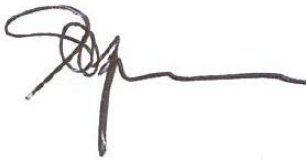


Councillor  
(as addressed)

The next Council Meeting will be held in the Council Chamber, Braeside Avenue, Ringwood, on Monday 18 March 2019, commencing at 7:30pm and your presence is requested.

Yours faithfully



Steve Kozlowski  
CHIEF EXECUTIVE OFFICER

**Note:**

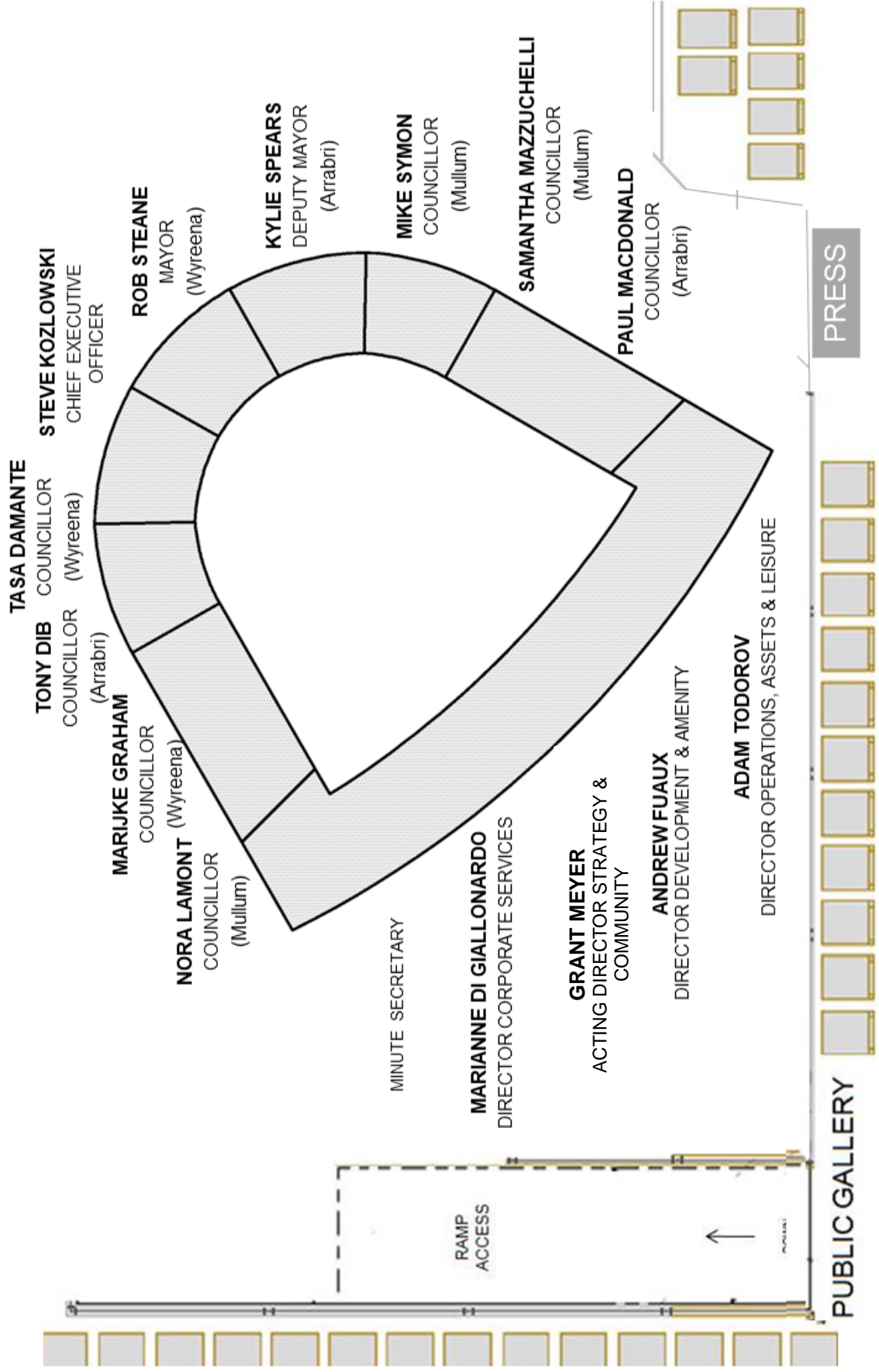
***This meeting is being streamed live on the internet and recorded.  
Every care is taken to maintain privacy and attendees are advised they may be recorded.***



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	<a href="mailto:maroondah@maroondah.vic.gov.au">maroondah@maroondah.vic.gov.au</a>
Web	<a href="http://www.maroondah.vic.gov.au">www.maroondah.vic.gov.au</a>
Service Centres	Croydon: Civic Square REALM: 179 Maroondah Hwy, Ringwood



## **ORDER OF BUSINESS**

1. Prayer
2. Acknowledgment of Country
3. Apologies
4. Declaration of Interests
5. Confirmation of Minutes of the Ordinary Council Meeting held on Monday 18 February 2019.
6. Public Questions
7. Officers' Reports
  - Director Corporate Services
    1. Attendance Report 5
    2. Reports of Assembly of Councillors 7
    3. Councillor Representation Reports 10
    4. Freedom of Entry: 408 Squadron & 4th Wing - Australian Air Force Cadets 12
    5. Review of Australian Citizenship Ceremonies Code 16
    6. Eastern Regional Libraries Corporation October 2018 - January 2019 Report on Provision of Library Services 19
  - Director Operations, Assets & Leisure
    1. Maroondah Golf Strategic Review 31
  - Acting Director Strategy & Community
    1. Update on Activities of the Maroondah Disability Advisory Committee 35
    2. Amendment C107 Ruskin Park Neighbourhood Residential Zone 39
    3. Draft Disability Policy and Action Plan 44
  - Director Development & Amenity
    1. Maroondah Parking Framework & Action Plan 48
    2. Hull Road, Croydon On Road Bicycle Lane 61
8. Documents for Sealing
9. Motions to Review
10. Late Item
11. Requests / Leave of Absence

12. In Camera

Director Operations, Assets & Leisure

1. Tender Evaluation Report - Contract 20915 Operations Centre Redevelopment

**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 2: 2018-2019) 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 2018 – 2019:

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 2: 2018-2019) 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 2018 – 2019:

- 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 18 February 2019, 23 & 24 February 2019 and 4 March 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 February 18 - Assembly of Councillors Public Record
2.  2019 February 23 & 24 - Assembly of Councillors Public Record
3.  2019 March 04 - 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 18 FEBRUARY 2019, 23 & 24 FEBRUARY 2019 AND 4 MARCH 2019**

**COUNCILLOR REPRESENTATION REPORTS**

**ITEM 3**

**PURPOSE**

To receive and note the following meeting minutes.

- Maroondah Partners In Community (MPIC) Wellbeing Committee held on 12 February 2019
- Maroondah Arts Advisory Committee held on 12 December 2018

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 2: 2018-2019) 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 2018 – 2019:

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 Damante and Mazzuchelli are Council's representatives on the Maroondah Partners In Community Wellbeing Committee.

Crs Spears, Graham and Symon are Council's representatives on the Maroondah Arts Advisory 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 Partners In Community Wellbeing Committee (MPIC) Minutes - 12 February 2019
2.  Maroondah Arts Advisory Committee Meeting Minutes - 12 December 2018

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION****THAT COUNCIL RECEIVES AND NOTES MINUTES OF THE FOLLOWING COMMITTEES**

1. **MAROONDAH PARTNERS IN COMMUNITY (MPIC) WELLBEING COMMITTEE HELD ON 12 FEBRUARY 2019**
2. **MAROONDAH ARTS ADVISORY COMMITTEE HELD ON 12 DECEMBER 2018**

**FREEDOM OF ENTRY: 408 SQUADRON & 4TH WING -  
AUSTRALIAN AIR FORCE CADETS**

**ITEM 4**

**PURPOSE**

To consider a request from the Australian Air Force Cadets – 408 Squadron and 4<sup>th</sup> Wing, to exercise its 'Freedom of Entry' to the City of Maroondah, which was formally granted by Council at its meeting on 7 February 2005.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 2: 2018-2019) 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 2018 – 2019:

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

**BACKGROUND**

'Freedom of Entry' is an historic ceremonial privilege, which a City may bestow upon a military regiment. It allows the regiment to enter the City '*with swords drawn, bayonets fixed, drums beating, bands playing and colours flying*'. Whilst the granting of 'Freedom of Entry' gives no real rights or privileges to the regiment, it is recognition of outstanding achievement and an honour granted by the Council. Once granted, 'Freedom of Entry' may be exercised on other occasions by the regiment with the consent of Council.

Prior to October 2001, the Australian Air Force Cadets (AAFC) were named the Air Training Corp and were formed in 1942 as part of the war effort. The Squadron is based in Dublin Road, East Ringwood.

The AAFC is a much different organisation from its wartime creation. Whilst it has a strong emphasis on an association with aviation and the RAAF, it also emphasises self-discipline, self-management, teamwork and a sense of obligation to service in the wider community.

In instances involving the AAFC, the granting of the Right of Freedom to Enter the City is usually conferred upon both the Squadron within the City and the Air Force Cadets as a whole, which in this case is No. 4 Wing Australian Air Force Cadets, which is the HQ serving Victoria.

Freedom of Entry to the Cadets was formally granted by Council at its meeting on 7 February 2005 and was subsequently exercised in conjunction with the Maroondah Festival on Sunday 20 February 2005.

**FREEDOM OF ENTRY: 408 SQUADRON & 4TH WING -  
AUSTRALIAN AIR FORCE CADETS Cont'd****ITEM 4****ISSUE / DISCUSSION**

Council should accede to the request by the 408 Squadron and 4<sup>th</sup> Wing – Australian Air Force Cadets, it is proposed that the event be staged as part of the Maroondah Festival on Sunday 10 November 2019.

***Freedom of Entry Ceremony:***

The formal Order of Ceremony is prescribed by the Australian Air Force Cadets' Drill & Ceremonial Manual, i.e.:

- The Squadron assembles at designated location
- The Squadron moves on parade with Colours flying and continues its march to the 'Challenge Point' where challenged by a senior police officer (acting in the capacity of the 'City Marshal')
- The Squadron advances in review order and gives a general salute to the citizens of the City
- The Squadron continues its march
- Upon reaching a suitable parade area the Squadron forms up for an inspection
- The Squadron receives Official Guests
- The Mayor inspects the Squadron
- The Mayor reads out the grant and presents Scroll to the Parade Commander
- The Mayor addresses the parade
- Official Guests depart
- The Squadron proceeds to designated point and then disperses.

Note: The Squadron is seeking to secure the Royal Australian Air Force (RAAF) Band to lead the Parade, and the RAAF's elite formation aerobatic display team, the Roulettes, or other RAAF aircraft to perform a flyover.

***Parade Route:***

All logistical arrangements, including finalisation of a suitable route for the Parade, will be undertaken in liaison with the Festival Event Team.

At this stage, the following route is proposed:

- The Parade will assemble in the car park located off Norton Road, on the eastern side of Town Park Croydon, at approx. 10am.

**FREEDOM OF ENTRY: 408 SQUADRON & 4TH WING -  
AUSTRALIAN AIR FORCE CADETS Cont'd****ITEM 4**

- The Parade will march north along Norton Road, turning left into Mount Dandenong Road; then proceed along to the 'challenge point' on Mount Dandenong Road, at which point the Squadron will exercise its '*Freedom of Entry*'.
- The Parade will then continue along Mount Dandenong Road, turning left into Civic Square and proceed to the James N Stevens Memorial Lawn (adjacent to the Croydon Office), where the Official Party will be waiting.
- Following a review of the parade and the Mayor's address, the Parade will proceed back to the carpark, on the eastern side of Town Park, to disperse.

**Official Party & Guests:**

Guests will include the Mayor, Councillors, Chief Executive Officer, local Members of Parliament, Australian Air Force Cadets personnel and members of the Victoria Police.

**Presentation Scroll:**

As part of the conferring of 'Freedom of Entry', a formal scroll is prepared by Council for presentation to the Squadron for display at its Headquarters. The scroll is prepared by hand by a calligrapher and depicts the Coat of Arms of both Council and the Squadron, in addition to the formal wording of the exercising of 'Freedom of Entry'. A copy digitally printed on watercolour paper with gilding will be created for display at Council.

**Refreshments:**

At the conclusion of the ceremony (11am or earlier) the Official Party, the Squadron and guests will gather for light refreshments; the location of which will be finalised in conjunction with the Festival Team

**FINANCIAL / ECONOMIC ISSUES**

As the event is being held in conjunction with the Maroondah Festival, there will be some cost savings in regard to the need for development of a separate Road Safety Plan and the advertising of Road Closures. However, the Parade route as proposed, which includes public roadways to maximise the visual impact of the event; will add further costs of approx. \$3000 to facilitate the necessary Road Closures within the Festival's Road Management Plan, which at present only includes partial closures of Norton Road and Civic Square.

Anticipated expenditure, ex GST:

Presentation Scroll – 2 x hand held originals	\$1600
Presentation Scroll – digital print copy	\$180
Frames	\$400
Invitations/Programmes	\$300
Catering	\$500
Road Closures	\$3,000
<b>Total</b>	<b>\$5,980</b>

This expenditure will be covered within the Finance & Governance budget.

**FREEDOM OF ENTRY: 408 SQUADRON & 4TH WING -  
AUSTRALIAN AIR FORCE CADETS Cont'd**

**ITEM 4**

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COMMUNITY CONSULTATION**

The ceremony will be coordinated and conducted in conjunction with the Australian Air Force Cadets. Cooperation and involvement from the Victoria Police will be arranged as part of requirements for the Maroondah Festival.

**CONCLUSION**

It is considered appropriate that Council should accede to the request by the 408 Squadron and 4<sup>th</sup> Wing – Australian Air Force Cadets.

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL**

- 1. AGREES TO GRANT 'FREEDOM OF ENTRY' TO THE CITY TO THE 408 SQUADRON AND 4<sup>TH</sup> WING – AUSTRALIAN AIR FORCE CADETS, TO BE UNDERTAKEN ON SUNDAY 10 NOVEMBER 2019 AS PART OF THE MAROONDAH FESTIVAL**
- 2. SIGNS AND SEALS THE PRESENTATION SCROLLS, AS REFERRED TO IN THIS REPORT**

## REVIEW OF AUSTRALIAN CITIZENSHIP CEREMONIES CODE

ITEM 5

### PURPOSE

To consider proposed amendments to the *Australian Citizenship Ceremonies Code*.

### STRATEGIC / POLICY ISSUES

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 2: 2018-2019) 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 2018 – 2019:

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

### BACKGROUND

The *Australian Citizenship Ceremonies Code* provides guidance for organisations conducting Citizenship Ceremonies, and sets out the legal and other requirements, as well as the roles and responsibilities of those conducting ceremonies.

### ISSUE / DISCUSSION

The Hon David Coleman, Minister for Immigration, Citizenship and Multicultural Affairs has written to all Councils advising that the Australian Government has, for some time now, been reviewing the *Australian Citizenship Ceremonies Code*

As a result of this review, the Minister is proposing changes to the Code, to ensure it reflects the expectations of the Australian community and provides clear guidance to Councils on hosting Australian Citizenship Ceremonies.

The Minister is now seeking comments to the proposed changes.

Key changes to the Code, as proposed by the Minister, together with Maroondah's proposed response, is outlined hereunder:

- **Local Government Councils will be required to hold a citizenship ceremony on Australia Day (26 January) and Australian Citizenship Day (17 September).**

Maroondah response:

Council agrees with the requirement to hold a citizenship ceremony on Australia Day, and indeed conducts a ceremony on Australia Day as part of an outdoor event.

**REVIEW OF AUSTRALIAN CITIZENSHIP CEREMONIES  
CODE Cont'd**

**ITEM 5**

Council agrees with the requirement to hold a citizenship ceremony on Australian Citizenship Day (17 September). However, in the past due to issues of timing around the number of candidates, parliamentary sitting days, and the availability of Council's indoor venue (Karralyka Centre) it has not always been possible to conduct a ceremony on Australian Citizenship Day.

In 2019 Australian Citizenship Day (17 September) actually falls when Federal parliament is sitting, which is conflict with one of the other key changes, which specifies that ceremonies must be scheduled to avoid parliamentary sitting days.

- **Federal members of Parliament, if attending a ceremony, should read the Minister's message at citizenship ceremonies.**

Maroondah response:

Council agrees. Current and practice is for the Federal Member in attendance to read the Minister's message

- **There will be a recommended standard of dress for ceremonies, which will be set by Councils. The attire of attendees at citizenship ceremonies should reflect the significance of the occasion. Conferees may wear national or cultural dress if they wish.**

Maroondah response:

Dress code should be set by the Federal Government and emphasised in letters of invitation sent by the Department to candidates in the lead up to ceremonies. The dress code should articulate a standard that is neat casual and respectful, whilst still encouraging the wearing of national or cultural dress if they so desire.

- **Ceremonies must be scheduled to avoid parliamentary sitting days.**

Maroondah response:

Council agrees. At the present time, however, there appears to be a conflict with the proposal to hold a ceremony on Australian Citizenship Day (17 September), which in 2019 falls when Federal parliament is sitting.

As the closing date for Council to respond to the Minister was Tuesday 5 March 2019, Council Officers have responded to the proposed key changes in line with the comments as outlined in this report.

**FINANCIAL / ECONOMIC ISSUES**

Local Government does not receive any direct grants or financial assistance for Citizenship Ceremonies from the Federal Government. However, Councils do receive general purpose grants known as Financial Assistance Grants administered via the State Government's Grant Commission, which are designed to assist with meeting Council's general operating expenses as a tier of government and programs such as the Federal Government's Citizenship Ceremonies. For Maroondah City Council, this amounts to \$4.3m for 2019/20.

**REVIEW OF AUSTRALIAN CITIZENSHIP CEREMONIES  
CODE Cont'd**

**ITEM 5**

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COMMUNITY CONSULTATION**

Not Applicable

**CONCLUSION**

It is appropriate that Maroondah City Council responds to the key changes to the *Australian Citizenship Ceremonies Code*, as proposed by the Australian Government, as outlined in this report.

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL ENDORSES THE ACTIONS OF COUNCIL OFFICERS IN SUBMITTING A RESPONSE TO THE KEY CHANGES TO THE AUSTRALIAN CITIZENSHIP CEREMONIES CODE, AS PROPOSED BY THE AUSTRALIAN GOVERNMENT, IN LINE WITH THE COMMENTS AS CONTAINED WITHIN THIS REPORT**

**EASTERN REGIONAL LIBRARIES CORPORATION  
OCTOBER 2018 - JANUARY 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 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  
OCTOBER 2018 - JANUARY 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 annual Syndicate Survey for 2016/17 (next biannual survey is 2018/19) shows that 57% of users rate ERLC's service as between 9 and 10 (where 10 is very satisfied). The overall rating was 8.5 out of 10 for the key areas of courtesy, helpfulness, knowledge, reference and information services, up on the 8.45 of 2016/17.

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.

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

**EASTERN REGIONAL LIBRARIES CORPORATION  
OCTOBER 2018 - JANUARY 2019 REPORT ON PROVISION  
OF LIBRARY SERVICES Cont'd****ITEM 6**

**Memberships YTD:** Realm is ranked No 1 - 42,975, and Croydon No 3 – 26,882  
Maroondah memberships have increased by 5.9% year to date.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	26,882	25,782
Realm	42,975	40,185
<b>Maroondah Total</b>	<b>69,857</b>	<b>65,967</b>

**Visits YTD:** Realm (No 1) and Croydon (No 3) with Visits having decreased by -6.5% in a YTD comparison. The overall decrease is a combination of a reduction of 29,006 visits for Croydon and 2,574 for Realm. This could be a result of new people counting systems introduced this quarter and will be monitored over the next few months for any significant variations.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	141,196	170,201
Realm	309,443	312,017
<b>Maroondah Total</b>	<b>450,638</b>	<b>482,218</b>

**Loans YTD:** Croydon is ranked No 1 – 318,213 and Realm No 3 – 241,362  
Loans overall have increased by 2.86% in a YTD comparison.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	318,213	317,580
Realm	241,362	226,459
<b>Maroondah Total</b>	<b>559,575</b>	<b>544,039</b>

**Public Enquiries:** Realm is ranked No 2 – 21,311 and Croydon No 3 – 19,212.  
Enquiries overall have increased by 10.8%.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	19,212	17,844
Realm	21,311	18,702
<b>Maroondah Total</b>	<b>40,523</b>	<b>36,546</b>

**Public PCs Sessions:** Realm is ranked No 1 — 24,330 and Croydon No 3 — 13,848.

Overall PC sessions are down YTD by 2.28%. This reflects the position across the region and the further growth in WiFi sessions.

**EASTERN REGIONAL LIBRARIES CORPORATION  
OCTOBER 2018 - JANUARY 2019 REPORT ON PROVISION  
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**ITEM 6**

	<b>2018/19</b>	<b>2017/18</b>
Croydon	13,848	13,275
Realm	24,330	25,792
<b>Maroondah Total</b>	<b>38,178</b>	<b>39,067</b>

**WiFi Sessions:** Realm ranks 1 and Croydon ranks No 4 in the region after Rowville and Knox. Overall sessions are up by 18.65%.

	<b>2018/19</b>	<b>2017/18</b>
Croydon	19,754	18,311
Realm	93,090	76,799
<b>Maroondah Total</b>	<b>112,844</b>	<b>95,110</b>

**Programs & Events**

Maroondah libraries have proved to be very popular for adult, children's and youth programs and events. Over 4,000 adults and 12,800 children/parents have attended various activities to date this year. Just some of these programs and events include:

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

**Children's & Youth Programs Attendances**

Over 12,800 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

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- External visits (to schools etc.)
- School visits to Library
- Pre-school visits to library

**Storytimes**

Storytime is popular at Realm and Croydon Library. 10,513 people have attended various activities to date this year.

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.

**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 has been so successful a decision was made to continue these storytimes in 2019.

The first Chinese Storytime Sessions of the year at Realm recommenced on 1 February, and will run fortnightly thereafter.

**STEAM Sessions****Croydon**

Some creative souls attended 3D printing for our After School STEAM session at Croydon Library. They got to see a demo of the 3D printer and then created something that they wanted to print.

**Realm**

To celebrate the end of the year, our CoderDojo Ninjas showcased all of their coding creation. Scratch projects, Unity games and Arduino circuits were all on show.

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ERLC's own STEAM technology including our Lego Boost kits and 3D printer was showcased.

**International Games Day – Croydon**

Adults and children piled in to Croydon Library to celebrate International Games Day with board games, card games, computer games and many others played with gusto and fierce competition.

**Collections****Books/DVDs/ etc.**

Approximately 74% of our collection is under 5 years old. On average each item year to date has been borrowed 5.34 which is greater than the regional average of 4.75.

**JULY 2018 TO JANUARY 2019****MAROONDAH REGION****19. Library collection usage.**

Numerator - Number of library collection item loans	559,149	1,849,425
Denominator - Number of library collection items	104,705	389,479
<b>Loans per Item</b>	<b>5.34</b>	<b>4.75</b>

**20. Standard of library collection**

Numerator - Number of library collection items purchased in the last 5 years	77,476	289,784
Denominator - Number of library collection items	104,705	389,479
<b>% purchased in last 5 years</b>	<b>73.99%</b>	<b>74.40%</b>

**Digital Loans**

Digital loans from Overdrive (eBooks) hit 1.5 million at the end of January 2019. Loans of eBooks and eAudiobooks have been steadily increasing since the Overdrive service was introduced in 2011, as evidence by the speed at which milestone figures are reached:

- The first 500,000 took 56 months.
- The second 500,000 took 21 months.
- The third 500,000 has taken 15 months.

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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>Sep-18</b>	<b>YTD</b>
Overdrive	eltems borrowed	111,504	224,008
Borrowbox	eltems borrowed	12,423	24,551
Rbdigital - OneClick	eAudiobooks borrowed	1,064	2,171
Rbdigital - Zinio	eMagazines borrowed	18,992	35,221
Kanopy Streaming	Films watched	4,886	10,243
<b>Total</b>		<b>148,869</b>	<b>296,194</b>

**Story Box Library**

Members can now enjoy Indigenous Storytime with Story Box Library.

Elder Aunty Joy Murphy welcomes us to Country with a Wurundjeri Wominjeka (welcome) and beautifully, yet simply, explains the concept of welcoming ceremonies and their significance to Aboriginal communities across Australia.

**26:52 Reading Challenge**

There has been a phenomenal response to the inaugural Reading Challenge – over 800 members took up the gauntlet and read books outside their comfort zone.

- 828 signed up for the challenge
- 261 completed more than 1 activity
- 3,020 books were read
- 60 completed the challenge
- 8 staff members completed the challenge

Our winner of our prize was a Croydon member by the name of Rene, who won a fantastic literary lovers' prize for her efforts, including a Kobo reader, a very healthy book stack, audio books and even some games.

**The Help Yourself Bookshelf in the Realm Co-Working Space**

Withdrawn library books are gaining a second lease of life in a number of book exchange projects throughout Maroondah. The Help Yourself Bookshelf was purchased by BizHub for the Co-working space, ERLC provides withdrawn books for sharing.

Other locations are Maroondah Federation Estate, Cafe Stazione, Kerrabee and Gracedale SRS. EACH are taking junior material to give to children from vulnerable families. These giveaway partnerships ensure the value of our library stock is delivered back to the community through other means.

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**Partnerships**

**Beyond sparkles and superheroes – Realm**

In October, Cr Kylie Spears launched the Beyond Sparkles and superheroes booklist celebrating books that promote gender equality and challenge gender stereotypes.

The booklist was the result of a 6-way partnership between City of Maroondah Community Safety, Yarra Ranges Council Early Years, City of Knox Policy, Learning and Quality Team, Women's Health East, EACH and ERLC.

Fourteen titles were chosen to represent a range of approaches to storytelling that celebrates children's individuality and recognises the similarities that are not based on gender.

The resource has been promoted to early childhood educators throughout the region.

**Bricks4Kidz LEGO – Croydon**

Running as an after school activity at Croydon the Bricks4kids program ended with the children making Mars Rovers as part of the term 4 space theme. Parents are happy that the program compliments the STEM curriculum at school.

**Eastern Health – Croydon Book Sale**

The proceeds of the Croydon Library's book sale were donated to Eastern Health's Cool Heads Program. The proceeds will be used to purchase resources that can be used by patients undergoing chemotherapy for breast cancer treatment.

**Kerrabee Centre**

Croydon Community Library is supporting the Maroondah Council Book Nooks partnership with the Kerrabee Centre in Croydon.

**Our Lady of Perpetual Help Primary School – Realm**

Over 90 year 1 and 2 students visited Realm to explore different forms of storytelling. There were three groups and three different activities: a traditional story and supporting craft activity; creating a digital story using "Stop motion" technology; and a library tour and look at some of the online storytelling resources as Storybox Library and Busy Things.

**Festivals & Events**

**Maroondah Children's Festival**

Our staff and Rusty the bear spent a wonderful morning meeting children and families enjoying the nice weather and festivities in Town Park. Just over 65 adults and 85 children joined us to find out what the library offers, listen to stories, and do some craft activities.

We had a great mix of some of our regular borrowers but also new families who were keen to find out more about the library.

The morning had a very friendly, relaxed atmosphere and it was great to be part of the Maroondah community.

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**Maroondah Festival**

Croydon library was a hive of activity at Maroondah Festival with Paul Jamieson performing inside, a giant book sale attracting bargain-seekers.

**Adult Programs Attendances YTD:** 4,034 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

**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.

The Bookclub fee for 2017 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.

**Author Talks**

**Robin Bowles – Realm**

The last Brunch of 2019 with an author was held at Realm on 25 November with true-crime writer Robin Bowles. True crime is a very popular part of the non-fiction collection and Robin held the audience captive with the hair-raising tales and nerve-wracking adventures that are part of researching real-life criminals.

**Aoife Clifford – Croydon**

Aoife Clifford charmed the audience at the final Book Bites for the year with stories of her two crime fiction titles – *All These Perfect Strangers* and *Second Sight*.

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**Dr. Duane Hamacher - Realm**

Dr Hamacher gave a fascinating on the rich and varied history of Australian Indigenous Astronomy. Dr Hamacher has worked closely with Indigenous elders and communities across Australia, Southeast Asia, the South Pacific, and Central America to learn about their astronomical knowledge and traditions.

**Other Adult Events**

**Croydon Social Support Group**

The Croydon Social Support group had their final visit for 2018. They visit the library every fortnight to have a chat and borrow items.

**Rotary Club Croydon**

Thank you to the Rotary Club of Croydon for hosting Angus from our STEAM Team. Our STEAM Team love visiting local community groups and discussing what we can offer them.

**Coding for Seniors - Realm**

Our Coding for Seniors sessions are always a hit. This was no exception, running through HTML and CSS tutorials. It was great to see everyone beginning their coding journeys, with some even furthering existing skills.

**Seniors Festival 2018**

We ran a wide range of seniors' events in celebration of Senior's Festival 2018, including:

- Planning For The Future - New Powers Of Attorney In Victoria
- The Art Of Ageless Beauty & Style
- Photographic Walk for Seniors
- Self-Care For Healthy Ageing

Realm and Croydon played host to special Grandparents' storytimes. Many songs and stories were shared with whole families enjoying the occasion.

**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

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- 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**

**Croydon Returns Sorter**

The Croydon sorter has reached the end of its useful life. The sorter has been functioning well for many years but is now experiencing regular technical issues. Following three months' research, a new sorter has been chosen and will be installed later this financial year.

The new provider received excellent reviews from neighbouring library services and has provided a more affordable support solution.

The new sorter will provide a much better customer service experience with two internal return chutes that can accept multiple items at the same time, replacing the current item return that can cause frustration for customer at busy times.

**Public PCs Reimagined**

The Corporation's new PC booking software, developed internally and known as PC Connect, has concluded its two month testing phase at Rowville Library and is now being rolled out to all locations.

PC Connect joins a suite of ERLC exclusive products that lead the industry. In addition to countless compatibility, device management and provisioning improvements, the new system is significantly faster and more accessible for members. Thanks to these performance improvements, we expect to see an increase in PC usage across the region - at Rowville there was an almost 30% increase in PC usage sessions in January alone.

The system is expected to be live at all branches by the end of March 2019.

**Website Improvements**

In order to produce an improved online experience for members, the team spent time this summer developing a dedicated WordPress plugin to deeply integrate the organisation's needs throughout the site.

A major component of this work was the delivery of a backend module that connects directly to various core library systems to seamlessly integrate the Library Catalogue, Events Calendar, PC bookings system, Statistics module and Online Resources launch page.

This includes the possibility of integrating the Catalogue directly into the website, which would significantly increase the site's mobile browser appeal.

The main benefit of using the WordPress plugin is that if, in the future, the organisation decides to change the website design, the library's essential systems can be seamlessly connected with the new site by way of a portable plugin.

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**FINANCIAL / ECONOMIC ISSUES**

The Maroondah City Council contributes in the order of \$2.6m for this service 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.

**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 first seven months reporting in 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  
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## **MAROONDAH GOLF STRATEGIC REVIEW**

## **ITEM 1**

### **PURPOSE**

To provide Council with a summary of the outcomes of the Maroondah Golf Strategic Review (Review) Stage 1 report.

### **STRATEGIC / POLICY ISSUES**

The following directions contained in the Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 2: 2018-2019) provide the strategic framework that underpins the purpose of this report:

Outcome Area: Safe, healthy and active community

Our Vision: 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 2018 - 2019

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

### **BACKGROUND**

Council owns and operates two golf courses for public use – Dorset Public Golf Course (Dorset) and Ringwood Public Golf Course (Ringwood). The facilities are collectively known as Maroondah Golf.

Ringwood opened in 1974 and has long enjoyed the reputation as one of the best prepared and appointed public golf courses in Melbourne. The picturesque par 70 course offers public access to excellent facilities and offers the experienced golfer an interesting challenge, while the santa anna couch fairways are not too daunting a challenge for beginners. Ringwood offers 18 holes of golf, golf shop, 3 practice putting greens, 2 warm up nets, indoor teaching facilities and the Mister Fox Café.

Dorset, which is located in Croydon at the foothills of the Dandenong Ranges, offers a picturesque Par 69, 18-hole course, with a mix of long fairways and short holes. Opened in 1983 by the former City of Croydon, for the first 20 years of operation Dorset was leased out and run by a private company. In 2003 Council returned the operations of Dorset to Council staff, at which point the Ringwood team doubled its operations to include Dorset. Dorset offers 18 holes, golf shop, and a large practice putting green.

Council wants to ensure golf within the municipality is sustainable into the future and as such, is undertaking a strategic review and future direction study of Maroondah Golf to establish the long-term direction. The key activities to be undertaken as part of the Strategy include:

#### Stage 1

- Complete comprehensive situational analysis;

**MAROONDAH GOLF STRATEGIC REVIEW Cont'd**

**ITEM 1**

- Identify sport participation trends, golf participation trends, golf industry trends and golf facility innovation; and
- Develop strategic directions

Stage 2

- Develop potential design concept ideas and prepare associated detailed business cases

This report provides a summary of the outcomes of Stage 1 of the Review.

**ISSUE / DISCUSSION**

Golf is one of Australia's most popular participation sports. It delivers valuable wellbeing, social, environmental and economic benefit to local communities. In recent years nearly 2.1 million Australians have 'swung a golf club' at a golf course, driving range, mini-golf course or virtual golf lounge.

Traditionally the health of Australian golf has been viewed by many through the lens of 'golf club membership'. Whilst this segment of the golf population has experienced decline since the mid-1990s, consistent with other organised sports, it only represents 34% of the golfer market (ie those that played a round of golf) and 20% of the broader golf participant market (swung a golf club).

There are many opportunities for golf facilities to grow their business when properly positioned, taking account of community demand. Whilst it is important for golf facilities to continue to provide golf experiences for the 'traditional' market, there is an opportunity to provide different golf experiences to target broader audiences and larger markets.

Traditional trends within sports participation are being challenged and contemporary golf facilities are responding in innovative ways. There are many examples of golf facilities that have diversified and broadened their offerings, and successfully engaged with a wider audience.

Maroondah Golf has an important role to play in both activating open space, and evolving its facilities, services and experiences to meet the future of sport participation.

Dorset and Ringwood golf courses experience high levels of golf round visitation, with Ringwood considered a high-volume facility and is ranked the busiest public golf courses in metropolitan North-East Melbourne.

It is opportune that Council owns two 18-hole golf facilities. This provides opportunities to potentially maintain a 'traditional' golf experience at one facility and creating 'contemporary' and golf entertainment experiences at the other. Evolving and diversifying Maroondah Golf's facilities, services and experiences will increase visitation and deliver improved financial and service delivery outcomes for the community.

**MAROONDAH GOLF STRATEGIC REVIEW Cont'd**

**ITEM 1**

'Contemporary' elements identified for consideration in Stage 2 of the Review, include new:

- short-format golf course;
- golf driving range;
- premium mini-golf;
- golf pavilion and precinct; and/or
- virtual golf lounge

Given the constraints of available land at each golf facility, any introduction of new 'contemporary' elements at either Dorset or Ringwood will likely result in the modification of the golf courses, and the use of land currently used for golf holes.

The provision of high-quality food and beverage service is a valuable offering for golf facilities. As demonstrated, the Mister Fox café at Ringwood contributes to driving additional visitation by non-golfers, and provides an enhanced complementary food and beverage experience to golf customers.

There is an opportunity to enhance the hospitality offering at both golf facilities, and incorporate an expanded food, beverage and functions / events service. The resident golf clubs are an important customer group and ways in which to incorporate their needs, with multi-purpose areas, will be considered and addressed in any future development plan.

**FINANCIAL / ECONOMIC ISSUES**

In the short to medium-term, the focus is on improving and delivering sustainable performance via maintaining and growing golf rounds visitation and yield.

Any business cases developed as part of Stage 2 of the Review, will include detailed financial models (visitation, revenue and expenditure), whole of lifecycle costs, potential funding models for capital investment, management model, opportunities to enhance service levels and strategic partnerships.

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

It is important for golf facilities to continue to provide golf experiences for the traditional market, but there is a clear opportunity for golf facilities to be market-focused and provide different golf experiences to target broader audiences and larger markets, and generally respond to community demand.

Evolving and diversifying Maroondah Golf's facilities, services and experiences will increase visitation, and provide enhanced service delivery outcomes for the community.

**MAROONDAH GOLF STRATEGIC REVIEW Cont'd**

**ITEM 1**

**COMMUNITY CONSULTATION**

Detailed research, via surveys, was undertaken to better understand relevant behaviours, opinions and the facility aspirations of Maroondah Golf's current customers and immediate local community.

The objectives of the research were to obtain insights into customers' and the local community's current attendance activity at each Maroondah Golf facility, participation drivers, satisfaction / importance with current facilities and services, and facility and service aspirations.


The research methodology and approach included the following:

- Data Collection via quantitative research: online + manual survey; and
- Distribution & Promotion: E-mail (Maroondah Leisure members and Maroondah Golf user groups), letterbox distribution to nearby homes and actively supported by Council communications and onsite promotion

**CONCLUSION**

The Maroondah Golf Strategic Review Stage 1 report provides Council with the opportunity to determine the future directions and strategies for Maroondah Golf, and the key elements to be further explored in Stage 2, so that Council can effectively plan for the continued improvement to Council facilities and their future development.

**ATTACHMENTS**

1.  WellPlayed - Maroondah Golf Strategic Review STAGE 1

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL**

1. **RECEIVES THE MAROONDAH GOLF STRATEGIC REVIEW (REVIEW) STAGE 1 REPORT AND ENDORSES THE STRATEGIC DIRECTIONS CONTAINED THEREIN**
2. **PROCEEDS WITH THE DEVELOPMENT OF STAGE 2 OF THE REVIEW WITH THE OUTCOMES TO BE REPORTED TO THE COUNCIL MEETING ON THE 15 JULY 2019**

**UPDATE ON ACTIVITIES OF THE MAROONDAH DISABILITY  
ADVISORY COMMITTEE**

**ITEM 1**

**PURPOSE**

The purpose of this report is to update Council on the activities of the Maroondah Disability Advisory Committee during the 2018 calendar year.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 1: 2017-2018) provide the strategic framework that underpins the purpose of this report.

Outcome Areas:

An accessible and connected community

An inclusive and diverse community

Our Vision: Maroondah is an inclusive community where social connections are strong across generations and diversity is embraced and celebrated.

Key Directions 2017 – 2018:

- 5.1 Ensure public buildings are accessible to people of all ages and abilities and promote high levels of accessibility in commercial premises.
- 5.3 Ensure events and festivals are accessible for people of all ages and abilities.
- 7.1 Ensure accessibility and social inclusion principles are considered in the planning, delivery and evaluation of facilities and services.
- 7.2 Encourage programs and initiatives that raise awareness of accessibility issues and deliver improved access to facilities and services for all ages and abilities.

**BACKGROUND**

The Maroondah Disability Advisory Committee (the Committee) was established in 2010. Since that time, it has provided important linkages between Council, people with disabilities and their carers. Through advice and advocacy, the Committee promotes social inclusion and participation of people with a disability in the community.

The Committee consists of up to 14 members. This comprises of a maximum of six positions for people with a disability, two positions for carers of people with a disability (including one carer of a child), a maximum of three service providers, two Councillors and at least one Council Officer.

Whilst playing an important role, the Committee has no delegated authority to make decisions and acts in an advisory capacity to Maroondah City Council. Meetings are held bi-monthly, except in January & December, and are conducted in accordance with Council's meeting procedures.

**UPDATE ON ACTIVITIES OF THE MAROONDAH DISABILITY ADVISORY COMMITTEE Cont'd** **ITEM 1**

The chair of the Committee is a Councillor as appointed by Council. The Committee chairperson for 2018 was Cr Kylie Spears. The other delegated Council representative during 2018 was Cr Tony Dib.

**ISSUE / DISCUSSION**

In 2018, the Maroondah Disability Advisory Committee successfully actioned the following objectives consistent with its Terms of Reference.

**Objective 1**

Provide advice to the Council on policy, programs, service development, research initiatives and planning issues in relation to people with disabilities at a strategic and operational level.

- **Consultation was undertaken with the Committee on the following:**
  - **Croydon Community Precinct project during the early concept stage**
  - **Design of Croydon Town Square**
  - **Changes to Council's Street Activities Policy**
  - Reimagining Tarralla Creek Project, with an opportunity to provide feedback on Melbourne Water's concept design
  - Development of the HE Parker multi-sports complex including discussions relating to ramp access, accessible seating for spectators and a Changing Places facility with a shower
  - Ringwood Lake Park play space and inclusive play equipment/environment Further consultation is planned in 2019 to review the play space for future design ideas for other play areas
  - Realm Extension with the opportunity for feedback on the design. in particular, sensory needs within Realm Extension and Council's ability to employ people with disabilities
  - Proposed Karralyka redevelopment with further discussions planned for 2019.
- **A letter of support for the Australian Building Codes Board NCC 2019 Vol 1 was submitted by Cr Kylie Spears on behalf of the Committee, regarding an inclusion to the Unisex Accessible Sanitary Compartments Additional Features seeking to encourage a consistent design and building approach for multi-residential, commercial, industrial, and public assembly buildings**
- Feedback was sought on Council's Draft Parking Framework
- A Committee member reported slippery floors at Aquahub. The floor was fully gurnied and is being regularly monitored
- Advice was sought from the Committee regarding the Maroondah Leisure Pricing Policy.
- New Aquahub gym equipment was reviewed with an invitation for members to visit the gym for a trial

**UPDATE ON ACTIVITIES OF THE MAROONDAH DISABILITY ADVISORY COMMITTEE Cont'd** **ITEM 1**

- An update on Council's Disability Discrimination Act Construction Program with the opportunity to comment on possible future projects.

**Objective 2**

*Provide advice and guidance in relation to strategies for effective consultation and collaboration in Council activities with a diverse range of stakeholders reflective of the Maroondah community.*

- The Committee was consulted and invited to participate in the Rawcus Flash Mob held in Ringwood Town Square during October 2018. A review was undertaken with Committee members with suggestions provided on how to ensure future flash mobs continue to be inclusive
- Feedback was provided regarding an online youth resource
- Council's Community Engagement Officer attended a meeting to discuss effective engagement methods for people with disabilities.

**Objective 3**

*Provide advice to Council in the development and review of the Disability Policy and Action Plan.*

- The Committee reviewed the implementation progress of priority actions from Disability Policy and Action Plan 2014-2018
- Discussion was held on possible consultation options for the next Disability Policy and Action Plan 2019-2021
- A consultation workshop was held with the Committee in September 2018 regarding key issues facing people with disabilities, with consideration to how Council can look at dealing with these issues. Discussion was also held to identify what Council has been doing well within the disability sector.

**Objective 4**

*Promote the positive image of people with a disability within the municipality of Maroondah.*

- Members of the Disability Advisory Committee were involved in several photo shoots depicting people with disabilities out and about in Maroondah
- A Committee member provided advocacy to Public Transport Victoria and the Member for Croydon (MLA) regarding some of the challenges he faces with the Croydon Railway Station
- Council was provided with positive feedback regarding the playspace redevelopment at Ringwood Lake Park from a community member who is a carer of a son with cerebral palsy

**UPDATE ON ACTIVITIES OF THE MAROONDAH DISABILITY ADVISORY COMMITTEE Cont'd** **ITEM 1**

- *A Committee member was part of the team who commenced the Pathways for Carers program. She continues to run the program which won the LGPro Aged & Disability Services Award-**Outstanding program/project – non-grant based (funded and resourced by a Council) program or project***
- A number of members participated in Council's Volunteer Recognition Evening 2018.

**FINANCIAL / ECONOMIC ISSUES**

Not Applicable

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Not Applicable

**COMMUNITY CONSULTATION**

The Maroondah Disability Advisory Committee is a key community consultation and advisory conduit between Council and the Maroondah community. A broad range of consultation has been undertaken through this committee over the past twelve months.

**CONCLUSION**

Over the past twelve months, the Maroondah Disability Advisory Committee has provided invaluable information, advice and advocacy to Council and the community on a range of disability matters. It has contributed to the Maroondah community being a more accessible and inclusive place for people of all ages and abilities.

**ATTACHMENTS**

1.  Maroondah Disability Advisory Committee 2018 achievement report

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL NOTES THE ACTIVITIES OF THE MAROONDAH DISABILITY ADVISORY COMMITTEE DURING THE 2018 CALENDAR YEAR IN ACCORDANCE WITH OBJECTIVES OUTLINED IN THE COMMITTEE'S TERMS OF REFERENCE**

**AMENDMENT C107 RUSKIN PARK NEIGHBOURHOOD  
RESIDENTIAL ZONE**

**ITEM 2**

**PURPOSE**

To consider the Planning Panel recommendations in relation to Maroondah Planning Scheme Amendment C107, which proposes to introduce the Neighbourhood Residential Zone (NRZ) into the area known as Ruskin Park, adopt the Amendment in accordance with this report and submit the Amendment to the Minister for Planning for consideration and approval.

**STRATEGIC / POLICY ISSUES**

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

Outcome Area: An attractive, thriving and well-built community.

Our Vision: In 2040, Maroondah will be an attractive community with high quality residential and commercial areas incorporating infrastructure that meets the needs and aspirations of all ages and abilities. A diverse range of housing options will be available and thriving activity centres will provide a broad range of facilities and services that meet community needs.

Key Directions 2017 – 2021:

- 6.1 Encourage high quality urban design that provides for a healthy, attractive and desirable built form.
- 6.7 Plan and facilitate the development of a community where everyone can live, work and play locally.
- 6.10 Develop and implement an urban form that enhances the desirable attributes of Maroondah to protect and value ridgelines, vegetation, neighbourhood character, local history, and cultural heritage.

**BACKGROUND**

The Maroondah Housing Strategy (2016) identifies priority action 5.2c which states:

*Prepare a planning scheme amendment for the rezoning of residential land in the Ruskin Park and Wonga Road precincts from GRZ to NRZ.*

Maroondah Planning Scheme Amendment C107 was prepared to rezone the area known as Ruskin Park (refer to Figure 1) from the General Residential Zone Schedule 1 (GRZ1) to the Neighbourhood Residential Zone Schedule 3 (NRZ3).

The purpose of Amendment C107 is to apply the Neighbourhood Residential Zone to Ruskin Park to ensure that the neighbourhood and landscape character of the area is managed in a manner that provides for an appropriate balance between the provision of vegetation and built form.

Ruskin Park is generally located south of Hull Street, north of Mt Dandenong Road, between Silverley Road and Emerson Street to the west and the eastern municipal boundary with the Shire of Yarra Ranges.

**AMENDMENT C107 RUSKIN PARK NEIGHBOURHOOD  
RESIDENTIAL ZONE Cont'd**

**ITEM 2**

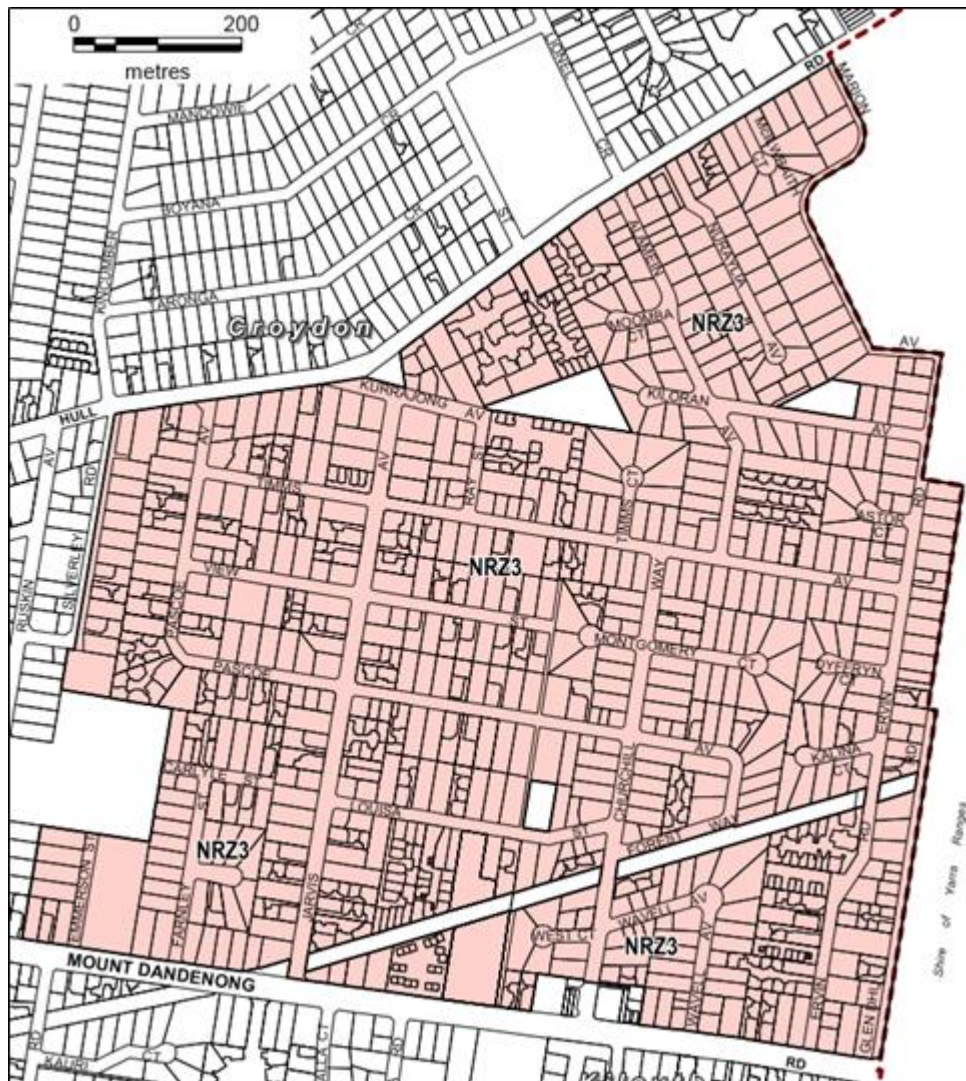


Figure 1: Ruskin Park area

Authorisation to prepare the Amendment was received from the Minister for Planning on 5 October 2016. The Amendment was placed on public exhibition from 5 November 2016 to 5 December 2016. 33 submissions were received, and a summary of the submissions is outlined below:

**Supportive Submissions**

Supportive submissions suggested that the Amendment will:

- Reduce further over development;
- Respond to community concerns about vegetation loss;
- Help preserve the existing character of the area;
- Ensure development is well planned for;

**AMENDMENT C107 RUSKIN PARK NEIGHBOURHOOD  
RESIDENTIAL ZONE Cont'd**

**ITEM 2**

- Prevent increased street traffic volumes and on street carparking impacts.

**Unsupportive Submissions**

Unsupportive submissions suggested that the Amendment:

- Is not consistent with planning policy and the Maroondah Housing Strategy;
- Will impact on development potential and property values;
- Does not reflect the level of environmental character;
- Will have limited impact on tree canopy given the application of the Significant Landscape Overlay Schedule 4;
- Process provided inadequate opportunity for community consultation;
- Did not reflect the views of the wider community beyond those of the Ruskin Park Residents Association.

At its meeting on 20 February 2017 Council requested that the Minister for Planning appoint an independent planning panel to consider the submissions received. In response to Council's request, Panels Victoria appointed a Panel to consider the issues raised by submitters. The Directions Hearing took place on 27 August 2018 and the Panel Hearing took place on 21 November 2018 and 21 February 2019.

The Panel Report recommendation was received by Council on 28 February 2019.

**ISSUE / DISCUSSION**

At the Directions Hearing the implications of Amendment VC110 were discussed in detail. Amendment VC110 introduced state-wide reforms to the new residential zones and were introduced on 27 March 2017, after the exhibition of Amendment C107.

Amendment VC110 made changes to the NRZ as follows:

- A revised purpose
- A requirement to include character objectives for the area
- Removal of the two dwellings per lot default limit
- Introducing a minimum garden area requirement
- Introducing a revised default mandatory height (increased to 9 metres and two storeys).

At the Directions Hearing, Council proposed to replace the NRZ3 (which already applied to a number of neighbourhood areas within the municipality) to the subject land, with a new neighbourhood specific Neighbourhood Residential Zone Schedule 6 - Ruskin Park (NRZ6) which:

- Included five neighbourhood character objectives

**AMENDMENT C107 RUSKIN PARK NEIGHBOURHOOD  
RESIDENTIAL ZONE Cont'd**

**ITEM 2**

- Retained all other elements of the exhibited NRZ3.

The Panel was of the view that the changes to the Amendment were not transformative, however agreed that further notification of the proposed changes should be provided to all submitters.

The Panel considered all written submissions made in response to Amendment C107, observations from its site visits, and submissions and evidence and other material presented to it during the Hearing.

The Panel concluded:

- That the Ruskin Park neighbourhood has a unique landscape character that warrants recognition and protection.
- The NRZ is the right planning tool to recognise and protect the identified character of the area.
- The NRZ as amended (NRZ6) and included in Appendix D of the Panel Recommendation, is appropriate and strategically justified.

The Panel recommended that Maroondah Planning Scheme Amendment C107 be adopted as exhibited subject to the following:

- Replace the proposed Neighbourhood Residential Zone Schedule 3 with the Neighbourhood Residential Zone Schedule 6 as shown at Appendix D of the Panel Report Recommendation.

Attachment 1 details the Maroondah C107 Panel Report.

Attachment 2 details the NRZ6 to be adopted and submitted to the Minister for Planning for consideration and approval.

**FINANCIAL / ECONOMIC ISSUES**

The costs associated with the preparation and implementation of the Amendment will be met through the existing Council budget.

**ENVIRONMENTAL / AMENITY ISSUES**

Environmental and amenity issues were considered during the preparation of the Amendment.

**SOCIAL / COMMUNITY ISSUES**

Environmental and amenity issues were considered during the preparation of the Amendment.

**COMMUNITY CONSULTATION**

Amendment C107 was exhibited in accordance with Section 19 of the Planning and Environment Act 1987. The Amendment was placed on public exhibition from 5 November 2016 to 5 December 2016.

**AMENDMENT C107 RUSKIN PARK NEIGHBOURHOOD  
RESIDENTIAL ZONE Cont'd**

**ITEM 2**


**CONCLUSION**

Amendment C107 is a priority action of the Maroondah Housing Strategy. It is consistent with State and local planning policy. The Planning Panel considered all submissions received as a result of exhibition of the Amendment and recommends to adopt the Amendment.

To ensure that the neighbourhood and landscape character of Ruskin Park is managed in a manner that provides for an appropriate balance between the provision of vegetation and built form the NRZ is the most appropriate zone. NRZ6, as detailed in the Panel Report, appropriately responds to the purpose of Amendment C107.

It is therefore considered appropriate to adopt Amendment C107 in accordance with the Panel's recommendation and submit the Amendment to the Minister for Planning for consideration and approval.

**ATTACHMENTS**

1.  Maroondah C107 Panel Report
2.  Neighbourhood Residential Zone Schedule 6

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL ADOPTS AMENDMENT C107 IN ACCORDANCE WITH ATTACHMENT 2 AND SUBMITS IT TO THE MINISTER FOR PLANNING FOR CONSIDERATION AND APPROVAL IN ACCORDANCE WITH THE PANEL'S RECOMMENDATION**

**DRAFT DISABILITY POLICY AND ACTION PLAN**

**ITEM 3**

**PURPOSE**

Council has developed a draft Maroondah Disability Policy and Action Plan 2019-2021. This draft Plan is presented for Council authorisation to release on public exhibition.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 2: 2018-2019) provide the strategic framework that underpins the purpose of this report.

Outcome Area: An accessible and connected community

Our Vision: In 2040, Maroondah will be an accessible community for all ages and abilities with walkable neighbourhoods, effective on and off-road transport networks and access to a range of sustainable transport options.

Key Directions 2018 – 2019:

- 5.1 Ensure public buildings are accessible to people of all ages and abilities, and promote high levels of accessibility in commercial premises
- 5.2 Work in partnership to provide improved accessibility and safety for transport users across all modes
- 5.3 Ensure events and festivals are accessible for people of all ages and abilities
- 7.1 Ensure accessibility and social inclusion principles are considered in the planning, delivery and evaluation of facilities and services
- 7.2 Encourage programs and initiatives that raise the awareness of accessibility issues and deliver improved access to facilities and services for all ages and abilities
- 2.6 Work in partnership to promote local employment opportunities for marginalised and disadvantaged population groups
- 2.12 Broker community to government to business partnerships that build social capital, create community connections and foster a culture of corporate social responsibility
- 1.11 Work in partnership to address and promote awareness of mental health issues within the community

Priority Action 2018-2019:

Develop and commence implementation of a new Disability Policy and Action Plan

**BACKGROUND**

A new draft Maroondah Disability Policy and Action Plan 2019-2021 has been developed. This Plan outlines Council's commitment and strategic direction in supporting a more accessible and socially inclusive community over the next three years, in accordance with the community outcome priorities identified in Maroondah 2040: Our future together.

**DRAFT DISABILITY POLICY AND ACTION PLAN Cont'd****ITEM 3**

The Plan is a statutory requirement that is prepared in terms of the requirements set out in the Disability Act 2006. This Act reinforces that people with disabilities have equal rights as members of the community to participate in decision making, access to information, communication and support. Council is required to report annually in its Annual Report on the progress of the Plan.

The draft Plan will extend until 30 June 2021 to align the lifecycle with development of the Maroondah Health and Wellbeing Plan 2021-2025.

**ISSUE / DISCUSSION**

The new Plan will replace the Disability Policy and Action Plan 2014-2018 which has guided Council's work to address the aspirations and priorities of people with disabilities in Maroondah.

Through implementing actions in the previous Plan, Council has assisted in the delivery of multiple services including:

- Providing NDIS transition assistance;
- Improving disability facilities and access points in public places;
- Promoting the use of the mobile restroom Marveloo;
- Introducing Changing Places to Australia;
- Commencing the Pathways for Carers Program;
- Providing Mental Health First Aid training for the community;
- Facilitating the Access Focus Group to provide advice on the Eastland redevelopment;
- Facilitating workshops and activities to support the development of people with disabilities and their carers at multiple levels; and
- Updating Council's website to be WCAG2.OAA compliant and include core pages in easyEnglish and ReadSpeaker

The draft Disability Policy and Action Plan 2019-2021 has been developed through examining and identifying local data, considering relevant government legislation and engaging with the community to determine the issues that matter to them. This process has resulted in the identification of key strategies for people with disabilities and their families.

Council acknowledges the valuable contribution of the Maroondah Disability Advisory Committee (MDAC) in the development of this draft Disability Policy and Action Plan 2019-2021. The MDAC comprises people with a disability, carers, service providers, Council Officers and is chaired by Deputy Mayor Councillor Kylie Spears.

**FINANCIAL / ECONOMIC ISSUES**

Not Applicable

**DRAFT DISABILITY POLICY AND ACTION PLAN Cont'd****ITEM 3****ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

Council has undertaken a review of relevant data on disability to assist in the development of priority actions for the draft Disability Policy and Action Plan 2019-2021.

At the time of the 2016 Census of Population and Housing, the City of Maroondah had a total of 5,482 (5.0% of total population) residents living with a profound or severe disability, who require assistance with daily activities. Ringwood, Ringwood East, and Warranwood are identified as having the highest percentage of people living with disabilities.

In Maroondah, 47.6% of the population over 85 are identified as in need of assistance with daily activities or living with disabilities. There are more females living with a profound or severe disability in Maroondah than there are males.

Maroondah has almost double the number of people providing unpaid care as they have people in need of assistance. An unpaid carer is defined as a person who provides care or help to a person with a profound or severe disability, or problem long term illness or old age without receiving payment.

For people who live with a profound or severe disability, education and employment can be difficult to access. The percentage of population in need of assistance who are unemployed and looking for work is greater in Maroondah than both the Eastern Metropolitan Region (EMR) and Greater Melbourne.

**COMMUNITY CONSULTATION**

In developing this draft Disability Policy and Action Plan 2019-2021, consultation was undertaken with internal and external stakeholders. Input was sought through a range of engagement activities including Café Consult at the Maroondah Festival; consultation with Council's Disability Advisory Committee, a community survey available online and in hard copy; interviews with representatives of local disability organisations, and workshops with Council service areas.

It is proposed that this draft Disability Policy and Action Plan 2019-2021 is placed on public exhibition for a four week period from 20 March 2019 to 17 April 2019. Copies of the draft Plan will be made available on Council's website and at Council service centres in Braeside Avenue, Ringwood; Civic Place, Croydon and Realm. An advertisement will be placed in the Maroondah Leader newspaper.

The public exhibition process for the draft Disability Policy and Action Plan 2019-2021 will include:

- Copies of the draft Plan will be made available on Council's website, local libraries, and at Council service centres in Braeside Avenue, Ringwood; Civic Place, Croydon and Realm.
- An advertisement will be placed in the Maroondah Leader newspaper inviting community feedback from the community on the draft Disability Policy and Action Plan 2019-2021.

**DRAFT DISABILITY POLICY AND ACTION PLAN Cont'd****ITEM 3**


Written submissions will be received until 5pm, 17 April 2019.

Once community feedback is considered, the draft Disability Policy and Action Plan 2019-2021 will be amended as appropriate and be brought back to Council for formal endorsement. This is scheduled for the Council Meeting on 29 April 2019.

**CONCLUSION**

Council has developed a draft Maroondah Disability Policy and Action Plan 2019-2021 after undertaking extensive background research, analysis of issues and community consultation. This draft Plan is presented for Council authorisation to release on public exhibition.

**ATTACHMENTS**

1.  Draft Maroondah Disability Policy and Action Plan 2019-2021 - 6 March 2019

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL PLACES THE DRAFT DISABILITY POLICY AND ACTION PLAN 2019-2021 ON PUBLIC EXHIBITION FOR A FOUR WEEK PERIOD FROM 20 MARCH 2019 TO 17 APRIL 2019**

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN****ITEM 1****PURPOSE**

The Maroondah Parking Framework July 2018 and Action Plan 2018-2021 outlines how Council will manage and plan for our community's future parking needs. It describes Council's vision for the management of parking; identifies relevant policies and considerations that will inform decisions about parking; and establishes an action plan to help Council meet its objectives and responsibilities in relation to parking over the next four years.

The framework responds to the community priorities expressed in Maroondah 2040 Community Vision and recognises the important contribution parking will make to the achievement of these objectives.

The purpose of this report is to seek endorsement of the Maroondah Parking Framework & Action Plan July 2018.

**STRATEGIC / POLICY ISSUES**

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 2: 2018-2019) provide the strategic framework that underpins the purpose of this report.

Outcome Area:

A safe, healthy and active community

An accessible and connected community

A vibrant and culturally rich community

A clean, green and sustainable community

An attractive, thriving and well-built community

An inclusive and diverse community

A well governed and empowered community

A prosperous and learning community

Our Vision: In 2040, Maroondah will be an accessible community for all ages and abilities with walkable neighbourhoods, effective on and off-road transport networks and access to a range of sustainable transport options.

Key Directions 2018 – 2019:

- 1.1 Work in partnership to address community safety issues, with a focus on activity centres, public spaces, roads and public transport.
- 5.2 Work in partnership to provide improved accessibility and safety for transport users across all modes.
- 3.2 Provide a diverse range of engaging entertainment spaces, events and activities.

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN  
Cont'd**

**ITEM 1**

- 4.14 Support, educate and build the capacity of our community to make more environmentally sustainable lifestyle choices.
- 6.1 Encourage high quality urban design that provides for a healthy, attractive and desirable built form
- 6.7 Plan and facilitate the development of a community where everyone can live, work and play locally.
- 7.1 Ensure accessibility and social inclusion principles are considered in the planning, delivery and evaluation of facilities and services.
- 8.1 Provide enhanced governance that is transparent, accessible, inclusive and accountable
- 2.14 Facilitate the enhancement and revitalisation of industrial and commercial precincts that maximise investment, promote diverse job opportunities and provide for value adding industries.

Priority Action 2017-2021:

- Develop a Maroondah Carparking Framework incorporating a Parking Policy, updates to parking strategies and permit systems
- Implement the Maroondah Carparking Framework action plan
- Plan and implement carparking improvements in the Ringwood Metropolitan Activity Centre and the Croydon Activity Centre
- Improve carparking in the Heathmont and Ringwood East neighbourhood centres

**BACKGROUND**

With population growth and increasing vehicle numbers, demand for parking space in Maroondah has never been greater. In many instances, parking demand already exceeds parking availability at peak times in and around activity centres. As the density of urban development increases – particularly in the Ringwood and Croydon activity centres – parking supply is likely to come under even greater pressure.

Over the years, Council has managed parking through the application of specific strategies for Ringwood and Croydon Activity Centres, and the Maroondah Hospital, as well as through the consistent operational approach of reactively assessing parking issues on a case-by-case basis, and applying appropriate parking measures, subject to the competing land-use needs.

**ISSUE / DISCUSSION**

The Maroondah Parking Framework July 2018 is attached to this Report and sets out background context, discussion, a Vision, Guiding Principles and Key Directions with regard to the future management and consideration of parking in Maroondah.

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN  
Cont'd**

**ITEM 1**

While our community sees the availability of public parking as important, it should also be recognised that it should not be the dominant (or only) factor in determining land use and amenity outcomes.

Council needs to consider how our parking resources can be managed in a manner that strikes an appropriate balance between diverse objectives and contributes to the realisation of our community's vision for the municipality, as expressed in Maroondah 2040.

The Maroondah Parking Framework July 2018 sets out the following vision for parking in Maroondah;

"...parking in Maroondah will be highly valued, well considered and carefully managed, contributing towards the achievement of the future outcomes that underpin Maroondah 2040."

The Guiding Principle in the Framework is as follows;

"Parking is a valuable resource that can deliver substantial public and private good when allocated effectively and efficiently. However, parking is only one of many factors that will play an important role in the future vibrancy and prosperity of Maroondah. In this context, parking will not be the determining factor for decisions about land-use across the municipality."

The Key Directions are:

"In managing parking in the City of Maroondah, Council will:

- ensure appropriate consideration of land use and amenity outcomes in the context of the overall objectives of Maroondah 2040;
- apply a balanced, transparent, contemporary approach that reflects best practice;
- support outcomes that enhance traffic safety, promote increased use of sustainable transport modes, and allow for emerging technologies and future trends;
- recognise that parking is a limited resource that has a value which – when warranted – should be reflected through appropriately priced paid parking or paid permit schemes in areas and times of high demand; and
- implement efficient and effective operational arrangements that support fair access to parking and enforce the strategic outcomes sought through parking management or permit schemes"

The Maroondah Parking Framework July 2018 lists a series of areas of which parking matters are often related to, and that can be reconsidered going forward in a consistent manner, in terms of applying the vision, guiding principle and key directions listed above. These areas are:

- General Approach to Local Parking Issues
- Development & Planning Provisions
- Parking Strategies

## **MAROONDAH PARKING FRAMEWORK & ACTION PLAN Cont'd**

## **ITEM 1**

- Parking Permits
- Enforcement
- Car Share
- Paid Parking
- Emerging Technologies
- Planning Scheme Rates

In support of the Maroondah Parking Framework July 2018, a 4-year action plan has also been developed and is attached to this report. This plan sets out a series of actions that will allow Council to continue to manage parking in a manner that is consistent with community expectations, and in alignment with the intent of the Parking Framework.

The key actions are:

- Draft generic parking guidelines for site-specific land use areas (other than Ringwood & Croydon Activity Centres)
- Review and update parking strategies for Croydon & Ringwood Activity Centres
- Develop a car parking contributions scheme to support new land uses in the Ringwood MAC where parking provision is not practical or is cost prohibitive
- Review and update parking permit processes (and fees) for all areas including the Ringwood and Croydon Activity Centres.
- Investigate paid parking schemes (permits and times parking).
- Review the parking management strategy around Maroondah Hospital and implement changes as deemed necessary

As the action plan is completed, Council officers will report back to Council on individual actions and seek input and feedback on the community as required.

The draft Maroondah Parking Framework was exhibited for public consultation from the 10 October 2018 to 13 November 2018 in a variety of forums and primarily on our Maroondah Council YourSay web platform.

The YourSay Page included a summary of the document and a list of key outward facing actions.

The YourSay Page also included:

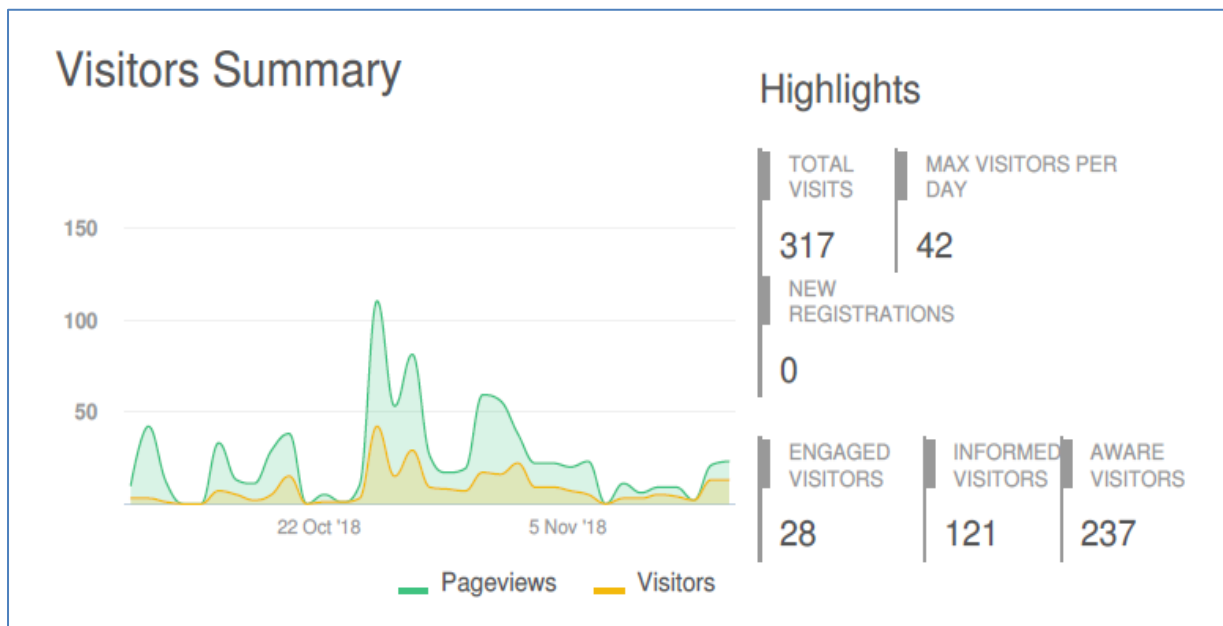
- A Quick Poll on the future of car ownership
- A Survey with the following questions

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN  
Cont'd**

**ITEM 1**

1. What do you think needs to be done to address the community's parking needs in the future?
  2. Would you like to see anything else included in the draft parking framework?
  3. Are there any other comments you would like to make on the draft parking framework?
  4. What is your gender?
  5. Age Group
  6. What suburb do you live in?
  7. Which of the following best describes your household?
  8. Do you own or have access to a car to get where you want to go?
- A user forum with three (3) topics; and
  - A general feedback area

A summary of the visitors to the YourSay page is as follows.



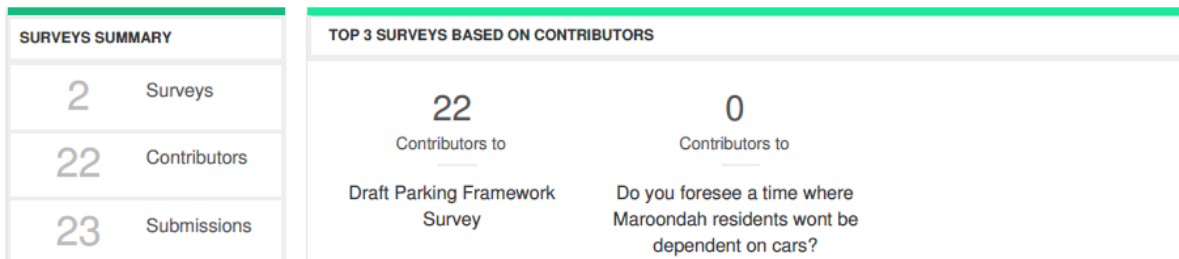
The framework document was downloaded 67 times.

DOCUMENTS	TOP 3 DOCUMENTS BASED ON DOWNLOADS	
2 Documents	60 Downloads	7 Downloads
58 Visitors	Maroondah Parking Framework PDF	Maroondah Parking Framework Word Version
67 Downloads		

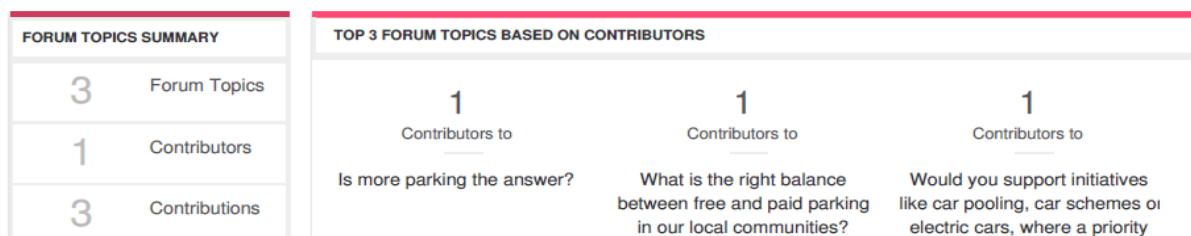
**MAROONDAH PARKING FRAMEWORK & ACTION PLAN  
Cont'd**

**ITEM 1**

There were 23 contributors to the survey.

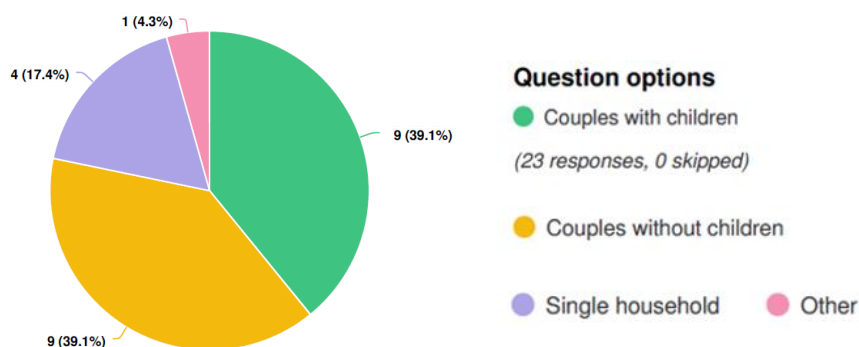


There were three contributors to the forum topic.

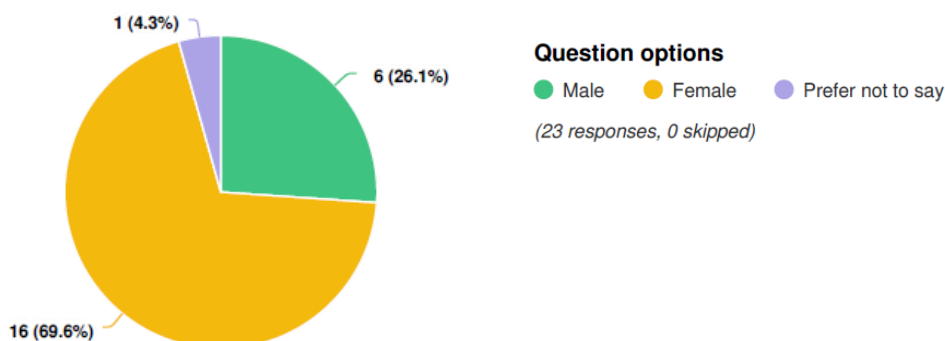


The demographics of the contributors to the survey are as follows:

Which of the following best describes your household?



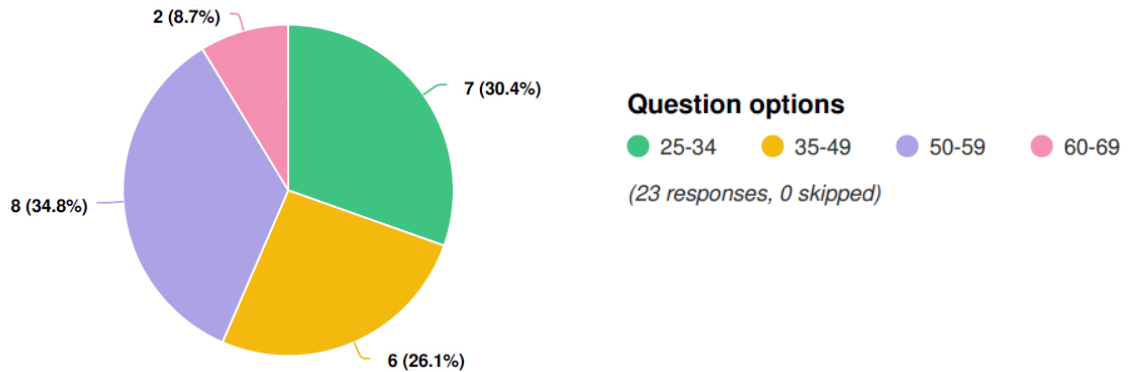
What is your gender?



MAROONDAH PARKING FRAMEWORK & ACTION PLAN  
Cont'd

ITEM 1

Into which age group do you fall?



The issues raised in answer to the survey questions can be summarised as follows:

- Accessibility (4)
- Appropriate Parking for Development (10)
- Station Parking (11)
- Better Public Transport / Alternative Modes (8)
- More Parking (1)
- Better Enforcement (1)
- Better Management of Residential Parking (4)
- More Bike Parking at Stations (2); and
- Against Paid Parking (6)

The comments provided by contributors to the survey questions is summarised as follows:

**1. What do you think needs to be done to address the community's parking needs in the future?**

*"I think we need to accept that motor vehicles are always going to be a major part of transport needs as we move towards an aging population. Positioning parking and accessible parking close to venues in increased numbers should be high on the council's agenda ..."*

*"I think the expectations of the Maroondah Community differ to inner city locations as they should, parking should be included in every development. Transport is not easily*

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN**  
**Cont'd**

**ITEM 1**

*accessible by all and when building large developments, we need to have some allowance for visitors, family etc.”*

*“Implement policies that encourage people to join car share schemes and increase their use of public transport. Multilevel car parks at or near railway stations would mean more people could park near trains and buses, without sacrificing more land to carparks.”*

**2. Would you like to see anything else included in the draft parking framework?**

*“Do not charge us for parking around public transport, people have to park where other transit options are not viable, ie: buses 30 minutes apart that take twice as long and require you to walk 10 minutes to board”*

*“More local bus services to encourage us all to use public transport rather than needing more cars per household. The bus services i.e. 380 runs too far apart and there are only a few over the weekends.”*

*“PTV should have to provide more carparking at Railway stations and resident permit parking should be brought in on local streets around all stations as there is now nowhere for locals to park”*

**3. Are there any other comments you would like to make on the draft parking framework?**

*“Happy to see the framework reflecting the 2040 vision principles, including encouraging the use of sustainable transport.”*

*“Prioritise equitable access and free parking please.”*

*“Think about how the vehicles increases are affecting residents, it is now unpleasant and dangerous driving around Ringwood...”*

*“Including share cars is a good strategy, however autonomous cars are still a way off for the average person. Electric vehicle infrastructure is a definite must.”*

*“Having adequate car parking available is an inevitable and invaluable part of life that cannot be altered for a 'public transport' route, especially in a young population where parents need to work and also have reasonable access to transport if something were to go wrong at childcare/kinder/school etc... “*

*“There needs to be better enforcement of parking regulations across the municipality, not just in areas with permits and restrictions, but in all areas, there is a significant amount of on street parking. Cars parked in inappropriate places create a significant safety risk and should be as much of a priority as proving access to sufficient parking.”*

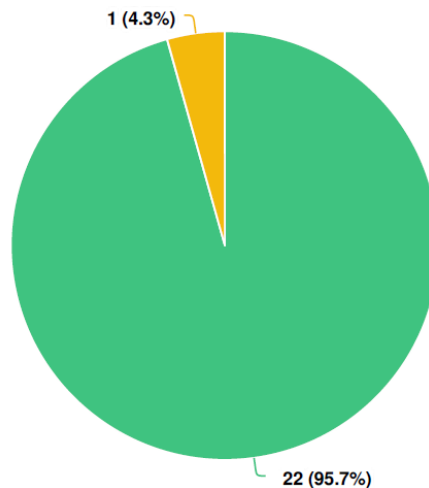
*“Residents thoughts need to be considered and included. Engineers, whilst highly skilled, should not be determining car park solutions alone - their solutions should consider resident feedback to meet the needs of community members and engineering standards.”*

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN**  
**Cont'd**

**ITEM 1**

*Do you own or have access to a car to get where you want to go?*

Do you own or have access to a car to get you where you want to go?



The results showed that 95.70% of contributors own or have access to a car.

Council's Engineers met with the Maroondah Youth Wellbeing Advocates (MYWA) on the 20 November 2018 to discuss the Parking Framework.

Specific to Maroondah, key messages from the MYWA include:

- The car is still the best and most convenient form of travel, and by extension parking is important
- The cost of owning and running a car is a major challenge for young people
- Public Transport options in Maroondah are very poor for general local travel, and for cross town destinations. If these were improved, there would be less reliance on cars
- On-demand travel services are becoming more of an option, and if they become a safe, convenient cost-effective alternative for travel, there may be a shift away from car ownership in the future

Key Issues raised through the consultation were:

***Railway Station Parking***

Railway Station parking was identified as a critical issue. The framework and action plan address the issue through existing advocacy, and under a number of planned actions.

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN  
Cont'd**

**ITEM 1**

Recent funding announcements in Ringwood and Croydon for multi deck carparking will assist in this regard and provide additional parking capacity.

***Development***

Land-use (Development) was identified as a critical issue. The framework acknowledges the issues, including within the guiding principles

*“ ..., parking will not be the determining factor for decisions about land-use across the municipality.”*

*“If too much parking is required of a new development, valuable land may be ‘locked up’ and the cost for underutilised parking passed on to tenants and building occupants. Conversely, parking rates that are set too low for a new development may lead to problems with parking overspill, which can adversely impact amenity and accessibility in nearby streets and limit access to parking for existing users.”*

*“Where access to parking and alternative transport options is poor, Council will advocate for developers to provide additional visitor and publicly accessible parking spaces as part of new developments.”*

*“In built-up areas where demand for parking is high, or where access to alternative modes of transport is good, public parking responses can be market-driven, with pricing determined in the context of the value provided to nearby developments.”*

*“Where access to parking and alternative transport options is poor, Council will advocate for developers to provide additional visitor and publicly accessible parking spaces as part of new developments.”*

***Accessibility, Paid Parking, Enforcement, Residential Parking & Public Transport***

All the issues raised above through the consultation are considered under the framework, and include relevant actions that will address the concerns.

Paid Parking may be controversial, but the Framework only references this as a viable parking management tool in areas of high demand. The action proposed allows for Council to consider this as a stand-alone item, where the merits and the pros and cons can be determined and decided upon.

A number of the actions are operational and will result in improvements in enforcement and the management of parking in residential areas.

Council will continue to advocate strongly for improved public transport.

**FINANCIAL / ECONOMIC ISSUES**

Invariably, parking has a cost. Be it either through the take up of land for parking, the activity of accessing a carparking space, the provision of parking for a development, or paid parking, there is a whole economy relative to the parking demand.

In relation to delivering the actions associated with the Maroondah Parking Framework, these will be funded by existing Council operational budgets.

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN  
Cont'd**

**ITEM 1**

**ENVIRONMENTAL / AMENITY ISSUES**

Parking pressure has a negative impact on the environment, as well as a direct impact on the amenity of residents and visitors of Maroondah.

Council receives many complaints on parking and the impact of high demand parking on residential amenity.

Parking needs and impacts vary according to the intensity and type of land use; often, parking associated with one land-use will spill over into adjacent areas, impacting nearby residents, businesses and other land users.

**SOCIAL / COMMUNITY ISSUES**

With population growth and increasing vehicle numbers, demand for parking in Maroondah is an ever-growing pressure. In many locations, parking demand already exceeds parking availability and as the density of urban development increases parking supply is likely to come under even greater pressure.

**COMMUNITY CONSULTATION**

Consultation was undertaken on the draft Maroondah Parking Framework between Monday 10 October and Wednesday 21 November, across a range of consultation and communication channels, including the Your Say Maroondah online consultation hub; social media; Council website; Eastern FM; Council's three service centres; and the Maroondah Youth Wellbeing Advocates.

In addition to the consultation detailed earlier in this report, the framework was distributed through the BizMaroondah team on the BizHub Maroondah page, and an associated Facebook campaign reached 1,123 people which resulted in 844 views and 8 link clicks.

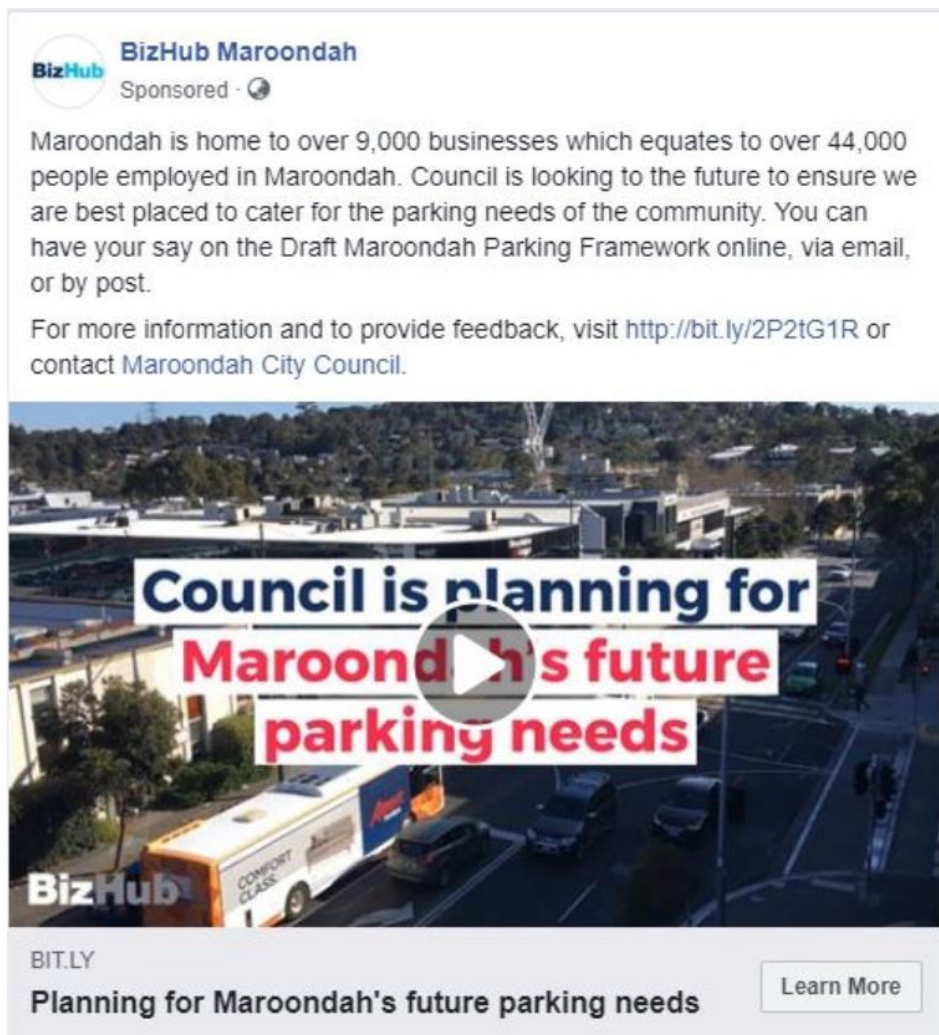
A video was created and placed on BizMaroondah social channels.



A link was also sent to BizMaroondah contacts which reached 5021 Inboxes and was read by 795 people. The views resulted in 86 responses.

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN**  
**Cont'd**

**ITEM 1**



**BizHub Maroondah**  
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Maroondah is home to over 9,000 businesses which equates to over 44,000 people employed in Maroondah. Council is looking to the future to ensure we are best placed to cater for the parking needs of the community. You can have your say on the Draft Maroondah Parking Framework online, via email, or by post.

For more information and to provide feedback, visit <http://bit.ly/2P2tG1R> or contact Maroondah City Council.

**Council is planning for Maroondah's future parking needs**

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**Planning for Maroondah's future parking needs** [Learn More](#)

The consultation campaign described in the report resulted in a reach of approximately 15,000 people. A total of 28 submissions were received from the community.

**CONCLUSION**

Parking is a valuable resource that makes an important contribution to the achievement of the future outcomes our community has identified through Maroondah 2040. With population growth and more intensive development, we need to rethink the way we allocate, manage and price parking options, to help ensure our parking resources can continue to meet the needs of local road users, businesses and residents into the future.

The adoption of the Maroondah Parking Framework and the implementation of the action plan will allow for Council to manage, plan and respond to parking issues in a manner consistent with community expectation, and in line with the Maroondah 2040 vision.

The key points and issues raised during the consultation are generally well covered under the proposed Parking Framework and Action Plan. This resulted in positive feedback on the strategic nature of the document, and its alignment with Maroondah 2040. There were also

**MAROONDAH PARKING FRAMEWORK & ACTION PLAN  
Cont'd****ITEM 1**

no submissions that raised concern with the overall Framework, the Vision, the Guiding Principle or the Key Directions.

Given the consultation undertaken, and positive feedback received on the draft framework and action plan, it is recommended that Council consider formal endorsement of the Parking Framework and Action Plan. If endorsed, the document will be published on Council's website and the actions will be formally commenced and reported back to the community.

**ATTACHMENTS**

1.  Maroondah Parking Framework Action Plan 2018-2021
2.  Maroondah Parking Framework Action Plan 2018-2021

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION****THAT COUNCIL**

1. **ENDORSES THE MAROONDAH PARKING FRAMEWORK JULY 2018, AND MAROONDAH PARKING FRAMEWORK ACTION PLAN 2018-2021**
2. **OFFICERS COMMENCE THE IMPLEMENTATION OF THE MAROONDAH PARKING FRAMEWORK ACTION PLAN, AND REPORT BACK TO COUNCIL AS REQUIRED ON THE VARIOUS ACTIONS AS THEY ARE DELIVERED**

## HULL ROAD, CROYDON ON ROAD BICYCLE LANE

ITEM 2

### PURPOSE

The purpose of this report is to provide an update to Council on the Hull Road on-road bicycle lane proposal.

### STRATEGIC / POLICY ISSUES

The following directions contained in Maroondah 2040: Our Future Together and the Council Plan 2017-2021 (Year 2: 2018-2019) provide the strategic framework that underpins the purpose of this report.

Outcome Area: An accessible and connected community.

Our Vision: In 2040, Maroondah is an accessible community for all ages and abilities with walkable neighbourhoods, effective on and off-road transport networks, and access to a range of sustainable transport options.

Key Directions 2018 – 2019:

- 5.5 Improve the efficiency of Maroondah's road network through effective asset management, maintenance and renewal works
- 5.6 Advocate for and encourage the use of sustainable transport by enhancing local access to public transport nodes, supporting behaviour change initiatives and enhancing the pedestrian and cycling network, including the provision of on-road bicycle lanes

### BACKGROUND

Hull Road between Dorset Road and the 5-Ways roundabout is a 1.8 km length of higher order arterial road under the management of VicRoads. Hull Road connects the Croydon Major Activity Centre (MAC) via Hewish Road with Mooroolbark, carries approximately 20,000 vehicles per day, and forms part of the 689 Croydon to Montrose Bus Route.

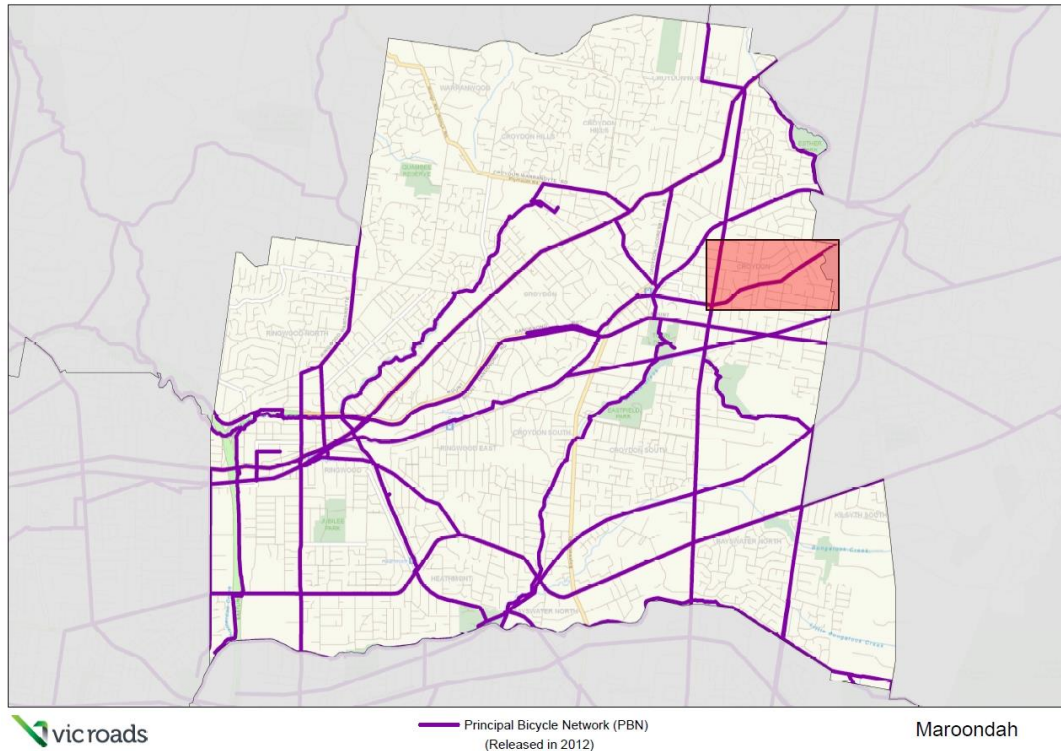


Figure 1. Hull Road Locality Plan

**HULL ROAD, CROYDON ON ROAD BICYCLE LANE Cont'd**

**ITEM 2**

Strategically, VicRoads has designated the road as part of the Principal Bike Network (PBN). The PBN is a network of proposed and existing cycle routes that help people cycle for transport, and provide access to major destinations in Victoria.



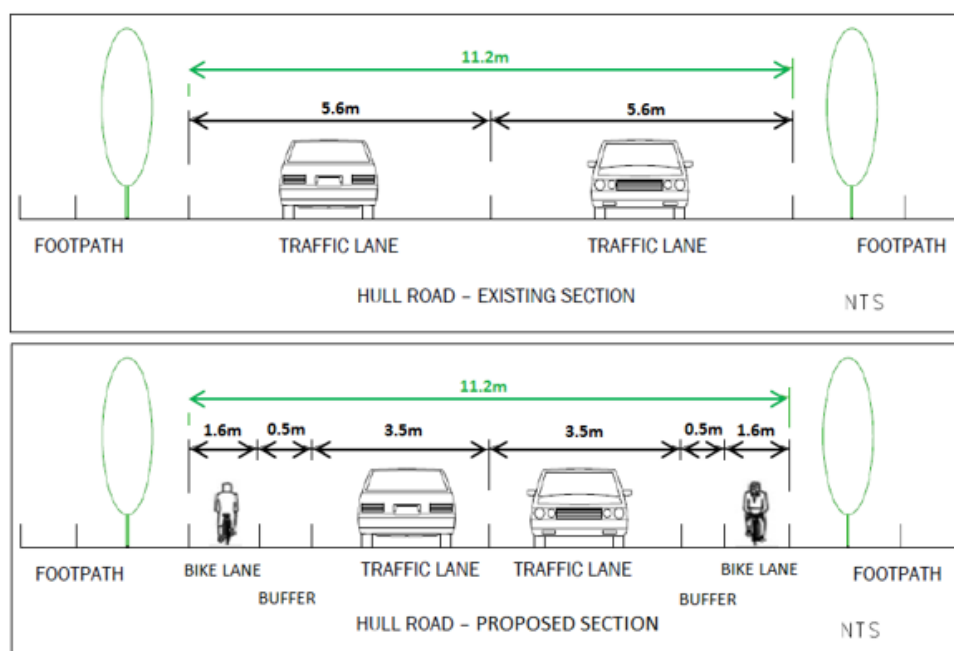
**Figure 2. VicRoads Principle Bicycle Network Plan**

Hull Road has an unusual width of 11.2 metres. The road characteristics include several bends and undulations, and it is marked with a centre line (including a 'double-line' section between Kincumber Drive and Kurrajong Avenue). When considered in the context of the current road design standards, the existing road width does not safely allow for the formal marking of 2-lanes in each direction, or for the designation of a single lane and a parking lane in each direction.

Given the existing width of each lane of travel, motorists generally tend to drive single file, but in a staggered arrangement. Over a 5 year period, there has been twelve (12) accidents along this section of Hull Road, seven (7) of these rear-end crashes, which is a high number of crashes for a road of this type. It is possible that the road width and staggered driving arrangement is a contributing factor to these accidents.

Council's Engineers have worked with VicRoads to consider a proposal to improve road safety on Hull Road through the introduction of single lane line marking in each direction and on-road bicycle lanes between Dorset Road and the 5-Ways roundabout. The bicycle lanes would remove the kerbside parking.

As shown in Figure 3 below, the introduction of a kerbside bicycle lane would allow for the formalisation of a standard width traffic lane, while also fitting within the available road space (unlike the 2-lane or single lane plus parking lane arrangements).



**Figure 3. Existing vs Proposed Hull Road cross-section detail**

To ensure that the bicycle lane complies with the required standards and operates safely, on-street parking would need to be removed for the length of the road. While traffic surveys undertaken during the day and night indicated that there is limited demand for on-street parking, it is understood that residents rely on this parking including for visitor parking.

### ISSUE / DISCUSSION

On 13 November 2017, Council commenced consultation with residents residing in Hull Road, between Dorset Road and the 5-Ways Roundabout, seeking comments on a proposed bicycle lane proposal as detailed in Figure 3 above. Three hundred and thirty-eight (338) properties were surveyed.

The consultation period ended on 1 December 2017, and during the consultation period, 56 pieces of individual feedback were submitted. A breakdown of the feedback submitted is as follows:

- Positive Response – 22 (39%)
- Neutral Response – 2 (4%)
- Negative Response – 32 (57%)

The main concerns raised with the bicycle lane proposal related to the loss of on-street parking and potential congestion/delays e.g. right turns into side streets stopping through traffic.

A petition containing 230 signatures requesting truck bans on Hull Road was also submitted during the consultation period. The petition was considered at the Council meeting held on Monday 18 December 2017. As the petition was received as part of the general feedback

**HULL ROAD, CROYDON ON ROAD BICYCLE LANE Cont'd**

**ITEM 2**

received for the proposal, it was resolved that the petition be considered as part of future report to Council on the proposed bicycle lane project.

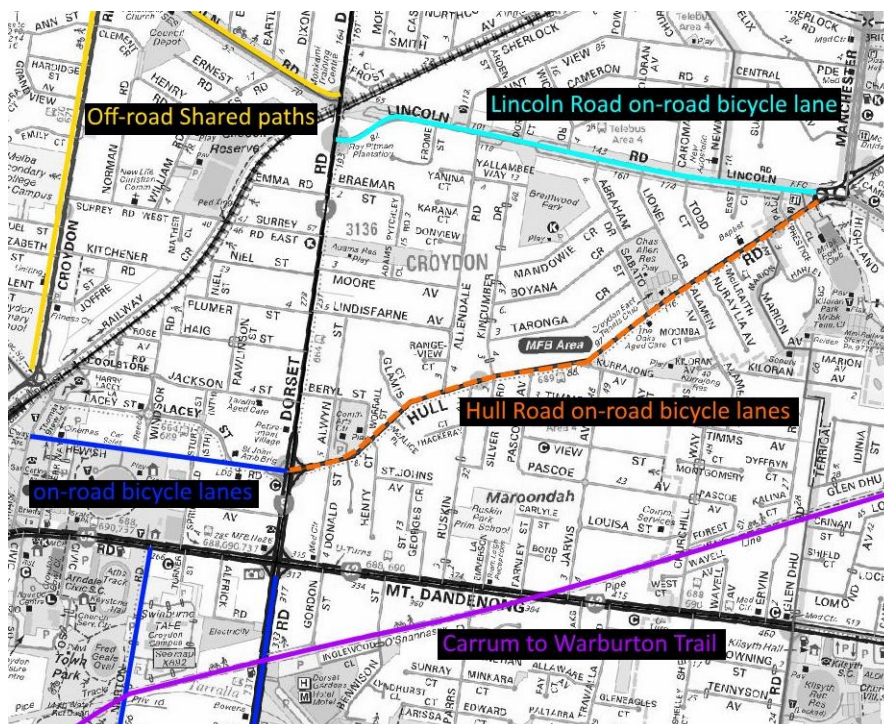
As such, Council formally adopted the following recommendations in relation to the petition:

**THAT**

1. **COUNCIL RECEIVES AND NOTES THE PETITION CONTAINING 230 SIGNATURES, RELATING TO THE HULL ROAD ON-ROAD BICYCLE LANE PROPOSAL, REQUESTING THAT RESTRICTIONS BE PLACED ON HEAVY VEHICLES USING HULL ROAD FROM DORSET ROAD TO THE 5-WAYS ROUNDABOUT**
2. **OFFICERS PREPARE A REPORT ON THE MATTERS RAISED IN THE PETITION, AND IN RESPONSE TO THE GENERAL FEEDBACK RECEIVED IN RELATION TO THE PROPOSED HULL ROAD BIKE LANE PROJECT, FOR CONSIDERATION AT A FUTURE MEETING OF COUNCIL**
3. **THE LEAD PETITIONER IS ADVISED ACCORDINGLY**

VicRoads is the coordinating road authority for Hull Road and are ultimately responsible for any changes to its operation. Accordingly, as all feedback has now been considered, the petition requesting a truck ban to address the truck volume issue can be referred to VicRoads for investigation and response along with all other feedback received.

Since the commencement of the on-road bicycle lane proposal, it is noted that the bicycle network has changed and the importance of the bicycle link proposed along Hull Road has reduced. This includes the construction of the Carrum to Warburton trail and Lincoln Road on-road bicycle lanes (currently under construction) as detailed in Figure 4 below.



**Figure 4. Map of current and proposed bicycle infrastructure.**

**HULL ROAD, CROYDON ON ROAD BICYCLE LANE Cont'd****ITEM 2**

Noting the low level of support from the community for the project and alternative bicycle routes now available, it is not proposed to proceed with the bicycle lane project. VicRoads have also withdrawn their support for the project on similar grounds, and have indicated that they will be considering the removal of Hull Road from the Principle Bicycle Network (PBN).

While it is not proposed to proceed with the on-road bicycle lane project, the width related road safety issue described within this report remains. It is recommended that further investigatory work is conducted to resolve this issue, however, this should be completed by VicRoads as the coordinating road authority for Hull Road.

Accordingly, it is the recommendation of Council's Engineering Officers that all investigatory work (including community consultation data) gathered during project be formally handed over to VicRoads for review and further investigation.

Furthermore, the petition requesting truck bans on Hull Road should also be investigated and responded to by VicRoads, as the introduction of any 'restriction' to restrict heavy vehicle traffic on Hull Road would require approval from VicRoads.

**FINANCIAL / ECONOMIC ISSUES**

Not Applicable

**ENVIRONMENTAL / AMENITY ISSUES**

Not Applicable

**SOCIAL / COMMUNITY ISSUES**

See Issue / Discussion section above

**COMMUNITY CONSULTATION**

See Issue / Discussion section above

**CONCLUSION**

While it is not proposed to proceed with the bicycle lane project, it is recommended that all investigatory work gathered during the project is directed to VicRoads for review and further investigation.

It is recommended that Council formally request that VicRoads investigate and resolve the current width related road safety issue, and investigate and respond to the truck volume issues raised in the petition containing 230 signatures, including provision of a formal response back to the lead petitioner and all Hull Road property owners / residents.

**ATTACHMENTS**

Not Applicable

**CONFIDENTIALITY**

Not Applicable

**RECOMMENDATION**

**THAT COUNCIL**

- 1. RECEIVES AND NOTES THE INFORMATION CONTAINED WITHIN THE REPORT AND SUPPORTS THE RECOMMENDATION TO NOT PROCEED WITH THE HULL ROAD ON-ROAD BICYCLE LANE PROJECT**
- 2. OFFICERS FORMALLY REQUEST THAT VICROADS INVESTIGATE AND RESOLVE THE CURRENT ROAD SAFETY ISSUE ON HULL ROAD CAUSED BY THE INFORMAL WIDTH OF THE TRAFFIC LANES**
- 3. OFFICERS DIRECT ALL INVESTIGATORY INFORMATION INCLUDING SURVEY RESULTS GATHERED DURING THE PROJECT TO VICROADS TO ASSIST WITH THEIR INVESTIGATION**
- 4. OFFICERS FORMALLY REQUEST THAT VICROADS INVESTIGATE AND RESPOND TO THE TRUCK VOLUME ISSUES RAISED IN THE PETITION CONTAINING 230 SIGNATURES**
- 5. ADVISES THE HULL ROAD RESIDENTS INCLUDED IN PREVIOUS CONSULTATION AND THE LEAD PETITIONER ACCORDINGLY**