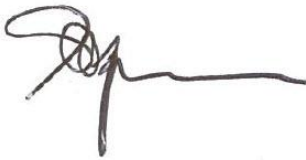


Councillor  
(as addressed)

The next Council Meeting will be held in the Council Chamber, Braeside Avenue, Ringwood, on Monday 15 July 2019, commencing at 7:30pm and your presence is requested.

Yours faithfully



Steve Kozlowski  
CHIEF EXECUTIVE OFFICER

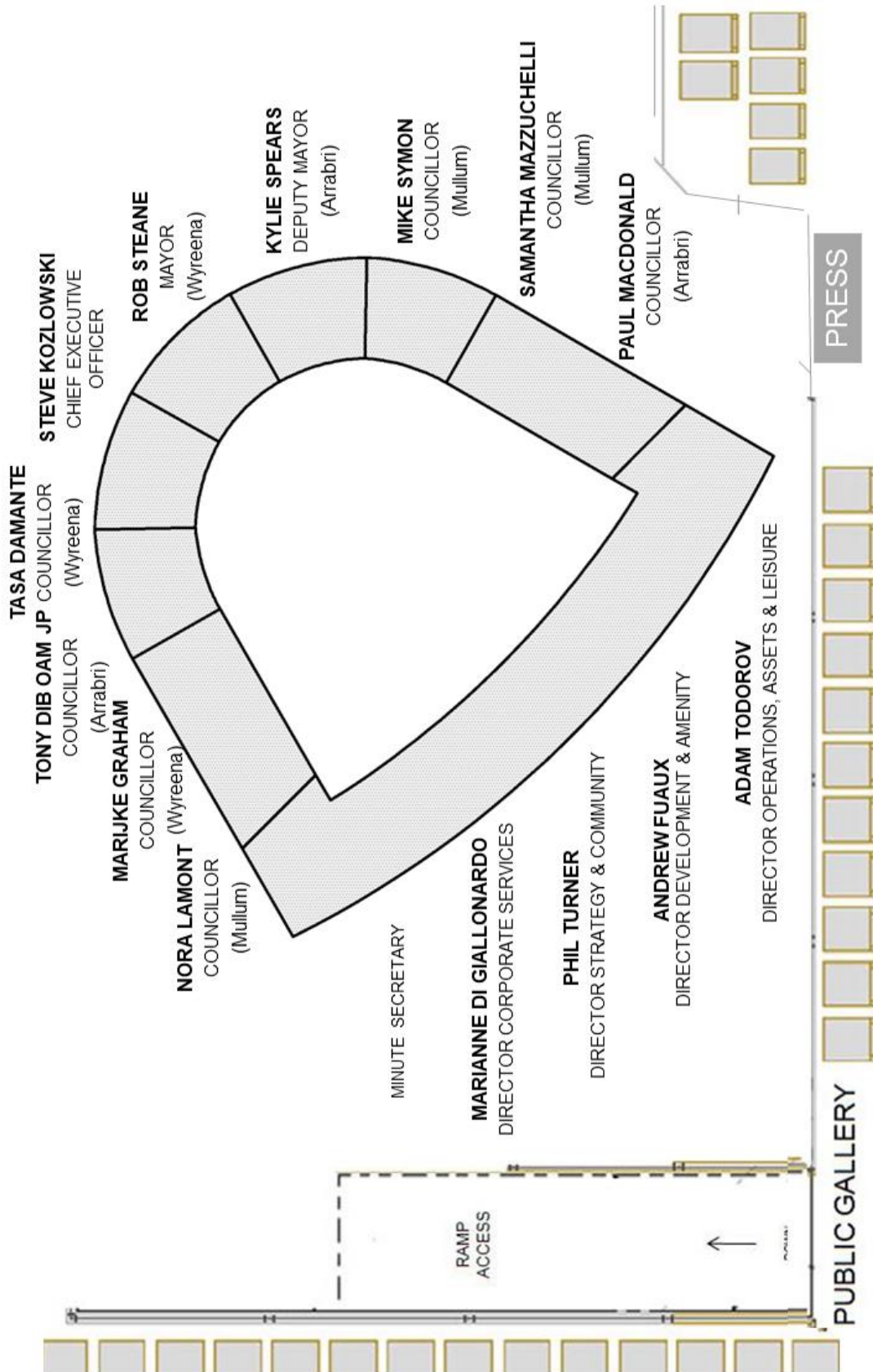
**Note:**  
***This meeting is being streamed live on the internet and recorded.  
Every care is taken to maintain privacy and attendees are advised they may be recorded.***



COUNCIL CHAMBER  
IS FITTED WITH A HEARING AID  
INDUCTION LOOP

**SWITCH HEARING AID TO 'T' FOR  
RECEPTION**

City Offices	Braeside Avenue, Ringwood, 3134
Postal	PO Box 156, Ringwood 3134 DX 38068, Ringwood
Telephone	1300 88 22 33 Translating and Interpreting Service (TIS): 131 450 National Relay Service (NRS): 133 677
Facsimile	(03) 9298 4345
Email	maroondah@maroondah.vic.gov.au
Web	www.maroondah.vic.gov.au
Service Centres	Croydon: Civic Square REALM: 179 Maroondah Hwy, Ringwood



## ORDER OF BUSINESS

1. Prayer
2. Acknowledgment of Country
3. Apologies - Cr Paul Macdonald (Leave of Absence)
4. Declaration of Interests
5. Confirmation of Minutes of the Ordinary Council Meeting held on Monday 24 June 2019.
6. Public Questions
7. Officers' Reports
  - Director Corporate Services
    1. Attendance Report 4
    2. Reports of Assembly of Councillors 6
    3. Councillor Representation Reports 9
    4. Outcomes - MAV State Council 11
    5. Outcomes - 2019 Australian Local Government Association (ALGA) National General Assembly of Local Government 14
    6. Eastern Regional Libraries Corporation February 2019 - April 2019 Report on Provision of Library Services 17
    7. Councillors Quarterly Expense and Reimbursement Report - April to June 2019 29
    8. Major Reforms - Local Government Bill 2019 32
  - Director Operations, Assets & Leisure
    1. Community Assistance Fund 36
  - Director Strategy & Community
    1. Local Government Community Satisfaction Survey Results 2019 39
8. Documents for Sealing
9. Motions to Review
10. Late Items
  1. Late Item - Electoral Representation Review Update 42
11. Requests / Leave of Absence
12. In Camera
  - Director Corporate Services
    1. Desktop as a Service

**ATTENDANCE REPORT**

**ITEM 1**

**PURPOSE**

To provide an opportunity for Councillors to report on Council activities undertaken since the last Ordinary Meeting of Council and forthcoming ward activities.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community

Our Vision: Maroondah is an effectively empowered community that is actively engaged in Council decision making through processes that ensure their voice is heard and considered. Council provides strong and responsive leadership, ensures transparent processes and works with the community to advocate and champion their needs

Key Directions 2019 – 2020:

8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable

**BACKGROUND**

Not Applicable

**ISSUE / DISCUSSION**

It is intended that the Mayor and Councillors be given the opportunity to present a verbal or written report updating Council on the activities they have undertaken in their role as Councillors and forthcoming ward activities.

**FINANCIAL / ECONOMIC ISSUES**

Not Applicable

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COMMUNITY CONSULTATION**

Not Applicable

**CONCLUSION**

It is appropriate that Councillors formally report to Council upon the activities they have undertaken in their role as Councillors.

**ATTENDANCE REPORT Cont'd**

**ITEM 1**

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL RECEIVES AND NOTES THE REPORTS AS PRESENTED BY COUNCILLORS**

**REPORTS OF ASSEMBLY OF COUNCILLORS**

**ITEM 2**

**PURPOSE**

To present the 'Public Record' of those Assembly of Councillors briefings which are attended by all Councillors and generally held on Monday evenings at the City Offices Ringwood, usually two weeks prior to the formal Council Meeting, and to note the issues discussed.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community

Our Vision: Maroondah is an effectively empowered community that is actively engaged in Council decision making through processes that ensure their voice is heard and considered. Council provides strong and responsive leadership, ensures transparent processes and works with the community to advocate and champion their needs

Key Directions 2019 – 2020:

- 8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable

**BACKGROUND**

An Assembly of Councillors, as defined under the Local Government Act 1989 [s.3], is a planned or scheduled meeting, comprising at least five (5) Councillors and one (1) member of Council staff, that considers matters that are intended or likely to be:

- the subject of a decision of the Council; or
- subject to the exercise of a delegated function, duty or power of Council

Examples of an Assembly of Councillors may include:

- Councillor Briefings (which are attended by all Councillors and generally held on Monday evenings),
- On-site inspections,
- Consultative Meetings with residents, developers, consultants,
- Panel Hearings conducted under s223 of the Act,
- Meetings with local organisations, Government Departments, statutory authorities, and local politicians

**ISSUE / DISCUSSION**

As part of decision making processes at Maroondah, it is essential that Councillors are briefed on a range of issues which come before Council for consideration. As a means of providing this information, Assembly of Councillors briefings are conducted.

**REPORTS OF ASSEMBLY OF COUNCILLORS Cont'd**

**ITEM 2**

Assemblies are also attended by Council Officers, and sometimes other specific advisors, to provide Councillors with a detailed knowledge and understanding of issues under consideration to a level of detail that would inhibit timely decision-making, that would not be possible in an open Council meeting, where decision-making related debate is governed by strict meeting procedures.

The intent of this report is to present the 'Public Record' of those Assembly of Councillors briefings which are attended by all Councillors and generally held on Monday evenings, and to note the items discussed. This information is already available to the public upon request in accordance with the Local Government Act [s.80A].

This report and attachments formally table the information items previously covered by Councillors.

The 'Public Record' of the Assembly of Councillors briefings held on 24 June 2019 and 1 July 2019 is attached for information.

The items contained therein were noted.

**FINANCIAL / ECONOMIC ISSUES**

Not Applicable

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COMMUNITY CONSULTATION**

Not Applicable

**CONCLUSION**



Assembly of Councillors briefings are important forums for advice and discussion, on what are often complex issues facing the municipality, in the lead up to formal decisions being made by Councillors at Council Meetings. At Assemblies, or outside them, Councillors also have the opportunity of requesting additional information to assist in the decision making process.

It is appropriate that the 'Public Record' of those Assembly of Councillors briefings which are attended by all Councillors and generally held on Monday evenings at the City Offices Ringwood, usually two weeks prior to the formal Council Meeting, be noted at a formal meeting of Council.

**REPORTS OF ASSEMBLY OF COUNCILLORS Cont'd**

**ITEM 2**

**ATTACHMENTS**

1.  2019 June 24 - Assembly of Councillors Public Record
2.  2019 July 01 - Assembly of Councillors Public Record

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL RECEIVES AND NOTES THE PUBLIC RECORD OF THE ASSEMBLY OF COUNCILLORS BRIEFINGS HELD ON 24 JUNE 2019 AND 1 JULY 2019**



**COUNCILLOR REPRESENTATION REPORTS**

**ITEM 3**

**PURPOSE**

To receive and note the following meeting minutes.

- Maroondah Community Safety Committee (MCSC) held on 18 March 2019

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community

Our Vision: Maroondah is an effectively empowered community that is actively engaged in Council decision making through processes that ensure their voice is heard and considered. Council provides strong and responsive leadership, ensures transparent processes and works with the community to advocate and champion their needs

Key Directions 2019 – 2020:

8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable.

**BACKGROUND**

As part of Council's commitment to the principles and practice of good governance, it is appropriate that Councillors and the Community are formally updated on the actions and activities of the various organisations bodies/advisory groups upon which it is represented.

**ISSUE / DISCUSSION**

Council is represented on numerous Boards and Organisations. Appointments are made annually by Council at the commencement of the new Mayoral term.

Crs Steane, Lamont and Macdonald are Council's representatives on the Maroondah Community Safety Committee

**FINANCIAL / ECONOMIC ISSUES**

Not Applicable

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COUNCILLOR REPRESENTATION REPORTS Cont'd**

**ITEM 3**

**COMMUNITY CONSULTATION**

Not Applicable

**CONCLUSION**

It is appropriate that Councillors and the Community are formally updated on the actions and activities of the various organisations bodies/advisory groups upon which Council is represented.

**ATTACHMENTS**

1. [↔](#) Maroondah Community Safety Committee Minutes - 18 March 2019

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL RECEIVES AND NOTES MINUTES OF THE MAROONDAH COMMUNITY SAFETY COMMITTEE (MCSC) HELD ON THE 18 MARCH 2019**

**OUTCOMES - MAV STATE COUNCIL**

**ITEM 4**

**PURPOSE**

To consider the outcomes of motions submitted by Council to the Municipal Association of Victoria (MAV) State Council Meeting held on Friday 17 May 2019.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community.

Our Vision: Maroondah is an effectively empowered community that is actively engaged in Council decision making through processes that ensure their voice is heard and considered. Council provides strong and responsive leadership, ensures transparent processes and works with the community to advocate and champion their needs.

Key Directions 2019 – 2020:

8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable.

**BACKGROUND**

The Municipal Association of Victoria State Council Annual Meeting was held on Friday 18 May 2018 with Council having previously resolved to submit two motions.

The MAV is one of the Victorian local government sector peak body associations and together with local members of parliament, provides significant advocacy to both State and Federal Governments on behalf of Maroondah residents and ratepayers.

**ISSUE / DISCUSSION**

The following proposed motion was submitted from Maroondah:

**Planning Infringement Costs - Seeking Changes to the Penalties Associated with Illegal Tree Removal**

**Motion:**

***‘That the Municipal Association of Victoria State Council calls upon the State Government to pursue increased penalties associated with Planning Infringement Notices (PIN) issued to expiate the offence of tree removal’***

**Rationale:**

The removal of vegetation without the relevant planning approval from Council is increasingly becoming an issue for both the Council and the community. The loss of canopy cover and significant vegetation not only impacts on the natural environment but facilitates an outcome whereby a landowner may gain a development advantage as a result of vegetation removed from the site.

**OUTCOMES - MAV STATE COUNCIL Cont'd**

**ITEM 4**

Due to increased land values, population growth and development aspirations sought by landowners seeking to redevelop their site, there has been a growing trend both in Maroondah and other municipalities for vegetation to be removed or destroyed without planning permits being sought from Council. Since 2015, Planning Infringement Notices issued by Maroondah for illegal tree removal has increased, with the removal being primarily for the purpose of facilitating future redevelopment opportunities.

The relatively low infringement amounts based on the penalty units in the Planning and Environment Act 1987 for an individual or company, can easily be absorbed into the cost of doing business and are not a sufficient deterrent. This then leaves Council with the burden (including financially) of managing the impacts to its environment and future development outcomes, as well as the expectations of the community.

This proposed motion has considered the financial and environmental impacts, as well as the increasing trend of such offences continuing particularly given the current economic climate. The imposition of greater penalties, which may include delays on future developments commencing or substantial replanting requirements could aid in minimising future offences occurring.

**Outcome of MAV State Council consideration:**

Maroondah's proposed motion was one of two motions on the same issue that was subsequently consolidated; details of which are listed below:

**Consolidated Motion 7 - Tree protection**

Submitting Councils:

- Darebin City Council - (*Motion 59*)
- Maroondah City Council - (*Motion 3*)

**Consolidated Motion 7:**

That the MAV advocate to the Victorian Government that appropriate penalties apply to discourage the removal of trees protected by local laws or planning schemes.

Consolidated Motion 7 was carried on the motion of Crs Rennie (Darebin) and Symon (Maroondah).

**FINANCIAL / ECONOMIC ISSUES**

Refer to rationale as highlighted under Issue / Discussion

**ENVIRONMENTAL / AMENITY ISSUES**

Refer to rationale as highlighted under Issue / Discussion

**SOCIAL / COMMUNITY ISSUES**

Refer to rationale as highlighted under Issue / Discussion

**COMMUNITY CONSULTATION**

Council, through various forums, consultations and strategies, has engaged the Maroondah community regarding these various issues. This report further demonstrates Council's preparedness to advocate to the State Government on behalf of Maroondah residents.

**CONCLUSION**

The motion indicates the willingness of Council to advocate in such forums to other spheres of government on behalf of residents and ratepayers, in addition to demonstrating Council's continued leadership on issues within the sector.

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL NOTES THE SUCCESSFUL OUTCOME OF THE MOTION SUBMITTED BY COUNCIL THAT WAS THE SUBJECT OF CONSIDERATION AND DEBATE AT THE MUNICIPAL ASSOCIATION OF VICTORIA STATE COUNCIL MEETING HELD ON 17 MAY 2019**

**OUTCOMES - 2019 AUSTRALIAN LOCAL GOVERNMENT  
ASSOCIATION (ALGA) NATIONAL GENERAL ASSEMBLY  
OF LOCAL GOVERNMENT**

**ITEM 5**

**PURPOSE**

To consider the outcomes of motions submitted by Council to the ALGA National Assembly held in Canberra from 17 to 19 June 2019.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community.

Our Vision: Maroondah is an effectively empowered community that is actively engaged in Council decision making through processes that ensure their voice is heard and considered. Council provides strong and responsive leadership, ensures transparent processes and works with the community to advocate and champion their needs.

Key Directions 2019 – 2020:

8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable.

**BACKGROUND**

The National General Assembly of Local Government provides a forum for Councils across Australia to develop and express a united voice on the core issues affecting local government on a national level. The theme for the 2019 Conference was *'Future Focused'*.

The Australian Local Government Association together with local members of parliament provide significant advocacy opportunities to the Federal Government on behalf of Maroondah residents and ratepayers.

**ISSUE / DISCUSSION**

The following motion submitted by Council was Carried:

**Infrastructure Funding to Metropolitan Councils**

**Motion:**

***'That this National General Assembly calls upon the Federal Government to provide a funding stream that can be accessed by Metropolitan Councils for major infrastructure projects'***

**Rationale:**

Cost shifting is a constant funding pressure faced by Councils and, in conjunction with the introduction of rate capping, has resulted in Councils making decisions that do not align with community expectations to cover shortfalls in funding to meet increasing service demands and standards.

**OUTCOMES - 2019 AUSTRALIAN LOCAL GOVERNMENT  
ASSOCIATION (ALGA) NATIONAL GENERAL ASSEMBLY  
OF LOCAL GOVERNMENT Cont'd**

**ITEM 5**

Maroondah strongly supports the case for the Federal Government to provide a funding stream that can be accessed by Metropolitan Councils for major infrastructure projects.

**Background Information:**

Prior to the 2016 Federal election Metropolitan Councils could access funding for infrastructure projects through the National Stronger Regions Fund. However, during the 2016 Federal election, the Australian Government announced a new Building Better Regions Fund (BBRF) to support infrastructure and community initiatives in areas outside of major cities (which superseded the National Stronger Regions Fund).

At the present time, Metropolitan Councils across Australia are ineligible under current policy parameters to access this funding stream, which provides grants of between \$20,000 to \$10 million to support projects which involve the construction of new infrastructure, or the upgrade or extension of existing infrastructure that provide economic and social benefits to regional and remote areas.

The BBRF invests in projects located in, or benefiting eligible areas outside the major capital cities of Sydney, Melbourne, Brisbane, Perth, Adelaide, and Canberra; with grants being made available through two funding streams:

- The Infrastructure Projects Stream - which supports projects that involve construction of new infrastructure, or the upgrade or extension of existing infrastructure
- The Community Investments Stream - which funds community development activities including, but not limited to, new or expanded local events, strategic regional plans, leadership and capability building activities

The Deputy Mayor, Councillors and the Chief Executive Officer attended the conference and were also successful in arranging meetings with a number of Federal Ministers and Shadow Ministers to discuss funding opportunities for key future Maroondah projects.

**FINANCIAL / ECONOMIC ISSUES**

Refer to rationale as highlighted under Issue / Discussion

**ENVIRONMENTAL / AMENITY ISSUES**

Refer to rationale as highlighted under Issue / Discussion

**SOCIAL / COMMUNITY ISSUES**

Refer to rationale as highlighted under Issue / Discussion

**COMMUNITY CONSULTATION**

Council, through various forums, consultation, and strategies, has engaged the Maroondah community regarding these various issues. This report further demonstrates Council's preparedness to advocate to the Commonwealth Government on behalf of Maroondah residents.

**OUTCOMES - 2019 AUSTRALIAN LOCAL GOVERNMENT  
ASSOCIATION (ALGA) NATIONAL GENERAL ASSEMBLY  
OF LOCAL GOVERNMENT Cont'd**

**ITEM 5**

**CONCLUSION**

The motion indicates the willingness of Council to advocate in such forums to other spheres of government on behalf of residents and ratepayers, in addition to demonstrating Council's continued leadership on issues within the sector.

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL NOTES THE SUCCESSFUL OUTCOME OF THE MOTION SUBMITTED BY COUNCIL THAT WAS THE SUBJECT OF CONSIDERATION AND DEBATE AT THE AUSTRALIAN LOCAL GOVERNMENT NATIONAL GENERAL ASSEMBLY HELD FROM 17 TO 19 JUNE 2019**



**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES**

**ITEM 6**

**PURPOSE**

To outline the activity of this service for this period, given the significant partnership and service to Maroondah residents, ratepayers and visitors.

**STRATEGIC / POLICY ISSUES**

The Council Plan 2017-2021 (Year 3: 2019-2020) provides the strategic framework that underpins the purpose of this report which has been developed from the Maroondah 2040 Our Future Together Community Consultation process.

Outcome Areas:

- A safe, healthy and active community
- A prosperous and learning community
- A vibrant and culturally rich community
- A clean, green sustainable community
- An accessible and connected community
- An attractive, thriving and well-built community
- An inclusive and diverse community
- A well governed and empowered community

Our Vision: Maroondah will be a vibrant and diverse city with a healthy and active community, living in green and leafy neighbourhoods which are connected to thriving and accessible activity centres contributing to a prosperous economy within a safe, inclusive and sustainable environment.

Key Directions 2017-2021:

- 1.3 Promote and facilitate safer cultures relating to issues of alcohol, drugs, tobacco, gambling, child abuse and family violence.
- 1.5 Facilitate the provision of affordable, accessible and responsive services, resources and initiatives that support the physical and mental health and wellbeing of the community.
- 1.6 Actively promote health and wellbeing principles and initiatives within the community.
- 2.15 Facilitate and encourage the provision of world-class life-long learning opportunities in Maroondah, from early learning through to adult and tertiary levels.
- 2.17 Facilitate and encourage places, spaces and programming that provide for a third place of community connection beyond home and work.
- 3.5 Support and celebrate the unique cultures of emerging communities in Maroondah.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

**BACKGROUND**

Maroondah City Council's library services are provided by the Eastern Regional Libraries Corporation (ERLC). As part of a Regional Library Agreement, ERLC provides library services also to Knox City and Yarra Ranges Councils. The estimated population of its Member Councils (approximately 435,000) makes ERLC the largest public library service in Victoria.

Based on the results of the annual survey of Victorian Public Libraries 2017/18 (of which there are 47) ERLC is also number 1 based on:

- Library Visits – 2,088,110
- Turnover Rate (Physical Items) - each item in our collection goes out an average of 9.7 times per year. The average for Victoria is 5.3.
- Loans — 3,586,530 - when you add together the number of loans of physical items (3,091,715) with the number of eLoans of Items (494,815)

The independent biennial Syndicate Survey for 2019 shows that 78% (77% P/S) of users rate ERLC's service as between 8 and 10 (where 10 is very satisfied).

This rating is in line with Council's Local Government Survey which shows an Index Score of 84 out of 100 for art centres and libraries.

The overall rating was 8.65 (8.5 P/S) out of 10 for the key areas of courtesy, helpfulness, knowledge, reference and information services, up on the 8.5 of the previous survey.

From the results of the annual survey of Victorian Public Libraries, these results were achieved where for ERLC the:

- cost library service per capita is \$23.64 (lowest in the State) compared to the State average of \$40.95;
- cost library service per visit is \$4.78 compared to the State average of \$6.57; and
- number of Equivalent Full Time (EFT) staff is 0.21 compared to the State average of 0.29

**ISSUE / DISCUSSION**

Overall Maroondah library services are experiencing considerable growth. The major reason for this growth is the opening of the new Realm Library in October 2015.

During the temporary relocation of the Ringwood Library to Warrandyte Road, Ringwood Library lost its position at the highest ranked library branch in the Region for almost every service area. Since the opening of Realm, it has resumed its No 1 position in most service areas. Croydon library which gained some 'business' from the relocated library has maintained its very strong position in relation to the Region. Only Knox Library, which is based in a major Westfield Shopping Centre, comes between either Realm and Croydon being the No 1 or 2 library branch for the Region in almost all service areas.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

Based on ERLC regional Year to Date (YTD) statistics, Realm and Croydon rank as follows.

**Memberships YTD:** Realm is ranked No 1 - 44,215, and Croydon No 3 – 27,523  
Maroondah memberships have increased by 8.7% year to date.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	27,523	25,782
Realm	44,215	40,185
<b>Maroondah Total</b>	<b>71,738</b>	<b>65,967</b>

**Visits YTD:** Realm (No 1) and Croydon (No 3) with Visits having decreased by -5.2% in a YTD comparison. The overall decrease is a combination of a reduction of 41,359 visits for Croydon and an increase of 5,654 for Realm.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	196,621	237,979
Realm	445,022	439,368
<b>Maroondah Total</b>	<b>641,642</b>	<b>677,347</b>

**Loans YTD:** Croydon is ranked No 1 – 451,945 and Realm No 3 – 337,887  
Loans overall have increased by 1.3% in a YTD comparison.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	451,945	452,736
Realm	337,887	326,232
<b>Maroondah Total</b>	<b>789,832</b>	<b>778,968</b>

**Public Enquiries:** Realm is ranked No 2 – 29,616 and Croydon No 3 – 30,957.  
Enquiries overall have increased by 8.4%.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	29,616	26,223
Realm	30,957	29,651
<b>Maroondah Total</b>	<b>60,573</b>	<b>55,874</b>

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

**Public PCs Sessions:** Realm is ranked No 1 — 39,387 and Croydon No 3 — 21,275.

Overall PC sessions are up YTD by 10.3%.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	21,275	18,490
Realm	39,387	36,506
<b>Maroondah Total</b>	<b>60,662</b>	<b>54,996</b>

**WiFi Sessions:** Realm ranks 1 and Croydon ranks No 4 in the region after Rowville and Knox. Overall sessions are up by 9.5%.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	27,690	25,678
Realm	119,852	108,996
<b>Maroondah Total</b>	<b>147,542</b>	<b>134,674</b>

**MARKETING & PROMOTIONS**

**What's On Guide – Autumn Edition**

A bigger than ever *What's On* events guide (57 pages) was enthusiastically received by our members with 9,000 copies printed (up from 7,000). The feedback from the community has been overwhelmingly positive.

**eNewsletter**

Our eNewsletter continues to be a great marketing tool reaching approximately 80,000 library members, and ensures our events have the best possible opportunity of booking out.

**Social Media**

**Facebook**

Total followers 2,843 (+ 326 since last quarter). Most popular post “Discovering Vegan Italian” with an organic reach of 7,228.

**Instagram**

Total followers 1,223 (+ 108 since last quarter). Most popular post “Dads enjoying Storytime at Healesville Library” (see above) with 59 likes.

**Branch Screens**

Our screens are now even more dynamic and eye-catching with the ability to feature video backgrounds and animations. Anecdotally, members are spending more time watching the screens because of the vibrant content now available.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

**Programs & Events**

Maroondah libraries have proved to be very popular for adult, children's and youth programs and events. Over 5,200 adults and 19,500 children/parents have attended various activities to date this year. Just some of these programs and events include:

**Children's and Youth Programs & Events**

Over 19,500 people attended children's and youth programs.

Programs for Adults/Juniors, Schools and Children which run at either or both locations include:

- Pre-school activities
- After School club
- Tiny Tots
- Toddlertime
- Holiday programs
- Teenage activities
- Other group visits to library
- Saturday story times
- Festivals
- External visits (to schools etc.)
- School visits to Library
- Pre-school visits to library

**Storytimes**

Storytime is popular at Realm and Croydon Library.

Weekly Storytimes sessions are as follows:

		<b>Croydon*</b>	<b>Realm**</b>
Tinytots	0 – 12 months	1	1
Toddlers**	1 – 3 years	1	1
Preschoolers	3 – 5 years	1	1
Family	1 - 5 years		1
Family Saturday	1 - 5 years	1	1

\* Croydon's Toddler's storytime is also presented through Auslan once a month.

\*\* Storytimes are so popular at Realm that a booking system has had to be introduced.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

**Chinese Language Storytime**

At the start of Term 3 2018 a Chinese language storytime was introduced at Realm. The storytime is delivered by two experienced storytellers through their company 'A Little Chinese Adventure'.

The response was fantastic with over 30 families turning up to each session. The audience is predominantly Chinese parents and grandparents with their children. However, some non-Chinese families are bringing their children to experience storytime in another language.

The program was been so successful these storytimes have been continued in 2019. The first Chinese Storytime Sessions of the year at Realm recommenced on 1 February, and will run fortnightly thereafter.

**School Holiday Program**

The Easter School holiday program was an outstanding success with a packed schedule that extended beyond the libraries to include AquaHub in Croydon.

Our Youth Services Librarians and Digital Literacy Officers delivered activities in partnership with the Maroondah Metro Access.

Children attended events where they got to make, listen, dance or build and many more took advantage of the Easter-themed activity tables than ran all holidays. Examples of Maroondah events run were:

**Beaded Animal Keyrings - Realm**

Children got to fill-in their favourite animal shape with coloured beads and end up with a useful keyring (while also practicing their fine motor skills).

**Build-a-Book -Croydon**

Using the book jackets of discarded children's book these budding authors, illustrators and designers created their own novels, diaries, picture books and even a colouring book.

**COLLECTIONS**

**Books/DVDs/ etc.**

Approximately 74% of our collection is under 5 years old. On average each item year to date at Realm and Croydon has been borrowed 7.94 times which is greater than the regional average of 7.06 times.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

<b>JULY 2018 TO MARCH 2019</b>	<b>KNOX</b>	<b>MAROONDAH</b>	<b>YARRA RANGES</b>	<b>REGION</b>
<b>19. Library collection usage.</b>				
Numerator - Number of library collection item loans	1,058,927	834,240	864,537	2,757,704
Denominator - Number of library collection items	141,973	105,078	143,513	390,564
Loans per Item	7.46	7.94	6.02	7.06
<b>20. Standard of library collection</b>				
Numerator - Number of library collection items purchased in the last 5 years	105,157	77,165	106,687	289,009
Denominator - Number of library collection items	141,973	105,078	143,513	390,564
<b>20. Standard of library collection (Continued)</b>				
% purchased in last 5 years	74.07%	73.44%	74.34%	74.00%

**Digital Library Statistics Major Platforms - Year to Date**

Based on the single metric of loans generated, our four major digital platforms would make this area our busiest 'branch' year to date.

<b>Platform</b>		<b>Mar-18</b>	<b>YTD</b>
Overdrive	eltems borrowed	339,810	378,406
Borrowbox	eltems borrowed	37,206	41,533
Rbdigital - OneClick	eAudiobooks borrowed	3,365	3,760
Rbdigital - Zinio	eMagazines borrowed	50,870	55,970
Kanopy Streaming	Films watched	15,912	17,628
Ulverscroft eAudiobooks	eAudiobooks borrowed	190	225
<b>Total</b>		<b>148,869</b>	<b>296,194</b>

**PARTNERSHIPS**

**Inclusion Expo - Community Childcare Association - Karralyka**

ERLC was pleased to participate in the Inclusion Expo organised by the Community Childcare association for professionals working with early years and primary school aged children.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

Local service providers were invited to showcase their products and services and there was much interest in the range of Library services available to centres within our municipalities.

We were able to share the 'Beyond Sparkles and Superheroes' reading list with all attendees to help spread the word on the importance of choosing picture books carefully.

**Can we use the ocean for power? - Swinburne University of Technology - Realm**

Swinburne are bringing their research stories out of the university and sharing them with the public through a series of talks under the label of Big Ideas. Academic staff and higher degree students will discuss their research at a series of talks organised at Realm.

First up was Dr Richard Manasseh, Professor of Fluid Dynamics, asking 'Could we use the ocean for power?' His talk attracted a mixed audience including children fascinated by science and retired engineers interested in physics. The answer to Richard's question turned out to be yes, but it is very difficult to get the power back to shore.

Richard brought some fun scientific equipment for people to use during his talk, but unfortunately not this wave machine.

**LIFESTYLE & WELLBEING**

Croydon Community Library ventured into their first 'Libraries after Dark' event in partnership with Aquahub by holding a pilates class after the Library had closed.

*"Quality Pilates at an affordable price. Would love for it to be a regular event. Thanks for organising!"*

Croydon also hosted, amongst other events, Music in the Library, Accessing Respite Care and Retirement Village Living.

Realm hosted, amongst other events, Graphic Design for Small Business, Resume Rescue and Meet your Universe.

**FESTIVALS & EVENTS**

**Reading – why is it so hard for some kids? Croydon**

Dyslexia and other lesser known reading disorders can seriously hamper children's enjoyment of school, their ability to be successful academically and profoundly damage their self-worth. Many parents struggle to get the right supports for their children and the frustration of one committed local parent and enthusiastic Croydon Library member led us to run this information session. Aimed at parents it attracted many teachers and some other health professionals working with young children.

Dr Martha Mack from the Listen and Learn Centre discussed how the brain processes language and text.

Bridie Archer from Croydon Begin Bright discussed multisensory learning techniques as an early intervention strategy for developing reading skills.

Parent advocate Wendy Harrison spoke about the journey to diagnosis with her dyslexic daughter and Janet Nicholls from ERLC demonstrated the resources available to support children learning to read at any age.



**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

**ADULT PROGRAMS**

**Attendances YTD:** 5,200 people have attended events year to date.

Programs which run at either or both locations are:

- Author Talks/Workshops
- Book chat/Book club
- Family History
- Monthly Clubs
- Friendship Groups
- External Visits
- Military History

**Author Talks**

Realm hosted Emily Gale (Author of Junior & Young Adult Fiction), Doreen Slinkard (*For the Love of Patrick* is part one in a new series of classic Australian historical writing) and Isabelle Carmody (*The Ice Maze* is the much anticipated third part in *The Kingdom of the Lost*).

Croydon hosted Emily Webb (*Angels Of Death* - Disturbing real-life cases of nurses and doctors who kill.)

**Digital Literacy**

As well as running STEAM sessions for children during the holidays and after school, the Digital Literacy Officers are busy presenting classes for adults. These are offered in all of the libraries and at various locations in the community.

During the February-April period there were events for adults held in the libraries, with other events run at retirement villages, U3A and Probus.

**Bookchats**

Croydon and Realm host two and one 'chats' respectively every month.

**Bookclub Program**

ERLC's Bookclub program provides sets of 10 books for Bookclubs to borrow. Both Croydon and Realm have 37 Bookclubs respectively.

Currently ERLC has over 400 Bookclub sets. 50-70 new sets are added to the collection each year. Titles include classic and contemporary fiction, memoirs, biographies and general non-fiction. We welcome suggestions for titles from the Bookclubs as well as ERLC staff members.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

The Bookclub fee for 2019 is \$350 per Bookclub. This entitles the group to receive a Bookclub set, delivered to the branch of their choice, each month with a loan period of six weeks.

**Social & Technology Events**

**Genie Exchanges**

Sessions were held at Croydon to provide opportunities to meet fellow genealogists in the local area. Research stories were swapped, genealogists helped each other and in turn were helped with their own research.

**Ask our Experts Sessions**

Croydon offers one hour appointments with ERLC specialised staff to receive help with:

- Family History searching
- Newspaper articles
- Library databases
- Research questions

**Open Technology Q&A**

Informal Q&A with ERLC's technology team every second Wednesday.

**Conversation Cafe**

Every Friday at Realm there is an opportunity for our community members for whom English is their second language to meet over a cuppa.

**TECHNOLOGY**

**Promotional TV Displays**

In April libraries received a welcome upgrade to their promotional TV displays. These screens are used to raise awareness of upcoming events, library services and online resources, and are valued by the community. The new solution is cloud connected and is managed centrally via the library's website, it also provides remote access to IT who can now troubleshoot without needing to travel. The most notable feature that's delighting members is the frequent video slides that attract attention and entertain the community.

**Library Catalogue Upgrade**

We have developed our own front-end for the Library catalogue after waiting many years for our vendor to deliver on promised improvements. The new look catalogue is similar in style and functionality to our website and can deliver the uncluttered search services that the majority of our members require to find what they want from our collection. The new catalogue is significantly faster, mobile friendly and easier to navigate. There are some features that we cannot transfer and the old catalogue will continue to be available if required. The initial feedback has been extremely positive and we'll continue to build more advanced features such as custom lists, online resource results and improved browser compatibility as the year goes on.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

**Public PC Booking System**

The Corporation's new PC booking software has been developed in-house and rolled out to all locations. It is widely appreciated by the community. The new system includes countless compatibility, device management and provisioning improvements, and most importantly is significantly faster for members. Thanks to these improvements, we've already seen increased PC usage across the region, though we'll report on that once more data is available. An additional round of feature improvements will be rolled out in May to help staff better manage member bookings, Corporation assets and public holiday scheduling.

**Pod Booking System**

In an effort to replace systems that are dependent on technologies that are no longer being upgraded or supported, the PC Booking System has been updated to incorporate the bookings for Realm's pods. Members are now able to book pods from home using a new portal that is PC bookings. The Maroondah City Council staff at Realm have also been introduced to the new system and it is running smoothly.

**Item Sorter Updates**

As indicated in the last report, Adilam is providing support for Realm's sorting machine. The handover process went smoothly and the team has reported a significant boost in performance and sorting accuracy. Croydon Library's replacement sorter will be installed by the same company in early June and we are expecting to see similar performance improvements and higher satisfaction from staff and library members.

**Branch News & Redevelopments**

**Furniture reupholstered at Realm**

After three years of heavy use the armchairs with soft fabric upholstery at Realm were dirty and uninviting. The reading chairs are being reupholstered in attractive red vinyl which is inviting, comfortable and easy to clean.

**Upcoming Refurbishment**

In June, Croydon (major facelift) is having an internal refurbishment to cater for its new sorting machine and the arrival of Council's Customer Service.

**FINANCIAL / ECONOMIC ISSUES**

The Maroondah City Council contributes in the order of \$2.5m for this service for services at Croydon and Realm per annum.

**ENVIRONMENTAL / AMENITY ISSUES**

Not applicable.

**SOCIAL / COMMUNITY ISSUES**

As outlined under the Strategic/Policy Issues heading above, the library service is a very significant universal service for all members of the community. Council seeks to ensure increases in productivity and efficiencies don't impact on the services but continue to enhance the Maroondah residents' library experience.

**EASTERN REGIONAL LIBRARIES CORPORATION  
FEBRUARY 2019 - APRIL 2019 REPORT ON PROVISION OF  
LIBRARY SERVICES Cont'd**

**ITEM 6**

**COMMUNITY CONSULTATION**

Not applicable.

**CONCLUSION**

Council's Library service provided by the Eastern Regional Library Service provides a highly valued universal service to the Maroondah Community at both Realm and Croydon sites as outlined. The ten months reporting of the 18/19 year demonstrates high membership, visits, loans, public enquiries, public pc activities, Wi-Fi, adult, children and youth program attendance and program events continue to be well received and attended by the Maroondah community. These figures are some of the highest for the region and demonstrates Council's continued investment in this service is reaping significant benefits and rewards for the community.

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL NOTES THE EASTERN REGIONAL LIBRARIES CORPORATION  
REPORT FEBRUARY 2019 - APRIL 2019**

**COUNCILLORS QUARTERLY EXPENSE AND REIMBURSEMENT REPORT - APRIL TO JUNE 2019**

**ITEM 7**

**PURPOSE**

To provide a report to the community on Councillor expenses.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community.

Our Vision: In 2040, Maroondah will be an empowered community that is actively engaged in council decision making through processes that consider the needs and aspirations of all ages and population groups. Council will provide strong and responsive leadership, ensuring transparency, while working with the community to advocate for and 'champion' local needs.

Key Directions 2019 – 2020:

8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable.

**BACKGROUND**

The Councillor Expenses, Support and Reimbursement Policy was adopted by Council on 27 March 2017.

In accordance with Section 75 of the Local Government Act 1989, Council is required to reimburse a Councillor for expenses incurred whilst performing his or her duties as a Councillor. Council is also required to adopt and maintain a Policy in relation to the reimbursement of expenses for Councillors. The Policy provides guidance for the payment of reimbursements of expenses and the provision of resources, facilities and other support to the Mayor and Councillors to enable them to discharge their duties.

Council also publishes in its Annual Report the details of the expenses, including reimbursement of expenses for each Councillor and member of a Council Committee paid by the Council. The details of the expenses for the past financial year are set out in the 2017/18 Annual Report.

**ISSUE / DISCUSSION**

This is a standard Governance reporting item.

**DIRECTOR CORPORATE SERVICES – MARIANNE DI GIALONARDO**

**COUNCILLORS QUARTERLY EXPENSE AND REIMBURSEMENT REPORT - APRIL TO JUNE 2019 Cont'd**

**ITEM 7**

**FINANCIAL / ECONOMIC ISSUES**

A budget of \$102,000 in the 2018/2019 financial year exists for the expenses and reimbursement of Councillors. A budget of \$12,000 is allocated to the Office of the Mayor for the provision of a vehicle for the November 2018 – November 2019 Mayoral term.

<i>Councillor</i>	<i>TR</i> (\$)	<i>CM</i> (\$)	<i>CC</i> (\$)	<i>IC</i> (\$)	<i>CT</i> (\$)	<i>CCA</i> (\$)	<i>Total</i> <i>Apr to June</i> (\$)	<i>Year to date</i> (\$)
Tony Dib JP	0	0	0	74.96	0	0	74.96	562.53
Paul Macdonald	1,344.33	0	0	94.19	1,867.27	0	3,305.79	8,940.14
Kylie Spears Deputy Mayor	945.77	0	0	65.90	2,548.10	55.50	3,615.27	9,837.47
Nora Lamont	1,431.06	0	0	252.72	2,449.42	0	4,133.20	12,010.18
Samantha Mazzuchelli	0	0	0	187.32	0	0	187.32	641.71
Mike Symon	254.11	496.08	0	146.80	0	571.91	1,468.90	12,487.53
Marijke Graham	370.92	0	0	65.46	3,245.99	350.90	4,033.27	7,918.39
Tasa Damante	352.56	0	730.00	78.64	1,962.72	211.82	3,335.74	6,973.92
Rob Steane Mayor	364.95	3,000.00	0	71.78	27.63	312.41	3,776.77	14,567.22
<b>TOTAL</b>	<b>\$5,063.70</b>	<b>\$3,496.08</b>	<b>\$730.00</b>	<b>\$1,037.77</b>	<b>\$12,101.13</b>	<b>\$1,502.54</b>	<b>\$23,931.22</b>	<b>\$73,939.09</b>

**Legend:** TR-Travel, CM-Car Mileage (# a budget allocation of \$12,000 is allocated to the Office of the Mayor for the provision of a vehicle for the Nov 18 – Nov 19 Mayoral term), CC-Child Care, IC-Information and Communication expenses, CT- Conferences and Training expenses, CCA-Civic and Community Attendance.

**Note:** No expenses were paid by Council including reimbursements to members of Council Committees during the year.

**Note:** Figures are provisional end of financial year results and are subject to finalisation as part of the external audit processes for the 2018/19 Statements in the Annual Report.

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COUNCILLORS QUARTERLY EXPENSE AND  
REIMBURSEMENT REPORT - APRIL TO JUNE 2019 Cont'd**

**ITEM 7**

**COMMUNITY CONSULTATION**

Not Applicable

**CONCLUSION**

Not Applicable

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL NOTES THE COUNCILLORS EXPENSE AND REIMBURSEMENT  
REPORT FOR APRIL TO JUNE 2019**

**PURPOSE**

To consider making a submission to the Minister for Local Government in response to the State Government’s intention to introduce six new reforms with the Local Government Bill 2019.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community

Our Vision: Maroondah is an effectively empowered community that is actively engaged in Council decision making through processes that ensure their voice is heard and considered. Council provides strong and responsive leadership, ensures transparent processes and works with the community to advocate and champion their needs.

Key Directions 2019 – 2020:

8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable

**BACKGROUND**

The Minister for Local Government, the Hon Adem Somyurek, in an announcement on 17 June 2019, advised of the State Government’s intention to introduce the Local Government Bill 2019 into Spring Session of Parliament later this year, with six new proposed reforms, which are summarised below - refer Issue/Discussion.

The new 2019 Bill builds upon the reforms contained in the Local Government Bill 2018, which was the result of a 3-year consultation process with Councils, communities and sector bodies, and were designed to empower Councils to improve service delivery, by focusing on deliberative engagement and long-term financial management. The intent of these reforms being to:

- Provide a better understanding of the role of Councils as democratically elected bodies
- Encourage Victorians to participate more as candidates, voters and citizens in Council activities and contribute to council strategic visions and plans
- Drive more autonomous and outcome focused Councils
- Encourage Councils to embrace innovative and collaborative arrangements that increase organisational efficiency and deliver public value for residents
- Provide a sound framework for the sector to become more efficient and enterprising in its local governance



**MAJOR REFORMS - LOCAL GOVERNMENT BILL 2019  
Cont'd**

**ITEM 8**

**ISSUE / DISCUSSION**

- The State Government proposes introducing six new significant reforms with the Local Government Bill 2019, i.e.
- Simplifying and clarify enrolments for voters in Council elections
- Introducing mandatory training for Council election candidates and Councillors
- Capping electoral campaign donations and gifts
- Allowing for the dismissal of a Councillor after a community-initiated Commission of Inquiry
- Defining standards of conduct to guide Councillor behaviour and make dealing with Councillor conduct issues faster and easier
- Introducing a preference for single member wards to make Councils more accountable

A detailed summary of these new reform proposals is contained in the attached Consultation Paper released by the Minister - refer Attachment 1.

Local Government Victoria (LGV) is seeking feedback on the reform proposals by Wednesday 17 July 2019.

The Municipal Association of Victoria (MAV) is also seeking feedback from its members to its proposed position on each of these reforms by 12 July 2019, to assist with preparing a sector response.

Councillors were recently provided with a detailed briefing at the Assembly of Councillors held on 24 June 2019, at which time:

- a consensus view of Councillors was expressed on each of these reform proposals to enable Council Officers to prepare a formal response to the MAV and LGV, which is reflected alongside the MAV's proposed position in Attachment 2 to this report.
- the following concerns were also expressed by Councillors:
  - Lack of consultation in regard to the reform proposals, which is similar to when the 2018 LG Bill was introduced, at which time there were concerns around the pace of introducing the legislation at the last minute, without consideration of any unintended consequences of rushing through legislation of such magnitude
  - No Exposure Draft or Bill has been drafted and available to read
  - No actual wording of the new reform proposals has been drafted and available, with reference to relevant sections within the Bill - just a translation summary
  - No supporting Regulations has been drafted and available to read
  - No regulatory impact statement has been drafted and available to read

**MAJOR REFORMS - LOCAL GOVERNMENT BILL 2019  
Cont'd**

**ITEM 8**

The MAV subsequently convened a Members Forum on 5 July, that was well attended and at which there was a unanimous decision for the MAV to write to the Minister expressing the following grave concerns and views:

- It is unreasonable that reforms of such consequence, including mandated single member wards and voter petitions, appear to be solely based on anecdotal feedback with no evidence base and with no consideration of the detrimental consequences for councils and their communities.
- Successive Labor governments have confirmed their commitment to strengthening state-local government relations by building a collaborative working relationship and strengthening communication and consultation, an approach acknowledged and appreciated by the sector. However, the approach taken with the 2019 Reform Proposals clearly disregards and disrespects this commitment.
- The lack of a 2019 Reform Proposal Exposure Draft prevents informed consideration and creates risks not only for councils and their communities but also for the State. The 30-day feedback window is inadequate and ignores Councils due governance processes including Council meeting cycles.
- Seeking to have the 2019 Reform Proposals deferred for 12-18 months to enable appropriate examination of the issues, including cost impacts on Councils. and the considered development of options in consultation with the sector
- However, in light of the extensive Local Government Act review consultation that has occurred since 2015, support for the re-introduction to Parliament of the Local Government Bill 2018, with the rates and charges changes omitted in light of the State's Rating System Review
- Seeking an immediate one-month extension to the feedback period while the Minister considers the deferral of the 2019 Reform Proposals, to allow Councils adequate time to provide a formal response. And in the interests of good governance and transparency, requesting that all feedback be published on the State's website.

**Implications for Electoral Representation Review**

As reported to the 17 December 2018 Council Meeting, an Electoral Representation Review of the City of Maroondah is being undertaken by the Victorian Electoral Commission (VEC), commencing the first week of July 2019. A public information session was held in the Council Chamber on Thursday 4 July.

The purpose of the review is to ensure that the electoral structure of a local Council provides fair and equitable representation for all voters. The Local Government Act 1989 requires the VEC to review each Council before every third general election (which is approximately every 12 years). The last review undertaken by the VEC at Maroondah was in 2007.

Notwithstanding the Minister's announcement of the proposed new reforms to be introduced with the Local Government Bill 2019, and the intent to move towards single member Wards, the Victorian Electoral Commission is still proceeding with the review under the provisions of the current legislation (*Local Government Act 1989*).

**MAJOR REFORMS - LOCAL GOVERNMENT BILL 2019  
Cont'd**

**ITEM 8**

It is Council's view that current VEC Electoral Representation Reviews should be respected and implemented by the Minister even though these might change after 2020.

**FINANCIAL / ECONOMIC ISSUES**

Not Applicable

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable



**COMMUNITY CONSULTATION**

Not Applicable

**CONCLUSION**

Councillors have been briefed on the significant new reforms now proposed by the State Government to the Local Government Bill 2019, and it is appropriate for Council to consider submitting a formal submission in line with the views as expressed in Attachment 2 to this report.

**ATTACHMENTS**

1.  Local Government Bill 2019-Consultation Paper-v.30-
2.  LG Bill 2019 - Maroondah response to proposed major reforms

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL, HAVING CONSIDERED THE SIX NEW SIGNIFICANT REFORMS BEING PROPOSED BY THE STATE GOVERNMENT WITH THE LOCAL GOVERNMENT BILL 2019, RESOLVES THAT:**

1. **THE ACTION OF COUNCIL OFFICERS IN CONVEYING COUNCIL'S VIEWS AS CONTAINED WITHIN THIS REPORT TO THE MUNICIPAL ASSOCIATION OF VICTORIA BE ENDORSED**
2. **A FORMAL SUBMISSION REFLECTING COUNCIL'S VIEWS AS CONTAINED IN THIS REPORT BE PREPARED AND SUBMITTED TO LOCAL GOVERNMENT VICTORIA**
3. **ALL LOCAL STATE MEMBERS OF PARLIAMENT BE ADVISED OF COUNCIL'S VIEWS IN THIS MATTER**

**COMMUNITY ASSISTANCE FUND**

**ITEM 1**

**PURPOSE**

To provide Council with a summary of the Community Assistance Fund for the six-month period 1 January 2019 – 30 June 2019.

**STRATEGIC / POLICY ISSUES**

The following directions contained in the Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report:

Outcome Area: Safe, healthy and active community

Vision Statement: In 2040 Maroondah will be a safe, healthy and active community with local opportunities provided for people of all ages and abilities to have high levels of social emotional and physical wellbeing.

Key Directions 2019 - 2020

1.21 Support and empower local community groups, sporting clubs and special interest groups across Maroondah.

**BACKGROUND**

The Community Assistance Fund provides financial support, being 25% of costs to a maximum value of \$350, to assist individuals to meet new challenges and strive to exceed excellence in their chosen sport, profession or arts interest.

The Community Assistance Fund also aims to provide financial assistance to not for profit local community groups, to a maximum of \$1,000 to assist in meeting unexpected expenses which are unable to be deferred to Council's Community Grants Scheme for consideration.

The Community Assistance Fund also provides for in-kind support to assist community organisations to meet costs associated with participation in community activities such as fund raising and charity days.

All grant applications are assessed according to set criteria and funding recommendations based on a funding matrix and are approved following discussion at monthly Assembly of Council meetings.

The Community Assistance Fund is the only scheme available offering funding opportunities for individual Maroondah residents.

**ISSUE / DISCUSSION**

During the funding period 1 January 2019 – 30 June 2019, (4) individual applications and two (2) organisations received funding. Two (2) in-kind applications were also approved.

Community Assistance Fund applications have been received from a range of ages and disciplines which demonstrates diversity of interests in Maroondah and the high level of achievement being reached in the Maroondah community.

**COMMUNITY ASSISTANCE FUND Cont'd**

**ITEM 1**

The following is a summary of successful Community Assistance Fund applicants for the period 1 January 2019 to 30 June 2019.

**Individuals**

<b>Resident of:</b>	<b>Purpose of Funding</b>
Heathmont	Selected to compete at the Global Dance and Cheer Games held in Hawaii
Ringwood East	Selected to compete at the Global Dance and Cheer Games held in Hawaii
Warranwood	Selected to compete at the Commonwealth Cup Dance Championships held in South Africa
Warranwood	Selected to compete at the Australian Little League National Championships - Baseball held in New South Wales

**Organisations**

<b>Organisation</b>	<b>Purpose of Funding</b>	<b>\$ Value</b>
Croydon Baseball Club	Replacing field maintenance equipment, safety equipment and training equipment that was stolen.	1,000
Maroondah United Football Club	Junior Registration support for refugee/new immigrant families	1,000

**In-Kind**

<b>Organisation</b>	<b>Activity Description</b>	<b>In-Kind Support</b>	<b>\$ Value</b>
Rotary Club of Maroondah Inc	Charity Golf Day	Use of Dorset Golf Course	5,000
Ringwood Golf Club Inc	Charity Golf Day	Use of Ringwood Golf Course	5,000

During the entire 2018/2019 Financial Year, twenty-six (26) individual and three (3) group applications received funding and three (3) in-kind applications were approved.

**FINANCIAL / ECONOMIC ISSUES**

The budget for the 2018/2019 Community Assistance Fund was set at \$15,000 with \$3,400 expended for the 6-month period 1 January 2019 to 30 June 2019 for individuals and organisations.

The in-kind value for the period between 1 January 2019 and 30 June 2019 is \$10,000.

The total expenditure for the 12-month period 1 July 2018 to 30 June 2019 was \$11,248.

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

The Community Assistance Fund has been developed to provide a financial contribution to assist community groups with urgent or unforeseen costs and to assist individuals to meet

**COMMUNITY ASSISTANCE FUND Cont'd**

**ITEM 1**

costs associated with participation in community activities such as sporting competitions, self-development initiatives or arts interests. The in-kind component is to assist community organisations meet costs associated with participation in community activities such as fund raising, charity days etc.

**COMMUNITY CONSULTATION**

Not Applicable

**CONCLUSION**

The report provides details to Council pertaining to the Community Assistance Fund Grant scheme 1 January 2019 – 30 June 2019 and provides a list of individuals and organisations who received financial support through this funding program.

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL RECEIVES AND NOTES THIS REPORT**

**LOCAL GOVERNMENT COMMUNITY SATISFACTION  
SURVEY RESULTS 2019**

**ITEM 1**

**PURPOSE**

To communicate the 2019 results for Maroondah City Council as part of its participation in the Local Government Community Satisfaction Survey

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community

Our Vision: In 2040, Maroondah will be an empowered community that is actively engaged in Council decision making through processes that consider the needs and aspirations of all ages and population groups. Council will provide strong and responsive leadership, ensuring transparency, while working with the community to advocate for and 'champion' local needs.

Key Directions 2019 – 2020:

- 8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable
- 8.2 Ensure responsible and sustainable management of Maroondah's resources, assets, infrastructure and natural environment
- 8.8 Undertake inclusive engagement and consultation using accessible and tailored approaches to consider the needs and aspirations of different age and population groups

Priority Action 2019-2020:

Not Applicable

**BACKGROUND**

Each year Local Government Victoria (LGV) coordinates and auspices a State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas.

The main objectives of the survey are to assess the performance of Maroondah City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery.

The survey also provides local government authorities with a means to fulfil some of their statutory reporting requirements (via the Local Government Performance Reporting Framework) whilst also acting as a feedback mechanism to Local Government Victoria.

The survey was conducted by independent market research firm, JWS Research, on behalf of the Department of Environment, Land, Water and Planning. In 2018, 64 of the 79 Councils throughout Victoria participated in this survey.

**LOCAL GOVERNMENT COMMUNITY SATISFACTION  
SURVEY RESULTS 2019 Cont'd**

**ITEM 1**

The survey was conducted from 1 February to 30 March 2019. A total of 400 respondents in Maroondah over the age of 18 years (95% confidence interval) were interviewed via telephone by the market researchers. Maroondah was benchmarked as part of an overall Metropolitan group, excluding interface Councils.

Survey questions are standardised across the state which means that their wording may not always reflect the localised focus of service delivery. The survey questions also only provide limited contextual information that could mean that respondents provide ratings based on issues that are beyond Council's direct influence.

Changes in weighted ratings between years are often not statistically significant. The movement of ratings by 1-2 points are generally not statistically significant. An indexed mean is used (adjusted to a base to allow comparison with other Councils).

**ISSUE / DISCUSSION**

Largely improved results for Maroondah were achieved in the 2019 survey, with Council continuing to perform well in comparison to Statewide and Metro Melbourne average results.

Some highlights include:

- Customer service ratings have increased by seven points to 80 (from 73). This performance measure is significantly higher compared to Metro Melbourne by 4 points and Statewide by 9 points.
- Performance ratings for Council lobbying on behalf of the community have increased by four points to 61 (from 57), significantly higher compared to Statewide by 7 points and Metro Melbourne by 4 points.
- Making decisions in the interest of the community in Maroondah (62) is 7 points higher than the Statewide results (55).
- Overall performance ratings for Maroondah (69) are significantly higher than Statewide ratings (60) by 9 points.
- Satisfaction ratings on the condition of sealed roads in Maroondah (70) is 14 points higher compared to Statewide ratings (56).
- Satisfaction with disadvantaged support services in Maroondah has increased significantly by 6 points (64 from 58) and remains higher compared to Metro Melbourne and Statewide ratings.
- Ratings for arts centres and libraries in Maroondah have shown a 4-point increase from 78 to 82. This result is also significantly higher compared to Metro Melbourne by 6 points (76) and Statewide by 8 points (74).

Further details on results achieved can be found in the attachment to this report.



**LOCAL GOVERNMENT COMMUNITY SATISFACTION  
SURVEY RESULTS 2019 Cont'd**

**ITEM 1**

**FINANCIAL / ECONOMIC ISSUES**

Not Applicable

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COMMUNITY CONSULTATION**

The Local Government Community Satisfaction Survey is a useful tool and one of many engagement methods used by Council to track its performance and community perceptions of its service delivery.

Information on Council's performance relating to this survey has been placed on Council's website – [www.maroonah.vic.gov.au](http://www.maroonah.vic.gov.au)

**CONCLUSION**

Council has achieved significantly improved results in the 2019 Local Government Community Satisfaction Survey. Of note, the community's overall performance rating of Council increased by two points from last year to 69 and is 9 points above the state-wide average. The summary of core measures shows Council rating as higher than the Statewide averages across each category. High performing areas include: recreational facilities, art centres and libraries, waste management, appearance of public areas and advocacy, with customer service achieving an all-time high score of 80. While the survey is just one tool used to assess Council's performance it provides strong evidence that Council's service delivery is highly valued and effective.

**ATTACHMENTS**

1.  2019 Local Government Community Satisfaction Survey results
2.  2019 Local Government Community Satisfaction Survey result snapshot
3.  2019 Local Government Community Satisfaction Survey result summary

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL NOTES THE 2019 RESULTS FROM THE LOCAL GOVERNMENT  
COMMUNITY SATISFACTION SURVEY**

**LATE ITEM - ELECTORAL REPRESENTATION REVIEW  
UPDATE**

**ITEM 1**

**PURPOSE**

To provide an update on the Electoral Representation Review of Maroondah City Council, being undertaken by the Victorian Electoral Commission.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 3: 2019-2020) provide the strategic framework that underpins the purpose of this report.

Outcome Area: A well governed and empowered community

Our Vision: Maroondah is an effectively empowered community that is actively engaged in Council decision making through processes that ensure their voice is heard and considered. Council provides strong and responsive leadership, ensures transparent processes and works with the community to advocate and champion their needs

Key Directions 2019 – 2020:

- 8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable

**BACKGROUND**

As reported to the 17 December 2018 Council Meeting, an Electoral Representation Review of the City of Maroondah is being undertaken by the Victorian Electoral Commission (VEC).

The purpose of such reviews is to ensure that the electoral structure of a local Council provides fair and equitable representation for all voters. The Local Government Act 1989 (LGA) requires the VEC to review each Council before every third general election (which is approximately every 12 years), and sets the parameters that guide the review considerations, including the number of Councillors and available electoral structures to best ensure 'fair and equitable representation'.

**ISSUE / DISCUSSION**

The VEC has commenced its review of Maroondah, with a public information session being held in the Council Chamber on Thursday 4 July 2019. The purpose of this session was to provide an overview of:

- the review process,
- the timeline of key dates,
- the current electoral structure,
- the submission guide, and
- how to access the VEC web-site.

**LATE ITEM - ELECTORAL REPRESENTATION REVIEW  
UPDATE Cont'd**

**ITEM 1**

The session commenced at 7:30pm and was attended by the VEC, a number of Councillors, members of the Public and Council support.

Preliminary submissions are now being sought by the VEC, which closes at 5pm Wednesday 31 July 2019

Council, individual Councillors and community members can lodge submissions.

The VEC will release a Preliminary Report on Wednesday 28 August with one or more options for the electoral structure, inviting response submissions which must be lodged by 5pm Wednesday 25 September 2019.

A Public Hearing will then take place in the Council Chamber on Wednesday 2 October for any person who wishes to be heard in support of their submission.

*Note: The Public Hearing will not take place if there are no requests to speak.*

**Proposed Local Government Reforms - Electoral Structure**

As part of its reform to the LGA, the Victorian Government recently announced its intentions to standardise local government electoral structures. If enacted, all Local Councils will comprise of only single-Councillor wards or, for prescribed Local Councils, unsubdivided electoral structures.

VEC Electoral Commissioner, Mr Warwick Gately, has advised that whilst the VEC will monitor the progress of the Government's reform, the current program of reviews is prescribed by the law as it stands. The timelines for the reviews were fixed in line with the Local Government Act 1989 and in accordance with the Minister for Local Government's public notice that appeared in the *Victoria Government Gazette* on 27 September 2018. Furthermore, as the VEC operates independently from the Government-of-the-day, it is obliged to conduct these reviews using current parameters. Therefore, it would be inappropriate to re-interpret the LGA presuming the outcome of proposed legislative changes that have not yet been passed by the Victorian Parliament.

**Council Position on Electoral Structure**

Councillors were recently provided with a detailed briefing at the Assembly of Councillors held on 24 June 2019, on the State Government's proposal to introduce six further major reforms with the Local Government Bill 2019; one of which being a move to a single consistent model of single member wards.

The consensus view of Councillors at the time, as expressed in the broader report considered by Council earlier in this Meeting (Item 8 Director Corporate Services) supports retention of a multi-member ward model, which best provides for fair representation to voters in Maroondah. This was the preferred position previously supported by the VEC at the last review of electoral boundaries undertaken in 2008.

It is therefore recommended that Council formally lodges a preliminary submission to the VEC supporting retention of a multi-member ward model. As preliminary submissions close 5pm Wednesday 31 July 2019, this Late Report has been prepared for consideration for consideration at tonight's meeting.

**LATE ITEM - ELECTORAL REPRESENTATION REVIEW  
UPDATE Cont'd**

**ITEM 1**

**FINANCIAL / ECONOMIC ISSUES**

Council is also expected to meet the costs associated with such a review and on current pricing arrangements such is expected to be up to \$51,000. This amount has been incorporated within the Draft Budget for 2019/20.

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COMMUNITY CONSULTATION**

The Electoral Representation Review being undertaken by the VEC is an independent review, undertaken at *'arm's length'* from Council.

The VEC's Communications Strategy for the review comprises:

- Statutory notices
  - The Age and/or the Herald Sun newspapers
  - Local newspapers
- Advice on VEC's website ([www.vec.vic.gov.au](http://www.vec.vic.gov.au))
- Media liaison during the course of the review
- Consideration of other communications/advertising opportunities
  - e.g. general advice and links to VEC on Council's web-site and in Council publications
- Public Information Session
- Public Hearing of Submissions

**CONCLUSION**

The Minister for Local Government has determined that an Electoral Representation Review be carried out and completed by 31 December 2019.

The VEC commenced its review the first week of July 2019.

It is appropriate that Council considers lodging a Preliminary submission supporting retention of a multi-member ward model, which, in its view, best provides for fair representation to voters in Maroondah.

**LATE ITEM - ELECTORAL REPRESENTATION REVIEW  
UPDATE Cont'd**

**ITEM 1**

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL LODGES A PRELIMINARY SUBMISSION TO THE ELECTORAL REPRESENTATION REVIEW BEING UNDERTAKEN BY THE VICTORIAN ELECTORAL COMMISSION, WHICH SUPPORTS RETENTION OF A MULTI-MEMBER WARD MODEL, WHICH IN ITS VIEW PROVIDES A FAIR REPRESENTATION TO VOTERS IN MAROONDAH**