



MINUTES

ORDINARY MEETING OF COUNCIL

Tuesday, 18 September 2018

Held at the Robinvale Community
Centre, McLennan Drive,
Robinvale
Commenced at 4:00 PM

COUNCIL:

Cr LT McPhee – Mayor

Cr JN Katis
Cr GW Norton
Cr C Jeffery
Cr L Johnson
Cr B Moar
Cr A Young

Confirmed 16 October 2018

Chairperson.....

SECTION A – PROCEDURAL MATTERS3

SECTION B – REPORTS.....5

B.18.68 AMENDMENT C73.....5

B.18.69 STRATEGIC PLANNING WORK PROGRAM9

B.18.70 ASSET NAMING SUB-COMMITTEE UPDATE 14

B.18.71 ROBINVALE ROOMING HOUSE UPDATE27

B.18.72 PLANNING APPLICATION FOR A TELECOMMUNICATIONS
FACILITY IN PUZ4 IN ACCORDANCE WITH ENDORSED
PLANS.....31

B.18.73 COMMUNITY SATISFACTION SURVEY50

SECTION C – DECISIONS WHICH NEED ACTION/RATIFICATION 133

C.18.15 SIGN & SEAL REPORT 133

C.18.16 COUNCILLOR ASSEMBLIES - RECORD OF ATTENDANCE
AND AGENDA ITEMS 136

SECTION D – NOTICES OF MOTION 139

SECTION E – URGENT ITEMS NOT INCLUDED IN AGENDA..... 139

SECTION F – TO CONSIDER & ORDER ON COUNCILLOR REPORTS 143

SECTION G – IN CAMERA ITEMS 145

B.18.74 IN CAMERA CONSIDERATION OF CONFIDENTIAL REPORT 145

SECTION H – DECISIONS MADE IN CAMERA 146

B.18.74 SWAN HILL LIVESTOCK EXCHANGE PROJECT..... 146

SECTION A – PROCEDURAL MATTERS

- **Open**

Mayor, Cr Les McPhee assumed the chair and declared the meeting open at 4pm.

- **Acknowledgement of Country**

Mayor, Cr Les McPhee read the Acknowledgement of Country.

- **Prayer**

Cr Gary Norton read the prayer.

- **Apologies**

Nil

Recommendations

That the apologies be accepted.

- **Confirmation of Minutes**

- 1) Ordinary Meeting held on 21 August 2018

81/18 Motion

MOVED Cr Johnson

That the minutes be confirmed with the amendment to Report B.18.61 Quarterly Development Trends – 2ND Quarter 2018 (change Child Care Centre valued at \$586,300 at 35-41 Beveridge Street, Swan Hill to Child Care Centre valued at \$586,300 at 123-163 Gray Street, Swan Hill.

SECONDED Cr Katis

The Motion was put and CARRIED

- **Declarations of Conflict of Interest**

The Mayor declared an indirect financial conflict of interest in item B.18.69 Strategic Planning Work Program.

The Mayor also declared that he wished to be part of the debate for items B.18.72 Planning Application for a Telecommunication Facility in PUZ4 In-accordance with Endorsed Plans and B18.68 Amendment C73, so the order of the reports would be re-arranged as follows:

B.18.72 Planning Application for a Telecommunication Facility in PUZ4 In-accordance with Endorsed Plans

B.18.68 Amendment C73

B.18.69 Strategic Planning Work Program

B.18.70 Asset Naming Sub-committee Update

B.18.71 Robinvale Rooming House Update

B.18.73 Community Satisfaction Survey

Following on as per the agenda for sections C, D, E, F, G and H.

- **Receptions and Reading of Petitions, Memorials, Joint Letters and Deputations**

Nil

- **Public Question Time**

Nil

The Mayor Cr Les McPhee vacated the Chair at 4.02pm and Deputy Mayor Cr Ann Young assumed the chair.

SECTION B – REPORTS

B.18.68 AMENDMENT C73

Responsible Officer: Director Development and Planning
File Number: S22-03-01-19
Attachments: Nil

Declarations of Interest: Officer

Heather Green - as the responsible officer, I declare that I have no disclosable interests in this matter.

Summary

This report is to update Council on status of amendment C73. To re-cap, this amendment is a result of the Swan Hill Planning Scheme Review Report, 2015. The amendment will implement a number of recently adopted strategies and apply a number of new and improved local planning policies to the planning scheme.

Background

2015 – Council completed a Planning Scheme review - this is required every 4 years to ensure that the planning scheme is kept up to date.

2016 – Council completed a Rural Land Use Strategy (RLUS) – Council primarily wanted to review rural living opportunities but was required to incorporate a review of rural land and provisions. RLUS was exhibited in April and May 2016 – Copies of the RLUS were sent to government agencies and specifically to the Minister for Planning (the Department) for comment. No comment was received from the Department. RLUS was adopted by Council on 13 September 2016.

2017 – Planning scheme amendment drafted, based on the two reviews incorporating the rezoning of three areas of rural land to rural residential – Nyah, Robinvale and Swan Hill. In the lead up to Council seeking authorisation from the Minister, the Departments comments on amendment C73 prior to lodging the formal request were sought. An email (attached) was received from the department outlining its concerns. The concerns raised were considered and the amendment documents were revised and submitted for authorisation on 20 December 2017.

January 2018 – On 9 January 2018 a letter (attached) was received from the Department advising that a further review of the amendment documentation was required before the Minister would consider the authorisation of the amendment. Some of the content in the letter was unclear so officers met with Department officers to discuss the requests.

April 2018 – Meeting between council and department officers took place. The advice received recommended that the explanatory report needed to demonstrate

stronger justification and explanation around the need for rural living rezoning in Nyah as well as some other minor changes on other matters in the explanatory report.

June 7 2018 – revised amendment documentation sent to Minister for authorisation.

Current status

August 2018 – letter received from the Director State Planning Services with very clear direction on further changes required prior to commencing public notification. The letter clearly advises Council to remove the three areas proposed to be rezoned to Rural Living from the amendment and highlights a number of other changes to be made.

New Format Planning Scheme

In addition to changes required to the amendment to satisfy the Minister, the Department has also released a new format planning scheme, through the Smart Planning program. It was partly released in July 2018 through amendment VC148.

Amendment VC148 aims to reform the Victorian Planning Provisions to simplify and modernise Victoria's planning policy and rules to make planning schemes more efficient, accessible and transparent. It is considered advantageous to have the Planning Scheme translated into the new format whilst Amendment C73 is being publically notified.

Options

To enable progress to continue the following are options for progressing the amendment:

- accept the Department's position and remove the rural living land from the amendment;
- Express concern to the Department about the way the amendment has been dealt with;
- Prepare a new amendment for rural living land as per amendment C73
- Request that the Swan Hill Planning Scheme be translated into the new format as part of amendment C73

OR

- Council could mount a case with the Minister to progress Amendment C73 without change
- Request that the Swan Hill Planning Scheme be translated into the new format as part of amendment C73

Conclusion

Whilst the process to date has been frustrating it is important to not lose sight of the end result. The revised amendment will still provide significant updates to the Planning Scheme that will help the community and officers interpret and provide advice. The benefit of the department assisting with putting our Planning Scheme into the new format will save significant time and funds. Officers will prepare a new amendment with justification for the addition of rural living land in Nyah, Swan Hill and Robinvale and present it to Council to seek approval.

Consultation

As outlined in the report significant engagement with officers from the department has occurred.

Financial Implications

It is likely that some additional funds will be required to adjust the amendment, and prepare a new amendment. It is likely that funds will be saved as a result of the department assisting in the transition of the scheme into the new format.

Social Implications

Better planning leads to better communities.

Economic Implications

Good planning policies encourages economic growth by removing unreasonable barriers.

Environmental Implications

Not applicable

Risk Management Implications

Not applicable

Council Plan Strategy Addressed

Economic growth - Provide land use planning that is responsive and which proactively encourages appropriate development.

Options

As outlined above.

Recommendations

That Council:

- 1. Accept the conditions of authorisation as provided by the Minister for Planning and exhibit amendment C73 for a minimum period of 30 days, excluding all reference to the Rural Living Zone including all maps;**
- 2. Express concern to the Department about the way the amendment has been dealt with;**
- 3. Prepare a new amendment for rural living land as per amendment C73;**
- 4. Request that the Swan Hill Planning Scheme be translated into the new format as part of amendment C73.**

82/18 Motion

MOVED Cr McPhee

That Council:

- 1. Accept the conditions of authorisation as provided by the Minister for Planning and exhibit amendment C73 for a minimum period of 30 days, excluding all reference to the Rural Living Zone including all maps;**
- 2. Express concern to the Department and the Minister for Planning about the way the amendment has been dealt with;**
- 3. Prepare a new amendment for rural living land as per amendment C73.**

SECONDED Cr Jeffery

The Motion was put and CARRIED

Mayor Cr Les McPhee left the chambers at 4.29pm due to his conflict of interest as declared in item B.18.69 Strategic Planning Work Program.

B.18.69 STRATEGIC PLANNING WORK PROGRAM

Responsible Officer: Director Development and Planning
File Number: S22-24-01
Attachments: Nil

Declarations of Interest:

Heather Green - as the responsible officer, I declare that I have no disclosable interests in this matter.

Summary

This report is for Council to note a three (3) year strategic planning work plan.

Discussion

The Council Plan 2017 – 2021 and current planning scheme identifies a number of strategic planning objectives to be achieved in the next three (3) years. To ensure that those objectives are met, the work plan outlined in this report is proposed.

Planning scheme amendments take a significant amount of Officer time to develop and progress through the amendment process. Whilst Council now has 2.8 statutory planners, there is no dedicated Strategic Planner.

Strategic planning projects are usually identified in the planning scheme, through the Council Plan as well as through other planning policies that requires further work.

Unfortunately, it is impossible to undertake all the projects listed in the planning scheme, in the next three years. Therefore, the projects have been recommended on a priority basis and assigned to a financial year to be undertaken. (This excludes those amendments that are requested from landowners/consultants.)

The work plan below is prepared based on current ongoing amendments and strategic projects that are seen as urgent due to current planning pressures.

The Work Plan

2018/19

- Completion of amendment C73 – Swan Hill Panning Scheme review amendment.

The above amendment was lodged with the Minister for Planning seeking authorisation. Advice received recently indicates authorisation cannot be commenced. A separate report outlining how this is to progress is part of this agenda.

Timeline: to commence exhibition October/November 2018.

- Undertaking amendment C74 – South of Werril Street precinct rezoning.

The above amendment has been lodged (by a private developer) with Council and is currently under consideration. The amendment proposes to rezone land south of Werril Street from Farming Zone to Low Density Residential Zone. Further work from both Council and the applicant is being undertaken to ensure it will be able to progress through the state government.

Timeline: Requesting authorisation second quarter of 2019.

- Prepare a Rural Residential Strategy.

The above strategic work relates to the investigation of candidate areas for rural living opportunities as identified in the Rural Land Use Strategy and the potential for low density residential growth around Swan Hill and north of Lakeside Drive, Lake Boga outside the Land Subject to Inundation Overlay.

Timeline: Currently underway.

2019/20

- Investigate options/policy for seasonal farmer accommodation.

This task relates to Council's strategic initiative to encourage the development of appropriate accommodation for various workforces across the municipality, but with particular focus on on-farm workers accommodation.

- Swan Hill Planning Scheme Review. The Planning and Environment Act requires Council to review its Planning Scheme every four years. This review may or may not result in an amendment to the Scheme.

2020/21

- Undertake a review of the Heritage Overlay and associated Heritage Study.

This is necessary as the overlay is not accurate and does not correspond with some heritage sites in the study.

- Review of the racecourse land fronting the highway for potential urban use.

The above strategic project is currently identified in the planning scheme as further strategic work to be undertaken. The land is currently zoned as Public Park and Recreation Zone that limits its potential for further development.

Other Projects

There are other projects that are underway that will not necessarily result in changes to the Planning Scheme but will assist development in the Municipality – these include:

- Relationship development with the development industry, adjoining Councils and state agencies – networking night to be held in October
- Review of software for managing applications – will allow applicants to lodge applications online and check the progress of their applications
- Improved liaison between Economic Development, Engineering and Planning to ensure better outcomes for the development industry
- Assisting property owners and developers in the South West Development Precinct – Swan Hill and in Robinvale to develop their land to provide choice in the housing market.

Consultation

Each of the strategic projects will be subject to public consultation processes at the appropriate time.

Financial Implications

Planning scheme amendments are expensive to instigate and manage. Many will require the use of experts in specific fields. All require significant community engagement and officer time to progress. If panel hearings are required this too requires significant fees to be paid.

Social Implications

Each amendment to the planning scheme will have an impact on how the municipality develops into the future and the various communities

Economic Implications

Prioritising amendments to the planning scheme are carried out with the best economic outcomes in mind – that is making it easier for preferred development to occur in priority locations

Environmental Implications

Each amendment to the planning scheme considers what effect it could have on the environment.

Risk Management Implications

Failure to implement robust land use strategies and policies leaves Council vulnerable to inappropriate and ad hoc development.

Council Plan Strategy Addressed

Economic growth - Provide land use planning that is responsive and which proactively encourages appropriate development.

Options

1. That Council adopt the three year strategic planning work plan;
Or
2. That Council adopt the three year strategic planning work plan with changes;
Or
3. That Council rejects the three year strategic planning work plan.

Recommendations

That Council adopts the following three year strategic planning work plan.

2018/19

- **Completion of amendment C73 – Swan Hill Panning Scheme review amendment.**
- **Undertaking amendment C74 – South of Werril Street precinct rezoning.**
- **Prepare a Rural Residential Strategy.**

2019/20

- **Investigate options/policy for seasonal farmer accommodation.**
- **Swan Hill Planning Scheme Review as per legislation (every 4 years).**

2020/21

- **Undertake a review of the Heritage Overlay and associated Heritage Study.**
- **Review of the racecourse land fronting the highway for potential urban use.**

83/18 Motion

MOVED Cr Jeffery

That Council adopts the following three year strategic planning work plan.

2018/19

- **Completion of amendment C73 – Swan Hill Panning Scheme review amendment.**
- **Undertaking amendment C74 – South of Werril Street precinct rezoning.**
- **Prepare a Rural Residential Strategy inclusive of Swan Hill, Nyah, Robinvale, Lakeside Drive Lake Boga and Lake Boga.**

2019/20

- **Investigate options/policy for seasonal farmer accommodation.**
- **Swan Hill Planning Scheme Review as per legislation (every 4 years).**

2020/21

- **Undertake a review of the Heritage Overlay and associated Heritage Study.**
- **Review of the racecourse land fronting the highway for potential urban use.**

SECONDED Cr Moar

The Motion was put and CARRIED

The Mayor Cr Les McPhee returned to the Council Chambers at 4.40pm and was informed of the decision.

The Deputy Mayor Cr Ann Young left the Chair and the Mayor Cr Les McPhee assumed the Chair.

B.18.70 ASSET NAMING SUB-COMMITTEE UPDATE

Responsible Officer:	Director Development and Planning
File Number:	S11-01-01
Attachments:	1 Minutes 17 April 2018 2 Map proposed Park Robinvale for naming 3 Map proposed road, Nowie for renaming 4 Map proposed road, Tresco for renaming

Declarations of Interest:

Heather Green - as the responsible officer, I declare that I have no disclosable interests in this matter.

Summary

The Asset Naming Sub-Committee met on 17 April 2018. This report seeks a Council resolution to accept the minutes and recommendations from the sub-committee meeting as directed by Council's Asset Naming procedure POL/INFRA500.

Discussion

Correspondence is periodically received from residents and Government representatives concerning the naming of roads and community assets. The Asset Naming Sub Committee meets on an as-needs basis, depending on the number of outstanding requests. The Committee is comprised of two Councillors, and a community member from the Swan Hill Genealogical and Historical Society as well as Council officers.

In relation to the names contained in this report, they have been verified by the Committee and have been researched to ensure that Council can endorse the recommendations as outlined.

Each of the following items listed are a result of a request or approval from members of the Committee:

Item 1 – ROWE STREET PARK

Detha Noter and Dianne Hopcroft have requested to have the park at the North West end of Rowe Street, Robinvale named to Rowe Street Park. It appears that this has been the unofficial name as known by the surrounding residents.

The Committee was advised by David Murphy, GIS Officer, that the name Rowe Street Park was entered into Councils Asset Management System in 2010.

Recommendation – Officially name the park “Rowe Street Park”

Reason - due to the family's history and contribution to the Robinvale community.

Item 2 – NOWIE / OLSON ROAD

Linda Olson has requested to have the road currently named Nowie Road changed to Olsen Road.

This road runs parallel the length of the property once owned by the Olsen family.

Recommendation - to rename part of Nowie road, between Blackwire Road and Chillingollah Road, to "Olson Road".

Reason - due to the road running alongside Olson Farms and the family's history and contribution to the community.

Item 3 – FALKINER AVENUE

Submission received from Graham Jarvie, Technical Officer (Survey) for the naming of the unnamed road beginning at the Tresco-Mystic Park Road, then easterly to Lot 2, PS 337650 continuing southerly to CA 18, Sec 4, Parish of Lake Boga, to be named Falkiner Avenue.

Recommendation - relocating the sign to the corner of Tresco-Mystic Park Road and the unnamed road, therefore changing the unnamed road to Falkiner Avenue.

Reason – The properties south of the unnamed road are listed as „Falkiner Avenue“ in the Rates database as the road has no official name. On the map, where Falkiner Avenue is currently labelled, there is no access. Moving the sign and officially naming the unnamed road Falkiner Avenue will assist in distinguishing the above mentioned properties for Emergency Services purposes.

Consultation

A community representative is a member of the Asset Naming Sub-Committee and the proposed naming of the parks and roads are subject to public advertising and submission process.

The community members who made the requests have been informed of the outcome of the Asset Naming Committee meeting and the process going forward.

Financial Implications

Minor costs associated with the purchase and installation of signs and advertising of proposed names for the parks and roads in Tresco, Robinvale and Nowie.

Social Implications

Recognition of the contribution of outstanding citizens via Asset Naming will have positive social benefits.

Economic Implications

Not applicable.

Environmental Implications

Not applicable.

Risk Management Implications

The naming of unnamed roads will assist emergency services in identifying roads and locations during emergency callouts.

Council Plan Strategy Addressed

Governance and leadership - Positive community engagement through appropriate and constructive consultation.

Options

1. Accept the recommendation of the Asset Naming Sub-Committee and implement them.
2. Disagree with the recommendation of the Asset Naming Sub-Committee and reconvene the group to provide alternative solutions to Council.

Recommendations

That Council approve:

1. **Advertising the naming of the park at the North West end of Rowe Street, Robinvale named to Rowe Street Park.**
2. **Advertising to rename part of Nowie road, between Blackwire Road and Chillingollah Road, to "Olson Road"**
3. **Relocating the sign to the corner of Tresco-Mystic Park Road and the unnamed road, therefore changing the unnamed road to Falkiner Avenue.**
4. **Noting the draft minutes of the Asset Naming Sub-Committee of 17 April 2018.**

84/18 Motion

MOVED Cr Norton

That Council approve:

- 1. Advertising the naming of the park at the North West end of Rowe Street, Robinvale named to Rowe Street Park.**
- 2. Relocating the sign to the corner of Tresco-Mystic Park Road and the unnamed road, therefore changing the unnamed road to Falkiner Avenue.**
- 3. Noting the draft minutes of the Asset Naming Sub-Committee of 17 April 2018.**

SECONDED Cr Moar

The Motion was put and CARRIED

 <p>SWAN HILL Rural City Council</p>	<p>ASSET NAMING SUB-COMMITTEE</p> <p>MINUTES</p> <p>Tuesday, 17 April 2018 Executive Meeting Room Swan Hill Rural City Council</p>
<p>Attendees:</p>	<p>Cr John Katis (Chairperson) Cr Chris Jeffery David Murphy, GIS Officer Tamara Cordwell, Revenue Officer Graham Jarvie, Technical Officer Joyline Rovere, Planning Officer Bryan Donhardt, Senior Revenue Officer</p> <p>Apologies Mrs Jan Guse, Swan Hill Genealogical & Historical Society Heather Green, Director of Planning and Development</p>
1.	Welcome
<p>John Katis declared the meeting open at 2.00pm and welcomed everyone to the Asset Naming sub-committee meeting for 17 April 2018.</p>	
2.	Confirmation of Minutes – Tues, 16 May 2017
<p>Discussion:</p>	<p>Moved : Chris Jeffery Seconded: John Katis CARRIED</p>
3	Naming of park in Rowe Street, Robinvale
<p>A submission was received by Detha Noter and Dianne Hopcroft requesting to have the park at the North West end of Rowe Street named to Rowe Street Park. It appears that this has been the unofficial name as known by the surrounding residents. (Correspondence & map attached)</p> <p>The Committee was advised by David Murphy, GIS Officer, that the name Rowe Street Park was entered into Council's Asset Management System in 2010.</p> <p>Conclusion: The Committee recommends that the intention to name the park be advertised & signs organised if no objections are received.</p>	

4	Renaming section of Breen Street, Ultima
<p>Council resolved at its 15 March 2005 meeting to rename part of Breen Street, Ultima, from McClelland Street to the Sea Lake – Swan Hill Road, as Dillon Street. The renaming was proposed by the Ultima Progress Association (UPA), and no submissions were received as part of the public advertisement process.</p> <p>The resolution has not been acted upon. The UPA have questioned the status of this change and direction is sought to reaffirm the previous resolution. (map attached)</p> <p>Conclusion:</p> <p>The Committee recommends to go ahead with the renaming as it has already been previously resolved by Council. The name change will be submitted with The Office of Geographical Names, if approved signs can be erected.</p>	
5	Renaming of Nowie Road, Nowie
<p>Linda Olson has requested to have the road currently named Nowie Road changed to Olsen Road. This road runs parallel the length of the property once owned by the Olsen family. (Correspondence & map attached)</p> <p>Chris Jeffery questioned the number of properties along Nowie Road and how they would be affected by this change. Bryan Donhardt advised that there are only two properties located south of Nowie Road.</p> <p>A suggestion was made to only rename the north end of Nowie road, from Blackwire Road to Chillingollah Road, as Olson Road.</p> <p>Conclusion:</p> <p>The Committee recommends to go ahead with advertising renaming part of Nowie Road (between Blackwire Road and Chillingollah Road) to Olson Road.</p>	
6	Naming of unnamed road, Tresco
<p>Submission received from Graham Jarvie, Technical Officer (Survey) for the naming of the unnamed road beginning at the Tresco-Mystic Park Road, then easterly to Lot 2, PS 337650 continuing southerly to CA 18, Sec 4, Parish of Lake Boga, to be named Falkiner Avenue (map attached).</p> <p>Graham Jarvie advised that where Falkiner Avenue currently shows on the map, it is not a road and there is actually no access. There are two properties south of the unnamed road, currently addressed in the Rates database as Falkiner Avenue.</p> <p>Conclusion:</p> <p>The Committee recommends relocating the sign to the corner of Tresco-Mystic Park Road and the unnamed road, therefore changing the unnamed road to Falkiner Avenue. This will assist in distinguishing the above mentioned properties for Emergency Services purposes.</p>	

7

Other Business

Update: Naming of two unnamed roads, Robinvale

At its last meeting held 16 May 2017, the Committee discussed a submission from the Robinvale Community Group requesting to name two unnamed roads in Robinvale. The Committee chose two names from the Asset Naming Master List - Borneo Road and Bangka Road. The committee agreed that correspondence be sent to Vic track with the intentions to name the roads. VicTrack have responded with no objection to the names. The Committee recommend proceeding with this submission by reporting to Council for a resolution.

Update: Submission Joe Crowe Park

In August 2017, Mr John Crowe approached Council requesting to revisit his original submissions received back in 2013 to name a park after Joseph (Joe) Crowe. The committee made recommendation to name the water park in between Beveridge Street and Splatt Street, Joe Crowe Park. The committee agreed that correspondence be sent to Lower Murray Water with the intentions to name the park. To date, no response has been received back from Lower Murray Water.

Update: Submission Arthur Chalmers

At its 17 May 2016 meeting, the committee made recommendation to recognise former Councillor Arthur P Chalmers by naming the memorial garden/centre plantation in the median behind Caix Square as Arthur Chalmers Park. The resolution has not been acted upon. This will now be actioned with the Office of Geographical Names as a priority.

Meeting Closed at 2.30 PM

Next Meeting –

TBA

11 January, 2018

17 JAN 2018 5/1-01-01
SAO
RO-TC

The CEO,
Swan Hill Rural City Council,
P.O. Box 488,
Swan Hill, 3585

Dear Mr McLinden

We would like to request that the park located in Rowe Street, Robinvale be formally named 'Rowe Street Park'.

Our families have lived close to the park for more than 40 years and it has always been known to the surrounding residents as Rowe Street Park. Following the recent regeneration of the park, we would like this tradition to continue. Naming the park after the street would help to foster a sense of community spirit in residents. The local children who have been working at painting a mural on the park fence would be very proud to have the park named after their neighbourhood.

We don't require a sign as the locals all know where the park is and the name makes it easy to find for visitors.

Yours sincerely,

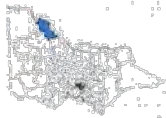


Detha Noter
23 Rowe St
Robinvale, 3549
noter1964@gmail.com

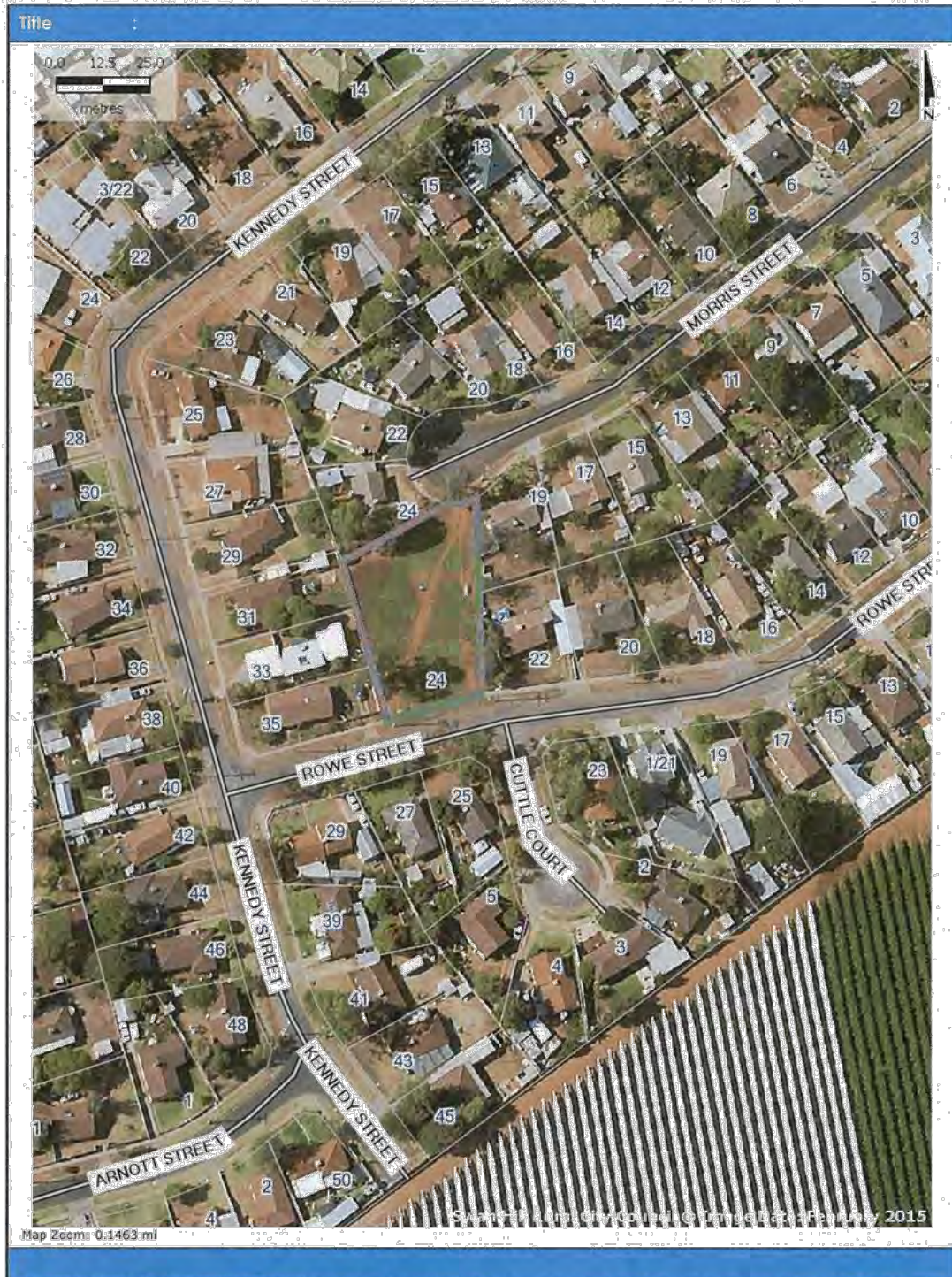


Dianne Hopcroft
19 Rowe St
Robinvale, 3549
hoppi@inet.net.au

Created by SWAN HILL theHer on Tuesday, 27 February 2018



SWAN HILL RURAL CITY COUNCIL PROPERTY MAP



Disclaimer: While every effort has been made to ensure that the information on this map is correct and up to date, Swan Hill Rural City Council does not guarantee the accuracy, reliability, completeness or suitability of any information.

07/03/18
Linda Olson
42 First Avenue,
Palm Beach
QLD. 4221.
Phone: 0421180217
Email: olsnwest@yahoo.com.au

Attention: The Asset Naming Committee.

To Whom It May Concern – My name is Linda Olson and I am writing to you on behalf of my husband Kim Olson and his two siblings, Alexina Ellis and Andrew Olson and our families.

We would respectfully like to make a request for a road name change in the Nowie North area of the Swan Hill Shire. We would like to ask that the road currently named **Nowie Road** be changed to **Olson Road**. This road runs parallel the length of the property once owned by the Olson family – owners/founders of Olson's Game Birds and Olson's Pheasant Farm.

My husband's grandfather Peter Reed Olson, was the son of Swedish immigrants, who settled in Australia in 1884. Peter was a WW1 light horseman. Whilst convalescing in Scotland following injury at the front, he met and married a Scottish lass, Alexina. Peter returned from the war to Australia with Alexina in 1918 and took up a soldier settler block in Jeparit but several years on he and his wife Alexina and family purchased and moved to farm at Ultima on a property then called "Gowan Park".

In 1931 Peter and Alexina purchased the property at Nowie North. They moved from Ultima with their four children to begin wheat and sheep farming at Nowie North. They also took over the running of the Nowie North Post Office which was operated from the property. Their four children, Elna, Petina, Heather and Peter junior attended the Nowie North Primary School across the road from the farm. Peter Senior built a diving board out over the Olson dam so that the local school children could take swimming lessons there. At this time Nowie North also had tennis courts and a cricket pitch. The family was very involved and supportive of the little community.

In 1947 Mrs. Alexina Olson won the Mallee Wheat crop Competition. She had previously won the Swan Hill Agricultural Show Wheat Crop Competition also. The three young Olson girls grew up and married farmers in the Nowie and Swan Hill District. The youngest child Peter junior married Nyah West local girl Lois Limon. Together they took over the running of the Nowie North farm. Lois also worked alongside her mother-in-law, Alexina, operating the Nowie North Post Office up until it closed in 1954.

In 1969/70 sheep prices were at an all time low and the Wheat Board had brought in the Wheat Quota Act. This created difficult times for farmers. Peter and Lois decided it was time to diversify their farming and after considering several ideas they made the brave decision to go into commercial pheasant farming and game birds for the restaurant market.

Olson's Game Birds would become the first commercial pheasant farm in Australia providing many of the top restaurants in Australia with pheasant, partridge and quail. One such restaurant was the iconic Revolving Restaurant atop the Sydney Tower – they had Olson's Game Birds on their menu for many years.

Olson's Pheasant Farm was, and still are, not only a very busy working farm but also a popular tourist and school groups destination providing the public with the rare opportunity to see the workings of a very unique industry. Peter and Lois had a love of parrots, finches and gardening. Their large collection of parrots and finches in landscaped gardens – an oasis in the Mallee – was also a big attraction to the tourists.

With The Pheasant Farm as a tourist attraction, Peter and Lois were members of the Swan Hill Tourism Association along with the Pioneer Settlement, Tyntyndyer Homestead, Military Museum and several more. The group met regularly to discuss the best ways to support Swan Hills growing tourist trade. On several occasions they all travelled to Melbourne to promote Swan Hill as a holiday destination at Travel Expo's.

Peter and Lois Olson sold the property in 1980 to begin a new venture with their family in QLD. Though Peter and Lois have, in recent years, both sadly passed away, the remaining family returns to the Pheasant Farm on every visit they take to the Swan Hill area – it has a special place in our hearts.

Olson's Pheasant Farm has had several owner/operators in the past 37 years. It is a testament to the quality of the product and to the honest goodwill and professionalism of the original founders and owners of the business that the product is still marketed and sold to this day as "Olson Game Birds".

The Pheasant Farm and Olson Game Birds is still the number one game bird supplier to the restaurant industry in Australia. The Pheasant farm is truly a landmark, not only in Swan Hill and the Mallee district but also on the timeline of unique and successful small business and agriculture ventures in Australia.

The large brooder sheds and yards that Peter and Lois built to house and breed the pheasants would forever change the landscape of Nowie North. These amazing structures stand out on top of the hill and can be easily spotted from the air – a true landmark.

We would like to point out that along with **Nowie Road** in Nowie North there is also a **Nowie Street** in Swan Hill – so the Nowie name would not be lost if the Nowie North road sign were to be changed to Olson Road. We do not feel that there would be any local opposition to the name change at Nowie North. Many of the Olson's neighbours at Nowie and Pira have their family name on road signs in the area – Evans Rd, Maher's Rd, Standen Rd, Anderson Rd, Cockfield Rd and the list goes on. These names are well known to the Olson family as they have been neighbours for several generations of farming and many of the younger generation are still our friends today despite the distance we now live from the area.

We note that commercial properties cannot be named after – we do not see the once Olson property as a commercial property, rather a diversified farming property. However if that point should need to be considered in our request then we ask that the road be named for Peter Olson Snr. and his wife Alexina Olson who settled in Nowie North as young farmers in the early part of the 20th Century, along with their neighbours, the Maher's, Evans, Anderson's and Cockfield's.

In memory of one of the original farming families in the district and the pioneering work they put into early farming and later creating a well known oasis in the Mallee, and for their community spirit - the Olson family would very much appreciate your consideration of this request to have **Nowie Rd** at Nowie North changed to **Olson Rd**.

Thank you for your time to consider this request. We understand it is not a simple task. We will patiently await your reply.

With Kindest Regards,

Linda Olson (nee Westcott – also a onetime local born in Nyah)

NB: Should our request be successful – please note the spelling is **Olson** with an "O" NOT **Olsen** – there is no "E" in Olson ☺

Created by SWANHILL\cordwell on Wednesday, 14 March 2018



SWAN HILL RURAL CITY COUNCIL PROPERTY MAP



Disclaimer: While every effort has been made to ensure that the information on this map is correct and up to date, Swan Hill Rural City Council does not guarantee the accuracy, reliability, completeness or suitability of any information.



B.18.71 ROBINVALE ROOMING HOUSE UPDATE

Responsible Officer: Director Development and Planning
File Number: S28-06-01
Attachments: Nil

Declarations of Interest:

Heather Green - as the responsible officer, I declare that I have no disclosable interests in this matter.

Summary

Robinvale is in the midst of a housing shortage and workers looking for short-term accommodation are most affected. This has resulted in a number of rooming houses and other housing being operated within the Robinvale town and surrounding farming district not meeting legislative requirements that ensure a safe and hygienic living environment.

Council's Officers from Public Health, Building, Planning and Regulatory Services teams have for one year been working to ensure compliance of all accommodation for all residents in Robinvale.

Discussion

Non-compliant rooming houses have been an ongoing issue within Robinvale and district for a number of years. These houses affect the local amenity, environment and pose health and safety risks to the people living within the houses and their neighbours.

Council started a public campaign focusing on illegal rooming houses in Robinvale in September 2017. There have been a total of 44 properties inspected throughout the campaign, including:

- 4 properties (two rooming houses, two on farm accommodation blocks) working through planning, building and health requirements to become registered legal rooming houses by the end of the year.
- 14 properties that still have outstanding orders or directions to comply with.
- 26 properties that have undertaken work to remove illegal buildings or vacated and are no longer under active investigation.

The 14 properties that are still under active investigation have a range of outstanding items, including Improvement Notices (*Public Health and Wellbeing Act 2008*), Orders and Notices for emergency works (*Building Act 1993*), Notice to Comply to remove rubbish or caravans under the *Local Law No.2*, and directions to cease activities and apply for permits (*Residential Tenancies 1997* and *Planning Act 1987*).

Investigating and enforcing compliance of rooming house operators is resource heavy. Language and cultural barriers increases the time taken to attain compliance

with all legislation. In most instances non-compliant matters cannot be resolved on the first onsite inspection and typically involve at least two or three visits by council officers.

In addition to the process mentioned above, significant time is also required to attempt to contact owners or contractors that fail to make contact with Council, meet deadlines or don't have a fixed address. Additionally of concern is the lack of available accommodation for the tenants to move to.

Councils Health and Building teams are sending an officer each to complete inspections of rooming houses every week. Officers have been stretched with the amount of notifications received from the public, and other organisations like the CFA and Victoria Police, and thus far have only been reactive in their investigations.

The campaign has been successful in raising the profile of the non-compliance of dwellings and the need to comply with legislation within the community, however overall numbers of illegal rooming houses has not reduced with new complaints being received each week. The tenants being evicted from the illegal rooming houses still need accommodation and officers have seen tenants moving from one illegal rooming house to another. Officers will continue to investigate all rooming houses complaints submitted and follow through with enforcement options available.

Resourcing the ongoing enforcement is being reviewed to ensure it can continue in a timely manner.

The legislative burden and cost of works is often identified as the main reason why property owners do not want to comply and register their rooming houses or on farm accommodation.

Other Issues

Robinvale Housing Strategy

Following meetings with the agricultural industry Council has been successful in seeking funding to carry out a review of the census data to determine a more accurate demographic profile of Robinvale and develop a housing strategy that will provide actions for Council, the horticultural and development sectors to complete to enable housing to be provided.

Swan Hill Planning Scheme and other legislation

The housing requirements of short term workers are quite different to permanent residents. Councils state regulated planning scheme is a blunt instrument which does not provide the flexibility that would make it easier to allow and then regulate alternative housing types, particularly those located on farm. Council will continue to advocate for both planning and other regulations be reviewed to accommodate housing choice.

Consultation

Officers continue to consult with property owners to ensure knowledge of requirements is understood

Financial Implications

Extra resources including legal services will be required to continue the campaign to ensure safe and healthy living environments for everyone.

Social Implications

Lack of safe and regulated accommodation for itinerant workers.

Economic Implications

To ensure sustainable farms a secure workforce is required. A safe living environment for workers is essential to attract workers.

Environmental Implications

Increased failing wastewater systems and rubbish from illegal rooming houses.

Risk Management Implications

Health and safety risk to occupants of houses.

Council Plan Strategy Addressed

Community enrichment - Help all people to find a place in our community.

Options

Nil

Recommendations

That Council

- 1. Note the**
 - a. ongoing Robinvale housing shortage and**
 - b. rooming house compliance program in Robinvale**
- 2. Continue to work with property owners to seek compliance with all legislation to ensure safe and appropriate accommodation for all residents of Robinvale.**
- 3. Continue to work with developers to expand housing choice in Robinvale.**

85/18 Motion

MOVED Cr Katis

That Council

- 1. Note the**
 - a. ongoing Robinvale housing shortage and**
 - b. rooming house compliance program in Robinvale**
- 2. Continue to work with property owners to seek compliance with all legislation to ensure safe and appropriate accommodation for all residents of Robinvale.**
- 3. Continue to work with developers to expand housing choice in Robinvale.**

SECONDED Cr Norton

The Motion was put and CARRIED

B.18.72 PLANNING APPLICATION FOR A TELECOMMUNICATIONS FACILITY IN PUZ4 IN ACCORDANCE WITH ENDORSED PLANS

Responsible Officer: Director Development and Planning
File Number: 2018/01
Attachments: Nil

Declarations of Interest:

Heather Green - as the responsible officer, I declare that I have no disclosable interests in this matter.

Summary

Heather Green- as the responsible officer, I declare that I have no disclosable interests in this matter.

Discussion

Location and existing conditions

The subject site is located on land owned by Vicgrain and sits to the west of Lake Boga and the Murray Valley Highway and immediately west of the railway line, as shown in figure 1.

The subject site is within land zoned Public Use Zone 4 (PUZ4). The purpose of the public land use is identified as Transport in Clause 36.01-6 of the Swan Hill Planning Scheme.

Land around the subject site includes various zonings, as shown in figure 2. The lake and its periphery is zoned Public Conservation and Resource. A large area of land zoned General Residential is located to the west of the site with an additional strip of General Residential located on the perimeter of the lake. A small area of land zoned Commercial 1 is situated along Marraboor street to the west of the site.

Currently there are four large dormant silos and two associated outbuildings to the north of the proposed location.

The subject site is relatively underutilised land with patches of native vegetation amongst cleared land.



Figure 1. Aerial image of subject site and surrounds.

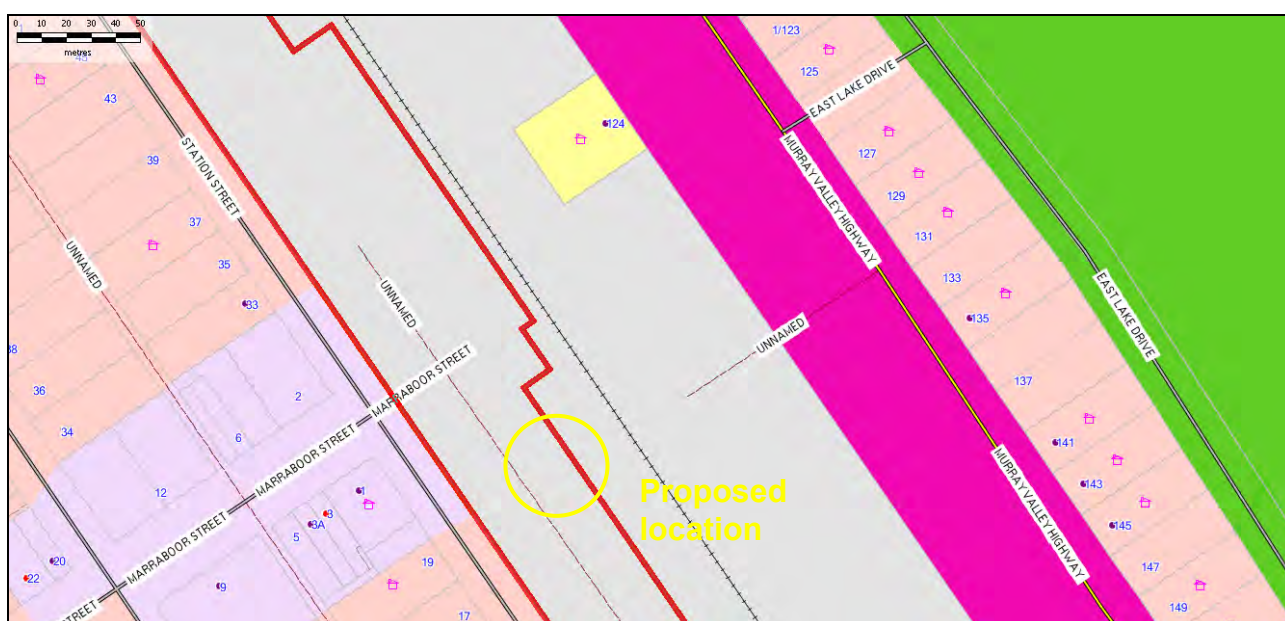


Figure 2. Zoning of subject site and surrounds.

Proposal

The application seeks consent to install a new fixed wireless facility in a cleared area of land known as 3 Station Street, Lake Boga. The proposed fixed wireless facility will consist of the following equipment:

- 40m telecommunications monopole;

- 7 panel antennas;
- 2 outdoor units at ground level;
- 2.4m high chainlink security compound fencing; and
- Ancillary equipment associated with operation of the facility, including cable trays, Remote Radio Units, cabling, safe access methods, bird proofing, earthing, electrical works and air-conditioning equipment.

The equipment will be enclosed in a proposed compound with a length of 10m and a width of 8m giving a total area of 80m².

The proposed facility is a fixed wireless transmission site and is necessary to provide nbnTM fixed wireless coverage to the Lake Boga area and surrounds. The nbnTM is an upgrade to Australia's existing telecommunications network in the most cost-efficient way using best-fit technology to provide access to fast, affordable and reliable internet and landline phone services.

The proposed facility is designed to provide Fixed Wireless internet services to approximately 984 premises in the Lake Boga and surrounding areas.

The applicant has provided photomontages of the tower in its proposed location as shown in figure 3 and 4.



Figure 3. Photomontage – view of the proposed facility looking east from the corner of Marraboor Street and Station Street approximately 100 metres away.

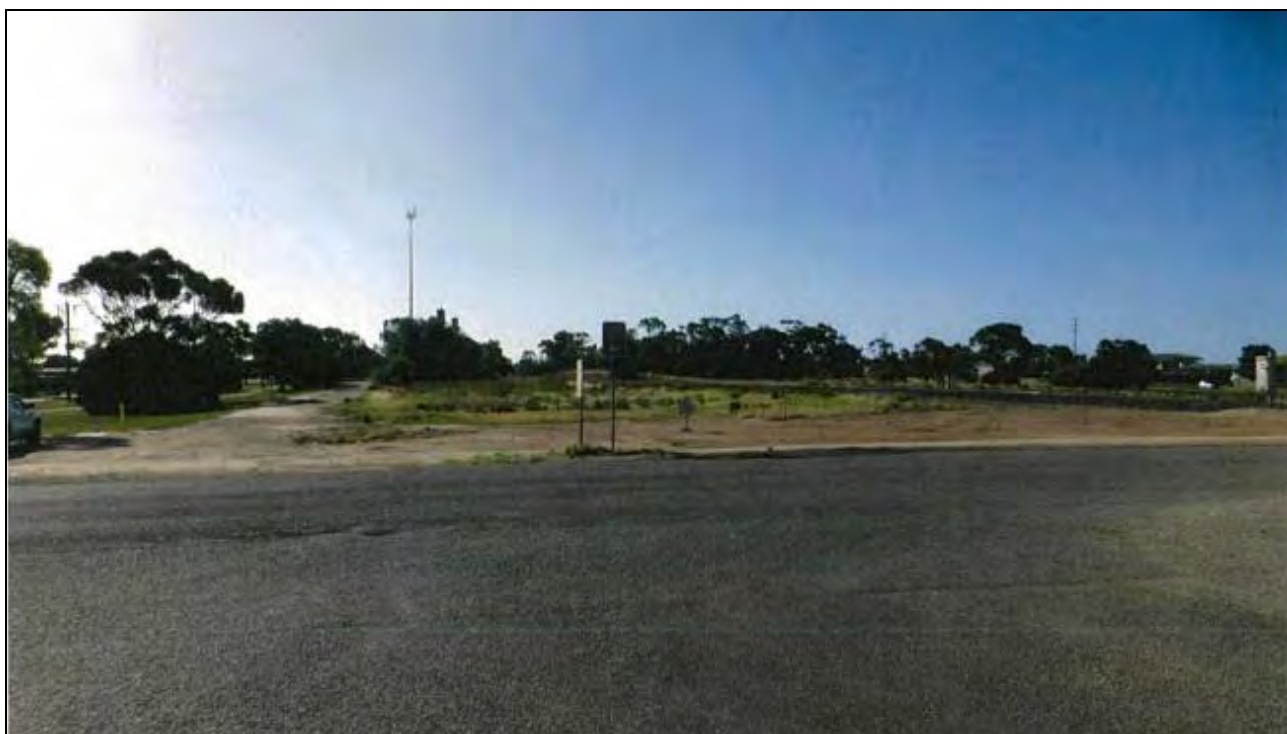


Figure 4. Photomontage – view of the proposed facility looking northeast from Lalbert Road approximately 230 metres away.

Site Selection Process

An in-depth site selection process was undertaken prior to confirming the proposed site as the preferred location. The four key factors involved in the decision making process were:

- Planning considerations such as: zoning; surrounding land uses; environmental significance; and visual impact;
- The ability of the site to provide acceptable coverage levels to the area;
- Construction feasibility;
- The ability for nbn™ to secure a lease agreement with the land owner.

During a rigorous multi-stage scoping process the potential to co-locate the nbn™ equipment on either the existing Optus monopole at Lalbert Road or the Telstra monopole on the Murray Valley Highway were investigated. A search of the Radio Frequency National Site Archive confirmed that neither option provided suitable co-location opportunities due to insufficient heights and distance away from the central township.

The scoping process identified a total of nine candidate sites. Further investigation led to discounting eight of the candidate sites due to their inability to meet all of the required key factors.

The site at 3 Station Street, Lake Boga, was identified as meeting all the required key factors and was determined as the optimum site for the telecommunications facility.

Zoning

Clause 36.01 Public Use Zone

In addition to implementing the Municipal Planning Strategy (MPS) and the Planning Policy Framework (PPF), the purpose of the zone is to recognise public land for public utility and community services and facilities and to provide for associated uses

that are consistent with the intent of the public land reservation or purpose. The purpose of public land use at the site location is Transport.

A permit is required to construct a building or construct or carry out works for any use in Section 2 of Clause 36.01-1. The proposed use and development does not meet the requirements of Section 1 as it is not for the purpose of Transport and is not being carried out by or on behalf of the public land manager. The proposed use and development therefore requires a permit under Clause 36.01-2.

Responses to relevant decision guidelines include:

- The application is in accordance with the MPS and the PPF as detailed below.
- The proposal is sited on private land. A lease agreement has been arranged between the land owner and the applicant.
- The principles for the design, siting, construction and operation of telecommunications facilities as outlined in *Telecommunications Facilities: A Code of Practice for Telecommunications Facilities in Victoria* (2004) include:
 - o Minimising visual impact;
 - o Co-location where practicable;
 - o Health standards for exposure to radio emissions; and
 - o Minimisation of disturbance and risk, and construction activity compliance to State policies and environmental management guidelines.

It is considered that the monopole and ancillary equipment is sympathetic to the surrounding area. No interruption to a significant view of a heritage place, a landmark, a streetscape, vista or a panorama will result from the proposed location of the monopole.

As detailed above, the possibility of co-location was investigated and deemed unsuitable to achieve the required service.

The Radio Frequency Electromagnetic Energy (RF EME) emissions from any communications installations are regulated by the Australian Communications and Media Authority (ACMA). The ACMA's regulatory arrangements require nbn base stations to comply with the exposure limits in the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) RF Standard.

The ARPANSA Standard is designed to protect people of all ages and health status against all known adverse health effects from exposure to RF EME. The ARPANSA Standard is based on scientific research that shows the levels at which harmful effects occur and it sets limits, based on international guidelines, well below these harmful levels.

On behalf of nbn, Visionstream supplied an EME Environmental Report to Council with the application. The report shows that the Maximum Cumulative EME level will be 0.23%, much less than 1% of the allowable limit.

Any issues relating to soil erosion, soil instability, obstruction or danger to pedestrians or vehicles, disturbance to flora and fauna, or damage to any existing features are not anticipated during the construction or operation of the facility.

Planning Policy Framework (PPF)

Clause 17 Economic Development

Under the Clause, planning is to provide for a strong and innovative economy and to contribute to the economic wellbeing of the state.

The proposal will support economic development in the region by allowing existing small businesses to operate efficiently with the support of high quality nbn and by providing greater incentive for future businesses.

Clause 17.04 Tourism

The objective of the Clause is to encourage tourism development to maximise the economic, social and cultural benefits of developing the state as a competitive domestic and international tourist destination.

Tourism is an important sector for the region and provides in excess of \$95 million into the economy. The growth of the tourism sector is recognised as a key factor in the *Swan Hill Region Economic Development Strategy 2017 – 2022*.

The *Lake Boga Economic Development, Tourism and Marketing Strategy* recognises the potential for Lake Boga to become an outstanding tourism destination. With

increased tourism comes increased reliance on high quality services for both visitors and community members.

The proposal will ensure that high quality nbn is available as would be expected from visitors to a holiday region and will also ensure that the services to community members will not waiver during high periods of tourism and large events where service provision will require a high capacity.

Clause 19.03 Development Infrastructure

The Clause includes the subclause 19.03-5S Telecommunications. The objective is to facilitate the orderly development, extension and maintenance of telecommunication infrastructure.

Responses to the strategies relevant to the proposal include:

- The proposal will provide service to distances of up to 10km from the proposed location of the facility ensuring that business, industry and the community needs are met now and into the future.
- No adverse environmental impacts are anticipated as a result of the proposal and no native vegetation will require removal at the proposed location.
- The facility is in accordance with other facilities in the state employed to provide nbn services.

Local Planning Policy Framework (LPPF) including the Municipal Planning Strategy (MPS) and local planning policies.

Clause 21.08 Economic Development

The Clause refers to the Council Plan 2009-2013 and the commitment, relevant to the proposal, to:

- Support the development of a prosperous, growing, vibrant and diverse economy.

- Provide infrastructure and a range of services that makes us a “region of choice”.

The growth of businesses, industry and tourism are recognised under the Clause as essential elements to support economic development. Reliable and efficient telecommunications services are crucial to the growth of these elements.

Clause 21.10 Local Areas

The site is within an area addressed by the Swan Hill Local Areas policy at Clause 21.10.

Lake Boga, under Clause 21.10-3, is recognised as an attractive, lakeside village and tourist town. As the gateway to the Swan Hill region and with newly available residential land and its recreational opportunities, Lake Boga has significant growth and tourism potential.

By upgrading and offering alternative telecommunication services, the proposal will ensure that services can meet potential residential and tourism growth.

Relevant Particular Provisions

Clause 52.19 Telecommunications Facility

The purpose of the Clause is to ensure that telecommunication infrastructure and services are provided in an efficient and cost effective manner to meet community needs and to facilitate an effective statewide telecommunications network in a manner consistent with orderly planning.

The proposal does not meet the exemptions for a permit for buildings and works listed under the Clause and therefore requires a permit.

Responses to the decision guidelines relevant to the proposal include:

- The principles for the design, siting, construction and operation of a Telecommunications facility set out in *A Code of Practice for Telecommunications Facilities in Victoria, July 2004*, were addressed by the applicant and have been considered in this report as outlined above.

- The effect of the proposal on adjacent land is considered to be negligible. The appearance of the compound will be ameliorated by vegetation. The slim nature of the monopole and the overall appearance from adjacent properties is not considered to be detrimental to any persons or to the operations occurring on the adjacent Victorian Rail Track land.
- The telecommunications facility is not located within any overlay that would require the consideration of further decision guidelines.

The decision guidelines of Clause 65

The following responses are in consideration of the decision guidelines of Clause 65:

- The proposal is in accordance with the matters set out in section 60 of the Act.
- The proposal is in accordance with the Municipal Planning Strategy and the Planning Policy Framework.
- The proposal meets the purpose of the zone, overlay and other provisions.
- The proposal contributes to the orderly planning of the area.
- It is not considered that the amenity of the area will not be adversely affected by the proposal.
- The proposal is located approximately 200m from public land but is not considered to have adverse affects to this area.
- There are no factors likely to cause or contribute to land degradation, salinity or a reduction in water quality.
- The proposal is not likely to have any effect on the quality of storm water within or exiting the site.
- No native vegetation will be effected by the proposal.
- The proposal is not anticipated to affect the degree of flood, erosion or fire hazards.

- No loading or unloading facilities are included in the proposal and it is not anticipated that any effect to traffic flow or road safety will result.

Consultation

A thorough consultation process has been undertaken during past 10 months:

Prior to Lodgement of Application

Thursday 5th December 2017–

Community consultation began before the application was lodged with the applicant holding an information session on Thursday 5 December 2017 from 3pm - 6pm at the Lake Boga Community Centre. Notification of the meeting was sent to 101 properties within the proximity of the proposed site location and the meeting was advertised in local newspapers. The applicant has stated that valuable feedback was obtained that supported the proposal and also contributed to the final proposed site.

During Application Process

10 January 2018 -

Notification was provided to 34 land owners and occupiers as per the requirements of Section 52 of the *Planning and Environment Act 1987* and included:

12 January 2018 - A sign was placed on the site and remained there until 26/01/2018.

26 January 2018 - A notice was placed in the Guardian Newspaper.

30 May 2018 –

After the application was amended to comply with the requirements of CASA (Civil Aviation Safety Authority), the notification process was repeated with letters to residents and land owners.

6 July 2018 – Sign on site that remained until the 20 July 2018.

Friday 6 July 2018 – Notice in the Guardian newspaper.

Following First Notification Period

No objections were received during the first notification period.

Following Second Notification Period

A total of eight objections were received on 12 July 2018. A further 3 objections were received on 20 July 2018 and a final objection was received on 27 July 2018. All 12 objectors were sent response letters and an information session was arranged for Thursday 16th August to allow the applicant to respond to the concerns of the objectors.

Information Session

The information session of 16th August was attended by five objectors and two representatives for the applicant Visionstream.

During the information session the concerns of the objectors were addressed by the applicant, however, no resolution or withdrawal of objections resulted.

Council Briefing

All 12 original objectors were notified via mail and phone of the Council briefing arranged for Tuesday 4th September. A total of 3 objectors attended the briefing and presented their concerns over the proposal.

Representatives from Visionstream and Ericsson spoke in favour of the proposal and responded to objector concerns and Councillor questions.

Objections and response

The key issues of concern raised by the objections include:

- The visual impact of the facility to nearby residents and business operators;
- Overshadowing issues;
- Property devaluation; and
- Health risks associated with radiation.

In response to these objections several VCAT cases are referred to that dealt with similar issues and also the responses provided by the applicant during the information session and the Council briefing.

- In response to the visual impact concerns - Rand v Casey CC [2018] VCAT 970 (27 June 2018):

“...in order to serve their function, monopole facilities need to be elevated and located prominently. That invariably makes them conspicuous in an open, rural landscape. Thirdly, „minimal“ visual impact does not mean no impact and to „minimise“ impact means to achieve a minimal impact. Fourthly, whether a facility has been located to minimise the visual impact is a subjective issue about which there can be differences of opinion.”

“As is the case with most new structures in the landscape, the monopole may appear quite dominant when it is first constructed. However in time, it will become just another piece of infrastructure in the landscape – a part of someone’s everyday experience in the same way electricity poles, road signs, television aerials and satellite dishes fade into the background and become a normal and unremarkable part of a locality.”

Kelly v Greater Shepparton CC [2018] VCAT 947 (20 June 2018):

“...telecommunication facilities are anticipated to play an important part of land uses found and proposed in regional areas and communities. Particularly as these communities seek to remain connected and networked, both at an economic and social wellbeing level. I consider the proposal before me is a good example of this policy and net community balance setting.”

The applicant has indicated that no other location will provide the service requirements and that the investment would not be viable in another location. As mentioned in the above VCAT cases, a balance between visual impact and net community benefit must be considered. The proposal will provide a much needed service that will reach a great number of properties beyond those that have concerns regarding the visual impact.

Additionally, the applicant has agreed to provide landscaping to the satisfaction of the Responsible Authority that will serve to ameliorate the visual impact and is also an opportunity to improve the linkage between the township and the lake.

- In response to the overshadowing concerns, the applicant has provided certified shadow diagrams that reveal that any shadow cast by the proposed facility would be negligible. The monopole structure is slimline in appearance, further reducing the impact of any shadowing.
- In response to property devaluation -:

Williams v Benalla RC [2004] VCAT 511 (30 March 2004):

“There is no evidence to suggest that property values would be impacted or are a relevant consideration in these proceedings.”

Property valuation is not a matter dealt with by the Swan Hill Planning Scheme and is therefore not a consideration in determining whether or not to grant a permit.

- In response to health risks associated with radiation-:

McClelland v Golden Plains SC [2013] VCAT 749 (17 May 2013):

“...the planning system is not designed to deal with every conceivable issue within the community. Other legislation and regulations specifically deal with matters such as building control and endangered species. Sometimes the other regulatory controls intersect with planning but it does not mean that planning has to provide all the answers or be the vehicle to control those other matters. So it is with electro-magnetic radiation. Other organisations and other codes and guidelines control those matters.”

“...It requires no further comment other than it is now widely recognised through previous Tribunal decisions that it is not the Tribunal’s task to pioneer new standards and that if standards need to be reassessed then there are other authorities with that responsibility. This point was reaffirmed by Deputy President Gibson in her order dated 22 January 2013.”

As is the case with property values, health risks associated with telecommunications towers are not a matter dealt with by the Swan Hill Planning Scheme. Having said that, the EME report provided by the applicant shows that the maximum EME level is 0.23% which is in excess of 400 times below the allowable limit. Additionally, the highest EME levels are located 200-300m away from the facility with EME levels at only 0.014% at distance between 50-100m. The objectors were most concerned about radiation levels at this distance which are in fact the lowest due to the angle of the antenna reaching into the distance.

While health concerns are often raised in relation to telecommunication facilities, as mentioned in the VCAT case above, it is the responsibility of other organisations to regulate and control these matters.

Financial Implications

There are no known financial implication.

Social Implications

There are no known negative social implications. Social benefits arise from the increased connectivity for the region.

Economic Implications

The potential for economic growth is supported by the improved connectivity and service provisions that the proposal will offer.

Environmental Implications

There are no known environmental implications and no removal of native vegetation is required.

Risk Management Implications

There are no known risks associated with the proposal.

Council Plan Strategy Addressed

Infrastructure - Infrastructure that appropriately services community needs.

Options

1. Issue a Notice of Decision to Grant a Planning Permit for the use and development of the land for a telecommunications facility in the Public Use Zone, subject to conditions and in accordance with the endorsed plan.
2. Issue a refusal to Grant a Planning Permit for the use and development of the land for a telecommunications facility in the Public Use Zone.

Recommendations

That Council:

Issue a Notice of Decision to Grant a Planning Permit for the use and development of the land for a telecommunications facility in the Public Use Zone, subject to conditions and in accordance with the endorsed plan.

CONDITIONS

1. Prior to the commencement of the use of the development, amended plans to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. When approved, the plans will be endorsed and will then form part of the permit. The plans must be drawn to scale with dimensions. The plans must be generally in accordance with the plans submitted with the application prepared by Visionstream on 27 June 2018 but modified to show:
 - a) The depiction of the Tree Protection Zone of each tree in the vicinity of the proposed compound area and access track;
 - b) A landscaping plan including:
 - i. a schedule of all proposed trees, shrubs/small trees and ground cover; and
 - ii. The location of each species to be planted and the location of all areas to be covered by grass, lawn or other surface materials.
2. The use and development as shown on the endorsed plan must not be altered without the written consent of the Responsible Authority.
3. Upon completion of the buildings and works, the site must be cleared of all

excess and unused building materials and debris to the satisfaction of the Responsible Authority.

4. All buildings and works must be maintained in good order and appearance to the satisfaction of the Responsible Authority.
5. All operational equipment must comply with the Australian Communications and Media Authority, ARPANSA and Electromagnetic Energy & Radiation requirements to the satisfaction of the Responsible Authority.
6. If the telecommunications facility hereby approved becomes redundant, all above ground infrastructure associated with the telecommunication facility must be removed and the area reinstated to the satisfaction of the Responsible Authority. All works to comply with this condition must be completed within three months of the facility ceasing to operate and must be at the expense of the permit holder.
7. During construction, measures must be undertaken to protect the existing trees in the vicinity of the proposed compound and access track, including (but not limited to):
 - a) Tree protection fencing;
 - b) No vehicle or pedestrian access, trenching or soil excavation within any Tree Protection Zone; and

Engineering

8. That storm water runoff from all buildings, tanks and paved areas must be connected into the existing drainage system.
9. Under Part 175 of Civil Aviation Safety Regulations (CASR) Council require the Civil Aviation Safety Authority Advisory Circular "Reporting of tall structures and hazardous plume sources" AC 139-08 v2.0 March 2018 – Tall Structure Vertical Obstacle Notification Form to be completed and submitted to Airservices Australia and a copy of the form sent to Council.

Expiry

10. This permit will expire if one of the following circumstances applies:

- a) The use and development is not started within two (2) years of the date of this permit; or
- b) The development is not completed within four (4) years from the date of this permit.

The Responsible Authority may extend the periods referred to if a request is made in writing before the permit expires or within six months afterwards.

Notes

- a. All building works associated with this development must be in accordance with the Building Act 1993, Building Regulations 2018 and the Building Code of Australia.
- b. A building permit will be required for the building work associated with this development.

86/18 Motion

MOVED Cr McPhee

That Council:

Issue a Notice of Refusal for the Planning Permit for the use and development of the land for a telecommunications facility in the Public Use Zone for the following reasons:

- **That the proposal is not in accordance with the principles for the design, siting, construction and operation of telecommunications facilities as outlined in *Telecommunications Facilities: A Code of Practice for Telecommunications Facilities in Victoria (2004)*.**

- **Minimising visual impact;**
 - **Co-location where practicable;**
 - **Health standards for exposure to radio emissions; and**
 - **Minimisation of disturbance and risk, and construction activity compliance to State policies and environmental management guidelines.**
- **That the proposal is inconsistent with the Lake Boga Community Plan.**
 - **That the proposal is better located on a community facility.**
 - **That the proposal will have a detrimental effect on the amenity of the surrounding area.**

SECONDED Cr Norton

The Motion was put and CARRIED

B.18.73 COMMUNITY SATISFACTION SURVEY

Responsible Officer: Chief Executive Officer
File Number: S01-28-01-V2
Attachments: 1 Community Satisfaction Survey

Declarations of Interest:

John McLinden - as the responsible officer, I declare that I have no disclosable interests in this matter.

Summary

This report provides a snapshot of the community satisfaction survey results for the Swan Hill Rural City Council following the 2018 survey.

Discussion

Each year the State Government engages a consulting firm to undertake a telephone survey of constituents of each municipality in Victoria to gain an understanding of the community's level of satisfaction within its Local Government. A total of 400 telephone interviews within this Municipality are conducted and efforts are made to ensure that the phone surveys reach a representative cross-section of the community.

The overall performance index score of 59 for Swan Hill Rural City Council represents a one point improvement on the 2017 result. Council's overall performance rating has remained relatively consistent over the past three years. The overall performance index score for all municipalities sits at 59 which indicates that our community considers Swan Hill Rural City Council's performance to be in-line with the average Victorian citizens view on their own municipality. Council's overall performance index score of 59 is statistically significantly higher than the average score of 56 received by our peer Council group of large rural municipalities.

Residents aged 65 years and over are significantly more favourable in their view of Council's overall performance than residents overall.

Our three top performing areas are waste management with a score of 68, recreational facilities with a score of 66 and elderly support services with a score of 65. Council's bottom three performing areas are the condition of sealed local roads with a score of 50, decisions made in the interest of the community with a score of 54, and local streets and footpaths with a score of 54. It is suggested that Council look deeper into these areas and look for ways to understand its community's concerns in relation to these areas and seek ways in which to better meet the expectations of its community.



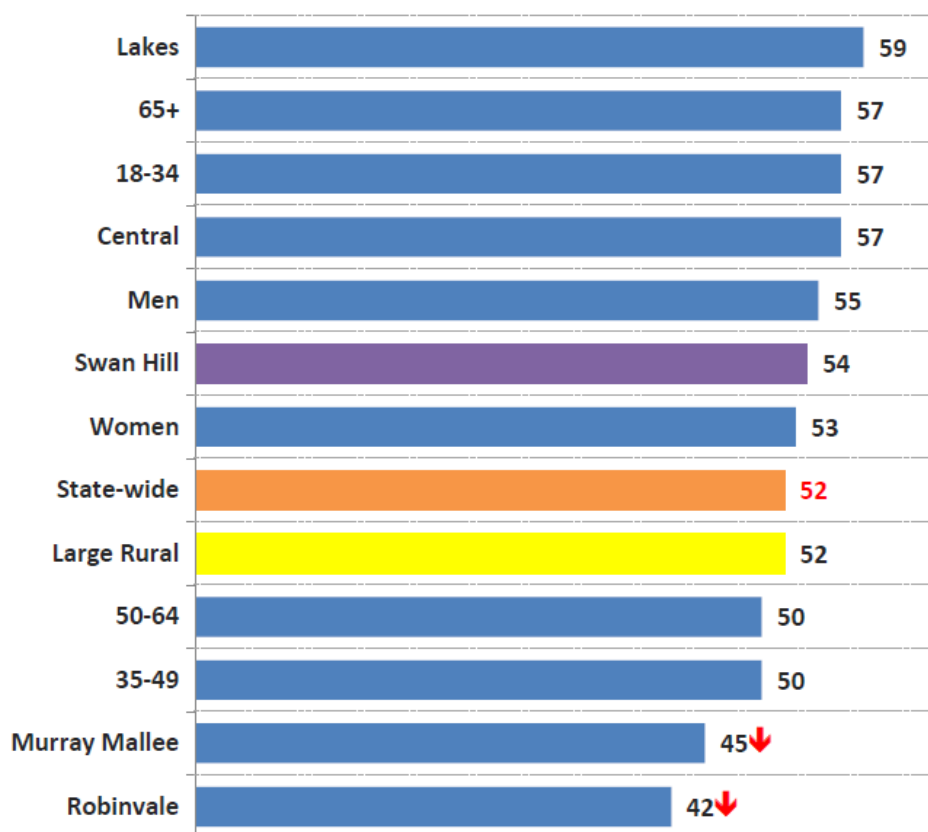
TOP 3 PERFORMING AREAS



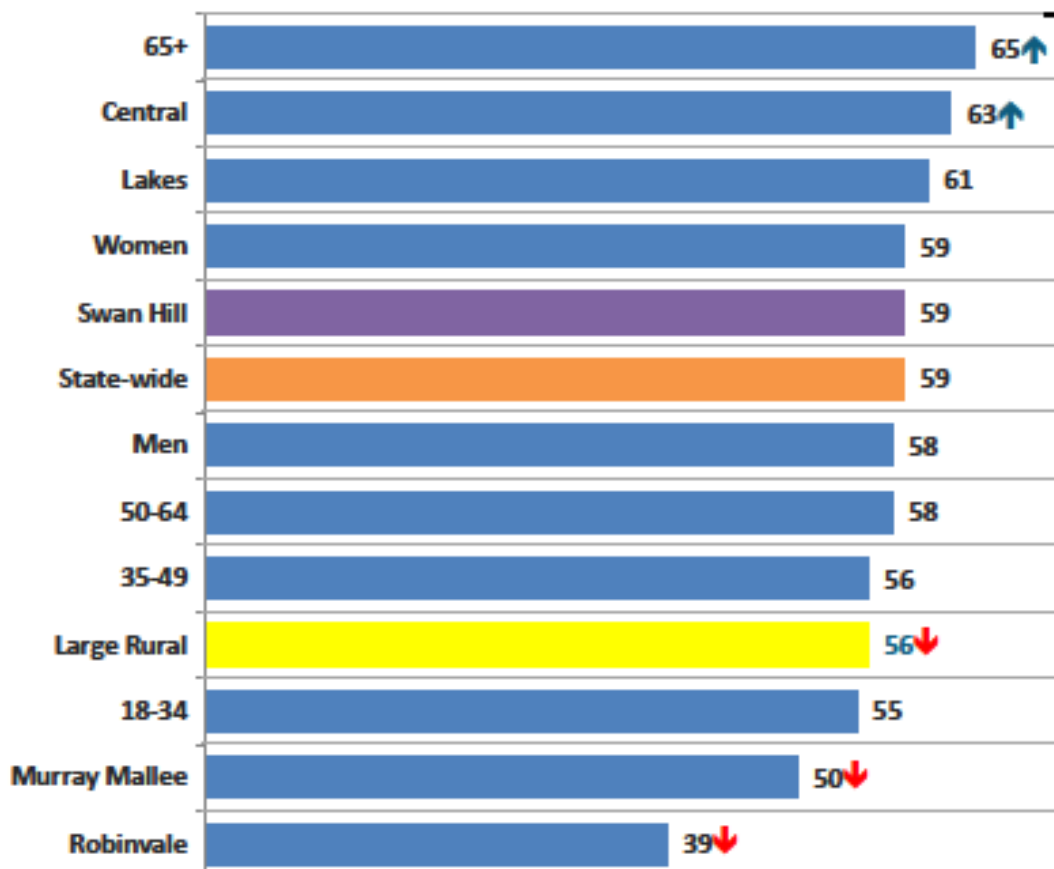
BOTTOM 3 PERFORMING AREAS



2018 Overall Direction



2018 Overall Performance



Consultation

Not applicable.

Financial Implications

Not applicable.

Social Implications

Not applicable.

Economic Implications

Not applicable.

Environmental Implications

Not applicable.

Risk Management Implications

Not applicable.

Council Plan Strategy Addressed

Governance and leadership - Positive community engagement through appropriate and constructive consultation.

Options

Not applicable.

Recommendation

That Council note the results of the 2018 Community Satisfaction survey.

87/18 Motion

MOVED Cr Katis

That Council note the results of the 2018 Community Satisfaction survey.

SECONDED Cr Norton

The Motion was put and CARRIED



LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY

SWAN HILL RURAL CITY COUNCIL

2018 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**



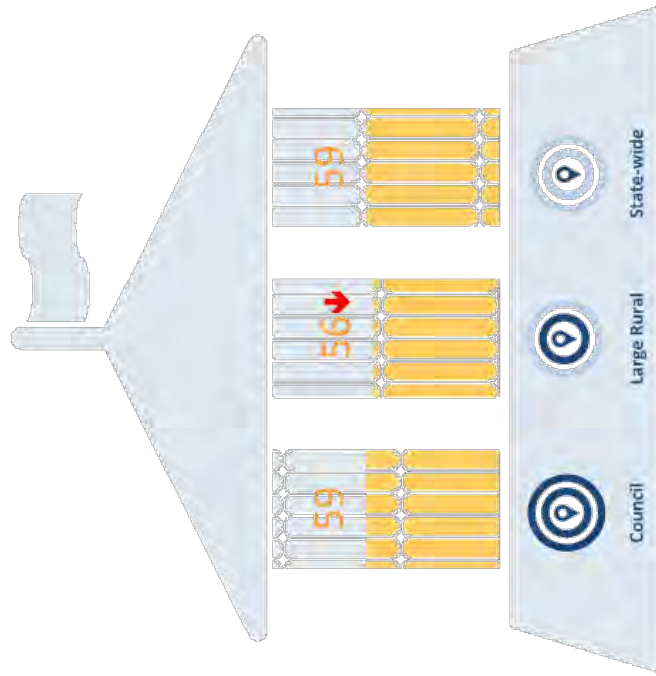
J W S R E S E A R C H



CONTENTS

- [Background and objectives](#)
- [Survey methodology and sampling](#)
- [Further information](#)
- [Key findings & recommendations](#)
- [Summary of findings](#)
- [Detailed findings](#)
 - [Key core measure: Overall performance](#)
 - [Key core measure: Customer service](#)
 - [Key core measure: Council direction indicators](#)
 - [Individual service areas](#)
 - [Detailed demographics](#)
- [Appendix A: Detailed survey tabulations](#)
- [Appendix B: Further project information](#)

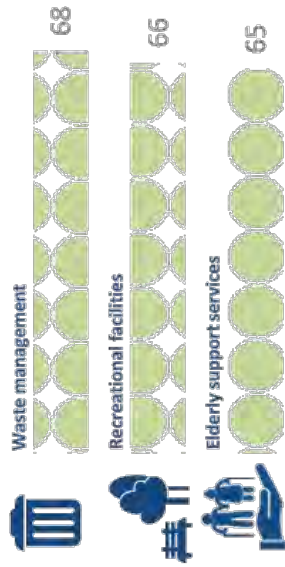
SWAN HILL RURAL CITY COUNCIL – AT A GLANCE



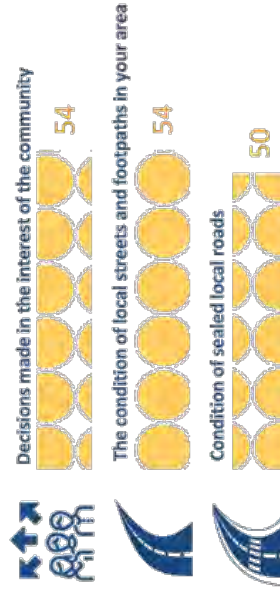
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



BOTTOM 3 PERFORMING AREAS





BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Swan Hill Rural City Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Swan Hill Rural City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.



SURVEY METHODOLOGY AND SAMPLING

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Swan Hill Rural City Council.

Survey sample matched to the demographic profile of Swan Hill Rural City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within Swan Hill Rural City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Swan Hill Rural City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2018.

The 2018 results are compared with previous years, as detailed below:

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 1st March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Swan Hill Rural City Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.



SURVEY METHODOLOGY AND SAMPLING

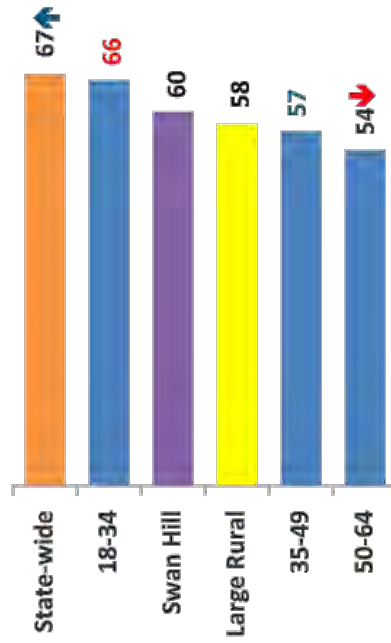
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- The state-wide result is significantly higher than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

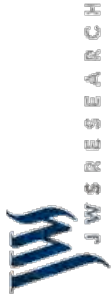
Further, results shown in blue and red indicate significantly higher or lower results than in 2017. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2017.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

**Overall Performance – Index Scores
(example extract only)**



Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.



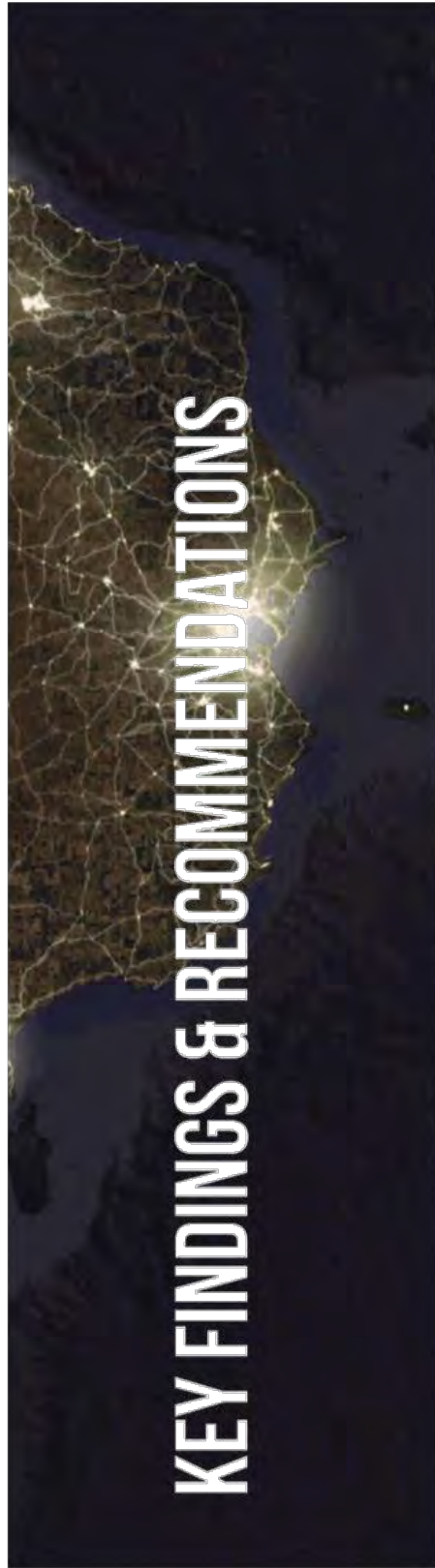
FURTHER INFORMATION

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS



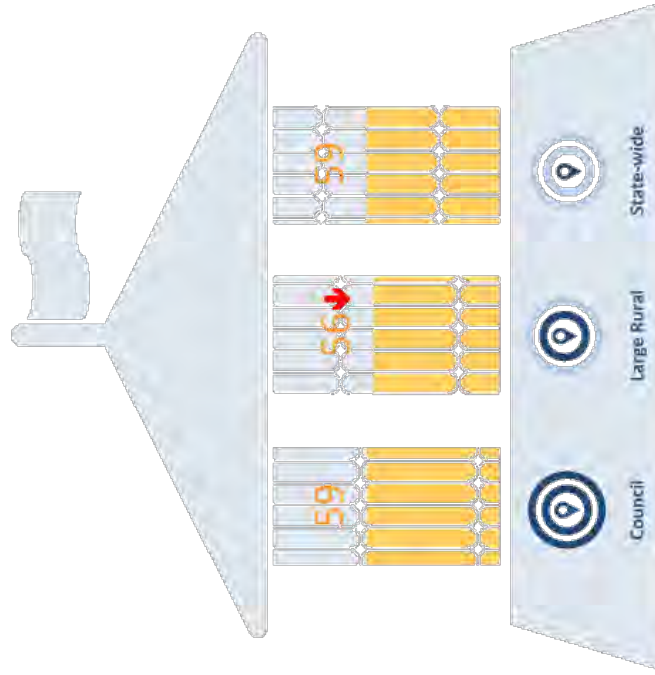


OVERALL PERFORMANCE

The overall performance index score of 59 for Swan Hill Rural City Council represents a **one-point increase** on the 2017 result, continuing the trend upward since 2016, with current performance now equalling Council's peak result achieved in 2015.

- Swan Hill Rural City Council's overall performance is rated *statistically significantly higher* (at the 95% confidence interval) than the average rating for councils in the **Large Rural** group, and is rated the same as the **State-wide** council average (index scores of 56 and 59 respectively).
- **Central** residents and those aged **65+** years are *significantly more* favourable in their view of overall performance compared to the council average (index scores of 63 and 65 respectively).
- Conversely, residents of **Murray Mallee** and **Robinvale** are *significantly less* favourable in their view of overall performance (index scores of 50 and 39 respectively).

Far more residents (48%) rate Swan Hill Rural City Council's overall performance as 'very good' or 'good' as rate it 'very poor' or 'poor' (18%).



OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.



OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 18) shows that Swan Hill Rural City Council's performance is relatively stable compared to Council's own results in 2017.

- Swan Hill Rural City Council's performance on four of the seven measures increased, but these are not *significant* improvements.
- Swan Hill Rural City Council's performance on **advocacy** (index score of 55, up one point) is performing similar to the **State-wide** council average, and is rated *significantly higher* than the **Large Rural** group council average (index score of 54 and 52 respectively).
- Council's performance on **sealed local roads** (index score of 50, up one point) is rated *significantly higher* than the **Large Rural** group council average, but *significantly lower* than the **State-wide** council average (index scores of 45 and 53 respectively).
- While not *significant* declines, performance decreased on the measures of **community consultation and engagement** (index score of 55), and **overall council direction** (index score of 54) but are still rated similarly to **State-wide** and **Large Rural** group council averages.

There are also notable differences across and among demographic cohorts within Swan Hill Rural City Council.

- On the measure of **community consultation and engagement** (index score of 55), residents of **Central** and those aged **65+ years** rate council *significantly higher* than average, while residents of **Robinvale** rate council *significantly lower* than average.
 - On the measure of **making community decisions** (index score of 54), residents of **Central** and those aged **65+ years** rate council *significantly higher* than average, while residents of **Murray Mallee** and **Robinvale** rate council *significantly lower* than average.
 - On the measure of **overall council direction** (index score of 54), residents of **Murray Mallee** and **Robinvale** rate council *significantly lower* than average (index scores of 45 and 42 respectively).
- In the area of **customer service** (index score of 67), Swan Hill Rural City Council is rated the same as the **Large Rural** group council average, and is not *significantly* different to the **State-wide** council average (index score of 70). This core performance measure is also Swan Hill Rural City Council's best-performing area.



CUSTOMER CONTACT AND SERVICE

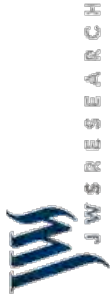
Over half (56%) of Swan Hill Rural City Council residents have had recent contact with Council. While this is not *significantly higher* than 2017 (51%), it represents the highest level of contact since 2015, increasing after its downward trend from 2015 to 2017. The current level of contact is *significantly lower* than the **State-wide** and **Large Rural** group council averages (61% and 62% respectively).

- Residents of **Murray Mallee** had the most contact with council (71%) in 2018, and this is *significantly higher* than the council average.
- Conversely, residents aged of **Robinvale** had the least contact with council (48%), but this is not *significantly* different to the council average.
- Of note, residents aged **65+ years** (57%) had *significantly more* contact with Council compared to 2017.

Swan Hill Rural City Council's **customer service** index of 67 is the same as the result for 2017, with ratings remaining relatively stable since 2015. As mentioned previously, performance on this core measure is rated similar to both the **State-wide** and **Large Rural** group council averages (index scores of 70 and 67 respectively).

Just under a quarter of residents (23%) rate Council's **customer service** as 'very good', with a further two-fifths (40%) rating it as 'good', generally consistent with 2017.

- Notably, perceptions of **customer service** among residents of **Murray Mallee, Robinvale** and those aged **18 to 34 years** are *significantly lower* than the council average (index scores of 56, 42 and 59 respectively).



AREAS WHERE COUNCIL IS PERFORMING WELL

Customer service is the core area where Swan Hill Rural City Council continues to perform **most strongly overall** (index score of 67).

Another core area where Council is performing comparatively well is on the measure of **advocacy** (index score of 55). While not a *significant* improvement, performance on this measure improved on the 2017 result (index score of 55), with this area performing similar to the **State-wide** council average and *significantly higher* than the **Large Rural** group council average (index scores of 54 and 52 respectively).

A further core area where Swan Hill Rural City Council is performing relatively well is **making community decisions** (index score of 54). While this measure did not exhibit a *significant* improvement, performance increased one point on the 2017 result and is rated similar to the **State-wide** and **Large Rural** group council average (index scores of 54 and 52 respectively).

Despite slightly declining in performance compared to 2017, the **top-performing** service areas for Swan Hill Rural City Council outside of the core measures are:

- **Waste management** (index score of 68)
- **Recreational facilities** (index score of 66)
- **Elderly support services** (index score of 65)
- **Family support services** (index score of 64)

In terms of addressing issues and service areas, Council should keep in mind resident preferences for **rate rises** to improve local services or **service cuts** to keep council rates the same.

Around half of residents (49%) state they would prefer 'service cuts', with just under a third (28%) stating a preference for a 'rate rise'.



FOCUS AREAS FOR COMING 12 MONTHS

Perceptions of Council did not experience any **significant declines** in performance index scores in the past year. This is a positive result for Council.

In terms of priorities for the coming 12 months, Council should focus attention on service areas where current performance levels are low and remain **significantly lower** than either the **State-wide** or **Large Rural** group council averages.

The area that stands out as being most in need of Council attention is **sealed local roads** (index score of 50). Despite being rated **significantly higher** than the **Large Rural** group council average (index score of 45), this is Council's lowest performing area, and is the only measure rated **significantly lower** than the **State-wide** council average (index score of 53).

Another area Council should pay attention to is **community consultation and engagement** (index score of 55) which exhibited the largest decrease of any measure in 2018 (down three points). While not a **significant** decline, Council should look to shore up performance in this area.

Outside of the core performance measures, while **elderly support services** and **recreational facilities** are two of Council's highest performing service areas, perceptions on these areas are rated **significantly lower** than **State-wide** council averages.

Moreover, although **waste management** (index score of 68) is Council's highest rated service area, perceptions are **significantly lower** compared to 2017 (index score of 72). As such, Council should aim to further strengthen perceptions and build performance in these areas.

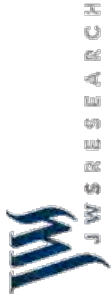
More generally, consideration should also be given to residents of **Robinvale**, who appear to be most driving negative opinion in 2018.

It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged **65+ years**, and use these lessons to build performance experience and perceptions in other areas.

The **regression analysis on pages 25-28** shows the individual service areas that have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- Community consultation and engagement

In summary, good communication and transparency with residents about decisions the Council has made in the Swan Hill community's interest, improved community consultation and engagement, the condition of sealed local roads and increased lobbying on behalf of the community will help drive up overall opinion of the Council's performance.



FURTHER AREAS OF EXPLORATION

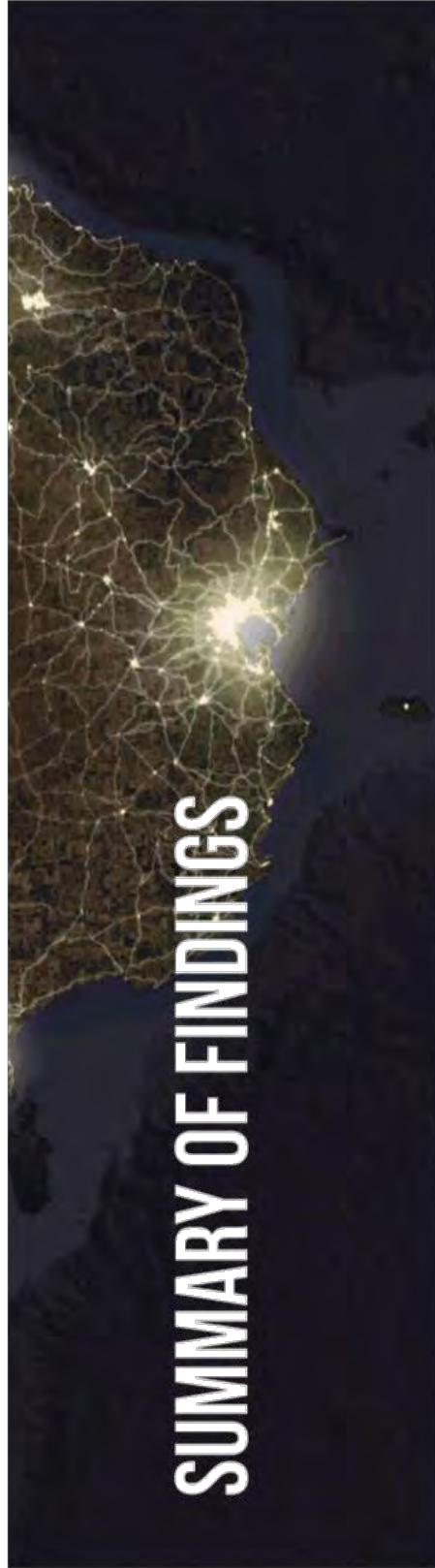
An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

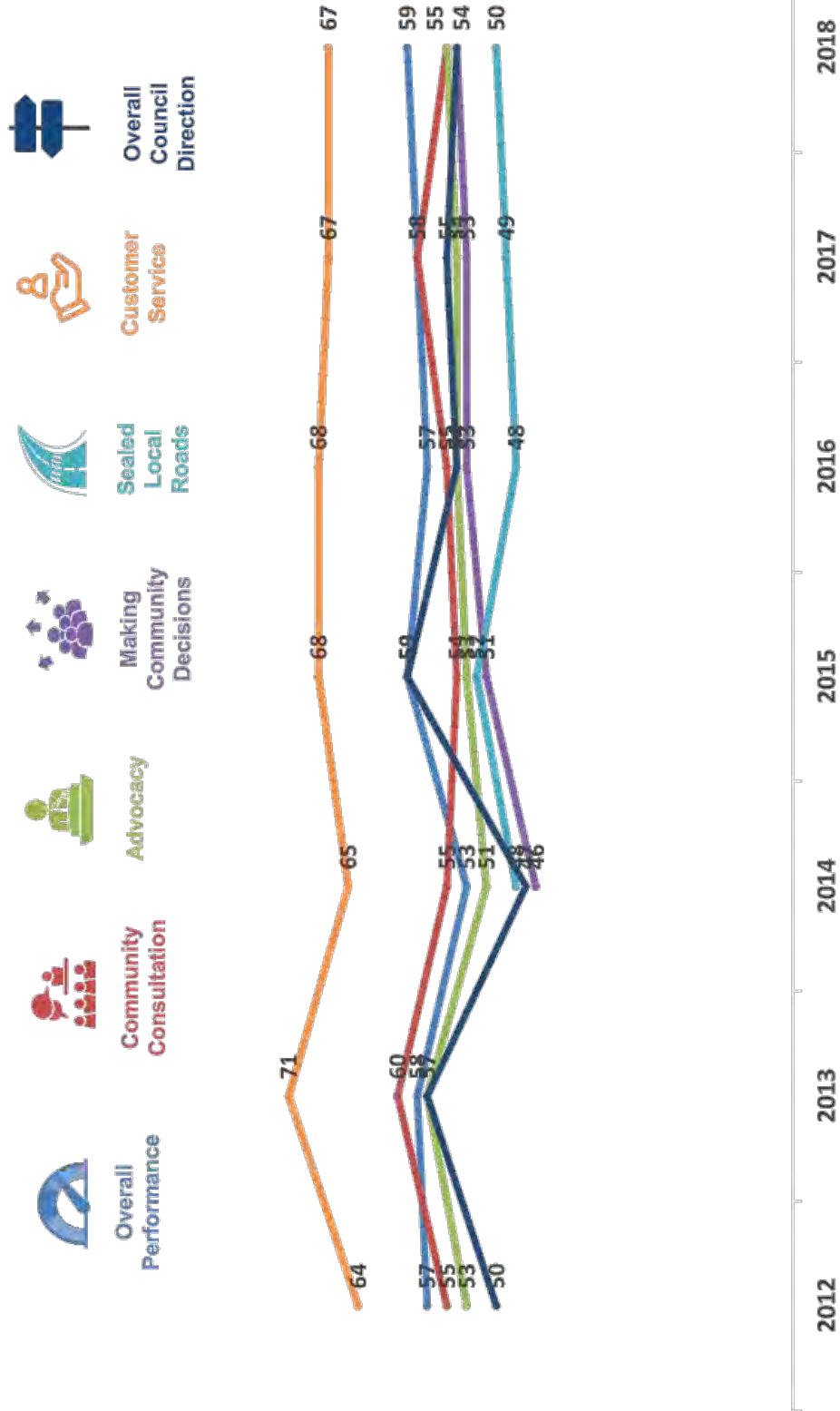


SNAPSHOT OF KEY FINDINGS





2018 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS



2018 SUMMARY OF CORE MEASURES DETAILED ANALYSIS

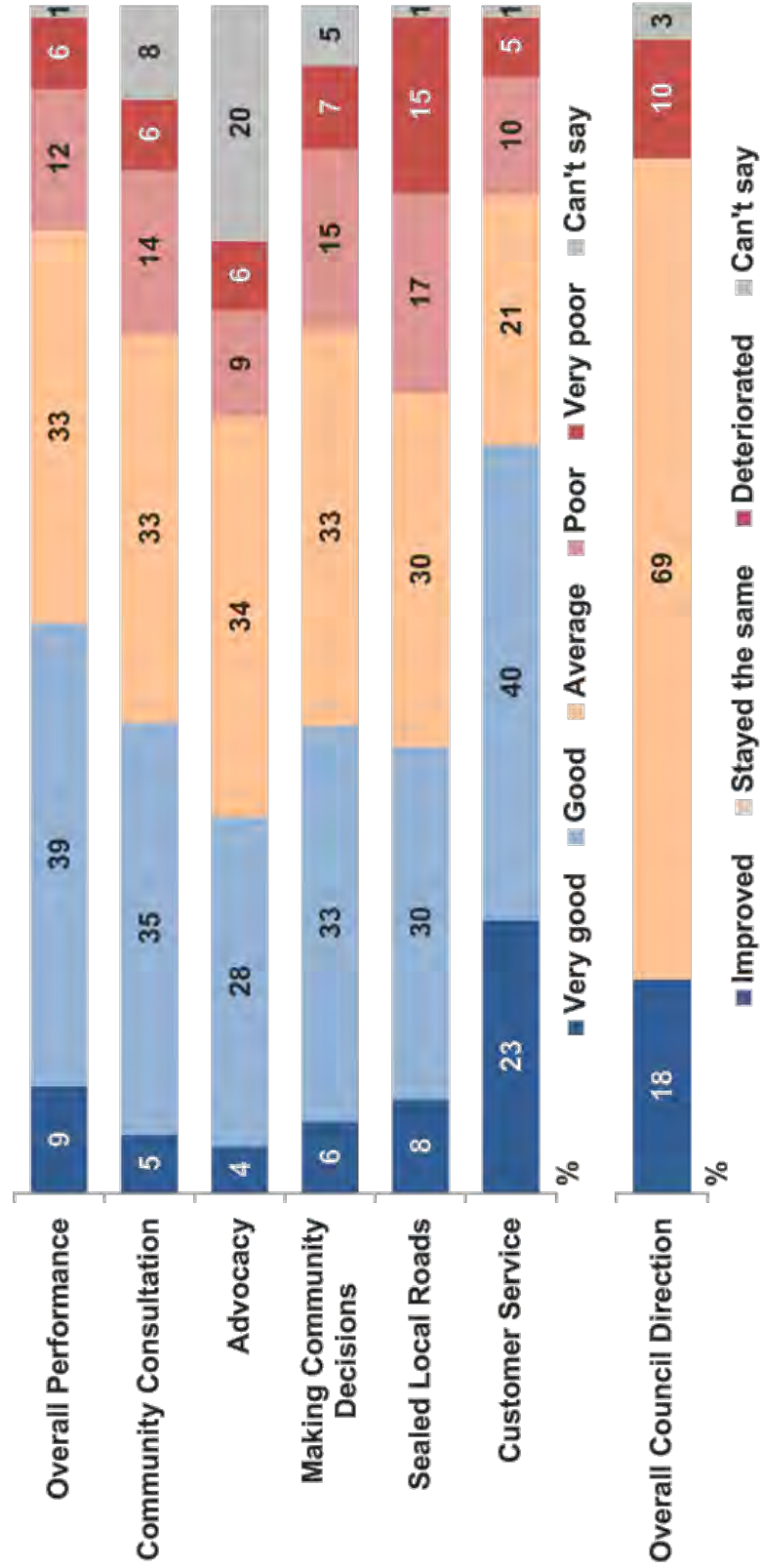


Performance Measures	Swan Hill 2018	Swan Hill 2017	Large Rural 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	59	58	56	59	Aged 65+ years	Robinvale
COMMUNITY CONSULTATION (Community consultation and engagement)	55	58	54	55	Aged 65+ years	Robinvale
ADVOCACY (Lobbying on behalf of the community)	55	54	52	54	Central	Robinvale
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	54	53	52	54	Aged 65+ years	Robinvale
SEALED LOCAL ROADS (Condition of sealed local roads)	50	49	45	53	Aged 65+ years	Murray Mallee
CUSTOMER SERVICE	67	67	67	70	Aged 35-49 years	Robinvale
OVERALL COUNCIL DIRECTION	54	55	52	52	Lakes	Robinvale

2018 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS



Key Measures Summary Results

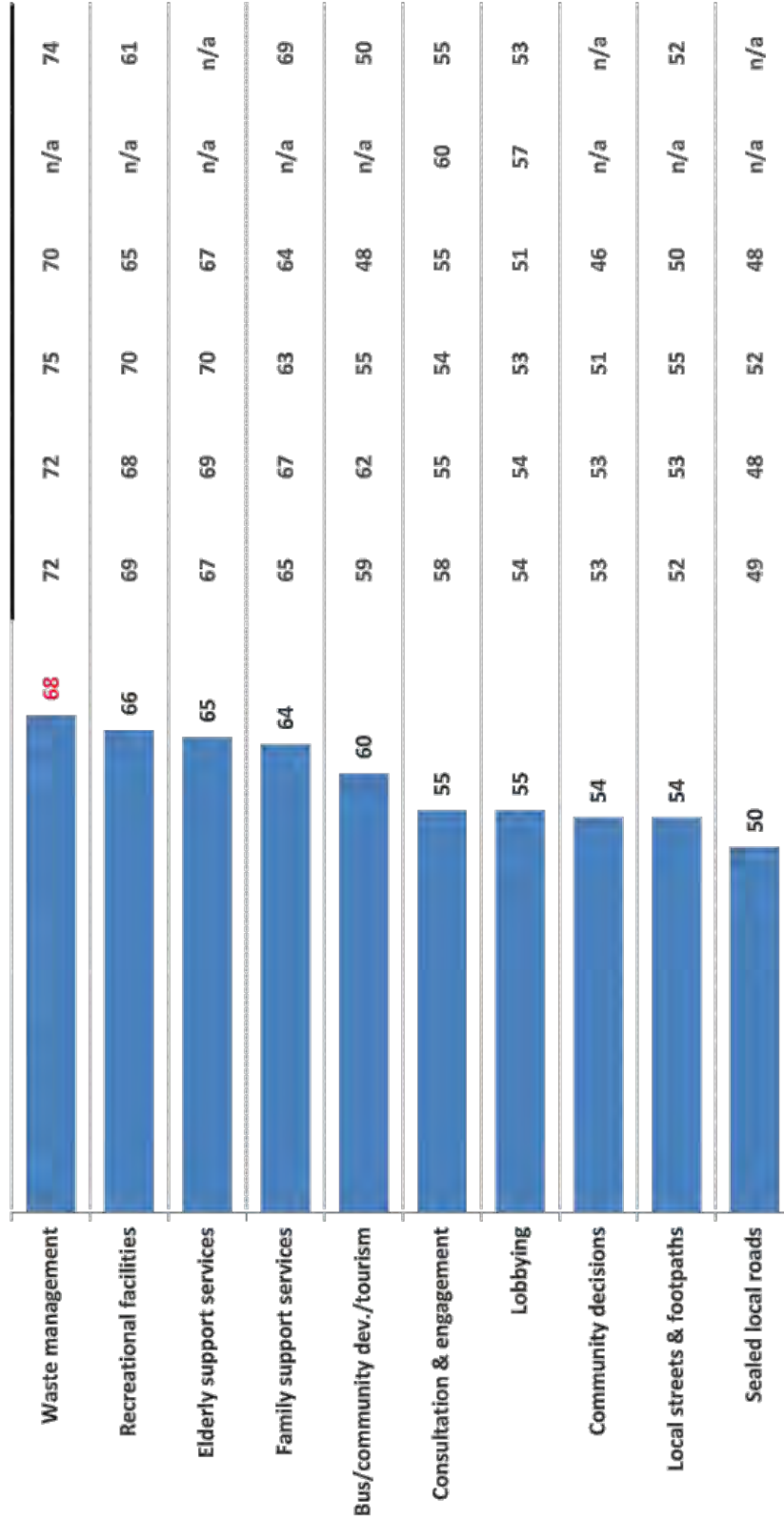


2018 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



2018 Priority Area Performance



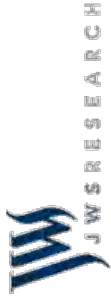
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

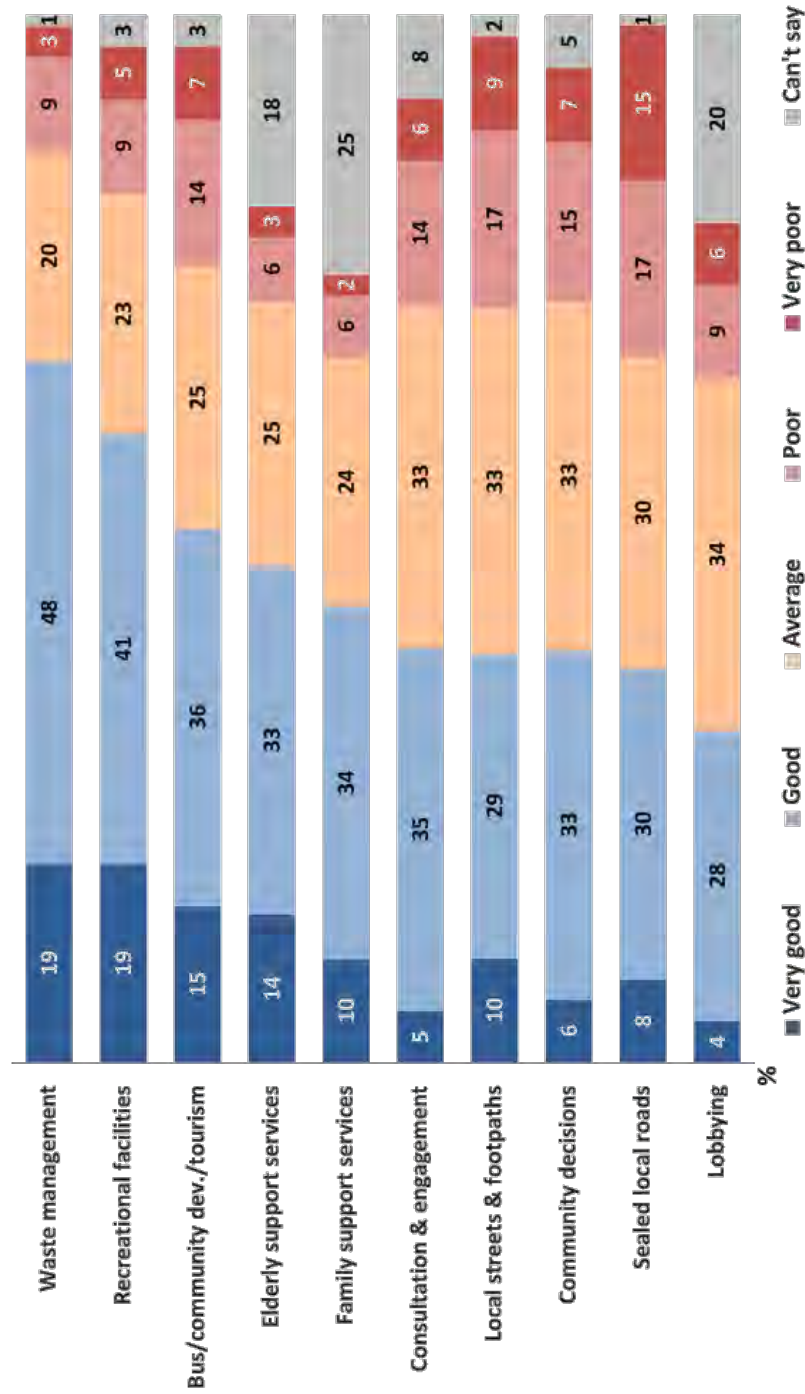
Note: Please see page 6 for explanation of significant differences.

2018 PERFORMANCE SUMMARY

DETAILED PERCENTAGES



Individual Service Areas Performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



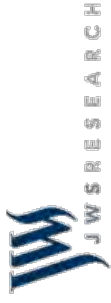
INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2018 PERFORMANCE SUMMARY

BY COUNCIL GROUP



Top Three Performing Service Areas (Highest to lowest, i.e. 1. = highest performance)

Swan Hill Rural City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Recreational facilities 3. Elderly support services 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas

Bottom Three Performing Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Swan Hill Rural City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Sealed roads 2. Local streets & footpaths 3. Community decisions 	<ol style="list-style-type: none"> 1. Population growth 2. Planning permits 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Population growth 3. Traffic management 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth



REGRESSION ANALYSIS

To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side have a higher performance index than those on the left.

The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following two charts. The first chart shows a regression analysis of all the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.

The chart that follows is an enlarged version of the first chart, with key findings highlighted.

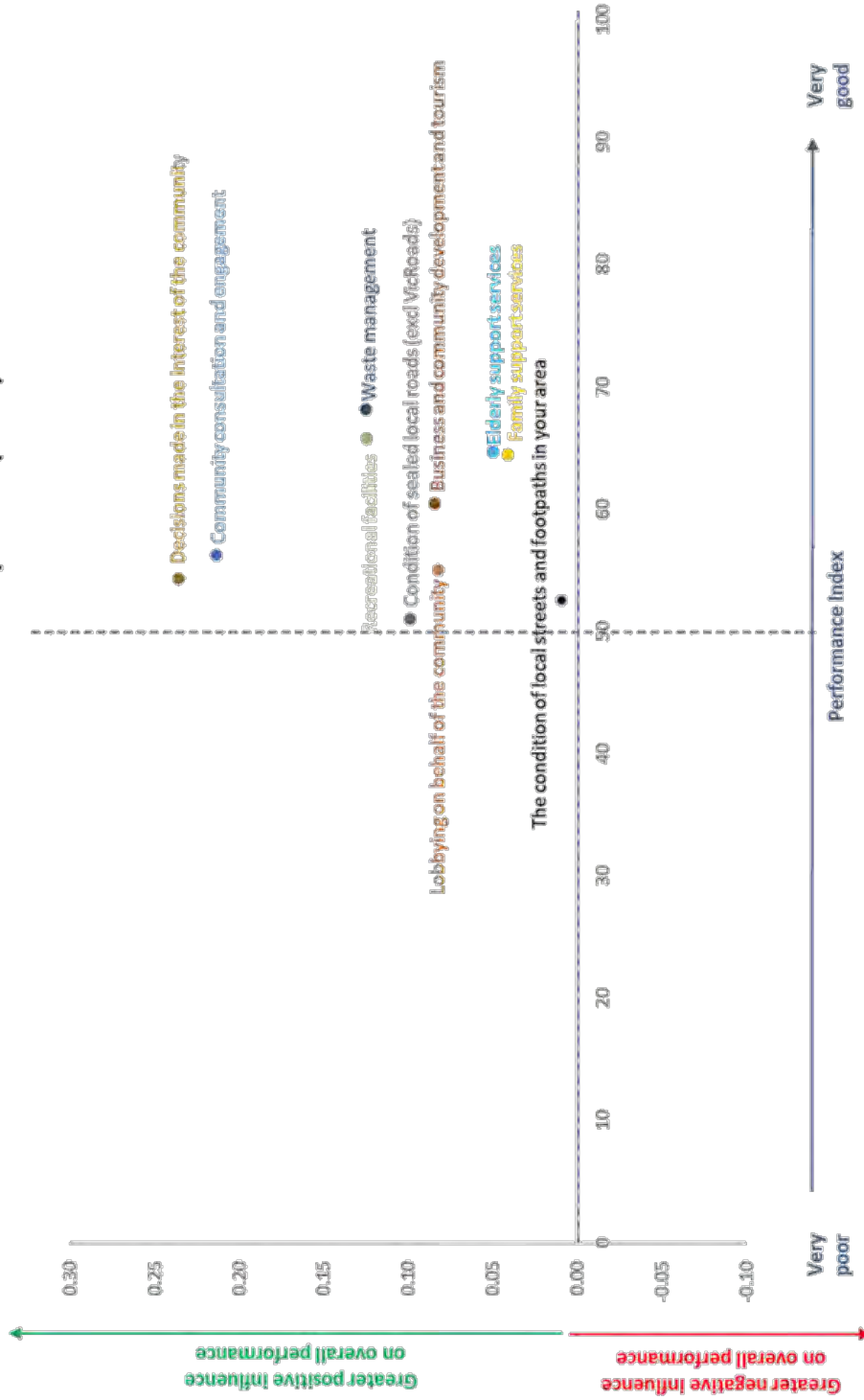
The results are then discussed according to the findings of these service areas.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

ALL SERVICE AREAS



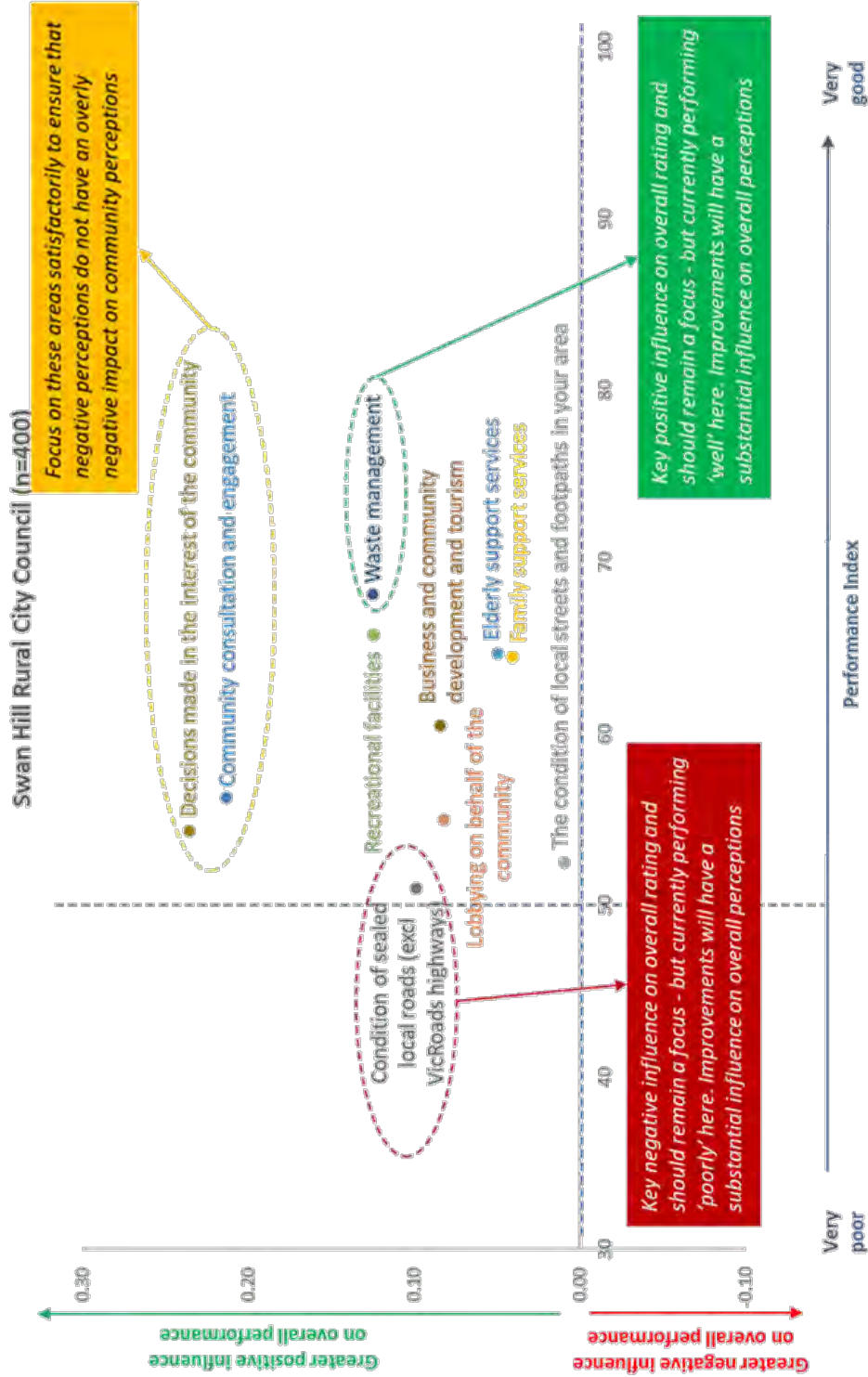
Swan Hill Rural City Council (n=400)



The multiple regression analysis model of all question items above has an R-squared value of 0.571 and adjusted R-square value of 0.560, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 51.86$. However, this model should be interpreted with caution because not all service areas had linear correlations.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

ENLARGED RIGHT QUADRANT



The multiple regression analysis model of all question items above has an R-squared value of 0.571 and adjusted R-square value of 0.560, which means that 57% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 51.86$. However, this model should be interpreted with caution because not all service areas had linear correlations.



REGRESSION ANALYSIS – KEY RESULTS CONSIDERATIONS

The individual service areas that have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- Community consultation and engagement

Other key areas with a positive influence on overall performance include:

- Waste management
- Recreational facilities
- Elderly support services
- Family support services
- Business and community development and tourism

Waste management has the strongest positive performance index (68) and a strong positive influence on the overall performance rating. Recreational facilities has a similar performance index (66) and influence on overall perceptions. Currently, Swan Hill Rural City Council is performing well in these areas, and, while they should remain a focus, there is greater work to be done elsewhere.

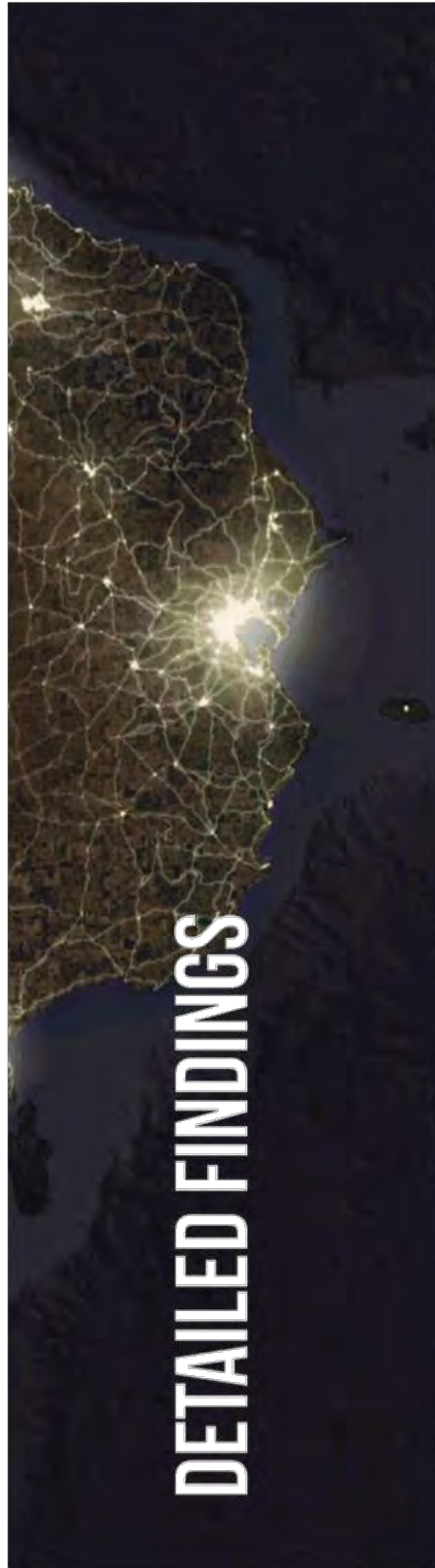
In addition, elderly and family support services as well as business and community development and tourism have reasonable performance indices (all over 60) and have a small to moderate influence on performance perceptions.

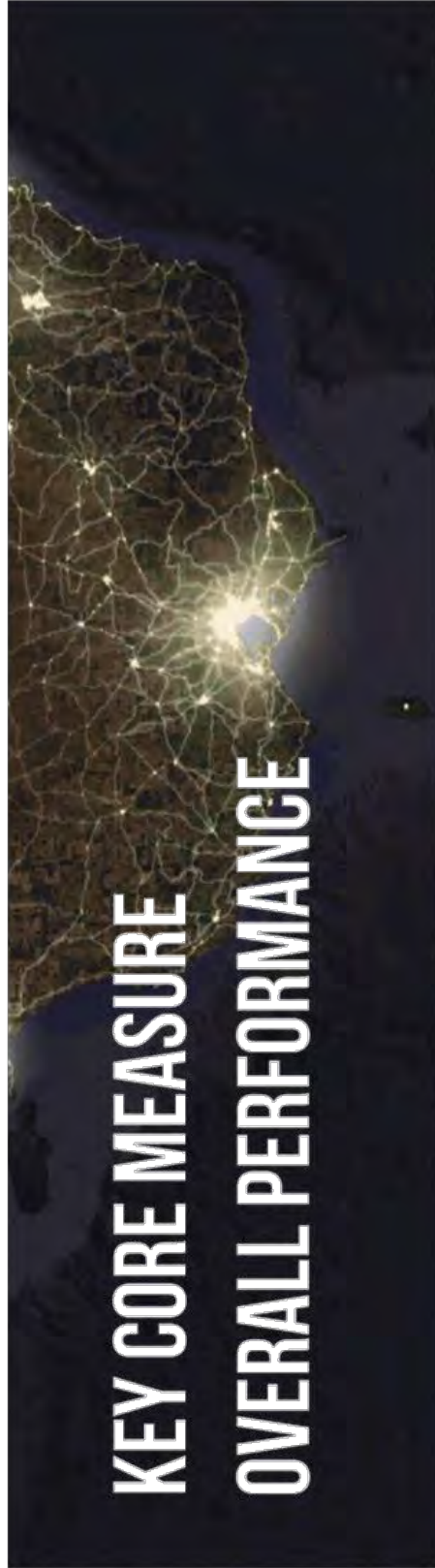
Swan Hill Rural City Council's decisions made in the community's interest, as well as community consultation and engagement have lower (but still positive) performance ratings overall. These areas have a strong influence on overall performance perceptions. Continuing efforts in these areas has the capacity to lift Swan Hill Rural City Council's overall performance rating. (These areas have performance indices of 54 and 55 respectively).

The condition of sealed local roads (excluding VicRoads highways) has the lowest performance rating (50). Because it has a moderately strong influence on overall performance perceptions, it should be an issue of priority for the Council.

Another area for consideration is the Council's lobbying on behalf of the community. This area has a lower performance index (55) and a moderately strong influence on overall perceptions.

In summary, good communication and transparency with residents about decisions the Council has made in the Swan Hill community's interest, improved community consultation and engagement, the condition of sealed local roads and increased lobbying on behalf of the community will help drive up overall opinion of the Council's performance.

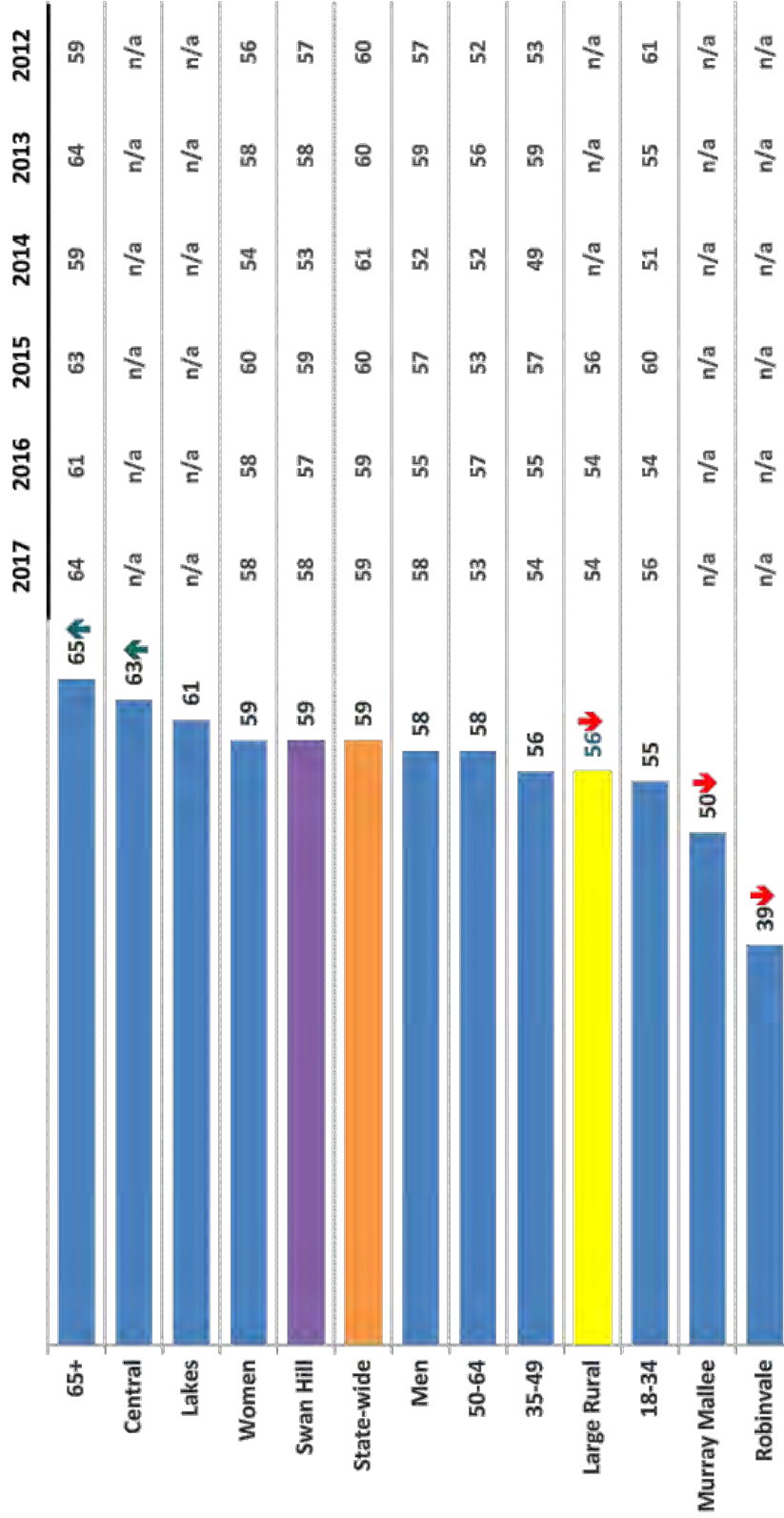




OVERALL PERFORMANCE INDEX SCORES



2018 Overall Performance



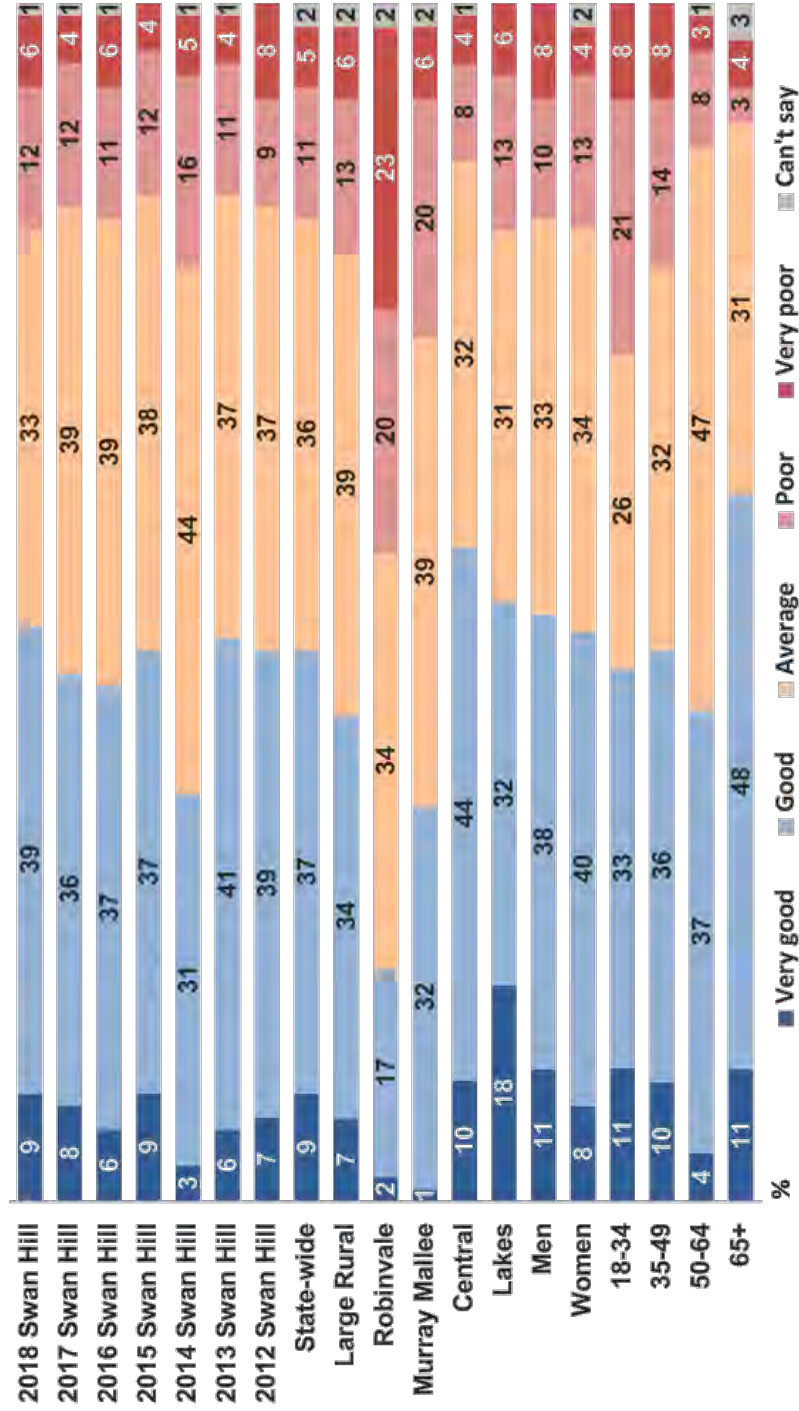
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Swan Hill Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18
 Note: Please see page 6 for explanation about significant differences.

OVERALL PERFORMANCE

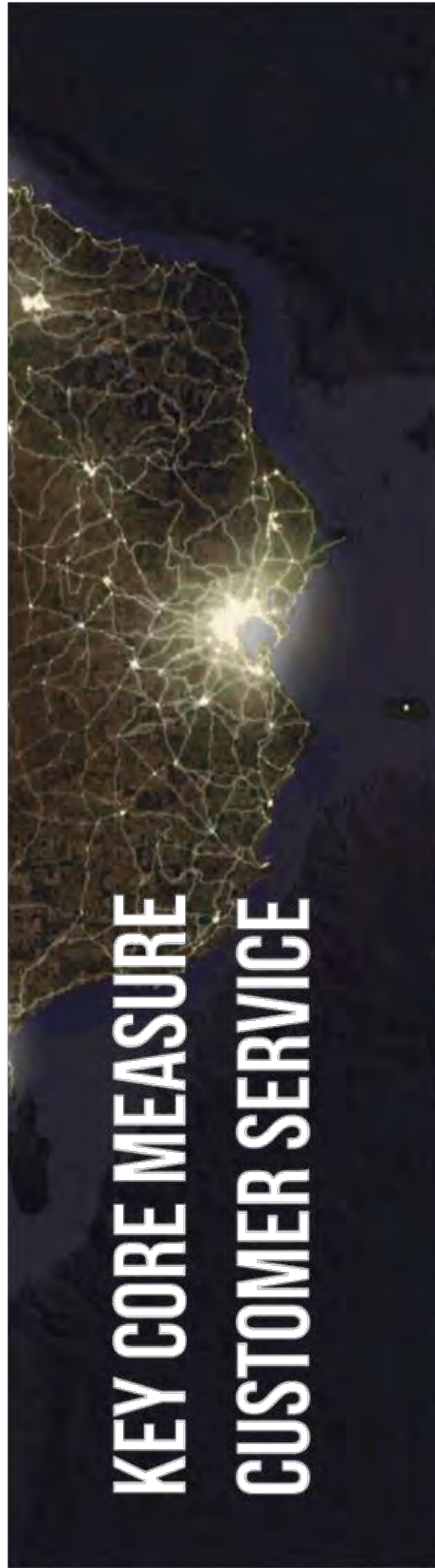
DETAILED PERCENTAGES



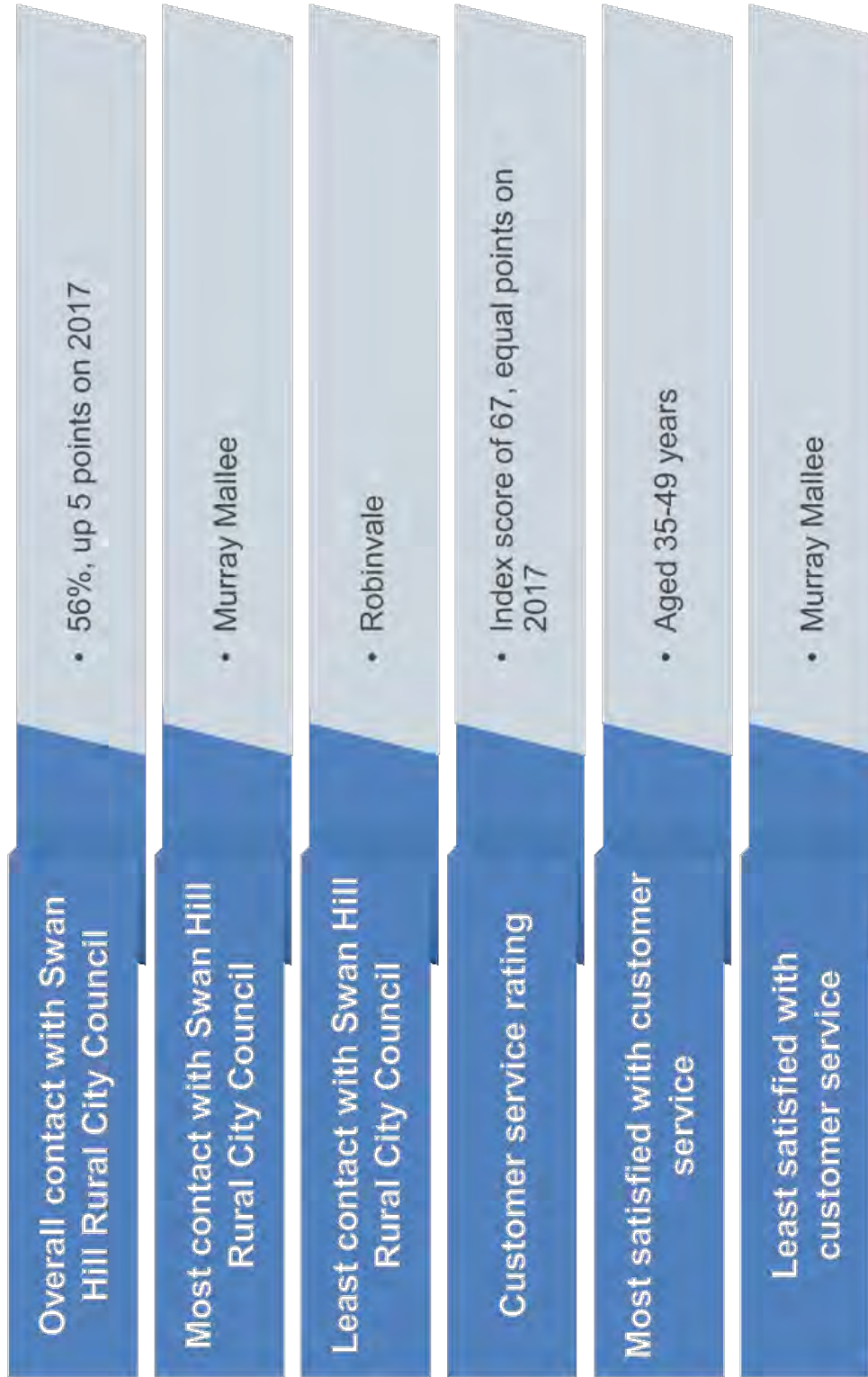
2018 Overall Performance

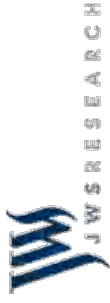


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Swan Hill Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18



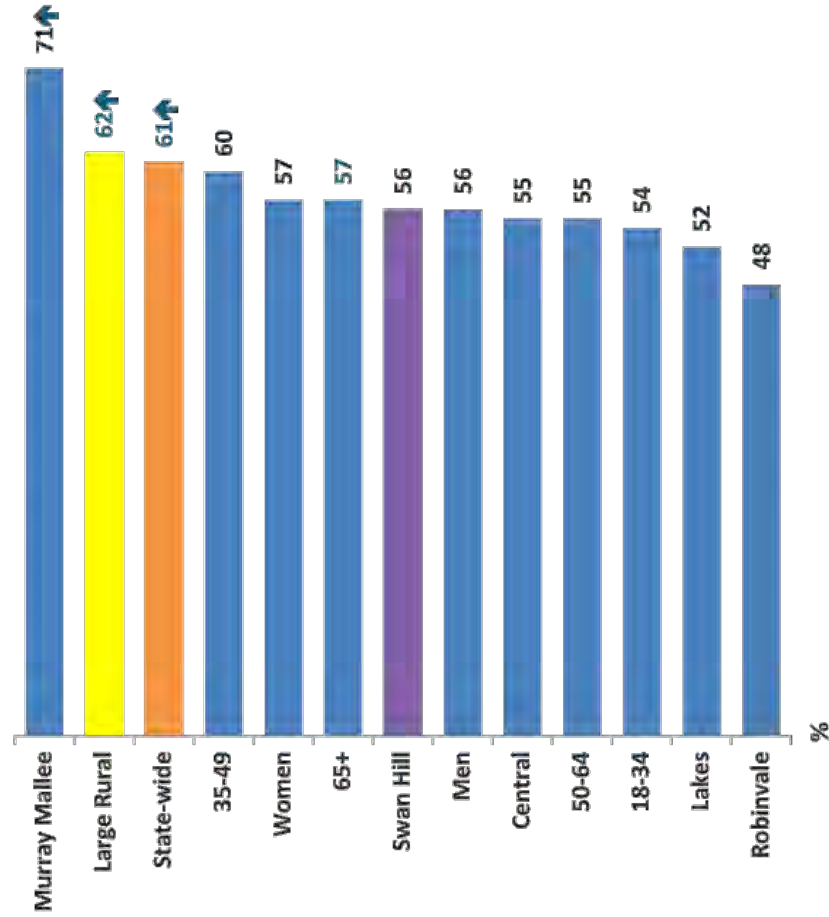
CONTACT LAST 12 MONTHS SUMMARY





2018 CONTACT WITH COUNCIL

2018 Contact with Council



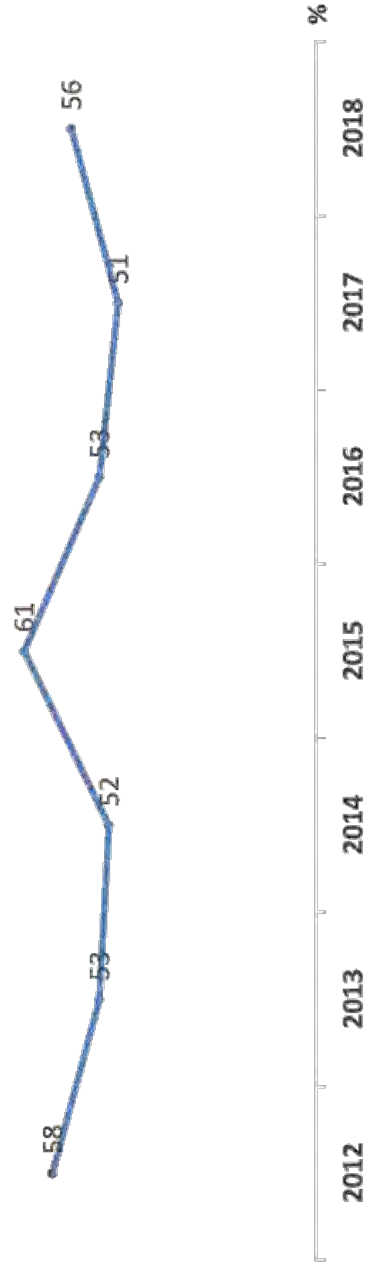
Q5. Over the last 12 months, have you or any member of your household had any contact with Swan Hill Rural City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
 Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13
 Note: Please see page 6 for explanation about significant differences.



2018 CONTACT WITH COUNCIL

2018 Contact with Council

Have had contact



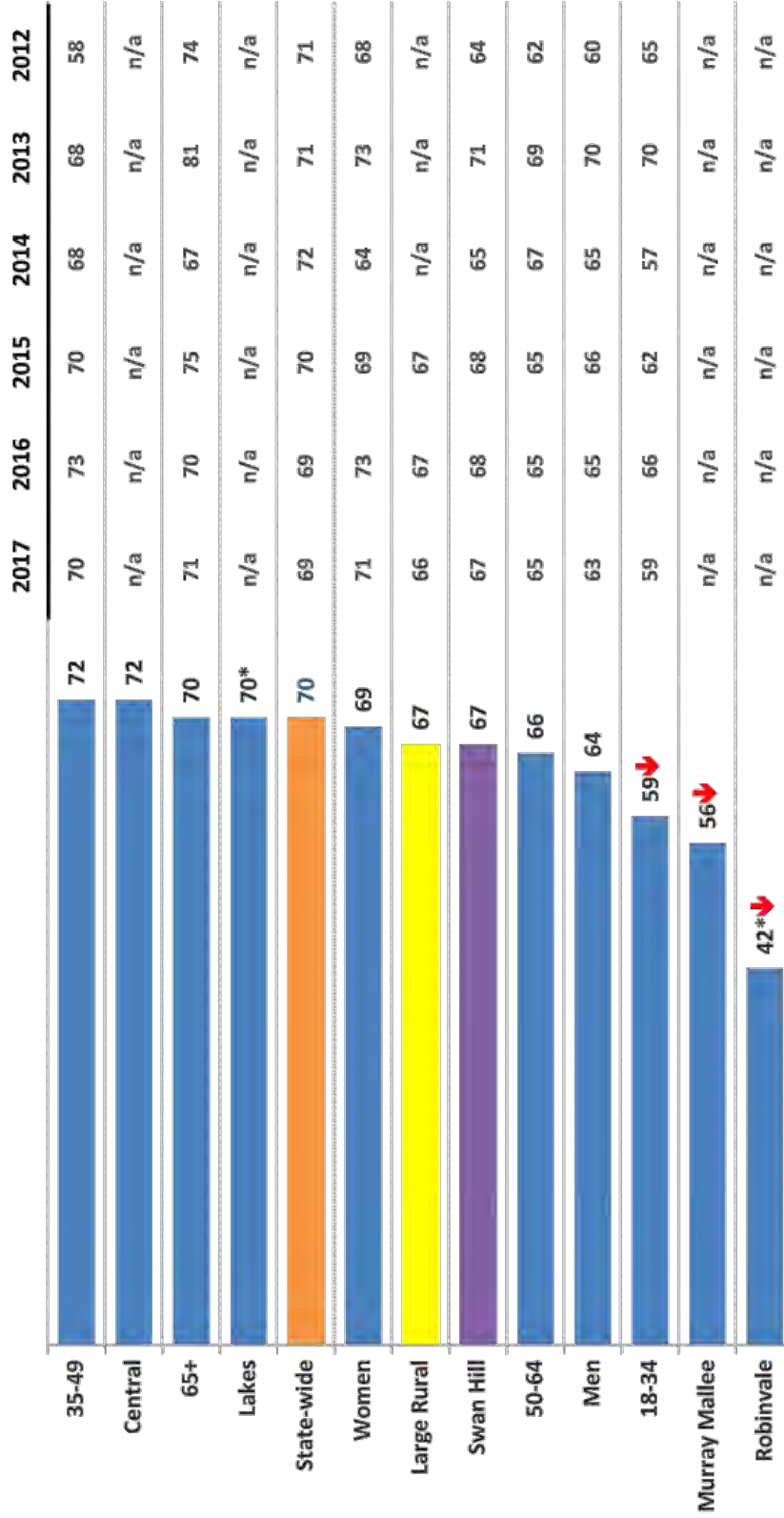
Q5. Over the last 12 months, have you or any member of your household had any contact with Swan Hill Rural City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13

2018 CONTACT CUSTOMER SERVICE INDEX SCORES



2018 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 64 Councils asked group: 18

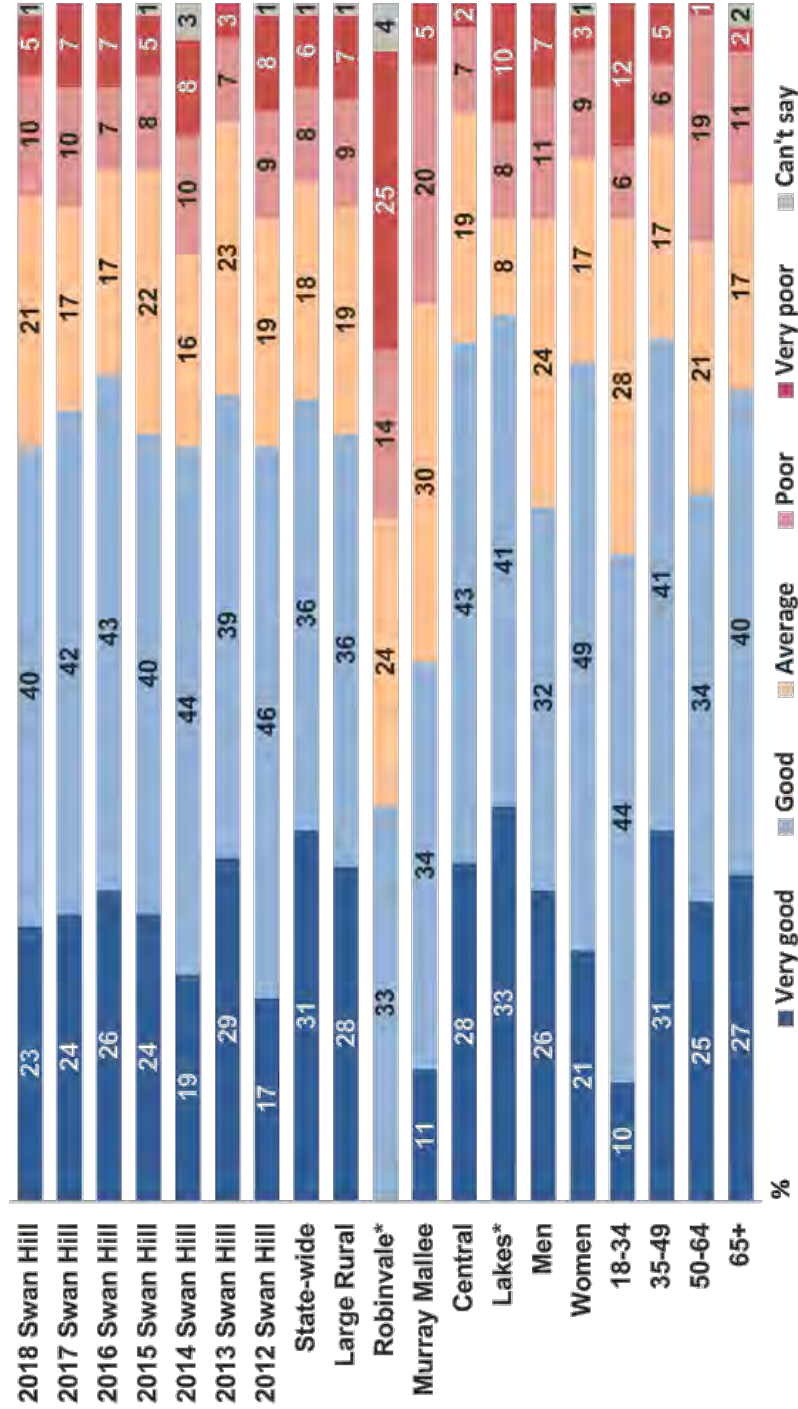
Note: Please see page 6 for explanation about significant differences.

*Caution: small sample size < n=30

2018 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES



2018 Customer Service Rating

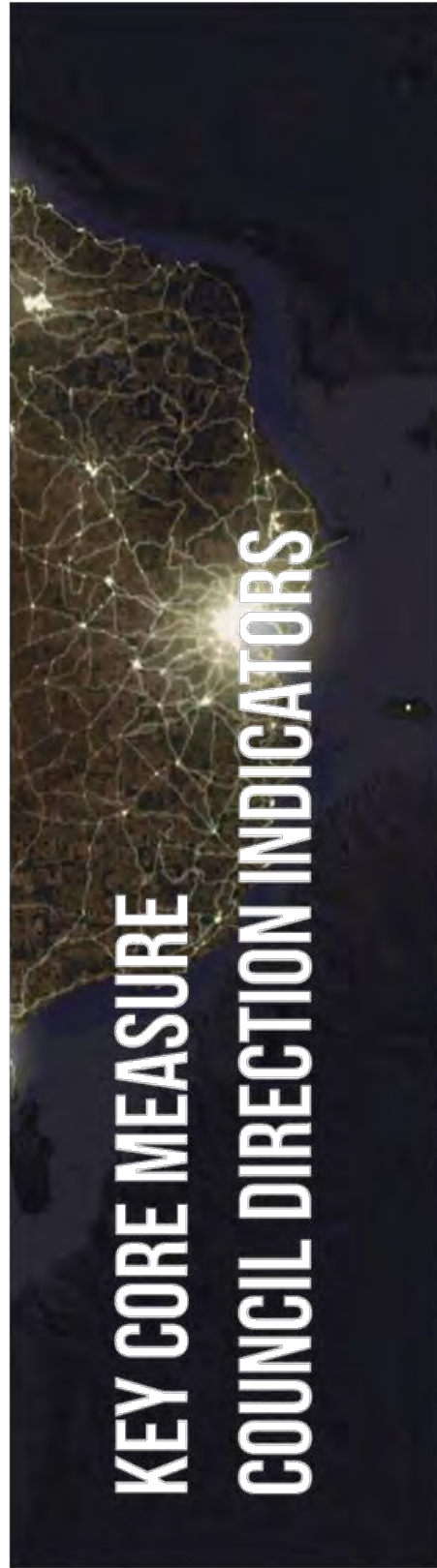


Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 64 Councils asked group: 18

*Caution: small sample size < n=30



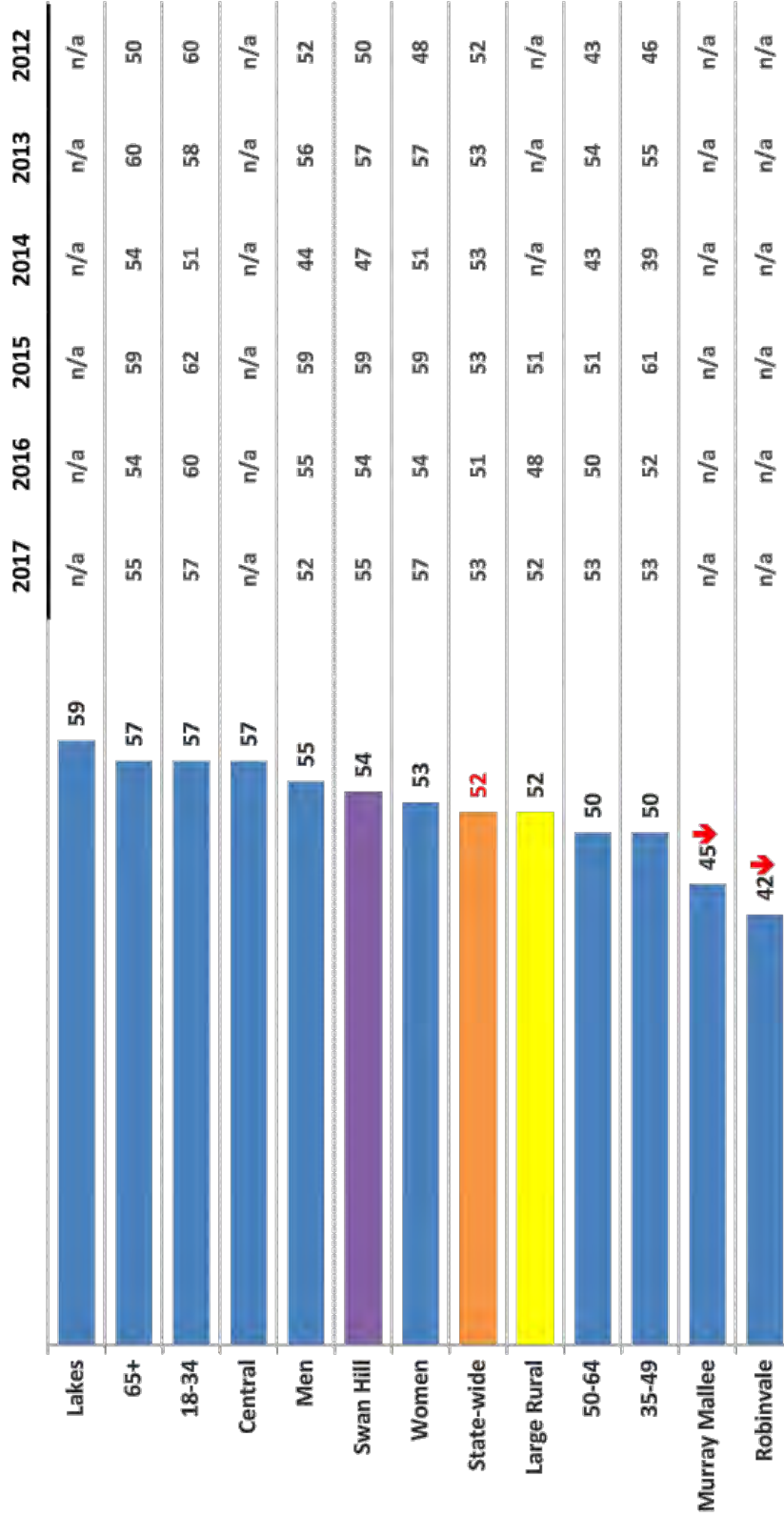
COUNCIL DIRECTION SUMMARY



2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



2018 Overall Direction



Q6. Over the last 12 months, what is your view of the direction of Swan Hill Rural City Council's overall performance?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

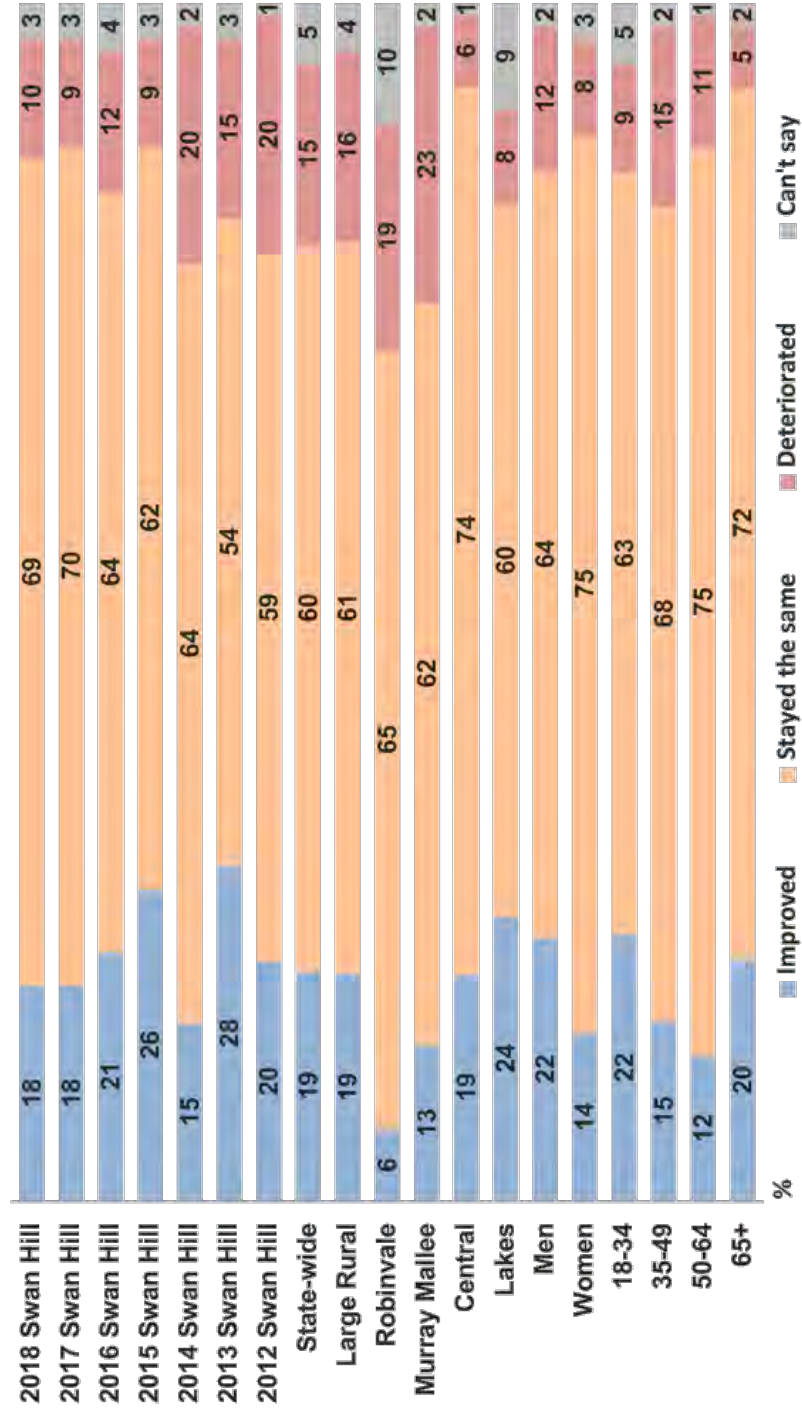
Note: Please see page 6 for explanation about significant differences.

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES



2018 Overall Direction

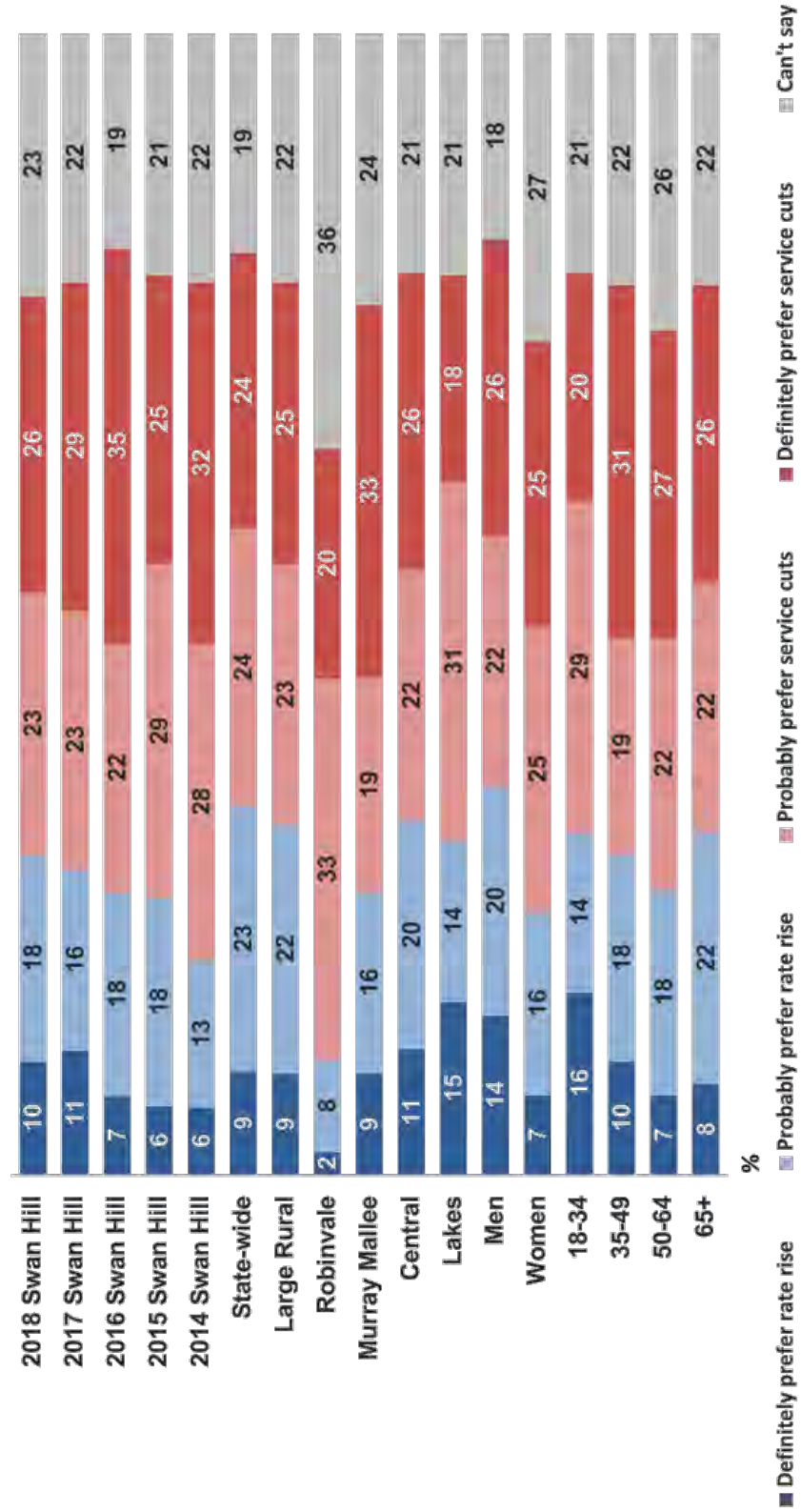


Q6. Over the last 12 months, what is your view of the direction of Swan Hill Rural City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

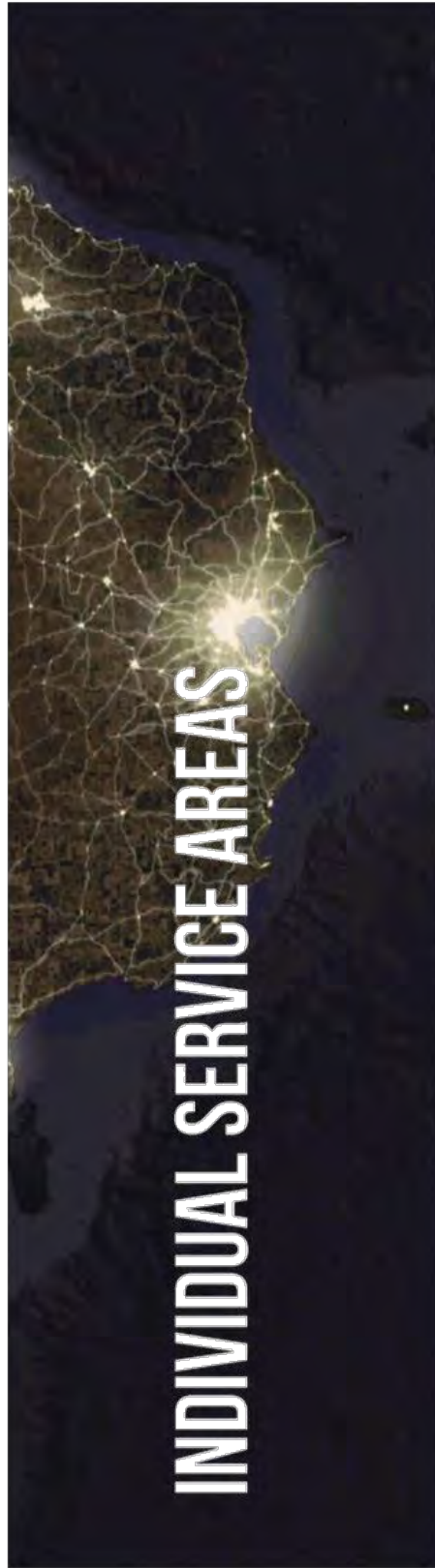
2018 RATES/SERVICE TRADE OFF DETAILED PERCENTAGES



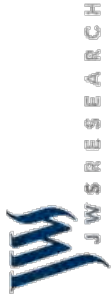
2018 Rate Rise v Service Cut



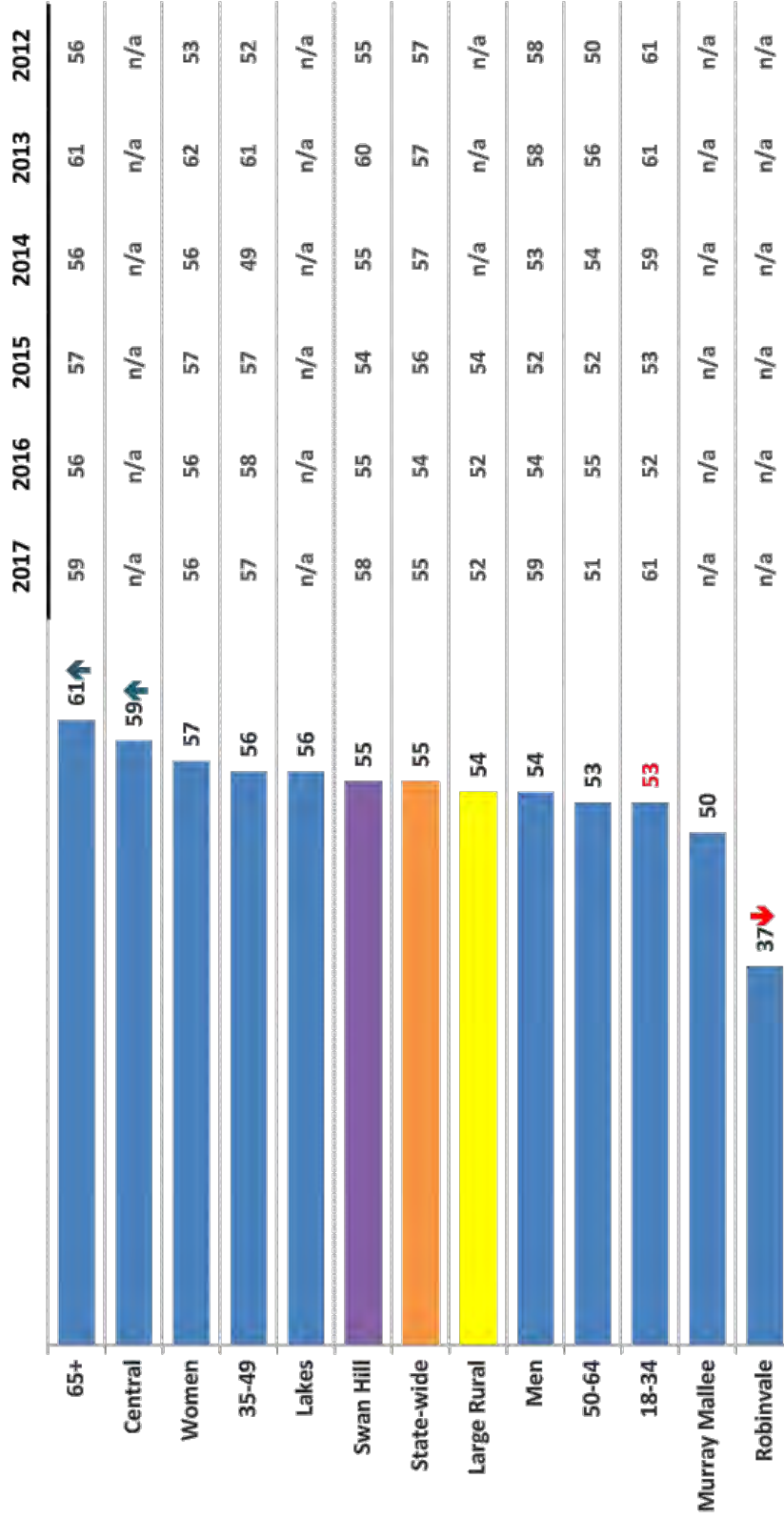
Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 4



2018 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



2018 Consultation and Engagement Performance

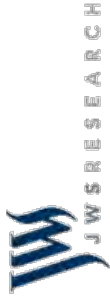


Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

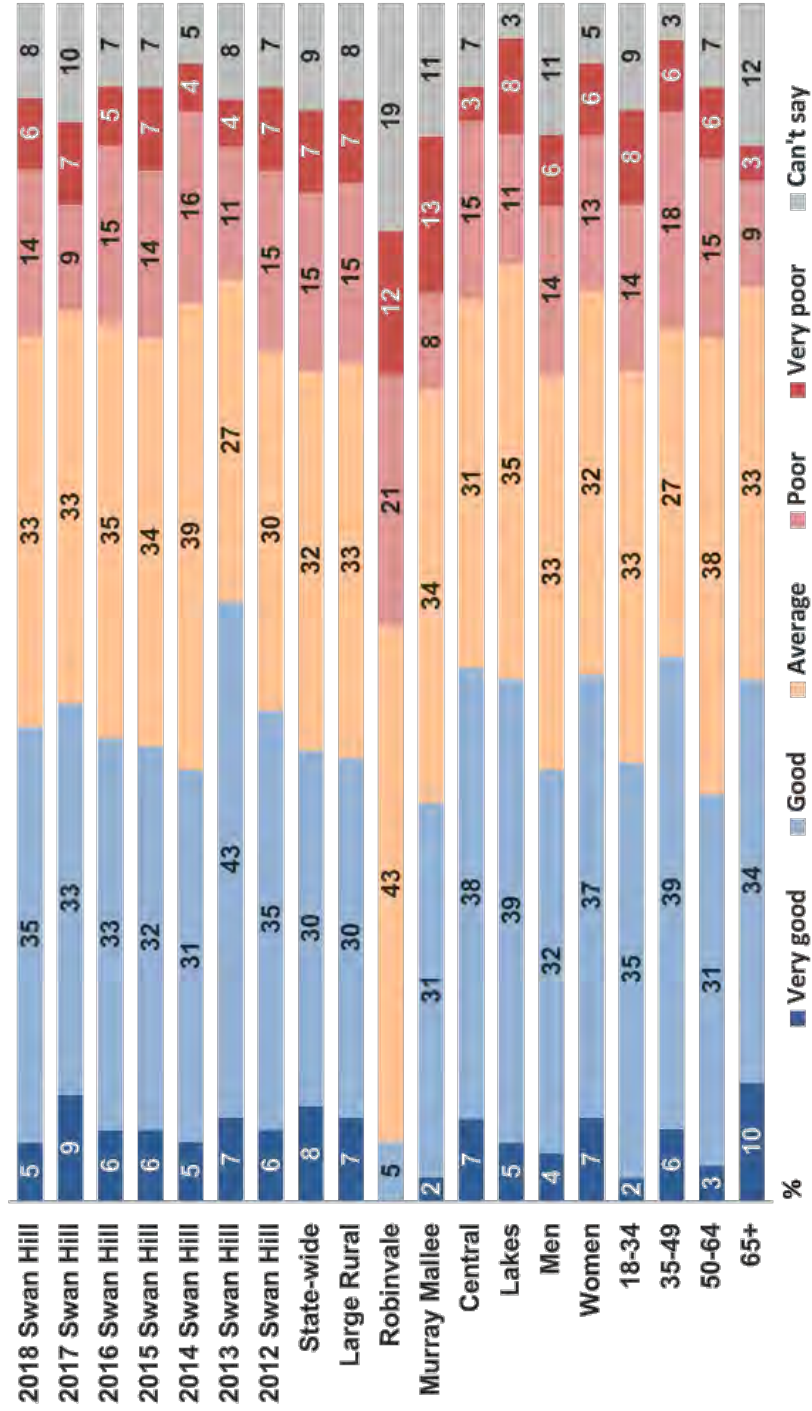
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

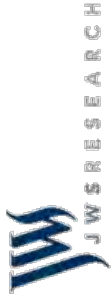


2018 Consultation and Engagement Performance

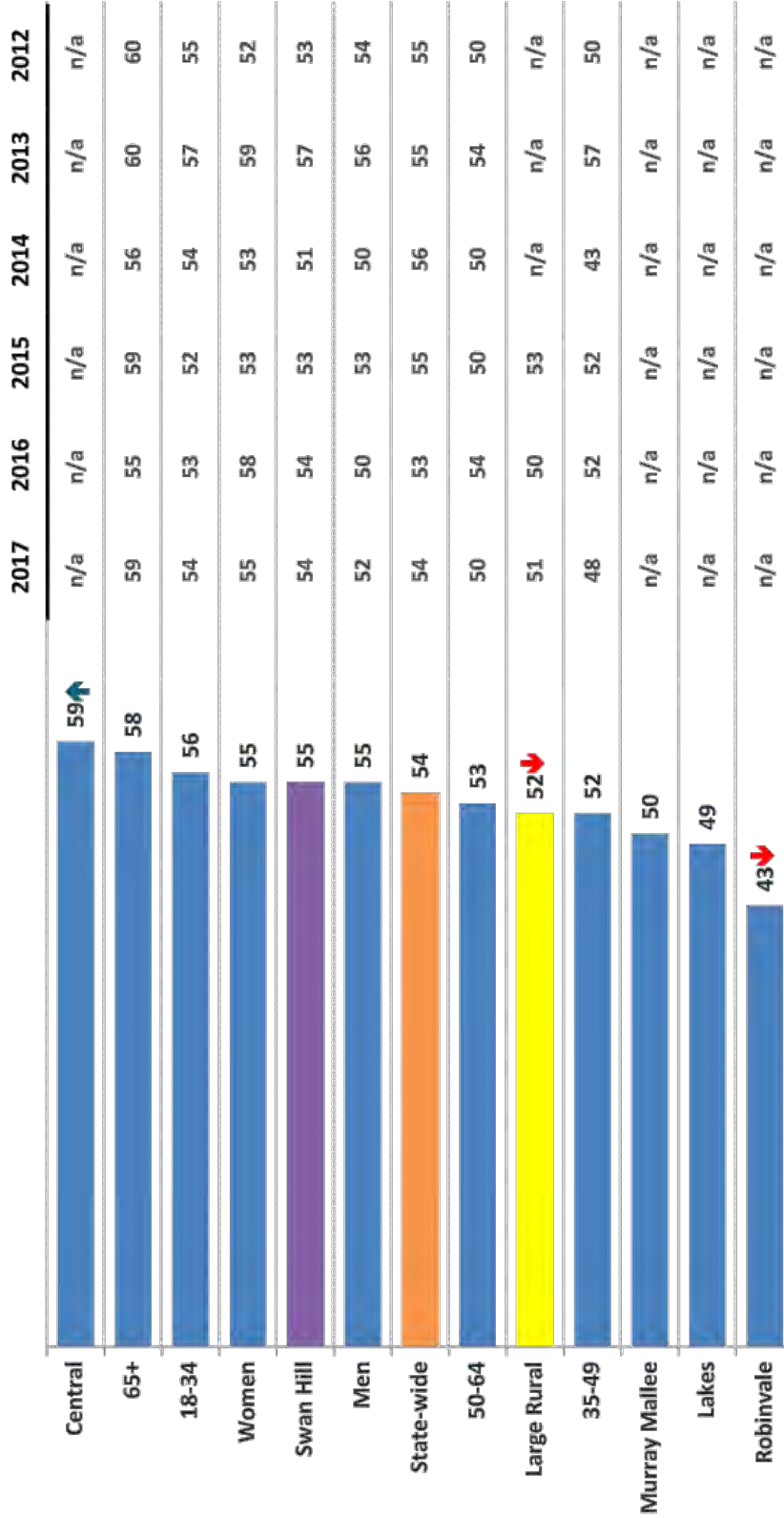


Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES



2018 Lobbying Performance



Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

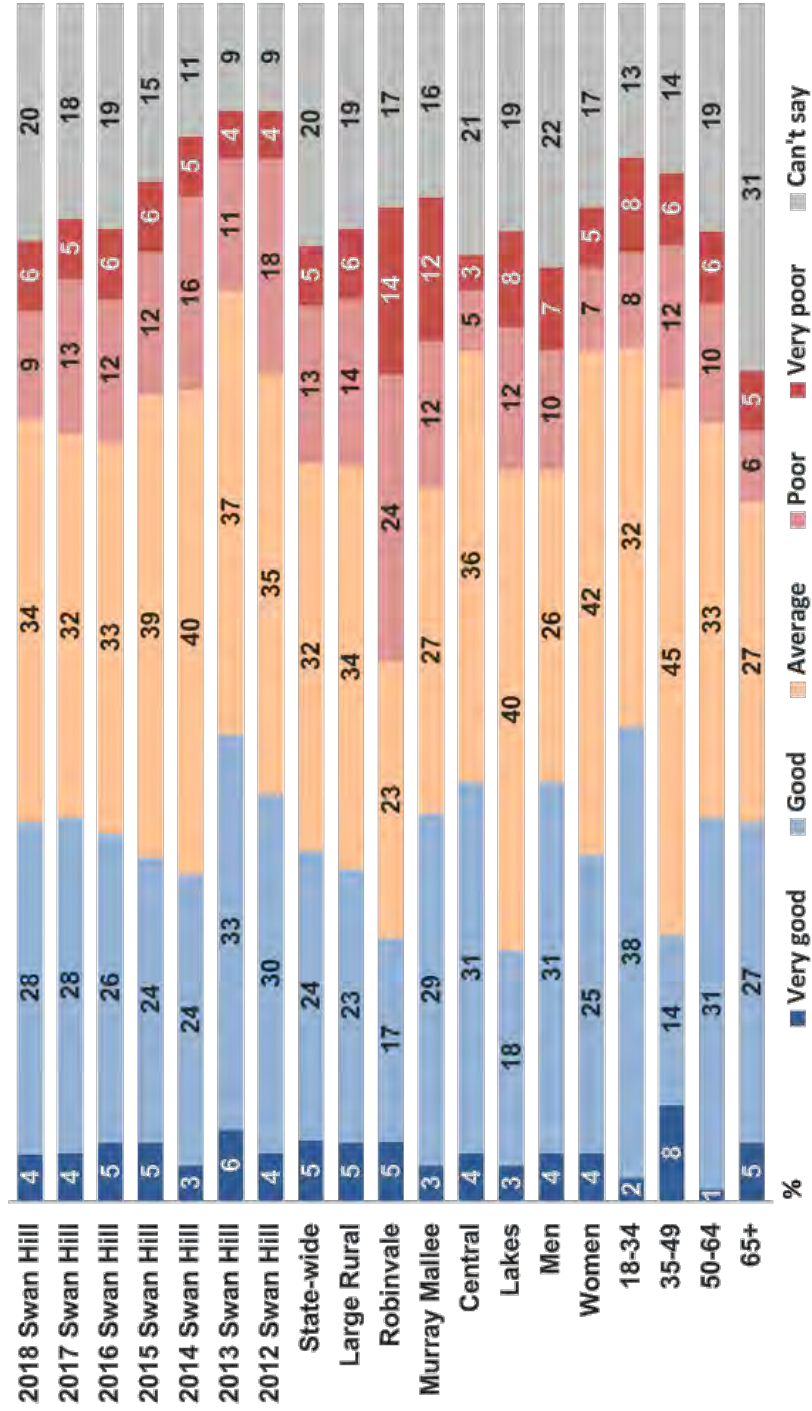
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

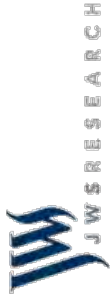


2018 Lobbying Performance

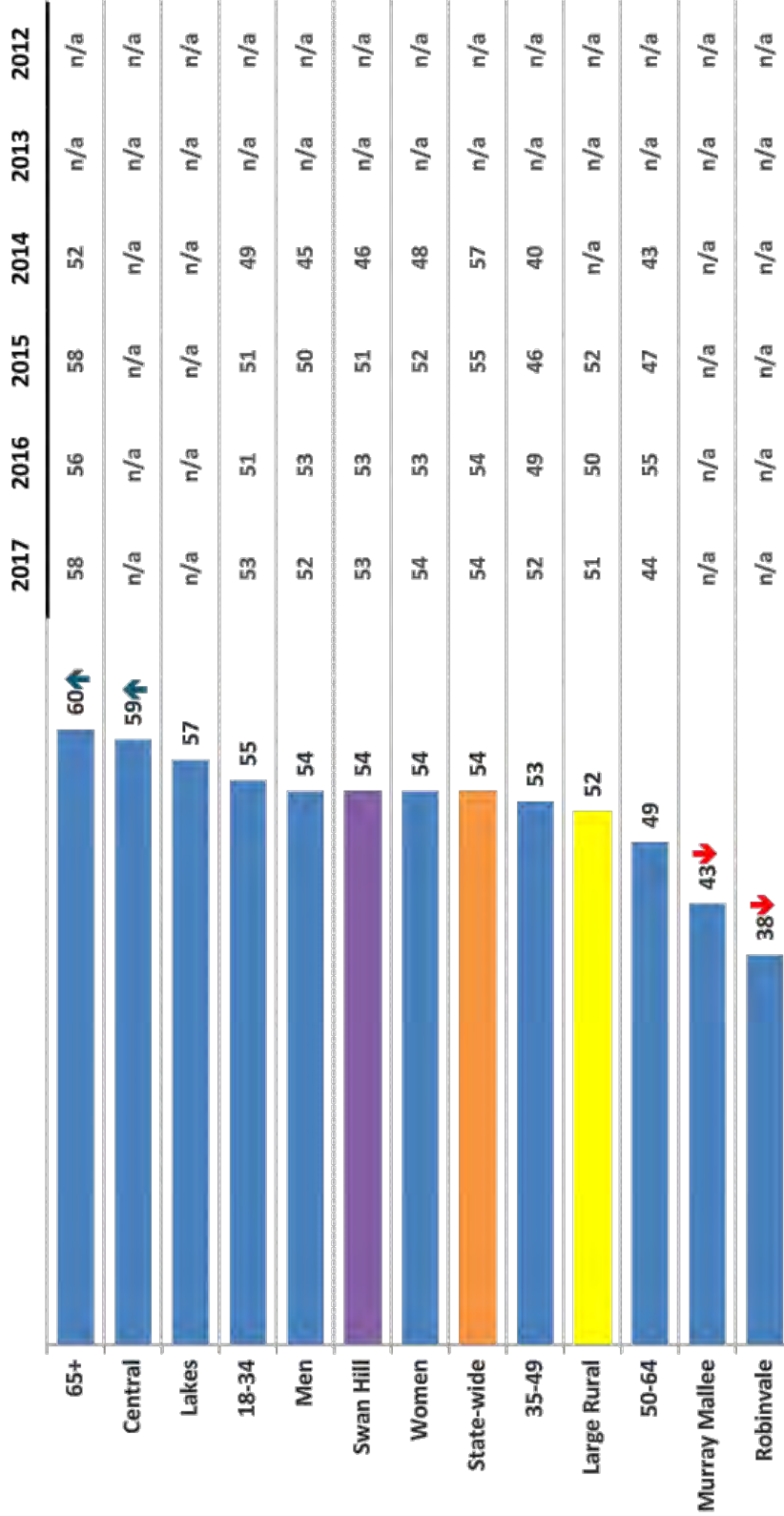


Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES



2018 Community Decisions Made Performance

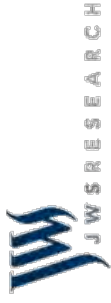


Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?

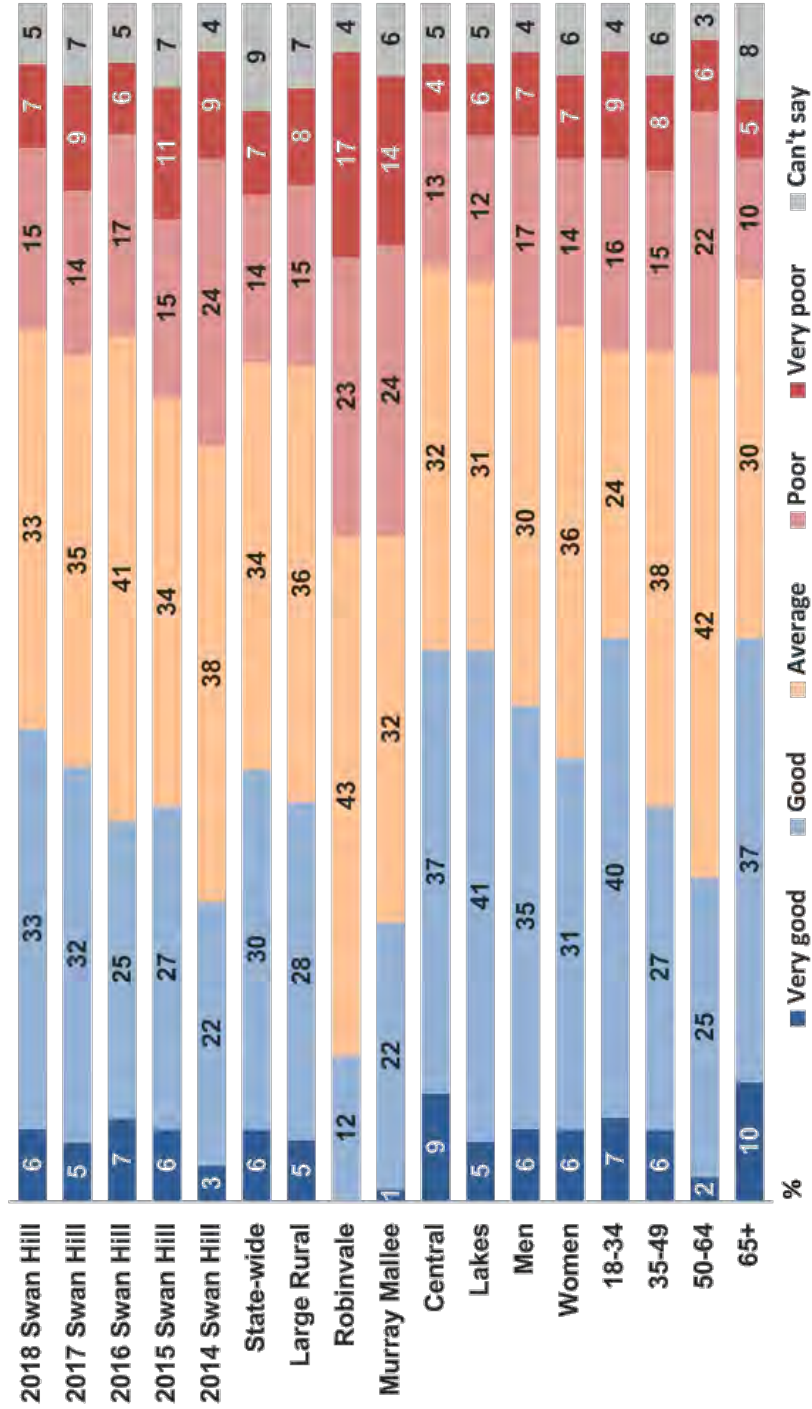
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES



2018 Community Decisions Made Performance

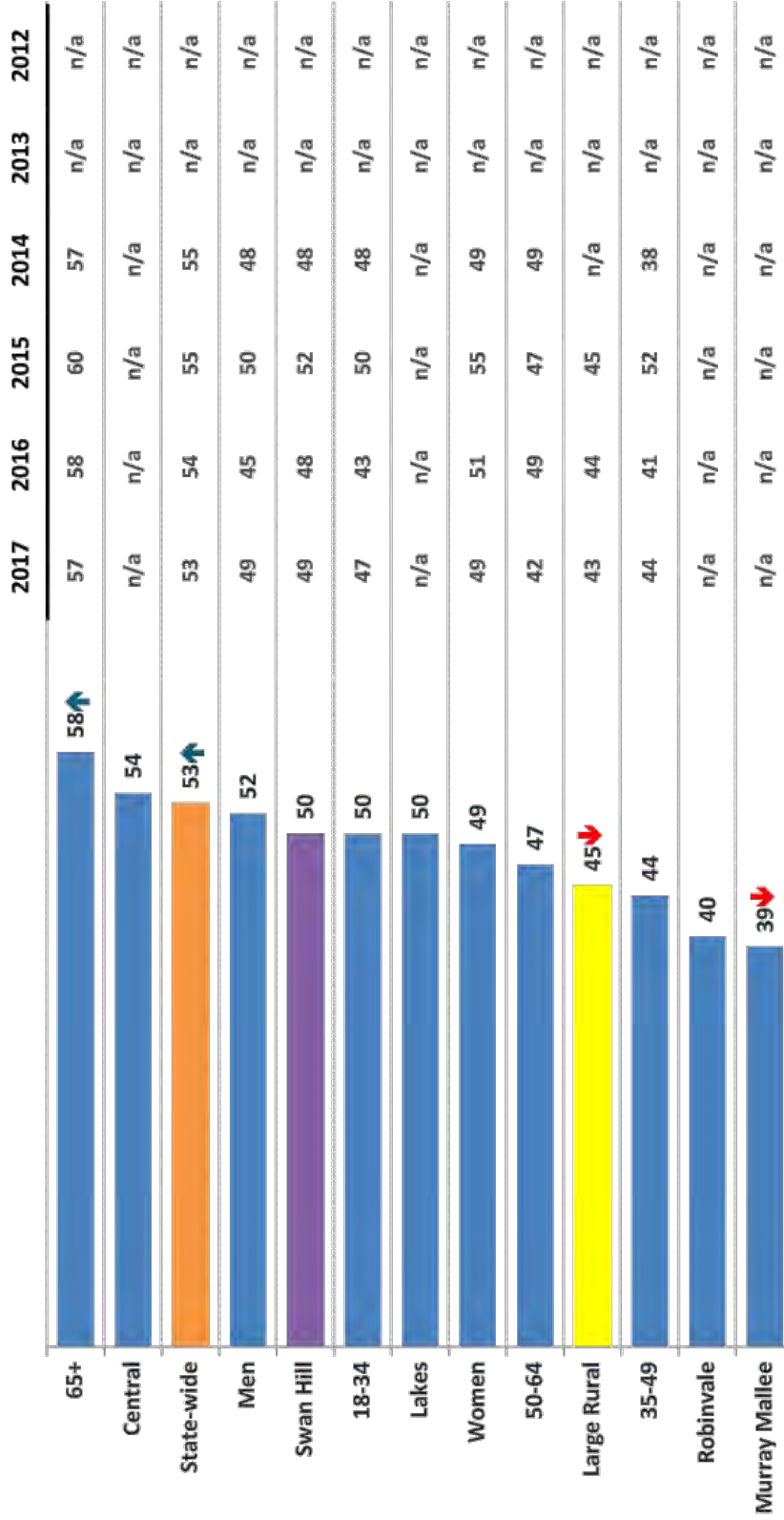


Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES



2018 Sealed Local Roads Performance

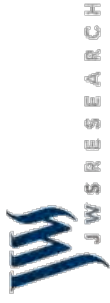


Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?

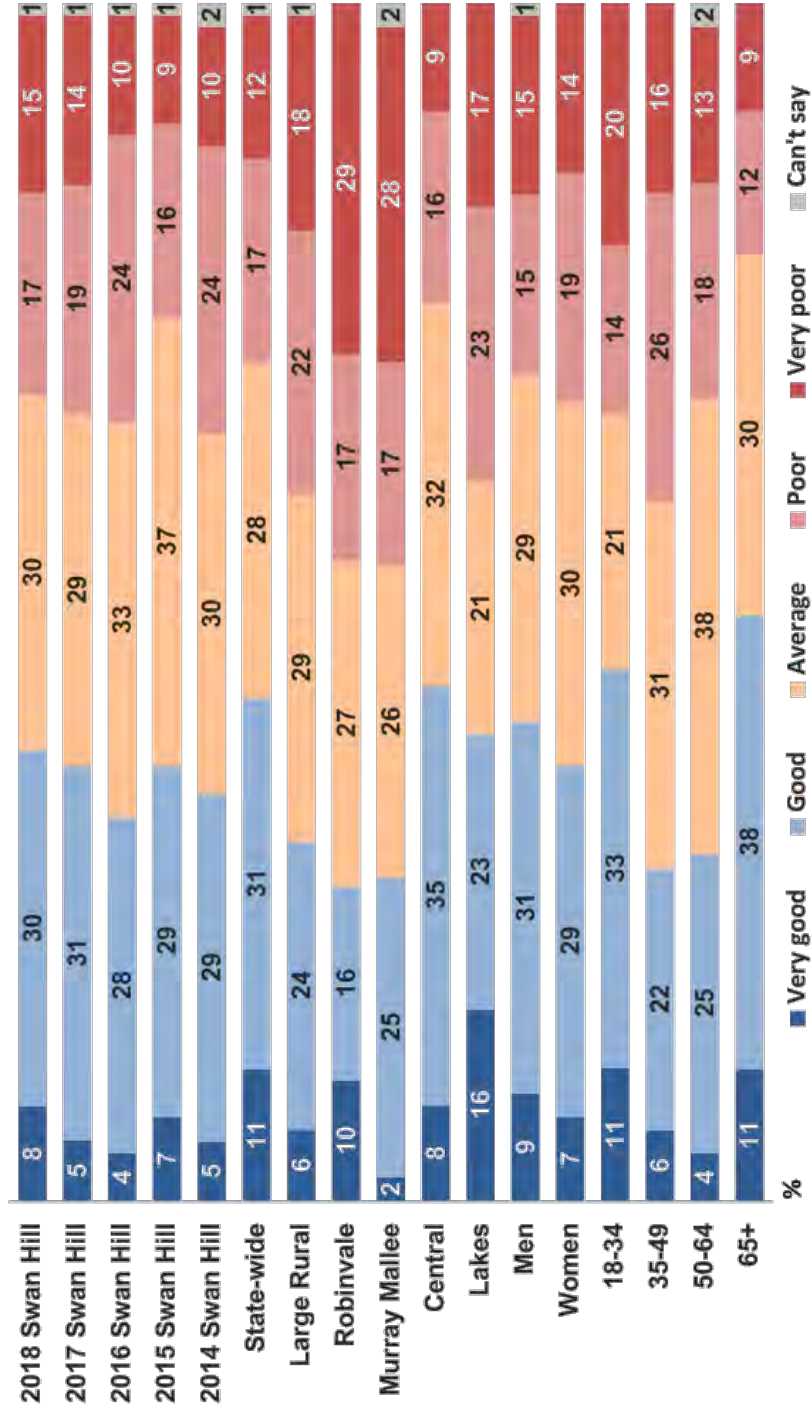
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES



2018 Sealed Local Roads Performance

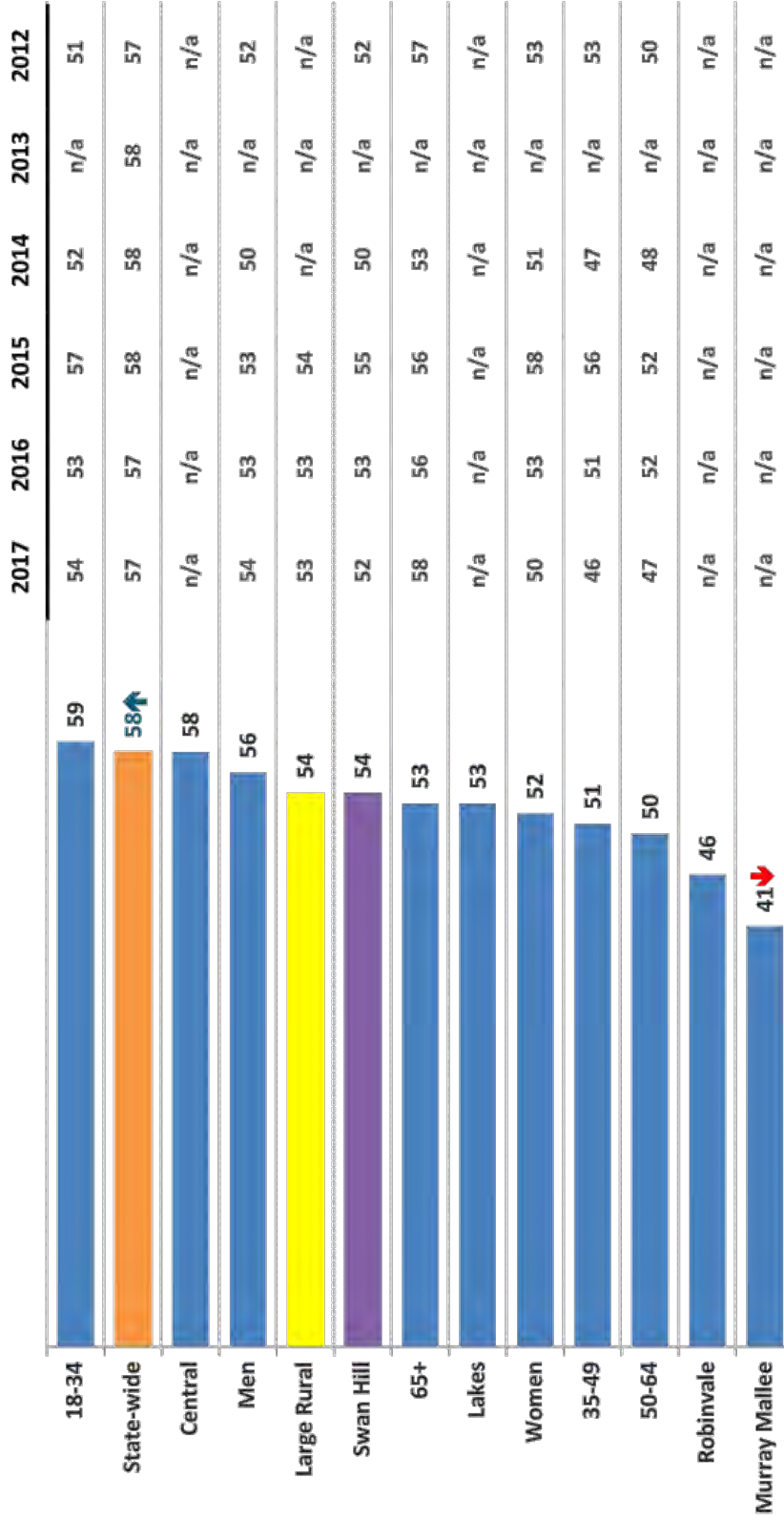


Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



2018 Streets and Footpaths Performance



Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

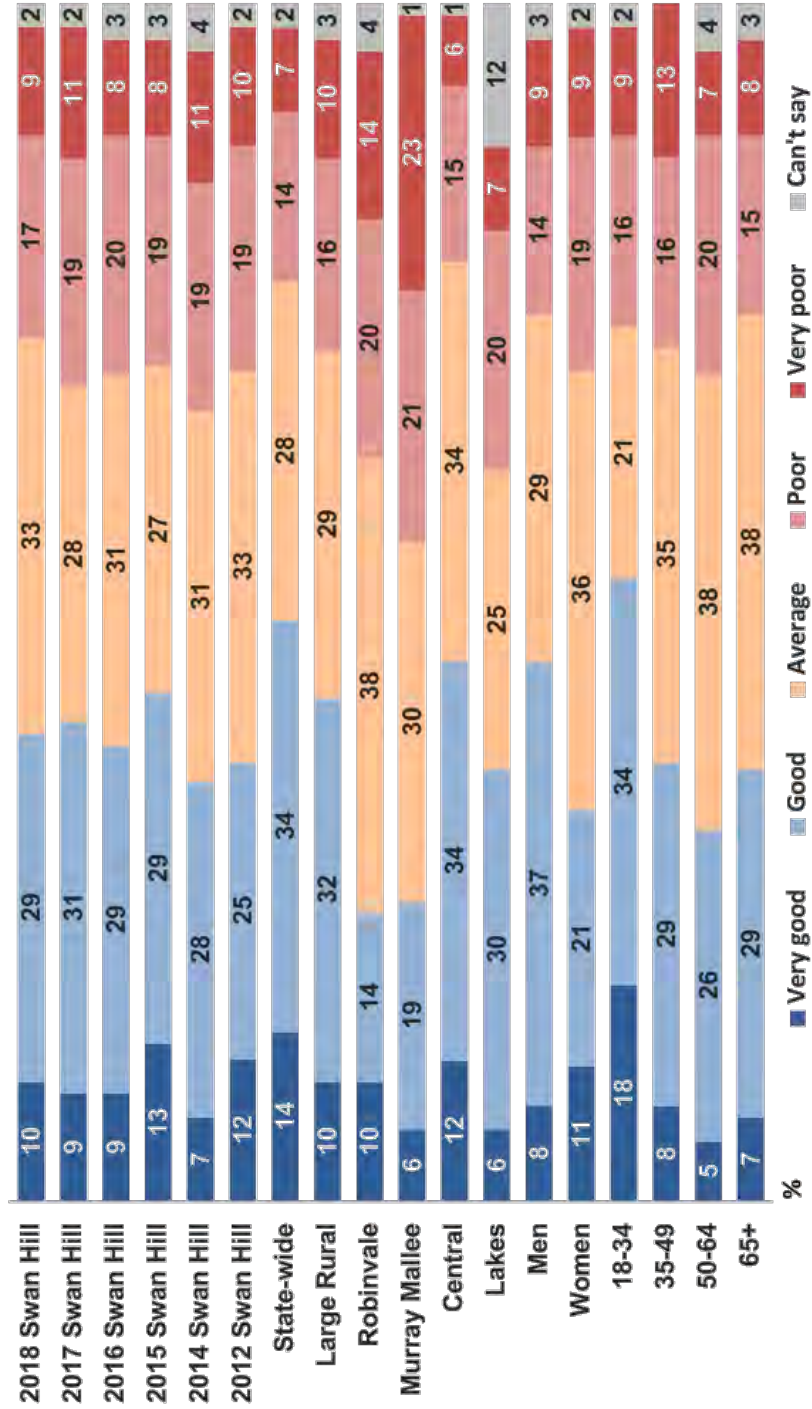
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8

Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

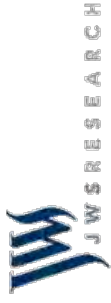


2018 Streets and Footpaths Performance

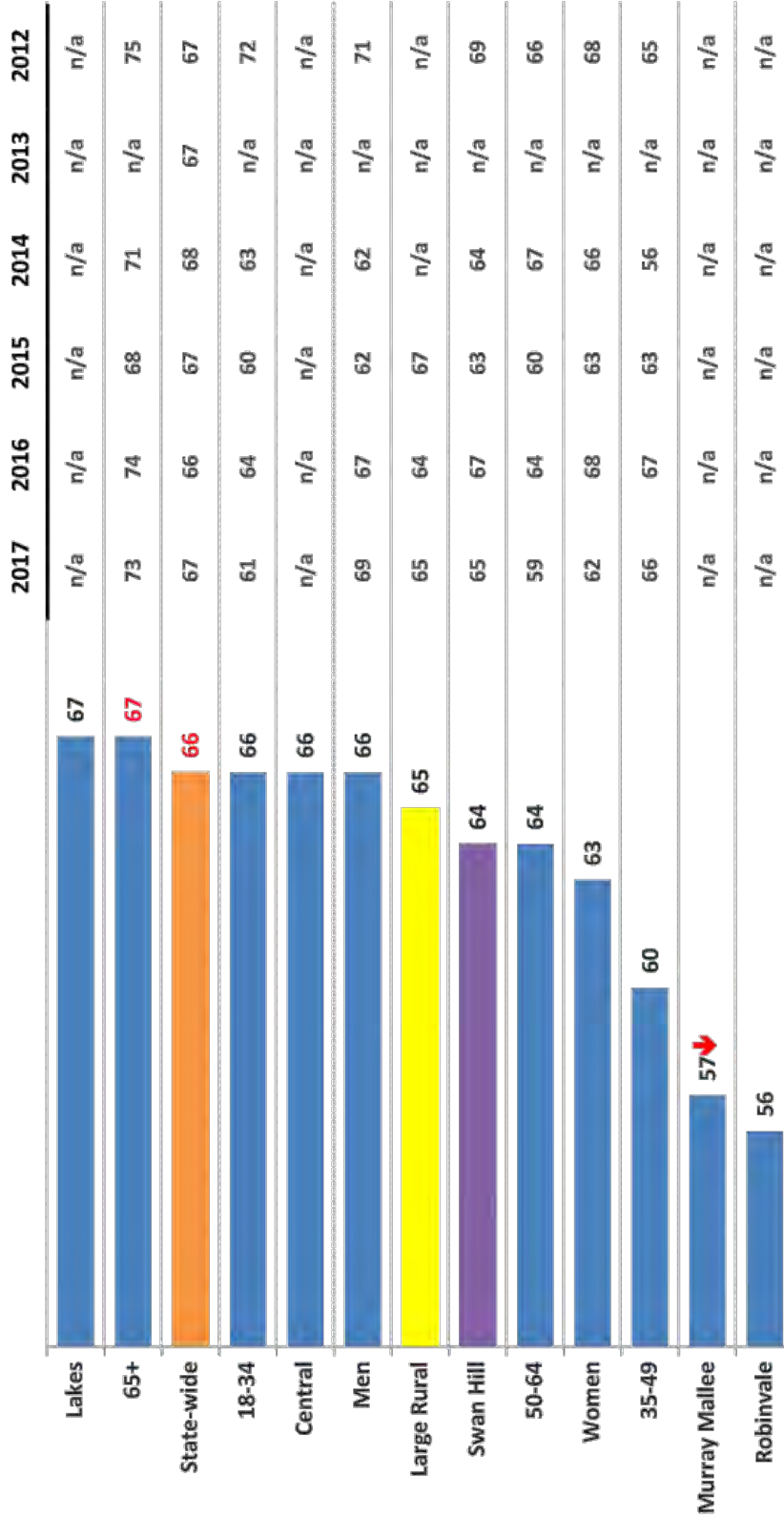


Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 8

2018 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES



2018 Family Support Performance



Q2. How has Council performed on 'family support services' over the last 12 months?

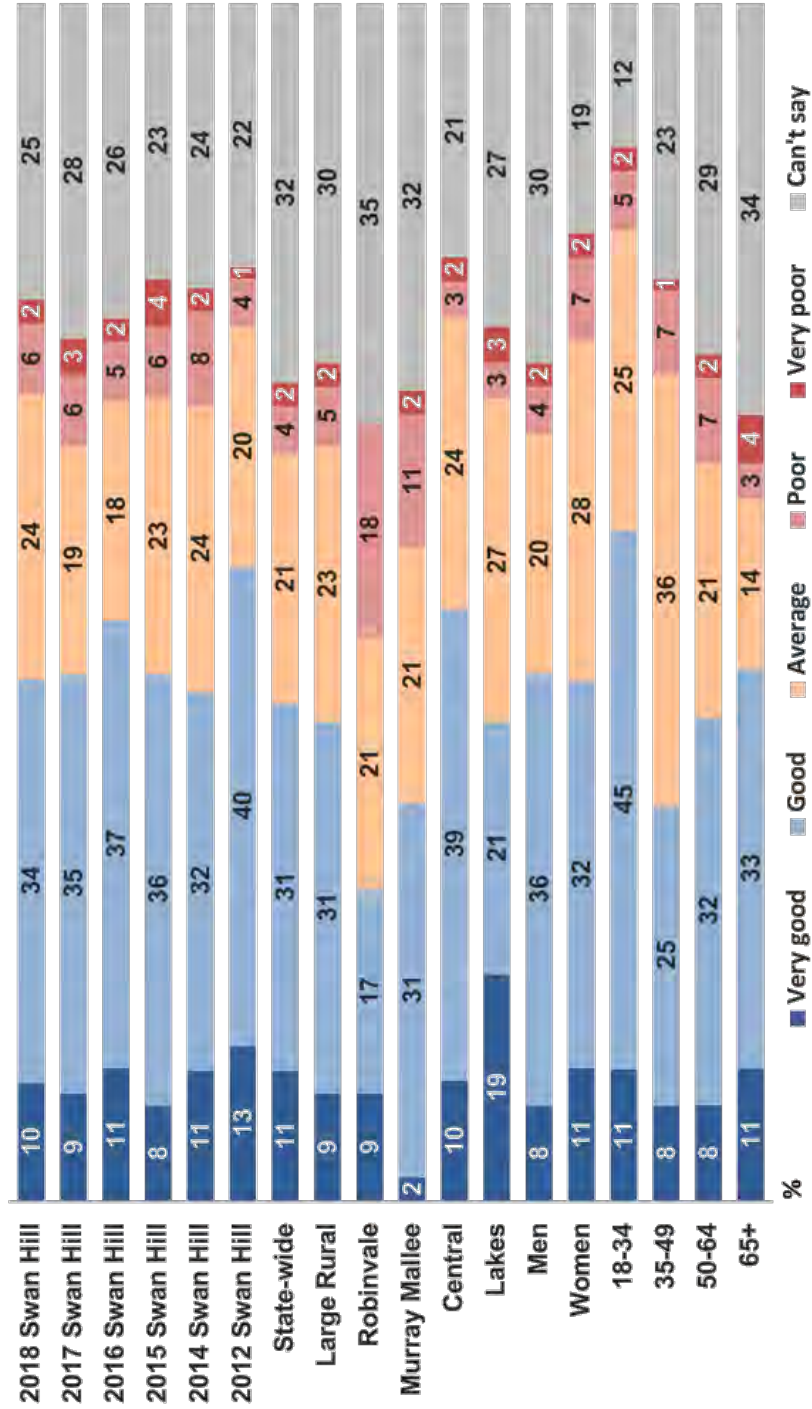
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

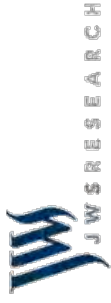


2018 Family Support Performance

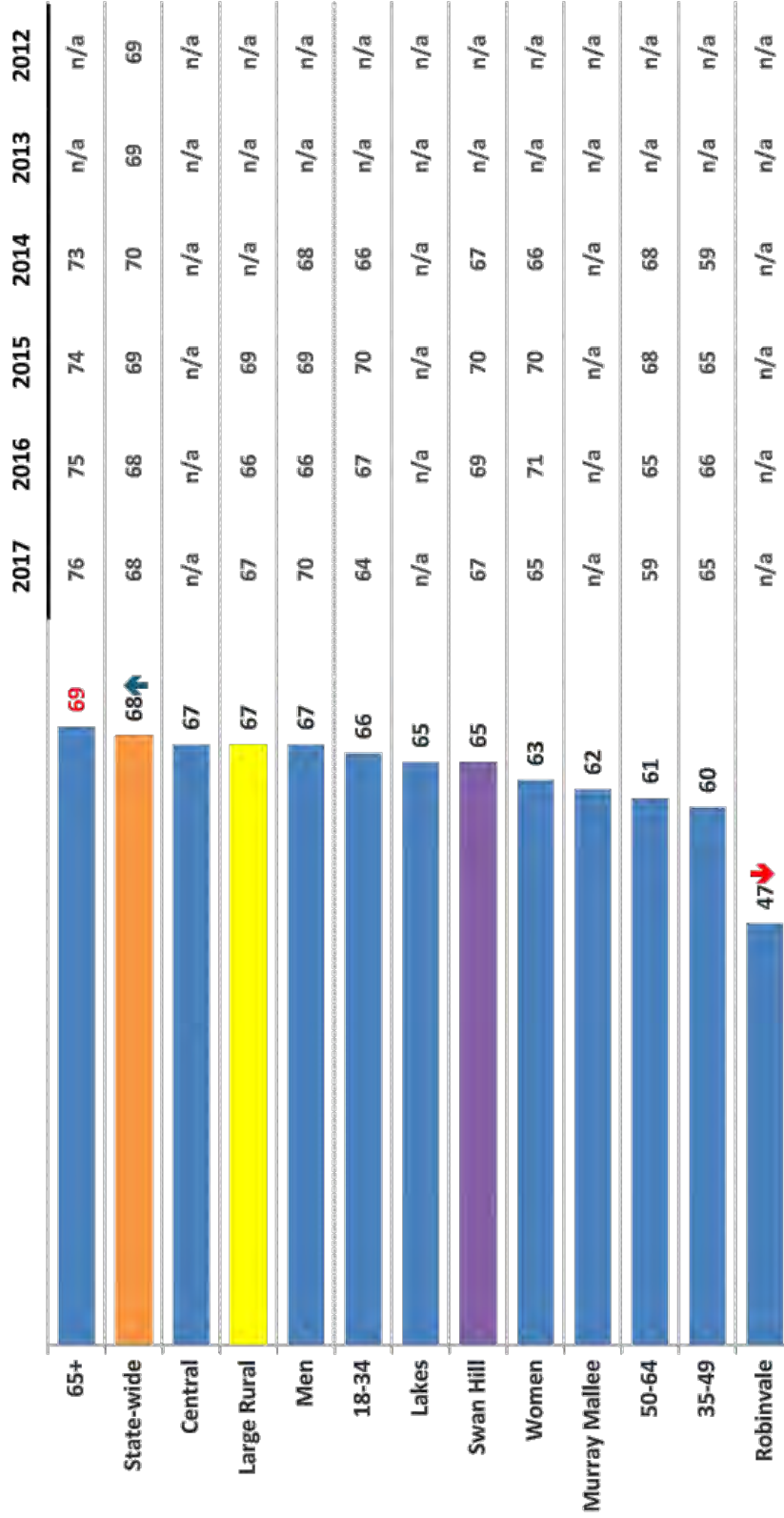


Q2. How has Council performed on 'family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 9

2018 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES



2018 Elderly Support Performance



Q2. How has Council performed on 'elderly support services' over the last 12 months?

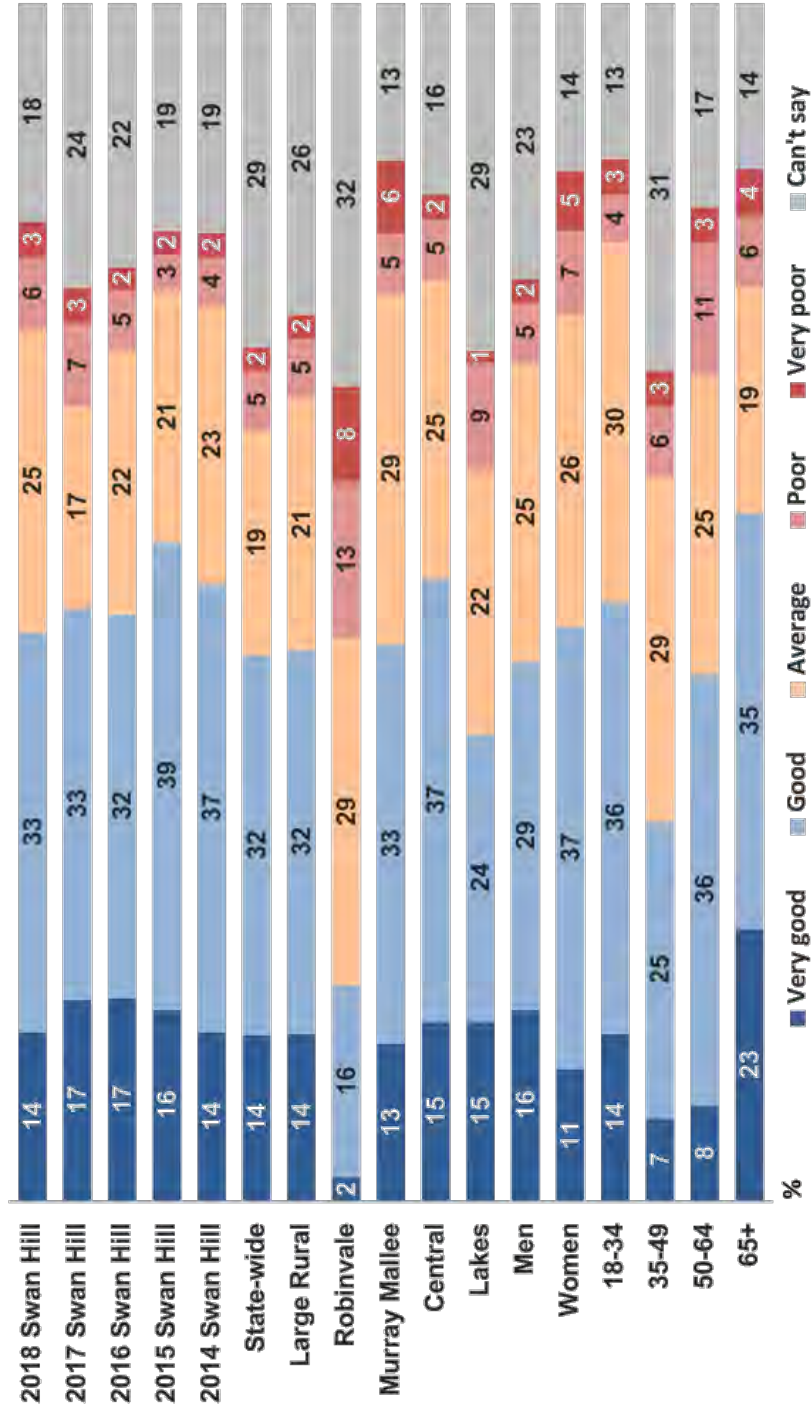
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 9

Note: Please see page 6 for explanation about significant differences.

2018 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



2018 Elderly Support Performance

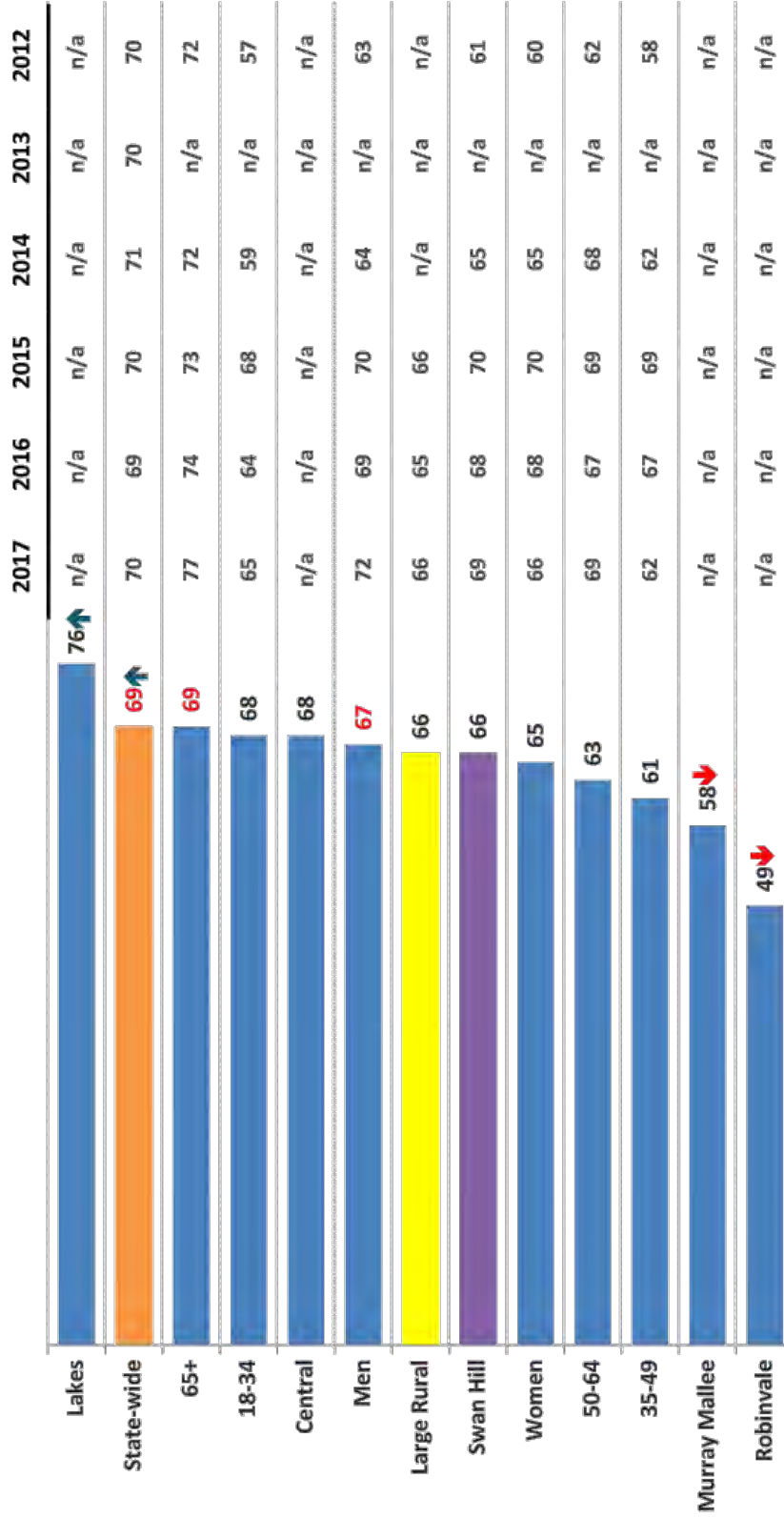


Q2. How has Council performed on 'elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 32. Councils asked group: 9

2018 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES



2018 Recreational Facilities Performance

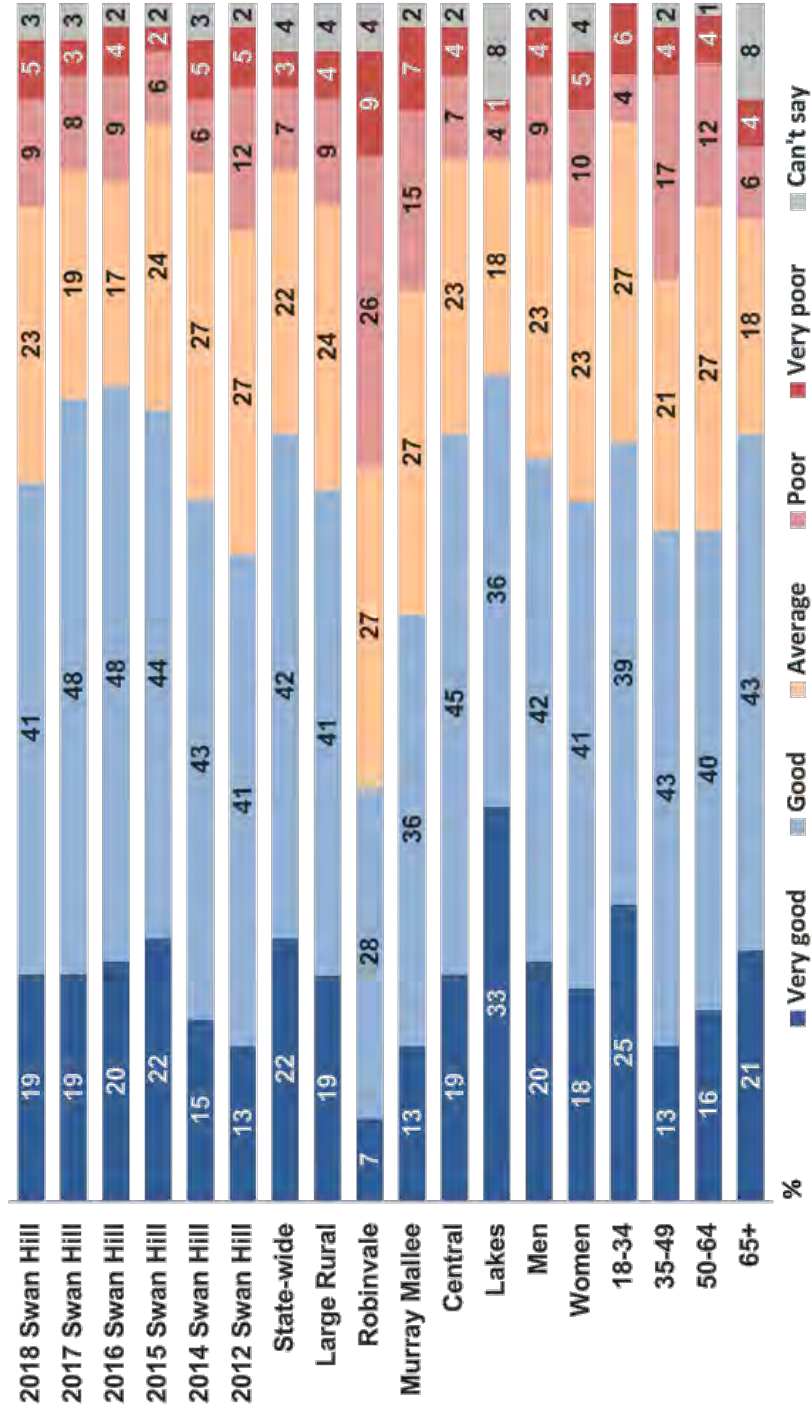


Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 10
 Note: Please see page 6 for explanation about significant differences.



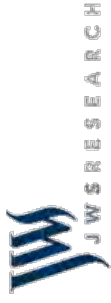
2018 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES

2018 Recreational Facilities Performance



Q2. How has Council performed on 'recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 10

2018 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

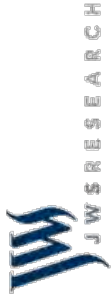


2018 Waste Management Performance

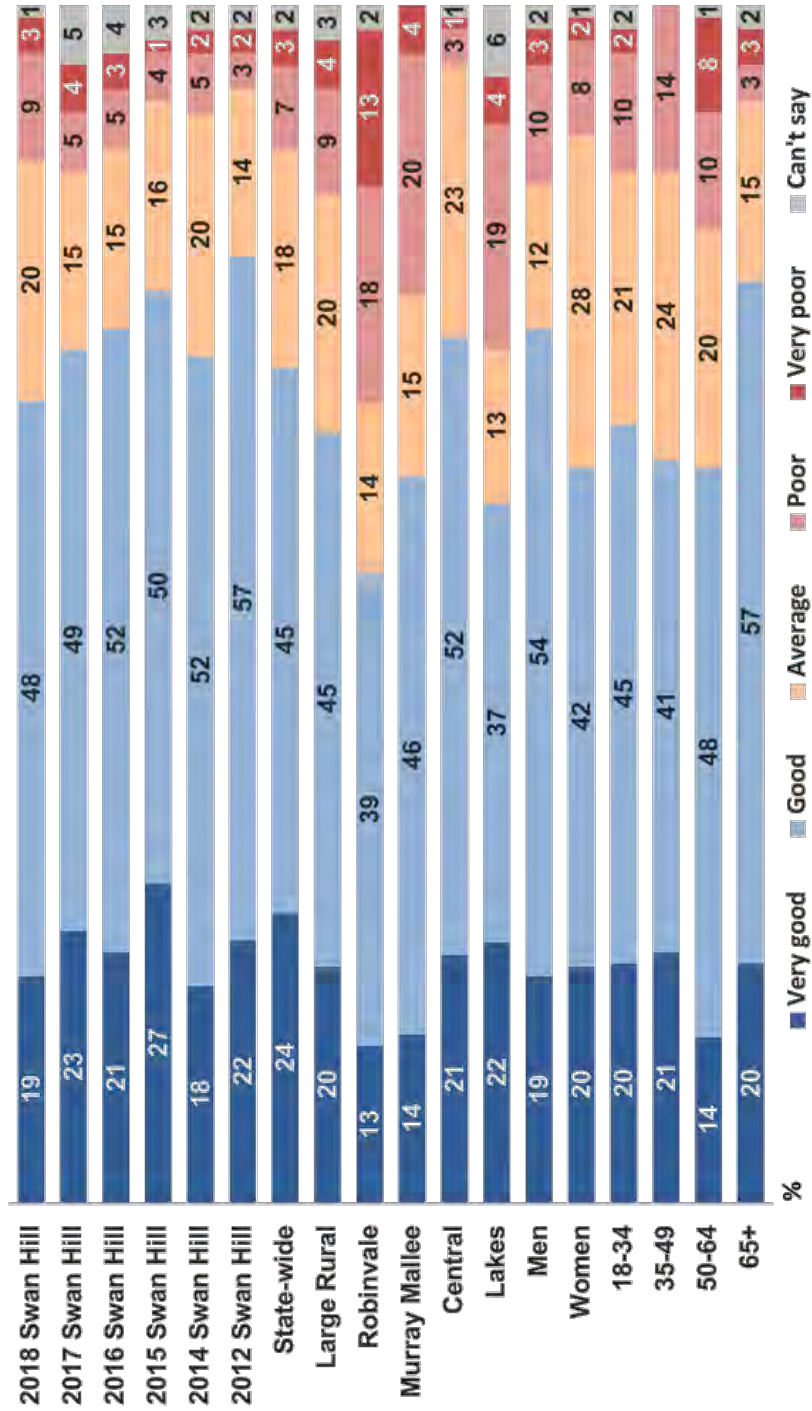


Q2. How has Council performed on 'waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9
 Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2018 Waste Management Performance

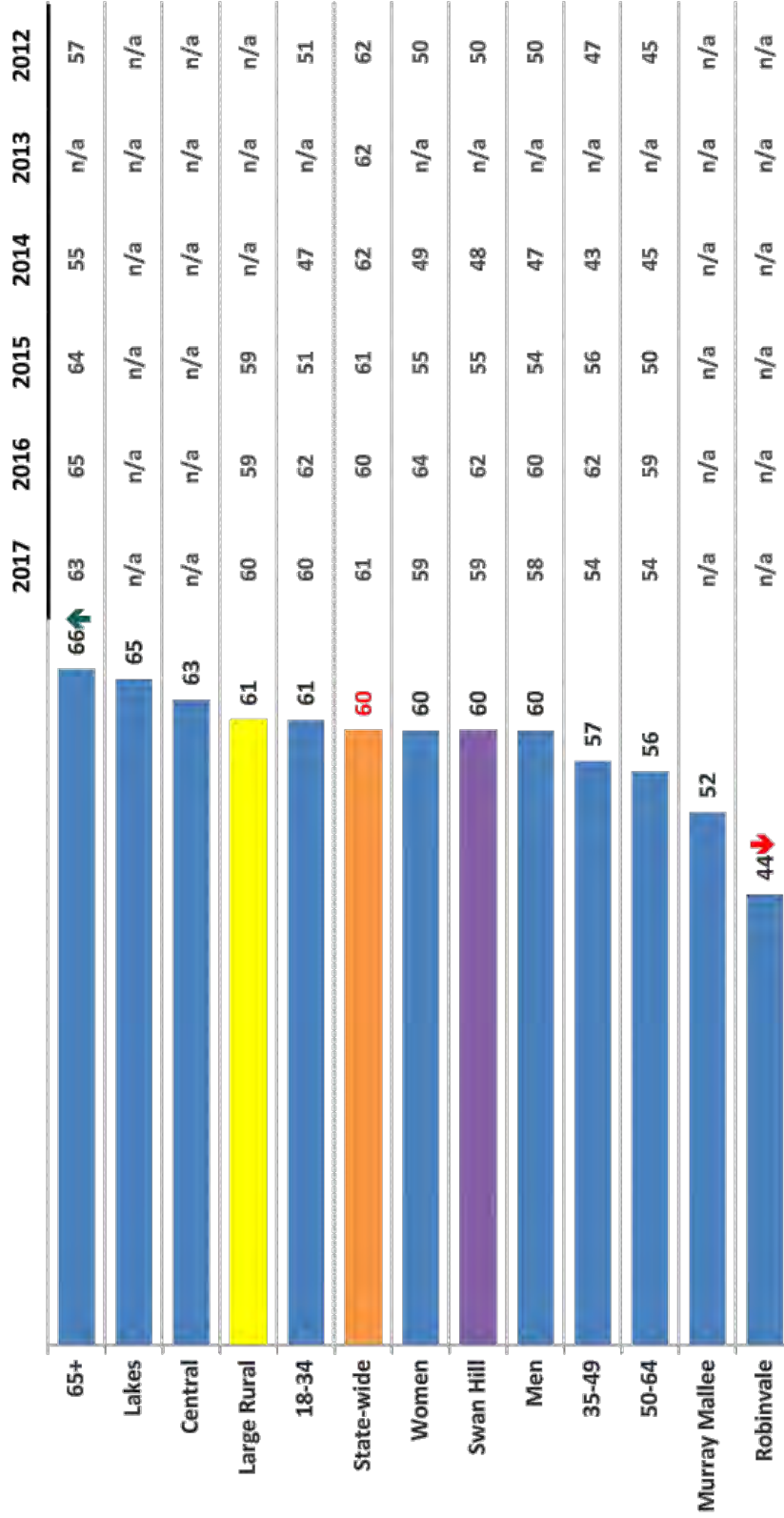


Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 9

2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE INDEX SCORES



2018 Business/Development/Tourism Performance



Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?

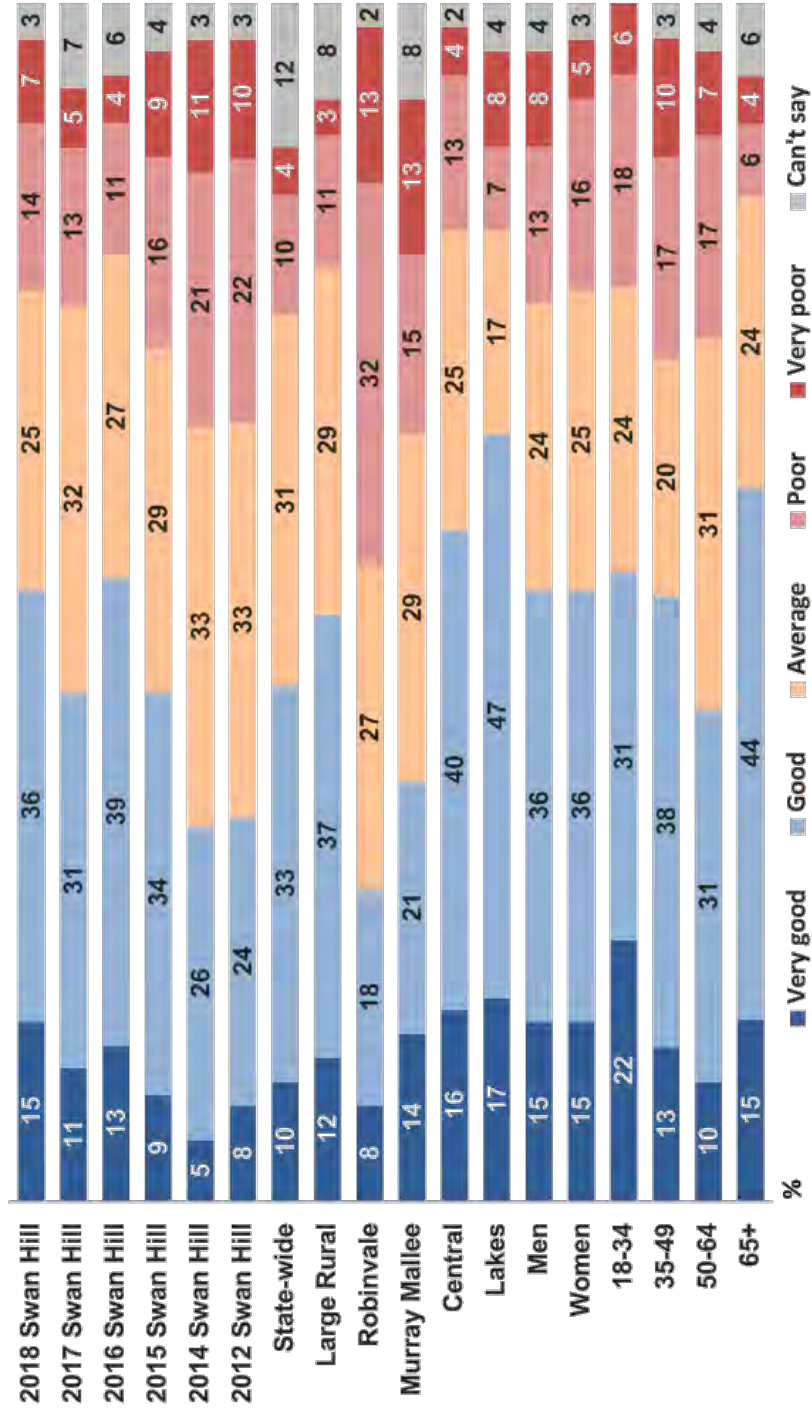
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

Note: Please see page 6 for explanation about significant differences.

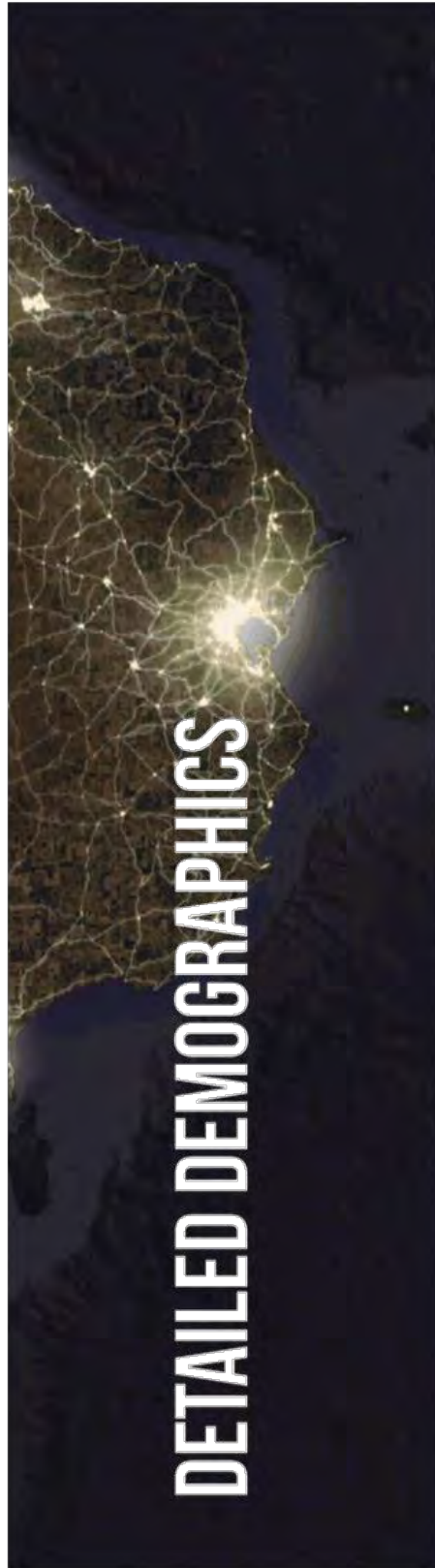
2018 BUSINESS AND COMMUNITY DEVELOPMENT AND TOURISM PERFORMANCE DETAILED PERCENTAGES



2018 Business/Development/Tourism Performance



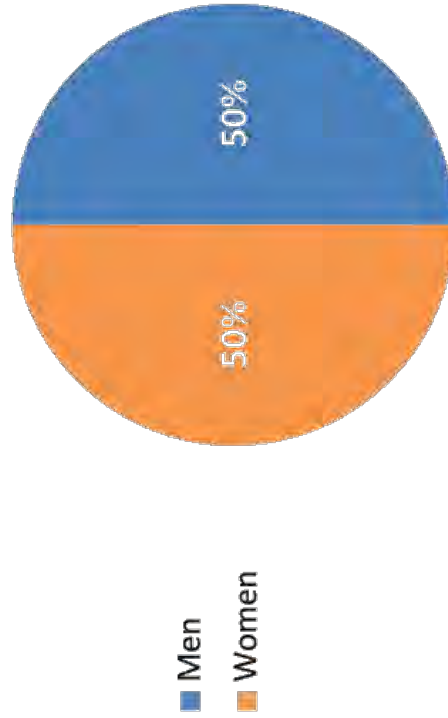
Q2. How has Council performed on 'business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5



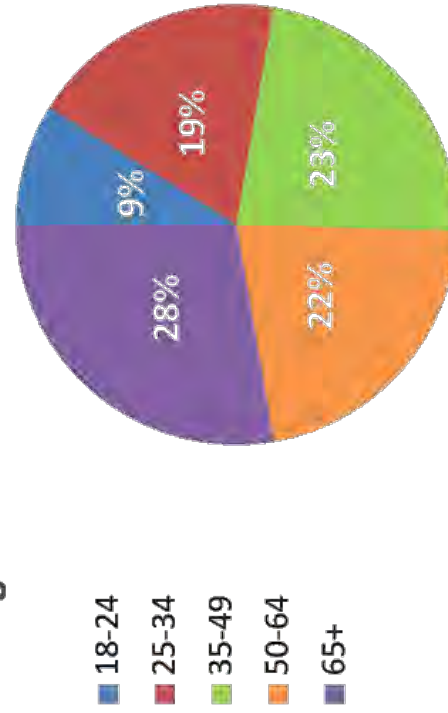


2018 GENDER AND AGE PROFILE

Gender

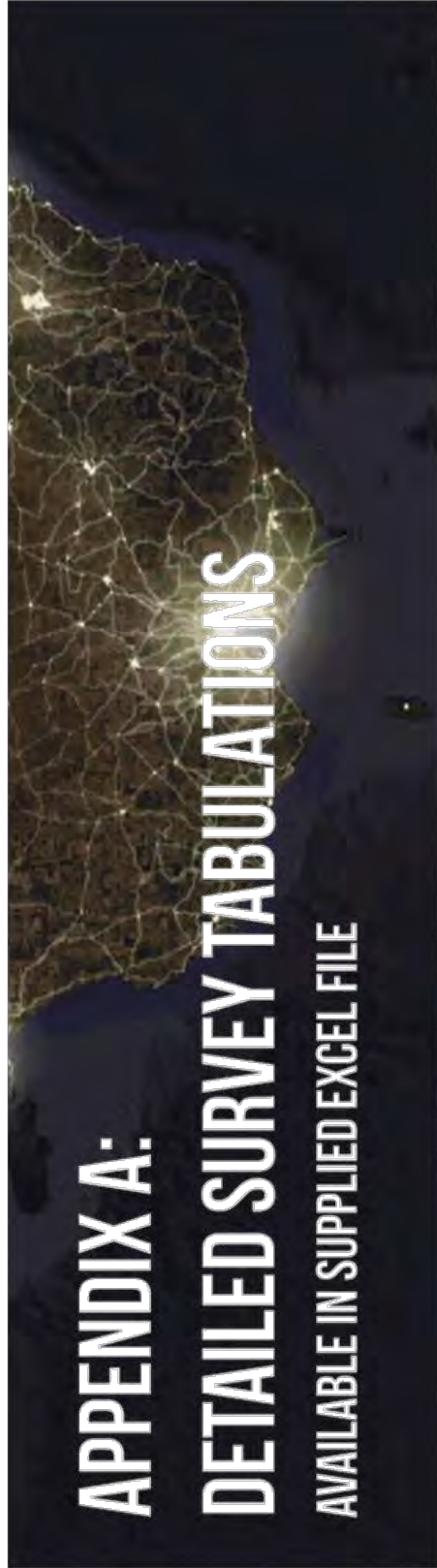


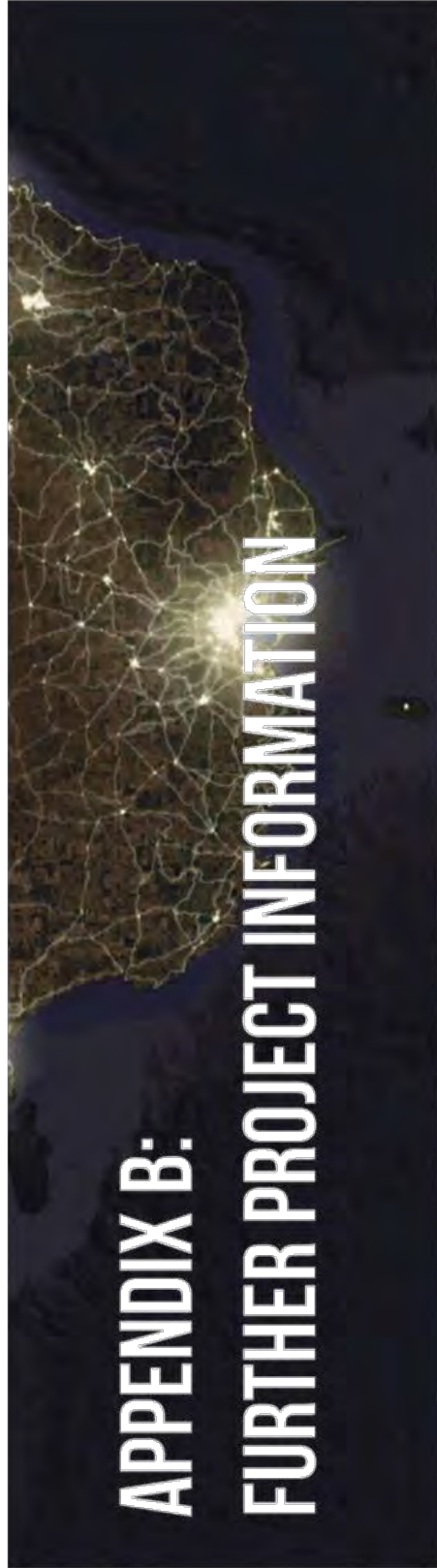
Age



Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18





**APPENDIX B:
FURTHER PROJECT INFORMATION**



APPENDIX B: BACKGROUND AND OBJECTIVES



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a "head of household" survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Swan Hill Rural City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B: MARGINS OF ERROR



The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Swan Hill Rural City Council was 400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately 400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 16,000 people aged 18 years or over for Swan Hill Rural City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Swan Hill Rural City Council	400	400	+/-4.8
Men	179	202	+/-7.3
Women	221	198	+/-6.6
Robinvale	32	31	+/-17.6
Murray Mallee	65	64	+/-12.2
Central	256	257	+/-6.1
Lakes	47	48	+/-14.4
18-34 years	54	110	+/-13.4
35-49 years	63	92	+/-12.4
50-64 years	124	88	+/-8.8
65+ years	159	110	+/-7.8

APPENDIX B: ANALYSIS AND REPORTING



All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2018 vary slightly.

Council Groups

Swan Hill Rural City Council is classified as a Large Rural council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Large Rural group are: Bass Coast, Baw Baw, Campaspe, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Swan Hill Rural City Council for this 2018 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Large Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

APPENDIX B: ANALYSIS AND REPORTING



Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

APPENDIX B: ANALYSIS AND REPORTING



Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

APPENDIX B: INDEX SCORE IMPLICATIONS



Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important

APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION



The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$3^2 / \$5) + (\$4^2 / \$6))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

APPENDIX B: ANALYSIS AND REPORTING



Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2018 State-wide Local Government Community Satisfaction Survey was designated as ‘Core’ and therefore compulsory inclusions for all participating Councils.

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2018 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

APPENDIX B: ANALYSIS AND REPORTING



Reporting

Every council that participated in the 2018 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

APPENDIX B: GLOSSARY OF TERMS



Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2018 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

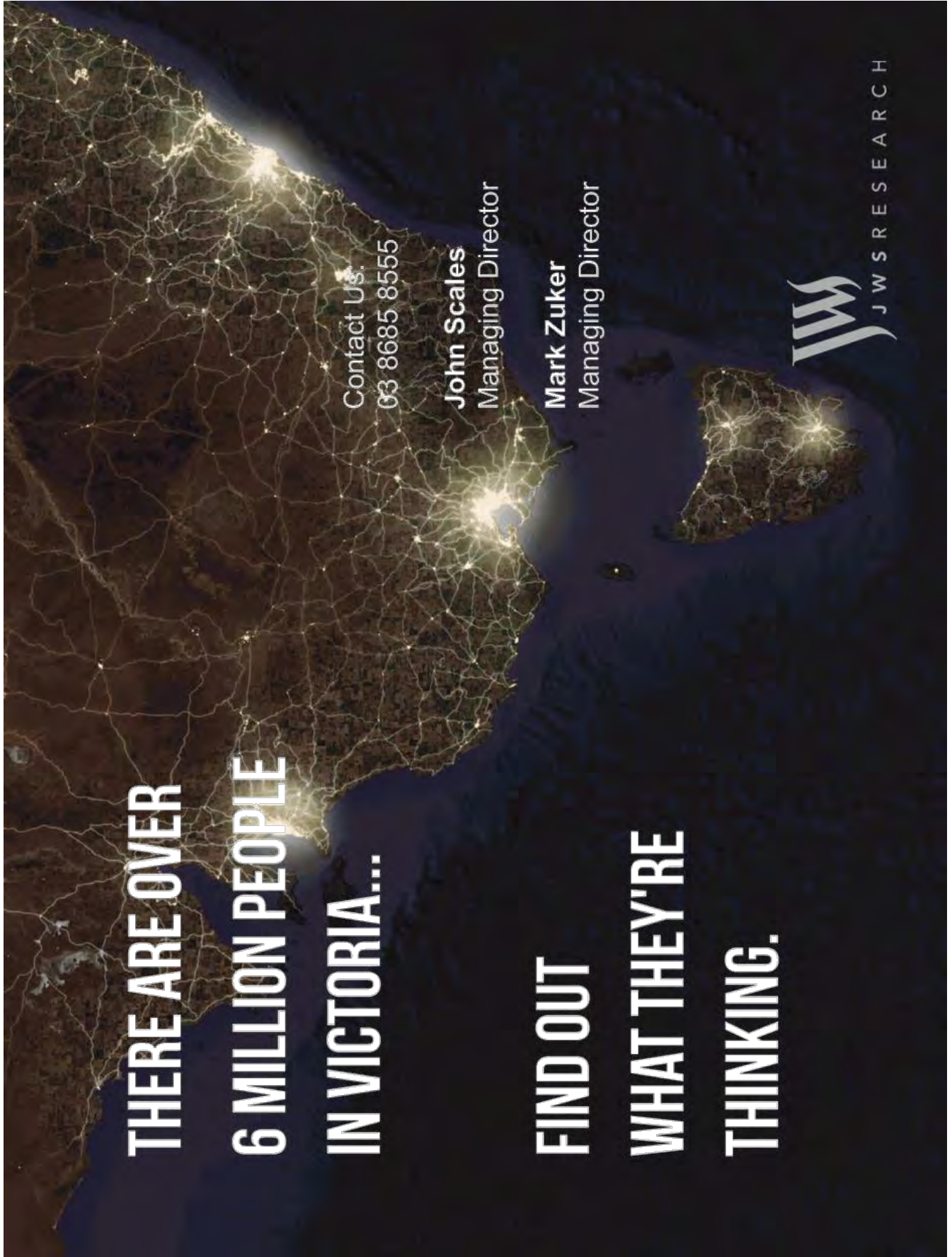
Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

Statewide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.



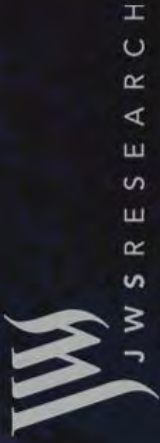
**THERE ARE OVER
6 MILLION PEOPLE
IN VICTORIA....**

**FIND OUT
WHAT THEY'RE
THINKING.**

Contact Us:
03 8685 8555

John Scales
Managing Director

Mark Zuker
Managing Director



JWS RESEARCH

SECTION C – DECISIONS WHICH NEED ACTION/RATIFICATION

C.18.15 SIGN & SEAL REPORT

Responsible Officer: Chief Executive Officer

Attachments: Nil.

Declarations of Interest:

John McLinden - as the responsible officer, I declare that I have no disclosable interests in this matter.

Summary

The following documents and agreements have been signed and sealed by the Councillors and the Chief Executive Officer on the respective dates. Those actions require the ratification of the Council.

Discussion

During the course of any month Council is required to sign and seal a range of documents arising from decisions made on a previous occasion(s). Examples include sale of land, entering into funding arrangements for Council programs etc.

As the decision to enter into these agreements has already been made, these documents are signed and sealed when received, with Council ratifying the signing and sealing at the next Council meeting.

Consultation

Not applicable

Financial Implications

Not applicable

Social Implications

Not applicable

Economic Implications

Not applicable

Environmental Implications

Not applicable

Risk Management Implications

Not applicable

Background

During the course of any month Council is required to sign and seal a range of documents arising from decisions made on a previous occasion(s). Examples include sale of land, entering into funding arrangements for Council programs etc.

As the decision to enter into these agreements has already been made, these documents are signed and sealed when received, with Council ratifying the signing and sealing at the next Council meeting.

Issues

The following documents were signed and sealed since the last Council meeting:

No.	Document Type	Document Description	Date signed/ sealed
890	Instrument of Appointment and Authorisation (Planning and Environment Act 1987)	To Sandy L Guy	21-8-18
891	S5 Instrument of Delegation	To the Chief Executive Officer	4-9-18
892	S6 Instrument of Delegation	To Members of Council Staff	4-9-18
893	Section 173 Agreement - 4241 Murray Valley Highway, Robinvale. Volume 9740 Folio 060 and Volume 9740 Folio 061	Between Swan Hill Rural City Council and C.P.Pulvermueller and G.Albanese and M.A.Albanese	4-9-18
894	Lease – General Store at Pioneer Settlement	Between Swan Hill Rural City Council and C.S.Roberts	4-9-18

Conclusion

Council authorise the signing and sealing of the above documents.

Recommendation

That Council notes the actions of signing and sealing the documents under delegation as scheduled.

88/18 Motion

MOVED Cr Katis

That Council notes the actions of signing and sealing the documents under delegation as scheduled.

SECONDED Cr Jeffery

The Motion was put and CARRIED

C.18.16 COUNCILLOR ASSEMBLIES - RECORD OF ATTENDANCE AND AGENDA ITEMS

Responsible Officer: Chief Executive Officer
File Number: S15-05-06
Attachments: 1 Councillor Attendance at Assemblies

Declarations of Interest:

John McLinden - as the responsible officer, I declare that I have no disclosable interests in this matter.

Summary

The Local Government Act 1989 requires that the details of Councillor Assemblies be reported to Council meetings on a monthly basis.

Discussion

The State Government has amended the Local Government Act 1989 which requires Council to report on Councillor Assemblies.

Whilst Minutes do not have to be recorded, Agenda items and those in attendance must be, and a report presented to Council.

An assembly of Councillors is defined as a meeting that is planned or scheduled at which at least half of the Council and one Officer are in attendance, and where the matters being considered that are intended or likely to be the subject of a Council decision.

No formal decisions can be made at an assembly but rather direction can be given that is likely to lead to a formal decision of Council.

Details of the most recent assemblies of Council are attached.

Consultation

Not applicable.

Financial Implications

Not applicable.

Social Implications

Not applicable.

Economic Implications

Not applicable.

Environmental Implications

Not applicable.

Risk Management Implications

Not applicable.

Council Plan Strategy Addressed

Governance and leadership - Effective advocacy and strategic planning.

Options

Council must comply with the requirements of the Local Government Act 1989.

Recommendation

That Council note the contents of the report.

89/18 Motion

MOVED Cr Katis

That Council note the contents of the report.

SECONDED Cr Johnson

The Motion was put and CARRIED

**COUNCILLOR ASSEMBLIES ATTENDANCE AND AGENDA
4 September 2018 at 1.00pm, Swan Hill Town Hall, Council Chambers**

AGENDA ITEMS

- 3 Station Street, Lake Boga NBN Tower
- Planning Objections 3 Station Street, Lake Boga NBN Tower
- Proposal for a Caravan Park Piangil
- Asset Naming sub-committee update
- Droving Cattle
- Major Planning Amendment – C73
- Strategic Planning Scheme Projects
- Murray River Council Planning Scheme Review
- Update of Tender Process for the Saleyard Redevelopment
- Annual Report
- Municipal Association of Victoria Membership Subscription Renewal 2018/19

ADDITIONAL ITEMS DISCUSSED

- Nil

ATTENDANCE

Councillors

- Cr Les McPhee
- Cr Lea Johnson
- Cr Bill Moar
- Cr Ann Young
- Cr John Katis
- Cr Chris Jeffery

Apologies

- Cr Gary Norton

OFFICERS

- John McLinden, Chief Executive Officer
- Heather Green, Director Development and Planning
- Svetla Petkova, Director Infrastructure
- Bruce Myers, Director Community & Cultural Services
- Stefan Louw, Development Manager
- Tamara Broadsmith, Planning Officer
- Darren Rovere, Regulatory Services - Authorised Officer - Senior

Other

- Nil

CONFLICT OF INTEREST

- Cr Les McPhee with Strategic Planning Scheme Projects, an indirect interest due to financial interest.

SECTION D – NOTICES OF MOTION

SECTION E – URGENT ITEMS NOT INCLUDED IN AGENDA

Cr Katis moved that Council

1. Ask that the Municipal Building Surveyor to re-assess the Robinvale Hotel Site on Perrin Street in relation to public safety.
2. Write to the owner of the property requiring them to clean-up the site within 7 days to remove all flammable material and remove all fire hazards.
3. Require the owner to secure the site with an appropriate barrier so that the site is not accessible, ensuring the safety of the public.

90/18 Motion

MOVED Cr Norton

That Council accepts the urgent item of business.

SECONDED Cr Jeffery

The Motion was put and CARRIED

91/18 Motion

MOVED Cr Katis

That Council:

1. **Ask that the Municipal Building Surveyor to re-assess the Robinvale Hotel Site on Perrin Street in relation to public safety.**
2. **Write to the owner of the property requiring them to clean-up the site within 7 days to remove all flammable material and remove all fire hazards.**
3. **Require the owner to secure the site with an appropriate barrier so that the site is not accessible, ensuring the safety of the public.**

SECONDED Cr Norton

The Motion was put and CARRIED

18 September 2018

The Chief Executive Officer, Mr John McLinden then tabled a letter from Macedon Ranges Shire that requests Council supports their MAV Motion.



Our Ref: D18-84807
Folder Ref: F4328

12 September 2018

Councillor Les McPhee
Mayor
Swan Hill Rural City Council
Via email: council@swanhill.vic.gov.au

Dear Councillor McPhee

Re: Motion to the Municipal Association of Victoria (MAV) State Council meeting

As one of the councils in the Loddon Mallee region, we have participated with you in the Aged and Disability LGV/FAST Transition Research Project.

Following a Councillor Briefing in which Craig Kenny from Mach 2 Consulting presented to our Councillors, I raised a Notice of Motion at the 22 August 2018 Ordinary Council Meeting as follows:

That Council prepare a motion regarding the advocacy role of the MAV in the changing aged care funding space to be presented at the October MAV State Council meeting.

Council unanimously supported the Notice of Motion as we believe that more advocacy is required particularly in regards to likely impacts on rural and regional councils as a result of sector change.

The subsequent motion to the MAV has been submitted and is attached. Macedon Ranges Shire Council seeks your support of this motion and I welcome any discussion or enquiries you may have on the matter.

If you have any questions in relation to the above matter please do not hesitate to contact me on 0408 273 670.

Yours sincerely

A handwritten signature in black ink, appearing to read "J. Anderson", is written over a white background.

Councillor Jennifer Anderson
Mayor

cc: John McLinden, Chief Executive Officer, Swan Hill Rural City Council

AEN 42 080 380 537
PO Box 151 Kyneton Victoria 3444
T 03 5422 0333 F 03 5422 3623 E mrsc@mrsc.vic.gov.au
www.mrsc.vic.gov.au



MAV State Council Meeting – 19 October 2018

To submit a motion for consideration by State Council on Friday, 19 October 2018, please complete this form and email to the **State Council** email address S2@mav.asn.au, **no later than 21 September**. Please note, motions received by **13 September** (early motions) will be distributed to all MAV representatives on **14 September**. Submitters may amend their own motions up to 5pm on **28 September**.

Motion
Advocacy regarding the
Regional Assessment
Service and
Commonwealth Home
Support Program.

Submitted by: Macedon Ranges Shire Council

MOTION:
The motion and rationale should be no longer than one page.
 That the Municipal Association of Victoria advocate for consideration of, and targeted response to, the impact of reform on rural and regional providers of homecare support services in Victoria noting:

- Advice on the architecture and funding of RAS post 30 June 2019 and CHSP post 30 June 2020 is urgently required and should be achieved by 1 January 2019.
- The reforms place an unfair and unequitable burden on regional and rural councils
- Government should use its market influence and pricing mechanisms to ensure that equitable services are delivered to regional and rural areas
- Financial assistance should be provided to ease the burden of structural adjustments, particularly for small to medium Councils where ongoing viability and cost to council require transition out of service delivery arrangements.

MAV Strategic Work Plan (SWP):
Indicate whether or not the subject matter of your motion is included in the MAV SWP 2017-19.

Is the subject matter of this motion included in the SWP?	Yes
If yes, identify the following:	
Objective No.	1
Priority No.	5
Item No.	

Note: Motions must be submitted by **one council but may be supported by other councils. The council submitting the motion will need to supply written confirmation from any council(s) listed as supporting the motion. All relevant background information in support of the motion should be included in the space provided for the rationale and not in attachments. **The motion and rationale should be no longer than one page.***



RATIONALE:

The Commonwealth government is seeking a nationally consistent, sustainable aged care system to address the needs of a rapidly ageing population. This approach will see lesser roles for local and state government, and greater focus on market driven system - characterised by competition, high economies of scale and greater efficiency. There is a strong likelihood that local government will not be positioned to compete with these entities.

Local Government Victoria's (LGV) Finance and Accounting Support Team (FAST) has recently funded a research project to forecast the financial impact of disability and aged care sector reforms on Loddon Mallee councils providing the CHSP and Home & Community Care Program for Younger People (HACC PYP). The project, instigated by Executives of the Loddon Mallee Group of Councils, has assessed the potential impact of sector reforms on rural and regional providers as distinct from those in the metropolitan areas.

The report identifies a disproportional impact of the reforms on rural and regional councils, including proportionally higher impact of redundancies, higher service delivery costs than metropolitan councils, risk of market failure and high 'social contract' values associated with home care services.

There is an identified need for advocacy regarding the fairness and equity of the relative impact of sector reform on rural and regional councils compared with metropolitan councils.

Strategic investment in change for any organisation requires a level of certainty which is not available to Victorian local government at this time. There is an increasing pessimism that any meaningful change or response to the reforms will be available to councils due to limitations of budget cycles and the degree of investment required.

There are potential political, reputational and financial risks for Council in decision-making and transition. The delivery of reliable and stable home support services has traditionally been associated with local government and it is highly likely that in the event of a future service failure, whether it is the responsibility of Council or not, the community will look to Council to solve the issue.

The financial impact on councils that are not in a position to stay in the sector as service providers is also significant due to redundancy provisions for employees, many of whom are long serving staff members. Strong advocacy for financial support to assist Council's with this cost is essential and warranted.

This will be one of the more significant decisions before each council in this electoral cycle and there will need to be significant time and effort devoted to engaging with the policy and resource implications as well as the potential social and community impact.

Note: Motions must be submitted by **one council but may be supported by other councils. The council submitting the motion will need to supply written confirmation from any council(s) listed as supporting the motion. All relevant background information in support of the motion should be included in the space provided for the rationale and not in attachments. **The motion and rationale should be no longer than one page.***

92/18 Motion

MOVED Cr Norton

That Council accepts the urgent item of business.

SECONDED Cr Jeffery

The Motion was put and CARRIED

93/18 Recommendations

MOVED Cr Norton

That Council Supports the Macedon Ranges motion to the Municipal Association of Victoria (MAV) at the State Council Meeting.

SECONDED Cr Jeffery

The Motion was put and CARRIED

SECTION F – TO CONSIDER & ORDER ON COUNCILLOR REPORTS

Cr Chris Jeffery

Swan Hill Inc – Murray Ray, Information Session
Swan Hill Indoor Sports and Recreation Meeting
Swan Hill Citizenship Ceremony

Cr Lea Johnson

Swan Hill Needs A New Hospital meetings
Swan Hill Needs A New Hospital interview/video with Ray White
Attended Parliament House for hospital campaign
Opened 2018 summer croquet season

Cr Ann Young

Swan Hill Hospital NANH Campaign meeting – Each Tuesday morning
Collaborate to Innovate Forum
Rail Freight Alliance – Telephone Link up
All Staff Function – Awards
Wear it purple event
Community Planning event – Piangil
Swan Hill Needs a new Hospital – handing over of petitions in Melbourne
Art Gallery Advisory Committee meeting
Meeting with Murray Ray re: Swan Hill Inc
Food Security Working Group
Rail Freight Alliance – Meet the Candidates

Cr Gary Norton

Manangatang Improvement Group Meeting

Municipal Association of Victorian (MAV) Board Meeting
MAV Board Meeting
MAV Board Meeting
Manangatang Victorian Farmers Federation (VFF) meeting
MAV Board Workshop with new CEO – Kerry Thompson
MAV Board Meeting

Cr John Katis

Robinvale Citizenship Ceremony
Robinvale 60th Anniversary – Rotary Dinner at Euston
Black Duck (SHRCC) Service Awards
Meeting with Wemen Community
Meeting at Bannerton Solar Farm
Meeting with Robinvale Improvement Group and Tour of Robinvale

Cr Bill Moar

Loddon Mallee Waste and Resource Recovery Group (LMWRRG)
Agri-business Committee
Swan Hill Residents and Ratepayers Association meeting
Swan Hill Leisure Centre Committee
Murray River Group of Councils
Joint Council (SHRCC and Murray River Council) – Bridge Committee meeting
Swan Hill Inc – Briefing with Murray Ray
Manangatang Victorian Farmers Federation (VFF) meeting

Cr Les McPhee

Photo for The Guardian at the PS GEM
Black Duck Awards
CFA Presentation and Dinner
3SH Radio Interview
Mayor/CEO meeting
Hadj Group Nursing Home in Tower Hill sod turning
Wear it Purple afternoon tea at Youth Inc
Ultima Progress Association meeting
Robinvale 60th Anniversary – Rotary Dinner at Euston
Parliament House to deliver petition for Swan Hill Needs A New Hospital
Mayor/CEO meeting
Murray River Group of Councils dinner at Mystic Park
Meeting with VicRoads, RMS and Murray River Council re: Swan Hill Bridge
Freemason installation of new Master – raising money for Headspace
Swan Hill Needs A New Hospital meeting
Mayor/CEO meeting
Lake Boga Land on Water Management meeting
Swan Hill Citizenship Ceremony
Rail Freight Alliance Meet the Candidates
Meeting with Wemen Community
Meeting at Bannerton Solar Farm
Meeting with Robinvale Improvement Group and Tour of Robinvale

SECTION G – IN CAMERA ITEMS

94/18 Motion

MOVED Cr Katis

That Council close the meeting to the public at 5.30pm on the grounds that the report(s) include contractual matters

SECONDED Cr Johnson

The Motion was put and CARRIED

B.18.74 IN CAMERA CONSIDERATION OF CONFIDENTIAL REPORT

95/18 Motion

MOVED Cr Jeffery

That the meeting move out of closed session at 5.44pm.

SECONDED Cr Johnson

The Motion was put and CARRIED

SECTION H – DECISIONS MADE IN CAMERA

B.18.74 SWAN HILL LIVESTOCK EXCHANGE PROJECT

96/18 Motion

MOVED Cr Jeffery

That Council:

- 1. Allocate additional funds to the Regional Livestock Exchange Redevelopment of \$320,000 sourced from identified savings to date in the 2018/19 financial year.**
- 2. Award the contracts for the Regional Livestock Exchange Redevelopment as follows:**
 - To Prestige Engineering, Fabrication & Welding Pty Ltd for the contract for the Cattle Yards Reconstruction;**
 - To Prestige Engineering, Fabrication & Welding Pty Ltd for the contract for the Cattle yard 10 Way Draft, Access Pens and Stack Pens;**
 - To Prestige Engineering, Fabrication & Welding Pty Ltd for the Portable Sheep Loading Ramps;**
 - To Proway Livestock Equipment for the contract of the Reconstruction of the Bull Pens;**
 - To Proway Livestock Equipment for the contract of the Sheep Ramps Replacement;**
 - To Laser Electrical for the Electrical Services contract across both cattle and sheep yards;**
 - To Whitfield Excavations for the Sheep Laneway Construction and Loading Ramp Truck pads contract;**

**To Whitfield Excavations for the Reconstruction of the 3 Bay Truck wash contract; and
To Darren Delmenico Pty Ltd for the Scale House Building.**

SECONDED Cr Moar

THE MOTION WAS PUT AND CARRIED

There being no further business the Mayor, Councillor Les McPhee closed the meeting at 5.44pm.