

# Ordinary Meeting of Council

to be held at the Civic Centre, Civic Drive, Greensborough  
on Tuesday 26 November 2019 commencing at 7:00pm.

## Agenda

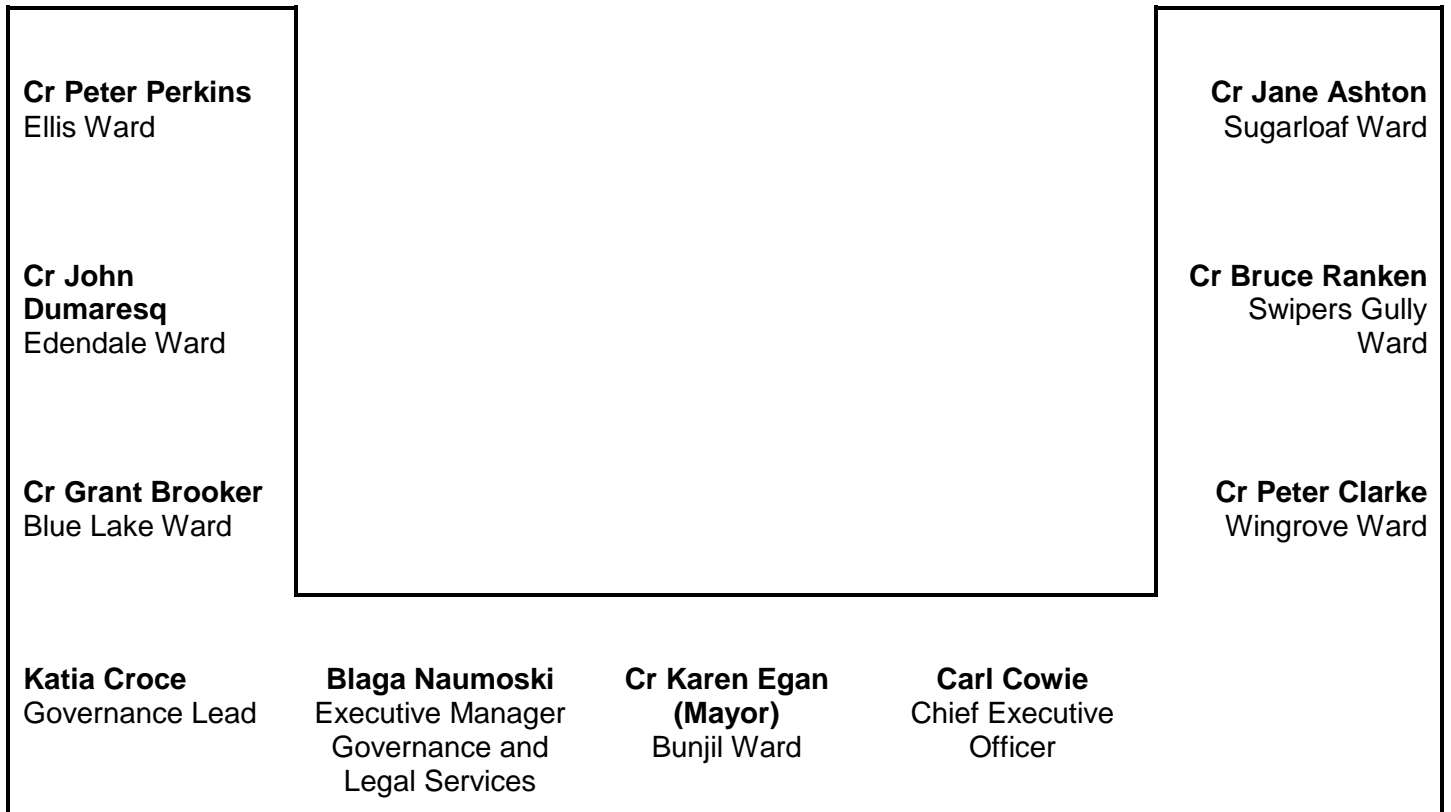
**Carl Cowie**  
**Chief Executive Officer**

Friday 22 November 2019

Distribution: Public

Civic Drive, Greensborough  
PO Box 476, Greensborough 3088  
Telephone 9433 3111  
Facsimile 9433 3777  
Website [www.nillumbik.vic.gov.au](http://www.nillumbik.vic.gov.au)  
Email [nillumbik@nillumbik.vic.gov.au](mailto:nillumbik@nillumbik.vic.gov.au)

# Ordinary Meeting of Council seating plan



Visitors in the gallery at Council meetings are:

- Welcome to copies of the reports which will be considered by the Council at the meeting. These are on the table in the foyer.
- Welcome to the tea, coffee and water provided in the foyer.
- Requested to observe Council deliberations quietly in order for Council meetings to run smoothly.
- Advised that the meeting will be recorded and an audio recording of the meeting will be made publicly available on Council's website.

## Nillumbik Shire Council

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**Nillumbik Shire Council**

**Agenda of the Ordinary Meeting of Nillumbik Shire Council to be held  
Tuesday 26 November 2019 commencing at 7:00pm.**

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**1. Welcome by the Mayor**

Members of the public are advised the meeting will be recorded and an audio recording of the meeting will be made publicly available on Council's website.

**2. Reconciliation statement**

**The reconciliation statement to be read by the Mayor**

Nillumbik Shire Council acknowledges the Wurundjeri people who are the Traditional Custodians of this Land. We would also like to pay respect to the Elders both past and present and extend that respect to other Indigenous Australians present.

**3. Prayer**

A prayer will be read.

**4. Apologies**

**Recommendation**

That the apologies be noted.

**5. Presentations**

**6. Confirmation of minutes**

Confirmation of minutes of the Ordinary Council Meeting held on Tuesday 29 October 2019 and the Special Council Meeting held on Wednesday 30 October 2019.

**Recommendation**

That the minutes of the Ordinary Council Meeting held on Tuesday 29 October 2019 and the Special Council Meeting held on Wednesday 30 October 2019 be confirmed.

**7. Disclosure of conflicts of interest**

Councillors should note that any conflicts of interest should also be disclosed immediately before the relevant item.

**8. Petitions**

**Petition No. 2019-03**

A petition containing **15** signatures requests that residents and owners of Lots 1-8 (inclusive) and 29-36 (inclusive) Serenity Place, Diamond Creek be given permission to erect standard timber paling boundary fences.

**Recommendation**

**That Council:**

1. Receives and notes the petition requesting permission to erect standard timber paling boundary fences to Lots 1-8 (inclusive) and 29-36 (inclusive) Serenity Place, Diamond Creek.
2. Refers this matter to the Executive Manager Planning and Community Safety for investigation and response.
3. Advises the petition organiser accordingly.

**Petition No. 2019-04**

A petition containing over **1,100** signatures calling on the Nillumbik Shire Councillors to abandon the 'draft' Green Wedge Management Plan and immediately begin actioning the current Green Wedge Management Plan.

**Recommendation**

**That Council:**

1. Receives and notes the petition calling on the Nillumbik Shire Councillors to abandon the 'draft' Green Wedge Management Plan and immediately begin actioning the current Green Wedge Management Plan.
2. Refers this matter to the Executive Manager Planning and Community Safety.
3. Advises the petition organiser accordingly.

**9. Questions from the gallery**

10. Reports of Advisory Committees

AC.011/19 Advisory Committee Report

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**Distribution:** Public

**Manager:** Blaga Naumoski, Executive Manager Governance and Legal Services

**Author:** Alena Spry, Governance Officer

**Summary**

Council has a range of Advisory Committees which provide a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation. Although they do not make any formal decisions, they provide valuable advice to Council.

In accordance with Advisory Committee Terms of Reference, the minutes of meetings are presented to Council.

**Attachments**

1. Environment and Sustainability Advisory Committee minutes - 31 July 2019
2. Environment and Sustainability Advisory Committee minutes - 21 August 2019
3. Positive Ageing Advisory Committee minutes - 1 November 2019

**Recommendation**

**That** Council notes the minutes of the following meetings:

- Environment and Sustainability Advisory Committee held on 31 July 2019 and 21 August 2019; and
- Positive Ageing Advisory Committee held on 1 November 2019.

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OCM.171/19 Green Wedge Management Plan November 2019

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**Distribution: Public**

**Manager: Rosa Zouzoulas, Executive Manager Planning and Community Safety**

**Author: Nichole Johnson, Coordinator Strategic Projects  
Geoff Lawler, Strategic Advisor**

**Summary**

Preparation of the Green Wedge Management Plan (GWMP) has been informed by extensive community engagement since April 2018. The draft GWMP was released for community consultation over the six week period of 1 July 2019 to 11 August 2019.

Council received 746 submissions in response to the draft GWMP and Council's Future Nillumbik Committee meeting considered community feedback to the draft. The Committee heard 80 verbal submissions over two nights on 10 and 11 September 2019.

The document has been revised in response to the feedback received.

The purpose of the GWMP is to provide direction for the management of the Green Wedge over the next decade. The Plan includes a vision, principles, goals, objectives and key actions.

<b>Recommendation</b>
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**That Council:**

1. Adopts the Green Wedge Management Plan November 2019 (**Attachment 1**).
2. Thanks the community for their participation and significant contribution to the review of the Green Wedge Management Plan.

**Attachments**

1. Green Wedge Management Plan November 2019
2. Overview of key changes made to the GWMP in response to community feedback

**Background**

1. At its Ordinary Meeting of Council on 25 June 2019, Council endorsed the draft Green Wedge Management Plan (GWMP) for public consultation for six weeks, from 1 July 2019 to 11 August 2019.
2. At Future Nillumbik Committee meetings held on 10 and 11 September 2019, Council received a report which provided a summary of community feedback on the draft GWMP. This report summarised the responses to submissions received into 11 key themes. The key themes of the commentary within submissions related to:
  1. Planning and regulation
  2. Environment and conservation
  3. Detail and structure of the draft
  4. Climate change mitigation
  5. Process for developing the GWMP

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OCM.171/19 Green Wedge Management Plan November 2019

- 6. Agriculture
  - 7. Economic activity
  - 8. Bushfire mitigation
  - 9. Traditional owners
  - 10. Equine
  - 11. Prioritising people
3. A total of 746 submissions were received and 80 community members spoke to their submission at the Future Nillumbik meetings.

**Policy context**

4. The review of the GWMP addresses Council Plan actions including:
- 1.1 – *Improve community trust through better community connections and genuine engagement.*
  - 3.1.2 – *Review the impacts of the Green Wedge Management Plan on the Nillumbik community while ensuring the natural environment of the Green Wedge is preserved and nurtured for current and future generations.*
  - 3.1.3 – *Clarify the planning scheme to enhance opportunities for agricultural enterprises and tourism to prosper in appropriate ways in rural areas of Nillumbik.*
  - 4.1 – *Encourage investment and development within the Shire to increase economic development and broaden the rate base while at the same time preserving the Green Wedge.*
  - 5.1.1 – *Ensure that Council policies and processes support good governance.*
  - 5.2.1 – *Advocate on important policy issues that affect the Nillumbik community.*

**Budget implications**

5. The project budget is \$265,900, funded by Council in the 2017-2018, 2018-2019 and 2019-2020 operating budgets.

**Consultation/communication**

6. A four staged engagement process for the review of the GWMP was implemented:

Stage	Review description	Timing
1	Design of the community engagement plan with the community	April – May 2018
2	Implementation of the engagement. More than 1,000 contributions were received during the 6 week long engagement in mid-2018	May – July 2018

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Stage	Review description	Timing
3	44 members were recruited to the Community Panel and 40 Panel members commenced the first Panel day. The Panel sat for 6 days from 18 August 2018 to 17 November 2018.  Council formally responded to the Panel recommendations in December 2018.	Six day panel: 18 August – 18 December 2018
4	Wide community engagement on the Draft GWMP to inform the final plan for Council's consideration.	1 July – 11 August 2019

7. Council actively promoted consultation on the draft GWMP via:
- Social media and Council's online engagement portal – Participate Nillumbik
  - Direct mail out of a Bulletin to 5119 Green Wedge residents
  - 81 emails sent to a stay informed list, 475 emails sent to GWMP database and 24 letters sent to 24 government agencies (which included a copy of Bulletin no.5)
  - Posters, postcard and bulletins and hard copy submission forms were distributed throughout the Shire
  - 4 information sessions were held in July 2019 to talk through the draft plan and promote opportunities to provide feedback
  - Attendance at Council's advisory committee meetings to discuss the project.
8. An update of the outcomes of the Ordinary Council Meeting scheduled for 26 November 2019 will be provided to all stakeholders on the GWMP stay informed list and the key stakeholder on the GWMP database. The Participate Nillumbik website will also be updated.

**Issues/options**

9. Since the Future Nillumbik Committee meetings held on 10 and 11 September 2019 officers have worked through all of the feedback received from the community and revised the GWMP.
10. A number of meetings have been held with Councillors to review and discuss the feedback received through submission process (including verbal submissions) and the revisions that have been incorporated into the GWMP November 2019 (**Attachment 1**).
11. **Attachment 2** provides an overview of the key changes made in response to community feedback.

**Conclusion**

12. The purpose of the GWMP is to provide direction for the management of the Green Wedge over the next decade. The Plan includes a vision, principles, goals, objectives and key actions.
13. The recommendation is to proceed and adopt the Green Wedge Management Plan November 2019.

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OCM.172/19 Digital Business Transformation - Digital Project Funding

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**Distribution:** Public

**Manager:** Vince Lombardi, Chief Financial Officer

**Author:** Eddie Cheng, Manager Information Technology

**Summary**

This report seeks Council’s approval to fund digital projects.

Council has embarked on a digital business transformation with the focus of improving and modernising the platforms through which services are delivered and information is held.

As part of the digital business transformation project, investment in IT systems is required for council to be able to meet community needs into the future. Access to the funds in the Defined Benefits and Debt reserve will enable the continuation of digital projects towards the overall digital business transformation.

<b>Recommendation</b>
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**That** Council:

1. Authorises the release of the funds in the amount of \$856,821.21 held in the Debt reserve for digital business transformation projects.
2. Authorises the release of the funds in the amount of \$1,455,053 held in the Defined Benefits reserve for digital business transformation projects.
3. Refers \$738,125.79 for consideration as part of the 2020-2021 budget process to fund digital business transformation projects.
4. Notes subsequent authorisation for proposed expenditure on projects will be sought from Council reflective of the procurement policy and sub delegation of authority.

**Attachments**

Nil

**Background**

1. An initial component of the digital business transformation project was to conduct a strategic business health check. The specific focus of the health check was to undertake a review of the current IT landscape.
2. The health check found that the IT landscape was not up-to-date and required upgrades to enable better service provision and access to Council data.
3. An outcome from the health check was a list of critical projects across Council to enable a digital business transformation to be undertaken.

**Policy context**

4. This report directly supports the achievement of Council Plan 2017-2021 strategy:
  - Ensure seamless service delivery and an open responsive approach to our customers.

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OCM.172/19 Digital Business Transformation - Digital Project Funding

**Budget implications**

5. This is a standard reporting item to Council, the associated costs for which are included in the current budget.

**Issues/options**

6. To effectively continue the digital business transformation of Council funding is required for the projects listed below.
7. An analysis was undertaken to benchmark Nillumbik's IT capability against industry best practices and technology trends.
8. The primary aim was to identify IT systems which were outdated and required investment to uplift them to current day standards.
9. Across council several major operating system were identified as being outdated and difficult to use. Ultimately this currently impacts access to data, responsiveness to all queries and current service experience.
10. Council also has an obligation to comply with its legislative and administrative requirements for recordkeeping, including those for the provision of privacy and evidence. A form of data protection is through an upgrade of systems.
11. Some of the current systems being used at Council are no longer supported and as a result cannot be upgraded any further. The state of these systems is increasing council's risk exposure and potentially impacting the ability to protect against cyberattacks.
12. In identifying the projects consideration was given to the strategic, economic and operational implications to ensure the projects are achievable, practical and aligned with Council's broader strategic objectives.
13. A list of IT projects has been identified across Council which are in need of replacement and will form an integral part of the digital business transformation.
14. The table below details the projects currently identified through the digital business transformation project.
15. A high level description is given in the table regarding the customer experience improvement expected to be realised through each project and approximate cost estimate.

Project	Customer Experience Improvement	Estimated cost
Electronic Document and Records Management system	<ul style="list-style-type: none"> <li>- Access to data on demand</li> <li>- Unified digital filing platform</li> <li>- Productivity saving on administrative tasks</li> </ul>	\$750,000*
Consolidate and uplift GIS	<ul style="list-style-type: none"> <li>- Real-time single source data</li> <li>- Reduces double handling</li> <li>- Improved geographic asset intelligence</li> </ul>	\$250,000*



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OCM.172/19 Digital Business Transformation - Digital Project Funding

Project	Customer Experience Improvement	Estimated cost
Asset Management system	<ul style="list-style-type: none"> <li>- Access to service requests in the field</li> <li>- Inform strategic asset management decisions</li> <li>- Single source reporting on entire Council asset portfolio</li> <li>- Community requests can be logged in the system in real time</li> </ul>	\$1,000,000
Website transformation	<ul style="list-style-type: none"> <li>- Self-service portal for community to access</li> <li>- Enables seamless connection with the community and facilitates on demand service provision</li> <li>- Community's 'wants and needs' can be better understood through information being requested/sought</li> </ul>	\$750,000
Customer Relationship Management (CRM)	<ul style="list-style-type: none"> <li>- Clear visibility of community information and interactions</li> <li>- Positively impacts community's experience through digitisation of processes and data capture.</li> <li>- Better real time connection to community.</li> </ul>	\$150,000
Project Management system	<ul style="list-style-type: none"> <li>- Live periodic reporting and updates on projects</li> <li>- Provides visibility of project pipeline for short and long term</li> <li>- Central point to capture all project information</li> </ul>	\$150,000
Finance system	<ul style="list-style-type: none"> <li>- Simplifies finance processes</li> <li>- Reduces manual intervention required to extract meaningful data</li> <li>- Provides on-time information for budget and reporting purposes</li> </ul>	\$1,000,000
<b>Total</b>		<b>\$4,050,000</b>

\*funded through the IT reserve

16. The first two projects listed in the table (Electronic Document and Records Management system and Consolidate and uplift GIS) are funded by the IT reserve.
17. These two projects have been identified as high priority and critical to Council.
18. The remaining projects are recommended to be funded through a combination of accessing two discretionary reserves and referring an amount to the 2020-2021 budget cycle. sources as per the table below.

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OCM.172/19 Digital Business Transformation - Digital Project Funding

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19. The table below provides a breakdown of the funding sources:

Source	Amount
Defined Benefits Reserve	\$1,455,053
Debt Reserve	\$856,821.21
Amount referred to 2020-2021 budget	\$738,125.79
<b>Total</b>	<b>\$3,050,000</b>

- 20. By accessing the two discretionary reserves there is no impact to any service delivery and Council's financial sustainability as measured by the Victorian Auditor General's Office (VAGO) is not effected.
- 21. The two reserves have been identified as a suitable funding source as the projects costs identified are a one-off, with the future maintenance component being funded from the IT operating budget.
- 22. Consideration has also been given to the current economic climate where investment interest rates have dropped in excess of 30 per cent with the average rate of return for council investments being 1.68 per cent.

**Conclusion**

- 23. To be able to meet community expectations of Council, improving data records management and security as well as connectivity with the community, significant investment in IT systems is required.

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OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review

**Distribution: Public**

**Manager: Corrienne Nichols, Executive Manager Community Services**

**Author: Corrienne Nichols, Executive Manager Community Services**

**Summary**

The purpose of this report is to present the Libraries Alive! Opening Hours Review and recommendations for Council's consideration.

At the request of the Board, Yarra Plenty Regional Library (YPRL) has undertaken both an internal staff consultation and community consultation through in-branch feedback and an online survey (refer **Attachment 1**). 1,923 responses were received.

Based on community feedback, staff consultation, and cost considerations, YPRL is proposing two options for extending its opening hours to better meet community demand.

YPRL is seeking additional financial contribution from Member Councils with a decision needing to be communicated to YPRL by December 2019.

<b>Recommendation</b>
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**That Council:**

1. Receives the Libraries Alive! Opening Hours Review (**Attachment 1**).
2. Endorses Option 1 as recommended in the review:-

**Option 1**

- 9am opening at all branches, increased evening hours and full day Sunday openings at the 1 main library in each Local Government Area (LGA) branches
- It is also proposed that the remaining branches close at 8pm not 8.30pm
- 9am opening at all branches, increased evening hours and full day Sunday openings at the 1 main library in each LGA branches
- It is also proposed that the remaining branches close at 8pm not 8.30pm
- This represents a 10.4 per cent increase in our current opening hours for a 3.1 per cent increase in Council contributions for a total increase of \$385,746 across the region.

OR

3. Endorses Option 2 as recommended in the review:-

**Option 2**

- 9am opening at all branches, increased evening hours at 1 main library and no extension of Sunday hours
- It is also proposed that the remaining branches close at 8pm not 8.30pm
- This represents an 8.6 per cent increase in our current opening hours for a 2.3 per cent increase in Council contributions of \$286,501 across the region.

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OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review

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**Attachments**

1. Libraries Alive! Opening Hours Review

**Background**

1. Currently Nillumbik Shire YPRL memberships are **30,034 representing 47 per cent of the population** and the figures for Nillumbik are growing with close to 1,800 new members per quarter despite the regular deletion of members who do not use the library on a daily basis.
2. On a monthly basis close to **35,000 visits** are made to the library (for eg. October 34,900 was the door count). The busiest days are Monday, Tuesday and Wednesday by total numbers but please note that the weekends are open less hours.
3. Eltham has the highest loans and the highest visits within YPRL. The transaction cost (cost per loan) is \$1.12 and \$1.89 for Diamond Valley. The option of Diamond Valley not opening of an evening was explored but the feedback from the community was strong that it should remain open late as those who commute can only come in after school hours, in the evening and on weekends.
4. In April 2019, the Yarra Plenty Regional Library (YPRL) retained Libraries Alive! to undertake an Opening Hours Review. The aims of the review were to:
  - Assess the impact of our opening hours to ensure that our opening hours are in line with community need at point of delivery and usage trends
  - Ensure that YPRL's current staffing mix is maximised for the best opening hours possible for our communities.
5. Based on research and evaluation, Libraries Alive developed a series of recommendations and optimal library service opening hours with a range of options for review.
6. Libraries Alive! developed a report outlining general recommendations for opening hours for YPRL with specific recommendations relating to individual branches.
7. At the request of the Board, YPRL has undertaken both an internal staff consultation and community consultation through in-branch feedback and an online survey. There were 1,923 responses.
8. Staff consultation was undertaken through an online survey and discussion within the Senior Leadership Team and Executive Leadership Team.
9. YPRL is seeking additional financial contribution from Member Councils with a decision needing to be communicated to YPRL by December 2019.

**Policy context**

10. This report directly supports the achievement of Council Plan 2017-2021 strategy:
  - Ensure that community services, programs and facilities are inclusive and respond to current and emerging needs.

**Budget implications**

11. Proposed financial implications to Councils:

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OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review

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- YPRL 2020/21 Budget increase of 3.1 per cent required for Option 1
- YPRL 2020/21 Budget increase of 2.3 per cent required for Option 2
- Both options also require additional annual CPI increase as per the contract

12. Based on community feedback, staff consultation, and cost considerations, YPRL is proposing two options for extending its opening hours to better meet community demand.

13. **Option 1**

- 9am opening at all branches, increased evening hours and full day Sunday openings at the 1 main library in each LGA branches
- It is also proposed that the remaining branches close at 8pm not 8.30pm
- 9am opening at all branches, increased evening hours and full day Sunday openings at the 1 main library in each LGA branches
- It is also proposed that the remaining branches close at 8pm not 8.30pm
- This represents a 10.4 per cent increase in our current opening hours for a 3.1 per cent increase in Council contributions for a total increase of \$385,746 across the region.

14. **Option 2**

- 9am opening at all branches, increased evening hours at 1 main library and no extension of Sunday hours
- It is also proposed that the remaining branches close at 8pm not 8.30pm
- This represents an 8.6 per cent increase in our current opening hours for a 2.3 per cent increase in Council contributions of \$286,501 across the region.

**Consultation/communication**

15. At the request of the Board, YPRL has undertaken both an internal staff consultation and community consultation through in-branch feedback and an online survey (refer **Attachment 1**). 1,923 responses received.

16. Based on community feedback, staff consultation, and cost considerations, YPRL is proposing two options for extending its opening hours to better meet community demand.

17. YPRL is seeking additional financial contribution from Member Councils with a decision needing to be communicated to YPRL by December 2019.

18. Community consultation was undertaken through an online survey and in-branch posters and flyers.

19. Overall YPRL collected 1,923 responses from the community on the proposed changes to opening hours. The results of the consultation showed:

**a) A strong desire for increased opening hours to access library services**

- Survey results showed a significant interest in increased opening hours across the board in order to be able to better access library services

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OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review

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**b) An interest in longer opening hours during summer**

- The results of the online survey, which were reflected in the in-branch submissions, showed strong community appetite for having

**c) High demand for extended opening hours on Sundays**

- A significant number of responses indicated that there is a high demand for extended opening hours on Sundays

**d) High demand for having all branches open at 9am**

- A very clear trend in the results was to have all branches open earlier

**e) High demand for maintaining or extending evening opening hours**

- A considerable number of responses showed a desire for extended evening opening hours, even if only in some locations. Studying, and being able to visit after work, were key reasons. Many responses indicated an interest in extended hours on Friday evenings, allowing for time to visit after work

**f) Significant feedback against closing Diamond Valley and Rosanna Libraries earlier in the evenings**

- The results showed significant negative impact if Diamond Valley and Rosanna Libraries were to close at the suggested 7pm

20. YPRL received 360 in-library Nillumbik specific survey responses

- 227 wanted a change in the hours
- 33 were opposed to the proposals
- 100 were neutral

21. YPRL also received 971 online survey responses of which 468 used either Eltham or Diamond Valley Library (48 per cent) of that 468:

- 370 positive responses to changed opening hours and 78 negative (mostly the earlier closing for Diamond Valley was the issue)
- 77 per cent supported 9am opening
- 86 per cent supported increased Sunday hours with written comments citing same hours as Saturday (10am-5pm) as the most useful

22. Staff consultation was undertaken through an online survey and discussion within the Senior Leadership Team and Executive Leadership Team on the recommendations in the Opening Hours Review report. There was 42 (from a possible 160) responses to a staff survey.

23. Overall, staff felt that the proposed opening hours would be slightly to moderately beneficial to community members (52 per cent). The proposals that staff felt would most benefit the community were:

- all branches opening at 9am (78 per cent)
- extended Sunday opening hours (51 per cent)
- having extended opening hours at destination libraries (36 per cent)

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OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review

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24. Staff felt that the proposed opening hours would create new opportunities for the community to engage with the library (43 per cent) and that it would be unlikely to eliminate opportunities for the community to engage (58 per cent). In their feedback, staff felt strongly that closing some libraries significantly earlier in the evenings would not work for their community (Diamond Valley and Rosanna). There was also a desire for some uniformity in opening hours.

**Issues/options**

25. The following proposal responds clearly to the community and staff feedback, operational requirements and efficiency and sets a realistic budget impact.
26. The Opening Hours options were determined after a 3 month investigation by an independent contractor and a 4 week community consultation period of the recommendations.
27. Overwhelmingly the Community wanted extended Sunday opening hours, open longer on Fridays, later at night and a 9am opening for every Branch. In determining the options, YPRL made the decision to limit these extended hours to a main branch per member Council rather than request extra opening hours for every Branch.
28. With the extended hours it is expected that visitor numbers would rise by 10 per cent, especially given YPRL will be able to run evening events suitable for commuters within the community – currently events finish at 7pm. It would also be expected that numbers of students using the library to study, especially at exam periods, will also rise as the library night hours are extended
29. **Option 1: YPRL Preferred**
- Option 1 includes 9am opening at all branches, increased closing hours at key branches and significantly extended Sunday hours at the three destination libraries
  - Option 1 represents a 10.4 per cent increase in our current opening hours for a 3.1 per cent increase in council contributions of \$385,746 in total, or \$84,501 in council contribution for Nillumbik Shire Council
  - The budget estimation includes expected increases in some operational costs including staffing impacts

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OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review

**Key changes and costs – Nillumbik**

Table1 – Option 1 - Key Changes

Option 1: Key Changes		
Mornings	Evenings	Weekends
All branches opening at 9am.	Eltham Library has been designated as a destination Library with opening hours extended until 9pm Monday – Thursday. Extended Friday opening hours until 6pm  Modest decrease in opening hours at most other branches (8pm rather than 8.30pm) – Diamond Valley which is offset by the 9am opening.	Eltham Library to extend Sunday openings 10am – 5pm.

Table1a – Option 1 - Costs

Council	Current opening hours	Proposal 1	% increase	Cost increase	Cost increase as % of Council contribution
Nillumbik	111	125	13	\$ 84,501	3.1%

**Proposed opening hours – Nillumbik**

**OPTION 1**

Branch	Monday	HRS	Tuesday	HRS	Wednesday	HRS	Thursday	HRS	Friday	HRS	Saturday	HRS	Sunday	HRS	Total Proposed	Total Current	Opening Hours
Diamond Valley	9am-5pm	8	9am-8pm	11	9am-5pm	8	9am-5pm	8	9am-5pm	8	10am-5pm	7	1pm-5pm	4	54:00	51:00	3:00
Eltham	9am-9pm	12	9am-9pm	12	9am-9pm	12	9am-9pm	12	9am-6pm	9	10am-5pm	7	10am-5pm	7	71:00	60:00	11:00
<b>Total</b>															<b>125:00</b>	<b>111:00</b>	<b>14:00</b>

**Key changes and costs – Member Councils**

Table1 – Option 1 - Key Changes

Option 1: Key Changes		
Mornings	Evenings	Weekends
All branches opening at 9am.	Destination libraries (Ivanhoe, Eltham, Mill Park) increased opening hours until 9pm Monday – Thursday  Destination libraries extend Friday opening hours until 6pm  Modest decrease in opening hours at most other branches (8pm rather than 8.30pm) – Diamond Valley, Lalor, Rosanna, Thomastown, Watsonia, Whittlesea offset by the 9am opening.	Extended Saturday hours at Thomastown Library.  Destination libraries (Ivanhoe, Eltham, Mill Park) have significantly extended Sunday openings 10am – 5pm.



12. Officers' reports

OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review

Table1a – Option 1 - Costs

Council	Current opening hours	Proposal 1	% increase	Cost increase	Cost increase as % of Council contribution
Banyule	176	193	10	\$ 127,119	2.7%
Nillumbik	111	125	13	\$ 84,501	3.1%
Whittlesea	218.5	240	10	\$ 174,126	3.6%
<b>Total</b>	<b>505.5</b>	<b>558</b>	<b>10.5</b>	<b>\$ 385,746</b>	<b>3.1%</b>

30. Option 2:

- Option 2 includes 9am opening at all branches, increased closing hours at key branches and no extension of Sunday hours
- Option 2 represents an 8.6 per cent increase in our current opening hours for a 2.3 per cent increase in council contributions of \$278,704, in total, or 1.8 per cent increase or \$48,894 in council contribution for Nillumbik Shire Council

Key changes and costs – Nillumbik

Table2 – Option 2 – Key Changes

Option 2: Key changes		
Mornings	Evenings	Weekends
All branches opening at 9am	Eltham Library has been designated as a destination Library with opening hours extended until 9pm Monday – Thursday. Extended Friday opening hours until 6pm  Modest decrease in opening hours at most other branches (8pm rather than 8.30pm) – Diamond Valley which is offset by the 9am opening.	No change to Sunday hours.

Table2a – Option 2 - Costs

Council	Current opening hours	Proposal 2	% increase	Cost increase	Cost increase as % of Council contribution
Nillumbik	111	122	10	\$ 48,894	1.8%

12. Officers' reports

OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review

Proposed opening hours – Nillumbik

OPTION 2

Branch	Monday	HRS	Tuesday	HRS	Wednesday	HRS	Thursday	HRS	Friday	HRS	Saturday	HRS	Sunday	HRS	Total Proposed	Total Current	Opening Hours
Diamond Valley	9am-5pm	8	9am-8pm	11	9am-5pm	8	9am-5pm	8	9am-5pm	8	10am-5pm	7	1pm-5pm	4	54:00	51:00	3:00
Eltham	9am-9pm	12	9am-9pm	12	9am-9pm	12	9am-9pm	12	9am-6pm	9	10am-5pm	7	1pm-5pm	4	69:00	60:00	9:00
<b>Total</b>															<b>123:00</b>	<b>111:00</b>	<b>12:00</b>

Key changes and costs – Member Councils

Table2 – Option 2 – Key Changes

Option 2: Key changes		
Mornings	Evenings	Weekends
All branches opening at 9am	<p>Destination libraries (Ivanhoe, Eltham, Mill Park) increased opening hours until 9pm Monday – Thursday.</p> <p>Destination libraries extend Friday opening hours until 6pm</p> <p>Modest decrease in opening hours at most other branches (8pm rather than 8.30pm) – Diamond Valley, Lalor, Rosanna, Thomastown, Watsonia, Whittlesea</p>	<p>Extended Saturday hours at Thomastown Library.</p> <p>No change to Sunday hours.</p>

Table2a – Option 2 - Costs

Council	Current opening hours	Proposal 2	% increase	Cost increase	Cost increase as % of Council contribution
Banyule	176	190	8	\$ 87,638	1.9%
Nillumbik	111	122	10	\$ 48,894	1.8%
Whittlesea	218.5	237	8.5	\$ 142,172	2.9%
<b>Total</b>	<b>505.5</b>	<b>549</b>	<b>8.5</b>	<b>\$ 278,704</b>	<b>2.3%</b>

**12. Officers' reports**

**OCM.173/19 Yarra Plenty Regional Library - Opening Hours Review**

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**Conclusion**

31. Based on community feedback, staff consultation, and cost considerations, YPRL is proposing two options for extending its opening hours to better meet community demand.
32. Critical dates advised by Yarra Plenty Regional Library:
  - Member Council decision will need to be communicated to YPRL by December 2019 to allow preparation of the new 2020/2021 budget for presentation to the Board in February 2020.
  - Proposed date of implementation of change of hours: 1 July 2020.

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12. Officers' reports

OCM.174/19 Audit and Risk Committee meeting November 2019

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**Distribution:** Public

**Manager:** Vince Lombardi, Chief Financial Officer

**Author:** Melika Sukunda, Manager Finance

**Summary**

In accordance with section 139 of the *Local Government Act 1989* and good governance principles, councils must have an Audit and Risk Committee.

As resolved at the 26 February 2019 Ordinary Council Meeting, the minutes of an Audit and Risk Committee meeting are to be reported and presented to a subsequent Ordinary Council Meeting.

The Audit and Risk Committee met on 11 November 2019. The minutes for the meeting are shown in **Attachment 1**.

<b>Recommendation</b>
-----------------------

**That** Council notes the minutes of the Audit and Risk Committee meeting held on 11 November 2019.

**Attachments**

1. 11 November 2019 Audit and Risk Committee minutes

**Background**

1. As resolved at the 26 February 2019 Ordinary Council Meeting, the minutes of an Audit and Risk Committee meeting are to be reported and presented to a subsequent Ordinary Council Meeting.
2. The Audit and Risk Committee meets a minimum of four times per year and has the role to assist the coordination of relevant activities of management, internal audit and the external auditor to facilitate good governance, effectiveness and efficiency.

**Policy context**

3. This report directly supports the achievement of Council Plan 2017-2021 strategy:
  - Maintain good governance and effective leadership.

**Budget implications**

4. The costs associated with this matter are contained within Council's 2019-2020 Budget.

**Consultation/communication**

5. The Audit and Risk Committee meeting on 11 November 2019 was attended by the Committee members, the internal auditors from Pitcher Partners, as well as the Chief Executive Officer and Chief Financial Officer. Cr Peter Clarke and Cr Bruce Ranken are the Councillor representatives.

**12. Officers' reports**

**OCM.174/19 Audit and Risk Committee meeting November 2019**

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**Audit and Risk Committee minutes**

6. The minutes of the Audit and Risk Committee are submitted to Council after each meeting. To provide timely feedback, these are unconfirmed minutes.
7. The Audit and Risk Committee plays a significant role in Council's governance framework. It provides external expert advice to Council on key areas of risk. Risk in this case is interpreted broadly and covers risk to Council's sustainability, reputation, fraud control and effectiveness, as well as financial risk.
8. Minutes of the Audit and Risk Committee held on the 11 November 2019 have not yet been adopted by the Committee, but will be presented at its next meeting.
9. The items considered by the Audit and Risk Committee were:
  - Business Function Risk Assurance Map, presented by Pitcher Partners;
  - Council's Risk and Insurance report;
  - IBAC Special Report – Procurement in Local Government;
  - Finance Policies;
  - Annual Procurement Report; and
  - the September Quarter Financial Report.
10. The next Audit and Risk Committee meeting is scheduled to take place in February 2020.

**Conclusion**

11. The minutes of the Audit and Risk Committee meeting held on 11 November 2019 are presented to Council to ensure timely feedback and accurate information. This report is presented for noting by Council.

## 12. Officers' reports

### OCM.175/19 Council Plan Quarterly Performance Report

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**Distribution:** Public

**Manager:** Jeremy Livingston, Executive Manager Business Transformation and Performance

**Author:** James Hartigan, Business Performance Analyst

#### Summary

The purpose of this report is to present the Council Plan Quarterly Performance Report for Council's consideration. The attached Quarterly Performance Report provides the first update on delivery progress and performance of the 2019-2020 Annual Plan priority actions, which aligns to delivery of the Council Plan 2017-2021.

Of the 40 actions in the 2019-2020 Annual Action Plan, 35 are "On track", four are "Yet to commence" and one is "Business-As-Usual/ongoing".

The year's performance against the delivery of the Council Plan will be published in the Annual Report 2019-2020, which will be presented to the Minister for Local Government before 30 September 2020.

#### Recommendation

**That Council:**

1. Receives the Council Plan Quarterly Performance Report (**Attachment 1**) for the first quarter, being the period ending 30 September 2019.
2. Notes the progress and status of the five actions which were not completed in the 2018-2019 Annual Action Plan, and which have subsequently been re-scoped or rescheduled to now be delivered in the 2019-2020 financial year (**Attachment 2**).

#### Attachments

1. Q1 2019-2020 Council Plan Performance Report
2. 2018-2019 Annual Action Plan Carryover Actions

#### Background

1. The Council Plan 2017-2021 was developed following the general Council Election in October 2016 and adopted by Council on 27 June 2017.
2. The Annual Plan 2019-2020 was developed and endorsed at the June 2019 Ordinary Council Meeting. The Annual Plan 2019-2020 contains 40 actions contributing to delivery of the Council Plan within the corresponding financial year.
3. This report provides Council with an update on the progress delivery of the 40 Annual Plan actions. The report documents how Council is performing and delivering on the Council Plan for the Nillumbik community.

#### Policy context

4. This report directly supports the achievement of Council Plan 2017-2021 strategy:
  - Maintain good governance and effective leadership.

12. Officers' reports

OCM.175/19 Council Plan Quarterly Performance Report

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**Budget implications**

5. This report is part of Council's monitoring of the Council Plan and Budget. The resources for the monitoring and the preparation of this report are accommodated within existing operational budgets.

**Consultation/communication**

6. The Council Plan 2017-2021 was developed following a comprehensive program of workshops and briefings with Councillors following the general Council election in October 2016, as well as a period of consultation with the community in May and June 2017. The Council Plan 2017-2021 was adopted by Council on 27 June 2017.
7. The Annual Plan 2019-2020, developed following briefings with Councillors, was adopted by Council in June 2019 and contains 40 actions contributing to delivery of the Council Plan within the corresponding financial year.

**Commentary on performance report**

8. The 2019-2020 Annual Plan contributes to the delivery of the Council Plan 2017-2021 through 40 priority actions that sit under the five high-level strategic objectives of:
- Engaged, connected communities – a place where communities and ideas thrive, underpinned by trust, confidence and continuous learning.
  - Active and creative people – active lifestyles and artistic expression are fostered through participation and innovation.
  - Safe and healthy environments – healthy and safe communities enjoy living in our iconic Green Wedge environment.
  - A prosperous economy – a strong local economy that supports business growth, jobs and community wealth.
  - Responsible leadership – collaborative and consultative leadership that builds trust and makes the best use of available resources to the benefit of all in the pursuit of excellence.
9. Of the 40 actions in the 2019-2020 Annual Action Plan, 35 are “On track”, four are “Yet to commence” and one is “Business-As-Usual/ongoing” (**Attachment 1**).
10. Some highlights of activities and deliverables achieved during the first quarter (July to September 2019) include:
- Implementation of the Nillumbik Customer First Strategy continues. Training is underway and being deployed to all new staff as well as staff who were unable to attend the training from last year. Complaints reporting has been established and is being piloted with two departments, prior to any necessary refinements and an official Complaints Handling Policy is finalised and adopted for the entire organisation (Action 2);
  - Nillumbik Women's Network is now a self-sustaining entity which Council will continue to support in the form of identification of grant and promotional opportunities, and the availability of a meeting space (Action 7);



12. Officers' reports

OCM.175/19 Council Plan Quarterly Performance Report

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- Cultural consultation meetings have been established on an ongoing basis with the Wurundjeri Tribe Council, with a 'statement of commitment' being proposed in place of a reconciliation action plan (Action 8);
  - Work on the Diamond Creek Trail between Diamond Creek and Wattle Glen continues, with the construction tender having progressed. The scope of works, which are scheduled to commence in Quarters 3 and 4, includes three bridges, the concrete path and signage. A funding application has been submitted for stage 2 of the Diamond Creek Trail via the Northern Trail Committee to the State Government with the outcome being announced in November/December 2019 (Action 13);
  - Nominated projects from the capital works program have been completed. These include the completion of the Research Park Pavilion, the Eltham Central change rooms and the Eltham North Cricket Pavilion (Action 15);
  - Council endorsed the continuation of a business case and masterplan for a Regional or Municipal Gallery. Officers will develop a consultant's brief with the aim of engaging a consultant in Quarter 3 to scope the potential options as per Council's endorsed options (Action 18);
  - Work on the Bushfire Mitigation Works program has commenced with excellent progress made. Changes to the Fire Hazard Inspection and Enforcement Program have been developed to strengthen and streamline processes with the aim of achieving improved customer outcomes (Action 23); and
  - To improve the amenity of Yarrambat in conjunction with key stakeholders, a draft streetscape improvement plan has been completed (Action 35).
11. Five actions were not completed in the 2018-2019 Annual Action Plan, and were re-scoped or rescheduled to now be delivered in the 2019-2020 financial year. Progress and status of these actions is also included in this report (**Attachment 2**).

**Conclusion**

12. The Council Plan Quarterly Performance Report provides an update on the outcome of the Council Plan at the end of the first quarter of the 2019-2020 financial year. The report documents how Council performed and delivered over the final quarter and provides an end of year overview on the Council Plan for the Nillumbik community. The overall position suggests that Council continues to make a solid effort at delivering on the priority actions and significant outcomes for the community.

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**12. Officers' reports****OCM.176/19 Renewable Energy Generation Feasibility Update**

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**Distribution: Public****Manager: Hjalmar Philipp, Director Operations and Infrastructure****Author: Paul Usatov, Senior Project Manager****Summary**

A study exploring the feasibility of developing a solar energy generation facility (solar farm) at the former Plenty and Kangaroo Ground landfill sites has been completed. It indicated that there are no fundamental impediments to developing a solar farm at either site, with Plenty being the most feasible and preferred site.

<b>Recommendation</b>
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**That Council:**

1. Seeks offers from the market to develop a solar farm at the former landfill on Yan Yean Road, Plenty.
2. Continues to explore opportunities to incorporate a community investor element in the solar farm development.

**Attachments**

Nil

**Background**

1. At its Ordinary Meeting of Council (OCM) on 28 August 2018 Council resolved to undertake a detailed feasibility study into the development of a solar energy generation facility, focussing on Council land within the Shire.
2. External advisors were engaged to examine opportunities with developing a solar energy generation facility (solar farm) at the former Plenty and Kangaroo Ground landfill sites.
3. Phase one of the feasibility study involved understanding the planning, geotechnical, structural and engineering conditions and potential hurdles. It demonstrated that the project is technically feasible.
4. Phase two included exploring indicative costs, scale, grid connection issues, as well as business models to fund and operate a large scale solar farm.
5. The work indicated that there are no fundamental impediments to developing a solar farm at either site, with Plenty being the most feasible and preferred site. The Plenty site could accommodate a solar farm generating up to 5 MW.
6. Council's energy demand across all its asset groups (streetlights, council managed assets and tenanted assets) is approximately 6,200 MWh per annum. The equivalent solar power, required is approximately 4.7 MW.
7. A solar farm would not need to conflict with any objectives to avoid and/or reduce Council's electricity consumption and greenhouse gas emissions (for example through improved building efficiency) or installation of 'behind the meter' solar on Council buildings.

**12. Officers' reports**

**OCM.176/19 Renewable Energy Generation Feasibility Update**

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**Policy context**

8. This report directly supports the achievement of Council Plan 2017-2021 strategy:

- Review and communicate Council's climate change strategies.

**Budget implications**

9. The approach outlined in this report is covered under current financial year operating expenditure.

**Consultation/communication**

10. Community consultation is proposed as part of the next steps outlined in this report.

**Issues/options**

11. A solar farm at the former Plenty landfill site presents the opportunity for Council to:

- a) Re-purpose low value land
- b) Develop local renewable energy to feed into the electricity grid for purchase by Council and/or other parties through a retailing arrangement
- c) Support Nillumbik Council's climate change actions and targets, including tangible support of the renewable energy economy

12. A number of different investment models were examined as part of the feasibility work, including:

- a) Council funded and operated
- b) Community investor
- c) Private developer offering offtake agreements with Council and/or other parties through a retailing arrangement

13. The proposed next step involves Council seeking offers from the market to fund and develop a solar farm at a range of sizes up to 5MW, and incorporating options such as battery storage. The offer would include a power purchase agreement commitment for Council. This is considered the lowest risk approach for Council.

14. The opportunity to incorporate an element of community investment would also be explored as part of the process, recognising this is concept level only and needs further work.

15. Full detail of any offer received along with comprehensive expert evaluation particularly on aspects such as pricing structure and contract arrangements would be presented to Council for thorough consideration before any decision on the solar farm by Council.

16. Alongside the procurement process the next phase of work is proposed to involve community consultation, as well as progressing preliminary designs, planning permit and grid connection aspects. This phase is anticipated to be completed towards the end of the 2019/2020 financial year.

**Conclusion**

17. The feasibility work undertaken to date indicates that a solar farm at the former Plenty landfill site is a viable proposition. Funding and managing the development and operation of a solar farm by third parties is the least risk and cost approach for Council.

## 12. Officers' reports

### OCM.177/19 Assembly of Councillors

**Distribution:** Public

**Manager:** Blaga Naumoski, Executive Manager Governance and Legal Services

**Author:** Alena Spry, Governance Officer

#### Summary

In accordance with section 80A(2) of the *Local Government Act 1989*, Council is required to report as soon as practicable to an Ordinary Council Meeting a record of any assemblies of Councillors held.

This report lists assemblies of Councillors forms that have been submitted since the matter was last reported to Council on 29 October 2019.

An Assembly of Councillors record was kept for:

- Panton Hill Bushland Reserves System User Group Advisory Committee – 17 October 2019;
- Arts Advisory Committee – 21 October 2019;
- Councillor Briefing – 22 October 2019;
- Meeting with Department of Education and Best Chance – 29 October 2019;
- Councillor Briefing and Pre-meeting to Ordinary Council Meeting – 29 October 2019; and
- Councillor Briefing and Pre-meeting to Future Nillumbik Committee – 12 November 2019.

#### Recommendation

**That** Council, in accordance with section 80A(2) of the *Local Government Act 1989*, receives the records of the assemblies of Councillors held on 17 October 2019, 21 October 2019, 22 October 2019, 29 October 2019, 29 October 2019 and 12 November 2019 (**Attachment 1**).

#### Attachments

1. Assembly of Councillors reported 26 November 2019

#### Background

1. The *Local Government Act 1989* (the Act) requires records of assemblies of Councillors be reported to an Ordinary Council Meeting and recorded in the minutes of that meeting.

#### Policy context

2. This report directly supports the achievement of Council Plan 2017-2021 strategy:
  - Ensure that Council meets its legal responsibilities and manages its risks.

#### Budget implications

3. This is a routine reporting item, the resources for which are contained in Council's current operating budget.

**12. Officers' reports**

**OCM.177/19 Assembly of Councillors**

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**Consultation/communication**

4. None required.

**Issues/options**

5. An assembly of Councillors is defined in section 76AA of the Act. It is a meeting at which matters are considered that are intended or likely to be the subject of a Council decision or the exercise of delegated authority and which is either of the following:
- A planned or scheduled meeting that includes at least half the Councillors and at least one Council officer. These assemblies do not include meetings of Councillors and Council staff that are not planned or scheduled.
  - A meeting of an advisory committee where at least one Councillor is present. An advisory committee is any committee established by the Council, other than a special committee, that provides advice to the Council or to a special committee or to a member of Council staff who has been delegated a power or duty or function of the Council.
6. A record must be kept of an assembly of Councillors and include the names of all Councillors and Council staff attending, the matters considered, disclosures of conflict of interest and whether a Councillor left the meeting after making a disclosure.
7. In accordance with section 80A(2) of the Act, Council is required to report as soon as practicable to an Ordinary Council Meeting a record of any assemblies of Councillors held.
8. The recommendation contains the list of assemblies of Councillor forms that have been submitted since the matter was last reported to Council on 29 October 2019.

**Conclusion**

9. It is recommended that Council receives the records of recent assemblies of Councillors as contained in this report, fulfilling section 80A(2) of the *Local Government Act 1989*.

**12. Officers' reports**

**OCM.178/19 1920-020 Eltham Lower Park Back Oval Flood Lighting - Design and Construct**

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**Distribution: Public**

**Manager: Hjalmar Philipp, Director Operations and Infrastructure**

**Author: Alex Stewart, Project Management Officer**

**Lance Clark, Senior Procurement Specialist**

**Summary**

This report is an overview of a separate confidential report recommending the awarding of the contract for the design and construct of the Eltham Lower Park Back Oval Flood Lighting.

The works will involve removal of existing redundant flood lights and construction of four new flood light poles. The new floodlighting will provide 200 Lux average across the existing Lacrosse field.

The confidential report associated with this contract contains a recommendation to make public the decision regarding this contract but the evaluation remain confidential.

Pursuant to the Instrument of Delegation to the Chief Executive Officer the value of this contract exceeds the specified financial limits and a Council resolution is therefore required to award the contract.

**Recommendation**

**That** Council notes this report.

**Attachments**

Nil

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12. Officers' reports

**OCM.179/19 Tender Report - Supply and Delivery of a 13,000 litre water tanker truck as a single unit (Contract number 1415-30 MAV Vendor Panel, VP152899)**

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**Distribution: Public**

**Manager: Hjalmar Philipp, Director Operations and Infrastructure**

**Author: Vladimir Mistic, Coordinator Road and Drain Maintenance**

**Summary**

This report is an overview of a separate confidential report recommending the awarding of a contract for supply and delivery of a 13,000 litre water tanker truck.

This water tanker is proposed to replace an existing road maintenance vehicle and its replacement is like-for-like and consistent with the scheduled timing and funding provided within Council's 10 year plant replacement program.

The water tanker was tendered through the National Procurement Network (NPN) Register of Prequalified Supplier for the supply of Specialised Trucks and Bodies (Contract number 1415-30 MAV Vendor Panel, VP152899).

The confidential report associated with this contract contains a recommendation to make public the decision regarding this contract but the evaluation remain confidential.

Pursuant to the Instrument of Delegation to the Chief Executive Officer, the value of this contract exceeds the specified financial limits and a Council resolution is therefore required to award the contract.

**Recommendation**

**That** Council notes this report.

**Attachments**

Nil

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12. Officers' reports

OCM.180/19 Quarterly Risk and Insurance Report

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**Distribution:** Public

**Manager:** Jeremy Livingston, Executive Manager Business Transformation and Performance

**Author:** Craig Commane, Risk and Safety Lead

**Summary**

This report provides a summary of Council’s Risk and Insurance Report for the quarter ending September 2019.

The report is presented in accordance with the Local Government Performance Reporting Framework (LGPRF). This reporting framework requires the presentation of a report to Council at least every six months, detailing the strategic risks, operational risks, the consequences and likelihood of occurrence, and risk mitigation strategies.

Risk and insurance reporting to Council is tabled each quarter following consideration by the Audit and Risk Committee.

A separate confidential report in this agenda provides detailed information for Council’s consideration. It is recommended that this detailed report remain confidential as it includes information which may prejudice the Council or another person.

**Recommendation**

**That** Council notes this report.

**Attachments**

Nil

**Background**

1. Council’s commitment to risk management is outlined in the Risk Management Policy adopted in June 2018, with the following objectives:
  - Ensure that all risks that could affect the achievement of our Council’s goals, strategies and actions are identified, assessed and treated to a commercially, professionally and politically acceptable level of risk;
  - Integrate risk management into decision making processes and embed it into the organisation culture to help make informed choices for the benefit of Council and our stakeholders;
  - Ensure that necessary resources are allocated in support of the policy outcomes;
  - Maintain stakeholders trust and due diligence;
  - Align all risk management practices across the organisation and to promote and support a consistent corporate approach to risk management that can be clearly understood and applied by everyone and provide a basis for higher standards of accountability; and
  - To ensure that risk management is seen as the responsibility of all staff, i.e.: “Risk Management is everyone’s business”.

**12. Officers' reports**

**OCM.180/19 Quarterly Risk and Insurance Report**

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2. In addition to the Risk Management Policy, Council's Risk Management Framework 2018 communicates and describes the risk management structure and procedures that are used to identify, analyse, evaluate, treat, monitor and communicate key risks, including management reporting.
3. The context of the Risk Management Policy and Framework takes into account that local government presents a distinct risk character and profile that needs to be taken into account when considering risk management. Many assets and services are available 24 hours a day seven days a week in an unsupervised way, some are managed or provided by volunteers or committees of management or are managed by contractors, others are regulated by compliance legislation.
4. Prior to the introduction of the Local Government Performance Reporting Framework (LGPRF), risk reporting was referred to Councils' Audit and Risk Committee and the information included for consideration by Council through the adoption of the Audit and Risk Committee's minutes.
5. Commencing 1 July 2014, the State Government introduced the LGPRF. This framework requires the presentation of risk reporting processes to Council at least every six months on strategic risks to Council operations.
6. The Risk and Insurance report is a result of consolidation of these management reports, which broadly reports on:
  - Risk management;
  - Business continuity;
  - Fraud;
  - Insurance premiums;
  - Incident management and insurance claims;
  - Occupational Health and Safety;
  - Other data; and
  - Strategic risk summary report.

**Policy context**

7. This report directly supports the achievement of Council Plan 2017-2021 strategy:
  - Ensure that Council meets its legal responsibilities and manages its risks.

**Budget implications**

8. The costs for managing and reporting are covered by Council's operating budget.

**Consultation/communication**

9. The Quarterly Risk and Insurance Report was considered by the Audit and Risk Committee on 11 November 2019.

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OCM.180/19 Quarterly Risk and Insurance Report

Issues/options

10. The Quarterly Risk and Insurance Report has been prepared in accordance with Council’s Risk Management Policy and Framework and is consistent with the Australian Standard AS/NZS 31000:2009 Risk Management.

11. Highlights from the Quarterly Risk and Insurance Report for the September 2019 quarter are:

- Data capture of reported incidents now recognises public liability personal injury and public property damage reported through Council’s customer service request system. There were 23 incidents of this nature included in this report.
- The following table summarises recorded incidents by type for matters involving Council. It should be noted that this table shows all reported incidents, rather than all claims, as not every incident results in a claim being made;

Incidents by type (excluding OHS incidents)	Oct - Dec 18	Jan - Mar 19	Apr – Jun 19	Jul – Sep 19	Total Oct - Sep 19	Last Year Oct - Sep 18	Year to date trend
Property	3	9	9	6	27	31	▼
Motor vehicle	21	20	27	15	83	108	▼
Professional Indemnity	3	3	6	0	12	4	▲
Public Liability	16	34	32	46	128	120	▲
Total all incidents	43	66	74	67	250	263	▼

- A high proportion of reported incidents during the September 2019 quarter are generated within the normal course of operations in the Operations and Infrastructure Directorate (74 per cent). These incidents relate to major classes of asset or maintenance type incidents for Council buildings, recreational facilities, playgrounds, trees, drainage, footpath, road damage and major plant;
- Tree related risks are mitigated through the:
  - Tree Management Policy;
  - Reactive tree maintenance program;
  - Proactive electric power line clearance program;
  - Proactive box clearance program;
  - Proactive inspections of high risk trees; and

12. Officers' reports

OCM.180/19 Quarterly Risk and Insurance Report

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- Meeting the objectives of the Municipal Emergency Management Plan and Municipal Fire Management Plan;
  - Road, footpath, drainage and roadside related risks are mitigated through the:
    - Road Management Plan;
    - Road Asset Management Plans; and
    - Proactive and reactive maintenance programs;
  - Property incidents typically are reported break-ins, vandalism and accidental damage to Council buildings or fixed equipment such as in playgrounds and recreational facilities. Risks are mitigated through maintenance programs and insurance.
    - Property incidents included theft of a specialist projector and equipment used in Council's Digital Agora project. The equipment has since been replaced under insurance. The matter was reported to the police.
  - Motor vehicle incidents include accidental damage involving Council's light and heavy fleet, including incidents caused by third parties. Risks are mitigated through maintenance, education and insurance.
    - There was one significant accident during the September 2019 quarter where a Council utility was damaged in heavy traffic on Diamond Creek Road, Greensborough. A claim was lodged with Council's insurer.
  - Professional indemnity relates to claims for alleged negligence or breach of duty arising from an act, error or omission in the performance of Council services.
  - Public liability incidents are reported to Council where the third party is seeking compensation for personal injury, property damage and economic loss. These claims are managed by an external claims manager or Council's insurer. Typical incidents primarily relate to vehicle road damage, property damage, tree related or trip and fall incidents.
    - 10 trip and fall incidents were reported at various locations;
    - 18 incidents related to vehicle damage, primarily these are tyre or body work damage caused by the road surface or road related infrastructure. Note that the *Road Management Act 2004* threshold is currently \$1400;
    - Two incidents related to trees were reported. All claims were referred to Council's claims manager for assessment; and
    - 16 miscellaneous incidents were noted.
  - The annual trend data for year ending September 2019 was lower compared to the same period ending September 2018. The decrease is attributed to fewer weather related events and it is not unusual for the number of incidents to vary from period to period.
12. Incident costs including under excess claim costs and insurance excesses are managed within existing budgets.

**12. Officers' reports**

**OCM.180/19 Quarterly Risk and Insurance Report**

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**Conclusion**

13. This summary, along with the confidential Risk and Insurance Report September 2019, have been provided to meet the requirements of the Local Government Performance Reporting Framework (LGPRF) and consolidation of management reporting.
14. Ongoing reporting to Council is presented quarterly following each meeting of the Audit and Risk Committee.

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- 13. Notices of Motion
- 14. Delegates' reports
- 15. Supplementary and urgent business
- 16. Confidential reports

The Chief Executive Officer, pursuant to section 77(2)(c) of the *Local Government Act 1989* (the Act), has designated the following items to be confidential:

**OCM.181/19 1920-020 Eltham Lower Park Back Oval Flood Lighting - Design and Construct**

This item is designated confidential because it is a contractual matter pursuant to section 89(2)(d) of the Act.

**OCM.182/19 Tender Report - Supply and Delivery of a 13,000 litre water tanker truck as a single unit (Contract number 1415-30 MAV Vendor Panel, VP152899)**

This item is designated confidential because it is a contractual matter pursuant to section 89(2)(d) of the Act.

**OCM.183/19 Quarterly Risk and Insurance Report**

This item is designated confidential because it is any other matter which the Council considers would prejudice the Council or any person pursuant to section 89(2)(h) of the Act.

The Meeting may be closed to members of the public to consider confidential matters.

<b>Recommendation</b>
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**That** in accordance with section 89(2) of the *Local Government Act 1989*, Council resolves to close the meeting to members of the public to consider the items designated confidential by the Chief Executive Officer.