



Agenda

Ordinary Meeting of Council

Wednesday 22 June 2022 at 7:00pm

Queenscliff Town Hall

Distribution List

Councillors

Cr Ross Ebbels – Mayor
Cr Fleur Hewitt – Deputy Mayor
Cr Donnie Grigau
Cr Michael Grout
Cr Isabelle Tolhurst

Officers

Martin Gill – Chief Executive Officer
Gihan Kohobange – Manager Finance and Corporate Services
Shannon Maloney – Manager Community
Stuart Hansen – Manager Infrastructure and Environment
Connor Parker – Communications Coordinator
Jenni Walker – HR & Governance Coordinator

In accordance with the Borough of Queenscliffe Governance Rules, the information contained within this Agenda is for the confidential and privileged use of Councillors until at least 48 hours prior to this meeting.

THIS MATERIAL DOES NOT NECESSARILY REFLECT THE VIEWS OF COUNCIL



Council Vision

Inspired by the Borough's Latin motto, 'Statio Tutissima Nautis', that translates as "the safest anchorage for seafarers", our vision for the future is that:

The Borough remains a safe haven defined by its unique heritage, rich culture and significant natural environment. It is a special and restorative place for an involved and caring community and our visitors.

Council acknowledges the Traditional Owners of these lands, waters and skies, the Wadawurrung People. We acknowledge and respect their continuing connections to their Lands, Waters, Skies, Culture and the contribution they make to the life and spirit of our community. We pay respect to their past and present Elders and their emerging leaders, and extend this respect to all Aboriginal and Torres Strait Islander peoples.



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Appendix 2	Community Satisfaction Survey Results 2022	16.1 Community Satisfaction Survey Results 2022	Under separate cover
Appendix 3	Budget 2022–23	16.3 Budget 2022–23 & Financial Plan 2022–23 to 2031–32	Under separate cover
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Appendix 5	2022–23 Budget Submissions Summary	16.3 Budget 2022–23 & Financial Plan 2022–23 to 2031–32	Under separate cover



1. OPENING OF MEETING

Council acknowledges the Traditional Owners of these lands, waters and skies, the Wadawurrung People. We acknowledge and respect their continuing connections to their Lands, Waters, Skies, Culture and the contribution they make to the life and spirit of our community. We pay respect to their past and present Elders and their emerging leaders, and extend this respect to all Aboriginal and Torres Strait Islander peoples.

The Meeting opened at:

2. PRESENT & APOLOGIES

Present:

Apologies:

3. PECUNIARY INTEREST & CONFLICT OF INTEREST DISCLOSURES

Councillors must disclose a conflict of interest in accordance with Section 130 of the Local Government Act 2020.

Councillors:

Officers:

4. LEAVE OF ABSENCE OF COUNCILLOR

Nil.



5. PUBLIC QUESTION TIME

5.1 Public Questions Status Update

No public questions are outstanding.

5.2 Public Questions

In accordance with Council's Public Question Time Guidelines, questions must be written and received by the Chief Executive Officer prior to 3.00pm on the day of the Ordinary Council meeting. Questions received after this time will be treated as correspondence and a written response provided consistent with Council's Customer Service Charter. Questions can be lodged online via the Borough of Queenscliffe website, via email, via post or in person by completing a Public Question Time Form.

6. CONFIRMATION OF COUNCIL MEETING MINUTES

6.1 Ordinary Meeting of Council – 25 May 2022

A copy of the previous Minutes of the Ordinary Meeting of Council held on 25 May 2022 was distributed to Councillors under separate cover.

RECOMMENDATION

That the Minutes of the Ordinary Meeting of Council of the Borough of Queenscliffe held on 25 May 2022, as distributed, be confirmed as an accurate record.

6.2 Audit & Risk Committee Meeting Minutes – 6 June 2022

A copy of the Minutes of the Audit and Risk Committee meeting held on 6 June 2022 was distributed to Councillors under separate cover. A copy is provided at **(Appendix 1)**.

RECOMMENDATION

That the Minutes of the Audit and Risk Committee Meeting held on 6 June 2022, as distributed, be confirmed as an accurate record.



7. RECORD OF INFORMAL MEETINGS OF COUNCILLORS

A Record of Informal Meetings of Councillors is included at Adjunct to item 7:

- 25 May 2022 – Councillor Assembly Briefing
- 1 June 2022 – Councillor Assembly Briefing
- 8 June 2022 – Councillor Assembly Briefing
- 15 June 2022 – Councillor Assembly Briefing

RECOMMENDATION

That the Record of Informal Meetings of Councillors, as presented in Adjunct to Item 7, be noted.

8. NOTICE OF MOTION

8.1 Notice of Motion Status Update

No Motions on Notice outstanding.

8.2 Motion on Notice

No Notices of Motion were received.

9. PETITIONS AND JOINT LETTERS

9.1 Petitions and Joint Letters

In accordance with the Borough of Queenscliffe Governance Rules, a petition or joint letter presented to the Council must lay on the table until the next ordinary meeting of the Council and no motion, other than to receive the petition or joint letter may be accepted by the Chairperson, unless the Council agrees to deal with it earlier.

None received.



10. FUNCTIONS ATTENDED

Council was represented at the following meetings and functions between 20 May and 16 June 2022:

Date	Function Attended
25 May 2022	National Simultaneous Story Time 2022 (Cr Ebbels)
26 May 2022	2022 Geelong Community Foundation Annual Grant Reception (Cr Grigau)
26 May 2022	PLonQ Committee Meeting (CEO & Cr Ebbels)
27 May 2022	Point Lonsdale Lighthouse Reserve Project Control Group Meeting via videoconference (CEO & Cr Ebbels)
27 May 2022	Queenscliff Music Festival Inc. Annual General Meeting (Crs Ebbels, Grout & Tolhurst)
27 May 2022	Queenscliffe Historical Museum Yoorook Truth Telling Seminar (Cr Grout)
28 May 2022	Borough of Queenscliffe Community Service Awards function (Crs Ebbels, Grout, Grigau & Tolhurst)
28 May 2022	St George Restoration appeal (Cr Grout)
29 May 2022	DELWP Dog Beach community consultation session (CEO & Cr Ebbels)
30 May 2022	Susan Salter memorial service (CEO, Crs Ebbels, Grout, Grigau & Tolhurst)
1 June 2022	Budget submissions hearing (CEO, Crs Ebbels, Grout, Grigau & Tolhurst)
2 June 2022	Greater Geelong New Brand launch (Cr Ebbels)
2 June 2022	Meeting with MAV President (CEO & Cr Ebbels)
2 June 2022	Geelong Regional Library Corporation Special Meeting (Cr Ebbels)
2 & 3 June 2022	Rural & Regional Planning Conference via videoconference (Cr Grout)
3 June 2022	Land Use Planning for Councillors via videoconference (Cr Tolhurst)
3 June 2022	G21 Board Meeting & Strategy Day (CEO & Cr Ebbels)
5 June 2022	QRAR Celebratory Luncheon (Cr Ebbels)
6 June 2022	Tourism Greater Geelong & The Bellarine Board Meeting (Cr Ebbels)



Date	Function Attended
7 June 2022	Queenscliffe Hub Project Control Group (CEO)
7 June 2022	Tourism Greater Geelong & The Bellarine Member Forum (Cr Ebbels)
9 June 2022	Queenscliff Red Cross Ukraine fundraiser (Cr Ebbels)
10 June 2022	Barwon Regional Partnership Meeting via videoconference (CEO)
14 June 2022	Barwon South West Regional Circular Economy Engagement Program Workshop 3 via videoconference (CEO)
16 June 2022	Geelong Regional Library Corporation Board Meeting via videoconference (Cr Ebbels)
16 June 2022	Geelong Heritage Centre Collection Advisory Committee Meeting (Cr Ebbels)
16 June 2022	Briefing on the Planning for a Safe Climate advocacy campaign (CEO, Crs Ebbels, Grout & Tolhurst)

RECOMMENDATION

That the Functions Attended report be received.



11. CHIEF EXECUTIVE OFFICER

11.1 Chief Executive Officer Report

PURPOSE

The purpose of this report is to provide Council an update on current projects and operational activities not reported through the quarterly reporting process.

REPORT

Staff Recognition

I am proud to report that our Communications Officer, Matt Gibbs, was crowned the Local Government Professionals (LGPro) Young Achiever of the Year for 2022.

This award is open to every local government employee in Victoria under the age of 30, and is the only award given to an individual by LGPro.

Matt was recognised by the judging panel for bringing to life major new initiatives in the way we communicate with our community, including creating Council's new website and Facebook page, as well as his creativity, inventiveness and outstanding capability as a team member.

All of us who work with Matt will know that this award is well-deserved.

Major Projects

The QHub, which will be known as Wirrng Wirrng, is only weeks away from practical completion and will be open to the public in July.

Wirrng Wirrng is the Wadawurrung language name for the building. Wirrng Wirrng is the Wadawurrung name for ear. When speaking, the Wadawurrung would double the word to Wirrng which means to listen with both ears.

As the building nears completion the quality of design continues to emerge. It is a building that enhances the heritage buildings flanking it and a building that creates its own presence. It is a great addition to a street already full of character and once the public starts using it, will be a great addition to the cultural life of the Borough and a place to listen and learn about the long history of Wadawurrung Country.

Victoria Park

The 29 October 2021 storm had a devastating impact on the trees within Victoria Park. Over the last six months Council has undertaken a number of different management actions to address the ongoing safety risks and keep Victoria Park open to the public while minimising vegetation loss.



In late May, WorkSafe inspected the site and determined that the vegetation in Victoria Park continued to pose an unacceptable risk to public safety and issued Council with a formal provisional improvement notice (PIN) that required Council to take remedial action to reduce the risk rating for trees in Victoria Park to low risk.

Over the last few weeks Council has undertaken tree removal and loping in the areas where Council could not achieve compliance with the WorkSafe interim directions despite fencing and restricting access to Victoria Park.

Council is now working with an arborist and considering how it will meet the outstanding conditions of the PIN in order to open Victoria Park up to the public again.

Once the Worksafe PIN has been addressed a replanting program will commence.

Audit and Risk Committee Meeting

The independent Audit and Risk Committee meeting was held on 6 June 2022. The minutes of the meeting can be found at **(Appendix 1)**.

OFFICER RECOMMENDATION

That Council receives the Chief Executive Officer Report for June 2022.



12. HEALTH & WELLBEING

No reports to consider.

13. ENVIRONMENT

No reports to consider.

14. LOCAL ECONOMY

No reports to consider.



15. HERITAGE, PLANNING & INFRASTRUCTURE

15.1 Planning Permit Activity Report

File: QG290.01.02

Author: Senior Planner

Portfolio: Heritage, Planning & Infrastructure

Portfolio Holder: Cr Grout

PURPOSE

The purpose of this report is to present a record of planning permit activity in the Borough of Queenscliffe.

EXECUTIVE SUMMARY

The following table provides a summary of the planning permit activity during the last month.

CATEGORY	TALLY
Current applications	22
Applications finalised since last report	12
New applications received since last report	8
Total number of active permit applications	29
VCAT matters yet to be determined	3
Development Plan & Planning Scheme Amendment Summary Report	0

RECOMMENDATION

That the Planning Permit Activity Report be received.



(a) Current applications

App. No	Date Received	Address	Proposal	No. of objections	Status
2021/018	25/02/2021	134 Hesse Street Queenscliff	Installation of Telstra telecommunication tower in a Heritage Overlay (Queenscliff Recreation Reserve)	19	Under consideration
2021/048	27/05/2021	200–204 Point Lonsdale Road Point Lonsdale	Buildings and works associated with the construction of a two storey building comprising four (4) shops and twelve (12) dwellings, use of the site for commercial premises, reduction of the standard car parking requirement of Clause 52.06, alteration to and creation of access to a road in a road zone category 1	9	Application on hold (at the request of the applicant)
2021/081	23/08/2021 (Amended 08/06/2022)	8 Cheshunt Street Point Lonsdale	Alterations and extensions (two storey) to an existing dwelling, construction of a habitable outbuilding (two storey) and variation to side setback under Design and Development Overlay – Schedule 4	2	Initial review (of amended plans)
2021/096	20/09/2021	33–35 Flinders Street Queenscliff	Subdivision of the land into ten (10) lots (re-subdivision), removal of native vegetation and alterations to access to a Road Zone Category 1 (RDZ1)	5	Application on hold (at the request of the applicant)
2021/115	08/11/2021	61–75 Murray Road Queenscliff	Subdivision of the land into thirteen (13) lots	0	Under consideration
2021/116	08/11/2021	13 Baillieu Street Point Lonsdale	Alterations and extensions to an existing dwelling and alterations to an outbuilding	0	Public notification



App. No	Date Received	Address	Proposal	No. of objections	Status
2021/129	17/12/2021 (Amended 24/12/2021)	6 Alexander Crescent Point Lonsdale	Alterations and extensions (two storey) to an existing dwelling, variation to the site coverage requirements of Design and Development Overlay Schedule 4 and construction of an outbuilding	0	Public notification
2021/130	17/12/2021	2 Nicholas Court Point Lonsdale	Alterations and extensions to an existing three storey dwelling	3	Under consideration
2022/014	18/02/2022	66 King Street Queenscliff	Construction of two dwellings on a lot and variation to the site coverage requirements of Design and Development Overlay – Schedule 1	9	Public notification
2022/018	08/03/2022	4/8 Loch Street Point Lonsdale	Alterations and extensions (two storey) to an existing dwelling on a lot less than 300m ² and variation to the site coverage and setback requirements of Design and Development Overlay – Schedule 4	9	Under consideration
2022/020	11/03/2020	16 Ocean Road Point Lonsdale	Construction of a two storey dwelling, variation to the site coverage requirements of Design Development Overlay – Schedule 4 and removal of native vegetation	0	Public notification Referral to Borough Engineer
2022/023	16/03/2022 (Amended 03/06/2022)	2 Hobson Street Queenscliff	Alterations to an existing building for use as a dwelling, demolition and construction of a front fence and construction of an outbuilding in a Heritage Overlay area	0	Public notification
2022/025	29/03/2022	70 Fellows Road Point Lonsdale	Alterations and additions to an existing dwelling	0	Under consideration
2022/026	01/04/2022	9 McDonald Road Queenscliff	Construction of a two storey dwelling and outbuilding (studio)	0	Referrals to DELWP & CCMA



App. No	Date Received	Address	Proposal	No. of objections	Status
2022/031	07/04/2022 (Amended 22/04/2022)	14 Douglas Court Point Lonsdale	Construction of a two storey dwelling, removal of native vegetation and variation to the site coverage requirements of Design and Development Overlay – Schedule 4	8	Under consideration
2022/040	29/04/2022 (Amended 3/05/2022)	23 Williams Road Point Lonsdale	Construction of a second dwelling, alterations to an existing dwelling, subdivision of the land into two (2) lots and removal of native vegetation	12	Public notification
2022/041	29/04/2022	9 Jennifer Crescent Point Lonsdale	Alterations and extensions to an existing dwelling and variation to the front setback requirements of Design and Development Overlay – Schedule 4	0	Public notification Referral to Municipal Building Surveyor
2022/043	02/05/2022	12 Bailey Street Point Lonsdale	Alterations and extensions to an existing dwelling, alterations to an outbuilding and variation to the site coverage and setback requirements of Design and Development Overlay – Schedule 4	0	Public notification
2022/044	02/05/2022 Amended 03/06/2022)	6 McDonald Road Queenscliff	Use of the land for a helicopter landing site	1	Initial review (of amended plans)
2022/048	06/05/2022	10 Girvan Grove Point Lonsdale	Alterations and extension to an existing dwelling and removal of native vegetation	0	Under consideration
2022/049	10/05/2022	2 Pentland Road Point Lonsdale	Alterations and extensions to an existing dwelling, construction of a carport and outbuilding and variation to the setback requirements of Design and Development overlay – Schedule 4	0	Public notification
2022/050	11/05/2022	18 Bailey Street Point Lonsdale	Alterations and extensions to an existing dwelling	0	Public notification



(b) Applications Finalised Since Last Report

App. No	Date Received	Address	Proposal	Status
2020/071.1	09/12/2021	1 Hesse Street Queenscliff (JL Jordan Boat Ramp)	Building and works associated with the redevelopment of the Queenscliff Boat Ramp, including additional car parking areas, and removal of vegetation (amended proposal to include a fish cleaning table)	Application withdrawn by applicant
2022/027	04/04/2022	46 Jordan Road Point Lonsdale	Construction of a two storey dwelling and removal of native vegetation	Permit issued
2022/028	05/04/2022	12 The Esplanade Queenscliff	Construction of a two storey dwelling and outbuilding (bungalow)	Permit issued
2022/030	05/04/2022	14 Mercer Street Queenscliff	Alterations and extensions to an existing dwelling (roof deck) in a Heritage area	Permit issued
V 2022/032	11/04/2022	30 Mercer Street Queenscliff	Demolition and construction of a front fence	Permit issued
2022/035	14/04/2022	5 Queen Street Queenscliff	Subdivision of the land into two (2) lots	Permit issued
2022/039	28/04/2022	32 Cheshunt Street Point Lonsdale	Alterations and extensions (roof deck) to an existing two storey dwelling	Permit issued
V 2022/042	03/05/2022	1/33 Williams Road Point Lonsdale	Construction of a carport	Permit issued
V 2022/046	03/05/2022	4/42 Hesse Street Queenscliff	Alterations (blinds) to an existing building in a Heritage Overlay area	Permit issued
2022/047	03/05/2022	4 Gellibrand Street Queenscliff	Alterations (blinds and verandah) to an existing building in a Heritage Overlay area	Permit issued



App. No	Date Received	Address	Proposal	Status
V 2022/051	16/05/2022	17-19 Hesse Street Queenscliff	External painting of a building in a Heritage Overlay area	Permit issued
V 2022/058	02/06/2022	6 Arkins Street Point Lonsdale	Construction of a pergola	Permit issued



(c) New Applications Received Since Last Report

App. No	Date Received	Address	Proposal	No. of objections	Status
2022/052	23/05/2022	56–58 Glaneuse Road Point Lonsdale	Construction of a two storey dwelling	0	Public notification
2022/053	23/05/2022	43 King Street Queenscliff	Alterations to a building individually listed in a Heritage Overlay	0	Under consideration
2022/054	23/05/2022	19 Hobson Street Queenscliff	Part demolition, alterations and extensions to an existing dwelling, demolition and construction of a front fence in a Heritage Overlay area	0	Further information requested 7 June 2022
2022/055	24/08/2022	218 Point Lonsdale Road Point Lonsdale	Construction of a dwelling	0	Public notification
V 2022/056	26/05/2022	7 Pentland Road Point Lonsdale	Construction of an outbuilding	N/A	Under consideration
2022/057	02/06/2022	59 Flinders Street Queenscliff	Alterations and extensions to an existing dwelling	0	Public notification
V 2022/058	02/06/2022	6 Arkins Street Point Lonsdale	Construction of a pergola	N/A	Permit issued
2022/059	09/06/2022	20–26 Hesse Street Queenscliff	Use and development of the site for ten (10) dwellings in a Heritage Overlay area, subdivision of the land into ten (10) lots with common property, access to a Transport Zone 2 and variation to easements	0	Initial review



(d) VCAT matters yet to be determined

App. No	Date Received	Address	Proposal	Status
2018/062.2	25/06/2021	1/3 Edgewater Close Queenscliff	Amendment: Alterations and extensions (two storey) to an existing dwelling and variation to the site coverage requirements of Design and Development Overlay – Schedule 3	Notice of decision to amend a permit issued VCAT application for review lodged by objector VCAT hearing 9 August 2022
**2021/102	04/10/2021 (Amended 28/10/2021)	149 Point Lonsdale Road Point Lonsdale	Demolition of an outbuilding on a site individually listed in a Heritage Overlay, construction of an outbuilding (studio) and alteration to access to a Road Zone Category 1 (RDZ1)	Notice of decision to grant a permit issued VCAT application for review lodged by applicant VCAT hearing 21 September 2022
2021/123	03/12/2021 (Amended 07/03/2022)	40 Gellibrand Street Queenscliff	Part demolition, alterations and extensions to an existing dwelling on a lot less than 300m ² , demolition of an outbuilding in a Heritage Overlay and variation to the site coverage and setback requirements of Design and Development Overlay Schedule 1	Notice of decision to grant a permit issued VCAT application for review lodged by objector VCAT compulsory conference 17 October 2022 VCAT hearing 19 December 2022



16. GOVERNANCE & FINANCE

16.1 Community Satisfaction Survey Results 2022

File: QG048.03.01
Author: Communications Coordinator
Portfolio: Governance & Finance
Portfolio Holder: Cr Tolhurst

PURPOSE

The purpose of this report is to advise Council of the results of the 2022 Community Satisfaction Survey (CSS) for the Borough of Queenscliffe.

EXECUTIVE SUMMARY

Council's 2022 Community Satisfaction Survey results show further improvement in community sentiment across the board, continuing the upward trend begun in 2020. Every single performance metric has either remained stable or improved when accounting for the margin of error. No scores show a statistically significant decline in performance. Nineteen out of twenty-three metrics outperformed 2022 state-wide averages by five points or more, demonstrating a high level of performance across a range of Council services.

These results demonstrate Council is continuing to improve its reputation and build trust with our community. Particularly strong improvements in consultation and engagement scores since 2019 are a demonstration of this increasing trust. Council should continue to prioritise effective community engagement to solidify these gains, and ensure a broad range of community members are included in consultation activities. Continued performance far exceeding state averages in aged care, infrastructure, waste management, environmental sustainability and communication will also be essential to retaining high performance scores.

Opportunities for further improvement exist where Council has only achieved results in line with other councils. This is most notable in planning services, which have a large impact on overall scores but where Council's performance is only average. Opportunities for further improvements also exist in perceptions of Council's enforcement of local laws.

Councillors are encouraged to read the full CSS for detailed insights. Officers will be briefed on the survey and implications for their own work practices at an all-staff meeting in July.

RECOMMENDATION

That Council:

1. Note the results of the 2022 Community Satisfaction Survey.
-



2. Thank those members of our community who took the time to share their feedback with Council.

REPORT

BACKGROUND

The Community Satisfaction Survey (CSS) is undertaken annually by every council in Victoria. While the process is managed by the Victorian Government, the survey is conducted by an independent research company, JWS Research, on Council's behalf. The survey is conducted by phone, using a random sample of 400 ratepayers and residents. Respondents are asked demographic questions and responses are weighted to ensure the sample is closely matched to the Borough's general population. Given the Borough's small population and the quality checking of responses, the data collected by this survey forms a representative sample, and a high-quality dataset. For these reasons, the CSS is one of the most valuable tools Council has for gauging community sentiment of its performance.

Survey respondents are asked to rank Council's performance on a range of metrics, including seven core metrics around broader performance, and a large number of additional metrics for individual service areas. These rankings are then used to develop index scores for each metric, and the report goes into detail measuring these scores against other councils in Victoria, and against the Borough's past performance.

Previous CSS results for the Borough reached a low point in 2019 following a five-year downward trend. Council has since dramatically reversed this trend, with results consistently improving in most core metrics as well as individual service areas. Council officers have used this data to continue to solidify changes made to work practices and chase further improvements in scores.

This year's survey was conducted throughout the entire year for the first time, instead of over a single three-month period. This change doesn't appear to have had a measurable impact on results, and Council will be continuing to commission calls throughout the year for future surveys. Year-round surveying is less susceptible to fluctuations caused by respondent reactions to current events during a single-quarter surveying window.

When analysing CSS data, it is important to note that all data contains a margin of error. For the overall set for this year's CSS, the 95% confidence interval is $\pm 4.5\%$. For this reason, Council tends to pay closest attention to metrics that move by 3 points or more, as these are more likely to represent genuine changes in opinion rather than data noise. Particular care should be taken when assessing subgroups of data, however. Some groups, such as the 18–34 age group, have a margin of error as wide as $\pm 32.6\%$ and should be interpreted with caution.

DISCUSSION

Results

This year's CSS results continue to follow the upward trend established since the low point of 2019. In this year's survey, every core measure has remained stable or improved. Some metrics,



including core metrics, have improved so substantially since 2019 that they have achieved record-high scores in this year's survey.

In core measures, which assess Council's overall performance, the largest improvements since last year's survey are:

- Customer service (+6)
- Consultation and engagement (+5)
- Overall Council direction (+5)
- Making community decisions (+4)

These same core metrics have also driven Council's continued improvement since 2019. Over three years, many of these scores have improved dramatically, including:

- Overall Council direction (+16)
- Consultation and engagement (+14)
- Making community decisions (+14)
- Overall performance (+9)

Council's scores in community engagement and customer service have each achieved a record or equal record high, with *Consultation and engagement* and *Making community decisions* achieving index scores of 65 and 63, and *Customer service* achieving an index score of 78. This demonstrates a high level of improvement in Council's ability to engage residents effectively, whether on council projects or in delivering individual services.

Council's performance is also assessed against 15 additional service areas. The results in these service areas also continue to demonstrate improvement, with nine service areas experiencing improvements of three points or more compared to last year's results:

- Appearance of public areas (+4)
- Business services, community development and tourism (+4)
- Lobbying (+4)
- Elderly support services (+3)
- Family support services (+3)
- Enforcement of local laws (+3)
- Town planning policy (+3)

Community perceptions of the Borough of Queenscliffe are also substantially better than the average Victorian council. Across all our core and individual service areas, 19 out of 23 metrics outperform 2022 state-wide averages by five points or more, including:

- Elderly support services (+12)
 - Sealed local roads (+12)
 - Overall Council direction (+11)
 - Customer service (+10)
 - Waste management (+9)
 - Consultation and engagement (+9)
 - Making community decisions (+9)
 - Overall performance (+8)
-



-
- Informing the community (+8)
 - Lobbying (+8)
 - Environmental sustainability (+8)
 - Traffic management (+8)
 - Value for money (+8)
 - Appearance of public areas (+7)
 - Parking facilities (+7)
 - Community and cultural (+6)
 - Recreational facilities (+5)
 - Business services, community development and tourism (+5)
 - Town planning policy (+5)

No metrics recorded a fall in performance of three points or more, or underperformed state-wide averages by more than a single point.

A small number of non-performance-related questions are also included in the survey, including asking respondents how they prefer to receive Council communications. Continuing another trend, preferences for digital communication further increased in this year's results, with a record-high 58% of respondents identifying email, website or social media communication as their most preferred method of Council contact. While Council will continue to use a range of communication methods to reach our community, these results highlight the importance of the work Council has done to improve the way we use email, website and social media communication since 2019.

Analysis

Council's continued improvement in CSS outcomes demonstrate changes made since 2019 appear to have resonated with the community and substantially improved Council's public reputation. These improvements have occurred across many service areas, but appear to be particularly driven by two factors:

1. Improvements in perceptions of how Council engages and responds to the community

In the years since 2019, both metrics measuring council's consultation and engagement performance have risen by 14 points, and the *informing the community* metric measuring our communication performance has risen by 10 points. These three scores have seen the most dramatic improvement of all the individual service area scores, and improvements here have played an outsized role in restoring Council's public reputation.

Improvements in these scores likely reflect an expansion of when and how we engage residents, from accessible, multi-stage consultations with timely results reporting, through to selecting projects for development that reflect broad community priorities. Further improvements in community sentiment likely depend on continued improvements to these scores, and genuine and representative consultation should remain a priority for Council.

2. Improvements in perceptions from women and younger respondents

While scores have improved among all age and gender groups since 2019, scores from women and people younger than 65 have improved the most. These trends are present across individual service areas as well as core metrics. As an example, community engagement perceptions have



increased since 2019 by a smaller degree among men (+8) and community members 65 and older (+10) than among women (+17) and residents aged under 65 (+18).

These trends may reflect significant changes to Council's communication and consultation methods since 2019 that have made participation more accessible to those with work and childcare commitments, including a reduced reliance on consultation that requires time-based attendance (such as reference groups and meetings) and an increased availability of flexible consultation methods (such as surveys that can be taken at any time or online tools that can be accessed from home).

Since 2019, Council has also demonstrated an increased focus on responding to priorities identified by these groups in said consultation. For example, consultation for the Council Plan showed younger residents placed a greater priority on responding to climate change and improving waste services compared to older residents – two priorities where Council has substantially increased its investment since 2019.

Using these results

Council should consider changes that have been made in the past three years that have contributed to increasing performance, and seek to ensure improved performance is retained over the long-term. Most notably, this includes ensuring community engagement remains a priority for Council and is conducted in a way that is effective, accessible and transparent.

Service areas that are consistently high-performing should continue to be supported to achieve excellent results, including aged care, infrastructure, waste management, environmental sustainability, and communication, as these scores help Council maintain a high reputation for service delivery.

While maintaining higher performance is important, Council should also seek opportunities to make further improvements. A focus on areas where performance is only average, including planning and enforcement of local laws, presents the best opportunity to further grow Council's public standing. Officers will be briefed on the results of this report in detail at a July all-staff meeting to enable them to consider ways to further improve work practices.

Council has already signed on to participate in the 2023 Community Satisfaction Survey. Given the successful introduction of quarterly surveying, officers have elected to continue this survey method.

Options

While 66 councils in Victoria chose to take part in last year's survey, ongoing participation in the Community Satisfaction Survey is optional. Council could elect to withdraw its participation after next year's survey is complete (Council has already signed on to the 2023 survey). This is not recommended, as the CSS forms an important component of Council's performance assessment framework, as discussed in this report.

COMMUNICATIONS AND ENGAGEMENT



Community Engagement



The results of this survey represent the sum of all feedback received from 400 members of our community, and are one of the most effective ways to assess community sentiment towards Council. While the results of the survey continue to inform Council’s community engagement activities, no activities directly arise from the report’s recommendations.

Collaboration

Although the results of the survey include comparisons with other councils, the production of the survey does not include any direct collaboration with other local government areas. Council regularly collaborates with other local governments in its continuous improvement initiatives, some of which may result from the outcomes of this survey.

GOVERNANCE CONTEXT

Relevant Law

While not a requirement of the *Local Government Act 2020*, participation in the annual Community Satisfaction Survey complies with many of the Act’s principles relating to service delivery performance, community engagement and continuous improvement.

Charter of Human Rights

This report has had consideration to, and complies with, the *Charter of Human Rights and Responsibilities Act 2006*.

Gender Equality Act 2020

The *Gender Equality Act 2020* requires a Gender Impact Assessment to be undertaken when Council develops or reviews any Council policy, program or service that has a direct and significant impact on the public.

Has a Gender Impact Assessment been undertaken in respect of the matters in this Council Report?

No, as this is a report on a survey of Council’s services rather than a Council policy, program or service in its own right.

Regional, State and National Plans and Policies

Not applicable.

Council Plan Alignment

Council’s annual participation in the CSS falls under Strategic Objective 5 of Council’s 2021–2025 Council Plan, ‘Governance and finance, which is *‘to provide a financially viable Council that is accountable, transparent and practices good governance.’* Specific strategies under this objective that relate to the CSS include *Achieve consistent operating results; Continue to engage and seek*



input from our community on key strategic matters; and develop productive and respectful relationships with key stakeholders.

Legal and Risk Implications

Not applicable.

Related Documents

Not applicable.

Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

CONSIDERATIONS

Environmental Sustainability

Not applicable.

Financial and Resource Implications

The cost to Council for taking part in the survey for 2022 was \$15,745. The anticipated cost of the survey in future years is expected to be similar.

Innovation and Continuous Improvement

The Community Satisfaction Survey is a key method of assessing Council's performance and opportunities for improvement across the organisation. Officers will be briefed on the results at a meeting of all Council staff in July, and will use the data to identify ways Council can improve its services or further build on services and programs that have been well-received.

IMPLEMENTATION

Operational Impacts

While the survey itself is conducted by a third party on Council's behalf, minor operational changes sometimes occur as Council implements lessons from their results. The impact of these changes is not expected to substantially effect operations.

Implementation Process

Not applicable.

ATTACHMENT

1. Community Satisfaction Survey Results 2022 (**Appendix 2**)
-



16.2 Nomination of G21 Pillar appointments

File:	QG045-01-01
Author:	Chief Executive Officer
Portfolio:	Governance & Finance
Portfolio Holder:	Cr Tolhurst

PURPOSE

This report provides a mechanism for Council to appoint delegates to the new G21 Pillars.

EXECUTIVE SUMMARY

This report furthers the strategic objectives of the Council Plan 2021–2025, Portfolio 5: Governance and Portfolio and in particular Priority 6 – *Advocate and work in partnership with other levels of government and the private sector on issues important to Borough residents*. It links to the Council vision by encouraging an inclusive and engaged community.

Following a strategic review of the G21 Regional Alliance, the G21 Board initiated a review of the G21 Pillars. Following this review the G21 Board endorsed the consolidation of the Pillars into 4 key priority areas:

- Health and Wellbeing/Sport and Recreation
- Cultural and Economic Development
- Sustainability
- First Nations

These new Pillars will be complemented by a Managing Growth Advisory Group. This group will have a land use planning, infrastructure and transport focus and will play a central role in bringing together content for the updated G21 Region Plan due to be completed in early 2024.

With the exception of the First Nations Pillar, Council has been allocated two positions on each pillar and the advisory group. The G21 board has requested that Council nominates one Councillor and one senior officer.

RECOMMENDATION

That Council:

a) Nominates:

1. a Councillor for the Health and Wellbeing/Sport and Recreation Pillar;
2. a Councillor for the Cultural and Economic Development Pillar;
3. a Councillor for the Sustainability Pillar;
4. a Councillor for the Managing Growth Advisory Group

b) Notes the CEO will nominate officers for each Pillar.



REPORT

BACKGROUND

The G21 Geelong Region Alliance is the formal partnership of Colac Otway Shire, Golden Plains Shire, Surf Coast Shire, the Borough of Queenscliffe and the City of Greater Geelong. These five local government areas working in collaboration with the community, business, local leaders, and First Nations peoples to identify the needs of the region and proactively manage growth.

G21 develops currently its priority projects in consultation with the community through eight dedicated Pillar groups.

The current Borough of Queenscliffe Pillar appointments are set out in the following table.

Existing Pillars	2020/21 Councillor +/- Officer
G21 Region Alliance Board	Cr Ebbels & CEO
G21 Arts, Culture & Heritage Pillar	Cr Grigau
G21 Economic Development Pillar	Cr Ebbels
G21 Education & Training Pillar	vacant
G21 Environment Pillar	Cr Hewitt
G21 Health & Wellbeing Pillar	Cr Grigau
G21 Planning Pillar	Cr Grout
G21 Sport & Recreation Pillar	Cr Grigau
G21 Transport Pillar	Cr Grout

DISCUSSION

Following a strategic review of the G21 Regional Alliance, the G21 Board initiated a review of the G21 Pillars. Following this review the G21 Board endorsed the consolidation of the Pillars into 4 key priority areas:

- Health and Wellbeing/Sport and Recreation
 - Cultural and Economic Development
 - Sustainability
 - First Nations
-



These new Pillars will be complemented by a Managing Growth Advisory Group. This group will have a land use planning, infrastructure and transport focus and will play a central role in bringing together content for the updated G21 Region Plan due to be completed in early 2024.

With the exception of the First Nations Pillar, Council has been allocated two positions on each pillar and the advisory group. The G21 board has requested that Council nominates one Councillor and one senior officer.

It is recommended that Council nominates a Councillor for:

- Health and Wellbeing/Sport and Recreation Pillar
- Cultural and Economic Development Pillar
- Sustainability Pillar
- Managing Growth Advisory Group

Options

Option 1 – Nominate Councillors for appointment on a Pillar

Option 2 – Do not nominate a Councillor for appointment on a Pillar

COMMUNICATIONS AND ENGAGEMENT

Community Engagement



There is no statutory requirement for community consultation associated with this report.

Collaboration

The Pillar structure is the formal mechanism for collaboration in the G21 Alliance.

GOVERNANCE CONTEXT

Relevant Law

Not applicable.

Charter of Human Rights

This report has had consideration to, and complies with, the Charter of Human Rights and Responsibilities Act 2006.

Gender Equality Act 2020

The *Gender Equality Act 2020* requires a Gender Impact Assessment to be undertaken when Council develops or reviews any Council policy, program or service that has a direct and significant impact on the public.

Has a Gender Impact Assessment been undertaken in respect of the matters in this Council Report?



No, as it is not considered the nomination of Councillors to G21 Pillar appointments has a direct and significant impact on the public.

Regional, State and National Plans and Policies

Not applicable.

Council Plan Alignment

This report aligns with the Council Plan 2021–2025, Portfolio 5: Governance and Portfolio and in particular Priority 6 – Advocate and work in partnership with other levels of government and the private sector on issues important to Borough residents.

It links to the Council vision by encouraging an inclusive and engaged community.

Legal and Risk Implications

There are no relevant legal or risk implications associated this report.

Related Documents

Nil.

Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

CONSIDERATIONS

Environmental Sustainability

There are not economic, social, environmental and climate change implications associated with this report.

Financial and resource implications

There are no budget or resource implications associated with this report.

Innovation and Continuous Improvement

Not applicable.

IMPLEMENTATION

Operational Impacts

Not applicable.

Implementation Process

The Executive Assistant to the CEO will write to the G21 Alliance providing the nominations for appointment.

ATTACHMENTS

Nil.



16.3 Budget 2022–23 & Financial Plan 2022–23 to 2031–32

File:	QG085-05-02
Authors:	Manager, Finance and Corporate Services
Portfolio:	Governance & Finance
Portfolio Holder:	Cr Tolhurst

PURPOSE

The purpose of this report is to seek Council support to:

- 1) Adopt the 2022–23 Budget;
- 2) Declare the rates and charges for the 2022–23 year; and
- 3) Adopt the Financial Plan 2022–23 to 2031–32;

with or without modification, after having considered all public submissions made in respect of the draft Council Budget and the draft Financial Plan during the community consultation period.

EXECUTIVE SUMMARY

The budget details the resources required over the next year to fund the large range of services Council provide to the community. It also includes details of capital expenditure allocations to improve and renew Council’s physical infrastructure, buildings and operational assets as well as funding proposals for a range of operating projects. This budget is prepared in accordance with the requirements of the *Local Government Act 2020*. The Budget 2022–23 is included at **Appendix 3**.

The purpose of the Financial Plan is to provide stability, predictability and establish a framework for the effective mitigation and management of strategic financial risk. Importantly, the Plan should show how the viability and financial sustainability of Council will be achieved and maintained over the 10-year period. The Financial Plan 2022–23 to 2031–32 is included at **Appendix 4**.

Management endorses the Budget 2022–23 and the Financial Plan as financially responsible, and maintains existing services and infrastructure and delivers priority projects and services that are valued by our community.

OFFICER RECOMMENDATION

Recommendation:

That Council:

1. **Notes that nine (9) submissions were received and considered in relation to the 2022–23 draft Budget and draft Financial Plan the 2022–23 to 2031–32;**
 2. **Notes the Council’s responses to submissions provided at Appendix 5;**
 3. **Notes the amendments to the 2022–23 Draft Budget summarised in this Council report;**
 4. **Adopts the 2022–23 Budget;**
-



5. Adopts the Financial Plan 2022–23 to 2031–31;
6. Declares the amount of rates and charges intended to be raised as follows and that the general rates will be raised by the application of the differential rates included in the 2022–23 Budget

General Rates	cents/\$CIV
General rate for rateable residential properties	0.14915340
General rate for rateable residential vacant land properties	0.18644176
General rate for rateable commercial properties	0.19389943
General rate for rateable tourist accommodation properties	0.16406875
Rate concession for rateable cultural and recreational properties	0.03729356

Waste Management Charges	Per Property
Standard kerbside waste	296.00
An additional kerbside bin (per any bin)	125.00

7. Declares that rates, rating differentials and charges for the period 1 July 2022 to 30 June 2023 conform with Council’s Revenue and Rating plan and will be applied as outlined in section 4.1.1 of the 2022–23 Budget;
8. Notes that general rates must be paid by four instalments made on or before the following dates:
- Instalment 1 – 30 September 2022
 - Instalment 2 – 30 November 2022
 - Instalment 3 – 28 February 2023
 - Instalment 4 – 31 May 2023;
9. Requires that any person pay interest on any amounts of rates and charges which:
- 1. that person is liable to pay; and
 - 2. have not been paid by the dates specified for their payment; and
 - 3. are not specifically waived as part of Council’s Rates Assistance policy;
10. Authorises the Chief Executive Officer to levy and recover the 2022–23 general rates and annual service charges;
11. Approves the fees and charges as set in the Appendix A of the 2022–23 Budget;
12. Gives public notice that Council has adopted the 2021–22 Budget and the Financial Plan 2022–23 to 2031–32.



REPORT

BACKGROUND

Local Government Act 2020

- Section 94 of the *Local Government Act 2020* provides that Council must prepare and adopt a Budget for each financial year and the subsequent 3 financial years;
- Section 96 of the *Local Government Act 2020* provides that Council must develop the budget in accordance with its community engagement policy;
- Section 91 of the *Local Government Act 2020* provides that Council must develop, adopt and keep in force a Long Term Financial Plan for a period of at least the next 10 financial years in accordance with its deliberative engagement practices.

2022–23 Budget Process

Council has developed and will engage on the 2022–23 Budget in accordance with the requirements of the Local Government Act. Councillors and officers have worked together over many months in developing the Budget to ensure it meets the needs and aspirations of our community.

- Councillors and officers considered the development of proposed budgets at seven (7) briefings from January 2022 to June 2022;
- Proposed budget submitted to Council for consideration 27 April 2022;
- Draft Budget available for public inspection and comment 28 April 2022;
- Public submission process was undertaken April/May 2022;
- Draft Budget presentation to the community 11 May 2022;
- Submissions period closes 23 May 2022;
- Submissions considered by Council 1 June 2022;
- Final Budget presented to Council for adoption 22 June 2022.

Financial Plan Process

Although the Act only requires Council to adopt the Financial Plan by 31 October in the year following a general election, Councillors and officers have reviewed the Financial Plan as well during the 2022–23 budget process and have made changes (updated) to ensure it remains up to date. In addition, Council decided to provide an opportunity for the community to make submissions for any proposal contained in the updated Financial Plan as well, as a part of the annual budget process.

DISCUSSION

Changes to the 2022–23 Draft Budget

During the exhibition period Council received additional information as summarised below which has been updated in the attached budget:



Rates and charges: Due to the reclassification of six (6) properties there is a slight decrease in the total annualised rates for 2021–22, resulting in a \$688 decrease in rates income of 2022–23.

Property Valuation: The Valuer-General Victoria has now certified the general valuation of all rateable land and non-rateable leviable land in the Borough of Queenscliffe. As a result, there have been minor changes to the advertised general rates of each property class as shown below. The changes in valuation data impact the distributions of rates across the Borough and not the total rates income of Council.

Type or class of land	Draft Budget	Final Budget	Change
	cents/\$CIV	cents/\$CIV	
General rate for rateable residential properties	0.14916707	0.14915340	-0.01%
General rate for rateable residential vacant land properties	0.18645884	0.18644176	-0.01%
General rate for rateable commercial properties	0.19391719	0.19389943	-0.01%
General rate for rateable tourist accommodation properties	0.16408378	0.16406875	-0.01%
Rate concession for rateable cultural and recreational properties	0.03729697	0.03729356	-0.01%

Grants – operating: Adjusted to reflect the confirmed allocation of Financial Assistance Grant (FAG) for 2022–23. There is a 0.8% reduction in the amount of 2022–23 FAG allocation for the Borough compared to the 2021–22 grant allocation. Details of the FAG received and the financial year to which the allocation is applicable are summarised below.

Grant Allocation Year	Grant Payment Year			Total
	2020–21	2021–22	2022–23	
2021–22 Allocation	126,470	377,188	–	503,658
2022–23 Allocation		482,780	16,697	499,477
2023–24 Allocation (part)		96,242		
Total		956,210		

Materials and services: Increased by \$42,000 to reflect the following changes:

- \$30,000, the cost associated with the contract agreement with an arborist to undertake inspections, monitoring and input of data to the new tree management system; and
- \$12,000, annual licence fee of the new tree management system.

Capital expenditure: Adjusted to reflect the following changes:

- \$335,000, Royal park sport facility upgrade – design and scope, deferred the project to the 2023–24 financial year;
- \$120,000, Implementation of a new tree management system.



Net movement in reserves: Adjusted to reflect the deferment of Royal Park sport facility upgrade – design and scope work and the net impact on the general reserve balance due to other changes.

Fees and charges schedule (Appendix A): Legislated fees and charges have been updated based on the revisions included in the Victorian Government Gazette: – G16 issued, Thursday 21 April 2022.

2022–23 Budget

The current economic uncertainties fuelled by the spread of COVID-19 globally and the war in Ukraine make it difficult for local governments to formulate an accurate financial budget for 2022–23. The budget is prepared on several assumptions about the economic conditions and how they will affect the operation of the Borough. These assumptions will be refined and adjusted in quarterly forecast reviews as they emerge.

The budget includes a **rate increase of 1.75 percent**. This is in line with the State Government’s rate capping framework which has capped rate increases by Victorian councils. The additional income estimated due to the rate increase is \$119,000 (annualised basis). The total rates income for 2022–23 is \$6,921,000.

The **average rateable property’s capital improved value (CIV)** in the Borough has **increased by 35.3% in the past 12 months**. Property valuation changes can vary considerably across the differential rating categories and individual properties in a revaluation year. There is a common misconception that as properties are revalued, Council receives a ‘windfall gain’ of additional revenue. This is not true, as the revaluation process **only results in a redistribution of the rate burden** across all properties in the municipality.

The total amount of rates collected each year only rises by the rate cap (with inflation and rising costs). Each property in the Borough contributes a percentage of this total amount. The percentage each property contributes depends on the property’s value, as assessed by the Victorian Valuer General’s Office.

A property that increases in value higher than other properties will contribute more (in 2022–23 properties with more than 35.3% increase). **A property that does not increase in value as much as other properties, may end up contributing less**. However, most properties (where the increase in value is around 35.3%) will see an increase in contributions closer to the rate cap.

Council has decided to phase the recovery of the cost associated with the kerbside waste collection transition project over a number of financial years to minimise the impact on property owners. As a result, the total waste charges for 2022–23 will increase by the lesser amount.

The **projected increase in waste management charges for a residential property is \$13.50 (3.5%)** in 2022–23. Without the phasing of cost recovery the waste management charges for a residential property would have increased by \$64.00 (16.5%) in 2022–23.

The **total value of the Budget is \$16.2 million**, which includes an **operating budget of \$12.6 million** and a **capital works program of \$3.6 million** to provide new infrastructure and improve roads and facilities around the Borough.



The total value of **new operating initiatives and new operating cost commitments** included in the budget is **\$439,000**.

Further, **\$425,000** has been allocated in the budget for **new capital works** to be commenced in 2022–23.

The Local Government Performance Reporting Framework (LGPRF)-based **underlying result** for the 2022–23 year is a deficit of \$1,486,000 (-13.4%). However, after adjusting for the timing of recurrent operating grants, non-recurrent operating grants and non-recurrent operating expenses, a \$382,000 (-3.7%) underlying deficit (based on the Council Plan measure) is projected for 2022–23. A reconciliation of LGPRF based and Council Plan based underlying results are provided below.

Underlying Result	Forecast Actual	Budget
	\$'000	\$'000
Based on the LGPRF measure		
Surplus / (deficit) for the year	8,047	132
Less: Grants – capital (non-recurrent)	(7,195)	(1,583)
Less: Contributions – monetary – capital	0	(35)
Adjusted underlying surplus / (deficit)	852	(1,486)
Adjusted Underlying Result – %	6.4%	-13.4%
Based on the Council Plan measure		
Adjusted underlying surplus / (deficit) – LGPRF	852	(1,486)
Adjusted for:		
Allocating FAG to the year they relate	(452)	483
Annualised Road to Recovery grant (R2R)	40	40
Removal of non-recurrent operating grant	(789)	(31)
Removal of non-recurrent operating project-related costs	868	412
Removal of waste management cost to be recovered in future years	24	136
Removal of employee cost of temporary staff	92	64
Removal of the impact of the sale of assets	(812)	0



Underlying Result	Forecast Actual	Budget
	\$'000	\$'000
Adjusted underlying surplus / (deficit)	(177)	(382)
Adjusted Underlying Result - %	-1.8%	-3.7%

A cumulative underlying deficit of \$922,000 (based on the Council Plan measure) is projected for the next four years (2022–23 to 2025–26), which is an average \$231,000 deficit each year. Loss of income from tourist parks due to the anticipated closure of 26 camping sites, additional operating cost and depreciation expenses associated with new and upgraded assets, operational cost associated with the proposed new tree management system and loss of income from boat ramp parking fees are the key influences of the projected underlying deficit for the next four years.

However, there may be some opportunities for Council to achieve operational efficiencies and additional ongoing income as a result of ongoing initiatives and projects (new operating model to manage tourist parks, BoQ ICT transformation, future investment in amenities in tourist parks to enhance visitor experience, etc.). Details of cost efficiencies and additional income figures are cannot be estimated until project plans and operational requirements are further developed.

Council needs to be careful when creating or acquiring new and significantly upgraded assets that will result in significant level of additional ongoing cost commitments. For instance, Council is now required to maintain and manage the upgraded Queenscliff Boat Ramp, which is in effect a regional asset.

The long-term financial outlook for Council will depend on careful and prudent planning, in particular when considering the need and ongoing management of new assets. The impacts of rate capping, limited opportunities for rate income growth, community expectations about service levels and the ongoing management of existing assets will continue to provide financial challenges for the Borough in the coming years.

The 2022–23 budget satisfies all other financial sustainability indicators specified in the Council Plan, except for the adjusted underlying result.

Key budget highlights

Key Statistics	2021–22 Forecast \$million	2022–23 Budget \$million
<i>Total Operating Expenses</i>	\$12.4	\$12.6
<i>Comprehensive Operating Surplus</i>	\$8.0	\$0.1



<i>Underlying operating surplus / (deficit) – Council Plan based</i>	<i>(\$0.2)</i>	<i>(\$0.4)</i>
<i>Cash result</i>	<i>\$0.8</i>	<i>\$0.0</i>
<i>Capital Works Program</i>	<i>\$9.4</i>	<i>\$3.6</i>
<i>Funding the Capital Works Program</i>		
<i>Council – Reporting year income</i>	<i>\$1.3</i>	<i>\$1.1</i>
<i>Council – Reserves</i>	<i>\$0.9</i>	<i>\$0.9</i>
<i>Borrowings</i>	<i>\$0.0</i>	<i>\$0.0</i>
<i>Grants</i>	<i>\$7.2</i>	<i>\$1.6</i>
<i>Cash and Investments</i>	<i>\$10.4</i>	<i>\$7.8</i>
<i>Budgeted Expenditure by Portfolio (excluding depreciation)</i>	<i>Budget \$million</i>	<i>Budget %</i>
<i>Portfolio 1 – Health and wellbeing</i>	<i>\$3.2</i>	<i>29%</i>
<i>Portfolio 2 – Environment</i>	<i>\$2.0</i>	<i>19%</i>
<i>Portfolio 3 – Local economy</i>	<i>\$1.5</i>	<i>13%</i>
<i>Portfolio 4 – Heritage, planning and infrastructure</i>	<i>\$1.2</i>	<i>11%</i>
<i>Portfolio 5 – Governance and finance</i>	<i>\$3.2</i>	<i>29%</i>
<i>Total</i>	<i>\$11.1</i>	<i>100%</i>

Financial Plan 2022–23 to 2031–32

The financial plan has been prepared based on various assumptions as detailed on page 7 and 8 of the **Appendix 4**.

The financial plan sits **within the projected rates cap over the next 10-year** period meeting the Council’s commitment to maintaining future rates increases at or within the capped rate.

Due, primarily, to the cost associated with the implementation of the kerbside transition project, **waste management charges (per a residential property) are expected to increase on average by 3.1% each year for the next five years**. Council has determined to recover the cost associated with the implementation of the kerbside transition project over a period of 5 years to minimise the financial impact on ratepayers.

Council is projecting an **underlying deficit for each year over the 10-year planning horizon**. A cumulative underlying deficit of \$2.0 million (based on the Council Plan measure) is projected for the next ten years, which is an average \$204,000 deficit each year. The reasons cited for the projected underlying deficits of the budget 2022–23 are triggering this trend over the 10-year planning horizon. The projected average deficit represents approximately 14% of assets renewal



requirements (based on projected depreciation expenses) of the Council. In other words, it is projected that the Council will be able to manage 86% of its asset renewal requirements using Council funds. Council's experience is that external grant funding can be sourced for key asset renewal projects.

The Financial Plan forecasts \$23.6 million investment in existing assets over the next 10 years. Asset renewal work and reasonable asset upgrade work have been prioritised in the Plan over any new capital work. This is to avoid any detrimental impact on the financial sustainability of the Council resulting in additional asset renewal requirements in the future. Only high-level cost estimates have been used in the Plan, with the scope and timing of these projects subject to community consultations and detailed feasibility assessments. However, Council will have to depend heavily on external grant funding opportunities to undertake potential capital projects identified in the financial plan.

No new property sales are planned except for the annual replacement of motor vehicles. Currently no investment opportunities **have been identified for proceeds from the sale of Murray Road land in this Plan.**

*Council will continue to have a **debt free balance sheet** over the 10-year planning horizon.*

Based on the 10-year average, Council's projected financial performance over the 10-year planning horizon **satisfies all financial sustainability indicators except for the adjusted underlying result** as detailed earlier.

Options

Option 1 – endorse the Budget 2022–23 and the Financial Plan 2022–23 to 2032–32 as presented.

Option 2 – request Officers to make further amendments to the Budget 2022–23 and the Financial Plan 2022–23 to 2031–32.

COMMUNICATIONS AND ENGAGEMENT

Community Engagement



At the Council meeting held on Wednesday 27 April 2022, Council resolved to give public notice that it had prepared a draft budget for 2022–23 and a draft financial plan 2022–23 to 2031–32 and resolved to exhibit the documents for the period commencing on Thursday 28 April 2022 and concluding at 4:00pm on Monday 23 May 2022, in line with Council policy CP003, Community Engagement.



During the public submission period, the Mayor and officers presented key aspects of the draft budget and the financial plan at a community session held on 11 May 2022, there was an opportunity for questions on the draft budget and the financial plan to be answered by the Mayor and Council officers.

At the close of public submission period on 23 May 2022, nine (9) public submissions were received. Subsequently, three (3) submitters presented their submission in person to Councillors at a Council Assembly on Wednesday 1 June 2022.

Officers provided responses for each submission received to Councillors ahead of the Council Assembly and Councillors considered all submissions received at the Council Assembly on Wednesday 1 June 2022.

Eighteen (18) initiatives / ideas have been identified across all submissions received. Council has prioritised and considered those new initiatives / ideas in the budget as detailed at Appendix 3, subject to thorough assessment of legislative, planning scheme requirements and cost benefits to the community. In summary:

- 6 initiatives / ideas to be considered within the existing budget allocations
- 3 new initiatives / ideas to be considered within the ongoing operational reviews
- 1 new initiative / idea to be considered in the future subject to funding opportunities
- 1 new initiative / idea to be presented as a community project by Council to a interested community organisation
- 1 new request for funding
- 1 request for reduction in fees and charges
- 2 new initiatives / ideas considered as out of Council scope and subject to funding / actions by third party
- 3 new initiatives / ideas considered as not priorities / not financially sustainable

All submitters will be provided with written responses, including responses to queries, comments or questions raised.

Collaboration

The budget and the financial plan has been prepared based on the Local Government Better Practice Guides, Model Budget 2022–23 and Financial Plan 2022–23 to 2031–32.

GOVERNANCE CONTEXT

Relevant Law

Council prepares its annual Budget under the provisions of the *Local Government Act 2020* and the *Local Government (Planning and Reporting) Regulations 2020*.

Charter of Human Rights



Not directly applicable

Regional, State and National Plans and Policies

Not applicable

Council Plan Alignment

Portfolio 5 Governance and Finance:

Strategic Objective – To provide a financially viable Council that is accountable, transparent and practices good governance.

Priority 1 – Maintain and build the financial sustainability of the Borough.

Priority 3 – Accountable and transparent governance.

Legal and Risk Implications

The budget provides useful information to councillors and officers in relation to the financial sustainability of Council's operations and an effective tool to monitor ongoing financial performance.

Related Documents

Council Plan 2021–2025

Disclosure of Interest

No officer involved in the preparation of this report has any conflicts of interest.

CONSIDERATIONS

Environmental Sustainability

The budget provides information in relation to Council's commitment to Environmental Sustainability.

Financial and resource implications

The budget and the financial plan provide the opportunity for constant review of Council's financial position and an indication of the availability of financial resources.

Innovation and Continuous Improvement

Additional information has been provided in an easy-to-understand manner to enhance the transparency of Council operations.



IMPLEMENTATION

Operational Impacts

The report provides financial information about Council's planned operational activities.

Implementation Process

Capital works and operational works programs will be developed and implemented in line with the proposed budget.

ATTACHMENTS

1. Budget 2022–23 included at **Appendix 3**;
 2. Financial Plan (2022–23 to 2031–32) included at **Appendix 4**;
 3. 2022–23 Budget Submissions Summary included at **Appendix 5**.
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17. AUTHORISATION OF SIGNING & SEALING OF DOCUMENTS

17.1 Queenscliff Recreation Reserve Amenities Block Construction – Contract 2021/19

At the Ordinary Meeting of Council held on 22 September 2021, Council resolved to provide financial delegation to award contract 2021/19 for the Queenscliff Recreation Reserve Amenities Block Construction.

Council applied the Common Seal to the document on 27 May 2022.

RECOMMENDATION

That Council note the use of the Common Seal.

18. QUESTIONS WITHOUT NOTICE

18.1 Questions Without Notice Status Update

At the Ordinary Meeting of Council on 25 May 2022, a question without notice was taken on notice. The response is provided at adjunct to 18.1.

There are no Questions Without Notice outstanding.

18.2 Questions Without Notice

19. LIST OF COUNCIL MEETINGS

All Council Meetings are held at the Council Offices, 50 Learmonth Street, Queenscliff unless otherwise indicated.

PLANNING REVIEW MEETING
Wednesday 13 July 2022 at 7:00pm (if required)

COUNCIL MEETING
Wednesday 27 July 2022 at 7:00pm



20. CLOSED SESSION OF MEETING

Time: _____pm

RECOMMENDATION

That, in accordance with sections 66(1) and 66(2)(a) of the *Local Government Act 2020*, the meeting be closed to members of the public for the consideration of the following confidential items:

20.1 Confirmation of 25 May 2022 Confidential Council Meeting Minutes

This agenda item is deemed to contain confidential information as per section 3(1)(h) of the *Local Government Act 2020* as it contains confidential meeting information, being the records of meetings closed to the public under section 66(2)(a). This ground applies as the Council minutes being confirmed are for matters that have previously been deemed confidential.

Time: _____pm

RECOMMENDATION

That Council reopen the meeting and resume standing orders.

21. RATIFICATION OF CONFIDENTIAL ITEMS

RECOMMENDATION

That the decisions made in camera be ratified by Council.

22. CLOSE OF MEETING

The meeting closed at:



ADJUNCT TO 7 – RECORD OF INFORMAL MEETINGS OF COUNCILLORS

The Borough of Queenscliffe Governance rules (rule 11) require tabling of records of informal meetings of Councillors at the next convenient Council meeting and that their record be included in the minutes of that Council Meeting. If there is a meeting of Councillors that:

- 11.1 is scheduled or planned outside of an Ordinary Meeting of Council for the purpose of discussing the business of Council or briefing Councillors; and
- 11.2 is attended by at least one senior member of Council staff; and
- 11.3 all Councillors have been invited by the Chief Executive Officer; and
- 11.4 a majority of Councillors are present; and
- 11.5 is not a Delegated Committee meeting or Community Asset Committee meeting.

Informal Meeting Details	Councillors	Officers	Agenda items	Conflict of interest disclosures
Assembly Briefing 25 May 2022 3:00pm – 5:50pm Queenscliff Town Hall	Cr Ross Ebbels, Mayor Cr Donnie Grigau Cr Michael Grout Cr Isabelle Tolhurst	Martin Gill, CEO Shannon Maloney, MC Stuart Hansen, MIE Gihan Kohobange, MFS Brydon King, SP	1. VC148 Changes to the Queenscliffe Planning Scheme 2. Draft Annual Plan 2022–23 3. Victoria Park Revegetation Planning	Nil.



Informal Meeting Details	Councillors	Officers	Agenda items	Conflict of interest disclosures
Assembly Briefing 1 June 2022 2:30pm – 4:30pm Queenscliff Town Hall	Cr Ross Ebbels, Mayor Cr Donnie Grigau Cr Michael Grout Cr Isabelle Tolhurst	Martin Gill, CEO Stuart Hansen, MIE Gihan Kohobange, MFS Brydon King, SP	1. Planning Application 2022/018: 4/8 Loch Street, Pt Lonsdale 2. Review Budget Submissions	Nil.
Assembly Briefing 8 June 2022 2:30pm – 4:50pm Queenscliff Town Hall	Cr Ross Ebbels, Mayor Cr Donnie Grigau Cr Michael Grout Cr Isabelle Tolhurst	Martin Gill, CEO Stuart Hansen, MIE Gihan Kohobange, MFS Connor Parker, CC	1. Draft Budget 2022–23 2. Community Satisfaction Survey 2022	Nil.
Assembly Briefing 15 June 2022 2:30pm – 4:35pm Queenscliff Town Hall	Cr Ross Ebbels, Mayor Cr Donnie Grigau (left 3:05pm) Cr Michael Grout Cr Isabelle Tolhurst	Martin Gill, CEO Gihan Kohobange, MFS Jodie Hunt, BSA Brydon King, SP	1. Planning controls, including DELWP referrals, McDonald Road (Burnt Point) Queenscliff 2. Related Parties 3. Draft Budget 2022–23	

AO – Arts Officer	CSC – Community Services Coordinator	MIE – Manager Infrastructure & Environment
BOC – Business Operations Coordinator	CSRO – Community Stakeholder Relations Officer	RC – Rates Coordinator
BSA – Business Services Accountant	EA – Executive Assistant to the CEO, Mayor and Councillors	SLEO – Senior Law Enforcement Officer
CC – Communications Coordinator	EPO – Executive Project Officer	SP – Senior Planner
CEO – Chief Executive Officer	HR&GC – HR & Governance Coordinator	
CERP – Project Officer, Climate Emergency Response Plan	MC – Manager Community	
COVID BSO – COVID Business Support Officer	MFS – Manager Finance and Corporate Services	



ADJUNCT TO 5.1 – PUBLIC QUESTIONS STATUS UPDATE

No public questions outstanding.

ADJUNCT TO 8.1 – NOTICE OF MOTION STATUS UPDATE

No Motions on Notice outstanding.

ADJUNCT TO 18.1 – QUESTIONS WITHOUT NOTICE STATUS UPDATE

Date	Question	Action	Status
25 May 2022	Cr Grigau With regard to the annual tree planting program, what is the size of the trees that are being planted this year?	Nil	Complete
	Response The street tree plantings for our annual program (100 trees) are going in at one to one and a half metres high. Council has collaborated with the local nursery over many years to cultivate local natives such as Moonah from seed. Currently there is stock between 600–800mm which will be used to plant many of the trees lost due to the storm.		
