



Council Meeting Agenda

Tuesday 8 November 2022 at 6:30 pm
Council Chambers (and by video conferencing)
East Gippsland Shire Council Corporate Centre
273 Main Street, Bairnsdale 3875



Acknowledgement to country

East Gippsland Shire Council acknowledges the Gunaikurnai, Monero and the Bidjil people as the Traditional Custodians of this land that encompasses East Gippsland Shire, and their enduring relationship with country. The Traditional Custodians have cared and nurtured East Gippsland for tens of thousands of years.

Council value their living culture and practices and their right to self-determination. Council pays respect to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders, past, present, and future.

Council information

East Gippsland Shire Council live streams, records and publishes its meetings via webcasting (youtube.com/c/EastGippyTV) to enhance the accessibility of its meetings to the broader East Gippsland community.

These recordings are also archived and available for viewing by the public or used for publicity or information purposes. At the appropriate times during the meeting, any members of the gallery who are addressing the council will have their image, comments or submissions recorded.

No other person has the right to record Council meetings unless approval has been granted by the Chair.

In line with the *Local Government Act 2020*, Councillors are able to attend Council meetings electronically or in person and the meetings will be open to the public via livestreaming.

Members of the public are invited to view the Council Meeting livestreamed by following the link on Council's website or Facebook page.

Photo supplied by Destination Gippsland

Councillors

Cr Mark Reeves (Mayor)
Cr Arthur Allen
Cr Sonia Buckley
Cr Tom Crook
Cr Jane Greacen OAM
Cr Trevor Stow
Cr Mendy Urie
Cr Kirsten Van Diggele
Cr John White

Executive Leadership Team

Anthony Basford Chief Executive Officer
Fiona Weigall General Manager Assets and Environment
Peter Cannizzaro General Manager Business Excellence
Stuart McConnell General Manager Place and Community

Purpose of Council meetings

- (1) Council holds scheduled meetings and, when required, unscheduled meetings to conduct the business of Council.
- (2) Council is committed to transparency in decision making and, in accordance with the *Local Government Act 2020*, Council and Delegated Committee meetings are open to the public and the community are able to attend.
- (3) Meetings will only be closed to members of the public, in accordance with section 66 of the Act, if:
 - (a) there are clear reasons for particular matters to remain confidential; or
 - (b) a meeting is required to be closed for security reasons; or
 - (c) it is necessary to enable the meeting to proceed in an ordinary manner.
- (4) A meeting closed to the public for the reasons outlined in sub-rule 3(b) or 3(c) will continue to be livestreamed. In the event a livestream is not available:
 - (a) the meeting may be adjourned; or
 - (b) a recording of the proceedings may be available on the Council website.

Governance Rules

A copy of East Gippsland Shire Council's governance rules can be found at
<https://www.eastgippsland.vic.gov.au/council/council-policies>

Councillors pledge

As Councillors of East Gippsland Shire Council, we solemnly and sincerely declare and affirm that we will consider each item on this agenda in the best interests of the whole municipal community.

Vision

East Gippsland is an inclusive and innovative community that values our natural environment, puts community at the centre of Council decision-making, and creates the conditions in which communities can thrive.

Our Strategic Objectives

1. An inclusive and caring community that respects and celebrates diversity.
2. Planning and infrastructure that enriches the environment, lifestyle, and character of our communities.
3. A natural environment that is managed and enhanced.
4. A thriving and diverse economy that attracts investment and generates inclusive local employment.
5. A transparent organisation that listens and delivers effective, engaging and responsive services.

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1 Procedural

1.1 Recognition of Traditional Custodians

East Gippsland Shire Council acknowledges the Gunaikurnai, Monero and the Bidawal people as the Traditional Custodians of this land that encompasses East Gippsland Shire, and their enduring relationship with country. The Traditional Custodians have cared and nurtured East Gippsland for tens of thousands of years.

Council value their living culture and practices and their right to self-determination. Council pays respect to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders, past, present, and future.

1.2 Apologies

1.3 Declaration of Conflict of Interest

1.4 Confirmation of minutes

That the minutes of the Council Meeting held 11 October 2022 and the Statutory Meeting held Tuesday 25 October 2022 be confirmed.

1.5 Next meeting

The next Council Meeting of 13 December 2022 to be held at the Corporate Centre, 273 Main Street Bairnsdale commencing at 6.00 pm.

1.6 Requests for leave of absence

1.7 Open Forum

1.7.1 *Petitions*

1.7.2 *Questions of Council*

1.7.3 *Public Submissions*

2 Notices of Motion

3 Deferred Business

4 Councillor and Delegate Reports

5 Officer Reports

5.1 Business Excellence

5.1.1 Service Review Service Centres and Libraries

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

Council is required by the *Local Government Act 2020* (Act) to deliver services in accordance with the service principles in Part 5 Section 106 of Act. This review was undertaken for customer service and library services to assess whether services are delivered in the most responsible and sustainable manner. The review aligns with the Council's Service Review Policy.

Objectives of the review were:

- Services will reflect current and future community needs balanced against the resource capacity and financial viability;
- Look for a balance in service equity by identifying areas of over-servicing and under-servicing across our entire Council footprint; and
- Assess whether Council is the most appropriate agency to deliver the service.

It has been over 15 years since a detailed review has been undertaken on these functions across the entire footprint and quite a lot has changed in that time. This review, which has been conducted over two years, has attempted to balance the community service proposition, looking at areas of underservicing, and challenged with addressing the balance to cater for our growing service channels.

This report provides recommendations following recent community consultation and feedback, and discussions with Councillors.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;***
- 2. approves changes to Service and Library Centre hours for a trial period of 12 months as per the table below;***

<i>Site</i>	<i>Proposed Hours</i>
<i>Bairnsdale Corporate Centre Provision of Council services</i>	<i>9.00 am to 5.00 pm Monday - Friday</i>
<i>Omeo Centre Provision of Library, Council and Visitor Information services</i>	<i>9.00 am to 5.00 pm Monday - Friday Close 12.30 pm to 1.30 pm Monday - Friday (Open 10.00 am to 2.00 pm Saturday and Sunday for Visitor information services only)</i>
<i>Orbost Centre Provision of Library and Council services</i>	<i>9.00 am to 2.00 pm Monday, and Friday 9.00 am to 5.00 pm Tuesday, Wednesday, and Thursday</i>
<i>Lakes Entrance Centre Provision of Library and Council services</i>	<i>9.00 am to 2.00 pm Monday and Friday 9.00 am to 5.00 pm Tuesday, Wednesday, and Thursday</i>
<i>Paynesville Centre Provision of Library, Council and Visitor Information services</i>	<i>9.00 am to 2.00 pm Monday and Friday 9.00 am to 5.00 pm Tuesday, Wednesday, and Thursday</i>
<i>Mallacoota Centre Provision of Library, Council and Visitor Information services</i>	<i>10.00 am to 2.00 pm Monday, Tuesday 2.00 pm to 5.00 pm Wednesday, Thursday, Friday</i>
<i>Bairnsdale Library Provision of Library services</i>	<i>9.00 am to 6.00 pm Monday to Friday 6.00 pm to 9.00 pm Thursday After Dark Program (subject to grant funding) 9.00 am to 12.00 pm Saturday</i>

- 3. approves the use of two mobile service units to deliver library and Council services to remote towns, school and aged care facilities and other identified facilities across the region;***
- 4. authorises the Chief Executive Officer or Delegate to formally write to the Bendigo Bank to explore a reduced hours operating model at Omeo for a trial period of 12 months;***
- 5. authorises the allocation of an additional \$190,000 budget to support the above recommendations for a 12-month trial period;***
- 6. requests that a report on the 12-month trial period of the above arrangements be prepared and presented to Council within four months of the trial period ending; and***
- 7. authorises the Chief Executive Officer or Delegate to effect the termination of the VicRoads Agency agreement at Omeo, Orbost and Mallacoota by 31 January 2023.***

Background

Our service centres, call centre and libraries play an important role in our communities through the services they provide. Council has a responsibility to our community to provide services in a financially sustainable way. Looking for continuous improvement of our systems and processes and opportunities to provide services in different ways that can reach a broader representation of our customer base.

A map of East Gippsland Shire with 2021 Census Data, detailing current service centre locations, overlapping service regions is provided at **Attachment 1**. The map also identifies the high volume of area that is underserved by current service centres and would benefit from an enhanced mobile service delivery model.

The service review process

Commencement of the service review for the service centre early engagement commenced with the Team Leaders in July 2020. The teams were engaged in the review process from August 2020 and the review recommendations were developed in October 2021.

Draft recommendations were presented to the Executive Leadership Team (ELT) in November 2021.

Recommendations on service centre and library service availability were presented at the Councillor Briefing on 16 March 2022.

Revisions to recommendations were made following Councillor feedback and Council supported recommendations to go out for community consultation on 26 April 2022.

Community consultation process

The community consultation process was open from Monday 23 May 2022 to Thursday 30 June 2022. A series of in-person consultation meetings were scheduled with the communities, in addition to online sessions. The information pack provided during the consultation process is included as **Attachment 2** to this report, Community Consultation Information Pack.

The community consultation process was successful in engaging the community to respond to the proposed recommendations. There were 925 submissions received during the community consultation period. Not all submissions responded to all recommendations, however it was clear on review of the feedback that there are very strong feelings about the services provided by council.

A summary of the feedback is outlined within this report. Councillors have been provided with the 925 feedback responses received, in addition to the four petitions submitted to Council.

In addition, a response was received by the Youth Council and FReeZA and this response was provided to Councillors.

It should be acknowledged that in total, 2,289 people engaged in the petition process to provide feedback for consideration of council to express their opinion regarding the recommendations.

East Gippsland has a population of 48,453 and a total of 925 feedback forms were submitted with a further 2,289 names on petitions. Allowing for duplications across the petitions and feedback forms, an estimate of 2,800 individuals engaged in the community consultation process which equates to 5.8 per cent of the population.

Community Consultation Feedback by Recommendation

The summary feedback received for each recommendation is detailed below.

Recommendation A

Maintain one service centre presence in Bairnsdale operating 9.00 am to 5.00 pm	
Responded	435
No Response	490
Supported Recommendation as stated	202
Did Not Support Recommendation	12
Support one centre but want 8.30am - 5pm	10
Support one centre but want extra hours to current 8.30am - 5pm	5
Support if Bairnsdale Library can conduct service centre enquiries as well	3
Combine Library and Service Centre in Bairnsdale	4
Reduce Bairnsdale centre hours further	31
Comment either - stated not relevant to them - Not Relevant to recommendation A	168

Recommendation B

Reduce overall service centre and library hours by 48.5 hours per week across five centres to improve resourcing for increased call centre and online form volumes	
Responded	771
No Response	154
Support Recommendation	34
Did Not Support Recommendation - Keep current hours.	586
▣ Applied to all centres	378
▣ Applied to Lakes Entrance	49
▣ Applied to Omeo	4
▣ Applied to Paynesville	104
▣ Applied to Orbost	42
▣ Applied to Mallacoota	9
Provided alternate options	48
▣ Applied to all centres	23
▣ Applied to Lakes Entrance	6
▣ Applied to Omeo	2
▣ Applied to Paynesville	15
▣ Applied to Orbost	2
Request increase to current hours.	53
▣ Applied to all centres	30
▣ Applied to Lakes Entrance	17
▣ Applied to Omeo	2
▣ Applied to Paynesville	4
Comment either stated not relevant to them or comment Not Relevant to recommendation B	50

Recommendation C

Open Bairnsdale library at 9am daily.	
Responded	393
No Response	532
Support Recommendation	254
Did Not Support Recommendation - Keep current hours.	34
Suggested alternative hours	8
Comment either stated not relevant to them or comment Not Relevant to recommendation C	97

Recommendation D

Changes to the provision of services of Bendigo Bank agency in Omeo.	
Responded	357
No Response	568
Retain Bendigo Bank Agency at the Service Centre	185
Keep some Bendigo Bank Service / in some format / in the community	16
Terminate the Bendigo Bank Agency at the Service Centre	23
Apply pressure to Bendigo Bank but service should not operate at cost to Council	13
Comment either stated not relevant to them or comment Not Relevant to recommendation D	120

Councillors have been provided with detailed correspondence regarding negotiations with Bendigo Bank in addition to the Mayor and Deputy Mayor meeting with Bank representatives to inform recommendation D.

Recommendation E

Changes to the provision of services of the VicRoads agency agreement affecting Omeo, Orbost and Mallacoota service centres	
Responded	454
No Response	471
Retain Current Service at all locations	227
Retain current VicRoads service at Omeo	16
Retain current VicRoads service at Orbost	26
Retain current VicRoads service at Mallacoota	56
Terminate VicRoads Agency Services at Service Centres	20
Alternative options provided	15
Apply pressure to VicRoads but service should not operate at cost to Council	20
Comment either stated not relevant to them or comment Not Relevant to recommendation E	74

Councillors have been provided with detailed correspondence regarding negotiations with VicRoads and correspondence provided to the State Minister for Public Transport to inform recommendation E.

Recommendation F

Investigate a mobile service delivery option for remote towns to replace and expand the current outreach model and enhance the offering of the mobile library.	
Responded	401
No Response	524
Supported Recommendation to expand Mobile Service Offering	165
Supported Recommendation to expand Mobile Service Offering BUT not at the reduction of Service Centre Hours	51
Did not support the Recommendation to expand the Mobile Service offering	48
Comment suggested they did not support the recommendation to expand the Mobile Service offering because they believe it would replace the current fixed Service Centre / Library	58
Comment either stated not relevant to them or comment Not Relevant to recommendation F	79

Summary

The key findings identified through the community consultation were:

- retaining a physical service centre / library facility in their communities, don't cut the hours; with some suggesting an increase in the service offering for service centres to be opening on a Saturday;
- community should not have to travel long distances to another service centre to access services and library;
- senior populations struggle with online functionality;
- remote communities struggle with network capability;
- centres were not just a transactional space for council services and library books and programs, but a safe space for people to gather and interact;
- Bendigo Bank and VicRoads agency services were important services for remote communities;
- small communities keep having services removed affecting their community wellbeing;
- communities with increased development should have services increased;
- supported change as long as their community is not impacted;
- the review should not have been conducted during COVID, questioning data validity; and
- support for the recommendations understanding the financial viability of providing services to everyone across a large shire footprint equitably.

In Conclusion

Councillors have had the opportunity to review all data and feedback. There have been numerous sessions to develop recommendations for consideration at a future Council meeting.

There is an awareness of the importance of the services within the communities, but also a responsibility to look at whole of shire services in a financially responsible way that resulted in the final draft recommendations.

Recommendations considered:

- Increased investment;
 - The additional investment to support the proposed recommendations is \$190,000 for a 12-month period
- Providing additional services to more people, in more locations;
- Providing additional services to communities that currently receive no library services;
- Providing additional services to the vulnerable through the provision of an expanded mobile library service;
 - The additional hours for the mobile services will allow for two vehicles to operate a fortnightly roster across the region to deliver library and council services to more communities for a greater period of time.
 - The intention is to increase services to aged care facilities, schools and other community groups that have no or limited access to library resources.
- No change to centre opening days;
- Some minor modifications to centre operating hours;
- Council services and library programs currently offered at all sites will remain in place;
- All centres remain open for at least 5 days per week for some period of time;
- Council not subsidising private organisations;
 - Councillors discussed concerns regarding subsidising private organisations
 - Centres will have computers available for community members to access VicRoads and bank services online
 - Centres will still provide digital literacy programs to support community accessing online services for third party organisations.
 - The local Post Office can provide some banking transaction services
 - There is an ATM at the local supermarket in Omeo.
- Resourcing to supplement the communication channels most used by community members when interacting with Council, which includes online and phone; and
 - Additional resourcing will be provided to manage call centre and online form growth.
 - There will be additional shifts allocated to remote centres to support resourcing at these centres.
- A 12-month trial period to monitor community use.
 - If the recommendations are adopted by Council, it will be monitored for 12 months to review community use.

The recommendations following consideration of community feedback and discussions with Councillors are:

Recommendation A

Retain one service centre in Bairnsdale at the Corporate Centre, 273 Main Street, Bairnsdale and open the centre from 9.00 am – 5.00 pm Monday to Friday.

Recommendation B

Considering community feedback, a compromised model that allows for three full days and two half days at Orbost, Lakes Entrance and Paynesville. All centres have a consistent opening time of 9.00 am, except for Mallacoota.

A report will be provided to Council at the end of a 12-month trial to determine ongoing service provisions.

Site	Proposed Hours	Per Week Reduction
Bairnsdale Corporate Centre Provision of Council services	9.00 am – 5.00 pm Monday - Friday	Decrease of 2.5 hours
Omeo Centre Provision of Library, Council and Visitor information services	9.00 am – 5.00 pm Monday - Friday Close 12.30 pm– 1.30 pm Monday - Friday	Decrease of 7.5 hours
Orbost Centre Provision of Library and Council services	9.00 am – 2.00 pm Monday, and Friday 9.00 am – 5.00 pm Tuesday, Wednesday, and Thursday	Decrease of 8.5 hours
Lakes Entrance Centre Provision of Library and Council services	9.00 am to 2.00 pm Monday and Friday 9.00 am to 5.00 pm Tuesday, Wednesday, and Thursday	Decrease of 8.5 hours
Paynesville Centre Provision of Library, Council and Visitor Information services	9.00 am – 2.00 pm Monday and Friday 9.00 am to 5.00 pm Tuesday, Wednesday, and Thursday	Decrease of 8.5 hours
Mallacoota Centre Provision of Library, Council and Visitor Information services	10.00 am – 2.00 pm Monday, Tuesday 2.00 pm – 5.00 pm Wednesday, Thursday, Friday	No Change
Bairnsdale Library Provision of Library services	9.00 am – 6.00 pm Monday to Friday 6.00 pm – 9.00 pm Thursday After Dark Program 9.00 am – 12.00 pm Saturday	Increase of 2.5 hours
Two Mobile Service units Provision of Library and Council services	Two-week rotational roster to remote towns and aged care and school facilities across the region.	Increase of 38 hours
Total Hours		Increase of 5 hours

NOTES Omeo Centre 10.00 am – 2.00 pm Saturday and Sunday Visitor Information Service only.
Bairnsdale Library After Dark Program – subject to grant funding.

Recommendation C

Open Bairnsdale Library at 9.00 am Monday – Friday, an increase of 30 minutes per day and a total of 2.5 hours per week.

Recommendation D

A reduced hours operating model for the Bendigo Bank Agency at Omeo with a review period after 12 months.

Recommendation E

Terminate the VicRoads Agency agreement with a transition period.
Recommended termination date of 31 January 2023 to allow community time to transition.
Service centres can support community to utilise computers to access online transactions
Notification to VicRoads required no later than 15 December 2022.

Recommendation F

Develop two mobile service delivery programs for the east and west regions of the shire and engage current and potential stakeholders regarding service options, including outreach services.

Council has been approached by nursing homes and schools that do not currently have a library facility to be added to the current mobile program, unfortunately current capacity prohibits the ability to service these sites. Other regions lack the public transport infrastructure to access council services which the additional mobile service will accommodate.

This service is not replacing current service centres but in addition to current services.

Council has secured Victorian Government funding through the Living Libraries Infrastructure Program to assist in the provision of the purchase and fit-out of a second vehicle for this service.

It is recommended that there is continued data capture and enhancement of data collection categories ongoing with a report to council every two years to assess any changes.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act 2020*. Council is required by *the Local Government Act 2020* to deliver services in accordance with the service principles in Part 5 Section 106 of the Act.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 1: 1.1 Council strives to provide equitable access to their services, support and facilities;

Strategic Objective 5: 5.3 Communities are engaged in decision-making and support is provided to develop local solutions to local issues; and

Strategic Objective 5: 5.5 Resources are managed to meet current and future needs and priorities.

Council Policy

Council has a Service Review Policy that was adopted in August 2021. The policy provides direction in relation to service performance principles stated in Section 106 of the *Local Government Act 2020*.

Resourcing

Financial

To implement the officer's recommendations in this report \$190,000 is required in addition to the current budget allocation.

Grant funding has been secured to support the provision of a second mobile service vehicle from the Living Libraries Infrastructure Program.

Plant and equipment

Council has an existing vehicle available to fulfill part of the mobile service delivery option in recommendation 3.

Human Resources

There are no staff losses as a result of the recommendations in this report.

Risk

The risks of this proposal have been considered and identified as:

- Financial sustainability – the ability to support the additional funds required for the recommendations ongoing without impact to other services;
- Vulnerable community members that are unable to access external agency services; and
- Potential impact to communities who are focused on individual facility access changes rather than the entire region service equity.

Economic

There are no economic impacts as a result of the officer's recommendations regarding the provision of council services. Any potential impacts resulting from removal of agency services for private organisations are the responsibility of the external parties.

Social

Currently there are areas within the East Gippsland Shire that do not have reasonable access to Library or council services at all. The recommendations within this report will provide some service to those remote communities and vulnerable populations such as aged care facilities, by redirecting a portion of our resources to support additional mobile services. This facility will support the communities with opportunities for social interaction and community welfare. The current centres will provide services five days a week and retain all programs currently delivered to those communities.

Where an agency service is removed, there will be support at the centres for community to access public computers to engage with those organisations. Staff deliver digital literacy training to assist community members as required.

Gender Impact Statement

The Service Review Service Centres and Libraries has had a Gender Impact Assessment (GIA) completed and is compliant with the obligations and objectives of the Victorian *Gender Equality Act 2020*.

Environmental

There are no environmental impacts identified as a result of the recommendations in this report.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

This report is assessed as having no direct impact on climate change.

Engagement

Community Consultation Process

The community consultation process was open from Monday 23 May 2022 to Thursday 30 June 2022. A series of in person consultation meetings were scheduled with the communities, in addition to online sessions.

Advertising of the Consultation Process

Council ran a series of radio advertisements, print advertisements and social media posts to inform the community, in addition to the council website via the Your Say website. The following schedule identifies the schedule:

- Shire Noticeboard Advertisement– Bairnsdale Advertiser, Lakes Post, Snowy River Mail
 - 18 May 2022
 - 25 May 2022
- Radio Advertising TR FM and Gold 1242
 - 23 May to 12 June 2022 inclusive
- Facebook (Council page)
 - 23 May 2022
 - 29 May 2022
- My Council My Community newsletter
 - May Edition
- Community newssheets
 - Buchan Phoenix – 9 June 2022
 - Omeo News Sheet – 25 May and 1 June 2022
 - Tubbut Tattler – 24 May 2022
 - Mallacoota Mouth – 26 May 2022

Unscheduled: there was also media coverage across all primary channels (commercial and ABC radio, local newspapers).

Community Consultation Sessions

The schedule for the consultation sessions is detailed in the below table with numbers in attendance at each site listed.

Date	Town	Room	Time	Councillors in attendance	Staff formally in attendance	Number of participants – includes staff who attended as community.
Monday 30 May	Lakes Entrance	Service Centre	5.30 pm to 6.30 pm	Cr Allen	General Manager Business Excellence Manager Customer Experience and Communications Service Centres Coordinator	18
Monday 30 May	Online Meeting	NA	12.00 pm to 1.00 pm	Cr Urie Cr Greacen	Manager Customer Experience and Communications Service Centres Coordinator	0
Tuesday 31 May	Mallacoota	Service Centre	10.00 am to 11.00 am		General Manager Business Excellence Manager Customer Experience and Communications Service Centres Coordinator	8
Tuesday 31 May	Orbost	Service Centre	5.00 pm to 6.00 pm	Cr Reeves Cr Urie	General Manager Business Excellence Manager Customer Experience and Communications Service Centres Coordinator	19
Wednesday 1 June	Omeo	Recreation Reserve	5.30 pm to 6.30 pm		General Manager Business Excellence Manager Customer Experience and Communications Service Centres Coordinator	19
Thursday 2 June	Bairnsdale	Library	5.30 pm to 6.30 pm		General Manager Business Excellence Manager Customer Experience and Communications Library Operations Coordinator	11

Date	Town	Room	Time	Councillors in attendance	Staff formally in attendance	Number of participants – includes staff who attended as community.
Thursday 2 June	Online Meeting	NA	1.00 pm to 2.00 pm		Manager Customer Experience and Communications Service Centres Coordinator	1
Friday 3 June	Paynesville	Service Centre	3.00 pm to 4.00 pm		General Manager Business Excellence Manager Customer Experience and Communications Service Centres Coordinator	100
Monday 6 June	Online meeting	NA	5.30 pm to 6.30 pm	Cr Greacen Cr Van Diggele	Manager Customer Experience and Communications Service Centres Coordinator	0
Tuesday 7 June	Online meeting	NA	5.30 pm to 6.30 pm		Manager Customer Experience and Communications Service Centres Coordinator	0

Feedback form availability

Council Website – Your Say

All Council Service Centres – Hard Copy since 23 May 2022

- Bairnsdale Corporate Centre;
- Bairnsdale Library;
- Omeo Service Centre;
- Orbost Service Centre;
- Paynesville Service Centre;
- Mallacoota Service Centre; and
- Lakes Entrance Service Centre.

Additional distribution of hard copy information and forms since 23 May 2022:

- Mobile Library Bus route coverage for the 5 weeks
Sent an email to mobile library customers (for that specific weekly run) every Monday for 4 weeks, included in the email were details of the review, the feedback form and link to YourSay
Handed out several hardcopy forms at mobile sites, advised customers of review and YourSay feedback
Sent an email to Buchan, Tubbut, and Bendoc Neighbourhood Houses
- Omeo
Pippa's - cafe
Olde Country Kitchen - cafe
Benambra Store
Swifts Creek IGA

- Orbost
 - Post Office
 - Neighbourhood House
 - Newsagency
- Mallacoota
 - Post Office – inside PO and outside on notice board
 - Bendigo Bank
- Lakes Entrance
 - Senior Citizens
 - Childcare centres
 - Primary school
 - Friends of the Library - distribution
- Paynesville
 - Friends of the Library - distribution
- Outreach Centres – 19 May
 - Buchan Neighbourhood House
 - Bendoc
 - Cann River Community Centre
 - o Requesting promotion, print, handout. Including all meeting dates
 - o Requesting Committees of Management to review and provide feedback

Additional consultation

We presented to the Disability Inclusion and Action Committee at 4.00 pm 23 May 2022 at Bairnsdale Library.

We received feedback from Youth Ambassadors and FReeZA representative on recommendations on 16 June 2022, which was provided to Councillors.

Staff consultation

Staff engagement for the service review commenced in July 2020, where input was sought from the staff to develop profiles for each site. Over a period of 15 months, collecting and collating data a series of engagement meetings were held with each centre to collect feedback from staff and discuss potential options for recommendations prior to submission of a report to the council executive team in November 2021.

Closing the loop community meetings

Councillors hosted community meetings in Paynesville, Omeo, Bairnsdale, Orbost, Lakes Entrance and Mallacoota between 19-29 September to provide an update on the process, feedback received during the community consultation process, recommendations being considered, and the proposed next steps.

These sessions were promoted to communities and a media release published (14 September 2022).

The schedule for the community meetings is detailed in the below table.

Location	Councillors in attendance	Staff in attendance	Community attendance
Paynesville Monday 19 September 2022 5.00 pm - 6.00 pm	Cr Allen Cr Crook Cr Urie Cr Greacen	Acting Chief Executive Officer GM Business Excellence GM Place and Community Manager Customer Experience and Communications Coordinator Service Centres	65

Location	Councillors in attendance	Staff in attendance	Community attendance
Omeo Wednesday 21 September 2022 5.00 pm – 6.00 pm	Cr Reeves Cr Urie Cr Allen Cr Buckley	Acting CEO GM Business Excellence Manager Customer Experience and Communications Coordinator Service Centres	13
Bairnsdale Library Monday 26 September 2022 3.00 pm – 4.00 pm	Cr Allen Cr Greacen Cr Stow Cr White	Library Operations Coordinator Coordinator Service Centres	4
Lakes Entrance Monday 26 September 2022 5.00 pm - 6.00 pm	Cr Allen Cr Urie	GM Business Excellence Coordinator Service Centres	28
Mallacoota Thursday 29 September 2022 12.00 pm – 1.00 pm	Cr Reeves Cr Stow	Coordinator Service Centres	14
Orbost Thursday 29 September 2022 5.00 pm – 6.00 pm	Cr Reeves Cr Stow	Coordinator Service Centres	32

Additional Reference Documents for the Service Review – Service Centres and Library

1. Attachment 3 - PLV Library Statistics Comparative Data

This extract identified all Council libraries in Victoria and compares population, regional area, service hours available and membership. Looking at Councils, highlighted in the extract, of either a similar ranking, population or geographic area identifies that in comparison most Councils have a rank variation of 5 points between their service setting population ranking and opening hours ranking, East Gippsland has a variance of 22.

2. Attachment 4 - Customer Experience Data Overview

This Excel document contains the following:

- Part 1 – 3 Year statistical comparative data regarding call volumes, online forms processing and Walk In traffic to service centres and libraries;
- Part 2 – Provides a 4-month statistical analysis by service category for the period April – July 2022, showing volumes by service category by month; and
- Part 3 – Provides a 4-month statistical analysis by volumes of interactions by time of day for April – July 2022.

Attachments

1. East Gippsland Shire Map with 2021 Census Data [5.1.1.1 - 1 page]
2. Community Consultation Information Pack [5.1.1.2 - 7 pages]
3. Public Libraries Victoria Library Statistics Comparative Data [5.1.1.3 - 3 pages]
4. Customer Experience Data Overview [5.1.1.4 - 10 pages]

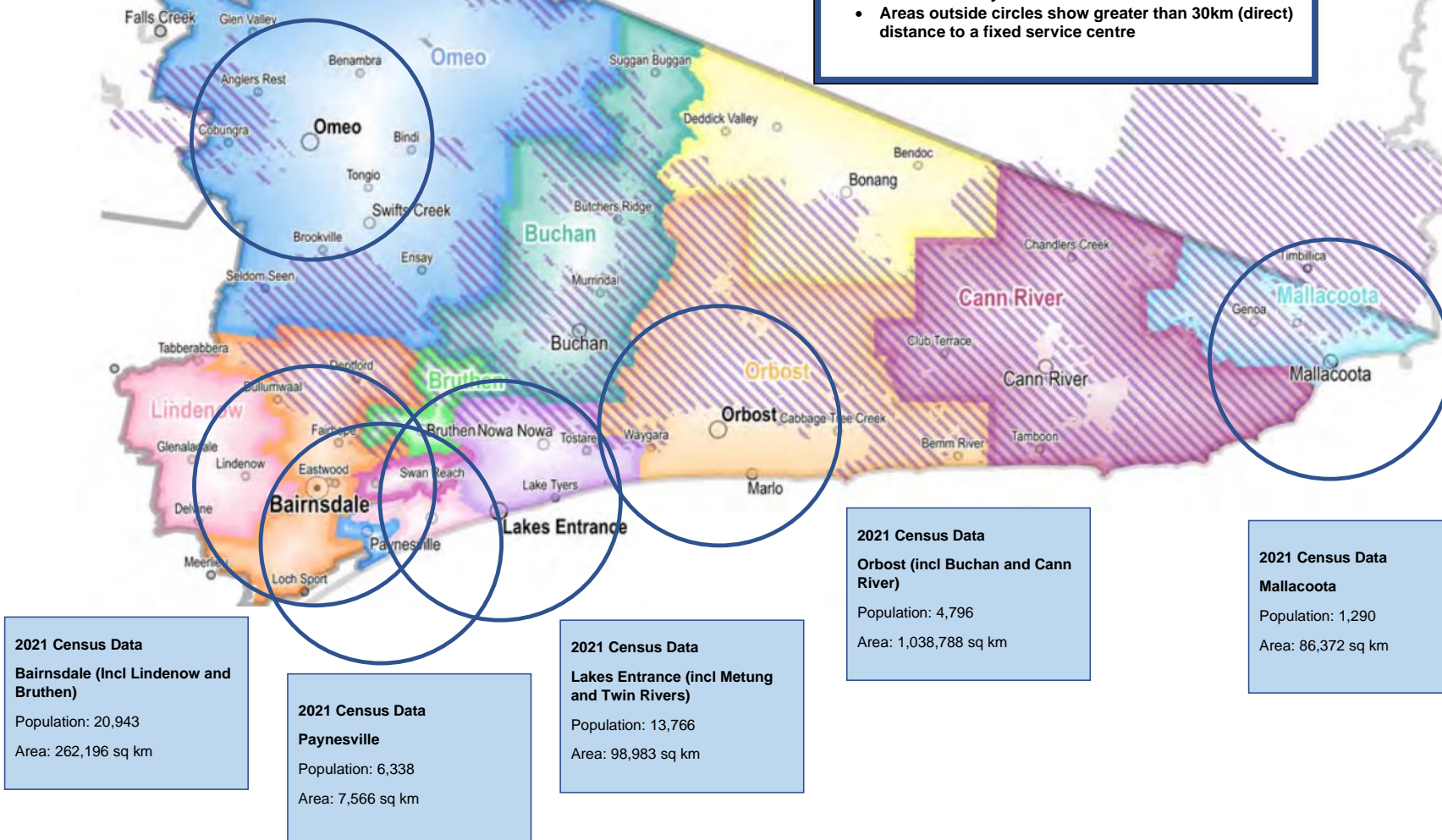
2021 Census Data**Omeo**

Population: 1,325

Area: 598,253 sq km

East Gippsland Shire Municipal Map

- Circles show approx. 30km radius catchment (Direct not by road)
- Six circles represent the primary Service Centre / Library locations
- Overlap of circles shows proximity to other Service Centre / Library locations.
- Areas outside circles show greater than 30km (direct) distance to a fixed service centre





East Gippsland Service Centre and Library Review Community Consultation

Introduction

Council is required by *the Local Government Act 2020* to deliver services in accordance with the service principles in Part 5 Section 106 of *the Act*. This review was undertaken for the Customer Service and Library Services to assess whether services are delivered in the most responsible and sustainable manner. The review aligns with the Council's service review policy.

Objectives of the review were:

- Services will reflect current and future community needs balanced against the resource capacity and financial viability;
- Look for a balance in service equity by identifying areas of over-servicing and under-servicing across our entire Council footprint;
- Assess whether Council is the most appropriate agency to deliver the service; and
- Review career path opportunities, succession planning and resource sustainability.

Link to Council Plan and Community Vision

Our service centres, call centre and libraries play an important role in our communities through the services they provide. Council has a responsibility to our community to provide services in a financially sustainable way. Looking for continuous improvement of our systems and processes and opportunities to provide services in different ways that can reach a broader representation of our customer base.

The strategic objectives linked to this review are:

- 1.1 Council strives to provide equitable access to their services, support and facilities
- 1.4 Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience
- 5.1 A better everyday customer experience is created for our residents and visitors
- 5.4 Continuous improvement systems are strengthened, and organisational efficiency enhanced
- 5.5 Resources are managed to meet current and future needs and priorities

It has been over 15 years since a detailed review has been undertaken on these functions across the entire footprint and quite a lot has changed in that time. This review has attempted to balance the community service proposition, looking at areas of underservicing an overservicing, and challenged with addressing the balance to cater for our growing service channels.

Consultation

Council, at a meeting on 26 April, has resolved to consult with the community regarding the recommendations from the review and gather feedback before they make a determination.

Community members will be able to provide feedback through

- Service centres - accessing hard copy feedback forms
- Online via the Website "Your Say" page – completing a feedback form
- Through community meetings scheduled during the consultation period both face to face and online.

Council encourages you to provide your feedback on any or all of the recommendations outlined below from A to F.

Recommendation A – Maintain one Service Centre presence in Bairnsdale operating 9.00 am to 5.00 pm, in addition to the Bairnsdale Library.

Prior to the bushfires and COVID-19, there were three Service Centres operating in Bairnsdale which included Corporate Centre, Pyke Street Business Centre and the Service Street Centre.

The Service Street Centre, which converted to the Bushfire Recovery Centre support site, closed in April 2021 and the Pyke Street Business Centre has not been open to customers since March 2020.

Overall, in-person volumes have decreased through the Bairnsdale Corporate Centre, due to the transition of customers to phone and online interactions.

To redistribute resources to phone and online transactions it is recommended that we maintain one customer facing service facility in Bairnsdale open 5 days per week.

Recommendation B. - Reduce overall Service Centre and Library hours by 48.5 hours per week across five centres to improve resourcing for increased call centre and online form volumes.

Over the past 5 years we have seen a gradual transition to phone interactions via the call centre and online enquiries through our website. During the last 2 years, due to the impacts of Covid we saw an extreme shift as we facilitated services during lockdowns. During this time we also launched a new website with enhanced online functionality to support customers.

Some of our community members have shifted their service interactions to these channels ongoing because of convenience, they have become more aware that they can do business with council in a way that suits them. We are also aware that members of our community prefer to engage directly with our service centres for a variety of reasons and we appreciate the value this provides to the community.

In the majority of cases library services account for between 65% and 80% of our service centre activity. The remainder is a combination of other Council services such as rates, dog

registrations, compliance and planning activities and some agency services and visitor information support.

Based on the proportion of Library activity we used data from Public Libraries Victoria to compare our service delivery offering with that of 50 other Victorian Local Governments. The most significant finding was that East Gippsland operates 40% greater weekly opening hours than Wellington Shire (similar population) and Mildura Council (similar geographic area), but also 20% to 30% greater weekly opening hours than councils with 50% to 100% higher population.

If we consider a small shift in resources across our service centres directed to our call centre and online forms processing, and expansion of our mobile service delivery model we would be able to:

- maintain service operations 5 days per week across all centres;
- improve service delivery through our call centre and online channel resourcing;
- improve service delivery to areas currently underserved through our proposed mobile service delivery model;
- increase our resourcing model in remote sites by the addition of call centre shifts; and
- maintain a financially responsible service proposition.

There will be no loss of current staff contracted hours as a result of this recommendation.

Comparison of current versus proposed service hours

Site	Current Hours	Proposed Hours	Change in Hours
Bairnsdale Corporate Centre	8.30 am – 5.00 pm Mon to Fri	9.00 am to 5.00 pm Mon - Fri	-2.5
Omeo Service Centre	8.30 am to 5.00 pm Mon - Fri	9.00 am to 5.00 pm Mon - Fri Close 12.00 – 1.00 pm	-7.5
	10.00 am – 2.00 pm Sat and Sun VIC Service only	10.00 am – 2.00 pm Sat and Sun VIC Service only	
Orbost Service Centre	8.30 am to 5.00 pm Mon - Fri	9am - 2pm Mon, Wed, Fri 9am - 5pm Tues, Thur	-11.5
Lakes Entrance Service Centre	8.30 am – 5.00 pm Mon - Fri	9.00 am to 2.00 pm Mon, Fri 9.00 am to 5.00 pm Tues, Wed, Thur	-8.5
Paynesville Service Centre	8.30 am – 5.00 pm Mon - Fri	9.00 am – 1.00 pm Mon, Tues 9.00 am to 5.00 pm Wed 1.00 pm – 5.00 pm Thurs, Fri	-18.5
Bairnsdale Library	9.30 am – 6.00 pm Mon - Fri 9.00 am – 12.00 pm Sat * Grant funded after Dark Program Thurs 6.00 – 9.00 pm	9.00 am – 6.00 pm Mon – Fri 9.00 am – 12.00 pm Sat * Grant Funded After Dark Program Thurs 6 - 9pm	2.5
Mallacoota Service Centre	10.00 am – 2.00 pm Mon, Tues 2.00 pm – 5.00 pm Wed, Thur, Fri	10.00 am – 2.00 pm Mon, Tues 2.00 pm – 5.00 pm Wed, Thur, Fri	0

Recommendation C. - Open Bairnsdale Library at 9am daily

This recommendation is in response to observations of people queuing at the library and requests from the public to open the facility a 9am instead of 9.30am.

Following the implementation of operational efficiencies, the opening of the Bairnsdale Library at 9am can be facilitated with improved roster management and no additional cost.

Recommendation D. – Changes to the provision of services of Bendigo Bank Agency in Omeo.

Council is seeking community input regarding whether this service should continue to be provided by Council in Omeo.

Council provides an agency service for Bendigo Bank in Omeo. Banking is not one of council's core functions. The current agency agreement remuneration model does not cover the costs for the provision of this service. There are compliance and training obligations to be met under the agency agreement that add to the complexity of the service and resourcing model, and the administration required to facilitate the agency service means this service runs at a loss to Council.

Discussions with the Bank have indicated the remuneration model for the agency agreement would not be changed to support the loss to Council. The Bank has indicated that, in the event Council does not maintain an agency presence, they would be unlikely to engage with another business to provide this service based on financial viability issues due to the low volume of transactions. They suggest online facilities and bank at post as alternative channels for their customer base.

Council resolved at the Council meeting on 26 April to consult with the community regarding the options to either close the agency facility, based on the fact the service runs at a loss and banking is not a core function of Council, or the potential to investigate alternate means to meet the community needs for the banking operations.

Recommendation E. – Changes to the provision of services of the Vic Roads agency agreement affecting Omeo, Orbost and Mallacoota Service Centres.

Council is seeking community input regarding whether this service should continue to be provided by council.

VicRoads Services are provided at Omeo, Orbost and Mallacoota, however the range of transactional Services varies for each site. Ongoing training is required for staff to maintain competency in quite complex transactions. Based on the current remuneration model the VicRoads agency services run at a loss to council.

Following a meeting with VicRoads in September 2021, they indicated remuneration changes were unlikely to increase and suggested that more services were likely to be directed online.

Discussions with the VicRoads have indicated there would be no additional income provision to council as an agent to support the cost of this service and could not advise if they would engage an alternate business to take on the agency model if council decided to close the service.

Council resolved at the Council meeting on 26 April to consult with the community regarding the options to close the Vic Roads agency facilities, based on the fact the service runs at a loss, or the potential to investigate alternate means to meet the community needs for these services.

Recommendation F. - Investigate a mobile service delivery option for remote towns to replace and expand the current outreach model and enhance the offering of the mobile library.

The mobile library service requires a complete review, undertaking engagement with the community and other key stakeholders. Understanding whether the concept of providing a mobile service that not only provides Library resources but could deliver a more equitable service delivery and engagement model for our remote populations would be part of the review.

This could include answering queries from the community regarding services, engagement and consultation, updating the community about activities impacting them locally and listening to their feedback.

A redesign of the service to cover the western and eastern sides of the shire more effectively is recommended. Understanding what services are required and how we can provide a better outreach model needs discussion.

This service model would supplement services provided by the service centres, call centre and online, but would have greater reach to towns in remote areas.

Council resolved at the Council meeting on 26 April to consult with the community regarding their interest in the expansion of the current mobile facility and review of the outreach service model.

East Gippsland Shire Council

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Bairnsdale Vic 3875
Website www.eastgippsland.vic.gov.au
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National Relay Service: 133 677
Residents' Information Line: 1300 555 886
ABN: 81 957 967 765

Service Centre and Library Review – Feedback

Council needs your feedback to make a determination on the recommendations of the Service Review.

Tell us what you think.

Please provide feedback on any or all the 6 Recommendations.

You can provide your feedback at Your Say page at www.eastgippsland.vic.gov.au OR complete this feedback form and return via email, Australia Post or at your local service centre.

Name: (optional)				
What town do you live in?				
Age demographics: (circle your age group)	18 - 30	31 - 50	51 - 70	71 +
Gender:				
Recommendation A:				
Maintain one Service Centre presence in Bairnsdale operating 9.00am to 5.00pm, in addition to the Bairnsdale Library.				
Recommendation B:				
Reduce overall Service Centre and Library hours by 48.5 hours per week across five centres to improve resourcing for increased call centre and online form volumes.				
Recommendation C:				
Open Bairnsdale Library at 9am daily.				

Recommendation D: Changes to the provision of services of Bendigo Bank Agency in Omeo.
Recommendation E: Changes to the provision of services of the Vic Roads agency agreement affecting Omeo, Orbost and Mallacoota Service Centres.
Recommendation F: Investigate a mobile service delivery option for remote towns to replace and expand the current outreach model and enhance the offering of the mobile library.

Would you like a response to your feedback, if yes, please provide your name and preferred contact details:	
Name:	
Postal Address:	
Email Address:	

Office Use only	
Data entry completed: (tick)	Staff member name:



1. Service setting

2020-21 Library service	Value			Rank		
	Population	Area sq km	Branches (Mobiles)	Population	Area sq km	Branches (only)
Bayside	107,541	37	4	27	45	31
Boroondara	183,023	60	6	14	39	12
Brimbank	208,247	123	5	9	35	18
Buloke	6,101	8,000	5 (1)	48	11	18
Campaspe	37,675	4,519	5	39	18	18
Casey-Cardinia	480,793	1,692	7 (1)	1	24	11
Central Highlands	223,680	25,885	17 (6)	8	1	1
Corangamite	90,151	13,448	11 (1)	31	5	5
Darebin	166,430	54	4	19	40	31
East Gippsland	47,725	20,940	6 (2)	35	3	12
Eastern	444,503	2,644	13 (2)	2	22	3
Frankston	143,338	130	3	21	33	39
Gannawarra	10,400	3,735	3	45	20	39
Geelong	326,894	5,513	17 (2)	4	17	1
Glen Eira	158,216	39	4	20	43	31
Glenelg	19,621	6,219	3 (1)	42	15	39
Goldfields	198,425	12,974	9	11	7	7
Goulburn Valley	108,080	9,772	10 (1)	26	9	6
Greater Dandenong	168,362	130	2	17	34	44
High Country	65,781	14,630	6 (1)	33	4	12
Hindmarsh	5,592	7,524	3	49	12	39
Hobsons Bay	98,189	64	5	29	38	18
Hume	241,188	504	5 (1)	7	30	18
Indigo	16,885	2,040	4	43	23	31
Kingston	167,293	91	9	18	36	7
Latrobe	75,915	1,426	4	32	25	31
Maribyrnong	94,982	31	5	30	46	18
Melbourne	183,756	37	6	13	44	12
Melton	172,500	528	2	15	29	44
Mildura	55,937	22,083	5	34	2	18
Mitchell	47,647	2,862	4	36	21	31
Monash	204,936	82	6	10	37	12
Moonee Valley	131,753	43	5	22	42	18
Moreland	188,762	51	5	12	41	18
Mornington Peninsula	168,862	724	4 (1)	16	27	31
Murrindindi	14,661	3,880	3 (1)	44	19	39
Port Phillip	116,476	21	5	25	48	18
Stonnington	118,614	26	4	24	47	31
Swan Hill	20,534	6,115	2 (1)	41	16	44
Towong	6,102	6,675	2	47	14	44
Wellington	44,770	10,817	6	37	8	12
West Gippsland	122,577	8,190	12 (1)	23	10	4
Whitehorse Manningham	309,664	178	8	5	32	10
Wimmera	23,828	13,375	5	40	6	18
Wodonga	42,662	433	1	38	31	48
Wyndham	283,294	542	5	6	28	18
Yarra	103,125	20	5	28	49	18
Yarra Plenty	433,698	985	9 (2)	3	26	7
Yarriambiack	107,541	7,326	1 (1)	46	13	48
Vision Australia			1			48
Victoria	6,696,670	227,496	281 (26)			

Comparative Data Report, 2018-19 to 2020-21

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2. Opening hours (per week)

2020-21 Library service	Value			Rank		
	Total hours	Staffed hours	Staffed / branch	Total hours	Staffed hours	Staffed / branch
Bayside	195	195	49	30	30	20
Boroondara	335	335	56	12	11	7
Brimbank	278	278	56	17	17	8
Buloke	42	42	7	48	48	48
Campaspe	175	103	21	34	41	45
Casey-Cardinia	450	450	56	7	5	4
Central Highlands	601	601	26	5	4	41
Corangamite	251	251	21	23	23	44
Darebin	221	221	55	25	25	9
East Gippsland	306	306	38	13	13	29
Eastern	814	814	54	1	1	12
Frankston	150	150	50	37	35	19
Gannawarra	72	72	24	44	43	42
Geelong	805	805	42	2	2	27
Glen Eira	219	219	55	26	26	11
Glenelg	135	135	34	39	37	34
Goldfields	454	334	37	6	12	31
Goulburn Valley	305	305	28	14	14	40
Greater Dandenong	145	145	73	38	36	1
High Country	214	214	31	27	27	38
Hindmarsh	15	15	5	49	49	49
Hobsons Bay	287	287	57	15	15	3
Hume	281	281	47	16	16	23
Indigo	132	132	33	40	38	36
Kingston	343	343	38	9	8	30
Latrobe	193	193	48	31	31	21
Maribyrnong	252	252	50	22	22	18
Melbourne	337	337	56	10	9	5
Melton	104	104	52	42	40	14
Mildura	166	166	33	36	34	35
Mitchell	176	176	44	33	33	25
Monash	336	336	56	11	10	6
Moonee Valley	265	265	53	19	19	13
Moreland	255	255	51	21	21	16
Mornington Peninsula	201	201	40	29	29	28
Murrindindi	114	114	28	41	39	39
Port Phillip	230	230	46	24	24	24
Stonnington	202	202	51	28	28	17
Swan Hill	61	61	20	45	45	46
Towong	73	73	36	43	42	32
Wellington	185	185	31	32	32	37
West Gippsland	643	449	35	4	6	33
Whitehorse Manningham	380	380	48	8	7	22
Wimmera	174	72	14	35	43	47
Wodonga	43	43	43	47	47	26
Wyndham	274	274	55	18	18	10
Yarra	260	260	52	20	20	14
Yarra Plenty	679	679	62	3	3	2
Yarriambiack	48	48	24	46	46	42
Vision Australia	40	40	40			
Victoria	12,912	12,424	39			

Comparative Data Report, 2018-19 to 2020-21

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3. Membership

Library service	Total members			Rank		
	2018-19	2019-20	2020-21	2018-19	2019-20	2020-21
Eastern	131,752	148,249	152,240	2	1	1
Yarra Plenty	141,641	118,443	120,899	1	4	2
Casey-Cardinia	127,642	132,757	105,930	4	2	3
Geelong	130,003	128,998	105,576	3	3	4
Brimbank	79,548	81,210	103,356	9	8	5
Whitehorse Manningham	93,452	100,136	102,606	5	5	6
Boroondara	81,350	74,983	89,974	8	10	7
Wyndham	78,897	86,429	77,301	10	6	8
Greater Dandenong	87,399	78,153	75,020	6	9	9
Melbourne	82,302	86,058	73,892	7	7	10
Moonee Valley	55,841	65,110	69,847	19	13	11
Goldfields	69,507	74,829	67,785	11	11	12
Central Highlands	59,565	59,737	60,870	14	14	13
Frankston	60,878	57,877	58,335	13	15	14
Glen Eira	56,488	56,638	55,323	16	16	15
Bayside	45,472	49,974	49,581	22	22	16
Port Phillip	57,344	55,536	49,095	15	17	17
Melton	46,765	50,245	48,678	21	21	18
Mornington Peninsula	54,865	51,693	47,590	20	20	19
Yarra	64,433	67,499	47,534	12	12	20
Monash	56,029	52,194	47,456	18	18	21
Stonnington	56,270	52,001	45,525	17	19	22
Hume	40,516	46,572	44,375	24	23	23
Kingston	33,693	42,998	42,865	27	24	24
West Gippsland	32,828	39,221	41,579	28	25	25
Hobsons Bay	37,481	34,706	35,000	26	28	26
Moreland	41,479	38,700	33,444	23	26	27
Darebin	37,783	34,748	29,871	25	27	28
Goulburn Valley	31,924	31,715	29,793	29	29	29
Mildura	26,603	26,737	26,738	30	31	30
High Country	25,754	30,746	25,354	31	30	31
Maribyrnong	19,867	23,835	20,169	33	32	32
Latrobe	21,489	19,904	19,496	32	33	33
Corangamite	19,470	18,455	16,720	34	34	34
Campaspe	14,729	14,415	13,500	36	35	35
Wellington	10,015	13,435	13,081	41	37	36
Mitchell	13,153	13,280	12,723	39	39	37
East Gippsland	14,727	13,820	12,268	37	36	38
Wodonga	11,090	11,237	10,674	40	40	39
Swan Hill	8,602	8,425	8,549	42	41	40
Vision Australia	15,350	16,157	7,211			
Glenelg	15,049	7,087	6,717	35	42	41
Wimmera	14,157	13,383	6,363	38	38	42
Murrindindi	5,854	4,703	5,285	43	43	43
Indigo	3,948	3,945	3,929	44	44	44
Gannawarra	3,596	3,491	3,202	45	45	45
Yarriambiack			1,318			46
Hindmarsh			1,209			47
Towong	1,378	1,289	1,168	46	46	48
Buloke	682	872	1,045	47	47	49
Victoria	2,218,660	2,242,665	2,128,059			

Service Centre and Call Centre Statistics	2019 - 2020 FY					2020 - 2021 FY					2020 - 2021 FY				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	Jul - Sep 19	Oct - Dec 19	Jan - Mar 20	April - Jun 20		Jul - Sep 20	Oct - Dec 20	Jan - Mar 21	April - Jun 21		Jul - Sep 21	Oct - Dec 21	Jan - Mar 22	April - Jun 22	
Call - volumes	16626	15915	23195	16609	72345	17,887	18,550	20,482	18,472	75,391	19,391	19,564	20,039	17,110	76,104
Call - Max wait times (Min)											20.53	14.56	17.42	20.04	
Call - Average call wait times (Min)	available	0.59	1.54	0.47	N/A	1.03	1.31	1.45	0.55		0.50	0.56	1.45	1.08	
Call - Average call length (AHT includes talk, ACW & wrap code)											5.26	4.59	5.11	5.05	
Online forms - volumes							241	792	879	1,912	784	1015	1004	1028	3,831
Total Call and Online Volume	16,626	15,915	23,195	16,609	72,345	17,887	18,791	21,274	19,351	77,303	20,175	20,579	21,043	18,138	79,935
Door Count															
Door Count - Bairnsdale Library	48877	49069	48312	4645	150903	4952	8406	21893	27611	62,862	23012	20965	19441	27704	91,122
Door Count - Lakes Entrance Service Centre	13578	15766	13752	2675	45771	1227	5545	7488	8081	22,341	5260	7727	7434	9074	29,495
Door Count - Mallacoota Service Centre	3709	5007	6327	1104	16147	1,343	2228	3964	2922	10,457	1961	3739	5724	4358	15,782
Door Count - Omeo Service Centre	4241	5052	4713	1749	15755	1390	2564	3922	3318	11,194	1691	2360	2934	2548	9,533
Door Count - Orbost Service Centre	7405	7577	11494	1779	28255	810	3340	5163	4652	13,965	3051	4304	4546	4982	16,883
Door Count - Paynesville Service Centre	6530	5944	4833	2855	20162	1337	3441	5076	4944	14,798	3112	5038	5251	4920	18,321
Door Count -Bairnsdale Corporate Centre	10513	7897	16879	1356	36645	1112	2163	3390	2412	9,077	1628	2764	3690	3605	11,687
Total Volumes					313638					144694					192823

Notes

* Bairnsdale Door Count 2020 FY includes all Bairnsdale centres

* Q3 2020 FY includes peak of Bushfire support

The complexity of services offered through online forms takes on average 15 min to manage an online form through to conclusion usually with receipt of a payment.

The average call time is 5 min so it takes approx 3 times the resource allocation.

Customer Experience - Monthly Statistical Collection		Omeo					Orbost					Lakes				
BUSINESS UNIT	TOPIC	Apr-22	May-22	Jun-22	Jul-22	Total	Apr-22	May-22	Jun-22	Jul-22	Total	Apr-22	May-22	Jun-22	Jul-22	Total
COVID	Vaccination checks, manual checkins, refusal of entry, printing certificates, laminating certificates any other questions	2	44	10	4	56	162	9	5	1	176					
FINANCE	Rates	36	4	30	25	95	17	37	21	23	98	36	172	99	38	345
	Accounts receivable, Accounts Payable, Grants, Revenue, Assets and Systems	3	4	10	2	19	7	21	20	6	54	2	8	6	0	16
PLANNING	Planning - Statutory	3	5	8	6	22	7	1	0	1	9	3	1	3	3	10
	Planning - Strategic & Community	0	256	3	1	260	0	4	1	0	5	13	2	1	1	17
REGULATORY & COMPLIANCE	Community Laws, School Crossings, Animal Registrations	287	178	183	170	818	65	36	38	27	166	233	92	115	74	514
	Building, Development, Compliance	106	6	122	79	313	1	5	1	3	10	2	12	19	4	37
	Fire Prevention	0	12	1	0	13	0	0	1	1	2	1	0	0	16	17
	Health, Immunisation, Environmental Health	7	65	5	6	83	3	8	16	17	44	19	12	23	5	59
COMMUNITY ENGAGEMENT	Library Services & Programs total Number of attendees	0	73	15	40	128	83	92	34	126	335	103	264	283	176	826
	Library enquires including WI FI and Public Computers access assistance Locating items, reservations and ILL These are the Statistics required by the Bairnsdale Library	49	55	104	36	244	346	383	521	550	1800	303	485	529	456	1773
	Library Transactins per person Returns, issues, printing scanning new members directional quiriies These transaction Statistics required by Customer Experience.	55	8	115	62	240	486	591	487	521	2085	704	994	952	960	3610
	New Memberships					0					0					0
	Community Programs, Early Years, Rural Access, Aboriginal Best Start, Youth, Projects	0	1	0	4	5	0	0	0	0	0	36	55	2	0	93
Travel Permit																
WORKS	Area Supervisors & Works Supervisors	0	0	6	4	10	14	9	4	7	34	0	9	3	0	12
	Footpaths Maintenance & Construction, signage replacement	2	0	0	0	2	4	3	0	4	11	1	1	0	0	2
	Roads Maintenance & construction	1	2	0	3	6	1	0	0	0	1	5	1	9	1	16
	Aerodromes & Raymond Island Ferry	5	1	0	0	6	1	1	0	0	2	0	0	0	0	0
	Roads Safety and Technical	8	10	23	7	48	0	0	1	0	1	3	1	1	3	8
ASSETS & PROJECTS	Council Building Maintenance	3	2	1	3	9	13	16	2	6	37	0	0	2	1	3
	Construction, Contracts, Asset Inspections & Managment, Projects, Capital Works	5	1	1	2	9	3	2	1	0	6	0	0	2	0	2
WASTE	Waste Services and collections, Sustainability, Environmental, Education, Sites, Compliance	117	90	67	15	289	10	3	11	12	36	5	4	12	11	32
COMMUNITY FACILITIES & OPEN SPACE	Parks & Gardens, arborist, Environmental Projects, pests, weeds etc	0	0	0	0	0	5	6	1	0	12	0	0	1	0	1
	Community Infrastructure Projects & Planning	0	0	0	3	3	12	13	0	0	25	0	1	2	0	3
BUSHFIRE RECOVERY	Community Recovery, Built Environment, Planning & Support	0	4	0	1	5	0	0	7	0	7	0	0	0	0	0
	Economic Development	1	0	2	0	3	0	0	0	0	0	0	0	0	0	0
AGENCIES	VicRoads Agency	34	25	67	45	171	80	153	100	102	435	0	0	0	0	0
	Bendigo Bank Agency	263	275	192	185	915	0	0	0	4	4	0	0	0	0	0

Attachment 5.1.1.4

	CentreLink Agency	6	7	12	9	34	1	0	0	0	1	0	2	0	0	2
	Other agencies, e.g.: EG Water, DELWEP, private sector	2	3	2	4	11	6	24	2	9	41	3	34	13	15	65
OFFICE OF THE CEO	Office of the CEO	0	0	0	5	5	5	0	0	1	6	0	7	1	7	15
CUSTOMER EXPERIENCE &	Service Centres Meeting Room Community Site Bookings JP Service	89	98	96	84	367	40	99	107	52	298	56	71	192	126	445
	Voicemails															
	Communications Media	0	5	0	1	6	3	2	11	0	16	2	0	0	2	4
	Visitor Information Services	371	273	89	109	842	34	56	37	43	170	4	5	0	0	9
PEOPLE, PERFORMAMNCE & INFORMATION SERVICES	Recruitment, Human Resources, Payroll, Organisational Development, Learning & Development, Planning & Performance, Work for Victoria	14	5	0	9	28	1	2	2	1	6	0	0	1	2	3
COUNCIL ENTERPRISES	Records, Freedom of Information, GIS, NAR, ICT	6	24	19	4	53	1	6	17	2	26	1	5	4	4	14
	Livestock, Mallacoota & Eagle Point Holiday Parks, BARC, Lakes Aquadome, Forge Theatre, Arts & Culture	0	0	0	0	0	0	0	0	0	0	4	6	9	14	33
GOVERNANCE	Governance Compliance	0	0	2	0	2	0	0	0	1	1	0	0	0	0	0
	Councillors & Support	0	0	0	0	0	0	2	0	0	2	0	2	4	0	6
	Marina's and Jetties	2	0	0	0	2	1	1	1	0	3	2	1	1	0	4
	Property	2	1	0	0	3	0	0	0	0	0	0	0	0	0	0
	Risk Management , Insurance Claims & Reports	5	0	0	0	5	0	0	0	1	1	0	1	0	0	1
	Procurement	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTALS	1484	1537	1185	928	5130	1412	1585	1449	1521	5966	1541	2248	2289	1919	7997

Customer Experience - Monthly Statistical Collection		Bairnsdale Corporate Centre					Mallacoota						Paynesville				
BUSINESS UNIT	TOPIC	Apr-22	May-22	Jun-22	Jul-22	Total		Apr-22	May-22	Jun-22	Jul-22	Total		Apr-22	May-22	Jun-22	Jul-22
COVID	Vaccination checks, manual checkins, refusal of entry, printing certificates, laminating certificates any other questions													751	7	0	0
FINANCE	Rates	170	457	205	162	994		5	3	0	3	11		10	54	21	6
	Accounts receivable, Accounts Payable, Grants, Revenue, Assets and Systems	12	22	30	31	95		0	3	0	6	9		6	0	1	0
PLANNING	Planning - Statutory	48	58	61	87	254		0	0	1	0	1		1	9	1	2
	Planning - Strategic & Community	67	13	24	21	125		0	0	2	0	2		2	1	0	3
REGULARTORY & COMPLIANCE	Community Laws, School Crossings, Animal Regisrtrations	323	232	189	229	973		17	23	4	4	48		80	25	30	17
	Building, Development, Compliance	33	118	83	91	325		3	4	1	0	8		8	8	12	1
	Fire Prevention	0	1	2	0	3		0	0	0	0	0		0	0	1	0
	Health, Immunisation, Environmental Health	25	26	29	32	112		1	0	0	0	1		6	10	13	1
COMMUNITY ENGAGEMENT	Library Services & Programs total Number of attendees	2	1	0	0	3		68	90	86	95	339		129	163	112	185
	Library enquires including WI FI and Public Computers access assistance Locating items,reservations and ILL These are the Statistics required by the Bairnsdale Library	0	0	1	1	2		875	692	668	638	2873		731	1025	993	988
	Library Transactins per person Returns, issues, printing scanning new members directional quiriies These transaction Statistics required by Customer Experience.	0	0	1	1	2		190	143	174	119	626		236	377	353	409
	New Memberships	0	0	0	1	1		1	0	0	0	1		0	0		0
	Community Programs, Early Years, Rural Access, Aboriginal Best Start, Youth, Projects	1	5	3	1	10		0	3	13	2	18		0	0	7	0
Travel Permit																	
WORKS	Area Supervisors & Works Supervisors	49	20	8	8	85		3	0	0	3	6		3	0	0	4
	Footpaths Maintenance & Construction, signage replacement	2	0	6	3	11		0	1	2	0	3		0	1	0	0
	Roads Maintenance & construction	6	2	4	4	16		0	0	0	0	0		2	8	0	2
	Aerodromes & Raymond Island Ferry	4	4	7	9	24		0	0	0	0	0		109	102	132	126
	Roads Safety and Technical	6	5	8	9	28		0	0	0	0	0		0	0	5	4
ASSETS & PROJECTS	Council Building Maintenance	3	4	8	5	20		0	0	0	0	0		3	6	7	18
	Construction, Contracts, Asset Inspections & Managment, Projects, Capital Works	3	6	4	3	16		0	0	0	0	0		2	0	1	0
WASTE	Waste Services and collections, Sustainability, Environmental, Education, Sites, Compliance	17	34	27	23	101		6	10	14	10	40		0	9	5	6
COMMONITY FACILITIES & OPEN SPACE	Parks & Gardens, arborist, Environmental Projects, pests, weeds etc	58	16	10	16	100		0	1	2	2	5		0	0	1	0
	Community Infrastructure Projects & Planning	2	1	2	1	6		1	6	1	0	8		0	0	3	0
BUSHFIRE RECOVERY	Community Recovery, Built Environment, Planning & Support	0	1	1	0	2		6	0	0	0	6		0	0	0	0
	Economic Development	3	4	1	1	9		0	8	0	0	8		0	0	0	2
AGENCIES	VicRoads Agency	0	0	0	0	0		18	44	58	40	160		0	0	0	0
	Bendigo Bank Agency	0	0	0	0	0		0	0	1	0	1		0	0	0	

	CentreLink Agency		0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
	Other agencies, e.g.: EG Water, DELWEP, private sector		6	7	4	4	21	0	0	0	0	0	0	1	5	0	0
OFFICE OF THE CEO	Office of the CEO		1	4	1	8	14	0	0	0	0	0	0	0	0	0	0
CUSTOMER EXPERIENCE &	Service Centres Meeting Room Community Site Bookings JP Service		39	80	56	42	217	30	48	54	40	172	93	208	215	192	
	Voicemails		0	0	0	0	0										
	Communications Media		0	2	1	2	5	0	0	0	0	0	0	2	0	3	
	Visitor Information Services		0	1	7	3	11	472	223	133	127	955	145	155	105	122	
PEOPLE, PERFORMANCE & INFORMATION SERVICES	Recruitment, Human Resources, Payroll, Organisational Development, Learning & Development, Planning & Performance, Work for Victoria		2	20	13	16	51	0	4	11	0	15	5	2	1	7	
COUNCIL ENTERPRISES	Records, Freedom of Information, GIS, NAR, ICT		38	10	15	15	78	0	2	2	3	7	5	3	1	0	
	Livestock, Mallacoota & Eagle Point Holiday Parks, BARC, Lakes Aquadome, Forge Theatre, Arts & Culture		0	0	1	3	4	25	37	30	24	116	0	7	3	3	
GOVERNANCE	Governance Compliance		1	5	0	4	10	0	0	0	0	0	0	0	0	0	
	Councillors & Support		4	6	11	7	28	0	0	0	0	0	2	0	1	2	
	Marina's and Jetties		15	9	2	4	30	0	2	3	0	5	11	2	3	9	
	Property		4	0	4	4	12	0	1	0	0	1	0	0	0	0	
	Risk Management , Insurance Claims & Reports		0	0	3	0	3	0	0	2	0	2	0	0	0	0	
	Procurement		6	6	0	1	13	0	0	2	0	2	0	0	0	0	
	TOTALS		950	1180	832	853	3815	1721	1348	1264	1116	5449	2341	2189	2027	2112	

Customer Experience - Monthly Statistical Collection		Call Centre					
BUSINESS UNIT	TOPIC	Total	Apr-22	May-22	Jun-22	Jul-22	Total
COVID	Vaccination checks, manual checkins, refusal of entry, printing certificates, laminating certificates any other questions	758	1	0	1	0	2
FINANCE	Rates	91	519	858	730	656	2763
	Accounts receivable, Accounts Payable, Grants, Revenue, Assets and Systems	7	24	43	43	39	149
PLANNING	Planning - Statutory	13	545	673	575	571	2364
	Planning - Strategic & Community	6	23	26	32	34	115
REGULATORY & COMPLIANCE	Community Laws, School Crossings, Animal Registrations	152	533	491	641	469	2134
	Building, Development, Compliance	29	194	268	238	132	832
	Fire Prevention	1	1	1	0	0	2
	Health, Immunisation, Environmental Health	30	124	197	128	158	607
COMMUNITY ENGAGEMENT	Library Services & Programs total Number of attendees	589	29	29	33	27	118
	Library enquires including WI FI and Public Computers access assistance. Locating items, reservations and ILL These are the Statistics required by the Bairnsdale Library	3737	10	11	9	13	43
	Library Transactins per person Returns, issues, printing scanning new members directional quiriies These transaction Statistics required by Customer Experience.	1375					0
	New Memberships	0	0	0	0	0	0
	Community Programs, Early Years, Rural Access, Aboriginal Best Start, Youth, Projects	7	77	93	69	54	293
Travel Permit			1	0	1	1	3
WORKS	Area Supervisors & Works Supervisors	7	366	343	298	217	1224
	Footpaths Maintenance & Construction, signage replacement	1	0	0	0	0	0
	Roads Maintenance & construction	12	0	0	0	0	0
	Aerodromes & Raymond Island Ferry	469	15	21	18	26	80
	Roads Safety and Technical	9	19	31	40	21	111
ASSETS & PROJECTS	Council Building Maintenance	34	22	14	10	11	57
	Construction, Contracts, Asset Inspections & Managment, Projects, Capital Works	3	0	0	0	9	9
WASTE	Waste Services and collections, Sustainability, Environmental, Education, Sites, Compliance	20	281	345	220	0	846
COMMUNITY FACILITIES & OPEN SPACE	Parks & Gardens, arborist, Environmental Projects, pests, weeds etc	1	117	143	100	240	600
	Community Infrastructure Projects & Planning	3	0	0	3	95	98
BUSHFIRE RECOVERY	Community Recovery, Built Environment, Planning & Support	0	4	10	3	0	17
	Economic Development	2	35	52	53	5	145
AGENCIES	VicRoads Agency	0	0	0	0	27	27
	Bendigo Bank Agency	0	0	0	0	0	0

	CentreLink Agency	0	0	0	0	0	0
	Other agencies, e.g.: EG Water, DELWEP, private sector	6	0	0	0	0	0
OFFICE OF THE CEO	Office of the CEO	0	22	35	23	0	80
CUSTOMER EXPERIENCE &	Service Centres Meeting Room Community Site Bookings JP Service	708	861	932	775	24	2592
	Voicemails		0	0	0	708	708
	Communications Media	5	17	28	21	32	98
	Visitor Information Services	527	10	13	8	6	37
PEOPLE, PERFORMAMNCE & INFORMATION SERVICES	Recruitment, Human Resources, Payroll, Organisational Development, Learning & Development, Planning & Performance, Work for Victoria	15	41	49	63	63	216
COUNCIL ENTERPRISES	Records, Freedom of Information, GIS, NAR, ICT	9	15	24	15	17	71
	Livestock, Mallacoota & Eagle Point Holiday Parks, BARC, Lakes Aquadome, Forge Theatre, Arts & Culture	13	113	103	62	65	343
GOVERNANCE	Governance Compliance	0	9	9	15	7	40
	Councillors & Support	5	1	1	0	0	2
	Marina's and Jetties	25	80	78	44	79	281
	Property	0	80	71	63	40	254
	Risk Management , Insurance Claims & Reports	0	5	20	3	9	37
	Procurement	0	13	13	14	6	46
	TOTALS	8669	4207	5025	4351	3861	17444

Service Centre 4 Month Data Summary April - July 2022

Bairnsdale Corporate Centre	Daily Timeslot	In person	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Phone	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Online	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00
2022	Month total TX		1	2	3	4		1	2	3	4		1	2	3	4
Apr	950	900	255	257	218	170	0	0	0	0	0	50	31	11	4	4
May	1180	1038	261	320	268	189	33	7	18	2	6	109	43	25	12	29
Jun	832	733	185	198	191	159	35	8	12	5	10	64	14	25	13	12
Jul	853	766	177	208	226	155	6	0	1	2	3	81	30	10	13	28
Total	2962	2671					68					223				

Omeo	Daily Timeslot	In person	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Phone	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Online	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00
	Month total TX		1	2	3	4		1	2	3	4		1	2	3	4
Apr	1484	663	128	230	142	163	486	168	165	64	89	335	114	87	52	82
May	1537	688	120	273	170	125	488	174	109	92	113	361	96	91	71	103
Jun	1185	459	109	185	103	62	394	132	106	88	68	332	104	90	83	55
Jul	926	410	72	159	95	84	287	122	76	43	46	229	74	57	47	51
Total	4206	1810					1368					1028				

Orbost		In person	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Phone	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Online	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00
	Month total TX		1	2	3	4		1	2	3	4		1	2	3	4
Apr	1412	1270	318	353	311	288	139	32	42	31	34	3	1	0	1	1
May	1585	1477	359	420	395	303	104	37	35	19	13	4	0	0	3	1
Jun	1449	1350	289	418	333	310	93	11	43	18	21	6	3	0	2	1
Jul	1521	1449	298	470	394	287	70	16	30	18	6	2	2	0	0	0
Total	4446	4097					336					13				

Lakes Entrance		In person	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Phone	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Online	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00
	Month total TX		1	2	3	4		1	2	3	4		1	2	3	4
Apr	1541	1471	294	530	392	255	57	11	30	11	5	13	4	4	4	1
May	2248	2152	484	642	579	447	65	15	20	18	12	31	8	3	13	7
Jun	2289	2180	354	715	613	498	62	19	16	12	15	47	12	9	6	20
Jul	1919	1806	330	668	473	335	80	31	11	18	20	33	14	6	11	2
Total	6078	5803					184					91				

Paynesville		In person	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Phone	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Online	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00
	Month total TX		1	2	3	4		1	2	3	4		1	2	3	4
Apr	2341	2176	541	717	543	375	99	31	26	27	15	66	14	10	23	19
May	2189	1980	510	602	494	374	136	36	25	49	26	73	14	10	31	18
Jun	2027	1785	427	557	415	386	128	34	24	33	37	114	46	32	19	17
Jul	2062	1898	399	586	493	420	119	30	28	34	27	45	21	24		
Total	6557	5941					363					253				

Mallacoota		In person	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Phone	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00	Online	8.30 - 10.30	10.30 - 12.30	12.30 - 2.30	2.30 - 5.00
	Month total TX		1	2	3	4		1	2	3	4		1	2	3	4
Apr	1721	1343	158	357	400	428	39	9	4	3	23	339	36	3	15	285
May	1348	1183	197	307	368	311	51	4	13	32	2	114	58	24	18	14
Jun	1264	1076	97	191	427	361	40	8	13	9	10	148	55	43	26	24
Jul	1116	1001	51	254	454	242	36	10	4	12	10	79	46	10	12	11
Total	4333	3602					130					601				

5.1.2 Future Service Reviews

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

This report outlines Council services where a formal service review is being undertaken including budget requirements and timeframes and also outlines continuous improvement of services and processes that are currently in progress or have been completed for Council's consideration.

Officer Recommendation

That Council:

- 1. receives and notes this report;*
- 2. endorses the continuation of the suite of Formal Service Reviews currently being undertaken for FY2022/23; and*
- 3. notes that two Council services to undergo a Formal Service Review in FY2023/24 will be presented to a future Council Meeting.*

Background

A service review is a process that considers the cost, quality, and efficiency of a Council service, and assesses whether the current mode of delivery is appropriate.

The introduction of the Fair Go Rates System in 2015, in which annual rate caps constrain revenue growth, added to Councils' statutory obligation to ensure services are cost effective. Councils need to be able to demonstrate that they have the right balance between the standard of service they aim for—volume, quality, access, timeliness—and the cost to ratepayers and residents of achieving these standards.

Delivering cost-efficient services requires Councils to plan effectively. Councils need to understand the current and future needs of their communities; identify the resources needed to achieve desired levels and quality of service; compare these to the resources available; and make informed, rational decisions about how to best allocate their scarce resources.

It also requires that Councils design and operate their services to be as economic and efficient as possible by minimising input costs - such as labour and materials acknowledging that recent cost escalations have been unprecedented - while maximising service outputs.

Balancing the need for objective analysis with the cost of engaging external consultants is a key challenge for council when conducting service reviews.

Review Summary Schedule

The following table provides a list of reviews that are currently underway or have recently been completed. The reviews have been categorised as:

- Formal Service Reviews which are aligned with the Service Review Policy; and
- Service Improvement or Process Improvement reviews which are internal reviews aimed at streamlining or improving the way in which a service or process is delivered.

Review Title	Category	Comments	Status
Service Centres and Libraries	Formal Service Review – FY2022/23	Internal resources.	In Progress
Visitor Information Centres	Formal Service Review – FY2022/23	External Independent consultant and internal resources.	In Progress
Forge Theatre	Formal Service Review – FY2022/23	External Independent consultant and internal resources.	In Progress
Human Resources	To be confirmed	Pipeline	
Waste	Formal service review	External Independent consultant and internal resources.	Planned to be carried out nearing the end of the Financial Year
Grants	To be confirmed	Pipeline	Internal Audit completed
Replace legacy Enterprise Resource Planning (ERP) system	Process Improvement	Internal resources.	Expected Go-Live by Mar 2023
Implement new Document and Records Management System	Process Improvement	Internal resources.	Tender to be issued by Nov 2022
Data Centre consolidation	Process Improvement	Internal resources.	Expected Go-Live by Dec 2022
Information/Records Management Performance Review	Process Improvement	External Audit	Completed September 2022
Audit and Risk Committee Charter	Process Improvement	Internal resources.	Completed in August 2022
Recruitment – Level 3 role	Process Improvement	In house recruitment process trialled in August 2022 for one manager role.	Successful implementation.
Recruitment Approval Process	Process Improvement	Internal resources.	In Progress
Community Facilities	Process improvement	Internal Resources	In Progress
Planning Delegations Policy	Service Improvement	Internal resources.	Adopted at Council Meeting 20 Sept 2022
Better Planning Approval Project	Service Improvement	Streamline planning approval process	Improvements to be implemented following go-live of ERP system – last quarter 22/23
Orbost Outdoor Pool season change	Service Improvement	Internal resources.	Implemented in FY 2022/23
Bairnsdale Outdoor Pool season Change	Service Improvement	Internal resources.	Implemented in FY 2022/23
Organic Waste Processing	Service Improvement	Internal resources.	Presented to Councillor Briefing on 13/9/2022
People and Capability Resource Sharing	Service Improvement	Jointly with Wellington Shire Council	Completed in FY2021/22
Human Resources Information System	Service Improvement	Internal resources.	Scoping commenced
Customer Response Review	Service Improvement	Internal resources. Working Group established	In Progress
Review Leasing and Licensing Procedure	Service Improvement	Transition from market rent review to CIV basis.	Presented to Councillor Briefing in Oct 2022
Ferry service delivery method	Service Improvement		To be confirmed
Place Model Review	Service Improvement	Internal resources.	Completed
Economic Development	Service Improvement	Internal resources.	Strategy Completed
Caravan Parks	Service Improvement	External consultant / Internal resources.	Commenced

Review Title	Category	Comments	Status
East Gippsland Livestock Exchange	Service Improvement	External consultant / Internal resources.	Scope being developed
Visitor Events Strategy	Service Improvement	Internal resources.	Completed
Evaluation Bushfire Recovery	Service Improvement	Internal resources	Scope being developed
Asset Plan	Service Improvement	Internal resources	Completed
Home and Community Care Services	Service Improvement	External consultant	In Progress
Project Management Framework	Service Improvement	Internal resources	Completed

Council should seek to continuously improve service delivery to the municipal community, it must be noted that the time expended and resource requirements to undertake a Formal Service Review is a large commitment and impost on internal resources. The use of independent consultants to undertake a Formal Service Review/s is expensive but this approach provides a level of independence and expertise that may not be found within Council.

Given the intensive commitment requirement on Council resources, it is proposed to limit the number of Formal Service Reviews to a minimum of two per annum.

Legislation

This report has been prepared in accordance with the *Local Government Act 2020*, section 106(1) 'A Council must plan and deliver services to the municipal community in accordance with the service performance principles.'

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Collaborative procurement has not been required in the development of this report.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 5: 5.4 Continuous improvement systems are strengthened, and organisational efficiency enhanced.

Council Policy

The Service Review Policy, which was adopted by Council Resolution on 3 August 2021, has been considered in the preparation of this report.

This report is also aligned with the Workforce Plan 2021-2025, which outlines Objective # 8 'Continuous Improvement is Strengthened' with a Priority Action # 8.1 'Undertake service review programs and process reviews'.

Options

The following options have been considered:

1. Continue to finalise the current suite of Formal Service Reviews currently being undertaken for FY2022/23 and identify two Council services to undergo a Formal Service Review in FY2023/24 – **preferred**; and
2. Continue to finalise the current suite of Formal Service Reviews currently being undertaken for FY2022/23 and not identify Council services to undergo a Formal Service Review in FY2023/24 – **not preferred** as this option does not satisfy the legislative obligations of the *Local Government Act 2020*, section 106(1) beyond FY2022/23.

Resourcing

Financial

There is currently \$80,000 allocated for consultancy fees to conduct Formal Service Reviews in the financial year 2022/23 budget.

Recent estimates being received from consultants for reviews are ranging from \$40,000 to \$70,000 depending on the scope of the review.

Based on these recent quotes, should two Formal Service Reviews be undertaken in one year the estimated cost would range between \$80,000 and \$140,000. Based on an average cost this would equate to a minimum of \$110,000 in one year to achieve this.

Plant and equipment

This report has no perceived impacts on plant and equipment.

Human Resources

Service reviews performed by internal staff resources impact business as usual activity as staff are assigned service review tasks and actions to contribute to and complete the review objectives.

It should be noted that an internal review team, particularly one that is currently delivering the service under review, may not be in the best position to consider alternative modes of service delivery, such as outsourcing, or to examine whether to discontinue a service.

Risk

The risks associated with this report have been considered. A risk assessment will be prepared specifically for each of the Formal Service Reviews and will form part of the review.

Economic

Economic factors and impacts will be captured specifically for each of the Formal Service Reviews and will form part of the review.

Social

Social factors and impacts will be captured specifically for each of the Formal Service Reviews and will form part of the review.

Gender Impact Statement

The Proposed Service Reviews report has considered the *Gender Equality Act 2020* in its preparation. The Proposed Service Reviews report has been assessed as not requiring a Gender Impact Assessment (GIA).

Environmental

Environmental factors and impacts will be captured specifically for each of the Formal Service Reviews and will form part of the review.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

This report is assessed as having no direct impact on climate change.

Attachments

Nil

5.1.3 Goods On Footpath Fees

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

This report is presented to Council to determine the Goods on Footpath fees applicable to local businesses and traders to place goods out on Council footpaths and land and to trade from the land.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;***
- 2. resolves to adopt a revised Goods on Footpath fee of \$80.00 per square metre per annum from \$117.00 per square metre per annum for the financial year 2022/23 with a credit adjustment for the difference to be made to permit holders for the financial year 2023/24;***
- 3. notes that the Goods on Footpath fee for financial year 2023/24 will be amended to reflect the intent of Council Resolution number 2 above plus the annual percentage increase applied to Fees and Charges; and***
- 4. notes that permit holders will be notified of this Council Resolution.***

Background

Footpath trading in the Shire provides trade opportunities for businesses, enhanced public spaces, and sustained, inclusive access.

Footpath trading aids the commercial viability of small businesses by increasing the area available for commercial activities. It allows traders to use the area adjoining the kerb, which increases the visibility of their commercial offerings to customers.

Footpath trading also plays a key role in promoting retail resilience and to an extent the ability of local businesses to employ staff.

On 28 June 2022, Council resolved to adopt the Council Budget 2022/23 which included the Fees and Charges 2022/23 schedule.

Accordingly, effective from 1 July 2022, the Goods on Footpath fees were adopted at \$117 per square metre per annum (up from \$115 per square metre for the previous financial year) for local businesses and traders to place goods on Council footpaths and land and to trade from the land.

Goods on footpaths range from teardrop flags, tables and chairs, up to food vans and the like.

A breakdown of the number of permits, square metres and estimated income for financial year 2022/23 by locations is tabled below:

Location	# Permits	Square Metres	Income (\$)	%
Bairnsdale	114	256	24,513	48
Lakes Entrance	58	222	22,977	24
Orbost	16	58	6,268	7
Paynesville	14	51	5,597	6
Metung	12	46	4,272	5
Mallacoota	8	109	11,680	10
Bruthen	4			
Johnsonville	3			
Swifts Creek	2			
Lindenow	2			
Eagle Point	2			
Bemm River	2			
Swan Reach	1			
Total	238	742	75,307	100

Fee notices have already been issued for the financial year 2022/23, with fee payments currently being made by permit holders.

Legislation

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act* 2006.

In preparing this report the Victorian *Gender Equality Act* 2020 has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act* 2020. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act* 2020.

Collaborative procurement

Not applicable

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 4:

4.1: Leadership enables economic prosperity, investment, recovery, resilience and growth; and

4.3: Council's work with stakeholders fosters entrepreneurship and new business opportunities, particularly with communities facing change

Council Policy

The governing policy and local laws are Councils General Local Law 2017 and the Footpath Trading Policy and Footpath Trading Procedure.

Options

The following options may be considered in the context of this report:

Option 1

Maintain the goods on footpath fees, as is, being \$117 per square metre per annum which generates approximately annual income of \$75,000.

Option 2

Reduce the current fee per square metre.

A fee reduction for Goods on Footpaths to \$80 per square metre is equivalent to a reduction of approximately 32%. The impact of this level of change would generate approximately annual income of \$60,000 which is a reduction in annual income of approximately \$15,000 from current annual income levels. (**Preferred**)

Option 3

Increase the current per square metre fee.

A 32% increase to the current fee would generate approximately annual income of \$90,000 which is an increase in income of approximately \$15,000 from current annual income levels.

Option 4

A tiered approach in the application of the fee by location.

There are many tiered structured approaches, some of which include:

Tiered Fee – scenario A seeks to maintain the permit fee at \$117 for those business in major locations and permit numbers are equal to or greater than 10 in those locations. For businesses in locations that have less than 10 permits, the fee is reduced to say \$80 (a reduction of approximately 32%). The impact on annual income of this scenario is a reduction of approximately \$4,000 p.a.

Tiered Fee – scenario B seeks to reduce the permit fee from \$117 to \$80 for those businesses in major locations and permit numbers are equal to or greater than 10 in those locations. For businesses in locations that have less than 10 permits, the fee is maintained at \$117. The impact on annual income of this scenario is a reduction of approximately \$23,000 p.a.

Tiered Fee – scenario C seeks to reduce the permit fee from \$117 to \$80 for those businesses in major locations and permit numbers are equal to or greater than 50 in those locations. For businesses in locations that have less than 50 permits, the fee is maintained at \$117. The impact on annual income of this scenario is a reduction of approximately \$18,000 p.a.

Each of the tiered approaches outlined above would be administratively complex and time consuming.

Regardless of which option Council resolves to proceed with, it is recommended that the Goods on Footpath fee per square metre is amended to take effect from the commencement of the financial year 2023/24, i.e., the revised fee for Goods on Footpath will commence from 1 July 2023 and be incorporated into the Fees and Charges Schedule for 2023/24. This approach would avoid any additional administrative work for officers associated with a change to the fees part way through financial year 2022/23. Alternatively, the difference between the current fee of \$117.00 and the new fee of \$80 (if Council so resolves this) for the period 2022/23, Officers could make a credit adjustment of \$37 per square metre to the fees to be collected for the financial year 2023/24.

Resourcing

Financial

The financial impact of adopting the recommendation to reduce the Goods on Footpath fee will be a reduction of income generated.

Fees permits expire 30 June each year.

Risk

The risks of this proposal have been considered.

Economic

Economic development depends upon the skills of the many local business owners and entrepreneurs across the Shire. Therefore, the health of businesses and their ability to grow, employ people, and develop products is of critical importance to the Shire's economic development aspirations.

A Goods on Footpath fee reduction will have a positive economic impact on business owners and traders and is considered a positive initiative and stimulus to provide businesses and traders with fee relief as they continue to manage the effects of the current economic circumstances.

This report also draws on the drivers of economic development that are referenced in the drafting of the East Gippsland Shire Council Economic Development Strategy 2022-2032 particularly the Focus Area of Fostering Business.

It should also be noted that businesses using footpaths for their trading activities have an equity advantage through the use of the public land, over businesses that are unable to do so.

Social

There are no perceived social impacts of this report.

Gender Impact Statement

This report has been assessed as not requiring a Gender Impact Assessment (GIA).

Environmental

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

This report is assessed as having no direct impact on climate change.

Engagement

Consultation with the community has not been undertaken in the formulation of the report.

Attachments

Nil

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

The forecast operating result for the 2022/23 financial year is \$27.650 million compared to the adopted operating surplus of \$40.087 million. This is a forecast reduction in operating surplus of \$12.437 million.

There are capital grant income net reductions of \$3.619 million as a result of some capital projects grant income forecasts being revised. Offsetting the reduction in capital grants is additional operating grants totalling \$5.643 million, the most significant being the Fire 2019 Resourcing grant totalling \$5.3 million and an increase in the final 2022/23 Victoria Grants Commission payment of \$343,000. There is also \$11 million of operating projects that were incomplete at the end of the 2021/22 year that will now be completed in the current financial year. \$5.6 million of these projects are funded from grants received in the 2021/22 year. There is also an increase in other income for fees, interest on investments, monetary contributions and reimbursements totalling \$1.799 million.

The expected end-of-year cash position of \$51.234 million is \$12.797 million greater than the adopted budget as a result of the more favourable 2021/22 end-of-year cash position than the estimated result at the time of adopting the 2022/23 budget. The cashflow from capital grants is also expected to decrease, due to grants that were received in advance in the last financial year. The cash flow expenditure increases for employee costs and suppliers relate to additional expenditure associated with new operating grants together with expenditure of \$11 million for works that were incomplete in 2021/22 year that were primarily funded from grants received in that year.

The capital works adopted budget was \$104 million and has been adjusted to the current forecast of \$108 million. There were also additional projects carried forward from the 2021/22 year that were incomplete at year end amounting to \$3.337 million. Landfill rehabilitation projects forecast expenditure has increased from \$4.786 million (including actual carry forwards from 2021/22) to \$5.161 million as a result of additional costs for the Lakes Entrance landfill rehabilitation.

Details of the forecast variances and other financial information are included in **Attachments 1 to 7**.

Officer Recommendation***That Council:***

- 1. receives and notes this report and all attachments pertaining to this report; and***
- 2. adopts the Finance Report for the three-month period ended 30 September 2022, as outlined in Attachments 1 to 7.***

Background

Provided in this report as at the end of September 2022, is an overview of the year-to-date (YTD) operating and capital expenditure compared to the forecast result, and adjustments to the adopted budget for the full year that have been incorporated into the full year forecast result.

Year-to-Date

Net Comprehensive Result

The YTD favourable variance of \$3.144 million is primarily the result of the timing for works, together with employee expenses being less than year to date forecast as a result of a number of vacancies across the organisation and the timing of the last pay period for the quarter falling into the next quarter.

Refer to **Attachment 1** for a full explanation of all variances.

Full Year – Budget

Net Comprehensive Result

The expected operating surplus for the year is \$27.650 million which is \$12.437 million less than the adopted budget of \$40.087 million.

The most significant variance relates to \$11 million of costs associated with incomplete projects and programs where the funding was included in the 2021/22 financial year but will not be completed in the 2022/23 year. There have also been some increases in forecast income for fees, interest on investments, monetary contributions and reimbursements that added \$1.799 million to the income forecast.

The Victoria Grants annual 2022/23 grant will also be \$343,000 greater than the adopted budget as a result of the final allocation advice received. New operating grant funding of \$5.3 million for Bushfire Resourcing is offset with matching additional expenditure. There have been some adjustments to the forecast capital grant income as a result of a review of the funding that will now be received for some projects.

Adjusted Underlying result

The forecast adjusted underlying result is a net deficit for the year of \$20.717 million. This measure adjusts the operating result with adjustments for non-recurrent capital grants, non-monetary contributions and capital contributions from other sources. To note is that there was an advance payment of \$13.797 million of the 2022/23 Victoria Grants Commission payment received in the 2021/22 year and this together with the \$11 million of operating projects that will be completed in the 2022/23 year but were funded in the 2021/22 year account for the underlying deficit result.

Attachment 1 provides further explanation of the variances discussed above.

Cash Position

Year-to-Date:

As at 30 September 2022, Council held cash of \$116.161 million. This is greater than YTD expectations as a result of the timing of works and services and the delivery of the capital works and landfill rehabilitation program as well as a more favourable end of year cash position at 30 June 2022.

Full Year

The end-of-year forecast cash position of \$51.234 million is \$12.797 million greater than the adopted budget of \$38.437 million. This forecast cash position takes into account the actual 2021/22 end-of-year result that was more favourable than estimated at the time of adopting the 2022/23 budget.

The increase in cash though is partly restricted in nature and committed to various provisions, that are required to be cash funded, for landfill rehabilitation projects and employee annual and long service leave. The use of this cash happens over time as landfill rehabilitation works are undertaken and employees take leave entitlements.

For further details, please refer to the Balance Sheet variance explanations in **Attachment 2** and Statement of Cash Flows at **Attachment 3**.

Capital Works and Landfill Rehabilitation Projects

Year-to-Date:

The adopted budget for the 2022/23 financial year was \$104.091 million in capital works and a further \$4.461 million in landfill rehabilitation projects, giving a total of \$108.552 million. There were also additional projects from the 2021/22 year that were incomplete at year end and were carried forward into 2022/23 which added a total of \$3.662 million to the adopted budgets for capital and landfill rehabilitation projects.

Actual YTD capital and landfill rehabilitation projects expenditure at the end of September 2022 was \$5.489 million.

Full Year:

The forecast capital and landfill rehabilitation expenditure for the 2022/23 year is \$113.419 million. There has also been an increase in capital and landfill rehabilitation projects of \$1.204 million from the adopted and carry forward budgets.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act* 2020 commenced. Some provisions of the *Local Government Act* 1989, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act* 2020. Section 97 of the *Local Government Act* 2020 requires a quarterly budget report be presented to the Council at a Council meeting which is open to the public. The quarterly budget report must include a comparison of the actual and budgeted results to date and an explanation of material variances. The second quarterly report of a financial year must include a statement by the Chief Executive Officer as to whether a revised budget is, or may be, required.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

This is not applicable for this report.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 5: 5.5 Resources are managed to meet current and future needs and priorities.

Council Policy

Not applicable for this report.

Options

Not applicable for this report.

Resourcing

Financial

Refer to the following **attachments**:

1. Income and Expenditure Statement and Explanation of Variances;
2. Balance Sheet and Explanation of Variances;
3. Statement of Cash Flows and Explanation of Variances;
4. Reconciliation of Adopted (Operating) budget to Forecast budget;
5. Summary of Capital Works and Landfill Rehabilitation;
6. Rates Performance; and
7. Financial Performance Indicators.

Plant and equipment

Not applicable for this report.

Human Resources

Not applicable for this report.

Risk

The risks of this proposal have been considered and are not applicable to this report.

Economic

Not applicable for this report.

Social

Not applicable for this report.

Gender Impact Statement

Given that this report provides an overview of the Finance Report for the period ending 30 September 2022, a gender impact assessment is not applicable.

Environmental

Not applicable for this report.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

This report is assessed as having no direct impact on climate change.

Engagement

Not applicable for this report.

Attachments

1. Income and Expenditure statement and Explanation of Variances [5.1.4.1 - 7 pages]
2. Balance Sheet and Explanation of Variances [5.1.4.2 - 3 pages]
3. Statement of cash flows and explanation of variances [5.1.4.3 - 3 pages]
4. Reconciliation of Adopted (Operating) budget to Forecast Budget [5.1.4.4 - 1 page]
5. Summary of Capital Works and Landfill Rehabilitation [5.1.4.5 - 2 pages]
6. Rates Performance [5.1.4.6 - 1 page]
7. Financial Performance Indicators [5.1.4.7 - 1 page]

Attachment 1

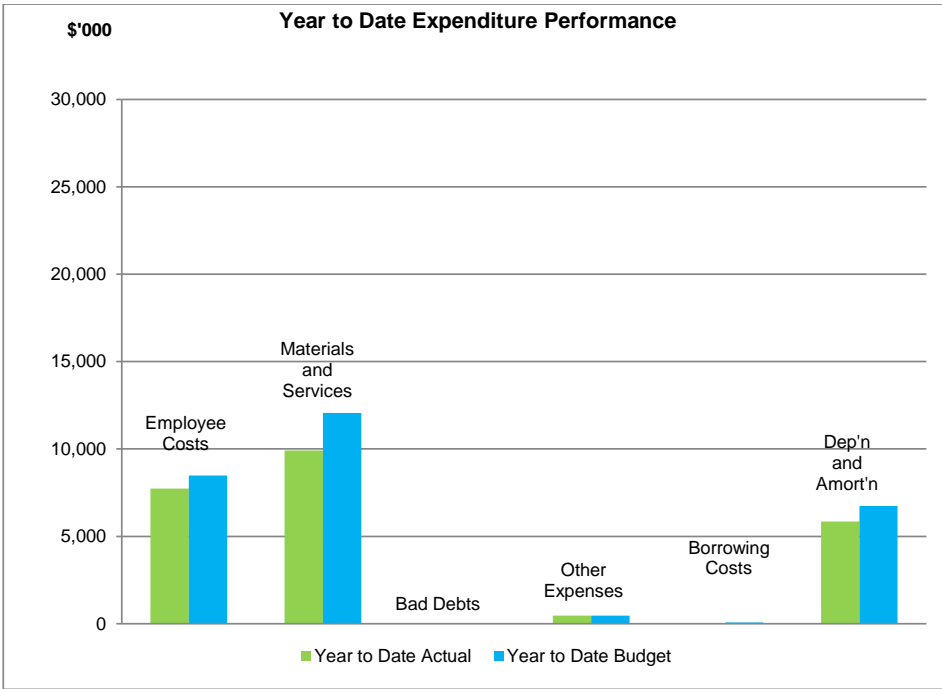
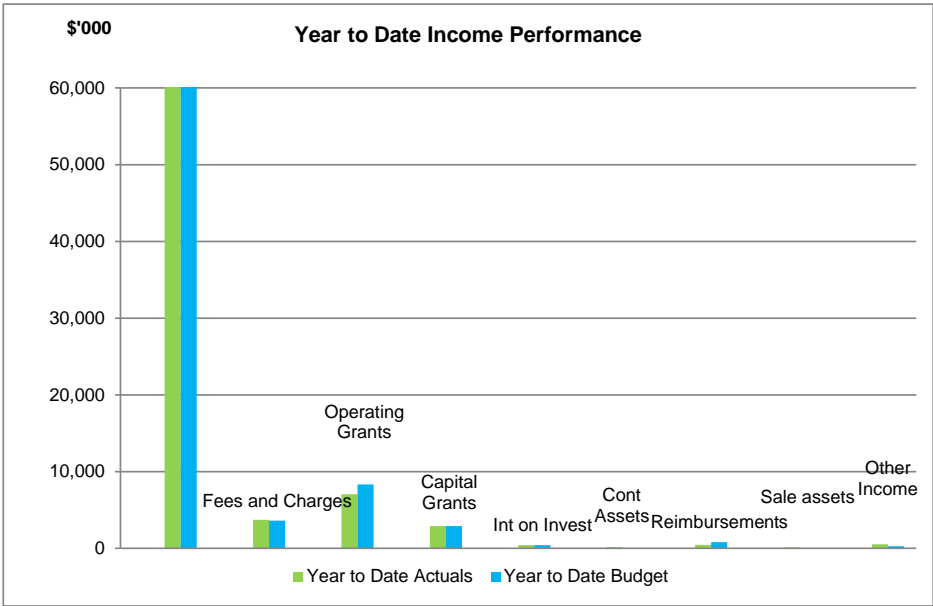
Income Statement for the period ended 30 September 2022

Item	Year-to-date			Note	Full Year			Note
	Actual (\$'000)	Forecast Budget (\$'000)	Variance (\$'000)		Adopted Budget (\$'000)	Forecast Budget (\$'000)	Variance (\$'000)	
Revenues								
Rates	65,164	64,849	315	A1	65,194	65,237	43	
Statutory Charges	585	533	52		2,283	2,283	0	
User Charges	3,118	3,069	49		12,127	12,280	153	B1
Recurrent Operating Grants	1,621	1,432	189	A2	5,340	5,683	343	B2
Non Recurrent Operating Grants	5,433	6,878	(1,445)	A3	6,099	11,399	5,300	B3
Recurrent Capital Grants	322	322	0		3,759	4,082	323	B4
Non Recurrent Capital Grants	2,587	2,587	0		49,449	45,507	(3,942)	B5
Interest on Investment	426	427	(1)		290	1,040	750	B6
Contributed Assets Non monetary	0	0	0		2,000	2,000	0	
Contributions Monetary	167	13	154	A4	663	970	307	B7
Reimbursements and other contributions	458	821	(363)	A5	2,833	3,379	546	B8
Gain (Loss) on Sale of Assets	122	0	122	A6	0	0	0	
Other Income	531	278	253	A7	985	985	0	
Total operating revenues	80,534	81,209	(675)		151,022	154,845	3,823	
Expenses								
Employee Benefits	7,727	8,483	(756)	A8	35,090	34,964	(126)	B9
Materials and services	9,914	12,060	(2,146)	A9	46,931	63,311	16,380	B10
Depreciation and Amortisation	5,846	6,736	(890)	A10	26,944	26,944	0	
Bad and doubtful debts	3	0	3		28	28	0	
Borrowing costs	24	66	(42)		265	265	0	
Finance cost - leases	0	0	0		1	1	0	
Other expenses	469	457	12		1,676	1,682	6	
Total operating expenses	23,983	27,802	(3,819)		110,935	127,195	16,260	
Operating Surplus/(Deficit)	56,551	53,407	3,144		40,087	27,650	(12,437)	B11
Other Comprehensive Income								
Net Asset revaluation Increment/(Decrement)	0	0	0		28,515	28,515	0	
Net Comprehensive surplus	56,551	53,407	3,144		68,602	56,165	(12,437)	
Non Recurrent Capital Grants	(2,587)	(2,587)	0		(49,449)	(45,507)	3,942	
Contributed Assets	0	0	0		(2,000)	(2,000)	0	
Capital contributions - Monetary	(155)	(155)	0		(553)	(860)	(307)	
Adjusted Underlying Surplus/ (Deficit) excluding Asset valuation	53,809	50,665	3,144		(11,915)	(20,717)	(8,802)	B12

(Note: this report has not been audited)

Please see the next page for an explanation of variances

Positive Variance - Greater income or less expenditure	Negative Variance - Less income or greater expenditure
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EXPLANATION OF VARIANCES
INCOME AND EXPENDITURE STATEMENT
PERIOD ENDING – 30 SEPTEMBER 2022

Note: Reference to timing differences through these notes mean that the actual income or expenditure has or will be received or expended at a different time to when it had been budgeted for; but will have no impact on the expected end of year result.

Year-to-Date (YTD) Variances

Notes (for category variances greater than 10 per cent or \$50,000)

A1	<p>Favourable Variance \$315k</p> <p>Rates are \$315k greater than YTD budget as a result of valuation objections yet to be finalised.</p>
A2	<p>Favourable Variance \$189k</p> <p>Recurrent Operating Grants are \$189k greater than YTD budget as a result of some grants being received early than expected – Municipal Emergency Management \$60k, Creative Victoria grant \$60k and library operational grant.</p>
A3	<p>Unfavourable Variance \$1.445m</p> <p>Non Recurrent Operating Grants are \$1.445m less than YTD budget. This primarily relates to project grant funding for major works such as the Sarsfield Recreation Reserve upgrade, Buchan Recreation reserve upgrade, Swifts Creek Recreation Reserve upgrade and Club Terrace Community facility. The timing of the grant income will directly relate to when the works are undertaken and milestones are met for the claiming of the grant funds.</p>
A4	<p>Favourable Variance \$154k</p> <p>Contributions Monetary are \$154k greater than YTD budget as a result of additional contributions for planning and other works that have been received.</p>
A5	<p>Unfavourable Variance \$363k</p> <p>Reimbursements are \$363k less than YTD budget as a result of the timing for natural disaster reimbursements that will not be received until later in the financial year.</p>

A6	<p>Favourable Variance \$122k</p> <p>Gain (Loss) on Sale of Assets is \$122k greater than YTD budget as a result of the proceeds from sale of assets being greater than the written down value of those assets for the year to date.</p>
A7	<p>Favourable Variance \$253k</p> <p>Other income is \$253k greater than YTD budget as a result of the raising of lease invoices early than originally expected.</p>
A8	<p>Favourable Variance \$756k</p> <p>Employee Benefits expenditure is \$756k less than the YTD budget. This is partly a result of a number of vacant positions across the organisation together with the end of quarter actual payroll falling into the next quarter.</p>
A9	<p>Favourable Variance \$2.146m</p> <p>Materials and Services expenditure is \$2.146m less than the YTD budget. This is mainly the result of the timing for payment of funding agreements as well as expenditure related to major projects that will now occur later in the year as a result of the timing of contracts. There are also some grant related programs that have yet to commence and will progress over the remainder of the financial year.</p>
A10	<p>Favourable Variance \$890k</p> <p>Depreciation and Amortisation is \$890k less than the YTD budget mainly as a result of the timing for completion of the new landfill cell as well as the associated air space asset.</p>

Full Year Variances

Notes (for variances greater than 10 per cent or \$50,000)

B1	<p>Favourable Variance \$153k</p> <p>User Charges: The full year forecast budget is estimated to be greater than the adopted budget by \$153k as a result of an expected increase in marina fees over the adopted budget</p>
B2	<p>Favourable Variance \$343k</p> <p>Recurrent Operating Grants: The full year forecast budget is estimated to be greater than the adopted budget by \$343K. This is a result of the final Victoria Grants Commission allocation for the 2022/23 year being greater than the amount included in the adopted budget.</p>
B3	<p>Favourable Variance \$5.3m</p> <p>Non-Recurrent Operating Grants: The full year forecast budget is estimated to be greater than the adopted budget by \$5.3m. The \$5.3m additional grant is for Bushfire Recovery Resourcing.</p>
B4	<p>Favourable Variance \$323k</p> <p>Recurrent Capital Grants: The full year forecast budget is estimated to be greater than the adopted budget by \$323k as a result of some additional funding to be received in the 2022/23 financial year.</p>
B5	<p>Unfavourable Variance \$3.942m</p> <p>Non-Recurrent Capital Grants: The full year forecast budget is estimated to be less than the adopted budget by \$3.942m as a result of final grant income being confirmed as well as some grant income being brought to account in the previous financial year.</p>
B6	<p>Favourable Variance \$750k</p> <p>Interest on Investments: The full year forecast budget is estimated to be greater than the adopted budget by \$750k as a result of the significant increase in interest rates in the first quarter of the year and expected further increases during the year.</p>
B7	<p>Favourable Variance \$307k</p> <p>Contributions Monetary: The full year forecast budget is estimated to be greater than the adopted budget by \$307k. This is mainly due to additional contributions to be received for capital projects.</p>

B8	<p>Favourable Variance \$546k</p> <p>Reimbursements: The full year forecast budget is estimated to be greater than the adopted budget by \$546k. This is due to reimbursement for a capital project where the funding has been provided to an external organisation who then will reimburse Council for the expenditure on the project.</p>
B9	<p>Favourable Variance \$126k</p> <p>Employee Benefits: The full year forecast budget is estimated to be less than the adopted budget by \$126k. There has been a reduction in the estimated employee costs for both the East Gippsland Livestock Exchange and Eagle Point caravan park as a result of a change in how the facilities are being managed.</p>
B10	<p>Unfavourable Variance \$16.380m</p> <p>Materials and Services: The full year forecast budget is estimated to be greater than the adopted budget by \$16.380m. There were a number of grant funded projects from 2021/22 year that were incomplete at year end together with other projects that were Council funded and had commitments in the previous financial year that will now be completed in the 2022/23 year. The total of these works is \$11m. There will also be additional expenditure for new grant funding for the Bushfire Recovery Resourcing program of \$5.3m. There are some other minor variances.</p>
B11	<p>Unfavourable Variance \$12.437m</p> <p>Operating Surplus/(Deficit): The decrease in operating surplus is a net result of the variances explained above; but mainly the result of projects and programs that have been carried over from the previous financial year for completion in the 2022/23 year of \$11m and the reduction in capital grant funding.</p>
B12	<p>Unfavourable Variance \$8.802m</p> <p>Underlying Surplus: This is a result of the change in operating surplus, taking into account the change to non-recurrent capital grants and other capital contributions.</p>

Summary of amendments to operating grant income as at 30 September 2022			
Grant Name	<u>Adopted Budget</u>	<u>Revised Income Budget</u>	<u>New/Increase / (Decrease)</u>
	\$	\$	\$
1106 - Senior Citizens Support	45,000	45,000	0
1108 - Roadside Weeds and Pest Management	75,000	75,000	0
1113 - Immunisations	26,570	26,570	0
1120 - FreeZA	35,500	35,500	0
1136 - Tobacco Education	13,559	13,559	0
1140 - Municipal Emergency Resourcing	120,000	120,000	0
1170 - Vulnerable Persons Project	91,082	91,082	0
1180 - Forge Theatre - Creative Victoria MOU	60,000	60,000	0
1185 - Victorian Seniors Festival	2,700	2,700	0
1220 - VGC - General Purpose Grant	2,848,735	3,031,588	182,853
1225 - VGC - Local Roads Grant	1,395,377	1,555,676	160,299
1235 - Children's Week Event	700	700	0
1305 - Libraries After Dark	6,000	6,000	0
1340 - South Bairnsdale Industrial Estate	20,000	20,000	0
1390 - Hearing our Voice	40,800	40,800	0
1405 - Buchan Streetscape - Footpath (Vic Roads Assets)	378,000	378,000	0
1445 - Road Safety Strategy	15,000	15,000	0
1475 - Sarsfield Recreation Reserve Upgrade	1,800,000	1,800,000	0
1476 - Buchan Recreation Reserve - LRCI	1,200,000	1,200,000	0
1480 - Swifts Creek Recreation Reserve Upgrade	1,802,000	1,802,000	0
1485 - OCOC – Integrated Catchment Management	86,000	86,000	0
1490 - Club Terrace Community Facility (Black Summer Grant)	751,000	751,000	0
2033 - Fire 2019 - Resourcing Grant - State Govt	0	5,300,000	5,300,000
8006 - Beach Cleaning	2,000	2,000	0
School Crossing Supervision	98,720	98,720	0
Library	375,000	375,000	0
Lake Tyers Trust	150,000	150,000	0
Total	11,438,743	17,081,895	5,643,152

Attachment 2

East Gippsland Shire Council Balance Sheet - Period ended 30 September 2022

Prior Year	Item	Year-to-date	Full Year			Note
Actual (\$'000)		Actual (\$'000)	Adopted Budget (\$'000)	Forecast Budget (\$'000)	Variance (\$'000)	
	Current assets					
116,547	Cash and investments	116,161	38,437	51,234	12,797	A1
9,102	Receivables	57,728	12,650	9,147	(3,503)	A2
7,998	Other Current Assets	4,091	4,382	4,382	0	
133,647	Total Current Assets	177,980	55,469	64,763	9,294	
	Non-current assets					
1,282,249	Property, Infrastructure & Equipment	1,281,466	1,367,988	1,392,762	24,774	A3
8,263	Investment Properties	8,264	8,882	8,264	(618)	A4
771	Right of Use Assets	771	785	771	(14)	
999	Intangible Assets	974	3,241	2,714	(527)	A5
194	Receivables	194	200	411	211	A6
1,292,476	Total Non- Current Assets	1,291,669	1,381,096	1,404,922	23,826	
1,426,123	Total assets	1,469,649	1,436,565	1,469,685	33,120	
	Current liabilities					
11,805	Payables	439	12,573	12,573	0	
3,033	Trust Funds and Other Deposits	3,604	2,835	2,835	0	
25,951	Unearned Income	23,821	5,929	5,929	0	
11,153	Current Provisions	10,616	9,494	8,998	(496)	A7
102	Lease Liabilities	102	62	102	40	
0	Interest Bearing Liabilities	344	0	0	0	
52,044	Total Current Liabilities	38,926	30,893	30,437	(456)	
	Non-current liabilities					
5,643	Non - Current Provisions	5,643	8,517	6,387	(2,130)	A8
428	Unearned Income	521	383	383	0	
758	Lease Liabilities	758	759	758	(1)	
1,650	Interest Bearing Liabilities	1,650	9,955	9,955	0	
8,479	Total Non - Current Liabilities	8,572	19,614	17,483	(2,131)	
60,523	Total liabilities	47,498	50,507	47,920	(2,587)	
1,365,600	Net assets	1,422,151	1,386,058	1,421,765	35,707	
	Equity					
916,744	Reserves	916,744	913,464	945,195	31,731	A9
448,856	Total Retained Earnings	505,407	472,594	476,570	3,976	A10
1,365,600	Total Equity	1,422,151	1,386,058	1,421,765	35,707	
	Net Surplus for year	56,551	40,087	27,650	(12,437)	

(Note: this report has not been audited)

Please see the next page for an explanation of variances

EXPLANATION OF VARIANCES

BALANCE SHEET – PERIOD ENDING 30 SEPTEMBER 2022

Full Year Variances

Notes (for variances greater than 10 per cent or \$50,000)

A1	<p>Favourable Variance \$12.797m</p> <p>Cash and Investments: The end-of-year forecast cash position of \$51.234m is \$12.797m greater than the adopted budget of \$38.437m. The increase in the forecast cash position is a result of adjustments from the 2021/22 year end actual result versus the forecast result included in the adopted budget together with the revised cash projections for other balance sheet items based on the 2021/22 end of year actual result.</p>
A2	<p>Unfavourable Variance \$3.503m</p> <p>Receivables: The year-end forecast is \$3.503m less than the adopted budget to reflect a reduction in general debtors at the end of the 2021/22 year that was less than the forecast in the adopted budget.</p>
A3	<p>Favourable Variance \$24.774m</p> <p>Property, Infrastructure and Equipment are forecast to be \$24.774m greater than the adopted budget primarily as a result of the increase in the value of assets as a result of revaluations in 2021/22 year.</p>
A4	<p>Unfavourable Variance \$618k</p> <p>Investment Properties are expected to be \$618k less than the adopted budget as a result of the end of 2021/22 year actual result.</p>
A5	<p>Unfavourable Variance \$527k</p> <p>Intangible Assets are expected to be \$527k less than the adopted budget as a result the 2021/22 end of year result being less than the adopted budget.</p>
A6	<p>Favourable Variance \$211k</p> <p>Non Current Receivables are expected to be \$211k greater than the adopted budget as a result of the South Bairnsdale Industrial Estate Special Charge Scheme instalment payers now being known.</p>
A7	<p>Favourable Variance \$496k</p> <p>Current Provisions are expected to be \$496k less than the adopted budget as a result of the timing of landfill rehabilitation projects.</p>

A8	<p>Favourable Variance \$2.130m</p> <p>Non-Current Provisions: The decrease of \$2.130m is a result of the landfill rehabilitation provision timing for landfill rehabilitation works to be undertaken in future years.</p>
A9	<p>Favourable Variance \$31.731m</p> <p>Reserves: The increase of \$31.731m is the result of the revaluation undertaken for infrastructure assets in 2021/22 that resulted in valuation increases that had not been included in the adopted budget.</p>
A10	<p>Favourable Variance \$3.976m</p> <p>Retained Earnings: The year-end forecast is greater than the adopted budget as a direct result of the actual result at the end of the 2021/22 year being greater than forecast at the time of adopting the 2022/23 budget by \$16.413m less the \$12.437m operating surplus reduction forecast for the 2022/23 year.</p> <p>The \$12.437m reduction in operating surplus includes \$11m of operating projects incomplete from the 2021/22 year that was reflected in the additional operating surplus of \$16.413m at the end of the 2021/22 year.</p>

Attachment 3 Statement of Cashflows period ended 30 September 2022

Item	Year-to-date	Full Year			Note
		Adopted Budget	Forecast Budget	Variance	
	Actual (\$'000)	Budget (\$'000)	Budget (\$'000)	Variance (\$'000)	
Cashflows from Operating Activities					
Ratepayer receipts	15,832	65,036	65,143	107	
Statutory fees and fines	557	2,283	2,188	(95)	
User fees	7,142	10,664	13,957	3,293	
Operating Grants	7,329	11,439	14,764	3,325	
Capital Grants	779	53,208	34,657	(18,551)	
Contributions	167	663	970	307	
Interest Received	451	250	973	723	
Trust funds and deposits taken	571	6,650	8,302	1,652	
Other Receipts and reimbursements	416	3,858	4,135	277	
Net GST refund/payment	(369)	0	5,699	5,699	
Payments to Employees	(7,899)	(34,669)	(35,316)	(647)	
Payments to Suppliers	(20,250)	(47,309)	(71,313)	(24,004)	
Trust funds and deposits repaid	0	(6,650)	(8,500)	(1,850)	
Other Payments	(516)	(1,676)	(1,850)	(174)	
Net Cash Provided by Operating	4,210	63,747	33,809	(29,938)	A1
Cashflows from Investing Activities					
Payments for Property/ Plant	(5,124)	(104,091)	(107,757)	(3,666)	
Proceeds from Investments	0	0	0	0	
Proceeds from sale of assets	208	600	600	0	
Net Cash Used in Investing	(4,916)	(103,491)	(107,157)	(3,666)	A2
Cashflows from Financing Activities					
Finance costs	(24)	(265)	(269)	(4)	
Loan Principal Repayments	344	(1,700)	0	1,700	
New Loans	0	4,168	8,305	4,137	
Interest paid-lease liability	0	(1)	(1)	0	
Repayment of lease liabilities	0	0	0	0	
Net Cash Used in Financing	320	2,202	8,035	5,833	
Net Increase / (Decrease) in Cash	(386)	(37,542)	(65,313)	(27,771)	
Cash At Beginning of Period/Year	116,547	75,979	116,547	40,568	A3
Cash at End of Period/Year	116,161	38,437	51,234	12,797	A4

(Note: this report has not been audited)

Please see the next page for an explanation of variances

EXPLANATION OF VARIANCES

STATEMENT OF CASHFLOWS – PERIOD ENDING 30 SEPTEMBER 2022

Full Year Variances

A1	<p>Unfavourable Variance \$29.938m</p> <p>Net cash Operating: The change to the budget for cash inflows and outflows from operating activities is partly due to the revision to budgets for operating income and expenditures discussed in Attachment 1 above. There are also cash inflows and outflows, particularly for user fees and supplier payments that are a result of accruals at year end where the cash for the user fees will be received in 2022/23 and the payments made to suppliers were made in 2022/23. The most significant variance relates to income received in 2021/22 for capital projects in 2022/23 of \$18.551m.</p>
A2	<p>Unfavourable Variance \$3.666m</p> <p>Net cash investing: The change to the cash used in investing activities is due to the revised estimate of capital works expenditure to be completed and paid in the 2022/23 year.</p>
A3	<p>Favourable Variance \$40.568m</p> <p>Cash and Investments at the beginning of the year: Cash at the beginning of the year is greater than the adopted budget primarily as a result of projects that were not completed at year end and will now be completed in the 2022/23 year and the advance income received in 2021/22 for capital projects that will be undertaken in 2022/23.</p>
A4	<p>Favourable Variance \$12.797m</p> <p>Cash and Investments at the end of the year: Cash and investments at the end of the year are expected to be \$12.797m greater than the adopted budget. This is the result of the end of year cash position from 30 June 2022 being greater than the forecast result included in the 2022/23 budget, after taking into account the advance capital funding received and carry forward capital and operating projects that would be completed in the current year.</p>

ATTACHMENT 4

**RECONCILIATION OF ADOPTED BUDGET TO FORECAST BUDGET
INCOME STATEMENT PERIOD ENDING 30 SEPTEMBER 2022**

	(\$'000)
Net operating surplus per Adopted Budget	40,087
Budget Variations:	
Budget Revisions:	
Other Income Revision Increases	1,799
Expenditure Revision increases - other	1,233
Expenditure Revision increases for incomplete projects carried forward from previous year	(5,372)
Capital Works Program	
Increase in Capital and major projects Income per Capex review	(3,619)
New and adjusted Grants 22/23	
Victoria Grants Commission adjusted allocation decrease	343
Other Operating Grants Income	5,300
Expenditure relating to new/adjusted Grants (including carry forward unspent grants)	(12,121)
Net operating surplus per Forecast Budget	27,650

ATTACHMENT 4

**RECONCILIATION OF ADOPTED BUDGET TO FORECAST BUDGET
INCOME STATEMENT PERIOD ENDING 30 SEPTEMBER 2022**

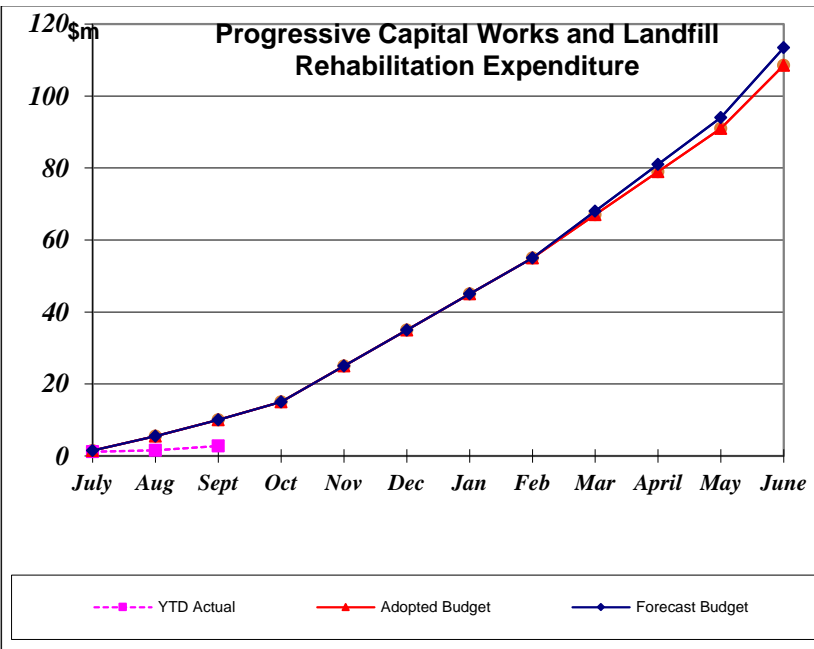
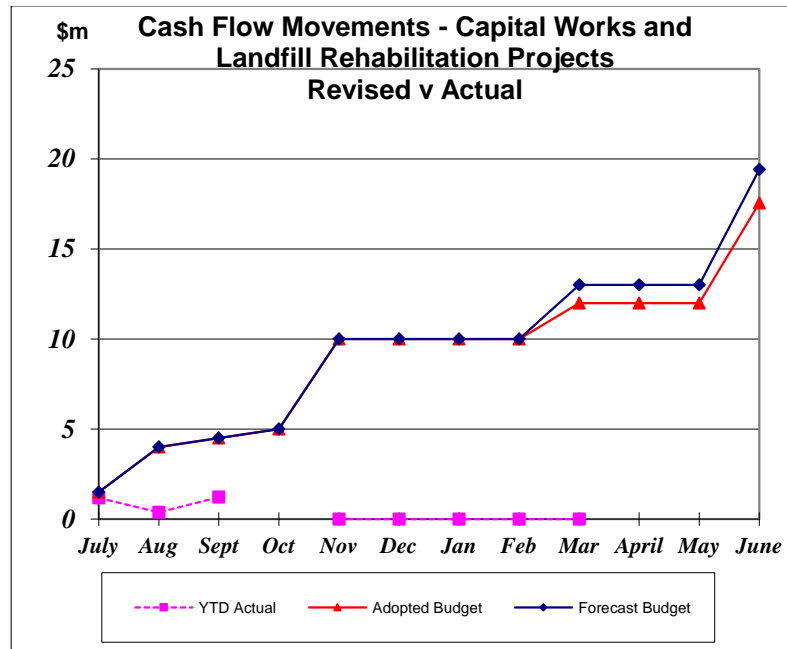
	(\$'000)
Net operating surplus per Adopted Budget	40,087
Budget Variations:	
Budget Revisions:	
Other Income Revision Increases	1,799
Expenditure Revision increases - other	1,233
Expenditure Revision increases for incomplete projects carried forward from previous year	(5,372)
Capital Works Program	
Increase in Capital and major projects Income per Capex review	(3,619)
New and adjusted Grants 22/23	
Victoria Grants Commission adjusted allocation decrease	343
Other Operating Grants Income	5,300
Expenditure relating to new/adjusted Grants (including carry forward unspent grants)	(12,121)
Net operating surplus per Forecast Budget	27,650

ATTACHMENT 5

Summary of Capital Works and Landfill Rehabilitation Projects as at 30 September 2022

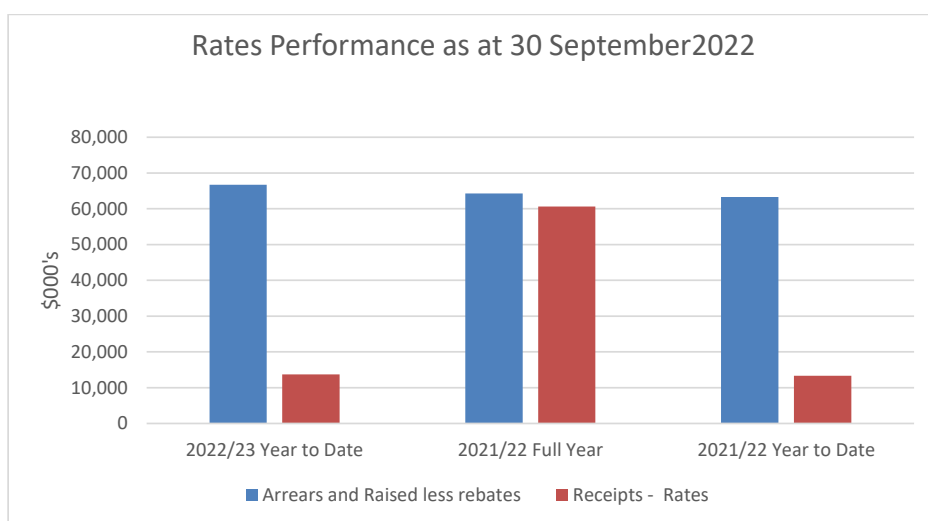
Description	Year-to-date		
	Actual (\$'000)	Forecast Budget (\$'000)	Variance (\$'000)
Capital Projects	5,124,245	9,600,000	(4,475,755)
Landfill Rehabilitation Projects	365,459	400,000	(34,541)
Total	5,489,704	10,000,000	(4,510,296)

Description	Full Year			
	Adopted Budget (\$'000)	Adopted Budget with actual c'fws from 2022/23 (\$'000)	Forecast Budget (\$'000)	Variance Forecast v adopted with C'fws (\$'000)
Capital Projects	104,091,000	107,428,094	108,257,419	829,325
Landfill Rehabilitation Projects	4,461,000	4,786,645	5,161,645	375,000
Total	108,552,000	112,214,739	113,419,064	1,204,325



**ATTACHMENT 6
RATES PERFORMANCE
FOR THE PERIOD ENDING 30 SEPTEMBER 2022**

	2022/23 year to date to 30/09/22 (\$'000)	2021/22 Full Year (\$'000)	2021/22 Year to date to 30/09/2021 (\$'000)
Arrears as at the start of the year	3,645	3,936	3,936
Rates raised 2022/23 including supplementary rates to 30/09/2022	65,123	62,279	62,014
Interest raised on arrears	41	277	38
Legal Fees added to rate arrears	4	21	5
Government Pension Rebates applied	(1,609)	(1,676)	(1,591)
Council Pension Rebate applied	(384)	(403)	(382)
Rebates and Waivers	(139)	(132)	(735)
Receipts - Rates	(13,743)	(60,657)	(13,323)
Balance outstanding	52,938	3,645	49,962
	2022/23 Year to Date	2021/22 Full Year	2021/22 Year to Date
Arrears and Raised less rebates	66,681	64,302	63,285
Receipts - Rates	13,743	60,657	13,323
	21%	94%	21%



ATTACHMENT 7

Financial performance indicators

The following table highlights Council's budgeted and forecast performance across a range of key financial performance indicators. These indicators provide a useful analysis of Council's financial position and performance based on the current years forecast results.

Indicator	Measure	Notes	Budget 2022/23	Forecast 2022/23	Trend +/-
Operating position					
Adjusted underlying result	Adjusted underlying surplus (deficit) / Adjusted underlying revenue	1	(12.03)%	(19.48)%	-
Liquidity					
Working Capital	Current assets / current liabilities	2	180%	212.78%	o
Unrestricted cash	Unrestricted cash / current liabilities	3	95.00%	154.21%	o
Obligations					
Loans and borrowings	Interest bearing loans and borrowings / rate revenue	4	15.30%	15.26%	o
Loans and borrowings	Interest and principal repayments on interest bearing loans and borrowings / rate revenue	4	3.01%	0.41%	o
Indebtedness	Non-current liabilities / own source revenue	5	23.40%	20.52%	+
Asset renewal	Asset renewal expenditure / depreciation	6	285.00%	285.12%	+
Stability					
Rates concentration	Rate revenue / adjusted underlying revenue	7	65.80%	61.33%	+
Rates effort	Rate revenue / CIV of rateable properties in the municipality	8	0.40%	0.40%	o
Efficiency					
Expenditure level	Total expenditure / no. of property assessments	9	\$3,395	\$3,928	-
Revenue level	Total rate revenue / No. of residential property assessments	10	\$1,995	\$1,995	o

Key to Forecast Trend:

- + Forecasts improvement in Council's financial performance/financial position indicator
- o Forecasts that Council's financial performance/financial position indicator will be steady
- Forecasts deterioration in Council's financial performance/financial position indicator

Notes to indicators

1 Adjusted underlying result – An indicator of the sustainable operating result required to enable Council to continue to provide core services and meet its objectives. A result of more than 0% indicates surpluses are being generated consistently and represents a lower risk of Council not being able to fund works and services. The advance payment of \$13.8M of the 2022/23 Grants Commission allocation in the 2021/22 year together with other grants and incomplete projects of \$12.1M received or budgeted in 2021/22 that were unspent at year end and will be expended in the 2022/23 year has impacted on this indicator negatively as the indicator only measures an annual result and therefore does not show the the average underlying result over time which is a positive result for Council.

2 Working Capital - The proportion of current liabilities represented by current assets. Working capital is forecast to remain steady at an acceptable level. Council aims to have a working capital ratio on average of at least 150%.

3 Unrestricted cash - Cash and cash equivalents held by Council are restricted in part and are not fully available for Council's operations. This indicator measures Council's ability to fund current liabilities with unrestricted cash if they fell due at year end. Council would be targeting a result of 100% or greater for this indicator.

4 Debt compared to rates - The percentage for this indicator shows Council has a low reliance on borrowings at this point in time. The 2022/23 forecasts for loan repayments and interest payments is less than the budget as a result of the timing for the commencement for loan principle repayments for the Community Infrastructure Low Interest loans.

5 Indebtedness - This is a measure of Council's use of its own source revenue compared to longer term liabilities. This level of indebtedness is low even though there are new borrowings proposed in the 2022/23 year.

6 Asset renewal - This percentage indicates the extent of Council's renewals against its depreciation charge (an indication of the decline in value of its existing capital assets). A percentage greater than 100 indicates Council is maintaining its existing assets, while a percentage less than 100 means its assets are deteriorating faster than they are being renewed and future capital expenditure will be required to renew assets. The forecast results for this indicator are based on the current estimate of capital works to be completed in the 2022/23 financial year.

7 Rates concentration - Reflects the extent of reliance on rate revenues to fund all of Council's on-going services. The forecast result is indicating that Council's reliance of rate revenue is slightly less than the budget expectation.

8 Expenditure Level - Reflects the expenditure on average per ratepayer for the financial year. The forecast result is indicating that this will be slightly more than the budget expectation as a result of additional forecast expenditure for programs that were carried forward from the 2021/22 year for completion in the current financial year as well as additional expenditure for new grants to be received.

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

This report provides a summary of major initiatives, actions and strategic indicators listed in the Annual Action Plan 2022-23 covering the reporting period 1 July to 30 September 2022 (Quarter 1). The actions and strategic indicators are listed under the Council Plan Strategies they contribute to. The Council Plan Progress Report – Quarter One 2022-23 period ending 30 September 2022 is provided at **Attachment 1**.

The Annual Action Plan identifies nine major initiatives that represent significant, high priority activities that will require substantial time and resources to deliver. They are important to achieving the strategic objectives in the Council Plan. For Quarter one, seven of the nine major initiatives are on schedule, with one behind schedule and one yet to commence. An update of the status of each major initiative is:

Major initiative	Status	Comment
1. Develop a Culture and Creativity Strategy	On schedule	The Culture and Creativity strategy underwent community consultation. The first draft of strategy and the supporting action plan has been received for internal review.
2. Develop a new Reconciliation Action Plan	Yet to commence	Development of the new Reconciliation Action Plan is yet to commence. A draft scope of works has been developed.
3. Prepare a Housing and Settlement Strategy to guide future housing development and to support increased housing diversity and affordability	On schedule	A background briefing has been prepared and was provided to Councillors for review. The Draft Housing and Settlement Strategy Directions Paper has been prepared to be presented to Council in October. First draft of land supply/demand assessment has been undertaken.
4. Develop key public open space planning initiatives, which includes the East Gippsland Sporting Facilities Plan and Public Open Space Strategy	On schedule	The development of the East Gippsland Sporting Facilities Plan has continued with draft facility plans being finalised for consultation with the Committees of Management and the community. A project team for the Public Open Space Strategy has met and progressing the development of this plan.
5. Implement a climate risk analysis to identify the likely impact of extreme weather and climate events on Council's infrastructure assets, and ability to provide community services	Behind schedule	This project is reliant on grant funding. Data has been compiled on the Council managed roads most impacted by flood events over the past 12 months. These roads will be prioritised for design improvements later in the year.

Major initiative	Status	Comment
6. Support the circular economy through initiatives that reduce waste going to landfill, including: <ul style="list-style-type: none"> Value adding green and organic waste; and Introducing appropriate glass collection services at locations throughout the Shire. 	On schedule	A detailed business case for the management of organic waste has also been developed and externally peer reviewed. This Business case was discussed with the Councillor group in September. Glass collection has been introduced at eight Waste Transfer Stations.
7. Implement the Tourism Events Action Plan 2022-26	On schedule	The preparation for the launch of the new Pathways to Growth Program, which replaces the former RADES (Regional and District Event Sponsorship) program, is underway.
8. Implement the Customer Experience Strategy. Key projects include: <ul style="list-style-type: none"> Enhance systems and processes to increase resolution of customer enquiries and requests at first point; and Streamlining customer response systems and processes 	On schedule	Progress has been made with the Customer Experience Strategy through a collective group of actions. An update on the major projects include: <ul style="list-style-type: none"> the implementation of a new customer response system – Civica is progressing, with a projected go-live date of March 2023; and the escalation of the customer response actions has been identified as a strategic priority supported by a project plan.
9. Review and redevelop the organisation's Occupational Health and Safety Management System	On schedule	An expression of interest for a service provider to review the current and formulate a Safety Management System (SMS) for Council was released and received eight eligible responses. These are currently under review by the evaluation panel.

Officer Recommendation

That Council receives and notes this report and all attachments pertaining to this report.

Background

The attached report, refer **Attachment 1**, covers the reporting period 1 July to 30 September 2022 (Quarter One) and provides a high-level summary of major initiatives and actions listed in the Annual Action Plan 2022-23. The actions and strategic indicators are listed under the Council Plan Strategies to which they contribute.

This report has been created directly from General Managers and Managers, who provide quarterly updates on their actions that contribute to achieving the strategies of the Council Plan. Councillors are presented with these reports following the end of each quarter at a Council Meeting.

Legislation

This report has been prepared in accordance with *Local Government Act 2020*, 18 (1)(d) section from the Act. The role of the Mayor is to report to the municipal community, at least once each year, on the implementation of the Council Plan.

By developing quarterly reporting Council is undertaking best practice in reporting to the community on the progress of implementing the Council Plan.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed.

Collaborative procurement

Pursuant of section 109(2) of the *Local Government Act 2020*, this report has not been prepared in collaboration with an external party.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 5: 5.1 A better everyday customer experience is created for our residents and visitors.

Council Policy

Not applicable

Options

No options available

Resourcing

Financial

There are no financial resourcing impacts relating to this report, however the delivery of the Council Plan as stated in this report is directly linked to the Annual Budget and 10-year Financial Plan.

Plant and equipment

Not applicable.

Human Resources

There are no human resources impacts relating to this report, however the delivery of the Council Plan as stated in this report requires human resources to action the listed initiatives.

Risk

The risks of this proposal have been considered and were managed accordingly.

Economic

This report itself has no direct economic impacts. However, through the Council Plan, this report identifies the delivery of key economic actions and projects that have a positive influence on the local economy.

Social

This report itself has no direct social impacts. However, through the Council Plan, this report identifies the delivery of key social actions and projects that have a positive influence on the community.

Gender Impact Statement

The Council Plan Progress Report has considered the *Gender Equality Act 2020* in its preparation. The Council Plan Progress Report has been assessed as not requiring a Gender Impact Assessment (GIA).

Environmental

This report itself has no direct environmental impacts. However, through the Council Plan, this report identifies the delivery of key actions and projects that have a positive influence on the natural environment.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

Corporate/Strategic/Council Plan: Consideration is given to climate change in corporate, strategic or council plan(s) and includes responses to direct and indirect impacts.

Engagement

This report will be provided to the community following Council review. This will be made available on Council's website and promoted through social media channels.

Attachments

1. Quarter 1 - 2022-23 Council Plan Progress Report [5.1.5.1 - 48 pages]



Council Plan Progress Report – Quarter One 2022-23

Period ending 30 September 2022

Contents

Major Initiatives	3
1. An inclusive and caring community that respects and celebrates diversity	5
2. Planning and infrastructure that enriches the environment, lifestyle, and character of our communities	13
3. A natural environment that is managed and enhanced	24
4. A thriving and diverse economy that attracts investment and generates inclusive local employment	32
5. A transparent organisation that listens and delivers effective, engaging, and responsive services	40

Front cover image

Council developed an advertisement featuring CEO Anthony Basford and staff, highlighting that targeted verbal and physical abuse, threats and disrespectful behaviours as unacceptable conduct which can have a major impact on our staff.

Acknowledgement of Country

East Gippsland Shire Council acknowledges the Gunaikurnai, Monero and the Bidawel people as the Traditional Custodians of this land that encompasses East Gippsland Shire, and their enduring relationship with country. The Traditional Custodians have cared and nurtured East Gippsland for tens of thousands of years.

Council value their living culture and practices and their right to self-determination. Council pays respect to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders, past, present, and future.

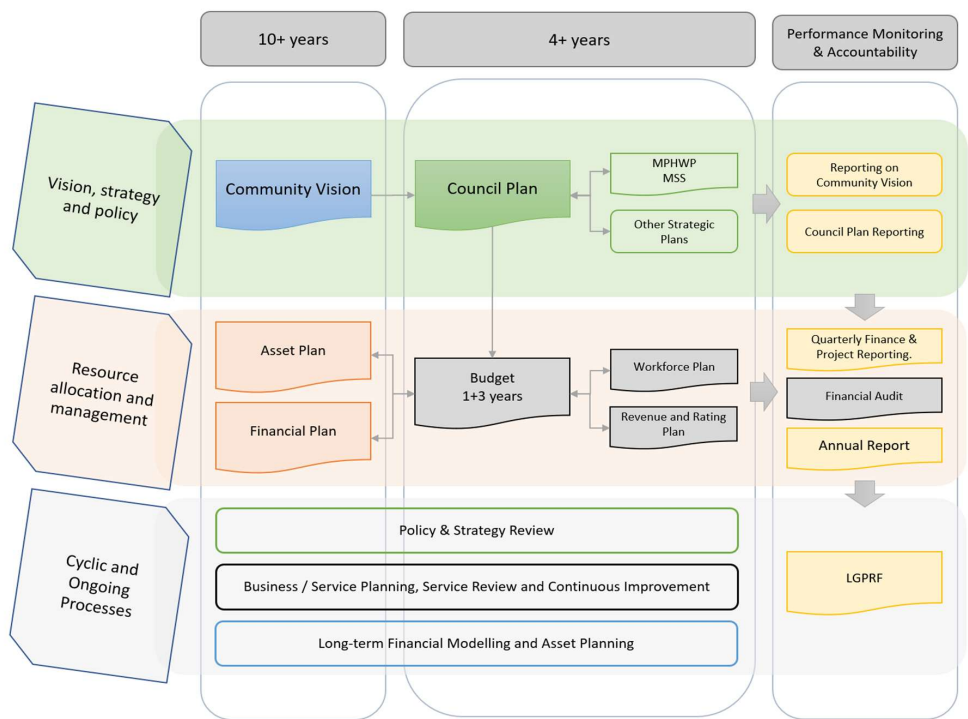
Our Vision

East Gippsland is an inclusive and innovative community that values our natural environment, puts community at the centre of Council decision-making and creates the conditions in which communities can thrive.

Our Strategic Planning Framework

Our Strategic planning framework shows how Our Community Vision 2040 will be delivered through the Council Plan, the Budget and other Council Plans and Strategies.

The Quarterly Council Plan Progress Report is a critical element of the framework below, as it provides a transparent account of how we are performing to the community on a regular basis.



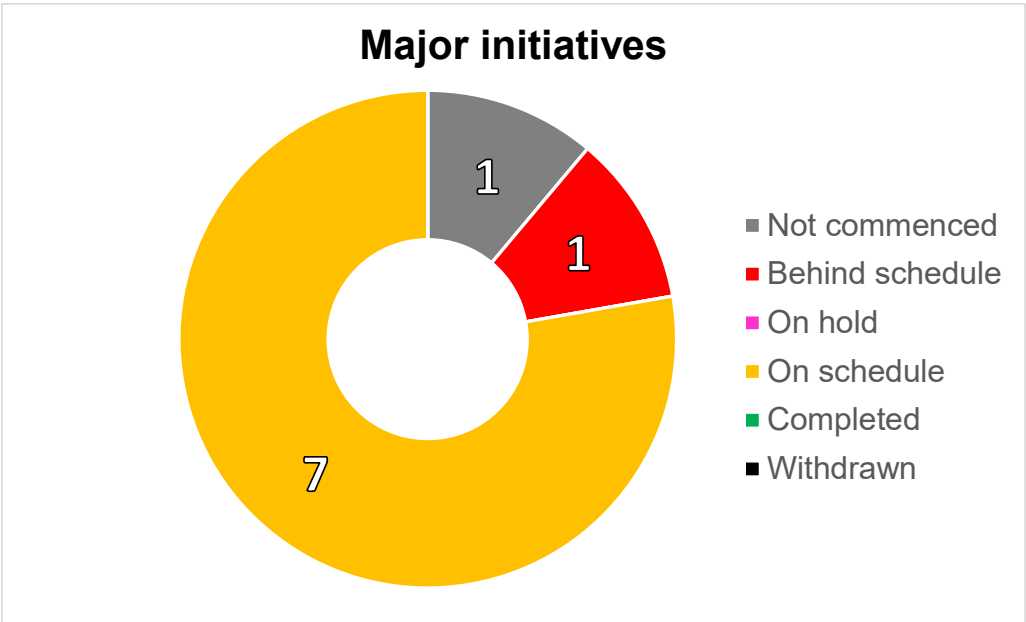
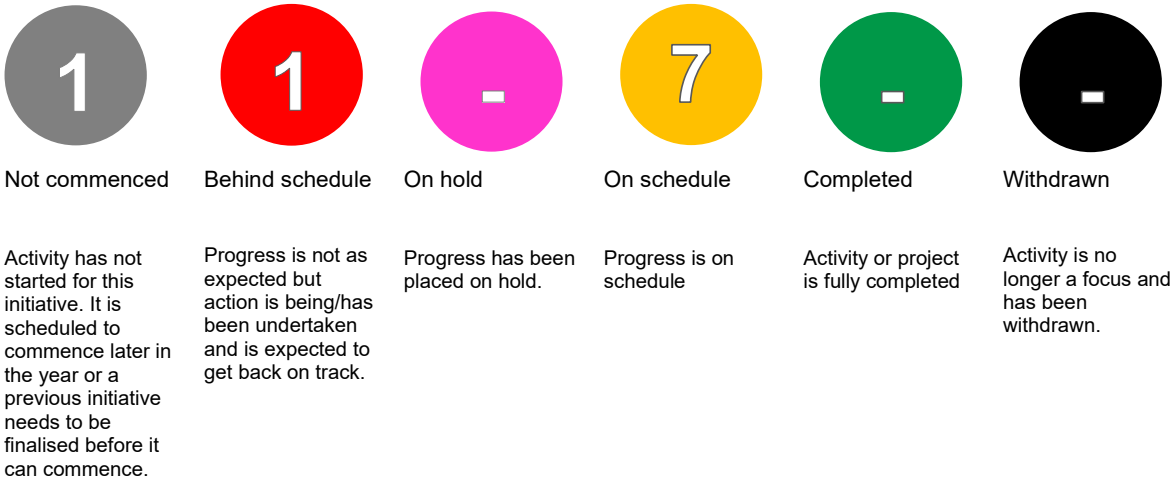
Terminology: MPHWP = Municipal Public Health and Wellbeing Plan
MSS = Municipal Strategic Statement
LGPRF = Local Government Performance Reporting Framework

Major Initiatives

Status of major initiatives

Council identified 9 major initiatives for 2022-23. Major initiatives are high priority activities from the Council Plan that will require substantial time and resources to deliver.

Overall progress against these initiatives is summarised below.





Local artists Lee Nickless and Anli Vuong help transform the exterior of our Council's Forge Theatre and Arts Hub courtyard into a vibrant, multimedia artwork space.

1

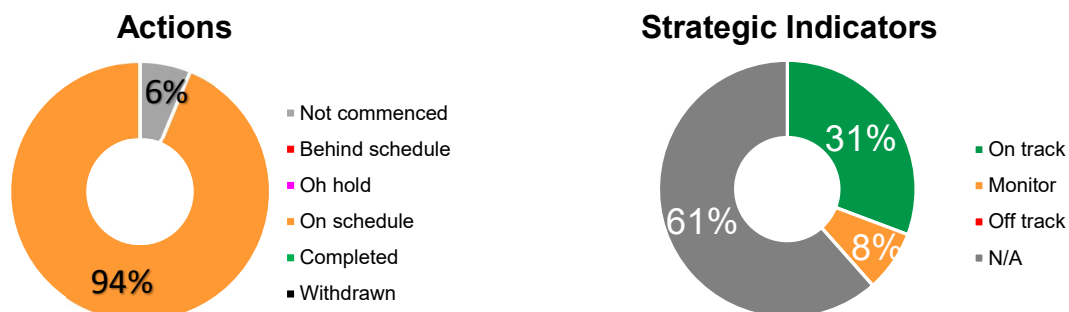
An inclusive and caring community that respects and celebrates diversity

1: An inclusive and caring community that respects and celebrates diversity



Strategies	Council's role
1.1 Council strives to provide equitable access to their services, support and facilities	Provider
1.2 Collaboration with key stakeholders fosters the cultural, arts and creative communities for all activities Council has facilitated or financially contributed to	Facilitator
1.3 Community groups and volunteers are acknowledged, promoted and supported	Provider / Facilitator
1.4 Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience	Provider / Facilitator / Advocate
1.5 Strong working relationships are further developed with Aboriginal people and organisations	Facilitator
1.6 Council is culturally and linguistically inclusive and celebrates diversity	Facilitator

Summary of performance






Council services provided

Arts and Culture
 Community and Place- based Planning
 Community Engagement
 Community Laws
 Community Programs

Community Support and Development
 Environmental Health
 Library
 Performing Arts
 Recreation Centres







1.1: Council strives to provide equitable access to their services, support and facilities

Code	Action Name	Comments	Progress	Status
1.1.1	Universal access principles are applied to infrastructure construction and upgrades	Accessible by Design training has been provided to Council officers. This training now allows for weekly meetings to review the accessibility and universal design of projects, as well as several other criteria.	25%	
1.1.2	Develop internal capacity to deliver access audits across council service and facilities	The relevant training and qualifications required to complete access audits for council programs and services has been received by a Council officer. This skillset fills a previous gap for Council and the task is now to develop a schedule of audit activity to occur with this capability.	40%	
1.1.3	Consider access to services in service reviews undertaken	The service review of the service centres and the library has considered access to services. An action from the draft service review is for the expansion of the mobile service provision, which will utilise existing assets.	25%	




Strategic Indicators

Name	Comments	Result	Target
Community satisfaction with accessibility to Council facilities	The survey to capture this data will be conducted later in the financial year.	-	Baseline to be confirmed 2022-23
Number of visits to aquatic facilities per head of municipal population	The result is an increase from the previous quarter result of 1.98, although the result is slightly below the quarterly target of 2.5 visits. This is the highest quarter visitation result since December 2019.	2.18 visits	≥ 10 visits
Number of community facilities and infrastructure upgraded to improve accessibility	This will be reported fully at the end of the financial year.	-	≥ 10 projects

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

1.2: Collaboration with key stakeholders fosters the cultural, arts and creative communities for all activities Council has facilitated or financially contributed to

Code	Action Name	Comments	Progress	Status
Major initiative 1	Develop a Culture and Creativity Strategy	<p>The Culture and Creativity strategy underwent community consultation, which included;</p> <ul style="list-style-type: none"> • An online survey with 141 respondents; • Six public forums across the Shire with 87 community members participating; • One First Peoples workshop drawing together 15 people; • 34 individual and small group consultations with cultural sector stakeholders; and • Engagement with Traditional Owner groups and Aboriginal-run organisations and services. <p>The first draft of strategy and the supporting action plan has been received for internal review.</p>	50%	
1.2.1	Provide arts and cultural services and experiences that encourages connection and creativity, while supporting businesses, community groups and individuals	Council's cultural services are currently focused on the operation of the Forge Theatre and a range of funding programs. The Forge Theatre had a full program of events including theatre, music and children's events.	25%	
1.2.2	Support projects and events that foster creativity through the funding for visitor events and the community grants program	Round one of Council's Community Grants program is currently underway, with over 30 applications being received and are currently being assessed. Planning has commenced to review the overall grants process and the best way to allocate such funding in future.	25%	



Strategic Indicators

Name	Comments	Result	Target
Number of community organisations / individuals funded through Council's arts and heritage grants program	Round 1 of the 2022-23 grants will be awarded in October.	-	≥ Nine annually
Number of community organisations / individuals funded through Council's community grants program	Round 1 of the 2022-23 grants will be awarded in October.	-	≥ 25 annually
Develop baseline measures for cultural outcomes for Council programs	An upcoming project to review how Council allocates grant funding has an opportunity for a baseline assessment measure for cultural outcomes through this process.	-	Baseline developed in 2022-23

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

1.3: Community groups and volunteers are acknowledged, promoted and supported

Code	Action Name	Comments	Progress	Status
1.3.1	Implement improvements to Council's processes and online systems to improve access to information regarding community programs and services, and promote volunteer events and opportunities across the shire	The calendar of events that promote and create awareness of community events and activities has been developed and work is underway to consider how this can be represented on Council platforms to reach as many community members as possible.	25%	
1.3.2	Support volunteer Committees of Management for recreation reserves and halls with funding and capacity building	<p>Work continued on a range of large partnership projects with Committees of Management, including;</p> <ul style="list-style-type: none"> • securing funding to upgrade a range of hard cricket wickets across multiple sites; • attracting funding to upgrade facilities at the Metung Bowls and Tennis clubs; • upgrading lighting at the Lindenow Bowls Club; • upgrading the netball courts at the Omeo Recreation Reserve and • working on major upgrades of the Swifts Creek and Buchan Recreation Reserves. 	25%	




Strategic Indicators

Name	Comments	Result	Target
Community group satisfaction with Council support	The survey to capture this data will be conducted later in the financial year.	-	Baseline to be developed in 2022-23
Number of events held that recognise and support volunteers	<p>Council and Bushfire Recovery Victoria coordinated a shared lunch and meeting opportunity between Minister Symes and the Community Recovery Committee representatives.</p> <p>The Newmerella CFA 'After the Fires' event acknowledged and celebrated the efforts of local services in the area. This was supported by staff support and Council grant funding.</p> <p>The Wairewa Harvest and Clifton Creek Big Bash both also aim to acknowledge the work of volunteer services and committees within their communities.</p>	Three	≥ Five events

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

1.4: Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience

Code	Action Name	Comments	Progress	Status
1.4.1	Establish governance arrangements for the implementation, ongoing monitoring and delivery of the Municipal Public Health and Wellbeing Plan 2021-25	Whilst the Draft Municipal Public Health and Wellbeing Plan is still being finalised, a focus area of this work has been on the development of governance arrangements for monitoring and delivery of the plan. It is proposed that a dedicated Partnership Facilitator position be appointed to oversee the plan, which will also involve social recovery work.	25%	
1.4.2	Advocate for and identify opportunities to support social and affordable housing	Preparation of the Housing and Settlement Strategy is underway, with a Councillor workshop scheduled to provide options for Council roles in affordable housing. Council officers are also participating in regional and statewide local government forums on social and affordable housing.	25%	
1.4.3	Align recreation centre service delivery with regional health and wellbeing programming and allied health services	An 18-month Business Plan has been developed for the recreation centres that considers the needs of users and will focus on delivering health outcomes for the community. A trial of 'quiet time' at the Bairnsdale Aquatic and Recreation Centre pool area has been planned to improve accessibility for children who have sensory challenges. Planning has progressed to offer allied health providers access to practice rooms at Council's recreation centres.	20%	




Strategic Indicators

Name	Comments	Result	Target
People attending Council's recreation centres through an allied health service program delivery	At this point in time there is no data from Bairnsdale Regional Health Service on how many community members engage with Council's recreations centres due to the direct link of allied health.	No data available	≥ 800 attendances
Develop a Housing Strategy	The development of the Housing and Settlement Strategy is underway. A draft Directions Paper is to be presented to Council in October, prior to going out for community consultation.	Progressing	Adopted in 2022-23

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn







1.5: Strong working relationships are further developed with Aboriginal people and organisations

Code	Action Name	Comments	Progress	Status
Major initiative 2	Develop a new Reconciliation Action Plan	Development of the new Reconciliation Action Plan is yet to commence. A draft scope of works has been developed.	0%	
1.5.1	Increase and embed understanding of Aboriginal and Torres Strait Islander culture, knowledge and history within the planning and development of Council services, infrastructure and projects	Cultural heritage inductions were held for contractors on both the Omeo Mountain Bike and the Eagle Point Hub projects. The recently appointed Aboriginal Engagement Officer will assist with two-way communication with Aboriginal community and embed consideration of Aboriginal knowledge and culture in Council.	25%	
1.5.2	Enhance engagement with traditional owners in the development of key Council Capital projects	Council is also progressing a Memorandum of Understanding with GLaWAC for the joint use of project management resources, which will assist GLaWAC to grow its project management capacity. GLaWAC has also been engaged in the delivery of projects including the design of artwork and cultural interpretation for the Krautungalung Walk (Stage 1) and the delivery of aspects of the Crooke Street Wetlands.	25%	



Strategic Indicators

Name	Comments	Result	Target
Percentage of total staff who have participated in cultural awareness training in the past 24-months	A Cultural Safety Awareness training program was run in June 2021 for all staff. The ongoing training for new starters is provided at Corporate Induction. Overall 208 staff have taken the training in the past 2-years.	50.8%	100%
Percentage of Council directorate representation on Reconciliation Action Plan working group	The Reconciliation Action Plan working group is yet to be established and representation is yet to be determined.	-	100%
Number of projects and service reviews that have included formal engagement with traditional owners	Of the live projects, there are 19 that have included engagement with traditional owners. There has been an increased effort to engage with traditional owners when planning projects. There have been no service reviews undertaken that undertook formal engagement with traditional owners.	19 projects	≥ 10 projects

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

1.6: Council is culturally and linguistically inclusive and celebrates diversity

Code	Action Name	Comments	Progress	Status
1.6.1	Develop a process to document and verify inclusive and accessible features of Council programs and facilities	Access Audits training has been provided to Council officers, which will allow Council to recommence provision of advice on access to the built environment, as well as services and programs for people with a range of access challenges. Further work is planned to consider how Council can develop a process that verifies how accessible services and programs are to the culturally and linguistically diverse community.	25%	
1.6.2	Develop, implement and promote an annual calendar that recognises events that celebrate diversity and inclusion in East Gippsland	A calendar of events which celebrate diversity and inclusion in East Gippsland has been developed. Work is now required to make staff aware of this internally, seek feedback the calendar and the contents, and determine the best way of providing visibility of it more broadly to the community.	40%	

Strategic Indicators

Name	Comments	Result	Target
The number of initiatives that celebrate diversity and inclusion supported by Council	Six events and initiatives were run and supported that celebrate diversity and inclusion in East Gippsland: <ul style="list-style-type: none"> 'Hangout' Youth Fest in Omeo and Youth Fest Event in Lakes Entrance; Gippy Girls Can Week; NAIDOC week including the flag raising ceremony at Council's Corporate Centre; Celebrated the launch of the LGBTIQ+ statewide strategy with an event in Bairnsdale; and the Rainbow Ball event. 	Six	≥ 10 initiatives

Progress Indicator Legend

 - Not commenced
 - Behind schedule
 - On hold
 - On schedule
 - Completed
 - Withdrawn



Victor (Marlo Primary School grade three student) and mum Conni help Mayor Cr Mark Reeves to cut the ribbon to mark the new Marlo Triangle Park officially opening

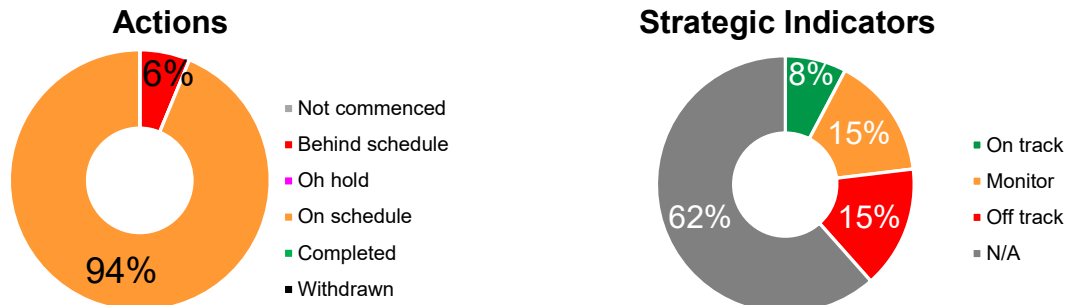
2 Planning and infrastructure that enriches the environment, lifestyle, and character of our communities

2: Planning and infrastructure that enriches the environment, lifestyle, and character of our communities



Strategies	Council's role
2.1 Statutory and strategic planning for land use delivers sustainable outcomes that balance the need for growth with the enhancement of our lifestyle, character, the built and natural environment	Facilitator / Provider
2.2 Infrastructure provision and maintenance supports a diverse range of current and future user needs and activities and is both environmentally and financially sustainable	Advocate / Provider / Facilitator
2.3 Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery	Facilitator / Provider

Summary of performance



Council services provided

Asset Maintenance	Land use Planning
Asset Management	Open Space Management
Building Controls	Recreation and Sporting Reserve Management
Capital Works	Statutory Planning and Development Services
Emergency Management	Strategic Planning
Emergency Response	

Major Capital Works Projects update

Bairnsdale Landfill Cell 4



The cell is now fully lined. All repairs and testing have been completed and have passed. Installation of leachate pipework continues; it is 80% complete.

Bullock Island Bridge



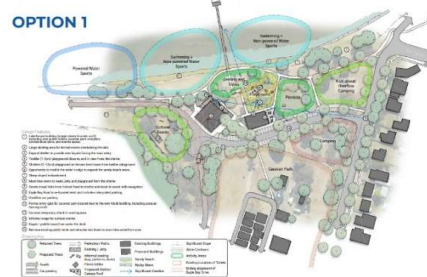
Stage 1 is now complete, and Stage 2 is underway. The old bridge has been demolished and new sheet piles have been installed. Old concrete piles are now being removed prior to new piles to be driven over the next month.

Bullock Island Master Plan Implementation



The tender to undertake the civil construction works is now closed and under evaluation. Works are programmed to commence in November 2022 and the current project completion date is June 2023.

Eagle Point Foreshore Hub



The contractor has commenced on site early September and civil works are now underway. This project is due to be completed in June 2023.

Krauatungalong Walk



We have awarded the contractor for detailed design of Stages 2-4, and these are expected to be complete by August 2023.

Mallacoota Streetscape



Community engagement has now closed and the design is being reviewed. This project will move to a detailed design stage in the next month, and the tender for this stage will be released shortly. This project has a completion date of September 2023.

Omeo Mountain Bike Trail and Stage 2

All elements of pre-construction requirements for stage 1 and stage 2 have been completed, and construction will commence on schedule. This project will be completed in stages over the next 18 months.

Slip Road Maritime Precinct

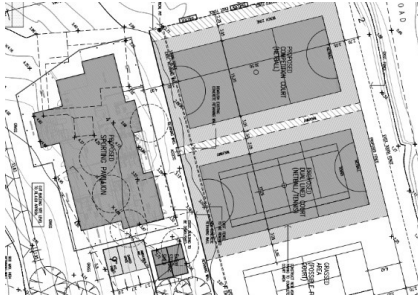
Marine construction works have commenced. Additional investigations were identified and are underway. In the meantime, the detailed design for the carparking works is progressing.

Lakes Entrance Waste Transfer Station

The recycling shed slab has been constructed and cured. Further construction has been delayed due to rain and weather constraints. This project is expected to be complete before Christmas.

WORLD Sporting Precinct Stage 1

Construction of stages 1 and 2 is continuing, with a projected completion date of December 2022, but further stages of works are temporarily delayed.

Swifts Creek Recreation Reserve

Construction tenders closed at the end of August. Feedback on design has been received from the committee and is now being finalised for a final review.

Jemmy's Point - Stage 2

The concept design for the toilet block is now complete and detailed design for the trailhead is progressing. Additional areas requiring surveying have been identified and a contractor to undertake these works has been engaged.

Gymnastics Pavilion Lucknow

Steel erection has commenced with all the main posts and end purlins now installed. Roof beams will begin installation early October. The project is on track for a completion date for April 2023.






Orbost Forest Park Upgrade

Concepts for the civil works have been received and are under review. Landscaping concepts designs will need to be revised with the Project Management Group. This Project is set to be completed late 2024.

Lakes Entrance Foreshore Park

Final designs have been received and the tender for the construction component has been advertised. This project is set to be completed by the end of this year.

2.1: Statutory and strategic planning for land use delivers sustainable outcomes that balance the need for growth with the enhancement of our lifestyle, character, the built and natural environment

Code	Action Name	Comments	Progress	Status
Major initiative 3	Prepare a Housing and Settlement Strategy to guide future housing development and to support increased housing diversity and affordability	A background briefing has been prepared and was provided to Councillors for review. The Draft Housing and Settlement Strategy Directions Paper has been prepared to be presented to Council in October. First draft of land supply/demand assessment has been undertaken.	25%	
Major initiative 4	Develop key public open space planning initiatives, which includes the East Gippsland Sporting Facilities Plan and Public Open Space Strategy	<p>The development of the East Gippsland Sporting Facilities Plan has continued with draft facility plans being finalised for consultation with the Committees of Management and the community.</p> <p>The project scope for a consultant to support the development of the Marine and Coastal Management Plan has been prepared and sent out as a request for quotation.</p> <p>A project team for the Public Open Space Strategy has met and progressing the development of this plan.</p>	20%	
2.1.1	Deliver rebuilding support for landholders that lost a house and/or sheds in the 2019-20 Black Summer Bushfire	In total 177 rebuild planning applications have been lodged, 167 rebuild permits have been approved, with currently four under assessment. Ongoing support is provided for owners still considering rebuild.	25%	
2.1.2	Finalise the Rural Land Use Strategy and prepare a Planning Scheme Amendment	Revisions have been undertaken and an overview briefing was provided to Council. The final Draft Rural Land Use Strategy is planned to be presented to Council in October, prior to going out for further community consultation.	25%	
2.1.3	Prepare Strategic Land Use Plans and Planning Scheme Amendments to address priority growth areas at Eagle Point, Paynesville and Lakes Entrance	<p>The Eagle Point Structure Plan Scheme Amendment documentation has been prepared. Discussions have commenced with major landowners in the Paynesville growth area regarding rezoning requirements.</p> <p>A review of Lakes Entrance Northern Growth Area drainage requirements is underway and due for completion in October.</p>	25%	

Strategic Indicators


Name	Comments	Result	Target
Community satisfaction with building and planning	Survey results will be made available later in 2023.	-	≥ Large Rural Council average

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn





Name	Comments	Result	Target
Planning applications decided within required time frames	Data is still being compiled by DELWP for quarter one reporting to be available.	No data is available	> 80%
Average time taken to decide planning applications	Data is still being compiled by DELWP for quarter one reporting to be available.	No data is available	< 61 days
Council planning decisions upheld at VCAT	There were four decisions for the period; One affirmed, one struck-out and two were varied.	100%	> 60%
Completion of milestones of key strategic plans: <ul style="list-style-type: none"> Rural Land Use Strategy, Housing and Settlement Strategy, Eagle Point Structure Plan, Paynesville Structure Plans, East Gippsland Sporting Facilities Plan, and Public Open Space Strategy 	Rural Land Use Strategy – Met milestones Housing and Settlement Strategy – Met milestone Eagle Point Structure Plan – Met milestones Paynesville Structure Plans – Behind schedule East Gippsland Sporting Facilities Plan – Met milestones Public Open Space Strategy – Met milestones	83% of milestones	> 90% of milestones

2.2: Infrastructure provision and maintenance supports a diverse range of current and future user needs and activities and is both environmentally and financially sustainable

Code	Action Name	Comments	Progress	Status
2.2.1	Implement the asset management framework to drive Council's capital and maintenance infrastructure investment in a transparent and financially sustainable way	The focus this quarter has been on the review and prioritisation of the Asset Management Improvement Plan actions. A key part of this has been commencement of a review of the way in which the asset management system 'Confirm' is being utilized and developing a rollout plan for improvements to the system.	25%	

Progress Indicator Legend







 - Not commenced
 - Behind schedule
 - On hold
 - On schedule
 - Completed
 - Withdrawn

Code	Action Name	Comments	Progress	Status
2.2.2	Develop and commence the implementation of service standards for the maintenance of asset classes	<p>External resources have been engaged to revise the project management processes to align these with the project management system.</p> <p>An online application process has also been developed for the management of Land Manager Consents to ensure that these are managed in a considered methodical way.</p> <p>A Spring Management Plan has also been developed to ensure that the service standards for Parks and Gardens can be managed during the forecasted wet spring and summer period.</p>	25%	
2.2.3	Work with community and stakeholders to plan, design, implement and maintain infrastructure to meet community needs in an affordable way	<p>There are currently 45 capital projects in detailed design, most of which include community engagement and a range of community reference and feedback mechanisms.</p> <p>There are also 28 projects with dedicated Your Say website pages, which are regularly updated to keep the community informed of project progress.</p> <p>Council's draft Road Safety Strategy has recently been through a public engagement process and is being reviewed by the Community Road Safety Reference Group.</p>	25%	
2.2.4	Deliver a capital works program and asset management program that is aligned to community need and is able to be delivered within Council resources	<p>As at the end of quarter one, 34.88% of the forecast budget of \$113.41 million had been expended or committed. At this time \$5.49 million was expended on capital projects and a further \$34.07 million was committed via project contracts.</p> <p>The total program has approximately 195 projects. Of these 14 are completed; 20 projects are currently being constructed; 45 are in the design phase and approximately 17 are currently in the tender/procurement process.</p>	30%	
2.2.5	Build the capacity of volunteer groups and provide support for volunteer managed community facilities	Minimal activity during the quarter on capacity building of committees.	10%	

Strategic Indicators



Name	Comments	Result	Target
Asset renewal and upgrade expenses as a percentage of depreciation	This indicator is only calculated at year end when the financial data has been reconciled.	-	> 100%

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn





Name	Comments	Result	Target
Percentage of adopted capital projects completed at the conclusion of the financial year (based on the most recent amended budget)	The total program has approximately 195 projects, with 14 of these projects completed.	7.17%	> 80%
Percentage of sealed roads that meet Council's target condition rating	The condition of sealed road assets is only assessed every three years and were therefore not reassessed during the period.	94%	> 97%
Community satisfaction with appearance of public areas in East Gippsland	Survey results will be made available later in 2023.	-	≥ Large Rural Council average
Committees of Management and volunteer groups for Council managed land with a guiding plan	Yet to commence. This will be the responsibility of a newly appointed position.	0	≥ 10 new plans
Percentage of community recreation reserves and halls asset condition above target condition rating	The first round of condition assessments are almost complete. This will then determine which ones will be the priority for improvement.	No data available yet	Target to be confirmed in 2022-23

2.3: Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery

Code	Action Name	Comments	Progress	Status
Major initiative 5	Implement a climate risk analysis to identify the likely impact of extreme weather and climate events on Council's infrastructure assets, and ability to provide community services	This project is reliant on grant funding, which if funded will build on a climate risk assessment trial undertaken in 2021-22. Data has been compiled on the Council managed roads most impacted by flood events over the past 12 months. These roads will be prioritised for design improvements later in the year.	10%	
2.3.1	Develop and implement plans that enhance the organisation's preparedness and ability to manage and mitigate the impact of natural disasters	Local Incident Management Plans continue to be developed throughout East Gippsland communities, with the creation of new community plans and the review of existing plans with community. 16 new high volume firefighting water tanks have been constructed in remote communities to strengthen the community resilience against bushfire. Several communities have commenced relief centre training to assist with self-activating and running a relief centre for the first 72 hours of an emergency.	75%	

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
2.3.2	Develop new approaches to road renewal and maintenance that improves resilience to changing climatic conditions	Research into new road maintenance approaches has commenced and will be a greater focus later in the year.	10%	
2.3.3	Design new infrastructure to meet changing climatic conditions and is resilient to the impact of natural disasters	This project has commenced, with data been compiled on all vulnerable roads that will inform road design work.	15%	
2.3.4	Support and strengthen municipal emergency planning arrangements to meet community expectations for resilience and preparedness	The Municipal Emergency Management Planning Committee (MEMPC) has been engaged with to ensure planning and preparation for emergency events is on track. This includes Council taking a leading role in the group sub committees. Council has assisted community groups with the development of their Local Emergency Management Plans.	25%	
2.3.5	Support communities to enhance resilience and strategically respond to recovery challenges and opportunities, including through support to Community Recovery Committees	Council has worked with individual Community Recovery Committees to support review (where the committees considered this of value) and identification of priorities for the next 12-months. This support was also available for the committees as they work through preparedness and resilience planning and projects, which includes development of local plans and infrastructure projects that enhance resilience. Council has worked closely with Bushfire Recovery Victoria to finalise streamlined arrangements for funding accessible by Community Recovery Committees for the next 12-months. The third East Gippsland Recovery Progress Report has been drafted.	25%	

Strategic Indicators







Name	Comments	Result	Target
Community satisfaction with emergency and disaster management	Survey results will be made available later in 2023.	-	≥ Large Rural Council average
Percentage of communities that need a Local Incident Management Plan have one in place and reviewed as needed	Local Incident Management Plans continue to be developed throughout East Gippsland communities, with the creation of new community plans and the review of existing plans with community.	-	100%

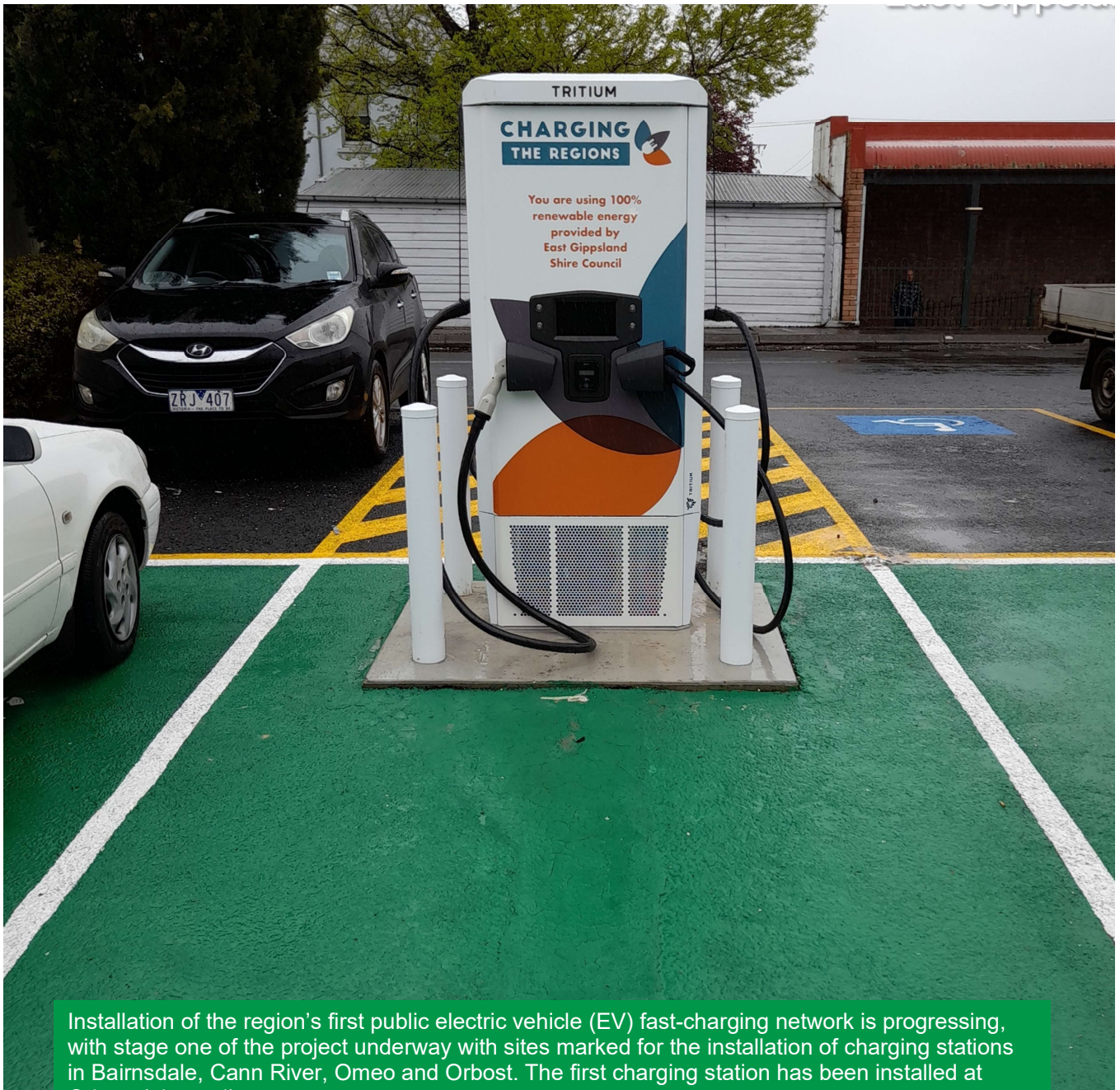
Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Name	Comments	Result	Target
Milestones achieved for climate risk analysis	This project is reliant on grant funding, which if funded will build on a climate risk assessment trial undertaken in 2021-22.	-	100%

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn



Installation of the region's first public electric vehicle (EV) fast-charging network is progressing, with stage one of the project underway with sites marked for the installation of charging stations in Bairnsdale, Cann River, Omeo and Orbost. The first charging station has been installed at Orbost (pictured).

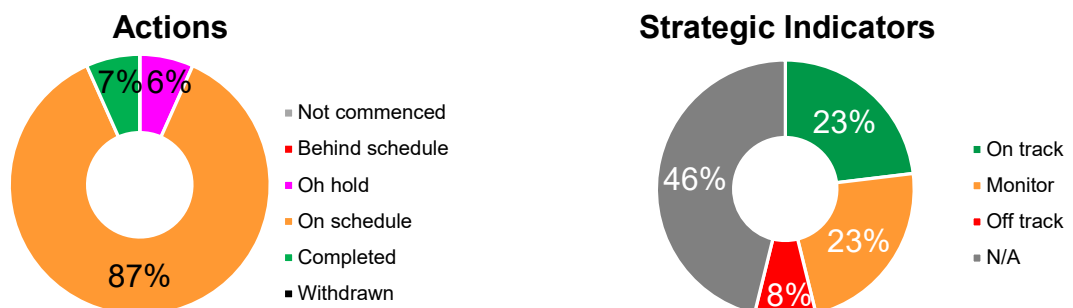
3 A natural environment that is managed and enhanced

3: A natural environment that is managed and enhanced



Strategies	Council's role
3.1 Council works to reduce its own and the communities carbon emissions while supporting the community to mitigate the impact of a changing climate on the environment, safety, health and lifestyles	Facilitator / Provider
3.2 Sustainable land use practices are used to manage council land to protect biodiversity and to provide education and incentives to support the management of private land	Facilitator / Provider / Advocate
3.3 Natural values on key Council managed land are managed and enhanced	Advocate / Provider / Facilitator
3.4 Environmentally and financially sustainable practices reduce waste going to landfill	Facilitator / Provider

Summary of performance



Council services provided




Building Maintenance
Delivery of new assets
Environment Projects Management

Environmental Sustainability
Waste Services

Progress Indicator Legend

● - Not commenced
 ● - Behind schedule
 ● - On hold
 ● - On schedule
 ● - Completed
 ● - Withdrawn

3.1: Council works to reduce its own and the communities carbon emissions while supporting the community to mitigate the impact of a changing climate on the environment, safety, health and lifestyles

Code	Action Name	Comments	Progress	Status
3.1.1	<p>Council's greenhouse gas emissions from energy use are reduced through key projects that include:</p> <ul style="list-style-type: none"> • Install and commission permanent landfill gas flare at Bairnsdale Landfill; and • Purchase additional alternate fuel vehicles for Council's passenger fleet 	<p>Council continues to add hybrid vehicles to its passenger vehicle fleet, with another three added for the period.</p> <p>Roll-out of four Electric Vehicle Charging Points in Bairnsdale, Orbost, Omeo and Cann River is underway.</p> <p>Roll out of the replacement of all streetlights with LED lights is also nearing practical completion, with a few remaining lights awaiting on the contractor to source necessary components. A LED oval light replacement project has also been commenced for the Lindenow Recreation Reserve Oval.</p>	15%	
3.1.2	Develop processes and tools that support whole of community (local business, community organisations, and individuals) to take action and participate in a climate response	<p>A climate risk management tool is in development that identifies where, when and what type of climate hazard is likely to impact a specific location. This tool will be made available to the public when complete.</p> <p>This project progressing is reliant on the success of a project proposal submitted to Emergency Management Victoria for funding, which will build on a smaller pilot for the township of Mallacoota that was completed in 2021.</p>	30%	
3.1.3	Implement infrastructure enhancement and improvements to respond and assist in managing impacts of climate change	<p>Principles of environmental sustainability are embedded in the project design phase and align to Council's Environmental Sustainability Strategy, including the implementation of electric vehicle charging stations across the municipality and the consideration of electrical vehicles in Council's fleet.</p> <p>Ongoing to work to catalogue drainage infrastructure will provide opportunities to consider effective reuse of stormwater in public open spaces through principles of integrated water management.</p>	25%	

Strategic Indicators



Name	Comments	Result	Target
New public electric vehicle charging stations installed	Planning and installation is progressing, but to date there no operational stations. With upgrades on the electricity grid occurring, the first charging stations are	0	> Seven stations

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn




Name	Comments	Result	Target
	expected to be fully operational within the next quarter.		
Proportion of Council passenger vehicle fleet is electric, hybrid or uses alternate fuel sources	<p>Council increased the vehicles that use sustainable energy by three for the period.</p> <p>Of the 122 vehicles in Council's fleet;</p> <ul style="list-style-type: none"> 13 are hybrid; one alternate fuel source; and one full electric. 	12.3%	> 10%
Total kilowatt hours output from renewable energy systems at Council owned facilities	Renewable energy usage is reported annually.	-	> 10%
Percentage of Council's electricity use from renewable sources	The reporting on the result is compiled annually. Council has signed up to the Victorian Energy Collaboration Organisation (VECO) that will see a large percent of electricity coming from renewable sources.	-	> 95%
Reduce Carbon emissions from Council's operations	Emissions are reported annually.	-	< 5,535

3.2: Sustainable land use practices are used to manage council land to protect biodiversity and to provide education and incentives to support the management of private land

Code	Action Name	Comments	Progress	Status
3.2.1	Undertake community education to promote the need to protect the natural environment and actions community members can undertake to support this	Council has issued the Spring edition of EnvironmentConnect, which is received by greater than 300 subscribers. The key items were promoting the Environmental Sustainability Strategy, food waste mapping, and highlighting threatened species day.	30%	
3.2.2	Further develop sustainable practices and implement projects around water and land use, which includes the construction of Crooke Street, Bairnsdale wetland	<p>The Crooke Street wetland is progressing with a public tender recently completed and evaluated. This wetland is due to be completed around April / May 2023.</p> <p>In collaboration with East Gippsland Water, there was a site tour of the wetland areas with multiple stakeholder groups to discuss the multiple benefits of urban wetlands.</p> <p>Some preliminary scoping work for the Council's Stormwater Management Plan was also undertaken. This work involved investigating improving stormwater management as part of Council's strategic planning processes.</p>	55%	

Progress Indicator Legend







 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
3.2.3	Advocate for appropriate State Government support for Council's management of public land for natural and biodiversity purposes	Several opportunities have been used to advocate for support to assist Council manage public land, including a formal MAV motion, letters to the relevant Minister around the issue broadly and the issue of funding acceptance. Council's advocacy strategy also contains several priorities linked to public land management, biodiversity preservation and funding.	25%	
3.2.4	Continue to manage fire effected Council land to protect biodiversity and ensure public safety, including completing the War on Weeds projects	<p>Council received a Federal Government grant under the Bushfire Recovery for Wildlife and Habitat Community Grants program to undertake weed surveillance and treatment along Betka Beach to Pebbly Beach at Mallacoota. Works have been undertaken over 70 hectares to target emerging and known weed species in this area to protect regenerating vegetation communities and associated fauna, this project is almost completed.</p> <p>A second grant under this program was received for bushfire impacted roadsides has allowed an additional 1,000km of roadsides to be assessed and treated for emerging and regenerated weeds, this project is completed.</p>	100%	
3.2.5	Develop and implement suitable plans for managing storm water and water within new urban development	The review of drainage management for the Lakes Entrance Northern Growth Area has been the main priority. Recommendations to are to be considered in October.	25%	




Strategic Indicators

Name	Comments	Result	Target
Community satisfaction with slashing and weed control	Survey results will be made available later in 2023.	-	≥ Large Rural Council average
Kilometres of regionally controlled and prohibited weeds treated	The kilometres of weeds treated is not tracked periodically, it is calculated at the end of the financial year.	-	> 200 kilometers annually
A baseline for the quality and quantity of land being managed for 'at risk' habitat, biodiversity purposes, and community safety on Council and private land	<p>Categorisation of finance accounts to identify spending on environmental management continues to be monitored.</p> <p>Council also worked with Landcare partners to develop some but not all base line data</p>	-	Baseline to be developed

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn







3.3: Natural values on key Council managed land are managed and enhanced

Code	Action Name	Comments	Progress	Status
3.3.1	Establish which values are to be managed and develop management plans to guide management of key Council land	Several reports have been commissioned to inform actions relating to environmental matters, including vegetation management options for Toonalook Waters wetland, and embankment erosion at Marlo.	20%	
3.3.2	Implement a framework to support partners and volunteers to work on key priority projects for Council land	Actions relating to volunteer management for environmental purposes are on hold while a Volunteer Management Policy is developed.	0%	
3.3.3	Complete the Bairnsdale Alternative Water Project with the development of water management (including effluent) plan for Bairnsdale Saleyards	<p>East Gippsland Water are investigating investing in a Class A water recycling plant for the Wastewater Treatment Plant in Bairnsdale. They have also commissioned a detailed design for the construction of pipework and pumps to transfer class A water to the Bairnsdale City Oval and Livestock Exchange boundary. Both of these activities need to be constructed before recycled water can be used at the city oval for irrigation purposes.</p> <p>The Water Management Plan (including effluent) for the Bairnsdale Livestock Exchange still needs to be scoped.</p>	50%	





Strategic Indicators

Name	Comments	Result	Target
Total investment in Council managed land to support natural areas	\$147,458 was spent on Council managed land for environmental management purposes. This is well below expected expenditure due to the reduced use of roadside slashing contractors, which were not used much during the period.	\$147,458	≥ \$1.710 million

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

3.4: Environmentally and financially sustainable practices reduce waste going to landfill

Code	Action Name	Comments	Progress	Status
Major initiative 6	Support the circular economy through initiatives that reduce waste going to landfill, including: <ul style="list-style-type: none"> Value adding green and organic waste; and Introducing appropriate glass collection services at locations throughout the Shire. 	A detailed business case for the management of organic waste has also been developed and externally peer reviewed. This Business case was discussed with the Councillor group in September. Glass collection has been introduced at eight Waste Transfer Stations.	25%	
3.4.1	Develop and implement waste education programs to focus on key areas of waste reduction	Two community cloth nappy workshops are to be conducted in October in Bairnsdale, Lakes Entrance and Orbost. A rebate scheme for cloth nappies, reusable sanitary items and various compost products has been setup. The material and scripts for school incursions is being updated, which is based on school requests and focuses on educating children and therefore parents on best recycling methods.	45%	
3.4.2	Implement the Waste Minimisation Action Plan, including delivering key actions: <ul style="list-style-type: none"> Conduct a comprehensive waste service review; Transition Cann River's waste service to a Transfer Station Service and remediate the existing landfill; and Develop a framework for reporting and tracking of illegal dumping 	The 10-year action plan has commenced implementation as planned. The new Cann River transfer station site has been selected and awaiting planning approval. The existing landfill rehabilitation plan is in the process of being designed.	50%	
3.4.3	Support the inclusion of more recycled materials in council's infrastructure and maintenance program, with particular focus on roads and footpaths	Works have been proactively using recycled asphalt product, as well as recycled crushed rock where applicable in our maintenance program.	25%	







Progress Indicator Legend

 - Not commenced
 - Behind schedule
 - On hold
 - On schedule
 - Completed
 - Withdrawn

Strategic Indicators

Name	Comments	Result	Target
All Council offices have four streams of recycling (co-mingled, organics, soft plastics, paper/cardboard)	Council Green Team have discussed and agreed on bin system. Cleaning contract is currently out to tender and will include provisions for servicing of recycling bins	25%	100%
Number of community waste education programs delivered	No programs were delivered for the period. Work is underway to run community cloth nappy workshops in the next quarter.	0	≥ five programs
Proportion of recycled content in construction projects on Council assets	The specific projects that have recycled content in the construction include: <ul style="list-style-type: none"> • Lakes Entrance Waste Transfer Station Upgrade; • Bairnsdale Cell 4; • Eagle Point Foreshore Hub; • WORLD Sporting Precinct; • Marlo Triangle Park Playground upgrade; • Slip Road - Construction Package 1; • Bullock Island Masterplan Implementation; • Raymond Island Toilet Block Upgrade; and • LED Streetlights. 	8.8%	> 10%
Community satisfaction with waste management	Survey results will be made available later in 2023.	-	≥ Large Rural Council average
Number of new waste streams collected through waste facilities	Glass collection has been introduced at eight Waste Transfer Stations.	One	≥ Two streams

Progress Indicator Legend

 - Not commenced
 - Behind schedule
 - On hold
 - On schedule
 - Completed
 - Withdrawn



Council is preparing to launch a new event sponsorship program to replace the previous Regional and District Event Sponsorship (RADES) program. Pictured: Cattlemen's 100 MTB event was supported by the previous RADES program.

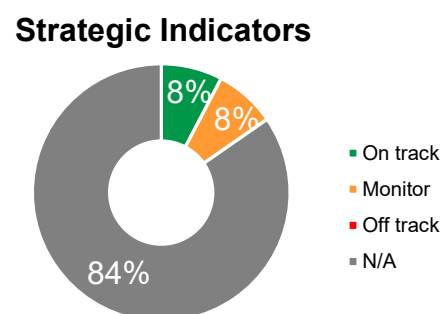
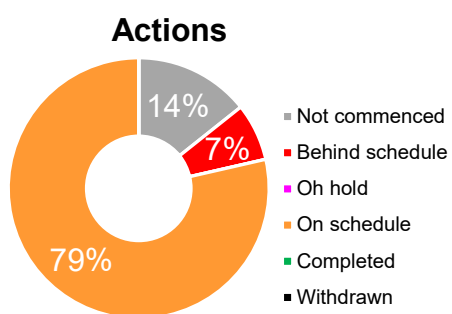
4 A thriving and diverse economy that attracts investment and generates inclusive local employment

4: A thriving and diverse economy that attracts investment and generates inclusive local employment



Strategies	Council's role
4.1 Leadership enables economic prosperity, investment, recovery, resilience and growth	Facilitator / Advocate
4.2 Collaboration amongst key partners is facilitated to improve pathways for education and skills training	Facilitator / Advocate
4.3 Council's work with stakeholders fosters entrepreneurship and new business opportunities, particularly with communities facing change	Facilitator / Advocate
4.4 Targeted information and streamlined approvals and processes make it easier for business to invest	Facilitator / Advocate
4.5 Tourism sector investment is sought in business capability, product development and experience to meet the changing needs of domestic and international markets	Facilitator / Advocate
4.6 East Gippsland's natural strengths in agriculture and natural resource-based industries are enhanced to increase value, employment, sustainability and resilience	Facilitator / Provider

Summary of performance





Council services provided

Business Support
Economic Development
Economic Recovery

Events
Tourism and Visitor Information

4.1: Leadership enables economic prosperity, investment, recovery, resilience and growth

Code	Action Name	Comments	Progress	Status
4.1.1	Support businesses to leverage digital technologies to access new markets and create new products and services	<p>Council is leading the Project Control Group (in collaboration with Wellington Shire Council) and also sit on the State Steering Committee to plan the Digital Innovation and Smart Agriculture Forum (to be held in May 2023 in Bairnsdale).</p> <p>This will be delivered in two streams:</p> <p><i>Agriculture focus</i> - horticulture, farm security, grazing and irrigation.</p> <p><i>Technology focus</i> - Drones, genetics, tech in tractors, satellite tagging (high country), robotics and use of big data.</p>	25%	
4.1.2	Support business transition toward greater resilience and adoption of environmentally sustainable initiatives or practices and fostering of the circular economy	<p>Industry is being prepared for the ban on single use plastics coming into effect in February 2023.</p> <p>Council officers attended State Government delivered seminars on circular economy, renewable energy and carbon capture to further their knowledge of the investment opportunity and support business innovation.</p> <p>The Building Better Finance trial - an independent, expert facilitator of environmental upgrade finance is underway with Patties Pies and Council, with a view to seeing a wider roll-out across the region if successful.</p>	25%	


Strategic Indicators

Name	Comments	Result	Target
Percentage of actions implemented from the Economic Development Strategy Action Plan 2022-26	The Economic Development Strategy Action Plan is yet to be finalised.	-	≥ 80% of year 1 actions

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn


4.2: Collaboration amongst key partners is facilitated to improve pathways for education and skills training

Code	Action Name	Comments	Progress	Status
4.2.1	Facilitate engagement with young people, youth organisations and social enterprises to understand barriers to training and employment and their vision for the future	<p>The Youth Affairs Council Victoria future proof project is being delivered in collaboration with Wellington Shire Council, Moogji and Gippsland East LLEN. This project focus on engagement of young people in training and skill building that lead to employment opportunities in community service, youth work, emergency management and increases participation in recovery and community planning.</p> <p>Council was represented at the East Gippsland Specialist School Jobs Expo, which provided information and discussions around supported pathways to further education and/or employment for those living with disability and additional needs.</p>	25%	

Strategic Indicators

Name	Comments	Result	Target
Exiting secondary school students undertaking an apprenticeship / traineeship or TAFE training	This is reported annually, with the 2021 results due to published in October 2022.	-	> 24%
Year 12 students continuing to university education	This is reported annually, with the 2021 results due to published in October 2022.	-	> 20%

4.3: Council's work with stakeholders fosters entrepreneurship and new business opportunities, particularly with communities facing change

Code	Action Name	Comments	Progress	Status
4.3.1	Develop a program to identify, foster and promote emerging business leaders, entrepreneurs and new investors	The pilot program 'Business Boost - Cultivating and Connecting Entrepreneurs' in Buchan and Bruthen was established. The program aims to grow the number of businesses and jobs in these regions.	50%	



Strategic Indicators

Name	Comments	Result	Target
Participation in Council run programs delivered to support business growth	210 participants across 13 industry workshops delivered.	210	≥ 300 participants
Number of new businesses registered	This is only reported annually by REMPLAN and will be updated when the new figures are published.	-	> 1,446 businesses

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn







4.4: Targeted information and streamlined approvals and processes make it easier for business to invest

Code	Action Name	Comments	Progress	Status
4.4.1	Review and enhance the coordination of Business Concierge Services	Funding has been secured to extend the Business Concierge Services until mid-2023. The service will be reviewed through this period before considering options beyond the current funding.	0%	
4.4.2	Implement the outcomes of the Better Planning Approvals Project	The Better Planning Approvals Project will be implemented in conjunction with Council's upgrade of corporate information systems. The implementation date for the corporate systems upgrade has been reviewed and reset (March 2023). Improvements have been made to Request for Further Information templates. New correspondence templates have been prepared.	10%	



Strategic Indicators

Name	Comments	Result	Target
Average processing time for goods on footpath permits	This is a 6-monthly KPI that will be reported on in the next quarter.	-	≤ 8 days
Average processing time trading permits	This is a 6-monthly KPI that will be reported on in the next quarter.	-	≤ 6 days
Average processing time for domestic animal business registrations	This is a 6-monthly KPI that will be reported on in the next quarter.	-	≤ 6 days

Progress Indicator Legend




 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

4.5: Tourism sector investment is sought in business capability, product development and experience to meet the changing needs of domestic and international markets

Code	Action Name	Comments	Progress	Status
Major initiative 7	Implement the Tourism Events Action Plan 2022-26	<p>The preparation for the launch of the new Pathways to Growth Program, which replaces the former RADES (Regional and District Event Sponsorship) program, is underway. All resources and application guidelines have been loaded onto the Council website.</p> <p>Expressions of Interest for the inaugural intake will be released later this year and will see up to four home-grown events enter into new partnerships to support event growth and future sustainability. Destination Gippsland have been engaged to strengthen alignment of priorities and Events Gippsland support as the program is established.</p>	25%	
4.5.1	Partner with relevant stakeholders to implement key actions of the Destination Management Plan	<p>East Gippsland's application for Eco Destination Certification is nearing completion.</p> <p>Locations and signage for the regional astronomy experience trail 'Dark Skies' has been completed. Community and industry training to understand the opportunity this new asset presents has been promoted with workshops occurring across the Shire.</p> <p>Further work on development of a cycle path connecting Paynesville to Bairnsdale is being progressed as part of the Gippsland Lakes Aquatic Trails project.</p>	25%	

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
4.5.2	Undertake major projects that enhance the look and feel of our towns, improving the tourist experience and facilitating business investment including: <ul style="list-style-type: none"> Buchan Streetscape and Activation Project; Bruthen Streetscape and Activation Project; and Mallacoota Streetscape Project. 	<p>The status of these projects and other relevant projects:</p> <ul style="list-style-type: none"> Stage one of the Buchan Streetscape was tendered. The Bruthen Streetscape project detailed design has been finalised and will be tendered next quarter. Detailed design work is underway on the Mallacoota Streetscape project. The detailed design of the Nowa Nowa streetscape improvement has been prepared for tender. The Paynesville Progress Jetty improvement project is in detailed design. <p>A range of other projects with aesthetic improvements are also well advanced, including upgrades to the Raymond Island Ferry Park and Koala Walk.</p>	25%	
4.5.3	Upgrade the Bairnsdale Airport and work towards attracting a commercial air service to the region	Work has focused primarily on the upgrade of the Bairnsdale Airport and the runway extension in particular. Detailed design is currently being finalised to allow for the tendering of these works.	20%	
4.5.4	Review Council's approach to the provision and management of caravan and camping facilities on Council managed land	A consultant has been engaged to undertake a Caravan Park Management Model review. Council is currently reviewing the best management model for each Council-run park, this will identify strategic direction for the caravan parks and how to best support the community and boost tourism. A draft of report has been received and is under review.	40%	

Strategic Indicators




Name	Comments	Result	Target
Number of tourism events held during the low and shoulder season periods	<p>Events held;</p> <ul style="list-style-type: none"> East Gippsland Winter Festival; Deep in the Weeds; Twin Rivers Bream Classic; Tennis Seniors Victoria National Ranking Tournament; Round 4 Victoria Bream Classics Marlo; Squash Victoria Country Individuals Championship; Friends of the Mitta Give Back to the Mitta; and Great East Rail Trail Ride 	Eight	> 50 events

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Name	Comments	Result	Target
Total visitation to East Gippsland (international, domestic and daytrip combined)	The report for year ending June 2022 is still yet to be received.	No data available	> 1.3 million
Tourism expenditure in East Gippsland	The report for year ending June 2022 is still yet to be received.	No data available	> \$360 million

4.6: East Gippsland's natural strengths in agriculture and natural resource-based industries are enhanced to increase value, employment, sustainability and resilience

Code	Action Name	Comments	Progress	Status
4.6.1	Explore export potential with local businesses who have globally competitive products	No action to report	0%	
4.6.2	Promote the shire as emerging leaders in sustainability and climate change adaptation	<p>A range of projects are taking place:</p> <ul style="list-style-type: none"> • East Gippsland's application for Eco Destination Certification is nearing completion; • Planning is underway for future Nature Based Tourism Forums to progress actions from the Regenerative Tourism Forum; • The first of a series of Carbon Workshops was held with 16 participants, which informed farmers of emerging opportunities and value of carbon capture; • Preparation for single use plastics ban coming into effect in February 2023 is being rolled out to industry; and • Council's new Invest East Gippsland Website (currently in development) features content on Climate Leadership and Circular Economy. 	25%	
4.6.3	Provide a voice for agriculture in Council's activities through the Agriculture Sector Advisory Committee	A farming rates subcommittee has been established to look at alternative rating models for primary producers, with a view to identifying options for Council's consideration.	25%	

Strategic Indicators

Name	Comments	Result	Target
Number of jobs in the agriculture sector in East Gippsland	The data source is yet to be updated this year.	1,235 jobs	> 1,235 jobs
Value added by the agriculture sector in East Gippsland	The data source is yet to be updated this year.	\$169 million	> \$169 million

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn



Councillors and Council staff were out visiting the community that took in Lindenow, Bengworden and surrounding districts. Pictured: Mayor Mark Reeves talking with the Bengworden community at the Bengworden Hall.

5

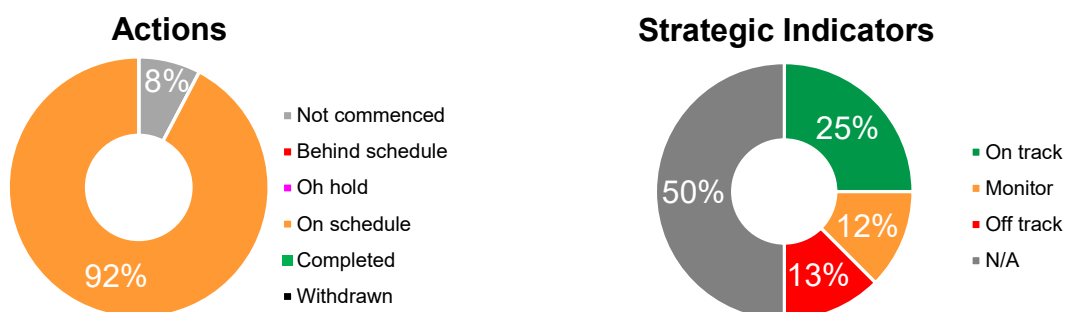
A transparent organisation that listens and delivers effective, engaging, and responsive services

5: A transparent organisation that listens and delivers effective, engaging, and responsive services



Strategy	Council's role
5.1 A better everyday customer experience is created for our residents and visitors	Provider
5.2 Strong relationships with government, partners and stakeholders are maintained and strengthened to advocate for the community	Facilitator
5.3 Communities are engaged in decision-making and support is provided to develop local solutions to local issues	Provider / Facilitator
5.4 Continuous improvement systems are strengthened, and organisational efficiency enhanced	Provider
5.5 Resources are managed to meet current and future needs and priorities	Provider / Advocate
5.6 Council attracts, develops, and retains an inclusive workforce to deliver services and priorities	Provider

Summary of performance




Council services provided

Commercial Business
 Communications, Media and Civic Events
 Corporate Planning
 Council Enterprises
 Customer Experience
 Finance
 Governance
 Human Resources

Information Services
 Occupational Health and Safety
 Organisation Development
 Procurement
 Property Administration
 Rates and Valuations
 Risk Management


5.1 A better everyday customer experience is created for our residents and visitors

Code	Action Name	Comments	Progress	Status
Major initiative 8	Implement the Customer Experience Strategy. Key projects include; <ul style="list-style-type: none"> Enhance systems and processes to increase resolution of customer enquiries and requests at first point; and Streamlining customer response systems and processes 	Progress has been made with the Customer Experience Strategy through a collective group of actions. An update on the major projects include; <ul style="list-style-type: none"> the implementation of a new customer response system – Civica is progressing, with a projected go-live date of March 2023; the escalation of the customer response actions has been identified as a strategic priority supported by a project plan. 	25%	

Strategic Indicators


Name	Comments	Result	Target
Community satisfaction with customer service	Survey results will be made available later in 2023.	-	≥ Large Rural Council average

5.2: Strong relationships with government, partners and stakeholders are maintained and strengthened to advocate for the community

Code	Action Name	Comments	Progress	Status
5.2.1	Participate in One Gippsland advocacy activities	There were two One Gippsland meetings held, with Mr Russell Broadbent MP, and the Hon Darren Chester MP as guests. There was also a contribution to the advocacy material to One Gippsland in the development of the Gippsland Region's advocacy priorities for the forthcoming State election.	25%	

Progress Indicator Legend







 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
5.2.2	<p>Deliver an advocacy program that focuses on Council's priorities. Key priorities include:</p> <ul style="list-style-type: none"> • Seek homelessness funding allocation through 'Big Housing Build'; • Seek commitment for support to bushfire recovery services at least until year five; • Seek commitment to telecommunications infrastructure upgrades; • Seek funding programs to implement a net zero emissions target; and • Seek funding and support for management of remnant vegetation and weeds on Council managed reserves and road reserves 	<p>Council recently updated and adopted the Advocacy Strategy, which includes a list of updated priorities. Updates on key priorities include:</p> <ul style="list-style-type: none"> • Additional bushfire recovery funding has been secured, however currently this is limited to 30 June 2023. Discussions are ongoing for an extension to this timeframe; • East Gippsland and Wellington Shire councils were successful in receiving grant funding of \$500,000 (in total) towards the electronic document and records management system project; • The "Recovery Reset" social needs assessment has been provided to a range of funding bodies, providing the evidence to support further funding; and • Council has sought federal funding to implement a climate risk identification and mitigation program (based on Mallacoota trial with CSIRO). 	25%	




Strategic Indicators

Name	Comments	Result	Target
Community satisfaction with advocacy (lobbying on behalf of the community)	Survey results will be made available later in 2023.	-	≥ Large Rural Council average

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn


5.3: Communities are engaged in decision-making and support is provided to develop local solutions to local issues

Code	Action Name	Comments	Progress	Status
5.3.1	Build Council's capacity to deliver consistent and effective community engagement, and embed use of the Community Engagement Toolkit	Yet to commence in this financial year, however a project plan has been drafted for a dedicated piece of work to review Council's community engagement tools, policy, and methodology, with the aim of embedding consistent community engagement practice and understanding across Council.	0%	
5.3.2	Strengthen how council's Place Manager model can support ongoing community engagement in remote areas of the municipality	A review of the Place Manager model has occurred with a consultant report received providing recommendations on how Council best to strengthen the model in future. Work is now underway to consider how we transition from the recovery focused model, back to our business-as-usual place model.	25%	
5.3.3	Conduct strong and effective community engagement for all major strategies and projects	There were five projects on Council's engagement portal, YourSay, that had 94 engaged participants through the site. A Community Engagement Plan to support the delivery of the Capital Works Program is under development. This will ensure community engagement is a purposeful, planned process and aligns to Council's Community Engagement Policy. The Culture and Creativity strategy underwent community consultation, which included a survey and a series of workshops across the region.	25%	

Strategic Indicators


Name	Comments	Result	Target
Community satisfaction with informing the community	Survey results will be made available later in 2023.	-	≥ Large Rural Council average

5.4: Continuous improvement systems are strengthened, and organisational efficiency enhanced

Code	Action Name	Comments	Progress	Status
5.4.1	Undertake service reviews for priority services and implement recommendations	Currently there are three formal service reviews being undertaken. These include: <ul style="list-style-type: none"> • Service Centres and Libraries; • Visitor Information Centres; and • Forge Theatre 	25%	

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
5.4.2	<p>Fit for purpose technology is explored, implemented and used to generate productivity and efficiency gains across the organisation. Key projects include:</p> <ul style="list-style-type: none"> • Replace Rates, Property, Planning and Customer Request Management system; • Improve datacentre capability through reduced infrastructure footprint; and • Replace electronic records management system (multi-year project) 	<p>The three major IT are an important foundational step towards standardisation of Council's technology infrastructure and business systems. The projects status are:</p> <ul style="list-style-type: none"> • Civica implementation (New Property, Rates, Planning and Customer Request Management); progressing with data migration. A revised go live date for March 2023. • Datacentre consolidation (in collaboration with Wellington Shire Council) has commenced and is progressing with the successful decommission of satellite sites across both shires now completed. • New Electronic Document and Records Management Solution (in collaboration with Wellington Shire Council) has commenced and is progressing with a completed scope and business requirements for the joint tender of a new system. 	25%	







Strategic Indicators


Name	Comments	Result	Target
Number of service reviews undertaken	There are there are three formal service reviews currently underway, none are complete as yet.	0	2 reviews
Permanent workforce has access to mobile technology	Council has rolled out mobile technology to 80% of its permanent workforce to facilitate remote working and working from home requirements	80%	> 70%

5.5: Resources are managed to meet current and future needs and priorities

Code	Action Name	Comments	Progress	Status
5.5.1	Manage resources in accordance with Council's 10-year Financial Plan and asset management plans	The 10-year Financial Plan and the asset management plans form the basis of future decisions to ensure resources are managed in accordance with those plans and ongoing financial sustainability.	25%	

Progress Indicator Legend







 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Code	Action Name	Comments	Progress	Status
5.5.2	Advocate to funding bodies to attract external and partner funding for high priority needs	<p>Funding applications were prepared and submitted for a range of projects and activities. These included:</p> <ul style="list-style-type: none"> Emergency management funding to develop a whole of shire modelling of climate change risks (based on CSIRO partnership and project trial in Mallacoota); project design funding for Gippsland Lakes Yacht Club Facility renewal feasibility of an Arts Precinct in Bairnsdale; infrastructure funding for stage one of the Progress Jetty Precinct upgrade (Paynesville) and cycle ready infrastructure for Omeo Main Street; and funding submissions were also lodged for a range of sporting facility upgrades, including female friendly upgrades for AJ Freeman Oval (Paynesville). <p>An additional \$13.5 million has been allocated by Bushfire Recovery Victoria for Council support and to allocate to support Community Recovery Committees and other key recovery needs (e.g. wellbeing services).</p>	25%	




Strategic Indicators

Name	Comments	Result	Target
Victorian Auditor-General's Office assessment of Council's overall Financial Sustainability is low risk	There is no current report back to Council on this particular review by the Victorian Auditor General's office.	-	Achieve low risk rating

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

5.6: Council attracts, develops, and retains an inclusive workforce to deliver services and priorities

Code	Action Name	Comments	Progress	Status
Major initiative 9	Review and redevelop the organisation's Occupational Health and Safety Management System	An expression of interest for a service provider to review the current and formulate a Safety Management System (SMS) for Council was released and received eight eligible responses. These are currently under review by the evaluation panel. A revised approach to Contractor Management has been internally approved to progress. This is in addition to and complemented by the Australian Standard (AS) 2124 training recently completed.	25%	
5.6.1	Implement the Workforce Plan 2021-25. Key actions include: <ul style="list-style-type: none"> Review attraction and retention strategies; Deliver structured leadership development training; and Create succession plans for key roles 	Leadership development training is currently being developed by Wellington Shire Council. Consultation will take place with East Gippsland to identify opportunities to work together.	20%	
5.6.2	Deliver actions from the Gender Equality Action Plan. Key actions for include: <ul style="list-style-type: none"> Update employee diverse data collection systems; and Implement a safe and inclusive workplace training framework 	Gender Equity Action Plan has been finalised and endorsed by the Commission for Gender Equity. A new Project Officer will commence in October to progress the Gender Equity Action Plan.	10%	

Strategic Indicators

Name	Comments	Result	Target
The percentage of actions implemented from the Workforce Plan 2021-25		0%	≥ 80% of year 2 actions
Unplanned annual staff turnover rate	There were 12 terminations within the period, which puts the result under the quarter one target of 3%.	2.94%	≤ 12%

Progress Indicator Legend

 - Not commenced
  - Behind schedule
  - On hold
  - On schedule
  - Completed
  - Withdrawn

Contact us

Residents' Information Line: 1300 555 886
Contact Centre: (03) 5153 9500
National Relay Service: 133 677

East Gippsland Shire Council, PO Box 1618
Bairnsdale 3875 Australia

Web eastgippsland.vic.gov.au
Email feedback@egipps.vic.gov.au
Fax (03) 5153 9576

In person

Bairnsdale: 273 Main Street
Lakes Entrance: 18 Mechanics Street
Mallacoota: 70 Maurice Avenue
Omeo: 179 Day Avenue
Orbost: 1 Ruskin Street
Paynesville: 55 The Esplanade

Outreach Centres

Bendoc Outreach Centre - 18 Dowling Street
Buchan Resource Centre - 6 Centre Road
Cann River Community Centre - Princes Highway

5.1.6 Revised Councillors Support and Expenses Policy

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

This report presents to Council the amended Councillor Support and Expenses Policy (Policy), provided at **Attachment 1**. A tracked-change version of the Policy is provided at **Attachment 2**.

The Policy has been updated to reflect:

- updated Mayor, Deputy Mayor and Councillor allowance section, as a result of the first determination of the Victorian Independent Remuneration Tribunal (VIRT);
- updated Remote Travel Allowance section, in line with the first determination of the VIRT;
- updated Standard of Accommodation and Meals section, in line with the Australian Taxation Office Taxation Determination TD2022/10;
- Standard of Accommodation and Meals section – out-of-pocket meal expenses provided for the day before and following an overnight stay; and
- minor administrative changes.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;***
- 2. resolves to adopt the revised Councillors Support and Expenses Policy at Attachment 1; and***
- 3. authorises the Chief Executive Officer to amend the adopted Policy without formal Council consideration, if amendments required are of a minor administrative nature.***

Background

Under section 41 of the *Local Government Act 2020* (the Act), Council is required to adopt a Policy in relation to the reimbursement of out-of-pocket expenses for Councillors and members of delegated committees.

The Act provides for Councillors to receive allowances (s39), seek reimbursement of out-of-pocket expenses (s40) for performing their duties as a Councillor and receive resources and facilities to assist them in their role (s42). The Act (s39) also specifies that Council cannot pay an allowance that exceeds the amount specified in the determination of VIRT.

The Policy, at **Attachment 1** has been reviewed and revised as a result of:

- the first determination of the Victorian Independent Remuneration Tribunal (VIRT); and
- a review of the Australian Taxation Office Taxation Determination TD2022/10.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with the *Local Government Act 2020*, specifically sections 39, 40, 41 and 42.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed.

Collaborative procurement

There are no aspects of this report that require entering into a procurement agreement and therefore external collaboration is not appropriate.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 5: 5.5 Resources are managed to meet current and future needs and priorities.

Council Policy

Council has maintained a Policy since 2005.

To assist Councillors with making claims for reimbursement of out-of-pocket expenses the Policy defines the official duties of a Councillor, what are reasonable expenses and the processes for lodging a claim.

Also, the Policy outlines the support provided to all Councillors in the performance of their roles such as IT equipment, mobile phones, training, professional development, vehicles and diary and correspondence management support.

Options

The limits for out-of-pocket expenses in the draft revised Policy are based on the appropriate Australian Taxation Office Taxation Determinations and advice from relevant Departments.

The draft revised Policy provides the upper limit for the reimbursement of meals and room rates for accommodation booked by the Councillor Support Officer. These rates are based on the determination from the Australian Taxation Office and provide separate rates for Melbourne and Tier 2 country centres, such as Bairnsdale.

The allowances for Mayors, Deputy Mayors and Councillors are now based on the first determination of the Victorian Independent Remuneration Tribunal (VIRT).

Resourcing

Financial

Financial implications for Councillor support and reimbursement of out-of-pocket expenses are accounted for in the Budget.

Plant and equipment

There are no implications for plant and equipment from this report.

Human Resources

Councillor support and administration of the Policy are managed within existing resources.

Risk

The risks related to this report have been considered and once the Resolution Register is published, there may be questions or negative responses from the community. This will be managed in accordance with Council's Complaints Management Policy.

Economic

The Policy ensures that Councillors are provided with the resources to perform their role and able to be reimbursed for bone fide out-of-pocket expenses. This ensures that Councillors are available to effectively perform their role in the interest of the municipal community.

Social

The improved clarity of the Policy and transparency of processes will ensure that Councillor support and reimbursement of expenses meet community expectation.

Gender Impact Statement

A Gender Impact Assessment (GIA) has been completed for this Policy and it is compliant with the obligations and objectives of the Victorian *Gender Equality Act 2020*

This Policy supports Councillors to consider the environment when performing their role, particularly with technological support to provide business papers electronically.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

This report is assessed as having no direct impact on climate change.

Engagement

Appropriate internal and external consultation has guided the preparation of the draft revised Policy.

Attachments

1. Revised Councillors Support and Expenses Policy clean [5.1.6.1 - 20 pages]
2. Revised Councillors Support and Expenses Policy tracked changes [5.1.6.2 - 21 pages]

Version number: 10
Authorised by: General Manager Business Excellence



Councillors Support and Expenses Policy

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1 Purpose

The purpose of this Policy is to outline:

- allowances for the Mayor, Deputy Mayor and Councillors;
- the reimbursement of out-of-pocket expenses incurred in the performance of official Council duties for the Mayor, Deputy Mayor, Councillors and members of delegated committees; and
- Councillor support to enable the performance of their official Council duties.

2 Scope

This policy applies to the Mayor, Deputy Mayor, Councillors and members of delegated committees of the East Gippsland Shire Council (Council).

3 Policy Context

Council must adopt and maintain a Councillor Expenses Policy under section 41 of the *Local Government Act 2020* (the Act) that must:

- a) specify procedures to be followed in applying for reimbursement and in reimbursing expenses;
- b) comply with any requirements prescribed by the regulations in relation to the reimbursement of expenses;
- c) provide for the reimbursement of childcare costs where the provision of childcare is reasonably required for a Councillor or member of a delegated committee to perform their role; and
- d) have particular regard to expenses incurred by a Councillor who is carer in a care relationship within the meaning of section 4 of the *Carers Recognition Act 2012*.

4 Policy Statement

Council will pay allowances to the Mayor, Deputy Mayor and Councillors in accordance with the requirements of the Act.

Council will reimburse Councillors and members of delegated committees for out-of-pocket expenses which:

- are bona fide expenses;
- have been reasonably incurred in the performance of the role of Councillor or member of a delegated committee; and
- are reasonably necessary for the Councillor or member of a delegated committee to perform that role.

A copy of this Policy will be made available on Council's website.

This Policy will be reviewed following every Council election. Councillors may seek to review the Policy at any time.

Councillors Support and Expenses Policy
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5 Mayor, Deputy Mayor and Councillor allowances

The Mayor, Deputy Mayor and Councillors are entitled to receive an allowance pursuant to section 39 of the Act and in accordance with the determination of the Victorian Independent Remuneration Tribunal under the *Victorian Independent Remuneration Tribunal and Improving Parliamentary Standards Act 2019*. Allowances paid to the Mayor, Deputy Mayor or Councillor cannot exceed the amount specified in the relevant determination by the Victorian Independent Remuneration Tribunal.

The Mayor and Deputy Mayor are not entitled to receive an allowance as a Councillor while receiving the allowance as the Mayor or Deputy Mayor.

A Mayor, Deputy Mayor or Councillor may elect, in accordance with section 39 (5) of the Act, to receive:

- (a) the entire allowance to which they are entitled; or
- (b) a specified part of the allowance to which they are entitled; or
- (c) no allowance.

Allowances are taxable income and are paid fortnightly in arrears. Personal taxation implications are the responsibility of individual Councillors.

6 Support for the Mayor, Deputy Mayor, Councillor and members of delegated committees

Council will provide support to the Mayor, Deputy Mayor, Councillors and members of delegated committees to undertake their official Council duties.

In this Policy, official Council duties are defined as:

- meetings of the Council, a delegated committee, its advisory boards, advisory or consultative committees;
- meetings, briefing sessions and civic or ceremonial functions convened by the Mayor or Council or a delegated committee;
- meetings of community groups, organisations and statutory authorities to which a Councillor has been appointed as Council representative or is authorised by Council to attend in their role as a Councillor;
- meetings, functions or other official role as a representative of the Mayor or Council or a delegated committee;
- other meetings, inspections, community forums or events attended by a Councillor in the course of their duties as a Councillor; and
- conferences, seminars, events and professional development being undertaken by a Councillor.

6.1 Office Accommodation

A Mayoral office is at the Corporate Centre at 273 Main Street, Bairnsdale, for use by the Mayor for purposes directly related to their official Council duties.

Councillors may use the Nicholson Room for purposes directly related to their official Council duties.

6.2 Building Access

Each Councillor will receive a swipe card allowing 24-hour access to the Nicholson Room and public area at the Corporate Centre at 273 Main Street, Bairnsdale.

6.3 Name Badge and Business Cards

Each Councillor will be provided with a name badge and business cards.

6.4 Administrative Support

Administrative support will be made available by the Chief Executive Officer (CEO) to assist the Mayor in performing their official Council duties and to assist Councillors with diary management and responses to correspondence, enquiries and requests for service as part of their official Council duties.

Council's letterhead stationery is only available for official Council business and may be used by Councillors only when approved by the CEO.

Council business papers, personal mail and other Council information will be forwarded electronically. If and when circumstances render it necessary, documents may also be placed in Councillors' lockers at the Corporate Centre.

6.5 Insurance

Councillors are covered under the following Council insurance policies on a 24-hour basis while discharging the duties of office of Councillor, including attendance at meetings of external bodies as Council's representative:

- Public Liability;
- Professional Indemnity;
- Councillors and Officers Liability;
- Personal Accident (accompanying partners are also covered); and
- Corporate Travel.

These policies will apply to claims that arise from an occurrence in connection with Council business.

Items of Council equipment provided to Councillors to assist in performing their role, including motor vehicles, are covered for damage or theft under Council's insurance policies. Councillors are expected to exercise due care in protecting the equipment from damage or theft. Personal items and effects left in Council vehicles are not covered by Council's insurance policies.

Council will pay the insurance policy excess in respect of any claim made against a Councillor arising from Council business where any claim is accepted by Council's insurers, whether defended or not. Councillors will pay the excess on the vehicle policy or any policy covering other items of Council equipment provided to Councillors to assist in performing their role, if they are found to have not taken due care in protecting the vehicle or equipment from damage or theft.

6.6 Information and Communications Technology

Councillors will be provided a computer with access to email and internet services and a mobile telephone for Council business. Councillors will be provided with access to a printer located at the Corporate Centre.

Where the CEO deems it necessary, support for internet connectivity at a Councillor's residence will be provided.

Council will review mobile phone, internet and other plans provided for use by Councillors or members of delegated committees on a quarterly basis, to ensure the adequacy of the plans and investigate alternatives or decreases in plan allowances in order to achieve cost savings while maintaining the adequacy of the plans.

All equipment provided by Council is to be used only for the purpose of performing official Council duties and remains the property of Council. All equipment must be returned at the end of a Councillor's term of office or upon retirement/resignation of the Councillor.

6.7 Motor Vehicles

All Councillors will be provided with a range of options (as detailed below) related to travel using motor vehicles for Council Business. These options include both the provision of Council vehicles for use by a Councillor, the use of Council Fleet Pool Vehicles by a Councillor and the reimbursement of costs associated with use of a Councillors private vehicle for performing their duties as a Councillor.

Several key principals underpin the provision and allocation of vehicles to Councillors, with the following applicable:

- a) Travel is a requirement of Councillors and vehicles are made available primarily to support the Councillor to perform their role.
- b) The type of vehicles provided will be fit for purpose performing the role of a Councillor.
- c) Vehicles will be selected in the most cost effective, environmentally conscious, and socially responsible way.
- d) Private use of vehicles will require a contribution by the beneficiary commensurate with the additional costs incurred for that use.

All vehicles will be provided with a first aid kit.

Vehicles which are used in isolated and remote areas may also be fitted with additional safety and telecommunication equipment.

Motor Vehicle options

Option 1 - Electing to receive a Council vehicle, including full private use, inclusive of a contribution commensurate with the additional cost incurred by Council for that use.

Councillors may elect to be provided with use of a vehicle that is available for use for both performing the role of a Councillor and private purposes.

The standard of vehicle will be purchased based on business requirement, to support the Councillor in performing their role.

Small and medium sized cars and SUVs will be provided. Councillor vehicles are turned over on a four-yearly cycle. The organisation will not provide six-cylinder vehicles unless there is a specific business need, with the fleet predominantly four-cylinder or hybrid vehicles. Vehicles will generally be of a mid-range specification. Electric models will be made available if supply and servicing networks are adequate within the municipal district, vehicles are fit for purpose in performing the role of a Councillor and represent a cost-effective option.

The Councillor will be required to make a contribution, as determined by Council from time-to-time, via a deduction from their Councillor allowance, the proportion of the total vehicle ownership costs, that it is equivalent to the proportion of private use. The selection of vehicle type by the Councillor will have a bearing on these costs.

Councillors are required to keep a logbook of vehicle use for performing the role of a Councillor and private usage for a three-month period during the first 12 months of the Council term, at a minimum. Further data collection may be required throughout a Councillor's term to validate the arrangements in place.

A Councillor's annual contribution in recognition of the private use component of their Councillor vehicle will be revised and adjusted if necessary, based on logbook data.

SUVs and 4x4 vehicles will be fitted with a standard tow-pack acknowledging this is a standard item on this type of vehicle.

Requests for additional equipment or accessories may be made to the General Manager Assets and Environment for review before approval by the CEO. If approved, additional vehicle equipment or accessories will be fitted at the Councillor's expense. Accessories requiring any structural modification to the vehicle or effecting its roadworthiness or safety systems will not be considered.

A vehicle provided under this category entitles the Councillor and the Councillor's immediate family to use the vehicle for private use and for the Councillor to perform their role.

A copy of the driver's licence for each Councillor and their nominated alternate driver must be provided.

In instances where multiple at-fault incidents result in damage to Council vehicles, Councillors may be required to contribute (in each case) up to \$400 to the cost of insurance excess costs. For drivers under the age of 25, the contribution will additionally include any excess that applies above the standard excess nominated in Council's vehicle insurance policy.

In the event of a Councillor taking a leave of absence, or when suspended or stood down, they will return their vehicle to a nominated location. Councillors would not be required to make a vehicle contribution during this time.

Option 2 - Electing to receive a Council vehicle for business use only, where access to Council Fleet Pool Vehicles is limited, and reimbursement of travel expenses results in higher overall cost to Council.

Councillors who do not elect to be provided with a private use vehicle in accordance with Option 1, may be provided with use of a vehicle that is available for performing the role of a Councillor.

Option 2 is to be made available to a Councillor for performing their role only if the cost of that vehicle is determined to be less than their estimated travel reimbursement expenses, representing the lowest cost option. Logbook data and the Councillors proximity to Council Fleet Pool Vehicles would be considered in making this determination. A determination regarding provision of a vehicle in accordance with Option 2 requires approval by General Manager Assets and Environment and the CEO.

A vehicle provided in accordance with this option is for the sole purpose of the Councillor performing their role. No contribution to vehicle costs is required from a Councillor in accordance with this option.

In instances where multiple at-fault incidents result in damage to Council vehicles, Councillors may be required to contribute (in each case) up to \$400 to the cost of insurance excess costs. For drivers under the age of 25, the contribution will additionally include any excess that applies above the standard excess nominated in Council's vehicle insurance policy.

The standard of vehicle will be purchased based on requirements of the Councillor to perform their role.

Option 3 - Electing to not receive a Council vehicle.

Councillors may elect not to be provided with use of a Council vehicle.

In this instance, Councillors will, as a first preference, utilise Council Fleet Pool Vehicles. Where the use of Council Fleet Pool Vehicles is not possible or practical, Councillors may make a claim for reimbursement for use of their own private vehicle for performing their role as a Councillor.

A claim for private use of privately-owned vehicles must be made using the approved Expenses Claim Form. The claim must be fully complete and detail odometer readings at the start and end of the journey. If a journey includes elements of both performing the role of a Councillor and private use, only a proportion of travel commensurate with performing the role of a Councillor can be claimed. This must be clearly detailed on the Expenses Claim Form.

The rate of reimbursement for use of privately-owned vehicles is set at the Australian Taxation Office rate for motor vehicle expenses, based on the cents per kilometre method, adjusted annually.

Fines and infringements

Under no circumstances will Council be liable to pay any fine or costs incurred by the driver of a Council vehicle if that person infringes against road traffic regulations, local laws of any local government with respect to parking restrictions, or any other regulation that relates to the use of vehicles. The onus for the payment of a fine or other cost resides with the offender. If any fines or other costs are incurred by an alternate driver, or any other driver of a Council vehicle, it will be that Councillor's responsibility to pay for the fine. They are free to seek repayment from the driver at their own discretion.

Councillors Support and Expenses Policy
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Servicing and maintenance

Where a vehicle has been allocated to a Councillor, the Councillor will ensure the vehicle remains in a clean and tidy condition.

It is the Councillor's responsibility to ensure that the vehicles are maintained in accordance with the manufactures recommended servicing schedule and remain in a roadworthy condition at all times. This responsibility is limited to ensuring that regular fluid and tyre pressure checks are carried out, vehicle servicing is current, and any obvious tyre, windscreen or other wear or abnormal noises are reported to the Councillor Support Officer.

Smoking is not permitted in the Councillor's vehicle.

Vehicle breakdown

All Councillor vehicle related matters including breakdowns and accidents must be reported to the Councillor Support Officer.

Procedures relating to breakdowns and accidents are provided in the glove box of the Councillor's vehicle.

Election

All Councillor vehicles and related matters during an election will be managed in accordance with the Election Period Policy in the Governance Rules.

6.8 Meals and Refreshments

Where Council or Committee meetings are held at times which extend through normal mealtimes, Council will provide suitable meals served on the premises. Alcohol will not be provided.

7 Expenses and Reimbursements**7.1 Reimbursement of Expenses Generally**

For the purposes of expenses and reimbursements under this Policy, whether it is specified or not in this Policy, members of delegated committees are subject to the same rules as Councillors, and Council's reporting and oversight obligations apply in relation to members of delegated committees in the same way they apply in relation to Councillors.

In accordance with section 40 of the Act, Council will reimburse Councillors and members of delegated committees for out-of-pocket expenses which:

- are bona fide expenses;
- have been reasonably incurred in the performance of the role of Councillor or member of a delegated committee; and
- are reasonably necessary for the Councillor or member of a delegated committee to perform that role.

When the above criteria are satisfied and a Councillor or a member of a delegated committee has incurred an out-of-pocket expense, the expense will be paid or reimbursed by Council. Councillors and members of delegated committees will not be reimbursed for purchases of alcohol. Alcohol cannot be charged back to Council for payment.

Reimbursement of any expenses that are not specifically identified in this Policy will require approval by the CEO after assessment of the relevant claim form by the Manager Governance.

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Reimbursement of any expense not specifically provided for in this Policy will require approval by the CEO after assessment of the relevant claim form by the Manager Governance.

Claims for reimbursement must be submitted by the claimant on the appropriate claim form for assessment. Evidence, including any applicable original tax invoices or receipts (credit card/EFTPOS receipts will not be accepted), personal vehicle use (must include the odometer at the start and end of the trip) or reports regarding training attended, are required to be submitted with the claim form as proof of purchase for reimbursement. Reimbursements must not be approved without sufficient evidence. Reimbursements will be paid by accounts payable on a monthly basis into the Councillor's or member of delegated committee's nominated bank account after approval is given by the CEO.

All claims for reimbursement must be made within one month of incurring the expense. Where there is an upcoming Council election, all claims for reimbursement of expenses must be finalised at least one month prior to the election date. A one-month grace period will apply post-election for Councillors who sought re-election and were not successful to lodge claim forms after which claim forms will no longer be accepted.

7.2 Legal Support

Where legal proceedings are brought against a Councillor in connection with an act or omission in their functions as a Councillor, a Councillor may be entitled to have legal costs up to \$2,500 reimbursed. Legal costs will not be reimbursed for any defamation action brought by a Councillor.

A Councillor may seek reimbursement up to \$2,500 per request, and no more than two requests per financial year can be made by an individual Councillor. To receive reimbursement, the Councillor must provide a declaration that the matter for which reimbursement of legal costs is sought is related to their role as a Councillor and that they have acted in good faith and not unlawfully or improperly. The Councillor must engage a lawyer from a legal firm on the Municipal Association of Victoria panel or otherwise as approved by the CEO prior to any expense being incurred, otherwise they will not be granted reimbursement.

The CEO must refuse reimbursement in the following circumstances:

- a) to the extent the costs are unreasonable;
- b) the costs have been incurred through the engagement of a lawyer from a legal firm not on the Municipal Association of Victoria panel, or pre-approved by the CEO;
- c) the CEO considers the matter for which reimbursement of legal costs is sought is or was outside the Councillor's official Council duties; or
- d) the CEO considers the Councillor has not acted in good faith or lawfully or properly in relation to the matter for which reimbursement of legal costs is sought.

A Councillor will repay any reimbursed costs where there is a finding by a court, tribunal, or regulatory authority in relation to the matter the Councillor has not acted in good faith or has acted unlawfully or improperly.

7.3 Remote Area Travel Allowance

A remote area travel allowance will be paid to compensate for the time spent by Councillors who reside more than 50 km by the shortest possible practicable road distance from the location or locations specified for the conduct of:

- meetings of Council;
- meetings of delegated committees, Council advisory boards, consultative, advisory and other committees to which Council has formally appointed the Councillor as its representative;
- meetings and other formal events of organisations to which Council has formally appointed the Councillor as its delegate; or
- any municipal or community functions that have been authorised by the Mayor or CEO for the Councillor to attend.

A Councillor will be paid an allowance of \$44 per day on which one or more meetings or authorised functions is actually attended by the Councillor, up to a maximum of \$5,500 per annum. The remote area travel allowance is not paid on days that there are no meetings or authorised functions.

Councillors and members of delegated committees must submit a completed *Remote Area Travel Allowance* form by the last day in each month providing details of the date, location, purpose of the meeting and odometer reading at the start and end of journey for kilometres travelled on each occasion.

All claims for the remote travel allowance pertaining to travel undertaken within a particular financial year must be accounted for within that financial year. A one-month grace period to 31 July in each year will be given to allow claim forms for the previous financial year to be lodged. At the expiry of the one-month grace period claims will no longer be accepted.

7.4 Other Travel Expenses

Council will pay for the costs of Councillors' travel if it is required for official Council duties, in accordance with the below guidelines.

Where travel is by air, economy class will be the standard.

Where travel between Bairnsdale and Melbourne and return is by train, first class will be the standard, in recognition of potential safety issues. The standard of any other train travel will be determined by the CEO on a case-by-case basis.

All interstate travel proposed to be undertaken by a Councillor and paid for by Council requires prior approval by the CEO.

All international travel proposed to be undertaken by a Councillor and paid for by Council requires prior approval by a formal resolution of Council.

Claims for reimbursement of out-of-pocket travel expenses by Councillors may be made or approved only on the basis of the actual form of transport used and the actual out of pocket expenses incurred and be in the form of a reasonable allowance towards, or reimbursement of, out of pocket expenses necessary for the Councillor's official Council duties.

7.5 Representative Memberships

Council will organise and pay for collective Council or individual Councillor membership to peak Australian Local Government industry bodies.

7.6 Professional Development

Professional development for Councillors and members of delegated committees is encouraged.

Attendance at relevant conferences and seminars is considered necessary for effective representation and advocacy for the Shire and the development of Councillors in their role.

Councillors may attend seminars and conferences that:

- relate directly to performing official Council duties; or
- are organised by a Local Government peak body/association; and
- have a demonstrable benefit for the East Gippsland Shire community.

Councillors are encouraged to discuss proposed attendance at conferences and seminars with the CEO.

All arrangements associated with Councillor professional development (including registration, air or train travel and accommodation/meals) will be organised through the Councillor Support Officer.

Where professional development opportunity involves interstate or overseas travel Councillors must complete a *Record of Interstate or Overseas Travel* form providing details of the date, destination, purpose and total cost of the travel.

After attending a professional development opportunity Councillors are required to provide a report to the next Council meeting. The summary should outline the benefits of the conference to themselves personally and to Council.

7.7 Conferences and Seminars

The cost of attending approved conferences and seminars, including reasonable out-of-pocket expenses substantiated by related receipts, will be met from the Council budget. Where a conference or seminar involves interstate or overseas travel, Councillors must complete a *Record of Interstate or Overseas Travel* form.

Each year Council's Budget includes provision for the costs associated with Councillor attendance at Council approved conferences and seminars (including registration fees, accommodation, and meals for the duration of the event). This amount is apportioned as follows:

- allocation of a lump sum amount to meet the costs associated with all conferences, seminars and other events attended by the Mayor and Councillors in order to meet their responsibilities as elected representatives and where appropriate, as Council's formally appointed delegate or nominee; and
- a specific sum is allocated to the Mayor and each individual Councillor from which the costs associated with attendance at conferences, seminars or other events that are not directly related to their role as a formally appointed delegate or nominee (e.g. a professional development opportunity not being pursued by other Councillors) will be met.

Where the Mayor or a Councillor has expended the individual sum allocated to them in any year and wishes to attend a further conference, seminar or other event as described in this section, they will need to discuss their proposed attendance with the CEO so that the appropriateness of funding their attendance from another Council budget can be assessed against the following criteria:

- relevance to Council business and/or the Councillor's personal development requirements;
- benefits to Council and the Shire expected to flow from attendance;
- estimated cost including but not limited to conference material, travel and accommodation for the Councillor; and
- appropriateness of funding from other Council budgets.

After attending a conference or seminar, Councillors are required to provide a report to the next Council meeting. The summary should outline the benefits of the conference to themselves personally and to Council operations.

7.8 Childcare expenses

Council will reimburse the cost of childcare where the provision of childcare is reasonably required for a Councillor or a member of a delegated committee to perform their role. The reimbursement of childcare will be capped at the Federal Government hourly rate for in-home care at \$33.17 per family (this rate is subject to change and will be applied in accordance with the Federal Government recommendations).

Reimbursement for childcare costs by Council is limited to:

- child/ren aged less than 13 years;
- costs associated with childcare only and no other household duties;
- costs of childcare not covered by other entitlements such as the Australian Government Child Care benefit;
- childcare services that are operating as a registered business in Victoria; and
- childcare services that are not a relative or household member.

Subject to prior approval by the Mayor and CEO, a Councillor or member of a delegated committee with dependent children who is attending a conference or seminar at which a designated children's program is provided may enrol their dependent children in that program at Council's expense.

7.9 Care Related Expenses

For Councillors and members of a delegated committee who would otherwise be a primary care giver for immediate family members who are elderly or sick, have a disability or mental illness, or a care relationship for children up to 15 years old, Council will, subject to the requirements of this section, reimburse the cost of expenses incurred in order to provide care for the relevant person when the Councillor who would otherwise be the primary care giver is engaged in discharging their duties as a Councillor.

For Councillors and members of a delegated committee who are in a care relationship within the meaning of section 4 of the *Carers Recognition Act 2012*, Council will, subject to the requirements of this section, reimburse the cost of expenses incurred in order to provide care for the relevant person when the Councillor who would otherwise be providing the care is performing their duties as a Councillor.

Council will only reimburse Councillors or members of a delegated committee for carer expenses paid to:

- An accredited care provider; or
- A person providing care who does not:
 - a) have a familial or like relationship with the Councillor or member of a delegated committee; or
 - b) reside either permanently or temporarily with the Councillor or member of a delegated committee; or
 - c) have a relationship with the Councillor or member of a delegated committee or their partner such that it would be inappropriate for Council to reimburse monies paid to the care provider.

Care expenses may include hourly fees as paid by the Councillor or member of a delegated committee to a care provider and/or agency booking fees if applicable.

7.10 All Abilities Access

Where possible, Council will resolve to meet reasonable additional expenses to assist a Councillor or member of a delegated committee with a disability to perform his or her official Council duties.

7.11 Standard of Accommodation and Meals

Standards and availability of accommodation vary markedly in both urban and regional areas. Councillors and members of delegated committees are encouraged to select accommodation that is modern, safe and hygienic. In accordance with the Australian Taxation Office Taxation Determination TD2022/10 (the determination is subject to change and will be applied in accordance with the current Australian Taxation Office determination) reasonable accommodation expenses for Tier 2 country centres is \$134 per night and Melbourne is \$173 per night. Where accommodation is not available in accordance with these limits the Manager Governance may recommend to the CEO to approve accommodation that exceeds the limit.

If a Councillor requires accommodation in a location other than Melbourne or a Tier 2 country centre, the appropriate limits in the Australian Taxation Office Taxation Determination TD2022/10 will be applied and where accommodation is not available within the limits the Manager Governance may recommend to the CEO to approve accommodation that exceeds the limit.

All bookings for accommodation are to be made by the Councillor Support Officer.

In accordance with Occupational Health and Safety principles, Councillors who reside in the more remote areas of the Shire are encouraged to stay overnight following Council meetings, events and functions that conclude well after normal business hours. The cost of this accommodation will be met by Council provided it fits with the standard of accommodation outlined above. When a Councillor is required to stay overnight, the Councillor will be reimbursed for an evening meal, where this is not provided by Council or at a function attended in an official capacity, and breakfast.

Where meals are not included at meetings, conferences, seminars and professional development events, Councillors and members of delegated committees can be reimburse for meals and beverages in accordance with the amounts provided by the Australian Taxation Office. Only actual food and beverage expenses will be reimbursed up to the amount deemed reasonable by the Australian Taxation Office Taxation Determination TD2022/10 (the determination is subject to change and will be applied in accordance with the current Australian Taxation Office determination). Councillors and members of delegated committees will not be reimbursed for the purchase of any alcohol.

The amounts below are the upper limits that may be claimed for out-of-pocket meal expenses for Tier 2 country centres:

- Breakfast \$ 26.80 (only reimbursable for the day following an overnight stay)
- Lunch \$ 30.60 (only reimbursable for the day following an overnight stay)
- Dinner \$ 52.75 (only reimbursable for the night of an overnight stay).

The equivalent upper limit for Melbourne and other capital cities that may be claimed for out-of-pocket meal expenses are:

- Breakfast \$ 29.90 (only reimbursable for the day following an overnight stay)
- Lunch \$ 33.65 (only reimbursable for the day following an overnight stay)
- Dinner \$ 57.30 (only reimbursable for the night of an overnight stay).

Claims for reimbursement for out-of-pocket expenses will only be approved for the time away from home that allows the Councillor to perform their role.

As a general rule, it is anticipated that an *a la carte* meal purchased by Councillors would comprise of two courses or less. The purchase of any alcohol by a Councillor or member of a delegated committee must be done so at their personal expense.

Councillors are not permitted to seek reimbursement of out-of-pocket expenses to cover meals or refreshments for anyone other than themselves.

Council is a family-friendly organisation and as such, does not discourage family members from joining Councillors at conferences and events such as seminars, training or planning sessions. However, when accompanied by a family member (other than a Councillor's partner at a conference or seminar where the presence of their partner is necessary to support the business or representational needs of Council) any additional costs incurred (e.g. room upgrade, additional meals, etc.) are required to be paid for by the Councillor.

7.12 Other Exclusions

In addition to any exclusions set out in the rest of this Policy, Council will not be responsible for reimbursing the following expenses incurred by Councillors or members of a delegated committee:

- a) Any costs arising from a breach of road, traffic, parking or other regulations or laws.
- b) Expenses incurred which:
 - are not bona fide expenses;
 - have not been reasonably incurred in the performance of the role of Councillor or member of a delegated committee; or
 - are not reasonably necessary for the Councillor or member of a delegated committee to perform that role.
- c) The cost of the purchase of any alcohol.
- d) Costs incurred for immediate family members/associates to attend conferences and events such as seminars, training or planning sessions (other than in the case of attendance of a Councillor's partner at a conference or seminar where the presence of their partner is necessary to support the business or representational needs of Council).

If a Councillor does not claim a particular expense, this cannot be offset against a claim for any additional amount of another expense.

8 Reporting and review of expenses

All reimbursements and expenses paid to or for Councillors or members of a delegated committee will be recorded and categorised as either:

- travel expenses;
- professional development expenses; or
- expenses to support the performance of the role.

Details of all reimbursements to Councillors and members of delegated committees will be provided to the Audit and Risk Committee quarterly. These details must include:

- expenses incurred by Councillors during the quarter;
- reimbursement claims made by Councillors during the quarter.

A summary of reimbursements to Councillors and members of delegated committees will be published on Council's website following the report to the Audit and Risk Committee.

Council will provide Councillors and members of delegated committees with their expenses data for review on a quarterly basis.

9 Training

Training will be provided to Councillors and members of delegated committees in their induction training and midway through their term. Training will be given to Councillors and members of delegated committees by the Councillor Support Officer regarding which expenses they are entitled to receive reimbursement for and the requirements for obtaining reimbursement, such as the appropriate claim forms to be submitted.

During the course of this training, Councillors and members of delegated committees will be informed that all expenses will be submitted to the Audit and Risk Committee, published on Council's website and included in the annual report to be presented at the end of each financial year.

10 Roles and Responsibilities

These management positions are responsible for the implementation, communication and compliance monitoring of the policy in their work areas:

Party / Parties	Roles and Responsibilities
Chief Executive Officer (CEO)	<p>Advise all Councillors and members of delegated committees of their responsibilities and to comply with this Policy.,</p> <p>Approve claims for reimbursement of Councillor's out-of-pocket expenses.</p> <p>Approve support, expenses and reimbursements which are not specifically identified in this Policy.</p> <p>Approve content of claim forms to ensure sufficient detail is provided to substantiate claims for out-of-pocket expenses in line with the requirements in this Policy.</p>
General Manager Business Excellence	<p>Review the Policy to reflect legislative requirements and best practice for transparency of Councillor expenses and reimbursements of out-of-pocket claims.</p>
Manager Governance	<p>Review expense claims from Councillors.</p> <p>Provide advice to Councillors regarding support, expenses and out-of-pocket reimbursement.</p> <p>Provide advice to the CEO regarding accommodation expenses that exceed the limits outlined in this Policy.</p> <p>Provide training to Councillors on this Policy and completing claim forms as outlined in the Policy.</p> <p>Provide a report on Councillor and members of delegated committee expenses and reimbursements to the Audit and Risk Committee quarterly.</p>
Councillor Support Officer	<p>Support Councillors and members of delegated committees comply with this Policy.</p> <p>Book travel and accommodation as outlined in this Policy.</p> <p>Process Councillors out-of-pocket expense claims for review by the Manager Governance and approval by the CEO.</p> <p>Advise the Manager Governance and the CEO of any discrepancies that may occur with claims.</p>
Finance Department	<p>Process reimbursements of expenses for Councillors and members of delegated committees.</p>

11 References and Supporting Documents

11.1 Applicable Legislation:

- *Local Government Act 2020*
- *Local Government Act 1989*
- *Carers Recognition Act 2012*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Freedom of Information Act 1982*
- *Privacy and Data Protection Act 2014*

11.2 Supporting Documents:

- Reimbursement of expenses claim form
- Councillor remote area travel allowance claim form
- Councillor request/record – Interstate or overseas travel undertaken in an official capacity form
- Local Government Inspectorate Report – Councillor expenses and allowances: equitable treatment and enhanced integrity
- Australian Taxation Office Taxation Determination TD2022/10

12 Privacy and Human Rights Consideration

All personal information collected by East Gippsland Shire Council in connection with this Policy will be handled in accordance with all applicable privacy legislation and will be used only for purposes consistent with this Policy.

Council must not collect personal information unless the information is necessary for one or more of its functions or activities.

Individuals have the right to make a complaint to the Victorian Information Commissioner if they believe their privacy has been breached.

This Policy has been assessed as compliant with the obligations and objectives of the Victorian *Charter of Human Rights Responsibilities Act 2006*.

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13 Definitions

Term	Meaning
Act	<i>Local Government Act 2020.</i>
Chief Executive Officer (CEO)	The person appointed by a Council under section 44 of the Act to be its Chief Executive Officer or any person acting in that position.
Council	East Gippsland Shire Council.
Councillor	A person who has been elected to the office of Councillor of East Gippsland Shire Council.
Delegated committee	The meaning given in the Act.
Official Council duties	<ul style="list-style-type: none"> • Meetings of the Council, a delegated committee, its advisory boards, advisory or consultative committees; • meetings, briefing sessions and civic or ceremonial functions convened by the Mayor or Council or a delegated committee; • meetings of community groups, organisations and statutory authorities to which a Councillor has been appointed as Council representative or is authorised by Council to attend in their role as a Councillor; • meetings, functions or other official role as a representative of the Mayor or Council or a delegated committee; • other meetings, inspections, community forums or events attended by a Councillor in the course of their duties as a Councillor; and • conferences, seminars, events and professional development being undertaken by a Councillor.
Policy	This Councillor Support and Expenses Policy.
Shire	The geographical area of East Gippsland Shire Council.

14 Revision History and Review

Version Control	Approved Amended Rescinded	Date Effective	Approved By	ECM Document Reference	Summary of Changes
1	Approved	27/9/2005	Council		Clause 4.2
2	Approved	July 2006	Council		Update of staff titles and meeting rooms
Update	Approved	1/11/2007	J Websdale		Staff Titles updated
3	Approved	10/11/2009	Council	3721038	Comprehensive review
4	Approved	04/03/2014	Council	5675760	
5	Approved	08/07/2016 03/08/2016	G Gaffney C Waites		Update of staff titles and expenses Update of Vehicle provisions
6	Approved	07/03/2017	Council	7132299	
7	Approved	25/08/2020	Council	8618744	Update to comply with <i>Local Government Act 2020</i> and update information relevant to actual practice, including removal of forms in appendix.
8	Approved	24/08/2021	Council	9140990	Reviewed in relation to <i>Local Government Act 2020</i> and Local Government Inspectorate Report – Overview of councillor support and expenses policy.
9	Approved	19/11/2021	CEO	9268122	Administrative change approved by CEO to include reference to tow pack for SUVs and 4x4s.
10					Updated to reflect Councillor Allowances as per the Tribunal outcome and updated Standards of accommodation and meals to reflect ATO allowances

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1 Purpose

The purpose of this Policy is to outline:

- allowances for the Mayor, Deputy Mayor and Councillors;
- the reimbursement of out-of-pocket expenses incurred in the performance of official Council duties for the Mayor, Deputy Mayor, Councillors and members of delegated committees; and
- Councillor support to enable the performance of their official Council duties.

2 Scope

This policy applies to the Mayor, Deputy Mayor, Councillors and members of delegated committees of the East Gippsland Shire Council (Council).

3 Policy Context

Council must adopt and maintain a Councillor Expenses Policy under section 41 of the *Local Government Act 2020* (the Act) that must:

- a) specify procedures to be followed in applying for reimbursement and in reimbursing expenses; ~~and~~
- b) comply with any requirements prescribed by the regulations in relation to the reimbursement of expenses; ~~and~~
- c) provide for the reimbursement of childcare costs where the provision of childcare is reasonably required for a Councillor or member of a delegated committee to perform their role; and
- d) have particular regard to expenses incurred by a Councillor who is carer in a care relationship within the meaning of section 4 of the *Carers Recognition Act 2012*.

4 Policy Statement

Council will pay allowances to the Mayor, Deputy Mayor and Councillors in accordance with the requirements of the Act.

Council will reimburse Councillors and members of delegated committees for out-of-pocket expenses which:

- are bona fide expenses;
- have been reasonably incurred in the performance of the role of Councillor or member of a delegated committee; and
- are reasonably necessary for the Councillor or member of a delegated committee to perform that role.

A copy of this Policy will be made available on Council's website.

This Policy will be reviewed following every Council election. Councillors may seek to review the Policy at any time.

5 Mayor, Deputy Mayor and Councillor allowances

The Mayor, Deputy Mayor and Councillors are entitled to receive an allowance pursuant to section 39 of the Act ~~and~~ in accordance with the determination of the Victorian Independent Remuneration Tribunal ~~under section 23A of the Victorian Independent Remuneration Tribunal and Improving Parliamentary Standards Act 2019~~. Allowances paid to the Mayor, Deputy Mayor or Councillor cannot exceed the amount specified in the relevant determination by the Victorian Independent Remuneration Tribunal.

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The Mayor and Deputy Mayor are not entitled to receive an allowance as a Councillor while receiving the allowance as the Mayor or Deputy Mayor.

A Mayor, Deputy Mayor or Councillor may elect, in accordance with [section 39 \(5\) of the Act](#), to receive:

- (a) the entire allowance to which they are entitled; or
- (b) a specified part of the allowance to which they are entitled; or
- (c) no allowance.

~~Until such time as the first Determination made by the Victorian Independent Remuneration Tribunal under section 23A of the Victorian Independent Remuneration Tribunal and Improving Parliamentary Standards Act 2019 comes into effect, the allowances payable to the Mayor, Deputy Mayor and Councillors are to be established in accordance with sections 73B and 74 to 74B of the Local Government Act 1989.~~

Allowances are taxable income and are paid fortnightly in arrears. Personal taxation implications are the responsibility of individual Councillors.

6 Support for the Mayor, Deputy Mayor, Councillor and members of delegated committees

Council will provide support to the Mayor, Deputy Mayor, Councillors and members of delegated committees to undertake their official Council duties.

In this Policy, official Council duties are defined as:

- meetings of the Council, a delegated committee, its advisory boards, advisory or consultative committees;
- meetings, briefing sessions and civic or ceremonial functions convened by the Mayor or Council or a delegated committee;
- meetings of community groups, organisations and statutory authorities to which a Councillor has been appointed as Council representative or is authorised by Council to attend in their role as a Councillor;
- meetings, functions or other official role as a representative of the Mayor or Council or a delegated committee;
- other meetings, inspections, community forums or events attended by a Councillor in the course of their duties as a Councillor; and
- conferences, seminars, events and professional development being undertaken by a Councillor.

6.1 Office Accommodation

A Mayoral office is at the Corporate Centre at 273 Main Street, Bairnsdale, [for use by the Mayor for purposes directly related to their official Council duties](#).

Councillors may use the Nicholson Room for purposes directly related to their official Council duties.

6.2 Building Access

Each Councillor will receive a swipe card allowing 24-hour access to the Nicholson Room and public area at the ~~East Gippsland Shire~~ Corporate Centre at 273 Main Street, Bairnsdale.

6.3 Name Badge and Business Cards

Each Councillor will be provided with a name badge and business cards.

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6.4 Administrative Support

Administrative support will be made available by the Chief Executive Officer (CEO) to assist the Mayor in performing their official Council duties and to assist Councillors with diary management and responses to correspondence, enquiries and requests for service as part of their official Council duties.

Council's letterhead stationery is only available for official Council business and may be used by Councillors only when approved by the ~~Chief Executive Officer~~CEO.

Council business papers, personal mail and other Council information will be forwarded electronically. If and when circumstances render it necessary, documents may also be placed in Councillors' lockers at the Corporate Centre.

6.5 Insurance

Councillors are covered under the following Council insurance policies on a 24-hour basis while discharging the duties of office of Councillor, including attendance at meetings of external bodies as Council's representative:

- Public Liability;
- Professional Indemnity;
- Councillors and Officers Liability;
- Personal Accident (accompanying partners are also covered); and
- Corporate Travel.

These policies will apply to claims that arise from an occurrence in connection with Council business.

Items of Council equipment provided to Councillors to assist in performing their role, including motor vehicles, are covered for damage or theft under Council's insurance policies. Councillors are expected to exercise due care in protecting the equipment from damage or theft. Personal items and effects left in Council vehicles are not covered by Council's insurance policies.

Council will pay the insurance policy excess in respect of any claim made against a Councillor arising from Council business where any claim is accepted by Council's insurers, whether defended or not. Councillors will pay the excess on the vehicle policy or any policy covering other items of Council equipment provided to Councillors to assist in performing their role, if they are found to have not taken due care in protecting the vehicle or equipment from damage or theft.

6.6 Information and Communications Technology

Councillors will be provided a computer with access to email and internet services and a mobile telephone for Council business. Councillors will be provided with access to a printer located at the Corporate Centre.

Where the CEO deems it necessary, support for internet connectivity at a Councillor's residence will be provided.

Council will review mobile phone, internet and other plans provided for use by Councillors or members of delegated committees on a quarterly basis, to ensure the adequacy of the plans and investigate alternatives or decreases in plan allowances in order to achieve cost savings while maintaining the adequacy of the plans.

All equipment provided by Council is to be used only for the purpose of performing official Council duties and remains the property of Council. All equipment must be returned at the end of a Councillor's term of office or upon retirement/resignation of the Councillor.

6.7 Motor Vehicles

All Councillors will be provided with a range of options (as detailed below) related to travel using motor vehicles for Council Business. These options include both the provision of Council vehicles for use by a Councillor, the use of Council Fleet Pool Vehicles by a Councillor and the reimbursement of costs associated with use of a Councillors private vehicle for performing their duties as a Councillor.

Several key principals underpin the provision and allocation of vehicles to Councillors, with the following applicable:

- a) Travel is a requirement of Councillors and vehicles are made available primarily to support the Councillor to perform their role.
- b) The type of vehicles provided will be fit for purpose performing the role of a Councillor.
- c) Vehicles will be selected in the most cost effective, environmentally conscious, and socially responsible way.
- d) Private use of vehicles will require a contribution by the beneficiary commensurate with the additional costs incurred for that use.

All vehicles will be provided with a first aid kit.

Vehicles which are used in isolated and remote areas may also be fitted with additional safety and telecommunication equipment.

Motor Vehicle options

Option 1 - Electing to receive a Council vehicle, including full private use, inclusive of a contribution commensurate with the additional cost incurred by Council for that use.

Councillors may elect to be provided with use of a vehicle that is available for use for both performing the role of a Councillor and private purposes.

The standard of vehicle will be purchased based on business requirement, to support the Councillor in performing their role. ~~The selection of vehicle will be made in collaboration with each Councillor.~~

Small and medium sized cars and SUVs will be ~~provided available for selection, including hybrid petrol/ electric models. Councillor vehicles are turned over on a four-yearly cycle.~~ The organisation will not ~~purchase provide~~ six-cylinder vehicles unless there is a specific business need, with the fleet predominantly four-cylinder or hybrid vehicles. Vehicles will generally be of a mid-range specification. Electric models will be made available if supply and servicing networks are adequate within the municipal district, vehicles are fit for purpose in performing the role of a Councillor and represent a cost-effective option. Council has set targets for the take up of electric vehicles in the council fleet, in the 2021 – 2025 Council Plan, which electric councillor vehicles will assist to achieve.

The Councillor will be required to make a contribution, as determined by Council from time-to-time, via a deduction from their Councillor allowance, the proportion of the total vehicle ownership

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costs, that it is equivalent to the proportion of private use. The selection of vehicle type by the Councillor will have a bearing on these costs.

Councillors are required to keep a logbook of vehicle use for performing the role of a Councillor and private usage for a three-month period during the first 12 months of the Council term, at a minimum. Further data collection may be required throughout a Councillor's term to validate the arrangements in place.

A Councillor's annual contribution in recognition of the private use component of their Councillor vehicle will be revised and adjusted if necessary, based on logbook data.

SUVs and 4x4 vehicles will be fitted with a standard tow-pack acknowledging this is a standard item on this type of vehicle.

Requests for additional equipment or accessories may be made to the General Manager Assets and Environment for review before approval by the ~~Chief Executive Officer~~CEO. If approved, additional vehicle equipment or accessories will be fitted at the Councillor's expense. Accessories requiring any structural modification to the vehicle or effecting its roadworthiness or safety systems will not be considered.

A vehicle provided under this category entitles the Councillor and the Councillor's immediate family to use the vehicle for private use and for the Councillor to perform their role.

A copy of the drivers' licence for each Councillor and their nominated alternate driver's must be provided.

In instances where multiple at-fault incidents result in damage to Council vehicles, Councillors may be required to contribute (in each case) up to \$400 to the cost of insurance excess costs. For drivers under the age of 25, the contribution will additionally include any excess that applies above the standard excess nominated in Council's vehicle insurance policy.

In the event of a Councillor taking a leave of absence, or when suspended or stood down, they will return their vehicle to a nominated location. Councillors would not be required to make a vehicle contribution during this time.

Option 2 - Electing to receive a Council vehicle for business use only, where access to Council Pool Fleet Vehicles is limited, and reimbursement of travel expenses results in higher overall cost to Council.

Councillors who do not elect to be provided with a private use vehicle in accordance with Option 1, may be provided with use of a vehicle that is available for performing the role of a Councillor.

Option 2 is to be made available to a Councillor for performing their role only if the cost of that vehicle is determined to be less than their estimated travel reimbursement expenses, representing the lowest cost option. Logbook data and the Councillors proximity to Council Fleet Pool Vehicles would be considered in making this determination. A determination regarding provision of a vehicle in accordance with Option 2 requires approval by General Manager Assets and Environment and the ~~Chief Executive Officer~~CEO.

A vehicle provided in accordance with this option is for the sole purpose of the Councillor performing their role. No contribution to vehicle costs is required from a Councillor in accordance with this option.

In instances where multiple at-fault incidents result in damage to Council vehicles, Councillors may be required to contribute (in each case) up to \$400 to the cost

of insurance excess costs. For drivers under the age of 25, the contribution will additionally include any excess that applies above the standard excess nominated in Council's vehicle insurance policy.

The standard of vehicle will be purchased based on requirements of the Councillor to perform their role.

Option 3 - Electing to not receive a Council vehicle.

Councillors may elect not to be provided with use of a Council vehicle.

In this instance, Councillors will, as a first preference, utilise Council Fleet Pool Vehicles. Where the use of Council Fleet Pool Vehicles is not possible or practical, Councillors may make a claim for reimbursement for use of their own private vehicle for performing their role as a Councillor.

A claim for private use of privately-owned vehicles must be made using the approved Expenses Claim Form. The claim must be fully complete and detail odometer readings at the start and end of the journey. If a journey includes elements of both performing the role of a Councillor and private use, only a proportion of travel commensurate with performing the role of a Councillor can be claimed. This must be clearly detailed on the Expenses Claim Form.

The rate of reimbursement for use of privately-owned vehicles is set at the Australian Taxation Office rate for motor vehicle expenses, based on the cents per kilometre method, adjusted annually.

Fines and infringements

Under no circumstances will Council be liable to pay any fine or costs incurred by the driver of a Council vehicle if that person infringes against road traffic regulations, local laws of any local government with respect to parking restrictions, or any other regulation that relates to the use of vehicles. The onus for the payment of a fine or other cost resides with the offender. If any fines or other costs are incurred by an alternate driver, or any other driver of a Council vehicle, it will be that Councillor's responsibility to pay for the fine. They are free to seek repayment from the driver at their own discretion.

Servicing and maintenance

Where a vehicle has been allocated to a Councillor, the Councillor will ensure the vehicle remains in a clean and tidy condition.

It is the Councillor's responsibility to ensure that the vehicles are maintained in accordance with the manufactures recommended servicing schedule and remain in a roadworthy condition at all times. This responsibility is limited to ensuring that regular fluid and tyre pressure checks are carried out, vehicle servicing is current, and any obvious tyre, windscreen or other wear or abnormal noises are reported to the Councillor Support Officer.

Smoking is not permitted in the Councillor's vehicle.

Vehicle breakdown

All Councillor's vehicle related matters including breakdowns and accidents must be reported to the Councillor Support Officer.

Procedures relating to breakdowns and accidents are provided in the glove box of the Councillor's vehicle.

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Election

All Councillor vehicles and related matters during an election will be managed in accordance with the Election Period Policy in the Governance Rules.

6.8 Meals and Refreshments

Where Council or Committee meetings are held at times which extend through normal mealtimes, Council will provide suitable meals served on the premises. Alcohol will not be provided.

7 Expenses and Reimbursements

7.1 Reimbursement of Expenses Generally

For the purposes of expenses and reimbursements under this Policy, whether it is specified or not in this Policy, members of delegated committees are subject to the same rules as Councillors, and Council's reporting and oversight obligations apply in relation to members of delegated committees in the same way they apply in relation to Councillors.

In accordance with section 40 of the Act, Council will reimburse Councillors and members of delegated committees for out-of-pocket expenses which:

- are bona fide expenses;
- have been reasonably incurred in the performance of the role of a Councillor or member of a delegated committee; and
- are reasonably necessary for the Councillor or member of a delegated committee to perform that role.

When the above criteria are satisfied and a Councillor or a member of a delegated committee has incurred an out-of-pocket expense, the expense will be paid or reimbursed by Council. Councillors and members of delegated committees will not be reimbursed for purchases of alcohol. Alcohol cannot be charged back to Council for payment.

Reimbursement of any expense not specifically provided for in this Policy will require approval by the ~~Chief Executive Officer~~CEO after assessment of the relevant claim form by the Manager Governance.

Claims for reimbursement must be submitted by the claimant on the appropriate claim form for assessment. Evidence, including any applicable original tax invoices or receipts (credit card/EFTPOS receipts will not be accepted—~~only originals~~), personal vehicle use (must include the odometer at the start and end of the trip)~~logbook entries~~ or reports regarding training attended, are required to be submitted with the claim form as proof of purchase for reimbursement. Reimbursements must not be approved without sufficient evidence. Reimbursements will be paid by accounts payable on a monthly basis into the Councillor's or member of delegated committee's nominated bank account after approval is given by the ~~Chief Executive Officer~~CEO.

All claims for reimbursement must be made within ~~one~~1 month of incurring the expense. Where there is an upcoming Council election, all claims for reimbursement of expenses must be finalised at least one month prior to the election date. A one-month grace period will apply post-election for Councillors who sought re-election and were not successful to lodge claim forms after which claim forms will no longer be accepted.

7.2 Legal Support

Where legal proceedings are brought against a Councillor in connection with an act or omission in their functions as a Councillor, a Councillor may be entitled to have legal costs up to \$2,500 reimbursed. Legal costs will not be reimbursed for any defamation action brought by a Councillor.

A Councillor may seek reimbursement up to \$2,500 per request, and no more than ~~two~~2 requests per financial year can be made by an individual Councillor. To receive reimbursement, the Councillor must provide a declaration that the matter for which reimbursement of legal costs is sought is related to their role as a Councillor and that they have acted in good faith and not unlawfully or improperly. The Councillor must engage a lawyer from a legal firm on the Municipal Association of Victoria panel or otherwise as approved by the ~~Chief Executive Officer~~CEO prior to any expense being incurred, otherwise they will not be granted reimbursement.

The ~~Chief Executive Officer~~CEO must refuse reimbursement in the following circumstances:

- a) to the extent the costs are unreasonable;
- b) the costs have been incurred through the engagement of a lawyer from a legal firm not on the Municipal Association of Victoria panel, or pre-approved by the ~~Chief Executive Officer~~CEO;
- c) the ~~Chief Executive Officer~~CEO considers the matter for which reimbursement of legal costs is sought is or was outside the Councillor's official Council duties; or
- d) the ~~Chief Executive Officer~~CEO considers the Councillor has not acted in good faith or lawfully or properly in relation to the matter for which reimbursement of legal costs is sought.

A Councillor will repay any reimbursed costs where there is a finding by a court, tribunal or regulatory authority in relation to the matter the Councillor has not acted in good faith or has acted unlawfully or improperly.

7.3 Remote Area Travel Allowance

The Determination of the Tribunal provides for a remote area travel allowance.

If a Council member normally resides more than 50 kilometres by the shortest possible practicable road distance from the location or locations specified for the conduct of ordinary, special or committee meetings of the Council, or any municipal or community functions which have been authorised by Council resolution for the Council member to attend, the Council member is entitled to be paid an allowance of \$44 for each day on which one or more meetings or authorised functions were attended by the Council member, up to a maximum of \$5,500 per annum.

~~which is paid will be paid to compensate for the time spent by Councillors who reside more than 50 km by the shortest possible practicable road distance from the location or locations specified for the conduct of:~~

- ~~• meetings of Council;~~
- ~~• meetings of delegated committees, Council advisory boards, consultative, advisory and other committees to which Council has formally appointed the Councillor as its representative;~~
- ~~• meetings and other formal events of organisations to which Council has formally appointed the Councillor as its delegate; or~~
- ~~• any municipal or community functions that have been authorised by the Mayor or Chief Executive Officer~~CEO for the Councillor to attend.

~~A Councillor will be paid an allowance of \$4440 per day on which one or more meetings or authorised functions is actually attended by the Councillor, up to a maximum of \$5,5005,000 per annum.~~ The remote area travel allowance is not paid on days that there are no meetings or authorised functions.

Councillors and members of delegated committees must submit a completed *Remote Area Travel Allowance* form by the last day in each month providing details of the date, location, purpose of the meeting and odometer reading at the start and end of journey for kilometres travelled on each occasion.

All claims for the remote travel allowance ~~pertaining to travel undertaken~~ within a particular financial year must be accounted for within that financial year. A one-month grace period to 31 July in each year will be given to allow claim forms for the previous financial year to be lodged. At the expiry of the one-month grace period, claims will no longer be accepted.

7.4 Other Travel Expenses

Council will pay for the costs of Councillors' travel if it is required for official Council duties, in accordance with the below guidelines.

Where travel is by air, economy class will be the standard.

Where travel between Bairnsdale and Melbourne and return is by train, first class will be the standard, in recognition of potential safety issues. The standard of any other train travel will be determined by the ~~Chief Executive Officer~~CEO on a case-by-case basis.

All interstate travel proposed to be undertaken by a Councillor and paid for by Council requires prior approval by the ~~Chief Executive Officer~~CEO.

All international travel proposed to be undertaken by a Councillor and paid for by Council requires prior approval by a formal resolution of Council.

Claims for reimbursement of out-of-pocket travel expenses by Councillors may be made or approved only on the basis of the actual form of transport used and the actual out of pocket expenses incurred and be in the form of a reasonable allowance towards, or reimbursement of, out of pocket expenses necessary for the Councillor's official Council duties.

7.4.7.5 Representative Memberships

Council will organise and pay for collective Council or individual Councillor membership to peak Australian Local Government industry bodies.

7.6 Professional Development

Professional development for Councillors and members of delegated committees is encouraged.

Attendance at relevant conferences and seminars is considered necessary for effective representation and advocacy for the Shire and the development of Councillors in their role.

Councillors may attend seminars and conferences that:

- relate directly to performing official Council duties; or
- are organised by a Local Government peak body/association; and
- have a demonstrable benefit for the East Gippsland Shire community.

Councillors are encouraged to discuss proposed attendance at conferences and seminars with the ~~Chief Executive Officer~~CEO.

All arrangements associated with Councillor professional development (including registration, air or train travel and accommodation/meals) will be organised through the Councillor Support Officer.

Where professional development opportunity involves interstate or overseas travel Councillors must complete a *Record of Interstate or Overseas Travel* form providing details of the date, destination, purpose and total cost of the travel.

After attending a professional development opportunity Councillors are required to provide a report to the next Council meeting. The summary should outline the benefits of the conference to themselves personally and to Council.

7.27.7 Conferences and Seminars

The cost of attending approved conferences and seminars, including reasonable out-of-pocket expenses substantiated by related receipts, will be met from the Council budget. Where a conference or seminar involves interstate or overseas travel, Councillors must complete a *Record of Interstate or Overseas Travel* form.

Each year Council's Budget includes provision for the costs associated with Councillor attendance at Council approved conferences and seminars (including registration fees, accommodation and meals for the duration of the event). This amount is apportioned as follows:

- allocation of a lump sum amount to meet the costs associated with all conferences, seminars and other events attended by the Mayor and Councillors in order to meet their responsibilities as elected representatives and where appropriate, as Council's formally appointed delegate or nominee; and
- a specific sum is allocated to the Mayor and each individual Councillor from which the costs associated with attendance at conferences, seminars or other events that are not directly related to their role as a formally appointed delegate or nominee (e.g. a professional development opportunity not being pursued by other Councillors) will be met.

Where the Mayor or a Councillor has expended the individual sum allocated to them in any year and wishes to attend a further conference, seminar or other event as described in this section, they will need to discuss their proposed attendance with the ~~Chief Executive Officer~~CEO so that the appropriateness of funding their attendance from another Council budget can be assessed against the following criteria:

- relevance to Council business and/or the Councillor's personal development requirements;
- benefits to Council and the Shire expected to flow from attendance;
- estimated cost including but not limited to conference material, travel and accommodation for the Councillor; and
- appropriateness of funding from other Council budgets.

After attending a conference or seminar, Councillors are required to provide a report to the next Council meeting. The summary should outline the benefits of the conference to themselves personally and to Council operations.

7.8 Childcare expenses

Council will reimburse the cost of childcare where the provision of childcare is reasonably required for a Councillor or a member of a delegated committee to perform their role. The reimbursement of childcare will be capped at the Federal Government hourly rate for in-home care at \$33.17 per family (this rate is subject to change and will be applied in accordance with the Federal Government recommendations).

Reimbursement for childcare costs by Council is limited to:

- child/ren aged less than 13 years;
- costs associated with childcare only and no other household duties;
- costs of childcare not covered by other entitlements such as the Australian Government Child Care benefit;
- childcare services that are operating as a registered business in Victoria; and
- childcare services that are not a relative or household member.

Subject to prior approval by the Mayor and ~~Chief Executive Officer~~CEO, a Councillor or member of a delegated committee with dependent children who is attending a conference or seminar at which a designated children's program is provided may enrol their dependent children in that program at Council's expense.

7.9 Care Related Expenses

For Councillors and members of a delegated committee who would otherwise be a primary care giver for immediate family members who are elderly or sick, have a disability or mental illness, or a care relationship for children up to 15 years old, Council will, subject to the requirements of this section, reimburse the cost of expenses incurred in order to provide care for the relevant person when the Councillor who would otherwise be the primary care giver is engaged in discharging their duties as a Councillor.

For Councillors and members of a delegated committee who are in a care relationship within the meaning of section 4 of the *Carers Recognition Act* 2012, Council will, subject to the requirements of this section, reimburse the cost of expenses incurred in order to provide care for the relevant person when the Councillor who would otherwise be providing the care is performing their duties as a Councillor.

Council will only reimburse Councillors or members of a delegated committee for carer expenses paid to:

- An accredited care provider; or
- A person providing care who does not:
 - a) have a familial or like relationship with the Councillor or member of a delegated committee; or
 - b) reside either permanently or temporarily with the Councillor or member of a delegated committee; or
 - c) have a relationship with the Councillor or member of a delegated committee or their partner such that it would be inappropriate for Council to reimburse monies paid to the care provider.

Care expenses may include hourly fees as paid by the Councillor or member of a delegated committee to a care provider and/or agency booking fees if applicable.

7.37.10 All Abilities Access

Where possible, Council will resolve to meet reasonable additional expenses to assist a Councillor or member of a delegated committee with a disability to perform his or her official Council duties.

7.47.11 Standard of Accommodation and Meals

Standards and availability of accommodation vary markedly in both urban and regional areas. Councillors and members of delegated committees are encouraged to select accommodation that is modern, safe and hygienic. In accordance with the Australian Taxation Office Taxation Determination TD2022/10 (the determination is subject to change and will be applied in accordance with the current Australian Taxation Office determination) reasonable accommodation expenses for Tier 2 country centres is \$134 per night and Melbourne is \$173 per night. Where accommodation is not available in accordance with these limits the Manager Governance may recommend to the ~~Chief Executive Officer~~CEO to approve accommodation that exceeds the limit.

If a Councillor requires accommodation in a location other than Melbourne or a Tier 2 country centre, the appropriate limits in the Australian Taxation Office Taxation Determination TD2022/10 2020/5 will be applied and where accommodation is not available within the limits the Manager Governance may recommend to the ~~Chief Executive Officer~~CEO to approve accommodation that exceeds the limit.

All bookings for accommodation are to be made by the Councillor Support Officer.

In accordance with Occupational Health and Safety principles, Councillors who reside in the more remote areas of the Shire are encouraged to stay overnight following Council meetings, events and functions that conclude well after normal business hours. The cost of this accommodation will be met by Council provided it fits with the standard of accommodation outlined above. When a Councillor is required to stay overnight, the Councillor will be reimbursed for an evening meal, where this is not provided by Council or at a function attended in an official capacity, and breakfast.

Where meals are not included at meetings, conferences, seminars and professional development events, Councillors and members of delegated committees can be reimbursed for meals and beverages in accordance with the amounts provided by the Australian Taxation Office. Only actual food and beverage expenses will be reimbursed up to the amount deemed reasonable by the Australian Taxation Office Taxation Determination TD2022/10 2020/5 (the determination is subject to change and will be applied in accordance with the current Australian Taxation Office determination). Councillors and members of delegated committees will not be reimbursed for the purchase of any alcohol.

The amounts below are the upper limits that may be claimed for out-of-pocket meal expenses for Tier 2 country centres:

- Breakfast \$ ~~26.80~~ ~~25.75~~ (only reimbursable for the day following an overnight stay)
- Lunch \$ ~~30.60~~ ~~29.35~~ (only reimbursable for the day before and following an overnight stay, if required)
- Dinner \$ ~~52.75~~ ~~50.65~~ (only reimbursable for the night of an overnight stay, if required).

The equivalent upper limit for Melbourne and other capital cities that may be claimed for out-of-pocket meal expenses are:

- Breakfast \$ ~~29.90~~ ~~28.70~~ (only reimbursable for the day following an overnight stay)
- Lunch \$ ~~33.65~~ ~~32.30~~ (only reimbursable for the day before and following an overnight stay, if required)
- Dinner \$ ~~57.30~~ ~~55.05~~ (only reimbursable for the night of an overnight stay, if required).

Example:

Claims for reimbursement for out-of-pocket expenses will only be approved for the time away from home that allows the Councillor to perform their role. For example, if travel is required the day before and the day after the meeting, you would be entitled to the reasonable amounts for lunch and dinner on the day before and break and lunch on the day after the meeting.

As a general rule, it is anticipated that an *a la carte* meal purchased by Councillors would comprise of two courses or less. The purchase of any alcohol by a Councillor or member of a delegated committee must be done so at their personal expense.

Councillors are not permitted to seek reimbursement of out-of-pocket expenses to cover meals or refreshments for anyone other than themselves.

Council is a family-friendly organisation and as such, does not discourage family members from joining Councillors at conferences and events such as seminars, training or planning sessions. However, when accompanied by a family member (other than a Councillor's partner at a

conference or seminar where the presence of their partner is necessary to support the business or representational needs of Council) any additional costs incurred (e.g. room upgrade, additional meals, etc.) are required to be paid for by the Councillor.

7.12 Other Exclusions

In addition to any exclusions set out in the rest of this Policy, Council will not be responsible for reimbursing the following expenses incurred by Councillors or members of a delegated committee:

- a) Any costs arising from a breach of road, traffic, parking or other regulations or laws.
- b) Expenses incurred which:
 - are not bona fide expenses;
 - have not been reasonably incurred in the performance of the role of Councillor or member of a delegated committee; or
 - are not reasonably necessary for the Councillor or member of a delegated committee to perform that role.
- c) The cost of the purchase of any alcohol.
- d) Costs incurred for immediate family members/associates to attend conferences and events such as seminars, training or planning sessions (other than in the case of attendance of a Councillor's partner at a conference or seminar where the presence of their partner is necessary to support the business or representational needs of Council).

If a Councillor does not claim a particular expense, this cannot be offset against a claim for any additional amount of another expense.

8 Reporting and review of expenses

All reimbursements and expenses paid to or for Councillors or members of a delegated committee will be recorded and categorised as either:

- travel expenses;
- professional development expenses; or
- expenses to support the performance of the role.

Details of all reimbursements to Councillors and members of delegated committees will be provided to the Audit and Risk Committee quarterly. These details must include:

- expenses incurred by Councillors during the quarter;
- ~~reimbursement claims made by Councillors during the quarter; and~~
- ~~reimbursements made by Councillors during the quarter.~~

A summary of reimbursements to Councillors and members of delegated committees will be published on Council's website following the report to the Audit and Risk Committee.

Council will provide Councillors and members of delegated committees with their expenses data for review on a quarterly basis.

9 Training

Training will be provided to Councillors and members of delegated committees in their induction training and midway through their term. Training will be given to Councillors and members of delegated committees by the Councillor Support Officer regarding which expenses they are entitled to receive reimbursement for and the requirements for obtaining reimbursement, such as the appropriate claim forms to be submitted. During the course of this training, Councillors and members of delegated committees will be informed that all expenses will be submitted to the Audit and Risk Committee, published on Council's website and included in the annual report to be presented at the end of each financial year.

10 Roles and Responsibilities

These management positions are responsible for the implementation, communication and compliance monitoring of the policy in their work areas:

Party / Parties	Roles and Responsibilities
Chief Executive Officer (CEO)	<p>Advise all Councillors and members of delegated committees of their responsibilities and to comply with this Policy.,</p> <p>Approve claims for reimbursement of Councillor's out-of-pocket expenses.</p> <p>Approve support, expenses and reimbursements which are not specifically identified in this Policy.</p> <p>Approve content of claim forms to ensure sufficient detail is provided to substantiate claims for out-of-pocket expenses in line with the requirements in this Policy.</p>
General Manager Business Excellence	<p>Review the Policy to reflect legislative requirements and best practice for transparency of Councillor expenses and reimbursements of out-of-pocket claims.</p>
Manager Governance	<p>Review expense claims from Councillors.</p> <p>Provide advice to Councillors regarding support, expenses and out-of-pocket reimbursement.</p> <p>Provide advice to the Chief Executive OfficerCEO regarding accommodation expenses that exceed the limits outlined in this Policy.</p> <p>Provide training to Councillors on this Policy and completing claim forms as outlined in the Policy.</p> <p>Provide a report on Councillor and members of delegated committee expenses and reimbursements to the Audit and Risk Committee quarterly.</p>
Councillor Support Officer	<p>Support Councillors and members of delegated committees comply with this Policy.</p> <p>Book travel and accommodation as outlined in this Policy.</p> <p>Process Councillors out-of-pocket expense claims for review by the Manager Governance and approval by the Chief Executive OfficerCEO.</p> <p>Advise the Manager Governance and the Chief Executive OfficerCEO of any discrepancies that may occur with claims.</p>
Finance Department	<p>Process reimbursements of expenses for Councillors and members of delegated committees.</p>

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11 References and Supporting Documents

11.1 Applicable Legislation:

- *Local Government Act 2020*
- *Local Government Act 1989*
- *Carers Recognition Act 2012*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Freedom of Information Act 1982*
- *Privacy and Data Protection Act 2014*

11.2 Supporting Documents:

- Reimbursement of expenses claim form
- Councillor remote area travel allowance claim form
- Councillor request/record – Interstate or overseas travel undertaken in an official capacity form
- Local Government Inspectorate Report – Councillor expenses and allowances: equitable treatment and enhanced integrity
- Australian Taxation Office Taxation Determination TD [2022/102020/5](#)

12 Privacy and Human Rights Consideration

All personal information collected by East Gippsland Shire Council in connection with this Policy will be handled in accordance with all applicable privacy legislation and will be used only for purposes consistent with this Policy.

Council must not collect personal information unless the information is necessary for one or more of its functions or activities.

Individuals have the right to make a complaint to the Victorian Information Commissioner if they believe their privacy has been breached.

This Policy has been assessed as compliant with the obligations and objectives of the Victorian *Charter of Human Rights Responsibilities Act 2006*.

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13 Definitions

Term	Meaning
Act	<i>Local Government Act 2020.</i>
Chief Executive Officer (CEO)	The person appointed by a Council under section 44 of the Act to be its Chief Executive Officer or any person acting in that position.
Council	East Gippsland Shire Council.
Councillor	A person who has been elected to the office of Councillor of East Gippsland Shire Council.
Delegated committee	The meaning given in the Act.
Official Council duties	<ul style="list-style-type: none"> • Meetings of the Council, a delegated committee, its advisory boards, advisory or consultative committees; • meetings, briefing sessions and civic or ceremonial functions convened by the Mayor or Council or a delegated committee; • meetings of community groups, organisations and statutory authorities to which a Councillor has been appointed as Council representative or is authorised by Council to attend in their role as a Councillor; • meetings, functions or other official role as a representative of the Mayor or Council or a delegated committee; • other meetings, inspections, community forums or events attended by a Councillor in the course of their duties as a Councillor; and • conferences, seminars, events and professional development being undertaken by a Councillor.
Policy	This Councillor Support and Expenses Policy.
Shire	The geographical area of East Gippsland Shire Council.

14 Revision History and Review

Version Control	Approved Amended Rescinded	Date Effective	Approved By	ECM Document Reference	Summary of Changes
1	Approved	27/9/2005	Council		Clause 4.2
2	Approved	July 2006	Council		Update of staff titles and meeting rooms
Update	Approved	1/11/2007	J Websdale		Staff Titles updated
3	Approved	10/11/2009	Council	3721038	Comprehensive review
4	Approved	04/03/2014	Council	5675760	
5	Approved	08/07/2016 03/08/2016	G Gaffney C Waites		Update of staff titles and expenses Update of Vehicle provisions
6	Approved	07/03/2017	Council	7132299	
7	Approved	25/08/2020	Council	8618744	Update to comply with <i>Local Government Act 2020</i> and update information relevant to actual practice, including removal of forms in appendix.
8	Approved	24/08/2021	Council	9140990	Reviewed in relation to <i>Local Government Act 2020</i> and Local Government Inspectorate Report – Overview of councillor support and expenses policy.
9	Approved	19/11/2021	CEO	9268122	Administrative change approved by CEO to include reference to tow pack for SUVs and 4x4s.
10					<u>Updated to reflect Councillor Allowances as per the Tribunal outcome and updated Standards of accommodation and meals to reflect ATO allowances-</u>

Councillors Support and Expenses Policy
 Date approved: 24 August 2021
 Document owner: General Manager Business Excellence

Version number: 108
 Next review date: August 2024

This document is uncontrolled when printed

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5.1.7 Council Meeting Resolution Register

Authorised by General Manager Business Excellence

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

Council's Chief Executive officer is responsible for ensuring that the decisions of the Council are implemented without undue delay.

This report provides the status for each Council resolution (not including resolutions that are for noting only) from 1 July 2021 to 30 June 2022 (**Attachment 1**) and 1 July 2022 – 30 September 2022 (**Attachment 2**).

Officer Recommendation

That Council receives and notes this report and all attachments pertaining to this report.

Background

The primary role of the Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community. Council must perform its role in accordance with the Overarching Governance Principles as set out in section 9 of the *Local Government Act 2020*, which one of the principles states:

'...the transparency of Council decisions, actions and information is to be ensured'.

The reporting of Council resolutions is a vital measure of Council's performance and provides the information it needs to demonstrate transparency and Council's accountability to the community.

For period of 1 July 2021 to 30 June 2022, there were 104 open Council resolutions (not including resolutions for noting only) in the reporting period, of which 103 have been completed, one (1) is in progress as Council Officers are waiting on an external response or the matter is on hold. There were 22 closed Council resolutions (not including resolutions for noting only), of which 21 have been completed and one (1) in progress.

For period of 1 July 2022 – 30 September 2022, there were open 29 Council resolutions (not including resolutions for noting only) in the reporting period, of which 25 have been completed, four (4) are in progress as Council officers are waiting on an external response or the matter is on hold. There were 8 closed Council resolutions (not including resolutions for noting only), of which five (5) have been completed and three (3) are in progress.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act 2020* section 9 (i) and section 58.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 5: 5.4 Continuous improvement systems are strengthened, and organisational efficiency enhanced.

Council Policy

This report is consistent with the Governance Rules and the Community Engagement Policy.

Options

There are no alternate approaches for Council on this reporting requirement.

Resourcing

Financial

There are no financial implications associated with this Report.

Plant and equipment

There are no plant and equipment requirements with this Report.

Human Resources

There are no resource issues with this Report.

Risk

The risks of this proposal have been considered and once the Resolution Register is published, there may be questions or negative responses from the community. This will be managed in accordance with Council's Complaints Management Policy.

Economic

There are no economic implications stemming from this Report.

Social

This Report is assessed as having no direct social impact.

Gender Impact Statement

This Report is compliant with the obligations and objectives of the Victorian *Gender Equality Act 2020* and has been assessed as not requiring a Gender Impact Assessment (GIA).

Environmental

There are no environmental implications stemming from this Report.

Climate change

This Report has been prepared and aligned with the following Climate Change function/category:

This Report is assessed as having no direct impact on climate change.

Engagement

Internal engagement has been undertaken to garner the updates on the progress of resolutions. The register will be made available on Council's website, consistent with the Community Engagement Policy.

Attachments

1. Council Resolution Register 1 July 21 to 30 June 22 [**5.1.7.1** - 16 pages]
2. Council Resolution Register 1 July 22 to 30 September 22 [**5.1.7.2** - 6 pages]

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 13 July 2021	5.1.1	MAV Contract SL3911 Energy Efficient Street Lighting Hardware and Installation Services	Assets and Environment	Completed
Council Meeting - Tuesday 13 July 2021	5.1.2	CON2021 1443 North Arm Boat Ramp Upgrade	Assets and Environment	Completed
Council Meeting - Tuesday 13 July 2021	5.1.3	Additions of Roads to Council's Register of Public Roads	Assets and Environment	Completed
Council Meeting - Tuesday 13 July 2021	5.2.1	CON2021 1428 Regional Marketing and Promotion Services	Place and Community	Completed
Council Meeting - Tuesday 13 July 2021	5.4.1	Gender Equality / Free from Violence	Place and Community	Completed
Council Meeting - Tuesday 13 July 2021	5.4.2	Environmental Effects Statement Advocacy	Office of the Chief Executive Officer, Place and Community	Completed
Council Meeting - Tuesday 3 August 2021	2.1	Timber Towns Victoria Letter of Support	Office of the CEO	Completed
Council Meeting - Tuesday 3 August 2021	5.1.1	Mains Gas Small Tariff Tender (MAV EC8310-2021) and Contract	Assets and Environment	Completed
Council Meeting - Tuesday 3 August 2021	5.3.2	CON2019 1280 - Supply of Library Materials and Services - Contract Extension	Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Closed Council Meeting - Tuesday 3 August 2021	7.1	CON2020 1409 - WORLD Construction Package 1 Variation (Hockey Synthetic)	Assets and Environment	Completed
Council Meeting - Tuesday 24 August 2021	5.1.1	Cities Power Partnership	Assets and Environment	Completed
Closed Council Meeting - Tuesday 24 August 2021	7.1	Recreation Centre Creche Services	Assets and Environment	In progress
Council Meeting - Tuesday 14 September 2021	3.1	156/2021/P - 100 Kings Cove Boulevard, Metung	Place and Community	Completed
Council Meeting - Tuesday 14 September 2021	5.1.1	CON2018 1254 Maintenance Services for the Raymond Island Ferry - Contract Extension	Assets and Environment	Completed
Council Meeting - Tuesday 14 September 2021	5.1.2	CON2022 1444 - Major Culvert Repairs – Various Locations Shire Wide	Assets and Environment	Completed
Council Meeting - Tuesday 14 September 2021	5.2.1	South Bairnsdale Industrial Estate Declaration of a Special Charge Scheme	Place and Community	Completed
Council Meeting - Tuesday 14 September 2021	5.3.1	Draft Annual Financial Statements 2020/21 and Draft Performance Statement 2020/21	Business Excellence	Completed
Council Meeting - Tuesday 14 September 2021	5.3.2	CON2016 133 Provision of Banking and Associated Services - Contract Extension	Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 14 September 2021	5.3.3	Instrument of Appointment and Authorisation and Instrument of Sub-Delegation	Business Excellence	Completed
Council Meeting - Tuesday 14 September 2021	5.4.1	Planning Permit Application - Slip Road Foreshore Redevelopment	Place and Community	Completed
Closed Council Meeting - Tuesday 14 September 2021	7.1	Performance and Remuneration Review 2020/21 and 2021/22 Key Performance Indicators - Chief Executive Officer	Business Excellence	Completed
Closed Council Meeting - Tuesday 14 September 2021	7.2	CON2022 1457 Bushfire Road Repairs	Assets and Environment	Completed
Closed Council Meeting - Tuesday 14 September 2021	7.3	Datacentre Operations	Business Excellence	Completed
Closed Council Meeting - Tuesday 14 September 2021	7.4	Gippsland Business Initiative	Business Excellence	Completed
Council Meeting - Tuesday 5 October 2021	5.1.1	CON2022 1432 Bituminous Sealing	Assets and Environment	Completed
Council Meeting - Tuesday 5 October 2021	5.2.5	Instrument of Delegation to Chief Executive Officer	Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 5 October 2021	5.3.1	Planning Permit Application 120/2018/P - 860 Stephensons Road, Tambo Upper - for refusal - two lot subdivision	Place and Community	Completed
Council Meeting - Tuesday 5 October 2021	5.3.4	East Gippsland Shire Council Arts and Heritage Grants Round 1 2021-2022	Place and Community	Completed
Council Meeting - Tuesday 5 October 2021	5.3.5	East Gippsland Shire Council Community Projects Grants Program Funding Round 1 2021-2022	Place and Community	Completed
Council Meeting - Tuesday 26 October 2021	2.1	Sealing of Power Station Road	Assets and Environment	Completed
Council Meeting - Tuesday 26 October 2021	2.2	Support for a Net Zero Target	Office of the CEO	Completed
Council Meeting - Tuesday 26 October 2021	5.1.1	CON2022 1451 Slip Road Precinct – Marine Package - CP1	Assets and Environment	Completed
Council Meeting - Tuesday 26 October 2021	5.3.1	WorkCare member financial liability	Business Excellence	Completed
Council Meeting - Tuesday 26 October 2021	5.4.1	Planning Permit Application 171/2021/P 5317 Princes Highway Newmerella - Major Promotion Sign	Place and Community	Completed
Council Meeting - Tuesday 26 October 2021	5.4.2	Request to End S173 Agreement 91 Coast Ave Paynesville	Place and Community	Completed
Council Meeting - Tuesday 26 October 2021	5.4.3	Ending Agreements in Principle Support - 236 Clifton West Road Wy Yung and 79 Angophora Drive Mallacoota	Place and Community	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Closed Council Meeting - Tuesday 26 October 2021	7.1	Contract Variation - CON2020 1932 Lakes Entrance Transfer Station	Assets and Environment	Completed
Council Meeting - Tuesday 16 November 2021	5.1.1	CON2022 1450 Infrastructure Project Consultancy Services Panel of Providers	Assets and Environment	Completed
Council Meeting - Tuesday 16 November 2021	5.1.2	CON2022 1463 Seawall Reconstruction, Lakes Entrance Coastguard	Assets and Environment	Completed
Council Meeting - Tuesday 16 November 2021	5.2.1	Draft Land Management Strategy	Place and Community	Completed
Council Meeting - Tuesday 16 November 2021	5.4.1	Planning Application 340/2019/P - Multi lot subdivision, presumed loss of native vegetation and creation of a carriageway easement - 17 Forge Creek Road Eagle Point	Place and Community	Completed
Council Meeting - Tuesday 7 December 2021	3.1	Endorsement of Development Plan Overlay Request for 10 Marlo Road Marlo	Place and Community	Completed
Council Meeting - Tuesday 7 December 2021	5.1.1	CON2021 1433 Soldiers Road Hillside Road Widening	Assets and Environment	Completed
Council Meeting - Tuesday 7 December 2021	5.1.2	CON2021 1442 Jarrahmond Road Bridge Replacement	Assets and Environment	Completed
Council Meeting - Tuesday 7 December 2021	5.1.3	CON2022 1459 Gymnastics Pavilion, Lucknow Recreation Reserve	Assets and Environment	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 7 December 2021	5.1.4	Additions and Deletions of Roads to Council's Register of Public Roads	Assets and Environment	Completed
Council Meeting - Tuesday 7 December 2021	5.2.1	Planning Permit Application - 345/2021/P for Refusal - 10 Conran Court Marlo - Three lot subdivision and removal of Native Vegetation	Place and Community	Completed
Closed Council Meeting - Tuesday 7 December 2021	7.1	East Gippsland Shire Council Audit and Risk Committee appointment	Business Excellence	Completed
Closed Council Meeting - Tuesday 7 December 2021	7.2	Sale of Land to recover unpaid rates and charges	Business Excellence	Completed
Closed Council Meeting - Tuesday 7 December 2021	7.3	Apply for Letters of Administration of deceased estates	Business Excellence	Completed
Closed Council Meeting - Tuesday 7 December 2021	7.4	Chief Executive Officer Total Remuneration Package Review	Business Excellence	Completed
Unscheduled Council Meeting - Tuesday 16 December 2021	2.1	CON2022 1466 Mallacoota Seawall - Stage 2	Assets and Environment	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Unscheduled Council Meeting - Tuesday 16 December 2021	2.2	CON2022 1455 Mirrabooka Road Footpath Redevelopment Mallacoota	Assets and Environment	Completed
Unscheduled Council Meeting - Tuesday 16 December 2021	2.1.3	CON2021 1461 Eagle Point Foreshore Hub - including road development	Assets and Environment	Completed
Unscheduled Council Meeting - Tuesday 16 December 2021	2.1.4	CON2022 1452 WORLD Construction Package 2 Tender Award	Assets and Environment	Completed
Unscheduled Council Meeting - Tuesday 16 December 2021	2.2.4	Sale of Land - Laneway adjacent to (east of) 259 Main Street, Bairnsdale	Business Excellence	Completed
Unscheduled Council Meeting - Tuesday 16 December 2021	2.2.5	Information Communication and Technologies (ICT) Professional Services Panel of Providers - Contract Number 2022-018	Business Excellence	Completed
Unscheduled Council Meeting - Tuesday 16 December 2021	2.3.1	Declaration of Special Charge Scheme for South Bairnsdale Industrial Estate Water Supply Upgrade	Place and Community	Completed
Closed Unscheduled Council Meeting - Tuesday 16 December 2021	3.1	Asset Investment Opportunity	Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Closed Council Meeting - Tuesday 1 February 2022	7.1	Council Insurance 2022/23	Business Excellence	Completed
Council Meeting - Tuesday 1 February 2022	5.1.1	CON2022 1462 Bairnsdale Resource Recovery Centre Environmental Protection Authority Compliance Flare	Assets and Environment	Completed
Council Meeting - Tuesday 1 February 2022	5.1.2	Contract Extension - CON2019 1260 Supply and Delivery of Calibrated Chain for the Raymond Island Ferry	Assets and Environment	Completed
Council Meeting - Tuesday 1 February 2022	5.2.1	Amendment Instrument of Sub-Delegation Council to members of Staff and Instruments of Appointment and Authorisation	Business Excellence	Completed
Council Meeting - Tuesday 1 February 2022	5.2.2	21 Year Lease - Surf Life Saving Lakes Entrance	Business Excellence	Completed
Council Meeting - Tuesday 1 February 2022	5.3.1	Proposal to End Agreement AG108268G - 236 Clifton West Road Wy Yung	Place and Community	Completed
Council Meeting - Tuesday 1 February 2022	5.3.2	Notice of Decision to Grant a Planning Permit 111/2020/P at 705 Metung Road, Metung	Place and Community	Completed
Council Meeting - Tuesday 1 February 2022	5.3.3	Planning Application 284/2019/P – For Refusal - Five lot subdivision, removal of native vegetation, and subdivision adjacent to a road in RDZ1 at 705 Bengworden and 80 Comleys Road Goon Nure	Place and Community	Completed
Council Meeting - Tuesday 1 February 2022	5.3.4	Request to end (in principal support) legal agreements 31 May Park Drive, Paynesville and 40 Koraleigh View, Nicholson	Place and Community	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 1 February 2022	5.3.5	Planning Permit Application - 475/2020/P 30 Clifton West Road, Wy Yung - Multi-lot subdivision, roadworks and removal of vegetation	Place and Community	Completed
Council Meeting - Tuesday 1 February 2022	7.1	Council Insurance 2022/23	Business Excellence	Completed
Council Meeting - Tuesday 22 February 2022	2.1	1/2022 - Request Refund or Rebate Fees and Charges Waste Management	Assets and Environment	Completed
Council Meeting - Tuesday 22 February 2022	5.2.1	CON2021 1453 WORLD Construction Package 3 tender awards	Assets and Environment	Completed
Council Meeting - Tuesday 22 February 2022	5.3.1	Surrender of Bairnsdale Cemetery to the Crown	Business Excellence	Completed
Council Meeting - Tuesday 22 February 2022	5.3.2	School Crossing Supervision Program Funding	Business Excellence	Completed
Council Meeting - Tuesday 22 February 2022	5.4.1	Final Submission Central and Gippsland Region Sustainable Water Strategy	Place and Community	Completed
Council Meeting - Tuesday 22 February 2022	5.4.2	Planning Permit Application 403/2021/P - Two Lot Subdivision at 7 Sunset Boulevard Paynesville	Place and Community	Completed
Council Meeting - Tuesday 22 February 2022	5.4.3	Proposal to End Agreement AG845895P - 79 Angophora Drive, Mallacoota	Place and Community	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 22 February 2022	5 4.4	Request to end (in principle support) legal agreement AD089276J at 8B Kingscote Drive, Metung	Place and Community	Completed
Council Meeting - Tuesday 15 March 2022	2.2	2/2022 Support for the people of Ukraine	Business Excellence	Completed
Council Meeting - Tuesday 15 March 2022	5.1.2	Sale of Land - Tambo Bluff Estate	Business Excellence	Completed
Council Meeting - Tuesday 15 March 2022	5.2.1	Planning Permit Application 476/2021/P - For Approval - 27 Eagle Point Road, Eagle Point - Multi lot subdivision	Place and Community	Completed
Closed Council Meeting - Tuesday 15 March 2022	7.1	Membership matter	Office of the Chief Executive Officer	Completed
Closed Council Meeting - Tuesday 15 March 2022	7.2	Contract Extension - CON2019 1284 Maintenance and Repair Services for Mobile Plant	Assets and Environment	Completed
Closed Council Meeting - Tuesday 15 March 2022	7.3	East Gippsland Shire Council Audit and Risk Committee appointment	Officer of the CEO	Completed
Closed Council Meeting - Tuesday 15 March 2022	7.4	Microsoft Agreement Renewal	Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Closed Council Meeting - Tuesday 15 March 2022	7.5	Universal Maternal Child Health Service Agreements 2021-2025	Place and Community	Completed
Council Meeting - Tuesday 5 April 2022	5.1.1	Murray Basin Rail Project	Office of the CEO	Completed
Council Meeting - Tuesday 5 April 2022	5.2.1	Rate Waivers	Business Excellence	Completed
Council Meeting - Tuesday 5 April 2022	5.3.1	Youth Ambassador 2022-2023 Action Plan and Terms of Reference Review	Place and Community	Completed
Council Meeting - Tuesday 5 April 2022	5.3.2	Disability Advisory Committee Appointment 2022-2024	Place and Community	Completed
Council Meeting - Tuesday 5 April 2022	5.3.5	Planning Permit Application 548/2021/P - Multi-lot subdivision - 55 Meridian Way, Newlands Arm	Place and Community	Completed
Council Meeting - Tuesday 5 April 2022	5.3.4	Planning Permit Application 523/2021/P - Bancroft Bay (Opposite 185 Metung Road, Metung) Buildings and works to extend existing jetties	Place and Community	Completed
Council Meeting - Tuesday 5 April 2022	5.3.5	Planning Permit Application 548/2021/P - Multi-lot subdivision - 55 Meridian Way, Newlands Arm	Place and Community	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Closed Council Meeting - Tuesday 5 April 2022	7.1	Contract Variation CON2022 1415 Omeo Mountain Bike Trail Construction	Assets and Environment, Business Excellence	Completed
Council Meeting - Tuesday 26 April 2022	1.7 1.1	East Gippsland being an Inclusive and Innovative Community	Place and Community	Completed
Council Meeting - Tuesday 26 April 2022	2.2	4/2022 Social and Affordable Housing	Place and Community	Completed
Council Meeting - Tuesday 26 April 2022	2.3	5/2022 Nursery Facility, Nowa Nowa	Place and Community	Completed
Council Meeting - Tuesday 26 April 2022	5.1.1	Community Infrastructure Grants Program	Assets and Environment	Completed
Council Meeting - Tuesday 26 April 2022	5.3.1	Planning Permit Application 550/2021/P - Multi Lot Subdivision, Building and Works, Part Demolition of a Heritage Building and Roadworks - 8 Newlands Drive, Paynesville	Place and Community	Completed
Closed Council Meeting - Tuesday 26 April 2022	7.1	Service Review	Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Closed Council Meeting - Tuesday 26 April 2022	7.2	Chief Executive Officer Employment and Remuneration Committee Report	Business Excellence	Completed
Council Meeting - Tuesday 17 May 2022	5.1.1	Municipal Association of Victoria Rules Review 2021-22: Directions Paper	Office of the CEO	Completed
Council Meeting - Tuesday 17 May 2022	5.2.1	CON2022 1437 - Mallacoota Skatepark Redevelopment	Assets and Environment, Business Excellence	Completed
Council Meeting - Tuesday 17 May 2022	5.2.2	East Gippsland Shire Council Arts and Heritage Projects Grants Program Funding Round 2 2021-2022	Assets and Environment	Completed
Council Meeting - Tuesday 17 May 2022	5.3.1	Draft 10 Year Financial Plan 2022/23 to 2020/31 and Four Year Revenue and Rating Plan 2022/23 - 2025/26	Business Excellence	Completed
Council Meeting - Tuesday 17 May 2022	5.3.1	Advertise Draft Budget 2022/23	Business Excellence	Completed
Council Meeting - Tuesday 17 May 2022	5.3.3	Council Approval of Instruments of Appointment and Authorisation	Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 17 May 2022	5 4.1	Community Projects Grants Round 2 2021/2022	Place and Community	Completed
Council Meeting - Tuesday 17 May 2022	5 4.2	Planning Permit Application 36/2022/P - Buildings and works (Multi-Storey Building), Multi-lot Subdivision and Reduction to the Car Parking requirement - 4-6 Devon Road, Paynesville	Place and Community	Completed
Unscheduled Closed Council Meeting - Thursday 26 May 2022	2.1	Property Matter	Business Excellence	Completed
Council Meeting - Tuesday 7 June 2022	5 1.1	Discontinuance of Unused Road Reserve - 130 Day Avenue Omeo	Business Excellence	Completed
Council Meeting - Tuesday 7 June 2022	5 2.1	South Bairnsdale Industrial Estate Notice to Vary Special Charge Scheme	Place and Community	Completed
Council Meeting - Tuesday 7 June 2022	5 2.2	Request to End Section 173 Agreement AB705662R, 31 May Park Drive, Paynesville	Place and Community	Completed
Council Meeting - Tuesday 7 June 2022	5 2.3	Request to End Section 173 Agreement AD089276J, 8B Kingscote Drive, Metung	Place and Community	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 7 June 2022	5 2.4	Planning Permit Application 468/2021/P - Buildings and Works for a Jetty Extension - Barrier Landing Nyermilang	Place and Community	Completed
Council Meeting - Tuesday 7 June 2022	5.2.5	Planning Permit Application 392/2016/P/A - Use and development of a Residential Village (amended permit) - 75 Paynesville Road Paynesville	Place and Community	Completed
Council Meeting - Tuesday 28 June 2022	5.1.1	Adoption of Council Budget 2022/23	Business Excellence	Completed
Council Meeting - Tuesday 28 June 2022	5 1.2	Adoption 10-Year Financial Plan 2022/23 to 2031/32 and Four-Year Revenue and Rating Plan 2022/23 to 2025/26	Business Excellence	Completed
Council Meeting - Tuesday 28 June 2022	5.1.6	Instrument of Delegation - Council to Members of Staff	Business Excellence	Completed
Council Meeting - Tuesday 28 June 2022	5 2.1	Adoption of the Draft East Gippsland Shire Council Asset Plan 2022 - 2032	Assets and Environment	Completed
Council Meeting - Tuesday 28 June 2022	5.2.3	Proposed extension to CON2019 1370 - Provision of Waste and Recycling Trailer Service	Assets and Environment	Completed
Council Meeting - Tuesday 28 June 2022	5 2.4	Proposed extension to CON2019 1287 Landfill Environmental Monitoring Services	Assets and Environment, Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 28 June 2022	5 2.5	CON2023 1486 Omeo Recreation Reserve Netball and Tennis Court Upgrade	Assets and Environment, Business Excellence	Completed
Council Meeting - Tuesday 28 June 2022	5 2.6	CON2022 1470 Provision of Painting Services	Assets and Environment, Business Excellence	Completed
Council Meeting - Tuesday 28 June 2022	5 2.7	CON2022 1471 Provision of Linemarking Services	Assets and Environment, Business Excellence	Completed
Council Meeting - Tuesday 28 June 2022	5.3.1	Request for In Principle Support to end S173 Agreement AF072419Q - 52 Country Club Drive, Lakes Entrance	Place and Community	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 26 July 2022	1.7.1.1	Proposed plan to cut the hours of operation to Paynesville Library	Business Excellence	Completed
Council Meeting - Tuesday 26 July 2022	1.7.1.2	Omeo Library and Service Centre Service Review	Business Excellence	Completed
Council Meeting - Tuesday 26 July 2022	1.7.1.3	Lakes Entrance and Paynesville Library and Service Centre Service Review	Business Excellence	Completed
Council Meeting - Tuesday 26 July 2022	5.1.1	Nomination to the Recycling Victoria Local Government Advisory Committee	Business Excellence	Completed
Council Meeting - Tuesday 26 July 2022	5.2.1	Draft Media Policy	Business Excellence	Completed
Council Meeting - Tuesday 26 July 2022	5.3.1	Endorsement of the Independent Review of the East Gippsland Planning Scheme	Place and Community	Completed
Closed Council Meeting Tuesday 26 July 2022	7.1	Contract Variation CON2022 1415 Omeo Mountain Bike Trail Construction	Assets and Environment	Completed
Closed Council Meeting Tuesday 26 July 2022	7.2	Chief Executive Officer Key Performance Criteria 2022/23	Business Excellence	Completed
Closed Council Meeting Tuesday 26 July 2022	7.3	Independent Member - Chief Executive Officer Employment and Remuneration Committee	Business Excellence	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 16 August 2022	1 8 1.1	Cann River and Noorinbee Storm Water Drainage	Assets and Environment	In Progress
Council Meeting - Tuesday 16 August 2022	1 8 1.2	Paynesville Library and Service Centre Service Review	Business Excellence	Completed
Council Meeting - Tuesday 16 August 2022	2.1	2022 State of the Environment Report	Assets and Environment	In Progress
Council Meeting - Tuesday 16 August 2022	5 1.1	Audit and Risk Committee Bi-annual Report January-June 2022 and revised Audit and Risk Committee Charter	Business Excellence	Completed
Council Meeting - Tuesday 16 August 2022	5 2.2	Contract Extension - CON2018 1195 Green Waste Processing and Removal Service	Assets and Environment	Completed
Council Meeting - Tuesday 16 August 2022	5 2.3	CON2023 1485 Peppercorn Park - Bairnsdale City Oval Change Rooms Extension and Upgrade	Assets and Environment	Completed
Council Meeting - Tuesday 16 August 2022	5 2.4	CON2023 1495 Moroney Street Bairnsdale Reconstruction Stage 2	Assets and Environment	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 16 August 2022	5.2.5	CON2022 1480 Asphaltting of Various Roads in East Gippsland Shire	Assets and Environment	Completed
Council Meeting - Tuesday 16 August 2022	5.3.1	Transfer of Committee responsibilities – Beaufort Memorial Gardens	Business Excellence	In progress
Council Meeting - Tuesday 16 August 2022	5.4.1	Planning Permit Application 171/2021/P 5317 Princes Highway Newmerella - Major Promotion Sign - Amended Plans	Place and Community	Completed
Council Meeting - Tuesday 16 August 2022	5.4.2	Position Paper - Native Timber Harvesting in East Gippsland	Place and Community	Completed
Closed Council Meeting Tuesday 16 August 2022	7.1	Sustainability Initiative	Assets and Environment	Awaiting External Response
Closed Council Meeting Tuesday 16 August 2022	7.2	Contract variation CON2019 1353 Lakes Entrance Landfill Capping	Assets and Environment	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Unscheduled Council Meeting Tuesday 30 August 2022	2 1.1	Revised Governance Rules	Business Excellence	Completed
Unscheduled Closed Council Meeting Tuesday 30 August 2022	3.1	Property Matter	Business Excellence	In progress
Unscheduled Closed Council Meeting Tuesday 30 August 2022	3.2	Chief Executive Officer Performance Assessment 2021/22	Business Excellence	Completed
Council Meeting - Tuesday 20 September 2022	2.1	Nicholson Street Mall, Bairnsdale	Place and Community	In progress
Council Meeting - Tuesday 20 September 2022	5.1.1	Submission on the Gippsland area under consideration for offshore renewable energy	Assets and Environment	Completed
Council Meeting - Tuesday 20 September 2022	5.1.2	CON2023 1481 Omeo Mountain Bike Bridge - Oriental Claims	Assets and Environment	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 20 September 2022	5 2.1	Draft Annual Financial Statements 2021/22 and Draft Performance Statement 2021/22	Business Excellence	Completed
Council Meeting - Tuesday 20 September 2022	5 2.2	Revised Advocacy Priorities	Business Excellence	Completed
Council Meeting - Tuesday 20 September 2022	5 2.3	Draft Media Policy	Business Excellence	Completed
Council Meeting - Tuesday 20 September 2022	5 2.4	Chief Executive Officer Employment and Remuneration Policy	Business Excellence	Completed
Council Meeting - Tuesday 20 September 2022	5 2.5	Nomination Municipal Association of Victoria Substitute Representative and Draft Motion	Business Excellence	Completed
Council Meeting - Tuesday 20 September 2022	5.3.1	Planning Permit Application 508/2021/P - Multi-Lot Subdivision, Roadworks and Removal of Native Vegetation - 7 Christmas Street, Metung	Place and Community	Completed
Council Meeting - Tuesday 20 September 2022	5.3.3	Draft Planning Delegations Policy	Place and Community	Completed

Meeting Date	Item No.	Report Title	Directorate	Status
Council Meeting - Tuesday 20 September 2022	5.3.4	Summary of East Gippsland Business Awards 2021 and Future Considerations	Place and Community	Completed
Closed Council Meeting Tuesday 20 September 2022	7.1	Gippswide Organics Process Tender	Assets and Environment	In Progress

5.2 Assets and Environment

5.2.1 Cann River and Noorinbee Storm Water Drainage

Authorised by General Manager Assets and Environment

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

Council received a petition on the 27 July 2022 requesting that Council work with the State Road Authorities to ensure there is adequate and maintained drainage of storm water from private residences and public spaces in the Cann River Noorinbee area.

This petition was formally presented to Council on 16 August 2022. Councillors have been provided a copy of the petition separately. In the interests of respecting the privacy of signatories, and in accordance with the *Privacy and Data Protection Act 2014*, a copy of the petition has not been included with this report. 58 petitioners engaged in the petition, of those 34 signatories complied with *Governance Rule 8.7(e)*.

In response, this report outlines both the more recent, and historical drainage infrastructure installations and maintenance undertaken in the Cann Valley area and responds to the petition requests.

This report details drainage and road management works undertaken in recent years in the Cann River area; outlines the road and drainage maintenance responsibilities of Council; and identifies the responsibilities of the varying road authorities and the mechanisms used to liaise with these other authorities.

The report also acknowledges that East Gippsland has experienced two very wet years after a prolonged period of drought, which both impacts on stormwater flow and how it is responded to within the community.

The report also commits to writing to the head petitioner outlining how Council ensures there is adequate and maintained drainage of storm water from private residences and public spaces in the Cann River Noorinbee area and the way in which Council intends to manage storm water in the future.

Officer Recommendation

That Council:

1. receives and notes this report; and

2. notes that Officers will formally write to the head petitioner detailing:

- a. Council's road and drainage management responsibilities; and***
- b. how Council works with other road authorities to provide and maintain shared and connecting assets including drainage.***

Background

The Cann River and surrounding community have endured several natural disaster events over the past few years, ranging from bushfires that caused devastating damage to both crown land, private property, and wildlife through to the most recent extreme rainfall events that caused localised flooding throughout the municipality.

The most recent event involving above average rainfall has highlighted the challenges faced across the shire to prepare for and meet changing weather and climatic conditions. Added to this are changing community expectations about how Council should deal with these events.

In recent years, Cann River has received several infrastructure upgrades including drainage improvements, one of the most recent being the Street Scape works undertaken on the Princess Highway section of town that saw significant new drainage infrastructure installed. These new works took into consideration community concerns and Council has always addressed these where feasible.

Cann River has a limited enclosed drainage system that has been maintained on a regular basis by Council contractors. These contractors use a high pressure drain cleaning system that has been set up with its sole purpose to clean the Cann River and Mallacoota drainage on a regular basis. When drainage matters are more complex, drainage specialists have been engaged.

The remaining drainage system around Cann River relies on open table and swale drains to move water. Like all drainage of this type, these drainage systems are designed to deal with a certain rain and stormwater capacity. There are times when high rain events exceed this capacity.

Council's road and drainage assets are managed by an external contractor and are inspected on a regular basis by one of Council's Road Supervisors. Standards to which Council's roads and drains are managed are established in the East Gippsland Shire Council Road Management Plan (2021) which is a requirement of the *Road Management Act 2004*.

In the long term, as part of the implementation of Council's recently adopted East Gippsland Environmental Sustainability Strategy, Officers are investigating long-term drainage and stormwater management. This will include an overall assessment of Council's drainage infrastructure with the intended outcome of assessing the capacity of the current system and putting together a long-term drainage plan to upgrade and improve the infrastructure where needed. This work will include consideration of Cann Rivers conditions and needs.

Much of the storm water system adjacent to arterial roads including Princes Highway and Monaro Highway are managed by the Victorian Department of Transport (the Department) as the responsible Road Authority, with whom Council Officers meet on a regular basis. Deficiency of the Cann River system has not been raised as an issue by the Department during these meetings.

It must be noted that over the past two years the entire region, including the Cann River area has experienced some of the highest rain falls for over a decade, with East Gippsland having six declared flood events over this time. These flood events and the high rainfall has placed pressure on drainage and stormwater systems, with these systems often at capacity and the ground sodden and waterlogged. The combination of the intensity and frequency of the rain events over the past two years has meant that many property owners are dealing with

saturated ground. This is the result of weather patterns rather than drainage failure.

This report does not address specific properties issues. However, it is noted that when properties receive planning approvals it is normal for these to include storm water and drainage conditions which must be complied with, including discharge to a legal point of discharge.

At this point in time, Officers plan to manage storm water on public areas and road reserves under its responsibility by:

1. Continuing Council's regime of regular road and drainage inspections by Road Supervisors;
2. Scheduling maintenance activity where roads and storm water systems do not comply with the standards set in Council's Road Management Plan;
3. Continuing to investigate alternate road and drainage designs to respond to changing climatic conditions and anticipated future periods of both drought and high rainfall;
4. Continue to work with agencies and partners to model future climate change impacts and the implications of these at the local level, so these understandings can be built into future road improvements works; and
5. Where roads and drainages are identified to be in mayor upgrade or renewal undertake necessary design work and schedule these works into future capital works programs.

Council Officers will also continue to liaise and work with other road authorities including the Department of Transport to coordinate works and maximise effort, as was the case in the upgrade of Princes Highway through the Cann River township.

Legislation

This report has been prepared in accordance with *Local Government Act 2020*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Council manages Storm Water in accordance with the *Road Management Act 2004* and the *Water Act 1989*

Collaborative procurement

Not appropriate.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 2: 2.2 Infrastructure provision and maintenance supports a diverse range of current and future user needs and activities and is both environmentally and financially sustainable.

Council Policy

Council has adopted a Road Management Plan 2021 that guides the management of roads and related drainage.

Options

That Council notes this report or that Council requests additional information.

Resourcing

Financial

Council manages storm water and drainage within the annual Road Maintenance Budget allocation. For major works and upgrades like the Cann River Streetscape, additional funding is sought, and the project is delivered via Council's capital program.

Plant and equipment

Not applicable to this report

Human Resources

Council has a Road Supervisor East who is responsible for inspecting roadside drainage and scheduling works.

Risk

The risks of this proposal have been considered.

Economic

Nil

Social

Gender Impact Statement

Nil

Environmental

Nil

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

This report is assessed as having no direct impact on climate change. Though the impact of a changing climate on road management is acknowledged.

Engagement

Nil

Attachments

Nil

5.2.2

Marina Consultative Committee Review

Authorised by General Manager Assets and Environment

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

Council Enterprises have two consultative committees, the Marina Consultative Committee (MCC) and the East Gippsland Livestock Exchange Consultative Committee. These committees differ significantly from Council's other advisory committees, which operate at a strategic and whole of organisation level.

Council is Committee of Management (CoM) of the Crown Land upon which our three marinas are situated, and as such is responsible for the infrastructure and operations associated with the Metung, Chinaman's Creek, and Slip Bight Marinas. This CoM arrangement is tightly regulated by an agreement with the Crown Land Representative – the Department of Environment, Land, Water and Planning (DELWP).

Council reviews the MCC Terms of Reference (ToR) on a four-year schedule. In January 2021, the MCC ToR was reviewed by Officers in line with this schedule. As part of this review Officers identified that there were several areas where the MCC was no longer operating in line with the ToR (provided as **Attachment 1**) and that the MCC focus had moved away from its initial intent for consultation on operations and assets. Based on this review and feedback from the marina users, Officers are recommending that the MCC be dissolved and replaced with a less formal engagement mechanisms which have the potential to generate greater benefit to all berth holders.

Using a survey to all berth holders, Officers sought feedback from berth holders on the current MCC and their opinions whether they feel this engagement and representation method works or could be adapted. This survey identified that the MCC is not considered to actively engaged with the general berth holder cohort or represent the views of berth holders – see **Attachment 2** for survey results.

Given the review outcomes, Officers recommend a change in the way consultation with marina berth holders is undertaken. It is considered that a range of berth holder forums and focus groups coupled with more regular user updates to reach the views of the broader berth holder cohort is more appropriate. This consultation could be augmented with other current consultation formats including surveys and an annual berth holder meeting.

It should also be noted that marina berth holders are tenants and should be engaged with in the same manner as tenants of our many other properties and public spaces including airports, commercial properties, reserves, and public spaces. No other tenant group has a formalised consultative committee.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;**
- 2. resolves to dissolve the Marina Consultative Committee; and**
- 3. requests that the Chief Executive Officer or delegate undertake the necessary processes to advise all relevant stakeholders of the decision to dissolve the Marina Consultative Committee.**

Background

Council is CoM for the Crown Land, infrastructure and operations associated with the Metung, Chinaman's Creek, and Slip Bight Marinas. These combined facilities have 435 berths for which berth holders pay license/permit fees and operations and maintenance (O&M) fees to Council to berth their vessel at these sites.

In 2007, the Council's MCC was formed in response to berth holders requesting a forum to address their service needs directly with Council. Since its adoption, the MCC has met on a quarterly basis and is intended to act as a consultative mechanism for Council and the berth holders in relation to operational matters of the marina services and its assets.

The MCC membership consists of two Councillors and six berth holder representatives. Council Officers are in attendance to provide reports and commentary to the committee however as specified in the MCC ToR; Officers do not make up the MCC membership.

The Consultative Committee cannot act on behalf of Council in its own right.

Council reviews the MCC ToR on a four-year schedule. In January 2021, the MCC ToR was reviewed by Officers in line with this schedule and several changes were identified. However, more significantly, as part of this review Officers identified that there were several areas where the MCC was no longer operating in line with the ToR (**Attachment 1**) and that the MCC focus had moved away from its initial intent for consultation on operations and assets.

It should also be noted that no other tenant group across Council's many property portfolios hold a similar formally structured consultative committee.

Following the Officer review of the MCC, Officers surveyed the berth holders to seek their feedback on the current MCC process, and if they believe it still meets the needs of the berth holder group. Every berth holder was provided opportunity to complete the survey. Out of the 401 berth holders, 106 completed the survey. Based on user feedback and engagement, this report recommends changes to the way in which Council engages with berth holders at all three Council-managed marinas.

Legislation

This report has been prepared in accordance with *Local Government Act 2020*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

The management of the marinas and Council's responsibilities as a Committee of Management for Coastal Crown Land are governed by the *Marine and Coastal Act 2018*.

Collaborative procurement

Not applicable.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 4: 4.3 Council's work with stakeholders fosters entrepreneurship and new business opportunities, particularly with communities facing change.

Council Policy

This report has been drafted in accordance with Council's Governance Rules and the Councillor Representation Policy.

Council also has a formalised East Gippsland Shire Council Marina Consultative Committee Terms of Reference, that is considered in this report.

Options

There are a range of options available to Council from continuation of the status quo, through to disbanding the MCC. Officers' preferred option and the option recommended to Council is detailed below:

Marina Consultative Committee is dissolved:

The MCC review has identified the users of the Marinas are not actively engaged in the consultative committee and do not look to committee meetings for consultation. It is therefore proposed that the MCC be disbanded and replaced with other, broader engagement practices including the following:

- Annual Berth Holder meeting held every October / November;
- Seasonal newsletter (released every quarter);
- Focus groups (when something of significance requires consultation); and
- Direct Officer engagement.

The Annual Berth Holder meeting and Seasonal Newsletter are currently in place and ensure that Council engages with the entire berth holder cohort. Participation is voluntary and based on the berth holders' desire to engage.

Officers directly engage with berth holders daily within current council processes. This consultation with berth holders directly addresses any pressing operational matters in a timely and efficient manner.

In the event there is a significant operation matter being addressed, officers will engage a focus group / user reference group. This focus group will be informal, engage and provide feedback on a certain item, then disband at completion of the project. This process is constant with other project processes currently in Council.

Resourcing

Financial

There is no significant monetary impact in the proposed transition from a consultative committee to a user group other than the impacts of the efficiencies that will be made in resourcing the administration for meetings.

Human Resourcing

Council resourcing for the MCC is significant. To generate an MCC agenda includes the involvement of the Finance and Council Enterprises departments, with administration contributing up to 10 hours per agenda. Four officers are then in attendance at an MCC for up to four (4) hours quarterly meaning at a minimum 26 hours of officer resources are committed to each MCC meeting. Much of this resource is purely related to delivering the information in a committee format with due governance to meet council policy.

Disbanding the MCC will result in removing this substantial commitment to human resources and return officer focus to Marina operations.

Software

Council Marinas will also be including several new engagement tools this year with the inclusion of new Marina software. The software will enhance direct officer to berth holder engagement via automated and manually generated SMS, direct email connection with individuals while officers are completing dock walks and greater ability to engage in feedback and run customer satisfaction surveys.

Risk

The risks of this proposal have been considered and there is a perceived risk to berth holders that with a less formal consultation process, some topics may be lost and not discussed with Council.

It is therefore vital that all berth holders follow the Council customer service process with any non-operational matters as, so they are addressed in line with all other community enquiries via the Council Customer Response Policy in which Officers are governed by. This will be well promoted to berth holders in the quarterly newsletters.

Economic

There are no significant economic impacts with the transition of a Consultative Committee to a User Group.

Social

Officers expect a user group with a more inclusive feedback system will provide stronger connection to the marina community than the current Consultative Committees.

Gender Impact Statement

Engagement with the broader marina user groups has had a Gender Impact Assessment (GIA) completed and is compliant with the obligations and objectives of the *Victorian Gender Equality Act 2020*.

The current MCC has a significant gender imbalance that will need addressing if Council wishes the Committee to continue.

Environmental

There are no environmental impacts associated with the Marina Consultative committee or Marina user group.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

This report is assessed as having no direct impact on climate change.

Engagement

In proposing this recommendation to Council, both the Marina Consultative Committee and the broader berth holder group have been consulted.

MCC

The initial MCC consultation was held at the MCC meeting on the 30 September 2021 as item 2.3 on the agenda; MCC ToR. The group were concerned at the time about how a new format would operate and who would hold officers accountable for managing the review of data.

At the MCC meeting on the 28 of April 2022, Officers advised the MCC that the berth holder survey had concluded. There was no response from MCC committee members to provide direct feedback on the MCC, ToR or how the committee best suits berth holders.

Berth Holders

Berth Holders had the opportunity to provide feedback from 15 February 2022. The initial survey period was from 15 February - 26 April 2022, however at the request of a MCC representative, Officers re-advertised and re-opened the survey from 11 May - 1 June 2022. This provided berth holders with a total of 93 days (about 3 months) that the survey was open and available.

This survey data is provided as **Attachment 2**.

Attachments

1. MCC Terms of Reference_ [5.2.2.1 - 7 pages]
2. MCC Survey Results [5.2.2.2 - 9 pages]



TERMS OF REFERENCE EAST GIPPSLAND SHIRE COUNCIL MARINA CONSULTATIVE COMMITTEE

DOCUMENT CONTROL

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REVISION HISTORY *(Completed by Governance Officer)*

Revision Ref. No.	Approved/ Amended/ Rescinded	Date	Council / Management	ECM Document Reference
1	Approved	1/9/09	Council	3683739
2	Approved	1/3/16	Council	6767005
3	Approved	12/12/17	Council	7435111

1. PURPOSE

This document sets out the Terms of Reference for the East Gippsland Shire Council Marina Consultative Committee (MCC).

2. BACKGROUND

The Marina Consultative Committee original formation is a result of Marina Berth Holders requesting a committee be formed to have a forum to address their service needs direct to Council. Accordingly, East Gippsland Shire Council has approved the formation of the East Gippsland Shire Council Marina Consultative Committee.

East Gippsland Shire Council has adopted the revised Marina Consultative Committee Terms of Reference structure at it's the Ordinary Meeting of Council held on 1 March 2016, in response to the recommendations from the (current) Marina Consultative Committee to retain the current combined representation for all its marinas.

These Terms of Reference establish the guiding principles for the operation of the East Gippsland Shire Marina Consultative Committee together with its structure, objectives and reporting protocols.

3. POLICY STATEMENT

3.1 Formation

Council established the East Gippsland Shire Marina Consultative Committee, whose primary purpose is to provide advice, guidance and recommendations to Council on the need for existing and emerging services, and overall sustainable management of Council's marina business.

The East Gippsland Shire Council Marina Consultative Committee is a Council Consultative Committee, independent of Council.

The Consultative Committee cannot act or publicly comment on behalf of the East Gippsland Shire Council in its own right.

3.2 Membership

- (a) The Consultative Committee will comprise of eight members.
- (b) Membership will comprise:
 - i. Two Councillors, appointed for the length of the Council term by resolution of Council (or their delegates); and
 - ii. Six Consultative Committee members () who will be appointed by East Gippsland Shire Council as a result of an expression of interest process conducted to berth holders in each marina.
 - iii. Representation will comprise;
 - a. Slip Bight Marina – 3 representatives
 - b. Metung and Chinaman's Creek Marinas – 3 representatives
 - iv. Committee Members shall be current Berth Holders at the relevant marina and are required to be fully up-to-date in respect of all the annual fees applicable to the occupation, operations and maintenance of the marina.

- v. The six representatives will be appointed for a term of three years.

From time to time additional representatives and stakeholders may be co-opted by the Consultative Committee or East Gippsland Shire Council for a limited period to provide advice on specific issues.

- (c) One of the two Councillors appointed to the Consultative Committee will be appointed Chair.
- (d) Members of the Consultative Committee will at all times be covered by Council's insurance when engaged on or attending to legitimate Consultative Committee duties.

3.3 Meetings

- (a) The Consultative Committee will meet at least twice per year or as agreed by Committee. Meetings will be called by the Chair in consultation with the Director Development.
- (b) The Director Development will ensure all necessary administrative support is provided to the Consultative Committee, including where appropriate the provision of a non-member Administrator for the Consultative Committee Meetings.
- (c) Agenda items within the scope of the Terms of Reference by Consultative Committee members can be submitted to the Director Development with the final agenda determined jointly by the Chairperson and Director Development.
- (d) The Consultative Committee meeting agenda will be circulated to Consultative Committee members and to all East Gippsland Shire Councillors (for information) at least one week in advance of the meeting.
- (e) A quorum will exist if five or more Consultative Committee members are present.
- (f) Whenever practicable and appropriate, the following Officers will attend meetings of the Consultative Committee:
- Director Development
 - Manager Economic Development
 - Commercial Business Coordinator
- Council Officers (or their representatives) attend Consultative Committee meetings in an advisory capacity only and are not members of the Committee.
- (g) Following verification by the Chair, unconfirmed Minutes of Consultative Committee meetings will be circulated to Consultative Committee members and all East Gippsland Shire Councillors.

3.4 Scope of Duties

The Consultative Committee shall:

- (a) act as a consultative mechanism for Council and the berth holders in relation to the strategic direction of marina services, assets and budgets to deliver a sustainable, commercially-focussed marina business whilst considering local community and environmental interests;
- (b) encourage all members involved in providing strategic input into improving the service levels for the marina business to work cooperatively and collaboratively;
- (c) through the Director Development, provide recommendations to Council where a Council decision is required on matters that fall within the Consultative Committee's Terms of Reference or are otherwise consistent with the intent and purpose of the Consultative Committee;
- (d) provide recommendations to Council on the delivery of the service levels that will satisfy the majority of berth holders at each marina;
- (e) provide phone number(s) to berth holders for purpose of allowing berth holders to communicate marina business items; and
- (f) attend annual marina berth holder consultation meetings.

3.5 Conduct of East Gippsland Shire Council Marina Consultative Committee

It is expected that Consultative Committee members will at all times:

- (a) achieve considered and informed judgment by an open and respectful sharing of opinion;
- (b) ensure that matters are considered fairly and consistently;
- (c) make decisions based on the best available information;
- (d) keep confidential all matters and documents declared to be confidential;
- (e) respect the decision-making processes of the Consultative Committee, which are based on a decision of the majority of the Consultative Committee;
- (f) be aware of and respect that it is not appropriate for the Consultative Committee or its membership to speak publicly or make any representations on behalf of the Consultative Committee; and
- (g) respect each other and the right of another to be heard (whatever the views of that person).

3.6 Conflicts and Disclosure of Conflict of Interest

- (a) A conflict can arise when a person has the potential to be influenced, or appear to be influenced, by personal or private interests. It is generally accepted that where such a conflict exists, it should be resolved in the best interests of the East Gippsland Shire, as opposed to the individual private interest.
- (b) If a member of the Consultative Committee considers that they have, or might reasonably be perceived to have, an interest in a matter before the

Consultative Committee, they will clearly disclose the nature of their interest at the meeting and immediately before the matter is considered. This will be done on every occasion that the matter is considered by the Consultative Committee.

- (c) If a member of the Consultative Committee considers that they may be unable to vote due to their inability to act impartially on a matter because of a Conflict of Interest, they will notify the Chair or Director Development as soon as possible. Further, they will limit their participation in any discussion on the matter to ensure they cannot be perceived as pursuing their own personal interests. This usually means restricting any comments to factual statements that may assist the decision-making process.

3.7 Availability of General Advice

The Consultative Committee, through the Chief Executive Officer, may obtain information and advice on any Council matter that falls within the Consultative Committee's jurisdiction.

4. RESPONSIBILITY FOR IMPLEMENTATION AND COMPLIANCE

These management positions are responsible for implementation and compliance monitoring of the policy in their work areas:

Party / Parties:	Roles and responsibilities:
Director Development	Participate in East Gippsland Shire Council Marina Consultative Committee meetings
Manager Economic Development	Participate in East Gippsland Shire Council Marina Consultative Committee meetings
Commercial Business Coordinator	Responsibility for review, updating and implementing the Terms of Reference. Ensure compliance with Terms of Coordinate with all committee members.

All staff have an obligation to report occurrences of non-compliance with Council policy. Incidents of non-compliance should be reported immediately to the Director responsible for this policy, the Policy Owner or the Administration Unit.

5. SCOPE OF POLICY

This document sets out the Terms of Reference for the East Gippsland Shire Council Marina Consultative Committee (MCC).

The Marina Consultative Committee original formation is a result of Marina Berth Holders requesting a committee be formed to have a forum to address their service needs direct to Council. Accordingly, East Gippsland Shire Council has approved the formation of the East Gippsland Shire Council Marina Consultative Committee.

These Terms of Reference establish the guiding principles for the operation of the East Gippsland Shire Marina Consultative Committee together with its structure, objectives and reporting protocols.

6. REFERENCES / ASSOCIATED DOCUMENTS

Council Plan 2017-2021

Good Governance

Goal 1: East Gippsland Shire Council is inclusive, engaged and open. Increase transparency and awareness about council decisions, services and activities by 2021.

7. PRIVACY AND HUMAN RIGHTS CONSIDERATION

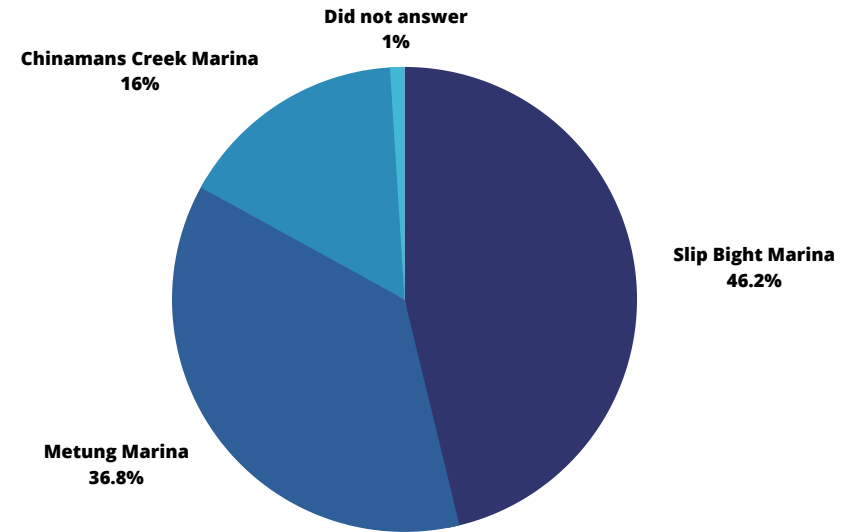
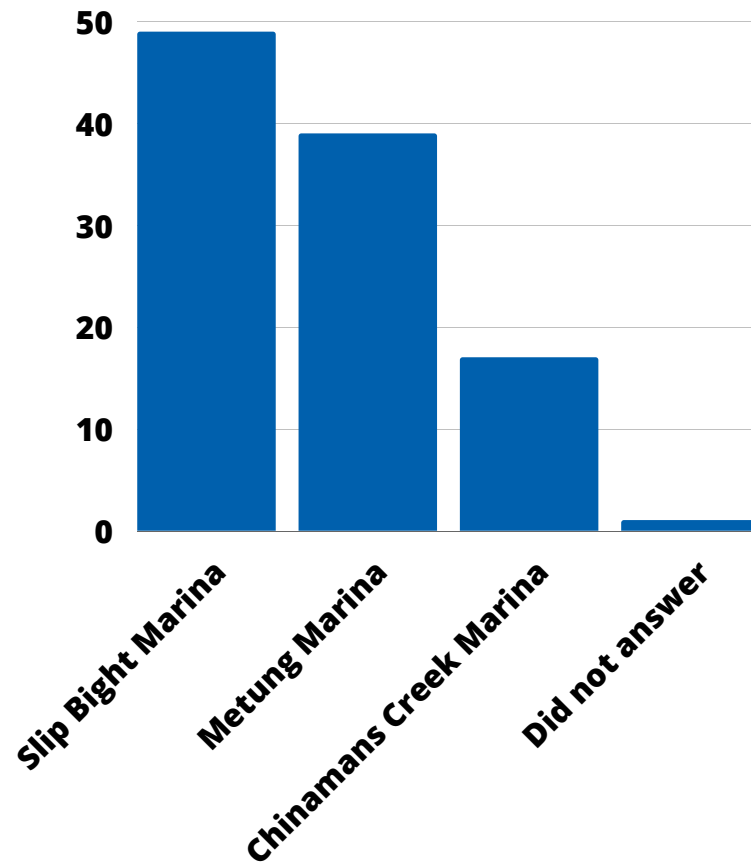
All personal information collected by East Gippsland Shire Council in connection with the East Gippsland Shire Council Marina Consultative Committee Terms of Reference will be handled in accordance with all applicable privacy legislation and will be used only for the purpose of assessing a disclosure and all information received will be treated with the utmost confidence.

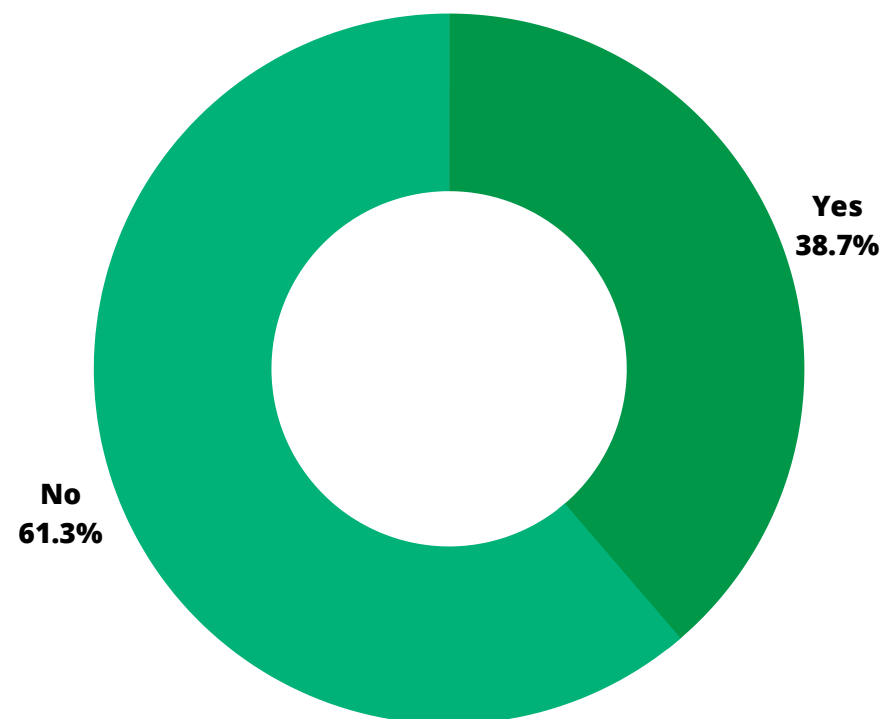
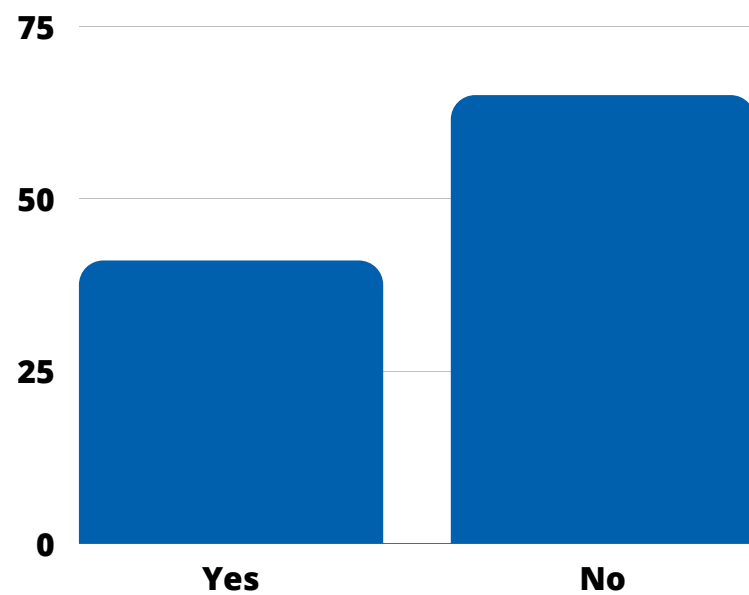
The East Gippsland Shire Council Marina Consultative Committee Terms of Reference has been assessed as compliant with the obligations and objectives of the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

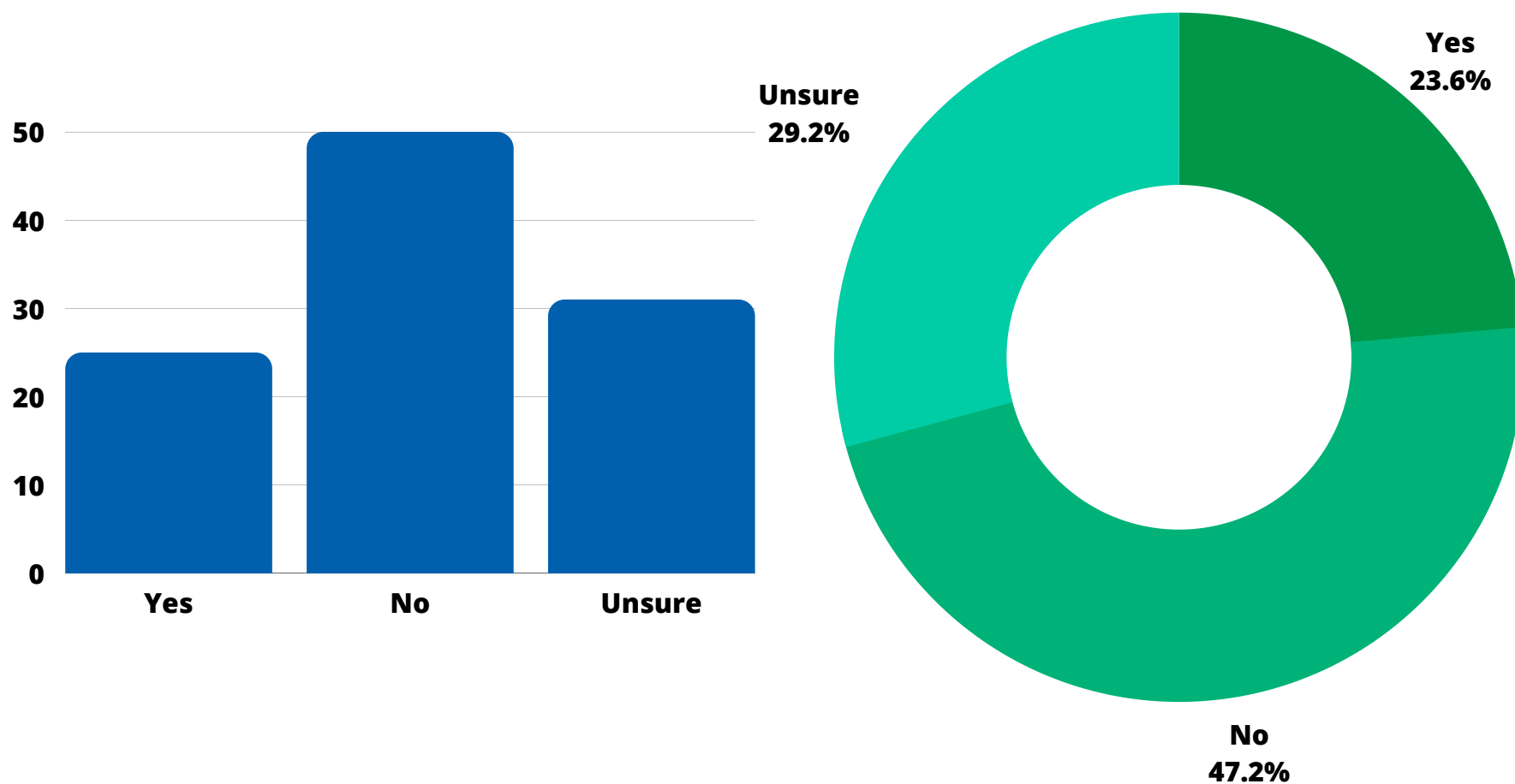
8. DEFINITIONS AND ABBREVIATIONS

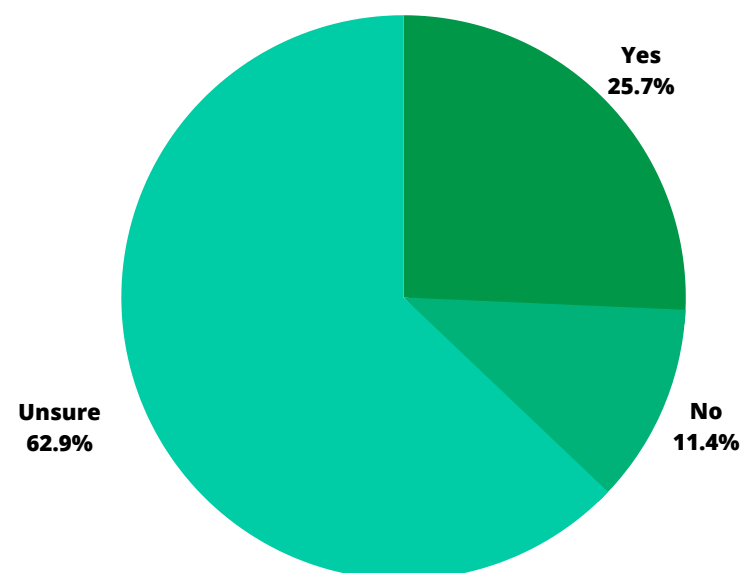
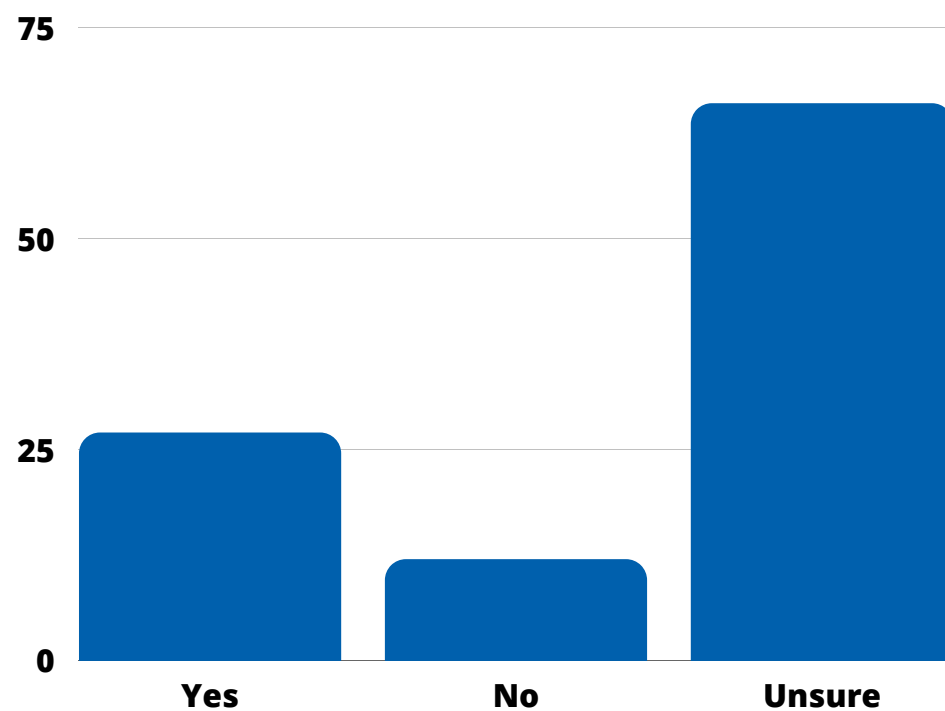
Term:	Meaning:
Committee	Member of the East Gippsland Shire Council Marina Consultative Committee
EGSC	East Gippsland Shire Council
MCC	East Gippsland Shire Council Marina Consultative Committee
Quorum	The minimum number of members of an assembly that must be present at any of its meetings to make the proceedings of that meeting valid.

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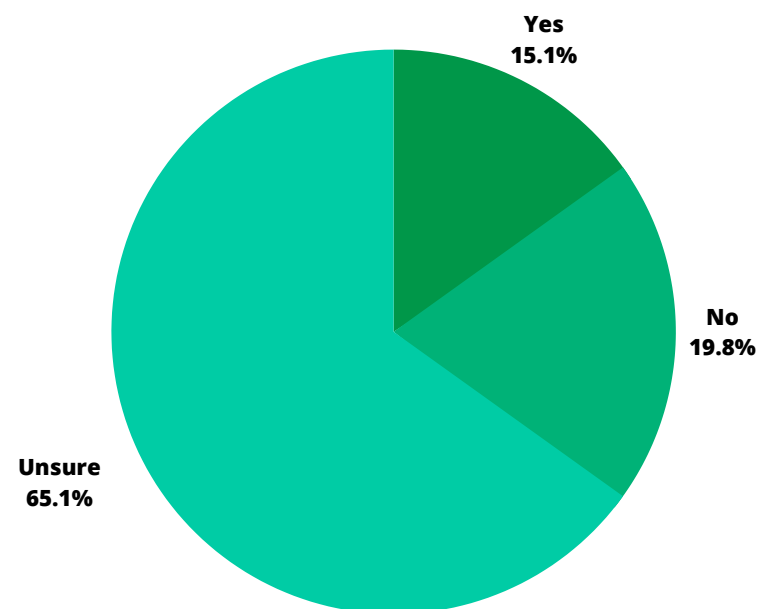
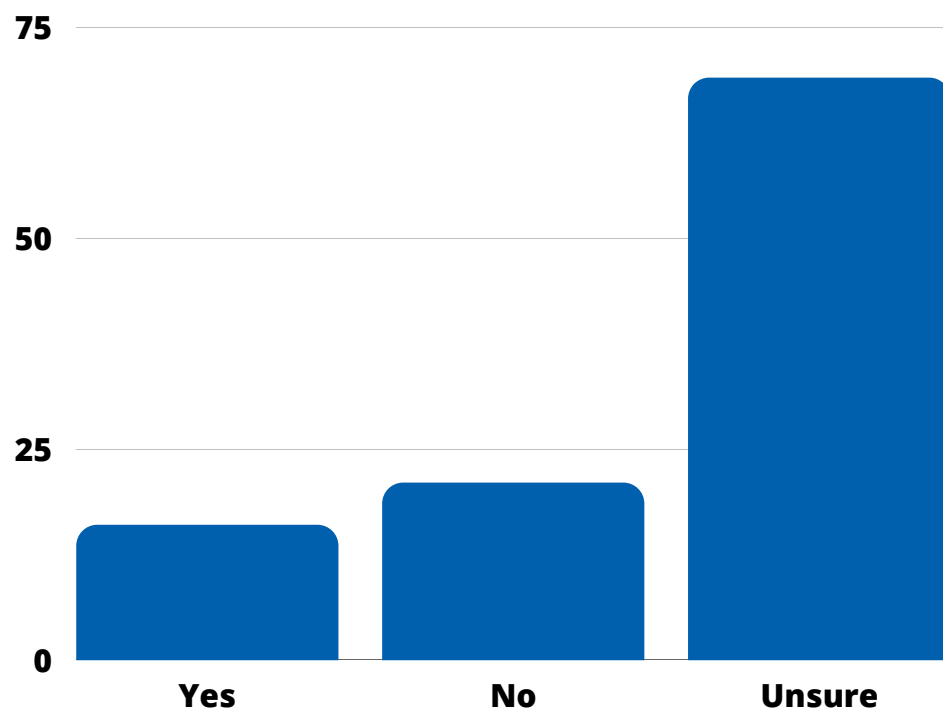
"1. What Marina is your berth located?"

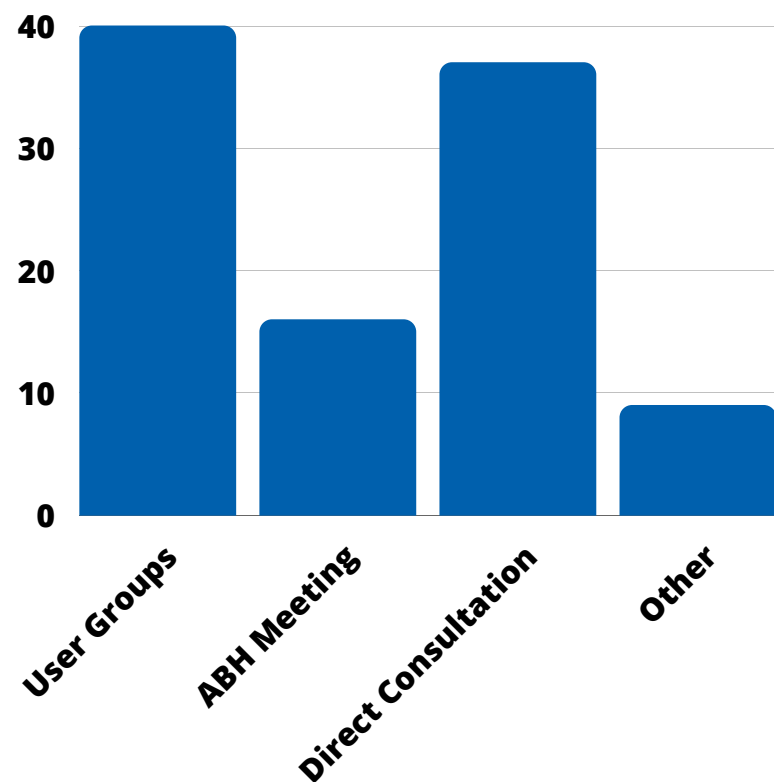
"2. Do you know who your MCC Representative is for your Marina?"

"3. Do you know what the MCC discusses on behalf of berth holders?"

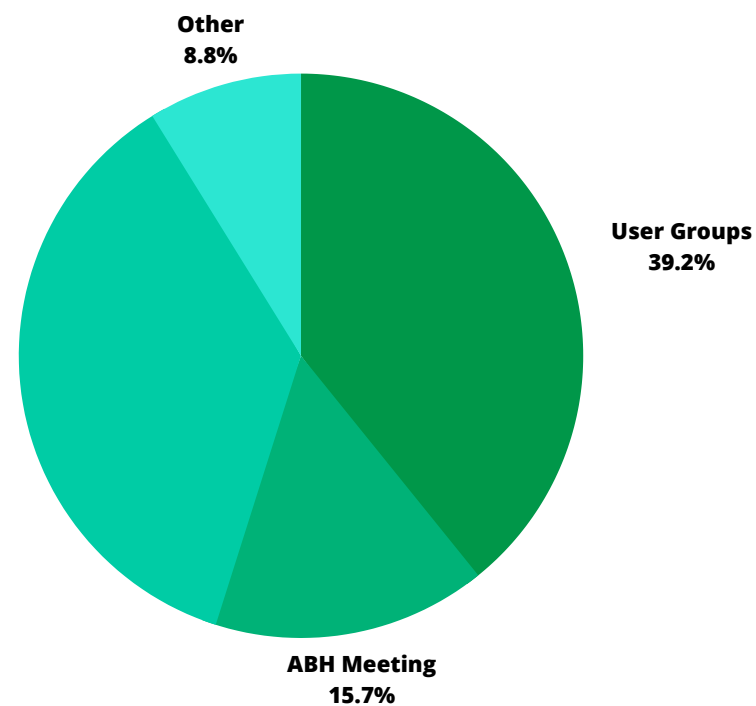
"4. Do you believe the MCC raises and addresses the issues of berth holders?"

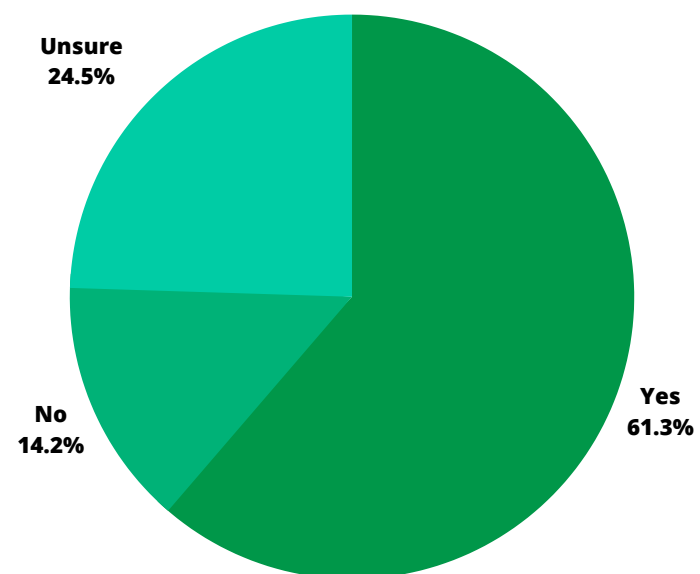
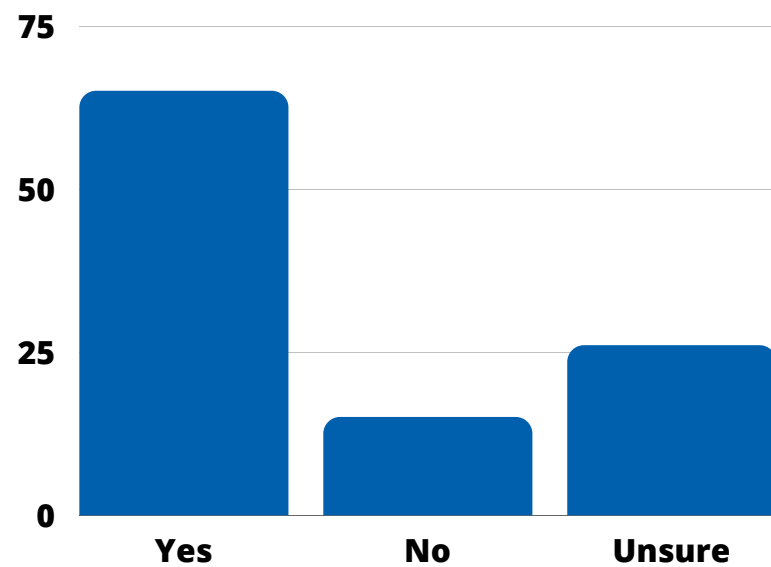
"5. Do you believe the MCC in its current format provides the best consultation process for berth holders?"



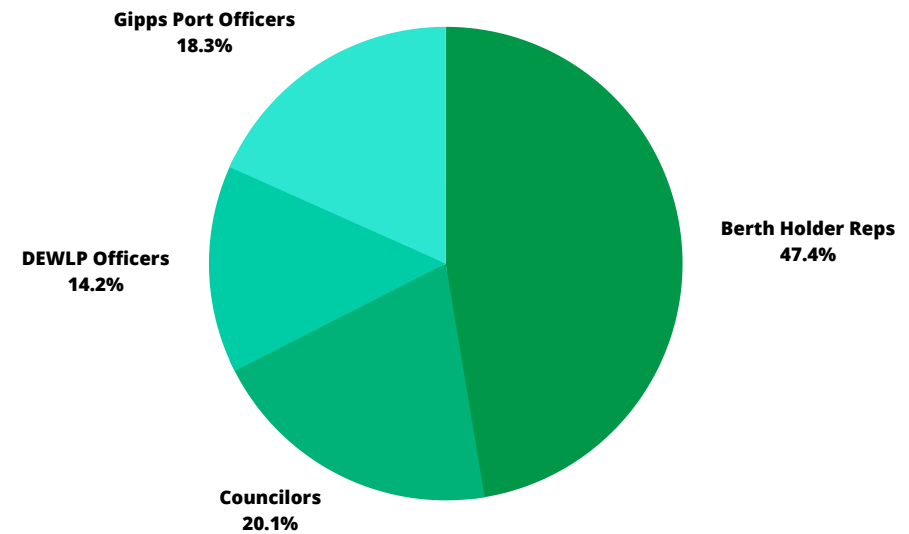
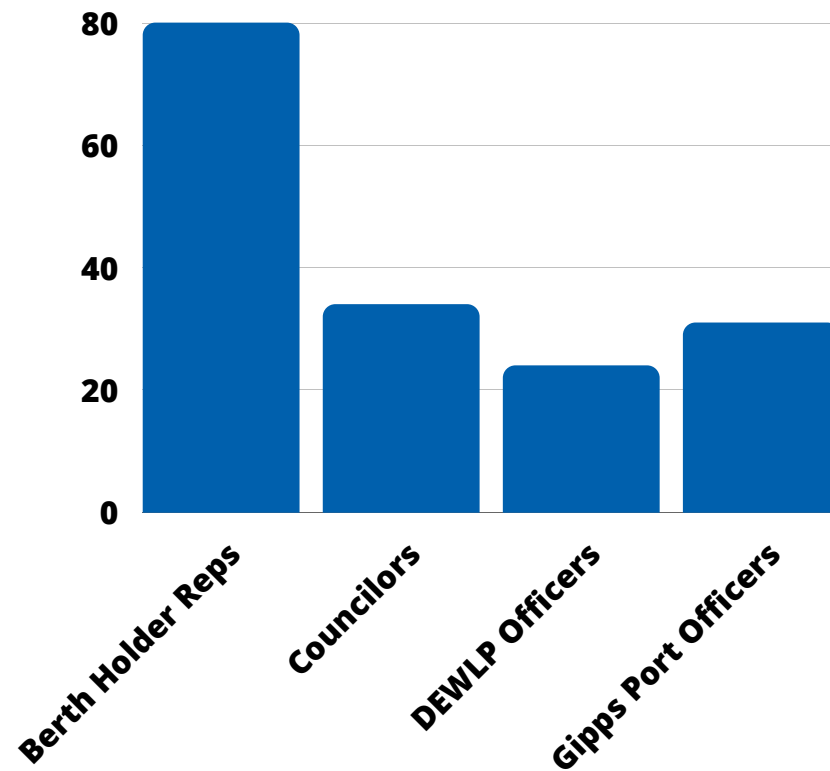
"6. If No or unsure, would you prefer"

Direct Consultation
36.3%

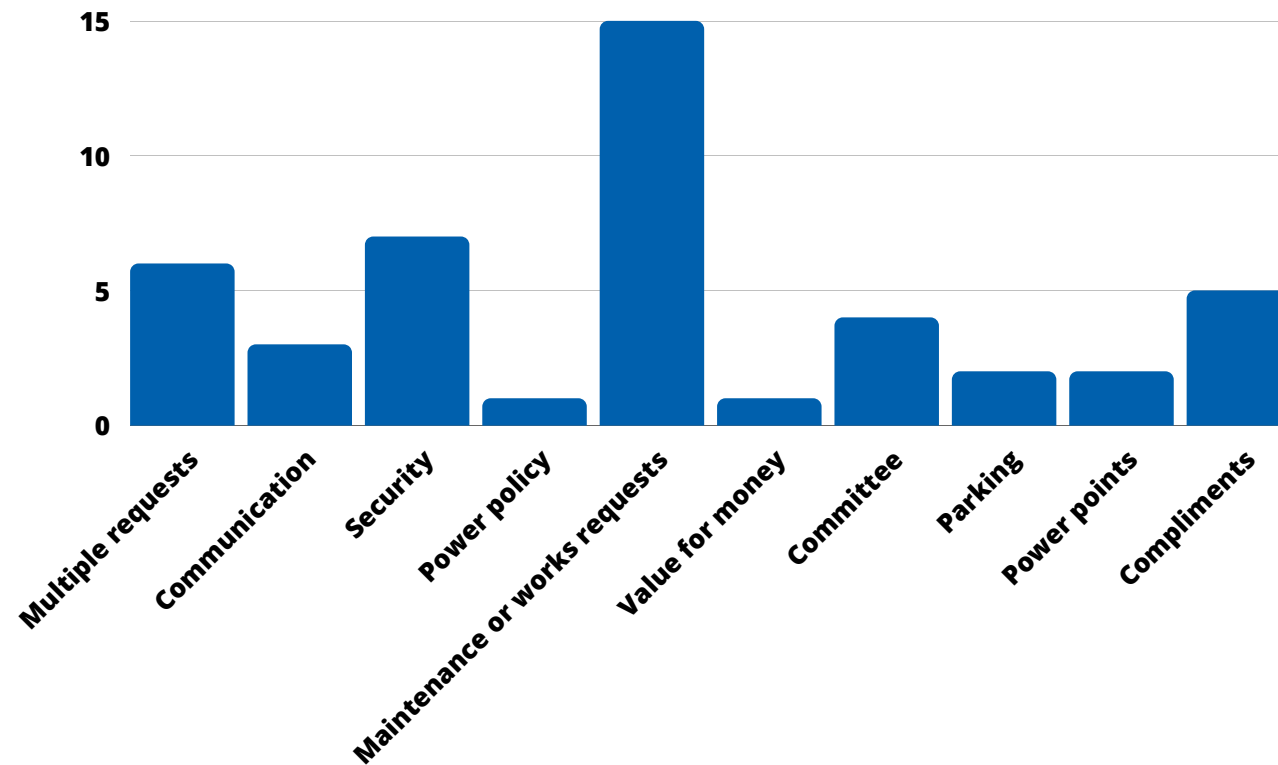


"7. Do you feel the need for a Marina based Consultative group?"

“8. If your answer is yes or unsure, who do you think should be in the consultative group?”



“9. We would also like to hear if you have any feedback on items you think should be addressed by either a Consultative committee, User group or Council. Please list these below”



5.2.3 Capital Works and Major Projects - Quarter One 2022-23

Authorised by General Manager Assets and Environment

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

As part of the delivery and monitoring of the annual Capital Works and Major Projects program, a quarterly review of the program is provided to Council.

This report, as outlined below, summarises the progress of Capital Works and Major Projects 2022-23 for the program up to the period ending 30 September 2022, Quarter One (Q1).

Pleasingly, we can report that, at the end of Quarter One 34.88% of the forecast budget had been expended or committed. A snapshot of this activity is provided in the table below and is outlined in more detail through the body of the report and within the attachments.

	Quarter One To 30/09/22
Total Adopted Budget – including actual carry forwards	\$112.21 M
Identified Carry Forwards to 23/24	\$ 0
Identified Bring Backs from 23/24	\$0.65 M
Other Budget variances 22/23	\$ 0.55 M
Revised Forecast	\$113.41 M
Actual Expenditure	\$5.49 M
Committed Expenditure	\$34.07 M
Percentage Capital Works Delivered or in Delivery (<i>against Forecast</i>)	35.26%
Percentage Capital Works Delivered or in Delivery (<i>against Adopted Budget</i>)	34.88%

The report also outlines risks across the program and how these risks are being managed. Details of all 195 projects that make up the program are also provided as **Attachment 2**.

This report also summarises contracts awarded under Delegation during the quarter.

Officer Recommendation

That Council receives and notes the Capital Works and Major Projects Report 2022/23 for Quarter One ending 30 September 2022 and all attachments pertaining to this report.

Background

This report details the progress of Capital Works and Major Projects 22/23 for the period up to 30 September 2022. The report will also be provided to the Audit and Risk Committee for their consideration at the next Audit and Risk Committee meeting.

2022/23 commenced with an adopted budget plus actual carry forwards of \$112.21 million. This has been revised to \$113.41 million during Quarter One to reflect changes summarised below.

Budget Variances

The revised forecast is an increase of \$1.20 million on the adopted budget at 30 September 2022. This is summarised as follows:

Total Adopted Budget – including actual carry forwards	\$112.21 m
Plus Additional Funding	\$0.54 m
Plus Additional funds from Operating Accounts	\$0.46 m
Plus Additional from Bring Backs	\$0.65 m
Less Savings Identified and Transferred to Holding Account	\$0.45 m
Less Carry Forwards to 22/23	\$ 0 m
Revised Forecast	\$113.41 m
Increase	\$1.20 m

Changes to Funding

During Quarter One, the following funding changes have occurred:

Project	Amount	Notes
Lakes Entrance E-Waste	\$72,536	Reinstatement of funding
AJ Freeman Cricket Nets Upgrade	\$20,000	Contribution from Club
Bairnsdale Recycling Facility	\$301,500	New funding successful
Hard Wicket Upgrade	\$75,000	New funding successful
Clifton Creek Water Tanks	\$46,500	New funding successful
McCulloch Street Safety Improvements	\$646	Adjustment to final funding amount
Mallacoota Skatepark	\$525,000	Funding transferred from Lions Club
Lake Road Newmerella Landslip	\$227,000	Claim from Disaster Recover Fund
Bairnsdale Runway	\$150,000	Bought forward from 23/24
LRCI EV Charge Points	\$60,000	Rebate from Tesla
Lindenow Lighting Upgrade	-\$64,000	Remove LRCI ext 3 replace with cash
Newmerella Roadside	-\$90,000	Adjust funding to reflect agreement
Power Station Road	-\$600,000	Funding unsuccessful
Gippsland Lakes Yacht Club	-\$120,000	Funding unsuccessful
Eagle Point Bluff	-\$64,072	Project cancelled – funds returned to Public Open Space Reserve
Overall increase in Funding	\$540,110	

Additional Funds from Operating Accounts

During Quarter One, \$0.46 million was transferred from operating to capital projects as detailed below.

Project	Amount	Notes
Fleet Budget	\$90,000	From Works Team to purchase 2 additional vehicles
Clifton Creek Water Tanks	\$5,000	From Emergency Management Team
Bairnsdale Composting Facility	\$100,000	Approved allocation from Bushfire Reserve
Lakes Entrance Capping	\$300,000	Approved from Waste Reserve
Lakes Entrance Aftercare	\$50,000	Approved from Waste Reserve
Caravan Park Equipment	\$18,000	From Caravan Park Team to purchase white goods etc.
Various Projects	-\$100,000	Withdrawn from design and delivery and return to scoping stage
Overall increase in budget	\$463,000	

Bring Backs

During Quarter One, three (3) projects that are budgeted for in 23/24 have been bought back to commence delivery during 22/23, these are:

Project	Amount
Bairnsdale Runway	\$150,000
Bills Creek Wairewa Culvert Installation	\$200,000
Bairnsdale Recycling Facility	\$300,000
Overall increase in budget	\$650,000

Holding Account Summary

The Holding Account commences the financial year with a zero balance. It is used to record savings from completed projects and redistribute to projects identified as requiring additional or new budget.

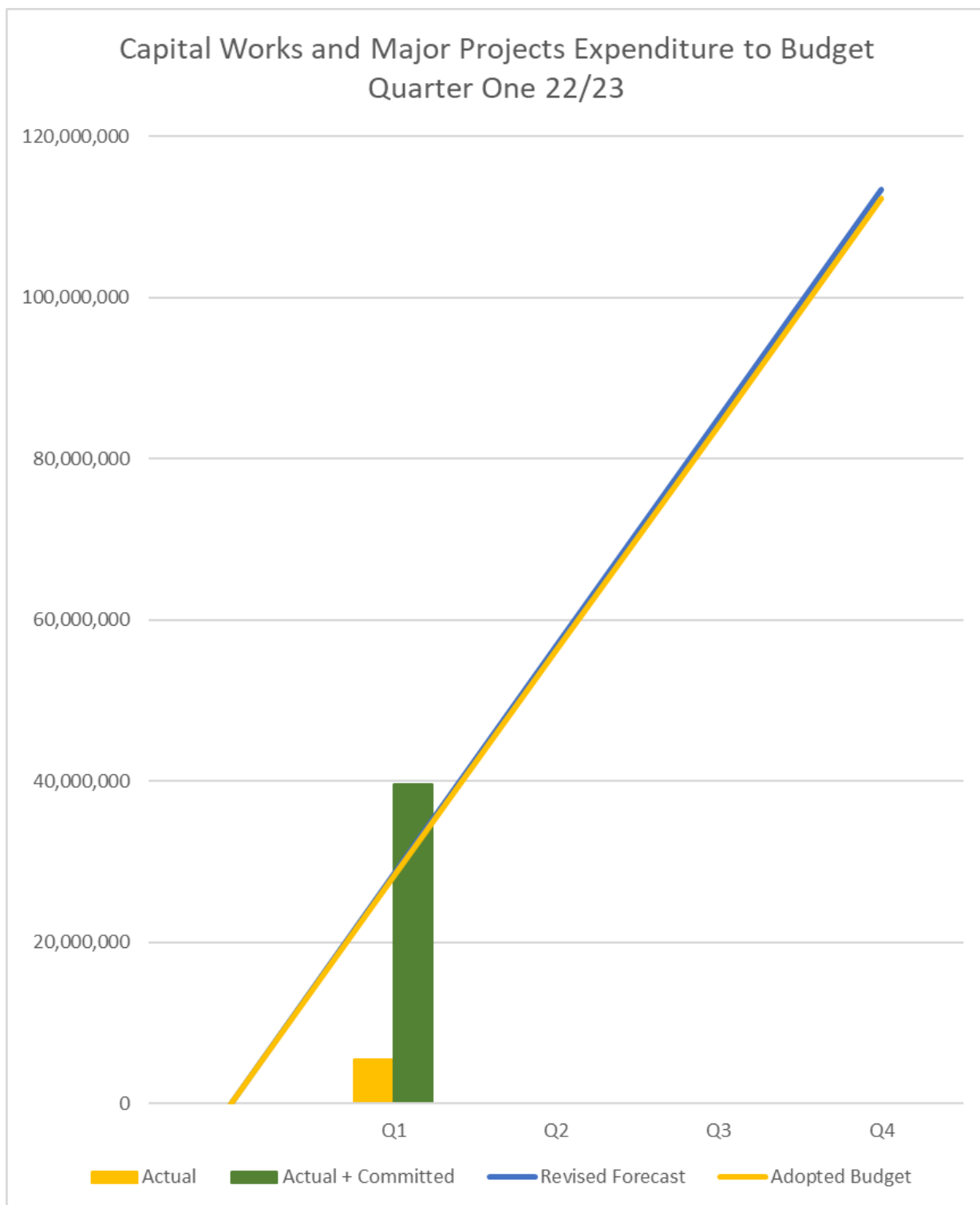
During the first quarter, savings from projects of \$676,127 were identified. Further to this, distribution to new projects or projects requiring additional funding totalled \$227,342. The balance of the Holding Account at 30 September 2022 is \$448,785. A summary of Holding Account transactions is provided at **Attachment 1**.

Carry Forwards

No carry forwards were identified during the quarter one 22/23.

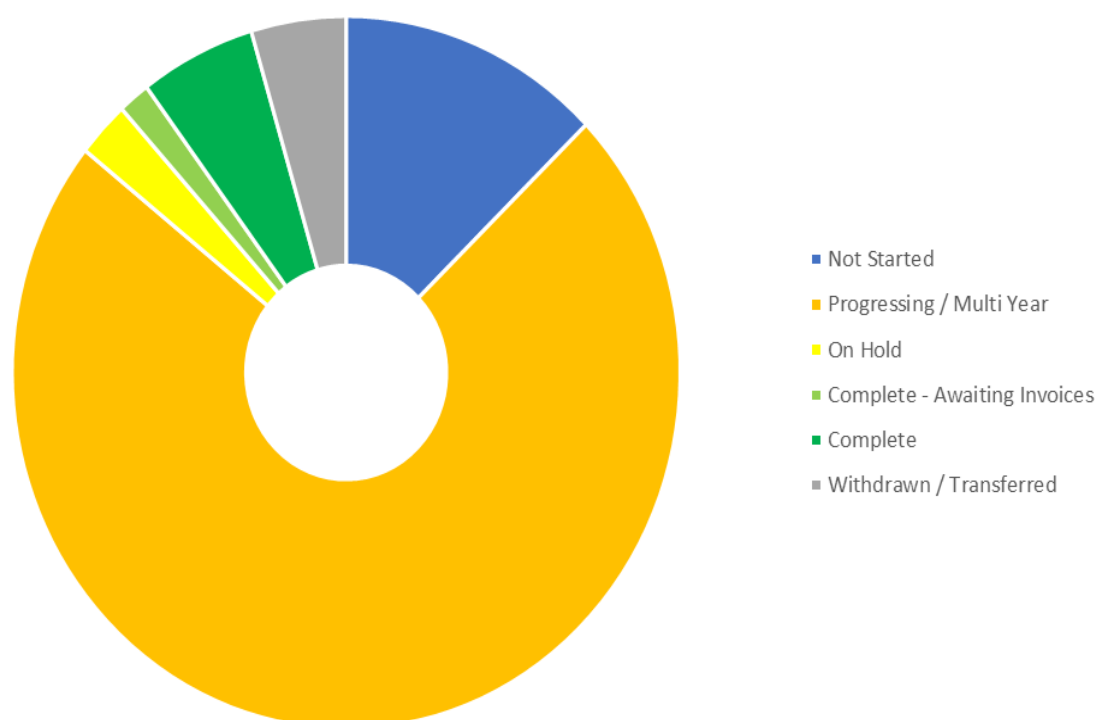
Project Status

As at 30 September 2022, \$39.56 million (34.88% of total revised forecast) was expended or committed to works within the program.



At the end of the first quarter, the program covered 195 separate projects of which 15 projects had been completed, 141 are on schedule, 8 projects have been withdrawn or transferred. The remaining projects are either on hold or have not started. A detailed list of all project status is provided at **Attachment 2**.

Status of Capital Works and Major Project as at September 2022



Significant Projects Completed during Quarter One

Project Name	Final Project Cost
Marlo Triangle Park Upgrade	\$429,465
Bairnsdale Skatepark – Stage 2	\$375,185
Nowa Nowa Boat Ramp Upgrade	\$181,604

Quick Response Fund

The Quick Response Fund provides a flexible and responsive, yet accountable and transparent process to support undertaking small scale capital works.

The program allows the funding of works of high community value when opportunity arises and there is no other funding available, or time frames do not allow for sourcing of other external funding. The program commenced the year with a budget of \$100,000.

As of 30 September 2022, one (1) project was allocated, Lindenow Recreation Reserve Scorers Box Access Upgrade \$45,000. The balance is \$55,000.

Capital Works Contracts Awarded Under Delegation

The decision to award a contract can only be made by a delegate who has the authority (financial delegation) to commit the relevant sum of money. The decision is made after consideration of the tender evaluation panel report. The Chief Executive Officer has a financial delegation of \$500,000 including GST.

During the first quarter of 2022/23 a total of four (4) capital works contracts were awarded under Chief Executive Officer Delegation, the contracts are listed as below:

Project	Awarded	Value (ex GST)
CON2022 1450 WORLD Project Management	Pinni Pty Ltd	\$291,193.50
CON2023 1501 Detailed Design Krautungalung Walk Stages 2-3	Elevate Consulting Engineers Pty Ltd	\$199,250.00
CON2023 1497 Wombargo Creek Bridge Replacement	Jarvis Norwood Constructions Pty Ltd	\$298,658.00
CON2023 1498 Culvert Installation Bills Creek Wairewa Road	Whelans Group Investments Pty Ltd	\$387,450.28

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act 2020*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Not applicable for this report.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 2: 2.2 Infrastructure provision and maintenance supports a diverse range of current and future user needs and activities and is both environmentally and financially sustainable.

Council Policy

Expenditure of the Capital Works program is undertaken in accordance with the adopted Council Budget 2022/23 and the East Gippsland Shire Council Procurement Policy (2021).

Options

Not applicable for this report.

Resourcing

Financial

This report outlines the financial position of the 2022/23 Capital Works and Major Projects program as at the 30 September 2022.

Plant and equipment

The Capital program includes budget for the replacement of plant and equipment as per depreciation schedules.

Human Resources

The development of this report has no impact on human resource levels. The delivery of the Capital program relies on the engagement of a number of project supervisors, that are engaged under various terms by Council.

Risk

Risk assessments are carried out on all projects within the Capital Program as part of the organisation's use of a Project Management Framework.

Program Risk

As previously discussed with Council, the size of the 2022/23 program coupled with supply issues and escalation costs triggered by the global pandemic present risks to individual projects and the program overall.

Significant risks within the program include:

- Increase in market prices and contractor tendered prices;
- Time delay between setting budget and going to market for tenders;
- Project contract variations post award of contracts;
- Availability of contractors;
- High component of the program grant funded, with external milestones and deadline requirements; and
- Internal Project Management capacity.

To address or at least partially address this, the following practices are in place:

- Design requests are set to 60% of available budget to factor in escalating costs between the design and contract award period;
- Final designs for significant projects go through a final external cost estimate / QS process to value manage prior to putting the project to tender. Where the project design is identified as potentially being over budget, the scope is reduced prior to tender;
- Use of provisional items within a tender. These are items that are separately costed in a tender and can be awarded subject to overall price being within budget or excluded from the contract;
- Use of Best and Final Offer and other value management practices post tender, prior to contract award. This allows scope to be reduced where possible and tenderers to submit revised prices;
- Regular review of the overall program to identify risk and to manage sequencing of projects. Where necessary projects that can be cancelled and re-budgeted in future years are also identified;
- Variation of time and scope milestones in grant funded projects through working closely with funding body representatives;
- Annual workshops with contractors at the beginning of the financial year so they have some understanding of the forward program and likely tenders and can undertake their own resource planning;
- Use of panel contracts to set some schedules of rates so that pricing is understood and can be budgeted for; and
- Increased in-house resourcing with additional project supervisors; project design managers; procurement officers; and an additional business unit manager.

Climatic Risk

In addition to the program risks, eastern Australia is in its second consecutive year of a La Nina spring weather pattern and high winter rainfall. This has impacted on project timing due to the many delays' projects are experiencing due to:

- Inability to commence works / get on site;
- Number of weather-related stop-works; and
- Additional costs associated with additional drainage and treatments to deal with excessive surface water.

There are also risks associated with road projects if commenced in unfavourable conditions or exposed to dampness at critical points in construction.

To manage this the programming of works is undertaken to make allowance for additional wet days and with contingency to cover some of these delays and costs as part of day-work provisions (contingency).

A project also exists in the Capital Program to design works to be more resilient in a changing climate, with this initially focused on roads subject to ongoing / regular storm damage. There are few other options available to Council to manage climatic risk.

Economic

Delivery of the Capital program includes the procurement of contractor services which stimulate the local economy and the betterment of areas of the shire that support business and industry growth. Many of the projects further stimulate the economy and investment by supporting access and connectivity, improving amenity, and enhancing liveability. Additionally, all projects tendered use local content as one of the tender assessment criteria, which allows the contractors response to local procurement, employment and community support to be considered.

Social

The delivery of a number of projects within the Capital program is seen to implement aspects of adopted strategies and plans and delivers positive social outcomes for our communities.

Gender Impact Statement

Given that this report provides an overview of the entire Capital program, a gender impact assessment is not applicable. Gender Equity needs consideration at the project level not at program level. Gender Equity consideration has therefore been built into the organisations Project management Framework used to manage all capital projects.

Environmental

The delivery of a number of the projects within the program have been designed to consider and / or provide environmental benefits. Additionally, all projects tendered use environmental sustainability as one of the tender assessment criteria, which allows the contractors response to environmental sustainability to be considered.

Climate change

This report has been prepared and aligned with the following Climate Change function / category:

Asset Management: Climate change is considered in the design and maintenance of assets and includes responses to direct and indirect impacts.

Engagement

No engagement has been undertaken in the compilation of this report. However, engagement with community members, agencies and stakeholders has been a critical element in the design and delivery of many of the projects in the 2021/22 Capital program. The Capital program was also part of deliberative engagement undertaken to develop the Council Plan and Budget.

Attachments

1. Quarter One 2022-23 - Holding Account Transactions [5.2.3.1 - 1 page]
2. Quarter One 2022-23 - Capital Projects Status Report [5.2.3.2 - 7 pages]

Holding Account Transactions

Opening Balance 1 July 2022		-
Savings	Port of Bairnsdale Project - project to be transferred to operating to scope further	\$ 150,000
	Moroney St Stage 1 - project complete	\$ 157,673
	Gippsland Lakes Yacht Club - project to be transferred to operating to scope further	\$ 40,000
	Power Station Road - funding unsuccessful	\$ 24,000
	Bairnsdale CBD Carparking - project to be transferred to operating to scope further	\$ 30,000
	Marlo Triangle Park Playground Renewal - project complete	\$ 16,514
	LRCI Bairnsdale Skatepark Stage 2 - project complete	\$ 94,184
	Flagstaff Jetty Sewer Connection - project complete	\$ 3,965
	Bairnsdale Airport Potable Water Project - project complete	\$ 154,791
	Mobile Phone Reception Upgrade Depot - project not required	\$ 5,000
Total Savings end of Q1		\$ 676,127
Additional Budget	Soldiers Rd - Additional Budget to finalise	\$ 12,044
	North Arm Boat Ramp - Additional Budget to finalise	\$ 35,000
	Mobile phone reception upgrade depot - new project	\$ 5,000
	Transfer to Community Facilities Team for planning of various projects	\$ 100,000
	Lindenow Lighting Upgrade - replace LRCI ext 3 funding with cash	\$ 64,000
	McCulloch Street Safety Improvements - Additional Budget to finalise	\$ 19
	Nowa Nowa Boat Ramp Upgrade - Additional Budget to finalise	\$ 3,491
	King Street Shared Path and Laneway Upgrade, Paynesville - Additional Budget to finalise	\$ 3,136
Total Additional Budget Allocated end of Q1		\$ 227,342
Reallocation - No Change to overall budget	Transfer from Vehicle Fleet Budget	-\$ 327,000
	Transfer to Parks & Gardens Vehicles & Equipment	\$ 327,000
	Transfer from Replacement of Culverts	-\$ 300,000
	Transfer to Bills Creek Wairewa Culvert Installation	\$ 300,000
	Transfer from Footpath renewal	-\$ 350,000
	Transfer to Wallace Street Footpath Upgrade	\$ 350,000
	Transfer from Harbour Seawall, Paynesville	-\$ 1,665,000
	Transfer to Paynesville Seawall	\$ 1,665,000
	Transfer from Delegations Management Solution	-\$ 40,000
	Transfer from Property Lease & Contract Management Solution	-\$ 80,000
	Transfer from Renewal of EDRMS	-\$ 760,000
	Transfer to Renewal and upgrade to corporate systems	\$ 880,000
	Transfer from Resealing of Sealed Roads	-\$ 1,600,000
	Transfer to Entry Road & Parking at Lucknow Rec Res/Gymnastics	\$ 800,000
	Transfer to Rural Road Improvement Program	\$ 200,000
	Transfer to Sealed Road Renewal Program	\$ 600,000
	Transfer from Quick Response Fund	-\$ 45,000
	Transfer to Lindenow Scorers Box Access Improvements	\$ 45,000
	Transfer from Security & Duress Devices - Customer Service	-\$ 30,000
	Transfer to Internal CCTV Renewal	\$ 30,000
	Transfer from Skip Bins	-\$ 60,000
	Transfer to Lakes Entrance Waste Transfer Station Upgrade	\$ 60,000
Reallocation - No Change to overall budget		0
Closing Balance 30 September 2022		448,785

Attachment 1.

East Gippsland Shire Council

Capital Works and Landfill Rehabilitation Projects - Finance Report - September 2022

			ACTUALS	COMMITMENTS		ADOPTED BUDGET (with Actual carryovers)	REVISED BUDGET	CHANGE	REVISED FORECAST	CARRY FORWARDS TO 2023/24	BRING BACK
Project		Status	YTD Actual Expenditure - 30 September, 2022	YTD Commitments - 30 September, 2022	YTD Actual Expenditure & Commitments - 30 September, 2022	Adopted Budget - Expenditure - 1 Jul, 2022	Expenditure 1 July, 2022	Expenditure - Change	Forecast Expenditure - 30 September, 2022	Expenditure Carry Forward	Funded from 2023/24 Budget
50004	Orbost Landfill Capping	Complete - awaiting invoices	628	81,431	82,059	9,398	9,398	0	9,398	0	0
12039	LRC12 - Raymond Island Toilet Block Upgrade	Complete - awaiting invoices	158,222	28,449	186,671	244,238	244,238	0	244,238	0	0
12092	King Street Shared Path and Laneway Upgrade, Payne	Complete - awaiting invoices	1,094	2,061	3,155	0	0	3,136	3,136	0	0
12125	Clifton Creek Static water tanks - Embedding Resilience in Community Fire Response'	Complete - awaiting invoices	0	51,500	51,500	0	0	51,500	51,500	0	0
11646	Soldiers Road Agri Links Improvement Project	Completed	354	0	354	0	0	12,044	12,044	0	0
11943	R2R27 Moroney Street Bairnsdale Upgrade	Completed	0	0	0	157,673	157,673	(157,673)	0	0	0
11960	LER - Marlo Triangle Park Playground Renewal	Completed	10,097	0	10,097	26,611	26,611	(16,514)	10,097	0	0
12000	LRC12 Davison Oval Skate Park Stage 2	Completed	54,810	62,260	117,070	148,994	148,994	(94,184)	54,810	0	0
12014	LRC13 LER - Nowa Nowa Boat Ramp Upgrade	Completed	25,310	0	25,310	21,819	21,819	3,491	25,310	0	0
12017	Lakes Entrance Club Spit Upgrade	Completed	0	0	0	479,510	479,510	0	479,510	0	0
12025	Bailey St Bairnsdale - Improvement Works	Completed	0	15	15	268,861	268,861	0	268,861	0	0
12046	Flagstaff Jetty Sewer Connection	Completed	7,625	0	7,625	11,590	11,590	(3,965)	7,625	0	0
12050	McCulloch Sreet Safety Improvements	Completed	665	0	665	0	0	665	665	0	0
12074	Bairnsdale Airport Potable Water Project	Completed	251	0	251	155,042	155,042	(154,791)	251	0	0
12169	Mobile Phone Reception Upgrade – Depot	Completed	0	0	0	0	0	0	0	0	0
11715	Progress Jetty Precinct Design	Concept Design Progressing	8,581	14,700	23,281	368,439	368,439	0	368,439	0	0
11843	Paynesville seawall - Detailed design	Concept Design Progressing	5,396	761	6,157	1,665,000	1,665,000	0	1,665,000	0	0
11918	Cann River Roadside Rest Area	Concept Design Progressing	1,864	35,258	37,122	1,093,105	1,093,105	0	1,093,105	0	0
11924	John Flynn Reserve - Buchan (RV Dump Point)	Concept Design Progressing	0	1,440	1,440	47,908	47,908	0	47,908	0	0
11932	Council Managed Caravan Park - Fire Safety Works	Concept Design Progressing	6,953	22,260	29,213	40,754	40,754	0	40,754	0	0
11961	Foreshore Management Plan Implentation - Marlo	Concept Design Progressing	1,900	25,950	27,850	78,921	78,921	0	78,921	0	0
12066	Bairnsdale City Oval Lighting & Scoreboard Upgrade	Concept Design Progressing	0	2,400	2,400	312,000	312,000	0	312,000	0	0
12070	Upgrade Bairnsdale Landfill Compliance Works	Concept Design Progressing	0	0	0	96,155	96,155	0	96,155	0	0
12071	Raymond Island Koala Experience	Concept Design Progressing	11,623	58,303	69,926	582,427	582,427	0	582,427	0	0
12116	Cann River Skatepark (Black Summer Grant)	Concept Design Progressing	10,665	21,635	32,300	594,956	594,956	0	594,956	0	0
12120	Mallacoota Mudbrick Pavilion (Black Summer)	Concept Design Progressing	311	18,500	18,811	176,000	176,000	0	176,000	0	0

Attachment 1.

East Gippsland Shire Council

Capital Works and Landfill Rehabilitation Projects - Finance Report - September 2022

			ACTUALS	COMMITMENTS		ADOPTED BUDGET (with Actual carryovers)	REVISED BUDGET	CHANGE	REVISED FORECAST	CARRY FORWARDS TO 2023/24	BRING BACK
Project		Status	YTD Actual Expenditure - 30 September, 2022	YTD Commitments - 30 September, 2022	YTD Actual Expenditure & Commitments - 30 September, 2022	Adopted Budget - Expenditure - 1 Jul, 2022	Expenditure 1 July, 2022	Expenditure - Change	Forecast Expenditure - 30 September, 2022	Expenditure Carry Forward	Funded from 2023/24 Budget
12123	Air Handling Unit, Lakes Aquadome	Concept Design Progressing	8,458	0	8,458	509,935	509,935	0	509,935	0	0
12136	Rural Road Improvement Program	Concept Design Progressing	0	0	0	200,000	200,000	0	200,000	0	0
12137	Bogong High Plains Road Safety Improvements	Concept Design Progressing	152	0	152	311,000	311,000	0	311,000	0	0
12138	Nungurner Road Safety Improvements	Concept Design Progressing	243	0	243	89,000	89,000	0	89,000	0	0
12139	Sydenham Inlet Road Safety Improvements	Concept Design Progressing	152	0	152	195,000	195,000	0	195,000	0	0
12144	Lindenow Footpath Connections	Concept Design Progressing	5,630	70,898	76,528	525,000	525,000	0	525,000	0	0
12145	Stormwater Improvements Program	Concept Design Progressing	0	0	0	445,000	445,000	0	445,000	0	0
12148	Metung Bowling Green	Concept Design Progressing	0	0	0	220,000	220,000	0	220,000	0	0
12154	Kalimna Foreshore Rockwall Protection & Upgrade	Concept Design Progressing	0	0	0	215,000	215,000	0	215,000	0	0
12161	Street Trees Program	Concept Design Progressing	6,638	13,182	19,820	50,000	50,000	0	50,000	0	0
50016	Bairnsdale Cell 3A Capping Design	Concept Design Progressing	8,148	81,879	90,027	2,398,874	2,398,874	0	2,398,874	0	0
11589	Renew Guard Rails Non-Specified	Delivery Progressing	574	57,650	58,224	100,000	100,000	0	100,000	0	0
11718	Omeo Justice Precinct	Delivery Progressing	28,454	154,973	183,427	175,255	175,255	0	175,255	0	0
11767	Design for Gymnastics Facility at Lucknow	Delivery Progressing	99,116	1,778,290	1,877,406	1,831,478	1,831,478	0	1,831,478	0	0
11828	Lakes Entrance North Arm Bridge Boat ramp Upgrade	Delivery Progressing	1,654	55,028	56,682	23,189	23,189	35,000	58,189	0	0
11844	Mallacoota Seawall design	Delivery Progressing	37,484	140,713	178,197	1,447,033	1,447,033	0	1,447,033	0	0
11900	Bullock Island Bridge Replacement	Delivery Progressing	4,535	861,350	865,885	2,965,057	2,965,057	0	2,965,057	0	0
11908	QRF Mallacoota Cricket Nets	Delivery Progressing	705	22,170	22,875	93,748	93,748	0	93,748	0	0
11926	Reinstatement of Mallacoota Coastal Infrastructure	Delivery Progressing	1,755	16,495	18,250	0	0	125,000	125,000	0	0
12015	LER - Swan Reach Netball Courts Repair and Upgrade	Delivery Progressing	360	50,347	50,707	58,715	58,715	0	58,715	0	0
12023	Lakes Entrance Slipway Upgrade	Delivery Progressing	5,697	444,432	450,129	1,010,343	1,010,343	0	1,010,343	0	0
12029	Community Resilience and Development Program	Delivery Progressing	5,269	10,186	15,455	236,632	236,632	0	236,632	0	0
12042	Chinamans Creek Open Space Toilet Upgrade	Delivery Progressing	18,474	17,044	35,518	204,420	204,420	0	204,420	0	0
12064	Mallacoota Skatepark	Delivery Progressing	1,524	525,833	527,357	34,230	34,230	525,000	559,230	0	0
12065	Bairnsdale City Oval Changerooms Upgrade	Delivery Progressing	5,517	530,962	536,479	1,423,463	1,423,463	0	1,423,463	0	0
12072	Moroney St Bairnsdale Stage 2	Delivery Progressing	8,605	1,509,565	1,518,170	1,986,381	1,986,381	0	1,986,381	0	0
12095	Lions Park Toilet, Bruthen	Delivery Progressing	16,961	23,709	40,670	134,183	134,183	0	134,183	0	0
12115	Static Water Tanks (Black Summer Grant)	Delivery Progressing	265,762	0	265,762	261,109	261,109	4,652	265,761	0	0
12142	Black Mountain Limestone Road, timber bridge renewal	Delivery Progressing	0	298,658	298,658	380,000	380,000	0	380,000	0	0
12143	Bills Creek, Waierwa, renewal	Delivery Progressing	425	41,808	42,233	0	0	500,000	500,000	0	200,000
12158	Omeo Mountain Bike Trails - Stage 2	Delivery Progressing	18,944	1,575,512	1,594,456	1,270,000	1,270,000	0	1,270,000	0	0

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50019	Bairnsdale RRC - Cell 1 and 2 - EPA Compliance Fla	Delivery Progressing	9,778	402,736	412,514	388,774	388,774	25,000	413,774	0	0
11920	Newmerella Roadside Rest Area	Detailed Design Progressing	2,868	0	2,868	471,870	471,870	(90,000)	381,870	0	0
11922	Orbost Forest Park Upgrade	Detailed Design Progressing	5,386	113,247	118,633	1,730,325	1,730,325	0	1,730,325	0	0
11929	Eagle Point Caravan Park Amenities Block Renewal D	Detailed Design Progressing	0	17,550	17,550	377,000	377,000	0	377,000	0	0
11930	Mallacoota Foreshore Holiday Park Fire Safety work	Detailed Design Progressing	0	0	0	431,636	431,636	0	431,636	0	0
11962	Bruthen Streetscape	Detailed Design Progressing	5,473	44,668	50,141	1,238,021	1,238,021	0	1,238,021	0	0
11988	LRCI - Footpath Paynesville Road	Detailed Design Progressing	801	0	801	154,836	154,836	0	154,836	0	0
11991	Bullock Island Masterplan Implementation	Detailed Design Progressing	12,290	74,094	86,384	2,690,119	2,690,119	0	2,690,119	0	0
12001	Lakes Entrance Foreshore Park	Detailed Design Progressing	62,560	26,240	88,800	1,712,653	1,712,653	0	1,712,653	0	0
12024	Buchan Streetscape	Detailed Design Progressing	23,660	140,822	164,482	1,568,723	1,568,723	0	1,568,723	0	0
12060	Krautungalung Walk Stage 1	Detailed Design Progressing	11,117	259,127	270,244	2,173,572	2,173,572	0	2,173,572	0	0
12080	Mallacoota Hall Upgrades	Detailed Design Progressing	6,772	40,396	47,168	808,678	808,678	0	808,678	0	0
12087	AJ Freeman Cricket Nets Upgrade	Detailed Design Progressing	1,448	5,935	7,383	68,771	68,771	20,000	88,771	0	0
12094	Nowa Nowa Streetscape	Detailed Design Progressing	14,147	23,462	37,609	486,312	486,312	0	486,312	0	0
12096	Bemm River Footpath Connections	Detailed Design Progressing	775	71,955	72,730	142,254	142,254	0	142,254	0	0
12101	Lakes Entrance Slipway Stage 3 -Outdoor Activation	Detailed Design Progressing	0	0	0	247,425	247,425	0	247,425	0	0
12110	LRCI3 Lakes Entrance Slipway Upgrade Stage 2	Detailed Design Progressing	0	0	0	400,000	400,000	0	400,000	0	0
12112	Lake Tyers Beach Hall Upgrade	Detailed Design Progressing	15,306	21,440	36,746	428,638	428,638	0	428,638	0	0
12113	Raymond Island Hall Upgrade	Detailed Design Progressing	16,016	14,929	30,945	157,695	157,695	0	157,695	0	0
12117	Omeo Netball Court Upgrade (Black Summer Grant)	Detailed Design Progressing	1,181	529,964	531,145	712,000	712,000	0	712,000	0	0
12122	Lake Road Landslip (Newmerella)	Detailed Design Progressing	5,991	20,360	26,351	0	0	227,000	227,000	0	0
12132	Entry Road & Parking at Lucknow Rec Res/Gymnastics	Detailed Design Progressing	74,602	16,906	91,508	800,000	800,000	0	800,000	0	0
12135	Tambo Upper Road, outside Primary School	Detailed Design Progressing	5,225	2,000	7,225	70,000	70,000	0	70,000	0	0
12152	Shaving Point Boat Ramp Upgrade, Metung	Detailed Design Progressing	3,809	450	4,259	709,000	709,000	0	709,000	0	0
12170	Bairnsdale Recycling Centre	Detailed Design Progressing	588	0	588	0	0	601,500	601,500	0	300,000
11395	Lakes Entrance Transfer Station Upgrade	Progressing	59,769	406,972	466,741	435,332	435,332	60,000	495,332	0	0
11569	Building Renewal	Progressing	123,834	215,224	339,058	750,000	750,000	0	750,000	0	0
11577	Plant Renewal	Progressing	293,544	315,359	608,903	2,007,261	2,007,261	0	2,007,261	0	0
11578	Vehicles Renewal	Progressing	232,210	670,000	902,210	1,668,011	1,668,011	(237,000)	1,431,011	0	0
11583	Office Furniture Non-Specified	Progressing	879	2,707	3,586	30,000	30,000	0	30,000	0	0
11585	Information Technology Infrastructure	Progressing	7,614	63,507	71,121	471,304	471,304	0	471,304	0	0

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11586	Purchase Library Resources non-specified	Progressing	32,446	68,852	101,298	200,000	200,000	0	200,000	0	0
11587	Gravel Road Resheet Non-Specified	Progressing	173,166	0	173,166	1,200,000	1,200,000	0	1,200,000	0	0
11588	Roads Resealed Non-Specified	Progressing	6,664	43,117	49,781	3,824,000	3,824,000	0	3,824,000	0	0
11591	Dust Suppression Seal Non-Specified	Progressing	622	0	622	250,000	250,000	0	250,000	0	0
11605	Quick Response Fund	Progressing	0	0	0	100,000	100,000	(45,000)	55,000	0	0
11662	Eastwood Toilet	Progressing	3,056	10,680	13,736	510,000	510,000	0	510,000	0	0
11672	Internal CCTV Renewal	Progressing	55,841	42,133	97,974	369,000	369,000	30,000	399,000	0	0
11679	Omeo Mountain Bike Trails - Stage 1	Progressing	409,719	2,568,470	2,978,189	4,251,377	4,251,377	0	4,251,377	0	0
11695	Skip Bins	Progressing	0	0	0	108,000	108,000	(60,000)	48,000	0	0
11698	Construction Cell 4 Bairnsdale Tip	Progressing	322,481	655,882	978,363	930,757	930,757	0	930,757	0	0
11709	Forward Design - Roads and Drainage	Progressing	69,272	61,221	130,493	576,629	576,629	0	576,629	0	0
11712	Marlo Township Drainage Design	Progressing	9,159	32,880	42,039	110,000	110,000	0	110,000	0	0
11717	Strategic Property Acquisitions	Progressing	5,000	6,618	11,618	108,618	108,618	0	108,618	0	0
11738	Property Acquisitions (Admin Services)	Progressing	0	9,541	9,541	225,000	225,000	0	225,000	0	0
	Lakes Entrance Landfill E-Waste Infrastructure	Progressing	0	0	0	0	0	72,536	72,536	0	0
11741			0	0	0	0	0	72,536	72,536	0	0
11774	Jemmy Point lookout infrastructure renewal	Progressing	8,950	76,536	85,486	2,092,656	2,092,656	0	2,092,656	0	0
11800	EGSC Energy Efficiency 2019	Progressing	10,889	15,750	26,639	550,000	550,000	0	550,000	0	0
11805	Photocopiers / Printers Renewal	Progressing	17,350	0	17,350	207,549	207,549	0	207,549	0	0
11807	Renewal and upgrade to corporate systems	Progressing	0	452,583	452,583	813,431	813,431	880,000	1,693,431	0	0
11808	Renewal of EDRMS	Progressing	0	0	0	760,000	760,000	(760,000)	0	0	0
	Parking Design - Marine Parade, Lakes Entrance	Progressing	2,088	126,092	128,180	1,433,343	1,433,343	0	1,433,343	0	0
11823			0	0	0	400,000	400,000	0	400,000	0	0
11825	Kerb and Channel Replacement, Shire-wide	Progressing	0	0	0	400,000	400,000	0	400,000	0	0
11834	LRCI3 - Eagle Point Foreshore Hub	Progressing	38,539	3,981,607	4,020,146	4,163,639	4,163,639	0	4,163,639	0	0
11854	Street Litter Bins	Progressing	0	1,800	1,800	25,000	25,000	0	25,000	0	0
	Mallacoota Foreshore Holiday Park Toilet Block 3 D	Progressing	0	5,343	5,343	208,155	208,155	0	208,155	0	0
11928			0	0	0	122,664	122,664	0	122,664	0	0
11937	Scanner Refresh, Shirewide	Progressing	0	0	0	42,000	42,000	0	42,000	0	0
11938	CCTV Commerical Marinas	Progressing	23,766	13,290	37,056	263,381	263,381	0	263,381	0	0
11940	Public Space CCTV Refresh	Progressing	55,546	52,203	107,749	263,381	263,381	0	263,381	0	0
	Omeo Caravan Park to Livingston Park Footpath	Progressing	148	0	148	249,616	249,616	0	249,616	0	0
11948			948,935	9,106,328	10,055,263	11,648,890	11,648,890	0	11,648,890	0	0
11950	WORLD Sporting Precinct Stage 1	Progressing	0	2,650	2,650	1,495,148	1,495,148	0	1,495,148	0	0
11958	Cann River Waste Transfer Station	Progressing	0	2,650	2,650	1,495,148	1,495,148	0	1,495,148	0	0
	Bairnsdale Runway 04/22 Extension & Lighting Upgra	Progressing	8,867	36,716	45,583	12,862	12,862	150,000	162,862	0	150,000
11965			87,824	2,894,395	2,982,219	5,075,130	5,075,130	0	5,075,130	0	0
11969	Slip Road Maritime Precinct -Paynesville	Progressing	15,518	27,998	43,516	1,839,741	1,839,741	0	1,839,741	0	0
12018	Mallacoota Streetscape	Progressing	4,878	90,484	95,362	60,474	60,474	60,000	120,474	0	0
12035	LRCI2 EV Charge Points	Progressing									

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12043	Gilsenan Reserve Toilet Replacement	Progressing	0	0	0	204,442	204,442	0	204,442	0	0
12047	Network Equipment - Footprint Consolidation	Progressing	0	436,599	436,599	669,550	669,550	0	669,550	0	0
12048	Delegations Management Solution	Progressing	0	0	0	40,000	40,000	(40,000)	0	0	0
12049	Property Lease & Contract Management Solution	Progressing	0	0	0	80,000	80,000	(80,000)	0	0	0
12052	Shaving Point Park Metung	Progressing	3,888	0	3,888	50,000	50,000	0	50,000	0	0
12058	East Gippsland Trail Network	Progressing	0	31,142	31,142	108,000	108,000	0	108,000	0	0
12062	Integrated Water Management - Bairnsdale	Progressing	0	0	0	226,000	226,000	0	226,000	0	0
12067	Bastion Point Geotactile Groin Wall	Progressing	231	0	231	54,000	54,000	0	54,000	0	0
12069	Upgrade for Glass Recycling	Progressing	73,397	5,091	78,488	140,324	140,324	0	140,324	0	0
12076	Forward Design Seawalls Shirewide	Progressing	2,722	0	2,722	148,000	148,000	0	148,000	0	0
12086	Bruce Road Depot - Safety Upgrades	Progressing	3,611	8,082	11,693	245,132	245,132	0	245,132	0	0
12089	Mobile devices for Out door crew	Progressing	0	0	0	122,508	122,508	0	122,508	0	0
12091	Eastern Beach Caravan Park toilet Block	Progressing	6,128	0	6,128	300,000	300,000	0	300,000	0	0
12102	Mallacoota CP - BBQ Shelter -View deck	Progressing	5,041	0	5,041	19,185	19,185	0	19,185	0	0
12103	Nova Nova Rec Reserve - Storage Shed	Progressing	5,780	0	5,780	18,835	18,835	0	18,835	0	0
12105	EV Charge Points -Streetscapes	Progressing	1,091	0	1,091	299,485	299,485	0	299,485	0	0
12106	Mallacoota Kitchen to Compost Renewal	Progressing	3,374	0	3,374	20,000	20,000	0	20,000	0	0
12107	Calulu Road Intersection at Settlement Road	Progressing	0	0	0	130,000	130,000	0	130,000	0	0
12119	Parks and Gardens Plants, Vehicle and Equipment	Progressing	42,811	259,675	302,486	0	0	327,000	327,000	0	0
12124	Lindenow Sports Lighting	Progressing	2,604	0	2,604	212,000	212,000	0	212,000	0	0
12127	Asset Investment Opportunity	Progressing	796,012	0	796,012	1,800,000	1,800,000	0	1,800,000	0	0
12141	Protective treatments for roads vulnerable to changing climate	Progressing	0	0	0	200,000	200,000	0	200,000	0	0
12146	Stormwater Renewal Program	Progressing	6,922	0	6,922	400,000	400,000	0	400,000	0	0
12147	Jones Bay Southern Catchment WSUD (Crooke St Wetlands)	Progressing	3,093	10,110	13,203	781,000	781,000	0	781,000	0	0
12149	Metung Tennis Court Upgrade	Progressing	616	0	616	75,000	75,000	0	75,000	0	0
50008	Lakes Entrance Landfill Capping	Progressing	308,836	242,713	551,549	205,338	205,338	300,000	505,338	0	0
50009	Bosworth Road Aftercare	Progressing	0	0	0	23,000	23,000	0	23,000	0	0
50011	Orbost Landfill Aftercare	Progressing	5,306	6,425	11,731	7,000	7,000	0	7,000	0	0
50012	Mallacoota Landfill Aftercare	Progressing	3,760	0	3,760	7,000	7,000	0	7,000	0	0
50015	Cann River Landfill Capping	Progressing	0	37,491	37,491	1,591,261	1,591,261	0	1,591,261	0	0
50017	Bairnsdale Cell 1 Aftercare	Progressing	0	2,398	2,398	13,000	13,000	0	13,000	0	0
50018	Bairnsdale Cell 2 Aftercare	Progressing	431	455	886	11,000	11,000	0	11,000	0	0
50020	Lakes Entrance Landfill Aftercare	Progressing	28,572	65,651	94,223	32,000	32,000	50,000	82,000	0	0

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11906	QRF Dinni Birrak Walk - Backwater Ct Paynesville	0	8,636	8,636	9,500	9,500	0	9,500	0	0
11990	Lakes Entrance Marine Parade Upgrade	0	0	0	1,198,000	1,198,000	0	1,198,000	0	0
12013	LER - Livingstone Park Community Facilities	17,414	42,740	60,154	1,543,728	1,543,728	0	1,543,728	0	0
12056	R2R Tabberabbera Rd - Timber Bridge Renewal	574	314,500	315,074	331,688	331,688	0	331,688	0	0
12078	Event Infrastructure -Fencing Aerodrome	0	0	0	150,000	150,000	0	150,000	0	0
99997	Contingency	0	0	0	657,000	657,000	0	657,000	0	0
11456	Premiers Reading Challenge	0	0	0	9,208	9,208	0	9,208	0	0
11584	Equipment Renewal BARC	0	0	0	52,000	52,000	0	52,000	0	0
11952	Forge Theatre Technical Equipment Upgrades	0	0	0	15,000	15,000	0	15,000	0	0
12026	IT Equipment for Emergency Management	0	0	0	27,767	27,767	0	27,767	0	0
12082	Hinnomunjie Bridge Restoration	0	0	0	500,000	500,000	0	500,000	0	0
12128	Mallacoota Foreshore Holiday Park Toilet Block 1	0	0	0	20,000	20,000	0	20,000	0	0
12130	Server Equipment Cloud Services	0	0	0	254,000	254,000	0	254,000	0	0
12131	Digital Services	0	0	0	1,886,000	1,886,000	0	1,886,000	0	0
12133	Bosworth Road West	0	0	0	200,000	200,000	0	200,000	0	0
12134	Palmers Road Upgrade	0	0	0	200,000	200,000	0	200,000	0	0
12151	BARC Health Club Floor Upgrade	0	0	0	65,000	65,000	0	65,000	0	0
12155	Bairnsdale Cell 5	0	0	0	150,000	150,000	0	150,000	0	0
12156	Playground Renewal Program	0	0	0	300,000	300,000	0	300,000	0	0
12157	Krautungalung Walk Stage 2	103	0	103	624,000	624,000	0	624,000	0	0
12159	Metung/Tambo Bluff/Kings Cove Trail Link	0	0	0	50,000	50,000	0	50,000	0	0
12160	Bairnsdale Streetscape - Nicholson to Bailey St	0	0	0	100,000	100,000	0	100,000	0	0
12162	Aerodrome Infrastructure Renewal	0	0	0	100,000	100,000	0	100,000	0	0
12164	Sealed Road Renewal Program	0	0	0	600,000	600,000	0	600,000	0	0
12165	Final Seal Program	0	0	0	200,000	200,000	0	200,000	0	0
12166	Wallace Street, Bairnsdale - Footpath Installation	0	0	0	0	0	350,000	350,000	0	0
12171	Bairnsdale Composting Facility	0	0	0	0	0	100,000	100,000	0	0
12172	Concrete Cricket Pitch upgrade	0	0	0	0	0	75,000	75,000	0	0
12173	Lindenow Scorers Box Access Improvements	0	1,800	1,800	0	0	45,000	45,000	0	0
12174	Caravan Park Equipment Renewal	0	10,445	10,445	0	0	18,000	18,000	0	0
50022	Bairnsdale Cell 3B capping	0	0	0	100,000	100,000	0	100,000	0	0
11297	Open space Eagle Point	0	0	0	64,072	64,072	(64,072)	0	0	0

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11592	Culvert Renewal Non-Specified	Withdrawn	1,435	0	1,435	300,000	300,000	(300,000)	0	0	0
11665	Port of Bairnsdale -Precinct Renewal	Withdrawn	0	0	0	150,000	150,000	(150,000)	0	0	0
11671	Security and Duress Devices - Customer Service	Withdrawn	0	0	0	30,000	30,000	(30,000)	0	0	0
11820	Footpath Renewal Program	Withdrawn	0	0	0	350,000	350,000	(350,000)	0	0	0
12129	Gippsland Lakes Yacht Club	Withdrawn	0	0	0	160,000	160,000	(160,000)	0	0	0
12140	Power Station Road	Withdrawn	0	0	0	624,000	624,000	(624,000)	0	0	0
12163	Bairnsdale CBD Car Parking	Withdrawn	0	0	0	30,000	30,000	(30,000)	0	0	0
Grand Total			5,489,704	34,074,778	39,564,482	112,214,739	112,214,739	1,204,325	113,419,064	0	650,000

5.3 Place and Community

5.3.1 Temporary Accommodation Permit

Authorised by General Manager Place and Community

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

Rebuilding of dwellings lost following the 2019/20 Black Summer fires continues slowly.

The Victorian Government amended the Victorian Planning Provisions in 2020 to allow a streamlined approval for temporary accommodation. However, the provisions required that an application by an individual be made within 18 months of the event and limited the duration of the temporary accommodation to 3 years. For some landholders that was not possible.

Advice from the Victorian Government indicates that there is no proposal to amend the provisions taking into account the impacts of the COVID 19 pandemic and other impacts on the construction sector which have delayed rebuilding. Further the Victorian Government established the Short Term Modular Housing program to install temporary housing on properties where a dwelling was lost. The STMH program has closed and is no longer available as an option for landholders to access for the first time now (it remains available for those already in the program).

As a result, neither of the key measures established to assist landholders that lost a dwelling during the 2019-20 fires is available for new entrants. This is at a time where some landholders are wanting to live in temporary accommodation on their property to facilitate rebuilding (e.g. by reducing other expenses that may be reducing their financial capacity to rebuild).

Council Officers have worked with individual landholders where appropriate to find solutions including use of the existing temporary accommodation provisions in the East Gippsland General Local Law.

It has now become apparent that there continues to be demand for temporary accommodation arrangements, particularly to facilitate rebuilding by allowing landholders to live on-site while rebuilding and to reduce other costs.

In response, specific guidelines are proposed that aim to facilitate rebuilding by enabling appropriate use of temporary accommodation in accordance with the East Gippsland General Local Law 2017. The guidelines also seek to address some of the key risks associated with temporary accommodation.

Note that the East Gippsland General Local Law 2017 already allows for temporary accommodation onsite while rebuilding, with existing guidelines indicating this is available from the issue of the building permit and for no more than two 6-month periods. The proposed specific guidelines to facilitate rebuilding bring forward the point from which temporary accommodation can be used and allows for a longer overall period, while adding some controls consistent with the intent to facilitate rebuilding.

A review of the operation of the proposed guidelines will be undertaken within 12 months of commencement, including consideration of the continuing need for the proposed guidelines.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report;***
- 2. adopts the draft Guidelines for Issue of Temporary Accommodation Permits to Facilitate Rebuilding of a Primary Place of Residence lost during the 2019/20 Bushfires (Attachment 1) pursuant to cl.76(4) of Council's General Local Law 2017 (Attachment 1); and***
- 3. waives the application fee for temporary accommodation permits considered under the draft Guidelines for Issue of Temporary Accommodation Permits to Facilitate Rebuilding of a Primary Place of Residence lost during the 2019/20 Bushfires.***

Background

Existing Local Law provisions for Temporary Accommodation

Council's General Local Law 2017 has existing provisions to enable landholders to live in temporary structures on land while building a dwelling.

76. TEMPORARY ACCOMMODATION STRUCTURES

(1) A person must not occupy Temporary accommodation in a residential area.

(2) A person or an owner or occupier of Property must not, without a Permit, occupy a temporary structure on the Property for the purpose of residential occupation during construction of a permanent residential Building on that Property. Penalty: 20 Penalty Units.

(3) An owner of a property must ensure that all temporary accommodation structures must be removed from the Property within 30 days of an occupancy permit being issued for the permanent residential Building or expiration of the Permit issued under subclause (1), whichever occurs first. Penalty: 20 Penalty Units.

(4) In determining whether to grant a Permit under this Clause, the Council must have regard to any guidelines determined by the Council from time to time

Council's application form for a temporary accommodation permit includes the following guidelines:

Rules for Temporary Dwelling Permit

This permit relies on the permit holder meeting with these rules and any other statutory obligation associated with the activity.

1. A building permit for the construction of a dwelling has been issued in respect of the site.
2. Provision is made on site for sanitation, laundry and bathing facilities.
3. There is reliable power on site and a ready supply of drinking water.
4. The permit is for a period of no longer than six (6) months and by application may be extended by one period of six (6) months.
5. After the issue of a certificate of occupancy for a dwelling or on expiration of the permit for the temporary dwelling, the temporary dwelling must be removed or remodelled in accordance with permit rules.

Need for additional guidelines

A common feature of arrangements to facilitate recovery and rebuilding following a major disaster is provisions that allow for a person to live in temporary accommodation on their property while they rebuild.

Following the 19/20 bushfires the Victorian Planning Provisions were amended, and referenced as 52.07-3:

- To facilitate and support recovery from a bushfire;
- To facilitate the construction and use of temporary accommodation following a bushfire; and
- To enable businesses and services to continue operating following a bushfire.

The provisions require, for an individual landowner, that consent of the responsible authority may be sought for provision of temporary accommodation, subject to the following conditions:

- The temporary accommodation is commenced within 18 months of the date the dwelling on the land was destroyed by fire;
- The temporary accommodation is erected on land where the dwelling was lost or other adjacent land in common ownership, and used by owners whose principal place of residence was destroyed;
- Appropriate services, including all-weather road suited for emergency vehicles, must be provided;
- The temporary accommodation must be less than 60 square metres except with consent of the responsible authority; and
- The temporary accommodation, once established, must be removed within 3 years of the date its use commenced.

Only two consents were issued by the responsible authority for individuals where all the above conditions were required to be met. Bushfire Recovery Victoria established a short-term modular housing (STMH) program which was set up to provide temporary accommodation. As a public authority, most of the restrictions above were not required to be met, including the deadlines for establishment and removal. The STMH program has closed to new entrants, and Emergency Recovery Victoria have indicated they will not provide additional temporary accommodation for this event. The planning provisions would however still allow for the program to be implemented, as the deadlines are not applicable to the public authority.

Rebuilding is known to be a long process and that has been further delayed in East Gippsland due to the impacts of the COVID 19 pandemic, delays in finalising insurance outcomes, the availability of builders and associated trades (particularly in remote areas) and the availability of materials due to a range of factors impacting supply chains. This has also contributed to significant increases in the cost of building.

Of the 346 dwellings destroyed in the 19/20 fires, 50 dwellings have been completely rebuilt as of the date of the 30th of June 2022. A further 54 dwellings are in various stages of rebuilding.

While it is acknowledged that some people have decided not to rebuild, and others will find they do not have the capacity to rebuild there are others that are able to rebuild but are seeking assistance by being able to live on their property during rebuilding to support rebuilding work and to save the costs associated with other accommodation.

While some people have accessed the temporary accommodation, arrangements set out in the Victorian Planning Provisions, and others have accessed the STMH program, there are some people that were not ready to take advantage of these programs until now and now both alternate programs have expired.

Anecdotally Council Officers believe there are several landholders seeking to rebuild that could be supported by specific guidelines that allow for a temporary accommodation permit under Council's General Local Law 2017.

Summary of the proposed approach

The proposed approach is to establish specific guidelines for issue of temporary accommodation permits under the General Local Law 2017 for properties where the primary place of residence was lost in the 2019/20 fires and temporary accommodation will facilitate rebuilding.

The effect of the proposed guidelines is to:

- Allow the temporary accommodation to commence before issue of a building permit; and
- Allow temporary accommodation to continue for a longer period (18 months plus 18 months).

The proposed guidelines would incorporate the normal requirements in relation to sanitation etc., as well as the following additional requirements, such as:

- The applicant would need to demonstrate a commitment and capacity to rebuild;
- The provisions would only apply to properties with BAL 29 or lower rating unless with specific CFA advice; and
- A working smoke alarm.

The proposed guidelines do not obviate the need for a building permit if a building permit is required for the structure.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act 2020*, noting the provisions relating to local laws are set in Part 3 Division 3.

Council's General Local Law was made in 2017 under the provisions of the *Local Government Act 1989*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Not applicable

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 2: 2.3 Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery.

Council Policy

Existing Council policy is outlined above in the description of the existing Local Law provisions for temporary accommodation.

Options

Options available to Council are to:

1. Adopt the draft guidelines as recommended
2. Not adopt the draft guidelines as recommended; and
3. Not adopt the draft guidelines and advocate for changes to the Victorian planning system and/or the Short Term Modular Housing Program to facilitate rebuilding.

Resourcing

Financial

There are minimal financial implications associated with the proposed guidelines.

Plant and equipment

Not applicable

Human Resources

The assessment and consideration of temporary accommodation permits can be addressed with existing staff resources based on the anticipated take up. If a landholder does not rebuild then there may be some resources required to support them to progress on a different recovery pathway.

Risk

The risks of this proposal have been considered and the guidelines have been developed in a manner to manage the identified risks, notably in relation to bushfire risk and the risks associated with a landholder not rebuilding and seeking to continue living in a temporary structure.

Economic

The proposed guidelines will have a positive economic impact by supporting landholders to rebuild.

Social

The proposed guidelines are expected to support recovery and wellbeing following the 2019/20 fires by supporting landholders to rebuild.

Gender Impact Statement

The draft Guidelines have considered the *Gender Equality Act 2020* in its preparation. The draft Guidelines have been assessed as not requiring a Gender Impact Assessment (GIA).

Environmental

The proposed guidelines include conditions intended to address environmental risks by requiring appropriate sanitation.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

This report is assessed as having no direct impact on climate change.

Engagement

Council officers have consulted with Bushfire Recovery Victoria and Department of Environment, Land, Water and Planning in developing the proposed guidelines.

The guidelines are also informed by discussions with landholders who lost a dwelling during the 19/20 fires and recovery support agencies.

Attachments

1. Draft Guidelines for Issue of Temporary Accommodation Permits [**5.3.1.1** - 2 pages]

Draft Guidelines for Issue of Temporary Accommodation Permits to Facilitate Rebuilding of a Primary Place of Residence lost during the 2019/20 Bushfires

Guidelines for temporary accommodation permits for bushfire-impacted sites only

The purpose of these guidelines is to facilitate landholders to rebuild a dwelling that was a primary place of residence lost to the 2019/20 bushfires.

The following guidelines apply only to properties where a dwelling that was a primary place of residence was destroyed in the 2019/20 bushfires and the property owner is able and intends to rebuild a permanent dwelling on the property:

1. The property owner shall demonstrate commitment and capacity to rebuild or a course of action that they are undertaking to gain the capacity to rebuild.

Note that most landholders will already have information to support this and for example this could be in the form of:

- *Contract with a builder, or*
- *Letter from bushfire financial counsellor or other accredited independent financial counsellor/professional.*

2. Given the likely duration of this permit, temporary accommodation will be permitted in a location that has been assessed for bushfire risk and has a Bushfire Attack Level (BAL) rating of BAL 29 or lower, unless subject to specific assessment by CFA.
3. Proposed temporary accommodation structures may be caravans (with or without annexes), movable dwellings or fixed structures such as sheds.

Note: A building permit may be required for construction, alteration or change of use of a structure e.g. shed.

A temporary accommodation permit does not remove the need to obtain a building permit, if required.

4. Provision is made on site for sanitation, laundry and bathing facilities.
5. There is reliable power on site and a ready supply of drinking water.
6. A smoke alarm is installed and maintained in good working order.
7. A permit issued in accordance with these guidelines shall be for an initial period of 18 months. Renewal of this permit would be contingent on the owner of the property demonstrating continued progress towards a permanent rebuild, to the satisfaction of Council and extension is limited only to one period of eighteen (18) months. This may include, for example through:
 - Development of house plans, or
 - Engagement of a builder or building industry professional, or
 - Application for planning approval, or
 - Other progress towards obtaining a building permit

8. After the issue of a certificate of occupancy for a dwelling or on expiration of the permit for the temporary dwelling, the temporary dwelling must be removed or remodeled in accordance with permit rules.
9. Access is to be provided via an all-weather road, at least 3.5m in width.

5.3.2 **End s173 Agreement AF072419Q - 52 Country Club Drive, Lakes Entrance**

Authorised by General Manager Place and Community

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

The purpose of this report is to seek Council's decision to end Section 173 Agreement AF072419Q (the Agreement) for 52 Country Club Drive, Lakes Entrance. Council provided in-principle support to end the agreement at the 28 June 2022 Meeting (Item 5.3.1). Community consultation has now been carried out whereby notices were sent directly to the affected landowners and occupiers. No objections have been received.

The catalyst to end the Agreement AF072419Q as it relates to 52 Country Club Drive, Lakes Entrance is that the land is subject to the Lakes Entrance Northern Growth Area Outline Development Plan, Development Plan for 189 Palmers Road, Lakes Entrance, and a planning permit application (Planning Permit Application 502/2021/P) which would require the ending of the current agreement before the new subdivision works could commence.

Specifically, the permit is proposed to require the Agreement to be ended prior to the commencement of works. A request to end the Agreement and the relevant title documents, including the Agreement, can be found at **Attachment 1**.

The effect of this proposed change is to substitute a requirement in the s.173 Agreement for vegetation protection onsite, with a permit that allows removal of the vegetation onsite and requires provision of an offsite native vegetation offset payment, including a penalty payment in relation to the vegetation removal which was undertaken for the previous subdivision.

Council has indirectly considered the appropriateness of the ending of the Agreement in its decision to adopt the Development Plan for the site in-principle (Council Meeting 3 October 2017, Item 5.2.4).

The effect of this application (and the linked application for a planning permit) is to facilitate residential development which is consistent with the Lakes Entrance Northern Growth Area (LENGA) Outline Development Plan. This site was excluded from the precinct-wide native vegetation precinct plan, as alternative arrangements had already been made. As a result, the vegetation on this land is not included in the strategic framework for LENGA, and its removal will not impact on the precinct plan. The removal of the vegetation has always been a potential outcome in the broader strategic plans for the site.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report,**
- 2. agrees to the ending of Section 173 Agreement AF072419Q wholly as it relates to Volume 12185 Folio 389 being Lot B on plan of subdivision PS831208Q at 52 Country Club Drive, Lakes Entrance in accordance with S178E(2) of the Planning and Environment Act 1987; and**
- 3. resolves that all costs of ending the legal agreement are to be borne by the landowner.**

Background

Council has received a request to end the Agreement AF072419Q (**Attachment 1**) wholly as it relates to Lot B on plan of subdivision PS831208Q at 52 Country Club Drive, Lakes Entrance.

A combined planning scheme amendment seeking authorisation for the parent property to be rezoned to Residential 1 (now General Residential) and a 44-lot subdivision was submitted and approved by the Minister for Planning.

The purpose of the Agreement was to address condition 44 of Planning Permit 306/2004/P issued by Council on 15 September 2005. Condition 44 states:

Before the issue of a statement of compliance for the approved subdivision, the owner must enter into an agreement with the Responsible Authority made pursuant to section 173 of the Planning and Environment Act 1987 (the Act), and make application to the Registrar of Titles to have the agreement registered on the title to the residual lot (as shown on the endorsed plan of subdivision) under section 181 of the Act, which provides: "that the Native Vegetation located within the north-west corner of the residual lot (as shown on the endorsed plan of subdivision) totalling 0.6 ha and identified as Plains Grassy Forest (EVC 151) of high conservation status, shall be permanently protected".

It is critical to note that for this application, the applicant may have alternatively elected to pay a financial offset at the time in order to facilitate the removal of vegetation (shown in current lot layout context as at 2005 in **Figure 1**), and as such, the Agreement would not have been required. If this were the case, this agreement would not exist, and the question of removal of the vegetation would have defaulted to the currently considered planning permit application.

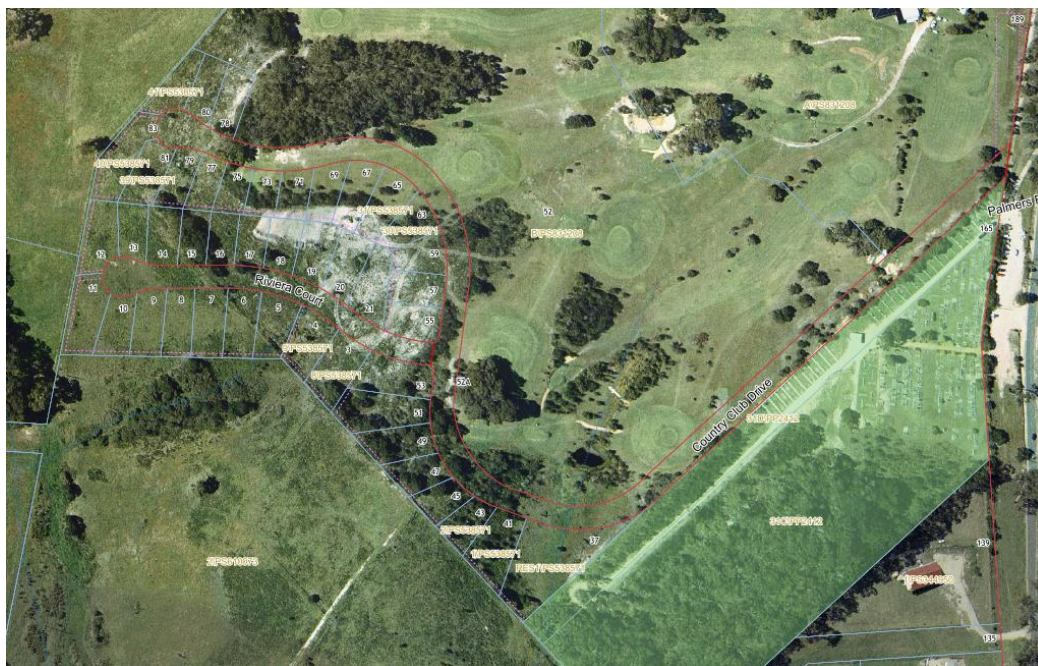


Figure 1 – Current lot layout overtop 2005 era aerial imagery, showing former vegetation.

Planning Permit application 502/2021/P for a Multi-lot Subdivision, Works (roadworks) and Removal of Native Vegetation is currently being processed and a planning permit is expected to be issued in the near future. The delay in determining the application relates to broad drainage considerations for the Lakes Entrance Northern Growth Area, which has been the subject of technical review and workshops with key stakeholders over July to October 2022.

The Department of Environment, Land, Water and Planning (DELWP) referral response for 502/2021/P includes a condition requiring section 173 agreement AF072419Q to be ended, and for financial offsets to be paid both in relation to the removal of the remaining vegetation, and that vegetation which was offset under the Agreement by protecting the remaining vegetation.

Planning application 502/2021/P provides for further residential lots to be created within the Lakes Entrance Northern Growth Area and offsets the previous area of vegetation protection in accordance with today's requirements which, represents a sound environmental and planning outcome.

Current Status/Issues

The ending of section 173 agreement AF072419Q is required to facilitate planning permit application 502/2021/P.

The current subdivision layout was endorsed in accordance with Condition No. 1 as part of Planning Permit Application 269/2003/P to apply by virtue of Agreement AF072419Q (**Figure 2**) including the subdivision plan and building footprint, being registered on title to the subject land.

Section 173 Agreement AF072419Q provides the following specific obligations on the landowner(s):

2. *The Owners covenant and agree that no Native Vegetation in areas identified as Vegetation to be Retained will be removed, destroyed, felled, lopped, trimmed, ringbarked or uprooted or otherwise damaged without the prior written consent of the Council.*

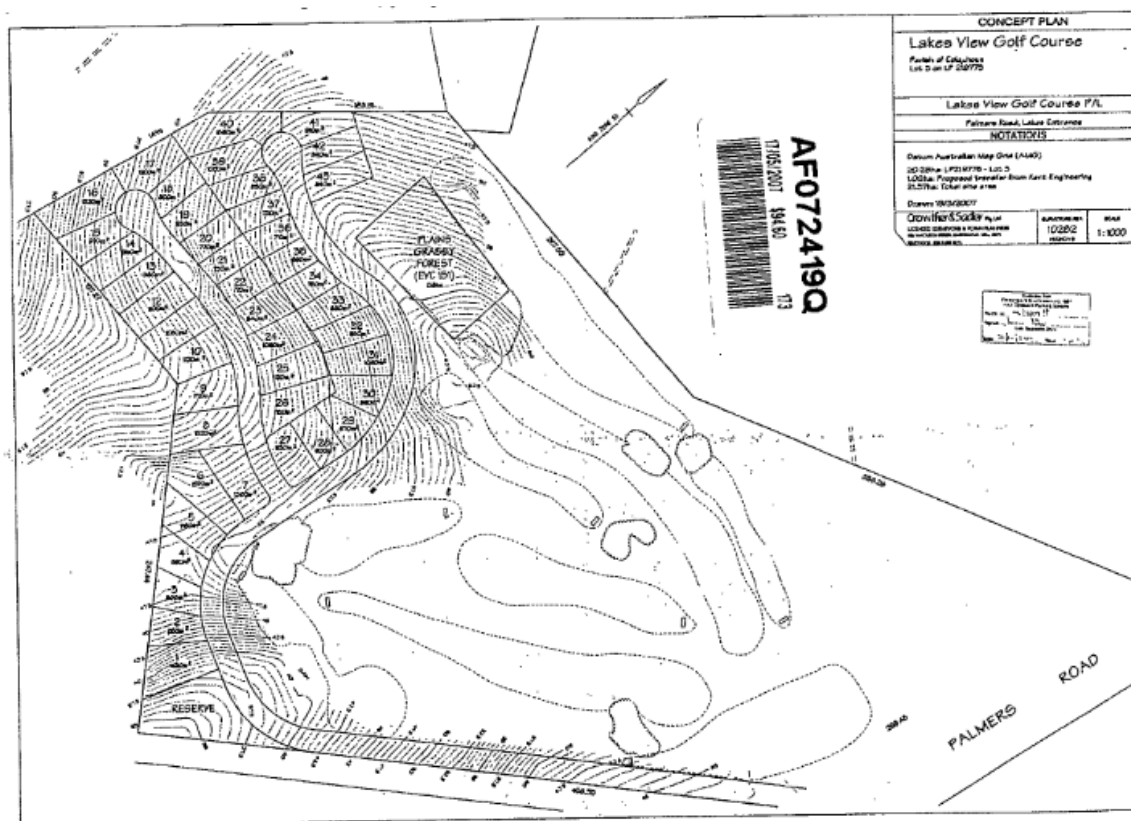


Figure 2 – Plan of vegetation protection as a part of the Agreement.

The application of the Agreement has been considered in relation to both the Development Plan and Planning Permit application. In the 3 October 2017 Meeting, Item 5.2.4, Council Resolved (in part):

That Council having considered all the relevant planning matters:

1. ***endorses ‘in principle’ the development plan request for 189 Palmers Road Lakes Entrance as detailed in Appendix 1 as being to its satisfaction, subject to the following conditions of approval,***

1.10 Before a plan of subdivision is issued under the Subdivision Act 1988, the owner must end Legal Agreement AF072419Q affecting the land in the subdivision so that the proposed vegetation clearing is able to be permitted.

The permit application 502/2021/P proposes for the vegetation to be removed in accordance with the plan of vegetation removal submitted with the application. This subdivision plan is consistent with the endorsed development plan. The area of vegetation protection is shown in **Figure 3** – dashed blue line over parts of proposed lots 6-15, including part of the proposed road.



Figure 3 – Proposed Plan of Vegetation Removal – application 502/2021/P

The ending of the Agreement will allow for the orderly and efficient development of the land consistent with State and Local Planning Policy.

Legislation

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

The Act pursuant to section 178A provides the opportunity for Council to consider ending an agreement, either wholly or in part, without the consent of all persons who are bound by the agreement.

The applicant is seeking to end section 173 Agreement AF072419Q for 52 Country Club Drive, Lakes Entrance; however, the consent of all parties bound by the agreement has not been obtained.

In some instances, such as the case at hand, it is not always reasonable nor practical to obtain the consent of all parties to an agreement, particularly where there are a significant number of parties.

Where the consent of all parties has not been obtained, section 178B (2) of the Act provides the framework for the proposal to be assessed and considered by Council.

The proposal to end the Section 173 Agreement has been submitted pursuant to section 178A of the Act. A proposal submitted under this section of the Act, pursuant to section 178B must be considered against set requirements. An assessment against these requirements is as follows:

The purpose of the Agreement

The purpose of the agreement is to implement permit 269/2003/P which required vegetation removal and provided a first-party or on-site offset of the vegetation which was removed to facilitate the subdivision. The Agreement ensured that as a result of the subdivision of the land, that the significance of the lost vegetation would be directly protected into perpetuity.

Whether and why the Agreement is no longer required

The Agreement was established before works were undertaken to develop the Outline Development Plan for the Lakes Entrance Northern Growth Area. The proposal at the time did not consider the broad demand for a northern growth area in Lakes Entrance to accommodate long-term sustainability of the town above forecast inundation levels, and as such did not anticipate that the golf course land would be considered to have a higher and better purpose for residential development. At the time, there was no requirement to consider future development when establishing a first-party offset.

The land containing the protected vegetation is zoned for residential development, and a development plan has been prepared which anticipates the removal of the vegetation. Both Council and the Department of Environment, Land, Water and Planning (DELWP) have considered the matter and require the removal of the Agreement in order to facilitate the proposed subdivision, and the vegetation previously lost and the currently protected vegetation will be offset in accordance with the best practice standards set in the *Guidelines for the removal, destruction or lopping of native vegetation* (DELWP 2017).

Whether the ending of the Agreement would disadvantage any person, whether or not a party to the Agreement

It is considered that the ending of the Agreement itself would not disadvantage any person whether party to the Agreement or not. Notification of the proposal to end the Agreement was given to all parties to the Agreement and no objections were received.

The reasons why the responsible authority entered into the Agreement

The responsible authority entered into the Agreement as required by conditions of the permit at the request of the previous developer. It is likely that the developer considered that the first-party offset was a more suitable arrangement rather than paying for a third-party offset. Both options were available at the time. The purpose of the Agreement was to provide a direct offset for the removal of native vegetation.

Any relevant permit or other requirements the land is subject to under the Subdivision Act 1988.

Both permit application 502/2021/P and the previously approved and implemented 269/2003/P consider the vegetation removal requirements. With the ending of the Agreement, permit 502/2021/P can be approved without impediment, and the native vegetation removal proposed and approved for removal under the previous permit will be offset – a requirement before the works to remove the vegetation commence.

Any other prescribed matter

The Act is prescriptive as to the processing and consideration of proposals to end section 173 Agreements. In accordance with section 178E (2) where no objections are made under section 178D, the responsible authority may resolve to End the Agreement in accordance with the proposal.

Collaborative procurement

Not applicable

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 2: 2.1 Statutory and strategic planning for land use delivers sustainable outcomes that balance the need for growth with the enhancement of our lifestyle, character, the built and natural environment.

Council Policy

This matter was reported to Council under the prior Planning Applications Delegations Policy 2018, which is now superseded. Since the matter was commenced under the former process, there is an expectation the matter will be considered by Council.

Options

The officer recommendation is for the Agreement to be ended and the permit to be issued, however the Councillors may determine instead to issue a Notice of Refusal to End the Agreement. This is not recommended on the basis that the Council-endorsed Development Plan provides that the vegetation would be removed, and the planning permit is reliant on the vegetation removal in order to facilitate the additional 59 lot subdivision.

Resourcing

Financial

The assessment has been undertaken utilising existing operational budget and is supported by statutory application fees for consideration. Future actions will require applicants to bear the cost of removing the Agreement from the title.

Plant and equipment

Nil

Human Resources

No additional human resources are required.

Risk

The risks of this proposal have been considered and it is concluded there is minimal risk in adopting the Officer recommendation. There have been no objections to the Ending of the s173 Agreement from the public.

Economic

The proposal will facilitate additional development as previously approved in the Development Plan, and pending issue via a planning permit for subdivision.

Social

Ending the Agreement will not have a negative impact on the community. It is noted that consultation during the approval process for Planning Permit for the retirement village and subdivision did not attract any objections.

Gender Impact Statement

Considerations of Gender Equality in Planning are made in relation to planning strategy, including planning scheme amendments and policy changes. Individual assessment of planning applications tend to be gender neutral, however Council officers consider factors such as community safety, privacy, and accessibility in an integrated and multi-faceted decision making process. There are no specific gender issues arising from the proposal to end the agreement.

Environmental

The proposal will facilitate planning permit consideration for the removal of native vegetation from the subject land. The planning system requires consideration of principles of avoid and minimise, and where not practical, offset. The previous subdivision of the land which created Country Club Drive and Riviera Court also involved removal of native vegetation, and a first-party offset site was created on the land. Under the current native vegetation removal guidelines, in an urban context this would not be allowable, and the agreement would not have been established.

The proposal removes the requirement for the native vegetation to be protected, however the proposed permit conditions require offsets for both the vegetation to be removed, and for the vegetation which was previously removed. This secures established vegetation with similar or higher ecological value within the municipal district or watershed.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

Land Use Planning: Consideration is given to climate change in the local land use planning and includes responses to direct and indirect impacts.

Engagement

Pursuant to section 178C, notice of the proposal to End the Agreement was made in the form of letters to all beneficiaries of the Agreement, being all owners and occupiers of land within the previous subdivision stage. No objections have been received at the time the report was written.

Attachments

1. Request to End Agreement AF072419Q [5.3.2.1 - 38 pages]

Our ref: 19572

31 May 2022

Statutory Planning Coordinator
East Gippsland Shire Council
Via Email: planning@egipps.vic.gov.au

Attention: Mr. Robert Pringle

Dear Robert,

**Re: Request to end Legal Agreement AF072419Q
Lot B on PS831208
52 Country Club Drive, Lakes Entrance**

We refer to our Multi-lot Subdivision, Works (roadworks) and Removal of Native Vegetation planning application (502/2021/P) on the abovementioned land which was lodged with Council and respectfully request Council's consent to the ending of Legal Agreement AF072419Q as currently registered on title.

Purpose for Removal and Background

A combined planning scheme amendment seeking for the parent property to be rezoned to Residential 1 (now General Residential) and a 44 lot subdivision was submitted and approved by the Minister for Planning.

The purpose of the agreement was to address condition 44 of planning permit 306/2004/P issued by East Gippsland Shire Council on 15 September 2005.

Condition 44 states:

Before the issue of a statement of compliance for the approved subdivision, the owner must enter into an agreement with the Responsible Authority made pursuant to section 173 of the Planning and Environment Act 1987, and make application to the Registrar of Titles to have the agreement registered on the title to the residual lot (as shown on the endorsed plan of subdivision) under section 181 of the Act, which provides:

"that the Native Vegetation located within the north-west corner of the residual lot (as shown on the endorsed plan of subdivision) totalling 0.6 ha and identified as Plains Grassy Forest (EVC 151) of high conservation status, shall be permanently protected".

Ending Agreement Report.docx

Principal: Michael J. Sadler, L.S., Dip Surv, M.I.S., MAICD

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Bairnsdale, VIC 3875

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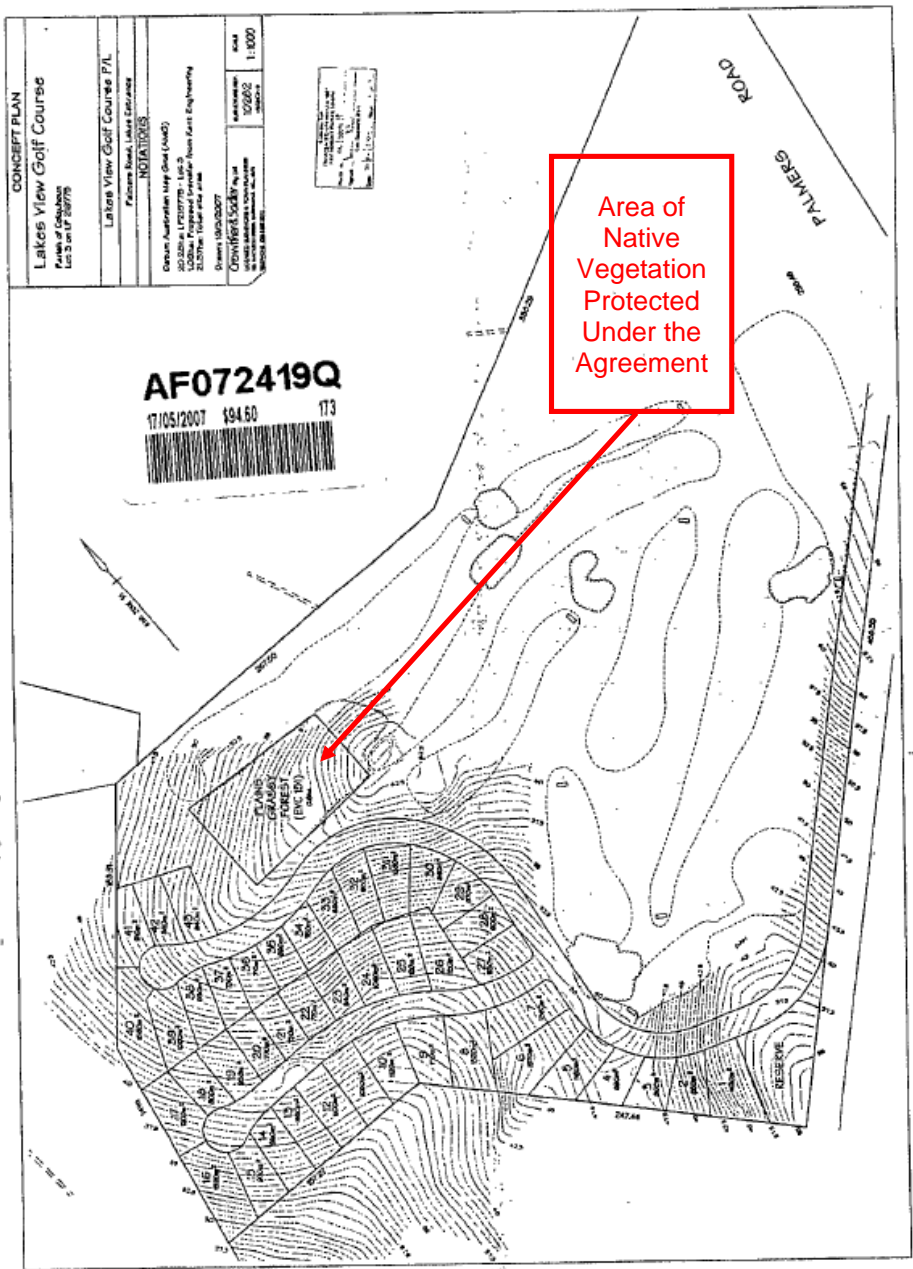


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The owner must pay the reasonable costs of preparation, execution and registration of the agreement.

The purpose of the condition and subsequent agreement was to offset the native vegetation loss as a result of the subdivision under the then native vegetation framework regulations.



Copy of the Endorsed Plan of Subdivision and Plan Attached to the Agreement

It is understood that planning permit application 502/2021/P for a Multi-lot Subdivision, Works (roadworks) and Removal of Native Vegetation is currently being processed and a planning permit will issue shortly.

The Department of Environment, Land, Water & Planning referral response includes a condition requiring section 173 agreement AF072419Q to be ended.

Planning application 502/2021/P provides for further residential lots to be created within the Lakes Entrance Northern Growth Area and offsets the previous offset in accordance with today's requirements which, represents a sound environmental and planning outcome.

The ending of section 173 agreement AF072419Q is required to facilitate planning permit application 502/2021/P.

The Proposal

Our proposal to end the Agreement as it applies to the subject land has been made pursuant to Section 178A(1)(b) of the *Planning & Environment Act 1987*.

Section 178A(2)(b) requires the application to be "*accompanied by the information required by the regulations*". In accordance with the requirements of Regulation 55 of the *Planning & Environment Regulations 2015* we provide the following requisite information:

Regulation 55(a) - we confirm the applicant for the request to end the Agreement is Lakes Heights, C/- Crowther & Sadler Pty. Ltd of 152 Macleod Street, Bairnsdale, Victoria, 3875. Phone number for the Applicant is 5152 5011.

Regulation 55(b) – the Agreement AF072419Q is to be ended as it applies to 52 Country Club Drive, Lakes Entrance, formally described as Lot B on PS831208.

Regulation 55(c) - not applicable as the proposal does not seek to amend the Agreement.

Regulation 55(d)(i) – not applicable to the proposal does not seek to end the Agreement in part.

Regulation 55(d)(ii) – the proposal seeks to end the Agreement as applying to part of the land. The Agreement is to be ended as it applies to 52 Country Club Drive, Lakes Entrance, formally described as Lot B on PS831208.

Regulation 55(d)(iii) – the Agreement is an unnecessary restriction on the land and does not reflect current state and local planning policy and will be at conflict with our Client's desire to undertake subdivision of the subject land in accordance with the provisions of the East Gippsland Planning Scheme and current environmental legislation.

To assist with Council's consideration of our request in accordance with Section 178(B)(2) of the Act, we are pleased to provide the following information.

Purpose of the Agreement

The purpose of the Agreement was to ensure the then provisions of the Native Vegetation Framework requirements were met when planning permit application 306/2004/P issued by East Gippsland Shire Council on 15 September 2005.

Why the Agreement is no longer required

The agreement is no longer required as a subsequent application (Planning application 502/2021/P) on the land and will offset the previous offset required by planning permit 306/2004/P.

Current native vegetation guidelines contained in the planning scheme requires offsets to be secured in appropriate areas. This is a far better environmental outcome than an isolated patch within a residential growth area.

The agreement is required to be ended in accordance with planning permit conditions required by the Department of Environment, Land, Water and Planning.

Whether the ending of the agreement would disadvantage any person, whether or not a party to the agreement

The ending of the Agreement will not give rise to any form of disadvantage to any other person.

The ending of the Agreement will simply enable future subdivision to occur on the subject land consistent with the provisions of the General Residential Zone as currently applying to the land. Subdivision of the whole precinct is an expected outcome as identified in the Lakes Entrance Northern Growth Area.

The reasons why the responsible authority entered into the agreement

The Agreement was appropriately entered into by Council at the time in accordance with conditions on Planning Permit 306/2004/P.

Any relevant permit or other requirements the land is subject to under the Subdivision Act 1988

None applicable.

Any other prescribed matter

We are not aware of any other prescribed matter which is relevant to the request to end the Agreement as it applies to the subject land.

Section 178A(2)(c) of the Act requires an application of this type to be accompanied by the requisite fee as prescribed by the *Planning & Environment (Fees) Regulations 2016*.

Payment to the *East Gippsland Shire Council* in the amount of \$668.84 (Regulation 16) has been made to facilitate the processing of this request.

We trust this information provides sufficient detail to facilitate Council's commencement of the process associated with the ending of the Agreement as it applies to the subject land. We respectfully await Council's timely advice regarding the scheduling of this matter on the next available Ordinary Council Meeting agenda.

Regards,



RICHARD HOXLEY
Principal Planner

*Encl. Copy of Title (Lot B on PS831208)
S173LA AF072419Q
Required fee of \$668.84
List of Beneficiaries (See Report Page 6)*

List of Beneficiaries to Section 173 Agreement AF072419Q

Lot No.	Plan of Subdivision	Address
Reserve 1	PS538571	37 Country Club Drive, Lakes Entrance
1	PS538571	41 Country Club Drive, Lakes Entrance
2	PS538571	43 Country Club Drive, Lakes Entrance
3	PS538571	45 Country Club Drive, Lakes Entrance
4	PS538571	47 Country Club Drive, Lakes Entrance
5	PS538571	49 Country Club Drive, Lakes Entrance
6	PS538571	51 Country Club Drive, Lakes Entrance
7	PS538571	53 Country Club Drive, Lakes Entrance
8	PS538571	3 Riviera Court, Lakes Entrance
9	PS538571	4 Riviera Court, Lakes Entrance
10	PS538571	5 Riviera Court, Lakes Entrance
11	PS538571	6 Riviera Court, Lakes Entrance
12	PS538571	7 Riviera Court, Lakes Entrance
13	PS538571	8 Riviera Court, Lakes Entrance
14	PS538571	9 Riviera Court, Lakes Entrance
15	PS538571	10 Riviera Court, Lakes Entrance
16	PS538571	11 Riviera Court, Lakes Entrance
17	PS538571	12 Riviera Court, Lakes Entrance
18	PS538571	13 Riviera Court, Lakes Entrance
19	PS538571	14 Riviera Court, Lakes Entrance
20	PS538571	15 Riviera Court, Lakes Entrance
21	PS538571	16 Riviera Court, Lakes Entrance
22	PS538571	17 Riviera Court, Lakes Entrance
23	PS538571	18 Riviera Court, Lakes Entrance
24	PS538571	19 Riviera Court, Lakes Entrance
25	PS538571	20 Riviera Court, Lakes Entrance
26	PS538571	21 Riviera Court, Lakes Entrance
27	PS538571	55 Country Club Drive, Lakes Entrance
28	PS538571	57 Country Club Drive, Lakes Entrance
29	PS538571	59 Country Club Drive, Lakes Entrance
30	PS538571	63 Country Club Drive, Lakes Entrance
31	PS538571	65 Country Club Drive, Lakes Entrance
32	PS538571	67 Country Club Drive, Lakes Entrance
33	PS538571	69 Country Club Drive, Lakes Entrance
34	PS538571	71 Country Club Drive, Lakes Entrance
35	PS538571	73 Country Club Drive, Lakes Entrance
36	PS538571	75 Country Club Drive, Lakes Entrance
37	PS538571	77 Country Club Drive, Lakes Entrance
38	PS538571	79 Country Club Drive, Lakes Entrance
39	PS538571	81 Country Club Drive, Lakes Entrance
40	PS538571	83 Country Club Drive, Lakes Entrance
41	PS538571	82 Country Club Drive, Lakes Entrance
42	PS538571	80 Country Club Drive, Lakes Entrance
43	PS538571	78 Country Club Drive, Lakes Entrance
Reserve 2	PS538571	52A Country Club Drive, Lakes Entrance
2	PS804052	191 Palmers Road, Lakes Entrance
Lot B	PS831208	52 Country Club Drive, Lakes Entrance
Lot A	PS831208	189 Palmers Road, Lakes Entrance

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REGISTER SEARCH STATEMENT (Title Search) Transfer of Land Act 1958

VOLUME 12185 FOLIO 389

Security no : 124098052827T
Produced 02/06/2022 02:14 PM

LAND DESCRIPTION

Lot B on Plan of Subdivision 831208Q.
PARENT TITLE Volume 12158 Folio 636
Created by instrument PS831208Q 06/02/2020

REGISTERED PROPRIETOR

Estate Fee Simple
Sole Proprietor
LAKES HEIGHTS PTY LTD of 100 SPRING STREET NORTH PORT MELBOURNE VIC 3207
AV055845E 25/11/2021

ENCUMBRANCES, CAVEATS AND NOTICES

Any encumbrances created by Section 98 Transfer of Land Act 1958 or Section 24 Subdivision Act 1988 and any other encumbrances shown or entered on the plan set out under DIAGRAM LOCATION below.

AGREEMENT Section 173 Planning and Environment Act 1987
AF072419Q 17/05/2007

AGREEMENT Section 173 Planning and Environment Act 1987
AS444568M 16/08/2019

DIAGRAM LOCATION

SEE PS831208Q FOR FURTHER DETAILS AND BOUNDARIES

ACTIVITY IN THE LAST 125 DAYS

NIL

-----END OF REGISTER SEARCH STATEMENT-----

Additional information: (not part of the Register Search Statement)

Street Address: 52 COUNTRY CLUB DRIVE LAKES ENTRANCE VIC 3909

ADMINISTRATIVE NOTICES

NIL

eCT Control 22692Q EASTCOAST CONVEYANCING
Effective from 25/11/2021

DOCUMENT END

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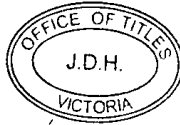
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Section 181



AF072419Q



**APPLICATION BY A RESPONSIBLE AUTHORITY FOR THE MAKING
OF A RECORDING OF AN AGREEMENT**

Planning & Environment Act 1987

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Lodged by: **Warren Graham & Murphy**
 Name: **5155 1286**
 Phone: **383 Esplanade, Lakes Entrance**
 Address: **GRW: ab.**
 Ref: **1715W**
 Customer Code:

The Authority having made an agreement referred to in Section 181(1) of the **Planning and Environment Act 1987** requires a recording to be made in the Register for the land.

Land: Certificate of Title Volume 10799 Folio 852

Authority: East Gippsland Shire Council, Corporate Centre, 273 Main Street, Bairnsdale, 3875

Section and Act under which agreement made: Section 173 of the Planning & Environment Act 1987

A copy of the Agreement is attached to this Application.

Signature for the Authority:

Name of Officer:

AARON HOLLOW, MANAGER DEVELOPMENT
 (full name)

Date:

10-05-2007

THIS AGREEMENT is made the 15th day of May 2007
BETWEEN EAST GIPPSLAND SHIRE COUNCIL of Corporate Centre, 273 Main
 Street, Bairnsdale ("the Council") of the first part and DONALD WAYNE DICKSON,
DIANNE ROBYN DICKSON, ROSS MURRAY NICHOLS and GLENYS PEARL
NICHOLS all of 189 Palmers Road, Lakes Entrance ("the Owners") of the second
 part.

WHEREAS:

AF072419Q



- A. Subject Land means the land situated at Palmers Road, Lakes Entrance, being the land referred to in Certificate of Title Volume 10799 Folio 852 (**Subject Land**) and any reference to the Subject Land in this Agreement includes any lot created by the subdivision of the Subject Land or any part of it.
- B. The Owners are the registered proprietors of the Subject Land and have made application to the Council as the responsible authority under the East Gippsland Planning Scheme ("the scheme") for a Permit for Subdivision for the Subject Land into forty four lots.
- C. The Council has granted Planning Permit Number 306/2004/P dated the 15th September 2005 ("the Permit") for the Subject Land for Subdivision of the Subject Land into forty four lots in accordance with the Endorsed Plan. A copy of the Permit is available for inspection at the Council offices during normal business hours upon giving the Council reasonable notice.
- D. Condition forty four of the Permit requires the Owners to enter into an Agreement with the Council in accordance with Section 173 of the Planning & Environment Act 1987 before the issue of a Statement of Compliance.
- E. The Council and the Owners have agreed that without restricting or limiting their respective powers to enter into this Agreement and insofar as it can be so treated this Agreement shall be treated as being an Agreement under Section 173(1) of the Planning & Environment Act 1987.
- F. As at the date of this Agreement, the Subject Land is encumbered by Mortgage No. AE328733U in favour of the Mortgagee. The Mortgagee has

consented to the Owner entering into this Agreement with respect to the Subject Land.

G. The parties enter into this Agreement:

- (i) to give effect to the requirements of the Permit; and
- (ii) to achieve and advance the objectives of planning in Victoria and the objectives of the scheme in respect of the "Subject Land".

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement unless inconsistent with the context or subject matter:

"Act" means the Planning and Environment Act 1987.

"Agreement" means this agreement and any agreement executed by the parties expressed to be supplemental to this agreement.

"Endorsed Plan" means the plan endorsed with the stamp of the Council from time to time as the plan which forms part of the Permit. A copy of the Endorsed Plan is attached to this Agreement and marked "A".

"Lot" means a lot on the Endorsed Plan.

"Mortgagee" means the person or persons registered or entitled from time to time to be registered by the Registrar of Titles as Mortgagee of the Subject Land or any part of it.

"Native Vegetation" means locally indigenous species.

"Owners" shall mean the person or persons entitled from time to time to be registered by the Registrar of Title as the proprietor or proprietors of an estate in fee simple of the Subject Land or any part of it and includes a Mortgagee-in-possession.

AF072419Q



"Party" or "Parties" means the Owners and the Council under this Agreement as appropriate.

"Statement of Compliance" means the Statement of Compliance under the Subdivision Act 1988.

"Vegetation to be Retained" means any Native Vegetation on the Subject Land which is identified on the Endorsed Plan as 'Plains Grassy Forest' or the like.

2. The Owners covenant and agree that no Native Vegetation in areas identified as Vegetation to be Retained will be removed, destroyed, felled, lopped, trimmed, ringbarked or uprooted or otherwise damaged without the prior written consent of the Council.
3. In this Agreement unless the context admits otherwise:
 - (a) The singular includes the plural and vice versa.
 - (b) A reference to a gender includes a reference to each other gender.
 - (c) A reference to a person includes a reference to a firm, corporation or other corporate body and that person's successors in law.
 - (d) If a party consists of more than one person this Agreement binds them jointly and each of them severally.
 - (e) A term used in this Agreement has its ordinary meaning unless that term is defined in this Agreement. If a term is not defined in this Agreement and it is defined in the Act it has the meaning as defined in the Act.
 - (f) A reference to an Act, Regulation or the scheme includes any Acts, Regulations or amendments amending, consolidating or replacing the Act, Regulation or scheme.
4. The Owners further covenant and agree that:



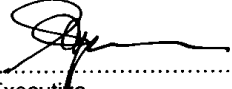
- (a) the Owners will do all things necessary to give effect to this Agreement;
 - (b) the Owners will consent to the Council making application to the Registrar of Titles to make a recording of this Agreement in the Register on the Certificate of Title of the Subject Land in accordance with Section 181 of the Act and do all things necessary to enable the Council to do so including signing any further agreement, acknowledgement or document or procuring the consent to this Agreement or any mortgagee or caveator to enable the recording to be made in the Register under that section.
- 5. The Owners further covenant and agree that the Owners will immediately pay to the Council, the Council's reasonable costs and expenses (including legal expenses) of and incidental to the preparation, drafting, review, finalisation, engrossment, execution, registration and enforcement of this Agreement which are and until paid will remain a debt due to the Council by the Owners.
- 6. The Council and the Owners agree that without limiting or restricting the respective powers to enter into this Agreement and, insofar as it can be so treated, this Agreement is made as a Deed pursuant to Section 173 of the Act, and the obligations of the Owners under this Agreement are obligations to be performed by the Owners as conditions subject to which the Subject Land may be used and developed pursuant to the Permit.
- 7. Without limiting the operation or effect which this Agreement has, the Owners warrant that apart from the Owners and any other person who has consented in writing to this Agreement, no other person has any interest, either legal or equitable, in the Subject Land which may be affected by this Agreement.
- 8. Without limiting the operation or effect that this Agreement has, the Owners must ensure that, until such time as a memorandum of this Agreement is registered on the title the Subject Land, successors in title shall be required to:



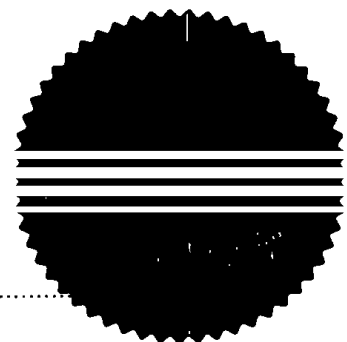
- (a) give effect to and do all acts and sign all documents which will require those successors to give effect to this Agreement; and
 - (b) execute a deed agreeing to be bound by the terms of this Agreement.
9. Any time or other indulgence granted by the Council to the Owners or any variation of the terms and conditions of this Agreement or any judgment or order obtained by the Council against the Owners will not in any way amount to a waiver of any of the rights or remedies of Council in relation to the terms of this Agreement.
10. If a court, arbitrator, tribunal or other competent authority determines that a word, phrase, sentence, paragraph or clause of this Agreement is unenforceable, illegal or void then it must be severed and the other provisions of this Agreement will remain operative.
11. It is acknowledged and agreed that this Agreement does not fetter or restrict the power of discretion of the Council to make any decision or impose any requirements or conditions in connection with the granting of any planning approval or certification of any plans of subdivision applicable to the Subject Land and or relating to any use or development of the Subject Land.
12. Unless otherwise provided in this Agreement, this Agreement commences from the date of this Agreement.

IN WITNESS whereof the parties hereto have hereunto set their hands and seals the day and year first hereinbefore written.

THE COMMON SEAL of **EAST GIPPSLAND SHIRE COUNCIL**)
 was hereunto affixed on the)
 day of 24th April 2007)
 in the presence of:)


 Chief Executive


 Witness

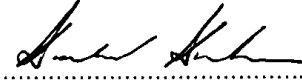


AF072419Q



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SIGNED SEALED and DELIVERED)
 by the said **DONALD WAYNE DICKSON**)
 in the presence of:)

DWD
 X 

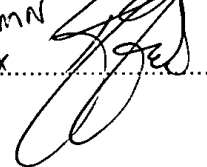
witness
 X  (witness)

SIGNED SEALED and DELIVERED)
 by the said **DIANNE ROBYN DICKSON**)
 in the presence of:)

DRD
 X 

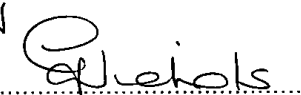
witness
 X  (witness)


SIGNED SEALED and DELIVERED)
 by the said **ROSS MURRAY NICHOLS**)
 in the presence of:)

RMN
 X 

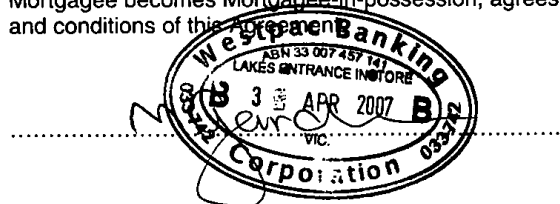
witness
 X  (witness)

SIGNED SEALED and DELIVERED)
 by the said **GLENYS PEARL NICHOLS**)
 in the presence of:)

GPN
 X 

witness
 X  (witness)

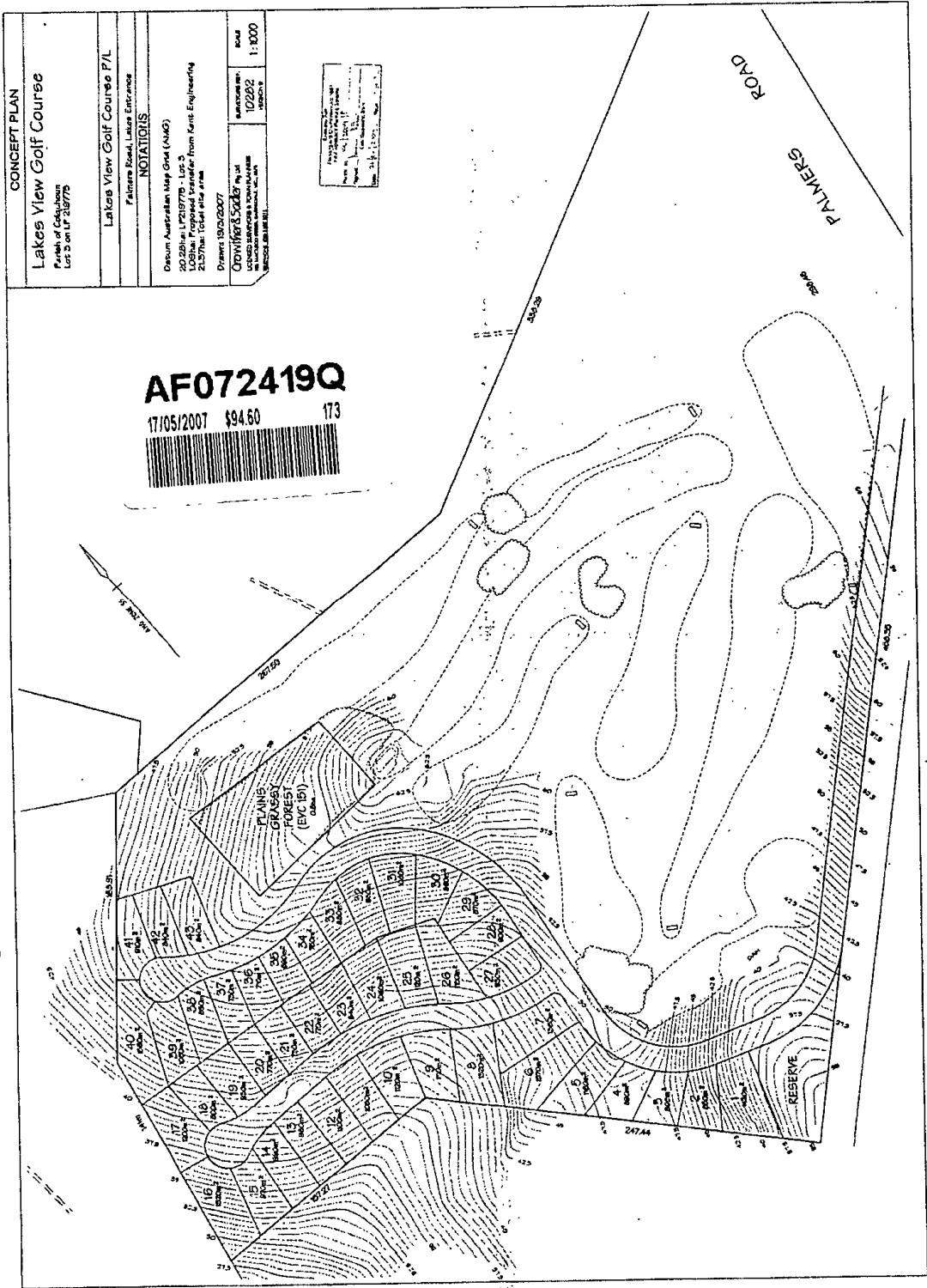
Westpac Banking Corporation as Mortgagee of registered mortgage No. AE328733U
 consents to the Owners entering into this Agreement and in the event that the
 Mortgagee becomes Mortgagee-in-possession, agrees to be bound by the covenants
 and conditions of this Agreement



AF072419Q



"A"



DataWorks Document Number: 2850055



Department of Environment, Land, Water & Planning

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Status	Registered	Dealing Number	AS444568M
Date and Time Lodged	16/08/2019 08:56:44 AM		

Lodger Details

Lodger Code	17223H
Name	MADDOCKS
Address	
Lodger Box	
Phone	
Email	
Reference	MYM:S173LC 7827274

APPLICATION TO RECORD AN INSTRUMENT

Jurisdiction	VICTORIA
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Estate and/or Interest

FEE SIMPLE

Land Title Reference

11014/436

Instrument and/or legislation

RECORD - AGREEMENT - SECTION 173
Planning & Environment Act - section 173

Applicant(s)

Name	EAST GIPPSLAND SHIRE COUNCIL
Address	
Street Number	273
Street Name	MAIN
Street Type	STREET
Locality	BAIRNSDALE
State	VIC
Postcode	3875

Additional Details

Reference :MYM:S173LC 7827274
LAND USE VICTORIA, 2 Lonsdale Street Melbourne Victoria 3000
GPO Box 527 Melbourne VIC 3001, DX 250639
ABN 90 719 052 204

AS444568M

Page 1 of 2





Department of Environment, Land, Water & Planning

Electronic Instrument Statement

Refer Image Instrument

The applicant requests the recording of this Instrument in the Register.

Execution

1. The Certifier has taken reasonable steps to verify the identity of the applicant or his, her or its administrator or attorney.
2. The Certifier holds a properly completed Client Authorisation for the Conveyancing Transaction including this Registry Instrument or Document.
3. The Certifier has retained the evidence supporting this Registry Instrument or Document.
4. The Certifier has taken reasonable steps to ensure that this Registry Instrument or Document is correct and compliant with relevant legislation and any Prescribed Requirement.

Executed on behalf of	EAST GIPPSLAND SHIRE COUNCIL
Signer Name	THY NGUYEN
Signer Organisation	PARTNERS OF MADDOCKS
Signer Role	AUSTRALIAN LEGAL PRACTITIONER
Execution Date	13 AUGUST 2019

File Notes:

NIL

This is a representation of the digitally signed Electronic Instrument or Document certified by Land Use Victoria.

Statement End.



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CLAYTON UTZ

Agreement under section 173 of the *Planning and Environment Act (1987)*

Donald Wayne Dickson, Dianne Robyn Dickson and Ross Murray Nichols
Owner

East Gippsland Shire Council
Council

Land: 189 Palmers Road, Lakes Entrance

The Clayton Utz contact for this document is
Sharene Hambur on +61 3 9286 6000921

Clayton Utz
Lawyers
Level 18 333 Collins Street Melbourne VIC 3000 Australia
DX 38451 333 Collins VIC
T +61 3 9286 6000 F +61 3 9629 8488

www.claytonutz.com

Our reference 14826/80163151.012

L331155016.1

[7827274: 23908575_1]

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This Agreement made on 9 August 2019

Parties Donald Wayne Dickson, Dianne Robyn Dickson and Ross Murray Nichols of
189 Palmers Road, Lakes Entrance

("Owner")

East Gippsland Shire Council of 273 Main Street, Bairnsdale

("Council")

Background

- A. The Owner is registered as the proprietor of the Land.
- B. The Council is the responsible authority under the Act for the administration and enforcement of the Scheme which applies to the Land.
- C. The Council has issued the Planning Permit.
- D. The Planning Permit, amongst other things, requires the Owner to enter into this Agreement to provide for the matters set out in condition 17 of the Planning Permit.
- E. The Council and the Owner have agreed to enter into this Agreement to give effect to the requirements of condition 17 of the Planning Permit.
- F. The Land is encumbered by two registered caveats in favour of SPI Electricity Pty Ltd (number AK104043U) and LDC Infrastructure Holding Company Pty Ltd (number AM895179H) respectively. The caveators have consented to the Owner entering into this Agreement.
- G. The Council and the Owner have agreed that without limiting or restricting their respective powers to enter into this Agreement, and in so far as it can be so treated, this Agreement is made pursuant to Section 173 of the Act.

Operative provisions

1. Definitions and interpretations

1.1 Definitions

In this Agreement unless expressed or implied to the contrary:

"Act" means the Planning and Environment Act 1987.

"Agreement" means this agreement and any agreement executed by the parties expressed to be supplemental to this agreement.

"Business Day" means any day other than a Saturday, Sunday or bank or public holiday in Melbourne.

"Commencement Date" means the date on which this Agreement is executed by the Owner and the Council.

"Easement" means the carriageway easement marked E-2 and E-4 on the Proposed Plan of Subdivision.

"Enwave" means Enwave Regional Energy (Victoria) Pty Ltd ACN 163 232 166 or its successors in law or title.

"GST Act" means A New Tax System (Goods and Services Tax) Act 1999 (Cth).

"Land" means the land described in certificate of title volume 11014 folio 436.

"Lot 1" means lot 1 on the Proposed Plan of Subdivision;

"Lot 2" means lot 2 on the Proposed Plan of Subdivision;

"Owner" means the person or persons from time to time registered or entitled to be registered as the proprietor of an estate in fee simple in the Land or any part of it.

"Planning Permit" means planning permit number 412/2017/P issued by the Council on 31 May 2018.

"Proposed Plan of Subdivision" means proposed plan of subdivision no. PS804052Y a copy of which is attached to this Agreement as Annexure 1;

"Scheme" means the East Gippsland Planning Scheme.

"Termination Date" means the date upon which this Agreement ends in whole or in part in accordance with Section 177 of the Act, namely on the date on which the Owner has complied with its obligations specified in this Agreement.

"Utility Installation" means the proposed utility station for the storage of compressed natural gas cylinders that will be installed by Enwave on Lot 2 of the Proposed Plan of Subdivision in accordance with the agreement between the Owner and Enwave and the Planning Permit.

1.2 Interpretation

In this Agreement, unless expressed or implied to the contrary:

- (a) undefined terms or words have the meanings given to them in the Act or the Scheme;
- (b) the singular includes the plural and vice versa;
- (c) a gender includes the other gender;
- (d) a reference to a person includes a reference to a firm, corporation or other corporate body;
- (e) if a party consists of more than one person this Agreement binds them jointly and each of them severally;
- (f) a reference to a 'planning scheme' or 'the Scheme' includes any amendment, consolidation, or replacement of such scheme and any document incorporated by reference into such scheme;
- (g) a reference to a statute includes any statutes amending, consolidating or replacing those statutes and any regulations made under the statutes;
- (h) where, in this Agreement, the Council may exercise any power, duty or function, that power may be exercised on behalf of the Council by an authorised or delegated officer;
- (i) all headings are for ease of reference only and do not affect the interpretation of this Agreement;
- (j) the recitals to this Agreement form part of this Agreement;
- (k) no word, words or provision shall operate to limit or in any way prejudice the effect of any other word, words or provision unless it is expressly provided otherwise;

- (l) a reference to "writing" or "written" and any words of similar import include printing, typing, lithography and any other means of reproducing characters in tangible and visible form, including any communication effected through any electronic medium if such communication is subsequently capable of reproduction in tangible or visible form;
- (m) if the day or last day for doing anything or on which an entitlement is due to arise is not a Business Day, the day or last day for doing the thing or date on which the entitlement arises shall for the purposes of this Deed be the next Business Day;
- (n) where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- (o) a reference to an agreement or a document is to that agreement or document as amended, novated, supplemented, varied or replaced from time to time except to the extent prohibited by this Agreement;
- (p) a reference to any thing includes the whole and each part of it;
- (q) "include" (in any form) when introducing a list of items does not limit the meaning of the words to which the list relates to those items or to items of a similar kind;
- (r) a reference to "\$" or "dollar" is to Australian currency;
- (s) where a party covenants, promises, undertakes or agrees to:
 - (i) perform; or
 - (ii) refrain from doing or carrying out, some act or thing, that party must:
 - (iii) procure that their respective contractors, employees and agents perform such act or thing; or
 - (iv) refrain from so doing or carrying out such act or thing;
- (t) a provision must not be interpreted to the disadvantage of a party because that party (or its representative) drafted that provision.
- (u) if a reference is made to any person, body or Authority and that person, body or Authority has ceased to exist, then the reference is deemed to be a reference to the person, body or Authority that then serves substantially the same objects as the person, body or Authority that has ceased to exist; and
- (v) a reference to the President of a person, body or Authority shall, in the absence of a President, be read as a reference to the senior officer for the time being of the person, body or Authority or such other person fulfilling the duties of President.

2. Purposes of Agreement

The Council and the Owner acknowledge and agree that the purposes of this Agreement are to:

- 2.1 give effect to the Planning Permit;
- 2.2 achieve and advance the objectives of planning in Victoria and the objectives of the Planning Scheme in respect of the Subject Land

3. Reasons for Agreement

The Parties acknowledge and agree that Council entered into this Agreement for the following reasons:

- 3.1 Council would not have issued the Planning Permit without the condition requiring this Agreement; and
- 3.2 the Owner has elected to enter into this Agreement in order to take the benefit of the Planning Permit.

4. Agreement required

The Parties agree that this Agreement:

- 4.1 will continue to be required unless Council confirms in writing that it is no longer required; and
- 4.2 is made pursuant to Section 173 of the Act.

5. Commencing and effect of Agreement

5.1 Commencing of Agreement

This Agreement commences on the date specified on page one or if no date is specified on page one, the date Council executes this Agreement.

5.2 Covenants

The Owner's obligations under this Agreement will take effect as separate and several covenants which will be annexed to and run at law and equity with the Land.

6. Owner's specific obligations

6.1 Easement

The Owner must ensure that, at all times, unencumbered access to the Easement is available equally for both Lot 1 and Lot 2.

6.2 Maintenance of the Easement

The Owner must enter into an agreement with Enwave which provides for the obligations of the owner of Lot 1 and the Owner of Lot 2 to proportionally contribute to the future capital improvement and maintenance of the Easement.

6.3 Access to Lot 2

The Owner must not access or egress Lot 2 from or to Palmers Road and all access or egress from or to Palmers Road for Lot 2 must be via the Easement.

7. Owner's Warranties

Without limiting the operation or effect of this Agreement, the Owner warrants that apart from the Owner and any other person who has consented to this Agreement, no other person has any interest either legal or equitable in the Land which may be affected by this Agreement.

8. Registration**8.1 Registration**

The Owner:

- (a) consents to the Council making application to the Registrar of Titles to make a recording of this Agreement in the Register on the folio of the Register which relates to the Land in accordance with Section 181 of the Act; and
- (b) will do all things necessary to enable the Council to do so including signing any further agreement, acknowledgment or document or procuring the consent to this Agreement of any mortgagee or caveator to enable the recording to be made in the Register under that section.

8.2 Notice

The Owner agrees to bring this Agreement to the attention of all prospective purchasers, mortgagees, transferees and assigns of the Land.

9. Non-compliance

If the Owner has not complied with this Agreement within 20 Business Days after service of a notice by the Council specifying any non-compliance, the Owner covenants:

- (a) to allow the Council, its officers, employees, contractors or agents to enter the Land and rectify the non-compliance; and
- (b) to pay to the Council on demand, the Council's reasonable costs and expenses incurred as a result of the non-compliance.

10. General**10.1 Further acts**

Each party must promptly sign any documents and do anything else reasonably necessary to give effect to this Agreement.

10.2 Successors in title

Without limiting the operation or effect of this Agreement, the Owner must ensure that, until this Agreement is recorded on the folio of the register which relates to the Land, the Owner's successors in title will be required to:

- (a) give effect to, do all acts and sign all documents requiring those successors to give effect to this Agreement; and
- (b) execute a deed agreeing to be bound by this Agreement.

10.3 Council's costs to be paid

The Owner covenants to pay to the Council's reasonable costs and expenses (including legal expenses) incidental to the preparation, drafting, finalising, recording, amending and ending of this Agreement, within 14 days after a written request for payment.

10.4 Governing law

This Agreement is governed by and must be construed according to the law applying in Victoria.

10.5 No fettering of Council's powers

This Agreement does not fetter or restrict Council's power or discretion to make decisions or impose requirements or conditions in connection with the grant of planning approvals or certification of plans subdividing the Subject Land or relating to use or development of the Subject Land.

10.6 Jurisdiction

Each party irrevocably:

- (a) submits to the non-exclusive jurisdiction of the courts of Victoria, and the courts competent to determine appeals from those courts, with respect to any proceedings that may be brought at any time relating to this Agreement; and
- (b) waives any objection it may now or in the future have to the venue of any proceedings, and any claim it may now or in the future have that any proceedings have been brought in an inconvenient forum.

10.7 Amendments

This Agreement may only be varied by a document signed by or on behalf of each party.

10.8 Notices

Each communication (including each notice, consent, approval, request and demand) under or in connection with this Agreement:

- (a) must be in writing, be in English and dated;
- (b) must be addressed as follows (or as otherwise notified by that party to each other party from time to time):

Council

Name: East Gippsland Shire Council
 Address: 273 Main Street, Bairnsdale, VIC 3875
 Fax: (03) 5153 9576
 For the attention of:

Owner

Name: Donald Wayne Dickson, Dianne Roby Dickson and Ross Murray Nichols
 Address:
 Fax: (03)
 For the attention of: ;

- (c) must be signed by the party making it or (on that party's behalf) by the solicitor for, or any attorney, director, secretary or authorised agent of, that party;
- (d) must be delivered by hand or posted by prepaid post to the address, or sent by fax to the number, of the addressee, in accordance with clause 10.8(b); and
- (e) is taken to be received by the addressee:
 - (i) (in the case of prepaid post sent to an address in the same country) on the third day after the date of posting;
 - (ii) (in the case of prepaid post sent to an address in another country) on the fifth day after the date of posting by airmail;
 - (iii) (in the case of fax) at the time in the place to which it is sent equivalent to the time shown on the transmission confirmation report produced by the fax machine from which it was sent; and
 - (iv) (in the case of delivery by hand) on delivery,

but if the communication is taken to be received on a day that is not a Business Day or after 5.00 pm, it is taken to be received at 9.00 am on the next Business Day.

11. Ending of Agreement

The Parties intend that this Agreement will continue to remain registered on the Land in perpetuity unless terminated by agreement of the parties.

12. GST

12.1 Interpretation

Expressions used in this clause and in the GST Act have the same meanings as when used in the GST Act.

12.2 GST exclusive amount

Except where this Agreement states otherwise, each amount payable by a Recipient under this Agreement in respect of a taxable supply by a Supplier is expressed as a GST exclusive amount and the Recipient must, in addition to that amount and at the same time, pay to the Supplier the GST payable in respect of the supply.

12.3 Creditable acquisition

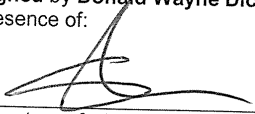
If a party is entitled to be reimbursed under this Agreement, the amount to be reimbursed does not include any amount for GST for which the party is entitled to an input tax credit.

12.4 Tax invoice

A party is not obliged to pay the GST on a taxable supply to it under this Agreement until given a valid tax invoice for the supply.

Signed as an agreement

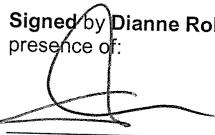
Signed by Donald Wayne Dickson in the presence of:


Signature of witness


Full name of witness


Signature

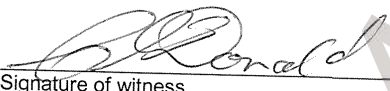
Signed by Dianne Robyn Dickson in the presence of:


Signature of witness

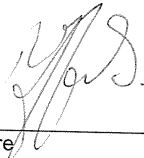

Full name of witness


Signature

Signed by Ross Murray Nichols in the presence of:


Signature of witness


Full name of witness


Signature

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Signed sealed and delivered by the Chief Executive Officer on behalf of the **East Gippsland Shire Council** pursuant to the power delegated to that person by an Instrument of Delegation in the presence of:

Colleen Smith

Witness

Colleen Smith

Print name

Anthony Basford CEO

Anthony Basford 9.8.19




AS444568

[7827274: 23908575_1]L\331155016.1

Caveators's consent

SPI Electricity Pty Ltd as Caveator under Caveat No. AK104043U consents to the Owner entering into this Agreement.

Executed by Caveator:


Bryon Scott
Property Manager
Aurora Services

LDC Infrastructure Holding Company Pty Ltd as Caveator under Caveat No. AM895179H consents to the Owner entering into this Agreement.

Executed by Caveator:

[7827274: 23908575_1]L\331155016.1

Caveator's consent

SPI Electricity Pty Ltd as Caveator under Caveat No. AK104043U consents to the Owner entering into this Agreement.

Executed by Caveator:

LDC Infrastructure Holding Company Pty Ltd as Caveator under Caveat No. AM895179H consents to the Owner entering into this Agreement.

Executed by Caveator:

SIGNED SEALED and DELIVERED by)
NATALIE BRYANT as attorney)
for LDC Infrastructure Holding)
Company Pty Ltd under a power of)
attorney dated 14 November 2018 in)
the presence of)

Hugh Rusfeldt

Signature of witness

N Bryant

Signature of Attorney

HUGH RUSFELDT

Name of witness (print)

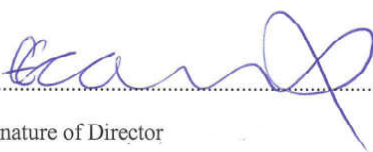
8-12 CHIFLEY SQUARE, SYDNEY NSW 2000

Address of witness

Purchasers' Consent

Enwave Regional Energy (Victoria) Pty Ltd as purchasers of the proposed part of the land, more particularly Lot 2 on the proposed plan of subdivision no. PS804052Y, consents to the Owner entering into this Agreement.

Executed by Enwave Regional Energy (Victoria))
Pty Ltd ACN 163 232 166 in accordance with)
s 127(1) of the Corporations Act 2001:)


Signature of Director

Cameron Evans
Print full name


Signature of Director/Company Secretary

Kathryn Howe
Print full name


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Annexure 1
Proposed Plan of Subdivision

AS444568M

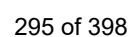
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LOCATION OF LAND PARISH: COLQUHOUN TOWNSHIP: — SECTION: — CROWN ALLOTMENT: 124 & 31 (PARTS) CROWN PORTION: — TITLE REFERENCE: VOL. 11014 FOL. 436 LAST PLAN REFERENCE: PS 538571E (LOT 2) POSTAL ADDRESS: 189 PALMERS ROAD (at time of subdivision) LAKES ENTRANCE, VIC, 3909 MGA CO-ORDINATES: E: 588 200 ZONE: 55 (of approx centre of land in plan) N: 5 809 020 GDA 94		COUNCIL NAME: EAST GIPPSLAND SHIRE COUNCIL <div style="border: 1px solid black; padding: 5px;"> EAST GIPPSLAND PLANNING SCHEME Plan Referred to in Permit No: 412/2017/P Endorsed by Robert Pringle for and on behalf of East Gippsland Shire Council Date: 31 May 2018 Sheet No: 1 of 28 </div>																				
VESTING OF ROADS AND/OR RESERVES <table border="1"> <tr> <th>IDENTIFIER</th> <th>COUNCIL/BODY/PERSON</th> </tr> <tr> <td>NIL</td> <td>NIL</td> </tr> </table>		IDENTIFIER	COUNCIL/BODY/PERSON	NIL	NIL	NOTATIONS ONLY LOT ONE IS SUBJECT TO SURVEY. THE AREA OF LOT ONE HAS BEEN CALCULATED VIA DEDUCTION FROM TITLE.																
IDENTIFIER	COUNCIL/BODY/PERSON																					
NIL	NIL																					
NOTATIONS DEPTH LIMITATION: DOES NOT APPLY SURVEY: This plan is based on survey. STAGING: This is/is not a staged subdivision. Planning Permit No. To Be Approved This survey has been connected to permanent marks No(s). To Be Surveyed In Proclaimed Survey Area No. —		THIS IS A SPEAR PLAN																				
EASEMENT INFORMATION LEGEND: A - Appurtenant Easement E - Encumbering Easement R - Encumbering Easement (Road)																						
<table border="1"> <thead> <tr> <th>Easement Reference</th> <th>Purpose</th> <th>Width (Metres)</th> <th>Origin</th> <th>Land Benefited/In Favour Of</th> </tr> </thead> <tbody> <tr> <td>E-1</td> <td>POWERLINE</td> <td>16</td> <td>PS 538571 E</td> <td>SPI ELECTRICITY PTY. LTD.</td> </tr> <tr> <td>E-2, E-4</td> <td>CARRIAGEWAY</td> <td>20</td> <td>PS 804052Y - THIS PLAN</td> <td>LOT 2 ON PS 804052Y</td> </tr> <tr> <td>E-3, E-4</td> <td>POWERLINE</td> <td>SEE PLAN</td> <td>PS 804052Y - THIS PLAN SECTION 88 OF THE ELECTRICITY INDUSTRY ACT 2000</td> <td>SPI ELECTRICITY PTY. LTD.</td> </tr> </tbody> </table>	Easement Reference	Purpose	Width (Metres)	Origin	Land Benefited/In Favour Of	E-1	POWERLINE	16	PS 538571 E	SPI ELECTRICITY PTY. LTD.	E-2, E-4	CARRIAGEWAY	20	PS 804052Y - THIS PLAN	LOT 2 ON PS 804052Y	E-3, E-4	POWERLINE	SEE PLAN	PS 804052Y - THIS PLAN SECTION 88 OF THE ELECTRICITY INDUSTRY ACT 2000	SPI ELECTRICITY PTY. LTD.	PROPOSED PLAN ONLY: PLEASE NOTE THAT EASEMENTS E-2, E-3 & E-4 DO NOT YET EXIST ON TITLE AND WILL ONLY BE CREATED ONCE THE PLANS ARE REGISTERED AT THE LAND TITLES OFFICE	
Easement Reference	Purpose	Width (Metres)	Origin	Land Benefited/In Favour Of																		
E-1	POWERLINE	16	PS 538571 E	SPI ELECTRICITY PTY. LTD.																		
E-2, E-4	CARRIAGEWAY	20	PS 804052Y - THIS PLAN	LOT 2 ON PS 804052Y																		
E-3, E-4	POWERLINE	SEE PLAN	PS 804052Y - THIS PLAN SECTION 88 OF THE ELECTRICITY INDUSTRY ACT 2000	SPI ELECTRICITY PTY. LTD.																		
 Beveridge Williams development & environment consultants Bairnsdale ph : 03 5152 4708 www.beveridgewilliams.com.au		SURVEYORS FILE REF: 1500421 1500421-PS(V3).dwg LICENSED SURVEYOR: JOSHUA CHARLES KING VERSION 4, DATE: 28/06/2017	ORIGINAL SHEET SIZE: A3 SHEET 1 OF 2																			

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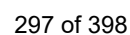
13



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PLAN OF SUBDIVISION		EDITION 1	PS 831208Q	
LOCATION OF LAND PARISH: COLQUHOUN TOWNSHIP: _____ SECTION: _____ CROWN ALLOTMENT: 124 (PART) CROWN PORTION: _____ TITLE REFERENCE: VOL FOL LAST PLAN REFERENCE: LOT 1 - PS804052Y POSTAL ADDRESS: 189 PALMERS ROAD, (at time of subdivision) LAKES ENTRANCE, 3909 MGA94 CO-ORDINATES: E: 588 200 ZONE: 55 (of approx centre of land in plan) N: 5809 090		Council Name: East Gippsland Shire Council Council Reference Number: PS831208Q Planning Permit Reference: 13/2019/P SPEAR Reference Number: S141707V Certification This plan is certified under section 6 of the Subdivision Act 1988 Public Open Space A requirement for public open space under section 18 of the Subdivision Act 1988 has not been made Digitally signed by: Aaron David Hollow for East Gippsland Shire Council on 26/11/2019 Statement of Compliance issued: 17/01/2020		
VESTING OF ROADS AND/OR RESERVES		NOTATIONS		
IDENTIFIER	COUNCIL/BODY/PERSON	THIS IS A PARTIAL SURVEY DIMENSIONS SHOWN UNDERLINED ARE NOT THE RESULT OF THIS SURVEY. THE AREA OF LOT B IS BY DEDUCTION FROM TITLE.		
NIL	NIL			
NOTATIONS				
DEPTH LIMITATION DOES NOT APPLY SURVEY: This plan is based on survey. STAGING: This is not a staged subdivision. Planning Permit No. 13/2019/P This survey has been connected to permanent marks No(s). 173 & 174 In Proclaimed Survey Area No. _____				
EASEMENT INFORMATION				
LEGEND: A - Appurtenant Easement E - Encumbering Easement R - Encumbering Easement (Road)				
Easement Reference	Purpose	Width (Metres)	Origin	Land Benefited/In Favour Of
E-1	POWERLINE	16	PS53857/E - SECTION 88 OF THE ELECTRICITY INDUSTRY ACT 2000	SPI ELECTRICITY PTY LTD
E-2 & E-4	WAY	20	PS804052Y	LOT 2 ON PS804052Y
E-3 & E-4	POWERLINE	SEE DIAG.	PS804052Y - SECTION 88 OF THE ELECTRICITY INDUSTRY ACT 2000	AUSNET ELECTRICITY SERVICES PTY LTD
Crowther & Sadler Pty. Ltd. LICENSED SURVEYORS & TOWN PLANNERS 162 MACLEOD STREET, BAIRNSDALE, VIC., 3875 P. (03) 6162 6011 E. contact@crowthersadler.com.au		SURVEYORS FILE REF: 18257 Digitally signed by: Michael J Sadler, Licensed Surveyor, Surveyor's Plan Version (1), 31/05/2019, SPEAR Ref: S141707V		ORIGINAL SHEET SIZE: A3 SHEET 1 OF 2 SHEETS PLAN REGISTERED TIME: 10:02AM DATE: 6/02/2020 R.D'Rozario Assistant Registrar of Titles

Amended by: Michael J Sadler, Licensed Surveyor 05/02/2020.



Authorised by General Manager Place and Community

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

Council and Bushfire Recovery Victoria have prepared a third progress report on recovery actions following the 2019/20 Black Summer fires in East Gippsland.

The report outlines achievements and status of recovery across the bushfire impacted communities of East Gippsland and includes information from community recovery committees, Council, Bushfire Recovery Victoria (now Emergency Recovery Victoria) and other agencies such as the Department of Environment Land Water and Planning and Parks Victoria.

The report recognises the very significant contributions to recovery from community volunteers and leaders as well as by a range of agencies. It highlights how much has been achieved while also recognising that recovery is a long journey and there is still much to be done and significant support required.

The report has been developed to transparently document the recovery activities as part of our accountability to funding and other stakeholders as well as to the affected communities.

Officers would like to recognise the very significant financial and other support for recovery provided by both the Australian and Victorian Governments and other funding entities.

The report by its nature will always be incomplete – there are such a large number of community members and other entities that have contributed to recovery. The contributions of all are recognised and appreciated.

Officer Recommendation

That Council receives and notes the East Gippsland Bushfire Recovery Third Progress Report October 2022 (Attachment 1).

Background

The third progress report builds on the two previous progress reports (published in September 2020 and May 2021).

Highlights of the third progress report include:

- A summary of the work of each of the community recovery committees, including an incredible range of community events and activities that support community connection and recovery.
- Investment in the resilience of community infrastructure including improvements to community halls, provision of satellite communications (as part of the STAND program) static water tanks domestic bores.

- Support provided for rebuilding with 50 dwellings rebuilt and a further 54 dwellings in progress. Further advocacy work is being undertaken with other agencies to identify ways to address the barriers for people to rebuild.
- Investment in a range of recovery related projects in East Gippsland including:
 - \$30 million through the Local Economic Recovery Program (Rounds 1 and 2; including Regional Economic Stimulus);
 - \$34 million through the Black Summer Bushfire Recovery Grants;
 - \$1.2 million invested through the East Gippsland Community Foundation; and
 - A significant number of other philanthropic investments.

These projects are now in various stages of planning and implementation by Council, community and a range of other agencies. Some, such as the Tambo Crossing community facility have been delivered.

- Completion of the Genoa footbridge which is significant both for the Genoa community and as a marker of recovery as the last of Council infrastructure to be restored following the fires.
- An overview of the progress for the natural environment including information from our partners DELWP and Parks Victoria
- 600km of roadside weeds treated in high value conservation areas to support recovery of roadside vegetation.
- Details of The Recovery Reset – social recovery needs assessment to inform Social Recovery needs and gaps. Identification of the most pressing needs for funding to support social recovery after rebuilding, as social connection (89%) and continued need for mental health and wellbeing services (64%).
- A focus on public asset recovery with DELWP reporting 7166km of public land roads that have been reopened and repaired and more than 110 km of roads and tracks also reopened since the bushfires.
- Economic investment and recovery across East Gippsland with Gross Regional Product, local expenditure and visitation all trending positively.
- Economic Programs, including small business mentoring recovery mentoring services, training and development programs, Investment Attraction, Outdoor Activation, Events, marketing and the development of tourism opportunity plans.
- Information on the outcomes and recovery aspirations under the Culture and Healing Environment.
- Funding information for Aboriginal Culture and Healing and future priorities, including linking in with a state-wide Aboriginal Bushfire Recovery Plan

The report also recognises the ongoing need for:

- Ongoing support for rebuilding;
- Ongoing support for wellbeing, mental health and community connection activities; and
- Support for unfunded priority community projects.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

Under the State Emergency Management Plan, municipal councils are responsible for coordination of recovery at a local or municipal level.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government's Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Not applicable

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 1: 1.4 Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience.

Strategic Objective 2: 2.3 Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery.

Strategic Objective 5: 5.3 Communities are engaged in decision-making and support is provided to develop local solutions to local issues.

Council Policy

Not applicable

Options

Not applicable

Resourcing

Financial

There are no financial implications associated with this report.

Plant and equipment

There are no plant and equipment implications associated with this report.

Human Resources

There are no human resource implications associated with this report.

Risk

The risks of this proposal have been considered and are assessed to be low.

Economic

The Third Progress Report describes the significant work undertaken by Council, other agencies, and community to support the economic recovery of East Gippsland following the 2019/20 Black Summer Fires.

Social

The Third Progress Report describes the significant investment by Council, Bushfire Recovery Victoria, other agencies and community to support the social recovery of communities and individuals following the 2019/20 Black Summer Fires.

Gender Impact Statement

This report has considered the *Gender Equality Act 2020* in its preparation and has been assessed as not requiring a Gender Impact Assessment (GIA).

Environmental

The Third Progress Report describes work undertaken by land management agencies to support recovery of the natural environment following the 2019/20 Black Summer Fires.

Climate change

This report has been prepared and aligned with the following Climate Change function/category:

Community Risk: Climate change is considered as a community risk and includes responses to direct and indirect impacts.

Emergency Management: Consideration is given to climate change in all elements of the Planning, Preparation, Response, Recovery (PPRR) process.

Engagement

The Third Progress Report describes the significant engagement with community in supporting bushfire recovery. In particular the report describes the work of the community recovery committees and the work of Council and other agencies to support these.

Attachments

1. East Gippsland Bushfire - Progress Report October 2022 v 9 [5.3.3.1 - 44 pages]

East Gippsland Bushfires 2019/20 Third Progress Report October 2022



This is a joint report from East Gippsland Shire Council and Bushfire Recovery Victoria



Acknowledgement of Country

East Gippsland Shire Council acknowledges the Gunaikurnai, Monero and the Bidawel people as the Traditional Custodians of this land that encompasses East Gippsland Shire, and their enduring relationship with country. The Traditional Custodians have cared and nurtured East Gippsland for tens of thousands of years. Council value their living culture and practices and their right to self-determination. Council pays respect to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders, past, present, and future.

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Message from the CEO

This is the third recovery progress report following the East Gippsland Bushfires in 2019/20 and follows on from the previous report produced in May 2021. We acknowledge that collectively, an immense amount has been achieved and there continues to be challenges and for some, frustrations, as recovery continues.

Infrastructure, roads, bridges, our parks, and coastal areas across the fire affected parts of the region are being rebuilt, and where possible, enhanced for future resilience. The reopening of the Genoa Bridge marks the last of Council's managed infrastructure to be reinstated and is a significant milestone for the recovery of the Genoa community. There has been substantial progress across all recovery pillars - the natural environment, social, economic, built, and cultural and healing examples of which are described in this report.

The report also provides an update from East Gippsland's ten Community Recovery Committees as they share with us their achievements, plans and priorities for the future. The dedication of these volunteers and the outcomes they have been able to achieve for their communities is truly inspirational.

It is important to acknowledge that recovery is only possible with dedicated funding from all levels of government and the many organisations who have provided, and continue to provide, funding to support recovery. However, funding alone is not sufficient to support effective recovery and it is the advocacy and partnerships developed across business, research institutions, community and government that make the difference in recovery. The work of community, and the advocacy of Council and others has resulted in unprecedented investment in East Gippsland.

Whilst recovery for East Gippsland will take time, a lot has been achieved and we would like to take this opportunity to thank all our partners who have worked with us on our recovery journey.

Anthony Basford
Chief Executive Officer
East Gippsland Shire Council

Introduction

This is the third recovery progress report for the East Gippsland Bushfires of 2019/20. This report reflects issues and priorities raised by communities and individuals through their engagement with various agencies and highlights the progress to date and arrangements for recovery work into 2022 and beyond.

This report has been developed by the East Gippsland Shire Council (EGSC) as part of its Recovery Coordination role at the municipal level and supported by Bushfire Recovery Victoria (BRV) under its Recovery Coordination role at the regional level. Input has been sought from many key recovery partners who have supported the recovery journey across bushfire impact areas of East Gippsland. EGSC and BRV are jointly responsible for coordinating the recovery and are committed to supporting a community-led approach to the recovery process.



Purpose

This third progress report aims to provide communities, agencies, volunteers and all levels of government with an overview of the recovery efforts of the East Gippsland 2019/20 Bushfires, and progress since the May 2021 Second Progress report.

It captures the work of Community Recovery Committees or representative groups as well as the work under each of the recovery pillars.

Recovery Coordination

Current recovery arrangements

As recovery continues, it is important that recovery coordination, or how recovery is managed, adapts to meet the changing needs of the communities that are impacted and in line with the resources, funding and priorities of our recovery partners.

The recovery model that was established in early 2020 included governance by the East Gippsland Bushfires Recovery Committee (EGBRC) and five recovery environments working groups. The EGBRC held its last meeting in September 2021. At this point, recovery coordination transferred to Council and BRV directly and Council and BRV have continued to fill this role since.

At that stage, many of the identified priority recovery actions had been delivered and the efforts of some of the working groups were largely completed or could be transferred to existing coordination arrangements. Reporting on these recovery actions was captured in two progress reports in September 2020 and in May 2021.

The working groups, with the exception of the Social Working Group (SRWG), transitioned into existing coordination arrangements in September 2021. The SRWG, remained functioning in its initial format until its final meeting on 18 July 2022.

With the funding and recovery service delivery landscape evolving as it has post 30 June 2022, all recovery stakeholders engaged in the SRWG and broader recovery partners committed to continue working under a joined up, locally driven recovery response and that the structures to support this work should pursue a broader recovery remit.

The development of these documents forms part of the accountability and commitment to reporting on recovery progress. A fourth and final progress report will be released in the second half of 2023.

Community Recovery Plans

The process of developing localised recovery plans has been unique to each community, which is particularly important in a municipality as geographically diverse and dispersed as East Gippsland. This place-based approach has enabled each community to connect with their recovery plan and identify their own recovery priorities.

All CRCs have identified key priorities for their communities following extensive community consultation. For some districts, community groups have developed Community Level Recovery Plans:

- » Bruthen District Community Recovery Committee Priorities Document
- » Buchan and District Community Renewal Plan
- » Clifton Creek Community Plan
- » Errinundra to Snowy Community Plan
- » MADRA Community-led Recovery Plan
- » Omeo Region Community Resilience Survey analysis to inform a community resilience plan.
- » Community Plan – Sarsfield 2030

District Action Plans

To ensure we are providing the support that is needed across bushfire-affected communities, Council and the BRV Team in East Gippsland, with input from community, have worked together to find the actions that we can take, or have responsibility for, to support and progress identified community priorities and outcomes.

This collaborative approach has resulted in the development of 10 bushfire recovery focused District Action Plans (DAPs). These plans describe a structured approach to assist communities to progress their recovery outcomes within each district.

The DAPs **do not** aim to supersede or replace community recovery plans or recovery priority documents developed by CRCs or representative groups. Instead, they inform what the support organisations working in East Gippsland will do to help communities achieve their identified recovery priorities.

These DAPs have also drawn on the planning and priorities developed by communities that were identified and documented through a range of engagement activities and practices. For example, several recovery activities are linked to the CRCs' Recovery Plans.



Reporting against DAPs will help keep CRCs and communities informed of the types and levels of support they can expect from these organisations throughout the next funded recovery period.

Social Recovery Planning

Council led the Recovery Reset – social recovery assessment (the Assessment) in partnership with BRV and under the SRWG. This Assessment was undertaken to further understand how social recovery has progressed and what is now required.

The Assessment's key findings and recommendations provide a strong foundation to plan how to address the most pressing social recovery needs and delivery gaps. Social Recovery priorities are identified as:

- » Community Connectedness
- » Emotional Wellbeing, Mental Health
- » Housing and Rebuilding
- » Legal and Financial Counselling
- » Services for Children and Families

Community Centered Recovery

Community Recovery Committees and representative groups

Community Recovery Committees (CRCs) and representative groups remain integral to the recovery efforts across East Gippsland with 10 groups continuing to work without a break since the fires. The CRCs and their members have developed community strength and leadership, while using existing networks and structures.

There has been a diverse range of community recovery projects and activities undertaken by the CRCs across East Gippsland, which have significantly helped communities. We acknowledge the work that these groups have done and the significant contribution they have made to their community's recovery and future resilience. Further information on the work of the CRCs and representative groups can be found commencing on page 12.

CRC Linkup

A group of CRC and Representative Group members – the 'CRC Link-Up', have been meeting regularly since the 2019/20 bushfires to discuss and share their recovery progress, plans and the challenges that they experience. With an independent volunteer facilitator, this dedicated group has been meeting online due to COVID-19 restrictions and state government mandated lockdowns.

On 11 March 2022, the CRC Link-up representatives were finally able to meet face-to-face at a meeting in Bruthen. The key issues they raised through challenging and honest conversations included rebuilding, addressing community priorities and the difficulty in navigating, and applying successfully for competitive grants.

It was highlighted by all CRC Link-Up representatives that recovery is not over. Each of the communities are at a very different stage of their recovery processes. For some CRCs there appears to be work still needing to be addressed because of barriers experienced in their recovery journey. For other CRCs, the time is approaching to reintegrate their work within existing community structures, or to transition their work into longer-term representative community groups.

In June 2022, a consultant was engaged by Council and BRV to provide independent support to CRCs in planning for their future. The consultant will provide the opportunity to review and celebrate achievements, consider resetting the current model of operating to make them more sustainable, and to identify and plan for future priorities.

Acknowledging the unique insights community members have on the needs of their own communities, together with the commitment to a partnership focused recovery journey, the community-led recovery approach was adopted by partners soon after the bushfires to guide the critical recovery work within East Gippsland.

This approach has enabled recovery activities to be informed by issues and priorities raised by communities and developed with CRCs and other representative groups.

This in turn has promoted communities to be engaged in decision making and has ensured support from relevant agencies is targeted at fostering the development of local solutions to local issues and challenges.

Investing in recovery

Major Infrastructure Projects and Community Development programs and events

Substantial funding has been invested across East Gippsland to help meet community recovery and resilience needs over the last fifteen months. Many of these redevelopments, upgrades and new facilities will contribute to strengthening the future of the East Gippsland Shire and its communities. Community programs and events have also received funding, providing opportunities for social reconnections.

We acknowledge contributions have been received from various sources within all levels of government, philanthropic, local community organisations, and public appeals. While the information below primarily relates to bushfire recovery funding sources, we acknowledge there has been significant investment from a range of sources in East Gippsland through this period. This funding has been spread across:

- » Community facilities
- » Community projects
- » Councils and Community Services Organisations
- » Economic growth
- » Aboriginal Culture and Healing
- » Social reconnection
- » Our natural environment

Local Economic Recovery Grants Rounds 1 and 2 (including the Regional Economic Stimulus stream) at the community and regional level totaling over \$30M.

The East Gippsland Community Foundation announced its second round of community grants for bushfire impacted communities across East Gippsland. Twenty-seven community projects shared in the \$1.2M awarded.

The Victorian Bushfire Appeal has distributed funds of over \$15M to support the long term recovery of impacted communities in East Gippsland.

In May 2022, the Black Summer Bushfire Recovery Grants were announced with funding for East Gippsland totaling approximately \$34M (including some grants that including programs across multiple local government areas).

Regional Development Victoria has provided \$200K provided for activities and initiatives that bring East Gippsland communities affected by the 2019/2020 Bushfires together. This program was particularly valued because of the streamlined nature of the funding process. Many Community events that have supported visitation, strengthened community networks and improved knowledge and awareness of bushfire recovery support have been held. To 30 June 2022, \$147,316 has been spent on 51 community events across 8 districts.

A more detailed listing of funded projects captured in **Appendix A** of the Report.



District Updates



Bruthen District

**Bruthen, Wiseleigh, Mossiface,
Fairy Dell and Double Bridges**



The population of the Bruthen district is approximately 2,100. During the 2019/2020 bushfires 66% of the land area was burnt and several dwellings were destroyed in Wiseleigh. The district was under threat from flame impact for three months. There were many economic impacts, and communities' lost power, telecommunications, and water during the fire event.

The Bruthen Community Recovery Committee (CRC) was formed to identify and support the needs of the district. The CRC sits within the Bruthen and District Citizens' Association as a subgroup and meets regularly to advocate for individuals navigating recovery, as well as to develop a recovery plan.

Progress So Far

The Bruthen District CRC formed following the fires and immediately started working to support the district's needs. They surveyed community on five pillars of recovery (resilience and sustainability, Aboriginal culture and healing, social recovery, biodiversity and environment, infrastructure and economic), and contributed to the Bruthen IGEM submission.

- » The 'Bruthen District Community Recovery Committee Priorities Document' was written following a review of past plans and was informed by the results of the community survey. Most actions identified in the Priorities Document have been delivered
- » The committee addressed the lack of water available during the emergency with a 100,000L tank and bore at the Recreation Reserve and a static water tank to protect the Bruthen town center.
- » They worked with East Gippsland Water to ensure the main water supply fills quickly and the pumps that supplied water to the top of Bruthen were replaced.
- » A deal on steel water tanks for individuals was

brokered and shared.

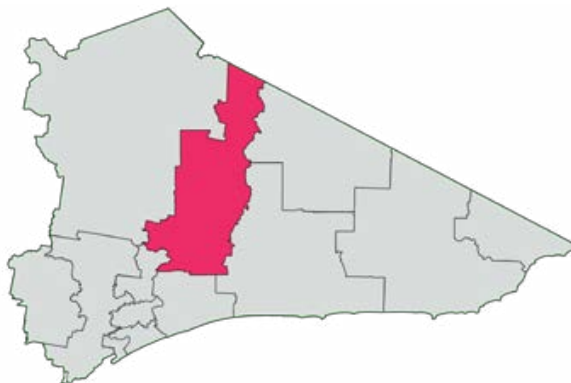
- » A summary Local Incident Management Plan flyer was printed and sent to all residents.
- » A funding application was successful to upgrade the Bruthen Recreation Reserve and the Mossiface Hall.
- » The funding application for the Bruthen Mechanics Hall kitchen upgrade has been lodged and they are awaiting the outcome.
- » Further funding for the Bruthen Streetscape upgrade was obtained and this project is nearing the construction phase.
- » Multiple events have been supported to help bring the community back together, including support for the Winter Festival 2021 and 2022, Bruthen Blues Festival, emergency management days and community family fun days.

Future Plans

- » The Bruthen District CRC will eventually fold back into the Bruthen District Citizens Association. They will continue to access support for community events and infrastructure as appropriate and will be ready to stand up for future emergency events.
- » This is a snapshot of some of the achievements of the community so far. For an understanding of where the communities are up to and contact details for this community go to: <https://www.eastgippsland.vic.gov.au/community/bushfire-community-recovery>

Buchan, Gelantipy & District

Bete Bolong North, Buchan, Buchan South, Butchers Ridge, Gelantipy, Murrindal, Suggan Buggan, W Tree, Wulgulmerang, Wulgulmerang East and Wulgulmerang West



Buchan, Gelantipy and the surrounding district were significantly impacted by the 2019/2020 bushfires. With a population of approximately 460 people, community recovery and the natural environment are of high priority to the residents of this district.

The Buchan, Gelantipy & Districts Renewal Association (BG&DRA) was formed because of the bushfire events of 2019/2020. The representative group was brought together to voice the community's needs in recovery and to assist individuals and the community as a whole to get back on their feet by creating a Community Renewal Plan that strives for the betterment of the community.

Progress So Far

BG&DRA actively supports the community by delivering on and advocating on behalf of the needs of the community, identify and address shortfalls that arise in available services, and endeavor to increase economic activity within the district. They have achieved the following:

- » Delivered two Family Fun Days in line with the celebrations of their AGM
- » Completed a Tourism Opportunity Plan which identifies existing and future tourism prospects that promote economic growth and development in the district.
- » Secured \$4.35 million of funding from Federal, State and local sources to redevelop the Buchan Recreation Reserve.
- » Successfully applied for funding from the East Gippsland Community Foundation for a community owned generator at the Buchan Valley Roadhouse to provide 24/7 fuel access during an emergency

- » Secured funding to connect the community through the upgrade of community facilities at the Buchan Mechanics Hall, the Buchan Recreation Reserve, the Gelantipy Hall and the Wulgulmerang Recreation Grounds.
- » Continues to build relationships with Parks Victoria, East Gippsland Shire Council and Bushfire Recovery Victoria to further advocate and inform recovery from a local context.

Future Plans

BG&DRA continue to advocate for funding to:

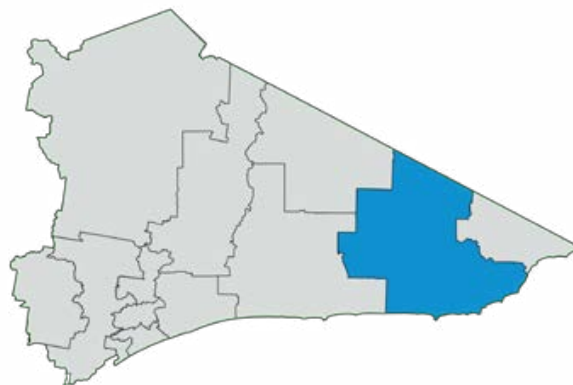
- » Develop and increase tourism to the district (beyond the Buchan Caves).
- » Integrate localised fire preparation priorities into community preparedness activities.
- » Increase mental health and wellbeing support through the district - value adding to existing services, filling gaps, and providing support to vulnerable community members.
- » Upgrade the Buchan playground area for community and tourism.
- » Upgrade the Buchan Recreation Reserve.
- » Upgrade footpaths and parking across the district as part of the Streetscape Activation and Linkages Project.
- » Find innovative ways to connect the community through events and activities.

This is a snapshot of some of the achievements of the community so far. For a comprehensive and ongoing understanding of where the communities are up to go to: <https://buchandistrictsrenewal.com.au>

Cann Valley District

Cann River, Noorinbee, Noorinbee North, Tonghi Creek, Buldah, Chandlers Creek, Club Terrace, Combienbar, Tamboon South, Tamboon/Peach Tree/Furnells Landing and Wingan

The Cann Valley district is made up of many smaller communities with a total population around 380 people. There were significant impacts across the district during the 2019/2020 bushfires. 92% of the land area was burnt and 25 dwellings were destroyed. Highway closures to all communities in January 2020 for five weeks, as well as the loss of power and telecommunications. COVID-19 lockdown restrictions and border closures impacted heavily on the district between March 2020 through to November 2021, as the district is the junction point for two highways entering Victoria from New South Wales. The Cann Valley District Representative Group (CVDRG) was formed because of the fires to provide for and advocate on behalf of the needs of the community.



Future Plans

- » People and Wellbeing - improve the health, safety, prosperity, and wellbeing of community members, hold community events and provide opportunities for social cohesion such as community conversations and celebrations within Cann River and outlying areas and facilitate TAFE accredited chainsaw courses for women.
- » Building and Infrastructure – increase the resilience, safety and accessibility of new and existing buildings and infrastructure. Including: Club Terrace Community Facility; Noorinbee Winery; Cann River Waste Transfer Station; and the Combienbar Recreation Reserve Community Hall.
- » Business and Economy – implement the TOP to improve the local economy through the creation of jobs by showcasing natural assets and encouraging tourists to stay longer and consider Cann District a holiday destination.
- » Environment and Biodiversity - enhance natural assets and environmental biodiversity. Including Landcare Stage 2 - Safe Access to the River, advocating for funding for environmental and biodiversity events and tourism projects and respectfully collaborating with First Nations people and acknowledging their enduring relationship with the land for tens of thousands of years.
- » Disaster Preparedness and Resilience Building – improve communication infrastructure and equipment for during emergencies, as well as ensuring water is available during droughts and fire events. Future interests include: Local Incident Management Plans (LIMPS) are updated and issued; installation of a sprinkler system on the SES and Ambulance Buildings; six community water tanks; Cann Be Ready Day 2022; Relief Centre training for community volunteers

This is a snapshot of some of the achievements of the community so far. For a comprehensive and ongoing understanding of where the communities are up to go to: <https://www.eastgippsland.vic.gov.au/community/bushfire-community-recovery>

Progress So Far

CVDRG became Incorporated in July 2021. They have actively supported the district with a focus on safety, preparedness and resilience, tourism and economic improvement, to develop a future based on strengths. They have achieved the following:

- » Multiple successful funding applications, including: The Black Summer Bushfire Grants (Safe, Healthy and Resilient Communities, Emergency Preparedness, \$448,912); Expression of Interest for the lease of the Noorinbee Winery Building from DELWP for the support of Cann River and surrounds; East Gippsland Community Foundation Grant (Community Led Capacity Building – Restoration of the Cann River Old Noorinbee Winery Building Restoration, \$69,031).
- » Distributed the Cann Valley District Community newsletter - providing local, regional and state information regarding bushfire recovery, agency updates, grant opportunities and wellbeing services.
- » Contributed to many community gatherings and events including the Cann Care Family Fun Day on 24 April 2021; Cann Be Ready Day (8 October 2021); Tamboon/Peachtree Association Fire Shed official opening on 3 March 2022; and Cann CARE Day on 21 May 2022.
- » Partnered with Council and the Cann Valley Community Working Group from July 2021 to May 2022 to develop the Cann Valley Tourism Opportunity Plan (TOP). The TOP identifies existing tourism assets and opportunities that support economic and social recovery in the area. A public information session was held on 29th March 2022 to present the findings.

Clifton Creek

Clifton Creek, Waterholes, Deptford and parts of Granite Rock

Clifton Creek has a population of approximately 270 people. The outlying settlements of Waterholes, Deptford and Granite Rock that make up the entire district, bring the population to approximately 400 residents in total. During the 2019/2020 bushfires 60% of the land area was burnt and 13 dwellings, 329km of fencing and the Clifton Creek Primary School were destroyed. Communities lost power and telecommunications during the fire event.

The Clifton Creek Community Recovery Team (CCCRT) formed in response to the fires. CCCRT aim to operate with the best interests of the whole community considered and meet regularly to support the recovery of the district.

Progress So Far

To date, the CCCRT has achieved or continues to support the following:

- » Continued support for the local community and individual recovery needs including: Mental Health and Wellbeing via community groups, events and programs; Ongoing outreach from the Place Manager "Drop-In Wednesdays" for people who are able to come along after work to talk about issues and opportunities; Ongoing weed recognition, removal and renewal workshops for farmers needing eradication advice and help
- » The Community Plan, created with collaboration and facilitation from a BRV Facilitator. Themes covered the Plan are community safety and preparedness, community connection and health, and creating a sustainable environment.
- » Ongoing partnerships with Council and BRV to identify resources and support for key projects;
- » Completed upgrades to the Community Hall including the installation of the STAND satellite communication system to provide satellite connection in an emergency; Installation of a storage shed; Changes to improve the locks and security systems.
- » Completed the resurfacing of a multi-game court.
- » Secured funding for numerous grants reaching over \$500k, including:
- » \$75,000 grant from East Gippsland Community Foundation to build a Community Stage;
- » Funding to host six mini-events in 2022, and to host the 'Big Bash' event proposed for 15 October 2022.
- » Successful grant for three separate static water tanks;
- » Funding received from Connect Well to hold community events and social functions.



Future Plans

Priorities identified for the future include:

- » Further support for community groups to host social recovery and wellbeing activities including: Continue to progress the pop-up playgroup for young mothers; Work to develop an ongoing social table tennis event; The Clifton Creek Big Bash event on 15 October 2022 to celebrate the community's survival and all the hard work of volunteers that helped them; A spectacular Christmas Light event with the hanging of lights at the Clifton Creek Community Hall.
- » Provide support for community leadership capacity and avoid burnout of existing members by engaging new residents who may want to join the CCCRT, implementing ongoing succession planning and finding a new editor for the Clifton Creek Newsletter
- » Improving reliable internet and phone services and establishment of a community technology hub in the hall office.
- » Creating safer community travel by organizing a walking / bike track from the primary school to the Recreation Reserve, and improving the roads (line marking, fix potholes and wider for bikes/walkers)
- » Removal of the old CFA satellite station and replacing it with a new purpose-built CFA Shed
- » Working to secure funding for an ultralight vehicle,
- » Work towards creating a Recycling Centre at the Town Hall and investigate spaces for local recycling bins, including protocols for functions to recycle, extending curb side waste collection, and recycling awareness and education.
- » Completing the new Community Stage by October 2022.
- » Look at having LIMPs created for each of the different neighbourhoods, as each area has different needs and access points

This is a snapshot of some of the achievements of the community so far. For a comprehensive and ongoing understanding of where the community is up to go to: <https://cliftoncreekcommunity.com>

Errinundra to Snowy District

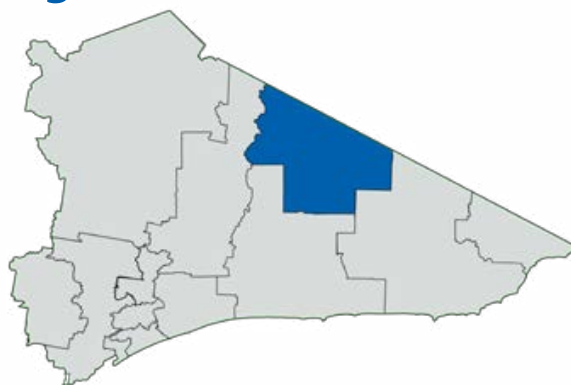
Bendoc, Bonang, Cabanandra, Deddick Valley, Delegate River, Dellicknora, Haydens Bog, Tubbut, Goongerah

The population of the district is approximately 340 people across a land area of 208,905 hectares. During the 2019/2020 bushfires, the district lost substantial old-growth and native forests including wildlife habitats with countless native birds and animals. In total, 39% of the land area was burnt and 19 dwellings were destroyed. Roads, power and communications were cut off for many weeks. The COVID Pandemic which followed has extended the impacts on these isolated communities. The Errinundra to Snowy (E2S) Community Recovery Committee (CRC) was formed from the District Representative Group as a result of the fires to support the needs of the community.

Progress So Far

The E2S CRC adopted the 2019 Community Plan as their Recovery Plan. The Community Plan was already responding to the issues and benefits of being remote and under-serviced, and those issues were exacerbated as a result of the bushfires.

- » Meeting monthly to establish and refine their recovery agenda, focusing on local communities needs as well as the entire district. Sub-committees meet at regular intervals or as needed.
- » E2S has identified and committed to plans that will respond to infrastructure, social and environmental recovery with the understanding that reaching these goals is their best form of preparedness.
- » Improved road safety and access between localities
- » The community has worked with Regional Roads Victoria, DELWP and others for the Bonang Road to be fully sealed, insuring safety while protecting amenity.
- » Optimisation of existing community halls and retired school buildings, as safe resources appropriate to a range of social and community activities
- » Improved local access to basic services, particularly health care, mental health services, police. Currently residents travel outside the district, and often the state to access fundamental services.
- » Working to protect remaining native forests and promoting nature-based tourism that builds



a sustainable economy that supports local communities with minimal disruption.

Future Plans

Future plans are to sustainably implement the above programs, specifically:

- » Establish and/or improve telecommunications and internet access. There are still large areas of the district without internet or mobile phone access.
- » The installation of the Strengthening Telecommunications Against Natural Disasters (STAND) satellite communication system, together with grants received from BRV and East Gippsland Community Foundation will help to complete facilities in the Goongerah, Bonang, Tubbut and potentially Bendoc Community Halls to act as 'Service Hubs' for telehealth, co-working and distance education.
- » These facilities will encourage services to work in the district
- » Develop a Nature Based Tourism economy by: Restoration/protection of tourist infrastructure including building and improving appropriate infrastructure for accommodation and camping; Leading the campaign to create the Emerald Link and the Sea to Summit trail; Boosting the economic and employment potential by creating small businesses and employment opportunities in hospitality, tour leadership and environmental education.

Each program, as it develops, reveals other needs to be addressed, and the CRC seeks to collaborate with EGSC and other to respond holistically and equitably.

This is a snapshot of some of the achievements of the community so far. For an understanding of where the communities are up to and contact details for this community go to:

<https://www.eastgippsland.vic.gov.au/community/bushfire-community-recovery>

Mallacoota and District

Communities in the district include Mallacoota, Genoa, Wangarabell, Maramingo Creek, Wallagaraugh, Gipsy Point and Wroxham River

The population of the district is approximately 1,200 people. As a result of the Black Summer fires, 83% of the land area was burnt and 123 homes were destroyed. One life was sadly lost in the Genoa district during the fires.

The only road in and out of town was closed for 39 days resulting in over 1,500 visitors and residents being evacuated by air and sea by the Australian Defence Force.

The economic impact and throughout 2020, with the additional impacts of COVID, was profound. The devastating impact on flora and fauna is having an ongoing emotional and psychological impact on residents.

In the immediate aftermath of the fires, a 'Thinking Group' was formed. This group was supported by recovery mentor Steve Pascoe.

After extensive community consultation, the Mallacoota and District Recovery Association (MADRA) was formed and has grown to over 780 members. The Thinking Group also conducted a Snapshot Survey to gather initial feedback from the community to inform the locally led recovery process.

The 12 members of the first iteration of the MADRA Committee were elected through an independent election overseen by the Victorian Electoral Commission on 21 May 2020. The second iteration of the MADRA committee was elected at the first MADRA AGM on the 17th of August 2021.

Progress So Far

Many people are working hard in the Mallacoota District alongside MADRA for community-led recovery – local volunteer organisations, clubs, and charities as well as our politicians, government and non-government agencies. The efforts of these groups, combined with MADRA's community consultation, advocacy and support for numerous recovery initiatives, have seen well over \$35M committed to recovery projects in the district.

Some key projects includes:

- » Genoa-Mallacoota Road \$14.7 m
- » Mallacoota Golf Club \$1.89 m
- » Improving telecommunications \$2m
- » Maurice Avenue Streetscaping \$1.5m
- » Combined Emergency Services Facility \$4.57m



Some of MADRA's recent achievements include:

- » Commitment from Minister Richard Wynne for ten social and affordable residences to be constructed in the Mallacoota District to ease housing demand
- » Consulting with community to identify needs and solutions, advocating for community members whose cases do not fall neatly in the guidelines and holding meetings with community, government, non-government agencies and donors
- » MADRA have written 104 letters of advocacy to government and other organisations, and have produced 48 letters of support for community groups between July 2020 to May 2022

Future Plans

MADRA's ongoing and future priorities include:

- » Succession planning for the current committee and the Recovery Plan to ensure the hard work of the past and current committees will be taken into the future sustainably
- » Supporting and advocating for replacing lost housing stock and mitigating barriers to rebuilding
- » An ongoing commitment to fuel management and support for MADRA's Fuel Management Working Group to ensure that fuel management issues remain a top priority
- » Supporting and encouraging local business development, entrepreneurship, employment and educational opportunities, such as the Wilderness Workspace initiative, to build community strength and resilience
- » Supporting and advocating for increased energy resilience for the community.

This is a snapshot of some of the achievements of the community so far. For a comprehensive and ongoing understanding of where the communities are up to go to: <https://madrecovery.com/>

Omeo, Cobungra, Swifts Creek and Ensay

Omeo, Swifts Creek, Benambra, Ensay, Ensay North, Brookville, Cassilis, Doctors Flat, Hinnomunjie, Livingstone Valley, Omeo Valley, Reedy Flat, Glen Valley, Cobungra, Shannonvale, Bingo Munjie, Tambo Crossing, Tongio, Anglers Rest, Bindi, Uplands, Bundara

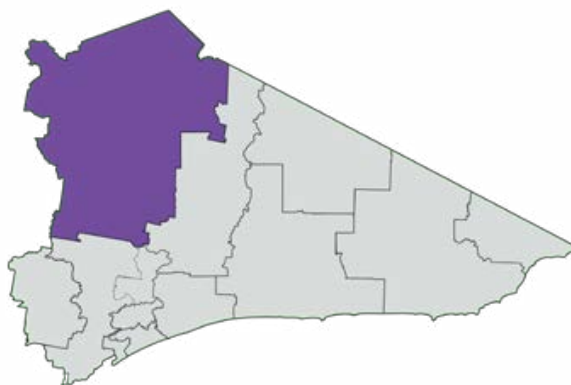
The Omeo District has a population of around 1,400 and is almost 600,000 hectares in size. There were multiple impacts across the district from November to February during the 2019/2020 bushfires. 30% of the land area was burnt and 15 houses and 36 sheds were lost. The economic impacts were significant and communities lost road access, power and telecommunications during the fire events for significant lengths of time. Access to reliable power, communication and road access continue to be problematic.

The Omeo Region Community Recovery Association (ORCRA) was formed in June 2020 to support and guide community-led recovery. The group became incorporated and sought expressions of interest from community members across the Omeo region to join the group. COVID limited face to face access until towards end of 2021. The AGM in October 2021 provided the opportunity to one again meet face to face, and many community groups welcomed the chance to attend, share a meal and network. The ORCRA Resilience Survey identified five priority areas for attention: reliable power and communications, road access, fuel management and mental health. Working groups are organising workshops on each of these areas.

Progress So Far

ORCRA has supported community grant applications from all communities seeking to improve facilities and community hubs. A consultant is currently developing a Resilience Plan for each of the communities to improve emergency preparedness.

The ORCRA Facebook site is becoming a 'go to' site for sharing information across scattered communities and is a great way for communities to showcase success stories of new facilities like the Tambo Crossing Community Facility (The Shed) and the upgrade to Cassilis Recreation



Reserve shelter, Angler's Rest Walking Trail Loop concept planning and the installation of communication systems in the Bundara Valley ORCRA has an important presence in giving a place based approach to the continuing recovery of infrastructure, social, economic and environmental aspects of community life.

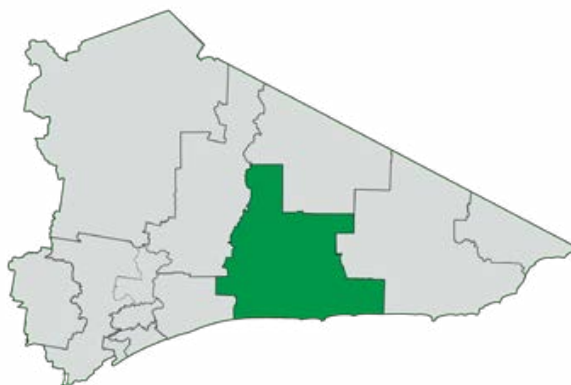
Future Plans

- » ORCRA is now meeting quarterly to give committee members – active in their own communities a break.
- » Continuing work on mapping and updating community resilience plans, fuel management plans and local incident management plans
- » Resilience Planning is a major focus and the CRC will take direction from consultant Lisa Geltz.
- » Continuing facilitated workshops in the region and within communities on the five priority areas.
- » Swifts Creek Recreation Reserve upgrade
- » Other major initiatives alongside bushfire recovery in the region include:
 - » the Swifts Creek Community Transition from hardwood timber harvesting;
 - » the reinvigoration of the Omeo Shire Community Access Radio;
 - » review of Health Service capacity in disasters;
 - » Stockman's Mine development
 - » working with the North East Catchment Management Authority and other organisations and community groups on projects of common interest.

This is a snapshot of some of the achievements of the community so far. For a comprehensive and ongoing understanding of where the communities are up to go to: <https://www.facebook.com/ORCRAInc>

Orbost District

Orbost, Newmerella, Marlo, Bemm River, Cabbage Tree Creek, Jarrahmond, Brodribb River, Corringale, Lochend, Simpsons Creek, Waygara, Bellbird Creek, Cape Conran, Manorina, Sardine Creek, Murrungower, Tabbara, Sydenham Inlet



The Orbost District has a population of 3,889. The Orbost District was highly impacted by the 2019/2020 bushfires. 76% of the land area burnt and surrounding National Parks lost many flora and fauna. The local economy, struggling already due to timber industry changes, was hit harder by limited summer trading. Many communities lost telecommunications and power during the fire event and were under significant threat multiple times during the 3 months the fires burned around the district.

The Orbost District Community Recovery and Transition Committee (ODCRTC) was formed as a result of the fires and impacts of transition in the timber industry resulting from The Victorian Forestry Plan.

Progress So Far

The ODCRTC have three working groups, People and Wellbeing, Fire Preparation and Project Review (Planning).

The People and Wellbeing working group focus on supporting and promoting initiatives with a wellbeing focus, collaborating with groups and services and understanding and informing of the districts needs and priorities.

- » Recently the committee were successful in a grant to support programming and facilities needs of the Orbost Neighbourhood House and to enable them to run free programs that promote and support wellbeing and community connections.
- » The Fire Preparation working group have surveyed community in relation to fire readiness and used the data to successfully apply for support to run Fire Preparation Demonstration Days across the district followed by a Fire Expo/Family Fun day.

- » The Project Review subgroup have been supporting other groups/clubs and organisation to access funding support.
- » Monthly progress articles are shared with community and the committee are currently running a broader survey to feed into a priorities document for the district.

Future Plans

Future plans include delivering against current grants, further support of the Timber Transition project, nature based tourism, the Orbost to Marlo Shared pathway project and supporting leadership, capacity development and the development and delivery of a Orbost District Priorities Document.

This is a snapshot of some of the achievements of the community so far. For a comprehensive and ongoing understanding of where the communities are up to go to: <https://www.eastgippsland.vic.gov.au/community/bushfire-community-recovery>

Sarsfield



There were multiple impacts across the Sarsfield district during the 2019/2020 bushfires. 49% of the land area was burnt and 77 dwellings were destroyed. Communities lost power and telecommunications during the fire event. 72% of the 276 homes in the area were impacted and more than 130 residents were displaced.

The Sarsfield Recreation Reserve and Hall Committee supported the community with relief efforts during and immediately after the fires. The Hall Committee established a dedicated recovery committee, the Sarsfield Community Association, in August 2020, to support and plan Sarsfield's recovery.

The committee meets regularly and has established sub-groups to plan, support and deliver various recovery priorities and projects.

Progress So Far

The Sarsfield Community Association formed to meet the needs of the Sarsfield community. The committee have worked tirelessly to ensure a community led recovery process. With the communities help they have developed a community plan, Sarsfield 2030. They have developed a Master Plan for the Recreation Reserve and the Nicholson River Picnic Reserve. With communities input they have developed a landscaping and playspace design with cultural elements and have started to deliver against these plans. A multipurpose court and cricket nets upgrade has been delivered with funding to upgrade the toilet block also received. The committee have also focused on Social recovery with monthly Friday Night Feeds approx. 120 community members attending regularly, a Fire Expo, multiple family friendly events, the Sand Hill Ashes, partnered with Bruthen Cricket Club

and have a C Grade team based at Sarsfield, yoga, art therapy, weekly Ladies afternoons, a tool library, kayaking trips, youth focused activities and so much more. Every step of the way the Sarsfield community have been at the centre of everything they do.

Future Plans

Sarsfield have been promised \$3.6m by the previous Federal Government to help deliver against their plans. They are developing a business plan to ensure sustainability. They are working towards the delivery of a new hall and community space, connected walking tracks and lots more social community connection.

The committee will continue to advocate for individual need while looking to the future of the Sarsfield community. In only two years and 3 months since the fires went out this committee have achieved so much but there is a long way to go.

This is a snapshot of some of the achievements of the community so far. For a comprehensive and ongoing understanding of where the communities are up to go to: <https://sarsfield.com.au/>



Wairewa

The locality of Wairewa was significantly impacted by the 2019/2020 bushfires. With a small population of 87 people, 86% of the land area was burnt and 11 dwellings were destroyed. The small community suffered severe stress and anxiety due to direct flame impact and many lost their livelihoods based on the expansive fruit, vegetable, olive, beef and dairy production. Stock losses were extensive. Roads, power and telecommunications were cut off for many days and the iconic, heritage-listed O'Grady's wooden trestle bridge was significantly damaged. The Wairewa Community Recovery Committee (WCRC) is a small and cohesive group that has worked tirelessly to meet the needs of the community in addition to their personal recovery activities.



- » Lobbied EGSC to reopen and maintain Wairewa waste Transfer Station

Development of nature-based tourism focusing on the Rail Trail and the countryside around the beautiful Wairewa Valley.

Progress So Far

The WCRC has met fortnightly to implement these initial priorities:

- » Administer support, and collaborate with other regions and districts, agencies and services
- » Strong success in securing grants and funding from a range of sources with advocacy and partnership from a range of services

Priorities achieved are:

- » Upgrades to the hall and precinct that re-establish community connectedness by:
 - » providing playgrounds and play equipment for community use. Provide community barbecues and picnic tables under shade, refurbishment of the tennis courts
- » Upgrades to the hall to provide a safe and secure centre for the community by:
 - » installing back-up power generator, solar system with 12 hour battery, dedicated second water tank for on roof sprinkler system,
 - » renovating bathrooms to ensure all abilities access and shower facilities.
 - » upgrades to the kitchen to facilitate safe preparation and clean-up for large and small groups
- » In conjunction with EGSC ember proof hall, upgrade window glass, screens and doors to BAL rating levels and provide robust communications including internet and community WiFi

Future Plans

The CRC is aiming to complete these items from their recovery plan:

- » Develop O'Grady's Bridge precinct as a tourism vantage point with long vehicle parking and turn around area, picnic and rest area facilities supporting an educational and historical experience catering to visitors, walking tours including multi day walks, bicycle tours and horse-riding trails
- » Secure consistent safe access to the valley by improving the road across Bills Creek to eliminate flooding that closes the road
- » Continue to lobby DELWP to improve Carl Smith, 3 Mile and 10 Mile roads as alternative access roads when required to access Wairewa.
- » Continue to lobby EGSC to remove/prune fire-killed vegetation overhanging Wairewa road and adjoining fences.
- » Re-establish social connection through community events in and around the Hall precinct and with other local communities and organisations.

This is a snapshot of some of the achievements of the community so far. For a comprehensive and ongoing understanding of where the communities are up to go to: <https://www.eastgippsland.vic.gov.au/community/bushfire-community-recovery>

Highlights by Recovery Pillars



The Natural Environment

Between 2014 to 2019, East Gippsland's biodiversity was severely impacted by drought (which also impacted farmers, the broader business community and our rural communities). Then the Black Summer bushfires burnt more than 50 per cent of our shire. More than 870,000 hectares burnt in the region, with 59 per cent at high or very high severity.

Council's road network was damaged with over 1200km of roadsides impacted, half (615km) of these roadsides considered to be of high conservation value under Council's roadside value mapping system. A variety of vegetation types were impacted including forests, heathlands and woodlands and associated flora species.

Council received funding under the Federal Government's Bushfire Recovery for Wildlife and Habitat Community Grants program for roadside weed work in high value areas that supported recovery of roadside vegetation across the burn area which has resulted in over 600km of roadside weeds treated in 2022. Further work where resourced will focus on reassessment of roadside vegetation in impacted areas and its recovery development over time.

A second grant from the Federal Government focused on weed treatment in foreshores around Mallacoota, where 70 hectares has been treated for emerging weeds in recovering vegetation. This area surrounds the Mallacoota Coastal Walk and highly visited areas such as Pebbly and Betka beaches. Fifteen species were identified in this area during these works and treated.



Top - Buchan Orbost Road early 2020 (prior to re-opening)
Below - Buchan Orbost Road, July 2022



Inkweed (*Phytolacca octandra*) was in high density post fires as an initial colonising species and has reduced with the recovery of native vegetation across the foreshore areas. In general, vegetation recovery across the foreshore in non-residential areas was of high value and rapid but understorey development was diverse.

Parks Victoria (PV)

Eastern Victoria Region of Parks Victoria recruited 30 additional staff in December 2021 to support on-ground recovery works including hazardous tree removal, track and trail clearing and repairs to roads and minor assets. This new Recovery Team works program has focused on visitor safety and improving visitor access with activities such as road repairs, roadside vegetation management, hazard tree removal and walking track repair and clearing.

With a focus on wildlife in recovery there has been monitoring and genetic assessment programs conducted to assess the population resilience of Spot-tailed Quoll and Long-footed Potoroo. The first cohort of translocated Eastern Bristlebirds was successfully released at Wilson's Promontory to create a second Victorian population and reduce the chance of extinction in future fire events.

The Southern Ark program continued to control foxes on an expanded footprint to support the recovery of threatened small mammals. East Gippsland Catchment Management Authority and Parks Victoria partnered to undertake pest plant and animal control in Alpine Peatlands and Littoral Rainforest, including Broom control in the upper Mitchell River Catchments. A cross-tenure approach with partner agencies completed remote weed control as part of an ongoing monitoring and treatment program. Future natural recovery priorities for Parks Victoria include continued roadside fire regrowth mulching and hazardous tree removal.

Parks Victoria scientists, Dr Mark Norman and Dr Mark Antos, have visited fire-affected areas and observed that while there's a way to go for some areas others are recovering well. Watch the video link to see what they have discovered and learned.

- www.youtube.com

Department of Environment Land Water and Planning (DELWP)

A number of activities have been successfully delivered to protect recovery of high biodiversity assets, most with Traditional Owner delivery participation. There has been significant progress in the areas of:

- » Wildlife in Recovery
- » Pest and Weed Control
- » Species recovery overlays
- » Fence reinstatement
- » Waterway restoration, bank stabilisation
- » Water quality monitoring
- » Vegetation monitoring
- » Engaging young people in young people to experience natural resource management and bushfire recovery program delivery
- » Nature based bushfire recovery research and evaluation
- » Feral pig control
- » Recovery overlays informing planned burning and habitat impacts.
- » The Reading and Healing Country Project



Photo: by Bryce Watts-Parker
Southern Green Stream Frog (*Litoria nudidigitus*).
A common frog found along streams and vegetated waterways.

The feeding habitat of Glossy-black Cockatoo was mapped in priority areas between Lakes Entrance and Orbost to inform planned burning and protect the most important feeding habitat for this species.

A Far East Eden Strategy has been developed providing a strategic approach to managing weeds on public land within far East Gippsland. This strategy identifies the strategic priorities for weed treatment and surveillance. This was developed collaboratively with DELWP, East Gippsland Catchment Management Authority, Council and PV and extends east from the Snowy River to the NSW border.

The Frogs of the Far East initiatives were conducted. More than 300 frog observations made. The three most observed species of frogs since the fire are the Green and Golden Bell Frog (47), Peron's Tree Frog (46) and the Southern Leaf Green Tree Frog (42).

The Social Recovery

CRCs have been reporting and including within their plans, that the social, emotional, and mental health recovery for their communities has been slow, appears incomplete, and remains as one of their key concerns. Many agencies which provide social recovery support are anticipated to be approaching the end of their current funded period.

The Recovery Reset – social recovery needs assessment was initiated to develop a strong understanding of the extent of the services potentially winding down, and what are the remaining levels of social recovery needs are across the affected communities.

This assessment was undertaken from late January to May 2022, led by Council, with support by Bushfire Recovery Victoria (BRV) - under the arrangements of the Social Recovery Working Group (SRWG) for the 2019/20 Black Summer Bushfires. The assessment consisted of a survey provided to social recovery support services, focus groups discussions offered to agency networks and CRCs, and interviews with key agencies and organisations.

The assessment has provided key insights into what are the most pressing social service recovery needs, and where delivery gaps remain. The services reported within the survey that: 89% of all respondents cited social connection as the most pressing social recovery need, followed by 67% for exhaustion and burnout, 64% for mental health services, and 57% for housing assistance.

From the survey, coupled with focus group discussions and interviews, the areas where people were assessed as not coping well and required ongoing services included:

- » Emotional wellbeing,
- » Mental health,
- » Community connectedness,
- » Services for children and families,
- » Housing,
- » Rebuilding, and
- » Financial counselling.

In the survey - respondents were asked if their organization had experienced an increase in service demand over the past 6 months; 41% of services which responded- indicated they had received a significant increase in service demand, with 38% experiencing a moderate increase.

Council and BRV have now finalised these reports with the SRWG, and will provide them to all who have participated across the social services sector, CRCs, etc. Council will then share the reports with a broader audience to make sure the ongoing social recovery needs for the East Gippsland affected communities are well known.

Housing

Since the fires, only 15% of the 346 homes impacted by these fires, have been replaced. The barriers for people to rebuild and the housing insecurity issues are complex, resulting in escalating financial, legal, emotional and wellbeing issues for these people. Widely held concerns were expressed in all reports of the Assessment about housing insecurity and a lack of affordable housing, which is reported to be a continual source of frustration and stress across East Gippsland.

These factors identified by participants of the Assessment include increasing housing costs, rising costs of living, rent increases, and a very low number of available rentals. In interviews with key support agencies, they raised significant concerns that some community members are feeling increased levels of stress and are at risk of ultimately becoming homelessness. It was also reported that the lack of housing is forcing people to move away from their communities and away from recovery services.

Agencies have reported that there are a range of challenges for families which include managing the pressures associated with shared living arrangements with other family members. Families also finding themselves in insecure accommodation and with few suitable options, but which are necessary for maintaining access to locally based employment and education stability.

For Mallacoota, the recent government announcement detailing an investment of at least five public/ social housing dwellings and five affordable housing dwellings will help to increase housing options across the Mallacoota district.

Community Connectedness and mental health

In the Recovery Reset – social recovery needs assessment (previous page), service providers who completed the survey listed two of the top four most pressing needs as social connection at 89% and mental health services at 64%. Participants also assessed people as 'not coping well' and requiring ongoing services for emotional wellbeing, mental health and community connectedness.

Within the assessment, it has been reported that effective psychosocial recovery support, which is provided through many services across the Shire, has improved people's ability to recover. To date, bushfire case support has been able to engage with hundreds of people who may not have been eligible for support in the 'mainstream' system, or who may not have sought access to other services. Many CRCs have identified community connectedness and wellbeing within their recovery or priority plans, with opportunities for future support to include improved access and services to mental health care and a large focus on community facilities improvements and accessibility.

Significant funding from all levels of government and has been invested in rebuilding or improving community facilities including public halls and recreation reserve buildings. These essential facilities enable communities to be socially connected, physically active and positively engaged with a broad range of community activities and events.

Following the easing of COVID-19 restrictions, it has been noted that more people are starting to engage and talk more about their experiences with the bushfires, which reflects that for some people their healing is only just starting. Community connectedness and cohesion is enhanced when people are able to come together through events like; family days, festivals, 'Be Ready' Days, sporting events, arts therapy and community dinners to name a few. Funding has enabled communities to connect through projects, activities and events identified and delivered by the community. Raising awareness and education, such as sessions delivered by trained psychologists have been recommended and made available to communities.

While we acknowledge the investment in wellbeing is moving in the right direction, we note that social recovery is not complete, and many people are now just starting to reach out for help. People are beginning to trust and rely on services that have arrived/funded since the fires. For this reason, the provision of extending services in these areas, advocating for funding, and understanding the most appropriate service delivery has been a focus of Council and BRV since the assessment was completed in May 2022. This has included future funding submissions including allocation for supporting community wellbeing and support for volunteers involved in recovery.

The Built Environment

Private Assets and Rebuilding

More than two years since the fires, rebuilding remains slow. The Rebuild Support Service (RSS) established by Council in partnership with BRV to provide specialised advice to help streamline both planning permit and application requirement and advice remains in operation.

The numbers of those impacted across such a vast geographical area has provided challenges for the RSS to connect in. To address this issue, during August/September 2021 the Rebuild Support Service endeavored to contact either directly or through a case worker, all residents who had dwelling impacts. This was to advise residents of the service and support available to then refer in and undergo an intake process.

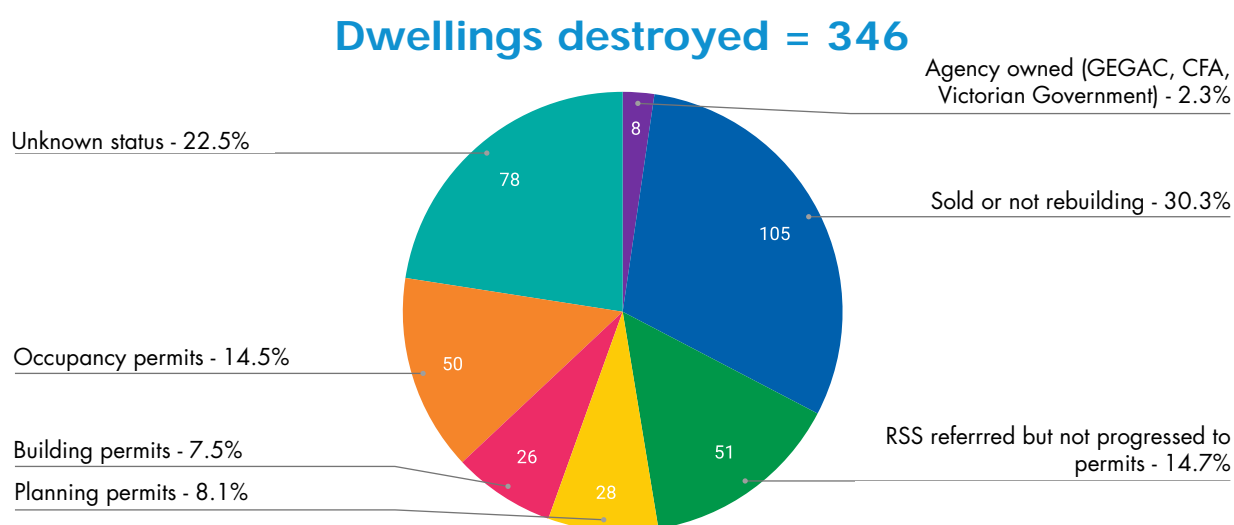
Looking forward there are a range of challenges being faced by those rebuilding. Some of these include:

- » Financial inability to rebuild due to not insured or under insured or not having the financial means due to fixed income for example: aged pension or unemployment.
- » Financially unable to meet the rising cost associated with building materials, supply chain issues or securing the services of a builder. Melbourne experienced a 17% price increase for year to March 2022, Materials supply and skills shortages are not expected to ease in the foreseeable future.
- » Living within a non-compliant building pre-fires, and do not wish to be told what to do. It is too expensive to rebuild in a compliant way.
- » Age – a cohort of older single men, living remotely who no longer have the physical ability to rebuild themselves.

Rebuilding presents complex issues which require more effort and attention from all levels of government and other partners. We are advocating strongly in relation to these issues with both the Victorian and Federal Government and working to bring together partners that may be able to assist in developing solutions to address these barriers.

Rebuilding in figures

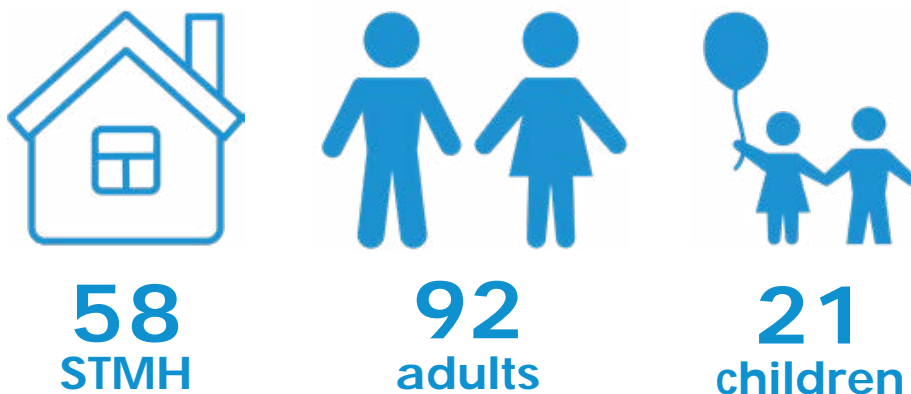
Total number of properties identified as damaged/destroyed within the Secondary Impact Assessment is 1162 of which 346 were dwellings and 762 outbuildings.



Short Term Modular Housing

Short Term Modular Housing (STMH) has been an option available for residents who lost their primary place of residence during the bushfires. STMH is a 'bridge' between accommodation provided in the weeks and months after the fires and the long-term rebuild of a dwelling. Expressions of interest to secure a STMH closed in September 2021.

Since inception, BRV have provided 58 STMH to sites providing accommodation for 113 residents - 92 adults and 21 children.



Complex Site Taskforce

BRV established the Complex Site Taskforce (CSTF) for property owners with a complex site, and where an alternative house site is not possible, a voluntary resettlement program may be available to those owners.

The RSS has made eight referrals for East Gippsland residents to the CSTF for specialist rebuilding advice. Seven of those residents have received CSTF advice and three have subsequently progressed to an approved planning permit to rebuild. There is one current referral still in progress.

Four of the referred residents also requested a property valuation from the Victorian Government. One of these residents subsequently sold their property to the Government under the Retreat and Resettlement Program, which offers the owners of complex properties the opportunity to sell and relocate to a lower-risk location.

Restoring Public Assets

Restoration of Public assets was largely completed early in the recovery process with the delivery of over 65 projects and activities finalised by May 2021. Since the second progress report, the remaining public infrastructure restoration projects have been completed, this includes Buchan-Orbost Road and the last of Councils infrastructure to be replaced, the Genoa Footbridge.

The destruction of the historic 94-year-old bridge in the Black Summer Bushfires greatly impacted the community. The bridge had served as an important pedestrian link between the popular wayside stop, playground and tennis court, and the township. The construction of the new 117-metre bridge reinstates that connection across the Genoa River. As this project did not meet external funding guidelines, Council was able to fund the \$1.5 million project using Federal funds allocated for other roads projects. We understood the importance of the project to the community and were able to move quickly to rebuild it.



Department of Environment, Water, Land and Planning

Many of the areas impacted by the 2019-20 bushfires were again impacted by severe weather events throughout 2021-22 with the most significant impact in early April 2022 causing new damage and, in some cases, re-damaging already repaired infrastructure that was damaged in the bushfires. While recovery works are continuing as part of the bushfire recovery effort, they are now coupled with storm and flood recovery.

Some highlights of public asset recovery include:

- » 7,166 km of public land roads have been reopened and repaired since the 2019-20 bushfires.
- » Nine months to March 2022, more than 110 km of roads and tracks have been reopened along with hazardous tree management at 18 important visitor areas and campgrounds.
- » Buchan Primary school students helped plant 70 trees with the Buchan Rangers, Gunaikurnai Rangers and East Gippsland Landcare Network team to help revegetate an area of the North Arm.
- » New Mallacoota jetties at day visitor areas at Genoa River Fire Trail and Sou-West Arm have been installed - 'building back better' in fire recovery.

Parks Victoria

April 2022 floods severely impacted Parks Victoria visitor sites in East Gippsland, a number of which were also impacted from the 2019/20 bushfires including Yeerung River area, McKenzie Rainforest Walk and Cape Conran Conran. This recent flooding caused coastal erosion, damage to infrastructure including bridges, roads and walking tracks. Subsequent closure of some sites has occurred, work is underway to repair damaged infrastructure and reopen sites. Future recover priorities for Parks Victoria include continued replacement of critical infrastructure at key visitor sites including Cape Conran, Mallacoota and Buchan (see below) and continuation of road repairs.

- » Buchan – temporary bridge installed to allow visitor access, Site Concept Plan in final stages of development, Gunaikurnai Cultural Trail construction completed by GLaWAC Natural Resource Management team, hazardous tree works completed and on-going.
- » Cape Conran – Roofed accommodation replacement is underway, toilets have been rebuilt in Banksia Bluff campground and East Cape day visitor site, Salmon Rocks Lookout replacement has been completed, Yeerung Beach access steps rebuilt
- » Mallacoota – Four jetties have been rebuilt around the Mallacoota Inlet, planning and community engagement has been completed for delivery of Victorian Government funded economic stimulus projects
- » Mueller Inlet Campground reopened after work was completed to improve safety and repair facilities at the site including rebuilding burnt fences, erosion control to protect campsites and tracks, arborist assessment and removal of tree hazards near campsites, and significant clearing of bushfire regeneration around the campground and nearby walking tracks
- » Sections of the Wilderness Coast Walk from Wingan Inlet via Shipwreck Creek to Mallacoota have reopened for visitor access
- » McKenzie River Rainforest Walk has reopened to the public following replacement of boardwalks, signs, tree hazard removal and track resurfacing.
- » Boardwalk on the Fly Cove Walk - Wingan Inlet Beach Access reopened in October 2021
- » There remains significant recovery works including the Thurra River bridge and access to Point Hicks Lighthouse.



Strengthening resilience

The bushfires have further heightened our communities' awareness and desire to build resilience into their core planning and into the thinking of community preparedness. For all levels of government and agencies to incorporate resilience into rebuilding or upgrading public infrastructure or programs to build stronger recovery for future events.

Community Resilience and Development Program - Community Hall Resilience Improvements

Works for the Community Resilience and Development Program have been completed across many areas of the Shire. This program includes a Bushfire Attack Level Assessment (BAL) on all halls and the supply and installation of Audio-Visual equipment to support remote and rural communities to remain connected not only through recovery but all year round. Electrical switchboard upgrades and installation of a transfer switch in all halls where required and ember proofing works are still progressing.

"When people can't access their support systems or let families know they're safe, for days and days, it can escalate their trauma. But with STAND, people can start to talk to others almost immediately. The trauma doesn't get prolonged, which means the recovery cycle can start to kick in."

Shane Turner
Emergency Management, East
Gippsland Shire Council



Strengthening Telecommunications Against Natural Disasters (STAND)

Community consultation has revealed that power outages and loss of communication are among the first things to affect them in disasters, making both of those a priority.

Council collaborated with the Department of Jobs Precincts and Roads (DJPR) and NBN on the completion of thirty-seven Strengthening Telecommunications Against Natural Disasters (STAND) satellite communication systems on community facilities, complementing the existing eight systems currently installed in our LGA. The STAND program is an Australian Government funded program which aims to increase and improve telecommunications resilience in bushfire affected communities.

The STAND is essentially a Satellite system which provides free WiFi access for up to 40 users in the event of emergency. The rollout across the shire started on 29 November 2021, boosting internet connectivity resilience and has already helped locals in disaster-prone areas to stay connected to emergency and support services.

The Commonwealth has committed to fund satellite service costs for the first three years. The work on the above initiative assists the efforts currently being undertaken by the CRCs and community representative groups, who are developing a resilience profile and disaster preparedness measures for future events.

The additional STAND locations are: Bemm River CFA Station, Benambra Recreation Reserve, Bendoc Hall, Bonang Hall, Bruthen Hall, Bullumwaal Mechanics Institute, Bundar valley, Bundarra (STAND only), Cabbage Tree Creek Hall, Clifton Creek Hall, Club Terrace Old School, Cobungra CFA (STAND only), Combienbar Hall, Ensay Hall, Ensay Recreation Reserve, Fernbank CFA Station, Flaggy Creek Hall and Recreation Reserve, Gelantipy CFA Station, Genoa Hall, Glen Valley Hall, Glenaladale Hall, Goongerah Community Hall, Johnsonville Hall, Lake Tyers Beach Hall, Lindenow Recreation Reserve, Lindenow South Recreation Reserve, Marlo CFA Station, Nowa Nowa Hall, Raymond Island Hall, Sarsfield Hall, Swan Reach Recreation Reserve, Swifts Creek Hall, Tambo Crossing, Tamboon (STAND only), Tubbut Community Hall, Wairewa Hall and Wulgulmerang Hall.



POWER:
Generator



**COMMUNITY
CONNECTIVITY:**
AV/TV



**OPTIONAL
EXTRAS:**

Static Water Tanks
Standpipe/bores

Static water tanks and domestic bores

Increased accessibility to water is helping to ensure communities have the best chance at protecting themselves and their assets. 40 static water tanks are now strategically placed across the East Gippsland municipality at locations identified in consultation with local CFA brigades, DELWP (Forest Fire Management Victoria) and Council. Each tank is constructed from concrete to ensure they withstand any threat from fire. They are approximately 46,000 litres in size and have CFA/ DELWP compatible fittings (locked to inhibit water being taken for non-legitimate purposes).

Funding received through the BRV will provide an additional 20 static water tanks. These tanks will be installed across the bushfire affected areas of our municipality – resulting in 78 static water tank and domestic bore locations across Shire where water will be readily accessible in emergency situations.

The concrete tanks are for firefighting purposes only and contribute to saving lives, protecting homes and critical community infrastructure during a bushfire event. They provide surety for responders when all other utility systems fail, as they are independent of any other system and can each fill up to 23 firetruck loads of water.

The Static Water Tank Project has enabled water to be more conveniently accessed and reduced the time to get water to the fire. Water tanks are currently located in most communities which were affected by the bushfires. Council is also seeking funding for generators to provide back-up power where required.

Bruthen Fire Brigade Captain provides his endorsement of the placement of water tanks in the EGSC catchment area:

“Given that sufficient water points did not exist (a result of five years of drought); the Dukes Road water tank was not only well sited - but provided a key firefighting capability for CFA and Forest Fire Management crews alike.”

Tamboon settlement – 2019/20 Bushfires

A 47,000 litre tank was located in Tamboon before the 2019/20 fires reached the settlement.

A community organization utilised the tank around the clock on a continual basis. The location, capacity and refill speed of the tank meant the more time consuming and less safe lake refill option could be avoided.

The static water tank was critical in achieving better resilience and recovery for this remote settlement.



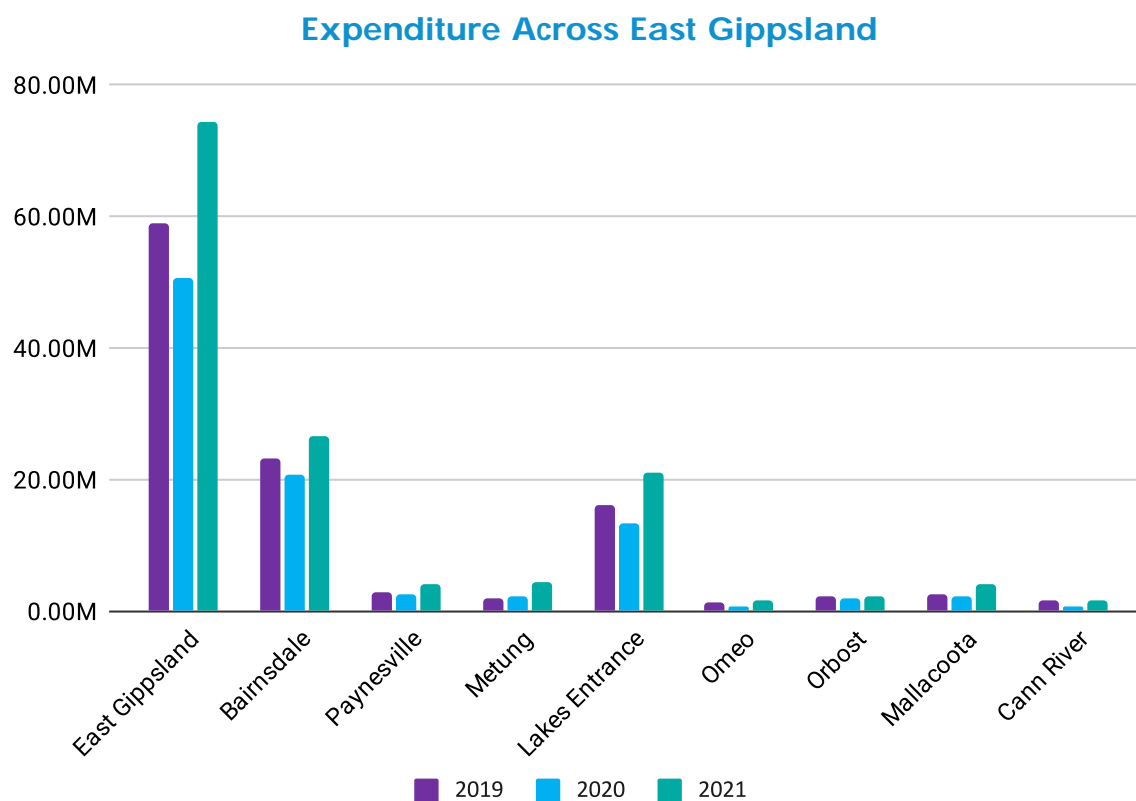
46,000L concrete static water tank in Mallacoota

Economic

East Gippsland's economic environment has experienced substantial investment and reinvigoration following the Black Summer Bushfires and the COVID-19 Pandemic. The flow of State and Commonwealth funding, together with strong agency partnerships and collaboration has supported the region's small business, business development, tourism, events and agricultural sectors in their recovery efforts over the past two years.

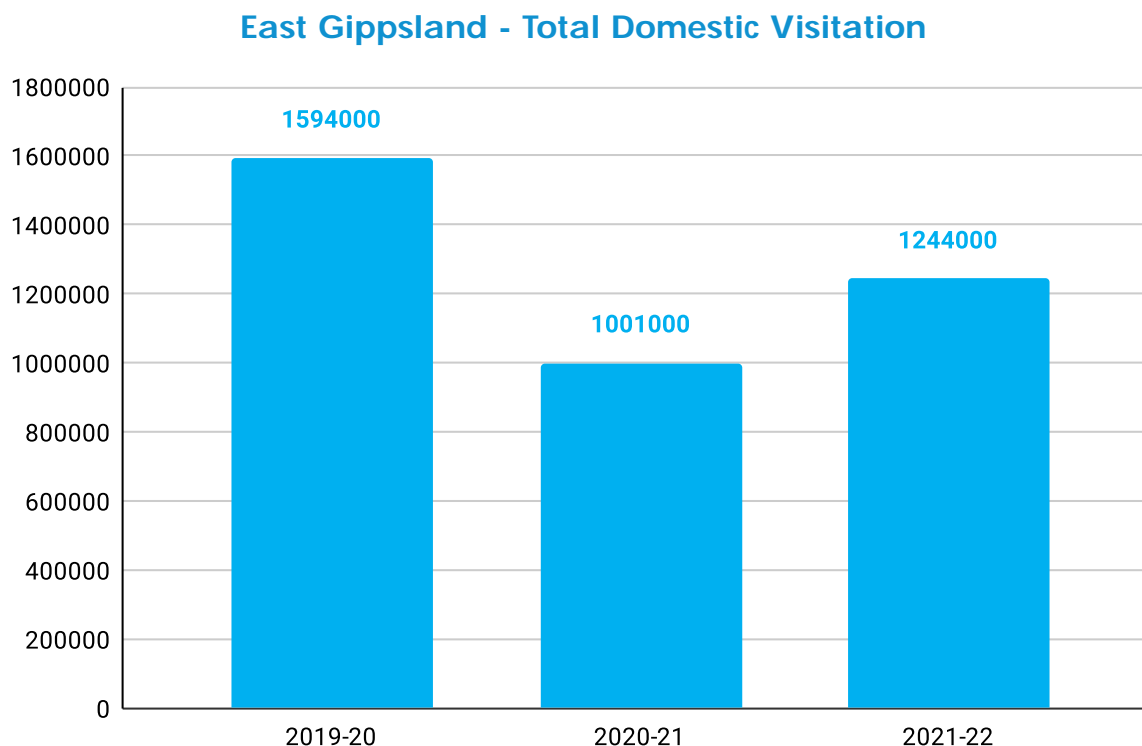
Challenges to business such as restrictions on public travel and social gatherings, compliance with health mandates requiring proof of vaccinations on entry further compounded business' ability to trade post the bushfire event and continued throughout 2021. Today, disrupted supply chains, labor shortages, a tightening housing market making attracting workers difficult and rising inflation continue to create an unpredictable business environment. Despite these, East Gippsland's economy has shown healthy indicators of recovery with Gross Regional Product, local expenditure* and visitation all trending positively. [See figures 1 and 2]

Figure 1: Total expenditure (\$ Million)



	East Gippsland	Bairnsdale	Paynesville	Metung	Lakes Entrance	Omeo	Orbost	Mallacoota	Cann River
2019	58.81M	23.15M	2.91M	1.97M	15.98M	1.30M	2.31M	2.57M	1.64M
2020	50.56M	20.78M	2.55M	2.21M	13.31M	0.80M	2.04M	2.35M	0.82M
2021	74.39M	26.63M	4.00M	4.26M	21.02M	1.65M	2.32M	4.18M	1.66M

*source: Spendmap (credit card transactions tracking)

Figure 2: Domestic Visitation

Small Business Recovery Mentoring Services

Small Business Recovery Mentoring Services provided 929 businesses with case management support as COVID-19 compounded bushfire impacts on commercial operators across the region. Council coordinated referrals to the program through its Business Concierge and convened intel-sharing sessions of the many business support agencies active in the region, including Good Shepard, Commonwealth Entrepreneur Strengthening Business Mentoring Program and SBRMS in order to maximise effectiveness on the ground.

Training and Development Programs

More than 2,600 businesses participated in over various industry capability programs delivered throughout the year. These programs included:

- » Agri-business development (12-month program)
- » Women in business
- » Lean manufacturing – business improvement
- » Small business marketing
- » Getting Social – digital marketing
- » Tourism 101
- » Events make good business
- » Nature based tourism forums
- » Regenerative tourism
- » Visual merchandising

Enterprise Facilitation (Pilot)

As part of the larger Local Economic Recovery Streetscape Project for Buchan and Bruthen, Council launched an exciting new program to support the development and growth of business ideas. The Buchan and Bruthen Business Boost program has been modelled on the internationally successful 'Sirrolli method' of enterprise facilitation and is supported by Ignite! (Sydney-based organisation and Sirrolli Masters, working with asylum seekers establishing new lives and business in Australia). The program launched locally in July 2022 and it's hoped, with additional funding, that it can be expanded to support new business development across other bushfire impacted townships of East Gippsland.

Shopfront Improvement Program

A \$100,000 shop front improvement and visual merchandising program benefited 52 businesses across the region, helping to lift street appeal and customer dwell times. The program was over-subscribed.

Digital Connectivity

In the wake of the bushfires, Council commissioned a report into the lived experience of digital connectivity and communication services across East Gippsland. The report provides deep insight into the shortfalls of critical public safety and business-enabling communication technology, infrastructure and services currently available in the region. From this, needs were prioritised and matched against potential funding sources (such as the \$200M Connecting Victoria Fund), serviced providers and responsible agencies, resulting in a robust and invaluable document to guide advocacy and pitch for game changing infrastructure and connectivity enhancements. The report is now publicly available from Council's website.

Economic Development Strategy 2022-2032

Council's draft Economic Development Strategy embraces a 10-year Economic Vision that reflects the municipality's economic drivers and opportunities and looks at short, medium and long-term priorities. This is accompanied by a four-year Council Action Plan. Delivering the strategy will involve coordinating efforts between Council and external stakeholders. The strategy takes into consideration businesses working to bounce back from the economic shocks of Drought, Bushfire, Floods and COVID-19 to establish a 'new normal' and is due for release in September 2022.

Investment Attraction

Building business investment confidence post Bushfires and in a COVID-10 impacted environment is a key focus for Council. A new Invest East Gippsland website is in development in preparation for launch in September 2022 together with the new Economic Development Strategy.

Outdoor Activation

Two rounds of State Government funding totaling \$750,000 enabled Council to help ease the costs associated with rapid business adaptation by those most impacted, in response to COVID-19. Support for a range of initiatives to maximise trading opportunities were welcomed. These including waiving of footpath trading permits, distribution of outdoor heaters, parklet trials, picket fencing, market umbrellas, deckchairs, entertainment, wellness programs, events, lighting and murals.

Events

Council secured \$190,000, in 2020-21, under the Commonwealth Government's Regional Tourism Bushfire Recovery Grant program for event attraction into bushfire impacted areas. COVID related disruptions hindered program implementation, postponing event delivery for up to a year. Of the five events planned, two mountain bike events based in Omeo and "Under the Surface" - a public arts trail along the East Gippsland Rail Trail, are complete. Two sports participation events remain to be delivered late 2022.

Two Rural Recharge Community Concerts funded by the Victorian Government as part of Drought Recovery in 2019 (but unable to be delivered due to the bushfires and then COVID-19) were held in, and exclusively, for drought impacted communities. These two intimate family friendly concerts were headlined by renown Australian musician Paul Kelly and were a calendar highlight for Buchan (233 attendees) and Mallacoota (686 attendees) in March 2022.

Business Done Different – corporate events

Immediately following the bushfires, over 250 corporate pledges were made by Melbourne based business promising to bring their corporate retreats to bushfire impacted regions of Victoria. In support of this, Council secured funding through Business Events Australia for the development of a suite of Business-event marketing assets. Due to COVID-19, corporate pledges for East Gippsland were withdrawn, however Council produced the assets in anticipation of a return to business including image library, digital promotional brochure "East Gippsland – Business Done Different", website content and marketing plan. The "Business Done Different" Campaign launches in August 2022.

Marketing

Buy local campaigns and outdoor activation initiatives throughout the year supported local traders to maximise their offerings. The February 2022 launch of the East Gippsland Farm Gate Trail "Love where it's Grown, Caught, Made" focused on local producers and encouraged the community and visitors to explore the region and buy direct from the farmer.

Tourism marketing and media campaigns delivered by Destination Gippsland consistently featured the array of nature based and culinary experiences to be enjoyed in East Gippsland and helped to maintain awareness of the region in a competitive consumer market during COVID-19. Destination Gippsland won the 2021 Victorian and National Tourism Awards for Destination Marketing for their "GIPPs All Kinds of Wonder LAND" Campaign.

Two key visitor guides for East Gippsland have been commissioned – Mariner's Guide to the Gippsland Lakes and an Official Visitor Guide. Content creation is in progress with both guides due for release ahead of the 2022 peak tourism season.

Top Tourism Towns Awards

Council coordinated the applications of four East Gippsland towns into the Victorian Top Tourism Town Awards with Lakes Entrance acknowledged as a finalist on both occasions and award runner up in 2021.

Eco-Destination

A series of nature-based tourism forums and a regenerative tourism workshop were embraced by over 150 tourism and community stakeholders as part of our commitment to obtaining Eco-Destination Status (globally recognised benchmark). Ten tourism business have the opportunity to become fully EcoTourism Accredited. The EcoDestination and EcoTourism Accreditation programs were funded through a bushfire recovery focused partnership between EcoTourism Australia, the World Wildlife Fund and a collaborative approach led by East Gippsland Shire Council with Parks Victoria, GLaWAC, DELWP and Destination Gippsland with the region's final audit due September 2022.

Tourism Opportunity Plans

Community consultations were held in the Cann Valley, Buchan and Errinundra to Snowy districts, with community members participating in discussions with an independent industry expert regarding potential tourism opportunities for their regions. Three Tourism Opportunity Plans (TOPs) were then developed with each community identifying their top three projects for priority delivery. The TOPs outline a range of initiatives aimed at increasing the length of visitor stay in the district, along with higher visitor spend levels. They also offer an immediate starting point and highlight a good mix of community-local operator driven initiatives along with some which require the involvement of Council and key recovery stakeholders.



Research and Insights

Since the bushfires Council has invested in a suite of data platforms for insights to better inform decision making. These include, SpendMap (which tracks credit card spending and dissects data in several ways for analysis), Localis (which aggregates online booking in real-time with both retrospective insights and forecasting capability, as well as mobility tracking to determine source of origin, length of stay and visitor analysis for more targeted marketing and effective campaign spending).

In direct response to the community's business recovery priorities Council researched industrial land availability in Mallacoota. Several potential sites have been identified and further investigation is required to determine viability of the options.

The Road Ahead

Continued effort is required to support the region's diverse business sectors with future resilience planning, business capability strengthening and progressing key priorities from Council's newly developed Economic Development Strategy.

With the national economy forecast to tighten in 2022-23 due to inflation and the rising cost of living, maintaining focus on East Gippsland's business sustainability and fostering strong community and business to business support for purchasing locally will be essential in the immediate short-term.



Culture and Healing

Aboriginal Culture and Healing

BRV are working to embed self-determination into processes for Aboriginal community-led outcomes. This work is resulting in a new, collaborative, and authentic approach between Aboriginal communities and government. Together with the Aboriginal community, BRV and other recovery partners are highlighting the importance of community-led outcomes, for not only Victorians but all Australians.

Outcomes/Recovery Aspirations:

- » Aboriginal people's unique experiences of trauma is addressed, and healing supported
- » Recovery and resilience of the whole community are strengthened through Aboriginal culture, knowledge, traditions, and connection to country
- » Aboriginal communities have increased capability to lead recovery and healing

Strategy development

A state-wide Recovery Plan for addressing the needs of Aboriginal community in bushfire recovery is in development to provide consistency, greater oversight and better alignment with broader disaster responses. The Recovery Plan will outline the process to enable Aboriginal people informing and designing their recovery outcomes. BRV have engaged the Federation of Victoria Traditional Owners Group (FVTOC) to lead appropriate and tailored consultation and strategy design that meets the needs of Aboriginal Victorians impacted by the bushfires - utilising their vast network of community contacts through its membership and subsidiary enterprises. The FVTOC will understand what is available right now for community, where are the gaps of current responses of government and how best to assert Aboriginal self-determination into bushfire recovery as a fundamental requirement.

Development of a Recovery Plan will provide the foundation for recovery to address issues including:

- » lack of appropriate engagement, trauma informed service design that considers the devastating generational impacts,
- » Victorian government commitment to Aboriginal self-determination and cultural safety,
- » acknowledge and honour Aboriginal communities' deep connections land, flora, fauna for healing.

For further information on Aboriginal Culture and Healing recovery progress and to read Stories of Bushfire Recovery visit [Bushfire recovery progress - Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/bushfire-recovery-progress).



Funding

- » The 2021-2022 Aboriginal Culture and Healing Community Grant Program valued at \$4M was launched 24 November 2021, assessment is underway, the ask is \$3.3 million for nine projects.
- » Bushfire recovery grants for Aboriginal communities 2020-2021 To date, \$3,679,108 has been released to eight Aboriginal organisations to support their communities' recover from the 2019-2020 Bushfires from a \$4.197 allocation. The organisations utilised the funding to undertake a range of Aboriginal cultural heritage and Aboriginal community support programs. Two of the eight funded projects have since completed their activities, due to short-term outputs. The remaining six projects are due to complete by 31 December 2021, and two will end by 31 July 2023.
- » Community Mitigation and Crisis Management (ACMCM) 2021-2022 The Minister has awarded \$2,764,034 to seven Aboriginal organisations to undertake bushfire mitigation and planning activities as well as building infrastructure upgrades, BRV in the process of issuing funding agreements

Future Priorities for East Gippsland

- » Ensuring Aboriginal Communities voices are leading in recovery management solutions, creating an environment for Cultural exchange
- » Building reconciliation practices into everyday work.
- » Cultural Awareness in building capacity, knowledge, confidence and understanding within East Gippsland, enabling, encouraging individuals/communities to engage confidently with Aboriginal stakeholders and community in the region:
- » Provide opportunities to strengthen networks and relationships with key stakeholders
- » Develop the Reconciliation Action Plans with Council.
- » Coordinate & support regional ACCOs/ACCHOs to deliver funded recovery projects



From Bushfire Recovery Grants for Aboriginal Communities

Appendix A

Local Economic Recovery Grants Round 1 - \$3.483M

East Gippsland Community Resilience and Development Program (Stage One) - \$1,043,955	Nowa Nowa Boat Ramp Jetty Upgrade \$75,000
Omeo Rodeo Grounds upgrade - \$341,600	Revitalising Livingstone Park – Omeo's Centrepiece - \$924,690
Buchan & Gelantipy community connection and resilience through our facilities - \$118,127	Tambo Crossing Community Facility - \$426,048
Triangle Park (Marlo) Playground Upgrade - \$115,000	Genoa Tennis Courts Upgrade - \$184,617
Swan Reach Netball Court Repair and Upgrade - \$114,688	East Gippsland Children with Additional Needs Working Group - \$140,000

Local Economic Recovery Regional Economic Stimulus Program \$17.802M

Buchan - Streetscape and Local Link Improvements. \$2,800,000	Bruthen - Streetscape Enhancements \$1,010,000
Lakes Entrance Old Slipway Activation \$562,000	Omeo Livingston Park \$4,372,000
Committee for Gippsland Inc: GROW Gippsland - Bushfire Recovery Business Procurement Support \$500,000	Destination Gippsland: Dark Skies Trail - \$267,000
Sailors Grave Brewing - Dune Town \$2,350,000	Mallacoota Abalone Limited: Rebuild Value Add of Mallacoota Abalone Limited Processing Facility Expansion - Stage 2B \$3,000,000
Riviera Nautic Jetties Redevelopment \$190,000	Tambo Valley Honey: Tambo Valley Honey Shop \$400,000
Metung Hot Springs \$1,500,000	Workways Australia Limited: Envite Environment - Training and Skills for Bushfire Economic Recovery \$851,600

Local Economic Recovery Grants Round 2 \$9.153M

All Abilities Upgrade to improve visitor experience – Lakes Entrance Recreation Reserve \$402,125	Cultural Journey and Community healing – Moogji \$362,000
Bruthen Recreation Reserve Facilities Upgrade \$1,067,000	East Gippsland Mobile Play2Learn to support bushfire recovery \$432,549
Construction of accessible canoe launch and signage Buchan, Gelantipy and Districts \$40,250	East Gippsland Rail Trail Surface Upgrades - \$1,500,000
Goongerah Support - \$87,260	Mallacoota Golf Course Redevelopment Project \$1,889,357
Major Upgrade – Mallacoota Hall - \$818,000	Marlo Community Hall Upgrade - \$336,600
Rebuild of Mallacoota Pony Club Facility \$296,000	Swifts Creek Recreation Reserve Upgrade \$1,922,196

Grant funding - Black Summer Grants

Internally Displaced People: 2019-20 Bushfires, an iterative analysis East Gippsland VIC \$671,872	Pottery/Sculpture Open Art Studio Space East Gippsland VIC \$43,091
The Buchan Caves Hotel Emergency Generator East Gippsland VIC \$73,888	Safe, Healthy and Resilient Communities – Emergency Preparedness East Gippsland VIC \$448,912
Mallacoota Emergency Services Facility East Gippsland VIC \$2,570,000	Bairnsdale Airport Runway Upgrade East Gippsland VIC \$9,962,715
Mallacoota Bowling Club Community Hub East Gippsland VIC \$85,000	East Gippsland Hub for Learners East Gippsland VIC \$420,500
Emergency Telecommunications Installation in Remote Tamboon East Gippsland VIC \$209,195	Emergency Telecommunications Installation in Remote Bundara Valley East Gippsland VIC \$202,056.00
Claim the Past - Recover the Future East Gippsland VIC \$1,051,951	Omeo Golf Club Upgrade Project East Gippsland VIC \$128,780
Embedding resilience in community fire response East Gippsland VIC \$299,524	Mallacoota Mudbrick Pavilion Upgrade East Gippsland VIC \$493,628
Construction of the Gippsland Agricultural Recovery and Resilience Center East Gippsland VIC \$984,650	Swifts Creek Community Hall Upgrade East Gippsland VIC \$878,040
East Gippsland Community Bus Project East Gippsland VIC \$89,236	Miva Miva accessible cottages for the frail impacted by the bushfires East Gippsland VIC \$2,150,000
After the fires: Supporting communities to recover and build resilience East Gippsland VIC \$570,864	Development of a Community Bushfire Defence and Response Facility East Gippsland VIC \$91,283
East Gippsland Timber Milling Project East Gippsland VIC \$520,560	Orbost Tennis Club/Community Hub East Gippsland VIC \$324,266
Connection breeds resilience - farmers breakfast and workshops. East Gippsland VIC \$32,000	Community-led recovery & resilience through music in Far East Gippsland East Gippsland VIC \$456,480
Swifts Creek Bush Nurse Centre Recovery East Gippsland VIC \$158,126	Operation Phoenix - The rebuild of the Mallacoota Gun Club - Stage 2 East Gippsland VIC \$276,277
Mount Taylor Mountain Bike Park Skills Park and Facilities Improvements East Gippsland VIC \$360,030	Twin Rivers Community Hub / Men's Shed Association Building Project East Gippsland VIC \$150,000
Omeo Recreation Reserve Netball & Tennis Court Upgrade East Gippsland VIC \$659,000.00	Outward Bound Snowy River Base Camp and 'Recalibrate' Program Development East Gippsland VIC \$443,375
Cann River- Mick Baum Park Skate Park Redevelopment East Gippsland VIC \$561,000	Raymond Island Community Hall Extension East Gippsland VIC \$146,800
Creating a vibrant community hub - upgrading Lake Tyers Beach Hall. East Gippsland VIC \$400,000	Bemm River Footpath Development East Gippsland VIC \$1,027,253
Music Changes Lives for the Better: Building Community Sense of Belonging East Gippsland VIC \$318,546	Mallacoota & District Tool Library Project East Gippsland VIC \$124,899
Club Terrace Community Facility Project East Gippsland VIC \$751,250	Online psychology and financial counselling in bushfire affected regions multiple LGAs \$389,250
Lending a Legal HAND: Helpful Advice following Natural Disaster multiple LGAs \$285,696	Community-led bushfire recovery response for children and families multiple LGAs \$5,610,000
Culture Hub - Art, Stories and Culture Project multiple LGAs \$55,000	

Contact us

Telephone

Residents' Information Line: 1300 555 886 (business hours)

Citizen Service Centre: (03) 5153 9500 (business hours)

National Relay Service: 133 677

Post

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Bairnsdale 3875 Australia

Fax (03) 5153 9576

Web www.eastgippsland.vic.gov.au

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In person

Bairnsdale: 273 Main Street

Lakes Entrance: 18 Mechanics Street

Mallacoota: 70 Maurice Avenue

Omeo: 179 Day Avenue

Orbost: 1 Ruskin Street

Paynesville: 55 The Esplanade

Outreach Centres

Bendoc Outreach Centre - 18 Dowling Street

Buchan Resource Centre - 6 Centre Road

Cann River Community Centre - Princes Highway

East Gippsland Shire Council

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Residents' Information Line: 1300 555 886

ABN: 81 957 967 765

Authorised by General Manager Place and Community

Conflict of Interest

Officers preparing this report have no conflict of interest to declare.

Executive Summary

Council has led a thorough co-design process to prepare a draft East Gippsland Economic Development Strategy, 2022-2032 (draft Strategy) for our community. The draft Strategy builds on the Community Vision – 2040 adopted by Council in 2021.

There are two primary outputs from this co-design process:

Firstly, an overarching economic vision and strategy for our region: The draft East Gippsland Economic Development Strategy, 2022-2032 (refer **Attachment 1**).

Secondly, a 4-Year Council Action Plan (the draft Action Plan) which will provide a detailed focus on the Council's investment, planning, facilitation and coordination of activities over the next 4 years.

The draft Strategy links to the Community Vision for East Gippsland and reflects the Shire's robust economic drivers, both current and prospective, and acts as a coordinator of the economic development efforts of a range of stakeholders inside and outside of the Council. The draft Strategy takes a long-term perspective, that is, 10 years, and is intended as a strategy that all stakeholders in East Gippsland can get behind and contribute to the outcomes.

The draft Strategy sets out the ten-year aims for economic development in East Gippsland as follows:

- Be Bold;
- Be Open and welcoming;
- Deliver Universal economic outcomes;
- Generate New income-earning opportunities;
- Be Collaborative to deliver; and
- Think Ecologically to protect and enhance the environment.

The draft Strategy builds on the inherent strengths of the East Gippsland economy and identifies nine priority focus Areas:

1. Fostering business;
2. A high value and sustainable food and fibre sector;
3. A unique and compelling tourist destination;
4. An economy for young and future generations;
5. Digitally connected;
6. Arts, culture, and heritage;
7. Attractive place to live;
8. Climate leaders; and
9. A Circular Economy.

The draft Strategy represents an exciting roadmap for the next phase of East Gippsland's economic development and the prosperity of our communities. The draft Strategy is presented for Council's consideration and adoption.

The draft Action Plan will be presented to Council for endorsement at a forthcoming Council Meeting.

Officer Recommendation

That Council:

- 1. receives and notes this report and all attachments pertaining to this report; and***
- 2. adopts the draft East Gippsland Economic Development Strategy, 2022-2032 provided at Attachment 1.***

Background

Approach to developing the draft Strategy

Council has led the development of the draft Strategy for its community, which includes both an overarching 10 year draft Strategy for East Gippsland, and secondly a 4 year Action Plan for Council.

The project was undertaken with strong stakeholder involvement, with the aim to genuinely engage stakeholders in East Gippsland's economic future, including groups not ordinarily involved in these conversations. This was a deliberate choice to ensure diversity in insights and a breadth of strategy consistent with Council's ambitions.

A "co-design" model was put forward by *SGS Economics and Planning* and selected as the best model to apply on this important process, which engaged extensively with both government, industry and a diverse group of stakeholders. The co-design model had two benefits:

- Firstly, it leads to crucial stakeholders being involved in a deep and meaningful way to shape the East Gippsland Economic Strategy with Council while it is being drafted, not as reviewers of a finished document; and
- Secondly, co-design acknowledges that Council is an enabler but is not equipped to implement all the actions needed to transform East Gippsland's economy into the future. Council needs partners and the energy of relevant government and industry partners to develop and implement this strategy. The co-design process builds these essential partnerships.

The draft Strategy was built and refined via ongoing engagements with many stakeholders this included:

- A co-design forum held in the Shire in October 2021, with over 50 local groups, businesses and individuals who will have a role to play in the future of the economy;
- Background economic analysis on the drivers, enablers and sustainers of economic development, including 25 direct stakeholder interviews; and
- Two focus groups were also heavily involved in the drafting process, and provided feedback throughout the process, reviewing multiple draft documents.

The output of this process is a rigorous economic analysis but also a clear licence from stakeholders. The draft Strategy is innovative and practical and delivers priorities for the short, medium and long-term that are targeted, realistic and achievable. Moreover, it will be a Strategy that Council can drive with confidence, knowing that stakeholders have been involved throughout its development.

The draft Strategy

The draft Strategy identifies “community outcomes”. These include long term measures and annual strategic indicators of success. These are community outcomes, sought by Council and other partners, working together to achieve success for the region. Typically, they will not be directly attributable to the actions of Council or any other single organisation but are the result of our combined effort.

In contrast the draft Action Plan presents largely “output” related targets, where a specific Action has a related and specific output to identify if Council has achieved our goals.

At the highest level, the nominated targets and focus areas have been aligned with the United Nation’s Sustainable Development Goals (UNSDGs) and are also aligned with the Council Plan and other Council Strategies. This alignment to the UNSDGs ensures that the Strategy is multifaceted and recognises the inter-relationships in the drivers of sustainable development and is consistent with best practice globally.

In developing this draft Strategy, we have also drawn from the community engagement undertaken to inform the Council Plan 2021- 2025, the Community Vision 2040, Place Plans and Community Recovery Committee plans.

The draft Strategy is also aligned with the *East Gippsland Community Health and Wellbeing Plan (in development)*, and the *East Gippsland Environmental Sustainability Strategy 2022-2032*.

Although the three documents ‘speak to’ and complement each other with some similarities, the actions and measures in each strategy will be tailored to the theme addressed by each.

Importantly, the draft Economic Development Strategy identifies nine priority Focus Areas as outlined above.

The Focus Areas are expanded upon in the body of the draft Strategy and are linked back to the Council Plan and UNSDGs.

Legislation

As of 1 July 2021, all provisions of the *Local Government Act 2020* commenced. Some provisions of the *Local Government Act 1989*, that have not been repealed, will remain applicable until such time as they are revoked.

This report has been prepared in accordance with *Local Government Act 2020, Part 2* Section 9.2.C from the Act: *Overarching Governance Principles and Supporting Principles*.

The implications of this report have been assessed and are not considered likely to breach or infringe upon the human rights detailed in the Victorian Government’s Charter of *Human Rights and Responsibilities Act 2006*.

In preparing this report the Victorian *Gender Equality Act 2020* has been considered. The implications of the report have been assessed and are compliant with the obligations and principles of the *Gender Equality Act 2020*. The need for a Gender Impact Assessment has also been assessed. The implications of this report have been assessed and align with the principles and objects of the *Gender Equality Act 2020*.

Collaborative procurement

Not required.

Council Plan

This report has been prepared and aligned with the following strategic objectives set out in the Council Plan 2021-2025:

Strategic Objective 2: 2.1 Statutory and strategic planning for land use delivers sustainable outcomes that balance the need for growth with the enhancement of our lifestyle, character, the built and natural environment.

Strategic Objective 4: 4.1 Leadership enables economic prosperity, investment, recovery, resilience and growth.

Strategic Objective 4: 4.2 Collaboration amongst key partners is facilitated to improve pathways for education and skills training.

Strategic Objective 4: 4.3 Council's work with stakeholders fosters entrepreneurship and new business opportunities, particularly with communities facing change.

Strategic Objective 4: 4.4 Targeted information and streamlined approvals and processes make it easier for business to invest.

Strategic Objective 4: 4.5 Tourism sector investment is sought in business capability, product development and experience to meet the changing needs of domestic and international markets.

Strategic Objective 4: 4.6 East Gippsland's natural strengths in agriculture and natural resource-based industries are enhanced to increase value, employment, sustainability and resilience.

Strategic Objective 5: 5.2 Strong relationships with government, partners and stakeholders are maintained and strengthened to advocate for the community.

Council Policy

The draft Strategy will operate as one of three key strategies/plans supporting the Council Plan. The others being the Environment Sustainability Strategy (adopted) and the Municipal Health and Wellbeing Plan (framework adopted).

Options

For Council consideration.

1. Proceed with endorsement of the draft Strategy as attached;
2. Recommend further refinement prior to endorsement; or
3. Choose not to endorse the draft Strategy.

Resourcing

Financial

The financial implications of this proposal have been considered and there are no additional financial resources required directly as a result of this report.

Further advice will be provided regarding the implementation approach as part of presenting the draft Action Plan for endorsement and there may be resource implications associated with this.

Note that the balance of the Economic Development Discretionary Fund is available for allocation by Council to support implementation of the Strategy.

Plant and equipment

The plant and equipment implications of this proposal have been considered and there are no additional plant and equipment requirements as a result of this report.

Human Resources

The human resource implications of this proposal have been considered and there are no additional human resource implications directly as a result of adopting this report. Further advice will be provided regarding the implementation approach as part of presenting the draft Action Plan for endorsement and there may be resource implications associated with this.

Risk

The risk implications of this proposal have been considered and there are no additional risk implications as a result of adopting this report.

Economic

The economic implications of this proposal have been assessed and there are positive economic outcomes as a result of adopting the draft Strategy.

Social

The reports presented have been established in alignment with the *Municipal Health and Wellbeing Plan* (in progress), with the social and community implications of the reports having been assessed and there are positive outcomes as a result of adopting this report. In particular, the draft Strategy has been developed with a view to seeking equitable outcomes across the East Gippsland community.

Gender Impact Statement

The draft Economic Development Strategy has considered the *Gender Equality Act 2020* in its preparation. The draft Economic Development Strategy and draft Action Plan have been assessed as not requiring a Gender Impact Assessment (GIA).

Environmental

The reports presented have been established in alignment with the *Environmental Sustainability Strategy*, with the environmental implications of the reports having been assessed and there is no risk to the environmental as a result of adopting this report.

Climate change

This report has been prepared and aligned with the following Climate Change function/categories:

- Adaptation Planning: Comprehensive adaptation measures exist and include responses to direct and indirect impacts of climate change;
- Community Risk: Climate change is considered as a community risk and includes responses to direct and indirect impacts; and
- Greenhouse Gas Emissions: Consideration has been given to reduce GHG emissions.

Engagement

The project was undertaken with strong stakeholder involvement, with the aim to genuinely engage stakeholders in East Gippsland's economic future, including groups not ordinarily involved in these conversations.

The draft Strategy and Action Plan were built and refined via ongoing engagements with many stakeholders this included:

- A co-design forum held in the Shire in October 2021, with over 50 local groups, businesses and individuals who will have a role to play the future of the economy. Participants identified the policy priorities to best meet Council's aim to create "A thriving and diverse economy that attracts investment and generates inclusive local employment", Council Plan.

A final 'Closing the Loop' forum for original co-design participants to share the draft Strategy and demonstrating how their input has informed the process was held on the 23 June 2022.

- Background economic analysis on the drivers, enablers and sustainers of economic development incorporated direct input from stakeholder interviews with service providers across key industry sectors (16), and major businesses from across the region (10). The outcomes of these are contained in the following reports previously provided:
 - Stakeholder Consultation Report; and
 - East Gippsland Economic profile background Report.

Additionally, there was ongoing dialogue with two distinct Focus Groups throughout the development and review of these documents. The first Focus Group were drawn largely from traditional industry sectors, whilst the second was drawn from less-traditional, niche and emerging industry sectors. These groups provided input and context from their areas of interest and expertise.

A final round of engagement with various individuals and groups was held in mid-2022, this included:

- *Distribution of the draft documents to the CEOs and MDs group in June 2022;*
- Distribution of drafts and presentation to Councils Agriculture Sector Advisory Committee in June and August 2022;
- Presentation of draft Strategy to EGMI in July 2022; and
- Distribution of draft documents in July 2022 to other key stakeholders, including RDV, BRV, LVA, GLAWAC, GELLEN, BTA's and Chambers, East Gippsland Art Gallery, Food and Fibre Gippsland, Youth Ambassadors and others.

The draft Strategy, which included reference to actions Council could perform, was made available to the public for 8 weeks from mid-June to early August 2022. The "actions Council could do" were those included in the draft Action Plan at the time. The documents were also distributed to Business and Tourism Associations and Chambers of Commerce at the same time, with an offer to present to them.

We received written feedback from 18 parties, with half coming from partner agencies and half from industry members. The feedback from both agencies and industry was generally supportive, with feedback usually being aligned to the industry sector or agencies' interest.

The feedback led to no significant changes of direction. Most feedback added value to the existing document by refining the wording and suggestions, to including additional commentary.

The one theme that arose was about how Council will ensure the plan is delivered and monitored. As a result of this feedback there is some additional content added and some expanded sections. Some of the key changes include:

- Expansion on "the partners for delivery" section;
- Inclusion of "Strategic indicators"; and
- Inclusion of statement about coordinating role of Council.

Attachments

1. 10 Year East Gippsland Economic Development Strategy [5.3.4.1 - 44 pages]

East Gippsland Economic Development Strategy, 2022 - 2032

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Mayor's Message

Executive Summary

East Gippsland has considerable opportunities for growth in economic prosperity based around both strong existing industries such as agriculture, tourism and hospitality and health care services, as well as growth and maturation of emerging industries such as arts, culture and heritage and education. In addition, leveraging niche outcomes from traditional strengths i.e. specialised food processing, niche tourism sectors and high-tech manufacturing will further strengthen the economy.

The Economic Development Strategy 2022-2032 builds on East Gippsland's Community Vision 2040, it is the key regional economic policy document aimed to achieve high levels of economic prosperity for our region. Inclusive economic prosperity is a critical enabler of the quality of life we desire in East Gippsland and a range of community outcomes.

The Strategy outlines East Gippsland Shire Council's role under nine (9) Focus Areas.

The objectives for each of the Focus Areas are designed to work toward the East Gippsland Community Vision 2040 and demonstrate the strategic direction and contribution of Council.

Implementation requires collaboration and shared ownership. Council sought assistance from SGS *Economics* to undertake the development of the Strategy using a co-design process engaging two focus groups, one group focused on community wealth and the second group focussed on traditional economic wealth drivers. The process also included 27 stakeholder interviews, and a co-design forum attended by 50 participants from various industries and interest areas.

The Strategy has been developed to address challenges and harness opportunities across the municipality. It also demonstrates alignment with the United Nations Sustainability Development Goals (SDGs).

Focus Areas are the areas that have been deemed to be of most influence in meeting the aims and targets of the Strategy. Either as strengths to build on, or as areas for improvement to enable or sustain economic prosperity.

These initial focus areas were then confirmed, expanded and then prioritised in a community co-design forum. The 9 focus areas are:

1. Fostering business
2. A high value and sustainable food and fibre sector
3. A unique and compelling tourist destination
4. An economy for young and future generations
5. Digital skills and connections
6. Arts, culture and heritage
7. Attractive place to live
8. Climate action leaders; and
9. A circular economy.

Each Focus Area is further defined by several strategies that will help us to move towards delivering on the vision.

Progress in delivering on the strategic outcomes will be reported to both Council and the community periodically.

A complementary Council Action Plan has also been developed to ensure guidance for Council planning.

Acknowledgement of Country

East Gippsland Shire Council acknowledges the traditional custodians of this land, the Gunaikurnai, Monero and Bidawel people and their enduring relationship with country. The people of the rivers and the hills have walked these lands for thousands of years as well as today, and we pay respects to the Elders past, present and emerging.

Council aspires to strengthen our partnerships and supports Aboriginal participation in management processes for land and natural resources. We recognise Australia's rich cultural heritage and aim to encourage integrated decision making now and in the future.

Introduction

Background and Purpose

East Gippsland Shire Council led the development of the Economic Development Strategy 2022-2032 for its community.

There are two primary outputs included in the Strategy.

Firstly, an overarching **Economic Development Strategy for East Gippsland**, and secondly a **Four Year Action Plan for the Shire**.

The Strategy reflects the Shire's robust economic drivers, both current and prospective, and acts as a spontaneous co-ordinator of the economic development efforts of a range of stakeholders inside and outside of Council. This product takes a relatively long-term perspective, that is, 10 years.

The *Four Year Action Plan, (Addendum to the Strategy)* has a sharper focus on Council's investment, planning, facilitation, and marketing activities.

Approach to the task

A nuanced understanding of local economic development was required beyond the so-called *tried and true* models of the past decade. Economic development in East Gippsland can, and should be about attracting globally oriented firms, but it also has to be inclusive and cross-sectoral. It must build and sustain grassroots business strength and develop strong local supply chains locking wealth into the Shire.

At the core of the project was a spine of stakeholder involvement. The aim was to genuinely engage stakeholders in East Gippsland's economic future. Groups not ordinarily involved in these conversations were engaged deliberately to ensure the diversity of insights and in recognition that economic development needs to benefit the whole community.

Co-design is an important policy development process that is used extensively by government and industry. To co-design means to design in a collaborative way with key stakeholders.

Co-design has two benefits:

- Firstly, it leads to crucial stakeholders being involved in a deep and meaningful way to shape the East Gippsland Economic Strategy with Council while it is being drafted, not as reviewers of a finished document.
- Secondly, co-design acknowledges that Council is an enabler but is not equipped to implement all the actions needed to transform East Gippsland's economy into the future. Council needs partners and the energy of relevant government and industry partners to

develop and implement this strategy. The co-design process builds these essential partnerships.

The Strategy is built upon the information gleaned from a co-design forum held in the Shire in October 2021, with over 50 local groups, businesses and individuals who will have a role to play the future of the economy. Participants identified the policy priorities to best meet Council's aim to create *"A thriving and diverse economy that attracts investment and generates inclusive local employment"*, *Council Plan*.

Other inputs in drafting this strategy include a background economic analysis on the drivers, enablers and sustainers of economic development, including 25 direct stakeholder interviews. Two focus groups were also heavily involved in the drafting process.

The nominated targets and focus areas have been aligned with the United Nation's Sustainable Development Goals (UNSDGs), ensuring that the strategy is multifaceted and recognises the inter-relationships in the drivers of sustainable development and consistent with best practice globally.

The strategy that emerged from this process has the hallmarks of rigorous economic analysis but also carries a clear licence from stakeholders. The aim was to generate a strategy and action plan that are both innovative and practical and deliver priorities for the short, medium and long-term that are targeted, realistic and achievable. Moreover, it will be a strategy that Council can drive with

confidence, knowing that stakeholders have been in the

room during its development.

Structure of the Strategy

Councils strategic planning framework shows how Our Community Vision 2040 will be delivered through the Council Plan, the Budget and other Council Plans and Strategies.

The Council Plan outlines the strategic agenda for Council during its term that have a dynamic relationship with

mandated plans, (i.e. Municipal Strategic Statement / Municipal Public Health and Wellbeing Plan) and other major Strategies such as the Economic Development Strategy and Action plan.

How the strategic plans fit together

In developing this Strategy, we have drawn heavily from the community engagement undertaken to inform the Council Plan 2021- 2025, the Community Vision 2040, Place Plans and Community Recovery Committee plans.

Strategic Objective 4 of the Council Plan is:
“A thriving and diverse economy that attracts investment and generates inclusive local employment”.

To deliver the overall Council Plan, Council has three key strategies themed around the triple bottom line principles of sustainable development:

- 1. Environmental Sustainability Strategy – 10- year horizon;
- 2. Economic Development Strategy – 10-year horizon; and
- 3. Health and Wellbeing Strategy – 4-year horizon.

These Strategies are community-facing and set Council’s strategic direction for a diverse range of services and support the work of external agencies and our community.

The interdependence between these three Strategies is recognised, they are important tools for delivering the Community Vision.



Whilst there may be some similarities between the goals of these three Strategies, the actions and measures will be tailored to the sustainable development theme addressed by each. These Strategies have been developed to ensure they complement each other.

Each goal has several strategies and targets that sit behind it. Recognising this is a high-level Strategy, four-year action plans will be developed to guide implementation.

The Local Economy

Economic development typically refers to growing a local economy. This means growth in economic activity such as more exports of local produce or manufactured products, or more visitors spending money on tourist accommodation.

Growth, in turn, allows businesses to invest in new equipment, hire more people and pay higher wages. Greater economic activity also means higher government revenues and more money to spend on more and better quality services for the community.

Economic development enables a higher standard of living for people in East Gippsland.

The East Gippsland Shire's Gross Regional Product (GRP) is estimated at \$2.66 billion, generated by around 4,400 local businesses and 16,539 workers.

While East Gippsland is well known for its agricultural production and natural resources, health care and education also make considerable GRP contributions. Manufacturing, construction and retail trade also make significant contributions to economic value-added.

Exports are a major player in economic performance and prosperity.

Exports refer to products or services traded to anyone outside of East Gippsland, to the rest of Victoria, Australia or internationally. This is 'new' money for the Shire. Income injected into the local economy creates a multiplier effect as exporting firms draw on local suppliers and workers to meet the demand from external customers.

East Gippsland's largest industries in terms of export value are agriculture, forestry and fishing, and manufacturing, followed by accommodation and food services (tourism).

A core aim for economic development is to increase the value of exports while reducing leakages of money back out of the Shire. Leakages occur when businesses and residents import goods and services from outside the Shire, and this dampens the multiplier effect.

East Gippsland currently sources \$1.4 billion worth of imports per annum from outside the LGA. Therefore, a small reduction in leakages would trap significant value in the local economy.

Economic growth has been an issue for East Gippsland over recent times.

East Gippsland has been hit by a series of shocks to the economy, including drought, the closure of the native timber industry, the 2019-20 Black Summer Bushfires and COVID-19, alongside broader trends of restructuring in the Australian economy impacting employment in the agriculture and manufacturing sectors.

Understanding how well a local economy functions also goes beyond gross domestic product (GDP) growth measures and the number of jobs.

A well-functioning economy also needs to include a just distribution of wealth and opportunity across all communities, the provision of life's essentials (such as housing, education, healthcare, a political voice), and must be managed with environmental considerations to allow for a stable climate and healthy ecosystems.

There are areas of significant disadvantage across the Shire, with unemployment in disadvantaged groups and young people a concern. Inclusive economic development needs to respond to these challenges.

At the time of writing, the Gippsland region had the highest rate of youth disengagement of all Victorian regions. Young people in Gippsland are also more likely to be engaged in insecure work in the tourism, retail and hospitality industries.

Businesses are also struggling to find suitable candidates to employ. The workforce participation rate of 49 per cent in 2021 for East Gippsland is also concerning, as it is much lower than the participation rate across Victoria (63%).

The low participation rate shows that many thousands (2,392 since 2014) of people in East Gippsland have left the labour force, indicating a high number of discouraged workers and high number of retirees.

A lack of housing for both key workers and other residents is another economic challenge for the Shire.

The environment and landscapes of East Gippsland are major economic assets that have supported the agriculture, forestry and fishery sectors for decades.

The natural assets of the Shire, including its alpine, coastal, and inland lake landscapes continue to be a draw for tourists. This can continue, but work is required to mitigate

and adapt to climate change, variability and manage natural hazards. There is opportunity for greater focus on regenerating nature to support economic production and reduce impacts through initiatives to develop a more circular economy, with reduced carbon footprint.

As various industries evolve, change, adapt and grow, the economic make-up of the Shire and how businesses operate will continue to change. Digital disruption, technology adaptation, hybrid work combining time in the office with remote work, climate change, and many more macro trends will continue to provide challenges and opportunities to the local economy. The local economy needs to adapt and adjust to these future movements in a flexible and dynamic manner.

The changes in the economy necessitate planning for an economy for the 21st century and beyond. While the economy's structure is grounded in the dominant industries of the mid-twentieth century, notably primary production and tourism, it is important that planning for the next phase build on inherent strengths and build towards opportunities that breathe life into these industries and the economy.

This requires new thinking and consideration of digital technology, the arts and creativity, the impact of climate change and renewed economic models, including community wealth building and circular economy. Such a paradigm shift requires embedding social compacts and environmental stewardship at the core of economic value.

Stakeholder sentiment

The local community and business (big and small) are the heart and soul of the local economy.

Community and businesses provided valuable input into developing this Strategy through approximately 30 face-to-face interviews, focus group workshops and a community co-design forum.

A broad approach to consider how an economy can be developed was discussed with stakeholders. Growing an economy requires identifying and supporting growth and emerging industries.

Still, a host of other factors are critical to enabling economic development and sustaining it for ongoing prosperity and an inclusive economy that meets the needs of local residents.

To develop economic policy, it is paramount to understand what drives the economy, how the development of driver industries is enabled, and how economic development will be sustained for the long term.

Economic drivers are the regionally or world competitive sectors that draw export income into East Gippsland. Stakeholders identified food growing and production as the Shire's biggest industrial asset, with many opportunities available to the Shire for development.

Tourism was also regarded as a strength. Manufacturing, health care, education, retail, and hospitality were also regarded as providing economic value.

Forestry is a traditional strength but is contracting. How forest resources are used can provide another economic driver.

East Gippsland's natural environment and liveability were seen as the leading assets in terms of what enables economic development.

There is work to be done to improve transport infrastructure, digital technology, the supply of housing and industrial land and protect land for agricultural production.

The education system and pathways for young people were also regarded as needing support and improvement, as does the support offered to businesses to invest and innovate.

Stakeholders involved in the consultation process identified that the most evident weakness in the East Gippsland economy as undersupply of a skilled, engaged workforce for businesses to tap into.

Looking at what will sustain economic development, the community was regarded as a critical asset. But there is a definite need to improve the outcomes from economic development.

These outcomes include higher quality jobs with good wages, improved outcomes for East Gippsland's Aboriginal communities, and the economy's localisation to trap more wealth in East Gippsland.

Climate change, variability and environmental degradation pose significant risks to ongoing economic prosperity. Still, many stakeholders also reported the opportunities they saw from the transition to a low-carbon and climate-resilient economy.

The table below outlines the most promising opportunities for economic development and the blockers as identified by stakeholders in the local economy.

Table 1: Opportunities for Improvement as identified by stakeholders (ranked by most common response)

Strengths for economic development	Opportunities for improvement
<p>Leveraging the sustainable use of natural assets;</p> <p>Attract new residents with skills, high discretionary spending habits and a desire for regional living;</p> <p>Strengthen the visitor and events offering;</p> <p>Market and promote the region and create a unique identity differentiated from other regions;</p> <p>Opportunity to expand and improve planning processes and strategy, regulation, and land management to support economic development;</p> <p>Developing the local food and fibre sector;</p> <p>Increasing local skills and training opportunities;</p> <p>A leader in climate change adaptation and mitigation and environmental stewardship;</p> <p>Developing business relationships and a culture of mentoring and innovation;</p> <p>East Gippsland as region of locally and regionally connected, vibrant and unique small towns;</p> <p>Developing local arts, cultural and heritage assets;</p> <p>Digital skills and processes and productivity improvements in manufacturing and agriculture;</p> <p>Health and aged care;</p> <p>Develop new opportunities in emerging and non-traditional industries;</p> <p>Develop local renewable energy and power grids;</p> <p>Transport and logistics infrastructure upgrades to improve connectivity to the rest of Victoria and NSW;</p> <p>Leveraging local industry strengths for growth and diversification ;</p> <p>Shortening supply chains and value-adding to more local produce ;</p> <p>Make East Gippsland more open and welcoming to new opportunities and investment;</p> <p>Work with Traditional Owners to develop their own economic development efforts; and</p> <p>Develop circular economy processes within East Gippsland's industries.</p>	<p>There are worker shortages of all skill levels making it hard for businesses to fill positions;</p> <p>The availability of housing for all workers (skilled, unskilled, seasonal);</p> <p>There can be some avoidance of change and innovation and a shortage of business capacity to grasp opportunities;</p> <p>Digital connectivity blackspots;</p> <p>Trialling digital skills in some segments of the business community;</p> <p>Fragmented industry and business development efforts and lack of a unified vision;</p> <p>Transport and logistics infrastructure gaps;</p> <p>Alternative models of higher education and vocational education;</p> <p>The distance from Melbourne and between towns;</p> <p>Limited industrial land in some towns;</p> <p>A lack of Council and community resources to drive change;</p> <p>There are increasing costs of doing business, notably the cost of rental, insurance and materials. Energy costs also a worry for some businesses;</p> <p>The seasonality of key industries;</p> <p>Natural hazards and climate change;</p> <p>Population, farmer and business owner aging; and</p> <p>Lack of accommodation and visitor facilities.</p>

Vision and Aims

The community's vision for East Gippsland is:

"In 2040 our people, place, environment, and economy will be connected, in balance and resilient. Our unique and diverse communities will be accessible, inclusive, well connected and safe. We will value and care for each other and our natural environment. Our economy will support existing and emerging industries by being agile, innovative, and sustainable". East Gippsland Shire Council Plan 2021-2025

The community vision clearly calls for an economy that is resilient and provides benefits for local people. Local business strength, innovation and sustainability are other aims.

Therefore, growing the East Gippsland economy will go beyond simply trying to achieve better numbers in measures such as gross domestic product growth and the number of jobs.

A commitment to inclusive economic outcomes means attention not only to the quantity of economic growth and its impact on average living standards, but also to the distribution of that growth among residents. Inclusive economic growth underpins the community outcomes we value.

Economic development efforts will emphasise fostering the existing business community, focusing on the importance of place and growth from within, building on regional strengths. Economic development will extend to job quality, training and career pathways, innovation, economic inclusivity and local wealth building. This will ensure long-term, sustainable and inclusive growth.

Based on the community vision, the Council Plan and community contributions in co-design, the ten-year aims for economic development in East Gippsland are:

- Be **B**old
- Be **O**pen and welcoming
- Deliver **U**niversal economic outcomes
- Generate **N**ew income-earning opportunities
- Be **C**ollaborative to deliver; and
- Think **E**cologically to protect and enhance the environment.

The East Gippsland economy has had a challenging decade, but the above aims strive to **B.O.U.N.C.E** the East Gippsland economy out of recovery into a productive and exciting new decade.

The next phase of East Gippsland's economy must be built on its inherent strengths.

It must be bold and open to developing opportunities to breathe new life into the economy and generate new income and opportunities.

This also requires a move towards a far more holistic conceptualisation of a universal, collaborative, and ecological economy.

Table 2. East Gippsland B.O.U.N.C.E Aims and Key Targets

	<p>Bold</p> <p>The East Gippsland community will strive for economic transformation developing an innovative, creative, prosperous and sustainable regional economy</p> <p>2031 Target</p> <p><i>East Gippsland will move into the top half of Victoria LGAs on GRP per capita by 2031 (currently in the bottom third)</i></p>
	<p>Open</p> <p>The Council and the community will be welcoming and supportive of new ideas, businesses, and residents. We will be well connected to regional, national, and international markets physically and digitally.</p> <p>2031 Target</p> <p><i>The number of locally owned SMEs with a turnover over \$200k will increase from 1,781 to 2,390 (at 3% p.a.), and annual inward investment aligning with the objectives of the strategy will increase year-on-year</i></p>
	<p>Universal</p> <p>The economy of East Gippsland will support a diverse range of local businesses and good employment opportunities for all, underpinning community wellbeing.</p> <p>2031 Target</p> <p><i>The share of jobs that are full-time and provide above-average incomes against national benchmarks will increase year-on-year, and the number of towns/districts in the 20% most socio-economic disadvantaged in Victoria (as measured by ABS's SEIFA index) will fall from 50 out 123 areas in East Gippsland at present to only 10</i></p>
	<p>New income opportunities</p> <p>East Gippsland will foster entrepreneurship and innovation in new and existing industries creating new export products and services to inject new income into the local economy</p> <p>2031 Target</p> <p><i>Exports increases from \$1.7 billion per annum to \$2.2 billion (at 3% p.a.)</i></p>
	<p>Collaborative</p> <p>Economic transformation will be achieved by community, government and business stakeholders working together to drive economic development. The Economic Strategy will tie in with other strategies, including those focusing on health and well-being, the environment, industry and the arts, in a reinforcing way.</p> <p>2031 Target</p> <p><i>Increasing local business to business engagement measured by increasing Local Expenditure from 50.26% to 55% as a percentage of combined Regional Imports and Local Expenditure.</i></p>
	<p>Ecological</p> <p>East Gippsland will focus on developing a more contemporary world with sustainability at the heart of the economy. Economic growth will be climate-resilient, recognise limits on resource consumption, leverage and regenerate natural assets, and the transition to a low-carbon and circular economy will create local business and employment opportunities</p> <p>2031 Target</p> <p><i>East Gippsland will grow the number of businesses participating in the circular economy. The volume of organic waste to landfill will reduce by 90%, textile waste to landfill by 50% and other recyclable materials going to landfill by 90%. Annual decline in municipal emissions per dollar of GRP.</i></p>

Target alignment to the United Nations Sustainable Development Goals

This Strategy recognises that the pursuit of a sustainable economic future requires a holistic understanding of the social, environmental and economic landscapes that underpin regional well-being and prosperity.

To achieve this, the strategy has utilised the United Nation's 17 Sustainable Development Goals (SDGs) to develop a monitoring program, which will assist in supporting the ongoing assessment of the progress of the region in achieving the priorities and actions outlined in the strategy.

Council's inclusion of the SDGs in planning and reporting is aligned to the Australian Government's formal partnership of the United Nations Global Compact to deliver and measure national performance against the 17 goals.

Future outcome targets have been set, using a range of inter-related indicators of sustainability identified in the UNSDG framework, allowing the Shire to transparently monitor regional development over time.

Although several of the UNSDGs can be aligned to those of economic development, the focus of this strategy is on achieving economic development outcomes, therefore the targets and indicators (see following page) have been drawn from the following two UNSDGs, namely:

- **Goal 8 - Decent Work and Economic Growth:**

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

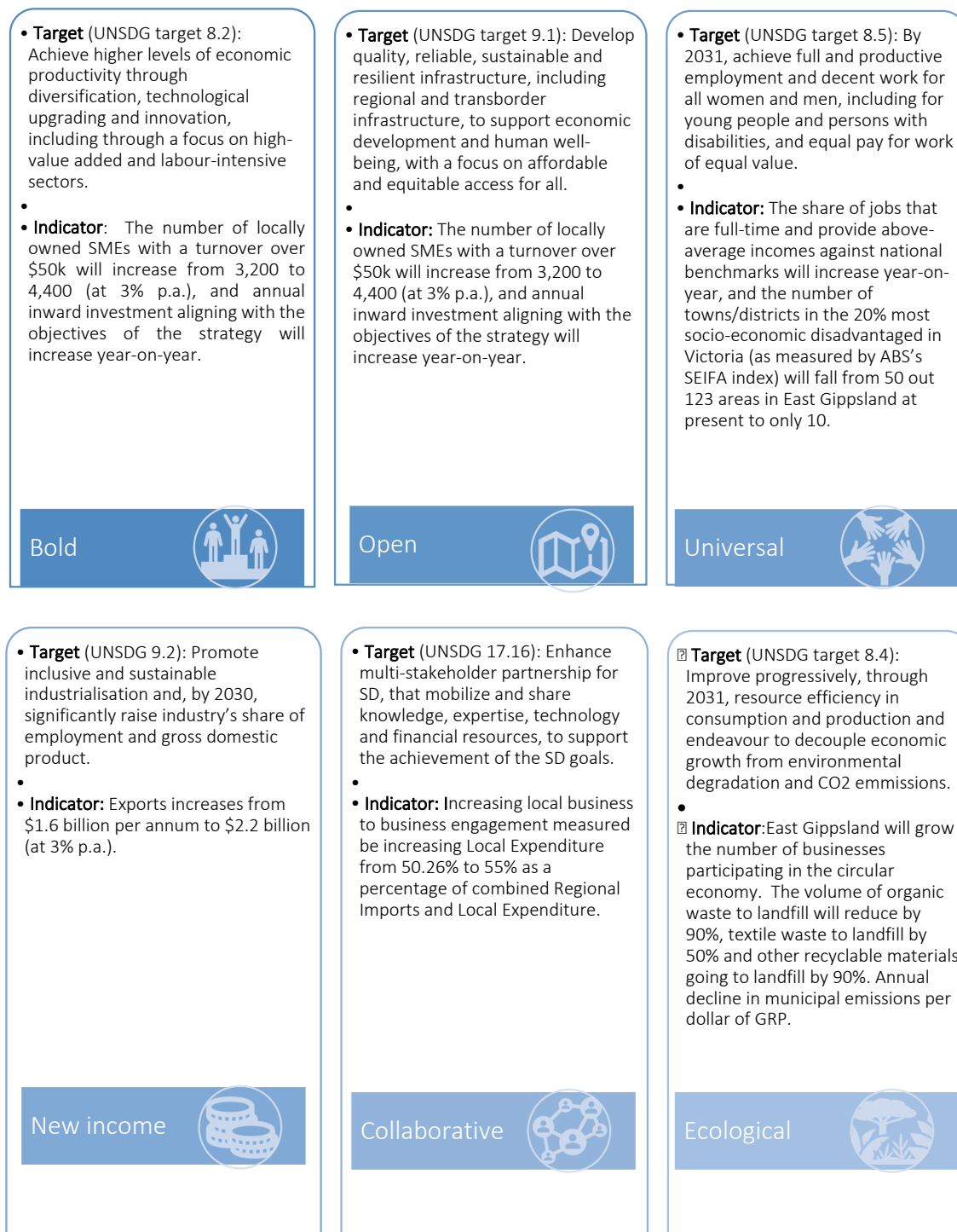
- **Goal 9 - Industry, Innovation and Infrastructure:**

Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

The Environmental Sustainability Strategy and the Municipal Public Health and Wellbeing Plan include indicators and targets aligned to a range of other SDGs and these should be considered together.



Figure 1: B.O.U.N.C.E goals aligned to the UNSDGs



Sustainable and inclusive economic development is core to the Strategy. Between the focus areas, the broad remit for economic development as outlined by the UNSDGs has been captured.

The strategy naturally aligns strongly with goals 8 and 9 on economic growth and industry, innovation and infrastructure.

The strategy also has a focus on environmental performance and outcomes, including SDG's 6,7 & 10-15 which are concerned with environmental sustainability.

The focus areas also touch on social outcomes including health and wellbeing, education, gender equity and addressing inequality (SDGs 1-5)

TABLE 3: FOCUS AREAS AND THEIR ALIGNMENT WITH THE UNSDG FRAMEWORK

UN Sustainable Development Goals	1: Fostering business	2: Food and fibre	3: Tourism	4: An economy for young people	5: Digitally connected	6: Arts, culture, heritage	7: Attractive place to live.	8: Climate leaders	9: Circular economy
1: No poverty									
2: Zero hunger									
3: Good health and wellbeing									
4: Quality education									
5: Gender equality									
6: Clean water and sanitation									
7: Affordable and clean energy									
8: Decent work and economic growth									
9: Industry, innovation & infrastructure									
10: Reduced inequalities									
11: Sustainable cities & communities									
12: Responsible consumption & production									
13: Climate action									
14: Life below water									
15: Life on land									
16: Peace, justice and strong institutions									
17: Partnerships for the objectives									

Focus Areas and Strategic Indicators

Summary of Focus Areas

Areas of focus are the areas that have been deemed to be of most influence in meeting the aims and targets of the Strategy. Either as strengths to build on, or as areas for improvement to enable or sustain economic prosperity.

A mixed approach was used to identify priority areas of focus for the Strategy to pursue.

One workstream provided an evidence-driven list of action areas based on statistical research, policy review, stakeholder interviews and best-practice economic thought.

These initial focus areas were then confirmed, expanded upon and then prioritised in a community co-design forum. The prioritised areas of focus are:

1. Fostering business;
2. A high value and sustainable food and fibre sector;
3. A unique and compelling tourist destination;
4. An economy for young and future generations;
5. Digital skills and connections;
6. Arts, culture and heritage;
7. Attractive place to live;
8. Climate action leaders; and
9. A circular economy.

A 'Three Horizons' approach to economic transformation

Realising the transformative ambitions of the East Gippsland community requires a framework to simultaneously inform both short-term planning and the realisation of long-term aspiration.

The Three Horizons framework provides this structure. Initially developed by McKinsey to structure organisational change, the Three Horizons framework is used here to guide economic development action planning.

The three horizons model identifies three key stages (horizons) of economic maturation.

Horizon One: Consolidate	Where stakeholders in the economy protect and build existing core business and functions
Horizon Two: Enhance	Where an economy leverages existing core functions to diversify into related functions, supply chains or aligned businesses. These improvements can be thought of as 'organic innovations', building on existing strengths
Horizon Three: Transform	Where stakeholders contemplate new opportunities that are not currently present but draw on the place's advantages that underpin current functions. The third horizon is where a place seeks to 'reinvent itself'.

It is essential to be active across all three horizons simultaneously while recognising that the scale and timing of benefits will vary.

An exclusive focus on consolidation projects will quickly disappoint many stakeholders as not being visionary enough.

Equally, a strategy with its 'head in the clouds' can also be expected to rapidly lose support and momentum. Applying the Three Horizons framework to the East Gippsland

economy provides structure to the continual process of evolution towards transformative change.

The timeline is not necessarily a starting date but instead an outlook of when success can be achieved.

Under each, the 10-year success factors are laid out, as is the economic logic as to why the area of focus is economically advantageous to pursue. A list of community-wide strategies is then listed.

These strategies for the East Gippsland economy are to be pursued by all stakeholders in the East Gippsland economy and work towards achieving the overarching aims and targets listed on the previous page.

The strategies are not intended to provide a complete and detailed future program of works. Instead, they are intended to signpost what should be prioritised if East Gippsland is to move towards the ambitious transformation of the economy.

Strategic Indicators

It is essential that we have short medium and long term goals. The BOUNCE targets are an accurate measure of our long term performance as a region, however there is need to have more specific measure that can be referenced on a shorter or various timeframes and against specific focus areas.

Aligned to the 9 Areas of Focus the following are the short or medium term indicators that will provide a measure of our progress in moving towards a transformative economy:

The strategy should be considered a repositioning of the Shire's future growth and a reference point for what additional work needs to be done to progress the vision and aims.

How the Shire Council will directly contribute is captured in a separate four-year action plan.

Council also has a responsibility as the author of this plan to report on its progress. It is important that Council measure the impact and effectiveness of the Strategy.

The strategic indicators in this Plan will allow us to measure outcomes, both internal and external.

For example, the number of visitors to our region, Council has some influence, but not sole responsibility or control.

Council will also review the Action Plan for each financial year to identify our annual activities that support the Plan strategies.

Overall employment	Increase year on year.	Source: REMPLAN
Value added by the Agriculture industry	Increase 5% year on Year.	Source: REMPLAN
Value added by the Tourism industry	Increase 5% year on year.	Source: REMPLAN
Population change	Increase year on year.	Source: REMPLAN

Role of Council in Coordinating delivery of this Plan, and Reporting on progress

East Gippsland Shire Council is in a unique position as a driver of Economic Development in East Gippsland.

However, Council does not hold all the cards and in some of the identified Focus Areas, Council is a relatively minor player with other agencies have control of their resources, and Council having a minor role that is largely "Advocacy" based.

Council can undertake coordination actions that will influence the actions of other agencies and bodies in our region.

Council key coordinating role also extends to industry, facilitating and coordinating resources that bring industry together to identify and opportunities and resolve issues.

Council can also harness the collective resources of other partners in the region to deliver outcomes for the Strategy.

Identified in the accompanying Action Plan are several Coordinating Actions that clarify Councils role as the central agency to assist in the delivering of this Economic Development plan. They are

1. Establish and maintain an Economic Development Advisory Committee for the life of this Action Plan.
2. Maintain both strong operational and leadership relationships with other agencies impacting economic development in the region. This includes leadership and staff in agencies such as One Gippsland, Regional Development Victoria, Regional Arts Victoria, Latrobe Valley Authority, Destination Gippsland, GLaWAC, AusIndustry, Rural Financial Counselling Service, Food and Fibre Gippsland, Agriculture Victoria, Department of Environment, Land, Water and Planning (and its agencies), and others as appropriate.

3. Establish partnerships and/or strong working relationships with Business and Tourism Associations and Chambers of Commerce to support their role and their members.
4. Undertake an annual review of the Action Plan, in alignment with the review of the Council Annual Plan, to

ensure actions are aligned to other plans and are appropriate to the current environment. Where appropriate, amend or add actions.

FOCUS 1: FOSTERING BUSINESS

Transformational ambition

A business environment that fosters diversity, growth and innovation and East Gippsland is an attractive region for investment

Economic logic

East Gippsland has 3,150 locally registered businesses with a turnover of over \$50,000 per annum (ABS, 2021). The vast majority of these (94%) are small and medium enterprises (SMEs) with a turnover between \$50,000 and \$2 million. There are also 27 businesses registered in East Gippsland with a turnover of over \$10 million, who act as vital economic anchors with local supply chains.

Economic development depends upon the skills of these thousands of local business owners and entrepreneurs across the Shire. Therefore, the health of businesses and their ability to grow, employ people, and develop products is of critical importance to the Shire's economic development aspirations.

Much of the desired economic growth can come from positive change in current firms already in the Shire. These businesses can become larger, more innovative, productive or export into new markets.

The emergence of new local firms is also critical. New firms include businesses moving into East Gippsland (aided by

business attraction and facilitation), start-ups and new entries borne locally through entrepreneurship, plus social enterprises and community projects. It is also valuable to assist and reduce the loss of existing firms that may not be financially sustainable in their current state.

A focus on local business development is warranted to build an inclusive economy, support local employment, develop local supply chains, and trap wealth into the Shire. Investment attraction activities can complement this but need to target businesses that meet the Strategy's targets.

A broad array of businesses should be supported on their growth journey, from the largest agricultural producer to the high street retailer or local bakery, and the solo entrepreneurs building a business from home, community organisations and artistic endeavours.

There is a role for all stakeholders in East Gippsland's economic future to support local businesses with the skills, knowledge and networks to grow and expand their local operations.

How does this support the Council Plan and align to the UNSDGs?

This Focus area aligns to the following action in the Council Plan:

- 4.1: Leadership enables economic prosperity, investment, recovery, resilience and growth;
- 4.3: Council's work with stakeholders fosters entrepreneurship and new business opportunities, particularly with communities facing change;

- 4.4: Targeted information and streamlined approvals and processes make it easier for business to invest.

Fostering business complements several of the other goal areas within other Council plans and should not be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG's:



What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below. Businesses must be first supported through the challenging economic times experienced whilst simultaneously looking at ways to enhance the business environment in East Gippsland.

In the third horizon, a business environment is in place that fosters diversity, growth and innovation. East Gippsland is also an attractive region for investment.

Action Horizon 1: Consolidate	Actions Horizon 2: Enhance	Actions Horizon 3: Transform
Expand targeted and innovative initiatives that strengthen and promote business growth and sustainability and recover from COVID-19	Enhance business networks and foster a culture of collaboration, mentoring and support in the business community and with government Foster the capacity of local entrepreneurs to innovate and challenge the norm	Create the conditions where investing in East Gippsland is straightforward and supported by government

Who are the major partners for delivery?

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- State and Commonwealth Government: DJPR, LVA, RDV, Small Business Victoria, AusIndustry, AusTrade
- Regional organisations: Gippsland Regional Partnership, C4G, LVA;
- Industry bodies and associations;
- Chambers of Commerce;
- Local business leaders;
- Traditional Owners and First Nations organisations;
- Innovation leaders: Start-up Gippsland.

FOCUS 2: A HIGH VALUE AND SUSTAINABLE FOOD AND FIBRE SECTOR

Transformational ambition

The Shire exports high-quality food and fibre products generating income and employment through an industry that is innovative, diverse, regenerative and climate-adaptive

Economic logic

The Shire has well-established agriculture, forestry, fishing and food processing industries.

Almost half of the value of exports sold from the Shire to the rest of Victoria, Australia and internationally are generated by food and fibre products. Though the dairy crisis, drought, the closure of the timber industry and the bushfire have all taken their toll on the industry in recent years.

Exports are a significant player in economic prosperity as they inject 'new' money into the local economy, creating a multiplier effect as exporting firms draw on local suppliers and workers to meet the demand from external customers.

Growth in export earning industries needs to occur to bring new money into the region. The ongoing success of the sector is therefore of critical importance

The food and fibre sector is built on the region's natural assets. There are opportunities to increase productivity

and generate even more value from the same natural resources using technology, improved farming practices like regenerative farming, and improved bio-security measures.

New food and fibre industries need to be nurtured to develop new products, whilst mature industries can continue innovating and developing ideas or markets.

There is also a recognition that an ongoing understanding and support of opportunities for the native timber industry as it undergoes a transition is required.

A critical issue for food and fibre is that these industries rely on the earth's natural systems at direct risk from climate change and climate variability. But the transition to a low-carbon economy also presents opportunities.

The agriculture sector has driven the East Gippsland economy for decades. Innovation, growth, and new industry opportunities can be grasped to drive the economy for decades to come.

How does this support the Council Plan and align to the UNSDGs?

This Focus area aligns to the following action in the Council Plan:

- 4.6: East Gippsland's natural strengths in agriculture and natural resource-based industries are enhanced to increase value, employment, sustainability and resilience.

A High Value Food and Fibre Sector complements several of the other goal areas within other Council plans and should not be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG's:



What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below.

The assets that support the sector must be consolidated, including the region's land and water supply, whilst simultaneously looking at ways to enhance the sector. In

the third horizon, the Shire exports high-quality food and fibre products generating income and employment through an innovative, diverse, regenerative, and climate-adaptive industry.

Horizon 1: Consolidate	Horizon 2: Enhance	Horizon 3: Transform
Increase and protect the productivity of agriculture and fishing to generate sources of income from local assets into the future (land, soil, water, energy etc)	<p>Develop local processing to add value to a greater share of agriculture and fishing products before they leave the Shire to create greater local value;</p> <p>Explore, research, and develop new food and fibre sub-sectors;</p> <p>Support a sustainable forestry and timber processing sector;</p> <p>Implement a unified food brand to support food and fibre exporters and farm-gate tourism. (linking to focus area three)</p>	The Shire exports high-quality food and fibre products generating income and employment through an industry that is innovative, diverse, regenerative and climate-adaptive.

Who are the partners for delivery?

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- Council Agriculture Sector Advisory Committee;
- State and Commonwealth Government i.e Agriculture Victoria, Global Victoria, RDV;
- Commonwealth Department of Agriculture, Water and Environment;
- Land Managers i.e. DELWP, FFM;
- Traditional Owners and First Nations organisations;
- Industry bodies i.e. Food and Fibre Gippsland, Gippsland Agriculture Group;
- Local business leaders;
- Water management authorities i.e. East Gippsland Catchment Management Authority, East Gippsland Water, Southern Rural Water;
- Education providers i.e. Federation University, TAFE Gippsland; and
- Landcare.

FOCUS 3: A UNIQUE AND COMPELLING TOURISM DESTINATION

Transformational ambition

A world-class food, nature and experiential tourism offering that attracts a sustainable supply of visitors.

Economic need and benefit

Tourism plays an essential role in the East Gippsland economy.

In 2019, before the pandemic, 6.2 million domestic visits were held in the Gippsland region for a total of 6.36 million visitor nights (Business Victoria, 2021).

In addition, 83,000 international visitors came to Gippsland in 2019. The tourism economy accounts for around 7 per cent of Gippsland's GRP (compared to 4.7 per cent of Australia's GDP). Domestic tourism is the foundation of the tourism sector representing 96 per cent of visitor expenditure in Gippsland before the pandemic.

The attraction of tourists generates income for businesses across many sectors, including accommodation, hospitality, retail, the arts, tours and transport, but also agricultural producers (who may offer on-farm accommodation or cellar door experiences).

East Gippsland has considerable natural tourism assets, including waterways and coastline, bushland reserves, tracks and trails, national parks and alpine areas. The Shire is already attracting good levels of tourism infrastructure investment, including the development of Metung Hot Springs, and local businesses developing new tourism products, events and tours.

The region also has heritage assets that can be utilised to celebrate local heritage and culture. Cultural tourism, food and hospitality are seen as opportunities in the Aboriginal Economic Development Strategy.

Recently the tourism sector, including the entertainment and hospitality industries, has seen devastating impacts because of COVID-19. This includes lost visitors, cancelled events for businesses, and loss of employment for individuals. Before expanding the sector for the future, there is a need to support tourism businesses to stabilise and ensure their immediate recovery.

There are also changing consumer demands and trends that need to be incorporated into tourism businesses. One example is East Gippsland tourism operators need to see their offering as a suite of high quality, re-enforcing experiences and relationships. Consumers increasingly expect a unique set of experiences, where price and quality no longer differentiate products apart.

The "visiting friends and relatives" visitor market also needs ongoing monitoring with opportunities identified to further embed this as a reliable source.

The region needs to use partnership to leverage opportunities that will arise from the 2026 Commonwealth Games held in Melbourne and regional Victoria

Technology has played a hand in this, as consumers have become more readily educated and can search, validate and communicate their preferences online. There is a need to enhance the tourism product and increase brand awareness to grow visitation leveraging this increased use of digital technology.

How does this support the Council Plan and align to the UNSDGs?

This Focus area aligns to the following action in the Council Plan:

- 4.5: Tourism sector investment is sought in business capability, product development and experience to meet the changing needs of domestic and international markets

A Unique and Compelling Tourism Destination complements several of the other goal areas within other Council plans and should not be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG's



What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below.

Tourism businesses must be supported in recovery from COVID-19 and bushfires. Existing strengths need to be consolidated (like incorporating arts and heritage into the tourism offer) whilst simultaneously looking at ways to enhance the sector, including developing the product,

developing the supporting infrastructure, and implementing the East Gippsland brand.

In the third horizon a world-class food, natural and experiential tourism offer is in place that attracts a sustainable supply of domestic and targeted international visitors who experience all that East Gippsland has to offer.

Horizon 1: Consolidate	Horizon 2: Enhance	Horizon 3: Transform
Bring together the unique environmental, cultural, and historical selling points of East Gippsland and support and promote cohesive brand and promote.	<p>Enhance tourism industry opportunities on public and private land;</p> <p>Support development to enable a high-quality visitor experience leveraging East Gippsland's asset;</p> <p>Support existing operators and new tourism entrepreneurs;</p> <p>Enhance and develop East Gippsland's unique selling points by fostering tourism industry entrepreneurs;</p> <p>Develop public tourist infrastructure (both physical and digital) to enable a high-quality visitor experience;</p> <p>Accelerate the development of visitor itineraries in an authentic visitor package.</p>	A world-class food, natural and experiential tourism offer that attracts a sustainable supply of domestic and international visitors

Who are the partners for delivery?

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- State Government i.e. Parks Vic, Creative Victoria, TEPP;

- Traditional Owners and First Nations organisations;
- Industry bodies i.e. EGMI & DG;
- Local tourism associations;
- Local business and leaders.

FOCUS 4: AN ECONOMY FOR YOUNG AND FUTURE GENERATIONS

Transformational ambition

Young people are inspired to come or stay in East Gippsland through an array of exciting educational and work opportunities in an economy that is future focussed

Economic need and benefit

Youth unemployment and disengagement are higher in East Gippsland than state and national rates. This means that many young people are neither working nor studying.

Young people in East Gippsland are also likely to be engaged in insecure work in the tourism, retail and hospitality industries, which have been impacted heavily by the summer bushfires and the COVID-19 pandemic.

Young people are navigating a period of testing social and economic change due to the interconnected challenges posed by globalisation, technology, climate change, cost of living pressures, declining home ownership rates and demographic change.

At the same time, businesses report difficulties in finding staff. If not resolved, worker shortages will stymie economic and businesses development. Extending workforce and training opportunities to young and disadvantaged groups increases the size of the labour market and creates new entrepreneurial talent. There are lots of possible opportunities in East Gippsland. The

challenge is linking up the ambitions and aims of young residents with the available opportunities.

Many organisations are doing this work. But there is an opportunity for a concerted effort by Council, businesses and community members to partner with young people and develop an economy for the future.

An economy that aligns with young people's values and aspirations will pay economic dividends over time if disengagement and youth unemployment can be reduced. This will also provide a pipeline of enthusiastic and skilled workers for East Gippsland's growing industries.

Business leaders are critical in providing employment, mentoring, and training opportunities.

There are also opportunities to grow and improve the quality of East Gippsland's educational assets and tailor education programs to emerging industries and develop employment pathways for students.

How does this support the Council Plan and align to the UNSDGs?

This Focus area aligns to the following action in the Council Plan:

- 4.2 Collaboration amongst key partners is facilitated to improve pathways for education and skills training

An Economy for Young and Future Generations complements several of the other goal areas within other



Council plans and should not be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG's:

What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below.

It is important that the issues and barriers leading to high youth unemployment and workforce shortages are understood, as well as what the industries of the future will be. Simultaneously, efforts to enhance the experience

for young people in the economy need to be pursued. In the transform horizon young people are inspired to come or stay in East Gippsland through an array of exciting educational and work opportunities in an economy that is future focussed.

Horizon 1: Consolidate	Horizon 2: Enhance	Horizon 3: Transform
<p>Engage with young people, youth organisations, businesses and social enterprises to understand and address barriers to training and employment;</p> <p>Identify the industries of the future aligned with the ambitions of young people, and begin the work of developing those areas.</p>	<p>Support the development of education and employment pathways in community, industry, Council and partner agencies (as per the EG Framework for Well Placed for Well-being);</p> <p>Support tertiary and vocational education opportunities (that reach all parts of the Shire) to prepare individuals with requisite education and training to find/retain good and promising jobs in the industries of the future;</p> <p>Develop locally relevant and exciting tertiary and vocational education opportunities (that reach all parts of the Shire) to prepare individuals with requisite education and training to find/retain good and promising jobs in the industries of the future or be an entrepreneur.</p>	<p>Young people are inspired to come or stay in East Gippsland through an array of exciting educational and work opportunities in an economy that is future focussed.</p>

Partners for delivery

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- State Government i.e. Department of Education and Training, LaunchVic;
- Commonwealth Government i.e. Department of Education, Skills and Employment;
- Traditional Owners and First Nations organisations;
- Secondary Schools;
- TAFE Gippsland and registered training organisations, Universities (Federation University);
- Industry bodies;
- Local business leaders;
- GELLEN;
- Community groups; and
- Health and community services.

FOCUS 5: DIGITAL SKILLS AND CONNECTIONS

Transformational ambition

East Gippsland's businesses, industries and residents utilise digital technology, processes, and skills to fully participate in national and global markets

Economic need and benefit

The digital infrastructure in East Gippsland was consistently identified by the community and businesses as an impediment to business and economic development. Issues include slow internet speeds, telecommunication black spots and gaps in digital skills. The Shire is very large geographically and the population small, so many people and businesses are digitally isolated.

East Gippsland's businesses need to be supported and empowered to access the technology and digital skills required to enable growth. Good digital connectivity should be baseline infrastructure in all towns and areas of the Shire to support businesses.

This is critical to tourism and food and fibre businesses who often operate in remote areas. Good connectivity also provides safe communication channels in emergencies and supports online education to boost skills.

At a more advanced level, Australian businesses (including manufacturing and agriculture) are transitioning towards 'Industry 4.0'. This is characterised by advancing digital technology in production and a shift towards virtual business, e-commerce and other online innovations.

Local businesses will need to transition to more advanced methods and use technology to boost productivity to remain or become globally competitive.

There is also an opportunity to grow the economy in East Gippsland by attracting new residents who work primarily

remotely in knowledge industries. Historically, it has been assumed that people locate based on where jobs are. This is changing.

The improvements to communications technology mean that many jobs are no longer anchored to a location. This trend has been further accelerated by COVID-19 and people looking for greater liveability and affordability when choosing where to live.

This results in changing migration patterns, with the Australian Bureau of Statistics reporting that migration to Australia's regions in response to the pandemic has been the largest net inflow ever recorded.

Due to the nature of the work that can be done remotely, those moving to regional areas are likely highly educated professionals.

Even if new residents don't work for a local business, there will be an increased demand for services such as healthcare and education, supporting government investment in these services.

Population serving businesses in hospitality, personal services, recreation, and retailers will also benefit from this spending injection into the local economy.

Importantly, good digital connectivity is also critical to support East Gippsland's young people's ambitions and assists in finding work and staying in the Shire.

How does this support the Council Plan and align to the UNSDGs?

This Focus area aligns to the following action in the Council Plan:

- 2.2: Infrastructure provision and maintenance supports a diverse range of current and future user needs and

activities and is both environmentally and financially sustainable

Digital Skills and Connections complements several of the other goal areas within other Council plans and should not

be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG's:



What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below.

It is important that business-owner skills are developed to match the existing technology, and obvious internet infrastructure issues are addressed. Simultaneously, the enhance horizon sees industry in the Shire adopt more

advanced methods in automation and artificial intelligence and develop digital hubs to digitalise parts of the economy.

In the third horizon, East Gippsland's businesses, industries and residents utilise digital technology, processes, and skills to fully participate in national and global markets.

Horizon 1: Consolidate	Horizon 2: Enhance	Horizon 3: Transform
Develop business-owner digital skills Improve digital infrastructure access.	Implement next-generation technology.	East Gippsland's businesses, industries and residents utilise digital technology, processes, and skills to fully participate in national and global markets.

Who are the partners for delivery?

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- State Government i.e. Telecommunications and Digital Economy Agency;
- Commonwealth Government, Digital Transformation Agency;

- Business leaders;
- Telecommunications providers, (Telstra, NBN Co etc);
- Traditional Owners and First Nations organisations;
- Education providers, TAFE Gippsland, Federation Uni).

FOCUS 6: ARTS, CULTURE AND HERITAGE

Transformational ambition

Arts, heritage and culture are central contributors to the economy and community development

Economic need and benefit

The public value of art and culture is clear, from improved social cohesion to the vital role that arts institutions and programming play in the reconciliation process, arts participation delivers a range of benefits for individuals and communities.

Direct economic benefits of creative and cultural infrastructure include employment and economic output, creative and cultural tourism visitation, creative and cultural export earnings.

There are also flow-on benefits, including place-making, liveability, community vibrancy and branding benefits.

The creative and entertainment sector is diverse, consisting of a mix of artistic and non-artistic sectors, commercially driven businesses, start-ups and microenterprises, individual practitioners, not-for-profit and community organisations, and cultural institutions.

The creative scene in East Gippsland is strong, but there is a lack of arts infrastructure and an under celebration of the region's heritage and culture.

Creative industries are also seen as opportunities in the Aboriginal Economic Development Strategy.

How does this support the Council Plan and align to the UNSDGs?

This Focus area aligns to the following action in the Council Plan:

- 1.2: Collaboration with key stakeholders fosters the cultural, arts and creative communities for all activities Council has facilitated or financially contributed to

Arts Culture and Heritage complements several of the other goal areas within other Council plans and should not

be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG's:



What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below.

It is important that the existing arts community is first embedded in economic development and existing artistic ideas, ventures and venues are fostered.

In the second horizon, new infrastructure and arts programs can be developed in consultation and partnership with the arts community to enhance the Shire's arts, culture, and heritage assets. After ten years, the transformational ambition is that arts, heritage and

culture are central contributors to the economy and community development.

Horizon 1: Consolidate	Horizon 2: Enhance	Horizon 3: Transform
Grow the connections between arts, culture and heritage networks and individuals, and the business community; Imbed arts networks into the business community and intertwine them into local projects and marketing.	Foster artistic ventures and venues that have strong economic outcomes; Support the development of a strategy for the arts and culture sector that enhance participation and increase the sector's economic impacts and entrepreneurship.	Arts, heritage and culture are central contributors to the economy and community development.

Who are the partners for delivery?

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- Arts, Artists, Culture, Creatives and heritage community;
- State Government i.e. Creative Victoria;
- Commonwealth Government i.e. Office for the Arts;
- Traditional Owners and First Nations organisations;
- Business leaders; and
- Education providers (TAFE Gippsland, Federation Uni),

FOCUS 7: ATTRACTIVE PLACE TO LIVE

Transformational ambition

East Gippsland is a great place to live for existing residents and attractive for new residents and businesses on the back of community, liveability, good mobility, access to Melbourne and housing choice

Economic benefit and need

To attract and keep skilled workers and high-quality businesses, a range of economic enablers are needed to support local liveability. These include transport connections, vibrant local townships, good health and education services and housing.

Foundational transport, social infrastructure and health services could be improved, but the most significant challenge identified in community engagement and co-design was the lack of housing for key workers.

A lack of housing is a barrier to economic development because finding the right employees is critical to business growth. Being a place where people want to live and can

move to makes it easier for employers to find the right fit. The attraction and retention of skilled labour is a challenge for East Gippsland as it competes not just locally, but globally for talent.

Investment in new homes can also grow the local construction industry and local employment. Though short-term issues need to be overcome, including labour and material shortages.

In terms of transport infrastructure, any improvement that can improve travel times and connections, particularly to Melbourne, will be an economic benefit for the Shire.

How does this support the Council Plan and align to the UNSDGs?

This Focus area aligns to the following action in the Council Plan:

- 1.3: Community groups and volunteers are acknowledged, promoted and supported;
- 1.4: Through targeted services, partnerships and advocacy, communities enjoy strong mental and physical health, well-being and resilience;
- 2.1 Statutory and strategic planning for land use delivers sustainable outcomes that balance the need for growth with the enhancement of our lifestyle, character, the built and natural environment;
- 2.2 Infrastructure provision and maintenance supports a diverse range of current and future user needs and

activities and is both environmentally and financially sustainable; and

- 3.2: Sustainable land use practices are used to manage council land to protect biodiversity and to provide education and incentives to support the management of private land.

Attractive Place to Live complements several of the other goal areas within other Council plans and should not be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG's:



What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below.

It is important that the existing strengths of the region (its liveability, natural assets and small towns) are celebrated and improved.

In the second horizon, improvements are sought that reduce barriers to easy lifestyles, including the lack of housing. After ten years, the transformational ambition is that East Gippsland is an even greater place to live for existing residents and attractive for new residents and businesses, on the back of community, liveability, good mobility, access to Melbourne and housing choice.

Horizon 1: Consolidate	Horizon 2: Enhance	Horizon 3: Transform
<p>Develop and promote our lifestyle strengths to attract and retain skilled workers;</p> <p>Support economic, social and cultural activity in East Gippsland's townships.</p>	<p>Increase the supply of housing for the attraction and retention of critical workers for a deep pool of skilled and unskilled workers;</p> <p>Attract investment in health care to improve services and create local employment;</p> <p>7Strengthen the network of services, including public transport, to effectively connect people to jobs and opportunity.</p>	<p>East Gippsland is a great place to live for existing residents and attractive for new residents and businesses on the back of community, liveability, good mobility, access to Melbourne and housing choice;</p> <p>East Gippsland is a region of natural landscapes, small towns and villages.</p>

Who are the partners for delivery?

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- State Government i.e. Homes Victoria, Department of Health, DJPR;
- Real Estate Agents;
- Traditional Owners and First Nations organisations;
- Commonwealth Government ie: Department of Social Services etc;
- Social housing providers;
- Building industry associations;
- Local property developers and
- Construction companies; and
- Major landholders.

FOCUS 8: CLIMATE ACTION LEADERS

Transformational ambition

East Gippsland is a climate change adaptation leader, particularly in the agriculture sector, and mitigates climate hazard risk to protect the economy which is heavily intertwined with natural ecosystems.

The Shire takes advantage of the mega-trend of decarbonisation to grow the economy with new climate-friendly jobs, new technologies and enterprises.

Economic need and benefits

Climate change is a concern for major sectors in East Gippsland, with a certain level of climate change already locked in due to past emissions. This will present challenges to economic performance and liveability. Climate change, climate variability and increased natural hazard risk is a significant barrier to the ongoing economic prosperity of East Gippsland.

The move towards net zero will impact businesses, particularly those with high emissions or energy use such as agriculture and manufacturing. The announcement of Australia's commitment to a net-zero target by 2050 will drive investment and innovation.

EGSC has developed a Environmental Sustainability Strategy (2022-2032).

The resilience of communities to manage and respond to increasing climate risk and natural disasters, a reduction in greenhouse gas emissions and sustainable economic growth are all critical success factors for the Environmental Sustainability Strategy.

Many leading economists, like Ross Garnaut, see the transition to a net-zero economy as a massive opportunity for regional Australia, creating an array of economic opportunities for new products, processes and industries.

Agriculture, as but one example, will have opportunities to transition to more resilient food production systems that are innovative, diverse, risk-managed and climate-ready. Places and businesses that act first can take advantage of being an early mover. Economic opportunities include:

- Investment and research in alternative crops, livestock and production technologies;

- Extended growing seasons and growing conditions for some crops;
- The deployment of drought-resilient crops and livestock to improve resilience;
- Increased food production for global food security to counteract lost production elsewhere;
- Advance vegetation, waterway and land management practices to improve productivity;
- Indigenous land management practice and use of indigenous species;
- Carbon farming and land restoration to provide an income stream through carbon credits;
- The attraction of new businesses aligned with the goals of being a climate leader;
- The development and deployment of renewable energy technology;
- Manufacturing processes that are carbon neutral by using local clean energy supply;
- The manufacture of climate-resilient products, including buildings and machinery;
- Retrofitting buildings and infrastructure to be climate-resilient; and
- The education sector delivers the skills to deliver new technologies implementation.

Regional Australia, and Gippsland are seeing a significant growth in "new energy" opportunities and projects such as medium-large scale solar and large scale off shore wind - Star of the South. For each of these East Gippsland will have specific opportunities to capitalise and need to prepare our workforce and industry to these opportunities.

How does this support the Council Plan and align to the UNSDGs?

This Focus area aligns to the following action in the Council Plan:

- 2.3: Planning with local communities for natural disasters and emergencies strengthens capacity, infrastructure, resilience, preparedness, and recovery
- 3.1 Council works to reduce its own and the communities carbon emissions while supporting the community to mitigate the impact of a changing

climate on the environment, safety, health and lifestyles.

Climate Action Leaders complements several of the other goal areas within other Council plans and should not be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG's:



What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below.

To consolidate, the region's existing businesses and industry strengths must be made resilient to climate change and variability hazards. To enhance East Gippsland's standing as a climate leader and develop a comparative advantage, the Shire will look for ways to foster and expedite innovation and the transition to a low-

carbon economy and use the transition to create local employment opportunities and attract investment.

After ten years the transformational ambition is that East Gippsland is a climate change adaptation leader, particularly in the agriculture sector, and mitigates climate hazard risk to protect the economy. The Shire takes advantage of the mega-trend of decarbonisation to grow the economy with new climate-friendly jobs and enterprises.

Horizon 1: Consolidate	Horizon 2: Enhance	Horizon 3: Transform
<p>Build business resilience to natural hazards including drought, fire, flood, sea level rise;</p> <p>Build workforce and business capability to capitalise on new energy opportunities.</p>	<p>Foster, encourage, lead and mentor excellence in industry and business leaders to transition to a low carbon economy;</p> <p>Use mitigation and adaptation to create local employment opportunities (like retrofitting buildings).</p>	<p>East Gippsland is a climate change adaptation leader, particularly in the agriculture sector, and mitigates climate hazard risk to protect the economy. The Shire takes advantage of the mega-trend of decarbonisation to grow the economy with new climate-friendly jobs and enterprises.</p>

Who are the partners for delivery?

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- State Government i.e. DELWP, SES, BRV;
- Commonwealth Government i.e. Department of Industry, Science, Energy and Resources;
- Industry Bodies, particularly agriculture and tourism
- Chambers of commerce;
- Education providers;
- Traditional Owners and First Nations organisations;
- Local business leaders; and
- Community groups.

FOCUS 9: A CIRCULAR ECONOMY

Transformational ambition

Innovative and financially beneficial circular production and waste streams are developed in East Gippsland, generating environmental and economic benefit

Transformational ambition

Economic activity uses resources and creates waste. Circular Economy is an economic concept gaining momentum that is an alternative to the current economic models that follow a linear extraction, consumption and disposal process and assumes inputs are infinite and relatively cheap.

This model, which places no cost on waste, is inherently unsustainable and will be replaced over coming decades.

A Circular Economy considers waste as a future resource. Increasing the ‘circularity’ of the economy has profound influences on everything from precinct development, supply chain processes, and design and manufacturing.

It is, therefore, a concept that should underpin economic development that can sustain prosperity.

If businesses can treat waste as a resource rather than a problem, it has the potential to drive new industry and

innovation and reduce the economic impact of growth on the environment of East Gippsland.

East Gippsland has assets well suited to a circular economy, including its natural resources, agriculture and manufacturing sector. Regional organisations have already stated a commitment to promoting circularity in the region through projects and advocacy work.

Businesses in the agriculture sector are exploring circular options, and Council has outlined its role in maintaining, protecting and enhancing the region’s environment in the Council Plan. EGSC has also developed an Environmental Sustainability Strategy (2022-2032).

Better management of natural resources and growth in the circular economy are critical measures of success for the Environmental Sustainability Strategy. These efforts can be built upon and supported.

How does this support the Council Plan and align to the UNSDGs

This Focus area aligns to the following action in the Council Plan:

- 3.4 Environmentally and financially sustainable practices reduce waste going to landfill;

A Circular Economy complements several of the other goal areas within other Council plans and should not be viewed as an action that can only be undertaken in isolation.

This focus area is aligned with the following United Nations SDG’s:





What are the Strategies to achieve the three horizon outcomes for the East Gippsland economy?

The community-wide strategies to pursue the transformational ambition are captured below.

Work must be done to understand local waste flows and designate a circular economy as an economy-wide priority. To develop East Gippsland's circular economy, there is then a need to support and foster initiatives to reduce waste, redesign products and production methods and

increase the use of recycled products. Collaboration and data sharing will enhance the effort further.

After ten years, the transformational ambition is where Innovative and financially beneficial circular production and waste streams are developed in East Gippsland, generating environmental and economic benefit.

Horizon 1: Consolidate	Horizon 2: Enhance	Horizon 3: Transform
Understand and build awareness of the implications and opportunities in circular economy processes.	Support circular economy initiative and investment (Re)Design products and business production methods so waste is minimised; Improve resource recovery by enhancing material collection systems and recycling processes; Increase use of recycled materials by building demand and creating local markets for recycled products and waste; Improve information collection and analysis to support innovation, guide investment and enable informed consumer decisions.	Innovative and financially beneficial circular production and waste streams are developed in East Gippsland, generating environmental and economic benefit.

Who are the partners for delivery?

As well as Council there are several other government agency and industry bodies involved in delivering these strategies, including:

- State Government i.e. DELWP, Circular Economy Victoria, Sustainability Vic, Gippsland Waste and Resource Recovery Group;
- Traditional Owners and First Nations organisations;
- Commonwealth Government i.e. Department of Industry, Science, Energy and Resources;
- Industry bodies (particularly agriculture);
- Chambers of commerce;
- Waste sites and recyclers;
- Local business leaders; and
- Community groups.

Partnerships for delivery

For inclusive and transformative economic development to occur, key stakeholders that influence the region's ability to deliver strategies need to have commitment and understanding of the strategy and their organisation's role in driving it. Maintaining and expanding cross-sector relationships for investment, business development, and jobs growth is central to this.

The Strategy aims to provide a document to focus and align effort by being a communications tool and providing strategic guidance on regional priorities to stakeholders in East Gippsland's economic future.

Economic development is a long-term process, not a one-time project. It is critically essential for core organisations to continuously communicate and progress efforts.

Embedding economic development efforts into the region's DNA is an exercise in civic muscle-building over time.

In the Focus Areas, stakeholders can lead deeper strategic work to pursue additional actions with the additional knowledge gained over time. A list of partners for delivery has been identified. This list will need to evolve over time as new opportunities for partnership arise.

There are some partners that have a stronger and more aligned role to this Strategy, these are explored in the following section

Key Partners and Strategic Alignment

The **Aboriginal Economic Development Strategy for Gippsland** steered by Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) on behalf of the whole of Community is the starting point towards ensuring a self-managed and self-determined future of local communities.

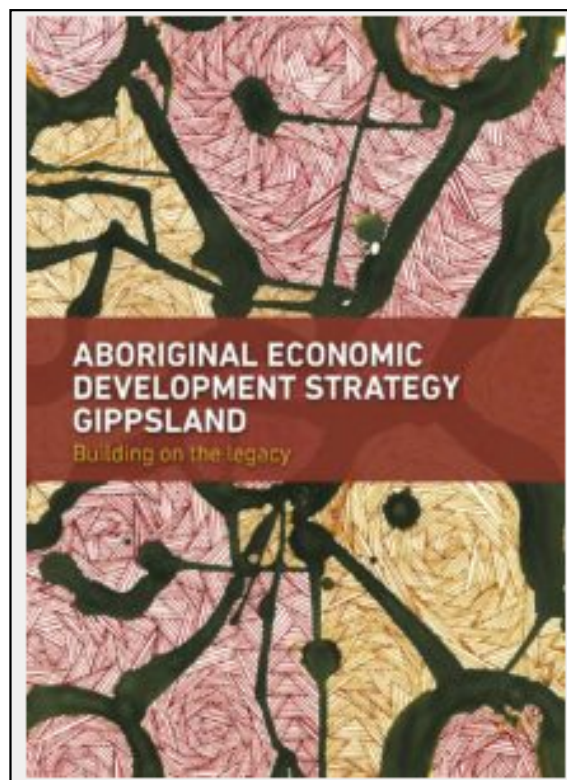
Whilst GLaWAC is the host organisation for this strategy, it has been developed with contribution from the whole community, it is a 'living strategy' that will grow and allow ongoing engagement with those wishing to contribute to the economic future of Aboriginal Gippsland.

The Strategy was designed to explore partnerships, joint ventures and collaboration with and between Aboriginal businesses and the broader Community.

The Strategy aims to support Aboriginal organisations to pursue Community enterprise aspirations when they become ready.

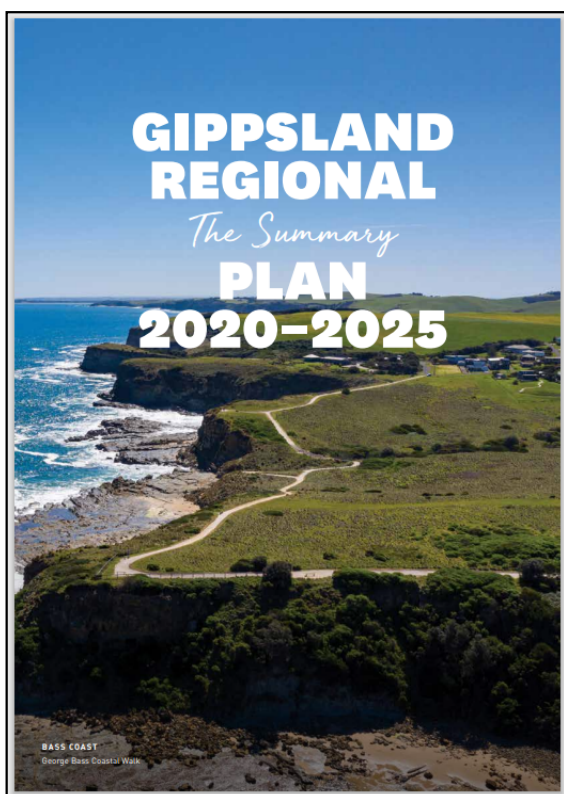
The Strategy also focuses on the significance of working together to develop enterprise that can employ greater numbers of Aboriginal people across the region in addressing the historical and economic marginalisation.

The Strategy recognises the ever-changing dynamic of Aboriginal Community Controlled Organisations (ACCOs) into the future with Traditional Owner Corporations (TOC's) and future Treaty opportunities now significant contributors to this journey.



The **Gippsland Regional Plan 2020- 2025** is the region's strategic plan for improving the economic, social, cultural, and environmental outcomes for the Gippsland region and our community. It looks towards 2040 for its vision and goals and identifies our priorities for the coming five years to 2025.

The Regional Plan is auspiced by the Gippsland Regional Plan Leadership Group (Committee for Gippsland, Gippsland Regional Partnership, One Gippsland (formerly Gippsland Local Government Network), and Regional Development Australia Gippsland).



During a time of significant challenge, including the rapid transition of our traditional energy and resource-based industries, drought, the 2019/20 bushfire season, and the COVID-19 pandemic, working together with a whole Gippsland approach is critical to achieving longlasting benefits for every Gippslander.

Strong collaboration and partnerships are the cornerstones of the Regional Plan and are essential for our region to secure a prosperous future.

In developing the Regional Plan, we welcomed participation from a wide range of stakeholders.

The Regional Plan represents:

- Linkages to more than 50 federal, state, regional, and local strategies;
- Opinions and ideas from more than 300 Gippslanders;
- Consideration of more than 260 initiatives and projects identified by our community as important to Gippsland's future; and
- Analysis of economic, social, and environmental trends.

The **Gippsland Destination Management Plan (DMP) update 2021-2030** seeks to build on the significant work that has been achieved since the release of the 2019 DMP.

This DMP develops a path forward for rebuilding the visitor economy following the disruptions of the intervening period. The plan will be a catalyst for continuing the drive towards a revitalised and resilient visitor economy and communities in Gippsland.



Tourism recovery and maximising the growth potential of the visitor economy will require a collaborative approach between Government, industry, the education sector, First Nations Australians, and the community.

Partnerships and sustainability are a strong theme that underpin all strategic priorities. In the context of this plan,

the region's vision, Gippsland's natural beauty, outstanding experiences and life changing moments inspire the world to visit will be delivered through a series of projects that will fill gaps in the supply of visitor experiences and be attractive to investment to underpin growth.

The projects provide strategic direction for leadership, demand marketing, events, product, infrastructure investment and crisis recovery to ensure the region is well placed to deliver on its brand and the vision.

To achieve Gippsland's vision and strategic priorities, this DMP is guided by a set of principles, those being:

- inclusive;
- sustainable;
- resilient;
- compelling;
- committed to excellence; and
- engaging.

Food & Fibre Gippsland (F&FG) was formed in March 2019, via the amalgamation of Agribusiness Gippsland and the East Gippsland Food Cluster, creating a united, collaborative powerhouse.

The mission of F&FG is to lead capacity building, innovation, and knowledge sharing for the greater good of the sector across the whole of Gippsland.

F&FG are industry-led and strive to understand and respond to the challenges and ideas across the region.

F&FG deliver a number of programs that relate to the deliver of the Strategy, including

Smart Specialisation: F&FG has partnered with the Latrobe Valley Authority to deliver the food and fibre stream of the Gippsland Smart Specialisation Strategy (GS3).

Connect 2 Employment: This is a region wide Employment Program, supported by Jobs Victoria where they actively connecting job seekers with food & fibre businesses to secure sustainable, long term employment.

Gippsland Trusted Provenance: Stakeholders from a broad array of Gippsland businesses called for a unified brand that ties Gippsland produce to the region's successfully implemented visitor economy branding as developed by Destination Gippsland.

VegNET: The National Vegetable Extension Network aims to effectively extend important research based information to the horticulture industry and its growers to help them build their businesses.

ME Export Hub: With the support of the Australian Government's SME Export Hub Grant, and Regional

Partnerships-Gippsland, F&FG is implementing the Gippsland Connect program, supporting Gippsland businesses to explore export opportunities.



Gippsland PASE: The Gippsland PASE Program is aimed at small to medium exporters. SME exporters of dairy, fish, eggs, grain, plant, horticulture, meat and animal products will benefit from the project, which will assist producers to overcome market access barriers.

Drought Programs: F&FG is the Gippsland Node leader in the Drought Resilience Innovation and Adoption Hub program where the focus is on collaboration. The hub will aim to ensure agricultural research is useful and accessible.

Workforce Training & Innovation: This program will deliver workforce capabilities and build stronger partnerships across industry, training providers and TAFEs.

What's Your Food or Fibre Challenge, Gippsland? is a program that aims to turn challenges in businesses of all sizes into greater opportunities. The program aims spark innovation that benefits our communities and businesses and leads the way for the food and fibre industry nationally and globally.

FIAL National Cluster Program: F&FG is part of FIAL's National Cluster Program, aimed at sustainably growing Gippsland's agrifood sector, fostering a collaborative industry culture that promotes working together to

advance research and development, strengthen value chains, whilst minimising export costs.

The Gippsland Excellence in Food and Fibre Awards: The Gippsland Excellence in Food and Fibre Awards are a region-based Awards program to recognise, celebrate & reward excellence in collaboration and innovation.

The **Gippsland Regional Economic Development Strategy** (REDS) was developed by The Department of Jobs, Precincts and Regions.

The REDS contribute to DJPR's vision for regional Victoria to be a resilient and thriving place to live, work and do business. The REDS provide a consistent socioeconomic evidence base, and strategic framing of medium- to long-term directions to activate economic development opportunities.



The REDS seek to:

1. Identify a socioeconomic evidence base for the region, including demographics, business and industry dynamics, and local endowments that can be used by all stakeholders, and will provide a baseline for monitoring future performance.
2. Acknowledge and reveal the depth of work, analysis, and planning already in place in regions and create a mechanism to support and progress established regional directions, where supported by the current evidence base.
3. Harness and enhance the region's comparative strengths as drivers of growth in the medium to long-term.
4. Identify opportunities for public and private investment.
5. Influence and inform rural and regional economic policy and program design across government.
6. Support the prosperity and well-being of rural and regional Victoria through increased rural competitiveness and productivity

The REDS can be used by all levels of Government, regional communities and business to coordinate investment and collaborate for shared outcomes.

DJPR will use the REDS to drive strategic whole-of-government activity in the regions, informed by a contemporary understanding of economic performance and comparative advantage.

- Regional communities and businesses can use the REDS to: communicate innovative capacity in their region, now and in the future
- collaborate with government to better understand regional strengths, challenges and opportunities
- attract investment to the region based on clearly identified strategic priorities.

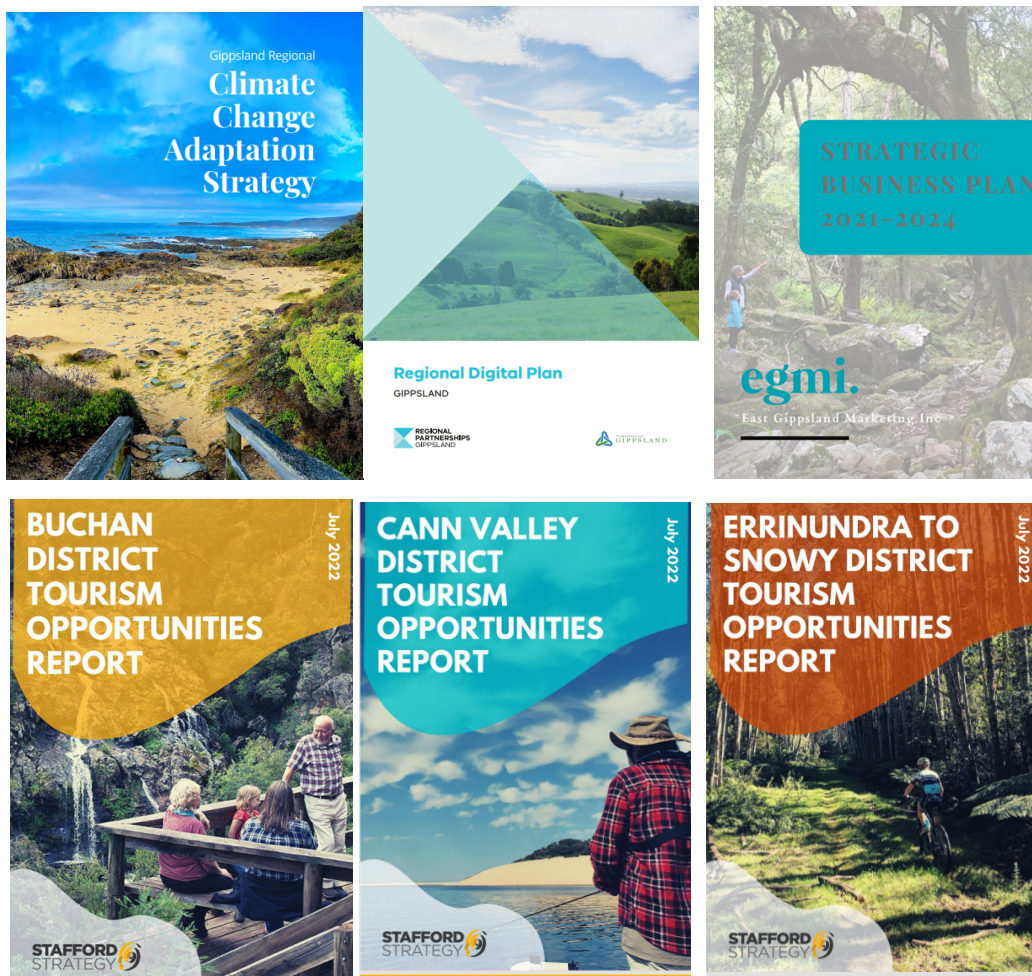
Other Strategic Document and Linkages

The aforementioned Strategies and organisations are largely Gippsland wide and/or focussed on Economic Development opportunities that aligned broadly with this Strategy.

The alignment of Strategies is not limited to these as there are a number of others that are industry, or location specific or have other alignments, these include:

- Gippsland Regional Climate Change Adaptation Strategy;
- The Gippsland Regional Digital plan;

- East Gippsland Marketing and their Annual Marketing Plan,
- Tourism Opportunities Reports: Buchan, Cann Valley and Erinunderra to Snowy and Districts;
- Gippsland Agricultural Group; and
- the Future of the Orbost and District Project planning.



GLOSSARY

Ag Vic	Agriculture Victoria	GLAWAC	Gunnai-Kurnai Land and Waters Aboriginal Corporation
BRHS	Bairnsdale Regional Health Service	GP	Gippsland Ports
BRV	Bushfire Recovery Victoria	LEFCo	Lakes Entrance Fisherman's Cooperative
DESE	Department of Employment, Skills and Education	LVA	Latrobe Valley Authority
DJPR	Department of Jobs, Precincts and Regions	PTV	Public Transport Victoria
DELWP	Department of Environment, Land, Water and Planning	RDA	Regional Development Australia - Gippsland
DG	Destination Gippsland	RDV	Regional Development Victoria
EGMI	East Gippsland Marketing Inc.	RRV	Regional Roads Victoria
EGW	East Gippsland Water	SBV	Small Business Victoria
F&FG	Food and Fibre Gippsland	SRW	Southern Rural Water
FFM	Forest Fire Management	TEPP	Tourism Events and Priority Projects
GAG	Gippsland Agricultural Group	TV	Tourism Victoria
GELLEN	Gippsland East Local Learning Network		

6 Urgent and Other Business

7 Confidential Business

Council will close the meeting to the public in accordance with the provision of section 66(2) of the *Local Government Act 2020* to consider the following list of items:

7.1 Collaborative Procurement Bruthen Streetscape

Under section 66(2) of the *Local Government Act 2020* a meeting considering confidential information may be closed to the public. Pursuant to sections 3(1) and 66(5) of the *Local Government Act 2020*, the information contained in this report is confidential because it contains private commercial information, which if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.

8 Close of Meeting