).

CUSTOMER CONTACT AND SERVICE



Seven in ten (69%) Cardinia Shire Council residents have had recent contact with Council.

- **Residents aged 50 to 64 years (76%) have had the most contact with Council;** however this same group rates Council lowest on most core measures.

Customer service, with an index score of 65, is a **positive result** for Council. Perceptions of customer service have been stable since 2016, but results are still lower than peak levels achieved in 2015 and 2013 (index score of 73 in both years).

- Three in ten (30%) rate Council's customer service as 'very good', with a further 31% rating customer service as 'good', similar to 2017 results.

Perceptions of customer service are relatively consistent across all demographic groups, meaning there is no particular cohort that Council should focus its attention on. Rather, Council should aim to improve customer service across all groups.

Newsletters, sent via email (34%) and mail (34%), are the preferred way for Council to inform residents about news, information and upcoming events. **Demand for mailed newsletters has trended down since 2013** (declining fourteen percentage points), **while preferences for emailed newsletters has trended up** (increasing fourteen percentage points).

- Interest in advertising in local newspapers (4%) has also waned since 2013 (declining nine percentage points), while interest in text messages has quadrupled (now 12%).
- Adults aged under 50 years are almost as likely to express interest in newsletters sent via mail (30%) as email (33%) in 2018, reflecting an eighteen point decline in demand for mailed, and a twelve point increase in emailed communications among this group. Virtually all interest in text messages occurs among adults under 50 years of age (18%).
- Adults aged over 50 years are also less interested in receiving a newsletter via mail than previously (40%, eight points lower than 2013), though they still prefer mail to email communications (35%, eighteen points higher than 2013).

AREAS WHERE COUNCIL IS PERFORMING WELL



Waste management is the area where Cardinia Shire Council has **performed most strongly** (index score of 74). Indeed, waste management was one of the most frequently mentioned **best things** about Council (mentioned by 9% of residents). Performance in the area of waste management *increased significantly* in the past year from an index score of 70 in 2017.

- Perceptions *increased significantly* among Southern Rural residents (index score of 76, seventeen points higher than 2017) and women (76, eight points higher).
- Three-quarters of residents (73%) rate Council's performance in the area of waste management as 'very good' or 'good'.
- Council is rated *significantly higher* than both the State-wide and Interface group averages in this area (index scores of 70 and 68 respectively).
- Waste management is rated the most important council responsibility relative to other areas evaluated (importance index score of 82).

Another area where Cardinia Shire Council is well regarded is emergency and disaster management.

With a performance index score of 69, this service area is rated second highest among residents.

- More than half of residents (56%) rate Council's performance in this area as 'very good' or 'good'.
- Residents who have experience with these services rate Council highest (index score of 74).
- Emergency and disaster management is rated almost equal to waste management in terms of importance (importance index score of 81).

Recreational facilities (performance index score of 68) is another area where Council is rated more highly compared to other service areas. Indeed, 17% of residents mention recreational and sporting facilities and 13% mention parks and gardens as the **best aspects** of council life. Two-thirds (66%) of residents have used council facilities.

It is important to note that Council **improved significantly** in its performance in seven service areas in the past year: **waste management, appearance of public areas, family support services, business and community development, consultation and engagement, disadvantaged support services and tourism development.**

AREAS IN NEED OF ATTENTION



Perceptions of Council did not experience any *significant declines* in ratings in the past year. This is a positive result for Council, particularly given that Cardinia Shire Council performs *significantly below* the Interface group average in only a handful of areas (customer service, local streets and footpaths, community decisions, and tourism development).

The area that stands out as being most in need of Council attention is **the maintenance of unsealed roads**. With a performance index score of 44, Council is seen to be **performing poorly** in this service area. This is *significantly lower* than the Interface group average (performance index score of 48).

- Two in five residents (41%) rate Council performance in this service area as 'very poor' or 'poor'.
- Similar to perceptions of sealed roads, residents of the **Hills** (index score of 36) and **Southern Rural** (index score of 33) areas have *significantly less* favourable impressions of performance in this area, while Growth areas (index score of 49) residents have *significantly more* favourable impressions than residents overall.

- The importance of this service area is evidenced by a high index score of 81.

Population growth (index score of 50) is the second lowest rated service area. Performance has declined seven index points in this area since 2014.

Notwithstanding these results, if forced to choose, a majority (54%) of residents would prefer service cuts to keep rates at current levels to rate rises to improve services (29%). A further 16% 'can't say'.

FOCUS AREAS FOR COMING 12 MONTHS



For the coming 12 months, Cardinia Shire Council should pay particular attention to the service areas where stated importance exceeds rated performance by more than 10 points. Key priorities include:

- **Unsealed roads** (margin of 37 points)
- **Planning for population growth** (margin of 28 points)
- **Sealed roads** (margin of 26 points)
- **Condition of local streets and footpaths** (margin of 24 points)
- **Consultation and engagement** (margin of 16 points)
- **Enforcement of local laws** (margin of 13 points)
- **Emergency and disaster management** (margin of 12 points).

Consideration should also be given to residents aged 50 to 64 years, who appear to be most driving negative opinion in 2018.

On the positive side, Council should **maintain its relatively strong performance in the area of waste management, recreational facilities, and appearance of public areas** and continue its upwards trajectory in the area of **consultation and engagement**.

The **regression analysis on pages 32-36** shows the individual service areas that have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- Lobbying on behalf of the community.

Good communication and transparency with residents about decisions the Council has made in the Cardinia community's interest, any lobby wins as well as improved maintenance of unsealed roads could help improve opinion in these areas and drive up overall opinion of the Council's performance.

FURTHER AREAS OF EXPLORATION

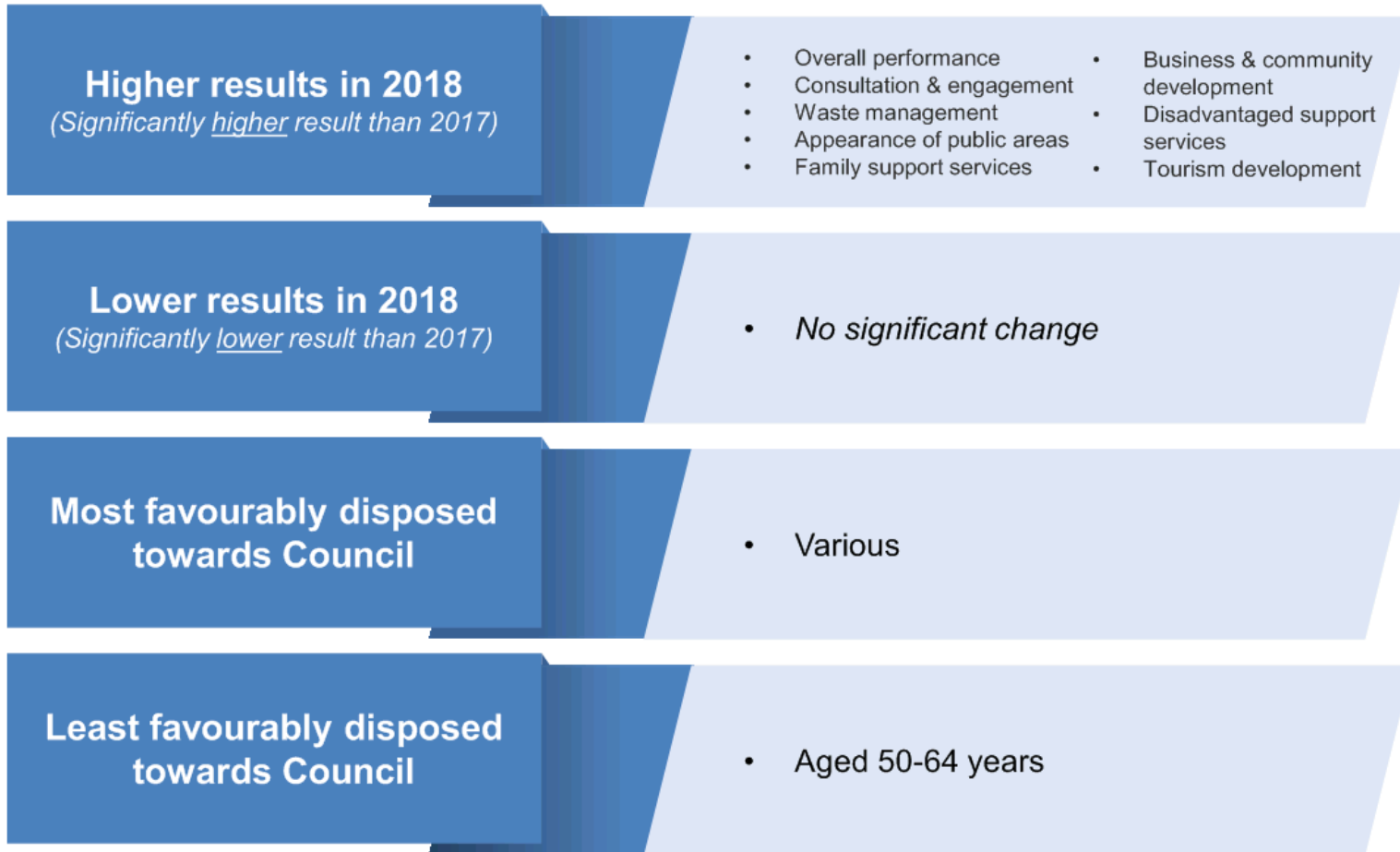


An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS



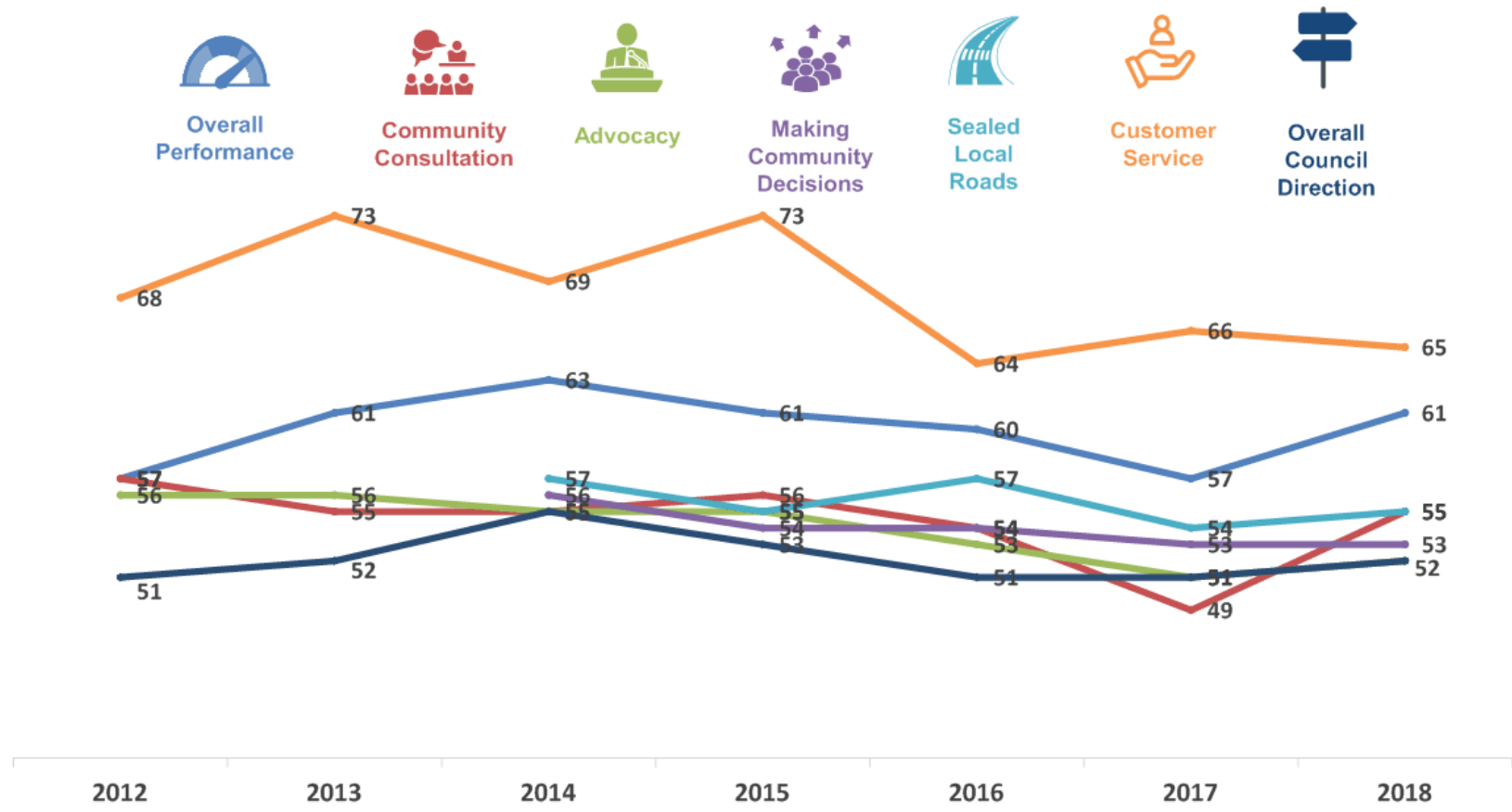


SUMMARY OF FINDINGS



2018 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2018 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS

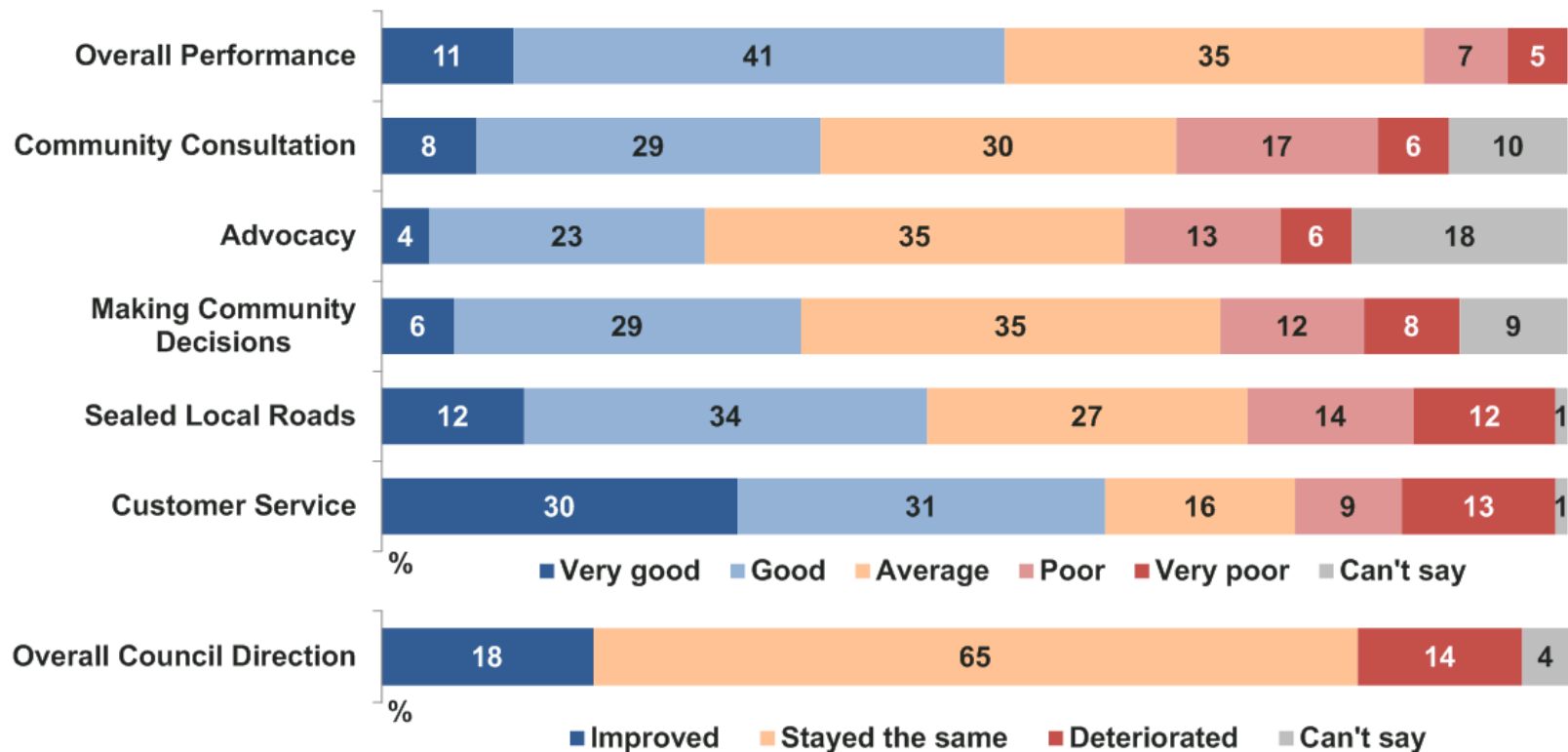


Performance Measures	Cardinia 2018	Cardinia 2017	Interface 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	61	57	60	59	Women	Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	55	49	56	55	Aged 18-34 years	Aged 50-64 years
ADVOCACY (Lobbying on behalf of the community)	52	51	54	54	Growth	Aged 50-64 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	53	53	56	54	Women	Aged 50-64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	55	54	57	53	Growth	Southern Rural
CUSTOMER SERVICE	65	66	70	70	Aged 65+ years	Aged 35-49 years
OVERALL COUNCIL DIRECTION	52	51	53	52	Women	Aged 50-64 years, Men

2018 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS



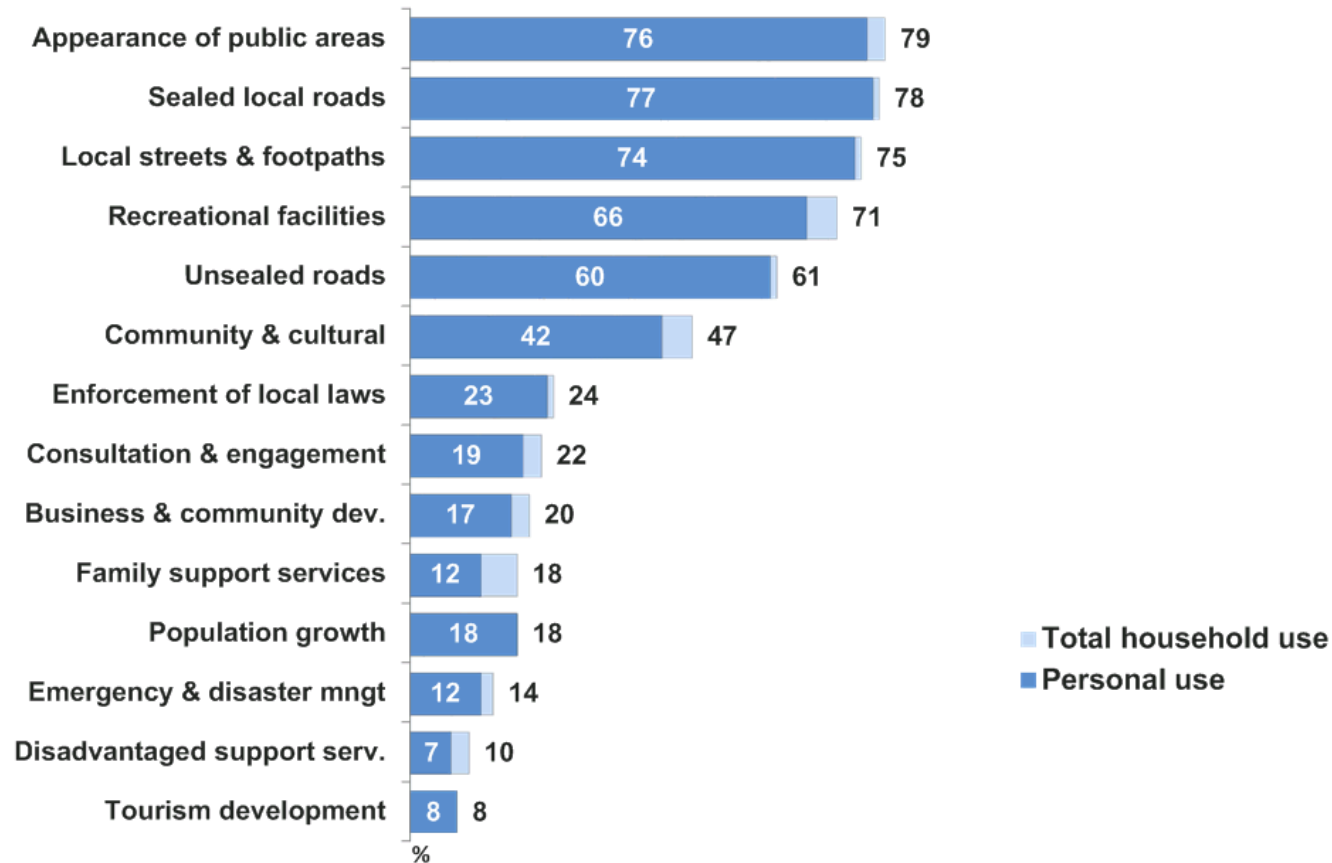
Key Measures Summary Results



2018 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS



Experience of Services



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?

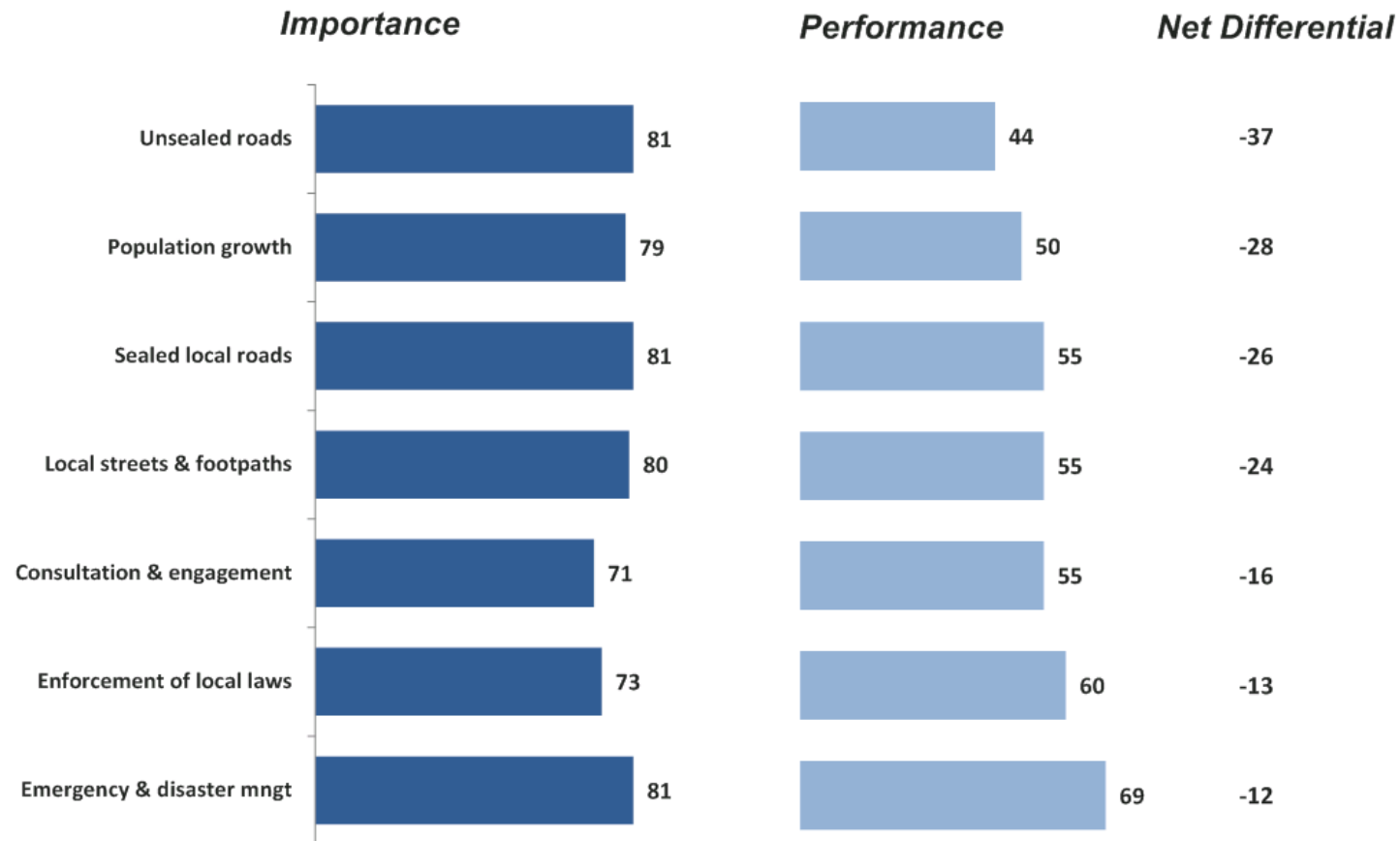
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4

INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE



Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:



2018 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME



		2017	2016	2015	2014	2013	2012
2018 Priority Area Importance							
Waste management	82	78	80	77	78	81	n/a
Emergency & disaster mngt	81	82	83	81	n/a	n/a	n/a
Sealed local roads	81	79	79	79	78	n/a	n/a
Unsealed roads	81	81	80	83	78	81	n/a
Local streets & footpaths	80	77	78	77	77	82	n/a
Population growth	79	78	79	76	79	79	n/a
Appearance of public areas	76	74	74	72	72	76	n/a
Recreational facilities	73	72	73	72	71	74	n/a
Enforcement of local laws	73	72	73	70	72	75	n/a
Family support services	73	74	75	76	72	74	n/a
Consultation & engagement	71	71	73	70	71	72	n/a
Disadvantaged support serv.	69	72	73	n/a	n/a	n/a	n/a
Business & community dev.	68	68	70	67	69	n/a	n/a
Community & cultural	59	57	64	60	60	61	n/a
Tourism development	51	46	52	50	49	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 2

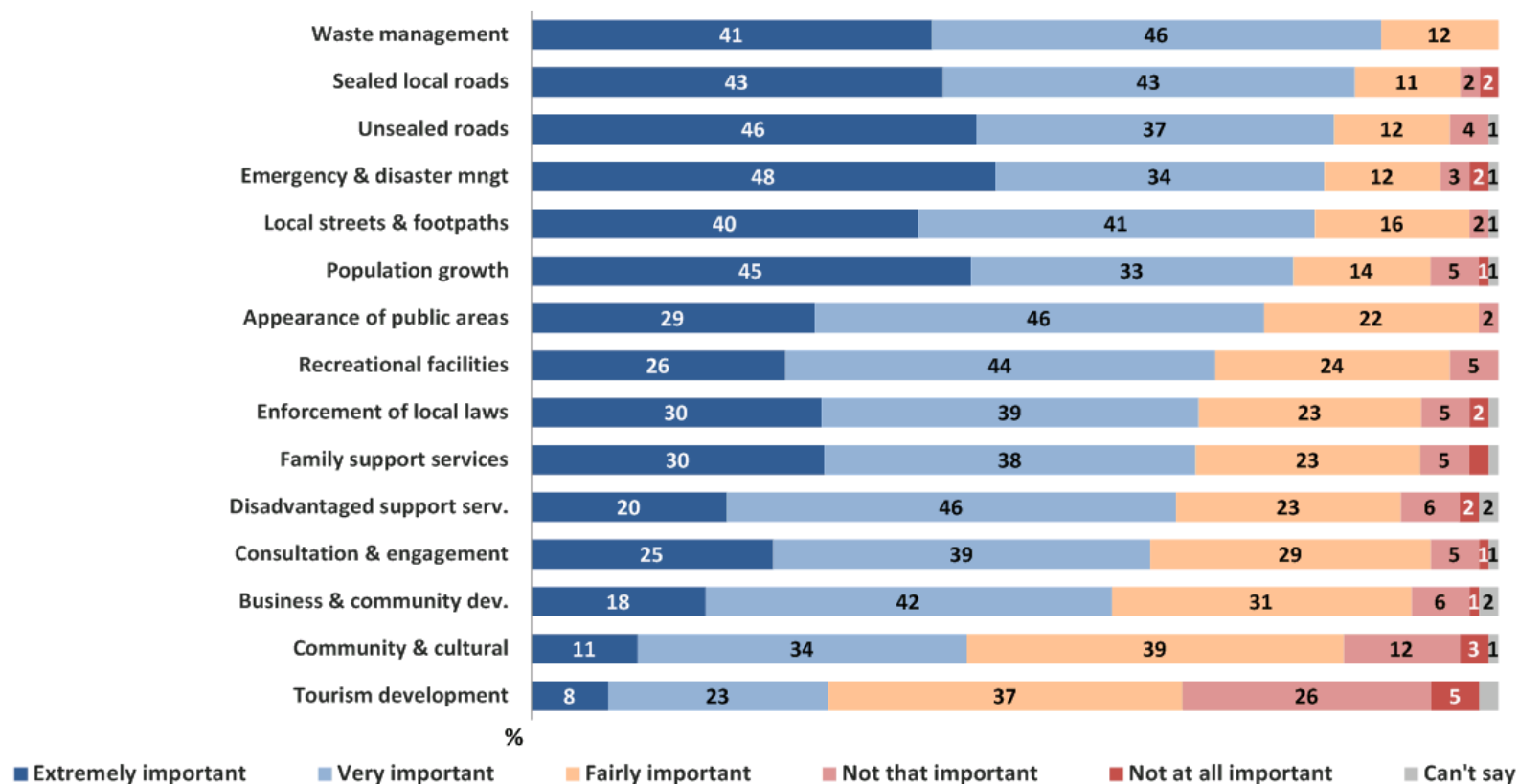
Note: Please see page 6 for explanation of significant differences.

2018 IMPORTANCE SUMMARY

DETAILED PERCENTAGES



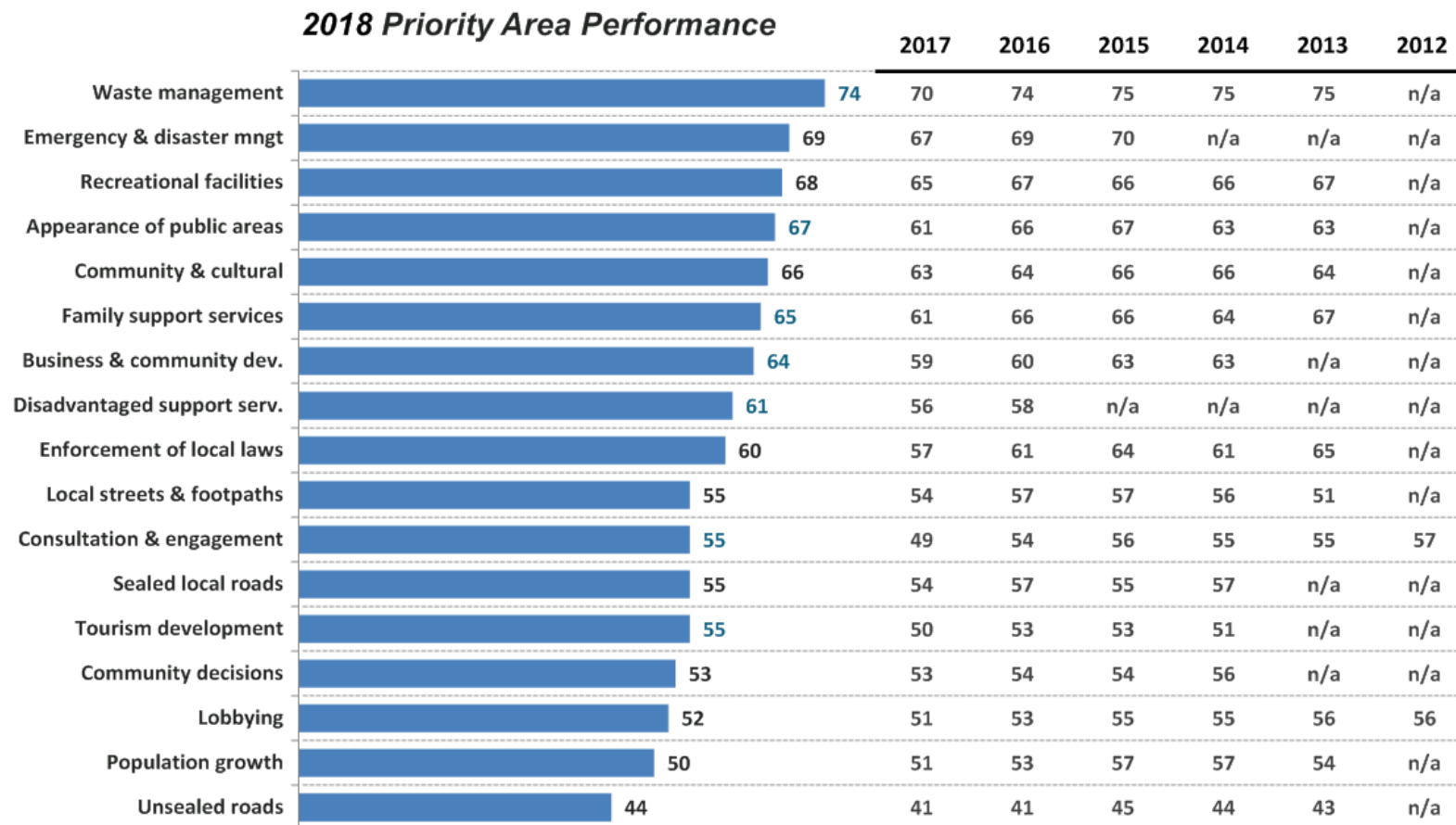
Individual Service Areas Importance



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 2

2018 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

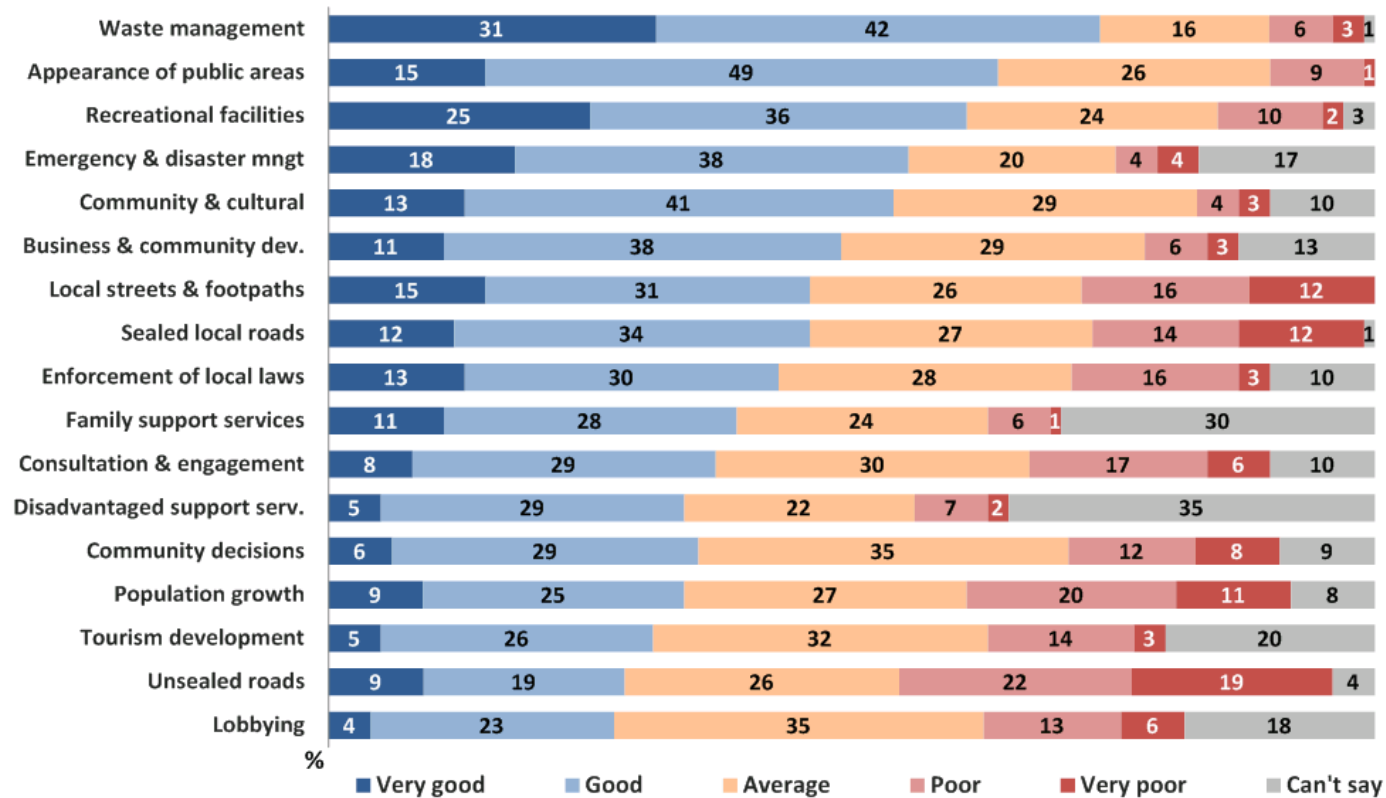
Note: Please see page 6 for explanation of significant differences.

2018 PERFORMANCE SUMMARY

DETAILED PERCENTAGES



Individual Service Areas Performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2018 IMPORTANCE SUMMARY BY COUNCIL GROUP



Top Three Most Important Service Areas (Highest to lowest, i.e. 1. = most important)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Sealed roads 	<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Community decisions 	<ol style="list-style-type: none"> 1. Traffic management 2. Emergency & disaster mngt 3. Waste management 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Sealed roads 3. Community decisions 	<ol style="list-style-type: none"> 1. Sealed roads 2. Unsealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Community decisions

Bottom Three Least Important Service Areas (Lowest to highest, i.e. 1. = least important)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Business & community dev. 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Lobbying 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

2018 PERFORMANCE SUMMARY

BY COUNCIL GROUP



Top Three Performing Service Areas (Highest to lowest, i.e. 1. = highest performance)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas

Bottom Three Performing Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Unsealed roads 2. Population growth 3. Lobbying 	<ol style="list-style-type: none"> 1. Population growth 2. Planning permits 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Population growth 3. Traffic management 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth

REGRESSION ANALYSIS



To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side have a higher performance index than those on the left.

The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.

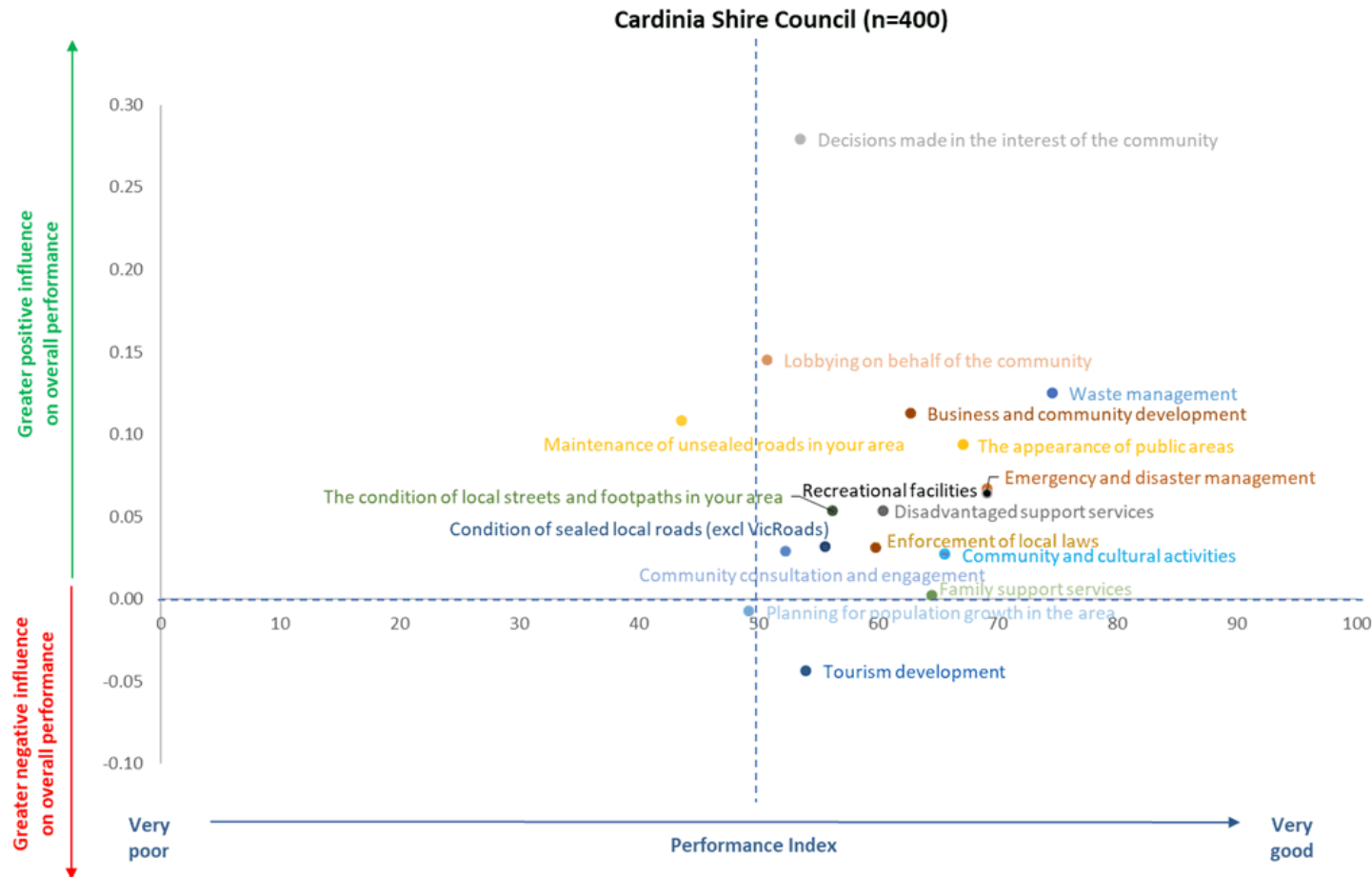
Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than ± 0.1 was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

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PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

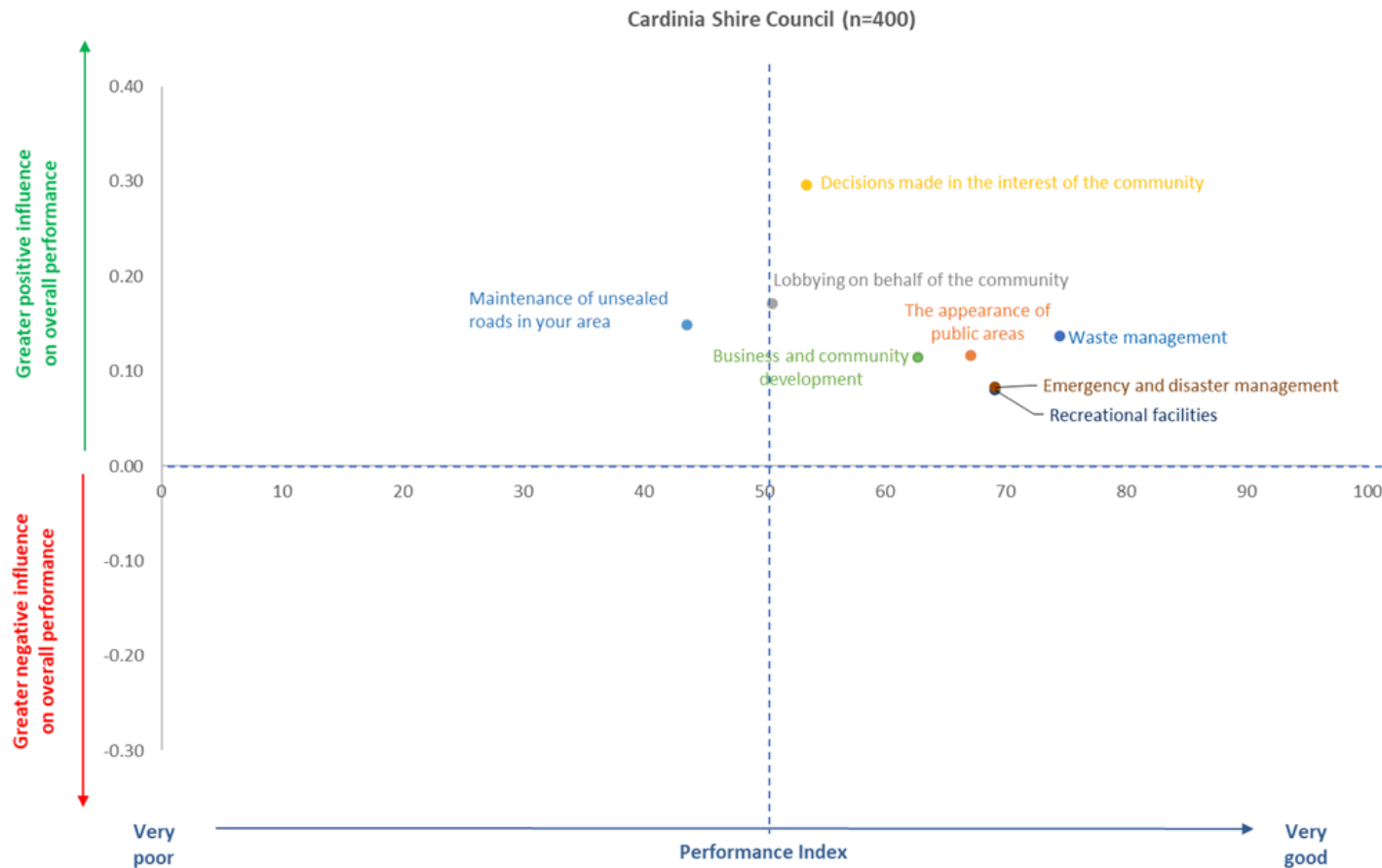
ALL SERVICE AREAS



The multiple regression analysis model of all question items above has an R-squared value of 0.590 and adjusted R-square value of 0.571, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 32.29$. However, this model should be interpreted with caution because the data were not normally distributed and not all items had reasonably linear correlations. We recommend you use the regression model of six factors which were determined after conducting exploratory factor analysis on the following two slides.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

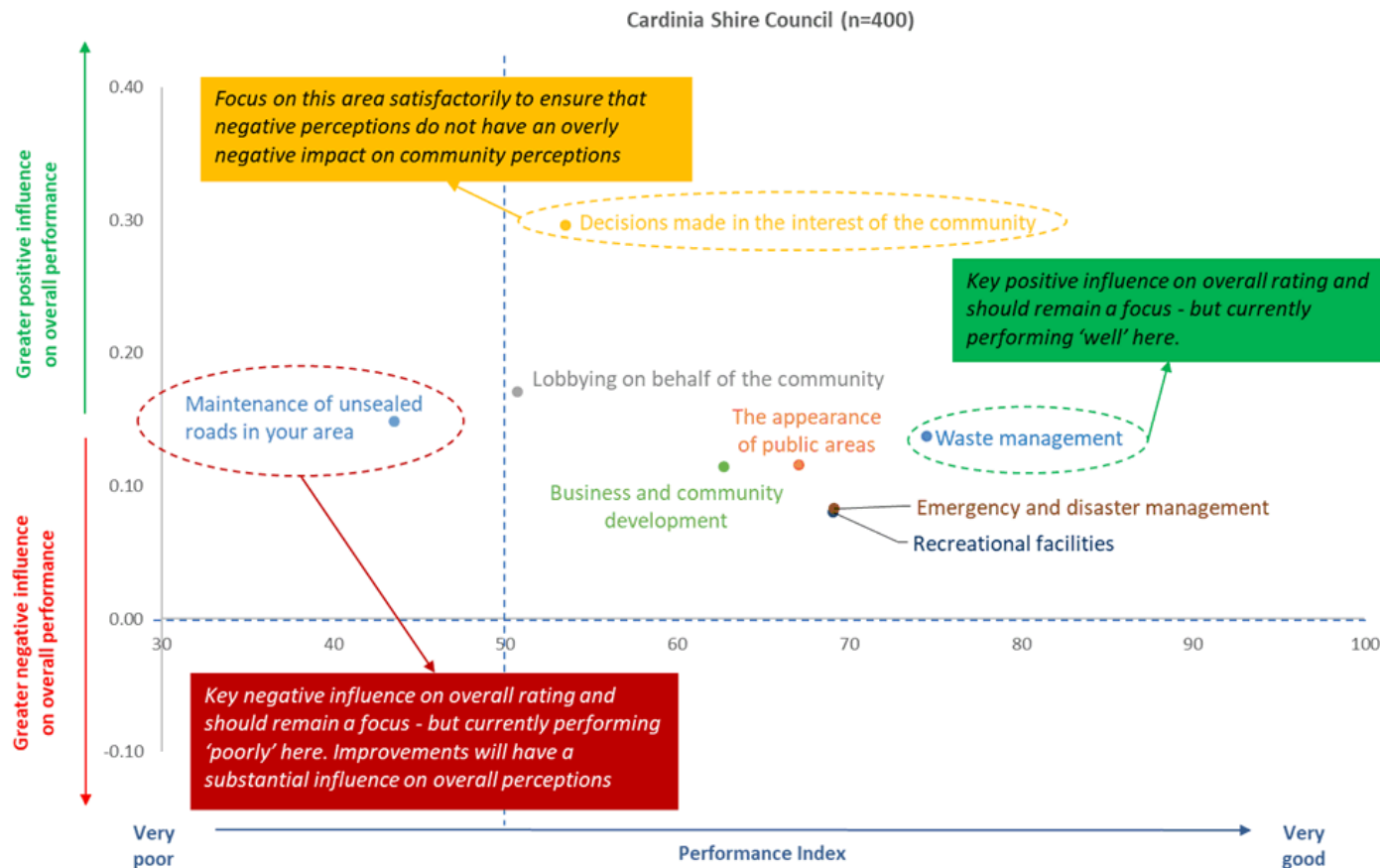
KEY SERVICE AREAS



The performance questions were analysed using Exploratory Factor Analysis to determine six factors or ‘themes’ to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.581 and adjusted R-square value of 0.573, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 67.83$.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

KEY SERVICE AREAS - ENLARGED RIGHT QUADRANT



The performance questions were analysed using Exploratory Factor Analysis to determine six factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.581 and adjusted R-square value of 0.573, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 67.83$.

REGRESSION ANALYSIS – KEY RESULTS CONSIDERATIONS



The individual service areas that have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- Lobbying on behalf of the community

Other key areas with a positive influence on overall performance include:

- Waste management
- The appearance of public areas
- Business and community development
- Emergency and disaster management
- Recreation facilities
- Council's general town planning

In terms of the key service areas, waste management has the strongest positive performance index and a positive influence on the overall performance rating. Currently, Cardinia Shire Council is performing *very well* in this area (performance index of 74) and, while it should remain a focus, there is greater work to be done elsewhere.

Cardinia Shire Council's decisions made in the community's interest and lobbying have lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to lift Cardinia Shire Council's overall performance rating. These areas are among the Council's lower rated performance areas (performance indices of 53 and 52).

Maintenance of unsealed roads has the lowest performance rating (44), and is an area with which has a potentially strong influence on overall performance perceptions if addressed.

While tourism development does not have a strong influence on perceptions, its influence is negative. Reasons for this could be explored further because the performance index, while still positive, is on the lower side (55).

Good communication and transparency with residents about decisions the Council has made in the Cardinia community's interest, any lobby wins as well as improved maintenance of unsealed roads could help improve opinion in these areas and drive up overall opinion of the Council's performance.

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES



2018 Best Aspects



Q16. Please tell me what is the ONE BEST thing about Cardinia Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 1

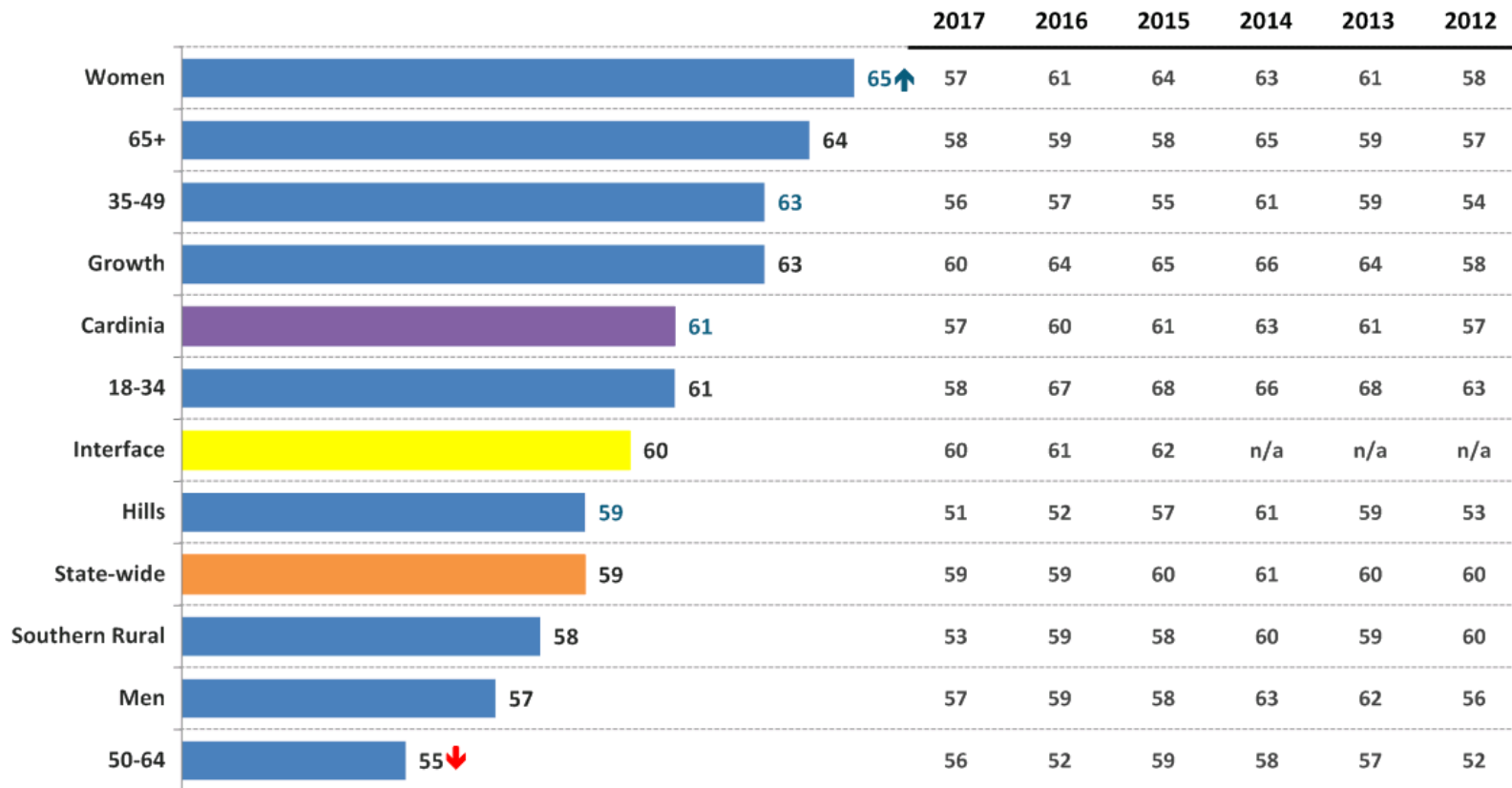




OVERALL PERFORMANCE INDEX SCORES



2018 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

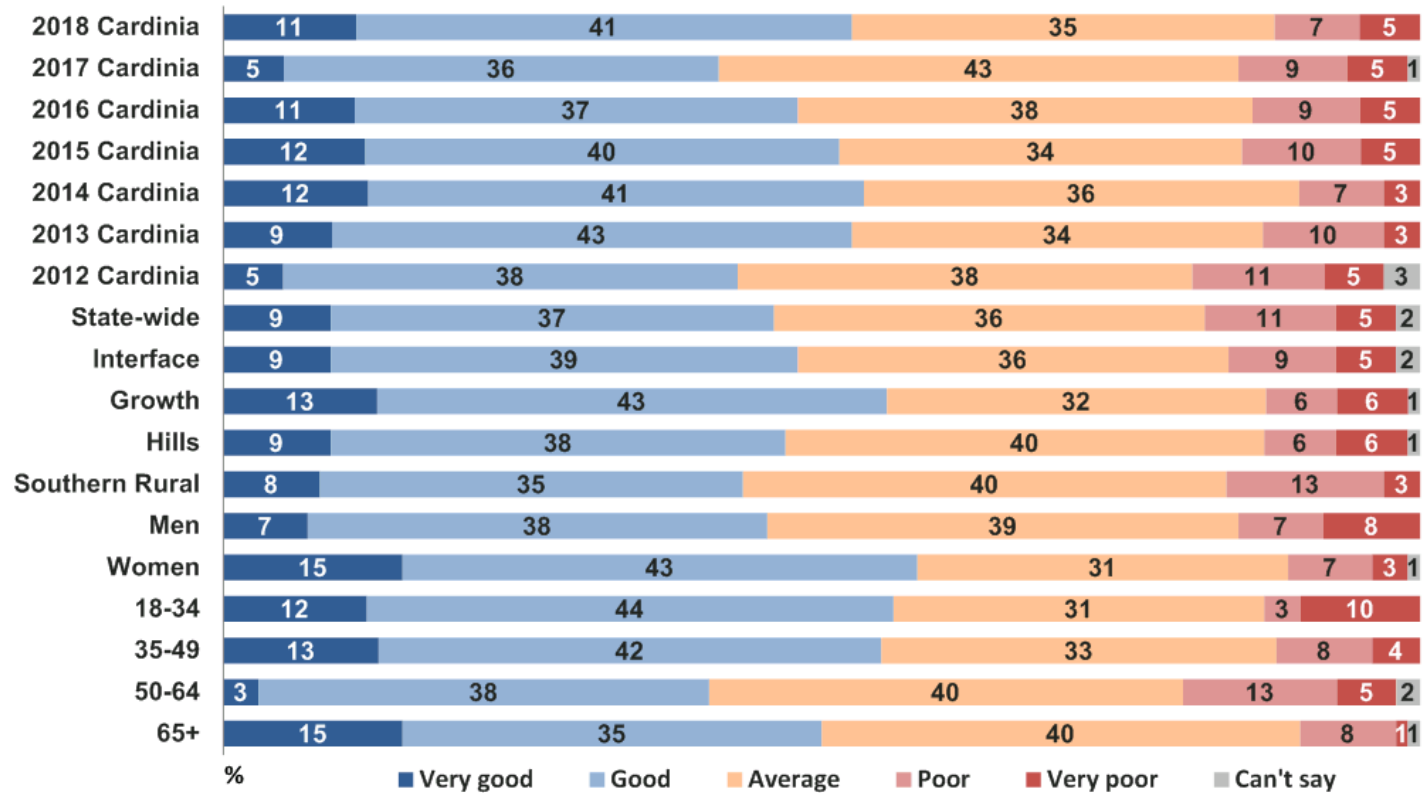
Note: Please see page 6 for explanation about significant differences.

OVERALL PERFORMANCE

DETAILED PERCENTAGES



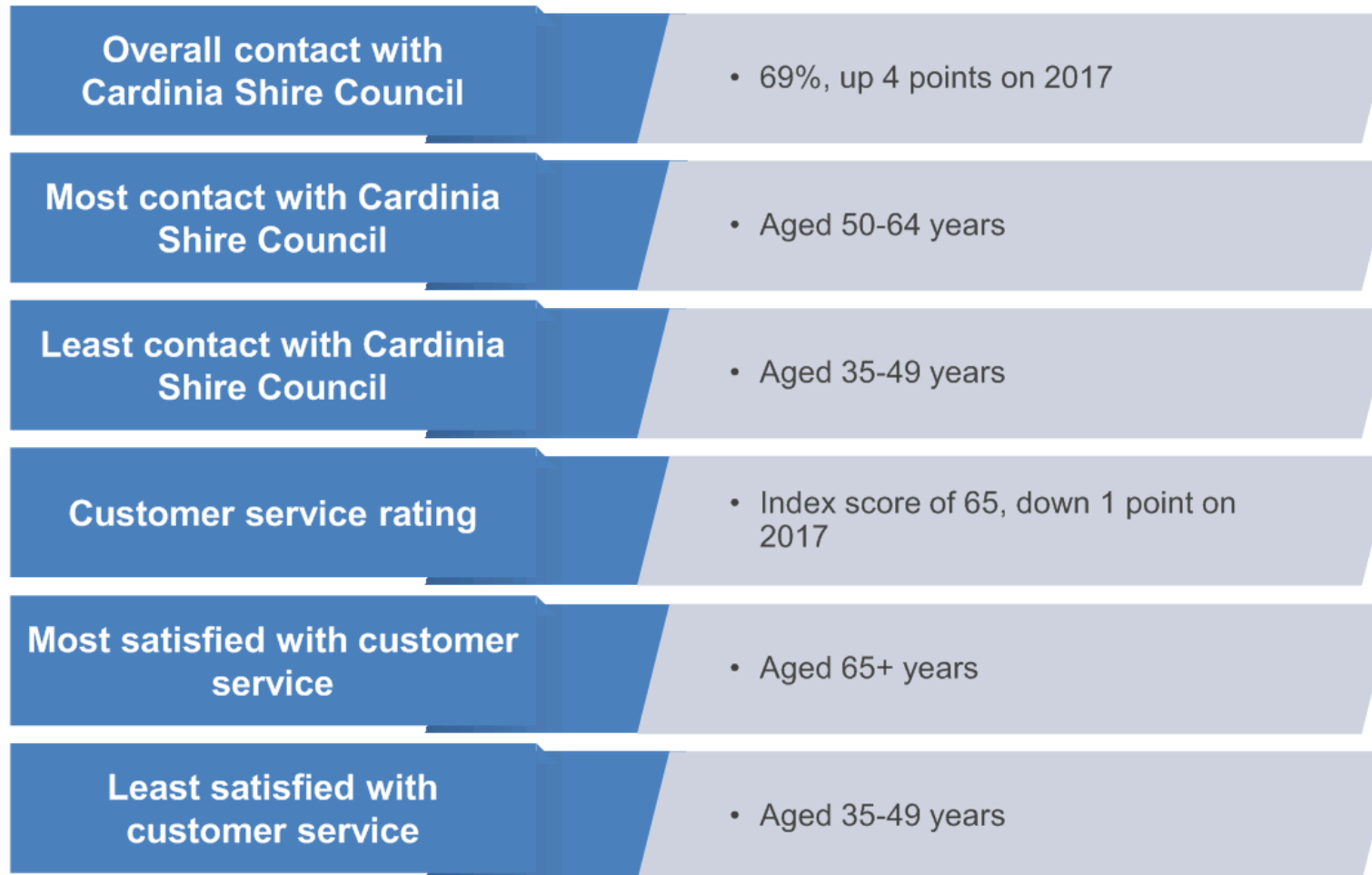
2018 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6



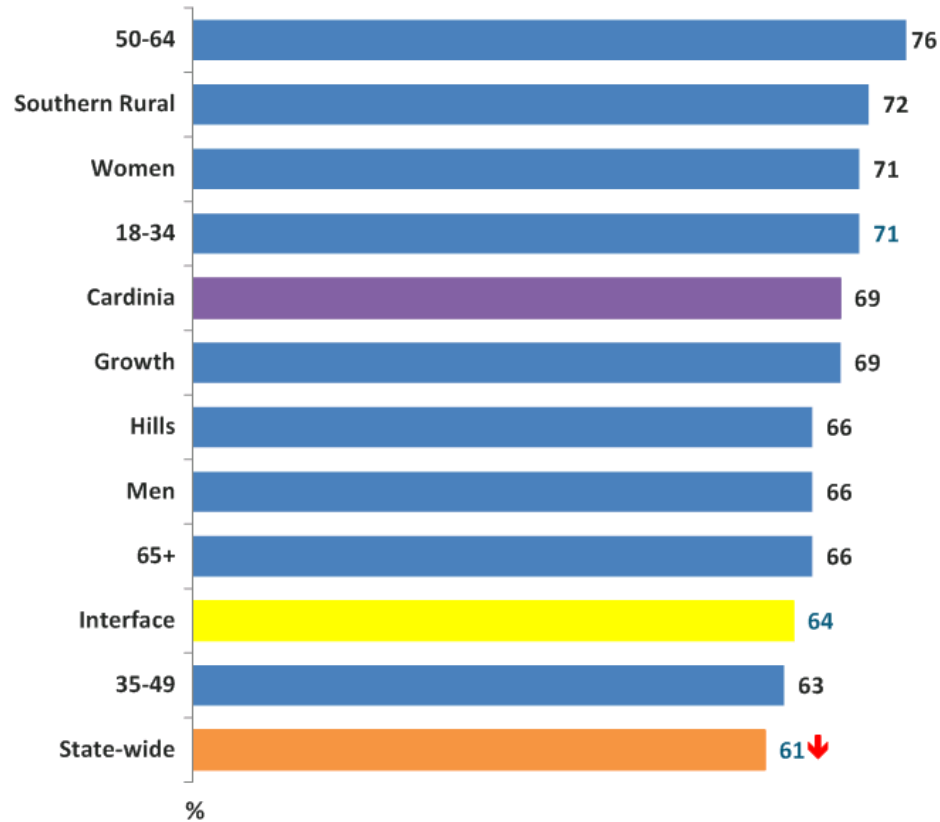
CONTACT LAST 12 MONTHS SUMMARY



2018 CONTACT WITH COUNCIL



2018 Contact with Council



Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 4

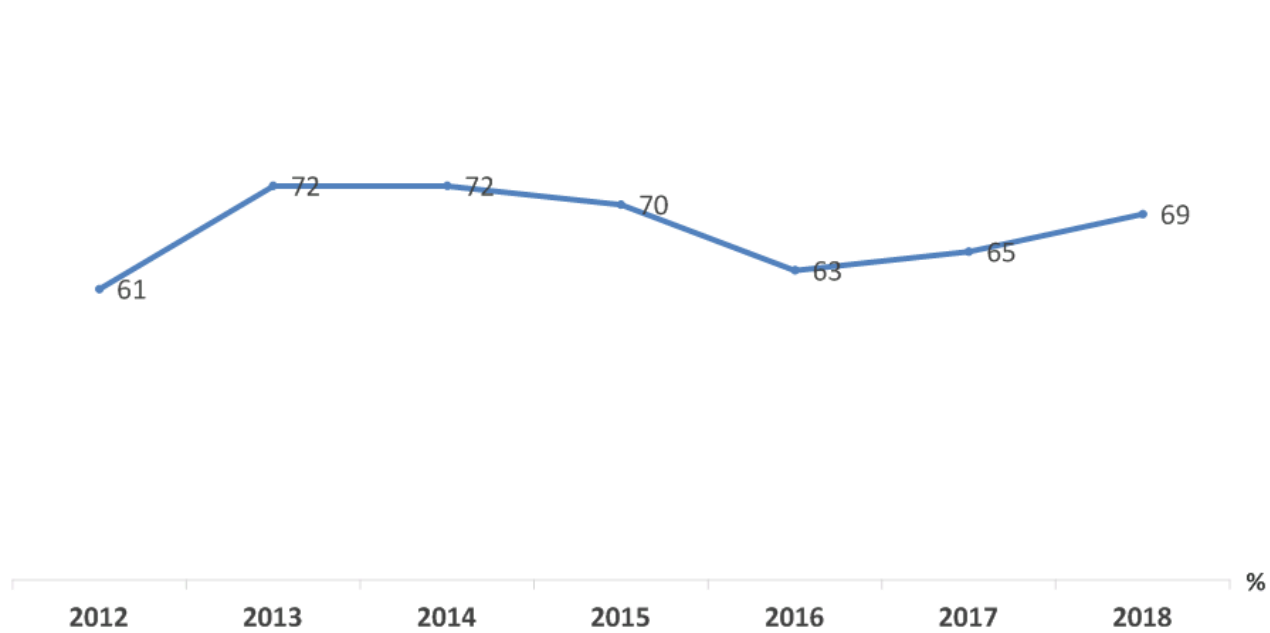
Note: Please see page 6 for explanation about significant differences.

2018 CONTACT WITH COUNCIL



2018 Contact with Council

Have had contact



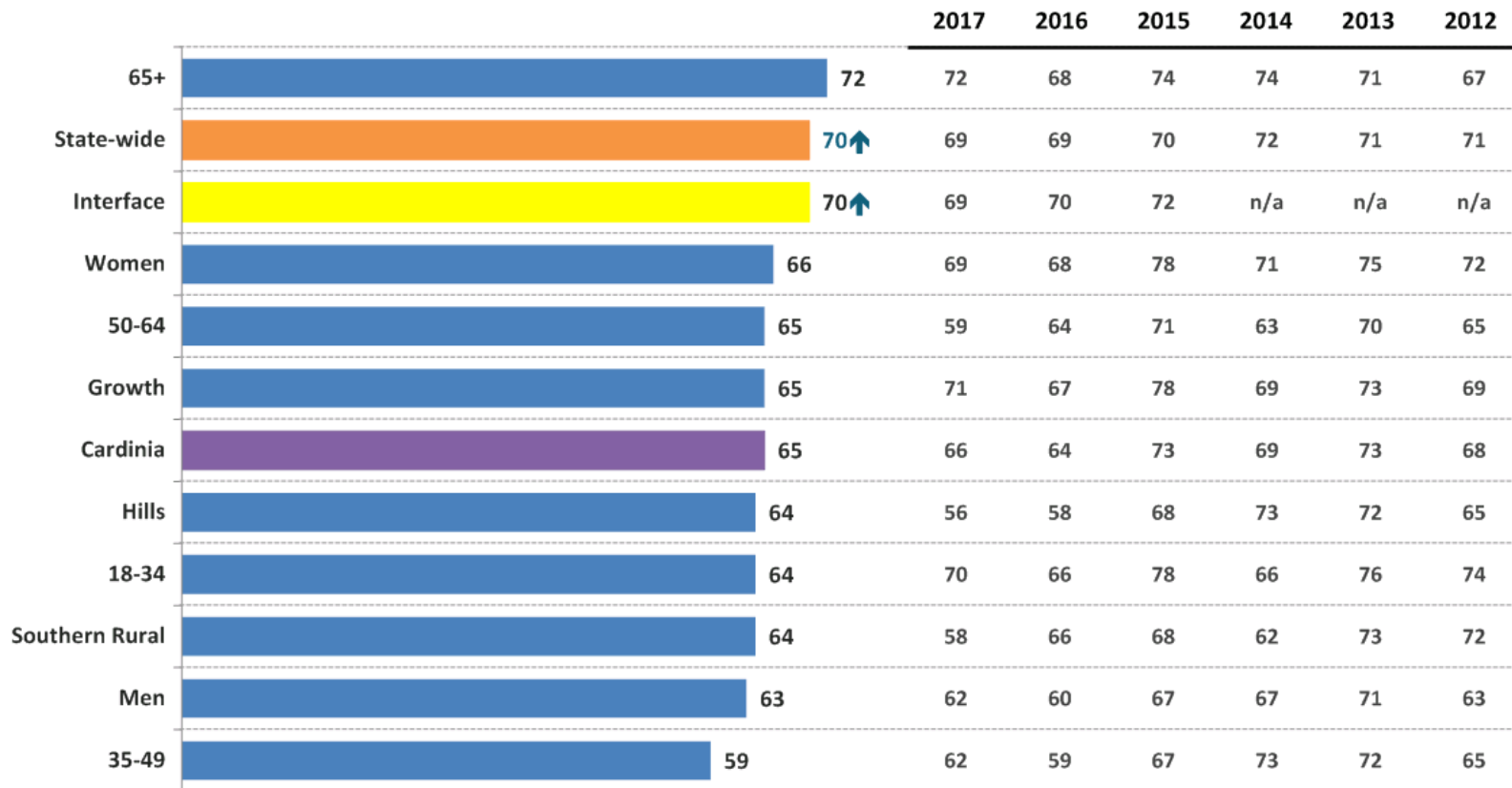
Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 4

2018 CONTACT CUSTOMER SERVICE INDEX SCORES



2018 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 64 Councils asked group: 6

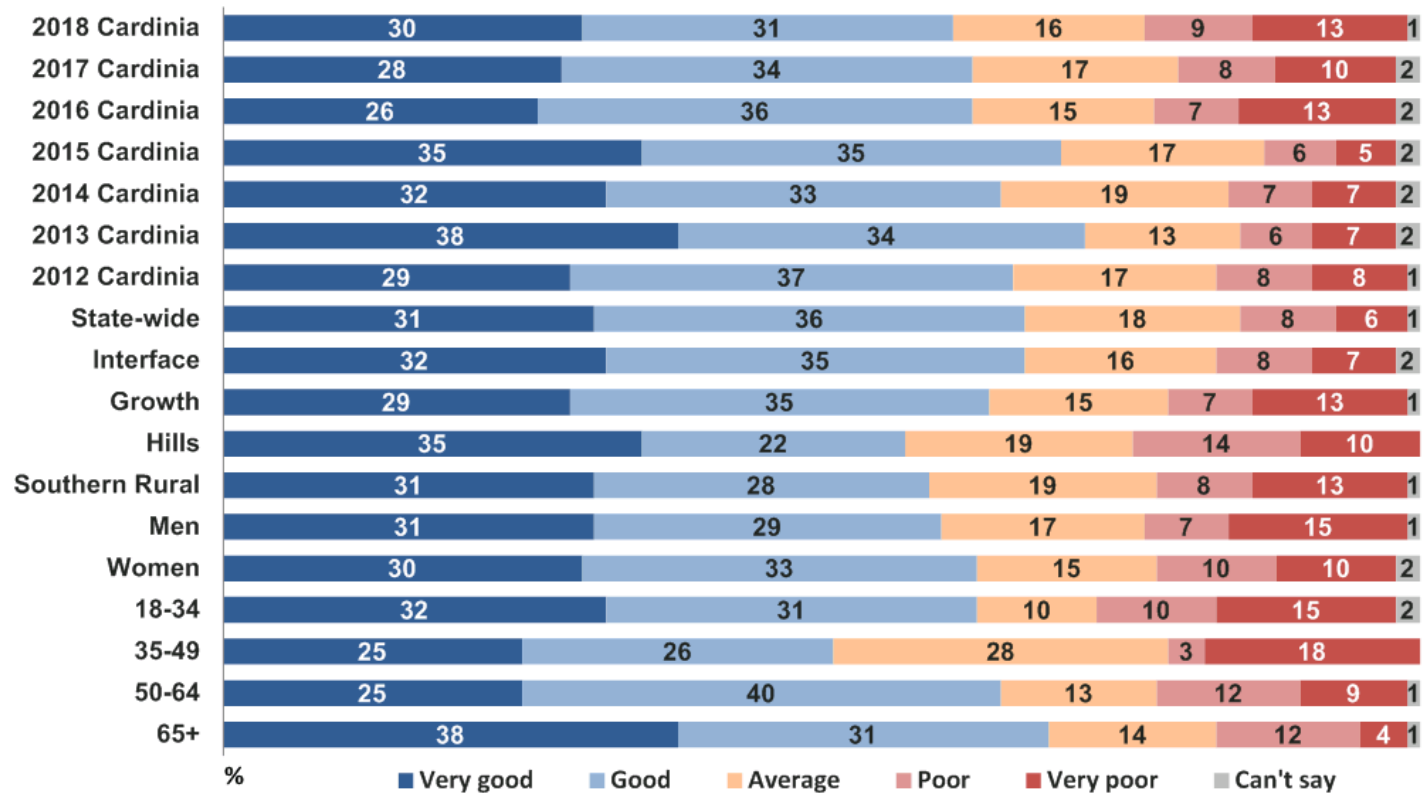
Note: Please see page 6 for explanation about significant differences.

2018 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES



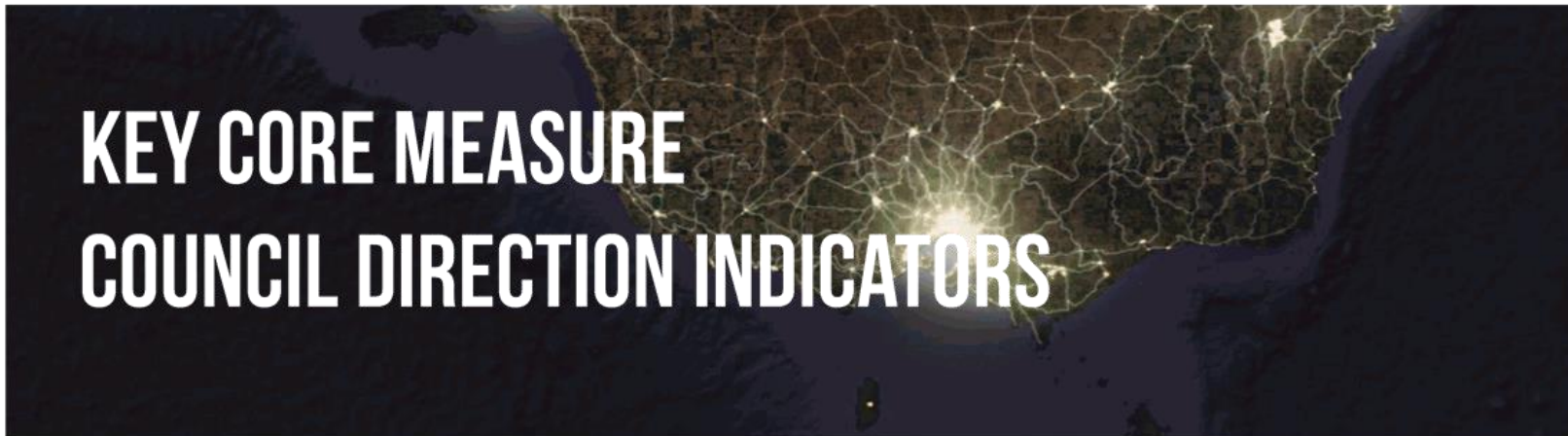
2018 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 64 Councils asked group: 6



**KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS**



COUNCIL DIRECTION SUMMARY



Council direction

- 65% stayed about the same, up 2 points on 2017
- 18% improved, up 2 points on 2017
- 14% deteriorated, down 1 point on 2017

Most satisfied with council direction

- Women
- Aged 18-34 years

Least satisfied with council direction

- Men
- Aged 50-64 years

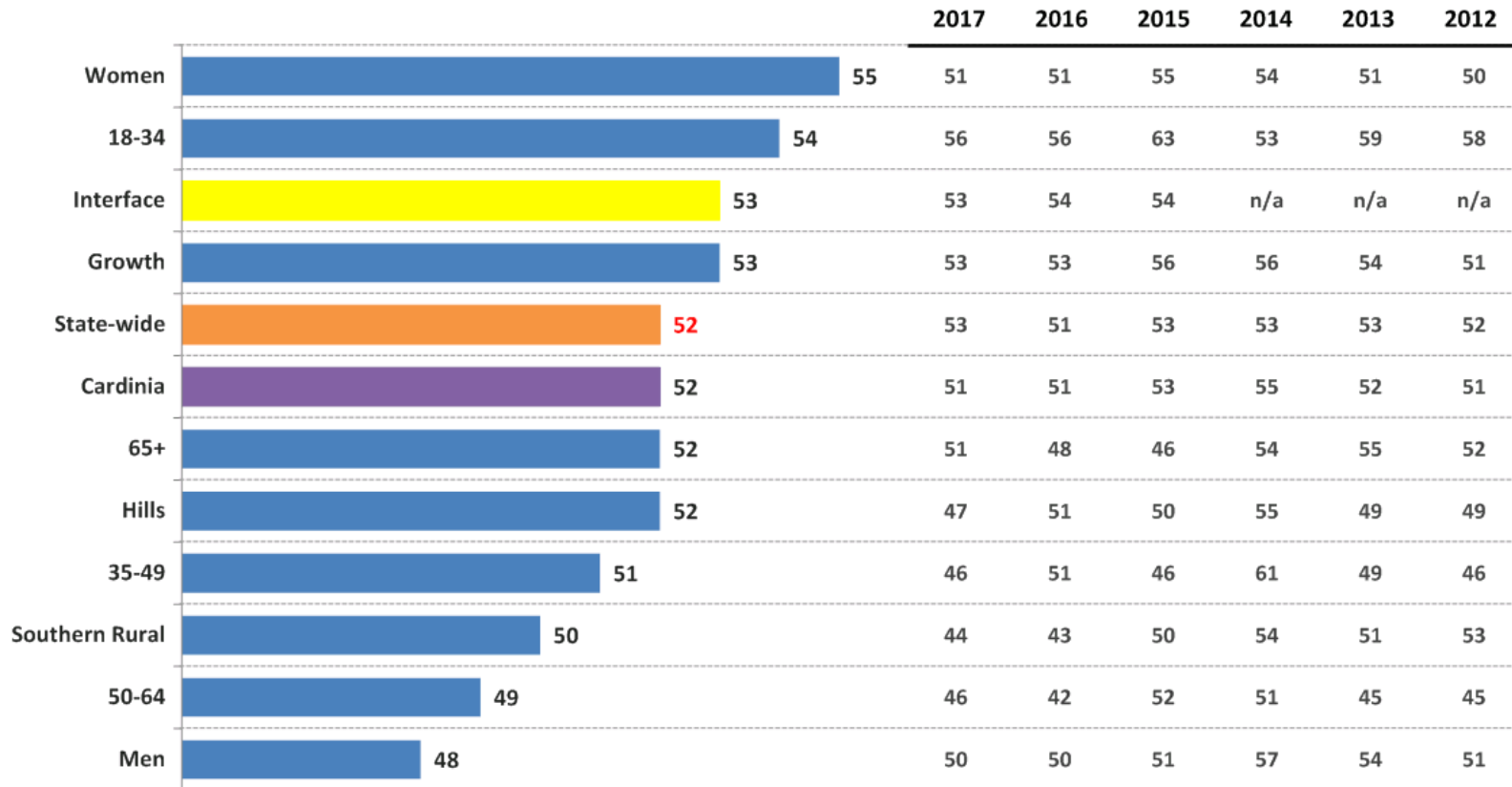
Rates vs services trade-off

- 30% prefer rate rise
- 54% prefer service cuts

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



2018 Overall Direction



Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

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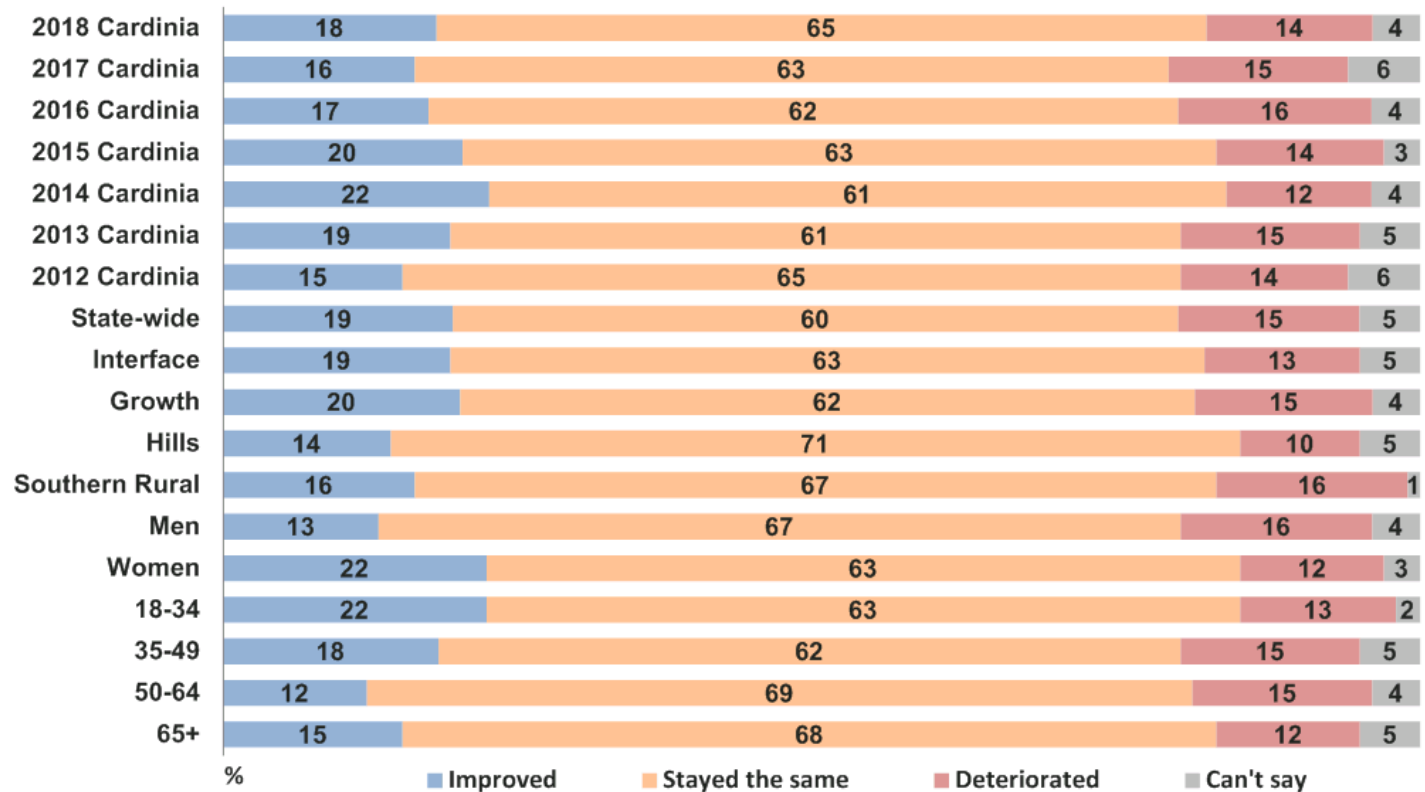
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2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES



2018 Overall Direction



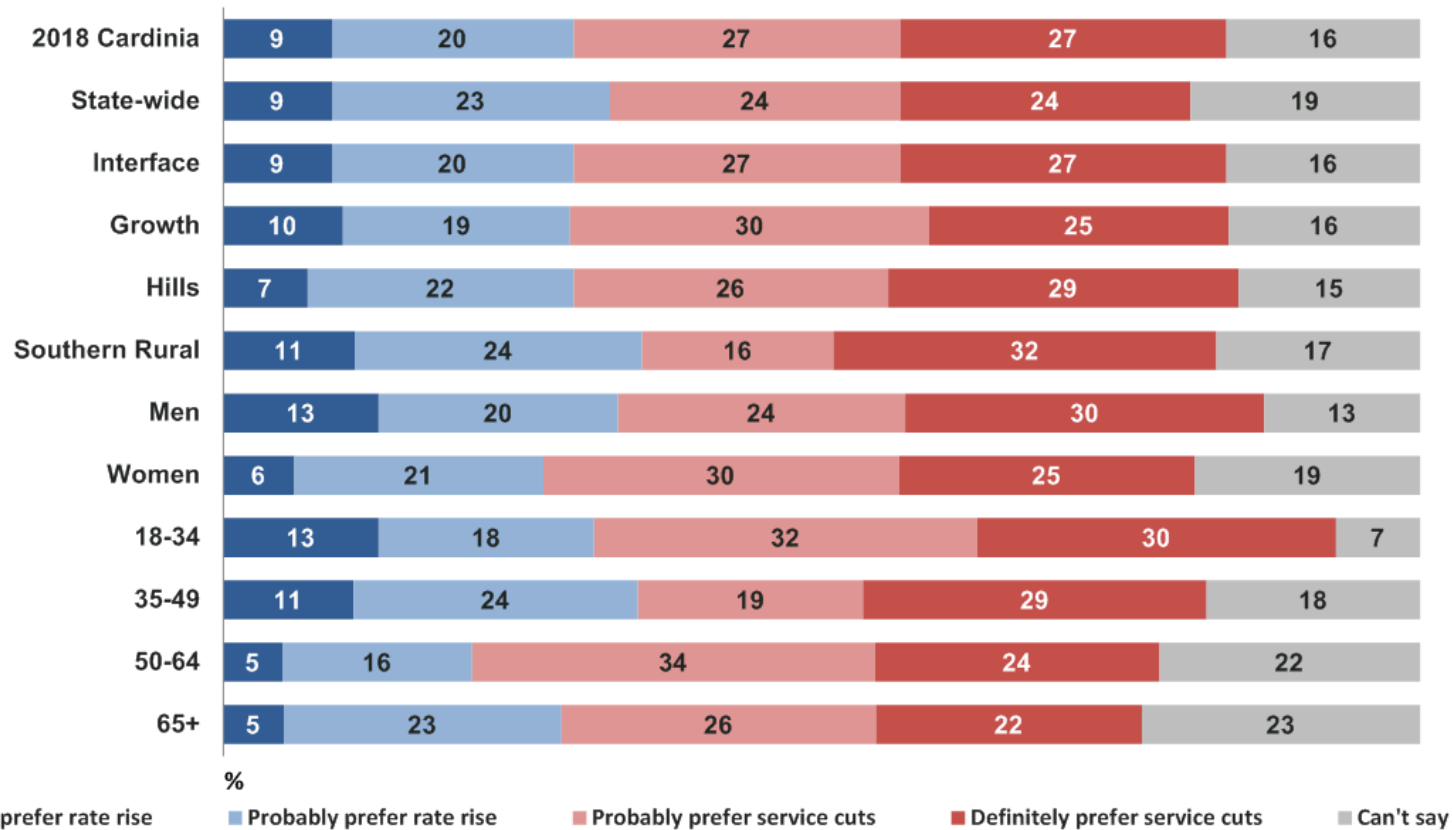
Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 RATES/SERVICE TRADE OFF

DETAILED PERCENTAGES



2018 Rate Rise v Service Cut



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1



COMMUNICATIONS

SUMMARY



Note: Website and text message formats again did not rate as highly as other modes of communication, although further analysis is recommended to understand the demographic preference profiles of the various different forms of communication.

2018 BEST FORMS OF COMMUNICATION



2018 Best Form



Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

Note: 'Council newspaper via mail' also 34%.

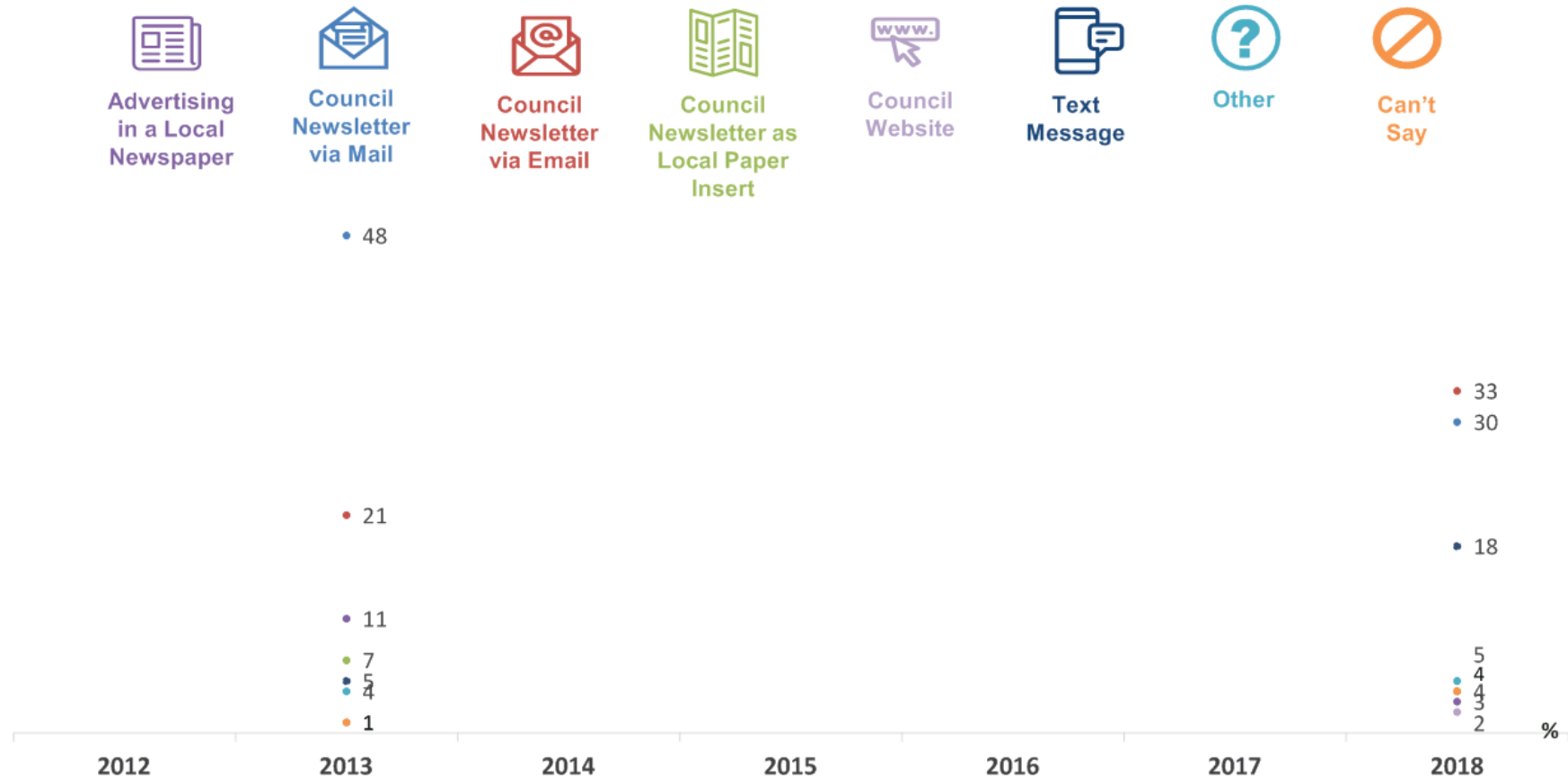
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J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council



2018 BEST FORMS OF COMMUNICATION: UNDER 50S

2018 Under 50s Best Form



Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked state-wide: 26 Councils asked group: 2

Note: 'Council newsletter as an insert' is also 4% in 2018.

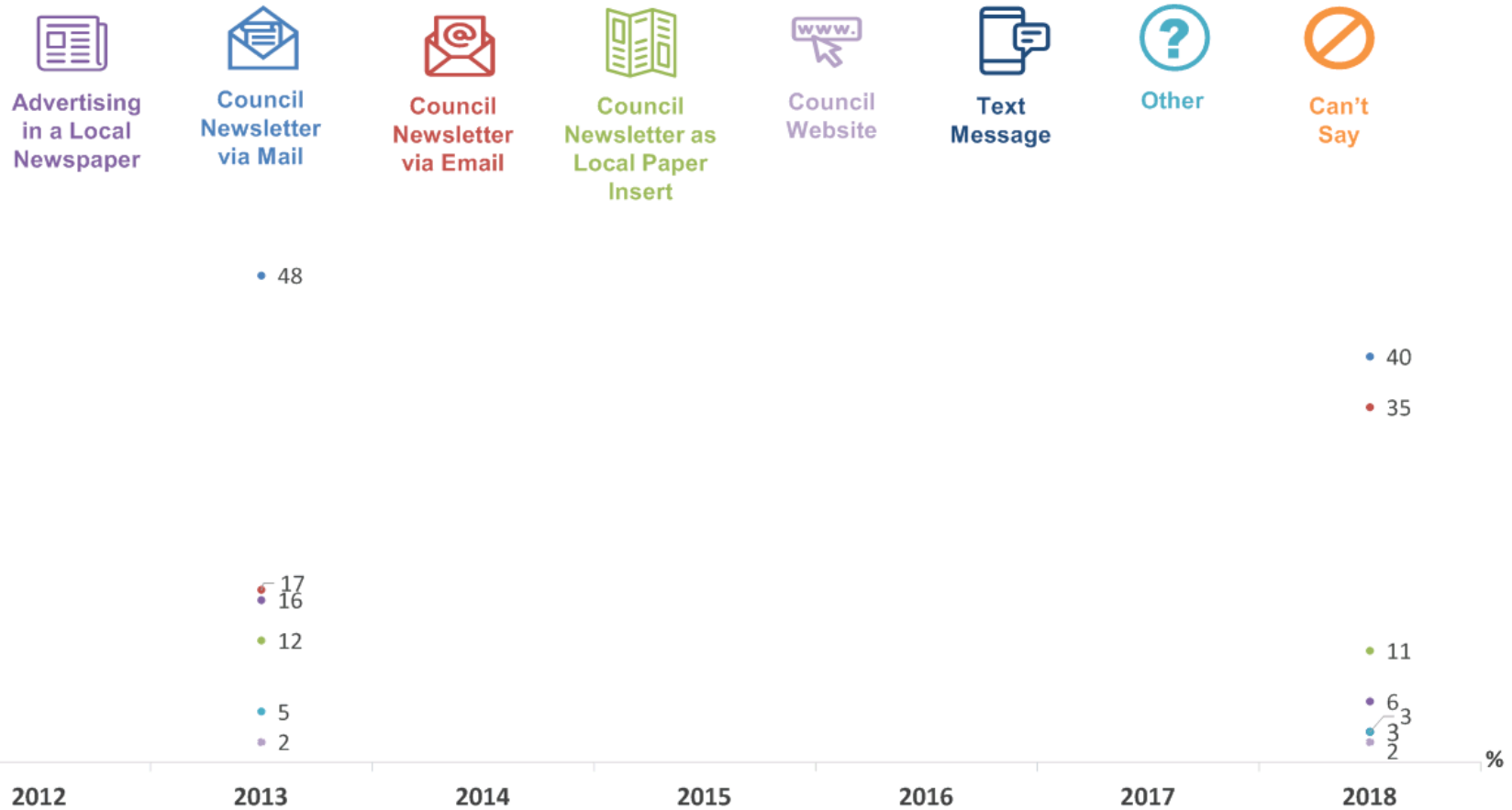
55

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 BEST FORMS OF COMMUNICATION: OVER 50S



2018 Over 50s Best Form



Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked state-wide: 26 Councils asked group: 2

Note: 'Text message' is also 3% in 2018.

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J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council



2018 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES



2018 Consultation and Engagement Importance

	2017	2016	2015	2014	2013	2012
50-64	76	77	74	80	78	n/a
Southern Rural	67	71	69	71	70	n/a
Personal user	74	73	74	76	76	n/a
Household user	74	72	73	72	76	n/a
State-wide	74	75	74	74	73	73
Women	71	74	72	73	74	n/a
65+	76	76	74	73	72	n/a
Cardinia	71	73	70	71	72	n/a
Interface	72	75	72	n/a	n/a	n/a
Growth	71	73	69	68	72	n/a
Hills	74	76	73	75	72	n/a
35-49	73	72	71	71	73	n/a
Men	71	72	67	68	70	n/a
18-34	64	71	64	63	66	n/a

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

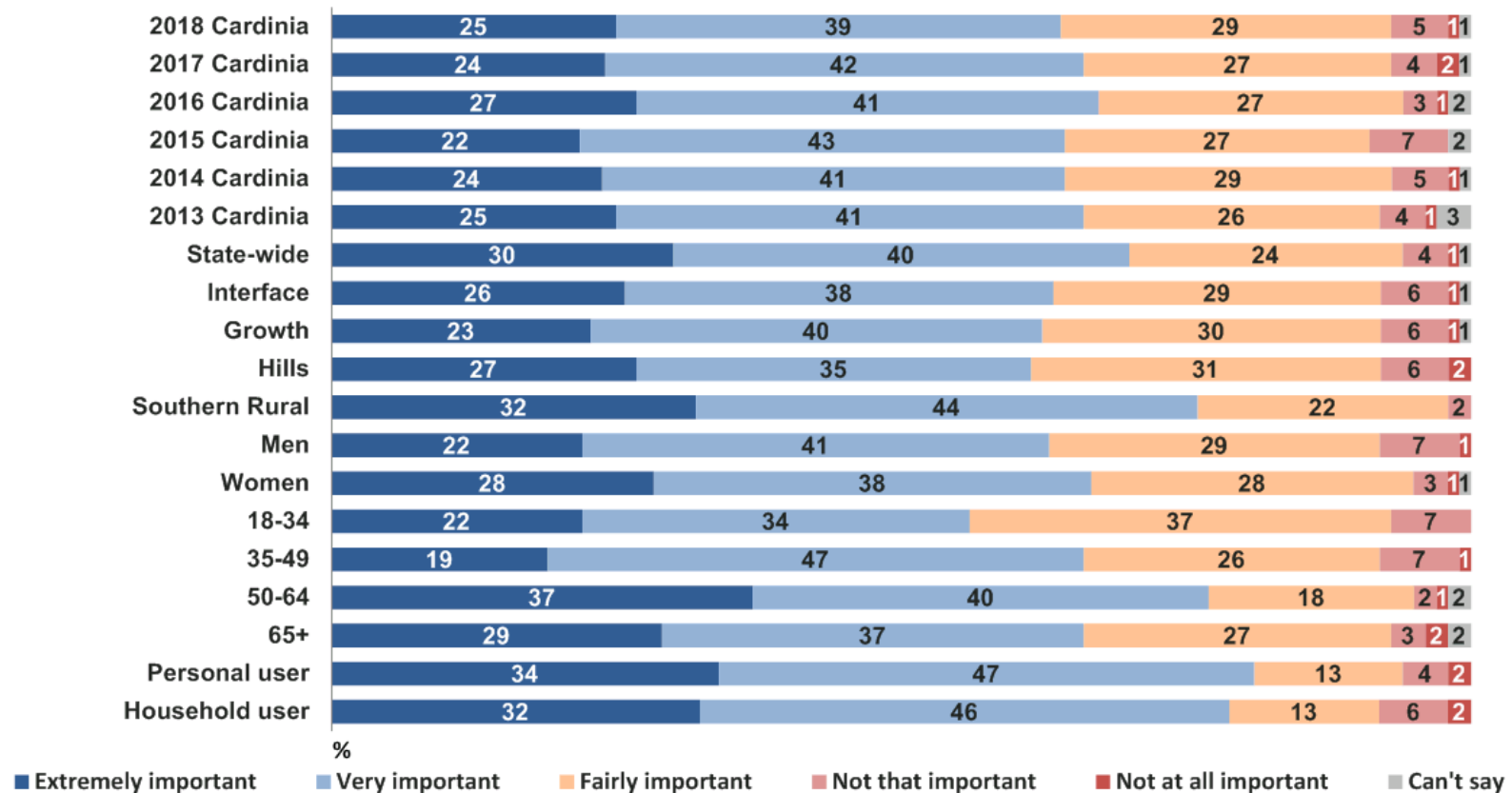
58

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES



2018 Consultation and Engagement Importance

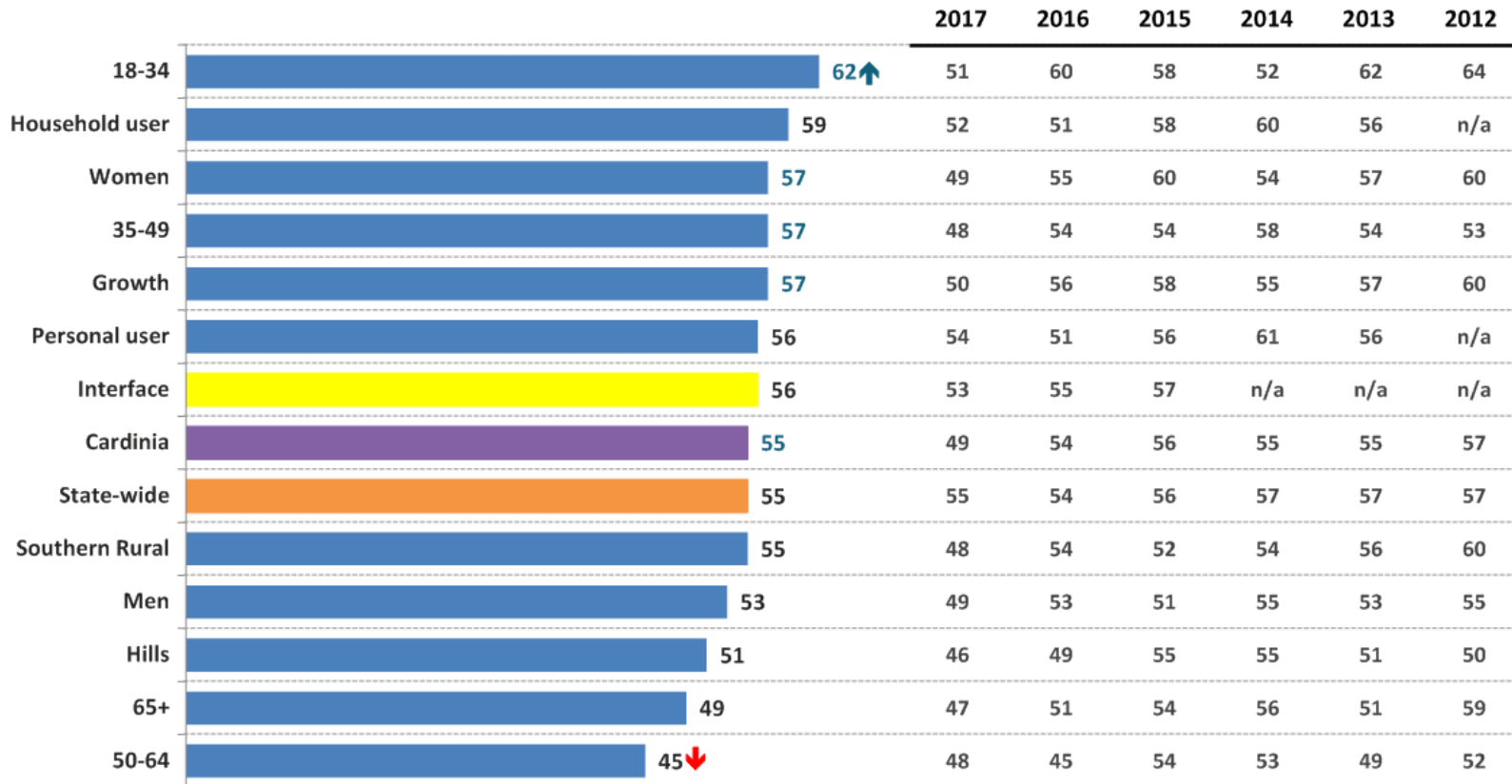


Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



2018 Consultation and Engagement Performance



Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

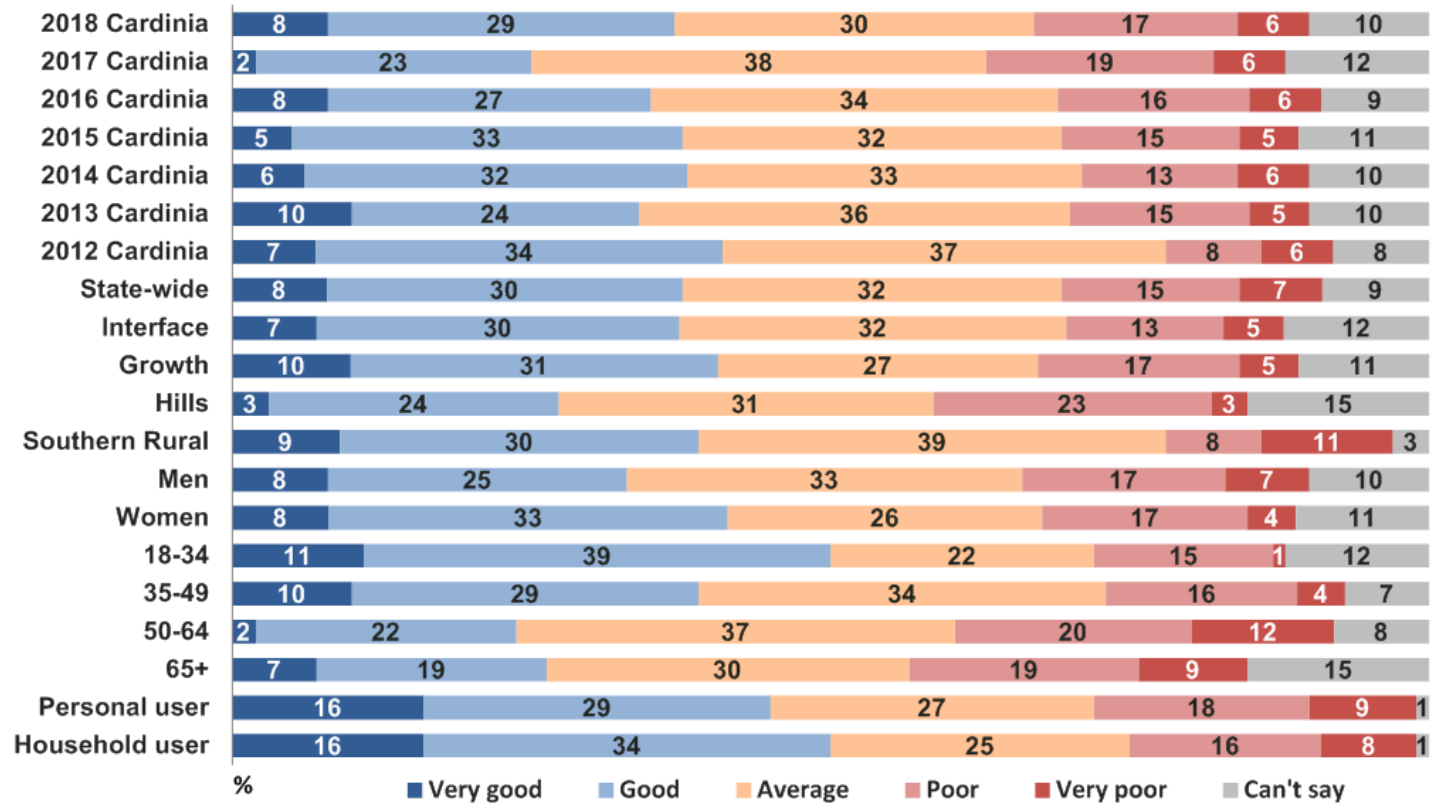
60

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES



2018 Consultation and Engagement Performance



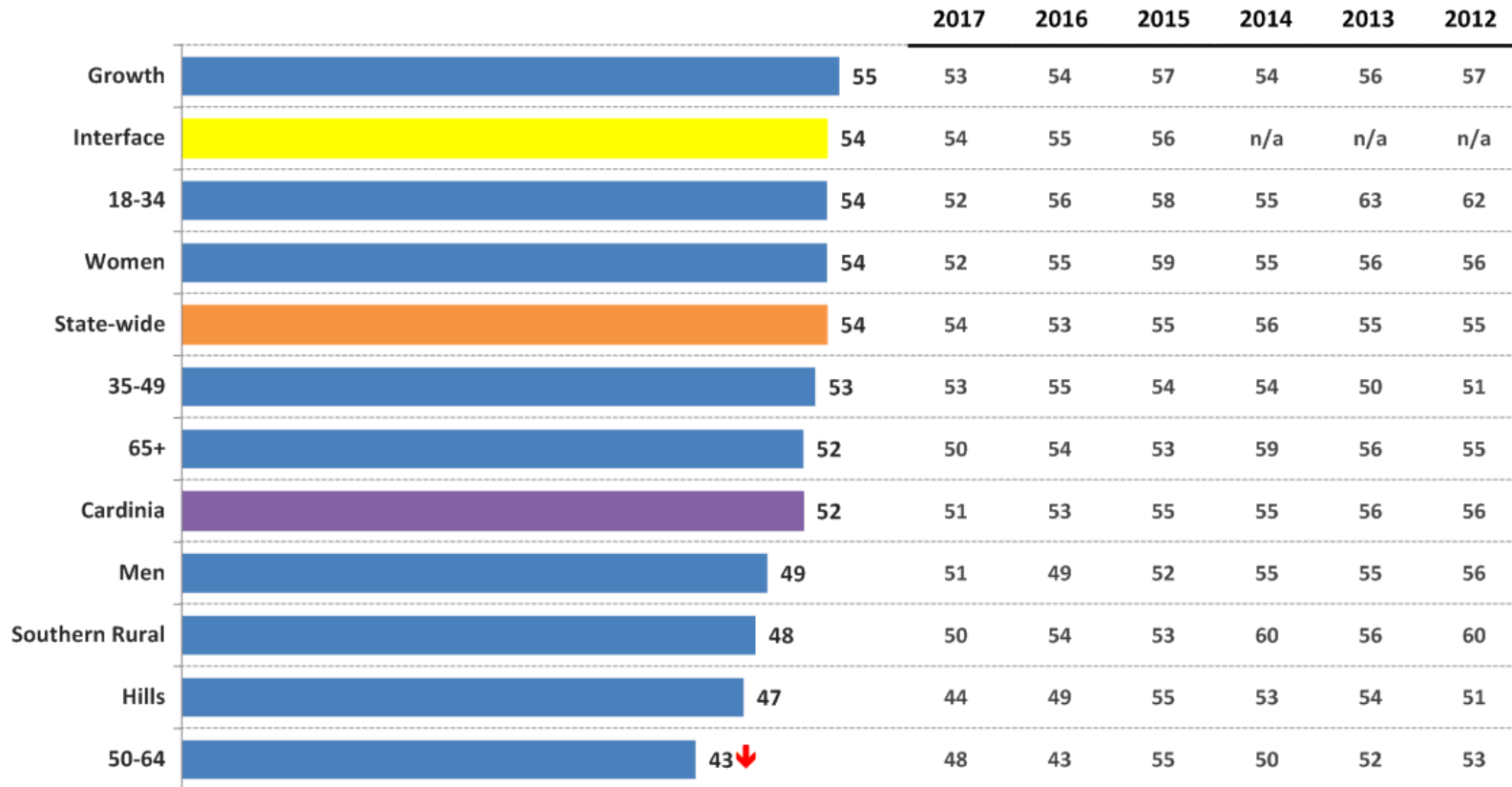
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2018 Lobbying Performance



Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

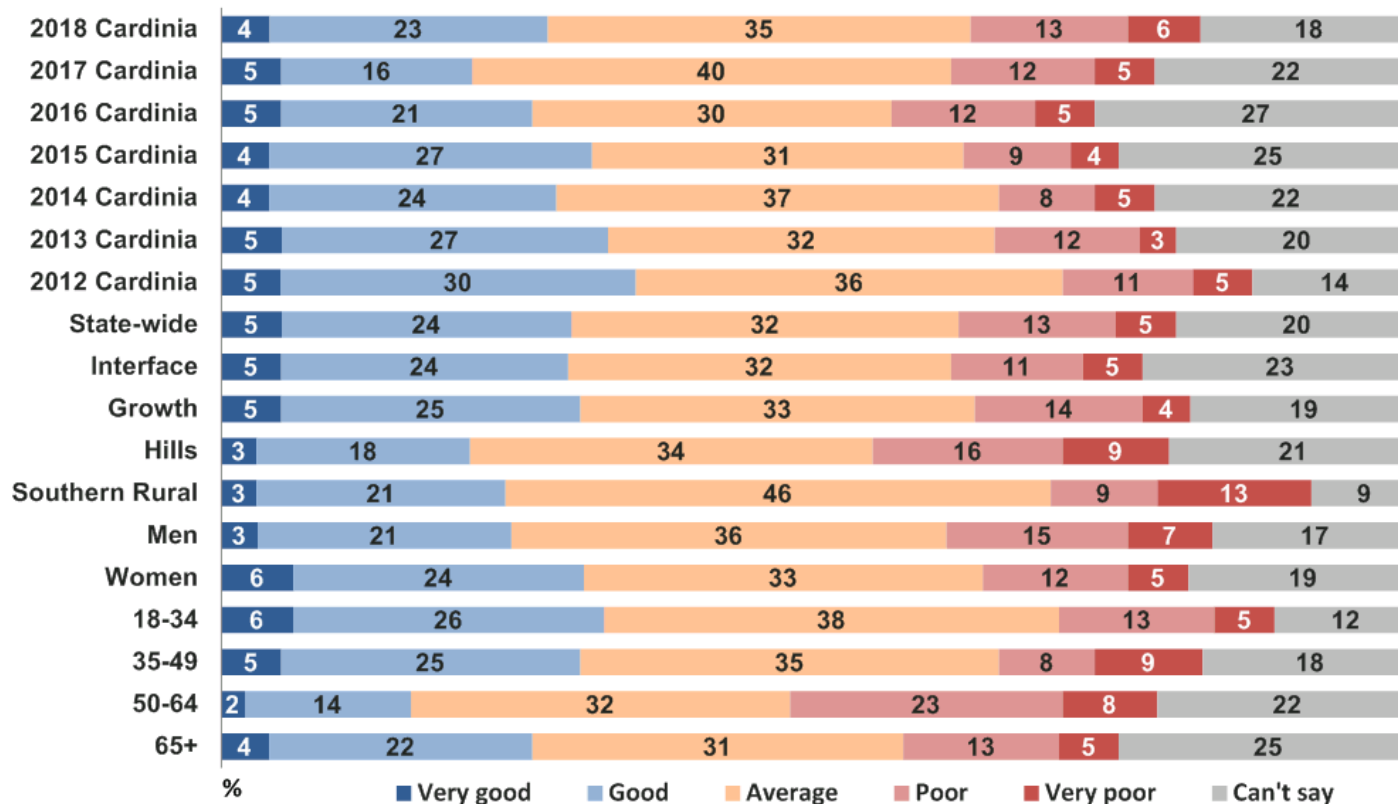
Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2018 Lobbying Performance



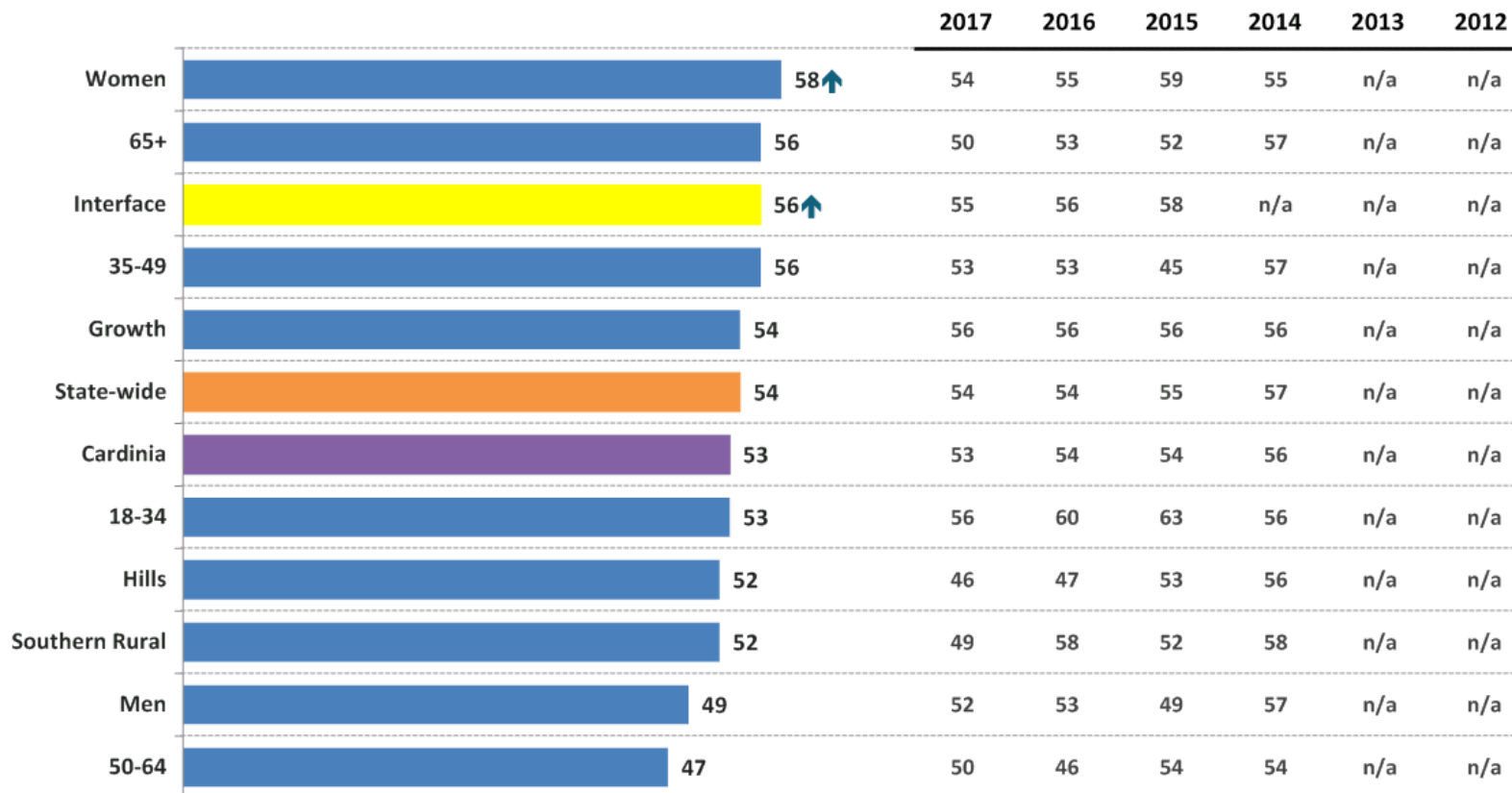
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2018 Community Decisions Made Performance



Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6
 Note: Please see page 6 for explanation about significant differences.

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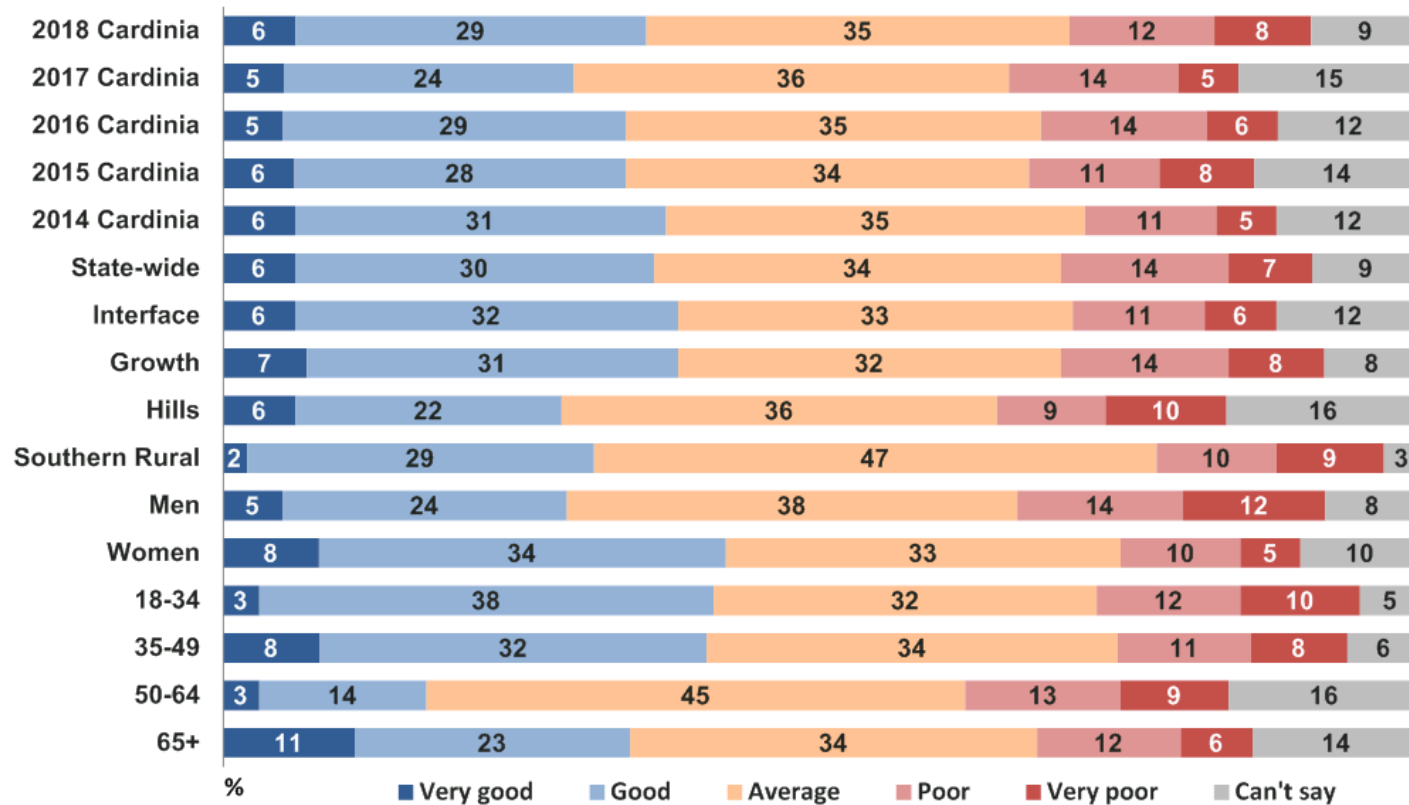
J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2018 Community Decisions Made Performance



Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES



2018 Sealed Local Roads Importance

	2017	2016	2015	2014	2013	2012
Hills	81	81	76	78	n/a	n/a
Southern Rural	84	83	82	80	n/a	n/a
Women	80	80	83	82	n/a	n/a
65+	80	80	76	79	n/a	n/a
Interface	79	79	77	n/a	n/a	n/a
35-49	79	82	80	81	n/a	n/a
Cardinia	79	79	79	78	n/a	n/a
50-64	82	80	82	79	n/a	n/a
Personal user	79	81	79	80	n/a	n/a
Household user	79	81	79	79	n/a	n/a
18-34	76	74	78	74	n/a	n/a
Men	78	77	75	74	n/a	n/a
State-wide	78	78	76	77	n/a	n/a
Growth	77	76	79	77	n/a	n/a

Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

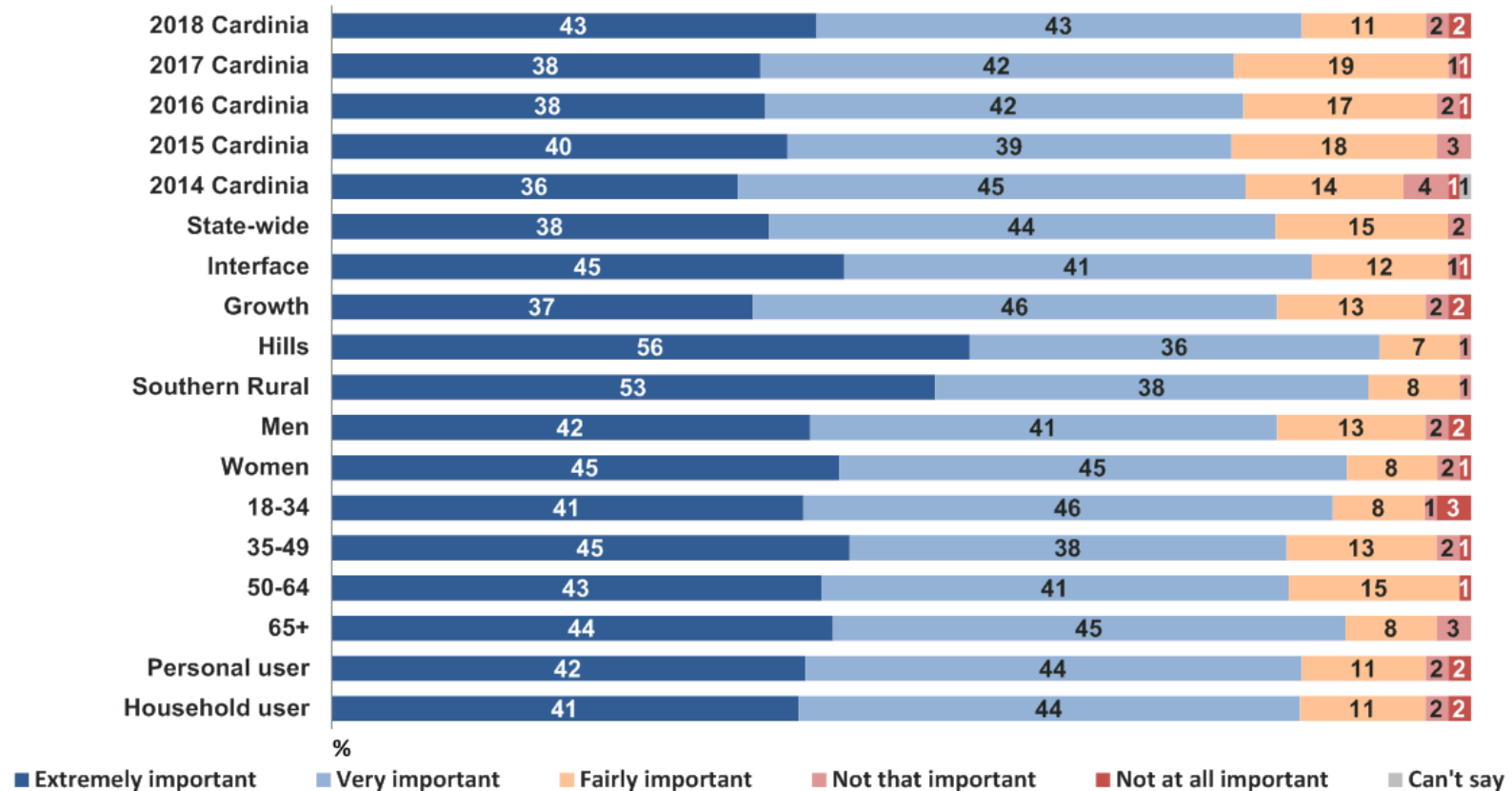
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



2018 Sealed Local Roads Importance



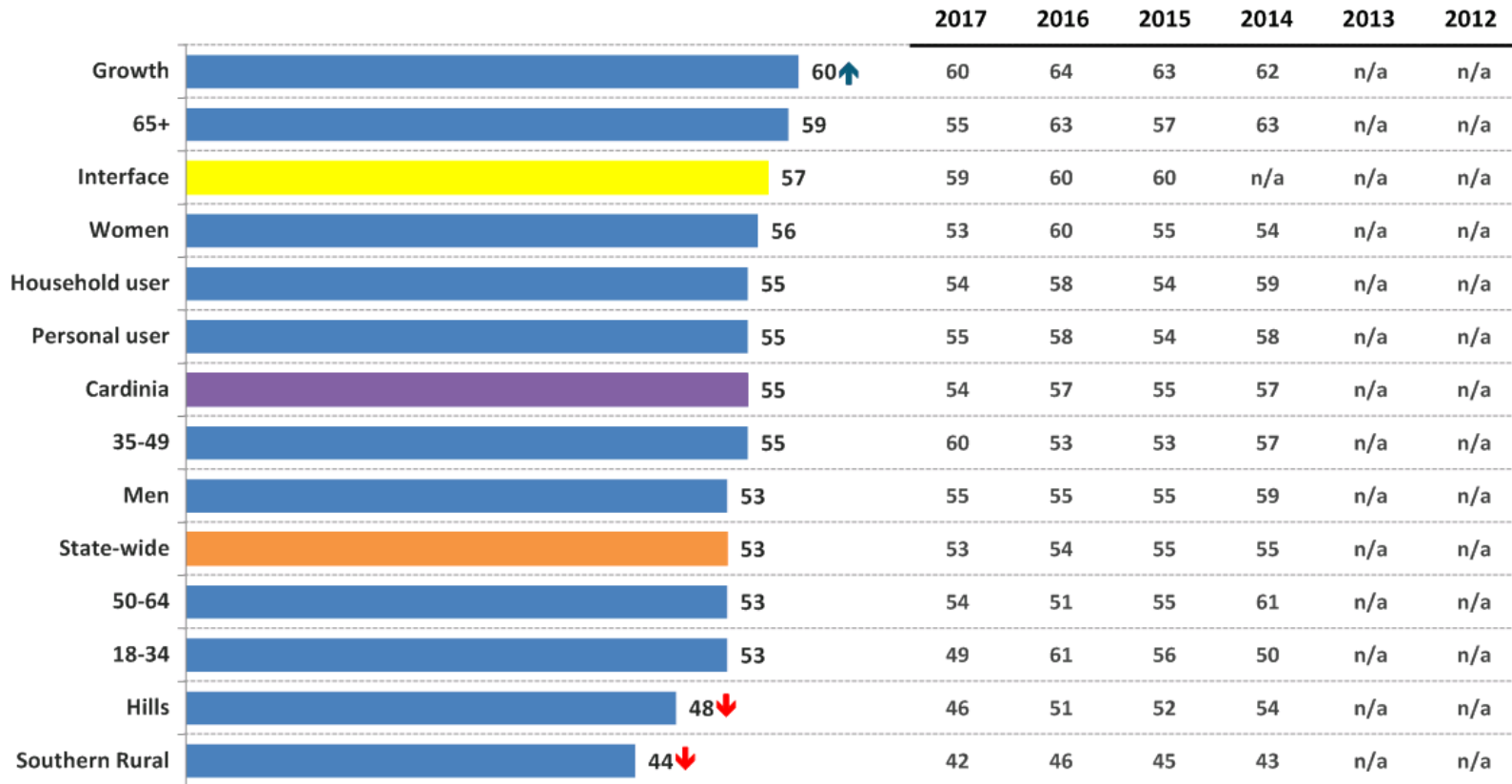
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2018 Sealed Local Roads Performance



Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

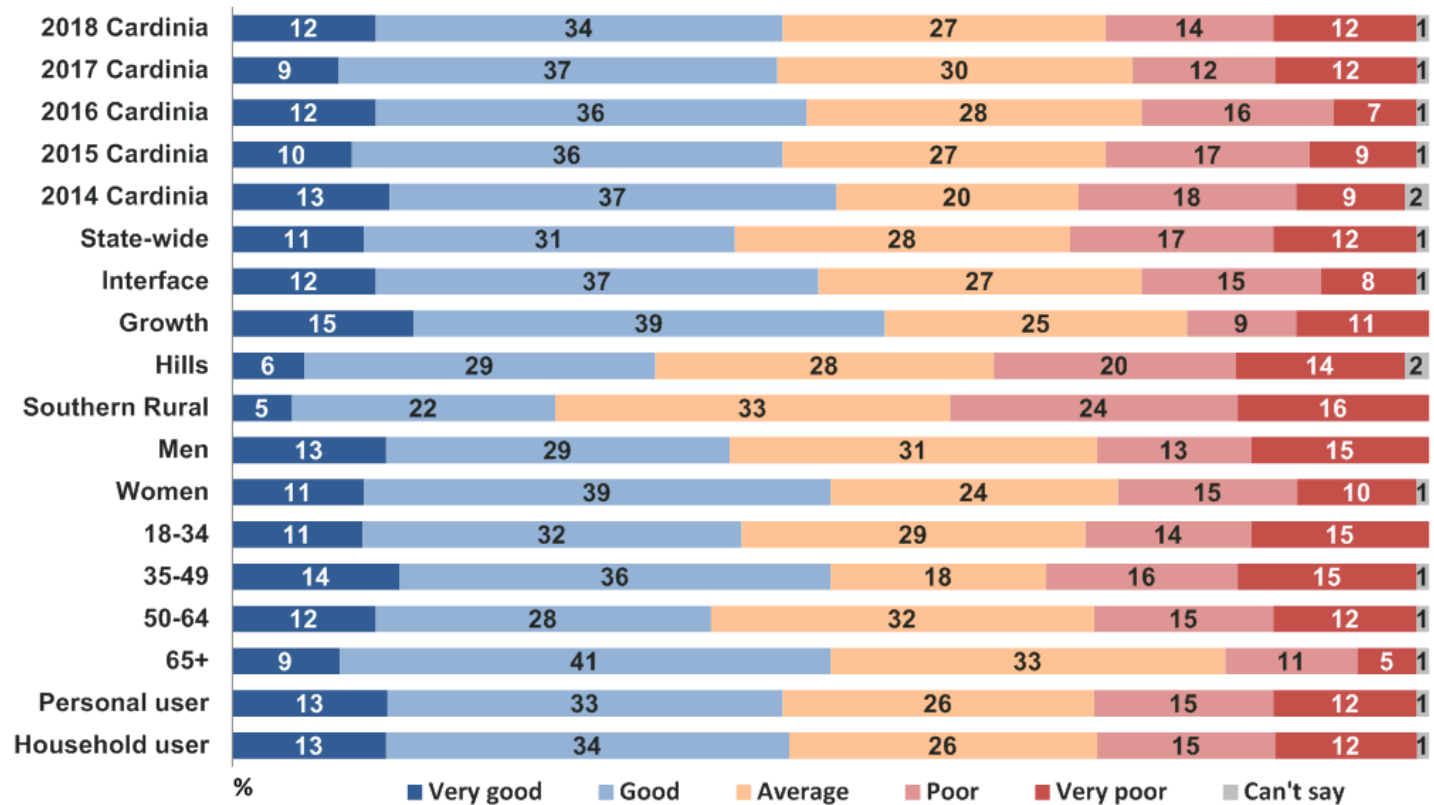
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2018 Sealed Local Roads Performance



Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES



2018 Streets and Footpaths Importance

		2017	2016	2015	2014	2013	2012
Hills	83	76	77	75	76	85	n/a
35-49	81	78	81	78	80	81	n/a
Southern Rural	81	77	81	76	73	78	n/a
Interface	80	80	79	78	n/a	n/a	n/a
Men	80	75	76	75	72	81	n/a
50-64	80	76	79	77	81	85	n/a
Cardinia	80	77	78	77	77	82	n/a
18-34	80	75	74	77	73	80	n/a
Household user	79	77	79	77	79	82	n/a
Women	79	79	79	80	81	83	n/a
Personal user	79	77	79	77	80	83	n/a
Growth	78	77	77	80	78	82	n/a
65+	78	79	78	78	75	85	n/a
State-wide	78	77	77	77	77	78	77

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

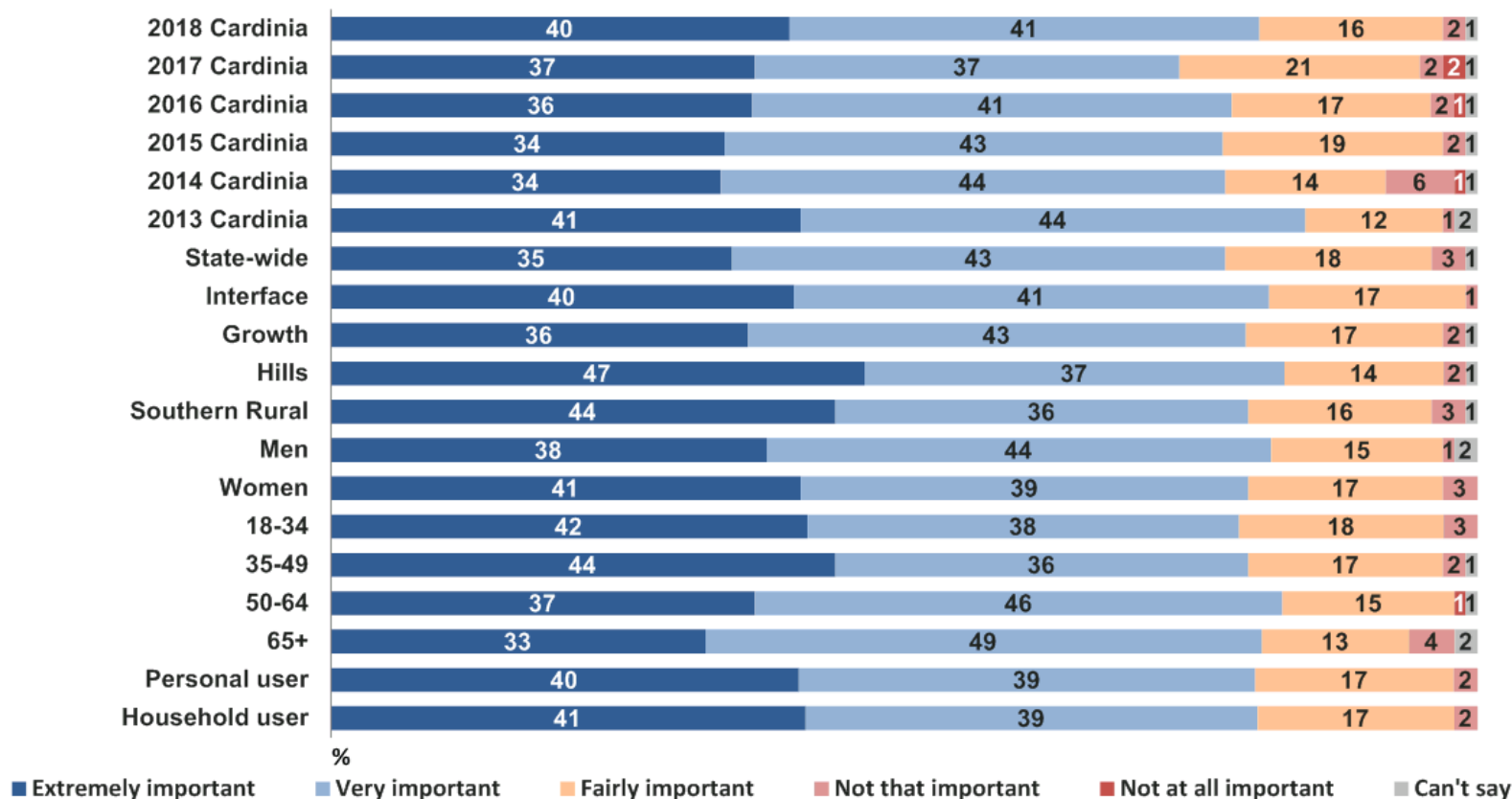
70

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES



2018 Streets and Footpaths Importance

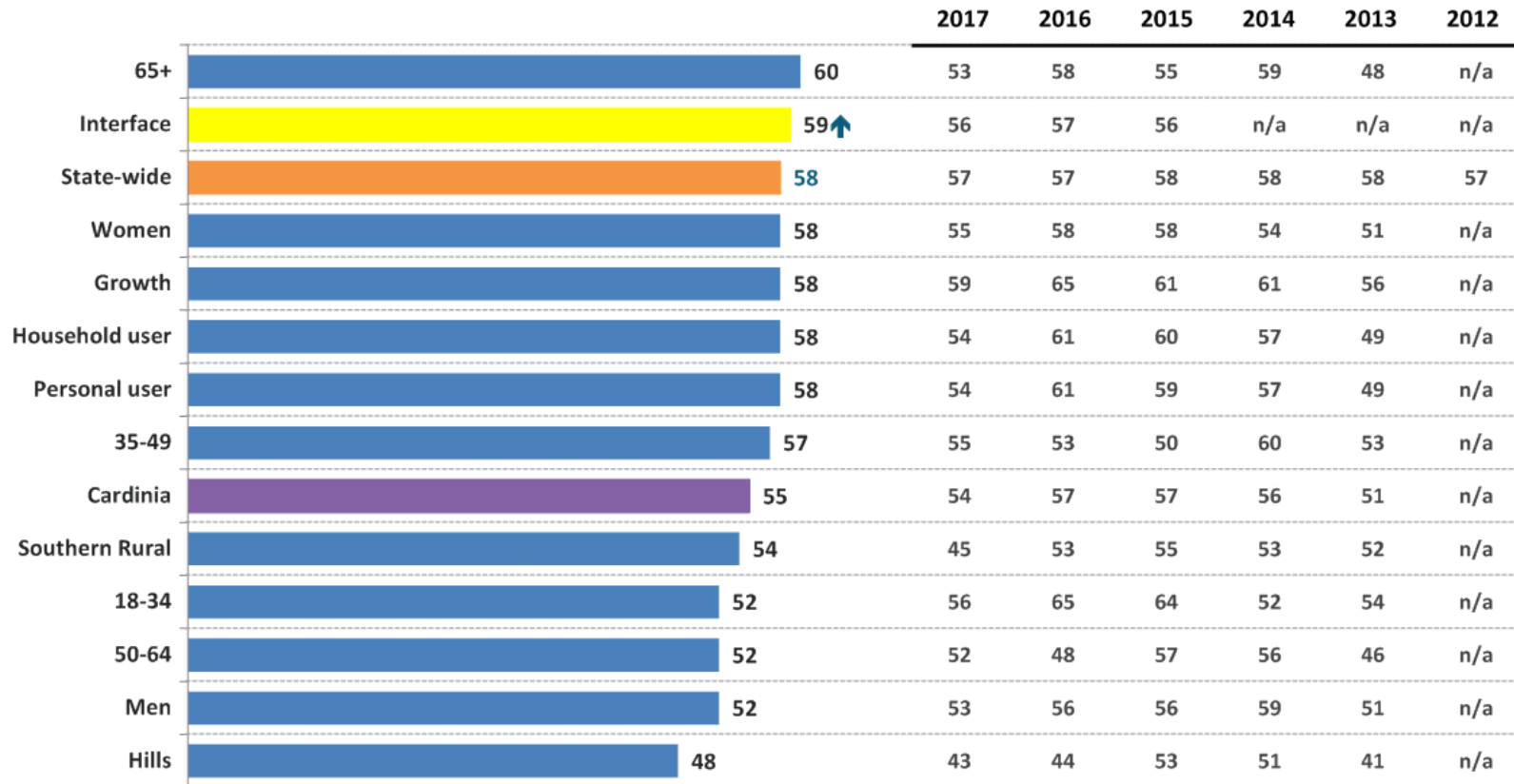


Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



2018 Streets and Footpaths Performance



Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

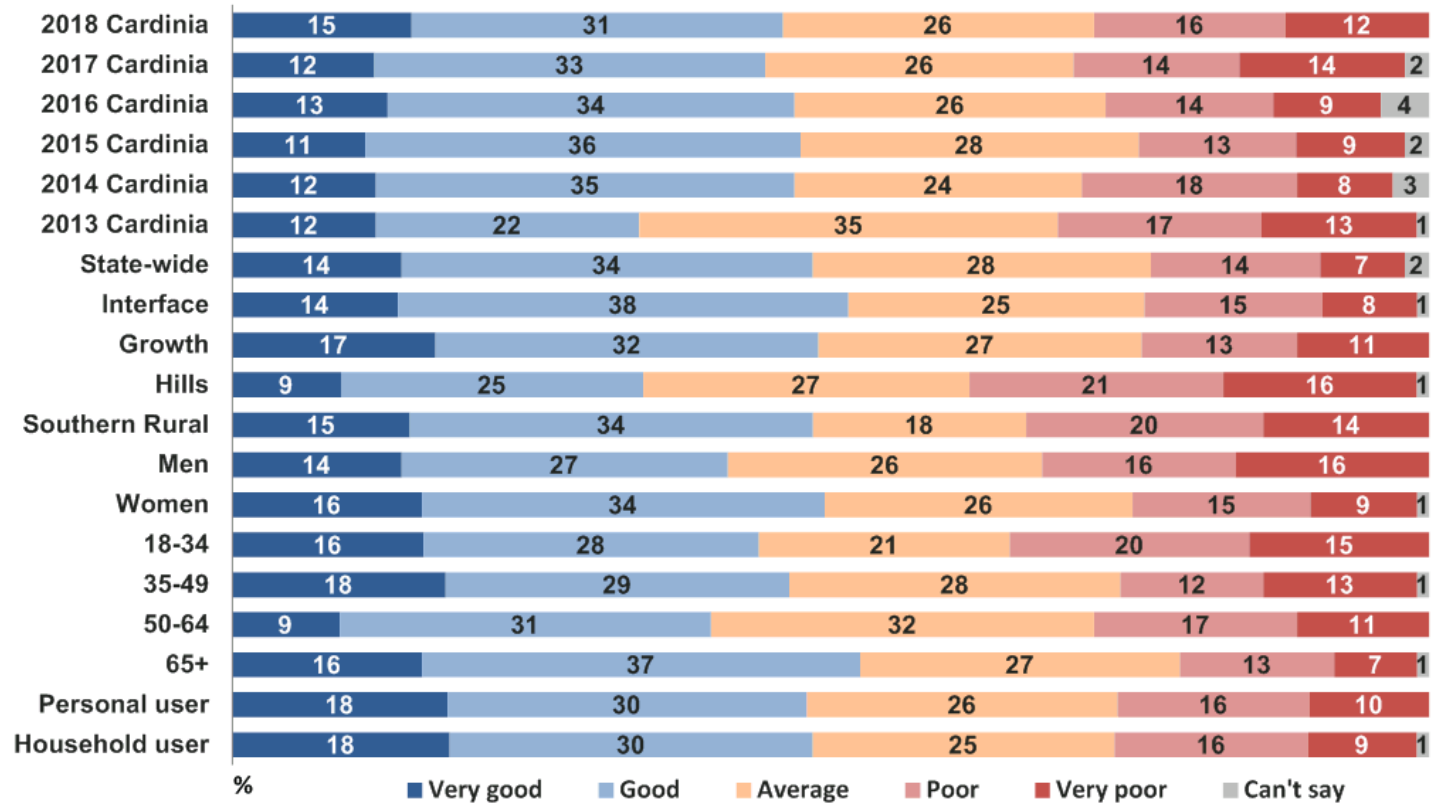
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES



2018 Streets and Footpaths Performance



Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

2018 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES



2018 Law Enforcement Importance

		2017	2016	2015	2014	2013	2012
Personal user	76	72	76	75	75	77	n/a
Household user	76	72	76	76	74	77	n/a
Southern Rural	76	70	71	69	77	69	n/a
Women	75	75	78	75	75	79	n/a
65+	74	78	74	71	75	73	n/a
18-34	74	74	74	72	69	76	n/a
Interface	74	73	73	71	n/a	n/a	n/a
Growth	74	74	78	74	72	76	n/a
Cardinia	73	72	73	70	72	75	n/a
35-49	71	68	74	67	74	75	n/a
Men	71	70	68	65	69	70	n/a
State-wide	71	71	70	71	70	71	70
50-64	70	72	70	71	73	74	n/a
Hills	69	69	66	65	70	75	n/a

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

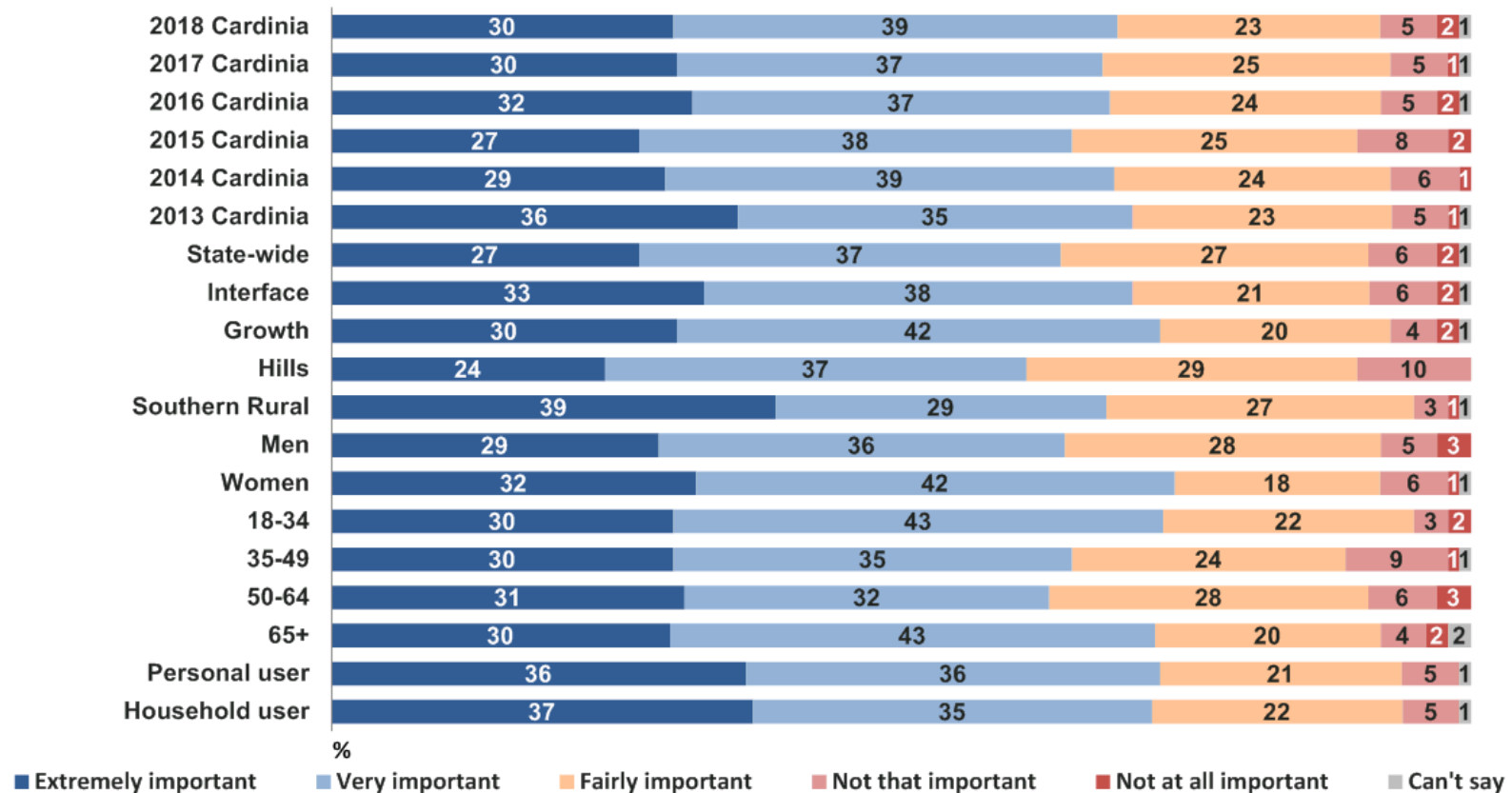
74

2018 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES



2018 Law Enforcement Importance

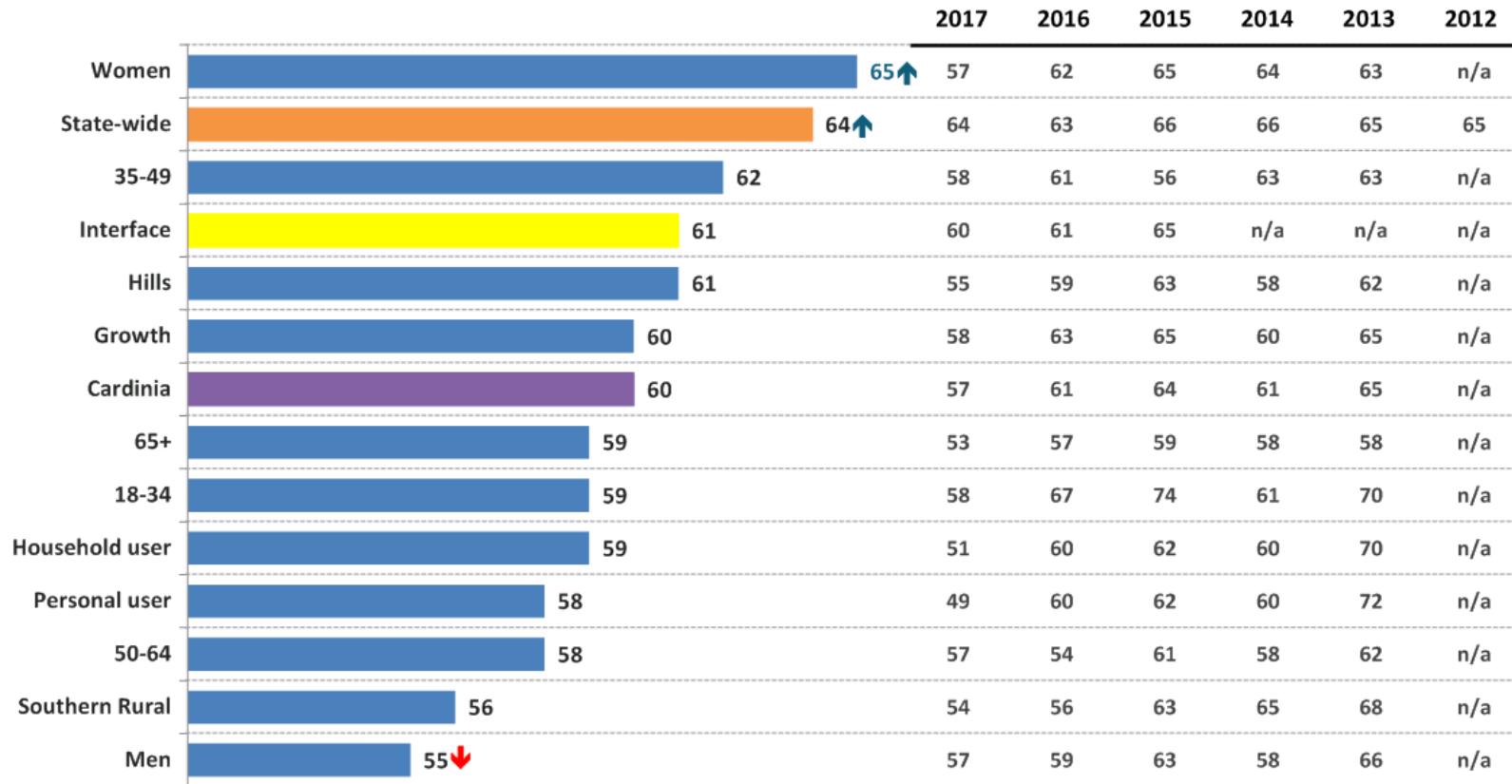


Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES



2018 Law Enforcement Performance



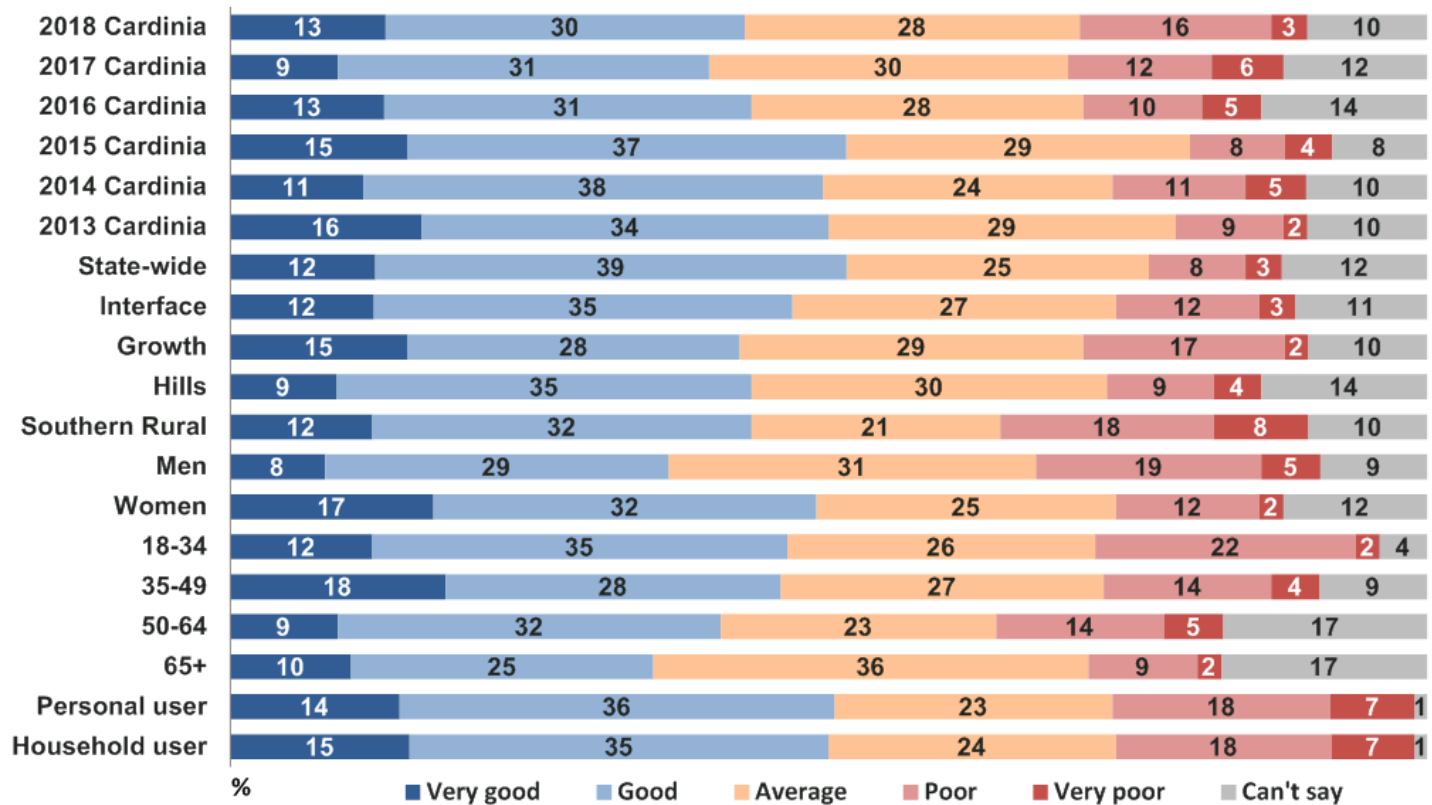
Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES



2018 Law Enforcement Performance

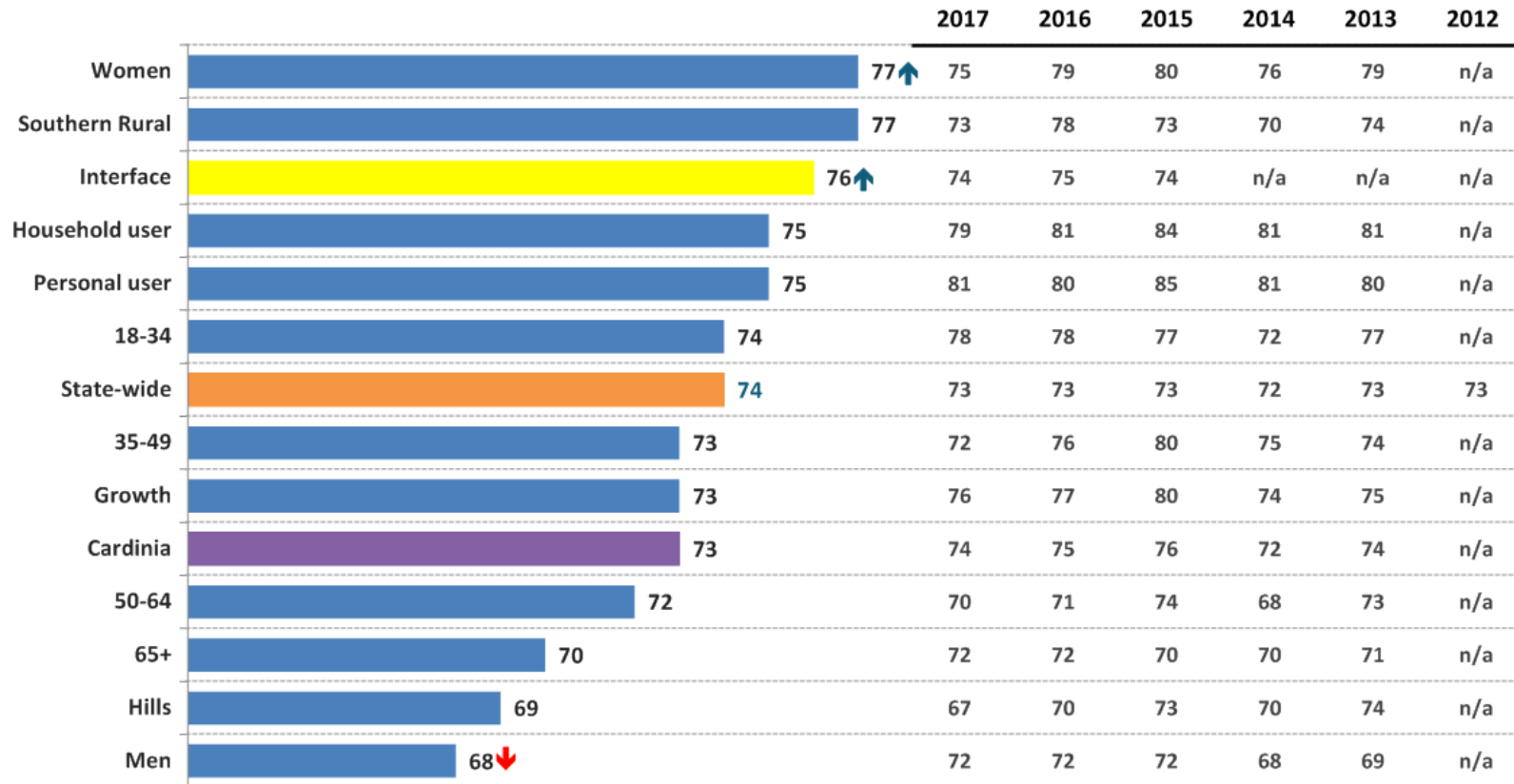


Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

2018 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES



2018 Family Support Importance



Q1. Firstly, how important should 'family support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

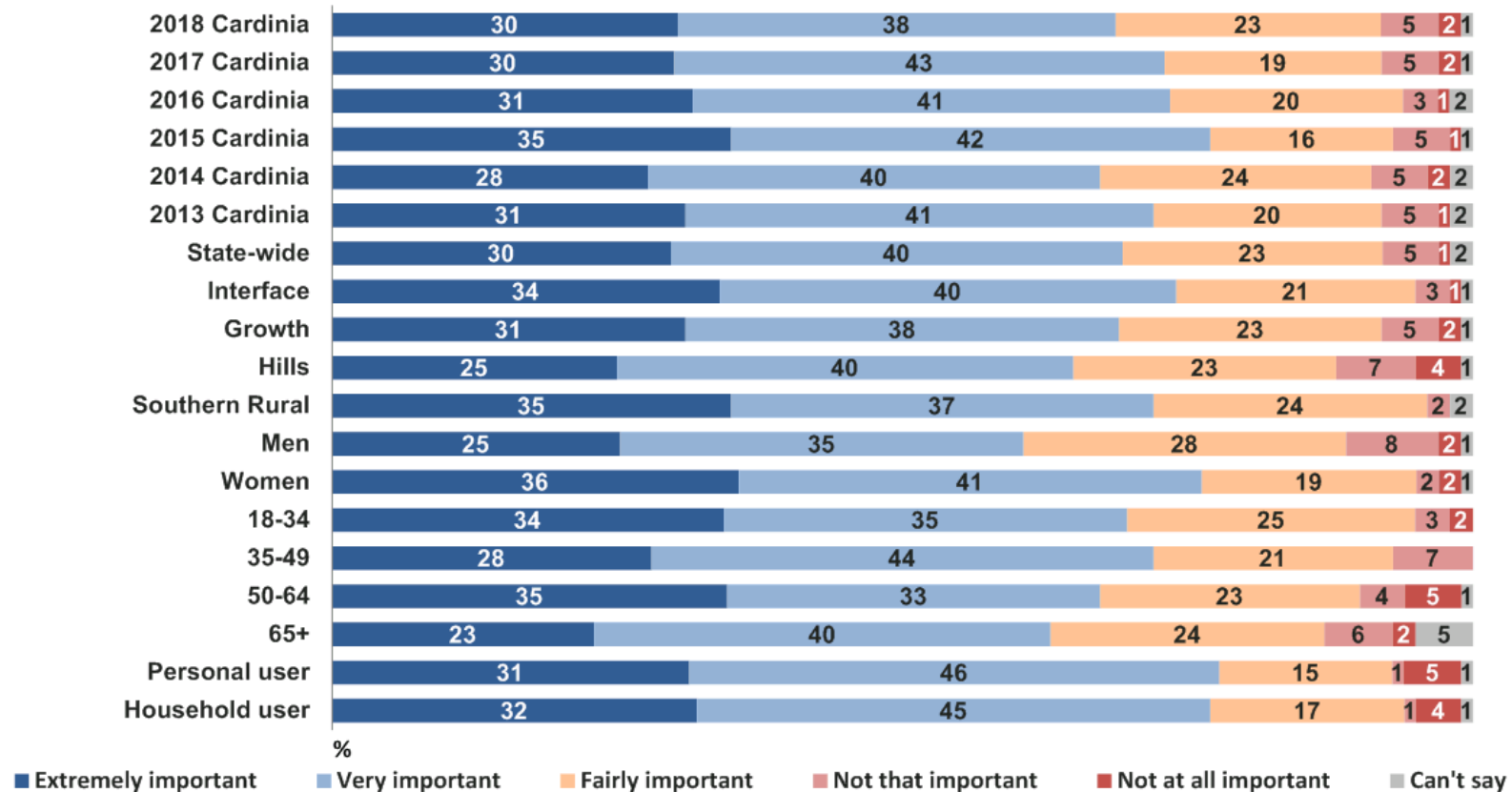
Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES



2018 Family Support Importance



Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES



2018 Family Support Performance

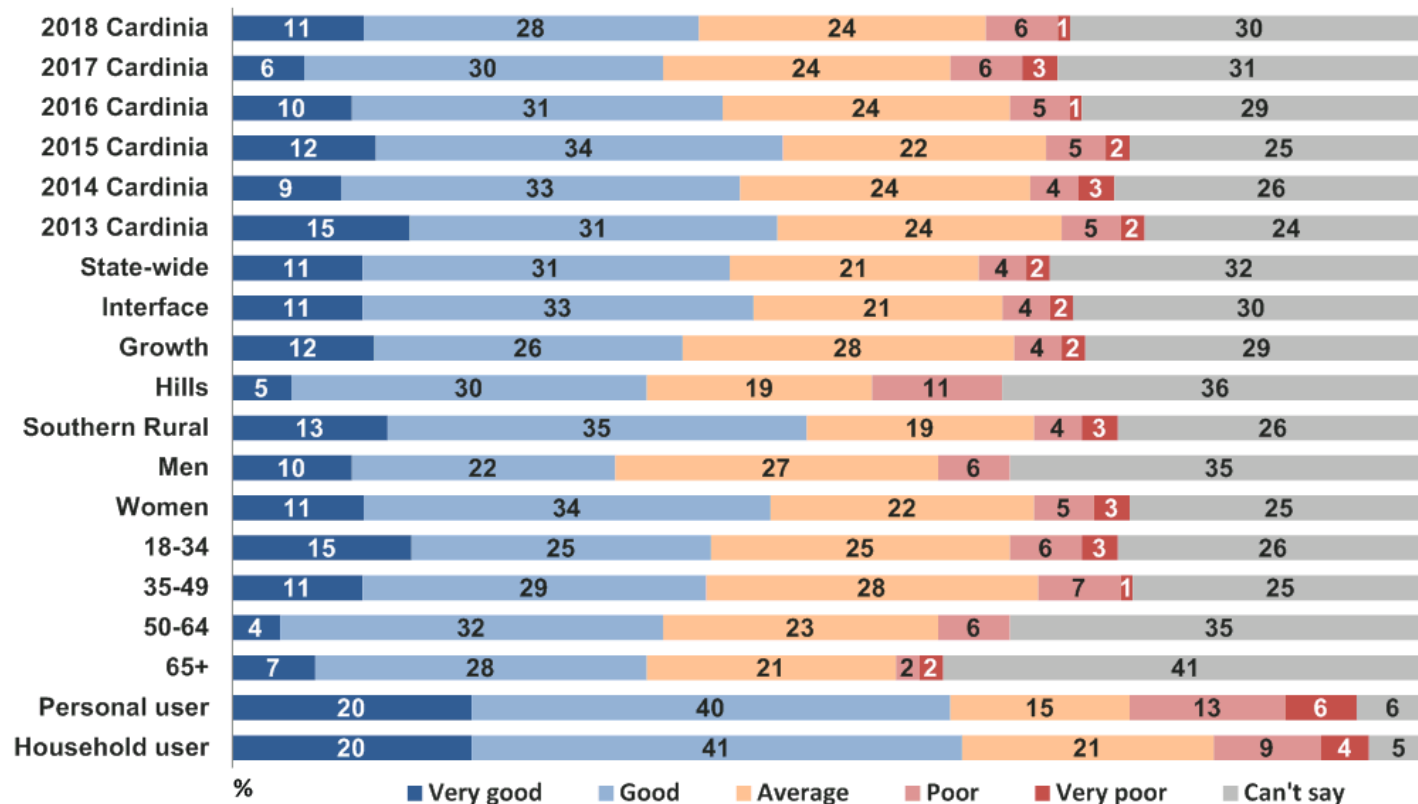
		2017	2016	2015	2014	2013	2012
Southern Rural	67	59	64	62	65	65	n/a
Interface	67	65	65	66	n/a	n/a	n/a
Household user	67	63	67	70	70	73	n/a
State-wide	66	67	66	67	68	67	67
65+	65	65	65	71	70	71	n/a
Growth	65	62	69	69	63	70	n/a
Women	65	60	66	68	64	70	n/a
18-34	65	60	69	68	59	69	n/a
Cardinia	65	61	66	66	64	67	n/a
Personal user	65	63	67	75	73	72	n/a
35-49	64	60	65	62	67	65	n/a
Men	64	62	65	65	64	64	n/a
50-64	63	62	59	66	61	65	n/a
Hills	61	59	58	66	65	64	n/a

Q2. How has Council performed on 'family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



2018 Family Support Performance



Q2. How has Council performed on 'family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

2018 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES



2018 Disadvantaged Support Importance

		2017	2016	2015	2014	2013	2012
Personal user	80*↑	78	83	n/a	n/a	n/a	n/a
Household user	78↑	79	81	n/a	n/a	n/a	n/a
Southern Rural	76↑	72	73	n/a	n/a	n/a	n/a
Women	74↑	74	77	n/a	n/a	n/a	n/a
65+	72	71	72	n/a	n/a	n/a	n/a
State-wide	72↑	71	73	73	72	73	73
Interface	72↑	72	73	72	n/a	n/a	n/a
Hills	70	70	70	n/a	n/a	n/a	n/a
Cardinia	69	72	73	n/a	n/a	n/a	n/a
50-64	69	72	75	n/a	n/a	n/a	n/a
35-49	69	74	70	n/a	n/a	n/a	n/a
18-34	68	72	74	n/a	n/a	n/a	n/a
Growth	67	73	74	n/a	n/a	n/a	n/a
Men	65	71	68	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

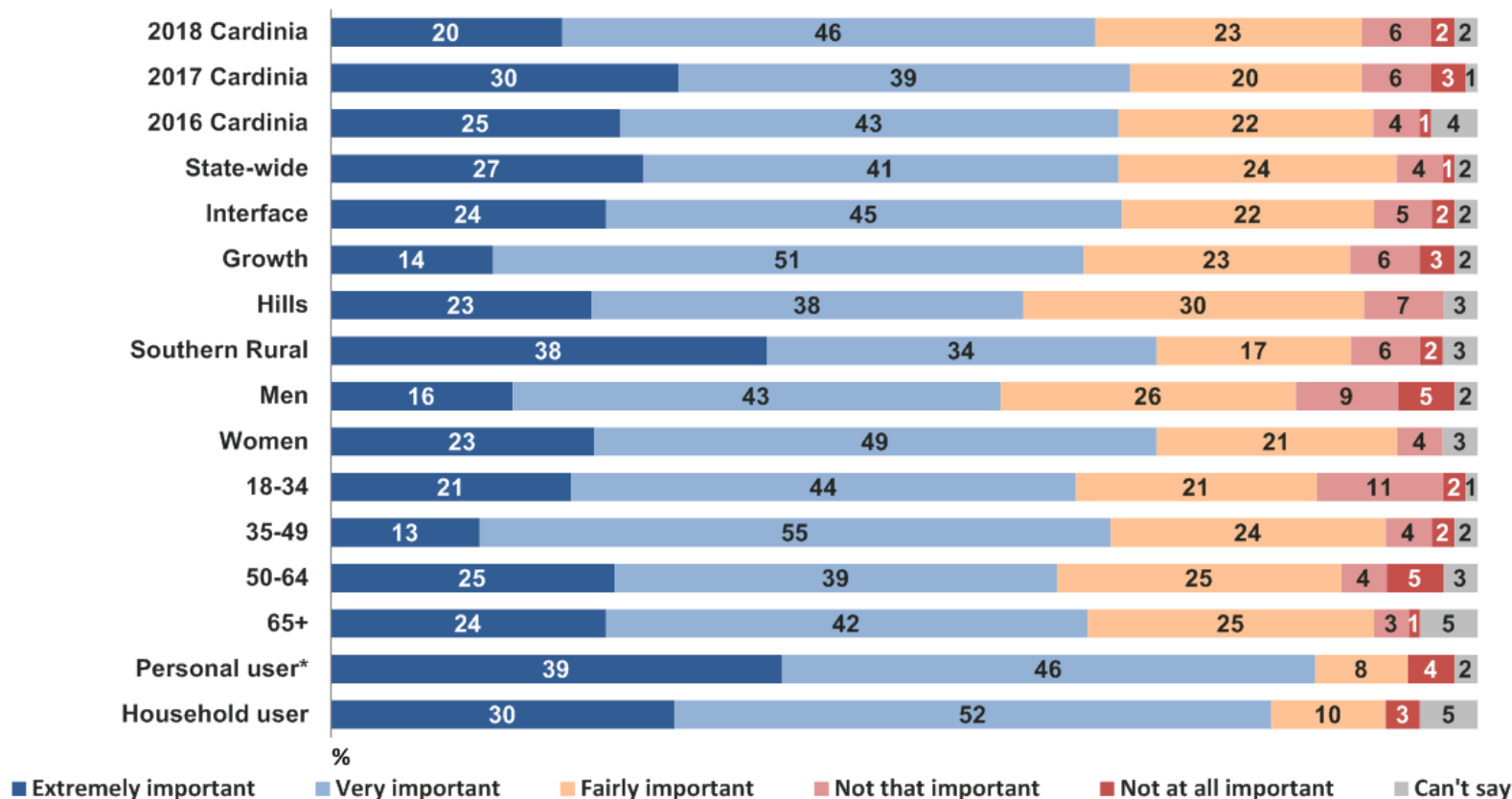
*Caution: small sample size < n=30

2018 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES



2018 Disadvantaged Support Importance



Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2

*Caution: small sample size < n=30

2018 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES



2018 Disadvantaged Support Performance

		2017	2016	2015	2014	2013	2012
Men	65↑	57	57	n/a	n/a	n/a	n/a
18-34	64	54	56	n/a	n/a	n/a	n/a
Growth	62	57	62	n/a	n/a	n/a	n/a
Interface	62	56	58	61	n/a	n/a	n/a
65+	62	58	61	n/a	n/a	n/a	n/a
Cardinia	61	56	58	n/a	n/a	n/a	n/a
35-49	61	54	59	n/a	n/a	n/a	n/a
State-wide	61	61	61	62	64	62	63
Hills	60	55	48	n/a	n/a	n/a	n/a
Southern Rural	59	50	60	n/a	n/a	n/a	n/a
Women	59	54	59	n/a	n/a	n/a	n/a
50-64	57	58	58	n/a	n/a	n/a	n/a
Household user	55	57	55	n/a	n/a	n/a	n/a
Personal user	53*	57	51	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

Note: Please see page 6 for explanation about significant differences.

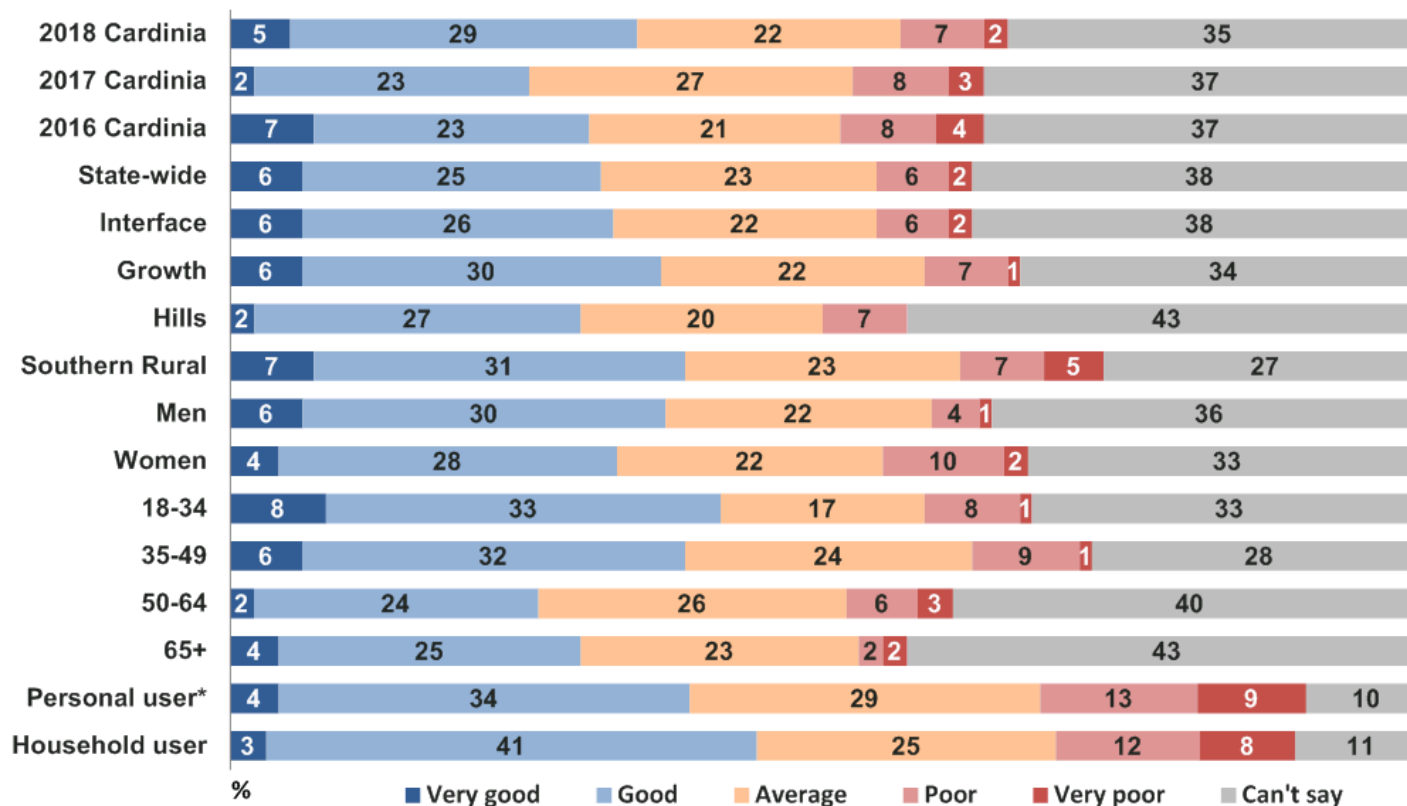
*Caution: small sample size < n=30

2018 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES



2018 Disadvantaged Support Performance



Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

*Caution: small sample size < n=30

2018 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES



2018 Recreational Facilities Importance

	2017	2016	2015	2014	2013	2012
Personal user	73	75	74	73	75	n/a
Household user	73	75	73	73	75	n/a
35-49	76	74	76	74	77	n/a
Southern Rural	70	74	73	68	73	n/a
Women	72	74	74	73	75	n/a
Hills	72	72	69	67	73	n/a
Interface	72	73	72	n/a	n/a	n/a
Cardinia	72	73	72	71	74	n/a
State-wide	72	73	72	72	72	72
65+	70	69	67	72	70	n/a
Growth	72	73	74	74	74	n/a
50-64	71	73	73	74	75	n/a
18-34	70	73	72	66	72	n/a
Men	72	71	71	69	73	n/a

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

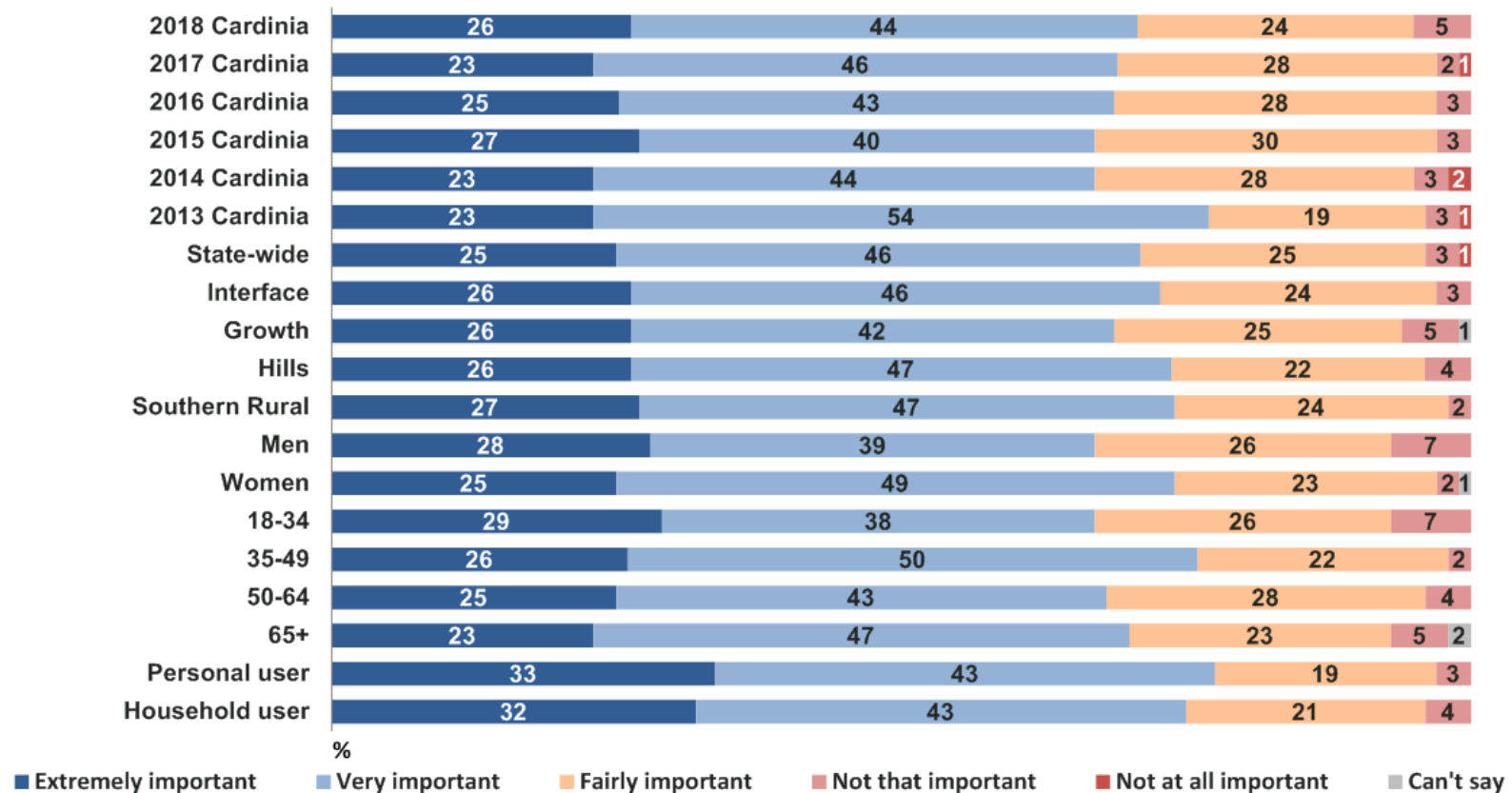
Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES



2018 Recreational Facilities Importance



Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

2018 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES



2018 Recreational Facilities Performance

	2017	2016	2015	2014	2013	2012
Women	62	67	67	66	67	n/a
Household user	68	67	68	69	68	n/a
Personal user	67	67	68	69	68	n/a
Growth	67	70	69	69	70	n/a
65+	67	73	70	72	70	n/a
State-wide	70	69	70	71	70	70
35-49	65	64	64	66	64	n/a
Cardinia	65	67	66	66	67	n/a
50-64	67	64	67	65	65	n/a
Interface	66	67	68	n/a	n/a	n/a
Southern Rural	62	70	67	61	68	n/a
18-34	63	68	66	64	71	n/a
Men	68	67	66	67	67	n/a
Hills	62	59	61	66	61	n/a

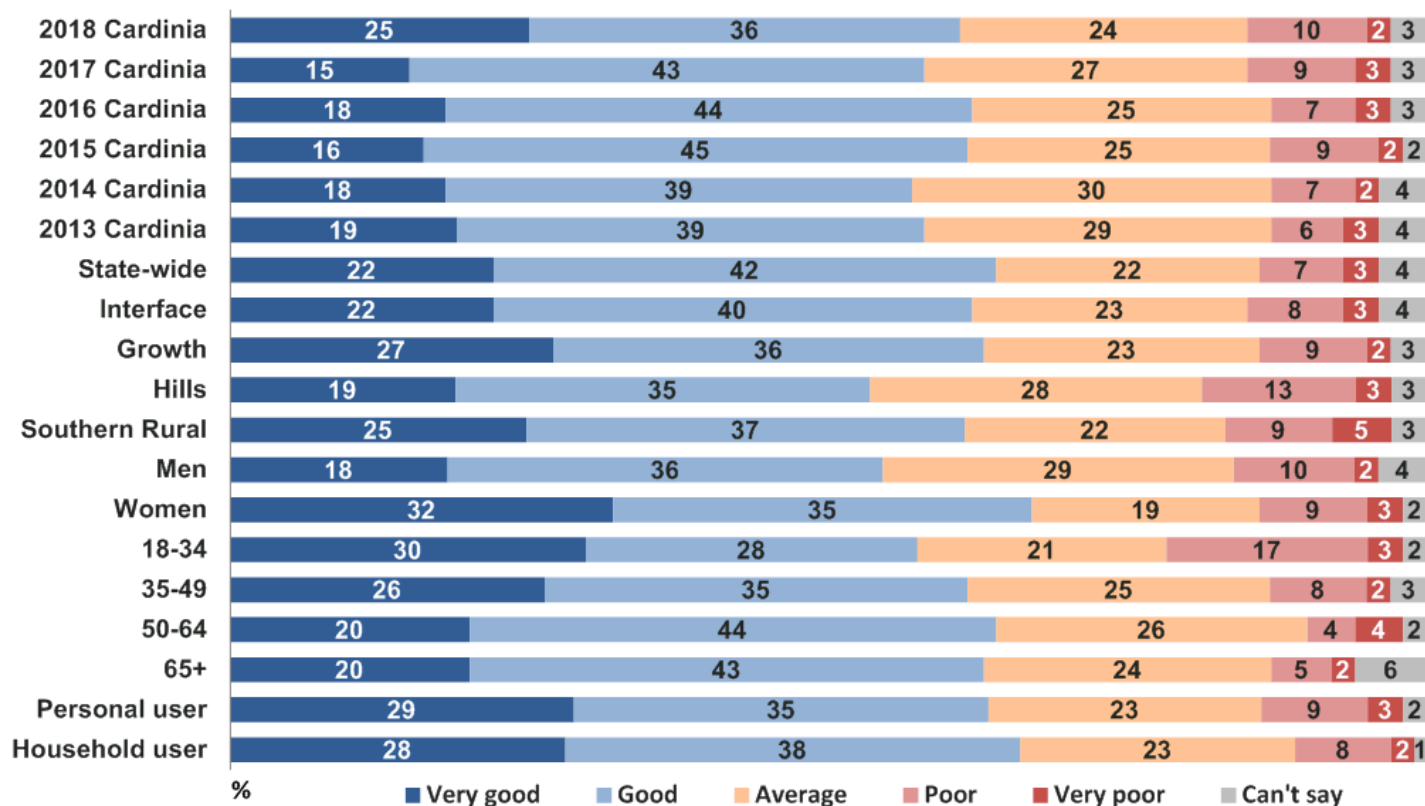
Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES



2018 Recreational Facilities Performance



Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

2018 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES



2018 Public Areas Importance

	2017	2016	2015	2014	2013	2012
18-34	78	76	75	66	68	75
Hills	77	74	72	68	70	75
Household user	77	77	75	73	74	76
Personal user	77	77	76	73	74	77
Interface	76	75	75	73	n/a	n/a
Men	76	74	72	68	69	74
Growth	76	75	76	75	76	79
Cardinia	76	74	74	72	72	76
35-49	76	73	75	74	74	78
Women	76	74	76	75	75	78
50-64	75	73	72	78	76	77
State-wide	74	74	74	73	73	74
65+	74	74	73	73	75	75
Southern Rural	73	73	72	71	66	72

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

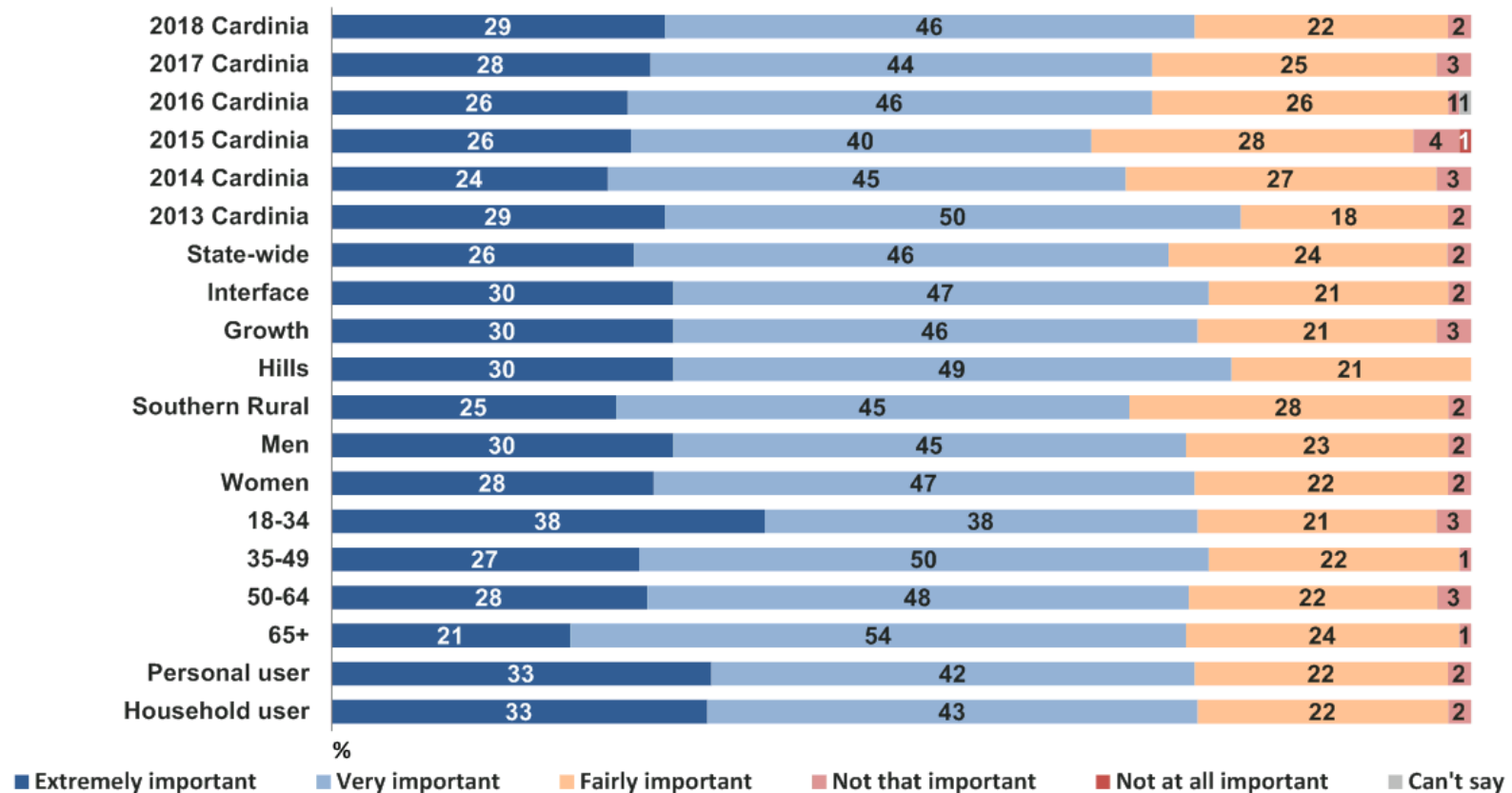
Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES



2018 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

2018 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES



2018 Public Areas Performance

		2017	2016	2015	2014	2013	2012
State-wide	71↑	71	71	72	72	71	71
Growth	68	61	67	69	61	62	n/a
50-64	68	62	63	65	61	62	n/a
Personal user	68	61	66	68	64	64	n/a
65+	68	63	66	67	67	66	n/a
Women	68	62	65	69	63	62	n/a
Household user	68	60	66	69	64	64	n/a
Interface	68	66	66	67	n/a	n/a	n/a
Cardinia	67	61	66	67	63	63	n/a
18-34	66	56	66	71	55	65	n/a
Hills	65	63	62	66	66	64	n/a
35-49	65	66	67	66	69	62	n/a
Men	65	60	66	66	63	65	n/a
Southern Rural	60↓	60	66	66	62	66	n/a

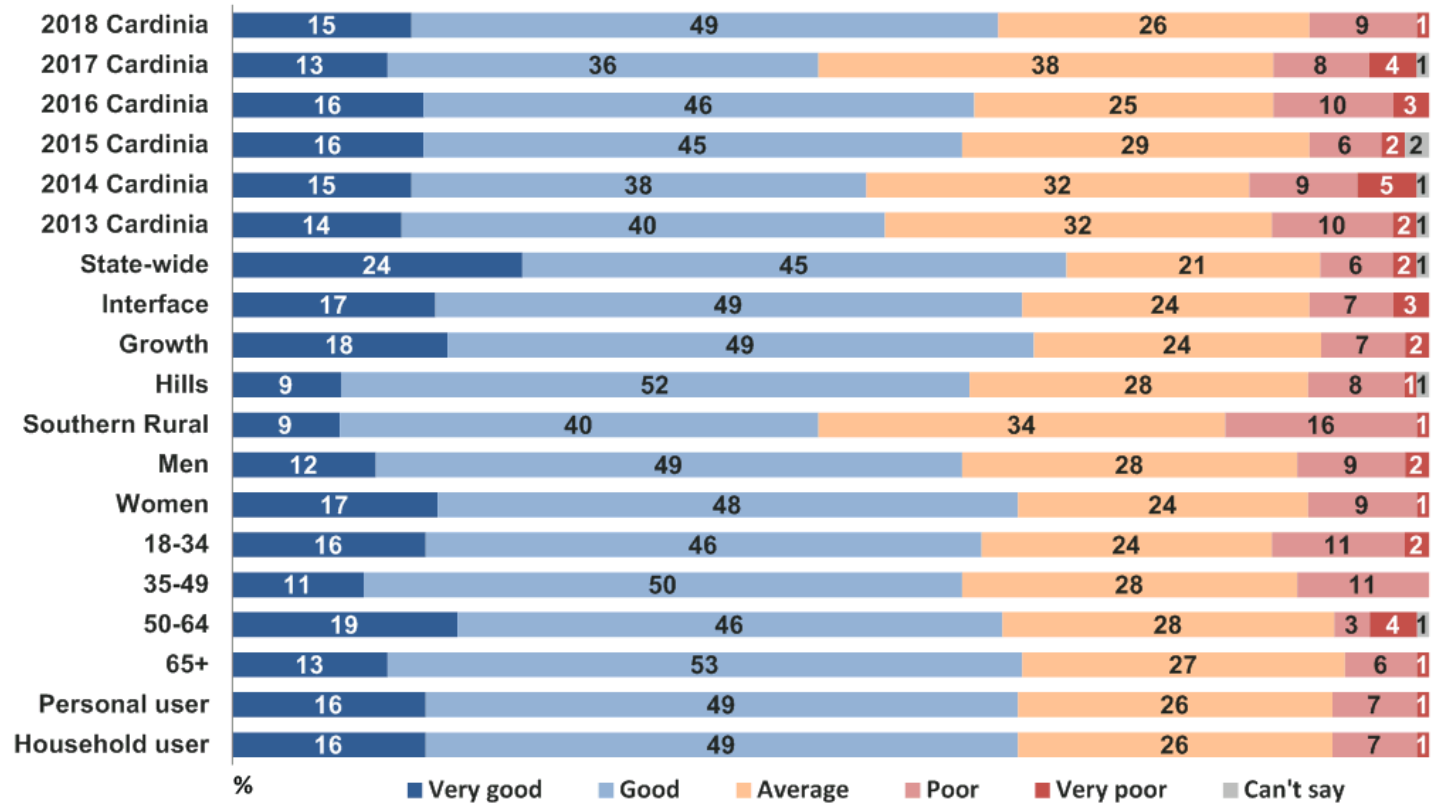
Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE DETAILED PERCENTAGES



2018 Public Areas Performance

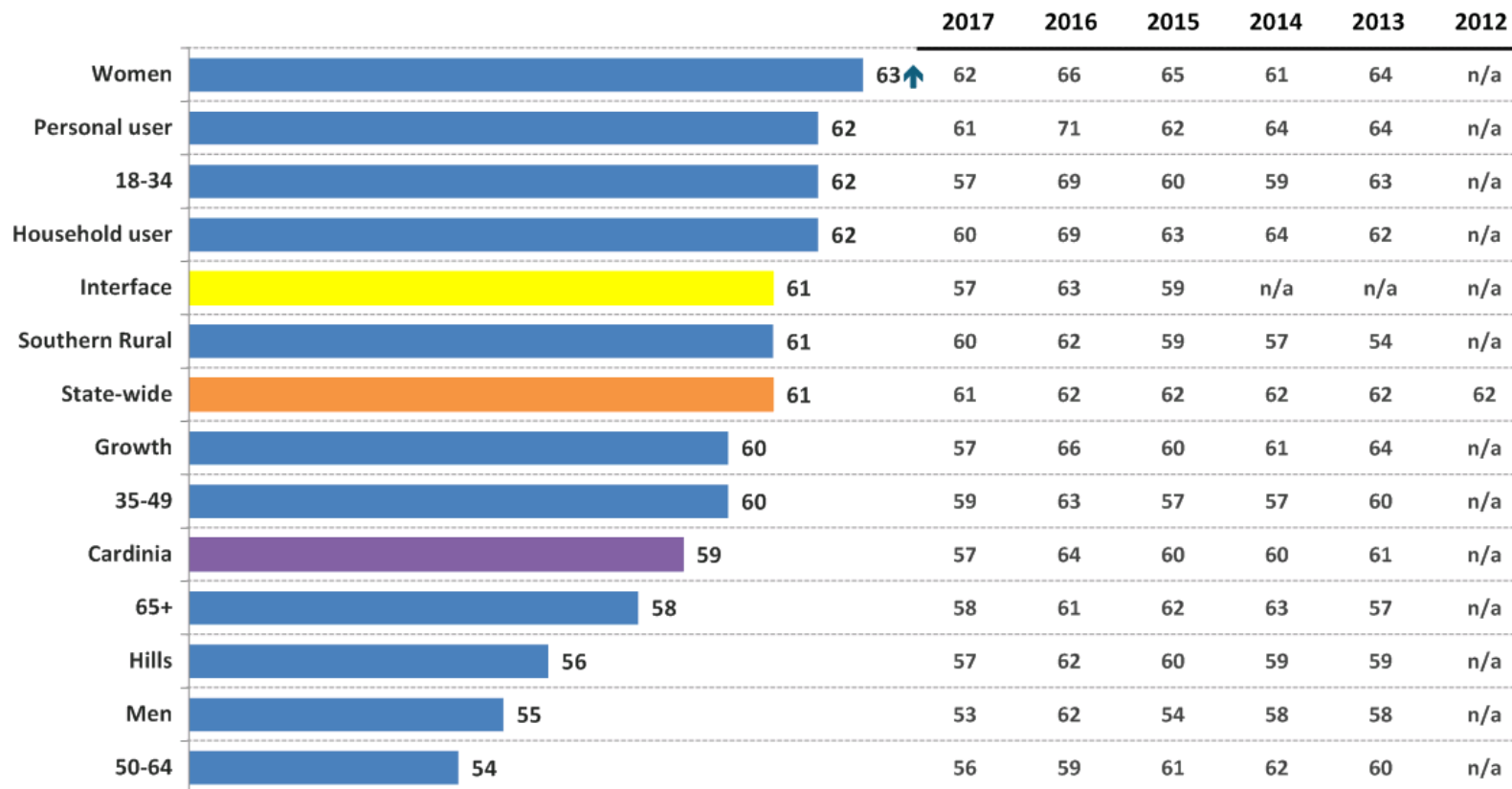


Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 4

2018 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES



2018 Community Activities Importance



Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?

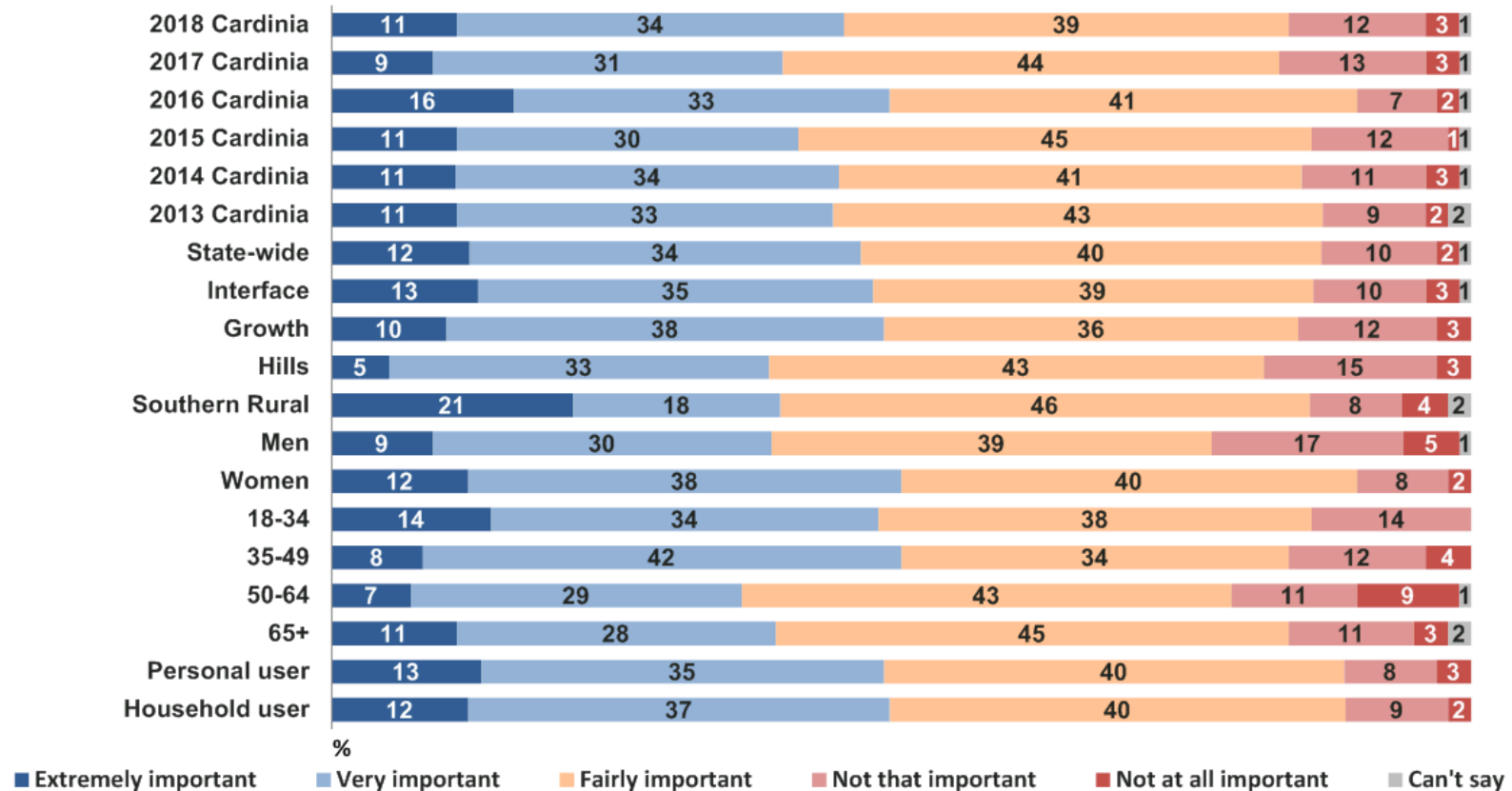
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES



2018 Community Activities Importance



Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES



2018 Community Activities Performance

		2017	2016	2015	2014	2013	2012
Personal user	71↑	70	66	70	71	71	n/a
Household user	70↑	69	66	71	70	70	n/a
State-wide	69↑	69	69	69	70	69	68
Growth	68	66	67	67	68	66	n/a
65+	68	65	65	68	73	65	n/a
Interface	67	64	63	65	n/a	n/a	n/a
35-49	67	67	63	62	66	63	n/a
Women	67	65	65	68	67	64	n/a
Cardinia	66	63	64	66	66	64	n/a
18-34	66	58	65	70	61	66	n/a
Men	64	60	63	64	65	64	n/a
Hills	62	59	59	64	65	60	n/a
Southern Rural	61	55	61	67	61	62	n/a
50-64	61	62	61	65	66	61	n/a

Q2. How has Council performed on 'community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

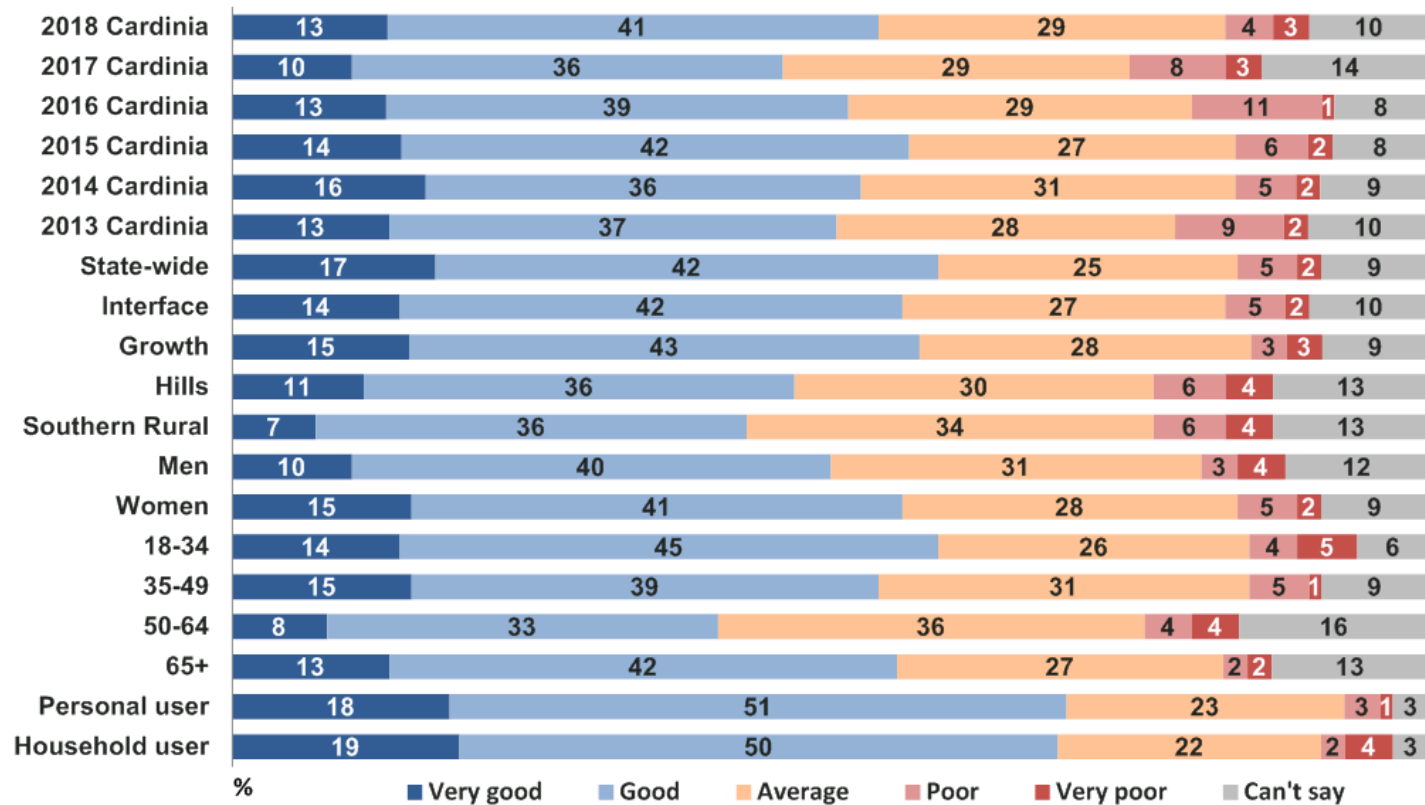
Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES



2018 Community Activities Performance

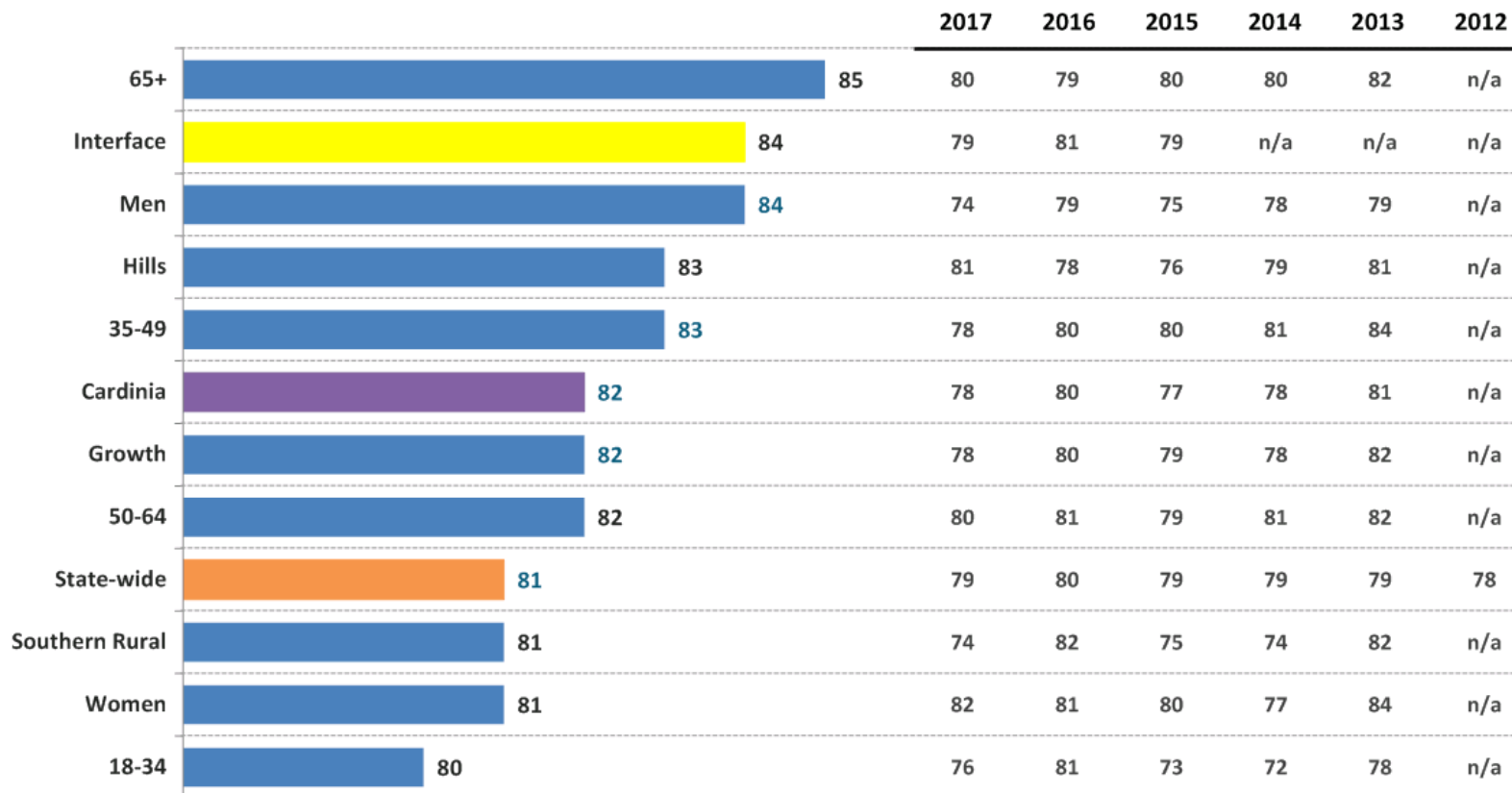


Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

2018 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



2018 Waste Management Importance



Q1. Firstly, how important should 'waste management' be as a responsibility for Council?

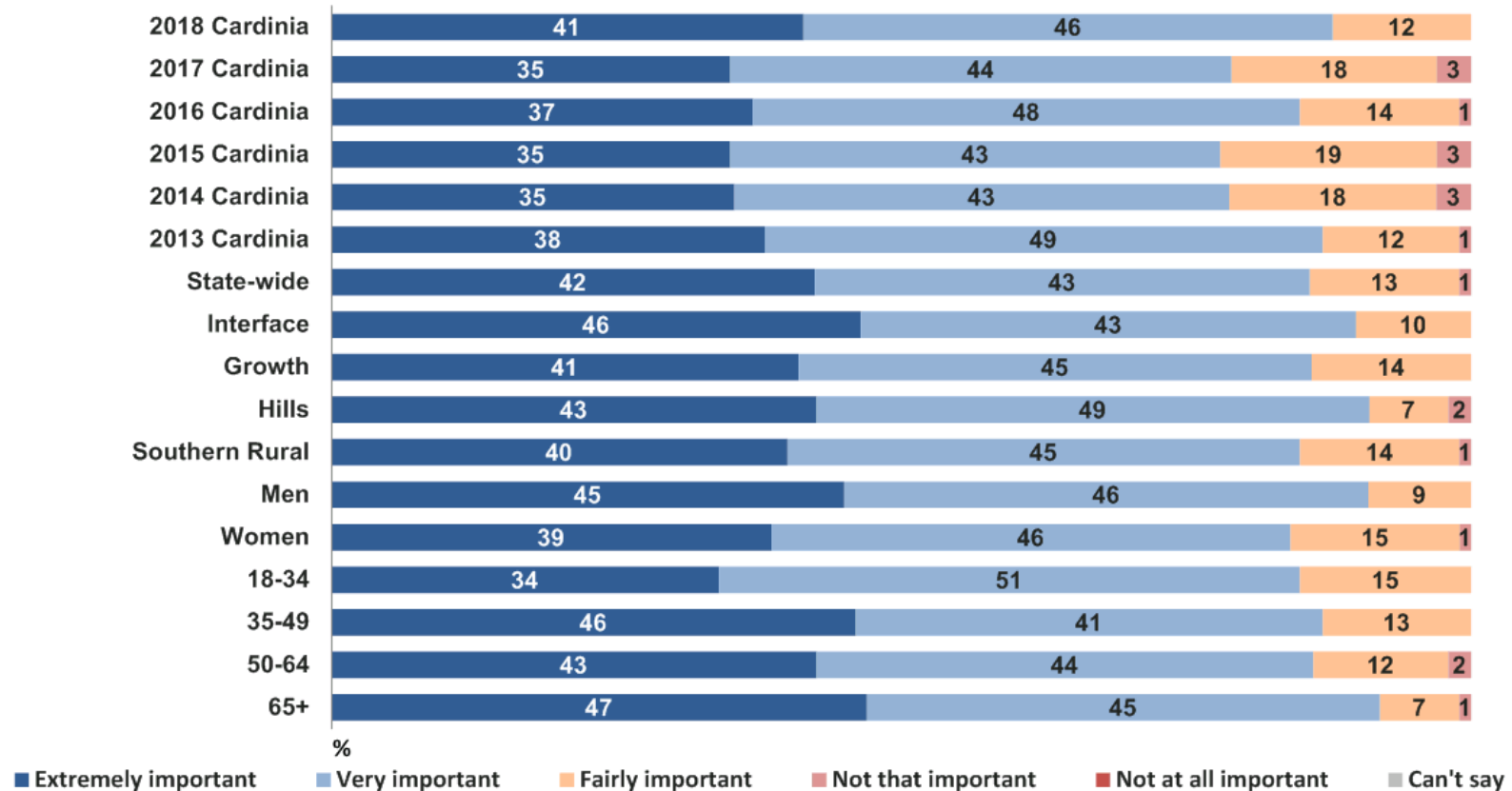
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



2018 Waste Management Importance

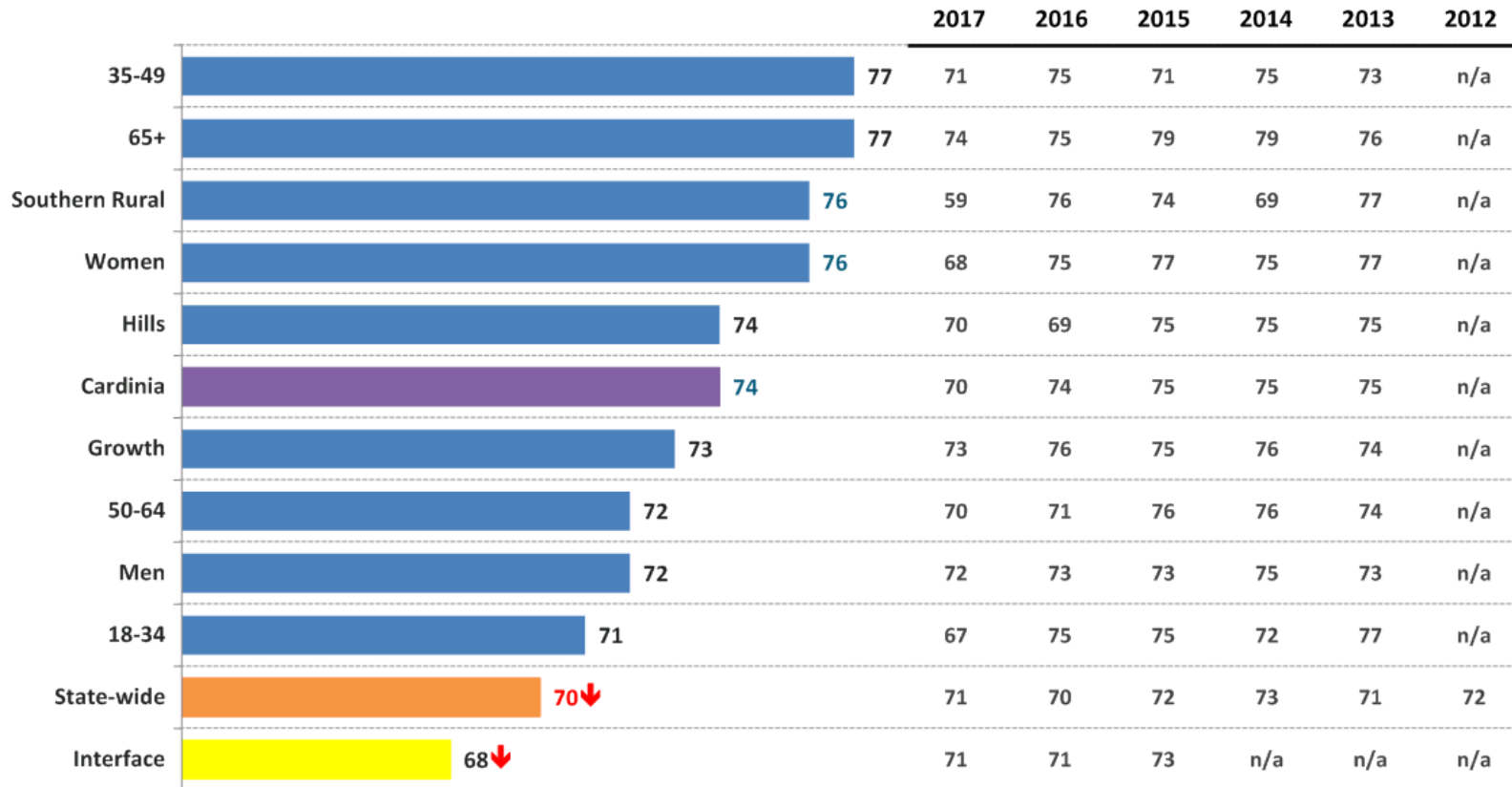


Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

2018 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



2018 Waste Management Performance

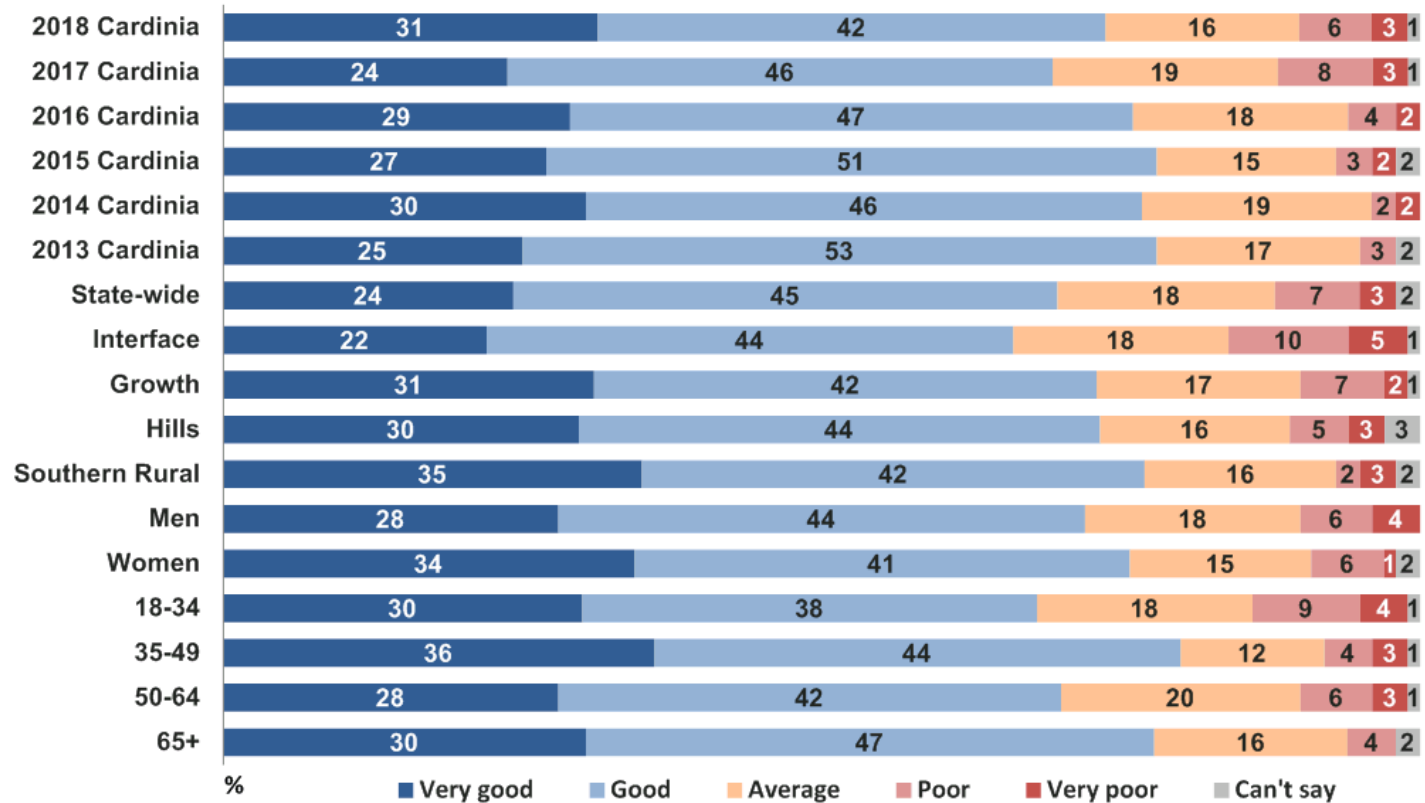


Q2. How has Council performed on 'waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2018 Waste Management Performance



Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

2018 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES



2018 Disaster Management Importance

		2017	2016	2015	2014	2013	2012
Personal user	85	88	88	85	n/a	n/a	n/a
Household user	84	87	86	85	n/a	n/a	n/a
Women	84	83	87	84	n/a	n/a	n/a
Interface	84↑	82	83	81	n/a	n/a	n/a
50-64	84	83	85	81	n/a	n/a	n/a
Southern Rural	82	85	82	76	n/a	n/a	n/a
18-34	82	82	83	82	n/a	n/a	n/a
Hills	81	79	80	83	n/a	n/a	n/a
State-wide	81	80	80	80	80	80	80
Cardinia	81	82	83	81	n/a	n/a	n/a
Growth	81	82	84	83	n/a	n/a	n/a
35-49	80	80	83	81	n/a	n/a	n/a
65+	79	83	81	81	n/a	n/a	n/a
Men	78	80	79	78	n/a	n/a	n/a

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?

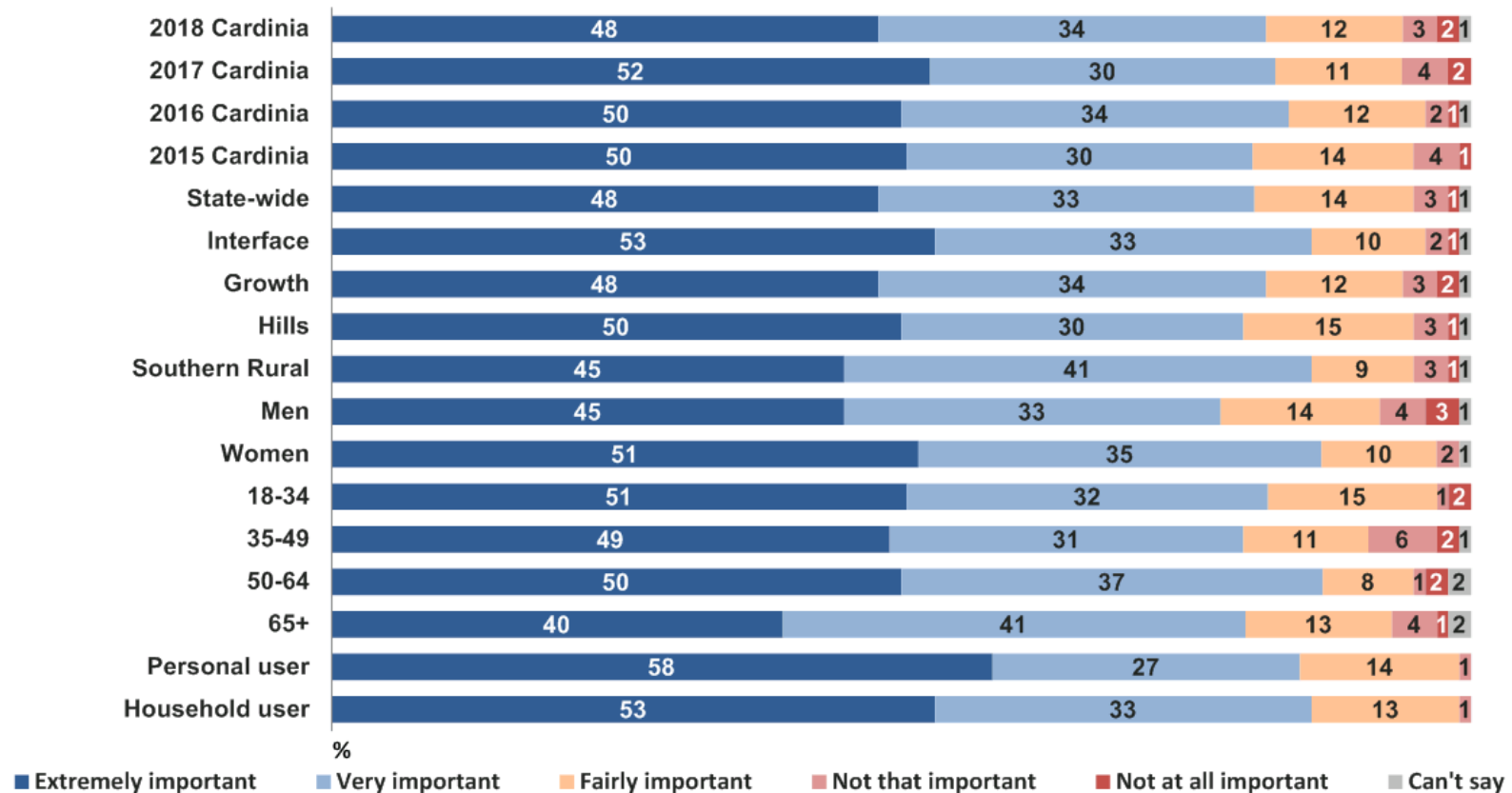
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



2018 Disaster Management Importance



Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

2018 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



2018 Disaster Management Performance

		2017	2016	2015	2014	2013	2012
Household user	74	67	63	69	n/a	n/a	n/a
Personal user	74	67	62	67	n/a	n/a	n/a
Women	71	66	70	72	n/a	n/a	n/a
State-wide	71	70	69	70	71	70	70
35-49	71	65	70	65	n/a	n/a	n/a
Interface	70	69	69	70	n/a	n/a	n/a
50-64	70	67	62	65	n/a	n/a	n/a
Growth	69	70	74	74	n/a	n/a	n/a
Cardinia	69	67	69	70	n/a	n/a	n/a
Hills	68	63	61	65	n/a	n/a	n/a
65+	68	66	70	69	n/a	n/a	n/a
Southern Rural	67	60	67	70	n/a	n/a	n/a
18-34	67	68	72	77	n/a	n/a	n/a
Men	66	68	69	68	n/a	n/a	n/a

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

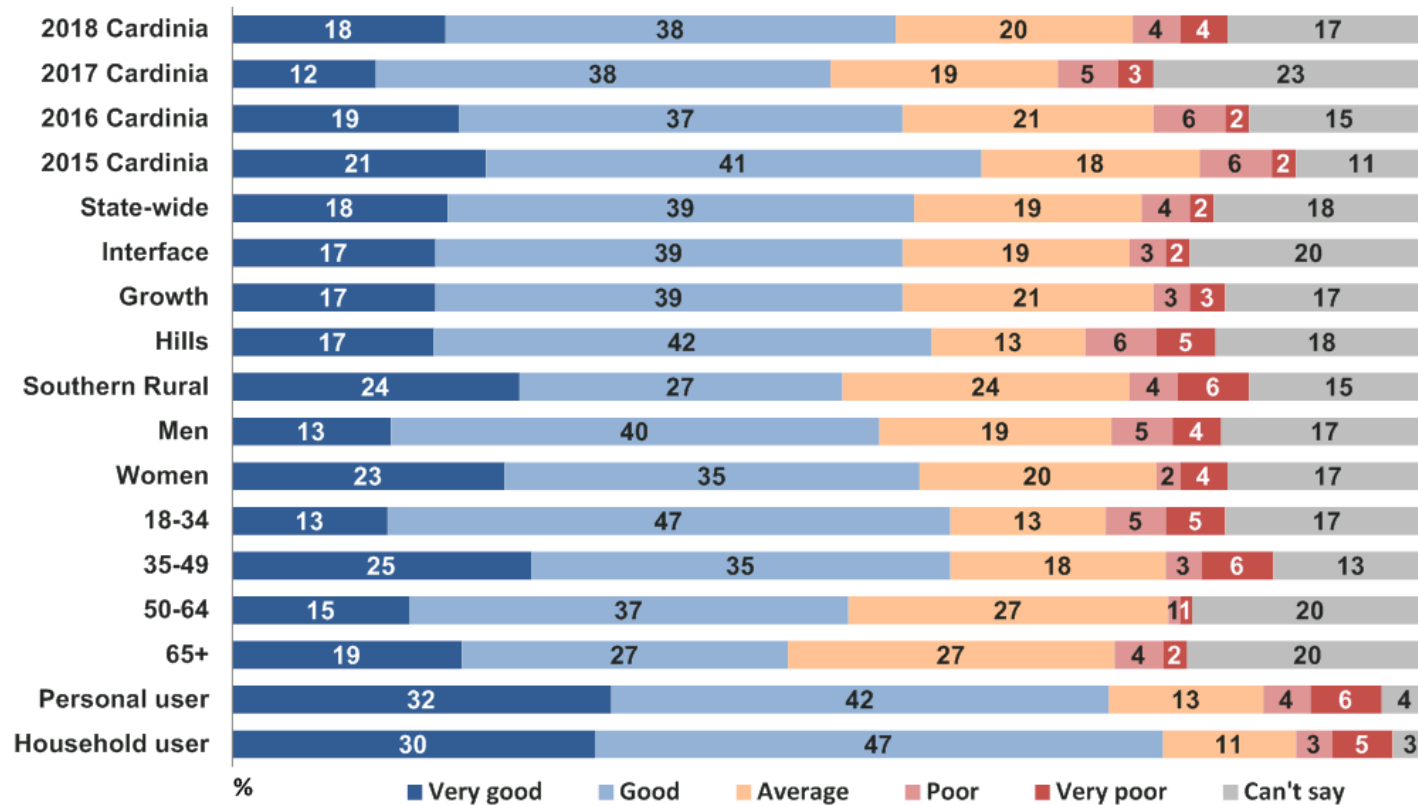
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2018 Disaster Management Performance



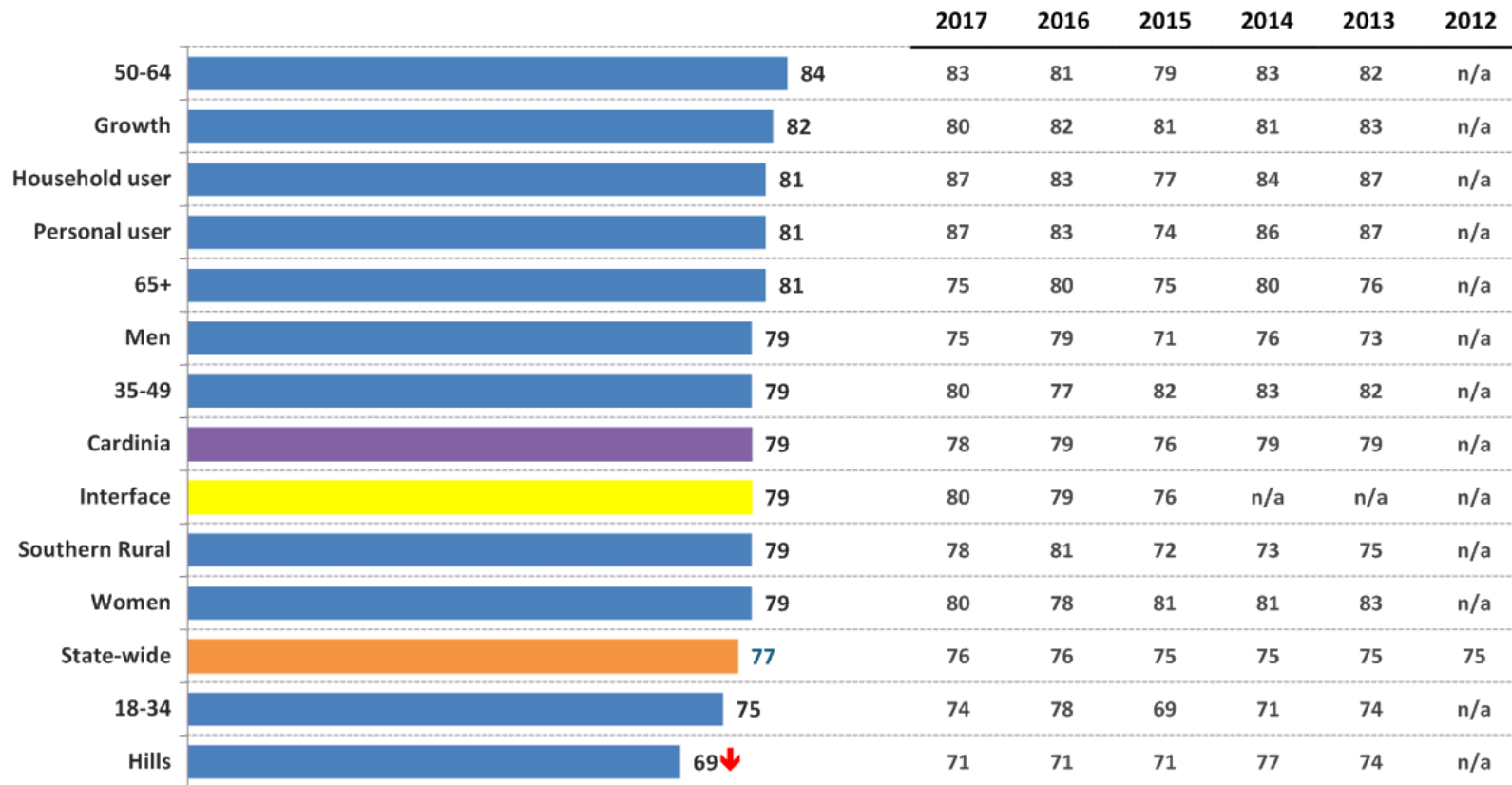
Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE INDEX SCORES



2018 Population Growth Importance



Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

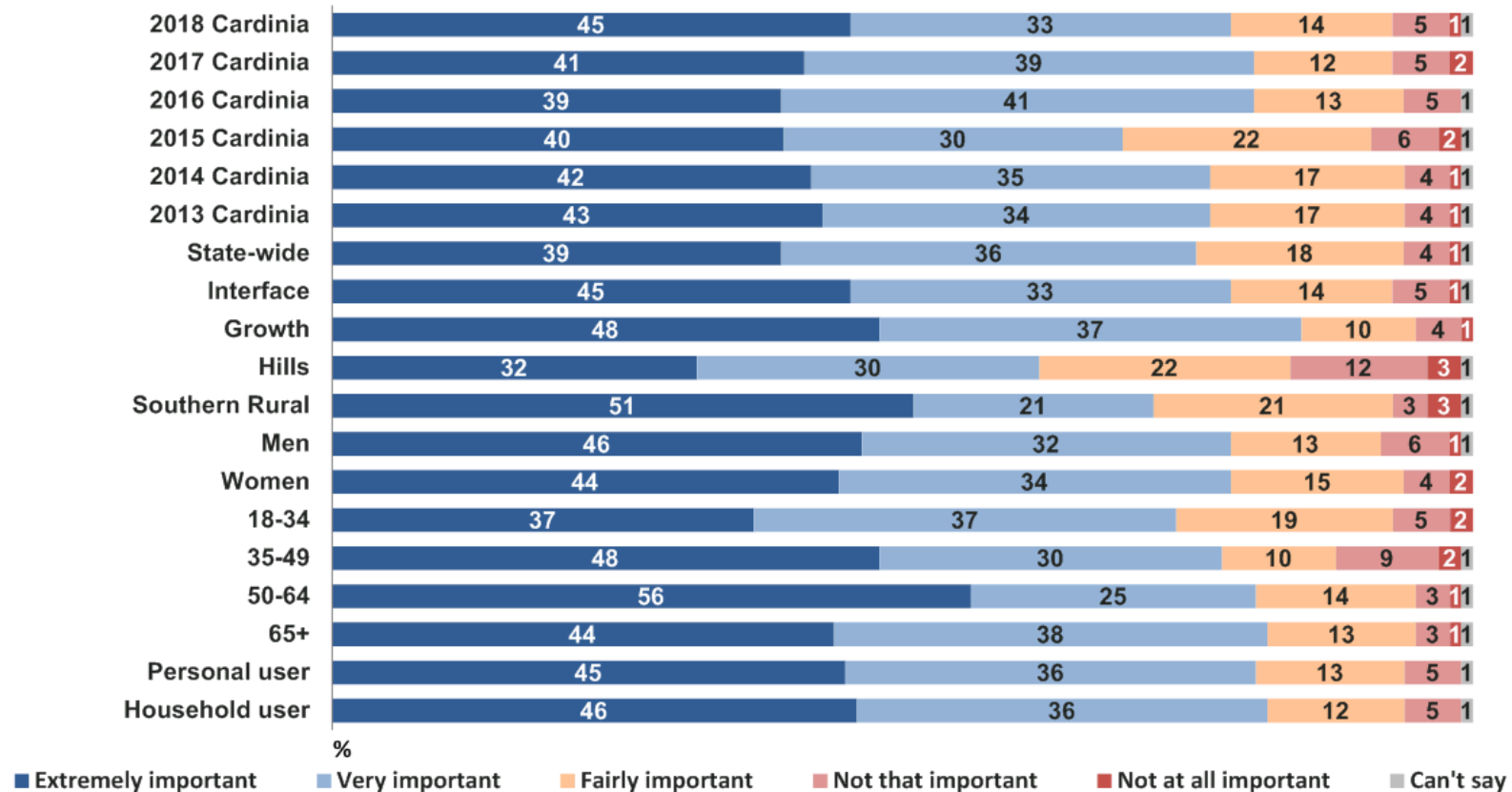
Note: Please see page 6 for explanation about significant differences.

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE DETAILED PERCENTAGES



2018 Population Growth Importance



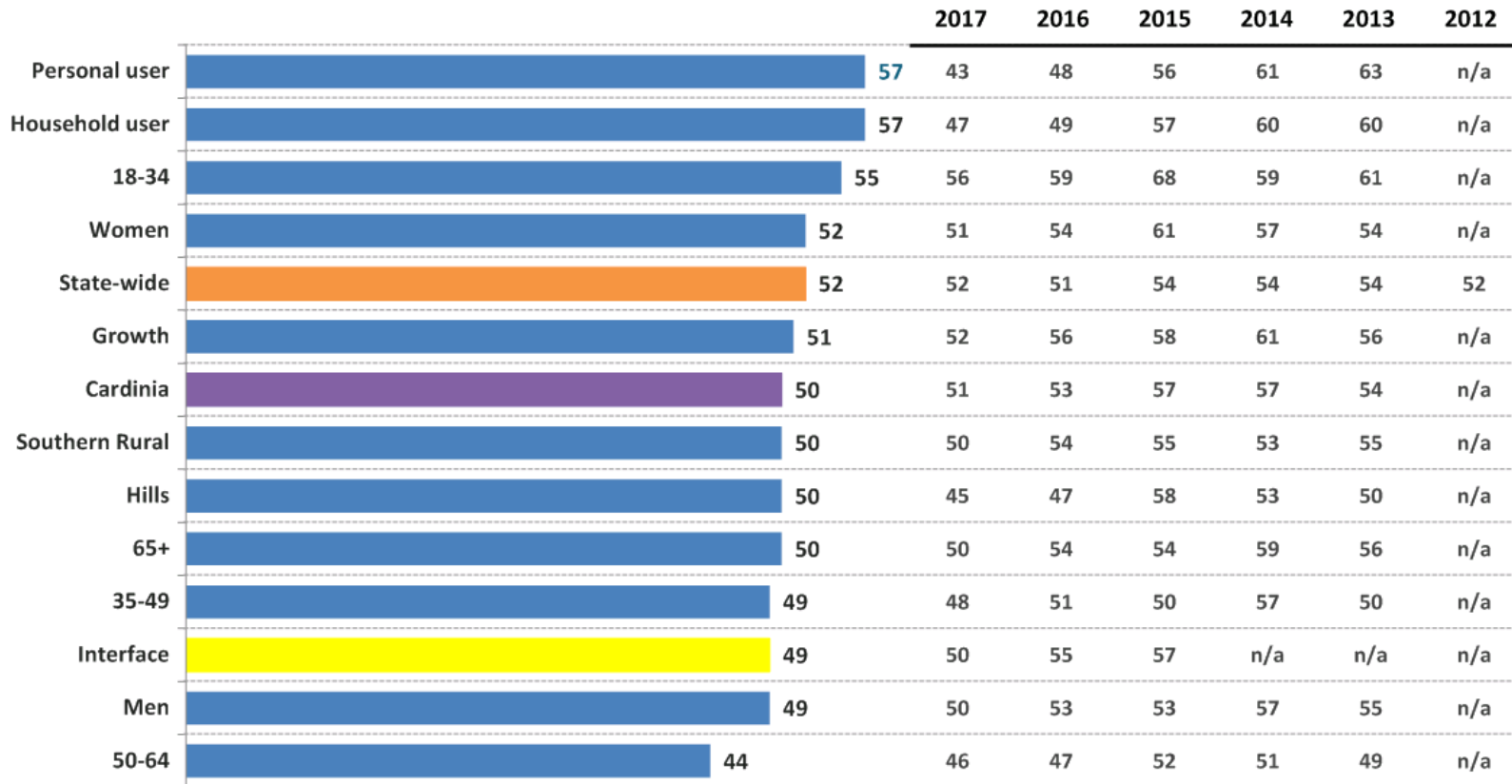
Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE INDEX SCORES



2018 Population Growth Performance



Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 14 Councils asked group: 2

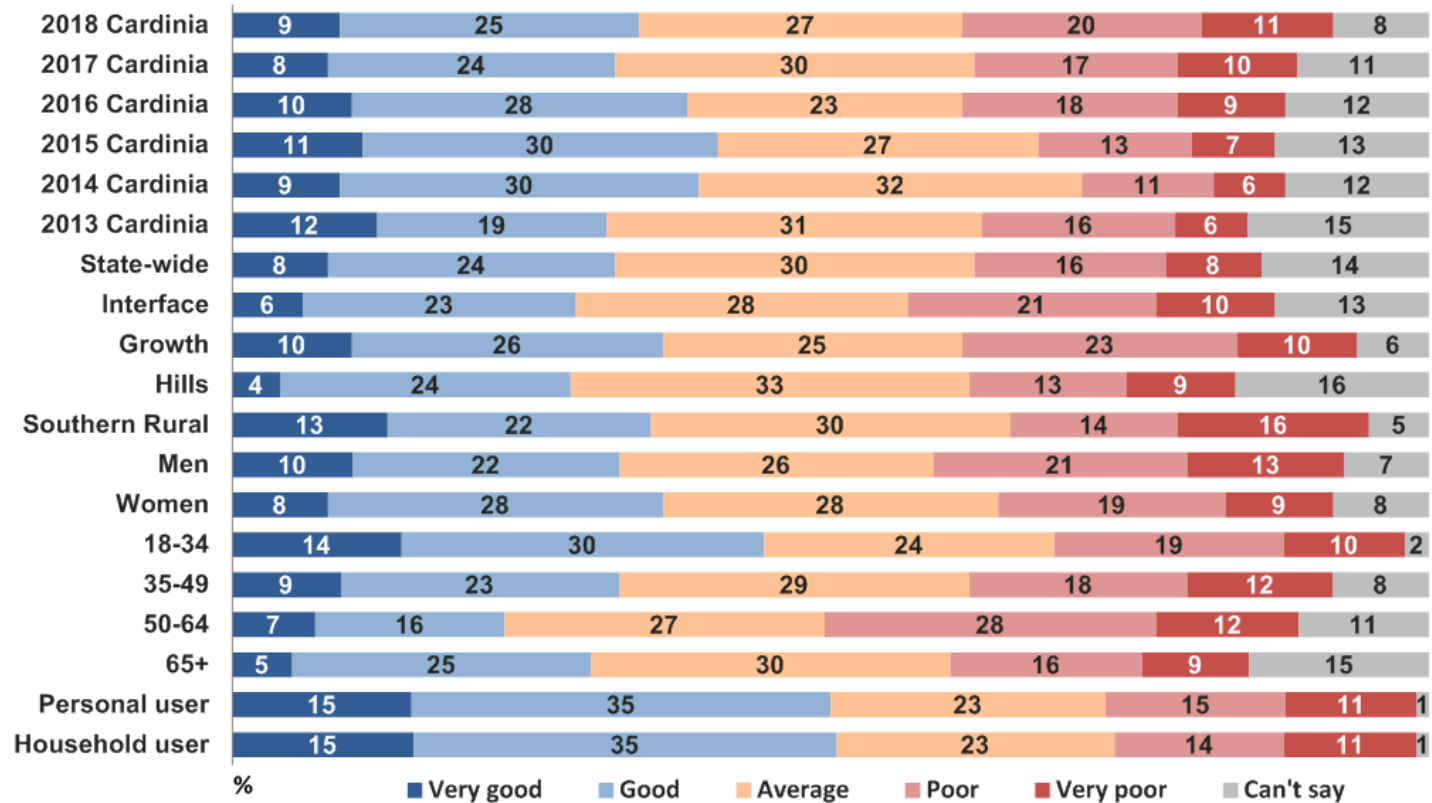
Note: Please see page 6 for explanation about significant differences.

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE DETAILED PERCENTAGES



2018 Population Growth Performance



Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 14 Councils asked group: 2

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES



2018 Unsealed Roads Importance

		2017	2016	2015	2014	2013	2012
Southern Rural	89↑	88	91	88	83	82	n/a
Hills	89↑	87	83	83	85	85	n/a
Household user	84	84	82	85	81	82	n/a
Personal user	84	84	82	85	81	82	n/a
50-64	83	86	83	83	85	87	n/a
65+	82	83	83	81	76	86	n/a
35-49	82	78	81	82	83	78	n/a
Women	82	83	81	84	82	82	n/a
Cardinia	81	81	80	83	78	81	n/a
Interface	81	79	79	78	n/a	n/a	n/a
Men	80	80	79	82	74	81	n/a
State-wide	80	79	79	78	78	81	80
18-34	79	80	77	83	73	78	n/a
Growth	77↓	78	76	79	73	79	n/a

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1

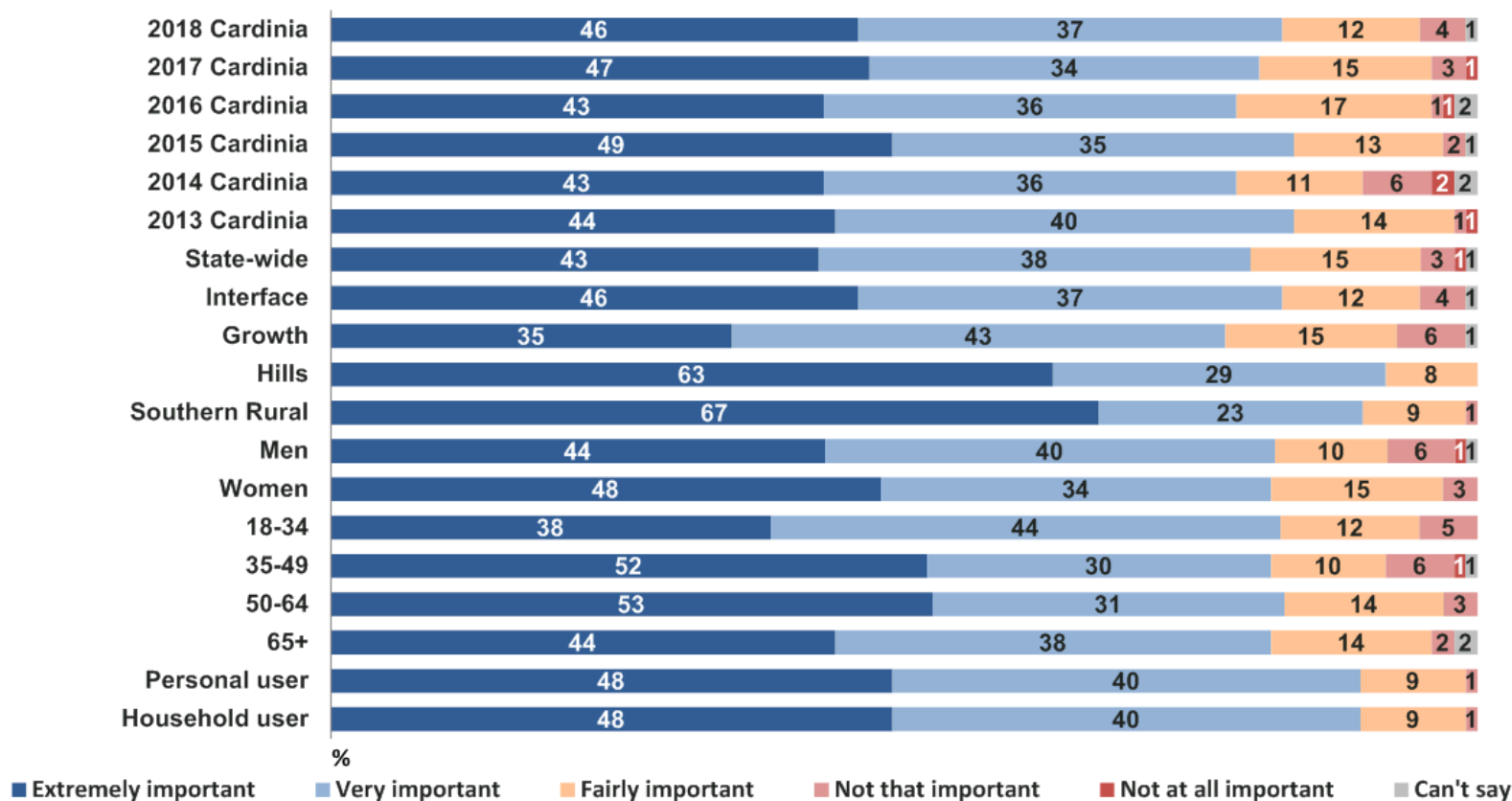
Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



2018 Unsealed Roads Importance



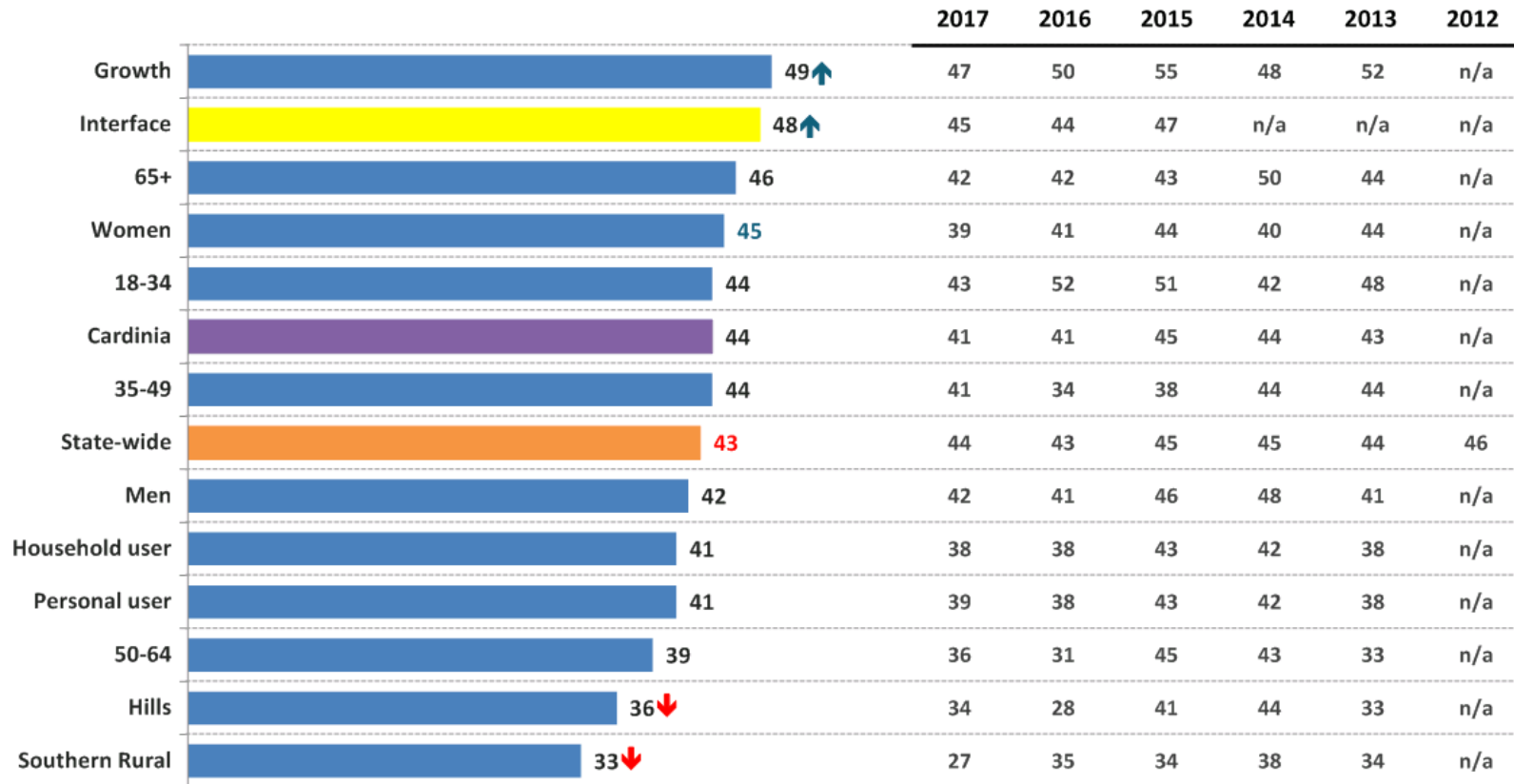
Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2018 Unsealed Roads Performance



Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

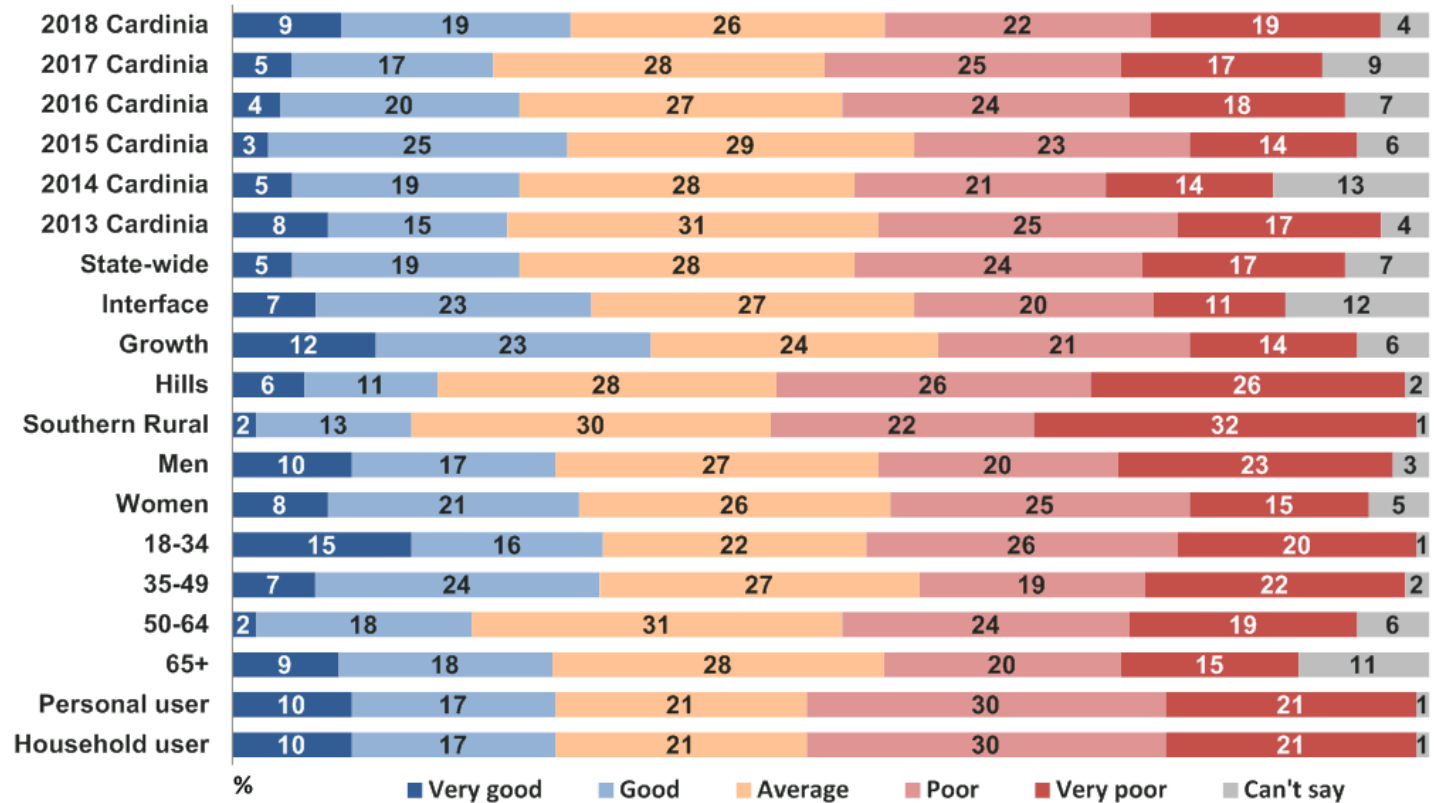
Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2018 Unsealed Roads Performance

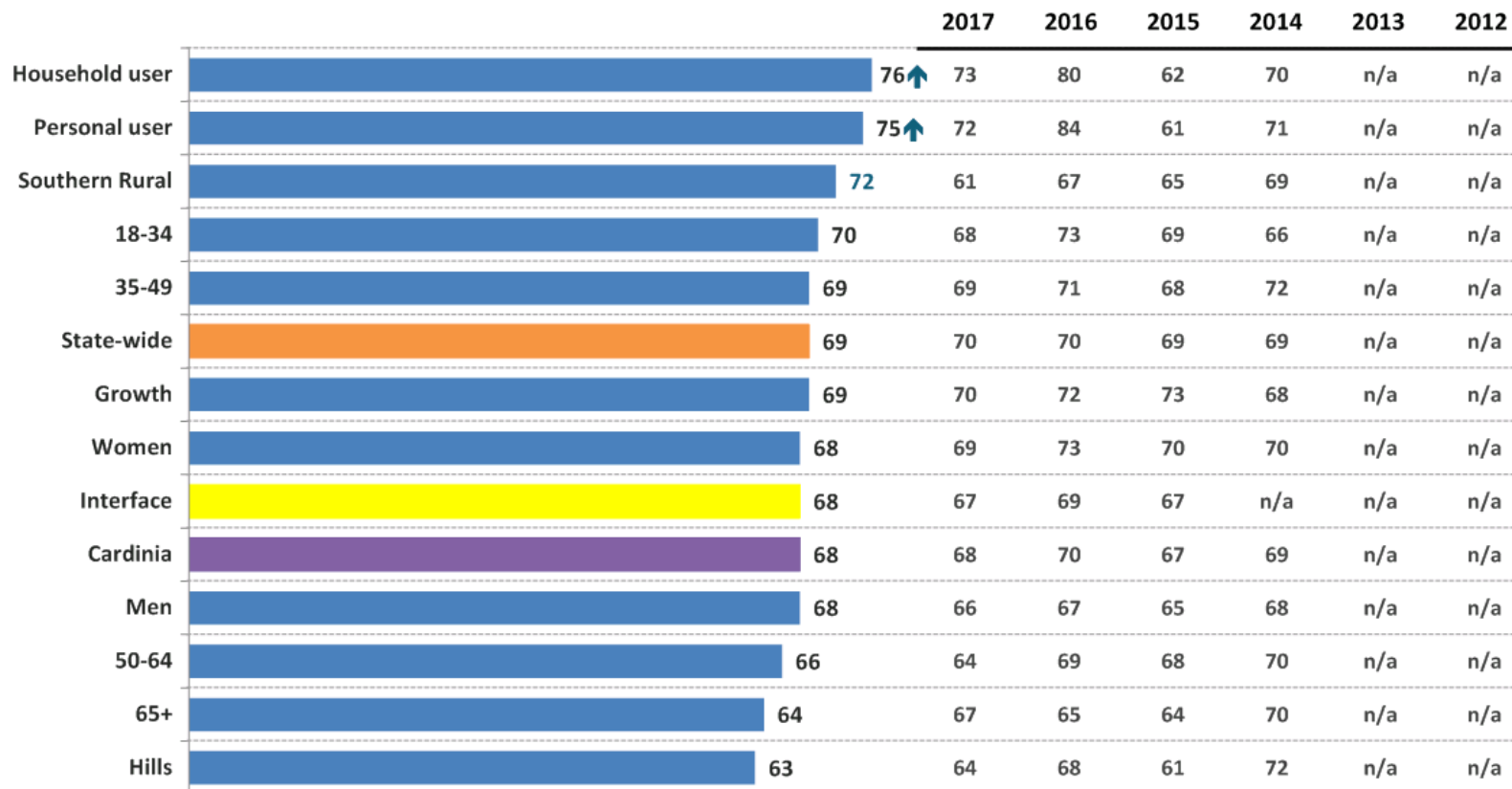


Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

2018 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES



2018 Business/Community Development Importance



Q1. Firstly, how important should 'business and community development' be as a responsibility for Council?

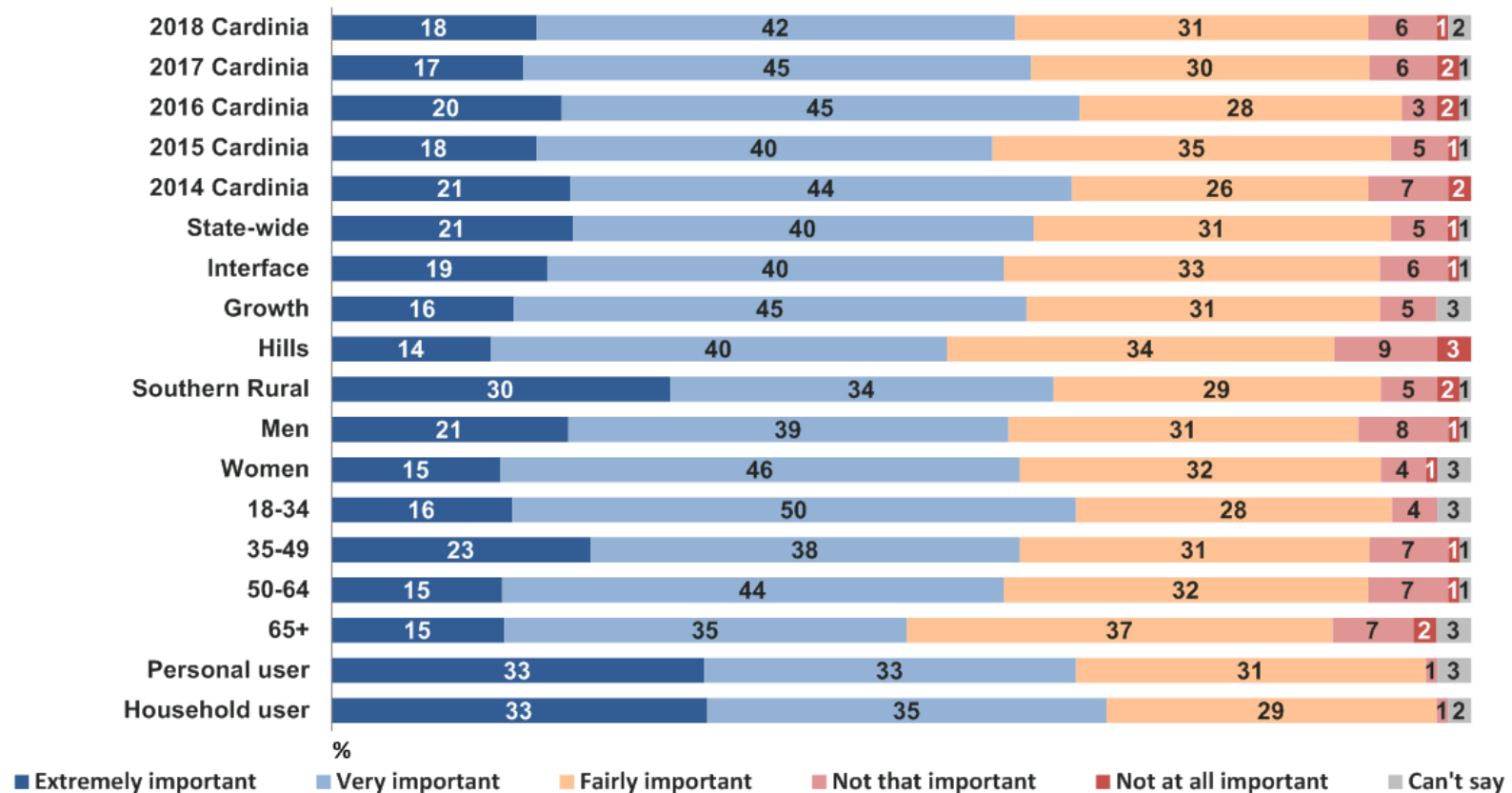
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES



2018 Business/Community Development Importance



Q1. Firstly, how important should 'business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2

2018 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES



2018 Business/Community Development Performance

	2017	2016	2015	2014	2013	2012
Household user	57	59	63	67	n/a	n/a
Personal user	57	59	62	68	n/a	n/a
Women	59	60	64	64	n/a	n/a
18-34	60	62	67	63	n/a	n/a
Growth	62	62	65	66	n/a	n/a
65+	56	61	61	64	n/a	n/a
35-49	61	60	60	63	n/a	n/a
Cardinia	59	60	63	63	n/a	n/a
Interface	59	58	63	n/a	n/a	n/a
Southern Rural	53	61	61	55	n/a	n/a
Hills	49	54	60	61	n/a	n/a
Men	59	60	61	61	n/a	n/a
State-wide	60	60	60	62	n/a	n/a
50-64	56	55	59	59	n/a	n/a

Q2. How has Council performed on 'business and community development' over the last 12 months?

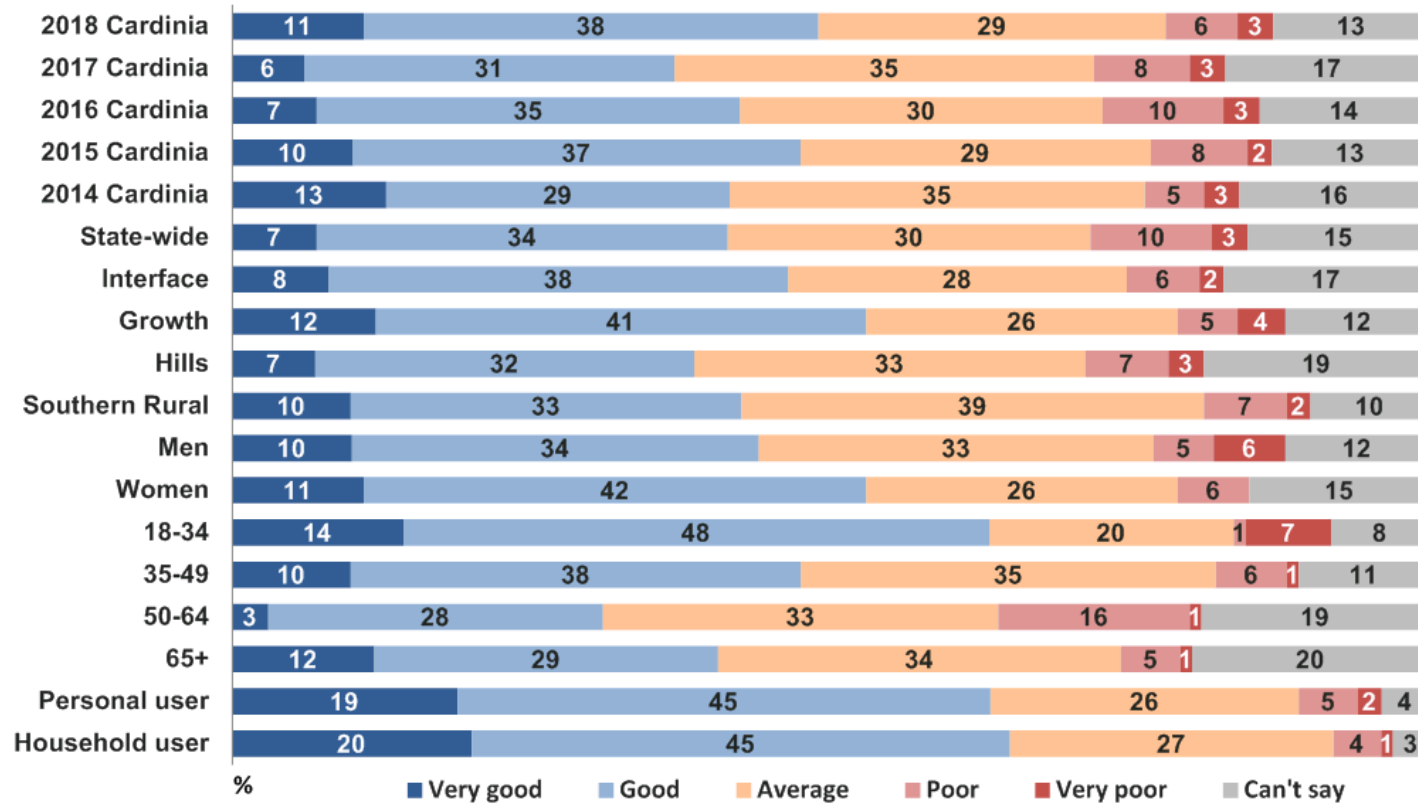
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES



2018 Business/Community Development Performance



Q2. How has Council performed on 'business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 3

2018 TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES



2018 Tourism Development Importance

		2017	2016	2015	2014	2013	2012
State-wide	61 ↑	62	63	65	65	n/a	n/a
Hills	57	52	55	52	56	n/a	n/a
Household user	54	59	63	54	60	n/a	n/a
Personal user	53	59	64	55	59	n/a	n/a
50-64	52	49	53	53	50	n/a	n/a
Men	52	45	50	46	48	n/a	n/a
35-49	51	45	52	51	49	n/a	n/a
Southern Rural	51	46	55	45	50	n/a	n/a
Cardinia	51	46	52	50	49	n/a	n/a
Interface	51	53	57	50	n/a	n/a	n/a
65+	50	49	51	48	52	n/a	n/a
18-34	50	44	51	47	48	n/a	n/a
Women	50	47	53	53	51	n/a	n/a
Growth	49	44	49	51	45	n/a	n/a

Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?

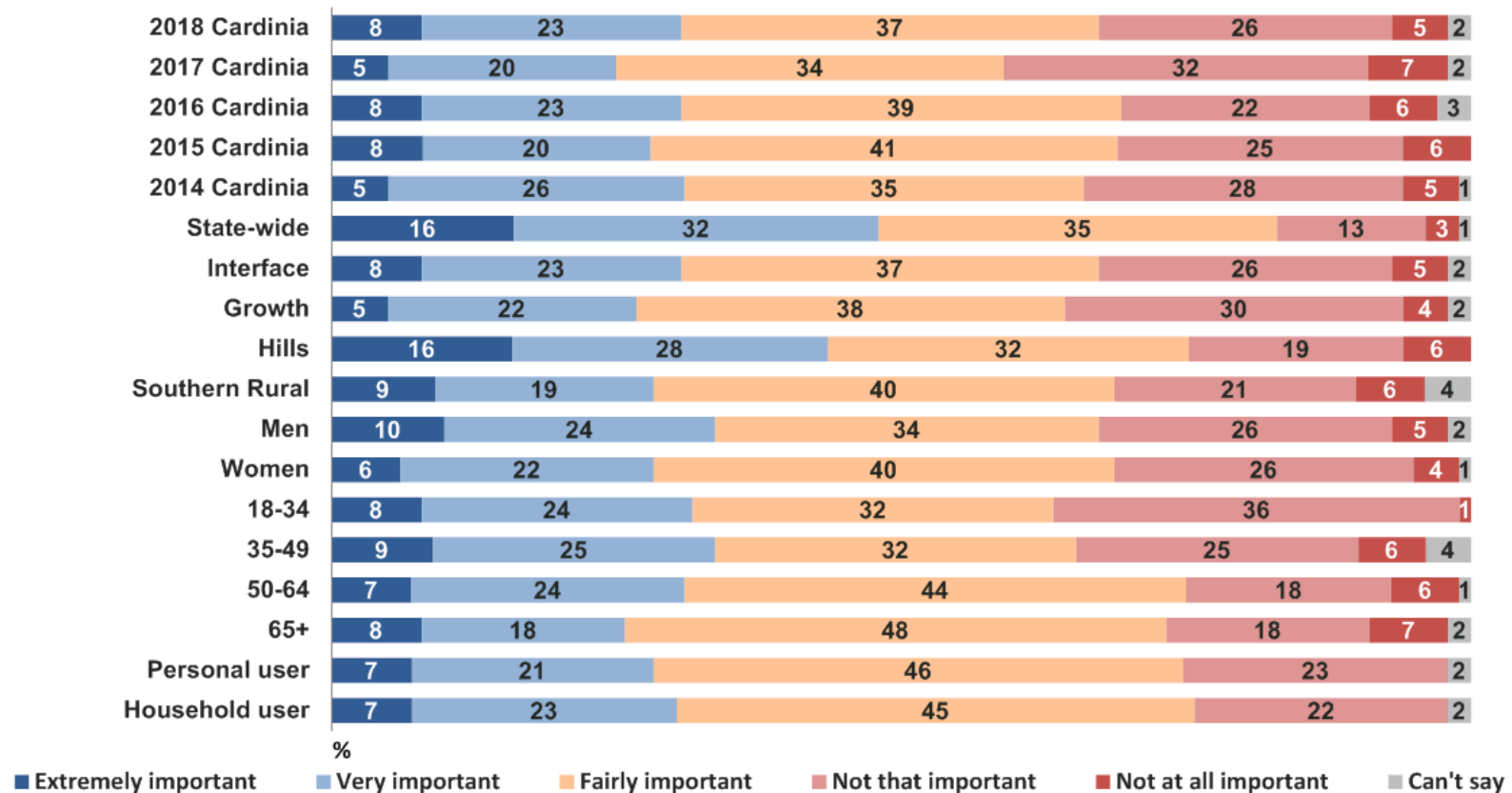
Base: All respondents. Councils asked state-wide: 6 Councils asked group: 1

Note: Please see page 6 for explanation about significant differences.

2018 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES



2018 Tourism Development Importance

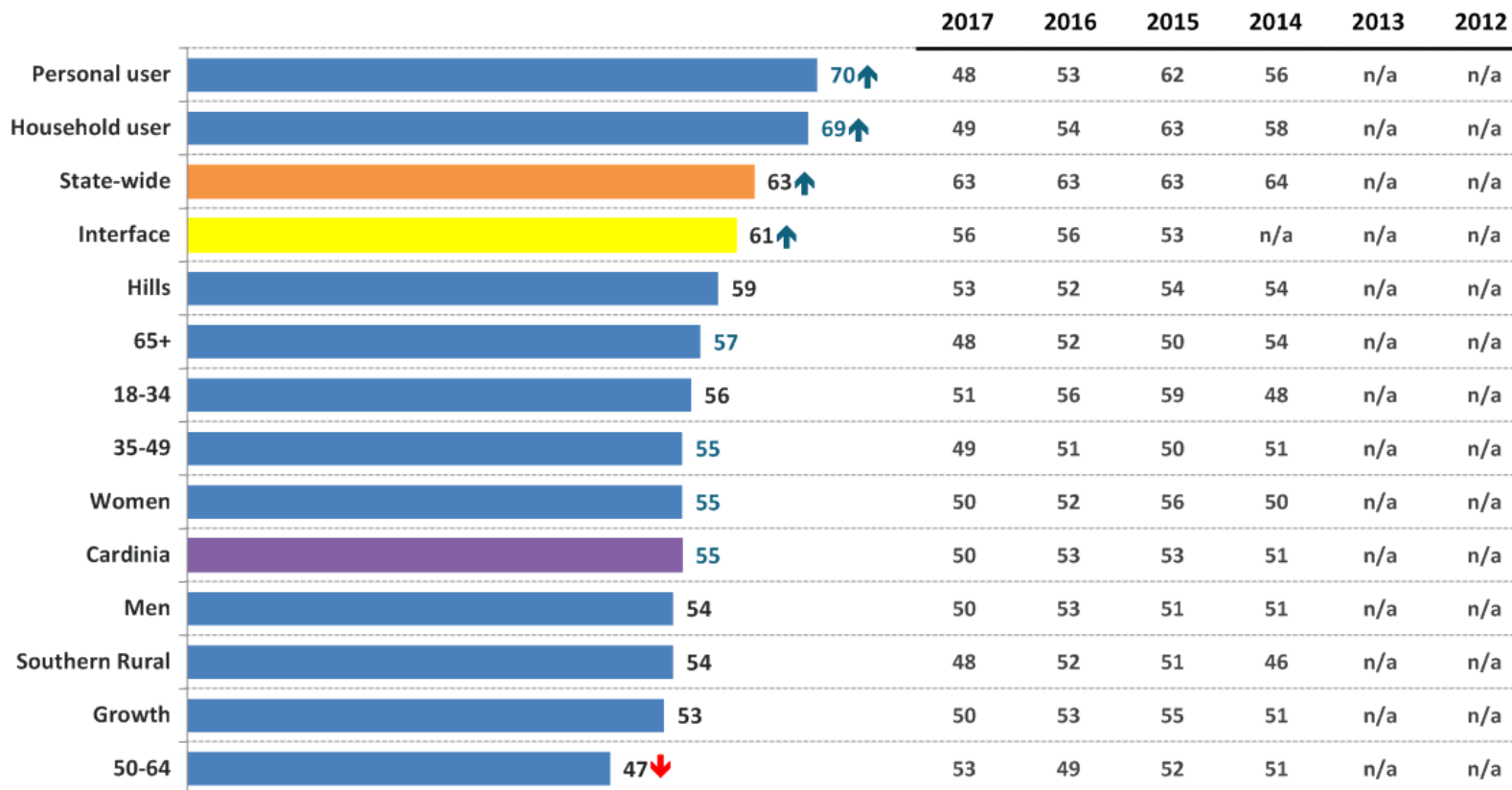


Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 6 Councils asked group: 1

2018 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES



2018 Tourism Development Performance

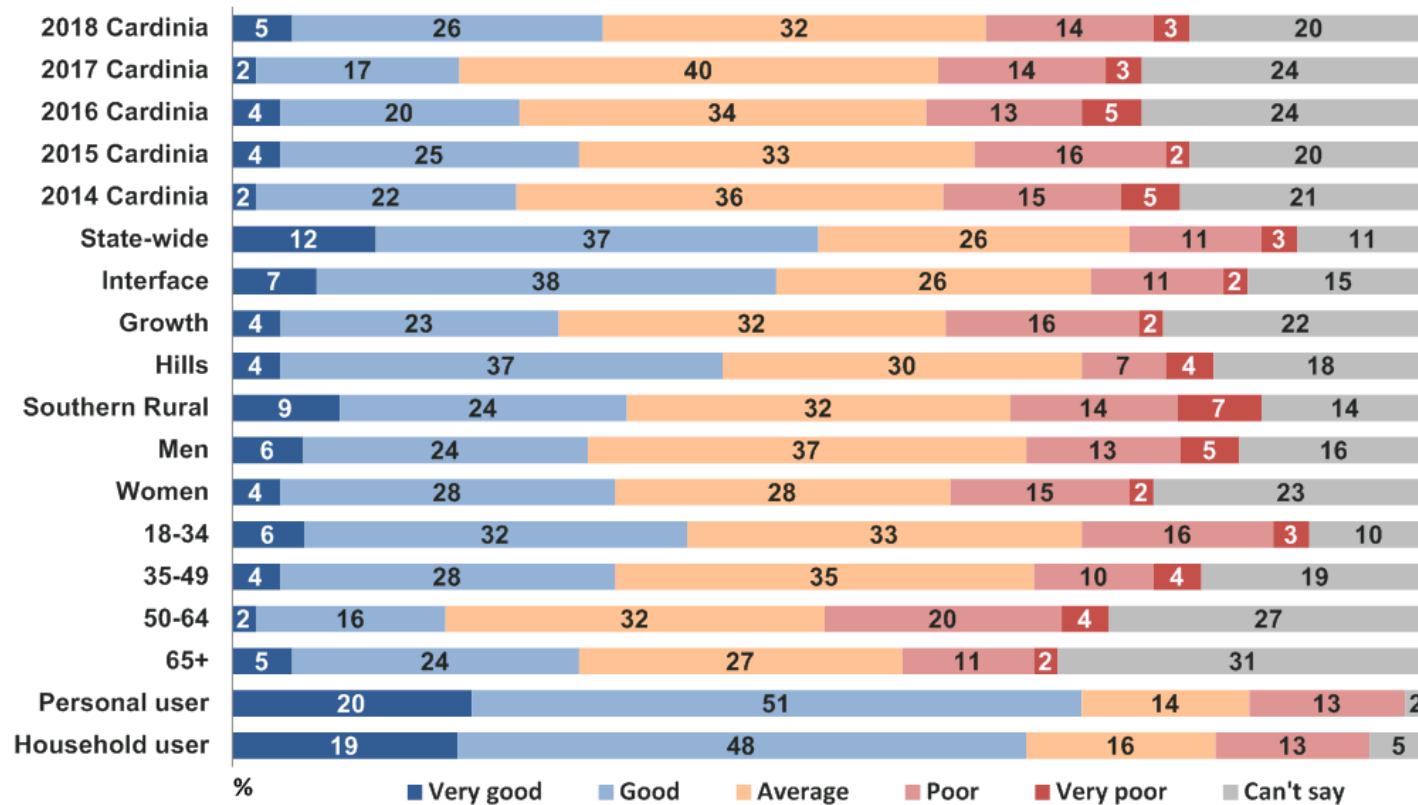


Q2. How has Council performed on 'tourism development' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2
 Note: Please see page 6 for explanation about significant differences.

2018 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES



2018 Tourism Development Performance



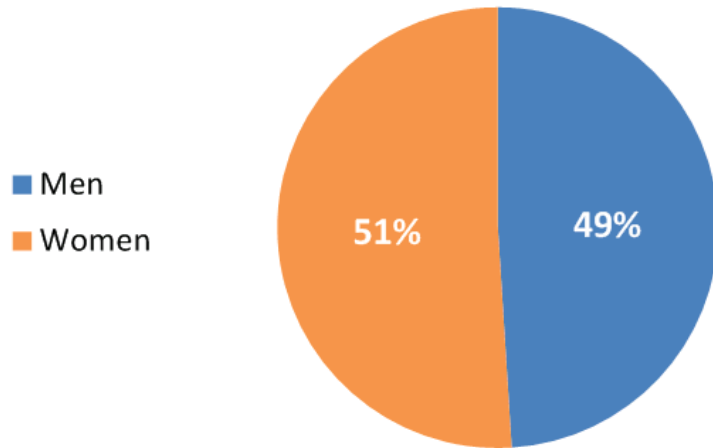
Q2. How has Council performed on 'tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2



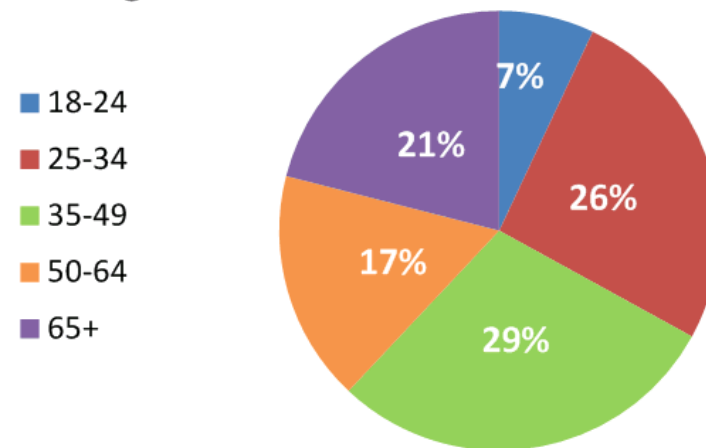
2018 GENDER AND AGE PROFILE



Gender



Age



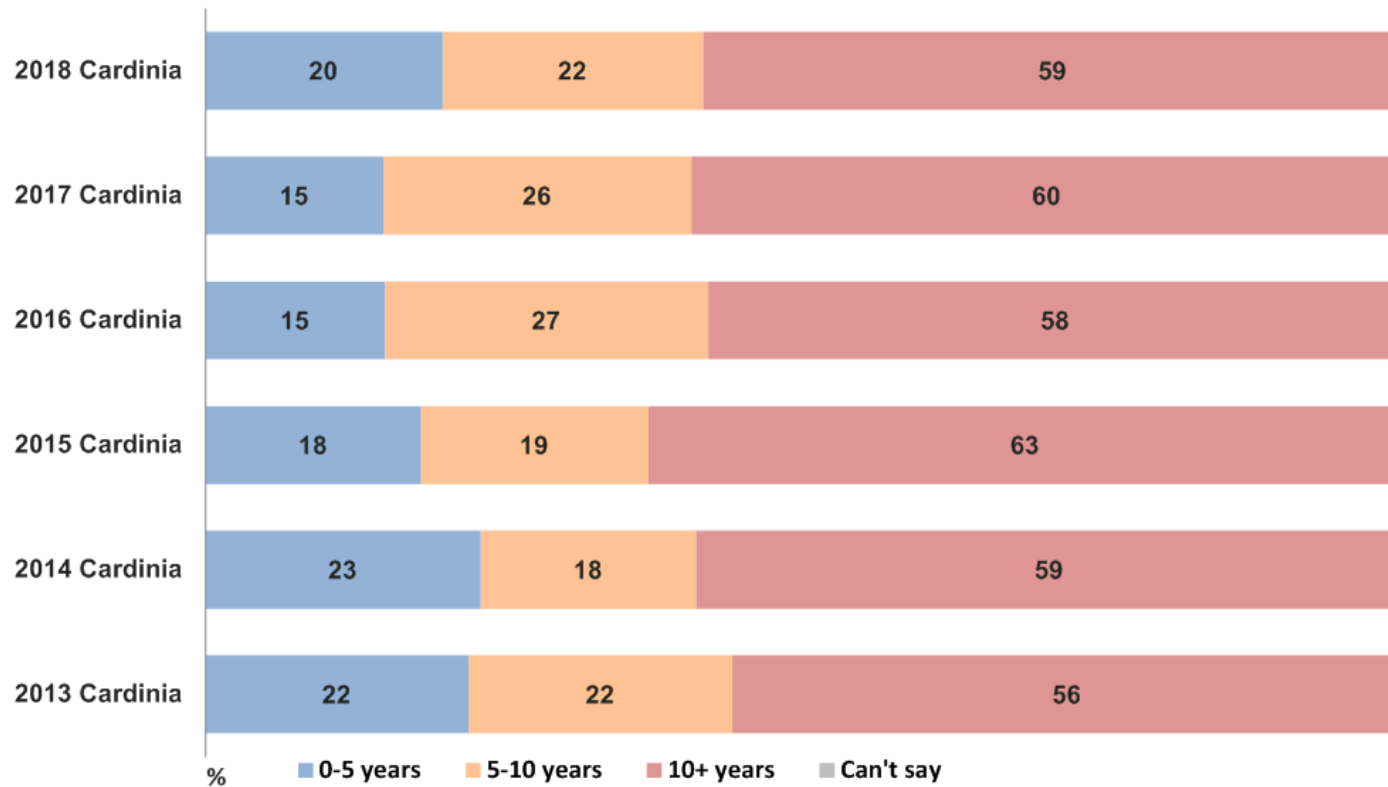
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 YEARS LIVED IN AREA



2018 Years Lived in Area

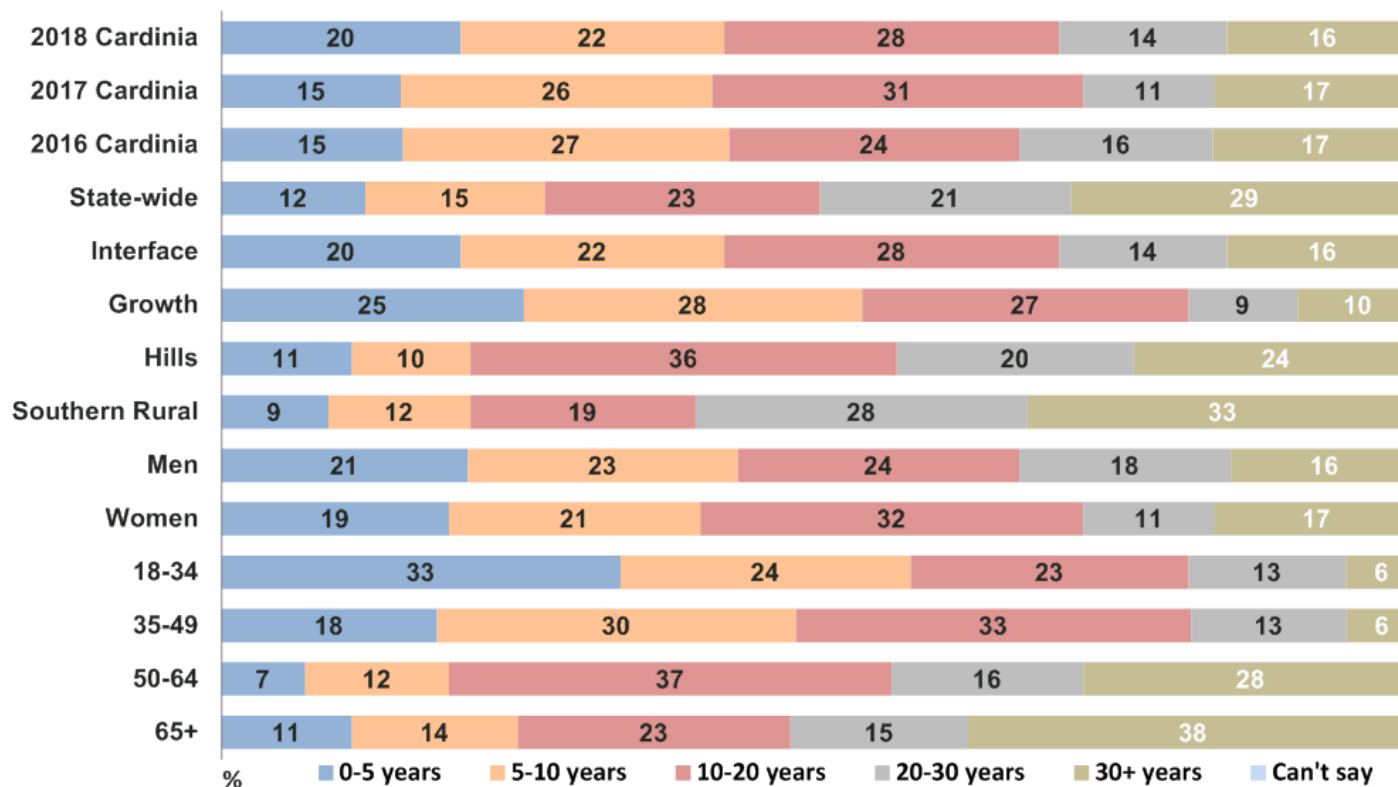


S5. How long have you lived in this area?/How long have you owned a property in this area?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

2018 YEARS LIVED IN AREA




2018 Years Lived in Area



S5. How long have you lived in this area?/How long have you owned a property in this area?

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last three years of data only.



**APPENDIX A:
DETAILED SURVEY TABULATIONS
AVAILABLE IN SUPPLIED EXCEL FILE**





**APPENDIX B:
FURTHER PROJECT INFORMATION**



APPENDIX B: BACKGROUND AND OBJECTIVES



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Cardinia Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B: MARGINS OF ERROR



The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council was 400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately 400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 71,000 people aged 18 years or over for Cardinia Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Cardinia Shire Council	400	400	+/-4.9
Men	184	195	+/-7.2
Women	216	205	+/-6.7
Growth	235	253	+/-6.4
Hills	95	86	+/-10.1
Southern Rural	70	61	+/-11.8
18-34 years	65	134	+/-12.2
35-49 years	106	114	+/-9.6
50-64 years	101	67	+/-9.8
65+ years	128	85	+/-8.7

APPENDIX B: ANALYSIS AND REPORTING



All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2018 vary slightly.

Council Groups

Cardinia Shire Council is classified as a Interface council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Interface group are: Cardinia, Casey, Melton, Mornington Peninsula, Whittlesea and Yarra Ranges.

Wherever appropriate, results for Cardinia Shire Council for this 2018 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Interface group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

APPENDIX B: ANALYSIS AND REPORTING



Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

APPENDIX B: ANALYSIS AND REPORTING



Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

APPENDIX B: INDEX SCORE IMPLICATIONS



Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important

APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION



The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$3^2 / \$5) + (\$4^2 / \$6))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

APPENDIX B: ANALYSIS AND REPORTING



Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2018 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2018 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX B: ANALYSIS AND REPORTING



Reporting

Every council that participated in the 2018 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

APPENDIX B: GLOSSARY OF TERMS



Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2018 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.



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6 MILLION PEOPLE
IN VICTORIA...**

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WHAT THEY'RE
THINKING.**

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John Scales
Managing Director

Mark Zuker
Managing Director

JW
J W S R E S E A R C H

5 2018 COMMUNITY SATISFACTION SURVEY (CSS)

Moved Cr M Schilling Seconded Cr L Wilmot

That Council note the results of the 2018 Community Satisfaction Survey and make the results available to the community via Council's web site.

Cd Unanimously.

6 CONTRACT - 18/16 - PROVISION OF TURF MOWING AND ASSOCIATED WORKS FOR SPORTS PLAYING SURFACES

FILE REFERENCE INT1863062

RESPONSIBLE GENERAL MANAGER Michael Ellis

AUTHOR Stephen Mannering

RECOMMENDATION

That:

1. Council accept the tender submitted by Citywide Service Solutions for the Contract - 18/16, the Provision of Turf Mowing and Associated Works for Sports Playing Surfaces (CT 18/16).
2. The common seal of council be affixed to the contract documents, and
3. All tenderers be advised accordingly

Attachments

[1](#) Confidential memorandum detailing tenders received - circulated to councillors only 2 Pages

EXECUTIVE SUMMARY

This report requests the consideration for the appointment of Citywide Service Solutions Pty Ltd, to undertake the provision of turf mowing and associated works for playing surfaces. This includes the six Council maintained recreation reserves incorporating eleven sport-playing surfaces. The contract also provides the provision for future growth.

Tenders commenced advertisements on the 26 May 2018 and closed at 2.00pm 26 June 2018. Council received four tenders, all had the capacity and capability to complete the defined maintenance outlined in the tender documents.

Tenderers were assessed in accordance with the specified criteria including;

- Compliance with the specification
- Capability and capacity to supply the service
- Relevant experience and known past performance
- Quality of service and achievement of delivery of the program
- A comparison of submitted prices and weighted scores resulted in the recommendation for best value for money.

It is recommended that the Contract be offered to Citywide Service Solutions Pty Ltd, to undertake the provision of turf mowing and associated works for sports playing surfaces on the six recreation reserves, which incorporates eleven playing surfaces for an initial term ending the 31st of October 2019 with an extension of up to 6 months at Council's discretion.

BACKGROUND

Council currently directly maintains six recreation reserves incorporating eleven sport-playing surfaces.

Tenders advertised on the 26 May 2018 and closed at 2.00pm 26 June for contractors to undertake provision of turf mowing and associated works for these playing surfaces. At the close of tenders, four tenders were received. These included Citywide Service Solutions Pty Ltd (current Parks and Gardens contractor), Countrywide Turf Solutions Pty Ltd, Depan Group Pty Ltd and LD Total Pty Ltd. All four of the tenderers have adequate capacity and capability to carry out the required service.

Tenders were assessed by the Evaluation Panel comprising of representatives from Operations and Procurement against the specified criteria, and base lump sum and schedules of rates assess to determine best value for money offering.

The offer from Citywide offered the expected total cost as well as best overall value to council. Assessed value of the Contract for Citywide is \$356,520 + GST which includes the base lump sum and an estimate of services to provide on a schedule of rates for the initial contract period. Actual value of the contract will vary based on conditions and the resulting requirements for service and treatments.

POLICY IMPLICATIONS

Council has complied with The Local Government Act, where it is a requirement to call tenders prior to entering into any contract in excess of \$150,000 for the supply of services.

The tendering process followed Council's Procurement Policy and tenders were assessed accordingly.

RELEVANCE TO COUNCIL PLAN

The Council Plan supports programs and activities that promote, develop and improve the wellbeing of our growing communities.

1.5.2 Increase opportunities for residents to participate in a range of sport, recreation and leisure activities.

CONSULTATION/COMMUNICATION

Consultation was undertaken with:

- Council's Active Communities Business Unit; and
- Independent maintenance specification report by Tim Fankhauser Agronomist, AGCSATech

FINANCIAL AND RESOURCE IMPLICATIONS

There is adequate funding in Council's budgeted allocation for recreation reserve maintenance to cover the cost of this Contract and other anticipated expenses.

CONCLUSION

That the tender from Citywide Service Solution Pty Ltd, for the delivery of Council's Provision of Turf Mowing and Associated Works for Sports Playing Surfaces be accepted for an initial term to end on

the 31st October 2019, with an option to extend by up to 6 months. This will allow the completion date to coincide with the end of our main Parks and Gardens Maintenance Contract.

6 CONTRACT - 18/16 - PROVISION OF TURF MOWING AND ASSOCIATED WORKS FOR SPORTS PLAYING SURFACES

Moved Cr G Moore Seconded Cr R Brown

That:

1. Council accept the tender submitted by Citywide Service Solutions for the Contract - 18/16, the Provision of Turf Mowing and Associated Works for Sports Playing Surfaces (CT 18/16).
2. The common seal of council be affixed to the contract documents, and
3. All tenderers be advised accordingly

Cd.

7 MAJOR RECREATION FACILITIES CONTRACT 15/01 EXTENSION OF TERM

FILE REFERENCE INT1863074

RESPONSIBLE GENERAL MANAGER Jenny Scicluna

AUTHOR Heather Callahan

RECOMMENDATION

That Council appoints Aligned Leisure for a further three (3) year term as the contractor for Contract No. 15/01 - Major Recreation Facilities.

Attachments

1↓	Confidential Aligned Leisure Services Plan 2019-22 - circulated to councillors only	9 Pages
2↓	Confidential Financial contract arrangements - circulated to councillors only	2 Pages

EXECUTIVE SUMMARY

Council's current contract for management of its Leisure Facilities concludes on 30 June 2019. This report provides an evaluation of the contract to date and recommends that Council appoint Aligned Leisure to continue managing these facilities for the next three year term of the contract.

BACKGROUND

Following an extensive tendering process in 2015, Council, at its meeting on 21 March 2016, appointed Aligned Leisure as the successful contractor for management of its Leisure Facilities, consisting of Cardinia Life Aquatic and Recreation Centre, Pakenham Regional Tennis Centre (PRTC), Officer Community Hub (OCH), IYU Recreation Reserve Synthetic Pitch programming and four seasonal outdoor pools.

The initial contract term was for a period of three years, with two further three year terms. The initial contract period will conclude on 30 June 2019.

A comprehensive evaluation process has been undertaken of the initial two years of facility operations under the management of Aligned Leisure being 1 July 2016 - 30 June 2018.

Council officers have been working with Aligned Leisure on further opportunities to provide programs, services, activities and events for the Cardinia community over a further three year contract term. Aligned Leisure has proposed to continue delivering its current service plan as well as a number of additional items to complement its existing offerings.

Detail on these programs can be found in the attached document 'Aligned Leisure Service Plan 2019-22'

The proposed service plan and contract costings, submitted by Aligned Leisure for the contract extension period, have been reviewed and approved by a panel consistent with the original tender assessment panel. This panel consisted of:

- General Manager Corporate Services
- General Manager Community Wellbeing
- Manager Active Communities

- Team Leader Leisure Facilities and Active Reserves
- Leisure Facilities Officer

POLICY IMPLICATIONS

The tender and contract extension processes have been undertaken in accordance with Council's procurement and contract processes and is in line with Council policy on facility management

RELEVANCE TO COUNCIL PLAN

This report relates to the following components of the Council Plan;

Our Environment

- Provide accessible facilities to meet identified community needs

Our People

- Support children, young people, families, older adults and people with disabilities by providing a range of accessible facilities and services
- Provide active and passive recreational facilities to meet the needs of our residents; and
- Increase opportunities for participation in a range of sport and leisure activities.

CONSULTATION/COMMUNICATION

Consultation has been undertaken with the internal departments who have partnered with Aligned Leisure for programming and/or have involvement in the facility operations. This feedback and input has been used to review the current programs, services, events and activities and establishment of the proposed new programs.

The Buildings and Facilities department have also had input into the proposed maintenance costings for Council to meet its obligations under the contract.

FINANCIAL AND RESOURCE IMPLICATIONS

The financial arrangements within this contract are consistent with Council's Strategic Resource Plan.

CONCLUSION

Due to the review that has been completed on the current management and operations of the facilities and the proposed service plan and contract amounts for the next 3 year term (19/20-21/22), it is recommended for Council to enter into the next contract term.

7 MAJOR RECREATION FACILITIES CONTRACT 15/01 EXTENSION OF TERM

Moved Cr G Moore Seconded Cr L Wilmot

That Council appoints Aligned Leisure for a further three (3) year term as the contractor for Contract No. 15/01 - Major Recreation Facilities.

Cd.

8 RECYCLING ACCEPTANCE AND SORTING CONTRACT (11/04)

FILE REFERENCE INT1863089

RESPONSIBLE GENERAL MANAGER Michael Ellis

AUTHOR Misty Johannsen; Andrew Barr

RECOMMENDATION

That:

1. A Deed of Variation for Contract 11/04 be entered into for the period 1 July 2018 to 30 June 2020 and
2. The Chief Executive Officer be delegated the authority to execute the relevant contract documentation.

Attachments

Nil.

EXECUTIVE SUMMARY

Problems with the recycling industry arose early in 2018, driven primarily by changes to the environmental policies in China which restricted imports of recyclables, and reduced acceptable contamination levels. Commodity prices at this time dropped considerably, and impacted on the financial viability of the recycling industry generally.

To address this issue, Councils across Victoria, including Cardinia Shire Council are renegotiating their contract terms with recycling processors.

Discussions regarding Councils Recycling acceptance and sorting contract (11/04) with contractor SKM Industries Pty Ltd (SKM) have been ongoing since early 2018. A draft Deed of variation has been developed, and it is recommended that the CEO is delegated authority to execute the documentation.

This deed will change the contract from Council being paid for its recyclables by SKM to Council paying SKM per tonne, including an allowance for contamination.

BACKGROUND

Industry issues

Problems with the recycling industry arose early in 2018, driven primarily by changes to the environmental policies in China which restricted imports of recyclables, and reduced acceptable contamination levels. Commodity prices at this time dropped considerably.

Early in 2018, meetings were held between industry and the Victorian government, to discuss the long term viability of the industry, and the request was made by industry for Victorian Government assistance. The Victorian Government announced a support package. Officers attended a meeting with SKM to discuss the issues in March 2018, and there has been ongoing dialogue since.

Under the initial agreement and extensions, Councils contract with SKM expires 30 September 2020. In April 2018, Council entered into a temporary variation with SKM which amended the contract terms to a payment for service model, from March 2018 onwards. Previously, SKM had

paid Council for its material. The intention of the temporary variation was to come to a new agreement for the period July 2018 onwards.

To enable this initial and consequential variation to be entered into, Council was granted exemption by Local Government Victoria (LGV) to enter into a varied contract(s) without tendering for recycling collection services under section 186(5)(c) of the Local Government Act 1989. This exemption applies until 30 September 2018.

Effective March 2018, Department of Environment, Land, Water and Planning (DELWP) also awarded Council a Temporary Relief Funding Agreement which would help fund this move to a payment model to the value of \$204k. It covered payments to recycling processors from March until June 2018 with all costs after this date to be built into Council fees and charges.

Cardinia Shire Council are not alone in this situation, which is a national and international issue. Municipal Association of Victoria (MAV) have been working closely with Councils, and liaising with LGV on this issue. DELWP have been providing regular updates relating to both the Temporary Relief Funding Agreement and the s186 exemption process, which have helped inform work in this area.

Discussions on this Deed of Variation has been ongoing since early 2018, with Council officers liaising with SKM, Metropolitan Waste and Resource Recovery Group (MWRRG), DELWP, MAV and Councils lawyers, Maddocks. This has been a lengthy but robust process, achieving a best value and fair outcome for our community and SKM.

Deed of variation

Ongoing discussions SKM have now resulted into a draft Deed of Variation being developed, to cover the period 1 July 2018 to 30 June 2020. Whilst a lengthy process, this approach has allowed Council to come to a best value and fair outcome for our community and SKM. The key changes to the Contract arrangement as a result of the draft Deed of Variation are:

- Revert to a payment per tonne arrangement, rather than the previous payment for recyclables arrangement
- Inclusion of contamination payment whereby each tonne of contamination incurs a landfill and transport additional cost. The percentage contamination is determined as per an agreed methodology.
- Contract end date 30 June 2020 - to align with Collection contract dates and to allow Deed of variation to entered into without requirement for future s186 exemption for period 1 July to 30 September 2020 (3 months).

It is recommended that Council endorse the changes proposed to Contract 11/04: Recycling Acceptance and Sorting and delegate authority to the CEO to finalise the documentation.

The resulting and estimated costs arising from these changes were estimated, and have been included in the Garbage charge budget for the 18-19 financial year.

Longer term

In the longer term it is important that the recycling industry and all waste producers (including Council) focus on reducing waste production generally and minimising contamination. It is recommended that Council partake in a future joint procurement process with other Councils, facilitated by the MWRRG for contracts beyond 1 July 2020. This process will commence in the next 6 months. The focus will be on resetting the market to a financially sustainable footing and ideally bringing new suppliers into the market through aggregation of tonnages, reducing risk of over time.

POLICY IMPLICATIONS

This work and direction aligns with the general vision of the Waste and resource recovery strategy (2017-2026), and some of its top priorities:

- increased resource recovery with a particular focus on hard waste service, food within garbage waste, additional kerbside programs and e-waste
- continuing to drive value for money within services
- supporting local community to be responsible and accountable for their waste generation and disposal practices

RELEVANCE TO COUNCIL PLAN

This work helps deliver the actions 3 Our Environment - 3.3 Enhanced natural environment - 3.3.4 Promote practices that result in the reduction per household of the amount of waste going to landfill, particularly food waste.

CONSULTATION/COMMUNICATION

Updates on Recycling industry issues, and its impacts to Council and ratepayers have been made on Councils website and Social Media platforms. Changes to the Garbage Charge have also been explained to ratepayers with advice within the rate notice package. Extensive media coverage of this issue also helped explain the wider issue to the community.

The Deed of variation has been developed with legal advice from Councils lawyers.

FINANCIAL AND RESOURCE IMPLICATIONS

Increases in costs associated with Recycling processing due to industry issues have been proposed since early 2018. As such, allowances were made within the 2018/19 budget and Waste Charge to facilitate these costs.

Within Councils Garbage charge budget, Recycling Processing was budgeted for the year at \$1.275M for 2018-19 financial year. Based on the Deed of Variation, these costs are now estimated to be \$586k to \$800k per annum, depending on tonnages and contamination levels experienced.

These costs will be monitored throughout the year. Dependent on contamination and tonnages experienced, any potential under expenditure will be considered when establishing the Waste charges for the 2019/20 financial year.

CONCLUSION

The Recycling industry issues experienced across the country and internationally, which affected commodity prices, have impacted SKM, Councils contractor for Recycling acceptance and sorting contract (11/04).

In order to have continue recycling, and to have a financially viable service, there is the requirement to enter into a Deed of variation for this contract and change to a payment to SKM per tonne service model, with contamination payment. Discussions on this Deed of Variation has been ongoing since early 2018, with Council officers liaising with SKM, MWRRG, DELWP, MAV and

Councils lawyers. This has been a lengthy but robust process, achieving a best value and fair outcome for our community and SKM.

The negotiations have been finalised, it is recommended that the Chief Executive Officer be delegated the authority to finalise any further arising negotiations (should they arise) and execute the relevant contract documentation.

8 RECYCLING ACCEPTANCE AND SORTING CONTRACT (11/04)

Moved Cr G Moore Seconded Cr J Owen

That:

1. A Deed of Variation for Contract 11/04 be entered into for the period 1 July 2018 to 30 June 2020 and
2. The Chief Executive Officer be delegated the authority to execute the relevant contract documentation.

Cd.

9 APPOINT OF NEW COMMITTEE MEMBER TO THE NOBELIUS HERITAGE PARK AND EMERALD MUSEUM COMMITTEE

FILE REFERENCE INT1863418

RESPONSIBLE GENERAL MANAGER Michael Ellis

AUTHOR Desiree Lovell

RECOMMENDATION

That Leon Michalski and June Styling be removed as members of the Nobelius Heritage Park and Emerald Museum Committee following their resignation and Lynne Schrull be appointed as a member of the Committee for the remainder of the current term:

Attachments

Nil.

EXECUTIVE SUMMARY

This report advises Council of two recent resignations and one newly elected member to the Nobelius Heritage Park and Emerald Museum Committee.

BACKGROUND

The Nobelius Heritage Park and Emerald Museum Committee operate as a Section 86 Committee of Cardinia Shire Council. The Committee manages the daily operations of the Emerald Museum and surrounding Nobelius Heritage Park.

A total of ten committee members were elected onto the Nobelius Heritage Park and Emerald Museum Committee at the Biennial General Meeting (BGM) held on the 4 July 2017.

Recently, both Leon Michalski and June Styling tendered their resignations.

Lynne Schrull has recently been elected as a new committee member and secretary.

The current Instrument of Delegation (amended 2016) for the Nobelius Heritage Park and Emerald Museum Committee of Management remains current.

POLICY IMPLICATIONS

Nil

RELEVANCE TO COUNCIL PLAN

Maintaining members of special Committees to Council, directly relates to Council Plan area 2 - Our Community - Increased levels of community participation

CONSULTATION/COMMUNICATION

Nil

FINANCIAL AND RESOURCE IMPLICATIONS

Nil

CONCLUSION

Lynne Schrull has been elected as a new member of the Nobeliuss Heritage Park and Emerald Museum Committee of Management, after the recent resignation of two members.

9 APPOINT OF NEW COMMITTEE MEMBER TO THE NOBELIUS HERITAGE PARK AND EMERALD MUSEUM COMMITTEE

Moved Cr G Moore Seconded Cr J Owen

That Leon Michalski and June Styling be removed as members of the Nobelius Heritage Park and Emerald Museum Committee following their resignation and Lynne Schrull be appointed as a member of the Committee for the remainder of the current term:

Cd.