



**Swan Hill Rural
City Council**

SCHEDULED COUNCIL MEETING

**Tuesday 18 July 2023
to be held at 2:00 PM
Council Chambers
Swan Hill Town Hall
53 – 57 McCallum Street, Swan Hill.
VIC 3585**

AGENDA

PUBLIC ACCESS

Open to the public and
Live streaming from Council's
website: www.swanhill.vic.gov.au

Governance Rules

A copy of Swan Hill Rural City Council's governance rules can be found at <https://www.swanhill.vic.gov.au/about/overview/policies/governance-rules-2020/>

Executive Leadership Team

Scott Barber, Chief Executive Officer

Bruce Myers, Director of Community and Cultural Services

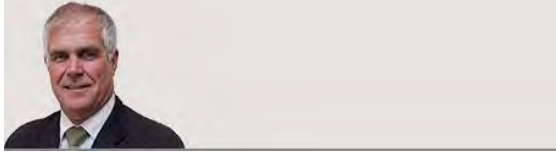
Heather Green, Director of Development and Planning

Helen Morris, Acting Director of Corporate Services

Leah Johnston, Director of Infrastructure

Swan Hill Elected Members

Mayor

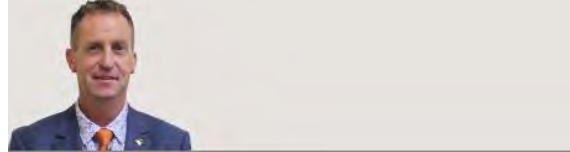


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Deputy Mayor

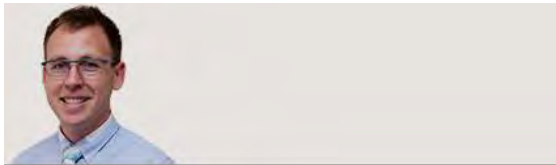


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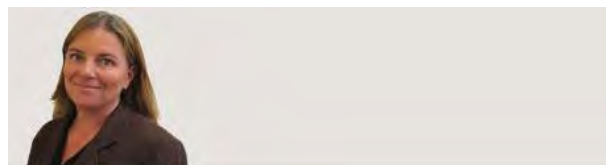
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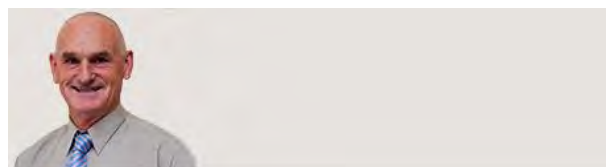
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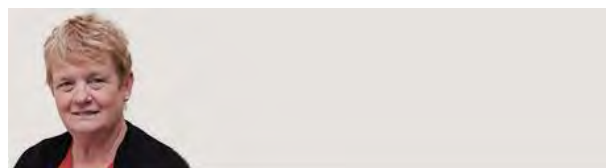
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Vision Statement

Built on strong foundations that embrace our rich History and natural environment, our region will be a place of progressions and possibility. We are a community that is happy, healthy and harmonious - we are empowered, we are respectful and we are proud.

Our Mission

We will lead, advocate, partner and provide efficient services and opportunities for growth and the wellbeing of our community, environment and economy.

Our Values

Council values our residents and community and will be responsive to their needs. In pursuing our objectives, we believe in, and are committed to, the following values:

Community engagement - We will ensure that our communities are consulted, listened to and informed.

Leadership - We will be at the centre of our community and by actively engaging our community we will form the collective view on strategic issues and will then express our views through strong advocacy and action.

Fairness - We will value and embrace the diversity of our community and ensure that all people are treated equally.

Accountability- We will be transparent and efficient in our activities and we will always value feedback.

Trust - We will act with integrity and earn the community's trust by being a reliable partner in delivering services, projects and providing facilities.

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1 Procedural Matters

1.1 Welcome

1.2 Acknowledgement Of Country

“Swan Hill Rural City Council acknowledges the traditional custodians of the land on which we meet, and pays its respects to their elders, past and present.”

1.3 Prayer

“We beseech you Lord, that we may be granted wisdom, understanding and sincerity of purpose, in the decisions we are called on to make for the welfare of the people of the Rural City of Swan Hill.”

1.4 Apologies / Leaves of Absence

None when the Agenda was distributed.

1.5 Directors / Officers Present

1.6 Confirmation of Minutes

1.6.1 Council Meeting 20 June 2023

Recommendation/s

That the minutes of the Council Meeting 20 June 2023 be confirmed.

1.7 Disclosures of Conflict of Interest

1.8 Joint Letters and Reading of Petitions

Nil.

1.9 Public Questions Time

You can access the form Public Question Time form from:

<https://forms.swanhill.vic.gov.au/council-meeting-public-question-time/>

Please note

- Only ONE question per form submission.
- Submission must be received no later than 10:00am on the day prior to the meeting.
- A time is set aside for public questions during a Council meeting at which time each question will be read after the Chairman has looked at its contents and determined that the question is appropriate.
- Statements and opinions are not permitted during question time and will not be read to the meeting.
- The Chairman may disallow any question. This may be because the question is repetitive of a question already asked, objectionable, irrelevant, raises an issue of a confidential nature or is asked to embarrass a Councillor or Council officer. The Chairman will provide reasons where a question is disallowed. Questions considered to be inappropriate will be made available to Councillors on request.
- The Chairman will nominate the appropriate Councillor or Council officer to answer the question or elect to answer it himself/herself.
- No debate or discussion of the questions or answers is permitted.
- The Chairman may elect to take a question on notice in which case a written response will generally be provided within 10 working days.
- A summary of the text of the question and the response will be recorded in the minutes of the Council meeting.

Who can use this form

- Any community member

While completing this form, we will request

- Your contact details (including your name, address, phone and email)
- Your question

It will take about 5 minutes to complete this form.

After you submit this form

- We will send you an email receipt to confirm we have received your submission

What happens with your information?

The information requested in this form is collected by Swan Hill Rural City Council to assist us in responding to your question.

Your name, suburb and question may be read out at the Council meeting and will be recorded in the Council meeting minutes but will not be used for any other purpose unless required by law.

We will handle any personal information you provide on this form in accordance with the Privacy and Data Protection Act 2014. We record this information on our customer databases and make it available to relevant Council staff in line with our [Privacy Statement](#).

You can access your personal information by [contacting our Privacy Officer](#).

1.10 Open Forum

Please see below “Governance Rules 2023 – Section 7 referring to Open Forum” which outlines the rules and procedure of open forum.

7. Community questions and submissions

7.1. Open Forum and Questions Of Council Time To Be Held

- (1) The Council will hold Open Forum and Questions of Council Time for up to 30 minutes duration at the beginning of each Scheduled Meeting to allow public submissions and questions of Council. Extension of time may be granted by resolution of Council.
- (2) Open Forum is an opportunity for the general public to present to Council on a matter listed on the Agenda or any other matter.
- (3) Questions of Council are an opportunity for the general public to submit a question prior to the Scheduled Meeting and receive a response from Council in the Questions of Council time.
- (4) Council meetings are recorded and broadcasted to the public; this includes community questions and submissions.

Open forum and questions of council guidelines

7.2. Questions of Council time and Open Forum will not apply during any period when the Council has resolved to close the meeting in respect of a matter under section 66 (1) of the Act.

7.3. Submissions as part of Open Forum and Questions of Council may be on any matter except if it:

- (a) is considered malicious, defamatory, indecent, abusive, offensive, irrelevant, trivial, or objectionable in language or substance;
- (b) relates to confidential information as defined under the Act;
- (c) relates to the personal hardship of any resident or ratepayer; or
- (d) relates to any other matter which the Council considers would prejudice the Council or any person;
- (e) If a person has submitted more than 2 questions to a meeting, the third and further questions may, at the discretion of the Chairperson be deferred until all other person who have asked a question have had their questions asked and answered and not be asked if the time allotted for public question time has expired.

7.4. Where the Mayor does not accept a question, the submitter is to be informed of the reason or reasons for which their question was not accepted.

7.5. The Mayor reserves the right to cease a submission as part of Open Forum if they deem the submission inappropriate.

8. 7.6. Where possible Copies of all questions allowed by the Mayor will be provided in writing to all Councillors.

- 7.7. A submission or question submitted in writing by a member of the public, which has been disallowed by the Mayor will be provided to any Councillor on request.

Open forum

- 8.8. For any member of the public who wishes to be heard at Open Forum they must give prior notice:
- (a) in written form;
 - (b) contain the name, address and email or contact telephone number of the person to be heard;
 - (c) by online request <https://www.swanhill.vic.gov.au/>;
 - (d) in a letter to the Chief Executive Office, 45 Splatt Street, Swan Hill, Vic 3585; or
 - (e) in an email council@swanhill.vic.gov.au; or
 - (f) hand delivery to the Council's Office, 45 Splatt Street, Swan Hill or 72 Herbert Street, Robinvale.
- 8.9. It is preferable for any group or association that wishes to be heard at Open Forum to nominate a spokesperson for an issue upon which the group or association may wish to be heard.

Open Forum Procedure

8.10. Public addressing the Meeting

- (1) Any member of the public addressing Council must extend due courtesy and respect to Council and the processes under which it operates and must take direction from the Chairperson whenever called on to do so.
- (2) Council may suspend standing orders to hear from a community member or representative of an organisation, on matters of significance to the Council, only if prior arrangements have been made by written request to the Mayor or Chief Executive Officer.

- 8.11. The Chair will allocate a maximum of 3 minutes to each person who wishes to address Council.

- 8.12. The Chair will first invite any person who has given prior notice to present to Council.

- 8.13. The Chair will then invite members of the gallery who would like to present to Council.

- 8.14. The Chair has the discretion to alter the order of persons to be heard.

- 8.15. The person in addressing the Council:

- (a) must confine their address to the 3-minute allocation of time;
- (b) shall extend due courtesy and respect to the Council and the processes under which it operates; and
- (c) shall take direction from the Chair whenever called upon to do;
- (d) There will be no discussion or debate with the attendees to Open Forum however Councillors may ask questions of clarification of the attendee;
- (e) Standing Orders do not need to be suspended to allow discussion for the purposes of clarification.

2 Officer Reports for Decision

2.1 Notting Road (Stage 3)

Directorate: Infrastructure
File Number: AST-RD-37925-04
Purpose: For Decision

Council Plan Strategy Addressed

1. Liveability - We will be a healthy, connected and growing community supported by a range of infrastructure and services.

1.3 Building Healthy Communities

1.3.2 Spaces where people of all ages, abilities and backgrounds can flourish

2. Prosperity - We will continue to build and strengthen a prosperous local economy, through sustainable growth and education. We will focus on creating jobs and wealth through adding value to existing strengths in all areas of our economy.

2.2 A thriving diverse economy

2.2.1 Encourage the growth and development of our economy

Current Strategic documents

10 Year Major Project Plan

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

Summary

The Notting Road Swan Hill development was constructed in three stages. Since the construction of houses in the third stage of Notting Road (Numbers 1 to 5), residents have consistently contacted Council over several years with concerns, primarily being:

- the concrete driveways that were constructed for each of the properties, as a condition of the Planning permit, are not as specified within the Planning Permit, and
- the table drain at the front of the properties consistently holds water, is unsightly and is a breeding ground for mosquitos.

Many discussions have taken place between various residents and staff over several years without resolution.

This report sets out the history of the issue, discusses aspects of the issues raised and proposes a solution which aligns with Council's adopted drainage standards for developments such as this.

Discussion

In October 2016, a Planning Permit application was approved by Council for the construction of Stage 3 of the Notting Road development. Stage 1 of this development included the construction of Hocking Street and a short section of Notting Road. Stage 2 was a short extension of Notting Road and Stage 3 completed Notting Road to Williams Road.

These stages can be seen in Attachment 1.

The relevant planning permit conditions are, in summary:

- that vehicular crossings are to be constructed in accordance with IDM260 (standard drawing, refer Attachment 2: IDM260)
- that a drainage plan be submitted and approved by Council

As the development did not include kerb and gutter, similarly to stages 1 and 2, table drains were designed, approved by Council and constructed by the land developer to satisfy the drainage requirement. The table drain construction also included sub-soil drainage with 14mm aggregate backfill to the surface for part length of this section of Notting Road. The aggregate backfill helps water drain down to the sub-soil drain rather than all of it remaining on the surface. Council staff endorsed this drainage proposal.

The use of table drains, rather than underground pipes, was and still is, the current drainage service level provided for rural residential style developments and was used in the previous stages of the Notting Road development and previous similar subdivisions elsewhere in Swan Hill.

Upon the completion of housing constructions, Council was contacted by residents regarding the state of the table drains and the driveways holding water for an extended period. Around this time the Statement of Compliance for the development was signed off.

On inspection it was found that the concrete driveways constructed as a condition of the planning permit were inverted to match the table-drains and did not conform to the specific requirements of the planning permit, that being standard drawing IDM260. A review of the planning permit documents, and a search in Council's record system, could not find an approval for a change to the planning permit conditions by Council officers.

With this knowledge regarding the driveways and the fact that the Statement of Compliance for the development had been signed off, it is appropriate for Council to consider removal and replacement of the existing driveways to meet the requirements of the planning permit.

It should also be noted that the original design of the table drain indicated a very flat grade (approximately 1 in 2500) and once housing construction commenced on site, the table drains were driven through creating depressions and restricting the water flow, making the overall situation even more undesirable.

During 2022, a significantly wet year, a topographic survey was undertaken to determine the true situation with the driveway and table drain levels. The information gained from the survey showed that three of the five driveways were of the same level and a fourth was only 20mm lower than the others, making it obvious why water was not flowing along the table drain.

Using the new survey data, a redesign of the table drain was undertaken to improve the grade to a pit outlet in Williams Road. By creating access through the side of the pit rather than draining to the top of the pit at Williams Road, a grade of approximately 1 in 400 can be achieved which is more adequate for a table drain.

Due to the nature of the drainage issues in this section of Notting Road, and given the driveway issue, it is suggested that Council reconstruct the driveways and the table drains. This cost is in the order of \$75,000 and would ensure that the development meets the intent of the conditions as set out in the planning permit.

Another option could include the establishment of a Private Drainage Scheme. This process is used when residents would like a higher standard of infrastructure than exists or has been provided by a development. In this situation, residents and Council contribute to the overall cost on a 50-50 share basis. For this to proceed, the majority of residents would have to agree to the proposal. An estimate was prepared several years ago for the installation of underground drainage which was costed at approximately \$420,000.

Alternatively, Council could opt to pay the total cost of the drainage project upgrading underground drainage as desired by the residents, however this would be disproportionate to the other stages of the same development.

Consultation

Meetings have taken place with the residents of 1 to 5 Notting Road. Council has also discussed the upgrade of the driveways with culverts and regrading the drains with residents who have indicated their support for this solution.

Financial Implications

To upgrade the driveways with culverts and regrade the drains would cost Council approximately \$75,000.

The cost to upgrade this section of Notting Rd with underground drainage was costed several years ago at approximately \$420,000.

It is noted that this section of Notting Road, along with other areas of rural residential style development in Swan Hill, is not included within the residential areas being charged additional rates (drainage levy) to pay for drainage maintenance or works in the future.

Council has allocated \$10,000 in the 2022/2023 financial year towards Notting Road drainage, and a further \$210,000 in the 10 year Major Projects Plan for 2024/2025 to match the residents contribution if there was an upgrade of the drainage system. It is proposed to carry forward the \$10,000 from this current financial year and to bring forward \$65,000 from the Major Projects Plan to fund the project so that the works can be completed as soon as possible. The remaining funding in the major projects plan will be consolidated.

Social Implications

The proposed works will improve the amenity of the area. However if Council did opt to install underground drainage in this section, it could create discontent with other adjoining streets who could perceive that they have a lesser service.

Economic Implications

The proposed works will reduce the need for ongoing maintenance.

Environmental Implications

Enhancement of the existing drainage system helps reduce flooding impacts within the road reserve.

Risk Management Implications

The proposed works will ensure true compliance to the intent of the planning permit. There is a possibility that the residents will not be supportive of only completing the driveway works and the open drainage, as they would prefer a higher level of service.

- Attachments:**
1. Attachment 2 - S D 260 Notting Road [2.1.1 - 1 page]
 2. Attachment 1 - Notting Road Stages [2.1.2 - 1 page]

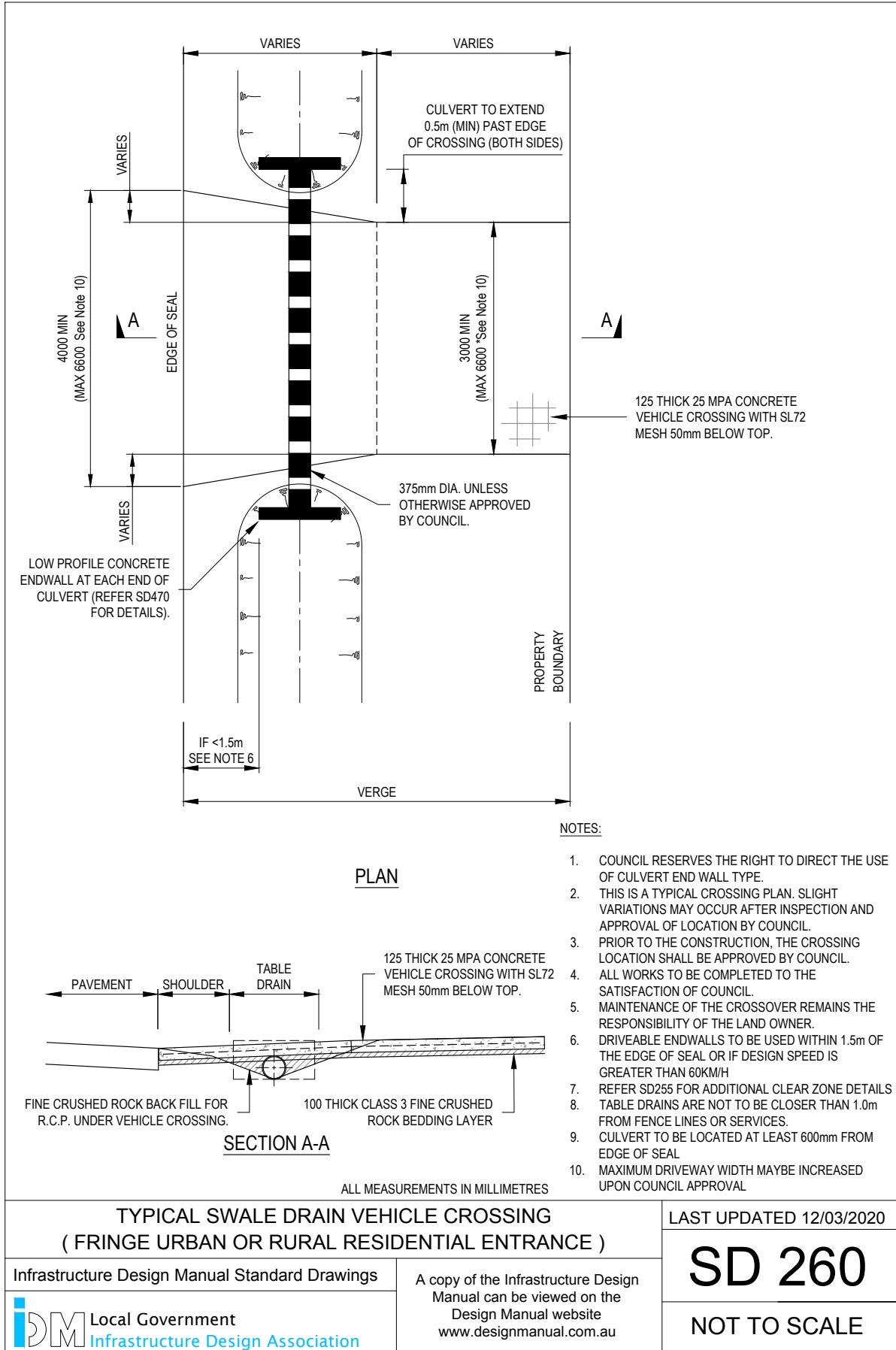
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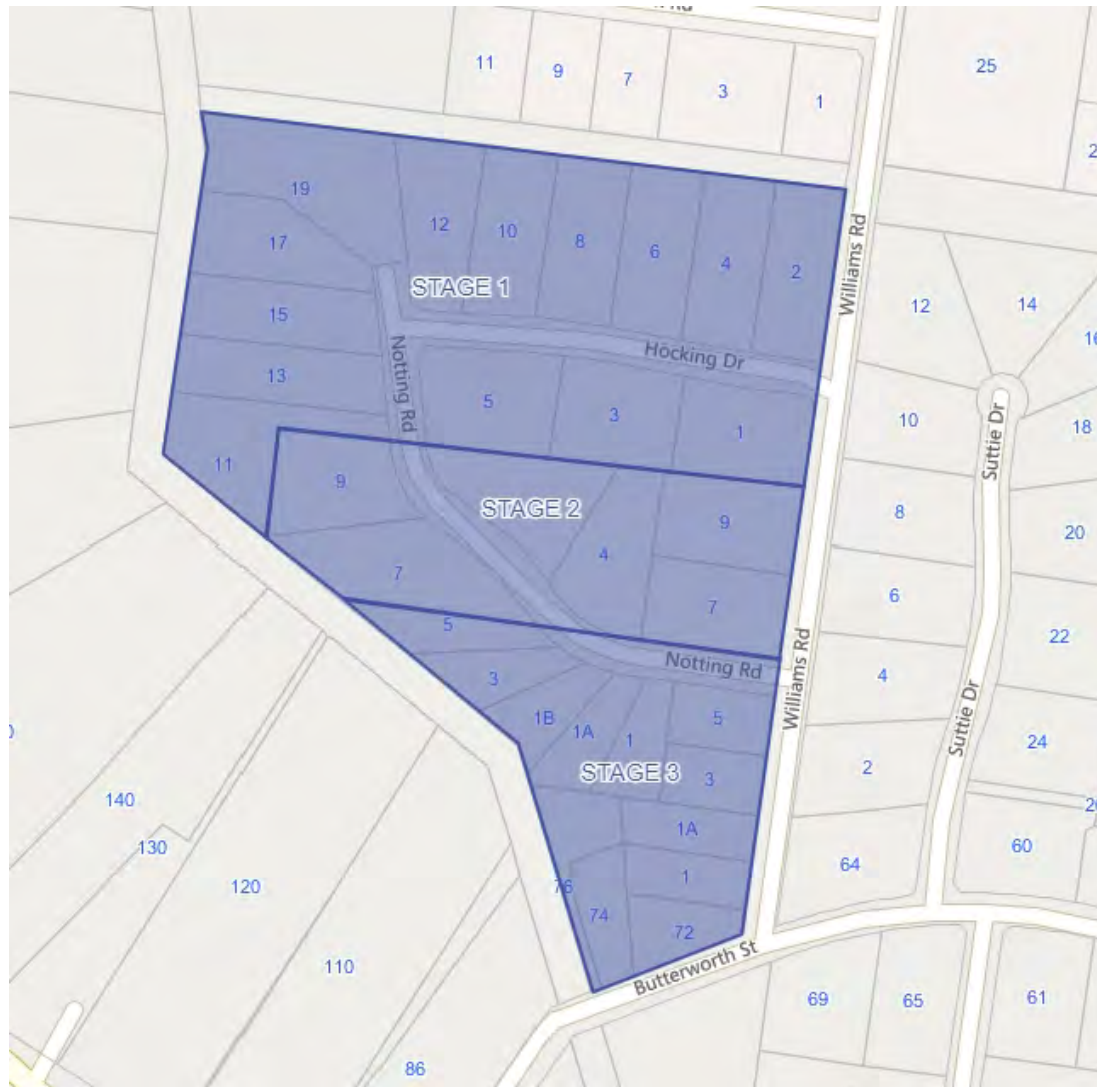
That Council:

1. Does nothing
2. Reconstruct the driveways and the table drains in accordance with new updated designs at a cost of approximately \$75,000 which would be funded from Councils budgets.
3. Liaise with the residents for preparation of a Private Drainage Scheme with a cost share arrangement of an estimated project cost of \$420,000.
4. Pays for the total cost of the Private Drainage Scheme project at an estimated cost of \$420,000.

Recommendation

That Council reconstruct the driveways and the table drains in accordance with new updated designs at a cost of approximately \$75,000 which would be funded from Councils budgets.





2.2 Community Satisfaction Survey

Directorate: Corporate Services
File Number: S01-28-01-V2
Purpose: For Discussion

Council Plan Strategy Addressed

4. Leadership - We will ensure accountable leadership, advocacy and transparent decision making.

4.2 Transparent communication and engagement

4.2.1 Effective and authentic engagement with our community

4. Leadership - We will ensure accountable leadership, advocacy and transparent decision making.

4.3 Bold leadership, strong partnerships and effective advocacy

4.3.1 Create meaningful partnerships across our communities

Current Strategic documents

Council Plan
10 Year Financial Plan
10 Year Major Project Plan
Customer Service Strategy 2016 - 2018

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

Summary

This report provides a snapshot of the community satisfaction survey results for the Swan Hill Rural City Council following the 2023 survey.

The 2023 Local Government Community Satisfaction Survey, provided as an attachment, offers a comprehensive review of the survey results.

Included within in this report is information from the 2022 Statewide Community Satisfaction Survey, as the 2023 Survey results are not yet available.

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 their Local Government.

A total of 400 telephone interviews within our Municipality are conducted and efforts are made to ensure that the phone surveys reach a representative cross-section of the community.

Community consultation requirements are mandatory under the Local Government Act 2020, which saw Council expand the community survey questions in 2021 to fulfil this requirement, asking more questions of the community with the aim these questions may tie-in with the Community Vision.

The overall performance index score of 50 for Swan Hill Rural City Council represents a three-point decrease on the 2022 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 56 which indicates that our community considers Swan Hill Rural City Council's performance to be slightly lower than the average Victorian citizens view on their own municipality. Council's overall performance index score of 50 is slightly lower than the average score of 55 received by our peer Council group of large rural municipalities.

Council's top performing area is in waste management which scored 70, this was rated slightly higher than the Large Rural group (index scores of 65) and in line with the State-wide average (index score of 66). Council's next 2 top performing areas were the appearance of public areas and elderly support services (index scores of 65 and 61 respectively) which is also in line with the state-wide average for both these services.

The survey results identify Council's bottom performing service areas in unsealed roads with an index score of 39, performing in line with the Large Rural group average (index score of 39). This is in line with the State-wide average on unsealed roads and has not decreased since 2022. The Survey participants rated Council's next 2 lowest performing areas in planning and building permits and the condition of sealed local roads (index scores 40 and 44 respectively) Council performs significantly lower than last year on each of these services.

In 2022 and 2023 Council included an additional tailored question where participants that rated the performance of sealed local roads and were asked to specify which particular road or roads are of concern. A list of the top 10 roads of concern are outlined below, prioritised in order of number of responses. Please note 4 of the top 10 roads of concern are the responsibility of Regional Roads Victoria, these are clearly marked below:

1. Butterworth Street, Swan Hill
2. Gray Street, Swan Hill
3. Campbell Street, Swan Hill
4. Hattah Robinvale Road (Regional Roads Victoria)
5. Chapman Street, Swan Hill

6. Rutherford street, Swan Hill
7. Mallee Hwy (Regional Roads Victoria)
8. Woorinen Road
9. Robinvale – Sea Lake Road (Regional Roads Victoria)
10. Curlewis Street (Regional Roads Victoria)

Whilst most service areas remain stable, there are areas that Council can focus on improving perceptions within the community.

J01207 Community Satisfaction Survey 2023 – Swan Hill Rural City Council



Swan Hill Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Swan Hill 50



Large Rural 52



State-wide 56

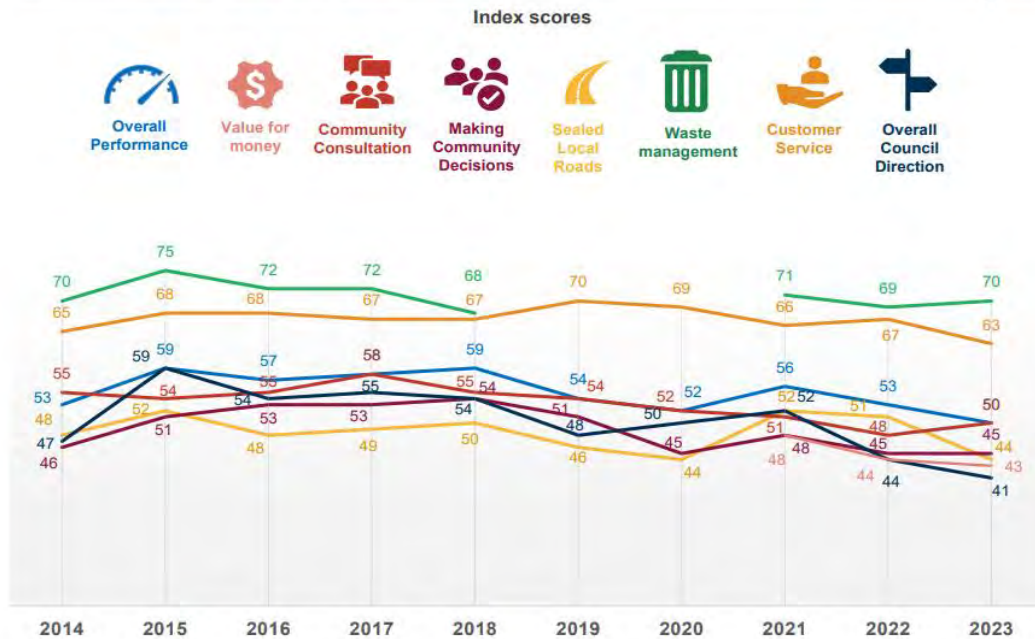
Council performance compared to group average

Top 3 performing areas		
	Waste management	▲ higher
	Appearance of public areas	▬ on par
	Elderly support services	▬ on par
Lowest 3 performing areas		
	Unsealed roads	▲ higher
	Planning & building permits	▬ on par
	Sealed local roads	▲ higher
	Customer service	▬ on par

Swan Hill Rural City Council Performance 2014-2023:

J01207 Community Satisfaction Survey 2023 – Swan Hill Rural City Council

Summary of core measures

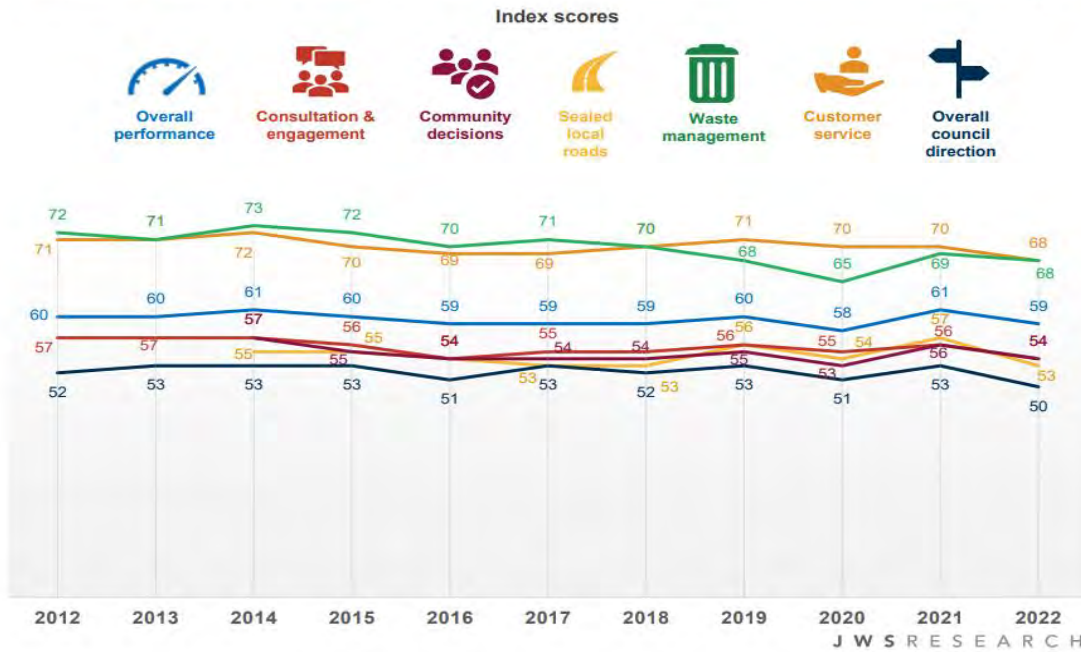


J W S R E S E A R C H 6

Comparison to State-wide Performance 2012 to 2022.

J01070 Community Satisfaction Survey 2022 – State-wide

Summary of core measures



J W S R E S E A R C H 7

Swan Hill Rural City Council Performance 2023



Summary of Swan Hill Rural City Council performance

Services	Swan Hill 2023	Swan Hill 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
 Overall performance	50	53	52	56	Aged 18-34 years	Aged 50-64 years
 Value for money	43	44	45	49	Aged 65+ years	Aged 50-64 years
 Overall council direction	41	44	44	46	Aged 65+ years	Aged 50-64 years
 Customer service	63	67	65	67	Aged 35-49 years, Women	Lakes residents
 Waste management	70	69	65	66	Aged 65+ years	Robinvale and Surrounds residents
 Appearance of public areas	65	73	65	67	Aged 65+ years	Aged 35-49 years, Robinvale and Surrounds residents
 Elderly support services	61	64	63	63	Swan Hill and Surrounds residents	Robinvale and Surrounds residents
 Family support services	60	65	61	63	Aged 65+ years	Robinvale and Surrounds residents
 Community & cultural	59	59	64	66	Lakes residents, Aged 65+ years	Aged 18-34 years, Aged 50-64 years

Consultation

The Executive Leadership Team and Council have reviewed the results of the survey. When coupled with previous data the survey provides a reliable historical source of community views.

Financial Implications

Continuous improvement will require the use of existing resources and may require additional resources.

Social Implications

When coupled with previous data, the survey provides a reliable historical source of the community's views regarding the place they live, work and play.

Economic Implications

Nil.

Environmental Implications

Nil.

Risk Management Implications

Nil.

Suggested Options

That Council note the Swan hill Rural City Council 2023 Community Satisfaction Survey.

Recommendation

That Council note the Swan hill Rural City Council 2023 Community Satisfaction Survey.

2023 Local Government Community Satisfaction Survey

Swan Hill Rural City Council

Coordinated by the Department of
Government Services on behalf of
Victorian councils





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Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twenty-fourth year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 24 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 24 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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.



Key findings and recommendations

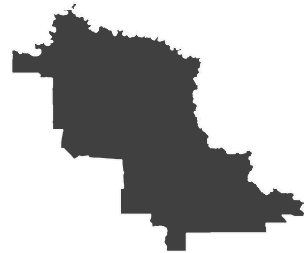
J W S R E S E A R C H 4



Swan Hill Rural City Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Swan Hill 50



Large Rural 52



State-wide 56

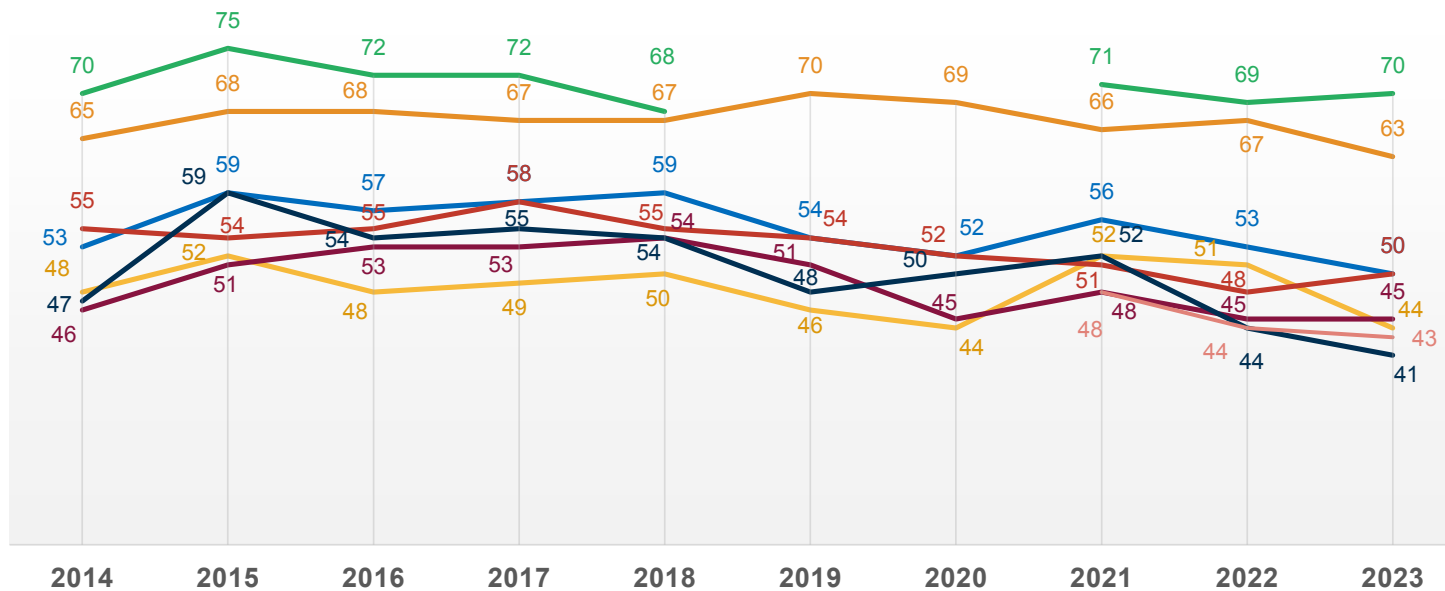
Council performance compared to group average

Top 3 performing areas		
	Waste management	▲ higher
	Appearance of public areas	▬ on par
	Elderly support services	▬ on par
Lowest 3 performing areas		
	Unsealed roads	▲ higher
	Planning & building permits	▬ on par
	Sealed local roads	▲ higher
	Customer service	▬ on par



Summary of core measures

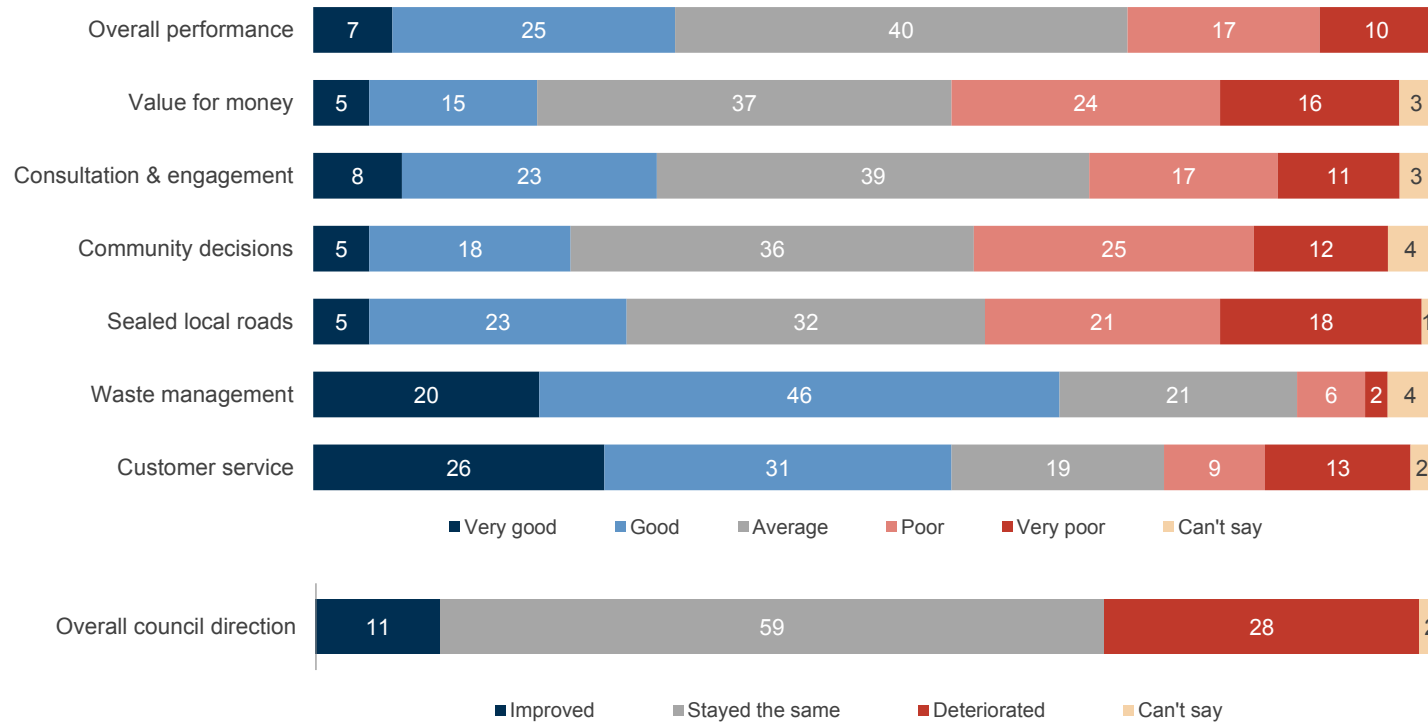
Index scores





Summary of core measures

Core measures summary results (%)





Summary of Swan Hill Rural City Council performance

Services		Swan Hill 2023	Swan Hill 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	50	53	52	56	Aged 18-34 years	Aged 50-64 years
	Value for money	43	44	45	49	Aged 65+ years	Aged 50-64 years
	Overall council direction	41	44	44	46	Aged 65+ years	Aged 50-64 years
	Customer service	63	67	65	67	Aged 35-49 years, Women	Lakes residents
	Waste management	70	69	65	66	Aged 65+ years	Robinvale and Surrounds residents
	Appearance of public areas	65	73	65	67	Aged 65+ years	Aged 35-49 years, Robinvale and Surrounds residents
	Elderly support services	61	64	63	63	Swan Hill and Surrounds residents	Robinvale and Surrounds residents
	Family support services	60	65	61	63	Aged 65+ years	Robinvale and Surrounds residents
	Community & cultural	59	59	64	66	Lakes residents, Aged 65+ years	Aged 18-34 years, Aged 50-64 years

Significantly higher / lower than Swan Hill Rural City Council 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Summary of Swan Hill Rural City Council performance

Services		Swan Hill 2023	Swan Hill 2022	Large Rural 2023	State-wide 2023	Highest score	Lowest score
	Environmental sustainability	58	60	58	60	Lakes residents	Aged 35-49 years, Robinvale and Surrounds residents
	Bus/community dev./tourism	53	51	56	59	Lakes residents	Robinvale and Surrounds residents
	Informing the community	51	50	54	57	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	50	48	49	52	Aged 35-49 years	Aged 50-64 years, Lakes residents
	Local streets & footpaths	48	52	47	52	Aged 65+ years	Lakes residents, Aged 35-49 years
	Community decisions	45	45	48	51	Lakes residents	Aged 35-49 years
	Sealed local roads	44	51	40	48	Aged 65+ years	Lakes residents, Aged 50-64 years
	Planning & building permits	40	44	42	47	Lakes residents, Women	Men
	Unsealed roads	39	39	35	37	Aged 18-34 years, Lakes residents	Aged 35-49 years, Aged 50-64 years

Significantly *higher* / *lower* than Swan Hill Rural City Council 2023 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



Focus areas for the next 12 months

Overview

Perceptions of overall performance for Swan Hill Rural City Council are at an all time low. Council performs in line with the Large Rural group, but significantly lower than the State-wide average on overall performance. On the individual service areas evaluated, performance is stable for most, although several have declined significantly in the last 12 months and no significant improvements were recorded on any measure.

Key influences on perceptions of overall performance

Community decisions and sealed local roads have the greatest influence on overall performance but are among Council's lowest performing areas. These areas should be a priority for Council in the next 12 months. Planning and building permits is also a low performing area, and has a moderate impact on overall performance perceptions, thus should also be a focus area. Efforts should be made to maintain high performance on waste management, which has a moderate influence on overall performance.

Comparison to state and area grouping

Council performs in line with or significantly lower than both the Large Rural group and the State-wide average across most of the service areas evaluated. In Council's top performing service area, waste management, Council performs significantly higher than the Large Rural group and the State-wide average. Council also performs significantly higher than the Large Rural group average on sealed and unsealed roads.

A need to abate declines and rebuild

In the past two years, Council has not made any significant improvements on any of the service areas evaluated. Whilst most service areas remain stable, several areas experienced significant declines in the past 12 months. Council should focus on improving perceptions within the community on these measures and abating any further patterns of decline in the coming year. It is also worth noting that 22% of residents mention sealed road maintenance as an area Council needs most to improve.

DETAILED FINDINGS



J W S R E S E A R C H 11



Overall performance

J W S R E S E A R C H 12



Overall performance

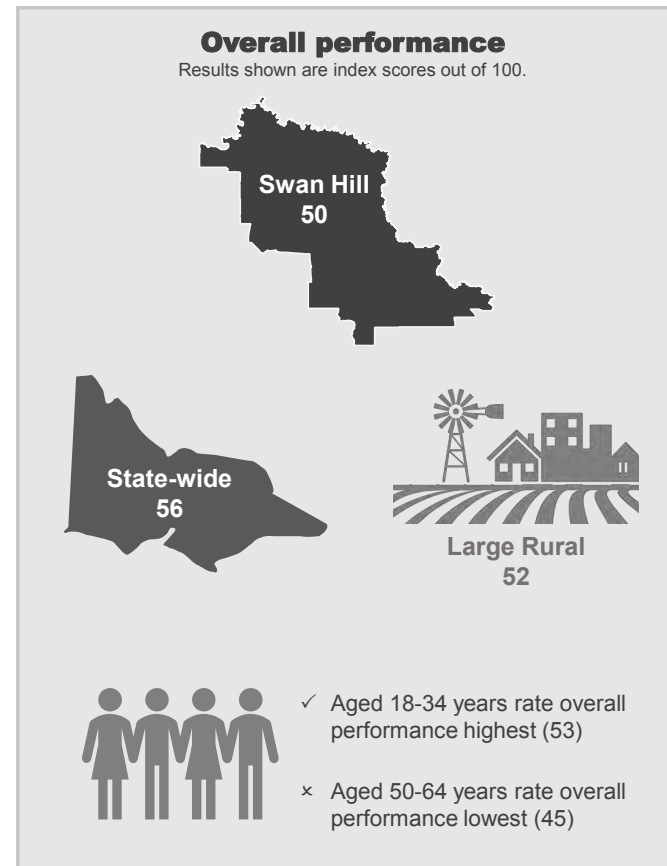
The overall performance index score of 50 for Swan Hill Rural City Council is three index points lower than last year. Whilst this decline is not significant, it represents the continuation of decline since the most recent peak of 56 in 2021.

- Overall performance is now at its lowest level recorded in the last decade.

Swan Hill Rural City Council's overall performance is rated in line with the Large Rural group and statistically significantly lower (at the 95% confidence interval) than the State-wide average for councils (index scores of 52 and 56 respectively).

- Perceptions of overall performance increased significantly among 18 to 34 year olds in the last 12 months (index score of 53, up eight points), but declined significantly among residents aged 65 years and over (index score of 52, down eight points).

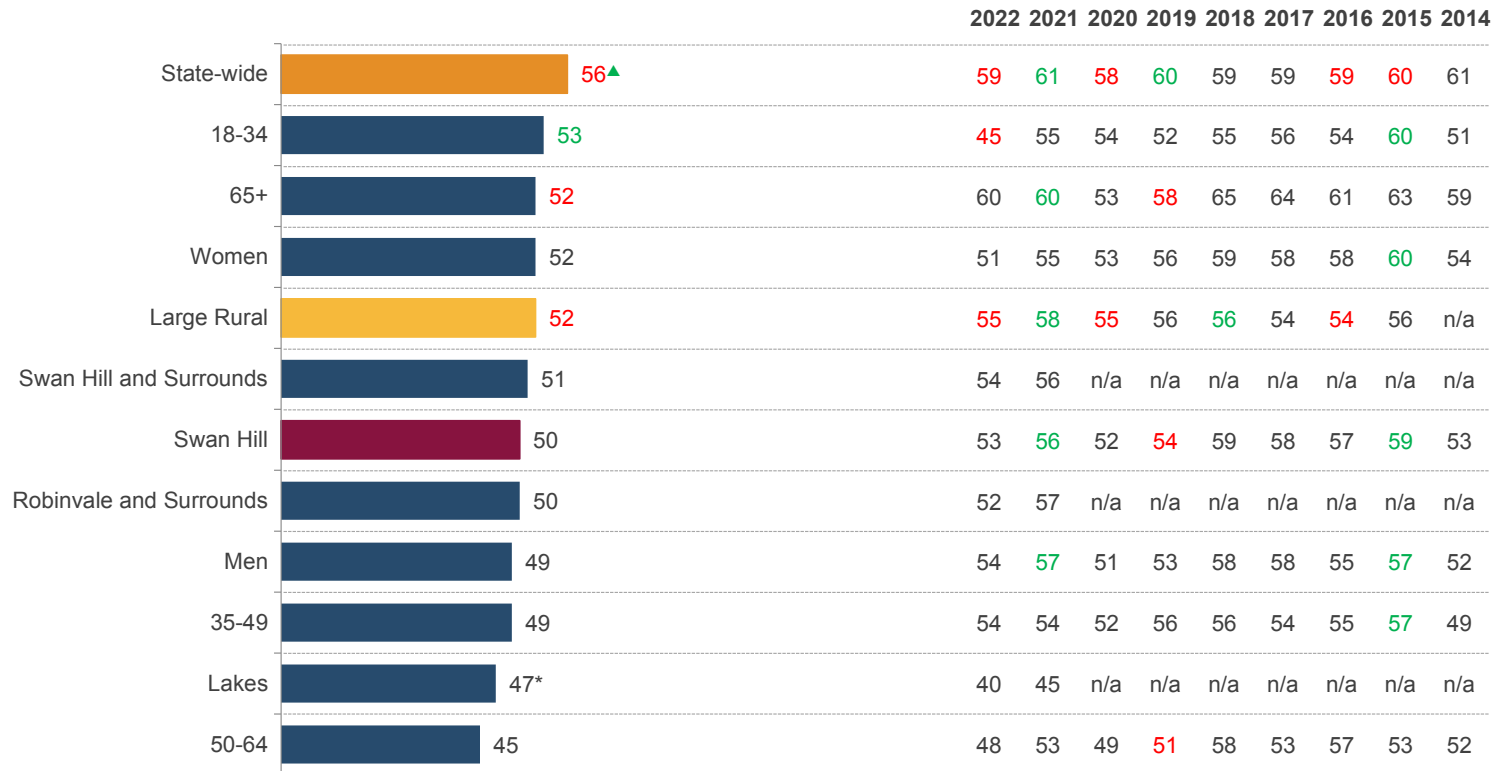
One in five residents (20%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. This is half as many as those who rate Council as 'very poor' or 'poor' (40%). A further 37% rate Council as 'average' in terms of providing value for money.





Overall performance

2023 overall performance (index scores)



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: 66 Councils asked group: 18

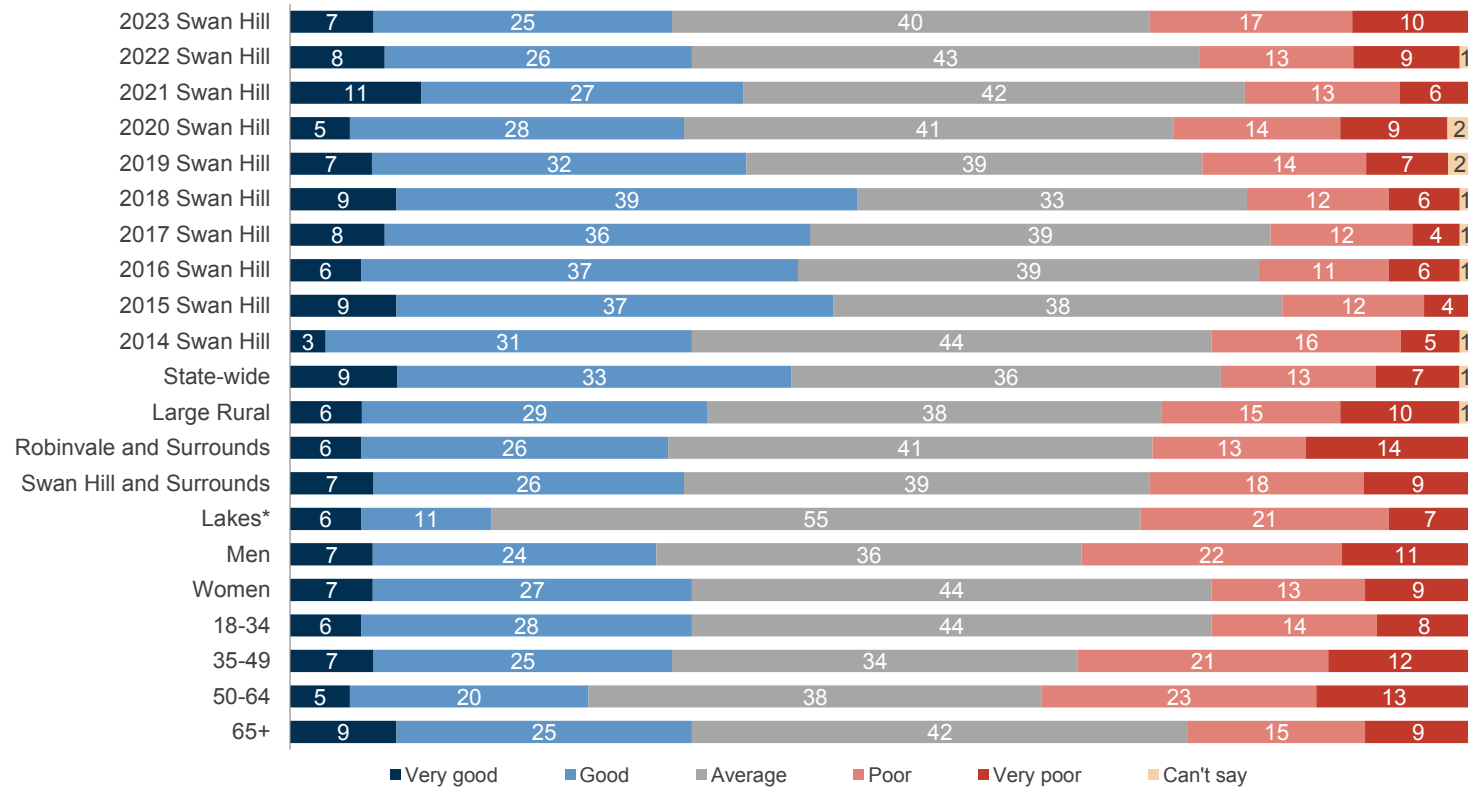
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall performance

2023 overall performance (%)

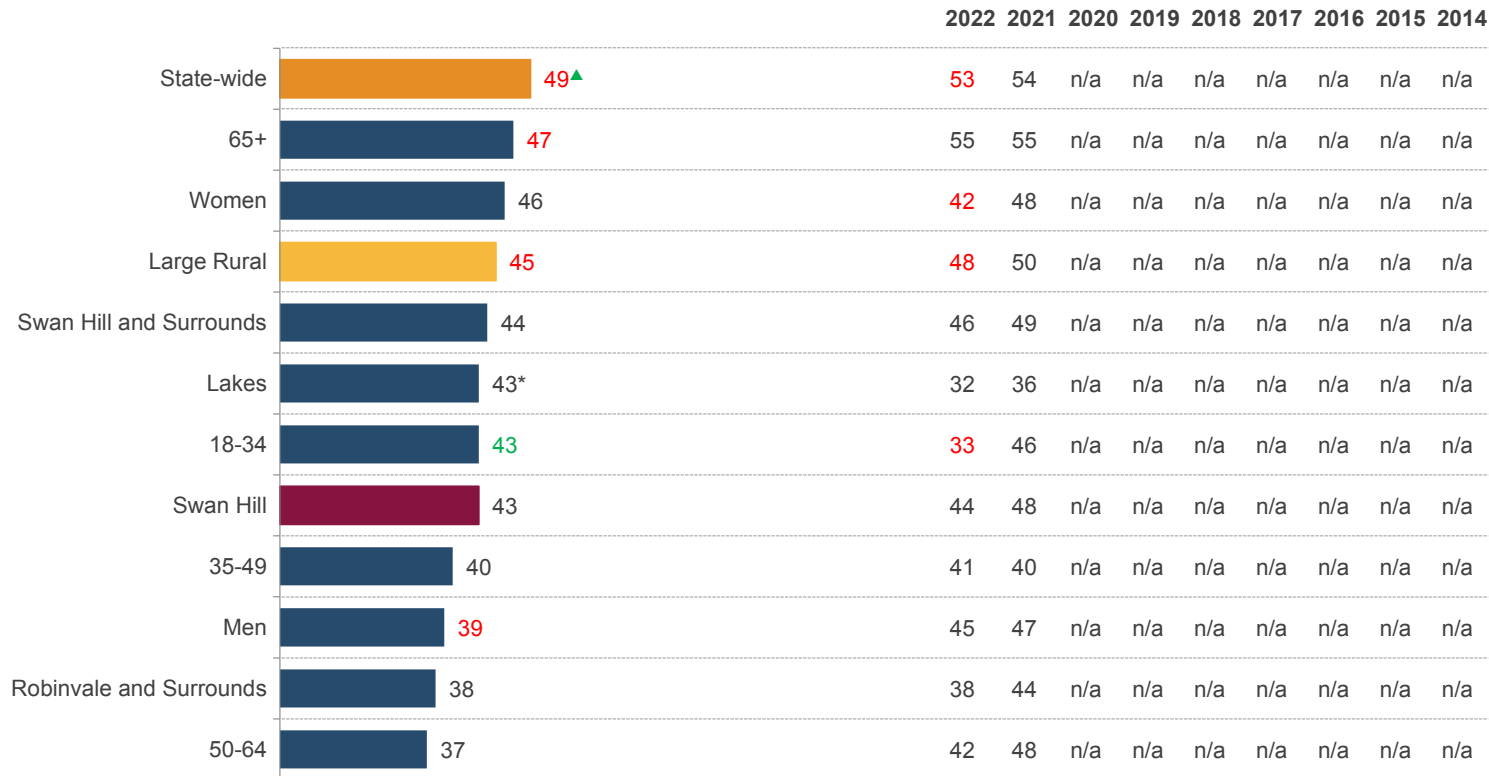


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Swan Hill Rural City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 *Caution: small sample size < n=30



Value for money in services and infrastructure

2023 value for money (index scores)



Q3b. How would you rate Swan Hill Rural City Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

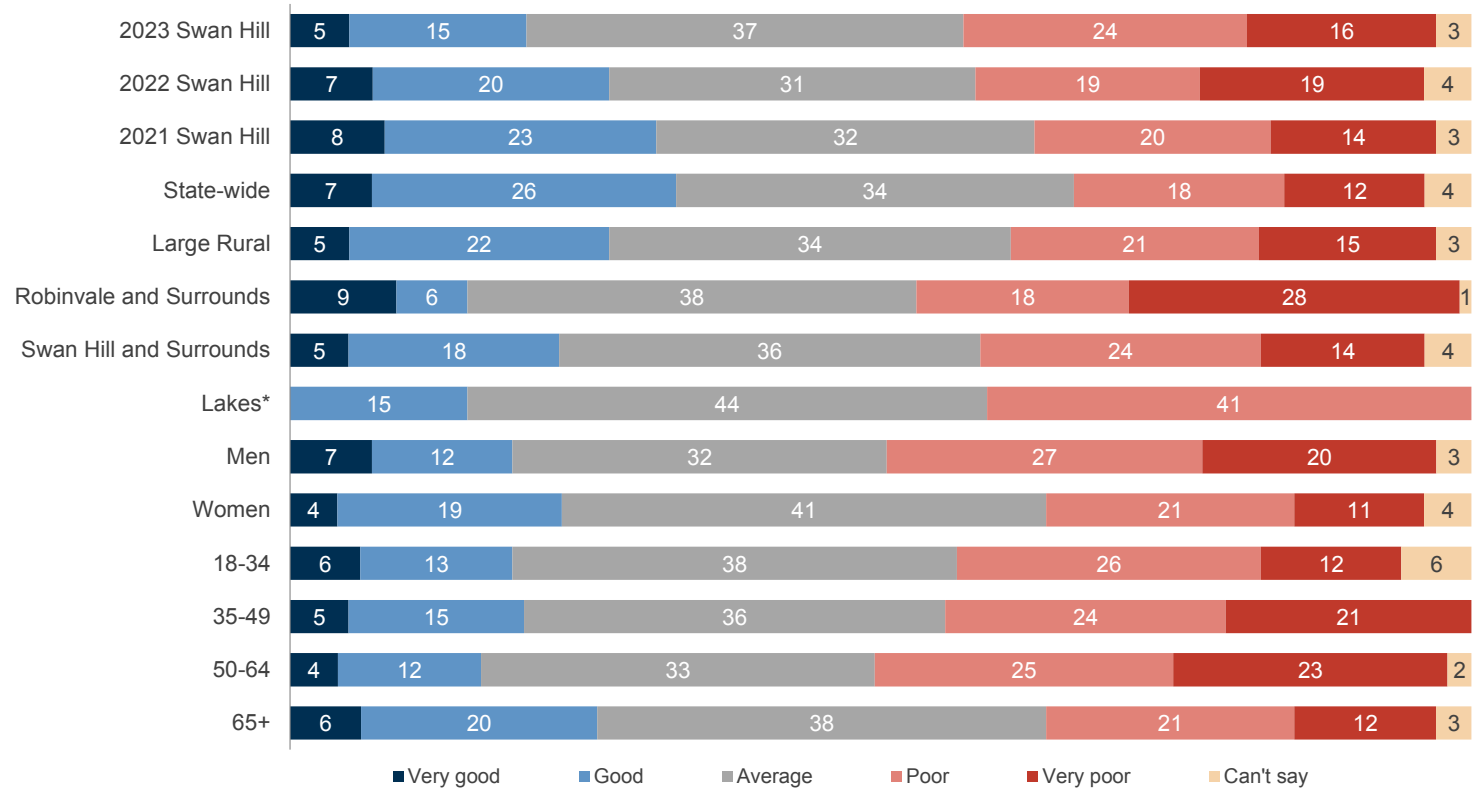
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate Swan Hill Rural City Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 18

*Caution: small sample size < n=30



Top performing service areas

Waste management is the area where Council performed best in 2023 (index score of 70).

- Council performs significantly higher than the Large Rural group and the State-wide average for councils (index scores of 65 and 66 respectively).

The appearance of public areas (index score of 65) and elderly support services (index score of 61) are Council's next best performing service areas. Council performs in line with the Large Rural group and the State-wide average in each of these service areas.

- Performance ratings on the appearance of public areas declined significantly in the last 12 months.
- Residents aged 65+ years rate performance the highest (index score of 69), whilst residents aged 35 to 49 years rate the lowest (index score of 62) – however neither group is significantly different to the Council average. Performance ratings declined significantly across all nearly all gender and age groups.

Performance ratings on elderly support services are in line with last year, although a slight decline sets a new low point.

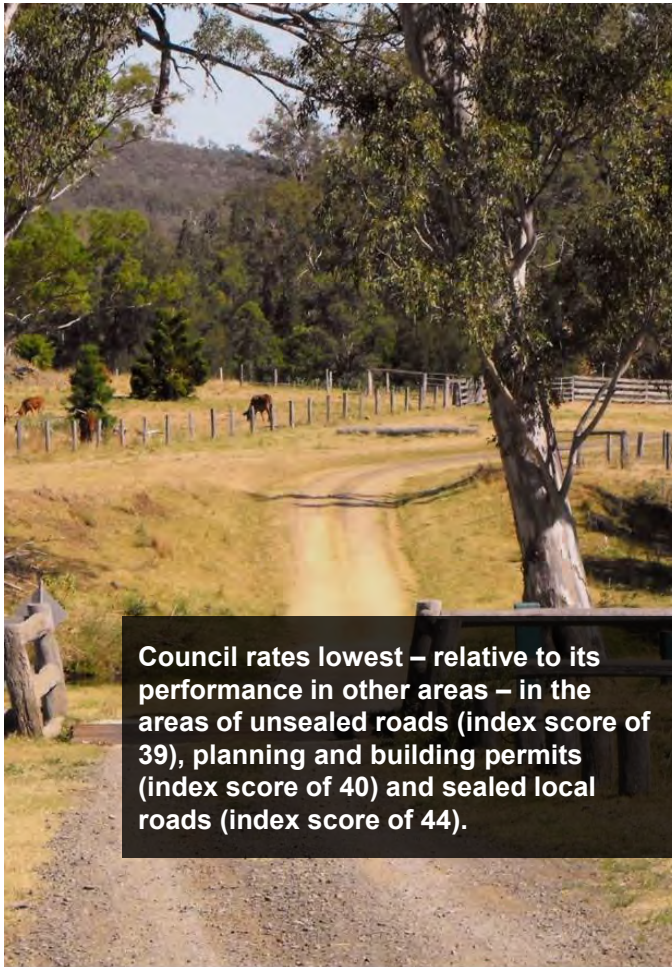
- Robinvale and Surrounds residents (index score of 51) rate performance the lowest and significantly lower than Council average, while ratings of performance declined significantly for residents aged 65 and over.



Waste management (index score of 70) is the area where Council performed best in 2023.



Low performing service areas



Council performs the lowest on the maintenance of unsealed roads (index score of 39). Performance is in line with last year.

- Council performs significantly higher than the Large Rural group and in line with the State-wide average.
- Residents aged 18 to 34 years and residents in the Lakes region rate Council significantly higher than last year.

Planning and building permits (index score of 40) and the condition of sealed local roads (index score of 44) are Council's next lowest rated service areas. Council performs significantly lower than last year on each of these service areas.

In the area of planning and building permits, Council performs in line with the Large Rural group and significantly lower than the State-wide average.

- Men and Swan Hill and Surrounds residents rate Council significantly lower than last year.

In the area of sealed local roads, Council performs significantly higher than the Large Rural group, but significantly lower than the State-wide average.

- Residents aged 35 49 years, men and Swan Hill and Surrounds residents rate Council significantly lower than last year.



Individual service area performance

2023 individual service area performance (index scores)

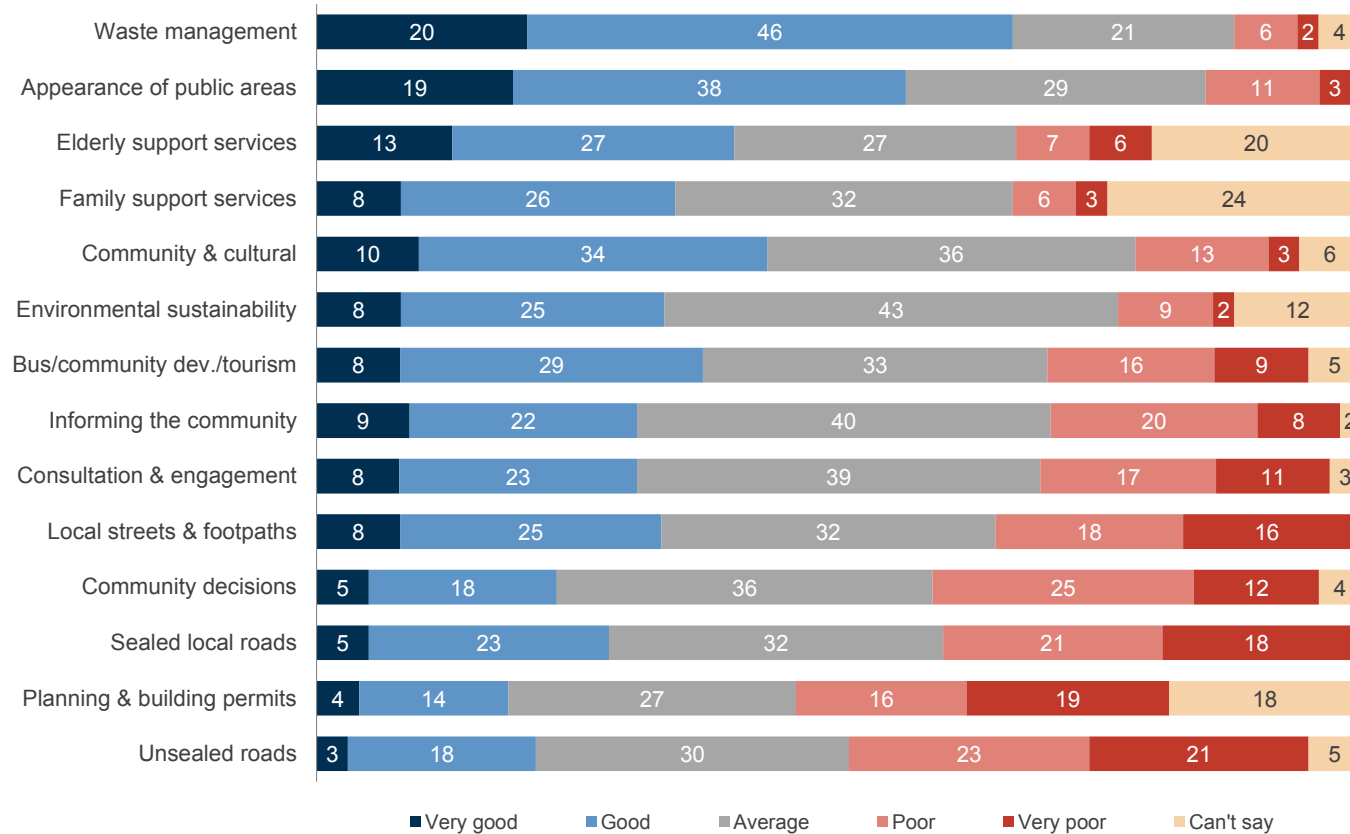
	2022	2021	2020	2019	2018	2017	2016	2015	2014	
Waste management	70	69	71	n/a	n/a	68	72	72	75	70
Appearance of public areas	65	73	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	61	64	65	n/a	n/a	65	67	69	70	67
Family support services	60	65	63	n/a	n/a	64	65	67	63	64
Community & cultural	59	59	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	58	60	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	53	51	54	n/a	n/a	60	59	62	55	48
Informing the community	51	50	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	50	48	51	52	54	55	58	55	54	55
Local streets & footpaths	48	52	52	n/a	n/a	54	52	53	55	50
Community decisions	45	45	48	45	51	54	53	53	51	46
Sealed local roads	44	51	52	44	46	50	49	48	52	48
Planning & building permits	40	44	48	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	39	39	43	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18



Individual service area importance

2023 individual service area importance (index scores)

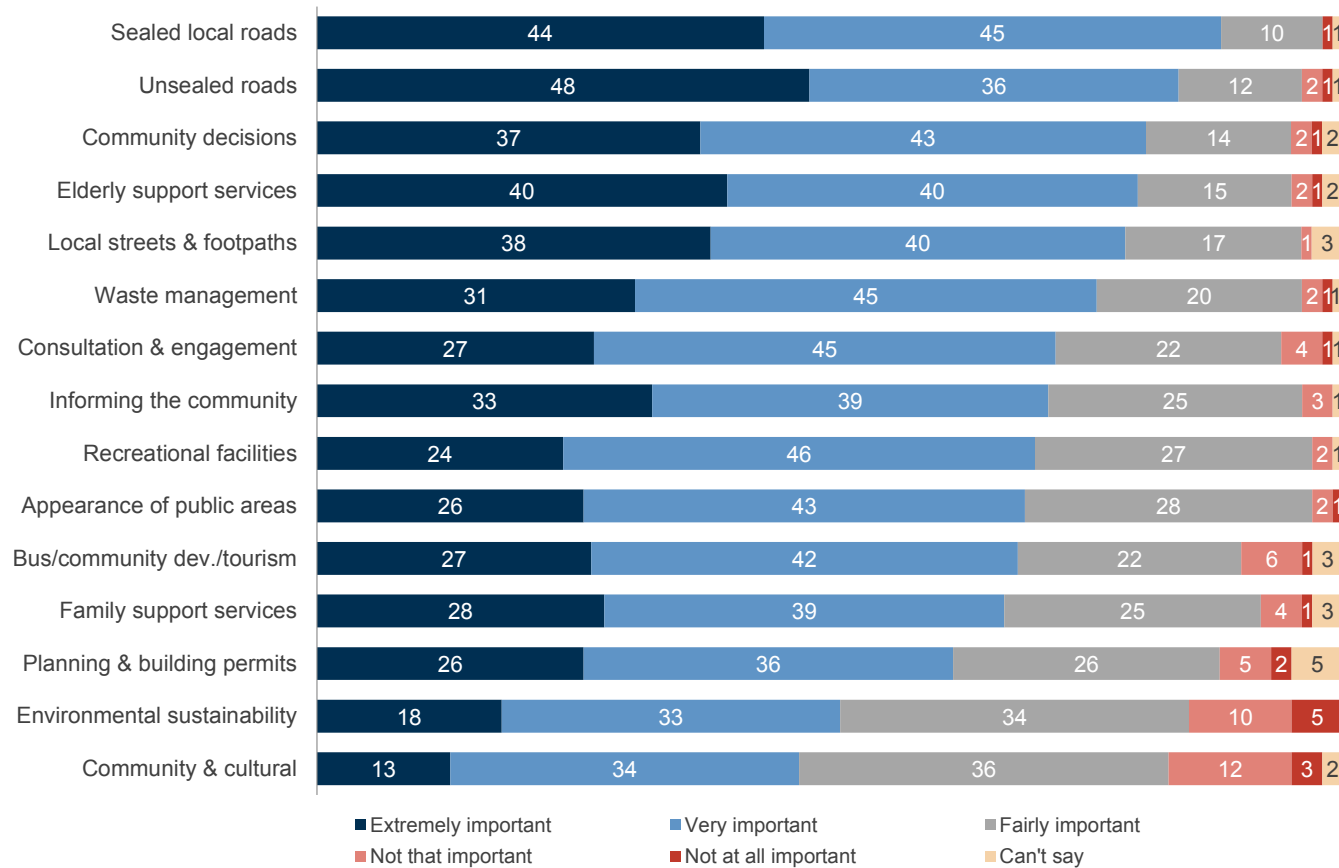
	2022	2021	2020	2019	2018	2017	2016	2015	2014
Sealed local roads	83	83	81	n/a	n/a	n/a	n/a	n/a	n/a
Unsealed roads	83	81	79	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	79	83	81	n/a	n/a	n/a	n/a	n/a	n/a
Elderly support services	79	82	82	n/a	n/a	n/a	n/a	n/a	n/a
Community decisions	79	81	84	n/a	n/a	n/a	n/a	n/a	n/a
Waste management	76	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	76	81	80	n/a	n/a	n/a	n/a	n/a	n/a
Consultation & engagement	73	78	78	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	73	77	74	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	73	77	77	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	73	77	77	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	73	77	77	n/a	n/a	n/a	n/a	n/a	n/a
Planning & building permits	71	73	72	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	62	67	68	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	61	66	64	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2023 individual service area importance (%)

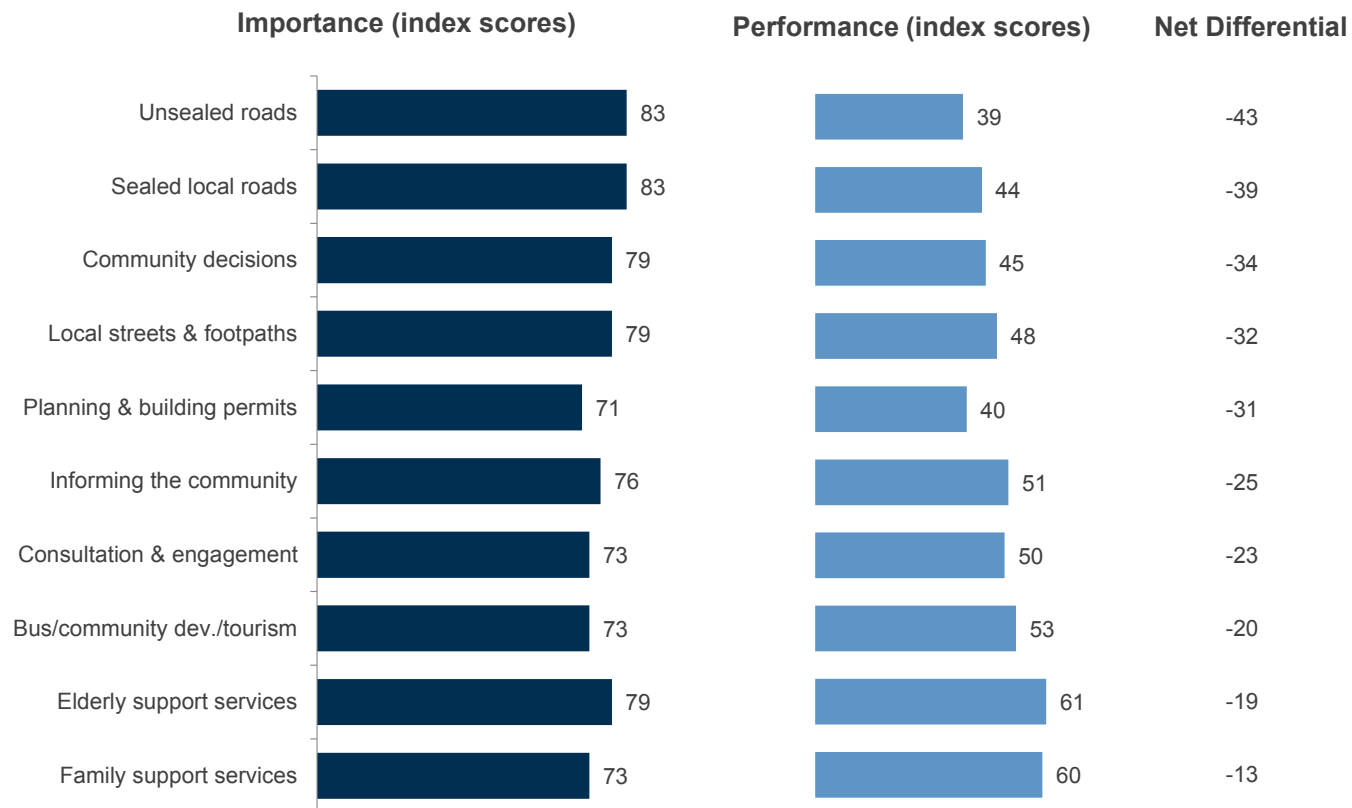


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10



Individual service areas importance vs performance

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary.



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number, which may result in differences of +/-1% in the importance and performance scores and the net differential scores.



Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance. Currently, this is one of Council's poorer performing areas (index score of 45).

After community decisions, other individual service areas with a moderate to strong influence on the overall performance rating are:

- The condition of sealed local roads
- Informing the community
- Waste management
- Community and cultural activities
- Planning and building permits.

Looking at these key service areas only, waste management has a high performance index (70) and Council also performs well on community and cultural activities (59) – both more moderate influences on the overall performance rating.

Maintaining these positive results should remain a focus – but there is greater work to be done elsewhere.

Council performs relatively less well on the stronger influence of informing the community (index of 51).

Ensuring the community feels well informed about key local issues and Council activities can also help to shore up positive overall perceptions of Council.

However, in addition to Council decision making, most in need of attention are its planning and building permits and the condition of its sealed roads, with roads being another very strong influence on overall performance ratings. Both permits and sealed roads are currently rated as poor (index of 40 and 44 respectively).

It will be important to address resident concerns about Council's approach to planning and building permits and to attend to the maintenance of sealed roads to help improve overall ratings of Council performance.



Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart 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 service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

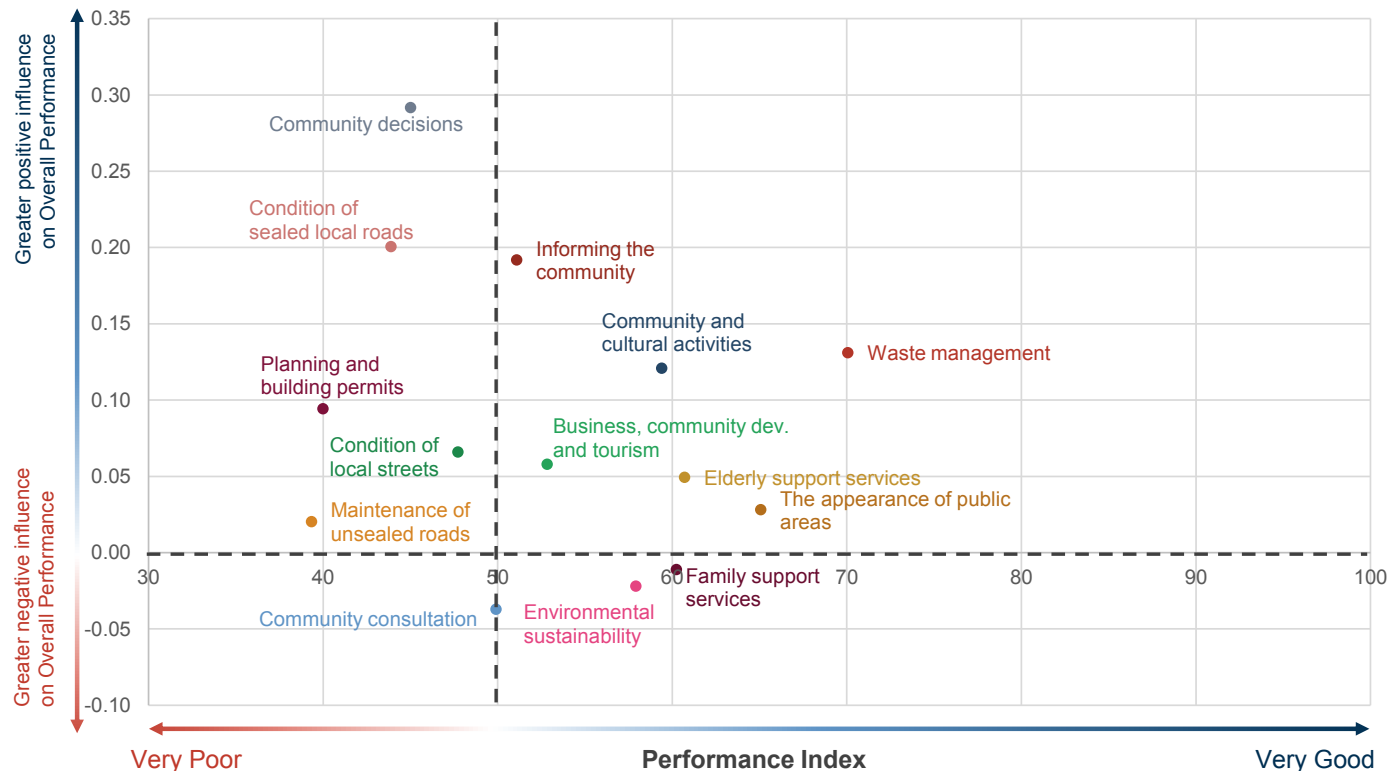
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2023 regression analysis (all service areas)

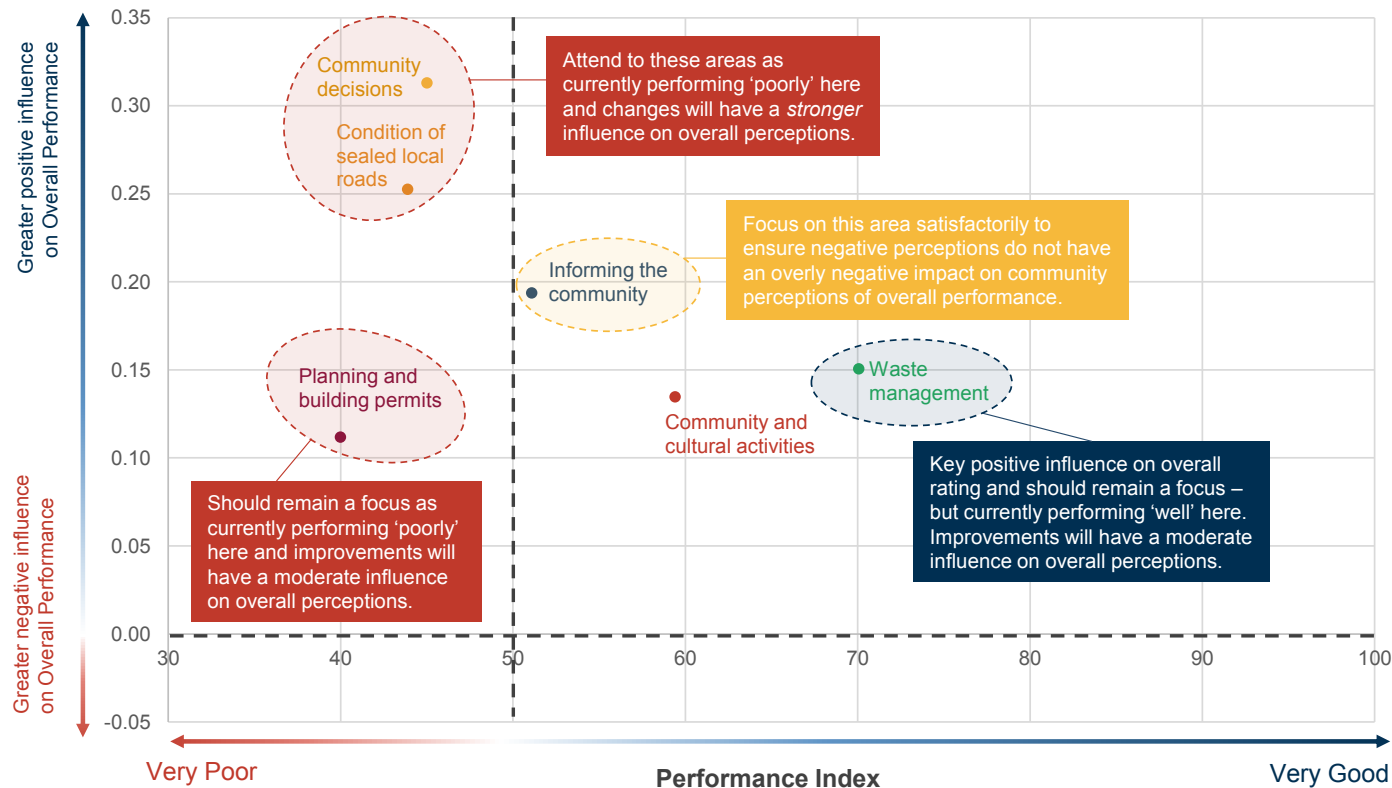


The multiple regression analysis model above (all service areas) has an R^2 value of 0.663 and adjusted R^2 value of 0.650, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 54.02$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2023 regression analysis (key service areas)

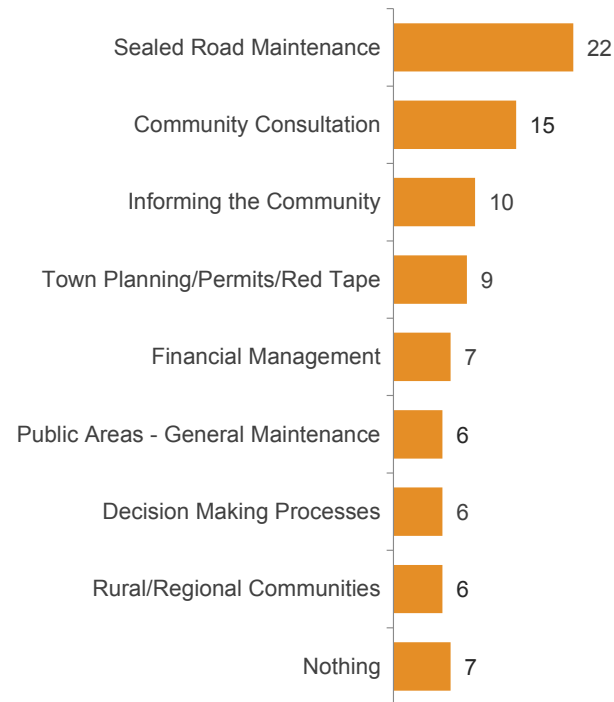


The multiple regression analysis model above (reduced set of service areas) has an R^2 value of 0.653 and adjusted R^2 value of 0.648, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 123.34$.



Areas for improvement

2023 areas for improvement (%)
- Top mentions only -



Q17. What does Swan Hill Rural City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked State-wide: 53 Councils asked group: 16
A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service

J W S R E S E A R C H 30



Contact with council and customer service

Contact with council

More than three in five Council residents (61%) have had contact with Council in the last 12 months. Rate of contact is unchanged from last year.

- Rate of contact is significantly higher among residents aged 35 to 49 years (76%).
- The main method of contact with Council is by telephone (33%) and in person (32%), although email contact continues to increase (22%, up seven percentage points since 2019).



Among those residents who have had contact with Council, 57% provide a positive customer service rating of 'very good' or 'good', including 26% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 63 is at its lowest level recorded in the last decade. Customer service is rated in line with the Large Rural group and the State-wide average (index scores of 65 and 67 respectively).

- Residents aged 35 to 49 years rate customer service the highest (index score of 65) and Lakes residents rate customer service the lowest (index score of 54), but these ratings are not significantly different from the Council average.

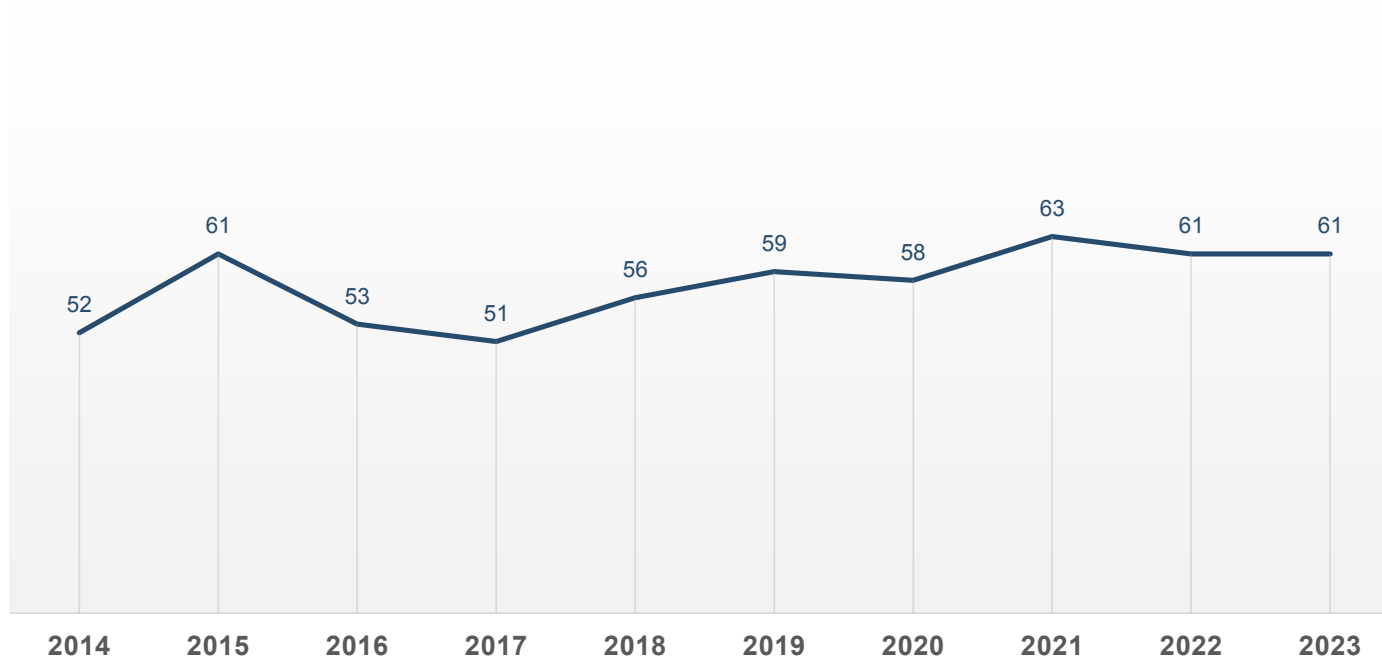
More than half of residents (57%) provide a positive customer service rating of 'very good' or 'good'. 22% of residents rate customer service as 'very poor' or 'poor', and a further 19% rate customer service as 'average'.

- Residents who contacted Council by social media (index score of 86) rate customer service the highest – significantly higher than last year.
- Residents who contacted Council in writing (index score of 53) rate customer service the lowest, followed by customer service for contact via email (index score of 56).



Contact with council

2023 contact with council (%)
Have had contact

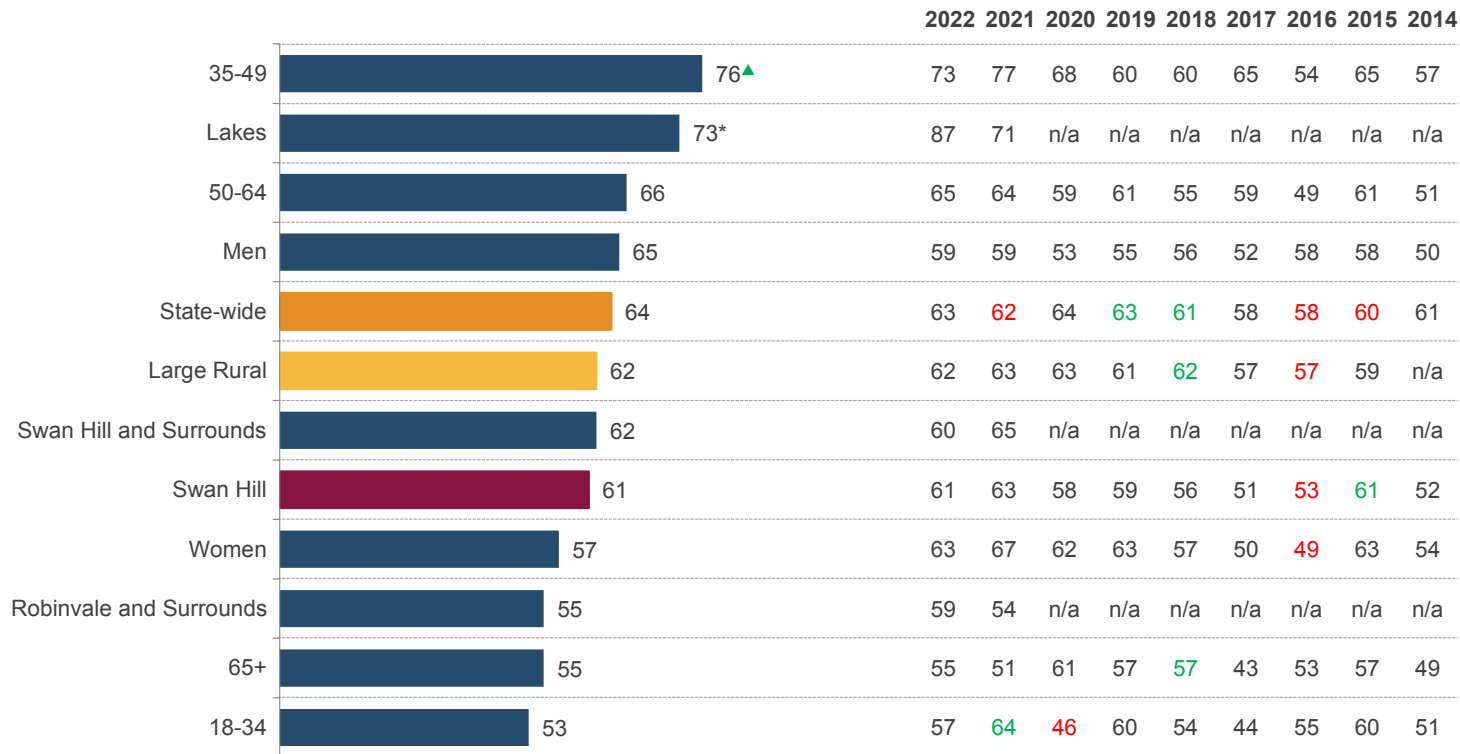


Q5a. Have you or any member of your household had any recent contact with Swan Hill Rural City Council in any of the following ways?
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8



Contact with council

2023 contact with council (%)



Q5a. Have you or any member of your household had any recent contact with Swan Hill Rural City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8

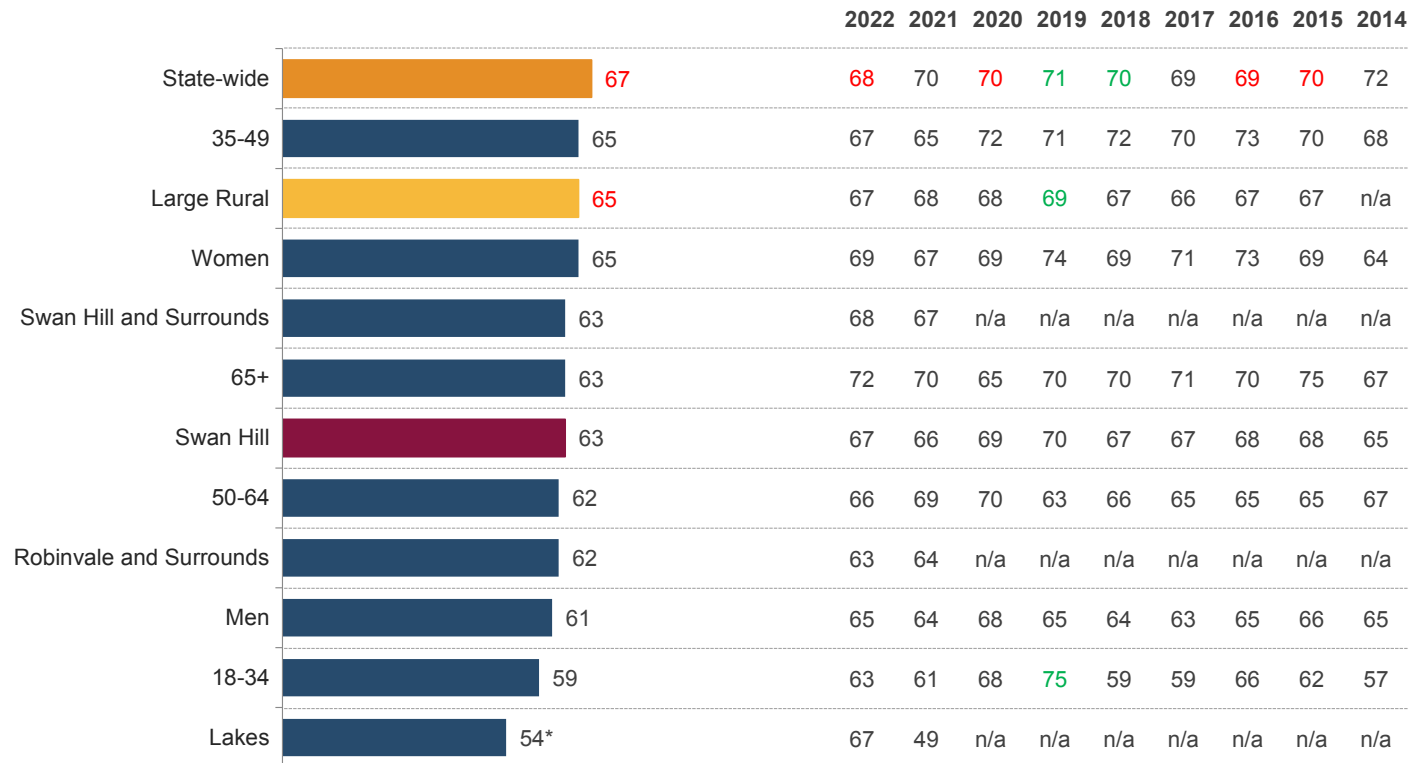
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2023 customer service rating (index scores)

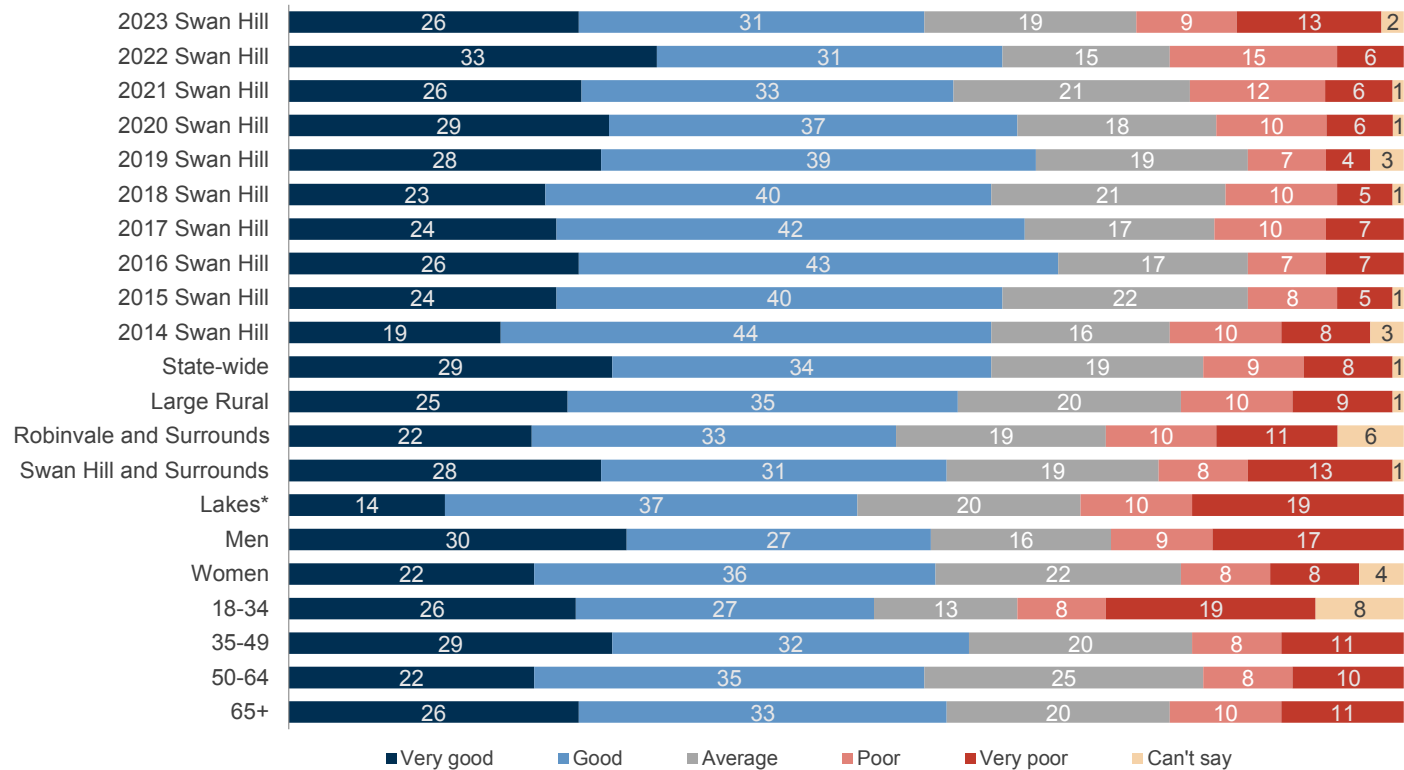


Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 66 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Customer service rating

2023 customer service rating (%)

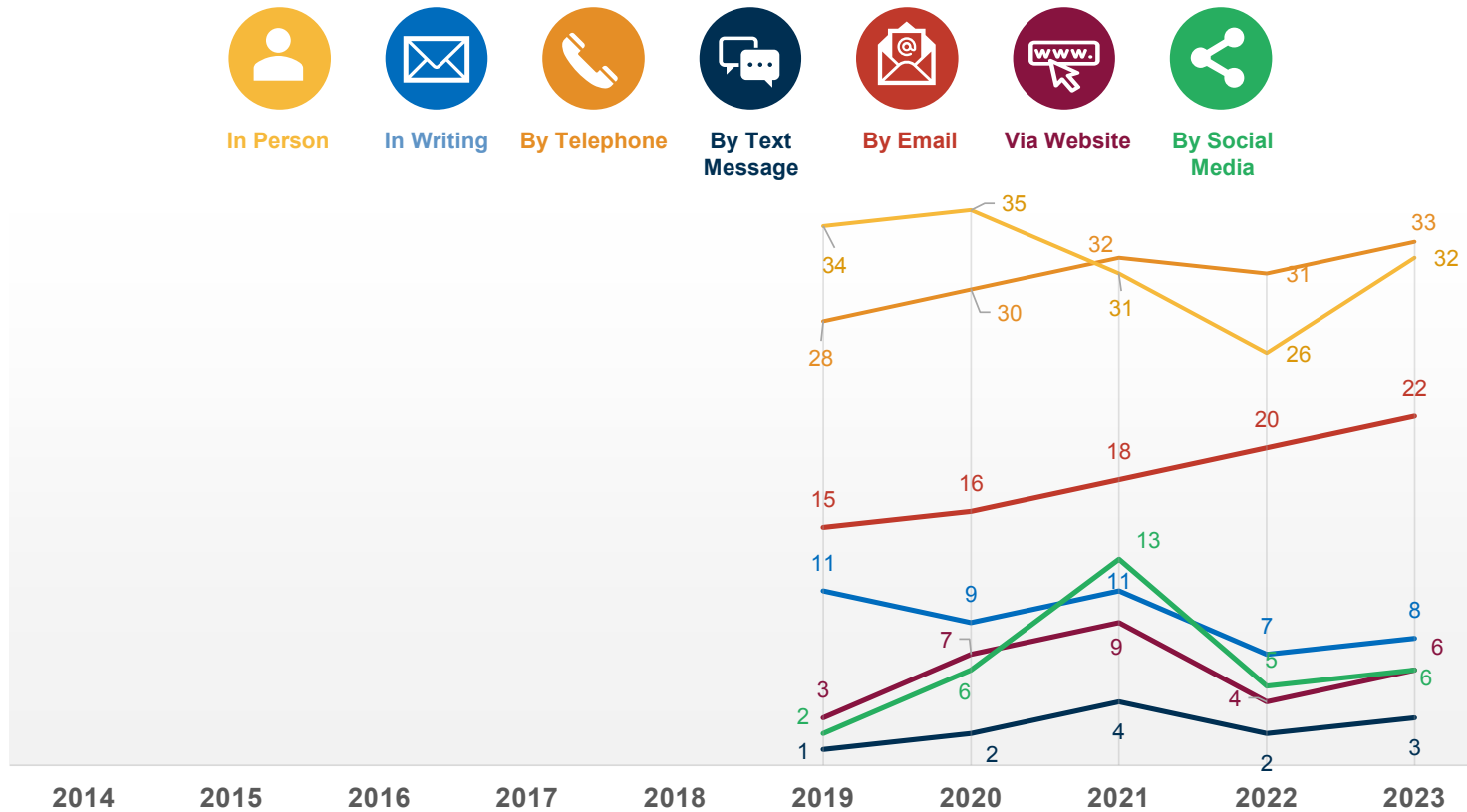


Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 66 Councils asked group: 18
 *Caution: small sample size < n=30



Method of contact with council

2023 method of contact (%)

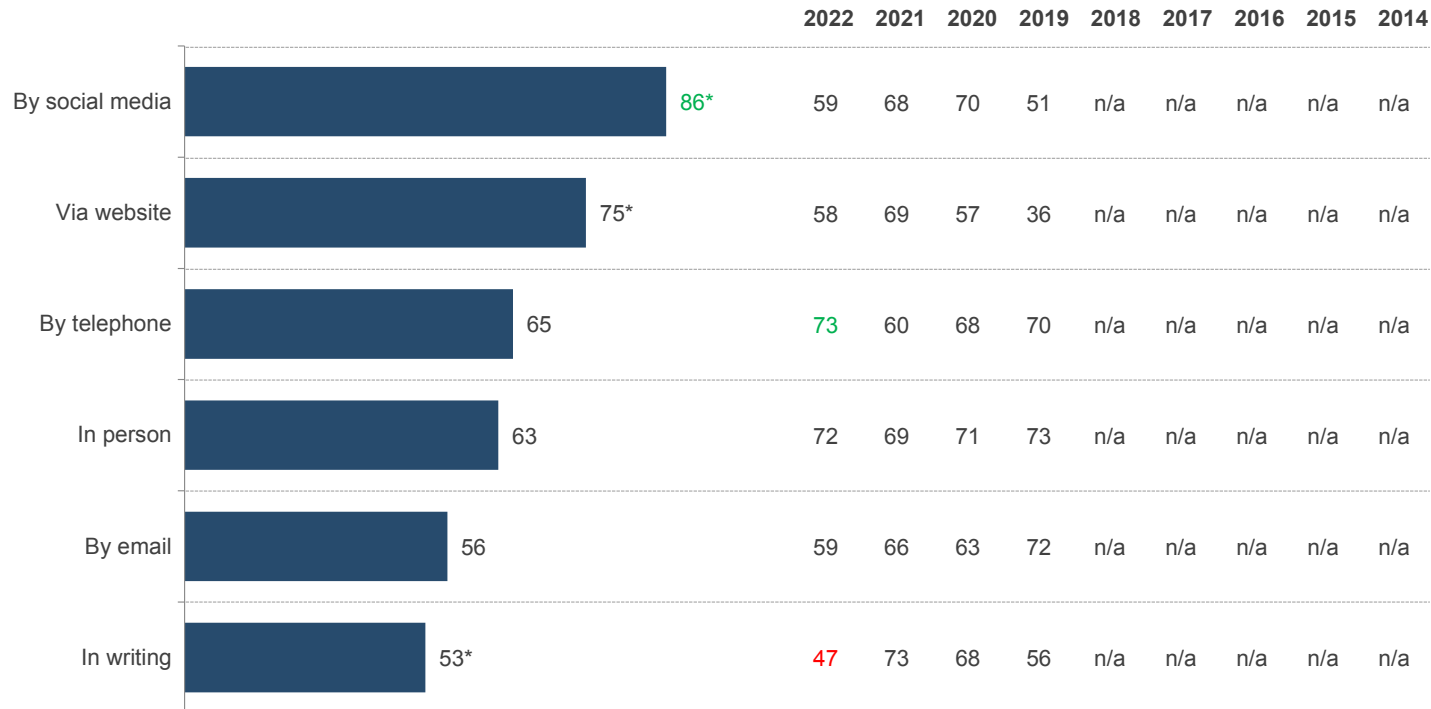


Q5a. Have you or any member of your household had any recent contact with Swan Hill Rural City Council in any of the following ways?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8
 Note: Respondents could name multiple contacts methods so responses may add to more than 100%



Customer service rating by method of last contact

2023 customer service rating (index score by method of last contact)

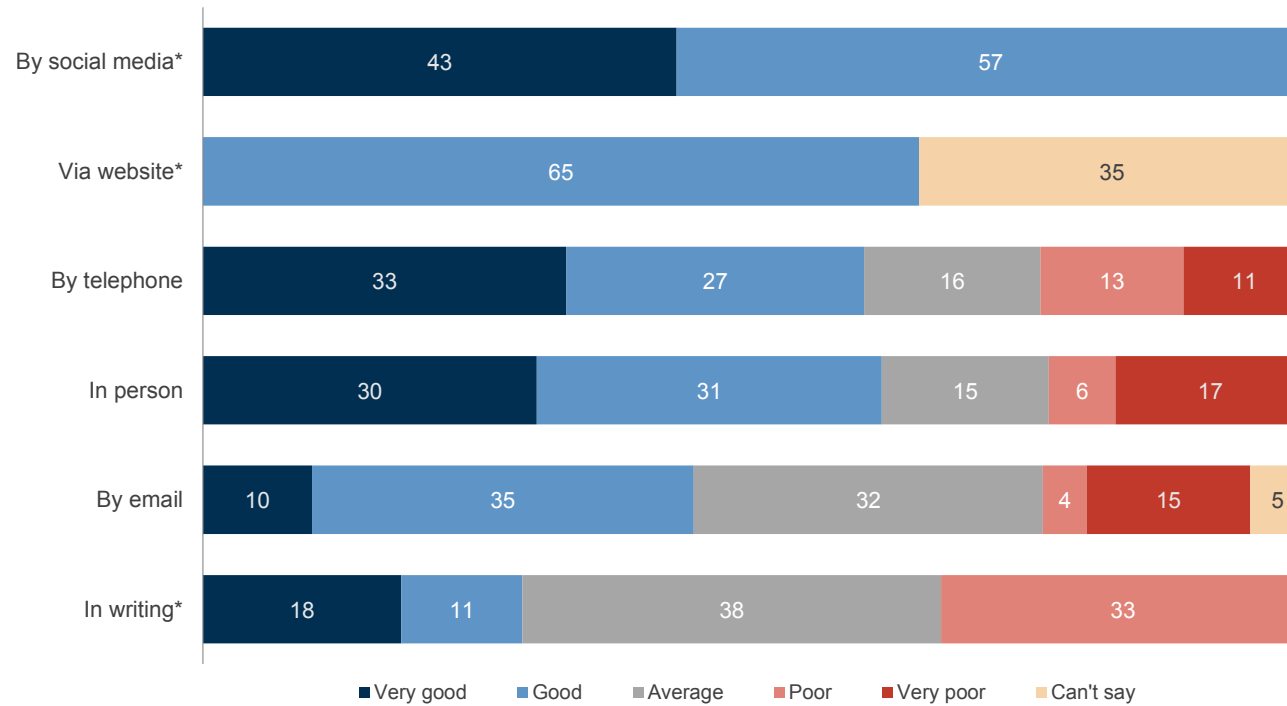


Q5c. Thinking of the most recent contact, how would you rate Swan Hill Rural City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked State-wide: 25 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Customer service rating by method of last contact

2023 customer service rating (% by method of last contact)



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: 25 Councils asked group: 8

*Caution: small sample size < n=30



Communication

J W S R E S E A R C H 39



Communication

The preferred form of communication from Council about news and information and upcoming events is a council newsletter sent via mail (23%). This is followed by advertising in a local newspaper (19%), then a newsletter via email or social media (18% each).

The greatest change from last year is the five-percentage point decrease in preference for newsletter via mail (23% in 2022).

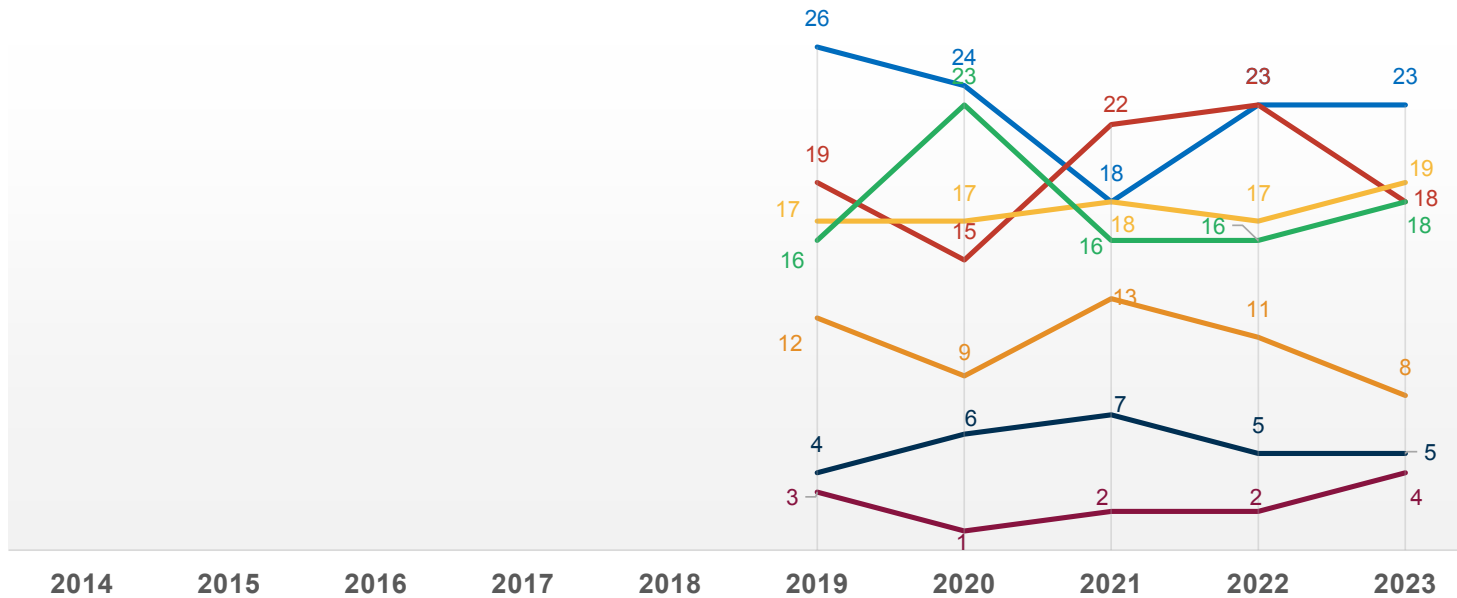
- For residents under 50 years, social media (26%) is the first preferred form of communication, followed by newsletters via mail (21%) or via email (18%).
- Whilst preference for social media has remained unchanged for three years now, newsletters via email dropped 11 percentage points in the last 12 months from being the most preferred form of communication, while in contrast preference for newsletters via mail increased nine percentage points.
- For residents over 50 years, newsletters via mail (25%) is the first preferred form of communication. Advertising in a local paper (24%) and newsletters via email (17%) are next most preferred.
- Preference for newsletters via mail has returned to 2021 levels after increasing by eight percentage points in 2022.





Best form of communication

2023 best form of communication (%)

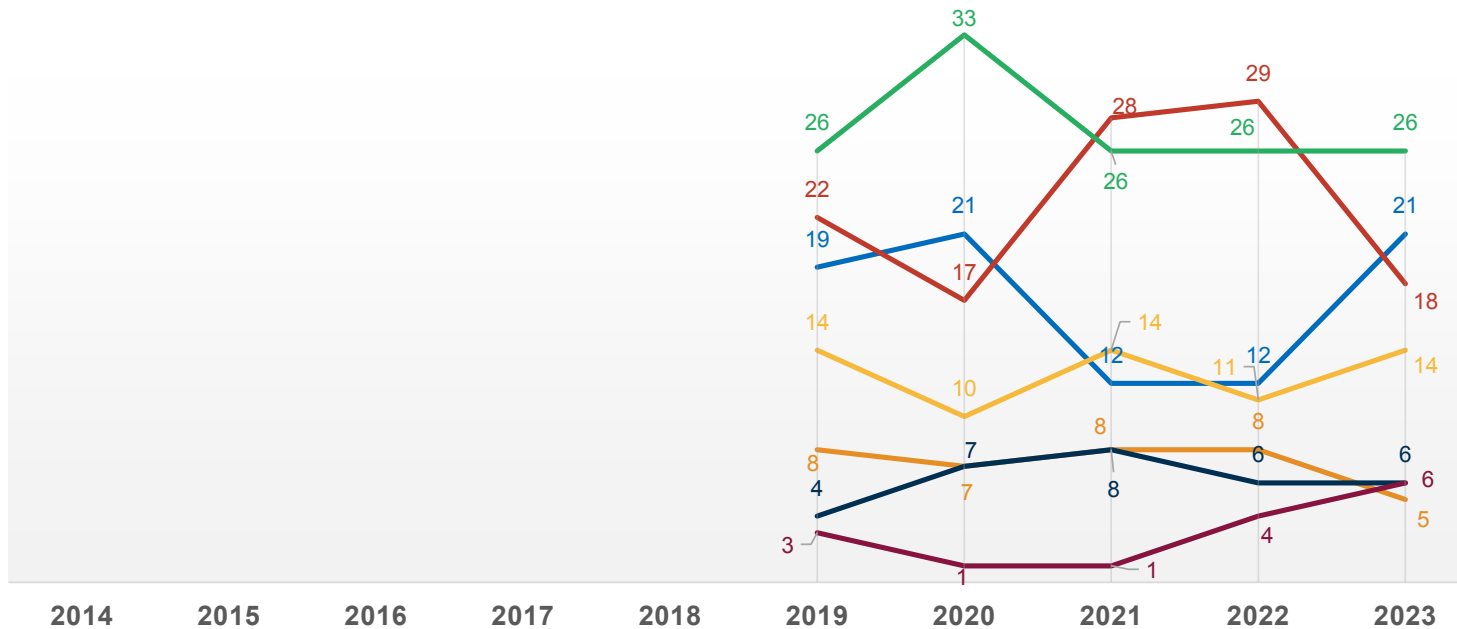


Q13. If Swan Hill Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked State-wide: 40 Councils asked group: 10



Best form of communication: under 50s

2023 under 50s best form of communication (%)

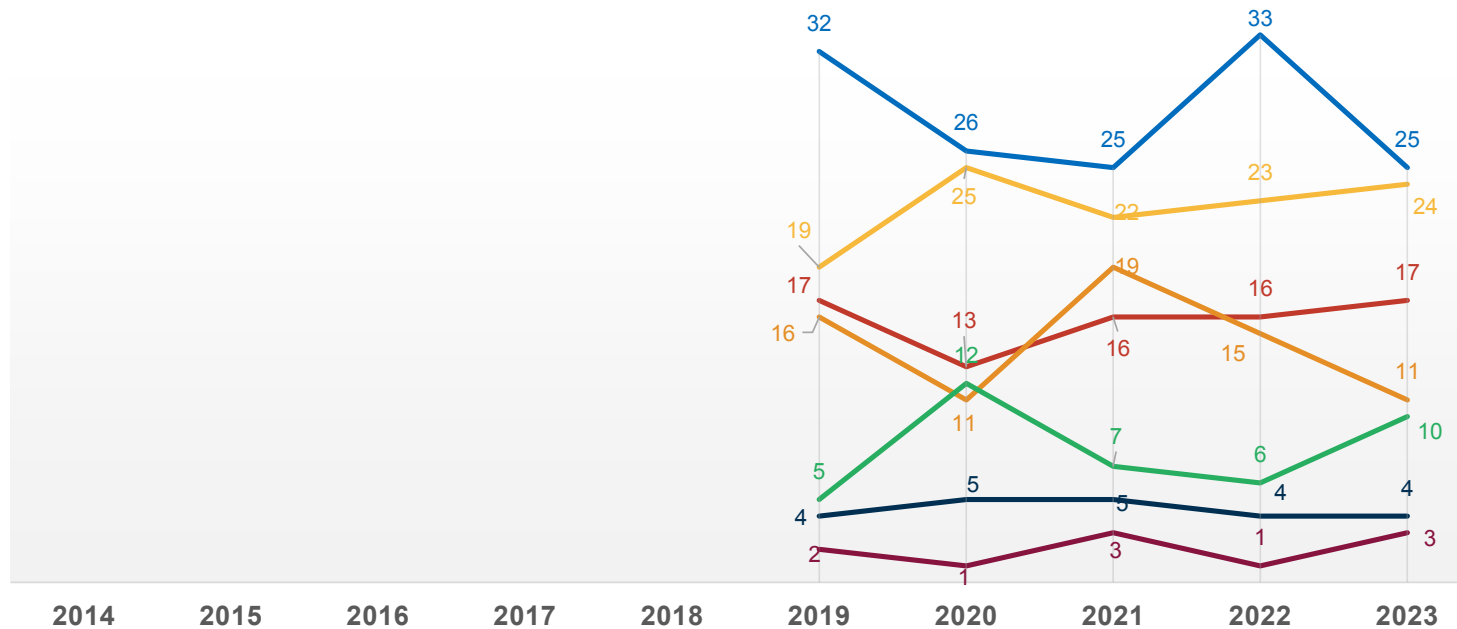


Q13. If Swan Hill Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked State-wide: 40 Councils asked group: 10



Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If Swan Hill Rural City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 10



Council direction

J W S R E S E A R C H 44



Council direction

Council's overall direction index score of 41 is at its lowest level recorded in the last decade.

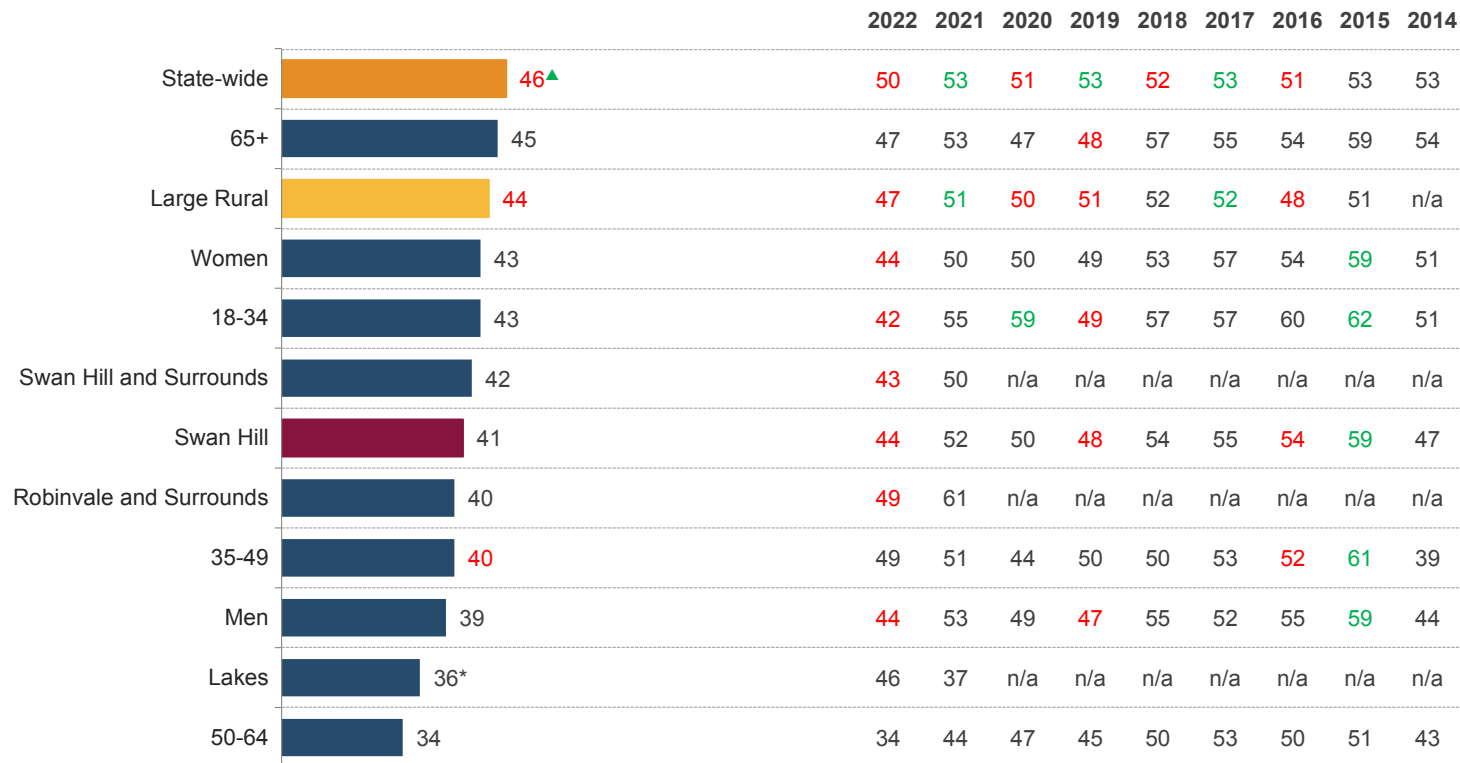
- Council performs in line with the Large Rural group and significantly lower than the State-wide average (index scores of 44 and 46 respectively).
- Residents aged 65 years and over (index score of 45) are the most satisfied with overall council direction and residents aged 50 to 64 years (index score of 34) are the least satisfied with overall council direction. Neither group rates Council direction significantly different than the Council average for all residents.
- Perceptions of overall council direction declined significantly among residents aged 35 to 49 years in the past year (index score of 40, down from 49 in 2022).
- 59% of residents describe overall council direction as 'having stayed the same' in the last 12 months.
- 11% believe overall council direction has improved in the last 12 months.
- 28% believe overall council direction has deteriorated in the last 12 months.





Overall council direction last 12 months

2023 overall council direction (index scores)



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: 66 Councils asked group: 18

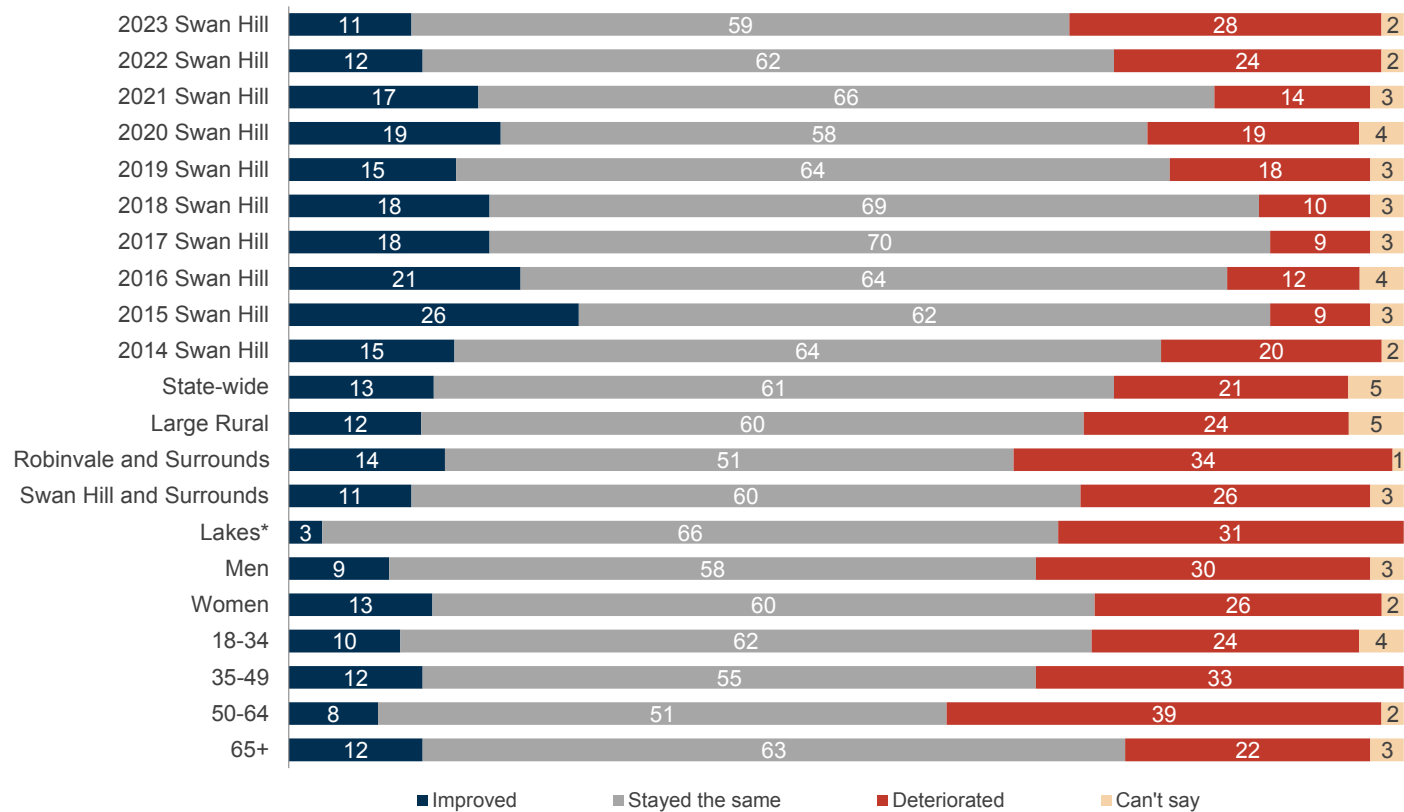
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Overall council direction last 12 months

2023 overall council direction (%)

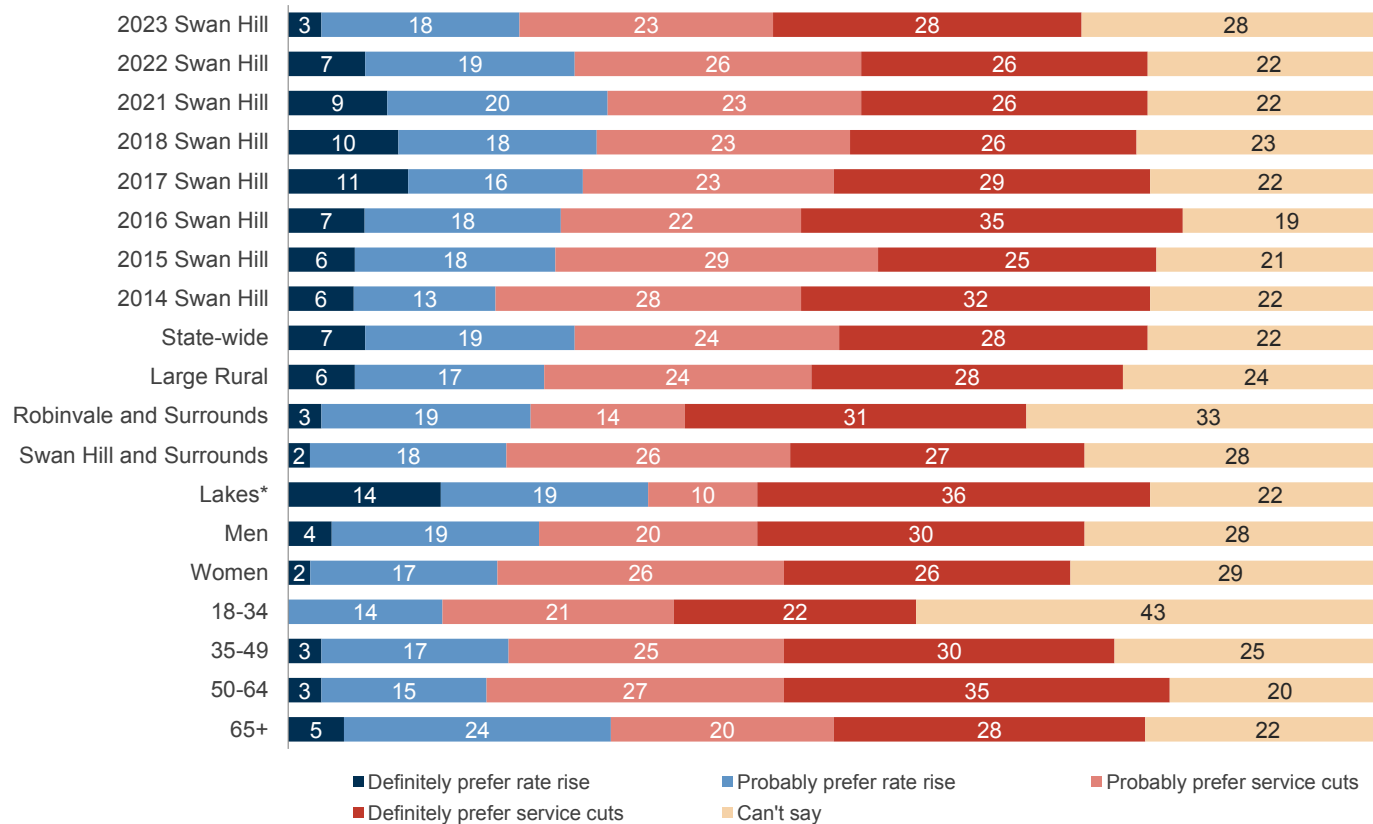


Q6. Over the last 12 months, what is your view of the direction of Swan Hill Rural City Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 *Caution: small sample size < n=30



Rates / services trade-off

2023 rates / services trade-off (%)



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: 21 Councils asked group: 7

*Caution: small sample size < n=30



Individual service areas

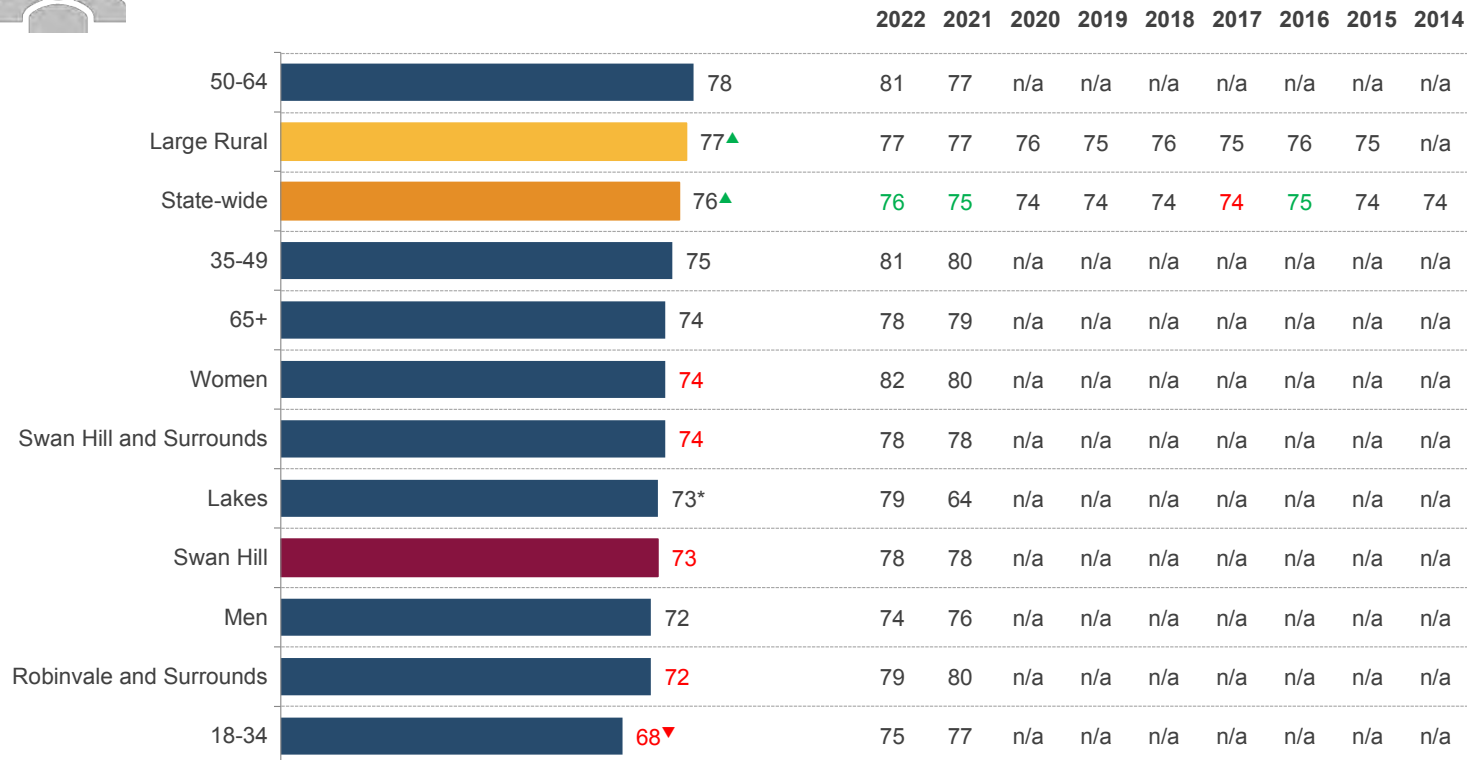
J W S R E S E A R C H 49



Community consultation and engagement importance



2023 consultation and engagement importance (index scores)



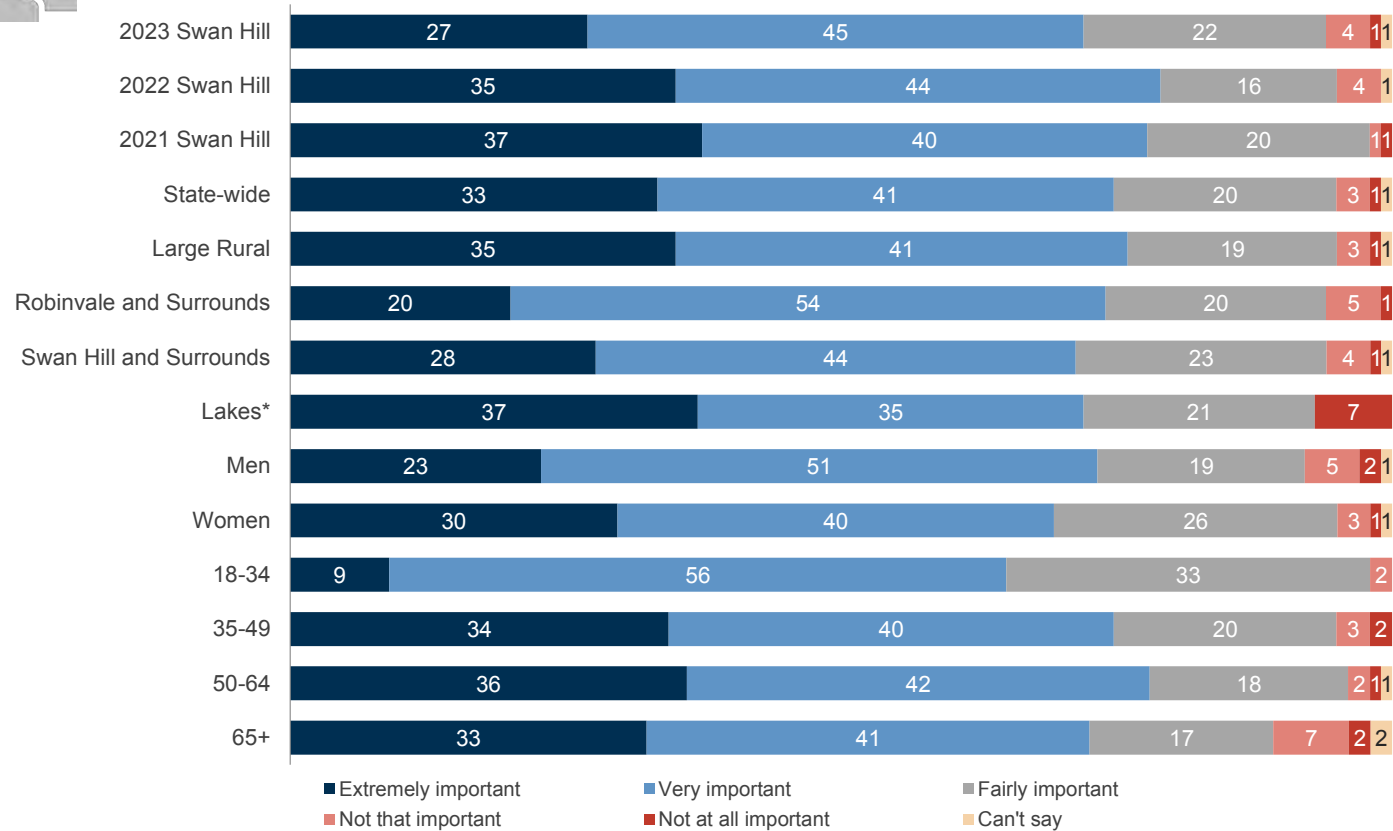
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Community consultation and engagement importance



2023 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 10
 *Caution: small sample size < n=30



Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014		
35-49	54	48	49	51	55	56	57	58	57	49	
Robinvale and Surrounds	52	46	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
State-wide	52	54	56	55	56	55	55	54	56	57	
18-34	51	47	53	57	54	53	61	52	53	59	
Men	50	49	54	52	53	54	59	54	52	53	
Swan Hill	50	48	51	52	54	55	58	55	54	55	
Swan Hill and Surrounds	50	49	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Women	49	47	47	51	55	57	56	56	57	56	
Large Rural	49	51	54	54	54	54	54	52	52	54	n/a
65+	48	48	50	50	54	61	59	56	57	56	
Lakes	46*	40	41	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
50-64	46	49	50	47	53	53	51	55	52	54	

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

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18

Note: Please see Appendix A for explanation of significant differences.

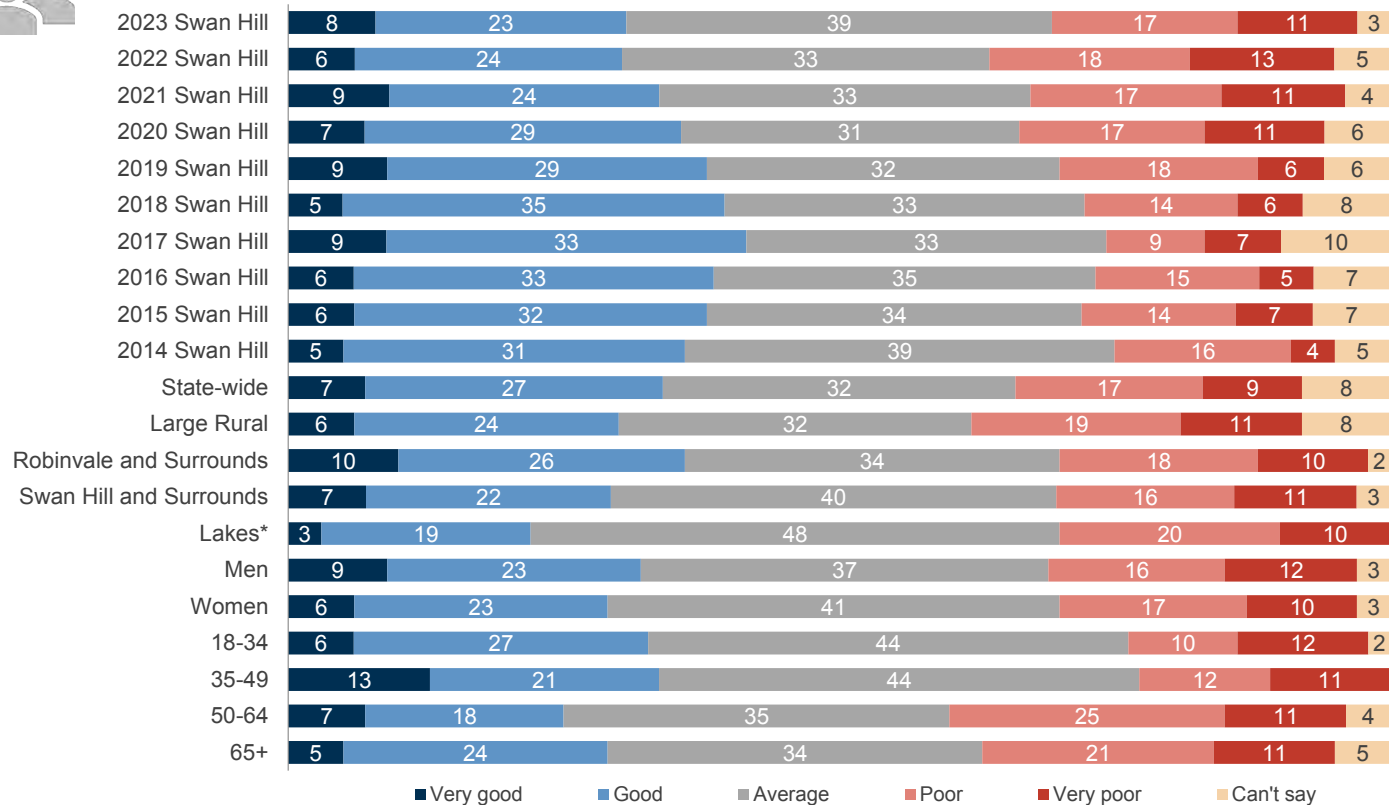
*Caution: small sample size < n=30



Community consultation and engagement performance



2023 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: 66 Councils asked group: 18
 *Caution: small sample size < n=30

Decisions made in the interest of the community importance



2023 community decisions made importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	83	86	88	n/a	n/a	n/a	n/a	n/a	n/a
50-64	82	81	83	n/a	n/a	n/a	n/a	n/a	n/a
Women	80	85	85	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	81	82	79	80	80	80	80	n/a
65+	80	78	78	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	80	81	84	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	81	81	80	80	80	79	80	79
Swan Hill	79	81	84	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	78*	84	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	78	77	83	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	76	79	85	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73▼	81	87	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9

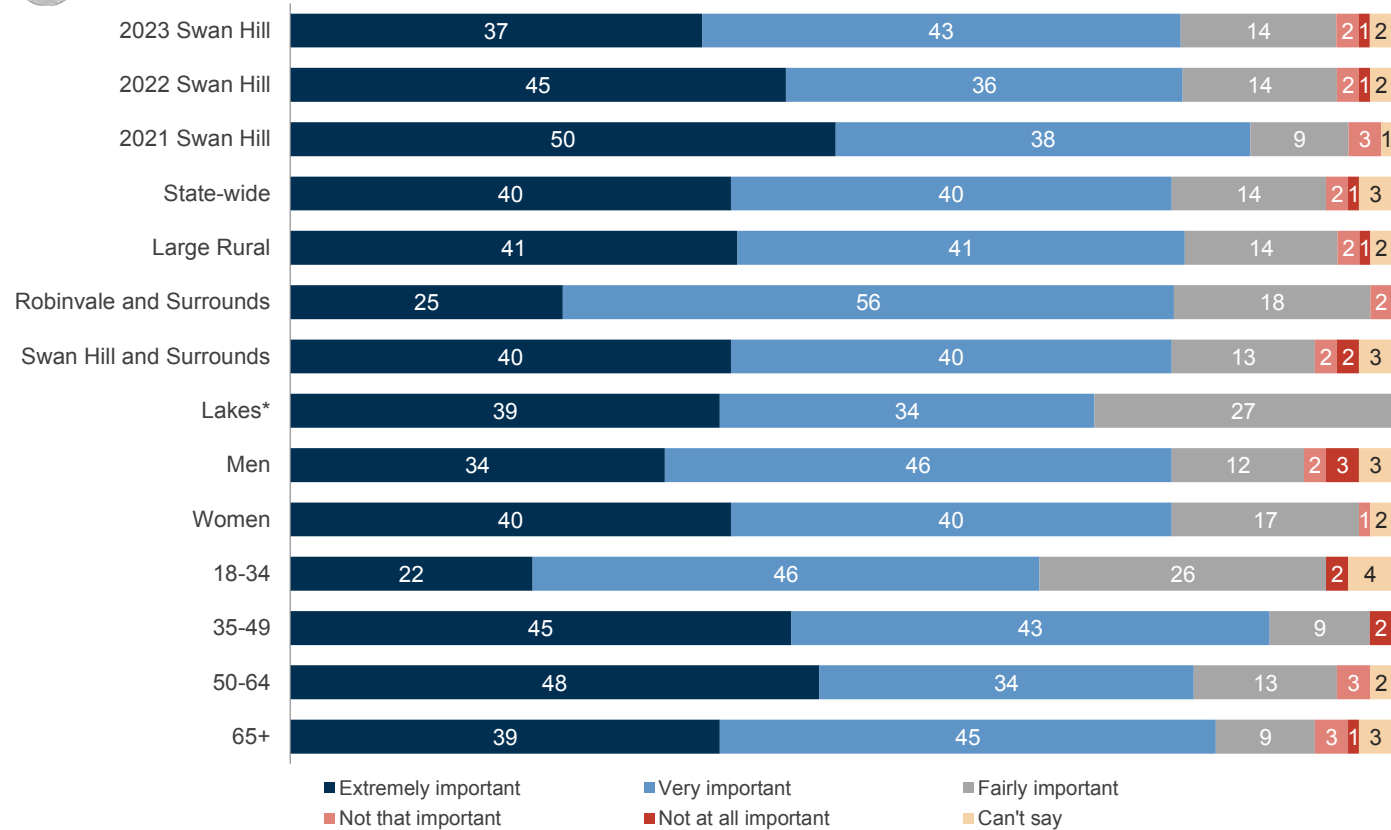
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

Decisions made in the interest of the community importance



2023 community decisions made importance (%)

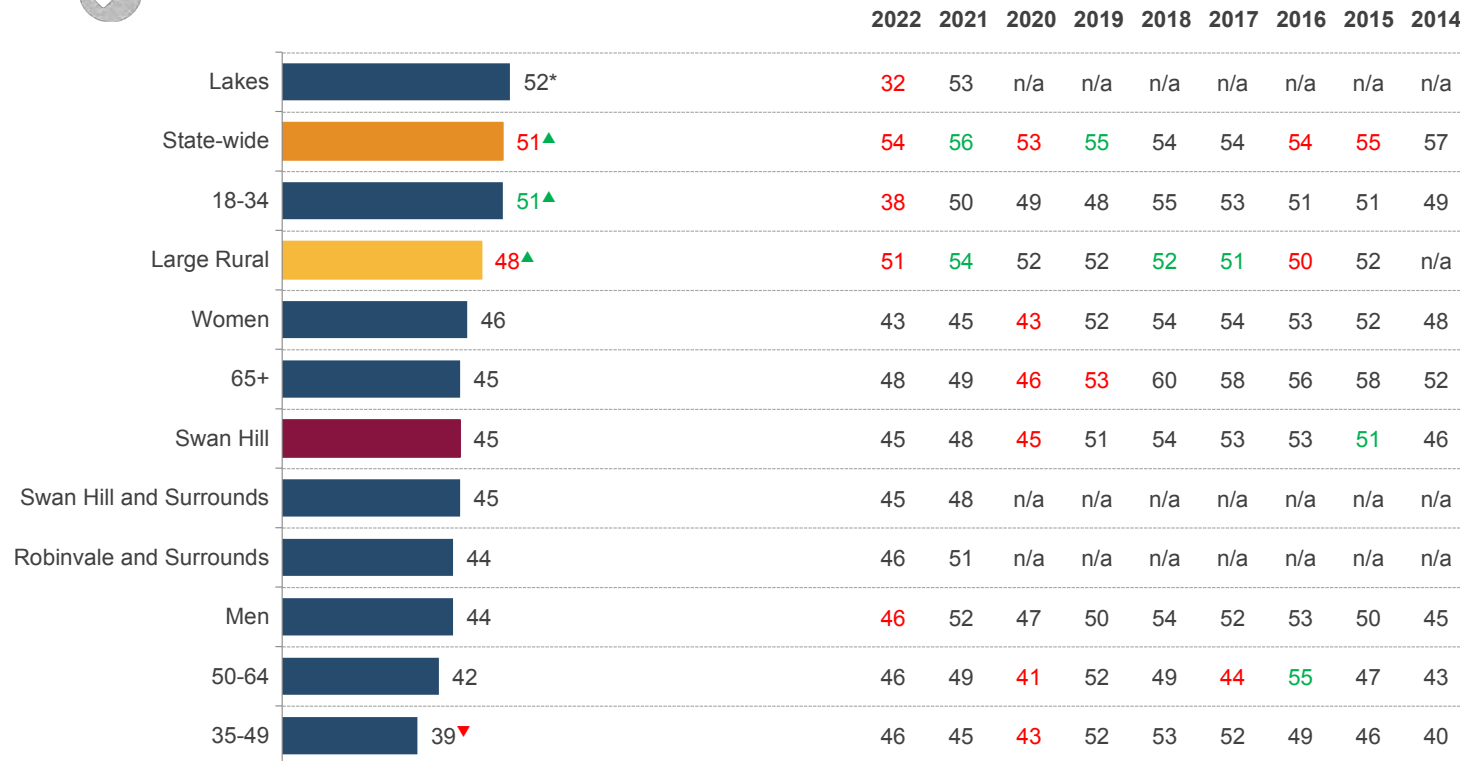


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 9
 *Caution: small sample size < n=30

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)



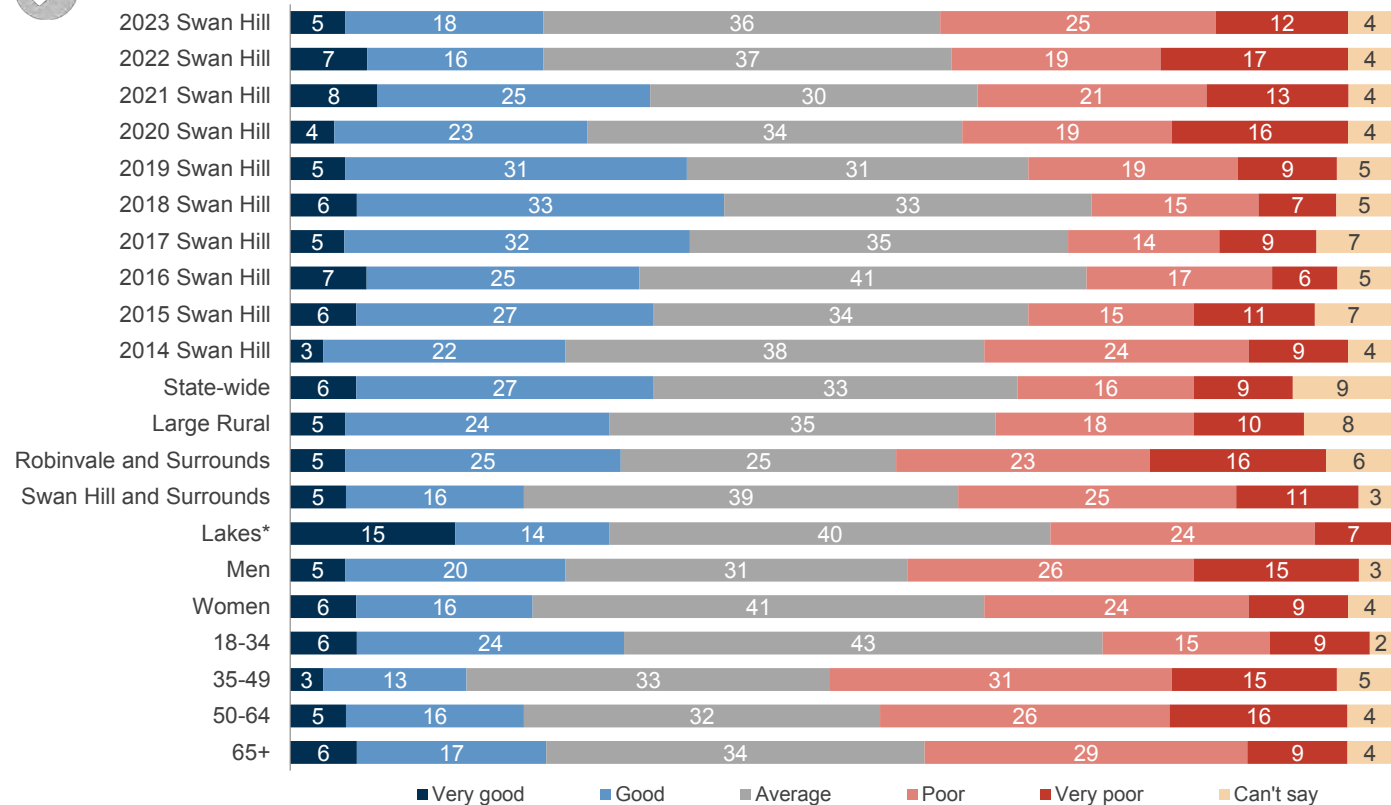
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30

J01207 Community Satisfaction Survey 2023 – Swan Hill Rural City Council

Decisions made in the interest of the community performance

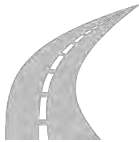


2023 community decisions made performance (%)



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: 66 Councils asked group: 18
 *Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2023 sealed local roads importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	87	86	82	n/a	n/a	n/a	n/a	n/a	n/a
18-34	84	83	78	n/a	n/a	n/a	n/a	n/a	n/a
Men	83	81	79	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	83	84	87	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	83	82	80	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	83	83	81	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	83	83	80	81	80	80	77	80	78
Women	83	84	83	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	83*	92	78	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	80	81	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	82	81	79	79	79	80	78	78	76
35-49	81	84	84	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7

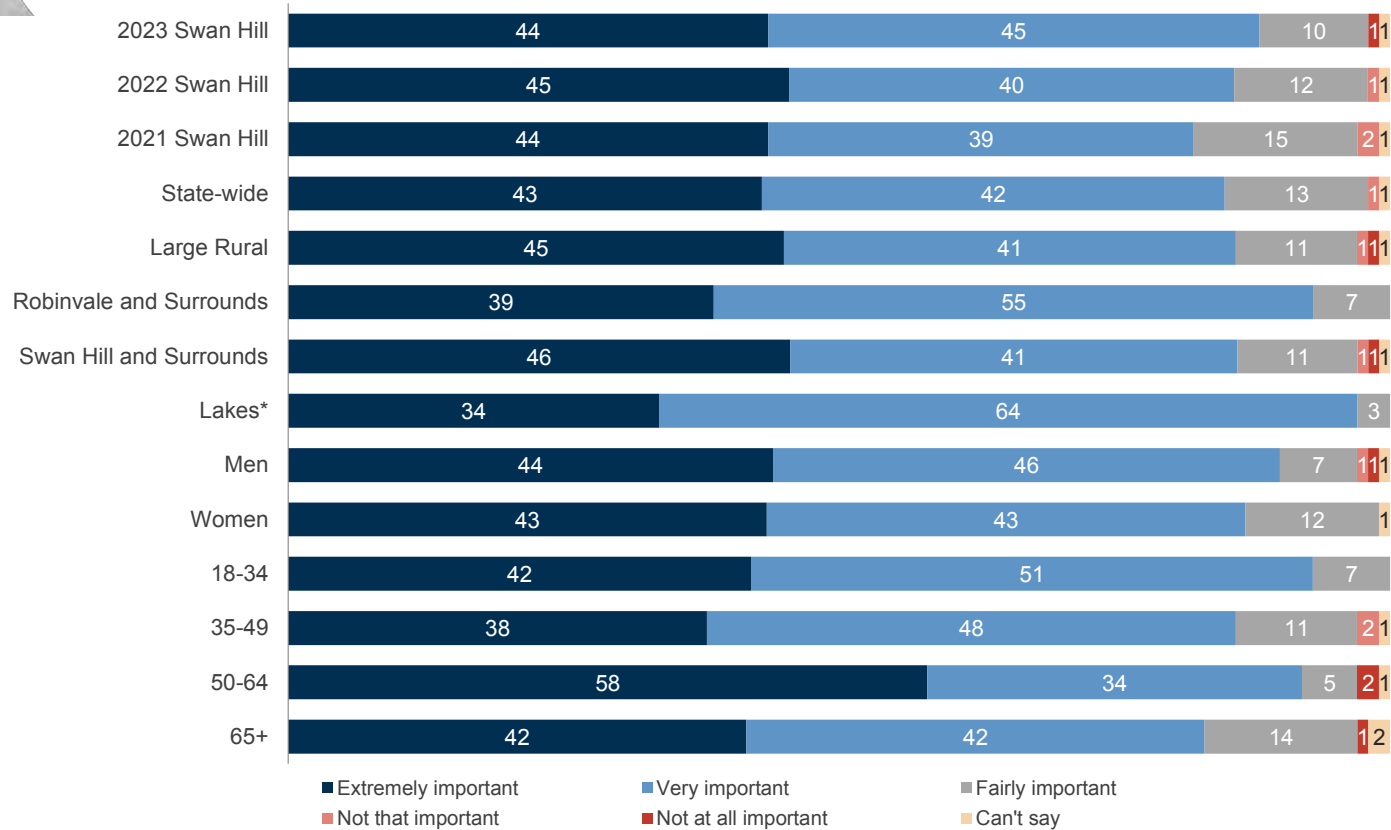
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30

The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 7
 *Caution: small sample size < n=30

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	50▲	56	49	53	58	57	58	60	57
State-wide	48▲	53	54	56	53	53	54	55	55
Women	46	50	46	45	49	49	51	55	49
Swan Hill and Surrounds	45	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	44	51	44	46	50	49	48	52	48
18-34	44	45	48	43	50	47	43	50	48
Men	42	51	42	47	52	49	45	50	48
Robinvale and Surrounds	41	44	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	40	56	45	45	44	44	41	52	38
Large Rural	40▼	45	47	47	45	43	44	45	n/a
50-64	38	42	36	43	47	42	49	47	49
Lakes	38*	23	n/a	n/a	n/a	n/a	n/a	n/a	n/a

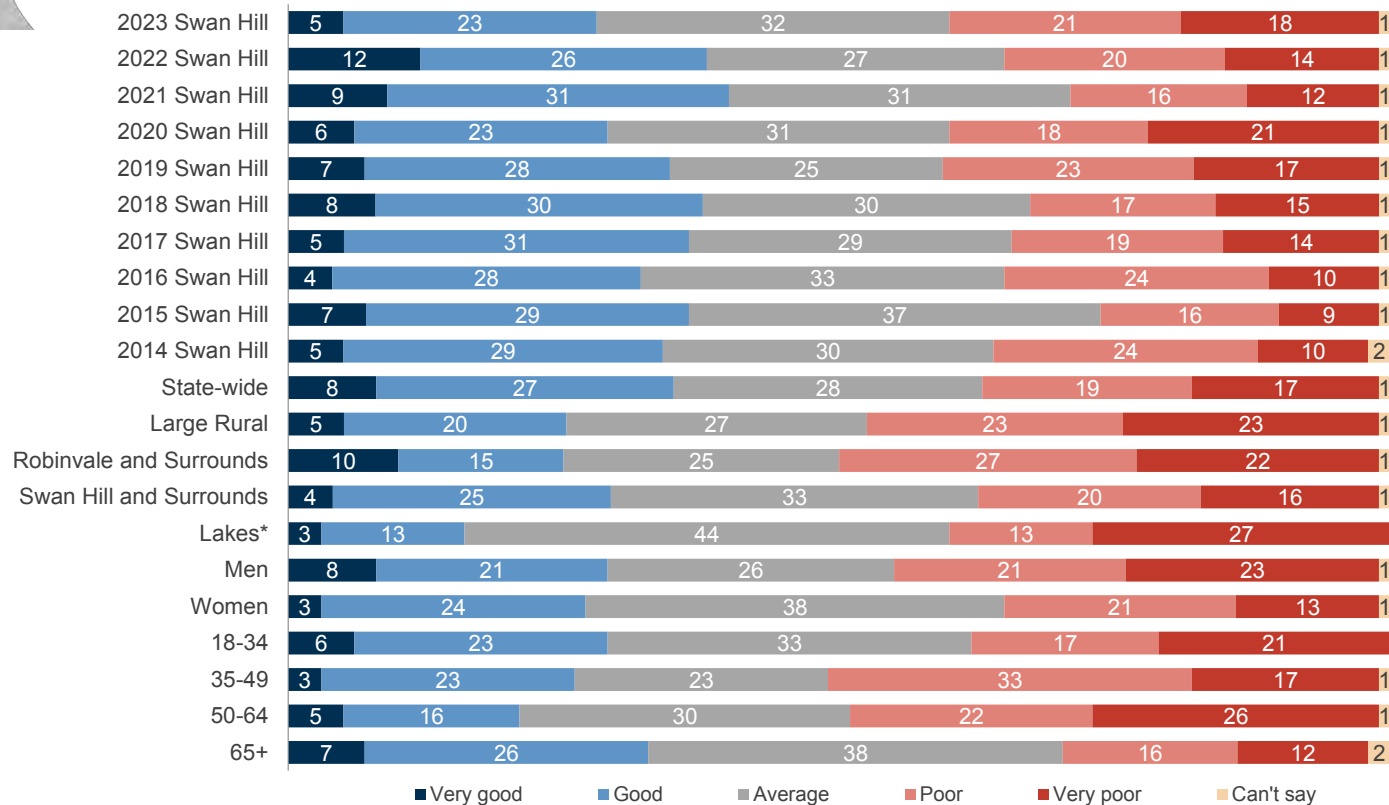
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30

J01207 Community Satisfaction Survey 2023 – Swan Hill Rural City Council

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



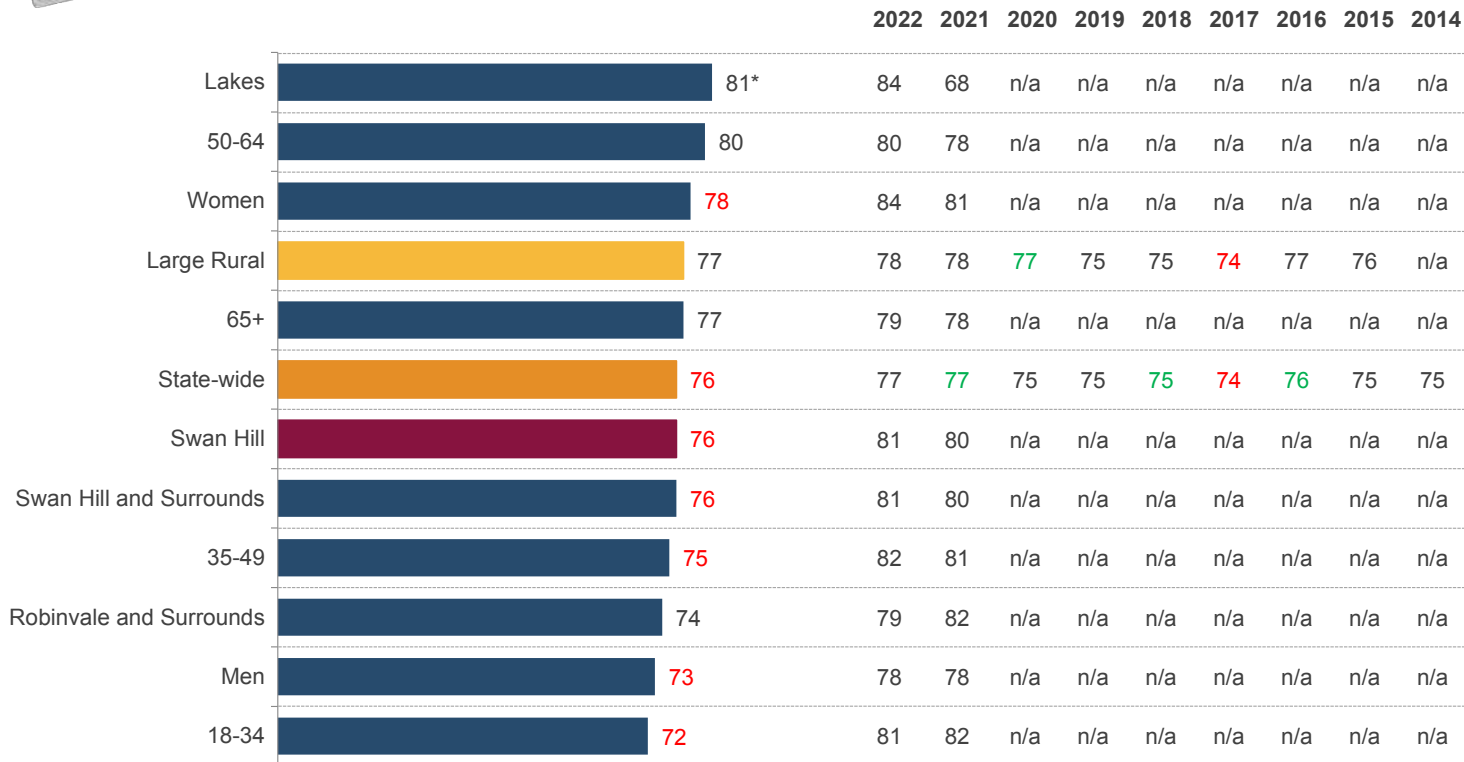
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 *Caution: small sample size < n=30



Informing the community importance



2023 informing community importance (index scores)



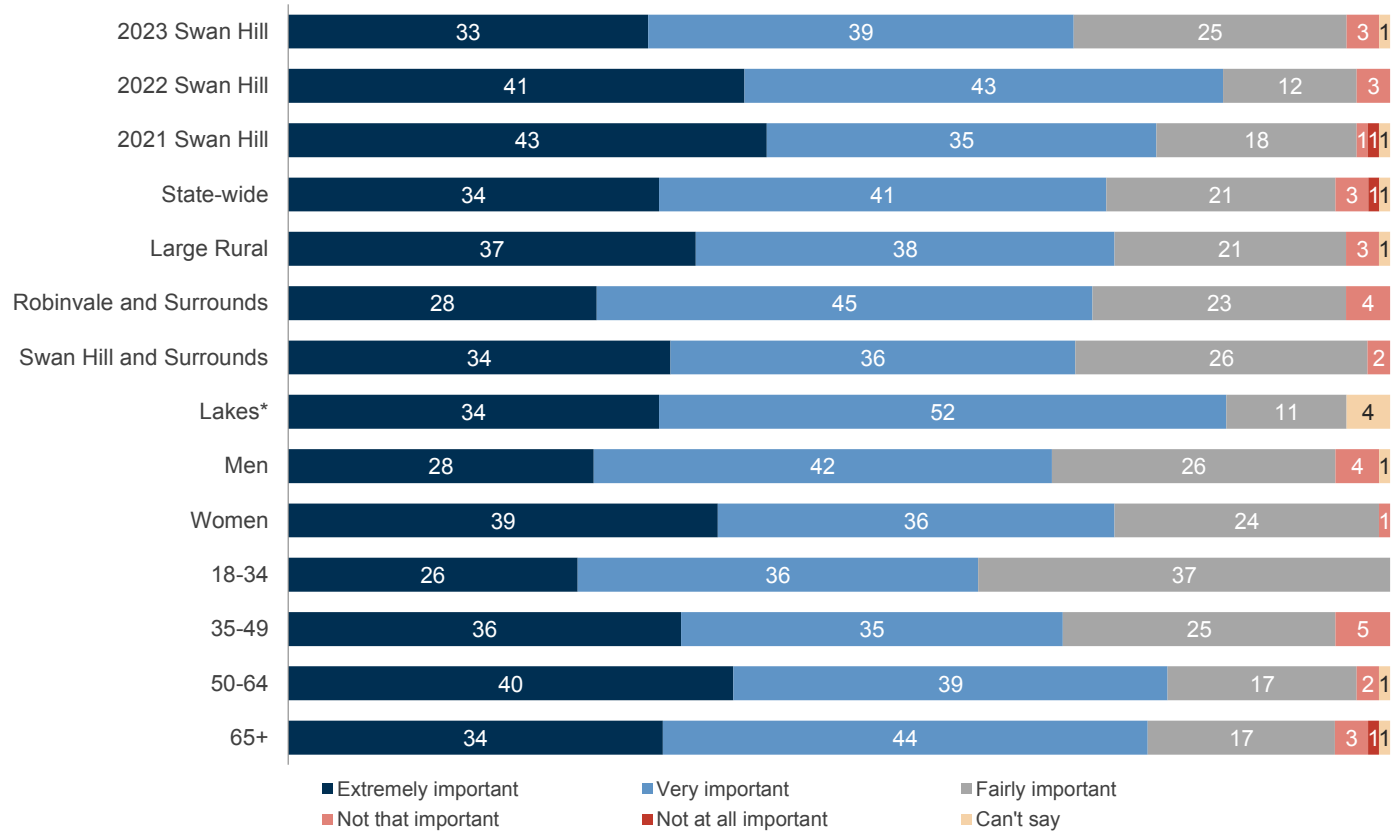
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Informing the community importance



2023 informing community importance (%)



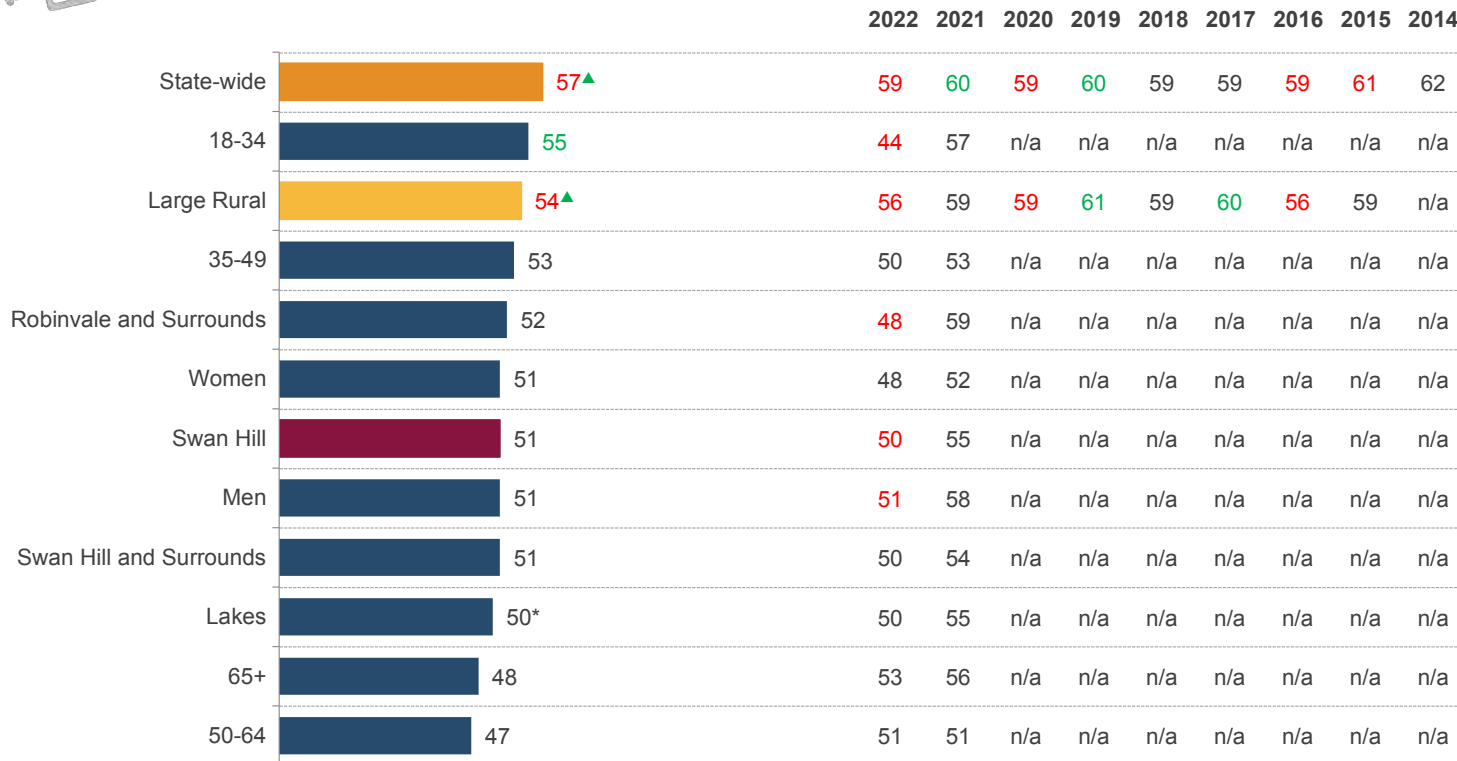
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6
 *Caution: small sample size < n=30



Informing the community performance



2023 informing community performance (index scores)



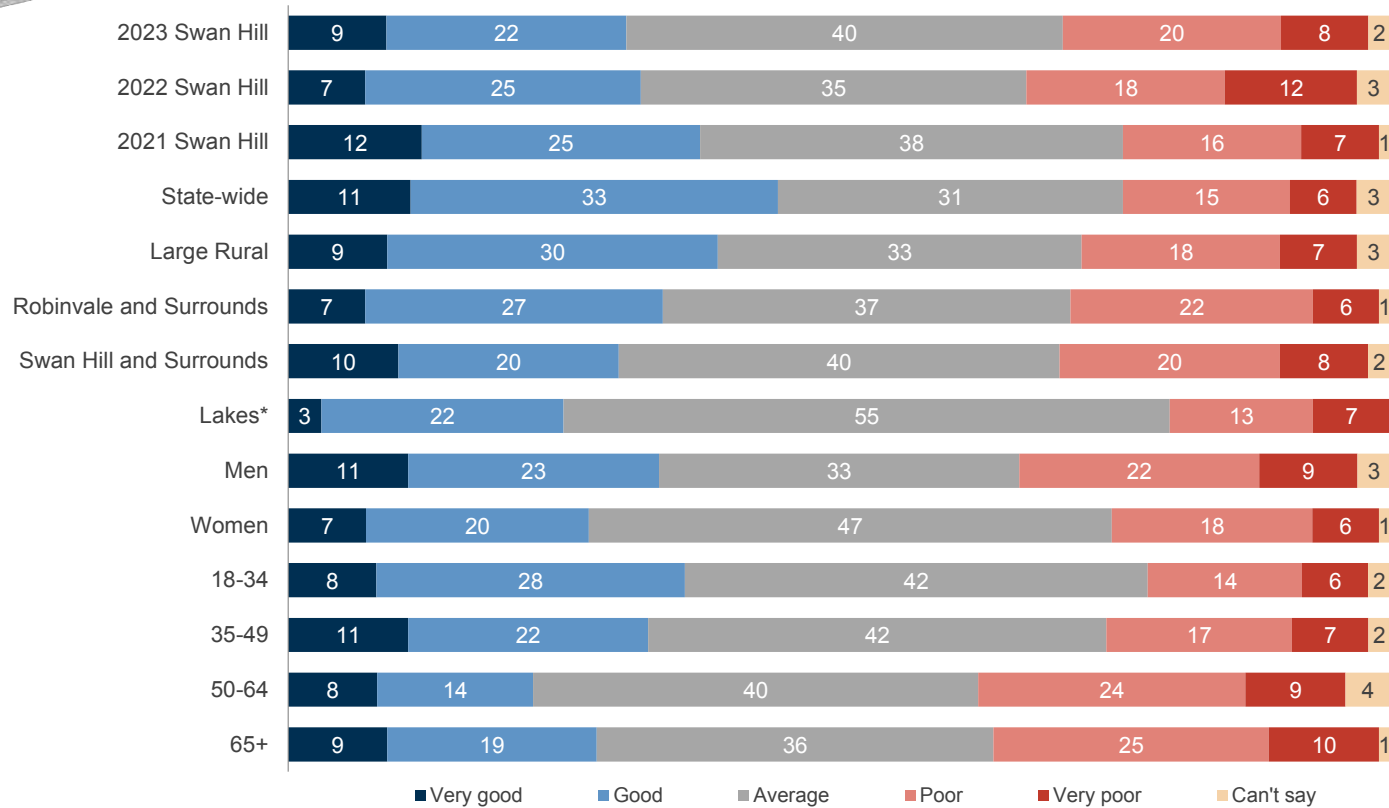
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Informing the community performance



2023 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 38 Councils asked group: 7
 *Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (index scores)

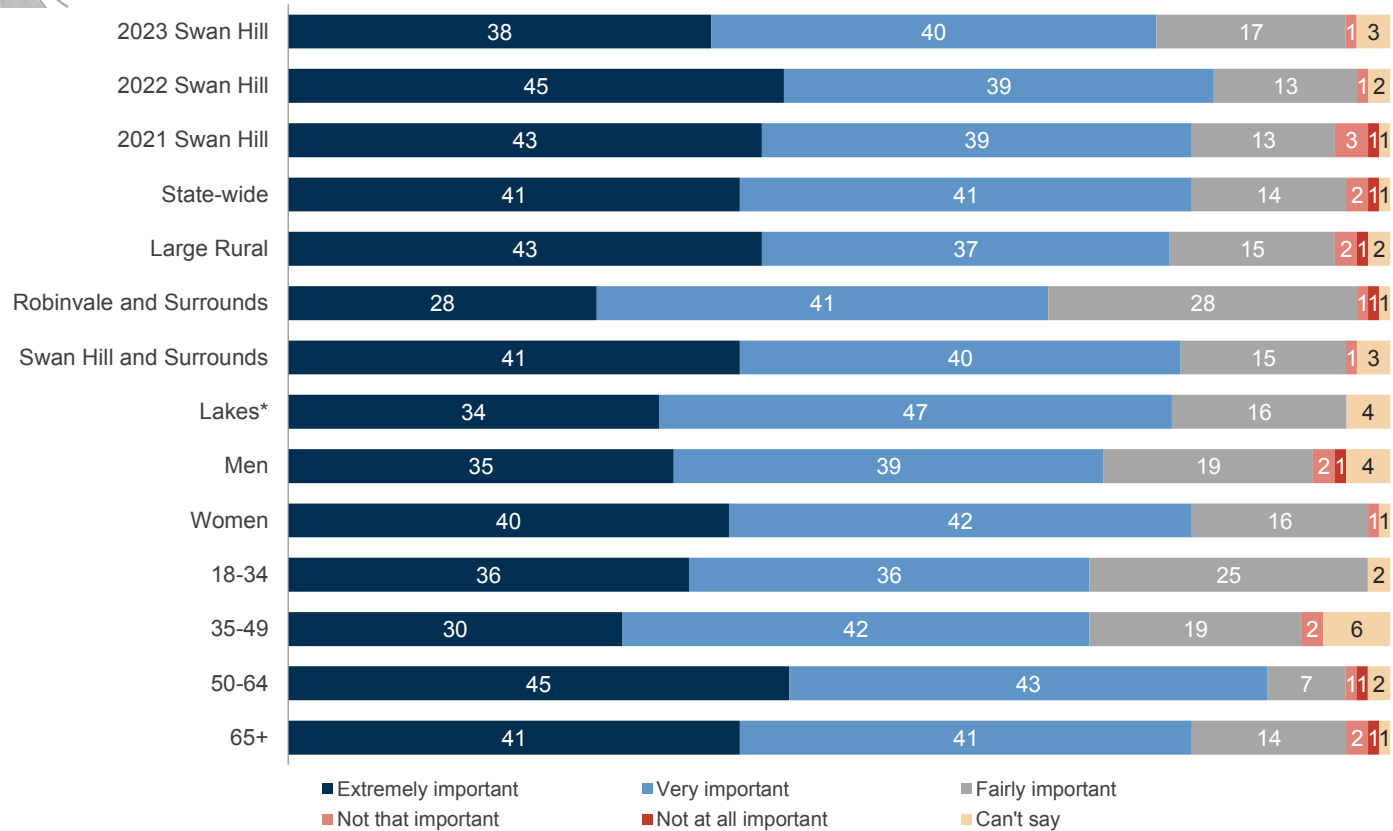
	2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	83	85	80	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	87	84	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	81	83	80	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	81▲	81	79	78	77	78	77	77	77
65+	80	80	80	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	80	80	79	78	77	77	75	77	n/a
Lakes	80*	81	77	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	79	83	81	n/a	n/a	n/a	n/a	n/a	n/a
18-34	78	82	82	n/a	n/a	n/a	n/a	n/a	n/a
Men	78	78	77	n/a	n/a	n/a	n/a	n/a	n/a
35-49	77	86	80	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	74	84	83	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30

The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 7
 *Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (index scores)

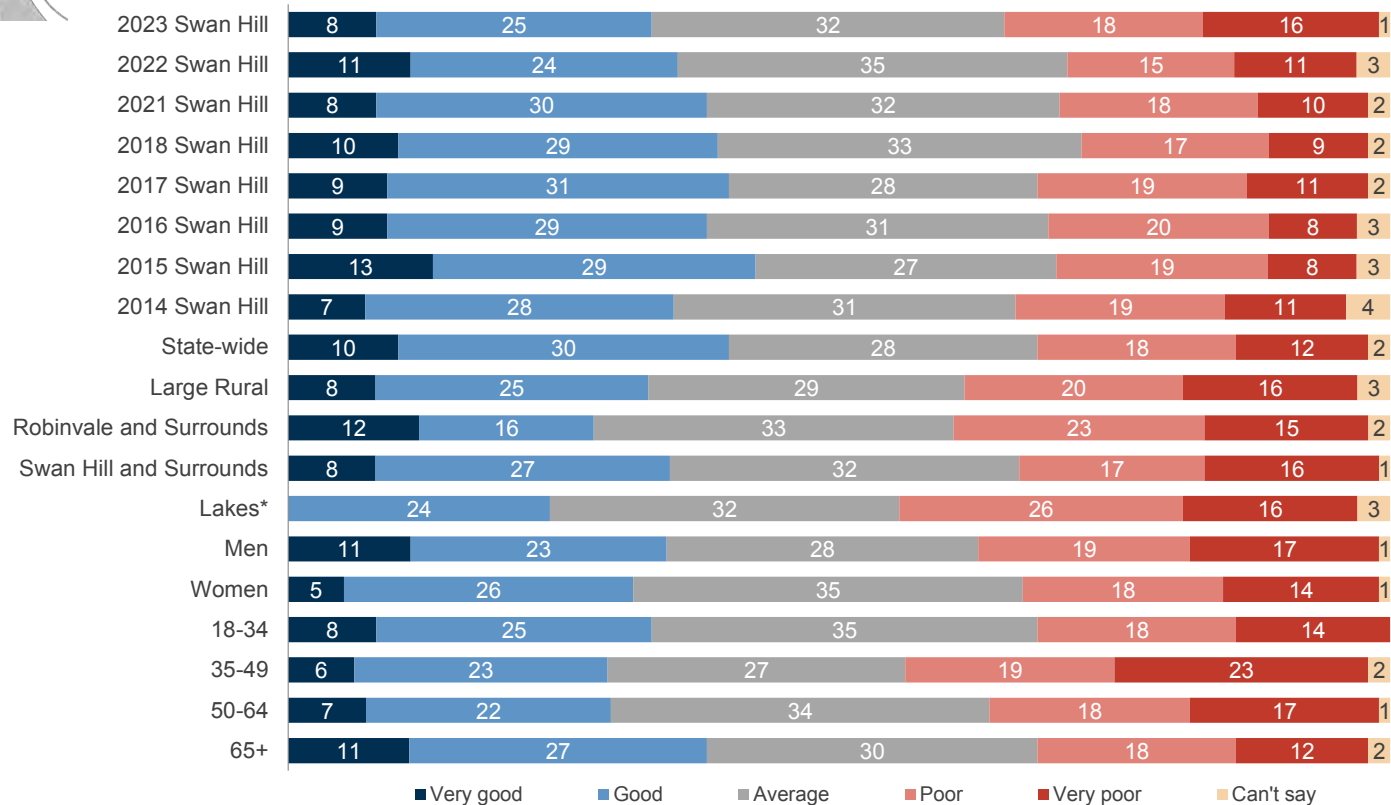
	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	52▲	57	59	58	59	58	57	57	58	58
65+	52	54	54	n/a	n/a	53	58	56	56	53
18-34	49	54	48	n/a	n/a	59	54	53	57	52
Swan Hill and Surrounds	48	54	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	48	57	54	n/a	n/a	56	54	53	53	50
Swan Hill	48	52	52	n/a	n/a	54	52	53	55	50
Women	48	48	50	n/a	n/a	52	50	53	58	51
Large Rural	47	51	55	54	55	54	53	53	54	n/a
Robinvale and Surrounds	47	50	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	46	45	53	n/a	n/a	50	47	52	52	48
35-49	42	53	54	n/a	n/a	51	46	51	56	47
Lakes	42*	26	52	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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: 33 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30

The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)



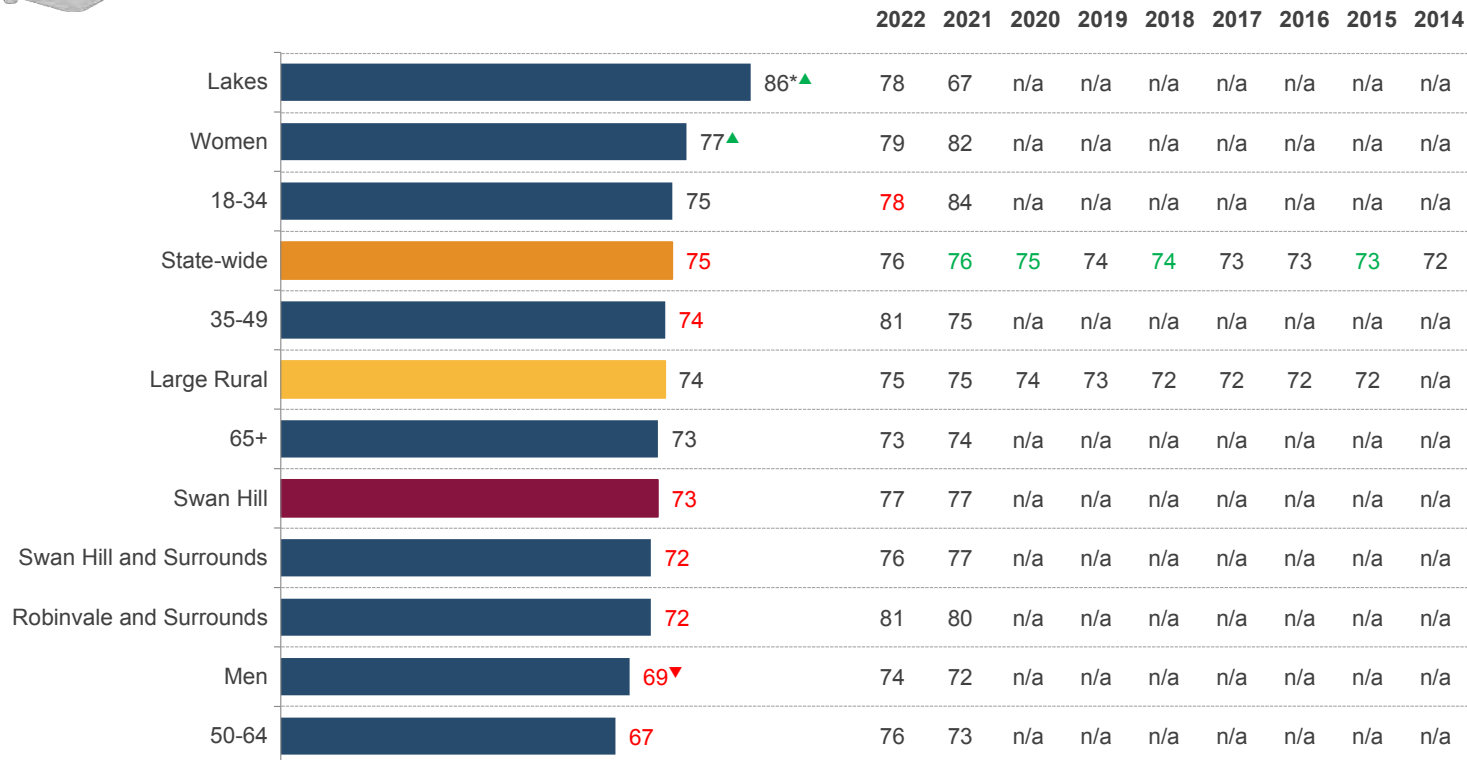
Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 33 Councils asked group: 8
 *Caution: small sample size < n=30



Family support services importance



2023 family support importance (index scores)



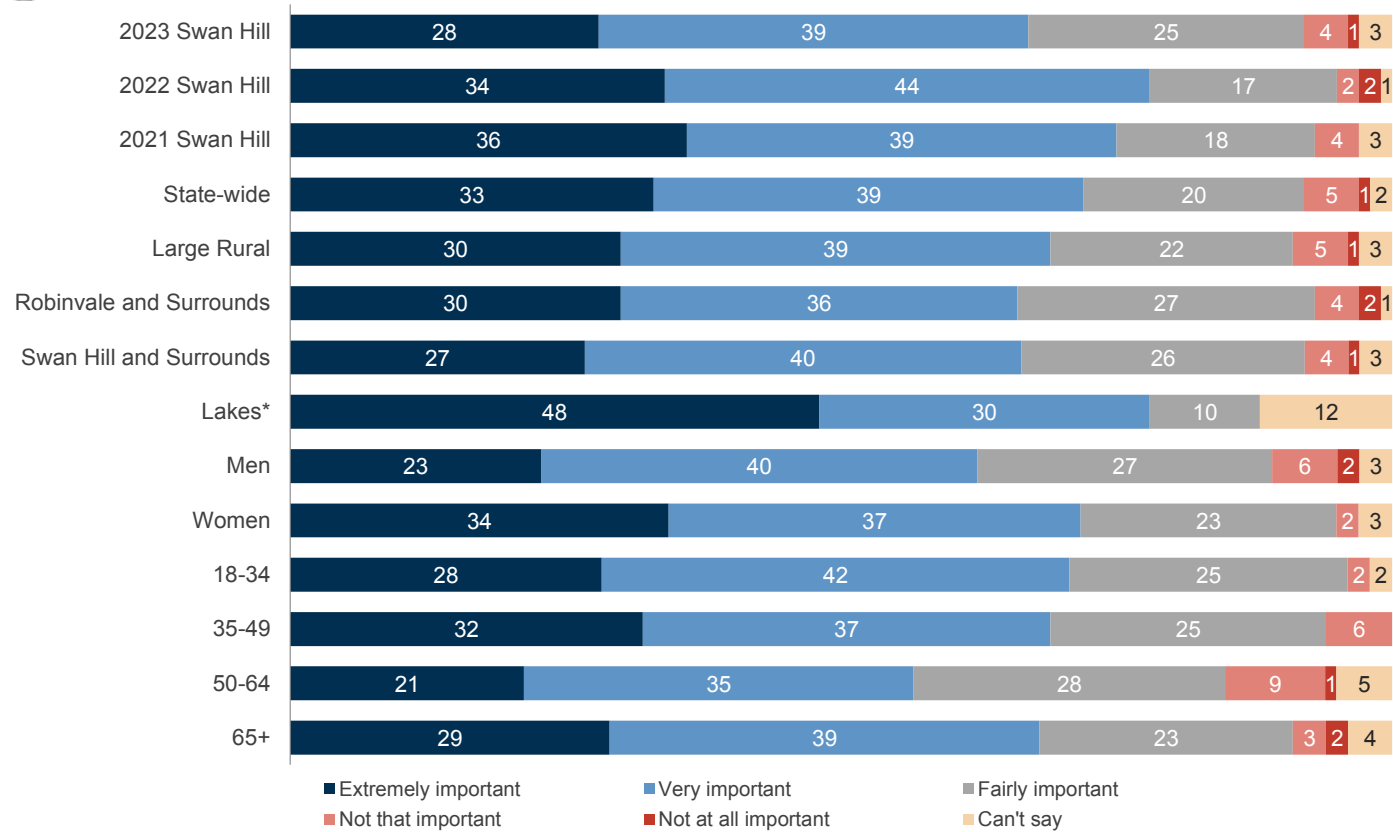
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Family support services importance



2023 family support importance (%)



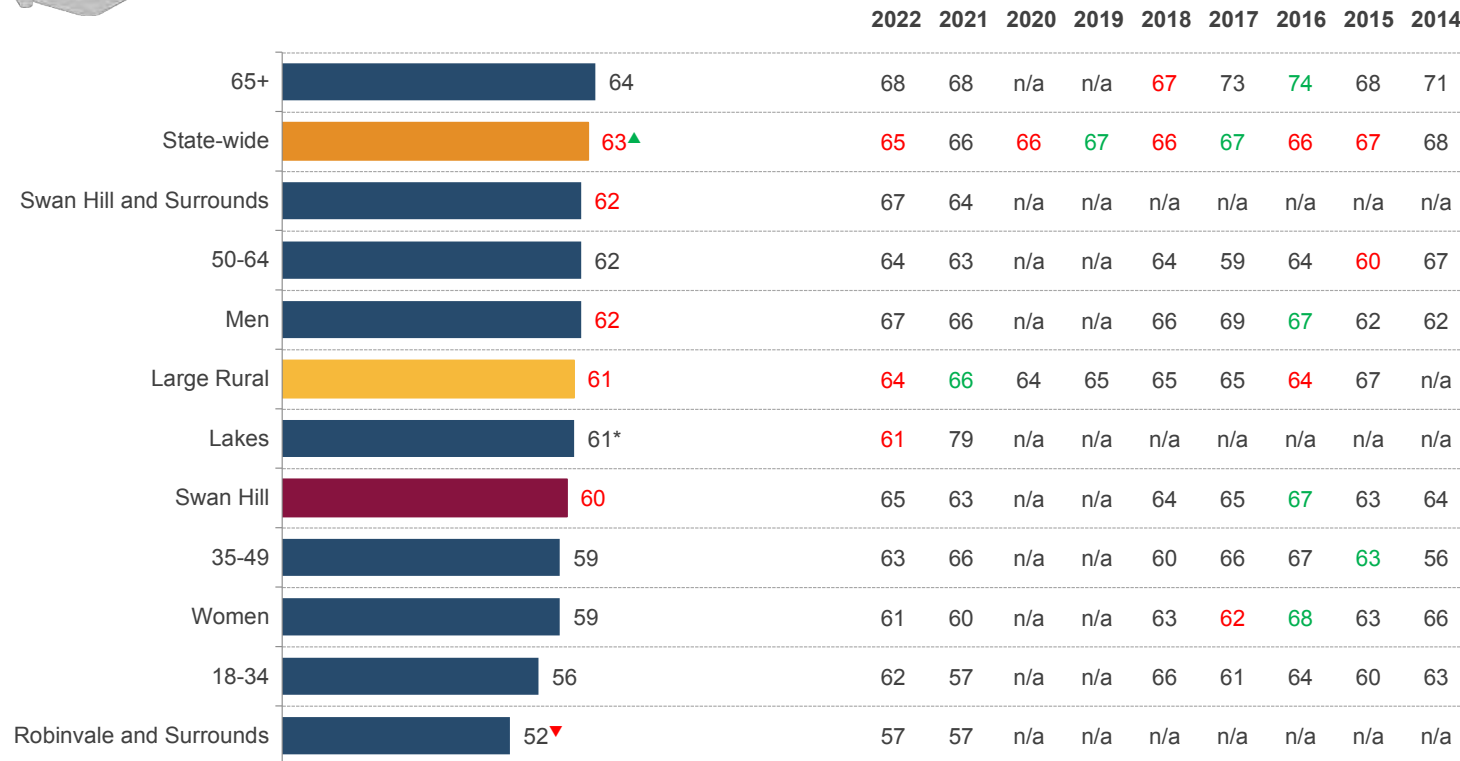
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 17 Councils asked group: 5
 *Caution: small sample size < n=30



Family support services performance



2023 family support performance (index scores)



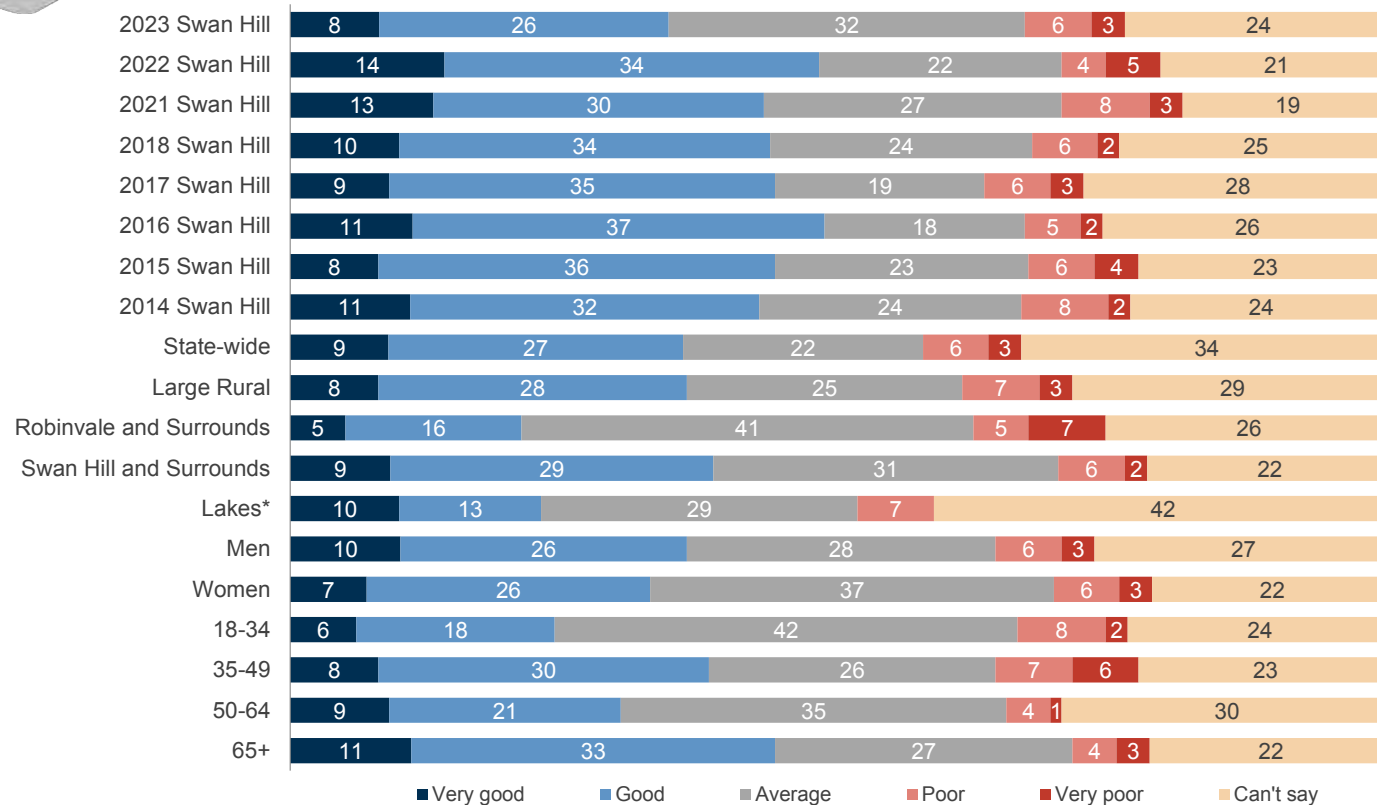
Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 30 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Family support services performance



2023 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: 7
 *Caution: small sample size < n=30



Elderly support services importance



2023 elderly support importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lakes	86*▲	83	68	n/a	n/a	n/a	n/a	n/a	n/a
65+	82	82	80	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	84	86	n/a	n/a	n/a	n/a	n/a	n/a
50-64	81	86	86	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	80	82	82	80	80	79	78	78	79
35-49	79	85	78	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	79	82	82	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	79	82	81	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	79	81	80	80	79	78	78	78	n/a
Robinvale and Surrounds	78	84	85	n/a	n/a	n/a	n/a	n/a	n/a
Men	77	80	77	n/a	n/a	n/a	n/a	n/a	n/a
18-34	74▼	77	83	n/a	n/a	n/a	n/a	n/a	n/a

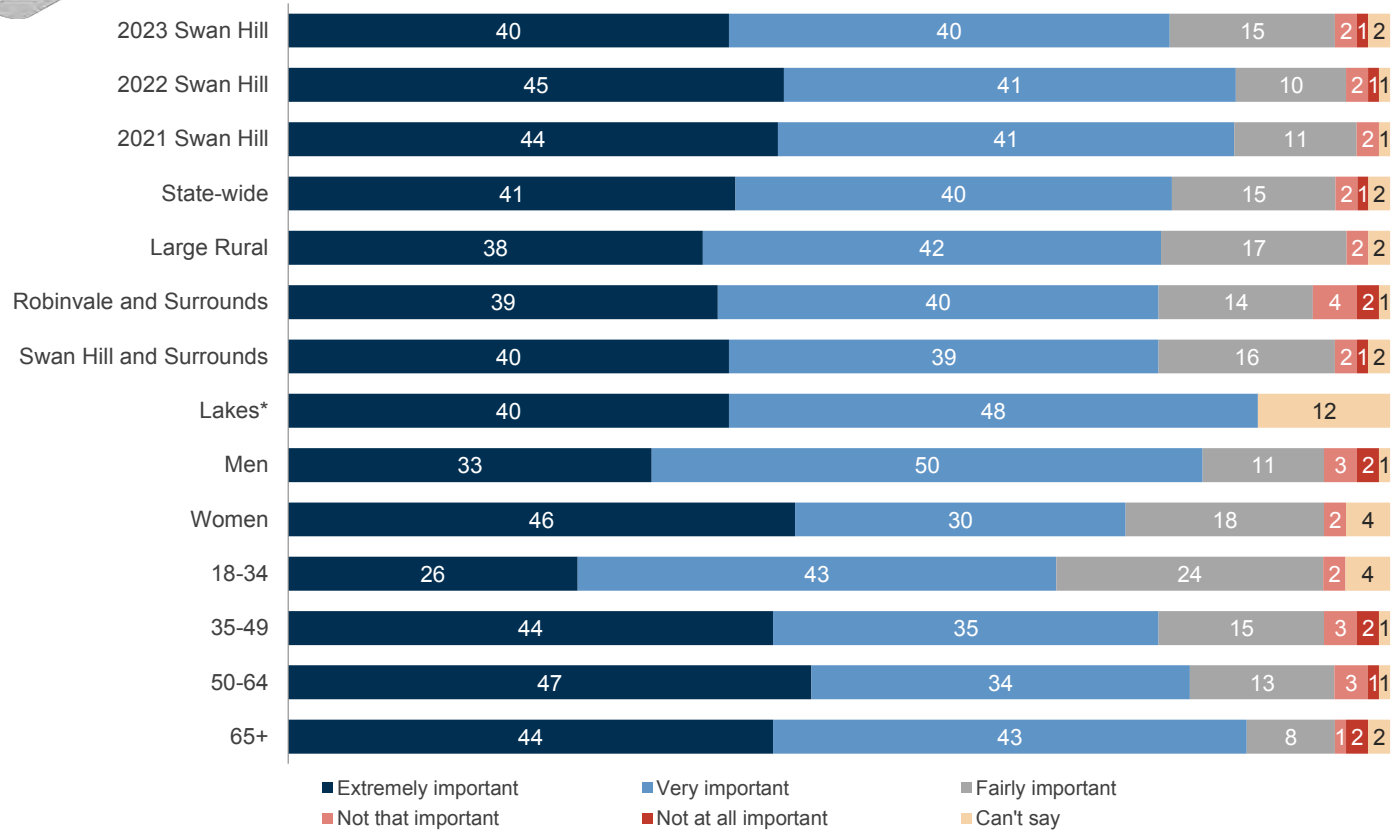
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Elderly support services importance



2023 elderly support importance (%)



Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3
 *Caution: small sample size < n=30



Elderly support services performance



2023 elderly support performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Swan Hill and Surrounds	64	66	67	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	63	67	69	68	68	68	68	68	70
35-49	63	62	67	n/a	n/a	60	65	66	65
Large Rural	63	65	68	67	67	67	67	66	69
65+	62	69	69	n/a	n/a	69	76	75	74
Men	62	66	68	n/a	n/a	67	70	66	69
Swan Hill	61	64	65	n/a	n/a	65	67	69	70
Women	60	61	63	n/a	n/a	63	65	71	70
18-34	59	59	60	n/a	n/a	66	64	67	70
50-64	57	60	65	n/a	n/a	61	59	65	68
Lakes	53*	50	63	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	51	56	59	n/a	n/a	n/a	n/a	n/a	n/a

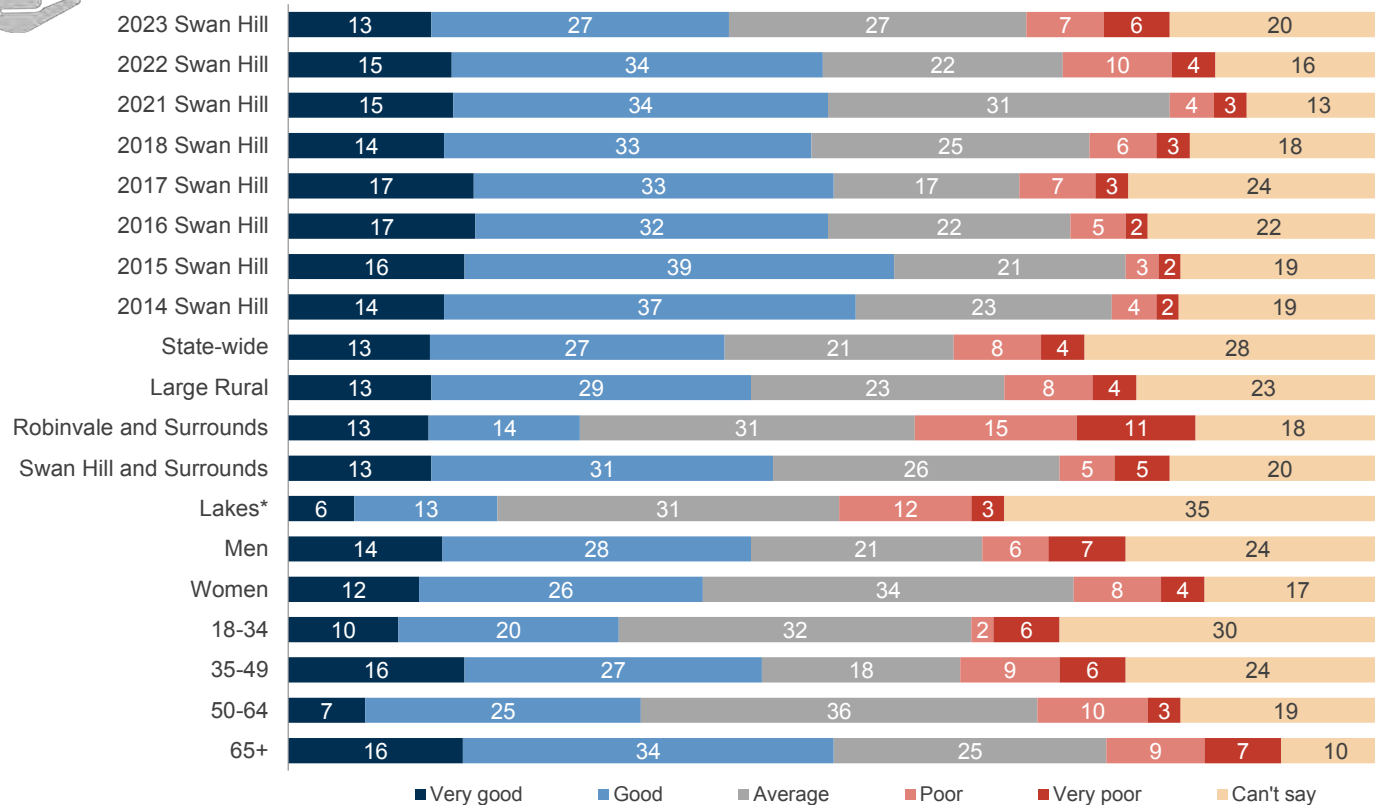
Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Elderly support services performance



2023 elderly support performance (%)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6
 *Caution: small sample size < n=30



Recreational facilities importance



2023 recreational facilities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Lakes	79*	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	74	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	74	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	74	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	73	74	72	72	73	72	73	72	72
Swan Hill	73	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	73	74	73	72	74	72	72	72	n/a
50-64	72	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	72	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	68	79	77	n/a	n/a	n/a	n/a	n/a	n/a

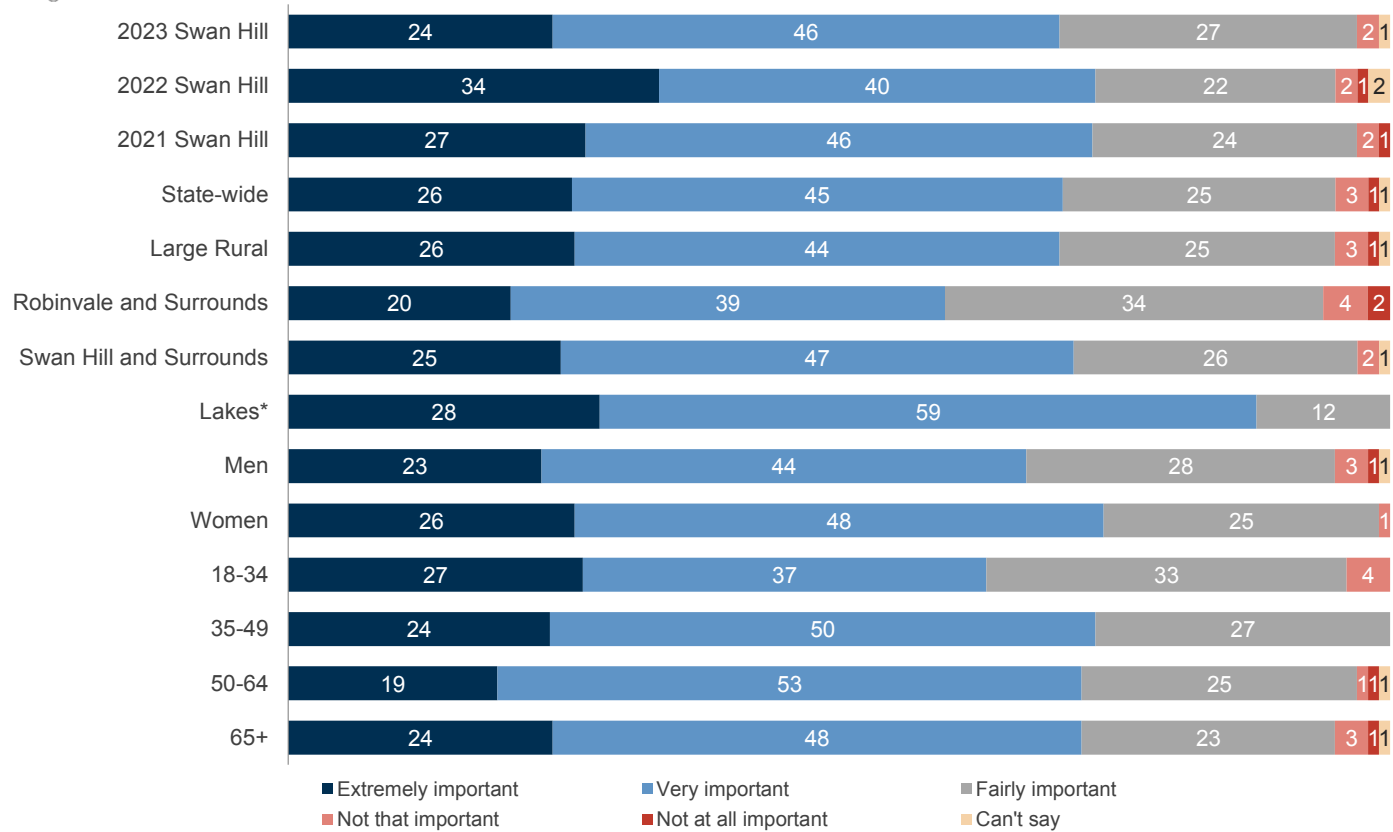
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Recreational facilities importance



2023 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 9
 *Caution: small sample size < n=30



The appearance of public areas importance



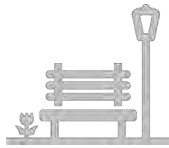
2023 public areas importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	76	81	79	n/a	n/a	n/a	n/a	n/a	n/a
50-64	75	77	75	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	75	76	77	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	81	77	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	75	75	74	73	74	74	74	73
Large Rural	73	75	75	73	73	73	73	74	73
Swan Hill	73	77	77	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	76	76	n/a	n/a	n/a	n/a	n/a	n/a
18-34	70	76	80	n/a	n/a	n/a	n/a	n/a	n/a
Men	69▼	73	75	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	68*	80	69	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	66▼	80	80	n/a	n/a	n/a	n/a	n/a	n/a

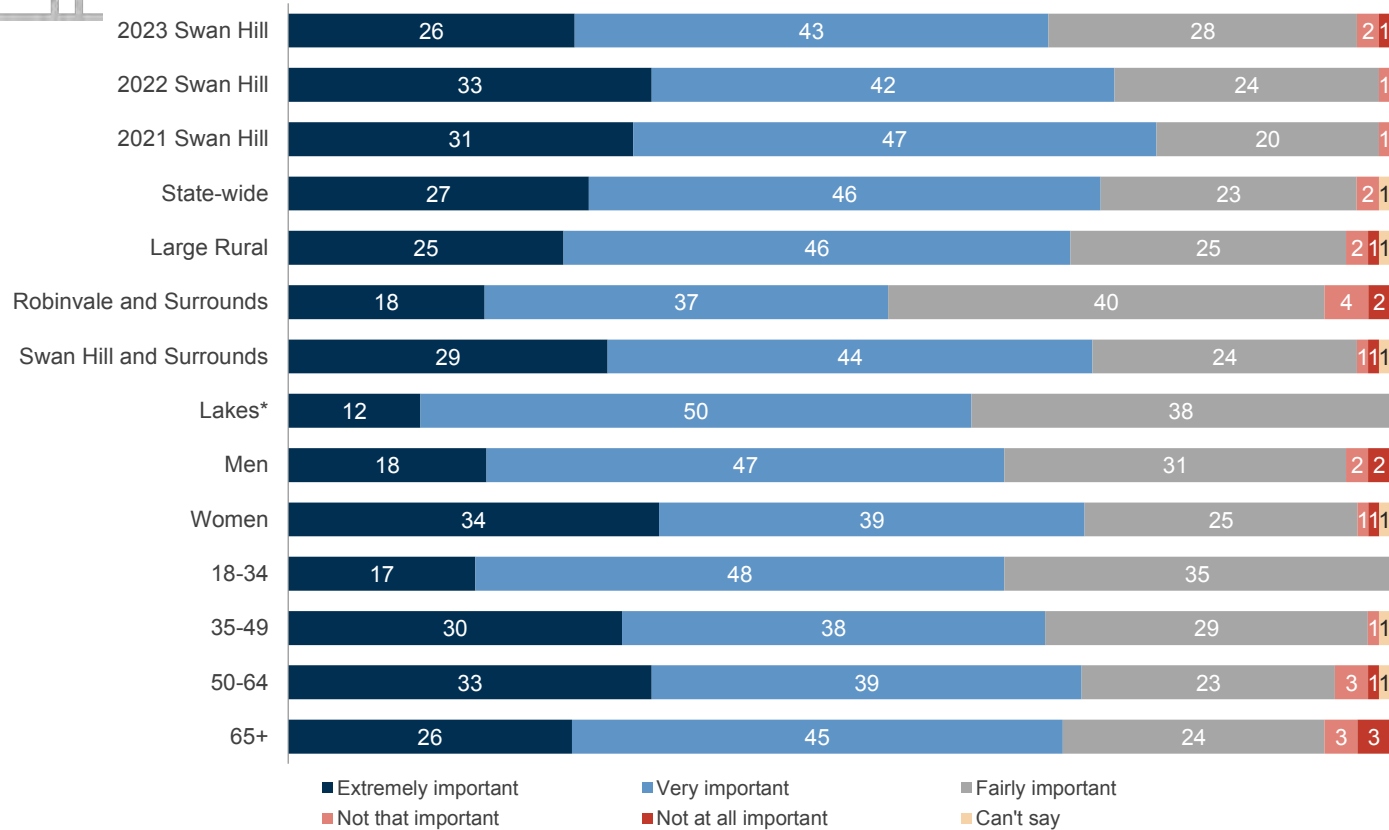
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



The appearance of public areas importance



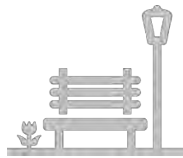
2023 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
 *Caution: small sample size < n=30



The appearance of public areas performance



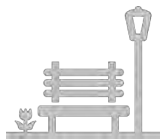
2023 public areas performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	69	76	73	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	71	73	72	72	71	71	71	72
Lakes	67*	59	71	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	66	75	72	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	67	74	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	72	70	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	65	73	71	n/a	n/a	n/a	n/a	n/a	n/a
Men	65	73	71	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65	67	70	71	70	69	69	69	n/a
18-34	63	71	68	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	62	65	68	n/a	n/a	n/a	n/a	n/a	n/a
35-49	62	74	70	n/a	n/a	n/a	n/a	n/a	n/a

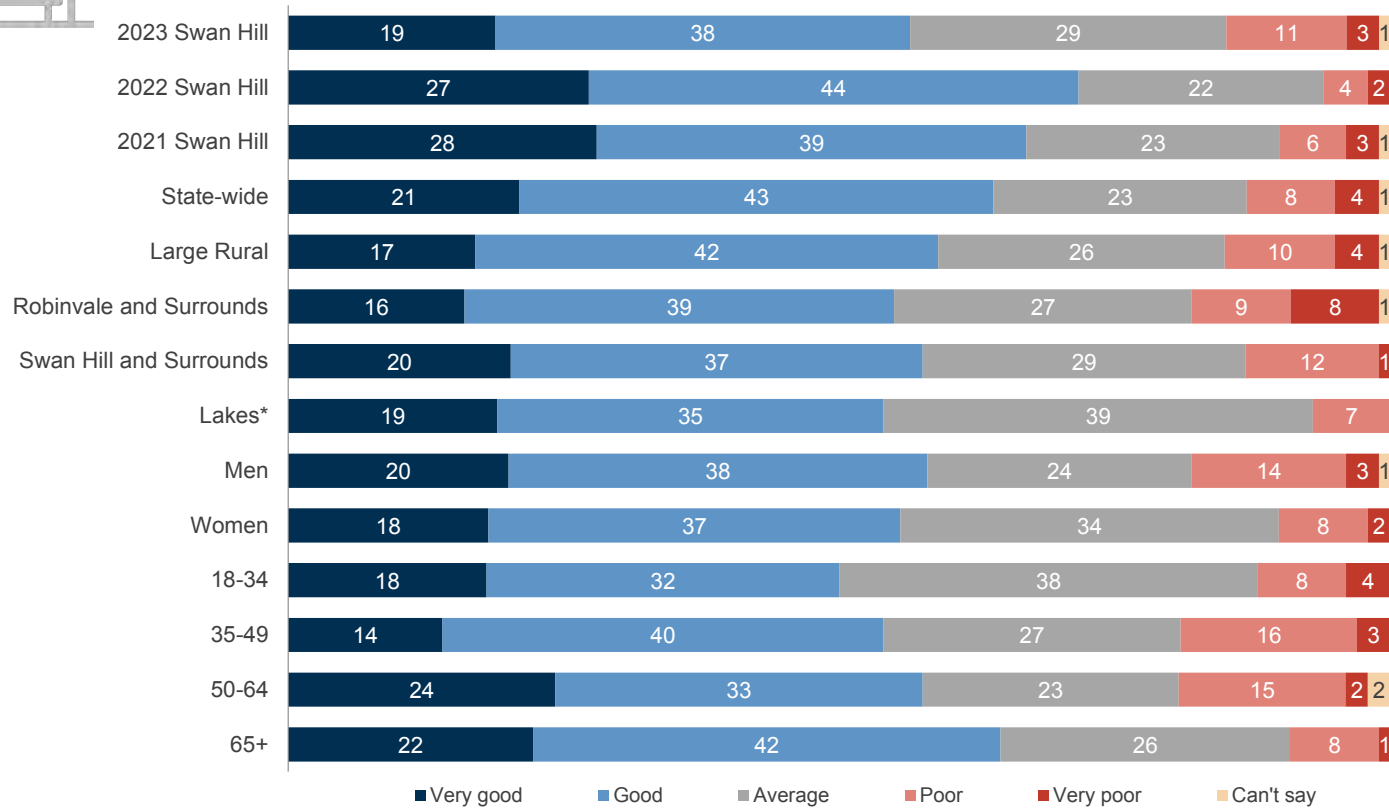
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



The appearance of public areas performance



2023 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 45 Councils asked group: 12
 *Caution: small sample size < n=30



Community and cultural activities importance



2023 community and cultural activities importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	66▲	72	71	n/a	n/a	n/a	n/a	n/a	n/a
35-49	63	67	68	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	62	65	70	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	62	64	62	61	61	61	62	62	62
18-34	61	72	66	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	61	66	63	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	61	66	64	n/a	n/a	n/a	n/a	n/a	n/a
65+	60	63	60	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	60	64	63	61	61	60	61	61	n/a
50-64	58	63	62	n/a	n/a	n/a	n/a	n/a	n/a
Men	55▼	61	57	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	54*	70	51	n/a	n/a	n/a	n/a	n/a	n/a

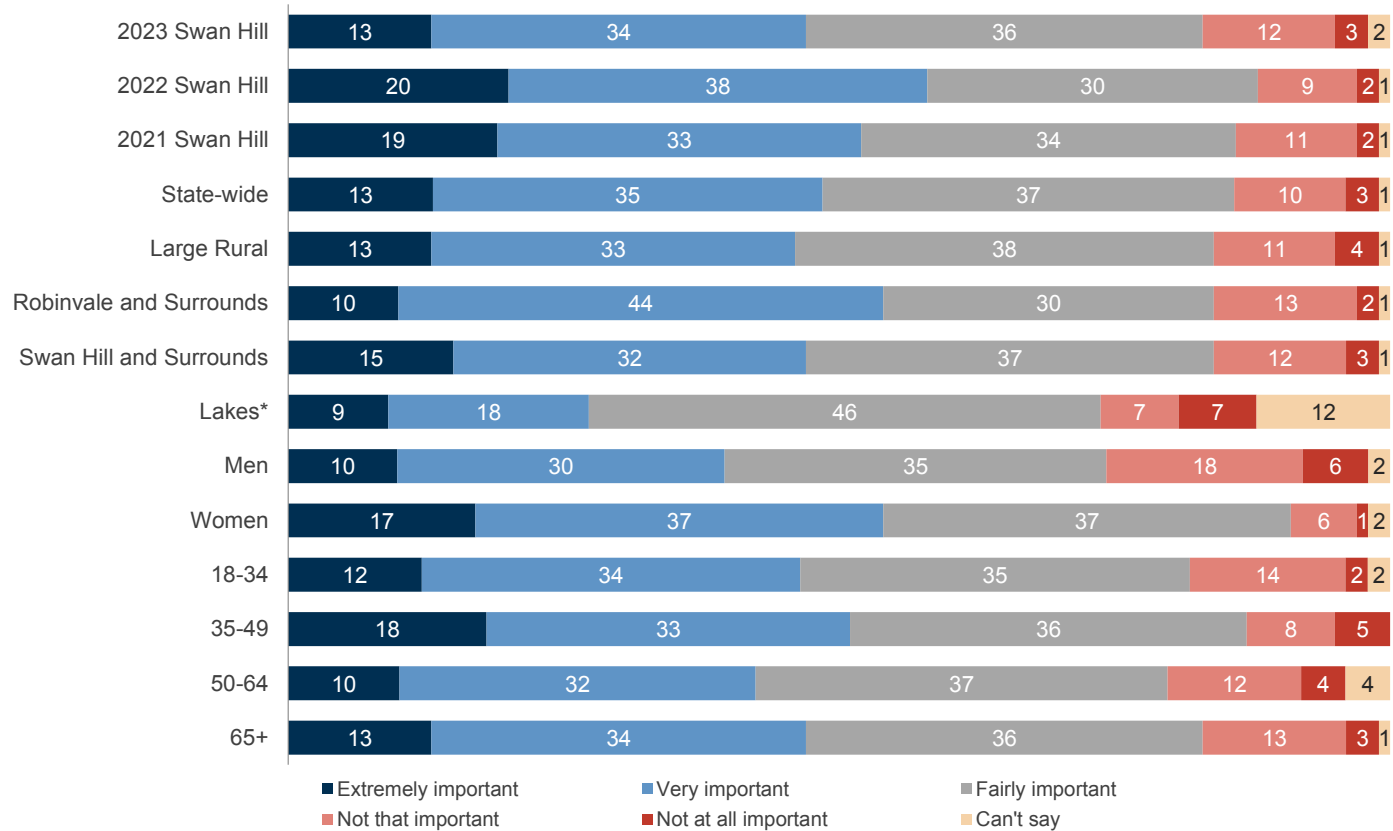
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Community and cultural activities importance



2023 community and cultural activities importance (%)



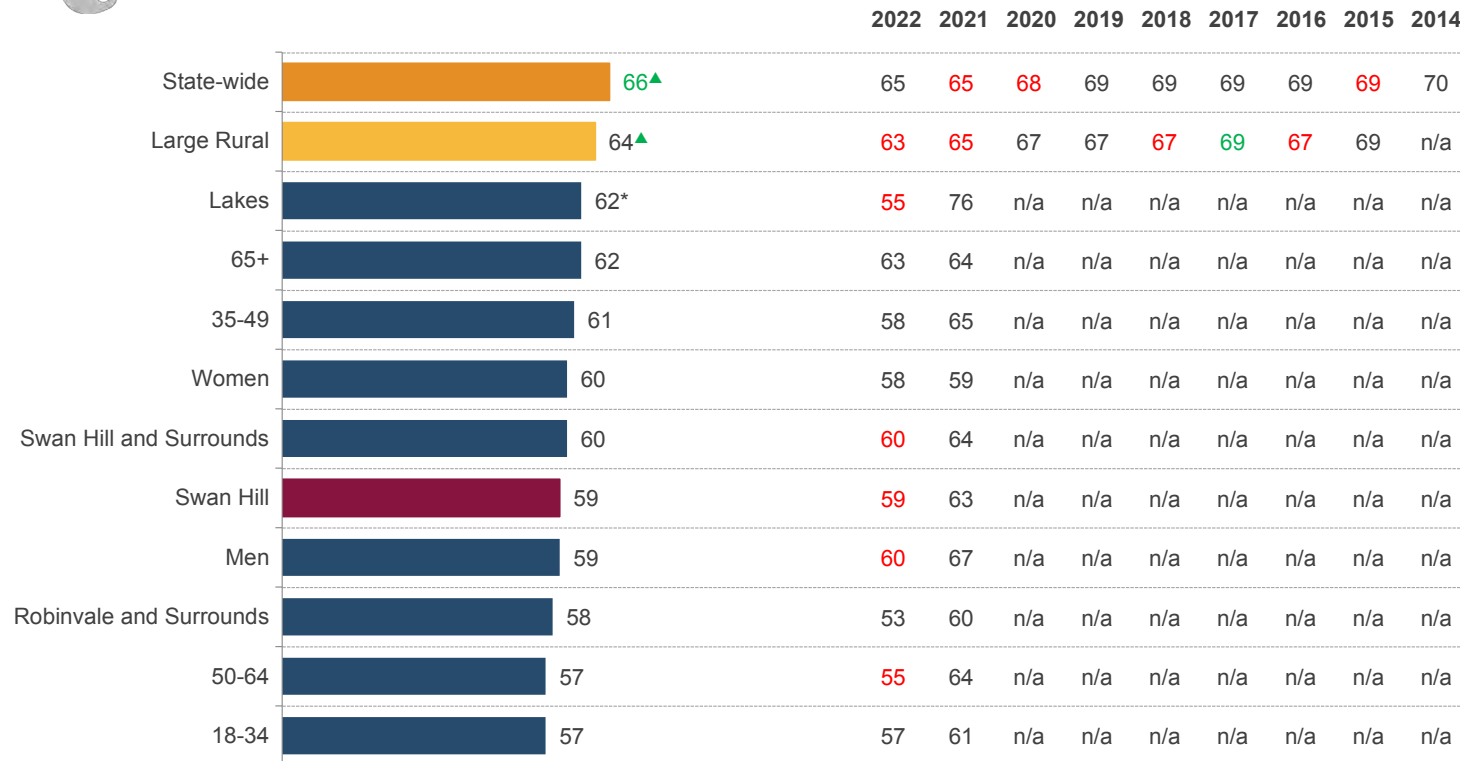
Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5
 *Caution: small sample size < n=30



Community and cultural activities performance



2023 community and cultural activities performance (index scores)



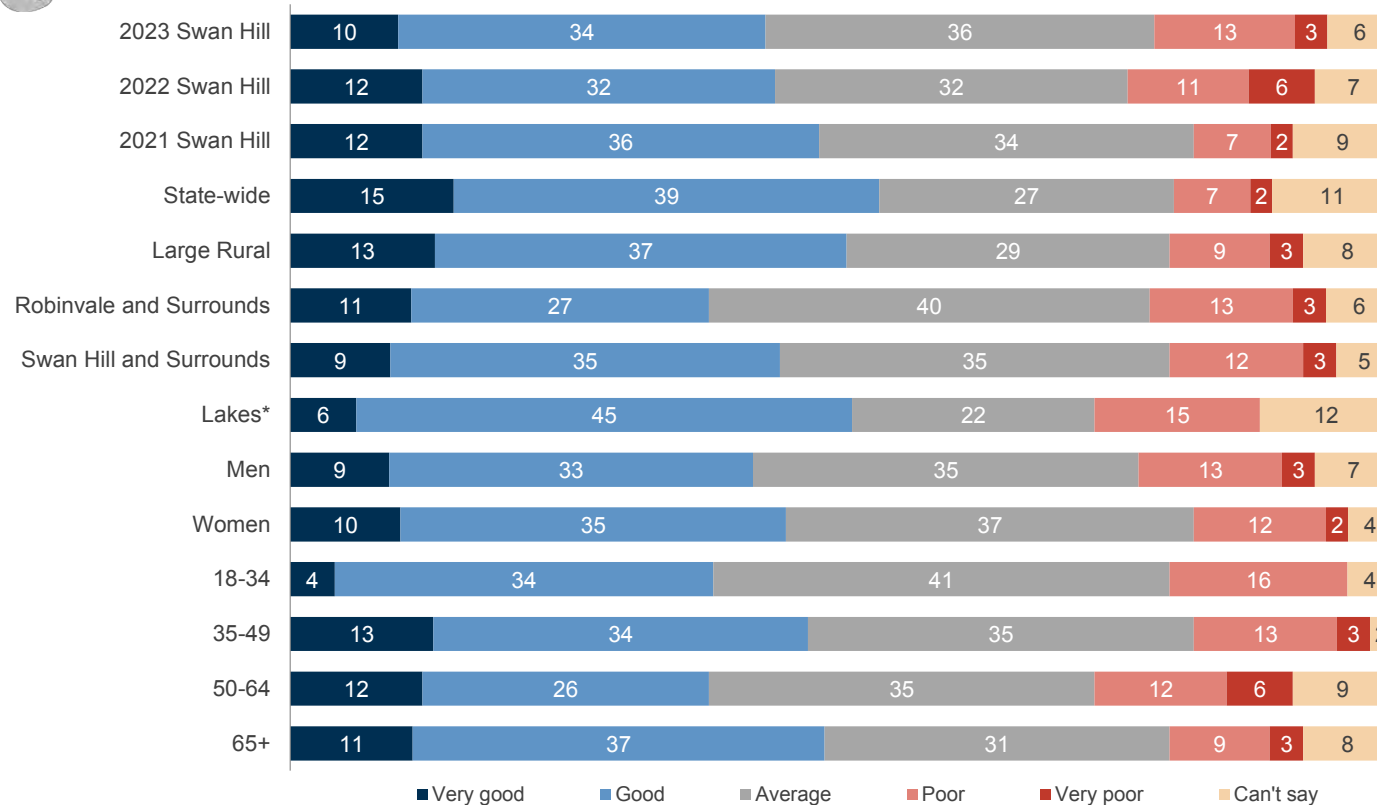
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Community and cultural activities performance



2023 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 7
 *Caution: small sample size < n=30



Waste management importance



2023 waste management importance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	81▲	82	82	82	81	81	79	80	79
Large Rural	80▲	81	81	81	80	81	78	79	n/a
65+	79	80	80	n/a	n/a	n/a	n/a	n/a	n/a
Women	79	83	82	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	79*	78	68	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	78	79	78	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	76	79	78	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	78	76	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	80	79	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	75	75	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	81	78	n/a	n/a	n/a	n/a	n/a	n/a
Robinvale and Surrounds	69▼	82	81	n/a	n/a	n/a	n/a	n/a	n/a

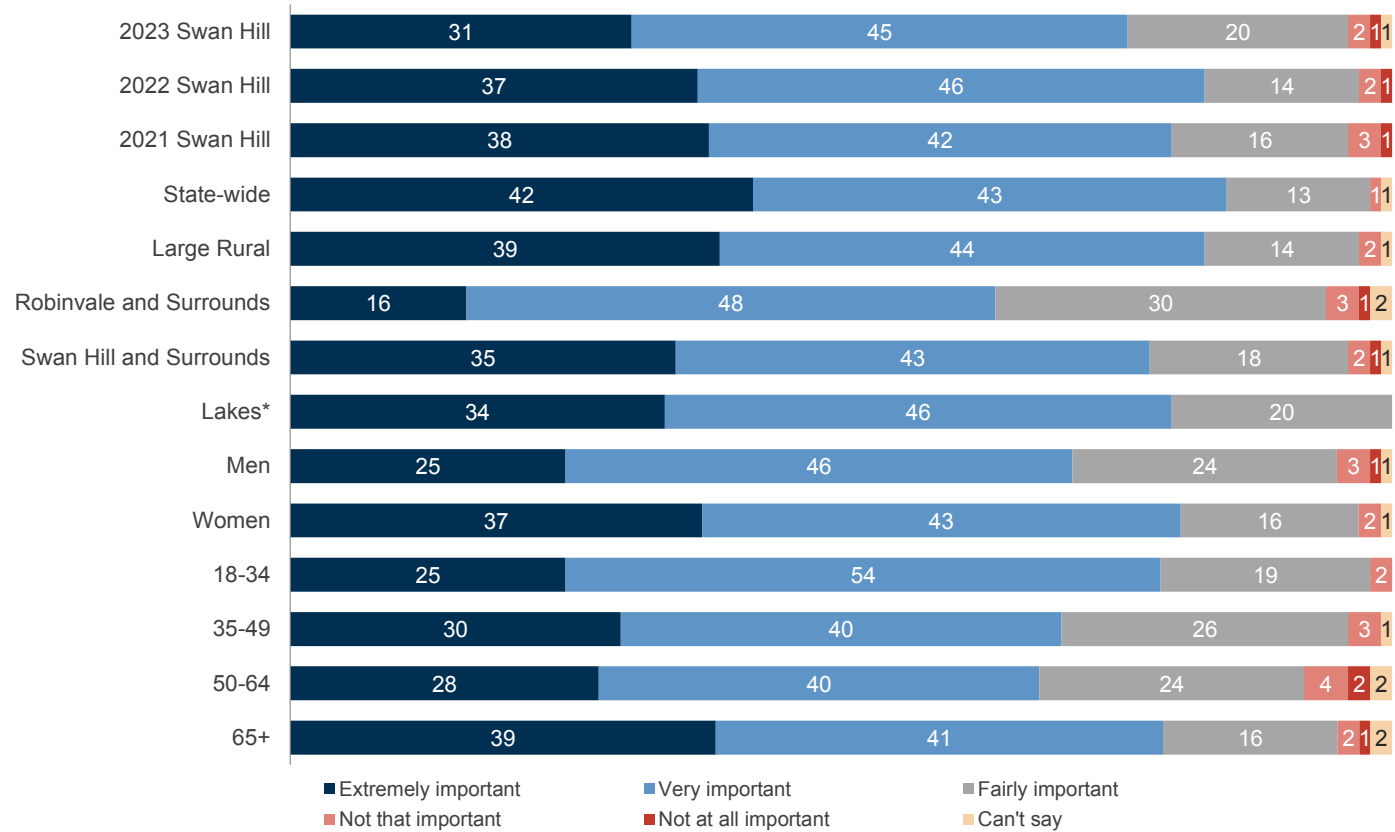
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Waste management importance



2023 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9
 *Caution: small sample size < n=30



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
65+	73	76	74	n/a	n/a	73	76	76	77	73
35-49	72	65	72	n/a	n/a	67	69	72	72	67
Men	72	71	74	n/a	n/a	69	72	73	74	68
Swan Hill and Surrounds	71	70	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	70	69	71	n/a	n/a	68	72	72	75	70
Lakes	70*	75	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	68	67	68	n/a	n/a	67	72	71	76	72
18-34	68	70	69	n/a	n/a	69	71	68	77	70
50-64	67	62	71	n/a	n/a	63	67	71	73	69
State-wide	66▼	68	69	65	68	70	71	70	72	73
Robinvale and Surrounds	66	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	65▼	65	66	62	64	67	68	66	68	n/a

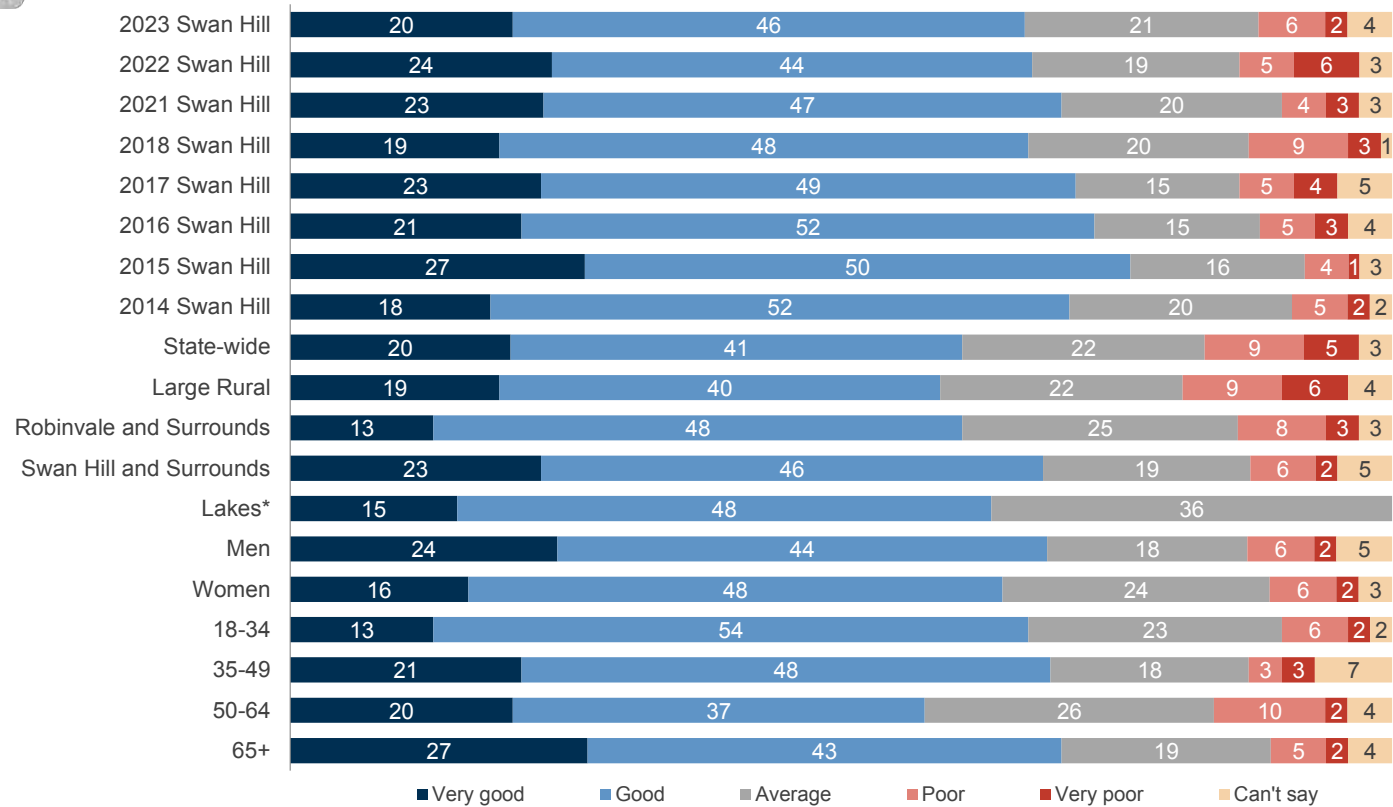
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Waste management performance



2023 waste management performance (%)

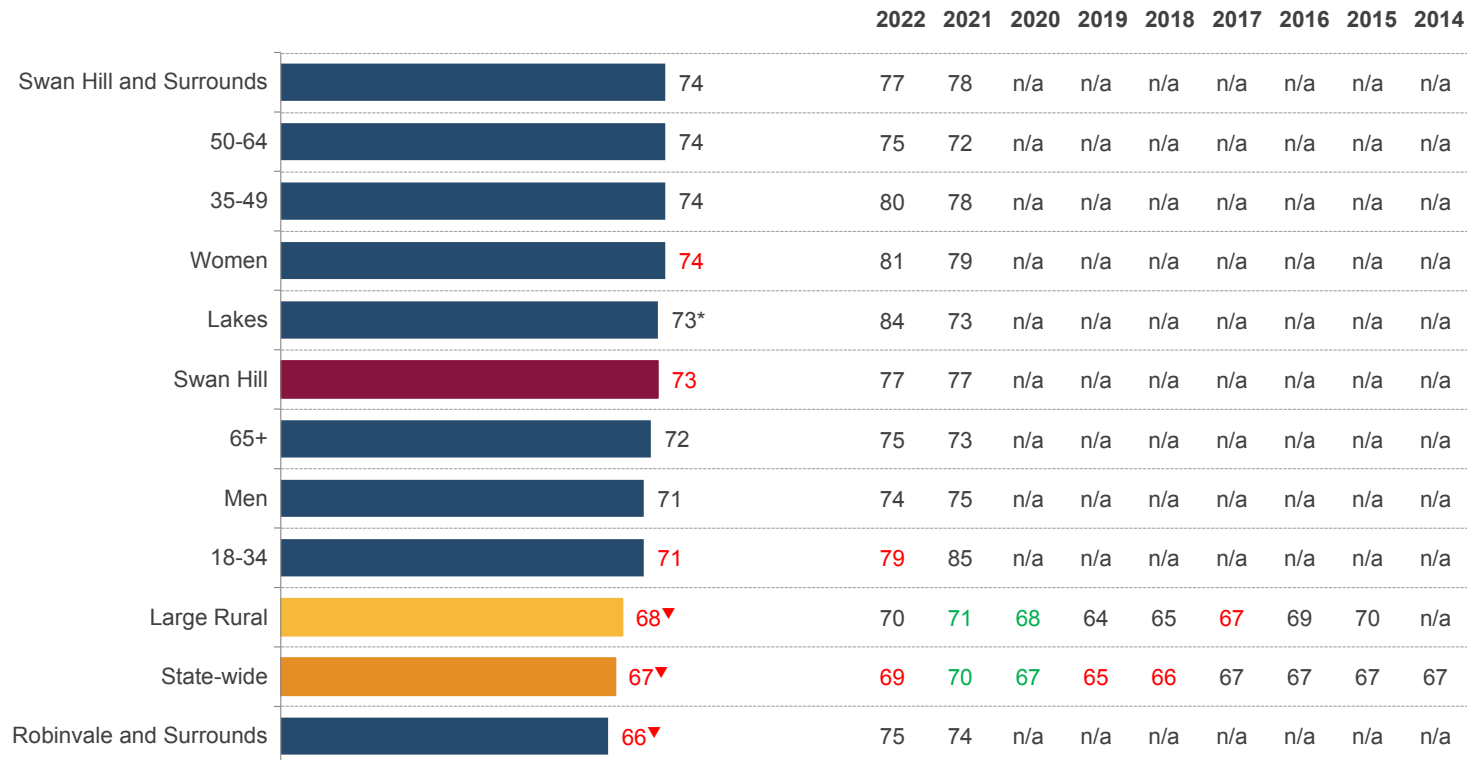


Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 *Caution: small sample size < n=30

Business and community development and tourism importance



2023 business/development/tourism importance (index scores)



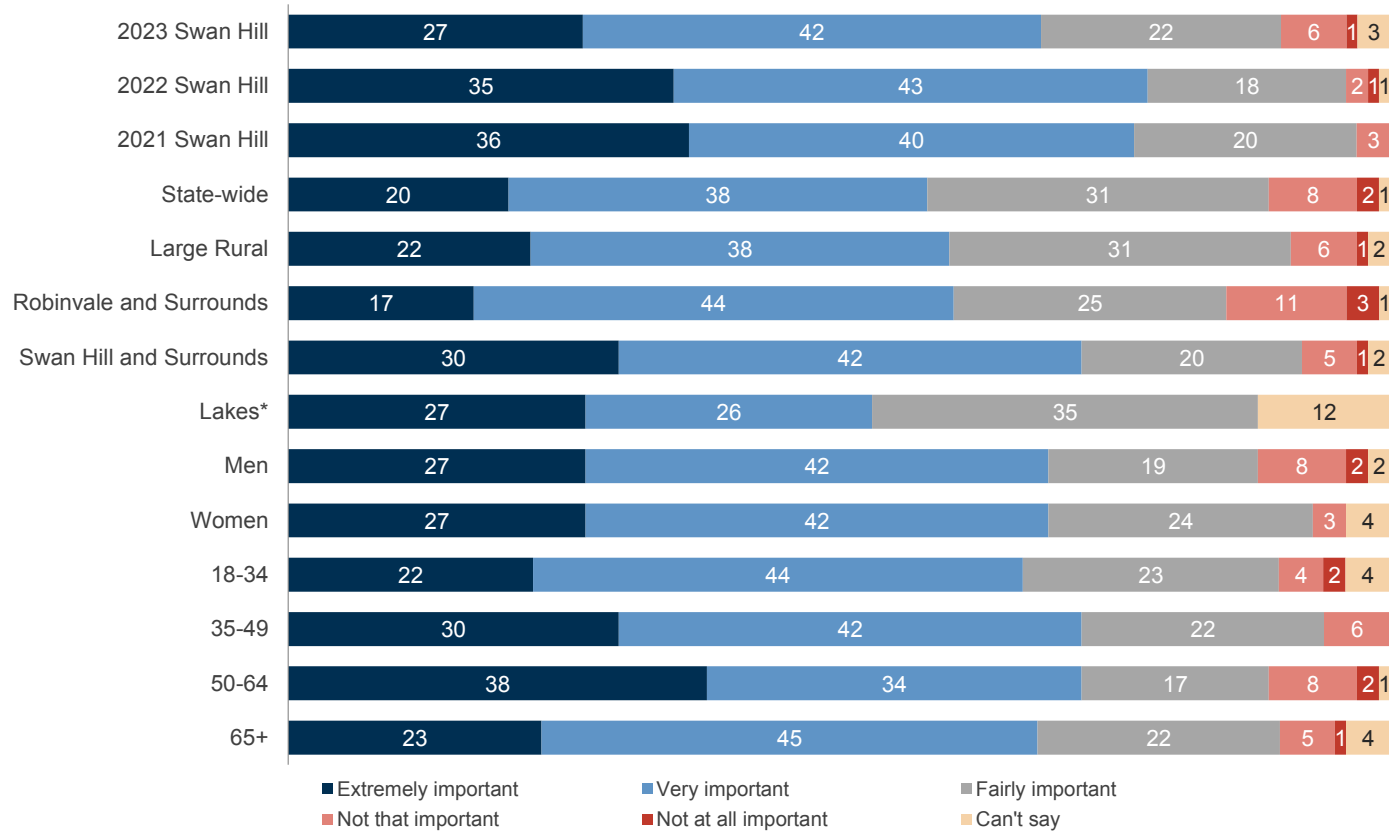
Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30

J01207 Community Satisfaction Survey 2023 – Swan Hill Rural City Council

Business and community development and tourism importance



2023 business/development/tourism importance (%)

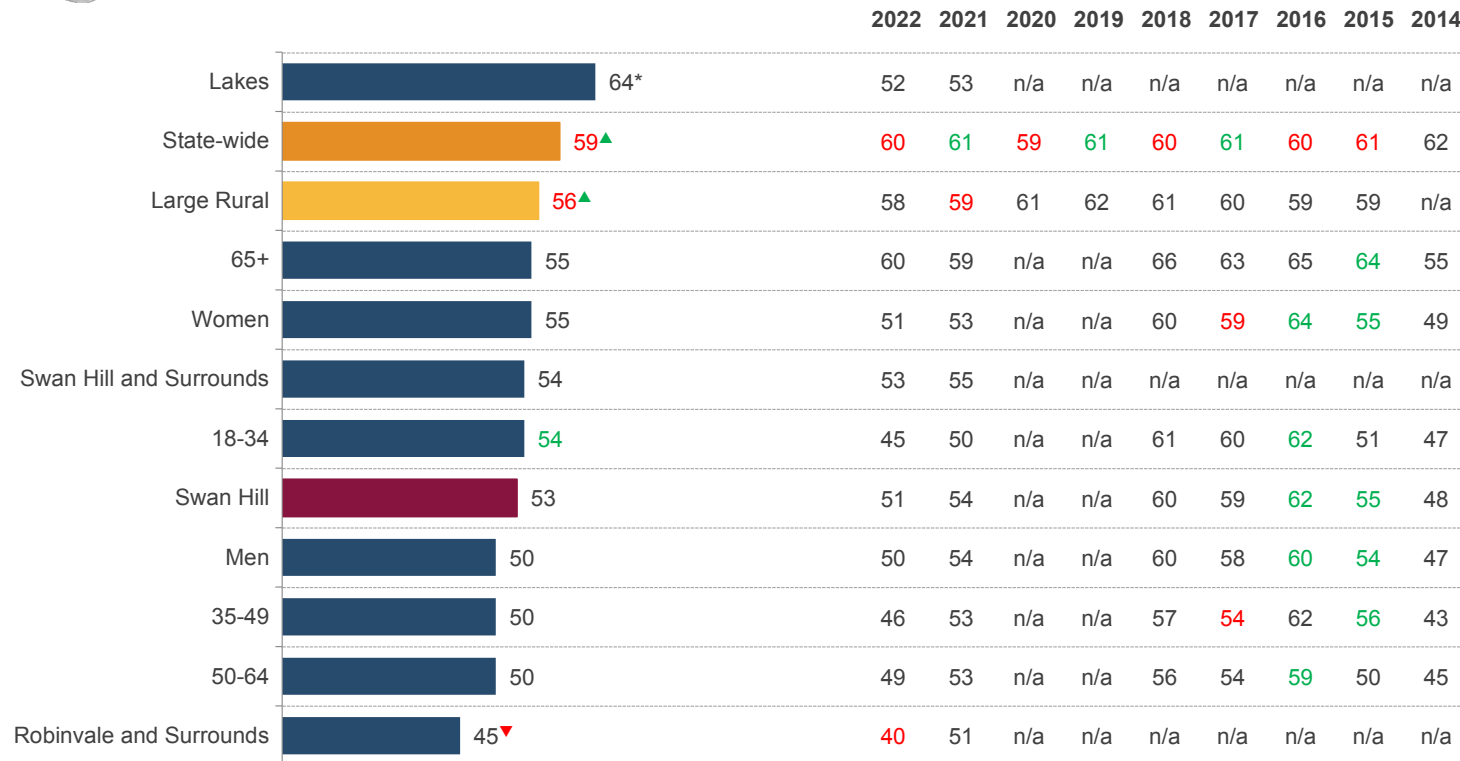


Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 23 Councils asked group: 7
 *Caution: small sample size < n=30

Business and community development and tourism performance



2023 business/development/tourism performance (index scores)

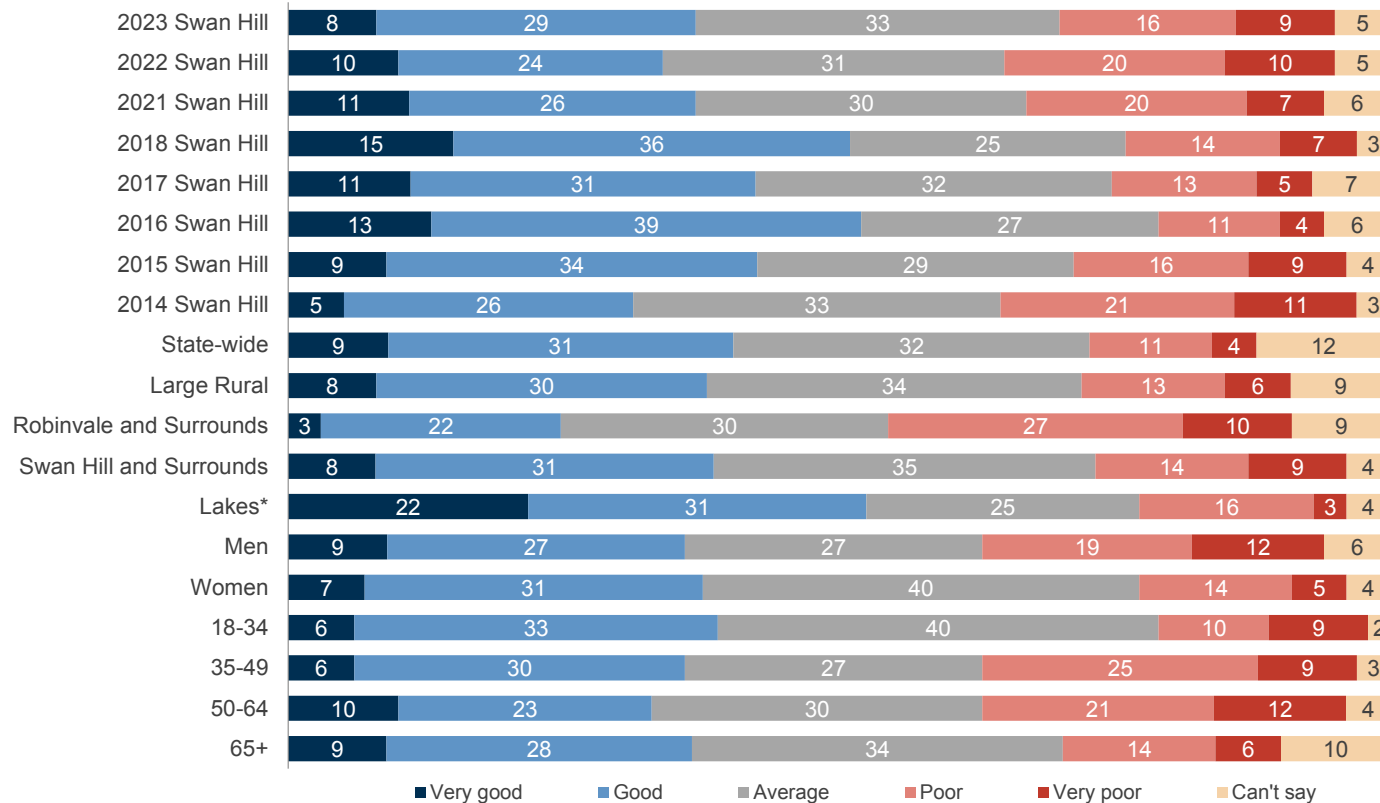


Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30

Business and community development and tourism performance



2023 business/development/tourism performance (%)



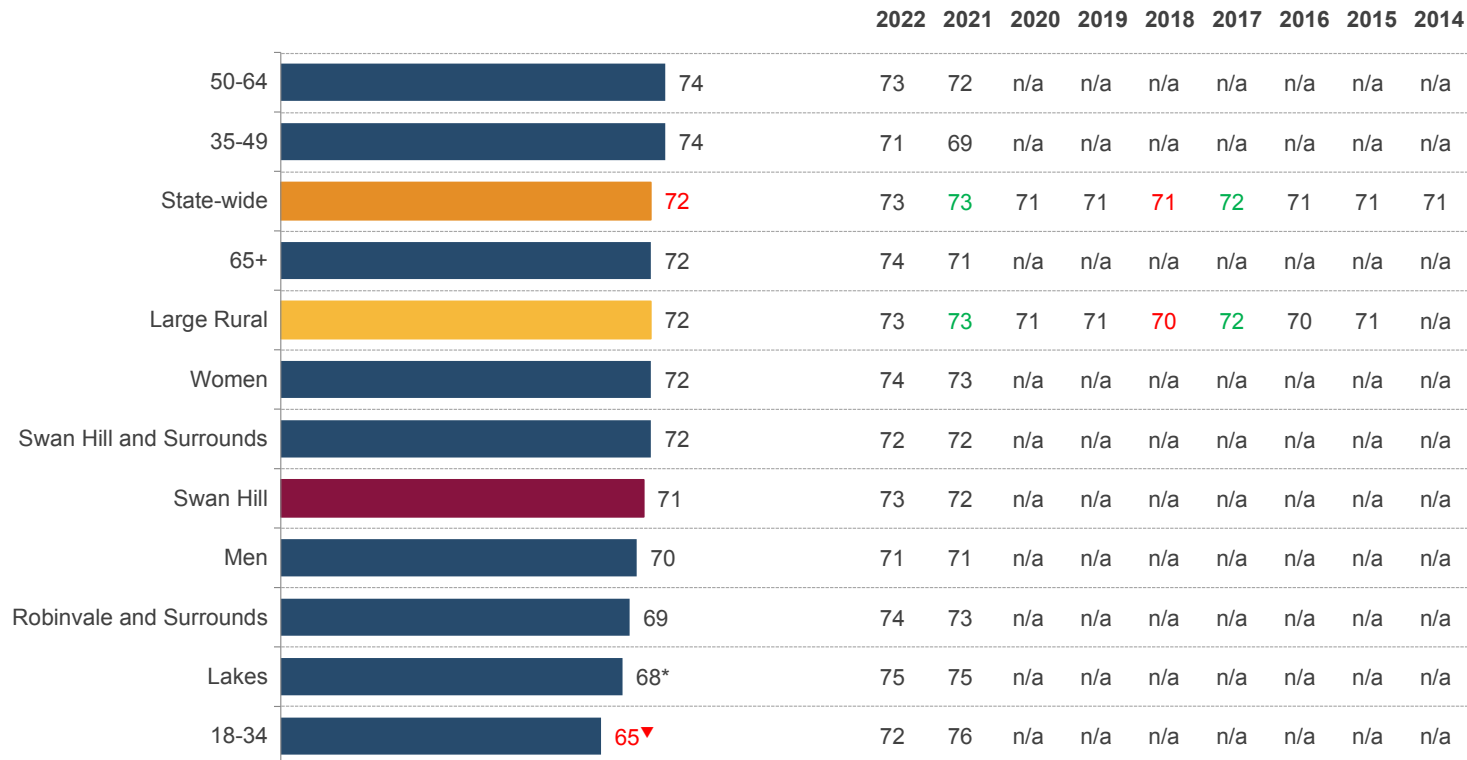
Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 31 Councils asked group: 10
 *Caution: small sample size < n=30



Planning and building permits importance



2023 planning and building permits importance (index scores)



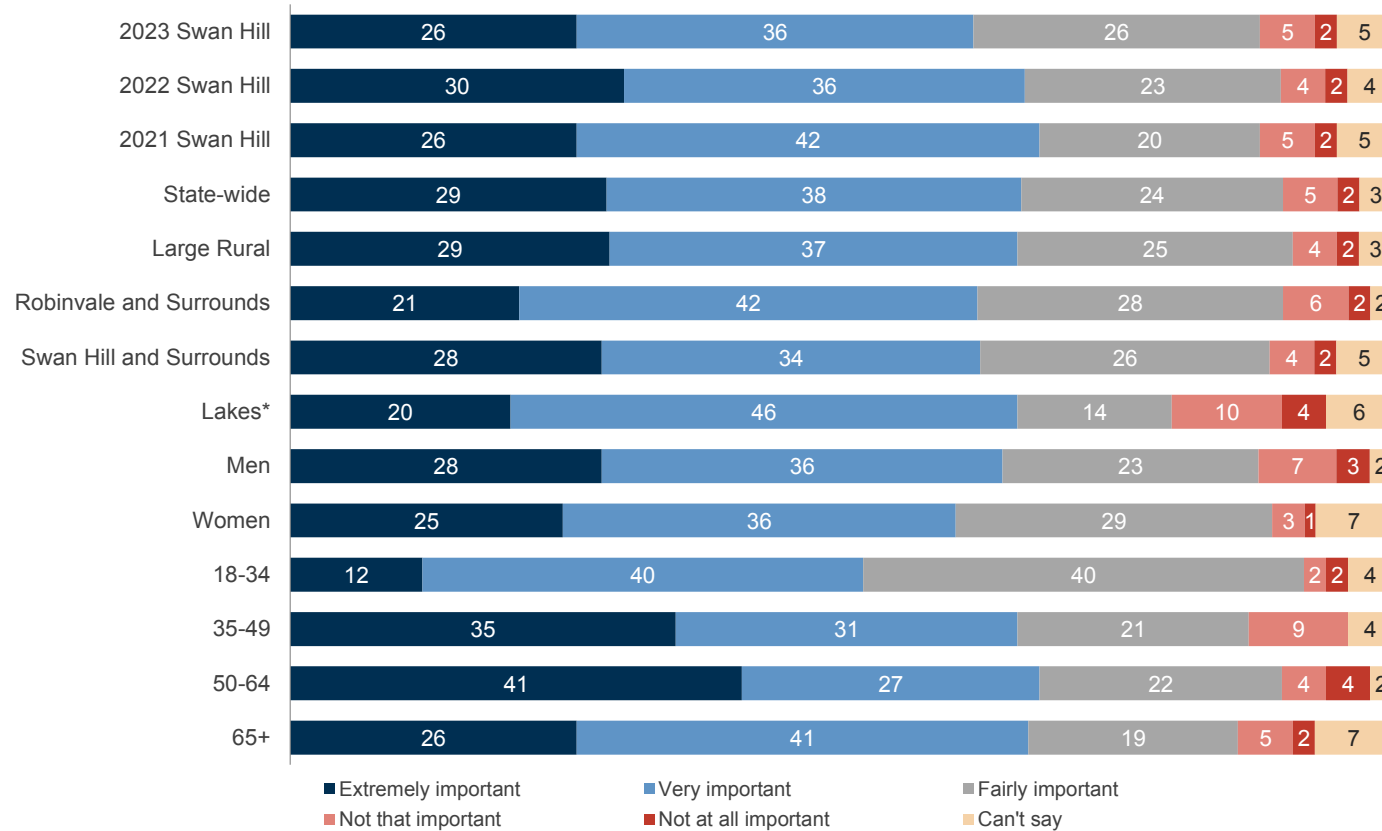
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Planning and building permits importance



2023 planning and building permits importance (%)



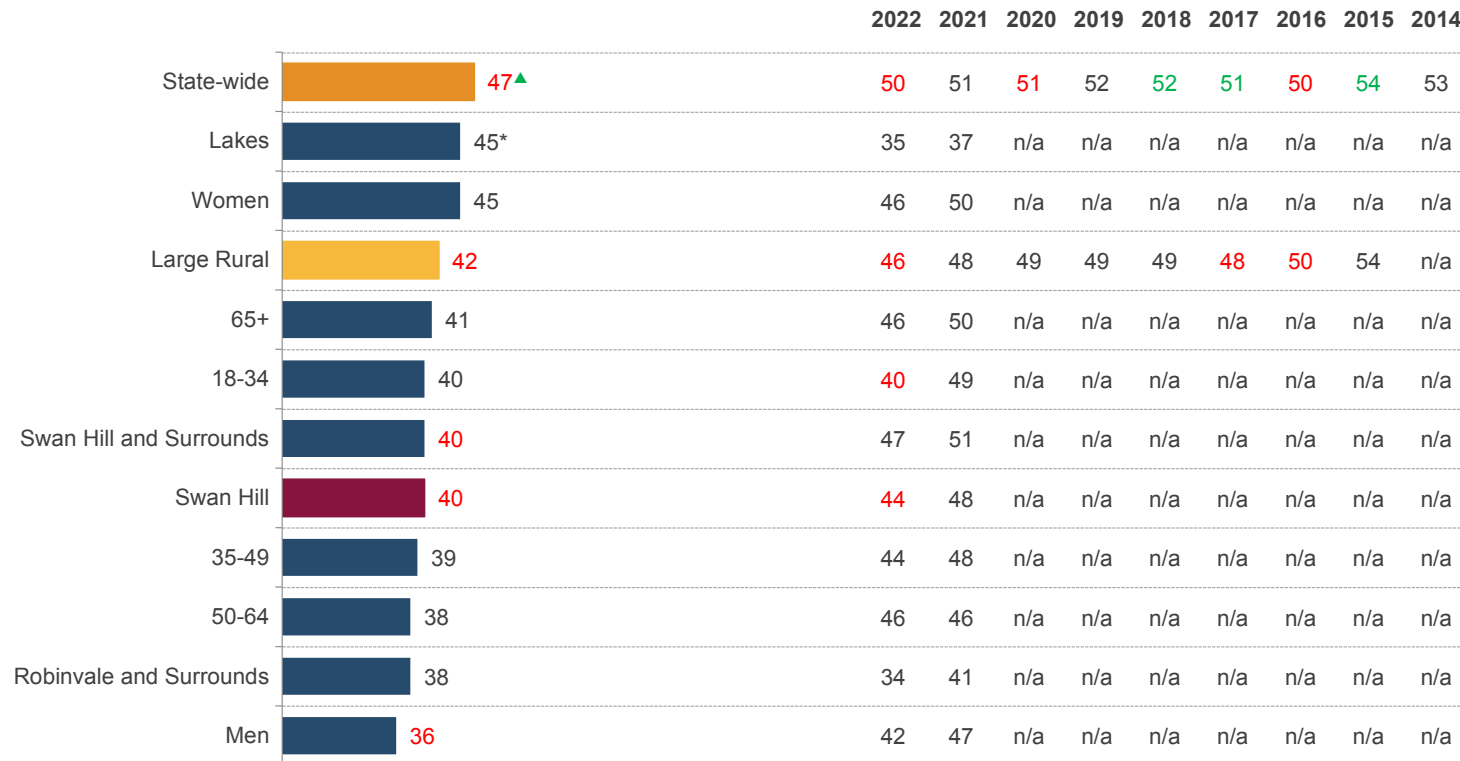
Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 24 Councils asked group: 6
 *Caution: small sample size < n=30



Planning and building permits performance



2023 planning and building permits performance (index scores)



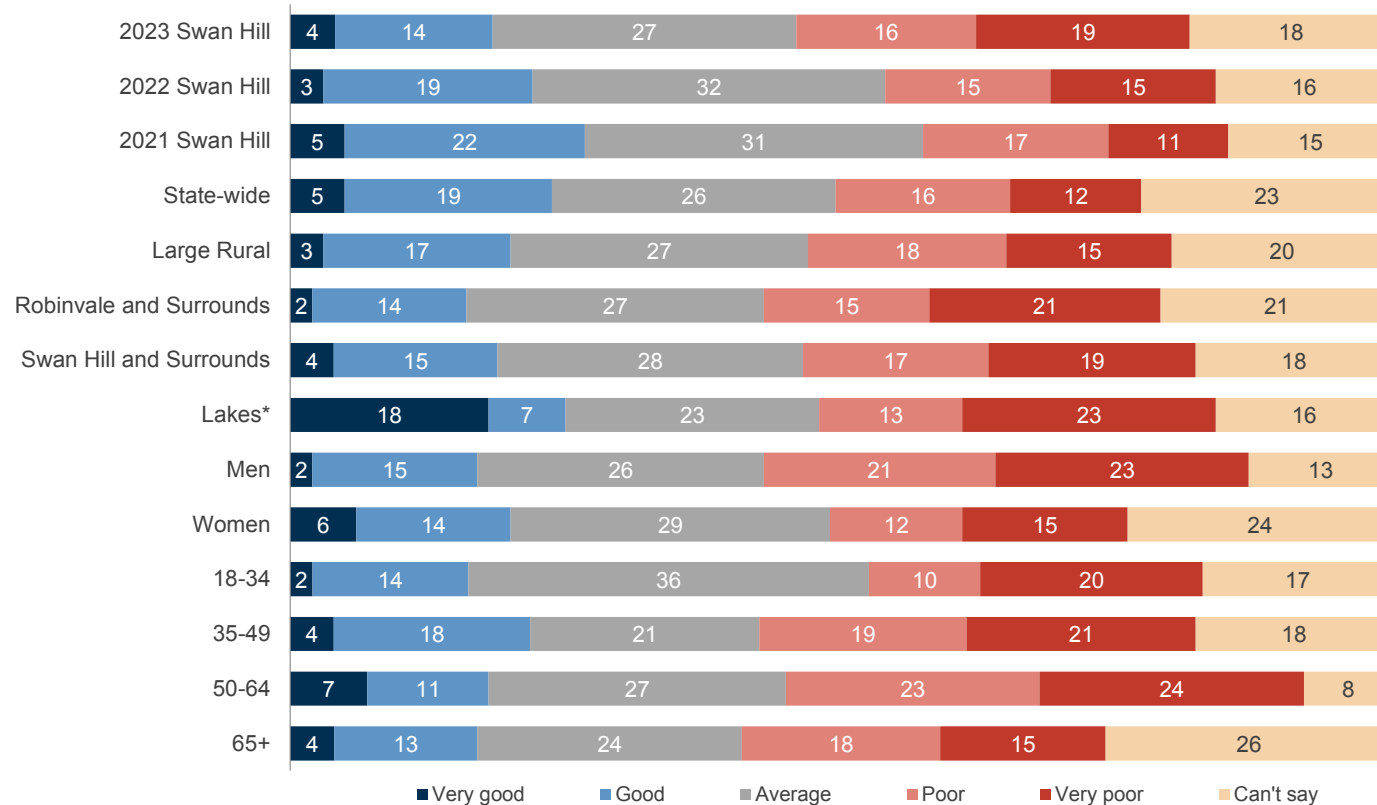
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Planning and building permits performance



2023 planning and building permits performance (%)



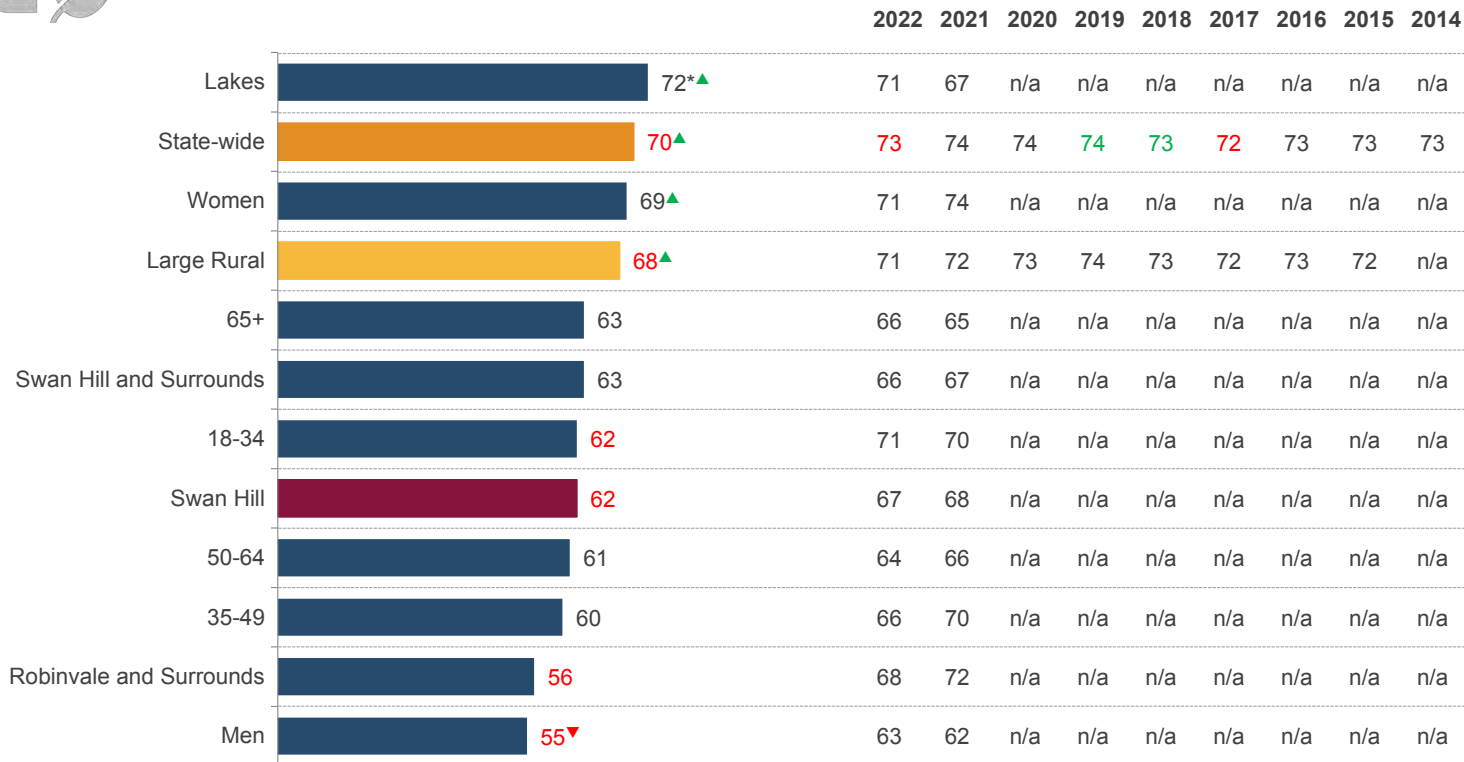
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 32 Councils asked group: 8
 *Caution: small sample size < n=30



Environmental sustainability importance



2023 environmental sustainability importance (index scores)



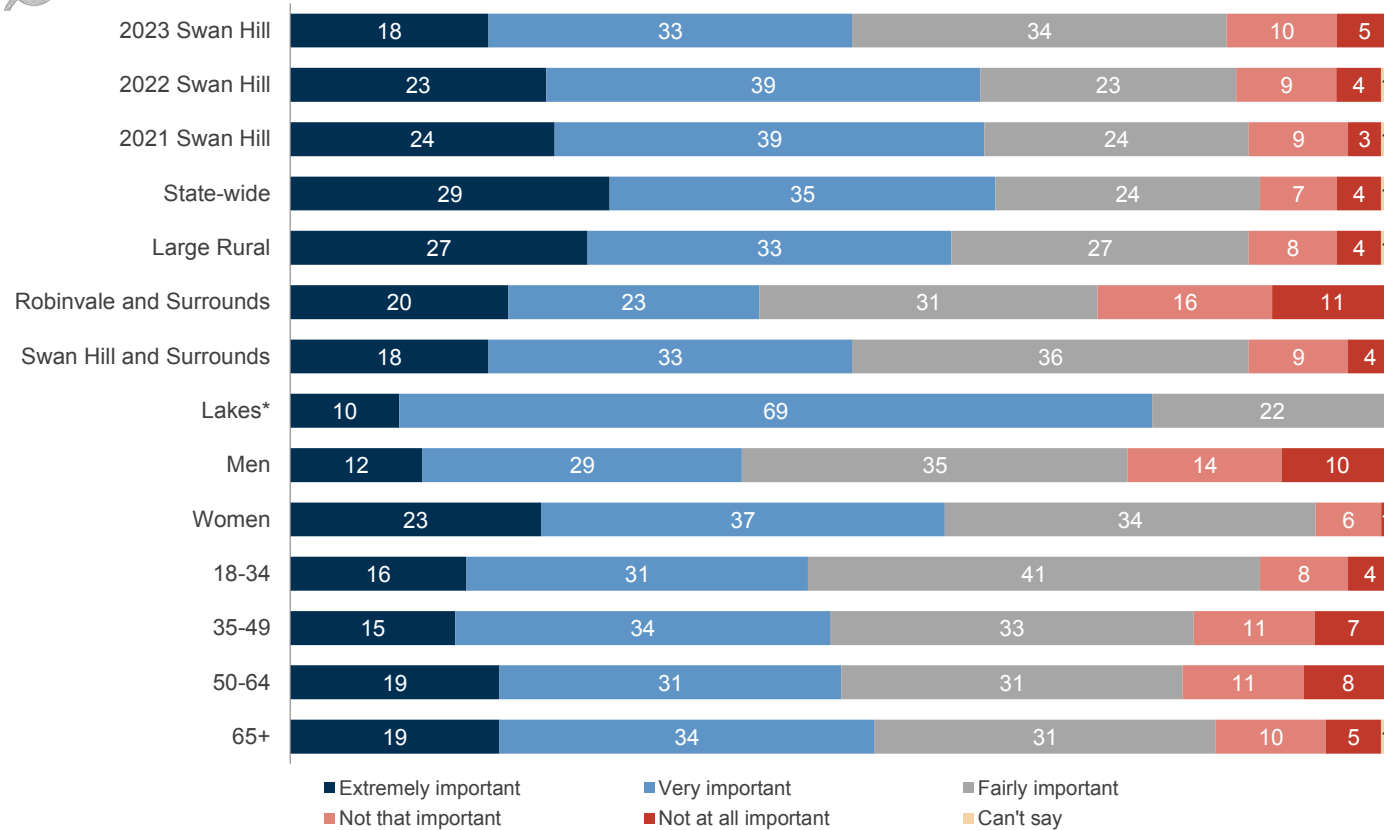
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Environmental sustainability importance



2023 environmental sustainability importance (%)



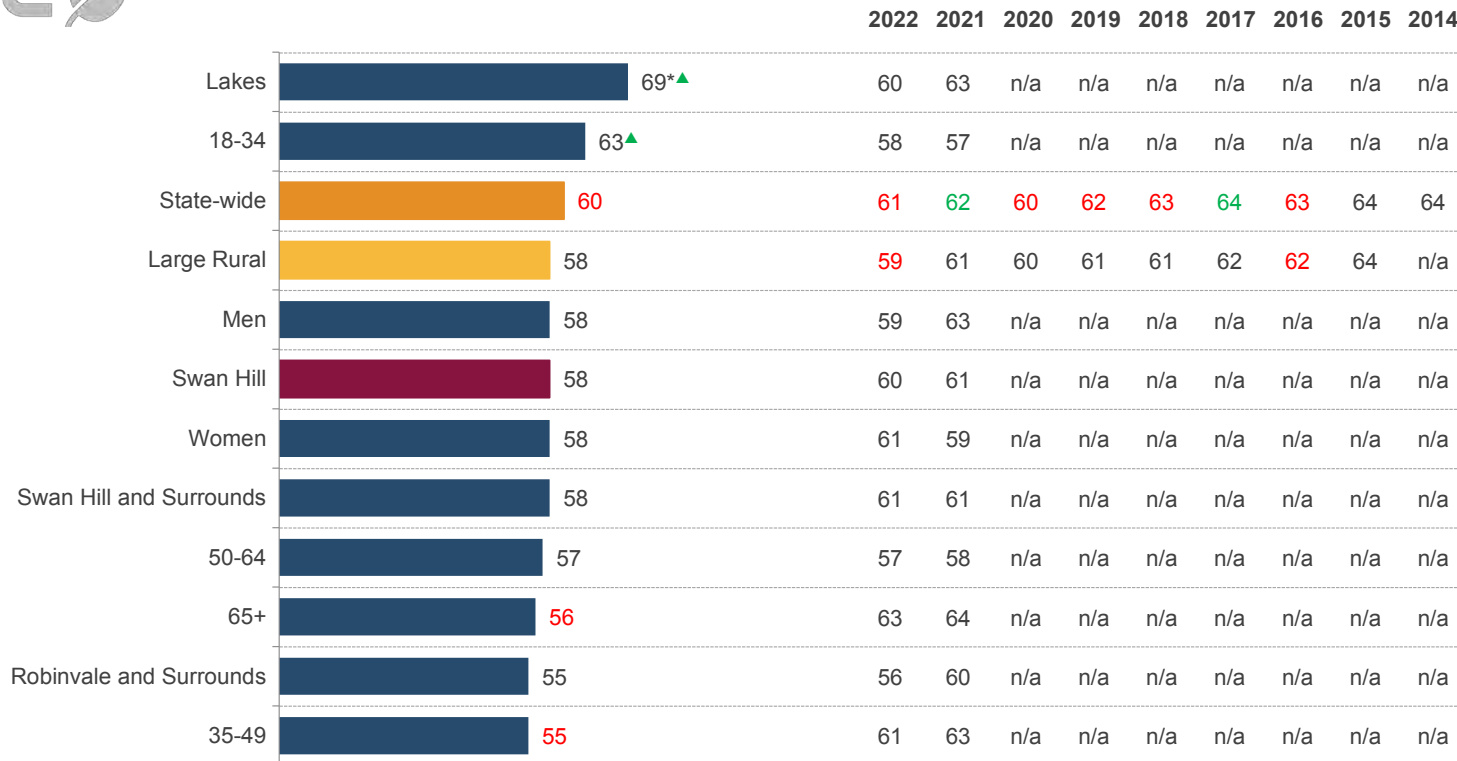
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8
 *Caution: small sample size < n=30



Environmental sustainability performance



2023 environmental sustainability performance (index scores)



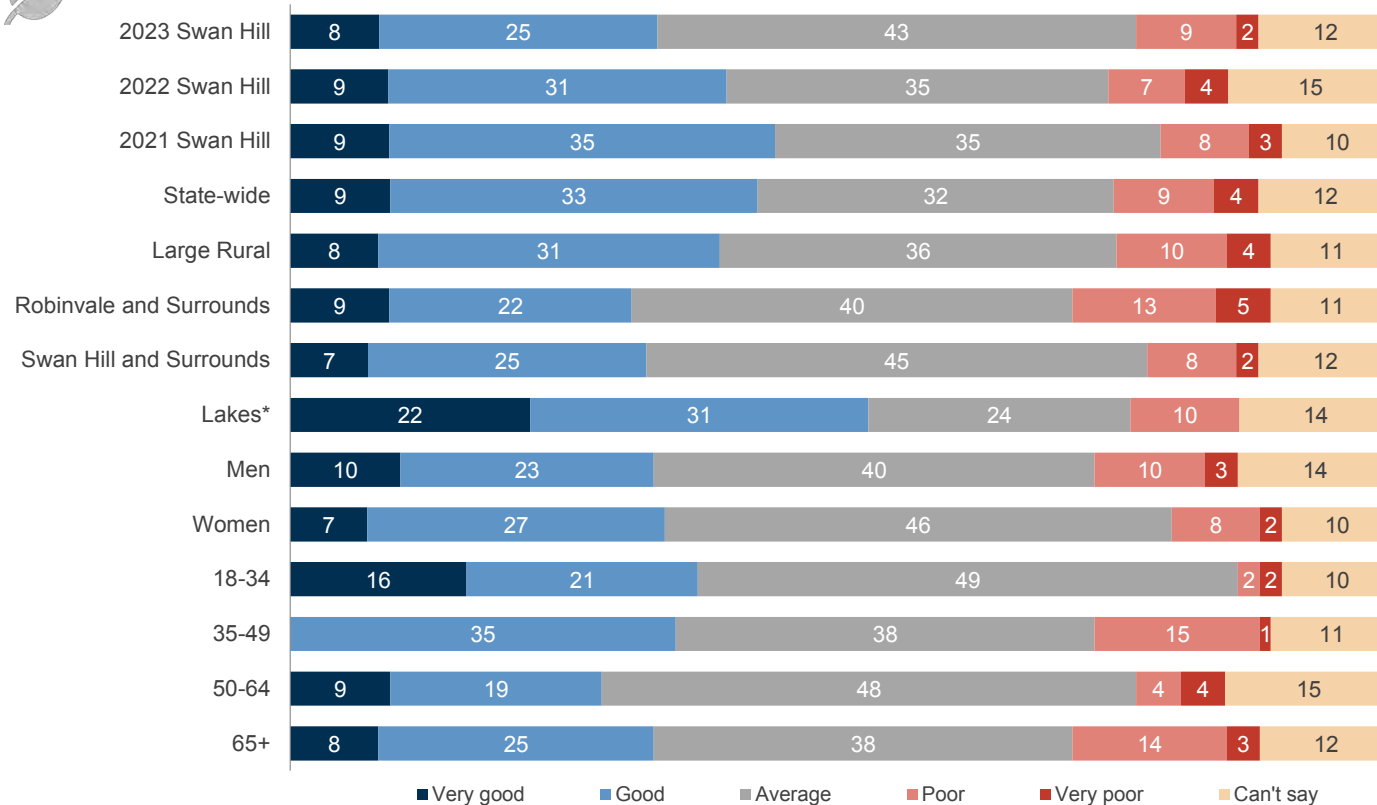
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Environmental sustainability performance



2023 environmental sustainability performance (%)



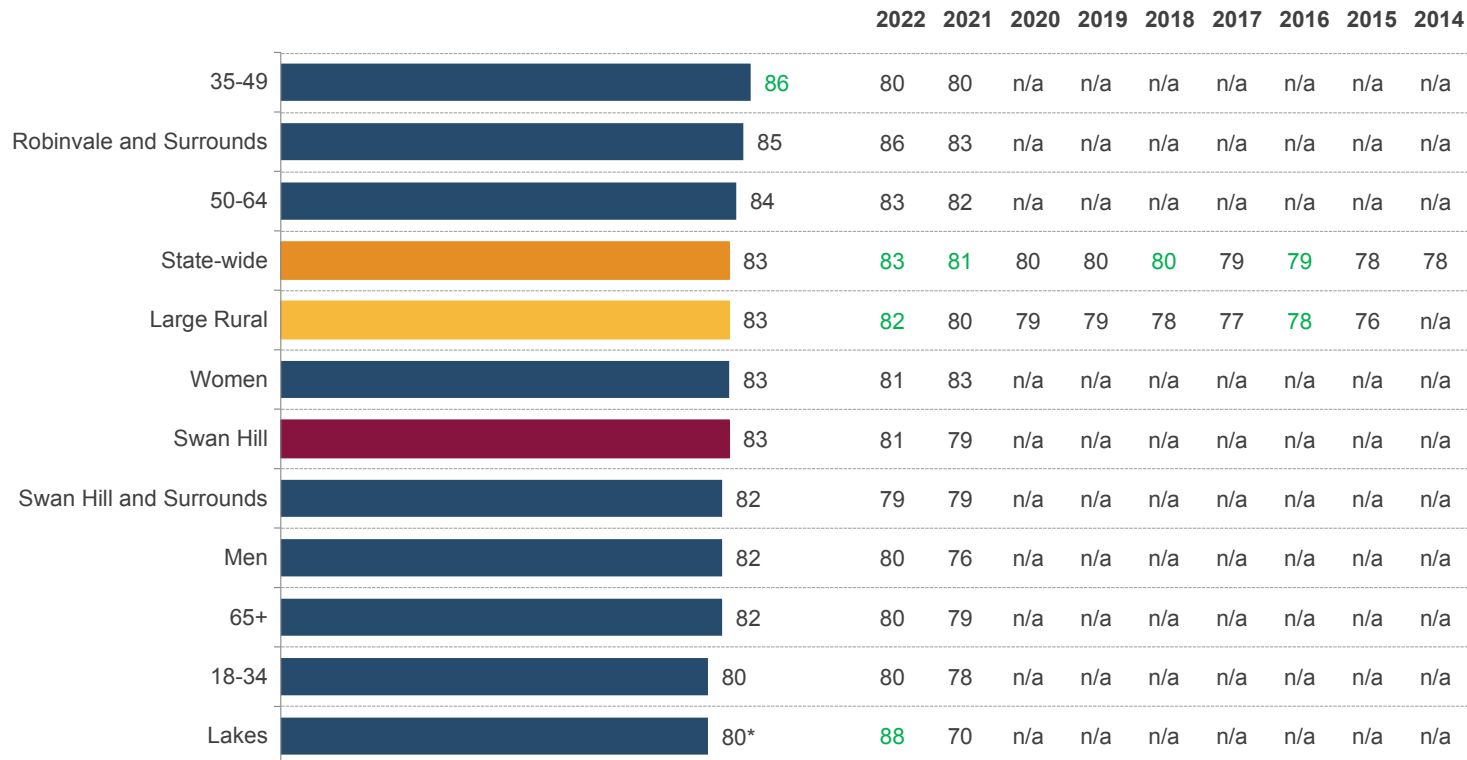
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 39 Councils asked group: 10
 *Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (index scores)



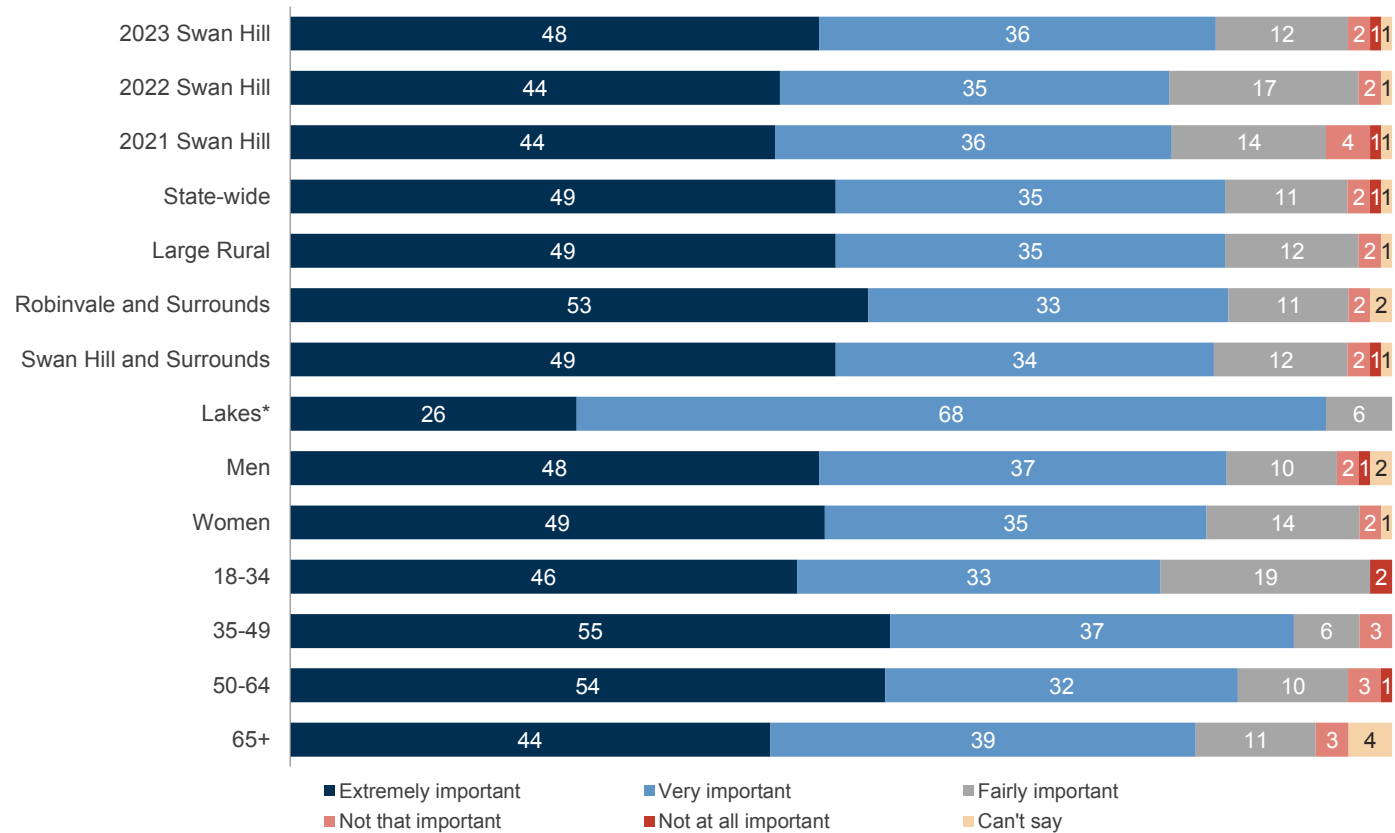
Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Maintenance of unsealed roads in your area importance



2023 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked State-wide: 14 Councils asked group: 6
 *Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	42	31	45	n/a	n/a	n/a	n/a	n/a	n/a
Lakes	42*	21	43	n/a	n/a	n/a	n/a	n/a	n/a
65+	41	46	46	n/a	n/a	n/a	n/a	n/a	n/a
Women	40	38	43	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill and Surrounds	40	42	44	n/a	n/a	n/a	n/a	n/a	n/a
Swan Hill	39	39	43	n/a	n/a	n/a	n/a	n/a	n/a
Men	38	41	43	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	37	41	45	44	44	43	44	43	45
Robinvale and Surrounds	37	31	42	n/a	n/a	n/a	n/a	n/a	n/a
50-64	36	39	43	n/a	n/a	n/a	n/a	n/a	n/a
35-49	36	40	38	n/a	n/a	n/a	n/a	n/a	n/a
Large Rural	35▼	39	44	42	41	41	42	43	44

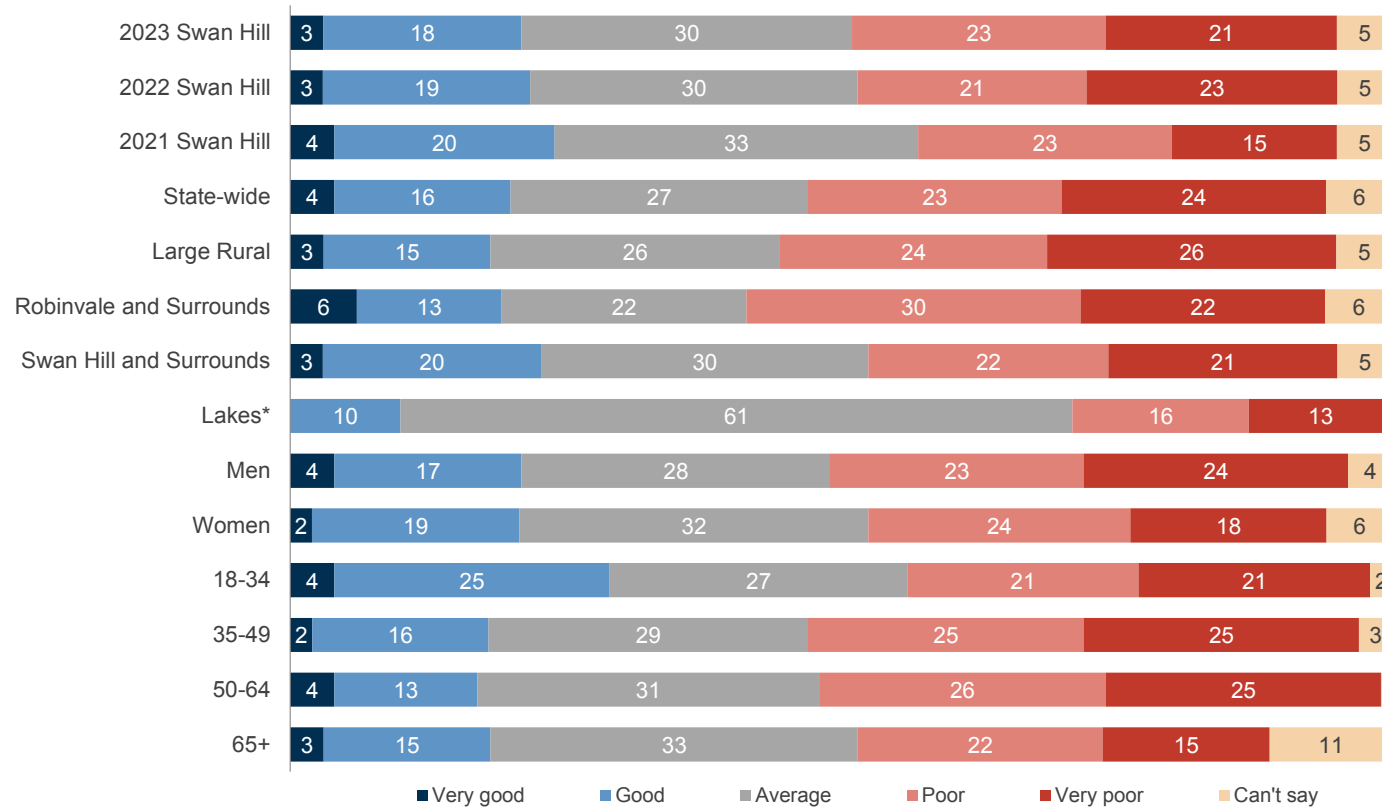
Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.
 *Caution: small sample size < n=30



Maintenance of unsealed roads in your area performance



2023 unsealed roads performance (%)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 25 Councils asked group: 10
 *Caution: small sample size < n=30



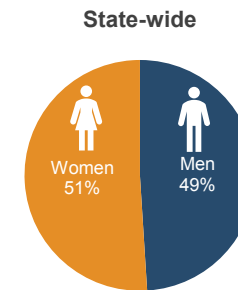
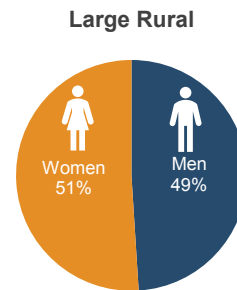
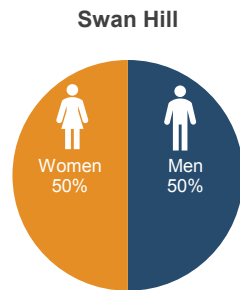
Detailed demographics

J W S R E S E A R C H 108

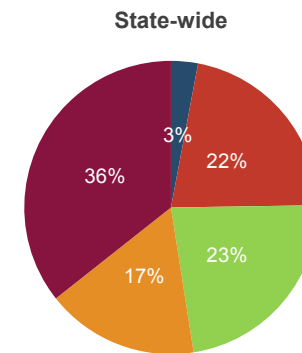
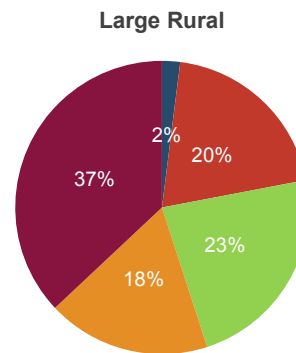
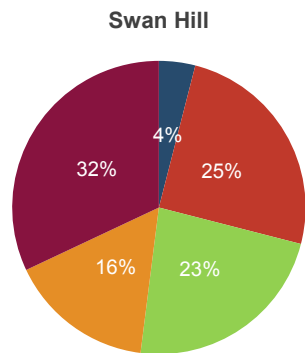


Gender and age profile

2023 gender



2023 age



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+ ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+ ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 18
 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.

Appendix A: Index scores, margins of error and significant differences



J W S R E S E A R C H 110

Appendix A: Index Scores



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.

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
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

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 A: Margins of error

The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Swan Hill Rural City Council was n=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 n=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 16,600 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	183	201	+/-7.2
Women	217	199	+/-6.6
Robinvale and Surrounds	73	79	+/-11.5
Swan Hill and Surrounds	304	299	+/-5.6
Lakes	23	21	+/-20.9
18-34 years	49	115	+/-14.1
35-49 years	68	91	+/-11.9
50-64 years	95	65	+/-10.1
65+ years	188	129	+/-7.1

Appendix A: Significant difference reporting notation



Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) and downward directing red arrows (▼).

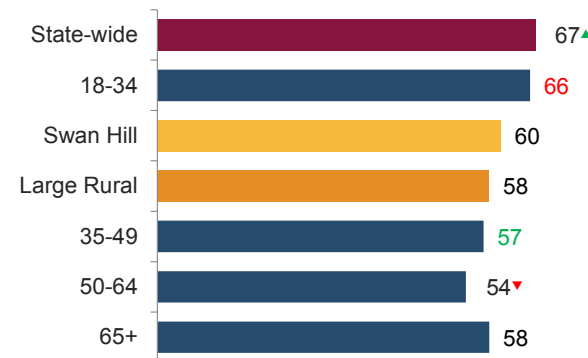
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- ▲ 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 green and red indicate significantly higher or lower results than in 2022. 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 2022.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2022.

2023 overall performance (index scores)
(example extract only)



Appendix A: Index score significant difference calculation



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

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

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$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: Further project information

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Appendix B: Further information



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in this section including:

- Background and objectives
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2023 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com

Appendix B: Survey methodology and sampling



The 2023 results are compared with previous years, as detailed below:

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 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 – 11th March.

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.

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 60% 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 27th January – 19th March, 2023.

Appendix B: Analysis and reporting



All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 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 2012-2023 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, Colac Otway, Corangamite, East Gippsland, Glenelg, Golden Plains, Macedon Ranges, Mitchell, Moira, Moorabool, Mount Alexander, Moyne, South Gippsland, Southern Grampians, Surf Coast, Swan Hill and Wellington.

Wherever appropriate, results for Swan Hill Rural City Council for this 2023 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: 2012 survey revision



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 2012-2023 have been made throughout this report as appropriate.

Appendix B: Core, optional and tailored questions



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 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

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 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B: Analysis and reporting



Reporting

Every council that participated in the 2023 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

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.

Appendix B: Glossary of terms



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

CSS: 2023 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.

State-wide 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.

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Katrina Cox
Director of Client Services
kcox@jwsresearch.com



**Local
Government
Community
Satisfaction Survey**

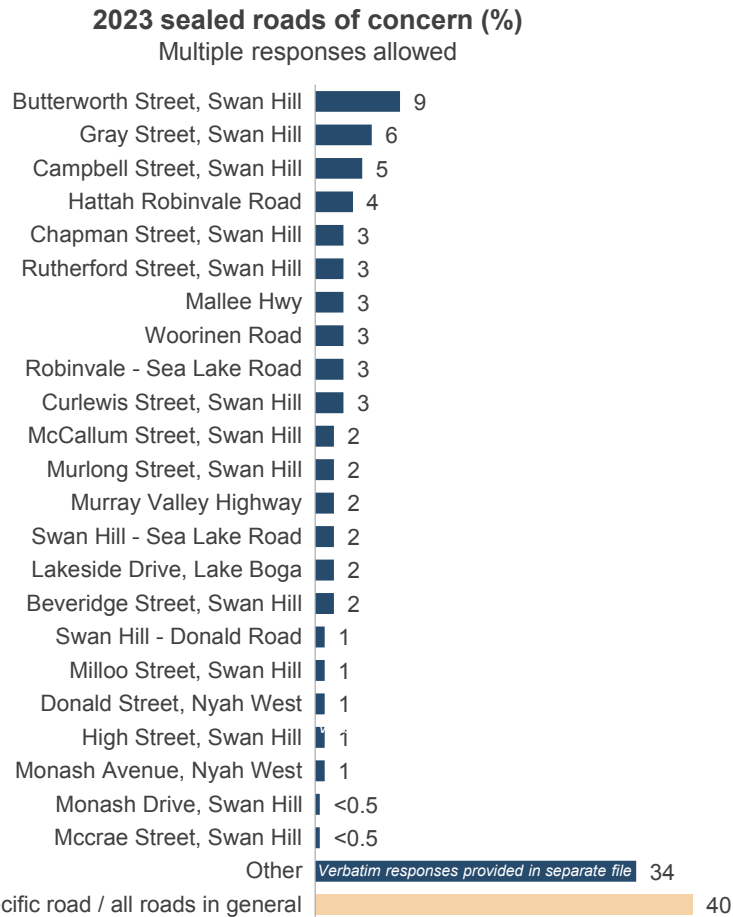
**Swan Hill Rural City
Council
2023 Tailored Question**

Coordinated by the Department of
Government Services on behalf of
Victorian councils





Sealed local roads of concern



SH1. You earlier rated the performance of sealed local roads as [INSERT RESPONSE FROM Q2(Y): average/ poor/ very poor], can you specify which particular road or roads are of concern?

Base: Respondents who rate the condition of sealed local roads as 'poor' or 'very poor' (n=283).

To further investigate the 34% 'Other' responses, please refer to verbatim responses in additional data file.

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2023 Victorian Councils Survey
SwanHill Tailored Questions Verbatims

Postcode	Suburb	Gender	Age	Q21Y	SH1 Other - You earlier rated the performance of sealed local roads as [INSERT RESPONSE FROM Q21Y]. average/ poor/ very poor, can you specify which particular road or roads are of concern?	Responsibility	Comments	Flood damaged
3585	SWAN HILL	MALE	35-49	Average	Sea Lake Road	RRV		
3549	ROBINVALE	MALE	65+	Very Poor	Hocking Road, Robinvale and also in Weeman//	SHRCC		
3585	SWAN HILL	FEMALE	25-34	Poor	king street	SHRCC		
3585	SWAN HILL	MALE	25-34	Very Poor	Jennings roads	SHRCC		
3583	TRESCO	FEMALE	25-34	Very Poor	Baebael road	SHRCC		
3584	LAKE BOGA	FEMALE	50-64	Very Poor	Swan Hill Lake Boga	RRV	MWH?	
3585	SWAN HILL	FEMALE	35-49	Poor	Williams and Butterworth street	SHRCC		
3585	SWAN HILL	FEMALE	65+	Poor	Ediman lane	SHRCC		
3585	SWAN HILL	FEMALE	65+	Average	all the flood damaged ones there are alot all the outlying local roads affected by floods	?		Y
3585	SWAN HILL	MALE	50-64	Very Poor	country roads	?		
3595	NYAH WEST	MALE	65+	Poor	Pira road, Donald Street.	SHRCC		
3586	TWINTYNDER SOUTH	MALE	50-64	Very Poor	leaneine street	SHRCC		
3585	SWAN HILL	MALE	65+	Average	werril street	SHRCC		
3585	CASTLE DONNINGTON	FEMALE	65+	Average	donnington street	SHRCC		
3585	SWAN HILL	FEMALE	50-64	Poor	Northsouth road, Karrie Street Chillingollah road	SHRCC		Y
3549	ROBINVALE	FEMALE	65+	Average	romberal district	?	Robinvale District	
3585	SWAN HILL	MALE	25-34	Very Poor	station street	SHRCC		
3544	MURUNGIN	MALE	35-49	Very Poor	Waitschie Road	SHRCC		
3585	SWAN HILL	MALE	25-34	Very Poor	Karrie st,Butterworth st	SHRCC		
3585	NOWIE	MALE	25-34	Poor	Station Street at Wooreen South//	SHRCC		
3597	PIANGIL	MALE	50-64	Average	High angle street//	SHRCC		
3585	SWAN HILL	FEMALE	65+	Average	rutherford street	SHRCC		
3544	WAITICHE	FEMALE	65+	Poor	Waitschie Road	SHRCC		
3586	TWINTYNDER SOUTH	FEMALE	50-64	Average	Creamery Road and Bish Rd	SHRCC		
3585	SWAN HILL	MALE	65+	Poor	I cant identify any of them as being good//	?		
3549	TOL	MALE	50-64	Very Poor	Tol Tot Rd//	SHRCC		Y
3599	BOUNDARY BEND	MALE	65+	Average	Kooloong Road	SHRCC		
3595	NYAH WEST	FEMALE	35-49	Poor	warrany south road//	SHRCC		
3585	SWAN HILL	FEMALE	65+	Average	The main street has pot holes//	SHRCC		
3585	SWAN HILL	FEMALE	50-64	Average	township roads the too many rocks rural roads//	?		
3585	SWAN HILL	FEMALE	50-64	Very Poor	Mowie Road, Kima Road, all of the roads in the list from 1 to 8	SHRCC		
3594	NYAH	MALE	50-64	Poor	Station Street	SHRCC		
3586	TWINTYNDER	MALE	25-34	Average	Twintynder road	SHRCC		
3549	ROBINVALE	MALE	65+	Poor	roads around vineyards (robin vale)//	SHRCC		
3589	WOOREEN NORTH	MALE	50-64	Very Poor	white road	SHRCC		
3544	ULTIMA	MALE	65+	Very Poor	Merritt Road	SHRCC		
3585	SWAN HILL	FEMALE	35-49	Poor	Mckellan Street//	RRV	McCallum St?	
3595	NYAH WEST	MALE	35-49	Very Poor	monash avenue	SHRCC		
3584	LAKE BOGA	FEMALE	18-24	Average	Long Lake rd//	SHRCC	Possibly talking about the intersection	
3585	SWAN HILL	MALE	35-49	Poor	Wooreen area	SHRCC		
3585	SWAN HILL	FEMALE	35-49	Poor	Gray Street and Campbell Street at Swanhill//	RRV	Intersection	
3585	SWAN HILL	FEMALE	35-49	Poor	Jeffie Dunstan Rd	SHRCC		
3591	YINVERA	FEMALE	50-64	Very Poor	Warning South Road	SHRCC		
3549	ROBINVALE	MALE	25-34	Very Poor	Mary Court and Anniversary Drive and Happy Valley Road and in general all other roads around Robinvale//	SHRCC		
3585	SWAN HILL	FEMALE	35-49	Average	Karrie st/holder dr/werrider st//	SHRCC		
3585	SWAN HILL	MALE	65+	Average	Murraydale Road	SHRCC		
3585	SWAN HILL	FEMALE	65+	Poor	Boyme St	SHRCC		
3586	MURRAWEE	FEMALE	50-64	Very Poor	bish road murrawee road	SHRCC		
3549	WANDONDIN	FEMALE	50-64	Very Poor	sea lake to robinvale, hatstah to weeman rd	SHRCC		
3585	SWAN HILL	FEMALE	65+	Average	River Road in Swan Hill//	SHRCC		
3588	WOOREEN SOUTH	FEMALE	65+	Average	Station Street/ Wooreen South Swan Hill Road/ South Vinifera Road//	SHRCC		
3597	NATYA	FEMALE	50-64	Poor	Tip Rd	SHRCC		Wooreen Vinefera was
3546	COCAMBA	MALE	65+	Very Poor	merston	SHRCC		
3589	WOOREEN	FEMALE	65+	Average	Creamery rd/lake rd//	SHRCC		
3549	ROBINVALE	FEMALE	25-34	Poor	Lake Capul and lake Powell rd, Fanlayson rd	SHRCC		Y
3544	MURUNGIN	MALE	50-64	Average	Ultima swan hill road	RRV		
3549	ROBINVALE	MALE	65+	Average	manangtang road./no.//	RRV		
3585	SWAN HILL	FEMALE	50-64	Very Poor	roads to mukdura//	RRV		
3585	SWAN HILL	MALE	65+	Average	King st/Arnold St//	SHRCC		
3585	SWAN HILL	FEMALE	65+	Very Poor	in the town everywhere you go has potholes everywhere which is dangerous	?		
3585	SWAN HILL	FEMALE	65+	Poor	Everingham Court	SHRCC		
3585	SWAN HILL	MALE	65+	Poor	rural roads	?		
3590	BEVERGOND	FEMALE	50-64	Poor	tininder central roads, burden road, steeking road//	SHRCC		
3585	SWAN HILL	FEMALE	65+	Average	yana street	SHRCC		
3549	ROBINVALE	MALE	65+	Average	the next one to smith road, angle road towards down.	SHRCC		
3585	SWAN HILL	MALE	35-49	Average	yana street, in swan hill//	SHRCC		
3546	MANANGATANG	FEMALE	65+	Very Poor	lelands road	SHRCC		
3597	NATYA	MALE	50-64	Poor	the main road murray valley highway//	RRV		
3585	SWAN HILL	MALE	50-64	Average	Chisholm Street	SHRCC		
3549	ROBINVALE	FEMALE	50-64	Poor	tokol road, murray valley highway//	SHRCC		
3549	ROBINVALE	MALE	35-49	Poor	anzac road, buna road//	SHRCC		
3585	SWAN HILL	FEMALE	35-49	Poor	Chinka poop rd and chillingollah rd	SHRCC		
3583	TRESCO	FEMALE	65+	Average	bostock avenue	SHRCC		
3584	LAKE BOGA	FEMALE	65+	Average	Longlake Road	SHRCC		
3586	PENTAL ISLAND	MALE	65+	Average	pental island road	SHRCC	Possibly talking about the intersection	
3549	ROBINVALE	MALE	65+	Very Poor	all the roads in robinvale//	?		Y
3549	ROBINVALE	FEMALE	65+	Poor	late road//	SHRCC		
3585	SWAN HILL	MALE	65+	Very Poor	Rural roads	?		
3585	SWAN HILL	MALE	65+	Average	Ultimo Road	RRV		
3595	NYAH WEST	FEMALE	50-64	Poor	Nyah west to chalakook rd	SHRCC		Y
3595	NYAH WEST	MALE	65+	Very Poor	willober rd // and to join up an unsealed road at the end of the sealed road//	SHRCC		
3584	LAKE BOGA	FEMALE	35-49	Very Poor	Lake Boga area/the roads in general/there is problems with drainage and they flood//	SHRCC		
3599	BOUNDARY BEND	MALE	25-34	Average	COOLARUNG ROAD/ marrivale high way//	RRV		kooloonong is shrrc
3586	PENTAL ISLAND	MALE	50-64	Poor	most regional roads out of town	RRV		
3585	SWAN HILL	MALE	35-49	Poor	cotman road intersection the highway on the north end and cotman road to ray road	RRV		
3586	MURRAYDALE	FEMALE	50-64	Average	drift road - bailliff road	SHRCC		
3549	ROBINVALE IRRIGATION DISTRICT S	MALE	65+	Poor	malaya road end Finch haven road and happy valley way	SHRCC		
3546	COCAMBA	FEMALE	35-49	Poor	WANANFANGA	RRV	Assuming Manangatang Road (Robinvale Sea lake)	
3546	GERAHMIN	MALE	65+	Very Poor	Manangatang Rd and All	RRV	Assuming Manangatang Road (Robinvale Sea lake)	
3594	NYAH	MALE	50-64	Very Poor	River Road Nyah	SHRCC		
3585	SWAN HILL	FEMALE	25-34	Average	Karrie Street	SHRCC		
3586	PENTAL ISLAND	FEMALE	65+	Average	pintle island rd	SHRCC		Y
3585	SWAN HILL	FEMALE	35-49	Average	Nyah Road	SHRCC		
3586	TWINTYNDER SOUTH	FEMALE	50-64	Average	buldger road needs more grading. Lake Road.	SHRCC		

2023 Community Satisfaction Survey - verbatim main themes

1. Roads/footpaths/Walkways

Many comments were generic such as 'fix and improve local roads', 'pot holes', 'roads/unsealed roads' and 'fix the roads and footpaths'.

Specific comment examples include:

"some walkways are so untidy and messy / spoils image "Rural road maintenance, good around CBD but rural areas need work."

"lots of streets where there aren't cement footpaths + overhanging trees that aren't supposed to be privately cut but council neglects - footpaths are uneven"

"Roads and sides of the roads are crumbling and are Safety issues / Drop off on the roads to gravel sides is too low / Needs to be built up / Narrow roads and trucks or machinery makes it dangerous in particular Swan Hill and Donald Road and Swan Hill Ultima Road"

"Better rural roads, lower rates and less influence by environmental and chill concerns. roads-the bitumen roads are not wide enough and full of potholes on the country roads"

"Rates are very high for what residents receive in return in infrastructure and services. In Robinvale area Not enough improvements. The Duster trucks to sweep up the gutters only come in about once every 4-5 months, leaving them filthy. Roads are very corrugated and need better regular maintenance"

"Services to the rural city council is none existent. Want to see rates displayed in the community and some street lights and garbage pick ups. Fix up unsealed roads massive potholes, can't drive a truck on the unseal roads at 60km/h because to dangerous."

"Improve unsealed roads as after the floods there have been potholes which make them unsafe and focus on all unsealed roads no roads in particular"

"They need to do what they said they're going to do. I live out of town, there is a sealed back road with a sharp bend. I repetitively asked the council to address this as it's dangerous (accident due to shrubs growing), but the council never got back to me."

A list of the top 15 roads of concern are outlined below, prioritised in order of number of responses. Please note 5 of the top 15 roads of concern are the responsibility of VicRoads, these are clearly marked below:

1. Butterworth Street, Swan Hill
2. Gray Street, Swan Hill
3. Campbell Street, Swan Hill
4. Hattah Robinvale Road (VicRoads)
5. Chapman Street, Swan Hill
6. Rutherford Street, Swan Hill
7. Mallee Hwy (VicRoads)
8. Woorinen Road
9. Robinvale – Sea Lake Road (VicRoads)
10. Curlewis Street, Swan Hill (VicRoads)

11. McCallum Street, Swan Hill
12. Murlong Street, Swan Hill
13. Murray Valley Highway (VicRoads)
14. Lakeside Drive, Lake Boga
15. Beveridge Street, Swan Hill

2. Community consultation / communication

One word that kept coming through in feedback was “Council needs to listen”

Other general comments about Council needing to communicate better with the public, consult better, then listen to, and act on that feedback.

Examples include:

“Need to communicate more with people about what they're doing and let people know why that decision has been made. Currently the council is not communicating properly with people and not giving answers to what people want to know. I'd like to know why”

“Improve their communication with the community and when adverse comments on Facebook, address those and keep the community informed”

“Engage more with the community, doesn't know what is going on, opportunity for input, know what they are doing”.

“more consultation could come through newsletter. Robinvale is on the western most part of swan hill and they relate to Mildura more in every way, Swan hill is inconvenient”

“They need to listen to the people who live in town/ and take their interests and not just overall as a town, but regarding specific issues”

“The council needs to consult more with the community maybe through more surveys. There are so many local business people on the council and they are involved with it. We need more community consultation when making big decisions such as the removal of our information centre and moving it to the Pioneer Settlement. It's just out of the way of tourists and locals who would access it. Now you need to drive to it and before you could have walked to it. Council need to bring it back to where this information centre was located previously.”

“Listen to community members and provide for members of community. “For the youth there is no place for community members to have fun nothing to do, no one wants to live here because there is nothing to do”

“Council community consultation need to tell us what they are doing about the river front development. Council events, they need to give us more notice when they are going to be held”

“Listen to the community, do what they are asked to do, They tried to implement flight school without informing community, planes were flying over between 6am to 10pm which can pose noise and environmental impacts.”

“Listen to the community, allowing everyone to have their thoughts expressed and then maybe votes taken”

“Listen to the community: listen to business people and their ideas and improve upon building permits - make the process more streamlined”

"I think they need to take a better look at engagement about their specific needs. The basic services for whether it would be local community events and volunteer services or supporting. Local roads seems to be a huge issue and getting more involvement and reduce restrictions for a smaller communities"

"Getting into asking questions in the community and taking notice of the responses of the community. The local rivers and black water caused by flooding of the rivers is a concern. Flooding of the river causes damaged unclean water and rates needs to differ depending on what facilities people have"

"Each locality should have a representative in the council for better consultation with the community. Text message to consult communities.

"more youth facilities like events-ganawarra shire does amazing youth events. Improve the consultation to the community about complaints and issues and example-a tree was destroyed in front of house by council. Improve customer service as has not been dealt with in a timely manner. Improve infrastructure and planning-lake side cafe recent purchase knock back"

3. Council Decision Making/Processes

A recurring theme was increasing transparency from Council to residents.

Examples include:

"Make sure that Councillors get along. Make sure there's a variety in terms of representation and not dominated by own party"

"Council needs to realise they are an independent body and shouldn't be entering into commercial enterprise against local businesses"

"Counsellors to be genuinely interested in the welfare and community above their own personal ambitions"

"They have a toxic culture in the council, they don't consider the local community, they are not ready to accept criticism in a constructive manner"

"They should concentrate on the here and now rather than some point in the sky, for instance it would be nice to improve the art gallery, but could it be better spent on other facilities?"

"They need to improve their transparency in communications with residents regarding their plans and activities"

"Cut the bureaucracy include accountability and make decisions and act on them"

"The council needs to be more open-minded and they need to consider the residents and give them more of voice" With, the elderly the council should be more helpful with it"

"Talk more with the people / let people know what's going on and explain their decisions. More transparency. I would also like the agendas or minutes from the meetings, outcomes of the meetings"

"Keep an open mind and make sure that what has to be done needs to be done, specifically in regards to the interests of the town and the people"

4. Business Development and Tourism

There were general comments about Council needing to increase tourism and promotion of the municipality, open up more industries and increase activities available.

Examples include:

“They need to be open minded about letting other business people come into the town and open up more for industries and make a big push on tourism”.

“More marketing for small business and industrial businesses preferably, to help with employing more people”

“Council need to help businesses more. I am in the process of losing 60k dollars because Council are doing jobs that they have no idea of doing. They should be more professional and employ better people”

“Restructure the council, listen to the people that pay their pay check and open up more opportunities, utilise our parks n rivers more and maintain streets n footpaths at night, have opportunities to grow instead of business closing everywhere”

“Local business for tourism and whatever they can do to keep shops open. One of the main attractions was a cafe and it closed down because they couldn't get staff/cafe is called Spoons”

‘Improve business opportunities in our town. The problem we're facing at moment is the town can't grow because they council doesn't let enough house to be built, we haven't got enough people to support the business”

“Industrial land development to allow the purchase of property and work with developers to promote the community development. The council needs to help developers so they can start businesses”

“Advertise area more, build better facilities and optimise the waterfront”

“They need to engage more with local people by holding more functions and activities such as new year activities. They need to be stronger with murray darling basin to allow more consistent flow to swan hill and it attracts more tourists and better use for the locals and visitors”

“Better community consultation, set rates at logic level and get back to the basics, serve the basics before worrying about extras like art galleries and supporting the Pioneer Settlement”

5. Planning / Building Permits/ Red Tape

There were numerous comments on the planning and building department and the time taken for permits to be approved.

Examples include:

“Building permits, it's taken 3 years to get a permit through”

"Council development applications need to be better with land approval on industrial land. They need to be easier with approving land for industry"

"More accountable how they spend the money and complete projects in a timely manners and reduce the requirements of the waters retention of acres block and reduce the time taken for building permits"

"Need employees in the council to do certain job titles: building permit department, try talk to state governments to try lower rates (lobbying more for the local community), taking money out of local industry and not putting back in"

"Listen to business people and their ideas and improve upon building permits - make the process more streamlined"

"With property development it needs to be more on the ball with permits that are a little unusual"

"How they are conducting their services particularly in the building and permit areas, takes far too long and is unacceptable. When asking for permit before used to take 6 months but now takes 18 months to 2 year. They are not covering their responsibilities by taking so long, which does discourage people to do anything. A reasonable time for a response would be within 6 months and would be more cost effective as well if it took a shorter time"

"The council needs to be present, as there is a lack of empathy, care and professionalism. Council are very poor in communication. Council need to provide more residential and farming housing"

"Time delays are infuriating and the forms are very complex for the average person. Applying for a cross over change and the red tape complications"

6. Councillors and Council need to do a better job.

There were very general feelings about Council staff performance, with a comment of replacing all Council Staff as they don't know what they are doing. Training and having qualified staff was another common comment.

Examples include:

"Get some decent staff/ Hire more qualified people"

"They need to use outside workers wisely and let them work like they are in a private enterprise. Make their staff more accountable in their time"

"Employ qualified people and employ 3rd party people who are driven for the resident and rate payers. We want them to follow the establishers. We need a CEO who is not afraid to grab them by the balls"

"Improve their work ethic and provide more services to residents"

"Pretty content with what they are doing overall but where we are lacking is the ability to allocate a number of people for the job that is being done. They are overloading their office that could lead to another problem. I'm happy under the circumstances that the job is being properly conducted"

"Live far in Robinvale/ more representation/ more interest from councillors to visit here"

“For Council representation they need to be from all the areas of the council, ie: rural areas doesn't get the representation it deserves”

“They are very stale a lot of them are too old they need to get out, we don't improve anything. Echuca and Mildura they are still moving, but we are stuck, like they are scared or something”

“They need some councillors who have more vision and direction. Fix building and planning”

7. Public Areas/ Parks and Gardens

There were numerous comments on general untidiness and required maintenance, clean up and removal of dead branches and overhanging trees.

“Clean up nature strips in and around the west, like the road to boundary bend”

“More regular maintenance on Public parks and nature strips and footpaths”

“Focus on their other township and not just Swan Hill. They do not service it enough. The grass becomes too long and the trees not being watered causes wilting. At least frequently once a week to maintain the public service

“Rates are very high for what residents receive in return in infrastructure and services. Not enough improvements the dust trucks to sweep up the gutters only come in about once every 4-5 months, leaving them filthy. (Robinvale)

“Lots of streets where there aren't cement footpaths, overhanging trees that aren't supposed to be privately cut but council neglects and footpaths are uneven”

“Appearance of the public areas is terrible- in the overall Swan hill area”

“Continue the maintenance for parks, making sure they look good for the community to enjoy”

“The parks need more shade like tower hill park and snake issue and splash park at riverside”

8. Nothing, don't know, or positive comments

Many of these examples were simply 'not sure', 'don't know' or 'nothing'

Others expanded, for example:

“I'm happy with the way its going”

“Pretty content with what they are doing overall”

“Continue the maintenance for parks/making sure they look good for the community to enjoy”

“The area overall is pretty nice and the parks are well maintained”

9. Other themes

Other top themes were:

High rates

“Managing their money and is one of the highest rated councils and get very low services with no value for money”

“need to reduce their rates as I pay over \$3000 for not a very big block of land with nothing on it needs to be reduced by 80%, especially land rates and house rates need to be reduced”.

- **Treat all areas the same**

“They need to be not so Swan Hill centric and mindful that the services anything and everything provided need to be shared equally throughout the municipality. The need to revisit there bylaws or council laws in relation to rooming houses and need to be more proactive with by laws”

“Look after the whole municipality not just the chosen few”

- **Youth better support**

“Youth services-not many activities for youth to do. Create more services for youth and community activities”

“More youth facilities like events-ganawarra shire does amazing youth events”

- **Lack of housing**

“Not developing enough or building houses and council controls most of the lan. Council has less choice and power to make these calls.

- **Assistance for the elderly**

“Services to the elderly as there are extremely ill people who cannot get aged care assistance cause the waiting list is 2 years long and there is nobody that can help with the daily tasks at home”

“Looping in the old people instead of young and looking after for elderly more. Elderly deserves to be taken care more than the young and the government haven’t helped me with anything I worked extra hard but no one take care of me”

- **General services**

“Concentrate on the poorer areas of town and improve the services off yana street. A lot of places in the poorer areas just look like tips”

“Take down the Christmas decorations, fix the storm water, ensure the pumps are working as they haven’t worked since the rains and upgrade the stormwater system”

“Concentrate efforts in bringing better infrastructure results, rather than tourism”

2.3 Audit and Risk Committee Charter Review

Directorate: Corporate Services
File Number: S15-20-01
Purpose: For Decision

Council Plan Strategy Addressed

4. Leadership - We will ensure accountable leadership, advocacy and transparent decision making.

4.1 Excellent management and administration

4.1.1 Well managed resources for a sustainable future

4.1.2 Provide robust governance and effective leadership

4.1.3 Sound, sustainable:

- Financial management • Excellence in service delivery • Strategic planning

Current Strategic documents

No strategic documents applicable.

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

Summary

Swan Hill Rural City Council (Council) is required under section 53 (s.53) of the Local Government Act 2020 (the Act) to establish an Audit & Risk Committee, and under section 54 (s.54) of the Act to approve an Audit and Risk Committee Charter under which that Audit & Risk Committee will operate. The Charter was approved by Council in 2021 and is due to review.

Discussion

Council is required to establish its Audit and Risk Committee under s.53 of the Local Government Act 2020.

S.53 of the Act states:

- (1) A Council must establish an Audit and Risk Committee.
- (2) An Audit and Risk Committee is not a delegated committee.
- (3) An Audit and Risk Committee must—
 - (a) include members who are Councillors of the Council; and
 - (b) consist of a majority of members who are not Councillors of the Council and who collectively have;
 - (i) expertise in financial management and risk; and
 - (ii) experience in public sector management; and
 - (c) not include any person who is a member of Council staff of the Council.
- (4) The chairperson of an Audit and Risk Committee must not be a Councillor of the

Council.

(5) Sections 123 and 125 and Division 2 of Part 6 apply to a member of the Audit and Risk Committee who is not a Councillor as if the member were a member of a delegated committee.

(6) A Council may pay a fee to a member of an Audit and Risk Committee who is not a Councillor of the Council.

The Audit and Risk Committee established under the Act consists of a total of five members, two of whom are Councillors and three of whom are independent members appointed based on their expertise in financial and/or risk management, with the chair being an independent member.

S.54 of the Act requires that Council prepare and approve an Audit and Risk Committee Charter. The Audit and Risk Committee charter originally adopted by Council has been revised and amended as required, these changes include;

1. Update of Document History - page 1 of 11
2. Updating the terms of office of Councillors to 1 year with an option to apply to Council to extend the term via the appointment of Council delegates to outside organisations process that occurs in November/December each year - page 3 of 11
3. 10. Disputes resolution updated to include if the dispute is in relation to the Chief Executive Officer or a Councillor the Chair will raise the matter with the Mayor – page 5 of 11
4. 12.2 changing the word determinant to detriment - page 6 of 11
5. 15 Duties and Responsibilities - add high risks review to the committees' risk management review - page 7 of 11
6. Update signature page - page 9 of 11

It is considered that this charter will comply with the requirements of s.54 of the Act.

Consultation

The Document has been reviewed by Council at a Council Assembly in June, the Audit and Risk Committee in June, the Director of Corporate Services, Finance Manager and the Governance Unit.

Financial Implications

The Audit and Risk Committee Charter allows for independent Members of the Audit and Risk Committee to be remunerated for attendance at meetings.

Social Implications

Council's Audit and Risk Committee Charter represents a key risk management and transparency document to Council. It shall be distributed to all Councillors and Audit Committee Members and shall be available to members of the public.

Economic Implications

Council is obliged to establish an Audit and Risk Committee under s.53 of the Local Government Act 2020 and to prepare and approve an Audit and Risk Committee Charter to guide the operation of the Committee under s.54 of the Act.

Environmental Implications

No known environmental implication.

Risk Management Implications

The Charter outlines the duties and responsibilities of the Audit and Risk Committee, therefore it is important that the Charter be reviewed and updated as required to ensure continued compliance with the Act.

Council faces financial, reputation and operational risk from not having sufficient risk oversight of its operations. Even with an Audit and Risk Committee in place, a missing or inappropriate charter may lead to that Audit and Risk Committee to not be able to effectively discharge its duties and responsibilities.

By establishing the Audit and Risk Committee under s.53 and approving the Audit and Risk Committee Charter under s.54 of the Local Government Act 2020 Council is complying with its legal responsibilities.

Recommendation/s

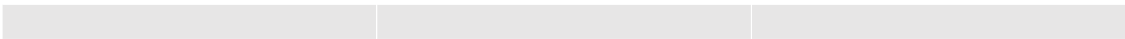
1. Council adopts the reviewed Audit and Risk Charter with the suggested Changes.
2. Council makes further changes to the reviewed Document.

That Council adopts the reviewed Audit and Risk Charter with the suggested Changes.



Audit and Risk Committee Charter





DOCUMENT INFORMATION

Document type: Charter
 Document status: Approved
 Internal committee endorsement: Audit and Risk Committee
 Approved by: Council Resolution
 Review date: 2026
 Related policies/procedures/ documents: Risk Management Framework
 POL/CORP216 Risk Management Policy
 CPOL/GOV022 Governance Rules
 Related legislation: Local Government Act 2020

DOCUMENT HISTORY:

Version number	Issue date	Description of change
1.0	August 2020	Initial release
1.1	November 2020	Appendix B updated with Councillor member terms
1.2	April 2023	Appendix B updated with Councillor member terms
1.3	June 2023	Review

Council documents are amended from time to time, therefore you should not rely on a printed copy being the current version.

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1. INTRODUCTION

The Audit and Risk Committee (Committee) is an independent advisory committee to Council and is formed under Section 53 of the Local Government Act 2020.

The Committee is a formally appointed committee of the Council and is responsible to that body. The Committee does not have executive powers or authority to implement actions in areas over which management has responsibility and does not have any delegated financial responsibility. The Committee does not have any management functions and is therefore independent of management.

The Committee's role is to report to Council and provide appropriate advice and recommendations on matters relevant to its Charter.

2. OBJECTIVES

The primary objective of the Committee is to monitor and provide advice to assist Council in improving the quality and effectiveness of:

- Council's internal and external financial and performance reporting.
- Management of financial processes, and internal controls.
- Management of risks and the prevention of fraud.
- Compliance with laws and regulations as well as use of best practice guidelines.
- The Internal and External Audit functions.
- Monitor the compliance of corporate policies and procedures to the Local Government Act (LGA), Ministerial, Directors and overarching Governance Principals.

3. COMPOSITION OF THE COMMITTEE

The Committee will be comprised of five members as follows:

- two Councillors;
- three external independent members.

Independent members will have senior management knowledge and collective experience in financial management and risk and experience in public sector management.

The Mayor and Chief Executive Officer and Councillor Members of Committee will recommend potential independent members to Council taking account of the experience of candidates and their likely ability to apply appropriate analytical and strategic management skills.

Expressions of interest may be sought through an advertising process.

4. TERMS OF OFFICE

Councillors

Councillor Committee Members shall be appointed for a minimum of one (1) year and may apply to Council to extend the term during the appointment of Council delegates to outside organisations process that occurs in November/December each year.

Independent Committee Members

Independent Committee Members shall be appointed for an initial term of up to three years. They have a right of reappointment after the first term, with a second term to be by application. The maximum term of an independent Committee Member is three terms or nine years.

The terms of the appointment should be arranged to ensure an orderly rotation and continuity of membership despite changes to Council's elected representatives. A current member is able to reapply and be appointed for subsequent terms.

If the Council proposes to remove a member of the Committee, it must give written notice to the member of its intention to do so outlining the reasons why, and provide that member with the opportunity to be heard at a Council meeting which is open to the public, if that member so requests.

When an extraordinary vacancy occurs, the replacement member will complete the term of the committee member which he/she has replaced. In the situation where the remaining term is less than 12 months, the Committee can apply to Council for leave of absence to extend the term.

5. INDUCTION AND TRAINING

Committee Members will receive formal induction training from the Director Corporate Services on the purpose and mandate of the Committee and be briefed where required in the following areas:

- Council operations
- The local government "industry"
- Financial performance
- Risk Management Framework
- Current internal audit program
- Register of outstanding audit recommendations
- Legal and Regulatory requirements
- Minutes of last 4 Committee Issues and a briefing of any issues of significance arising from the Minutes.

New members will meet with key management and internal and external auditors as soon as practical.

Members will be provided with the opportunity to attend technical and professional development courses as appropriate.

6. REMUNERATION OF COMMITTEE MEMBERS

Remuneration will be paid to each independent member of the Committee. The fee will be reviewed and set by the Council on an annual basis in line with setting the Annual Budget.

7. CHAIR OF THE COMMITTEE

The Chair shall be appointed by Council for a term of at least 12 months from the Independent members of the Committee. In the absence of the appointed Chair from a meeting, the meeting will appoint an acting Chair from the independent members present.

8. RIGHTS TO OBTAIN INFORMATION

The Committee may obtain information from any employee and any relevant external party via the Chief Executive Officer.

The Committee will have right of access to the Chief Executive Officer at any time.

The Committee may recommend the instigation of special investigations to the Council.

9. PERFORMANCE ASSESSMENT

The Committee will evaluate its own performance, on an annual basis.

Once completed a copy of the evaluation will be tabled at the next Council Meeting by the Chief Executive Officer.

10. DISPUTE RESOLUTION

In situations where a dispute arises between any Member and officers of Council, the Chair will have the opportunity to raise the grievance with the Chief Executive Officer. If the dispute is in relation to the Chief Executive Officer or a Councillor the Chair will raise the matter with the Mayor. The dispute will be raised in accordance with the Council's Dispute Resolution Policies.

11. INSURANCE

Members of the committee are covered by Council's insurance policies.

12. CONFLICT OF INTEREST, MISUSE OF POSITION AND CONFIDENTIAL INFORMATION

Section 123 (misuse of position), 125 (confidential information) and Division 2 of Part 6 (conflict of interest) of the Act apply to a member of the Committee.

All Committee Members are expected to be aware of these provisions of the Local Government Act 2020. Failure to comply with the provisions of the Act may result in the Committee Member's appointment being terminated.

12.1. Conflict of Interest

Committee Members must disclose any conflicts of interest to the Chair of the Committee. Where the conflict is related to the Chair of the Committee it must be disclosed to the Mayor.

Once a conflict of interest is identified the member of the Committee must:

1. Disclose the conflict of interest immediately before the matter is considered in the meeting, including the:
 - a) Type of interest and class; and
 - b) The nature of the interest.
2. Notify the Chair that they are leaving the meeting.
3. Leave the room and vicinity while the matter is being considered and await the Chair's direction to return.
4. Notify the Chair prior to the meeting if they are not going to be present at the meeting.

If details are private in nature then the nature of the interest can be declared to the Chair in writing prior to the meeting and the disclosure will simply be the type of interest and class.

Disclosure of conflicts of interest must be Minuted.

Independent Committee Members of the Committee will be required to sign an Initial Persons Interest Form upon commencement of their term, and a Biannual Personal Interests Return as required under the Local Government Act 2020.

12.2. Misuse of Position

Committee Members must not intentionally misuse their position to gain or attempt to gain, directly or indirectly, an advantage for themselves or for any other person, or cause, or attempt to cause, detriment to council or another person.

12.3. Confidential Information

Members of the Committee must treat information received confidentially and respect the requirements of the Privacy Act.

Members will not directly or indirectly release or make available to any person information relating to the work or discussions of the Committee except in accordance with any direction of the Council.

13. CHARTER REVIEW

This Charter will be reviewed by the Committee every three years, and the Committee will provide a report to the Council recommending that the Council approve the Charter. Only the Council can approve the Charter at a formal Council Meeting.

14. OPERATIONAL PROCEDURES

14.1. Meetings

The Committee shall meet at least quarterly.

A schedule of meetings will be developed and agreed to by the members.

Additional meetings shall be convened at the discretion of the Chair or at the written request of any member of the Committee, internal or external auditor or CEO or Mayor.

Management including the Chief Executive Officer may be asked to leave meetings at any time. In addition, the agenda for each meeting shall include general business to allow members to raise other matters.

At one meeting per year, significant time will be set aside with non-officer members of the committee for the purpose of open discussion with the internal and/or external auditors.

14.2. Attendance

The Chief Executive Officer, Directors and Internal Auditor (whether a member of staff or contractor), should attend all meetings wherever possible, except when the Committee chooses to meet "in camera".

Other members of Council or Council staff may be invited to attend at the discretion of the Committee to advise and provide information when required.

Representatives of the External Auditor should be invited to attend at the discretion of the Committee but **must** address meetings considering the draft annual financial report and results of the external Audit.

Guests may be invited from time to time as appropriate.

Members will convey an apology for non attendance to Committee meetings prior to the meeting taking place. A leave of absence may be granted. If more than three (3) meetings in a row are not attended without extenuating circumstances or prior notification, that member will be made redundant from the committee.

Meetings of the Committee are not open to members of the Public and its proceedings are to be

conducted in a confidential manner.

14.3. Quorum

A quorum shall be a minimum of three (3) members, two (2) of which must be Independent members of the committee.

14.4. Secretarial Services

Council shall provide secretarial and administrative support to the Committee.

14.5. Meeting agenda and minutes

An agenda and supporting documentation will be issued one week before each meeting. Minutes will be taken by an appointed Secretary and signed by the Chair. Minutes will be audio recorded each meeting. Recordings will be retained by the Secretary for six months.

14.6. Work plan

A schedule of an Annual Work Program will be developed and approved by the committee. The form of the schedule is shown in Appendix A.

15. DUTIES AND RESPONSIBILITIES

It is the responsibility of the Committee to provide Council with independent, objective advice on the adequacy of management's arrangements with respect to the following aspects of the management of the organisation:

15.1. Risk Management

- Review whether management has in place a current and comprehensive Risk Management Framework and Strategy for effective identification and management of business and financial risks;
- Review Council's Risk Register to satisfy itself that all risks identified as extreme or high are appropriately managed; and
- The register is being reviewed and updated by management in accordance with the strategy.

15.2. Financial Reporting

- Satisfy itself the annual financial reports comply with applicable Australian Accounting Standards and are supported by appropriate management review and sign-off;
- Review the external audit opinion, including whether appropriate action has been taken in response to audit recommendations and adjustments;
- Consider any contentious financial reporting matters in conjunction with the Council's management and external auditors; and
- Satisfy itself there is a performance management framework linked to organisational objectives and outcomes.

15.3. Legislative Compliance

- Determine whether management has appropriately considered legal and compliance risks as part of the risk register;
- Determine whether management has appropriate strategies in place to manage these risks; and

- Receive a report at each meeting on any relevant new Legislation or Government Policy changes.

15.4. Internal Audit

- Set the Internal Audit work program, to review whether appropriate internal controls are in place;
- Consider the adequacy of internal audit resources;
- Review all audit reports;
- Consider significant issues identified in audit reports and action taken on issues raised;
- Monitor the implementation of internal audit recommendations by management; and
- Periodically review the performance of Internal Audit.

15.5. External Audit

- Provide input and feedback on the external audit plan;
- Review all external audit reports;
- Monitor the implementation of audit recommendations by management; and
- Consider significant issues raised in relevant external audit reports and better practice guides and ensure appropriate action is taken.

16. REPORTING

The Director of Corporate Services shall after every meeting of the Committee forward the Minutes of that meeting to the next Ordinary Meeting of the Council, including a report explaining any specific recommendations, formal resolutions, and key outcomes.

The Chair of the Committee will also provide Council with:

- (a) A summarised yearly report of the activities of the Committee for inclusion in the Council's Annual Report.
- (b) Other matters the Chair believes need to be reported to the Council.
- (c) The report is to be reviewed and authorised by the Chair prior to its inclusion in the Annual Report.

17. APPROVAL

The Audit and Risk Committee Charter was approved by Council on 18 August 2020.

Adopted by the Audit and Risk Committee & Council:

Signed:		Signed:	
Print:	Cr Les McPhee	Print:	Ms Rosanne Kava
Title:	Mayor Swan Hill Rural City Council	Title:	Chair-Audit & Risk Committee
Date:		Date:	

APPENDIX A - AUDIT & RISK COMMITTEE ANNUAL PROGRAM

Item	February	May	September	December
Department Presentation	X	X		X
Review of Internal Audit Reports	X	X	X	X
Review of Financial Statements			X	
Review of Risk Register	X	X	X	X
Review Quarterly Financial Report	X	X		X
Review of Audit Committee Performance				X
Internal Audit Forward Program		X		
External Audit Strategy		X		
Significant Legislative changes	X	X	X	X
Frauds and Breaches of Law reports	X	X	X	X
External Audit Interim Management Letter		X		
External Audit Final Management Letter			Draft	Final
Annual Report of Audit Committee Activities		Draft	Final	
Topic items	As Required	As Required	As Required	As Required
General Business	X	X	X	x
Review of Performance of Internal Auditor				X
Review Risk Management Framework	X			

APPENDIX B - TERMS OF APPOINTMENT

The current committee members' terms of appointment are as follows:

Mr Greg Kuchel	3 year term - appointment expires on 18 November 2024
Mr Bradley Hutchinson	3 year term - appointment expires on 05 April 2025
Cr Bill Moar	1 year term - appointment expires on 31 December 2023
Cr Stuart King	1 year term - appointment expires on 31 December 2023

The current Chair and term of position is as follows:

Ms Rosanne Kava	3 year term - appointment expires 31 September 2025.
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2.4 Swan Hill Incorporated Annual Marketing Plan and Budget for 2023/24

Directorate: Development and Planning
File Number: S12-24-05
Purpose: For Decision

Council Plan Strategy Addressed

2. **Prosperity** - We will continue to build and strengthen a prosperous local economy, through sustainable growth and education. We will focus on creating jobs and wealth through adding value to existing strengths in all areas of our economy.

2.1 Effective partnerships for prosperity

2.1.2 Support our key industries

2. **Prosperity** - We will continue to build and strengthen a prosperous local economy, through sustainable growth and education. We will focus on creating jobs and wealth through adding value to existing strengths in all areas of our economy.

2.2 A thriving diverse economy

2.2.1 Encourage the growth and development of our economy

Current Strategic documents

Budget

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

Summary

The purpose of this report is to recommend to Council that it adopts the Swan Hill Incorporated Annual Marketing Plan and Budget for the 2023/2024 Financial Year

Discussion

In accordance with the legislative requirements of the Special Rate collected by Council on behalf of Swan Hill Incorporated to fund its various programs, Council must first approve Swan Hill Incorporated's Annual Marketing Plan and Budget.

The Board has identified priorities and actions for the next twelve months and has reaffirmed its commitment to work closely with Council to continue to develop strategies that will see an increase in visitation to the Municipality.

By engaging with its members and playing an active role in being represented on key organisations, including cross border organisations (MRTA), Swan Hill Inc will continue to grow the well-known brand "Heart of the Murray".

It is interesting to note through a solid couple of years of work, visitation numbers have rebounded with the number of visitors up by 21% to the end of December 2022, which is nearing the visitor numbers of pre covid e.g., 415,000.00.

The positive trends are also reflected in the average visitor spend also increasing to on average \$202.00 per person per night.

The Special Marketing rate has been in place for 18 years and has proven to be effective to enable the ongoing promotion of Swan Hill and immediate and the region.

Four key pillars have again been identified as forming the key direction for the Swan Hill Inc Board to pursue namely:

- Attracting Visitors to the Region
- Supporting Local Shopping
- Supporting business
- Advocacy

And the Board through its committee structure will implement the strategies listed in the document.

Most of the Committees have a wide cross section of representatives attending however the Business Support Committee has limited numbers and Council's Economic Development Team will work alongside this subcommittee to consider how to broaden the membership and investigate issues that could be jointly developed and delivered.

For the 2023/24 Budget Swan Hill Inc have developed a budget as follows:

- Income \$573,000.00
- Expense \$512,000.00
- Surplus \$60,814.00

The Board is mindful of the need to limit the amount of carryover funds and has in the past worked to ensure that this amount has been reduced and managed.

Some of the key budget highlights include the following expenditure:

- Christmas decorations - \$20,000.00
- Calendar of events - \$32,000.00
- Marketing Strategy - \$135,000.00
- Partnerships - \$20,000.00
- Online Profile - \$8,000.00
- Social Media - \$ 35,000.00
- Wine and Food Festival - \$120,000.00

Council and Swan Hill Inc have developed a strong working partnership over many years which has benefitted from monthly meetings involving representatives from Swan Hill Inc and Council's Senior Executive.

The Swan Hill Inc Executive Officer works closely with Council's Economic Development and Tourism Team and is in close contact with other key areas of Council such as the Pioneer Settlement and the Performing Arts Team.

The Plan as presented by Swan Hill Inc again reflects a very exciting twelve months ahead with a key focus on continuing to grow visitor numbers and to promote our Council area and region widely.

Consultation

The Swan Hill Incorporated Board has consulted with its members in the preparation of the Marketing Plan and Annual Budget together with discussions at a Council Officer level on all aspects of the documents. In addition, Swan Hill Incorporated Board representatives have also briefed the Councillors at an assembly about the Marketing Plan and Budget

Financial Implications

Swan Hill Incorporated is funded through the collection, by Council, of a Special Rate and Voluntary contributions.

Social Implications

The success of the Marketing Plan and Budget will have a positive impact through increased visitation numbers, improved business responses and a raised awareness of the of what the Municipality has to offer as a destination for both the local community and visitors.

Economic Implications

Swan Hill Incorporated through the activities listed in the Marketing Plan and Budget aims to assist the local economy and businesses by increasing visitor numbers, supporting Council through advocacy campaigns, seeks to grow employment opportunities, aims to develop businesses in a positive manner and attract new business opportunities. Residents benefit from a vibrant local economy and enhanced customer service and experiences.

Environmental Implications

The Marketing Plan acknowledges the importance of the natural environment and the need to respect the Murray River given that is a key feature of the Municipality and the Region.

Risk Management Implications

If Council does not endorse the Marketing Plan and Budget, Swan Hill Incorporated will be limited in its operations and will not be able to actively promote the Municipality.

Attachments: 1. Updated Marketing Plan 2023-24 (5).docx [2.4.1 - 18 pages]

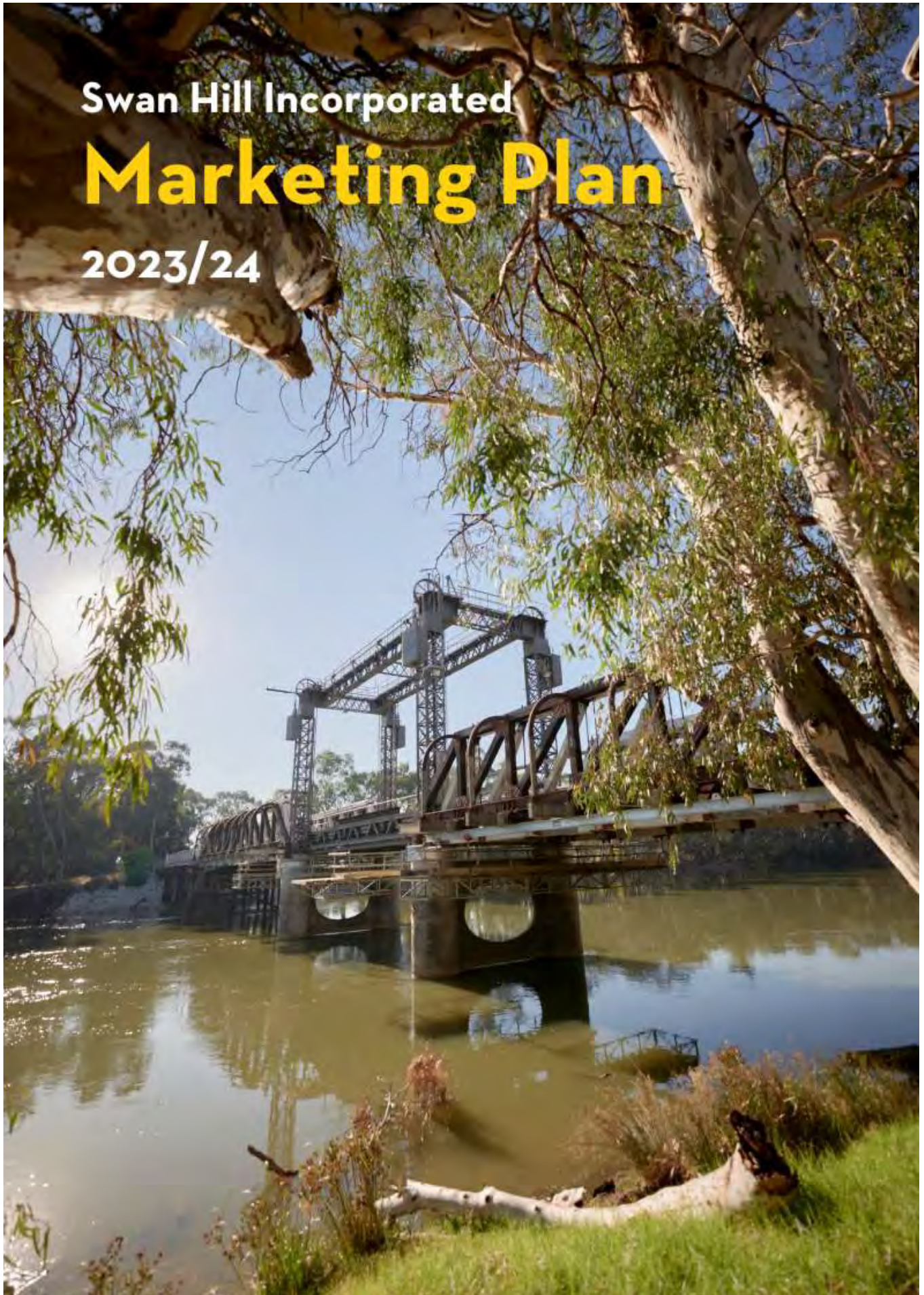
Options

1. That Council approves the Swan Hill Incorporated 2023/2024 Annual Marketing Plan & Budget as presented.
2. That Council does not approve the Swan Hill Incorporated 2023/2024 Marketing Plan & Budget advising what changes that it is seeking to the documents.

Recommendation/s

That Council:

1. **Approves the Swan Hill Incorporated 2023/24 Annual Marketing Plan and Budget as presented.**
2. **Congratulates Swan Hill Incorporated on the achievements of the past twelve months and looks forward to continuing the excellent partnership that has been established.**



Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



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Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



INTRODUCTION

Swan Hill Incorporated has developed this annual marketing plan and budget to deliver a comprehensive set of priorities and actions for the organisation over the next 12 months. The function of the marketing plan is to deliver outcomes from the strategies documented in the strategic plan. It includes a tactical plan outlining the key initiatives, activities and timings.

KEY PARTNERS

Swan Hill Rural City Council

Swan Hill Incorporated will work directly and collaboratively with the Swan Hill Rural City Council to ensure the success of the plan.

Business Community

Swan Hill Incorporated will represent the best interests of its members by providing leadership to, and engaging with, the business community through strong communication.

Regional, State and Federal Tourism, Development and Government Organisations

Swan Hill Incorporated will work collaboratively with State and Federal Government and relevant industry organisations including the Murray Regional Tourism Board, Visit Victoria, Regional Development Victoria, Destination New South Wales and Regional Development Australia. Each of these agencies will provide Swan Hill Incorporated with a range of opportunities not the least of which will be for additional funding for projects or events.

The Community

Swan Hill Incorporated will engage with the local community to promote the benefits of supporting local businesses and championing their own region.

ECONOMIC BENEFITS

The promotion of our Region is focused on bringing visitors to Swan Hill and the surrounding region. Results from Murray Regional Tourism for the year ending 31 December 2022 showed that the Swan Hill Region experienced 395,000* domestic overnight visitors in that time. This is an increase of 21.5% on year ending December 2021. We are close to pre covid levels where we experienced 415,000 domestic overnight visitors in 2019.

Fact sheets produced by Visit Victoria Research Unit in December 2022 show the average expenditure in the Murray region to be \$202 per night, \$167 per night for the Swan Hill region showing an increase of 62.7% on the previous year.

The visitor economy results in many businesses, not directly related to tourism, benefiting significantly from the proceeds of visitors to the region.

* Domestic and international visitation and average expenditure are retrieved from Murray Regional Tourism Board December 2022 Quarterly reports.

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



ABOUT SWAN HILL INCORPORATED

Swan Hill Incorporated has operated under the Special Rate for the past 18 years and has been very successful in the promotion of Swan Hill and the region.

Our Purpose:

To market and promote the Swan Hill Region.

Our Vision:

We will be the relevant organisation supporting business in the marketing and promotion of our region.

Our Strategies:

Visitation to the Region

Increase visitation by specifically marketing the Swan Hill region as a place to visit and enjoy.

Shopping in the Region

Specifically market the Swan Hill region as a place to shop and encourage the provision of quality service. Promote and educate the importance of shopping locally.

Advocacy

Engage with and advocate on behalf of members.

Business Support

Provide support and direction to members.

OUR STRUCTURE

Swan Hill Inc. has a Board of Directors and three sub-committees to cover:

- Marketing
- Traders
- Business Support and Advocacy

In total we currently have 22 volunteers that make up our main board and the sub committees. Each of these people give their time voluntarily and a number of them have done so since Swan Hill Inc.'s inception.

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



Swan Hill Inc. Board Members

John Charleson - Chair - Bottle-O & Cellarbrations
Greg Roberts - Deputy Chair - Murray Downs Golf and Country Club & Swan Hill Club
Adam Laughlin - Pooles Accountants and Tax Specialists
Colin Hayward - Stihl Shop Swan Hill
Dale Whitfield - Whitfield Excavations
Brendan McKenzie - Golconda Group
Councillor Nicole McKay - Swan Hill Rural City Council Delegate

Marketing Committee

Greg Roberts - Chair - Murray Downs Golf and Country Club & Swan Hill Club
Janelle Earle - Pioneer Settlement
Jessica Warburton - Pioneer Settlement
Marcia Pollington - Swan Hill Rural City Council (Economic Development & Tourism Unit)
Reece Sutton - Big4 Swan Hill
Shaun O'Bree - Murray Downs Golf and Country Club & Swan Hill Club
The Swan Hill Incorporated Marketing Committee is continually looking at new members to diversify the group and allow greater input and impact on all sectors.

Traders Committee

Debbie Martin - Chair - Aspire Jewellery
Stephen Colombo - Bowser Bean
Colin Hayward - Stihl Shop Swan Hill
Brendan McKenzie - Golconda Group
Carrie-Anne Robins - Innocence and Attitude
Rebecca Orlando - Swan Hill Fishing and Shooting
Daniel Cleary - Premix King
Georgia Lipp - Gorg Lifestyle
Nadene Simpson - Home.life Childrens Boutique
Nina McNamarra - The Dandy Lion Studio
Sarah Rogers - Swan Hill Rural City Council

Business Support Committee

Adam Laughlin - Pooles Accountants and Tax Specialists
Colin Hayward - Stihl Shop Swan Hill

All Swan Hill Inc. members are encouraged to attend the Traders committee meetings which allows them the opportunity to have direct input. Any member is also welcome to submit any ideas with regard to expenditure or marketing to the Board in writing for consideration.

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



HOW HAVE WE PROMOTED THE REGION SINCE 2014 – 2023?

The Swan Hill Inc. Marketing Committee have annually developed and executed a marketing plan to promote the Swan Hill region through the following key activities:

- Mainstream Marketing
Regional TVC advertising together with Radio and Print advertising in Metro & Regional outlets. Our current campaign is local influencers, Harry Coffey, Josh Jenkins, Tessa Lavey, Taj Kelly and Rod McKenzie, promoting the Swan Hill region.
- Digital Marketing
 - Targeted digital marketing on Facebook, Instagram and YouTube have formed the basis of our previous digital marketing campaigns.
 - Targeted use of social media influences to promote the region on their social media platforms.
 - Consumer website which forms part of the Murray River Tourism digital platform - Visit Swan Hill was launched in 2016.
- Partnered with Murray Regional Tourism Board
We partnered with the Murray Regional Tourism Board which allows us to access state programs at a subsidised rate. We have previously participated in a number of promotions such as What's Up Down Under, Master Chef, consumer shows like Masters Golf, Melbourne Show and Caravan & Camping. We have also partnered with the tourism board to bring social media influencers to our region to promote visitation.
- Swan Hill Region Food and Wine Festival
We have successfully presented an annual Food and Wine Festival weekend which attracts visitors from far and wide to our region. Visitor numbers through the gate has increased substantially from 224 in 2011 to 1947 in 2022 and a record 2200 in 2023. **2023's event also saw a** record number of stall holders in attendance. The 2023 Swan Hill Food & Wine Festival was a great success and is now becoming a profitable event that we anticipate will increase in the future. REMPLAN data suggests the 2023 Festival had an economic impact of \$483,724.
- Official Visitor Guide and Touring Guides
We have also promoted our region with the production of an Official Visitor Guide which is distributed nationally to visitor information centres. This document is updated biannually. Due to COVID-19 the Marketing Committee made the decision to delay the production of the Official Visitor Guide until the 2022/23 Financial Year. This gave the committee the opportunity to review the product and research the tourism marketplace for other options. This has resulted in a transition for the old official visitor guide to a new Visitor Inspiration Guide that will always be relevant with QR codes linking to the Visit Swan Hill Website. This new guide has provided popular with its simpler format and design.

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



- Partnered with Swan Hill Rural City Council
We have and continue to partner with the SHRCC on various projects to promote our region since the inception of the special rate in 2002.
- Business Support Program, Discover More Drive, Shop Local Campaigns, Navigating Business Panel Events.

HOW HAVE WE PROMOTED SHOPPING IN OUR REGION FOR 2022/23?

The Swan Hill Inc. Traders Committee have every year developed and executed a marketing plan that has promoted shopping locally through the following key activities:

- **Grab A Grand Promotion**
The Grab A Grand promotion has become a much loved competition encouraging people to Shop Local and to shop in the Swan Hill region. With a purchase in local stores required to enter, the promotion gives the opportunity for the winner to spend \$1,000 in one hour in Swan Hill. This concept is a win for both businesses and shoppers.
- **Buy Local Campaign**
In 2019 Swan Hill Traders Committee invested in a Gift Card program dedicated to local businesses through 'Why Leave Town'. With a minimum purchase of \$20.00 the Swan Hill Gift Card has kept over \$350,000 local dollars in town in local businesses in both Swan Hill and Lake Boga. This is an ongoing campaign.
- **Buy Swan Hill / Local Loop Campaign**
Swan Hill Inc. partnered with Ace Radio every year to run the local loop, which is now known as 'The Buy Swan Hill' campaign. Local businesses receive an allocated number of 30 second slots on the radio for the duration of the year. The message in every advert conveyed the importance of supporting shopping locally.
- **Easter Market Day and October Market Day**
These two events held over the Easter weekend & the weekend of the Junior Basketball Tournament. A portion of Campbell Street is closed off and is filled with stalls and entertainment for young and old, whilst the Traders bring their wares out onto the foot paths. Both events have consistently proven to be very popular amongst locals as well as visitors in town.
- **Christmas Decorations & Christmas Shopping Campaign**
Every year Swan Hill Inc. ensures that the greater CBD area is adorned with colourful Christmas decorations to create a festive atmosphere in town. From mid-November until Mid-December our Christmas Shopping competition is held supporting local businesses.

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



SUPPORTING LOCAL EVENTS

- **Funded Community Projects**
Swan Hill Inc. provides funding and marketing assistance to numerous community projects. Since 1 July 2015 we have provided support to the numerous festivals, events & projects. In the past these have included: Lake Boga Easter Regatta, Farmers Market, Heartbeat of the Murray Laser Light Show, Da Vinci Exhibition, Harmony Day, Country Week Tennis, Swan Hill Show and Swan Hill Show & Shine.
Swan Hill Inc was a proud sponsor of the 2023 Australian Senior Tennis Championships and the 2023 Police Bowls Championships. Both major sporting events with substantial economic value to the region.
Swan Hill Inc also contributed \$18,000 towards marketing of Council run events in early 2023 including Rockwiz and the Riverlights - Yana Waingi light activation.

BUSINESS FORUMS

- **Advocacy - To engage with and advocate on behalf of our members.**
 - Bi-annual advocacy forums have been held to provide our members & stakeholders with a platform to engage with Swan Hill Inc. and to raise issues that the Swan Hill Inc. Board can advocate for on their behalf.
 - Swan Hill Inc. has conducted regular reviews annually with Councillors and the Council Executive team to provide updates on key achievements aligned with the annual Marketing Plan.
 - Monthly meetings are held with the CEO and senior staff of Council to raise issues and share information.
- **Business Support - Provide business support and direction to members and encourage the provision of quality service.**

We have previously hosted 2 forums per year which included motivational /educational speakers and provided a platform for networking. Over a number of years our guest speakers have been: Max Walker, Chris Helder, Dave Straughton, Paul Lyons & Stan Grant.

We held a set of social media marketing workshops over a 3 week period in February and March 2023. Engaging the social media marketing gurus from Propel Digital in Wangaratta to facilitate. These workshops gave businesses insight and capability on how to effectively use social media to market their business. Covering topics from the importance of having a social **media presence, do's and don'ts around posting**, how to manage and develop a social media schedule to the best way to engage your audience and identifying your audience. The workshops had great attendance and many local businesses have already implemented the strategies learnt.

Local shop owner, Nadene Simpson said the workshops were invaluable and she gained the confidence and skills to navigate her way to a more engaging social media presence. She is now having more interaction with a wider audience.

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



OUR KEY BRAND MESSAGE

“Swan Hill Region – Heart of the Murray” will continue as the key theme, brand, as it provides the region with both a location identifier and a sense of “community and liveability”.

Other key messages will be:

- Escape the city to an authentic country location with a variety of activities.
- The Murray River in Swan Hill is the most natural part of the river, it allows for leisurely activities such as fishing and camping.
- The region is not commercialised – it has a good mix of boutique and regular shops. Something for the whole family.

Swan Hill’s point of difference is its authentic country centre experience, natural surrounds and because of the low key water sport activities allowed on the river, the region has a sense of serenity.

Unique selling points:

- Authenticity
- Murray River
- History - Pioneer Settlement, Heartbeat of the Murray, Lake Boga Flying Boat Museum
- Golf - quality of experience
- Fishing - Cod
- Lake Boga
- Skiing
- Motor Sports
- Nyah, Vinifera and Pental Island - Trails, Biking & Walking
- Bird Watching
- Events - Regional events – Swan Hill Region Food & Wine Festival, Tennis, Country Week, June Racing Carnival, Market Days
- Unique Shopping

Swan Hill Incorporated 2023-2024
Marketing Plan & Budget



Situation Analysis – A Snapshot of Swan Hill

SWOT Analysis

<p>Strengths</p> <ul style="list-style-type: none"> • Climate • Murray river location • Family focus/lifestyle • Pioneer Settlement • Heritage and history • Café and dining • Strong agriculture industry sector • Positive outlooks and viewed growth potential • Strong redevelopment (CBD, Chisholm Reserve & Pioneer Settlement) • Championship golf course • Harness and horse racing • Food and wine festival • The Heartbeat of the Murray • Lake Boga flying boat museum • Fishing • Water sports • Natural assets (Nyah Forest) • Chasney Estate • Regular Events 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Distance from Melbourne & other regional centres • Lack of developed tourism product • Skills shortage • Ageing infrastructure (buildings, river precinct, bridge) • Our ability to service the visitor 7 days a week • Lack of secondary industries. • A La Carte Dining • No luxury accommodation or experience led accommodation on offer. • No Aboriginal culture experiences on offer • No Walking tour/cycling tours on offer • No photography classes on offer • No Agri- Tourism offerings • No Local foodie experience: i.e. food and drink crawl through the region. • Where are the Bird watching opportunities? • Access to hospitality businesses on a Sunday and public holidays.
<p>Opportunities</p> <ul style="list-style-type: none"> • Industry development/emerging products • Event development • Development of river precinct • Harness innovative business people, enthusiasm & can-do attitudes • Strong redevelopment (CBD, Chisholm reserve & Pioneer Settlement) • Bird watching • Motor sports • Social media influences • Asia market • Capitalising on the regional travel • Farm Gate Trail • Ostra Gin • New Heartbeat of the Murray Show • Lake Tyrrell • Silo Art Trail • Country Pub Crawl Itinerary • Light Shows 	<p>Threats</p> <ul style="list-style-type: none"> • Business disruption due to natural disaster • Fragmentation – lack of industry support • Uncontrollable external economic impacts • Threat to retail from the development of global online presence • Uncertainty due to potential floods & drought • Blue green algae outbreak in recreational waterways • Mosquito borne diseases • COVID-19 outbreaks and associated restrictions such as border closures. • Lack of investment (landlords and commercial property owners)

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



Our Target Markets

Coming out of COVID and experience a high water flood situation the Swan Hill region has still seen an increase in visitation. For the year of 2022 domestic overnight travel was up 21.5% with 395,000 visitors, with the amount spent in region significantly increasing by 77.2% totalling \$157 million.

In line with the Murray Regional Tourism - One Year Action and Post Flood Recovery Plans, we will be focusing on retaining and nurturing existing key markets, as well as focussing on new and developing markets.

- 45-50+ years - mid-life households & older self-funded retirees
- 35-45 years - Families (conventional and traditional, as well as attracting new and emerging culturally and socially diverse families.)
- All Ages - Visiting friends and relatives

Our Marketing efforts will be directed to the primary source markets of:

- Regional Victoria
- Melbourne
- Regional New South Wales
- South Australia

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



Strategy One - Visitation to the Region

Increase visitation by specifically marketing the Swan Hill region as a place to visit and enjoy. Swan Hill Incorporated encourages all food and beverage establishments to open 7 days a week during peak visitation periods.

Committee: Marketing

The Marketing Committee has outsourced the digital component of the marketing plan to the social media specialists SASI Marketing & Communications.

The full Marketing Strategy is provided in appendix A.

Initiative	Action	Timing/KPI	Annual Budget
Develop targeted marketing designed to increase visitation & spend	Develop and implement a targeted Marketing Strategy that incorporates spend in each of the following areas: digital, print, TVC, radio, social media, events, projects and photography/videography.	Ongoing	\$135,000
	Develop, print and distribute the new Swan Hill Visitor Inspiration Guide.	Ongoing	\$5,000
	Work closely with Murray Regional Tourism on the Swan Hill section of the Murray Region Visitor Guide.	Ongoing	
Develop strategic alliances with key Tourism industry organisations	Develop and nurture relationships with Murray Regional Tourism, Visit Victoria, Destination New South Wales, Destination Riverina Murray and Murray River Council to leverage marketing & tourism opportunities for the region.	Ongoing	\$20,000
Manage & Improve our online presence	Continually ensure the content on the Visit Swan Hill website is up to date and relevant. Providing the user with an interactive easy-to-use resource.	Ongoing	\$8,000
	Monitor and update operator Australian Tourism Data warehouse (ATDW) listings.	Ongoing	NIL
	Increase social media presence; with a dedicated budget to grow engagement and following.	Ongoing	\$35,000
Manage the 'Visit Swan Hill' Brand	Ensure the brand is represented consistently in all communications, i.e tone of voice and visual elements.	Ongoing	NIL
Reporting	Conduct local operator surveys to establish reliable data on visitation during peak periods,	Ongoing	NIL

Swan Hill Incorporated 2023-2024
Marketing Plan & Budget



	i.e the Food & Wine Festival, Easter, Christmas and June Racing Carnival.		
	Develop and implement a quarterly reporting system for the board and committees that includes visitation to the region, website sessions, campaign performance and bi-monthly social media reporting.	Ongoing	NIL
Encourage and support pre & post travel around Festivals & Events.	Ensure visitors are informed and encouraged to extend their stay and further explore the region, i.e. itineraries.	Ongoing	NIL
Encourage and support the development and linking of regional festivals and events.	Organise and expand the Swan Hill Food & Wine Festival with a focus on encouraging dispersal of visitors throughout the region. The expenditure on this event will be covered by the income generated from the event.	Ongoing	\$120,000
	Support and develop new and existing events along with any other opportunistic ventures.	Ongoing	\$10,000
Support Aboriginal culture	Showcase Aboriginal culture through events, experiences and attractions where possible.	Ongoing	NIL
Develop a campaign focusing on our Evolving Market: 'Visiting Friends and Relatives'	Develop a targeted marketing campaign to attract more VFR into establishments, attractions and to spend more when visiting.	Ongoing	NIL
Continue to work closely with SHRCC on Product & Service gaps.	Work together to enhance the visitor experience through partnered projects, i.e Farm Gate Trail.	Ongoing	NIL

Total Strategy 1: Visitation to the region

\$333,000

Swan Hill Incorporated 2023-2024
Marketing Plan & Budget



Strategy Two - Shopping in the region

Promote the Swan Hill region as a place to shop.

Committee: Traders

Initiative	Action	Timing	Annual Budget
<ul style="list-style-type: none"> Promote and educate the importance of shopping locally 	<ul style="list-style-type: none"> Participate in the Ace Radio 'Buy Swan Hill' Promotion. 	Monthly	\$5,000
	<ul style="list-style-type: none"> Continued subscription and promotion of the 'Why Leave Town' Swan Hill Gift Card. 	Annually	\$5,000
	<ul style="list-style-type: none"> Influence and educate the community about the importance of buying local versus spending their money outside the region. 	Annually	\$10,000
<ul style="list-style-type: none"> Develop a targeted annual calendar of promotions to strengthen trade within the Swan Hill Region. 	<ul style="list-style-type: none"> Conduct specific shopping promotions including Market Day, Christmas Promotion, Swan Hill Shopfront initiative and other promotion(s) throughout the year. 	October to June	\$32,000
<ul style="list-style-type: none"> Christmas Decorations 	<ul style="list-style-type: none"> Decorate the CBD with Christmas decorations 	November to January	\$20,000

Total Strategy 2: Shopping in the region \$72,000

Swan Hill Incorporated 2023-2024
Marketing Plan & Budget



Strategy Three - Advocacy

Engage with and advocate on behalf of members

Committee: Board & Business Support Committee

Initiative	Action	Timing	Annual Budget
<ul style="list-style-type: none"> Establish and maintain a leadership role by engaging with local businesses 	<ul style="list-style-type: none"> Continue to communicate regularly and effectively with members and stakeholders using preferred methods of communication such as radio, social media, e-mails, telephone calls, visits, corporate website etc. 	Ongoing	\$2,600
	<ul style="list-style-type: none"> Engage with government agencies and relevant organisations to advocate on behalf of members and the region. 	As needed	NIL
	<ul style="list-style-type: none"> Schedule two networking forums for the year providing members with the opportunity to attend, raise issues and network with other members. 	October & May	\$1,000
<ul style="list-style-type: none"> Develop a strong and mutually supportive relationship with Council 	<ul style="list-style-type: none"> Conduct two (2) reviews annually with Councillors to provide updates on key achievements aligned with the Annual Marketing Plan. 	October & May	NIL
	<ul style="list-style-type: none"> Continue to hold monthly briefings with the Council CEO and senior staff to raise issues and share information. 	Ongoing	NIL

Swan Hill Incorporated 2023-2024 Marketing Plan & Budget



Total Strategy 3: Advocacy

\$3,600

Strategy Four - Business Support

Provide business support and direction to members and encourage the provision of quality service.

Committee: Board & Business Support Committee

Initiative	Action	Timing	Annual Budget
<ul style="list-style-type: none"> Provide members with opportunities to grow their business through educational and motivational events. 	<ul style="list-style-type: none"> Host Business Support Forum which includes motivational speakers / educational and networking events designed to appeal to members. 	August	\$5,000

Total Strategy 4: Business Support

\$5,000

Swan Hill Incorporated 2023-2024
Marketing Plan & Budget



Swan Hill Incorporated Annual Budget 2023/24

Income

Bank Interest	400
Market Day	1,500
Membership SHI (Voluntary)	4,600
Special Rate Income	377,610
Total INCOME	\$384,110
Swan Hill Region Food and Wine (Carry Over)	69,188
Swan Hill Region Food and Wine	120,000
Total INCOME	\$189,188
Total INCOME	\$573,298

Expenses

Administration

Audit	3,600
Bank Fees	70
Incorporation Fees	125
Insurances	3,200
Membership Communication	1,000
Other Office Expenses	2,000
Payroll Expenses	70,000
Printer Lease	2,600
Postage	100
Printing	500
Reckon Financial Software	750
Staff Training	4,000
Stationary	200
Superannuation Payment	7,350
Telephone/Mobile	1,700
VTIC Membership	800
Workers Compensation	889
Total Administration	\$98,884

Swan Hill Incorporated 2023-2024
Marketing Plan & Budget



Business Support

Business Forums	5,000
Media Communication	2,000
Swan Hill Corporate Website	600
Total Business Support & Advocacy	\$7,600

Marketing

Digital Marketing	35,000
Digital Platform	8,000
Targeted Mainstream Campaign	135,000
Murray Regional Tourism Board	20,000
Official Visitor Guide Distribution	5,000
Opportunistic Promotions	10,000
Total Marketing	\$213,000

Swan Hill Region Food & Wine

Swan Hill Region Food & Wine	120,000
Total Swan Hill Region Food & Wine	\$120,000

Promotions

Swan Hill Show	1,000
Total Promotions	\$1,000

Traders

Buy Swan Hill	5,000
Retail Promotions	10,000
Christmas Decorations	20,000
Christmas Promotion	10,000
Market Days	20,000
Swan Hill Shopfront Initiative	2,000
Swan Hill Gift Card	5,000
Total Traders	\$72,000

Total Expenses \$512,484

Net Surplus \$60,814

2.5 Community Grants Program 2023/2024 Successful Recipients

Directorate: Development and Planning
File Number: S17-01-01-10
Purpose: For Decision

Council Plan Strategy Addressed

1. Liveability - We will be a healthy, connected and growing community supported by a range of infrastructure and services.

1.4 Foster Creative and Cultural opportunities

1.4.1 Promote and celebrate the creative and cultural pursuits within the region

3. Harmony - We will be a welcoming community for all, recognised for our maturity and respect for each other.

3.1 Communities that are safe, welcoming and inclusive

3.1.3 Flourishing community organisations

Current Strategic documents

No strategic documents applicable.

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

Summary

This report provides Council with information in relation to the 2023/2024 round of funding for the Community Grants Program, which includes the Community Development and Event Support Funds. It makes recommendations to assist Council in determining which applications should receive funding.

Discussion

Community Development Fund

The Community Development Fund provides funding of up to \$5,000 for eligible community groups to carry out their objectives.

Projects funded may include:

- Structural repairs or minor upgrades to community facilities

- New or upgraded equipment essential to the operation of the community group
- Current OH&S or risk management issues
- New programs or activities within a community
- Projects for specific high needs groups
- Projects that promote local sustainability initiatives, environmental innovation, create proud community spaces and promote responsible water usage and conservation
- Protection, conservation and restoration of heritage items and assets
- Club capacity (training, business plans etc)

An assessment panel comprising of the Chief Executive Officer, Building Program Coordinator, Community Development Officer, Mayor Cr. Les McPhee, and Cr. Jacquie Kelly evaluated all applications against the criteria. Each application was assessed with the following factors considered to determine priorities for funding:

- Does the project support community development and resilience?
- Does the project represent value for money?
- Will the project add to the sustainability of the applicant organisation?
- Are there alternate funding sources available?

Applications

This year 40 submissions were received with 36 deemed eligible for assessment. Of these 36 applications 26 are recommended for funding.

The total value requested from Council was \$160,471 with the annual budget for the 2023/2024 round being \$78,000.

Successful Grants

Successful applicants will contribute approximately \$212,000 in cash, in-kind and sponsorship/other funding to match Council's \$78,000 worth of grant funds. This will result in approximately \$300,000 worth of community projects being completed by the end of May 2024.

A broad cross-section of projects recommended for approval cover several townships throughout the municipality including Swan Hill, Lake Boga, Nyah, Robinvale, Speewa and Manangatang.

The following table represents the 2023/2024 applications recommended for funding:

Organisation	Project Name / Description	Value
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Swan Hill Child Care Cooperative	Resource & Equipment Upgrade – purchase of children’s furniture	\$5,000
1 st Lake Boga Sea Scouts	Camp Readiness Upgrade – purchase of camping equipment (tents, camp stove, etc)	\$3,500
Nyah & District Community Pool Committee	Maintenance Shed – replacement of old shed with new Colorbond shed / concrete floor	\$5,000
Manangatang & District Bowling Club	Kitchen Makeover – installation of new kitchen cupboards	\$5,000
Lake Boga Bowling Club Inc.	Purchase of New Bowling Greens Roller – purchase bowling greens roller	\$4,500
Swan Hill Toy Library	Growing Our Toy Library by Creating an Online Presence – website creation with online toy catalogue	\$1,985
Chinkapook Reserves Committee of Management Inc.	Kitchen Appliances – purchase of urn, pie warmer and fridge	\$2,000
Robinvale Lawn Tennis Club	New Lawn Mower – purchase of new lawn mower	\$4,000
Lakeside Golf Club, Lake Boga Inc.	Irrigation Pump Upgrade – purchase / installation of new irrigation pump	\$3,100
Swan Hill Soccer League Inc.	New Portable Goals – purchase a set of portable goal posts	\$5,000
Swan Hill Neighbourhood House Inc.	Kitchen Upgrade – installation of new stove/cooktop and overhead cupboards in communal kitchen	\$3,500
Lake Boga Sports Club	Lake Boga Netball Court Upgrade – repairs to netball court surface	\$3,000
Woorinen Cricket Club Inc.	WCC Cricket Nets Redevelopment – replacement of old cricket nets	\$2,500
Swan Hill Lawn Tennis & Croquet Club Inc.	Kitchen Project – replace old stove with new unit	\$3,500
Lake Boga Equestrian Centre (Swan Hill Pony Club & Lake Boga Riding Club)	Canteen Windows – replacement of roller doors on canteen section of building	\$3,500
Nyah District Cricket Club	New Training Net Matting – replace existing training net matting	\$2,500
Swan Hill Motor Racing Club	Broadcasting Upgrade – install new PA system in the SH Motor Racing Club area of the Motorplex	\$3,400
Swan Hill RSL Cricket Club	New Pitch Roller – purchase of new ride-on pitch roller	\$3,000
Speewa Heritage Collectors Club Inc.	New Fridge – purchase of new refrigerator for kitchen	\$2,000

Tyntynder Football Netball Club	Social Rooms Kitchen Upgrade - purchase/ installation of new electric fryers in kitchen	\$2,000
Swan Hill Cricket Club	Junior & Senior Equipment – purchase of match & training balls	\$1,015
Swan Hill Football Netball Club	Dishwasher Upgrade – purchase of new glass dishwasher	\$2,000
Robinvale Pistol Club	Re Clad Shooting Range – replace old timber structure with steel posts and Colorbond cladding	\$2,000
Lions Club of Lake Boga T/A Flying Boat Museum	WAAF Display – purchase of a mannequin and glass display cabinets for WAAF exhibit	\$2,500
Ultima Progress Association Inc.	Log Hut Renovation – removal of walls from old hut adjoining Cenotaph	\$1,000
Smart FM Community Radio	Committee Computers – purchase of laptop for use by committee members	\$1,500

Unsuccessful Grants

The 14 ineligible or unsuccessful applicants will be notified in writing and feedback will be provided regarding their application (refer attachment for full list).

Event Support Fund

The Event Support Fund provides cash grants and logistical support to community groups and event organisers to develop new or existing events. Events funded may include:

- New or emerging events
- Could have strong economic and/or social benefit to the region
- Promote growth, encourage visitation to the region and innovation
- Existing events that have been funded for more than three years will have to show a new or innovative element to their event to continue to receive funding

An assessment panel comprising of the Chief Executive Officer, Director Development & Planning, Manager Libraries, Operations Manager, Mayor Cr. Les McPhee, and Cr. Bill Moar evaluated all applications against the set criteria.

In considering the level of support for an event, the following factors were considered to determine priorities for funding:

- Economic benefit to the region
- Social benefit to the region
- Growth and innovation

Applications Received

A total of 34 applications were received for the 2023/2024 round.

The total value of cash sponsorship requested from applicants for the 2023/2024 round is \$97,575.00. This figure does not include the cost of logistical support, leaving the budget oversubscribed.

The annual budget for the Event Support fund for the 2023/2024 round is \$100,000. This year Council received some new applications for event funding including, Beats at the Bend, Lake Boga Bank 2 Bank, Robinvale Early Years Family Expo and Spark. Previous events have also re-applied through this year's program and 17 applicants have received funding from Council in the past. As a result of a considerable proportion of previous recipients requesting funding from Council again, another report will be presented to Council which will consider an alternative process for signature events, which will ensure opportunities for other events to apply during the normal round.

Successful Grants

Council set aside \$100,000 for the Event Support Fund. This budget covers the cost of event (cash) sponsorship and logistical support. In-kind logistical costs will be apportioned for things such as traffic management, signage, toilet cleaning, permits and venue hire. The tracking of these internal costs has provided a better understanding of the dollar value contributed through in-kind support.

It has been recommended at this year's panel meeting that an allocation of \$10,000 be set aside to cover any additional logistical costs that may arise.

A variety of events have been proposed which vary in size, theme, purpose, location, and venue. All successful applicants will be encouraged to seek Council's guidance to list their events on the Australian Tourism Data Warehouse (ATDW), enabling organisers to potentially gain more exposure for their events.

The following table represents the 2023/2024 applications recommended for funding:

Event / Organisation Name	Cash Sponsorship Value	Logistical Support In-kind Value	Logistical Support Comments	Total Value
2024 Robinvale Euston 80 Ski Race Ski Racing Victoria Inc.		\$4,500	Venue hire, toilet cleaning, traffic management, Depot support, Event Permit Fee	\$4,500
BBB Community Colour Run	\$1,000			\$1,000

Bigger Better Beverford				
Beats at the Bend	\$3,000			\$3,000
Boundary Bend Progress Association Inc.				
Catalina Classic Two Triples	\$500			\$500
Lake Boga Bowling Club				
Celebrating Women With Wings	\$1,000			\$1,000
Lions Club of Lake Boga Inc. T/A The Flying Boat Museum				
Fiji Day Celebration	\$1,000			\$1,000
Swan Hill Fijian Community auspiced by the Pasifika Community of Australia (PCA)				
Holiday Hoops Basketball Tournament	\$800			\$800
Reclink Australia				
Lake Boga Bank 2 Bank	\$3,000			\$3,000
Lake Boga Bank 2 Bank auspiced by the Lake Boga Water Ski Club				
Lake Boga Fireworks	\$2,500	\$1,000	Toilet cleaning and waste management	\$3,500
Lake Boga Inc.				
Lake Boga Yacht Club Easter Regatta 2024	\$1,000			\$1,000
Lake Boga Yacht Club Inc.				

Mallee Almond Blossom Festival Mallee Almond Blossom Festival Committee		\$3,000	Venue hire, POPE Permit Fee, Event Permit Fee, Traffic Management, Toilet Cleaning, Depot Support	\$3,000
Nyah District Christmas Carnival Nyah District Christmas Carnival Committee	\$1,000	\$1,000	Venue hire, Event Permit Fee, toilet cleaning	\$2,000
River Peoples Forum - Respect for Rivers, Integrity in Water Management Sustainable Living in the Mallee Inc.		\$865	Lower Murray Inn Venue Hire	\$865
Robinvale Early Years Family Expo Colman Education Foundation	\$1,000			\$1,000
Robinvale Euston Christmas Carnival Robinvale Euston Events Management Association auspiced by the Robinvale Network House Inc.	\$1,000	\$2,000	Event Permit Fee, traffic management and Depot support	\$3,000
Robinvale Euston Lantern Festival Robinvale Network House Inc.	\$2,000	\$2,000	Event Permit Fee, Traffic Management and Depot Support	\$4,000
Robinvale Lawn Tennis Club 2024 Easter Tournament Robinvale Lawn Tennis Club	\$1,000			\$1,000
Spark Auspicing body Rotary Club of Swan Hill		\$500	Event Permit Fee and Soundshell hire costs	\$500

Speewa Collectors Club Rally	\$500	N/A	Some bollards and the SHRCC banner	\$500
Speewa Heritage Collectors Club Inc.				
Speewa Swap Meet	\$500	N/A	Some bollards and the SHRCC banner	\$500
Speewa Heritage Collectors Club Inc.				
Splash Down & Rev Up	\$2,500	\$500	Traffic management	\$3,000
Lions Club of Lake Boga Inc. T/A The Flying Boat Museum				
Swan Hill Badminton Veterans Tournament	\$1,000			\$1,000
Swan Hill Badminton Association				
Swan Hill Bowls Club Inc. 58th Autumn/May Carnival	\$2,000			\$2,000
Swan Hill Bowls Club				
Swan Hill Colour Run	\$500	\$500		\$1,000
Youthrive Victoria / The Rural Youth Network				
Swan Hill District Cattle Show	\$2,000	\$500	Depot support	\$2,500
Swan Hill District Agricultural & Pastoral Society Inc.				
Swan Hill District Show	\$2,500	\$1,000	Traffic management, Depot support, Toilet paper	\$3,500
Swan Hill District Agricultural & Pastoral Society Inc.				
Swan Hill Easter Market Day		\$1,500	Traffic management and Depot support	\$1,500
Swan Hill Inc.				

Swan Hill Film Festival	\$1,000			\$1,000
Fight Cancer Foundation Swan Hill Branch				
Swan Hill Market Day		\$1,500	Traffic management and Depot support	\$1,500
Swan Hill Inc.				
Swan Hill Region Food and Wine Festival	\$4,000	\$6,000	POPE Permit Fee, venue hire, Event Permit Fee, toilet cleaning	\$10,000
Swan Hill Inc.				
What's in my backyard?	\$1,000			\$1,000
Lions Club of Lake Boga Inc.				
Woorinen WinterFest	\$2,500			\$2,500
Woorinen District Progress Association Inc.				

Unsuccessful Grants

The two unsuccessful Event Support Fund applications for 2023/2024 will be formally notified and are encouraged to contact Council should they require further information (refer attachment for full list).

Consultation

Council's Media Department distributed a media release and all details regarding Council's Grants Program (guidelines, submission dates, link to application form) are available through Council's website. The program was also promoted through Council's Facebook page to ensure coverage across the whole municipality.

To complement this process, Economic Development officers maintain a grant mailing list, with subscribers receiving updates and reminders about the Community Grants Program.

Financial Implications

Council set a budget of \$78,000 for the Community Development Fund and \$100,000 for the Event Support Fund for the 2023/2024 round.

This report recommends that \$78,000 is allocated towards successful Community Development Fund applicants.

This report recommends that \$66,165 is allocated towards successful Event Support Fund applicants and \$10,000 to be set aside for additional logistical costs that may arise from a need for more Depot support. This leaves \$23,835 in the budget. An additional round of funding may occur in the new year.

Social Implications

By providing funding for projects and events under the Community Grants program, Council helps to foster stronger communities in our municipality.

Community organisations will be able to undertake minor upgrades to facilities, purchase necessary equipment which will result in increased participation, health and fitness, social gatherings, and interaction.

The successful operation of community organisations and clubs plays a vital role in ensuring a vibrant and healthy community.

If a project or event is unable to proceed in the format and period initially planned due to unforeseen circumstances, applicants are encouraged to submit a variation proposal.

Economic Implications

Funding through the Community Grants program will assist clubs and organisations to become adequately resourced to hold club and community-based activities and reduce financial pressure to maintain club facilities and equipment.

Projects to the value of approximately \$300,000 will be completed by community organisations by the end of May 2024.

It is hoped that events to the value of \$66,165 will be run by community and other organisations by the end of June 2024. It is hoped that these events will inject significant economic return and social benefit to the municipality.

The estimated Remplan Tourism Impact for the recommended successful Event Support Fund applications is around \$7 million.

Environmental Implications

Nil.

Risk Management Implications

Applicant organisations responsible for completing projects on Council owned or managed land will be required to enter into an Agreement with Council. This will be to ensure that the applicant organisation is aware of its responsibilities in terms of delivering the project safely, by qualified persons, to relevant standards and with appropriate insurances in place.

Successful Event Support Fund applicant organisation/groups will be required to enter into a funding Agreement with Council. This will ensure that the applicant organisation/group are aware of their responsibilities in terms of the event grant.

All events supported through this program that are held on Council owned or managed property must adhere to Council's Event Management process to ensure safe event management practices.

There will be a review undertaken by Council Officers of the processes undertaken for both the Community and Events Grants Applications with a view to identifying any changes that will enhance the process for both those involved in assessing applications and community groups submitting applications.

Attachments: 1. Attachment - Community Grants Program 2023-2024 Applicants Requests and Recommendations [2.5.1 - 13 pages]

Options

1. That Council approve the following 2023/2024 Community Development Fund and Event Support Fund Applications:

Organisation	Project Name / Description	Value
Swan Hill Child Care Cooperative	Resource & Equipment Upgrade – purchase of children's furniture	\$5,000
1 st Lake Boga Sea Scouts	Camp Readiness Upgrade – purchase of camping equipment (tents, camp stove, etc)	\$3,500
Nyah & District Community Pool Committee	Maintenance Shed – replacement of old shed with new Colorbond shed / concrete floor	\$5,000
Manangatang & District Bowling Club	Kitchen Makeover – installation of new kitchen cupboards	\$5,000
Lake Boga Bowling Club Inc.	Purchase of New Bowling Greens Roller – purchase bowling greens roller	\$4,500
Swan Hill Toy Library	Growing Our Toy Library by Creating an Online Presence – website creation with online toy catalogue	\$1,985

Chinkapook Reserves Committee of Management Inc.	Kitchen Appliances – purchase of urn, pie warmer and fridge	\$2,000
Robinvale Lawn Tennis Club	New Lawn Mower – purchase of new lawn mower	\$4,000
Lakeside Golf Club, Lake Boga Inc.	Irrigation Pump Upgrade – purchase / installation of new irrigation pump	\$3,100
Swan Hill Soccer League Inc.	New Portable Goals – purchase a set of portable goal posts	\$5,000
Swan Hill Neighbourhood House Inc.	Kitchen Upgrade – installation of new stove/cooktop and overhead cupboards in communal kitchen	\$3,500
Lake Boga Sports Club	Lake Boga Netball Court Upgrade – repairs to netball court surface	\$3,000
Woorinen Cricket Club Inc.	WCC Cricket Nets Redevelopment – replacement of old cricket nets	\$2,500
Swan Hill Lawn Tennis & Croquet Club Inc.	Kitchen Project – replace old stove with new unit	\$3,500
Lake Boga Equestrian Centre (Swan Hill Pony Club & Lake Boga Riding Club)	Canteen Windows – replacement of roller doors on canteen section of building	\$3,500
Nyah District Cricket Club	New Training Net Matting – replace existing training net matting	\$2,500
Swan Hill Motor Racing Club	Broadcasting Upgrade – install new PA system in the SH Motor Racing Club area of the Motorplex	\$3,400
Swan Hill RSL Cricket Club	New Pitch Roller – purchase of new ride-on pitch roller	\$3,000
Speewa Heritage Collectors Club Inc.	New Fridge – purchase of new refrigerator for kitchen	\$2,000
Tyntynder Football Netball Club	Social Rooms Kitchen Upgrade - purchase/ installation of new electric fryers in kitchen	\$2,000
Swan Hill Cricket Club	Junior & Senior Equipment – purchase of match & training balls	\$1,015
Swan Hill Football Netball Club	Dishwasher Upgrade – purchase of new glass dishwasher	\$2,000
Robinvale Pistol Club	Re Clad Shooting Range – replace old timber structure with steel posts and Colorbond cladding	\$2,000
Lions Club of Lake Boga T/A Flying Boat Museum	WAAF Display – purchase of a mannequin and glass display cabinets for WAAF exhibit	\$2,500
Ultima Progress Association Inc.	Log Hut Renovation – removal of walls from old hut adjoining Cenotaph	\$1,000

Smart FM Community Radio	Committee Computers – purchase of laptop for use by committee members	\$1,500
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Event / Organisation Name	Cash Sponsorship Value	Logistical Support In-kind Value	Logistical Support Comments	Total Value
2024 Robinvale Euston 80 Ski Race Ski Racing Victoria Inc.		\$4,500	Venue hire, toilet cleaning, traffic management, Depot support, Event Permit Fee	\$4,500
BBB Community Colour Run Bigger Better Beverford	\$1,000			\$1,000
Beats at the Bend Boundary Bend Progress Association Inc.	\$3,000			\$3,000
Catalina Classic Two Triples Lake Boga Bowling Club	\$500			\$500
Celebrating Women With Wings Lions Club of Lake Boga Inc. T/A The Flying Boat Museum	\$1,000			\$1,000
Fiji Day Celebration Swan Hill Fijian Community auspiced by the Pasifika Community of Australia (PCA)	\$1,000			\$1,000
Holiday Hoops Basketball Tournament Reclink Australia	\$800			\$800
Lake Boga Bank 2 Bank	\$3,000			\$3,000

Lake Boga Bank 2 Bank auspiced by the Lake Boga Water Ski Club				
Lake Boga Fireworks	\$2,500	\$1,000	Toilet cleaning and waste management	\$3,500
Lake Boga Inc.				
Lake Boga Yacht Club Easter Regatta 2024	\$1,000			\$1,000
Lake Boga Yacht Club Inc.				
Mallee Almond Blossom Festival		\$3,000	Venue hire, POPE Permit Fee, Event Permit Fee, Traffic Management, Toilet Cleaning, Depot Support	\$3,000
Mallee Almond Blossom Festival Committee				
Nyah District Christmas Carnival	\$1,000	\$1,000	Venue hire, Event Permit Fee, toilet cleaning	\$2,000
Nyah District Christmas Carnival Committee				
River Peoples Forum - Respect for Rivers, Integrity in Water Management		\$865	Lower Murray Inn Venue Hire	\$865
Sustainable Living in the Mallee Inc.				
Robinvale Early Years Family Expo	\$1,000			\$1,000
Colman Education Foundation				
Robinvale Euston Christmas Carnival	\$1,000	\$2,000	Event Permit Fee, traffic management and Depot support	\$3,000
Robinvale Euston Events Management Association auspiced by the Robinvale Network House Inc.				
Robinvale Euston Lantern Festival	\$2,000	\$2,000	Event Permit Fee, Traffic	\$4,000

Robinvale Network House Inc.			Management and Depot Support	
Robinvale Lawn Tennis Club 2024 Easter Tournament	\$1,000			\$1,000
Robinvale Lawn Tennis Club				
Spark		\$500	Event Permit Fee and Soundshell hire costs	\$500
Auspicing body Rotary Club of Swan Hill				
Speewa Collectors Club Rally	\$500	N/A	Some bollards and the SHRCC banner	\$500
Speewa Heritage Collectors Club Inc.				
Speewa Swap Meet	\$500	N/A	Some bollards and the SHRCC banner	\$500
Speewa Heritage Collectors Club Inc.				
Splash Down & Rev Up	\$2,500	\$500	Traffic management	\$3,000
Lions Club of Lake Boga Inc. T/A The Flying Boat Museum				
Swan Hill Badminton Veterans Tournament	\$1,000			\$1,000
Swan Hill Badminton Association				
Swan Hill Bowls Club Inc. 58th Autumn/May Carnival	\$2,000			\$2,000
Swan Hill Bowls Club				
Swan Hill Colour Run	\$500	\$500		\$1,000
Youthrive Victoria / The Rural Youth Network				

Swan Hill District Cattle Show Swan Hill District Agricultural & Pastoral Society Inc.	\$2,000	\$500	Depot support	\$2,500
Swan Hill District Show Swan Hill District Agricultural & Pastoral Society Inc.	\$2,500	\$1,000	Traffic management, Depot support, Toilet paper	\$3,500
Swan Hill Easter Market Day Swan Hill Inc.		\$1,500	Traffic management and Depot support	\$1,500
Swan Hill Film Festival Fight Cancer Foundation Swan Hill Branch	\$1,000			\$1,000
Swan Hill Market Day Swan Hill Inc.		\$1,500	Traffic management and Depot support	\$1,500
Swan Hill Region Food and Wine Festival Swan Hill Inc.	\$4,000	\$6,000	POPE Permit Fee, venue hire, Event Permit Fee, toilet cleaning	\$10,000
What's in my backyard? Lions Club of Lake Boga Inc.	\$1,000			\$1,000
Woorinen WinterFest Woorinen District Progress Association Inc.	\$2,500			\$2,500

2. That Council not approve the 2023/2024 Community Development Fund and Event Support Fund Assessment Panel applications.
3. That Council approve an additional \$10,000 from the Event Support Fund budget be set aside for additional logistical support.

4. That Council not approve an additional \$10,000 from the Event Support Fund budget be set aside for additional logistical support.

Recommendation/s

That Council:

1. **Approve the following 2023/2024 Community Development Fund and Event Support Fund applications:**

Organisation	Project Name / Description	Value
Swan Hill Child Care Cooperative	Resource & Equipment Upgrade – purchase of children’s furniture	\$5,000
1 st Lake Boga Sea Scouts	Camp Readiness Upgrade – purchase of camping equipment (tents, camp stove, etc)	\$3,500
Nyah & District Community Pool Committee	Maintenance Shed – replacement of old shed with new Colorbond shed / concrete floor	\$5,000
Manangatang & District Bowling Club	Kitchen Makeover – installation of new kitchen cupboards	\$5,000
Lake Boga Bowling Club Inc.	Purchase of New Bowling Greens Roller – purchase bowling greens roller	\$4,500
Swan Hill Toy Library	Growing Our Toy Library by Creating an Online Presence – website creation with online toy catalogue	\$1,985
Chinkapook Reserves Committee of Management Inc.	Kitchen Appliances – purchase of urn, pie warmer and fridge	\$2,000
Robinvale Lawn Tennis Club	New Lawn Mower – purchase of new lawn mower	\$4,000
Lakeside Golf Club, Lake Boga Inc.	Irrigation Pump Upgrade – purchase / installation of new irrigation pump	\$3,100
Swan Hill Soccer League Inc.	New Portable Goals – purchase a set of portable goal posts	\$5,000
Swan Hill Neighbourhood House Inc.	Kitchen Upgrade – installation of new stove/cooktop and overhead cupboards in communal kitchen	\$3,500
Lake Boga Sports Club	Lake Boga Netball Court Upgrade – repairs to netball court surface	\$3,000
Woorinen Cricket Club Inc.	WCC Cricket Nets Redevelopment – replacement of old cricket nets	\$2,500
Swan Hill Lawn Tennis & Croquet Club Inc.	Kitchen Project – replace old stove with new unit	\$3,500

Lake Boga Equestrian Centre (Swan Hill Pony Club & Lake Boga Riding Club)	Canteen Windows – replacement of roller doors on canteen section of building	\$3,500
Nyah District Cricket Club	New Training Net Matting – replace existing training net matting	\$2,500
Swan Hill Motor Racing Club	Broadcasting Upgrade – install new PA system in the SH Motor Racing Club area of the Motorplex	\$3,400
Swan Hill RSL Cricket Club	New Pitch Roller – purchase of new ride-on pitch roller	\$3,000
Speewa Heritage Collectors Club Inc.	New Fridge – purchase of new refrigerator for kitchen	\$2,000
Tyntynder Football Netball Club	Social Rooms Kitchen Upgrade - purchase/ installation of new electric fryers in kitchen	\$2,000
Swan Hill Cricket Club	Junior & Senior Equipment – purchase of match & training balls	\$1,015
Swan Hill Football Netball Club	Dishwasher Upgrade – purchase of new glass dishwasher	\$2,000
Robinvale Pistol Club	Re Clad Shooting Range – replace old timber structure with steel posts and Colorbond cladding	\$2,000
Lions Club of Lake Boga T/A Flying Boat Museum	WAAF Display – purchase of a mannequin and glass display cabinets for WAAF exhibit	\$2,500
Ultima Progress Association Inc.	Log Hut Renovation – removal of walls from old hut adjoining Cenotaph	\$1,000
Smart FM Community Radio	Committee Computers – purchase of laptop for use by committee members	\$1,500

Event / Organisation Name	Cash Sponsorship Value	Logistical Support In-kind Value	Logistical Support Comments	Total Value
2024 Robinvale Euston 80 Ski Race Ski Racing Victoria Inc.		\$4,500	Venue hire, toilet cleaning, traffic management, Depot support, Event Permit Fee	\$4,500
BBB Community Colour Run Bigger Better Beverford	\$1,000			\$1,000
Beats at the Bend	\$3,000			\$3,000

Boundary Bend Progress Association Inc.				
Catalina Classic Two Triples Lake Boga Bowling Club	\$500			\$500
Celebrating Women With Wings Lions Club of Lake Boga Inc. T/A The Flying Boat Museum	\$1,000			\$1,000
Fiji Day Celebration Swan Hill Fijian Community auspiced by the Pasifika Community of Australia (PCA)	\$1,000			\$1,000
Holiday Hoops Basketball Tournament Reclink Australia	\$800			\$800
Lake Boga Bank 2 Bank Lake Boga Bank 2 Bank auspiced by the Lake Boga Water Ski Club	\$3,000			\$3,000
Lake Boga Fireworks Lake Boga Inc.	\$2,500	\$1,000	Toilet cleaning and waste management	\$3,500
Lake Boga Yacht Club Easter Regatta 2024 Lake Boga Yacht Club Inc.	\$1,000			\$1,000
Mallee Almond Blossom Festival		\$3,000	Venue hire, POPE Permit Fee, Event Permit Fee, Traffic Management, Toilet Cleaning, Depot Support	\$3,000

Mallee Almond Blossom Festival Committee				
Nyah District Christmas Carnival Nyah District Christmas Carnival Committee	\$1,000	\$1,000	Venue hire, Event Permit Fee, toilet cleaning	\$2,000
River Peoples Forum - Respect for Rivers, Integrity in Water Management Sustainable Living in the Mallee Inc.		\$865	Lower Murray Inn Venue Hire	\$865
Robinvale Early Years Family Expo Colman Education Foundation	\$1,000			\$1,000
Robinvale Euston Christmas Carnival Robinvale Euston Events Management Association auspiced by the Robinvale Network House Inc.	\$1,000	\$2,000	Event Permit Fee, traffic management and Depot support	\$3,000
Robinvale Euston Lantern Festival Robinvale Network House Inc.	\$2,000	\$2,000	Event Permit Fee, Traffic Management and Depot Support	\$4,000
Robinvale Lawn Tennis Club 2024 Easter Tournament Robinvale Lawn Tennis Club	\$1,000			\$1,000
Spark Auspicing body Rotary Club of Swan Hill		\$500	Event Permit Fee and Soundshell hire costs	\$500
Speewa Collectors Club Rally	\$500	N/A	Some bollards and the SHRCC banner	\$500

Speewa Heritage Collectors Club Inc.				
Speewa Swap Meet Speewa Heritage Collectors Club Inc.	\$500	N/A	Some bollards and the SHRCC banner	\$500
Splash Down & Rev Up Lions Club of Lake Boga Inc. T/A The Flying Boat Museum	\$2,500	\$500	Traffic management	\$3,000
Swan Hill Badminton Veterans Tournament Swan Hill Badminton Association	\$1,000			\$1,000
Swan Hill Bowls Club Inc. 58th Autumn/May Carnival Swan Hill Bowls Club	\$2,000			\$2,000
Swan Hill Colour Run Youthrive Victoria / The Rural Youth Network	\$500	\$500		\$1,000
Swan Hill District Cattle Show Swan Hill District Agricultural & Pastoral Society Inc.	\$2,000	\$500	Depot support	\$2,500
Swan Hill District Show Swan Hill District Agricultural & Pastoral Society Inc.	\$2,500	\$1,000	Traffic management, Depot support, Toilet paper	\$3,500
Swan Hill Easter Market Day Swan Hill Inc.		\$1,500	Traffic management and Depot support	\$1,500

Swan Hill Film Festival Fight Cancer Foundation Swan Hill Branch	\$1,000			\$1,000
Swan Hill Market Day Swan Hill Inc.		\$1,500	Traffic management and Depot support	\$1,500
Swan Hill Region Food and Wine Festival Swan Hill Inc.	\$4,000	\$6,000	POPE Permit Fee, venue hire, Event Permit Fee, toilet cleaning	\$10,000
What's in my backyard? Lions Club of Lake Boga Inc.	\$1,000			\$1,000
Woorinen WinterFest Woorinen District Progress Association Inc.	\$2,500			\$2,500

- 2. Approve an additional \$10,000 from the Event Support Fund budget be set aside for additional logistical costs.**

Appendix: Community Grants Program 2023/2024 Applicants Requests and Recommendations

Community Development Fund - Successful

Organisation	Project Name / Description	Amount Requested	Amount Approved
Swan Hill Child Care Cooperative	Resource & Equipment Upgrade – purchase of children’s furniture	\$5,000	\$5,000
1 st Lake Boga Sea Scouts	Camp Readiness Upgrade – purchase of camping equipment (tents, camp stove, etc)	\$3,500	\$3,500
Nyah & District Community Pool Committee	Maintenance Shed – replacement of old shed with new Colorbond shed / concrete floor	\$5,000	\$5,000
Manangatang & District Bowling Club	Kitchen Makeover – installation of new kitchen cupboards	\$5,000	\$5,000
Lake Boga Bowling Club Inc.	Purchase of New Bowling Greens Roller – purchase bowling greens roller	\$5,000	\$4,500
Swan Hill Toy Library	Growing Our Toy Library by Creating an Online Presence – website creation with online toy catalogue	\$1,985	\$1,985
Chinkapook Reserves Committee of Management Inc.	Kitchen Appliances – purchase of urn, pie warmer and fridge	\$3,000	\$2,000
Robinvale Lawn Tennis Club	New Lawn Mower – purchase of new lawn mower	\$5,000	\$4,000
Lakeside Golf Club, Lake Boga Inc.	Irrigation Pump Upgrade – purchase / installation of new irrigation pump	\$4,360	\$3,100
Swan Hill Soccer League Inc.	New Portable Goals – purchase a set of portable goal posts	\$5,000	\$5,000

Swan Hill Neighbourhood House Inc.	Kitchen Upgrade – installation of new stove/cooktop and overhead cupboards in communal kitchen	\$5,000	\$3,500
Lake Boga Sports Club	Lake Boga Netball Court Upgrade – repairs to netball court surface	\$3,180	\$3,000
Woorinen Cricket Club Inc.	WCC Cricket Nets Redevelopment – replacement of old cricket nets	\$5,000	\$2,500
Swan Hill Lawn Tennis & Croquet Club Inc.	Kitchen Project – replace old stove with new unit	\$5,000	\$3,500
Lake Boga Equestrian Centre (Swan Hill Pony Club & Lake Boga Riding Club)	Canteen Windows – replacement of roller doors on canteen section of building	\$4,578	\$3,500
Nyah District Cricket Club	New Training Net Matting – replace existing training net matting	\$5,000	\$2,500
Swan Hill Motor Racing Club	Broadcasting Upgrade – install new PA system in the SH Motor Racing Club area of the Motorplex	\$5,000	\$3,400
Swan Hill RSL Cricket Club	New Pitch Roller – purchase of new ride-on pitch roller	\$5,000	\$3,000
Speewa Heritage Collectors Club Inc.	New Fridge – purchase of new refrigerator for kitchen	\$5,000	\$2,000
Tyntynder Football Netball Club	Social Rooms Kitchen Upgrade - purchase/ installation of new electric fryers in kitchen	\$4,750	\$2,000
Swan Hill Cricket Club	Junior & Senior Equipment – purchase of match & training balls	\$5,000	\$1,015
Swan Hill Football Netball Club	Dishwasher Upgrade – purchase of new glass dishwasher	\$5,000	\$2,000

Robinvale Pistol Club	Re Clad Shooting Range – replace old timber structure with steel posts and Colorbond cladding	\$4,000	\$2,000
Lions Club of Lake Boga T/A Flying Boat Museum	WAAF Display – purchase of a mannequin and glass display cabinets for WAAF exhibit	\$5,000	\$2,500
Ultima Progress Association Inc.	Log Hut Renovation – removal of walls from old hut adjoining Cenotaph	\$5,000	\$1,000
Smart FM Community Radio	Committee Computers – purchase of laptop for use by committee members	\$3,000	\$1,500

Community Development Fund - Unsuccessful

Organisation	Project Name / Description	Amount Requested	Reason
Annuello 100 Committee	Web Page – Creation of website to hold information relating to the Annuello Centenary and additional historical information	\$2,500	Application deemed ineligible – no auspicings body
Swan Hill & District Agricultural & Pastoral Society	Swan Hill & District Agricultural & Pastoral Society – hire of temporary fencing & costs to engage safety officer/first aid officer and conduct geotechnical investigation	\$5,000	Application deemed ineligible – received funding through Event Support Fund
Reclink Australia	Holiday Hoops Basketball Tournament – payment to umpires, catering, equipment, accommodation, and travel costs	\$2,500	Application deemed ineligible – received funding through Event Support Fund
Australian Air Force Cadets	Squadron banner and banner storage – purchase of new banner and storage case		Application deemed ineligible – auspicings body had already submitted their own application

Murray Valley Aboriginal Cooperative	MVAC Bush Kinder – purchase of fencing materials	\$5,000	Project had great merit but needed further work. Organisation encouraged to develop scope of works and discuss with Council to determine how best to progress project
Tyntynder South Hall Dance Committee Inc.	Hall Windows Upgrade – replacement of two windows at Tyntynder South Hall	\$5,000	Project forwarded to Council's Building maintenance Department to investigate the possibility of undertaking some maintenance works
Nyah / Nyah West United Football Netball Club	First Aid Training – provide first aid training to team field members	\$1,760	Project was reviewed and based on the assessment criteria did not rank as highly as other applications
Manangatang Recreation Reserve Committee of Management Inc.	Purchase new tractor – purchase of tractor to undertake ground maintenance works	\$5,000	Project was reviewed and based on the assessment criteria did not rank as highly as other applications
Ultima Football Netball Club	Replacement of chip fryer in canteen – purchase/install gas deep fryer	\$4,458	Project was reviewed and based on the assessment criteria did not rank as highly as other applications
Bigger Better Beverford	Make Beverford Safer – purchase of defib machine at Beverford Tavern	\$2,400	Project was reviewed and based on the assessment criteria did not rank as highly as other applications
Woorinen Football Netball Club	Kitchen/Canteen Equipment – purchase electric deep fryer to replace gas unit	\$5,000	Project was reviewed and based on the assessment criteria did not rank as highly as other applications

Nyah Two Bays / Swan Hill Amateur Swimming Club	Effortless Swimming – cost to engage high level coach to work with local trainers and squad to increase skillset	\$3,000	Project was reviewed and based on the assessment criteria did not rank as highly as other applications
Swan Hill Field and Game Association	Trap Upgrade – purchase on automatic trap	\$4,000	Project was reviewed and based on the assessment criteria did not rank as highly as other applications
Sustainable Living in the Mallee (SLIM)	Electric Vehicle Charging in Swan Hill – installation of electric charger stations at two locations within Swan Hill township	\$5,000	Project had great merit but needed further development into scope of works. Organisation encouraged to work with Council to determine how best to progress project

Event Support Fund - Successful

Event / Organisation Name	Requested by Applicant	Cash Sponsorship Value Recommended	Logistical Support In-kind Value Recommended	Logistical Support Comments	Total Value
2024 Robinvale Euston 80 Ski Race Ski Racing Victoria Inc.	\$5,000 cash sponsorship for Ambulance Victoria and on water paramedics AND Logistical support for venue hire, event application fees, cleaning during the event, traffic management and application fees		\$4,500	Venue hire, toilet cleaning, traffic management, Depot support, Event Permit Fee	\$4,500

BBB Community Colour Run Bigger Better Beverford	\$1,000 cash sponsorship for supplies including, colour powder paint, headbands etc	\$1,000			\$1,000
Beats at the Bend Boundary Bend Progress Association Inc.	\$5,000 cash sponsorship to help cover the cost of artists and equipment hire etc	\$3,000			\$3,000
Catalina Classic Two Triples Lake Boga Bowling Club	\$2,000 cash sponsorship for sponsorship and catering costs	\$500			\$500
Celebrating Women With Wings Lions Club of Lake Boga Inc. T/A The Flying Boat Museum	\$1,000 cash sponsorship for hosting guest speakers, local music artist and refreshments	\$1,000			\$1,000
Fiji Day Celebration Swan Hill Fijian Community auspiced by the Pasifika Community of Australia (PCA)	\$5,000 cash sponsorship for venue hire, decorations, and catering	\$1,000			\$1,000
Holiday Hoops Basketball Tournament Reclink Australia	\$800 cash sponsorship for court costs, equipment hire, minor awards and promotional material	\$800			\$800

Lake Boga Bank 2 Bank	\$5,000 cash sponsorship for kayaks	\$3,000			\$3,000
Lake Boga Bank 2 Bank auspiced by the Lake Boga Water Ski Club					
Lake Boga Fireworks	\$5,000 cash sponsorship for fireworks and pyrotechnics technician expenses	\$2,500	\$1,000	Toilet cleaning and waste management	\$3,500
Lake Boga Inc.					
Lake Boga Yacht Club Easter Regatta 2024	\$1,000 cash sponsorship to partially fund printing and distribution of promotional materials and assist with the costs of garbage collection	\$1,000			\$1,000
Lake Boga Yacht Club Inc.					
Mallee Almond Blossom Festival	\$3,000 cash sponsorship for advertising, waste disposal, toilets (porta loos), entertainment (bands), marquees and buses		\$3,000	Venue hire, POPE Permit Fee, Event Permit Fee, Traffic Management, Toilet Cleaning, Depot Support	\$3,000
Mallee Almond Blossom Festival Committee	AND Logistical support for road closure, cleaning of toilets, venue hire, signage, and fencing				
Nyah District Christmas Carnival	\$5,000 cash sponsorship for children's rides, entertainment, and security	\$1,000	\$1,000	Venue hire, Event Permit Fee, toilet cleaning	\$2,000
Nyah District Christmas					

Carnival Committee					
River Peoples Forum - Respect for Rivers, Integrity in Water Management Sustainable Living in the Mallee Inc.	\$5,000 cash sponsorship for speakers' engagement fee, advertisement, venue hire and catering		\$865	Lower Murray Inn Venue Hire	\$865
Robinvale Early Years Family Expo Colman Education Foundation	\$2,000 cash sponsorship for Robinvale Leisure Centre hire, healthy snacks, advertising, entertainment (cultural & promoting wellbeing) and merchandise	\$1,000			\$1,000
Robinvale Euston Christmas Carnival Robinvale Euston Events Management Association auspiced by the Robinvale Network House Inc.	\$5,000 cash sponsorship for musicians, advertising, children's activities, chairs and tables, carnival games, first aid services AND Logistical support for traffic management	\$1,000	\$2,000	Event Permit Fee, traffic management and Depot support	\$3,000
Robinvale Euston Lantern Festival Robinvale Network House Inc.	\$5,000 cash sponsorship for hire of marquee, generator, entertainment equipment AND	\$2,000	\$2,000	Event Permit Fee, Traffic Management and Depot Support	\$4,000

	Logistical support for traffic management				
Robinvale Lawn Tennis Club 2024 Easter Tournament Robinvale Lawn Tennis Club	\$5,000 cash sponsorship for advertising/promotion costs, administrator fee, entertainment (band) and prizes	\$1,000			\$1,000
Spark Auspicing body Rotary Club of Swan Hill	\$775 cash sponsorship for face painter supplies, raffle books, banner, donation tin, tablecloths, lanyards, printing, first aid officers, waste management and advertising AND Logistical support for Riverside Park Sound Shell and Event Permit Fee		\$500	Event Permit Fee and Soundshell hire costs	\$500
Speewa Collectors Club Rally Speewa Heritage Collectors Club Inc.	\$1,000 cash sponsorship for advertising costs and stationery materials to promote the event AND Logistical support for SHRCC sign and bollards	\$500	N/A	Some bollards and the SHRCC banner	\$500
Speewa Swap Meet Speewa Heritage	\$1,000 cash sponsorship for radio advertisement, print media, promotional flyers, postage costs,	\$500	N/A	Some bollards and the SHRCC banner	\$500

Collectors Club Inc.	annual signage, stationary costs AND Logistical support for SHRCC sign and bollards				
Splash Down & Rev Up Lions Club of Lake Boga Inc. T/A The Flying Boat Museum	\$5,000 cash sponsorship for part payment of acrobatic air display, commentator cost, sound set up, children's activities, equipment hire and cleaning of facilities	\$2,500	\$500	Traffic management	\$3,000
Swan Hill Badminton Veterans Tournament Swan Hill Badminton Association	\$1,500 cash sponsorship to subsidise: Swan Hill Stadium hire, sporting consumables and trophies	\$1,000			\$1,000
Swan Hill Bowls Club Inc. 58th Autumn/May Carnival Swan Hill Bowls Club	\$3,500 cash sponsorship for costs of holding the event, public relations promoting the carnival and Swan Hill attractions. Indoor and outdoor maintenance, wages for green keeper and cleaner AND Logistical support for green keeper wages, fertilizer, spray for greens, clubhouse	\$2,000			\$2,000

	and amenities cleaning, upkeep of surrounds, printing of programs, office supplies and catering				
Swan Hill Colour Run Youthrive Victoria / The Rural Youth Network	\$5,000 cash sponsorship to cover the Event Permit Fee, road closure costs, Sound Shell hire, colour powder, plastic bottle, crowd control fencing hire, timing and tracking bands and website build/registration page costs AND Logistical support for traffic management	\$500	\$500		\$1,000
Swan Hill District Cattle Show Swan Hill District Agricultural & Pastoral Society Inc.	\$2,000 cash sponsorship to contribute towards the safety measures – commercial first aid services AND Logistical support for signage – event in progress, change in traffic conditions and roadblock barrier reflective frames	\$2,000	\$500	Depot support	\$2,500
Swan Hill District Show Swan Hill District Agricultural &	\$5,000 cash sponsorship for a virtual reality harvest and grain education display, presenter accommodation and	\$2,500	\$1,000	Traffic management, Depot support, Toilet paper	\$3,500

Pastoral Society Inc.	to commercial first aid provider AND Logistical support for road signage and frames				
Swan Hill Easter Market Day Swan Hill Inc.	Logistical support for traffic management		\$1,500	Traffic management and Depot support	\$1,500
Swan Hill Film Festival Fight Cancer Foundation Swan Hill Branch	\$1,500 cash sponsorship for advertising costs	\$1,000			\$1,000
Swan Hill Market Day Swan Hill Inc.	Logistical support for traffic management		\$1,500	Traffic management and Depot support	\$1,500
Swan Hill Region Food and Wine Festival Swan Hill Inc.	\$5,000 cash sponsorship to assist with marketing, additional first aid and security AND Logistical support for venue hire, cleaning of facilities and extra toilets cleans	\$4,000	\$6,000	POPE Permit Fee, venue hire, Event Permit Fee, toilet cleaning	\$10,000
What's in my backyard? Lions Club of Lake Boga Inc.	\$2,000 cash sponsorship for band, catering, stand hire, equipment to mount entries and venue hire	\$1,000			\$1,000

Woorinen WinterFest	\$3,000 cash sponsorship for fireworks display, security officer and lighting	\$2,500			\$2,500
Woorinen District Progress Association Inc.					

Event Support Fund – Unsuccessful

Event / Organisation Name	Amount Requested	Reason
Australia Day Breakfast Ultima Progress Association	\$500 cash sponsorship to assist in purchasing the materials required to serve the breakfast and a guest speaker	Ineligible as they have applied through the incorrect funding stream, the Australia Day budget allocates funding to the Australia Day events across the municipality Recommend that applicant request additional funds through the Australia Day stream (on top of the pre-existing allocation)
Swan Hill Motor Racing Club Swan Hill Motor Racing Club	Logistical support for their communication system (PA) upgrade	Ineligible as they have applied through the incorrect funding stream Application submitted through the Community Development Fund

2.6 5533 Murray Valley Highway Swan Hill (Service Station) - Planning Application

Directorate: Development and Planning
File Number: PMT-PL-2021-101
Purpose: For Decision

Council Plan Strategy Addressed

1. Liveability - We will be a healthy, connected and growing community supported by a range of infrastructure and services.

1.3 Building Healthy Communities

1.3.1 Encourage active healthy lifestyles for people of all ages, abilities and interests

1.3.2 Spaces where people of all ages, abilities and backgrounds can flourish

Current Strategic documents

Swan Hill Planning Scheme

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

Summary

The subject site is located at 5533 MVH at the north-western intersection of the highway and Bombardieri Lane. The land is approximately 3km to the south of the Swan Hill CBD and is situated in a prominent position at the southern highway entrance to town.

The land is essentially vacant and clear of vegetation with only one shed remaining in the central area of the lot.

The land in its current form has an area of 9.103 hectares, however the subdivision of the land was approved on 29 October 2020 under planning permit 2020-041. The pending subdivision is to result in five lots with four of the lots to be located along the Murray Valley Highway on land zoned Commercial 2 Zone. All commercial lots are to have an area exceeding 1 hectare and will be suitable for the types of development encouraged within the Commercial 2 Zone.

The pending subdivision includes a service road to the highway and the upgrade of the intersection between the highway and Bombardieri Lane.

The location of the proposal is at the south-eastern corner of the parent lot on the pending lot 4 which has an area of 1.314 hectares.

The certification of the plan of subdivision is imminent with only design and approval of the lighting layout by Powercor still pending.

As certification of the plans is still pending, the application for the proposed service station was amended to be issued to the parent lot with the boundaries of the proposed lot adhered to in the design.

The subject land is in the Commercial 2 Zone (C2Z). The zoning of the surrounding area includes a strip of Commercial 1 zoned land to the north with the strip of Commercial 2 zoned land extending south to Aerodrome Road. To the west of the land is Farming Zone and to the east beyond the Highway (Transport Zone 2) and railway (Transport Zone 1) is also Farming Zone.

The surrounding commercially zoned area has seen development emerging toward the south with Kenworth located at the intersection with Aerodrome Road and a new facility for Terra Ag adjacent.

Discussion

The application seeks consent for the use and development of a 24hr highway service centre with additional permit triggers as a result of associated signage and access.

The proposed service centre will cater for motorbikes, cars, cars with caravans/boats/trailers, and trucks of various sizes and will include the following:

- Separate refuelling bowsers for cars (4 bowsers 8 fuelling positions) and trucks (3 bowsers 6 fuelling positions) under canopies
- Underground envirotank fibreglass fuel tanks with leak detection technology
- Parking for both cars and trucks for short-term stays
- A convenience shop
- A service centre counter and associated retail sales
- Indoor seating 'trucker's lounge' area
- Customer toilets
- Male and female showers
- 23 parking bays dedicated to customer parking
- 4 parking bays for buses and/or caravans
- 5 parking bays for trucks
- Separate loading areas
- Significant landscaping
- Associated lighting and signage

The proposed service centre includes a shared access/egress point from Bombardieri Lane to the east of the site, egress point to Bombardieri Lane at the west of the site and egress point to the service road to MVH at the north of the eastern boundary. The proposal has been designed in collaboration with traffic engineers to ensure safety and efficiency. It should be noted that the upgrades to the intersection of the Murray Valley Highway and Bombardieri Lane required by the subdivision (including right and left turning treatments with full depth sealed shoulders) and further widening proposed by this development will result in substantial improvements to safety at this intersection.

The vehicle canopy is to have a height of 6.05m setback approximately 95.96m from proposed boundary and 217.88m from current boundary and the separate truck canopy is to have a height of 6.35m setback approximately 62.7m from the proposed boundary and 184.62m from the current boundary. The pylon sign is to have a height of 12m and is to be located at the far east of the site towards the highway.

The proposed landscaping currently includes trees, shrubs and ground cover throughout the site with attention to the proposed lot boundaries. The proposed landscaping has been amended as a result of a mediation meeting with the addition of a 1.2m high soil mound (2.4m width) topped with a 1.8m high solid timber fence with landscaping incorporated along the western and northern boundary to assist with mitigating noise and visual amenity impacts to neighbouring properties.

The proposed highway service centre is to be EV and Hydrogen ready to allow for future modernisation.

The proposed signage includes the following:

- Business promotional pylon sign with LED lighting 12000mm x 2500mm located in the south east of the site
- Canopy signage in Mobil corporate branding

Planning context

Clause 11.01-01S □ **Settlement** □ The proposal offers convenient access to jobs, services, infrastructure and community facilities while providing development along existing transport infrastructure.

Clause 13.05-1S □ **Noise management** □ The site is an adequate distance from sensitive land uses and located in an area that is subject to existing high levels of ambient noise.

Clause 13.06-1S □ **Air quality management** □ The proposal integrates appropriate infrastructure to minimise air quality impacts on sensitive land uses.

Clause 13.07-1S □ **Land use compatibility** □ The proposal is located on a major arterial road within the commercial area and is compatible with surrounding land uses in the commercial zone.

Clause 15.01-1S □ **Urban design** □ The proposal responds to the characteristics of the site. The design includes measures to contribute to landscaping opportunities and visual interest.

Clause 17.01-1R □ **Diversified economy** □ Loddon Mallee North □ The proposal supports investment in infrastructure, freight and logistics.

Clause 17.02-1S □ **Business** □ The proposal contributes to the community's and other users needs for retail and other commercial services.

Zone

As referred to above, the site is located primarily in a Commercial 2 zone. The purpose of the zone, as relevant to the application, is to encourage commercial areas for offices, appropriate manufacturing and industries, bulky goods retailing, other retail uses, and associated business and commercial services.

The use of land for a Service Station is a Section 2 - permit required use. A permit is also triggered for the buildings and works pursuant to Clause 34.02-4.

Throughout the assessment of the proposal, rigorous evaluation of traffic management has occurred to ensure compliance with the zone, Head, Transport for Victoria, and Council's Engineering Department.

The proposal must also comply with additional regulations that ensure the safe and appropriate operation of a service station.

It should be noted that as the subject land is not within 30m of a residential zone, the building and works component of the permit application are exempt from public notice requirements and it is only the use component that required public notification.

Design and Development Overlay – Schedule 7

The land is affected by the DDO7 which specifically relates to the Commercial 2 Zone Highway Entrances.

The design objectives include:

- creating attractive and vibrant entrances to Swan Hill,
- ensuring the siting and design of new development is not detrimental to the image of Swan Hill,
- ensuring that new development addresses the Murray Valley Highway so that a sense of arrival is created by appropriate built form,
- encourage contemporary architectural outcomes and ensure signage does not dominate the streetscape or lead to visual clutter.

The overlay includes design requirements aimed at achieving the objective. The proposal meets the majority of requirements including:

- Maximum site coverage and minimum permeable surfaces
- Height limits
- Setbacks to boundaries
- Articulated frontages and mixture of building materials
- Transparent fencing forward of the building line
- Retention of vegetation and additional landscaping
- Concealed storage areas
- Connection to services
- Stormwater management
- Appropriate signage

The proposal does require some variations to the layout and setback of car parking which is considered acceptable in this instance given the nature of the proposal and the amount of landscaping incorporated into the design. This can be handled through conditions on a permit.

These changes include:

- Building setback - slight variation with canopy setback 35m and convenience store setback 60m from MVH.
- Setback of canopy from Bombardieri Lane.

Particular Provisions

- Clause 52.05 - Signage - Under the zone, the land is listed as a category 1 for the purposes of signage with minimum limitations. Business identification signs with an area that exceed 8 sq m and that are internally illuminated require a permit. As discussed above, signage is to be located around the canopy of the building with 3 additional pole signs located to each separate road frontage. The Head, Department of Transport and Planning has included conditions to ensure the signs do not create a safety hazard to nearby road users.
- Clause 52.06 - Car parking – The development provides a suitable number of on-site car parking and bicycle facilities and is not expected to unreasonably burden surrounding traffic conditions from a safety perspective. The proposed development comprises of 30 car parking spaces in the following format:
 - 23 parking bays dedicated to customer parking
 - 4 parking bays for buses and/or caravans
 - 5 parking bays for trucks

A service station use (which includes the selling of food, drinks and other convenience goods) is not listed in the table to Clause 52.06 and therefore car parking is to be provided to the satisfaction of the Responsible Authority. This is considered to be an appropriate number of on-site car parking spaces provided, given that patrons will not spend extended periods of time on the land which will ensure that spaces are regularly vacated by vehicles.

- Clause 52.29 - Land adjacent to a Road Zone, Category 1, or a Public Acquisition Overlay - The site abuts Murray Valley Highway and proposes an access and a separate egress onto the road in a RZC1. The application has been referred to the Head, Department of Transport and Planning with alterations to the site plan and traffic management finalised during the assessment period. The Head, Department of Transport and Planning have provided conditions to ensure safe and efficient functioning of the site in relation to the road in a TZ1.

Clause 65.01 Decision guidelines for approval of an application or plan

Clause 65.01 provides that before deciding on an application or approval of a plan, the responsible authority must consider, as appropriate the certain specified matters. Noting that some matters may be more relevant to the requirement to obtain a permit for buildings and works under clause 34.02-4 than say to the requirement to obtain a permit for signage under clause 52.05, the following matters may be relevant to consideration of the permit requirements and the overall proposal –

- The matters set out in section 60 of the Act.
- The Municipal Planning Strategy and Planning Policy Framework.
- The purpose of the zone, overlay or other provision.
- Any matter required to be considered in the zone, overlay or other provision.
- The orderly planning of the area.
- The effect on the environment, human health and amenity of the area.
- The impact the use or development will have on the current and future development and operation of the transport system.

The proposal responds to the decision guidelines by employing measures to mitigate amenity impacts to surrounding properties, utilising high traffic flow roads in a safe and efficient manner, ensuring access to all services and by providing an attractive outlook to the streetscape with opportunities for landscaping.

Referrals

The application was referred to Department of Transport and Planning and Lower Murray Water (LMW) as well as internally with no objections received subject to conditions.

The referral response from LMW shows that the land is within the Corporations Water and Sewer district and can therefore be connected to these services.

Objections

The application was advertised by erecting a sign on site, placing a notice in the Guardian newspaper and sending letters to adjacent and nearby land owners/occupiers. A total of four submissions were received with a total of 6 objectors.

The general items of concern raised by the objectors included:

- Noise from B-Doubles/Buses/Waste disposal trucks/fuel tankers.
- Impact from lighting
- Increase in traffic on Bombardieri Lane
- Pollution from petrol vapours, petrol leaks and spills
- Contamination of retention basin from runoff
- Impact on farming Waste disposal located to the west of the convenience store
- Security – potential for increased criminal activity
- Dust generation

Traffic

The consultant traffic engineering service has provided a traffic review with additional information about the overnight traffic and the expected level of activity overnight. The traffic review has been based on the United Petrol Station at Karinie Street and

concludes that the majority of vehicle movements occur during the hours of 9am and 5pm with reduced volumes outside of these periods.

Acoustic

An Acoustic Consulting Service has provided additional information regarding noise levels in the area concluding that existing noise levels are expected to be quite high with the MVH carrying approximately 7000 vpd of which approximately 18% are heavy vehicles. A review of the proposed layout determined that the options to assist in reducing noise emissions include:

- the implementation of boundary fences,
- the implementation of acoustic barriers around mechanical plant and loading bays, and
- the programming of tyre inflation alarms or door warning alarms to avoid sounding at night.

The recommendations of the acoustic review have been implemented in the amended designs.

Lighting

Lighting consulting engineers have provided additional information on minimising light spill and obtrusive lighting which include:

- Boundary landscaping and fencing
- Luminaires to be selected with the correct optics and beam distribution to control light spill
- Luminaires to be fitted with baffles to prevent back and side spill
- Appropriate direction of lighting
- Canopy downlights to be low bays, horizontally mounted with diffusers and visors
- Lighting in loading bay and bin enclosure to be below the level of the bin enclosure fence

It is also important to note that there is no illumination on the western façade of any canopies.

Response to grounds of objection

Noise

The proposed service station is located on the Murray Valley Highway which carries significant traffic volumes, much of which being heavy vehicles. Therefore, the ambient noise levels are currently high.

In response to the concerns of objectors a timber perimeter fence and earthen wall have been included on amended plans, which will mitigate noise impacts.

The site is located within a Commercial 2 zone, which encourages larger scale commercial and industrial uses. As such, an acceptance of noise generating activity is expected.

An acoustic review has been conducted by the consultants acting for the applicant which finds that noise levels can be contained to acceptable levels.

Impact from lighting

Amendments to the planned lighting for the proposal have been undertaken as a result of the objector concerns. In addition, the amendment to the plans to include a 1200mm soil mound with a 1800mm fence on top will further ameliorate light spill.

A condition can be included on a permit to enforce the prevention of light spill.

Increase in traffic on Bombardieri Lane

With access points being proposed to Bombardieri Lane, there will be an increase in traffic on this road, however that will be largely limited to the extent of the site only, and not continue further along this dead end road.

Conditions will require the upgrade of Bombardieri Lane along the side of the service station.

Pollution from petrol vapours, leaks and spills

The service station will be fitted with all of the required specifications of the EPA and must comply with that bodies' guidelines on the design, installation and management requirements for storage of fuel.

Further, the proposal will incorporate vapour recovery techniques which minimise emissions from the site. Vapour emission is also governed and enforced by the EPA.

Flooding

The applicants have been involved with extensive negotiations with Council's development engineers to design a stormwater retention scheme that will capture overland flow.

Impact on farming operations

The site is in a commercial 2 zone. The use of land for large commercial and manufacturing based activities is encouraged.

West abutting land in the farming zone appears to be used for cropping purposes, it is not clear how this will be impacted by the proposed service station.

Security – potential for criminal activity

The site will be perimeter fenced, lit and operational 24 hours a day, no doubt with CCTV. The potential for criminal activity will be low.

Dust generation

The entire site, with the exception of the perimeter landscaping, will be covered in hard stand, with no potential for dust generation.

Conclusion

The proposal is an appropriate addition to Swan Hill's southern commercial precinct. The proposed uses are consistent with the intent of the C2 Zone and amount to retail uses, that are consistent with planning policy and do not affect the safety and amenity of adjacent, more sensitive uses.

The surrounds of the subject land to the north and south are becoming increasingly commercial in character and this proposal in the C2Z makes an appropriate contribution to transition to the rural character area to the west of the subject land. Views of the proposal inclusive of approved signage are appropriate because from the Murray Valley Highway, the proposal will be acceptable in its physical and planning context.

The landscaping for the proposal, together with the conditions and requirements of the subdivision permit appropriately protects the rural landscape character of the land west of the subject land and forms part of the relevant context for the proposal. The proposal will deliver economic benefits to Swan Hill in the construction phase (100 jobs) and operation (20 jobs).

There are currently no service stations on the southern entrance to town. This proposal will fill that need.

Further, from a road safety perspective the service station will provide the opportunity for motorists to break their drive and rest.

It is recognised that there has been objections to the proposal from neighbouring and nearby residents, but many of these concerns can be met by conditions. The objections also do not largely consider the commercial zoning of the site.

After considering the matters in clause 65 and considering the proposal overall against the Planning Policy Framework, are satisfied that the proposal will result in an acceptable planning outcome that will provide a net community benefit.

Officers recommend that an overall permit (subject to the permit conditions) should issue that allows -

- Clause 34.02-1 – use of land for Section 2 uses being service station and convenience restaurant;
- Clause 34.02-4 to construct a building or construct or carry out works;
- Clause 52.05-11 to construct or put up for display a sign in Category 1 – Commercial areas ; and
- Clause 52.29-2 to create or alter access to a Transport Zone 2.

Furthermore, officers are satisfied for all of the reasons given above that a decision to grant an overall permit for proposal (subject to the conditions) will not be inconsistent with any objectives of the Swan Hill Planning Scheme or any planning policy in the planning scheme giving effect to the objectives of the planning scheme.

For these reasons it is recommended that a Notice of Decision to Grant a Permit is issued with appropriate conditions.

Consultation

A mediation meeting was held on Wednesday 22 March 2023 with the applicants (Greg Wood from Tract and Peter Breckenridge from Outlook Property Services) available to speak to each objector individually. Four of the six objectors participated in the mediation.

During the mediation processes, many mitigation measures were proposed to the various objectors. Some have since been shown on amended plans including the soil mounds and timber fencing along the northern and western boundaries.

In response to the concerns raised, the applicant has also provided supporting documentation addressing the some of the matters.

Some of the objectors also met with Councillors at an assembly to voice their concerns.

Financial Implications

Nil.

Social Implications

Nil.

Economic Implications

The service station will provide employment opportunities for 20 community members.

Environmental Implications

Any potential negative off-site impacts are regulated by the EPA.

Risk Management Implications

Nil.

- Attachments:**
1. Architectural Plans - Swan Hill VIC 230530 [2.6.1 - 13 pages]
 2. Attachment 2 - Traffic Letter [2.6.2 - 2 pages]
 3. 210123 TI A 001 C- F- All_TRAFFIC IMPACT ASSESSMENT [2.6.3 - 18 pages]
 4. Landscape Plan - Swan Hill VIC [2.6.4 - 1 page]
 5. Objections [2.6.5 - 17 pages]
 6. Planning permit conditions -5533 MVH [2.6.6 - 7 pages]

Options

1. Council issue a Notice of Decision to Grant a Planning Permit, OR
2. Council issue a Notice of Decision to Refuse to Grant a Planning Permit

Recommendation/s

That Council:

Issue a notice of decision to grant a planning permit with conditions for the use and development of the land at 5533 Murray Valley Highway Swan Hill for a service station, creation of access to a Transport zone 2 and construct and display signage with the following conditions.

PROPOSED PLANNING CONDITIONS

Application No:	2021-101
Address:	5533 MURRAY VALLEY HIGHWAY SWAN HILL VIC 3585
Proposal	Use and development of a service station (highway service centre), alteration to access in a Transport Zone 2 and the display of signage in the Commercial 2 Zone
Description:	

- 1 The layout of the development and use on the endorsed plans and approved by this permit must not be altered without the prior written consent of the Responsible Authority.
- 2 The location and details of the signs, including those of the supporting structure, as shown on the endorsed plans, must not be altered without the prior written consent of the Responsible Authority.
- 3 Unless with the prior written consent of the Responsible Authority, before the occupation of the development approved by this permit, the landscaping works shown on the endorsed plans must be carried out, completed and thereafter maintained to the satisfaction of the Responsible Authority.
- 4 The landscaping shown on the endorsed plan(s) must be maintained to the satisfaction of the Responsible Authority. Any dead diseased or damaged trees must be replaced with same species to the satisfaction of the Responsible Authority.
- 5 Prior to the commencement of the use approved by this permit, all disturbed surfaces on the land resulting from the works must be revegetated and stabilised to the satisfaction of the Responsible Authority

- 6 During construction of the development approved by this permit, the permit holder must undertake necessary measures to ensure the amenity of the surrounding area is not adversely affected, to the satisfaction of the Responsible Authority.
- 7 The use and development approved by this permit, must be managed so that the amenity of the area is not detrimentally affected, through the:
 - a. Processes carried out on the land;
 - b. Transport of materials, good or commodities to or from the land;
 - c. Appearance of any building, works or materials (including waste);
 - d. Emission of noise, artificial light, vibration, smell, fumes, smoke, vapour, steam, soot, ash, dust, waste water, waste products, grit or oil;to the satisfaction of the Responsible Authority.
- 8 All external lighting must be designed, baffled and located so as to prevent adverse effect on adjoining land, to the satisfaction of the Responsible Authority.
- 9 Low reflectivity glass is to be used for the glazing of the service station building to minimise glare.
- 10 Prior to the commencement of the use approved by this permit, no fewer than 23 car parking spaces must be provided on the land for the use and development including one (1) space clearly marked for use by disabled persons.

ENGINEERING DEPARTMENT

- 11 Prior to commencement of works approved by this permit, detailed construction plans in accordance with the Infrastructure Design Manual and 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.

- 12 Prior to the commencement of the use approved by this permit, all road and drainage must be constructed in accordance with the endorsed detail construction plans, to the satisfaction of the Responsible Authority.

- 13 Prior to the commencement of the use approved by this permit, the areas set aside for the parking of vehicles and access lanes as shown on the endorsed plans must be:
- a. Constructed;
 - b. Properly formed to such levels that they can be used in accordance with the plans;
 - c. Surfaced with concrete;
 - d. Drained and maintained;
 - e. Line marked or signed to indicate each car space and all access/egress routes as per ttm Traffic Engineering Assessment Report;
 - f. Include the installation of "NO EXIT" signs at the entries and "NO ENTRY" signs with "NO RIGHT TURN" signs at the exits;
 - g. Include measures to manage traffic and pedestrian flows to and from car parking areas both on and off the land associated with the use of land approved by this permit;
 - h. Include detail of all loading/unloading and filling areas or 'potential spillage areas'.

to the satisfaction of the Responsible Authority. Car spaces, access lanes and driveways must be kept available for these purposes at all times, to the satisfaction of the Responsible Authority

- 14 All car parking spaces must be designed to allow all vehicles to enter and exit the land in a forward direction.
- 15 Prior to the commencement of the use approved by this permit, vehicular crossings shall be constructed in accordance with the endorsed detailed construction plans, to the satisfaction of the Responsible Authority, and must:
- a. Be designed to comply with the sight distance requirements for the Access Driveway as detailed in AS 2890.2 for the commercial vehicular access points to the land;
 - b. Be constructed to the satisfaction of the Responsible Authority, and any redundant crossing shall be removed and replaced with concrete (kerb and Channel); and
 - c. Be setback a minimum of 1 metre from any side-entry pit, power or telecommunications pole, manhole cover or marker, and a minimum of 2.5 metres from the trunk of any street tree.
- 16 Prior to the commencement of use approved by this permit, the permit holder must upgrade Bombardieri Lane across the frontage of the land. Works are to include:
- a. Fully asphalt surfaced pavement over turning areas and deceleration lane; and
 - b. Street signage

Road reserve width and all works must be in accordance with the relevant requirements of the Infrastructure Design Manual (IDM) to the satisfaction of the Responsible Authority.

- 17 Prior to the commencement of the use approved by this permit, all redundant vehicle crossings must be removed and (kerb and channel) reinstated to the satisfaction of the Responsible Authority
- 18 Access to the site shall only be at the nominated crossings shown on the endorsed plan. The crossings and road pavement works are to be constructed to the satisfaction of Head, Transport for Victoria and the Responsible Authority.

- 19 The loading and unloading of goods from vehicles must only be carried out on the land (within the designated loading bay) and must not disrupt the circulation and parking of vehicles on the land, to the satisfaction of the Responsible Authority.
- 20 The applicant/owner must restrict sediment discharges from any construction sites within the property in accordance with Construction Techniques for Sediment Pollution Control (EPA 1991) and Environmental Guidelines for Major Construction Sites (EPA 1995).
- 21 Prior to the commencement of the works approved by this permit, a drainage plan to be provided with computations for a 5% AEP event and prepared by a suitably qualified person 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 in accordance with Council's Infrastructure Design Manual and include:
 - a. How the land will be drained;
 - b. Underground pipe drains conveying stormwater to the legal point of discharge;
 - c. Measures to enhance stormwater discharge quality from the site and protect downstream waterways. All light hydrocarbon storage or potential spillage areas must be bunded or independently drained via an impermeable surface, ensuring no effluent or polluted water of any type enters the storm water system in accordance with EPA standards;
 - d. A maximum discharge rate from the site of 65 l/sec/ha;
 - e. Documentation demonstrating approval from the relevant authority for the legal point of discharge;
 - f. Stormwater from paved areas must be intercepted and drained through the site drainage network; and
 - g. The provision of gross pollutant and/or litter traps installed at the drainage outfall of the development to ensure that no effluent or polluted water of any type may be allowed to enter the Council's stormwater drainage system.
- 22 Prior to the commencement of use approved by this permit, all stormwater and surface water drainage from the land, buildings and works must be connected to the legal point of discharge by underground pipe drains to the satisfaction of the Responsible Authority. Effluent and/or polluted water must not be discharged to Council's stormwater drainage system from the land.

HEALTH DEPARTMENT

- 23 The convenience store area must comply with the Food Safety Standard 3.2.3 Food Premises and Equipment, to the satisfaction the Responsible Authority.

DEPARTMENT OF TRANSPORT

General Conditions

- 24 Prior to the endorsement of plans, an Access Management Plan must be submitted to and approved by the Head, Transport for Victoria. When approved by the Head, Transport for Victoria, the Access Management Plan must be endorsed by the Responsible Authority and will then form part of the permit. The Access Management Plan must:
 - a. Identify and implement appropriate measures to ensure that delivery and patron vehicles of sizes equal and larger than a 26 metre-long B-double heavy vehicle must enter and exit the site from Bombadieri Lane.
- 25 The use must operate in accordance with the endorsed Access Management Plan.
- 26 Prior to the commencement of the use, the following roadworks must be completed to the satisfaction of and at no cost to the Head, Transport for Victoria:
 - a. The construction of the one-way service road with access via Bombadieri Road.
 - b. The construction of basic turn treatments the Murray Valley Highway with full length sealed shoulders designed for 26-meter-long B-double heavy vehicles.

Signage

- 27 The location and details of the signs shown on the endorsed plans (Document Set ID: 5533MVH Swan Hill Mobile Pegasus. Project No: 321. Revision: E. Date: 04/07/2021) must not be altered without the written consent of the Responsible Authority.
- 28 The sign must be contained within the property line; no part of the structure is permitted to protrude beyond the property line and into the road reserve,
- 29 No advertisement must be displayed for less than 30 seconds.
- 30 The transition from one advertisement to another must be instantaneous.
- 31 Where the graphical content or colours will change between successive advertising images, the average luminance change between the new image and the previous image must not exceed 30%. Unless otherwise nominated.
- 32 During the operation of the sign, the following maximum average luminance and Threshold Increment values must not be exceeded:

Daytime

- a. Maximum average luminance of greater than 6000 cd/m² Morning and evening twilight and overcast weather
- b. Maximum average luminance of greater than 700 cd/m²

Night-Time

- c. Maximum average luminance of greater than 150 cd/m²
- d. Maximum threshold increment: 20%
- e. daption Luminance: 0.25

- 33 The operator must keep a Compliance Record of the operation of the sign. This must be provided to the Head, Transport for Victoria within 5 days of a written request. The Compliance Record must include:
 - a. The sign's luminance (cd/m² or as a percentage of its maximum luminance) in minimum 10-minute intervals.
 - b. The sign's photocell (light sensor) reading of the ambient light in minimum 10-minute intervals.
 - c. For each different set of images displayed (image loop), a compliance report demonstrating that the luminance change between images is less than or equal to 30%.
 - d. All record information must be time and date stamped to show the time of measurement
 - e. Compliance Records must be maintained for a minimum of 12 months.
- 34 The signs must not display content, images or text:
 - a. Giving the illusion of continuous movement.
 - b. Capable of being mistaken for traffic signals or traffic control devices, including red, amber or green circles, octagons, crosses or triangles.
 - c. Capable of being mistaken as an instruction to a road user, including the wording stop, give way, slow down, turn left or turn right.
 - d. With a flashing background, flashing text, flashing images, blinking or fading elements that create the illusion of movement.
 - e. Contain any animation.
 - f. Capable of being interpreted as projections beyond the face of the advertising screen such as through 3D technology.
 - g. Consisting of present time or other contemporary update information relating to news, weather or time.
 - h. Containing video, movie or television broadcasts
- 35 The signs must be dimmable and have a suitable control system to enable maximum lighting levels to be set or adjusted if deemed necessary by the Responsible Authority and the Head, Transport for Victoria.
- 36 Where illuminated during the day, the sign must be fitted with Photocell/s (light sensor/s) that measure the ambient light and control system technology that enables the luminance of the sign to automatically adjust relative to the measured ambient light level.
- 37 Any change to brightness levels must be applied during an image transition, not while an image is being displayed.
- 38 The advertising area must not be split into two screens with different messages.
- 39 The sign and any displayed advertisement must not include any ancillary extension, embellishment or accessorisation within or outside the permitted advertising area unless the Head, Transport for Victoria has agreed to in writing prior to its installation.
- 40 The use of sound or motion to activate the sign is not permitted.
- 41 The use of sound to interact with road users is not permitted.
- 42 The signs must not dazzle or distract road users due to its colouring.

- 43 In the event of an attack by a computer hacker or similar resulting in unauthorised display of visual images or any other display malfunction, the electronic sign must shut down and cease any form of visual output until the malfunction is repaired.
- 44 This permit expires 15 years from the date of issue, at which time the sign and all supporting structures must be removed, and the site made good to the satisfaction of the Responsible Authority

LOWER MURRAY WATER

- 45 The requirements of Lower Murray Water must be met, in regard to the provision of water supply and sewerage services to the land, including payment of all associated costs prior to the commencement of construction of the proposed development.

ENVIRONMENTAL PROTECTION

- 46 There must be no emissions of noise and/or vibrations from the premises which are detrimental to either of the following:
 - a. The environment in the area around the premises; and
 - b. The wellbeing of persons and/or their property in the area around the premises.
- 47 A secondary containment system must be provided for liquids which if spilt are likely to cause pollution or pose an environmental hazard
- 48 Pollution control devices must be installed to prevent the discharge of waste to the environment and stormwater system.
- 49 The permit holder must ensure that litter originating from the premises is not present beyond the boundaries of the premises.
- 50 Prior to the commencement of use, Vapour Recovery must be installed to ensure vapours are recovered and prevented from escaping to the atmosphere.
- 51 All tanks must be decommissioned by suitably qualified professionals, as outlined in EPA Publication 888.4 Underground Petroleum Storage Systems (UPSSs) 2015 or as amended and the Australian Standards referenced therein.

EXPIRY

52. This permit will expire if one of the following circumstances applies:
 - a. The development is not commenced within two (2) years of the date of this permit.
 - b. The development is not completed within four (4) years of the date of this permit.
 - c. The use is not commenced within two (2) years of the completion of the development.

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.

If a request is made outside of the above time, the responsible authority cannot consider the request and the holder of this permit cannot apply to the Victorian Civil and Administrative Tribunal (VCAT) for a review of this matter.

PERMIT NOTE

Responsible Authority

- 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.
- c. . A works within the road reserve permit will be required from Council prior to commencement of any works within the road reserve area (crossovers).
- d. . The premises is required to be registered with Council's Public Health Services Department under the Food Act 1984.
- e. . The premises must comply with the Tobacco Act 1987, if any tobacco products are sold.

Department of Transport and Planning

- f. . No work must be commenced in, on, under or over the road reserve without having first obtaining all necessary approval under the Road Management Act 2004, the Road Safety Act 1986, and any other relevant acts or regulations created under those Acts.
- g. . The increase in discharge of any concentrated drainage onto the arterial road reserve from the subject land is not permitted unless approved in writing by the Head, Transport for Victoria.
- h. . Separate 'detailed design' approval (fees and charges apply) and the specifications of these are required under the Road Management Act. For the purposes of this application the works will include provision of:

- Construction of a Basic Right (BAR) turn treatment with full length sealed shoulders designed for 26-meter-long B-double heavy vehicles.
- Construction of a Basic Left (BAL) turn treatment with full length sealed shoulders designed for 26-meter-long B-double heavy vehicles.
- Relocation of services (e.g. power etc); and
- Any other works as required within the road reserve

Lower Murray Water

i) **URBAN WATER SUPPLY:**

The land is located inside the Corporation's Urban Water District. Urban water is available subject to the owners meeting Lower Murray Water's conditions and requirements.

The owner is required to enter into a Backflow Prevention agreement with LMW and install a backflow prevention device directly after the water meter.

j) **SEWERAGE:**

The land is located inside the Corporation's Sewerage District. A Low Pressure Sewerage connection is available subject to the owners meeting Lower Murray Water's conditions and requirements including the installation of an approved pump station.

This application is to be on a lot created as part of the subdivision associated with Planning Permit #2020-041. LMW permit conditions include the owner entering into a Section 173 Agreement relating to the sewerage connection.

The Owner is required to enter into a trade waste agreement with LMW which will include the installation of approved pre-treatment devices to treat wastewater prior to discharge to the LMW system.



Sheet List		
Sheet Number	Sheet Name	Current Revision
A0.01	Title, Sheet List, Render	F
A0.02	Feature Survey	A
A0.03	Swept Paths	E
A1.01	Site Plan	K
A1.02	Floor Plan	B
A1.03	Reflected Ceiling Plan RCP	A
A2.01	Elevations 1 - E W	A
A2.02	Elevations 2 - N S	A
A5.02	Internal Elevations	A
A5.03	Internal Elevations 2	A
A5.04	Internal Elevations 3	A
A6.01	Building Signage	A
A6.05	Wayfinding Signage	D



Revision	Description	Date
A	Added sheets A5.02, A5.03, A5.04 Internal Elevations, A1.03 Reflected Ceiling Plan RCP	03/02/21
B	Added sheet A0.02 - Feature Survey	12/03/21
C	Added sheet A0.03 Swept Paths	15/04/21
D	Added sheet A6.01 Building Signage	03/05/21
E	Added sheet A0.04 Concept Plan	09/07/21
F	Sheet A0.04 Concept Plan Renamed	28/12/22

Sheet Name
Title, Sheet List, Render: A0.01
 Scale: as AT Print Date: 15/05/2023 1:56:21 PM

Project Number: 321 Project Name: 5533MVH Swanhill Mobil Pegasus
 Address: Mobil Pegasus
 5533 Murray Valley Highway, Swan Hill VIC 3585

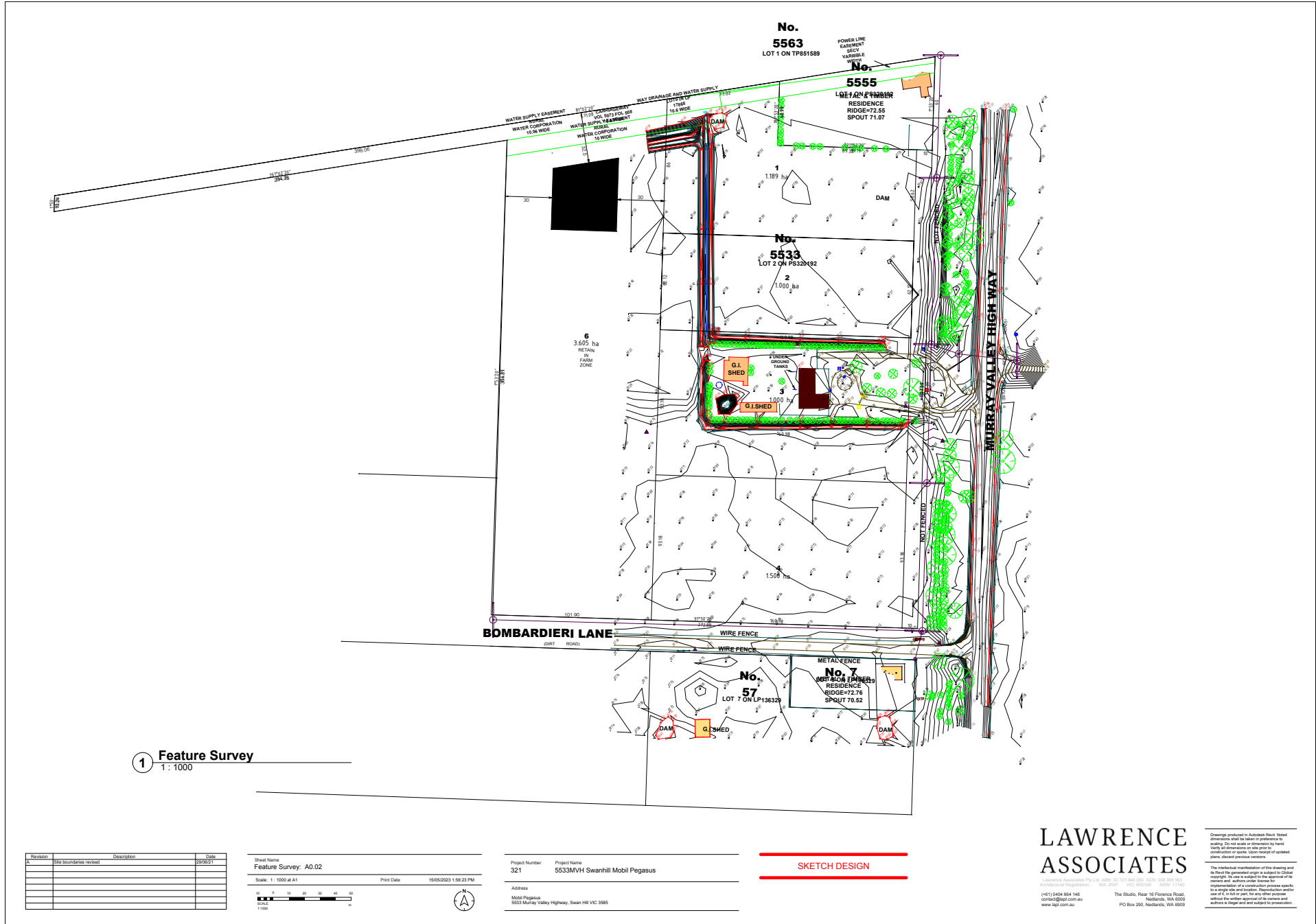
SKETCH DESIGN

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1 Feature Survey
1:1000

Revision	Description	Date
A	Site boundaries revised	22/05/21

Sheet Name
Feature Survey: A0.02

Scale: 1:1000 at A1

Print Date: 15/05/2023 1:58:23 PM

SCALE
1:1000

Project Number: 321
Project Name: 5533MVH Swanhill Mobil Pegasus

Address:
Mobil Pegasus
5533 Murray Valley Highway, Swan Hill VIC 3585

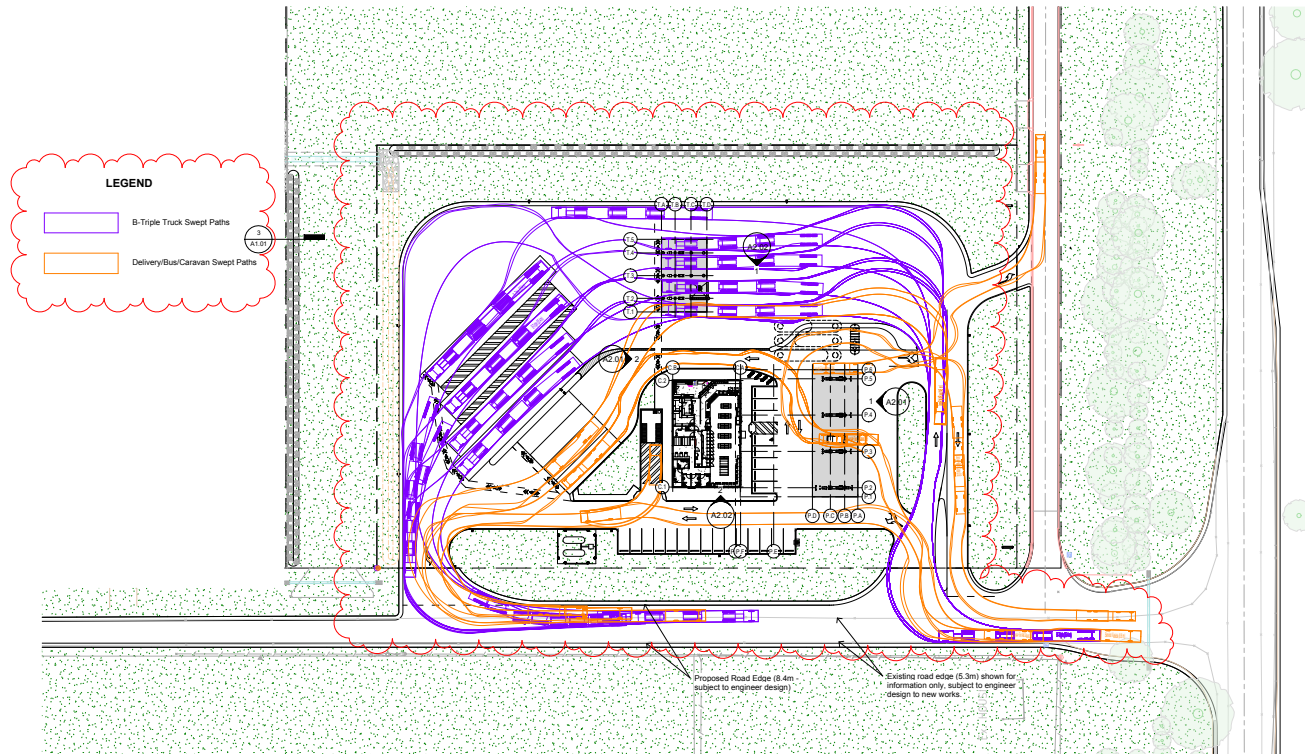
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LEGEND

- B-Triple Truck Swept Paths
- Delivery/Bus/Caravan Swept Paths

1 Site - Swept Paths
1 : 500

Revision	Description	Date
A	Site Boundary revised. External Traffic Update	22/06/21
B	Revised plan of subdivision site adjusted to suit	01/03/22
C	New site electrical, revised based floor plan to new standard	29/12/22
D	Internal Traffic Update	28/04/23
E	Site adjusted to suit new catch drain location	22/06/23

Sheet Name
Swept Paths: AD.03

Scale: 1 : 500 at A1

Print Date: 19/05/2023 1:56:24 PM

SCALE
1:500

Project Number: 321 Project Name: 5533MVH Swanhill Mobil Pegasus

Address:
Mobil Pegasus
5533 Murray Valley Highway, Swan Hill VIC 3585

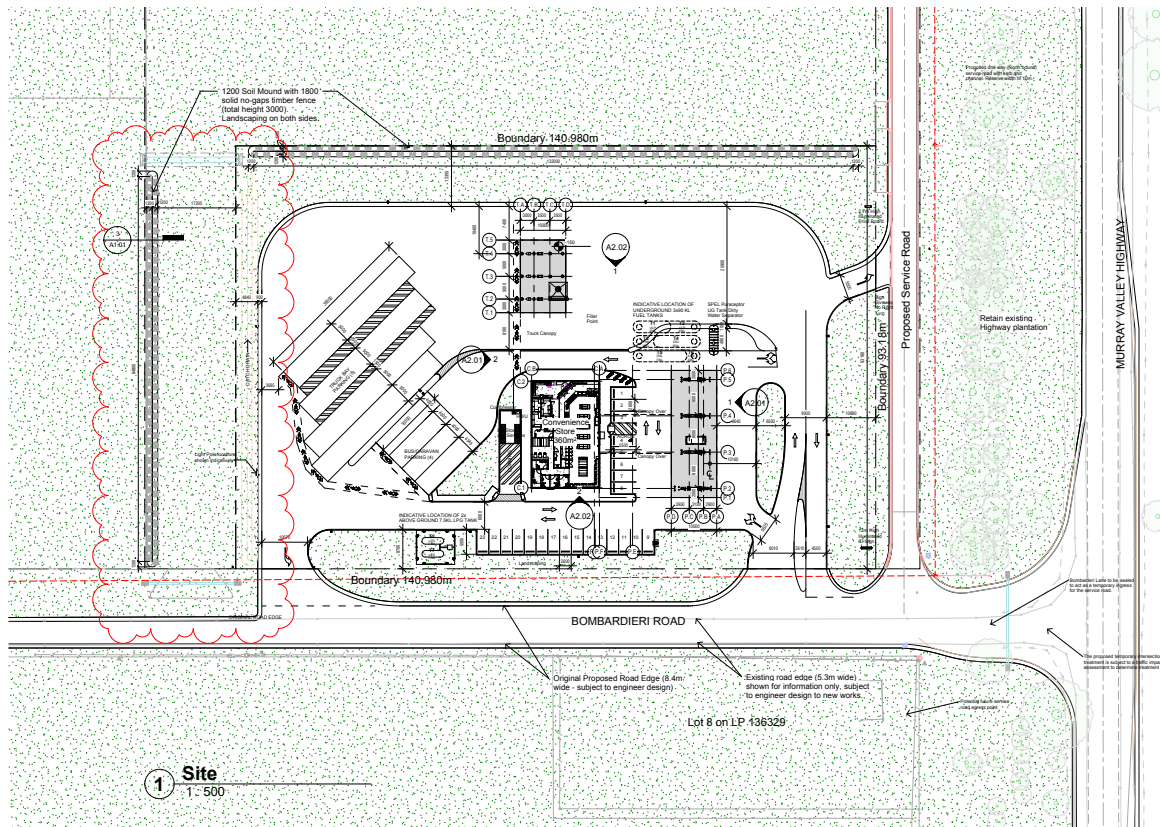
SKETCH DESIGN

LAWRENCE ASSOCIATES

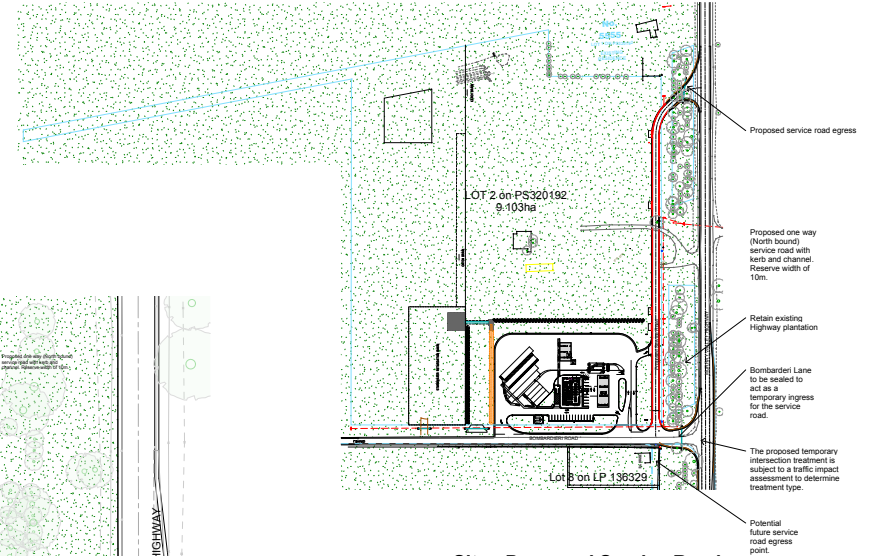
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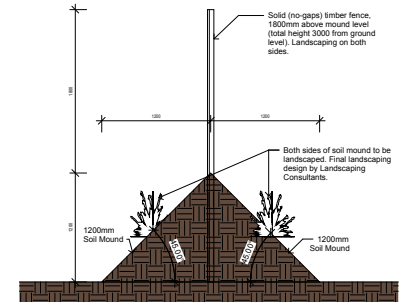
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1 Site
1:500



2 Site - Proposed Service Road
1:2000



3 Soil Mound and Fence Detail
1:25

NOTES
SITE LIGHTING
• Light poles shown in indicative locations
• Light poles to be baffled and shielded to reduce spill

Revision	Description	Date
F	Revised plan of subdivision, site adjusted to suit	01/03/22
E	New crop adjusted, revised base floor plan to new standard	09/12/22
D	Full L2.2 shown	21/03/22
H	Soil mound and acoustic fences shown, Light poles show indicatively, notes added	21/03/23
I	Internal Traffic Update	09/04/23
J	Site adjusted to suit new catch drain location, added detail for soil mound	15/05/23
K	Soil mound relocated to opposite side of neighbouring internal road	15/05/23

Sheet Name:
Site Plan: A1.01
Scale: As indicated at A1
Print Date: 19/05/2023 1:56:28 PM

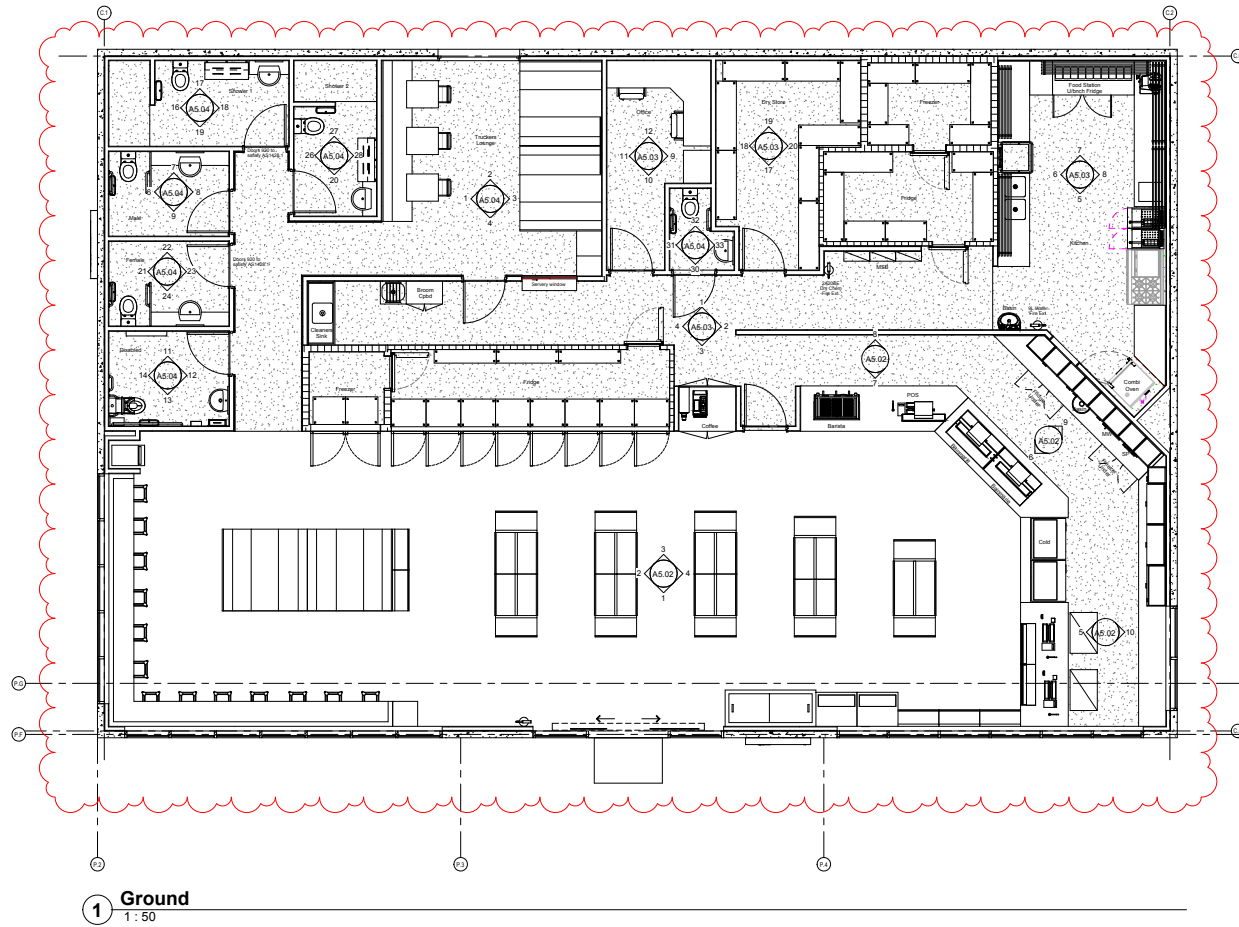
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SKETCH DESIGN

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1 Ground
1:50

Revision	Description	Date
A	Plans updated for compliance, survey window updated	03/06/21
B	updated base floor plan to new standards	09/12/22

Sheet Name
Floor Plan: A1.02

Scale: 1:50 at A1

Print Date: 19/05/2023 1:56:29 PM

Project Number: 321
Project Name: 5533MVH Swanhill Mobil Pegasus

Address:
Mobil Pegasus
5533 Murray Valley Highway, Swan Hill VIC 3585

SKETCH DESIGN

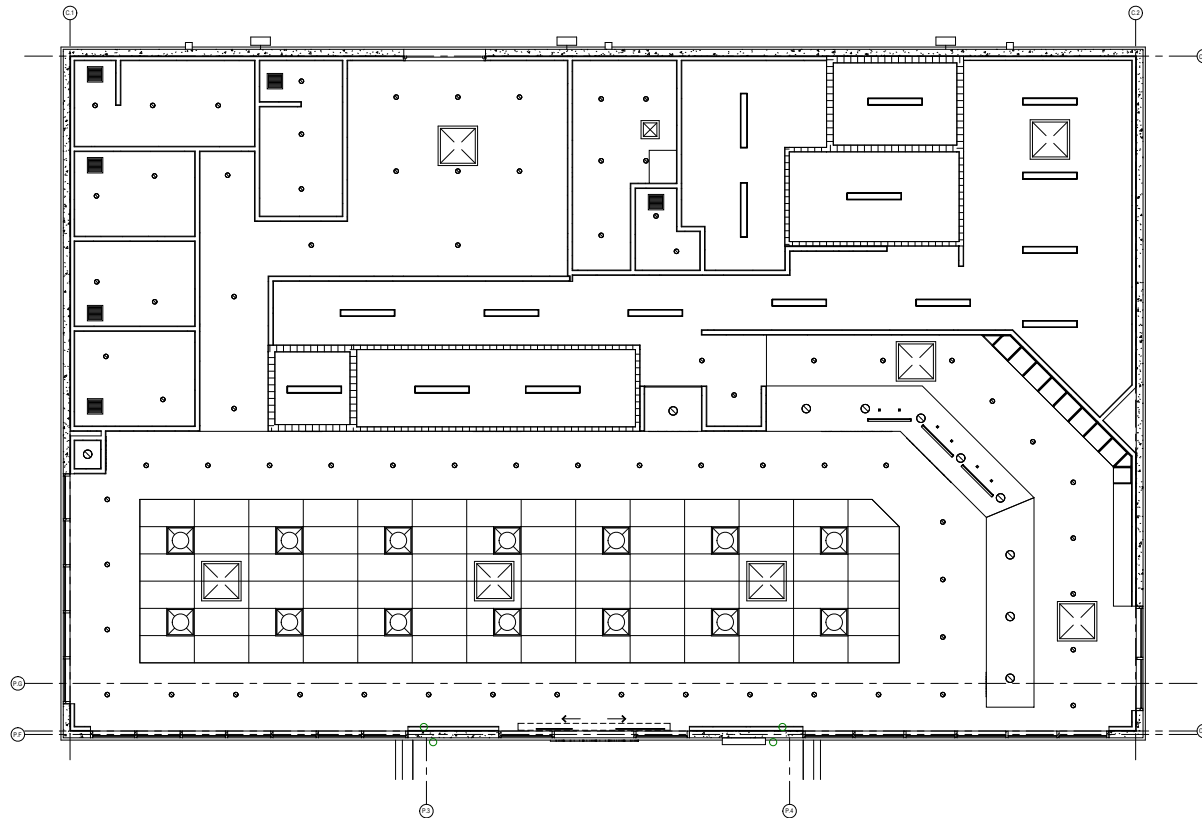
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1 Ground
1:50

Revision	Description	Date
A	updated base floor plan to new standard	09/12/22

Sheet Name
Reflected Ceiling Plan RCP: A1.03

Scale: 1:50 at A1 Print Date: 15/05/2023 1:58:30 PM

1:50
SCALE
1:50



Project Number: 321 Project Name: 5533MVH Swanhill Mobil Pegasus

Address:
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5533 Murray Valley Highway, Swan Hill VIC 3585

SKETCH DESIGN

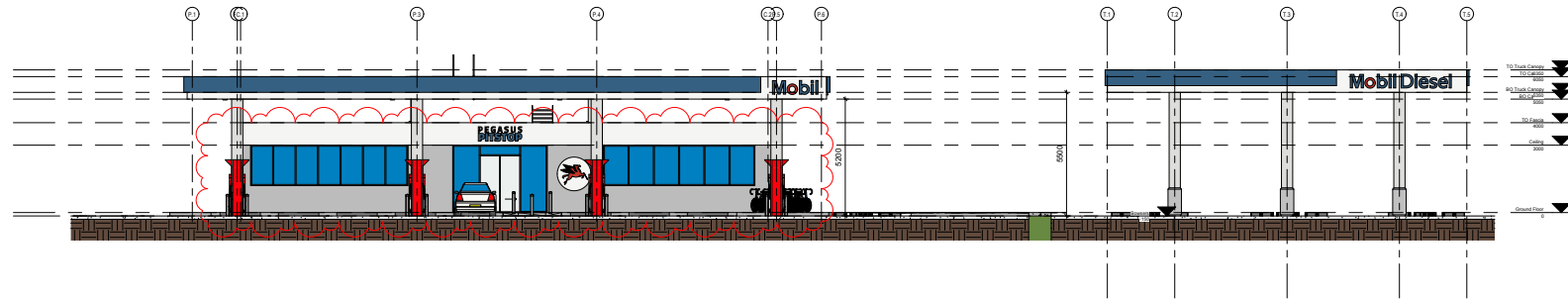
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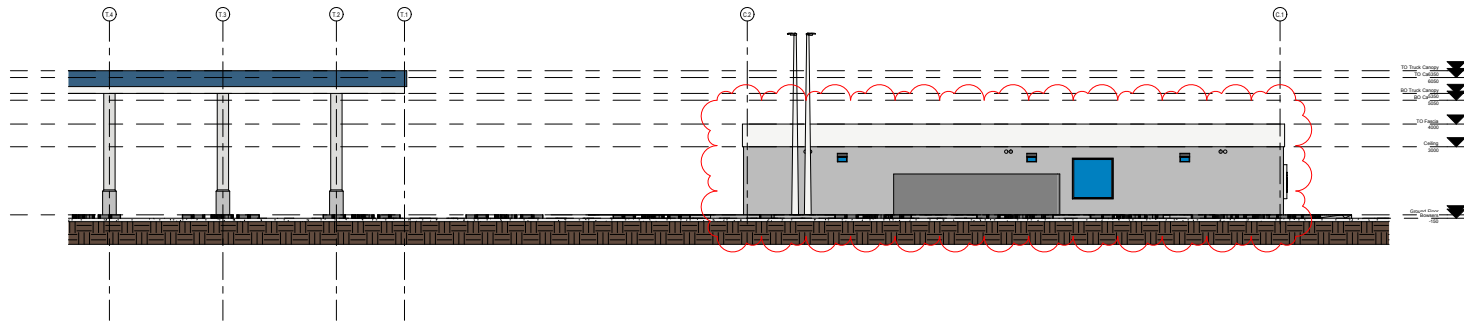
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1 East
1 : 100



2 West
1 : 100

Revision	Description	Date
A	updated base floor plan to new standard	09/12/22

Sheet Name
Elevations 1 - E.W. A2.01

Scale: 1 : 100 at A1 Print Date: 15/05/2023 1:56:35 PM

SCALE: 1:100

Project Number: 321 Project Name: 5533MVH Swanhill Mobil Pegasus

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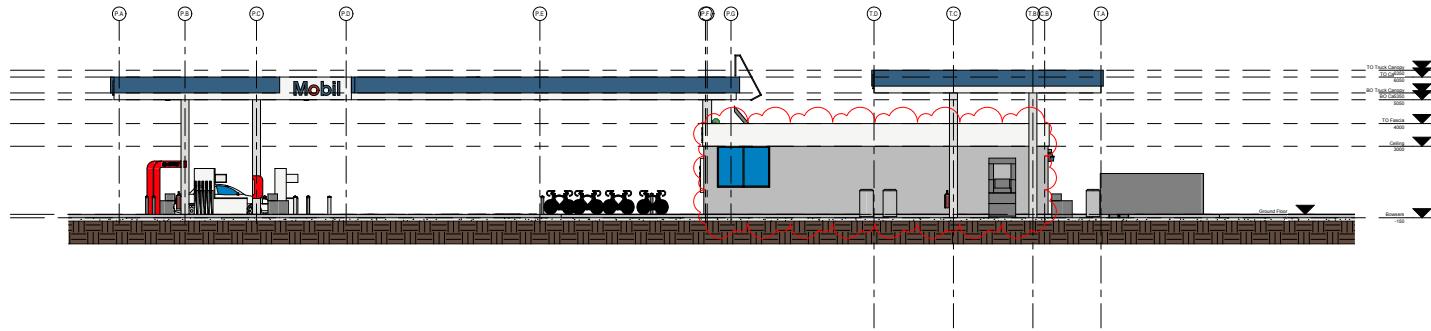
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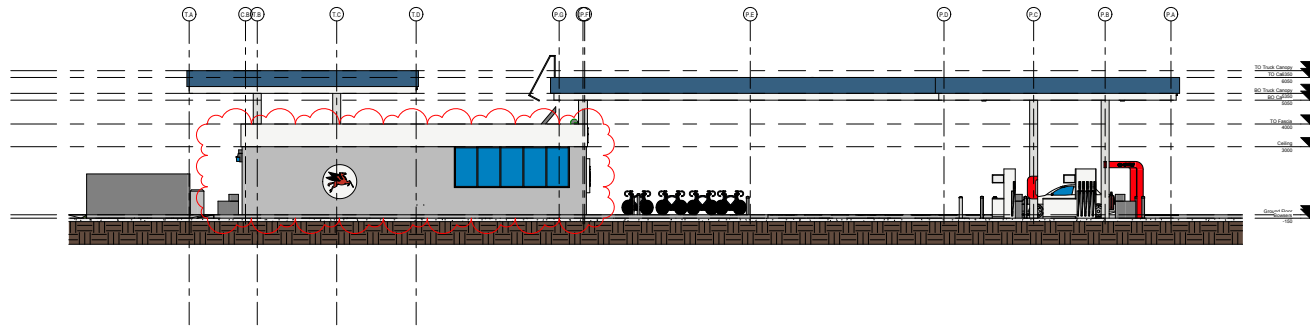
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1 North
1: 100



2 South
1: 100

Revision	Description	Date
A	updated base floor plan to new standard	09/12/22

Sheet Name
Elevations 2 - N S: A2.02

Scale: 1: 100 at A1 Print Date: 15/05/2023 1:56:51 PM

SCALE: 1:100

Project Number: 321 Project Name: 5533MVH Swanhill Mobil Pegasus

Address:
Mobil Pegasus
5533 Murray Valley Highway, Swan Hill VIC 3585

SKETCH DESIGN

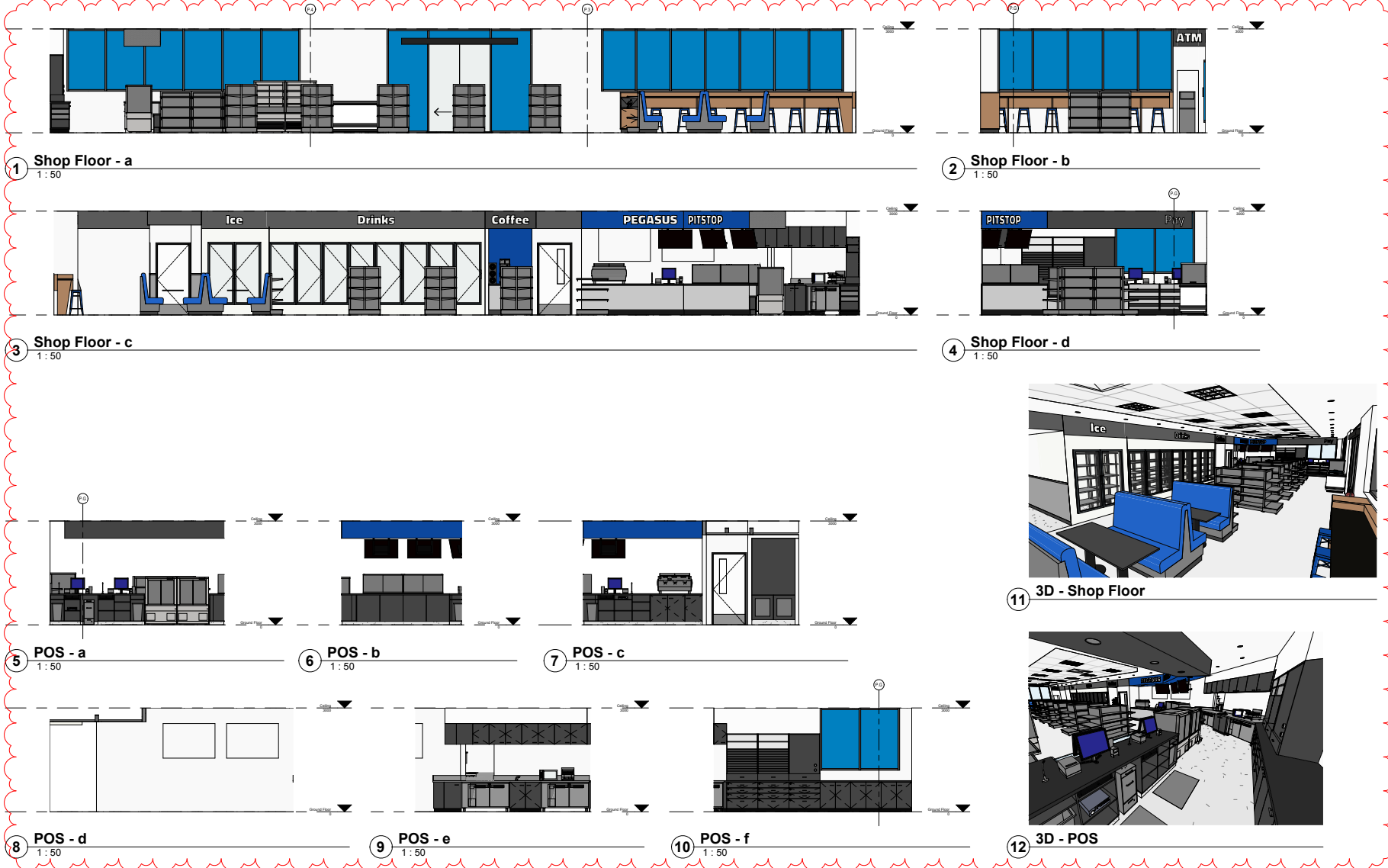
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Revision	Description	Date
1	updated base floor plan to new standard	09/12/22

Sheet Name:
Internal Elevations: A5.02

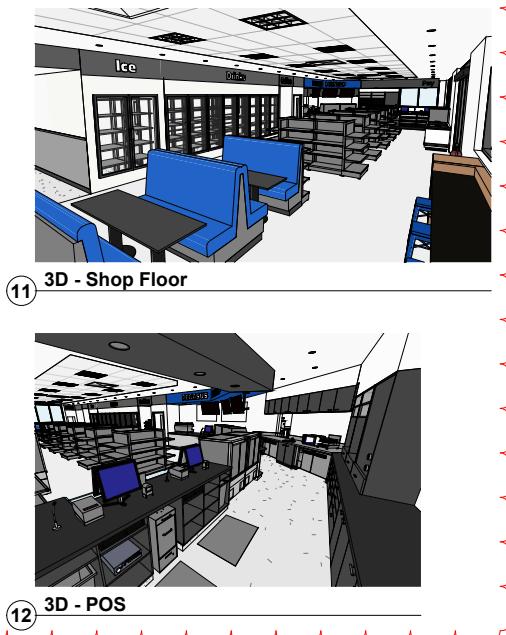
Scale: 1:50 at A1 Print Date: 15/05/2023 1:58:58 PM

1:50
SCALE
1:50

Project Number: 321 Project Name: 5533MVH Swanhill Mobil Pegasus

Address:
Mobil Pegasus
5533 Murray Valley Highway, Swan Hill VIC 3585

SKETCH DESIGN



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1 BOH - a
1:50

2 BOH - b
1:50

3 BOH - c
1:50

4 BOH - d
1:50

13 3D - BOH 1

14 3D - BOH 2

5 Kitchen - a
1:50

6 Kitchen - b
1:50

7 Kitchen - c
1:50

8 Kitchen - d
1:50

15 3D - Kitchen

21 3D - Dry Store

9 Office - a
1:50

10 Office - b
1:50

11 Office - c
1:50

12 Office - d
1:50

16 3D - Office

17 Dry Store - a
1:50

18 Dry Store - b
1:50

19 Dry Store - c
1:50

20 Dry Store - d
1:50

SKETCH DESIGN

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1 Trucker's Lounge - a 1:50

2 Trucker's Lounge - b 1:50

3 Trucker's Lounge - c 1:50

4 Trucker's Lounge - d 1:50

5 3D - Trucker's Lounge

6 Male WC - a 1:50

7 Male WC - b 1:50

8 Male WC - c 1:50

9 Male WC - d 1:50

11 Disabled - a 1:50

12 Disabled - b 1:50

13 Disabled - c 1:50

14 Disabled - d 1:50

15 3D - Disabled

16 Shower 1 - a 1:50

17 Shower 1 - b 1:50

18 Shower 1 - c 1:50

19 Shower 1 - d 1:50

20 Shower 2 - a 1:50

26 Shower 2 - b 1:50

27 Shower 2 - c 1:50

28 Shower 2 - d 1:50

21 Female WC - a 1:50

22 Female WC - b 1:50

23 Female WC - c 1:50

24 Female WC - d 1:50

25 3D - Female WC

30 Staff WC - a 1:50

31 Staff WC - b 1:50

32 Staff WC - c 1:50

33 Staff WC - d 1:50

10 3D - Shower 1

29 3D - Shower 2

34 3D - Staff WC

Revision	Description	Date
A	updated base floor plan to new standard	09/12/22

Sheet Name:
Internal Elevations 3: A5.04

Scale: 1:50 at A1

Print Date: 19/05/2023 1:57:10 PM

SCALE: 1:50

Project Number: 321

Project Name: 5533MVH Swanhill Mobil Pegasus

Address:
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5533 Murray Valley Highway, Swan Hill VIC 3585

SKETCH DESIGN

LAWRENCE ASSOCIATES

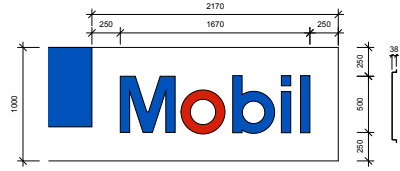
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MOBIL - CAR CANOPY SIGNAGE
Internally Illuminated



Signage Area of letters: 0.418m²

MOBIL DIESEL - TRUCK CANOPY SIGNAGE
Internally Illuminated

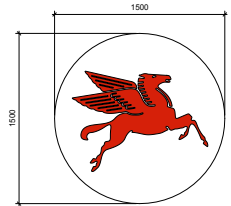


Signage Area of letters: 0.820m²

MOBIL CANOPY SIGNAGE TO BE PROVIDED BY MOBIL.

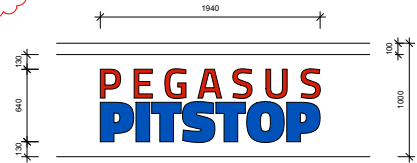
1 Canopy Signage
1 : 20

PEGASUS BUILDING SIGNAGE
Internally Illuminated



Pegasus Circle Signage area to Pegasus figure only 0.343m²
(2 button signs used)

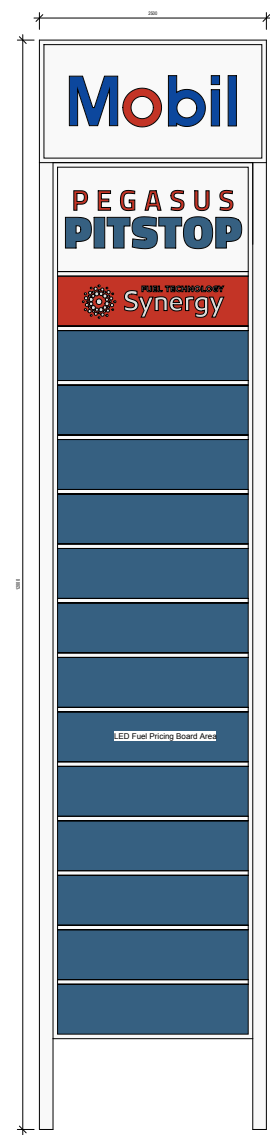
PEGASUS BUILDING SIGNAGE TO BE PROVIDED BY MOBIL.



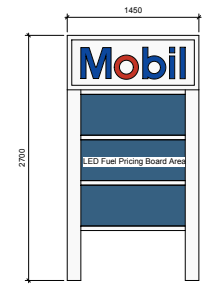
Pegasus Pitstop Signage area to text: 0.543 m²

NOTE: BRANDING FOR PEGASUS PITSTOP IS NOT YET FINALISED.
LOGO AND SIGNAGE IS SUBJECT TO CHANGE.

2 Pegasus Building Signage
1 : 20



MOBIL PYLON SIGNAGE
Internally Illuminated



NOTE: ALLOW 2 IDENTICAL SIDES OF PYLON SIGN

Pylon Sign
1 : 25

SKETCH DESIGN

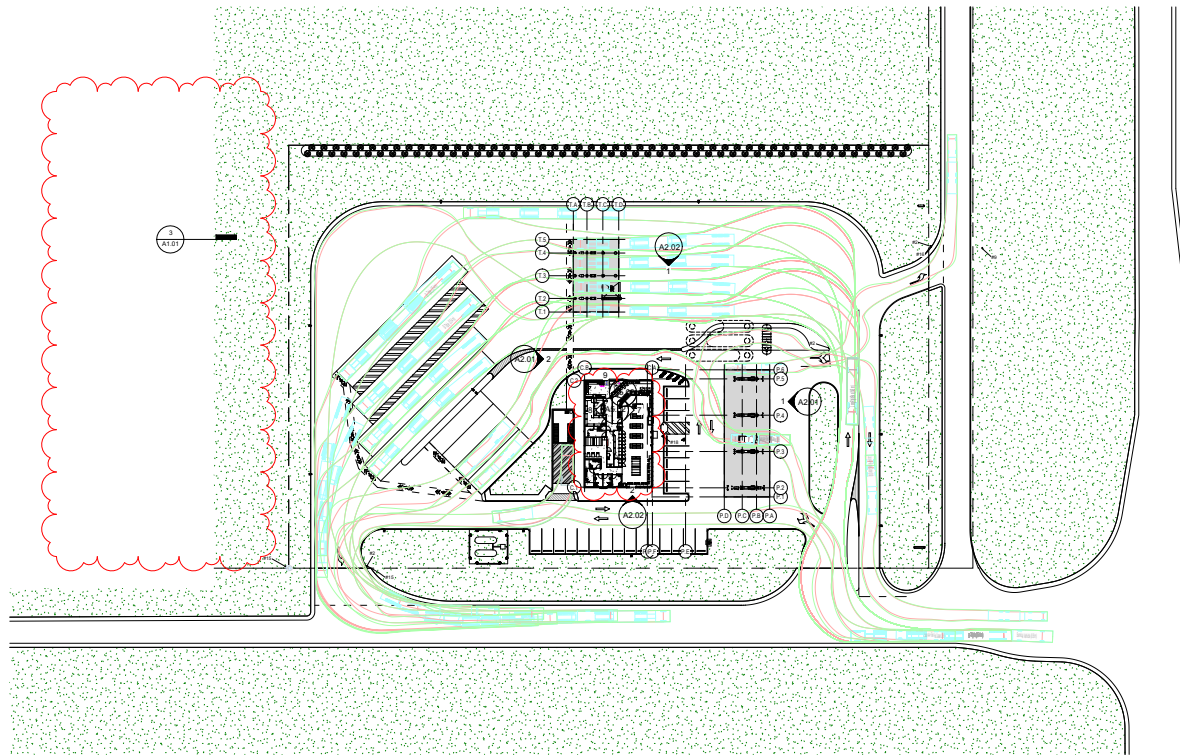
Revision	Description	Date
A	Signage Illumination notes	09/12/22

Sheet Name	Building Signage: A6.01
Scale: As indicated at A1	Print Date: 15/05/2023 1:57:11 PM

Project Number	321	Project Name	5533MVH Swanhill Mobil Pegasus
Address		Mobil Pegasus 5533 Murray Valley Highway, Swan Hill VIC 3585	

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1 Traffic Plan
1:500

Revision	Description	Date
A	Signage Legend Added	03/06/21
B	Site boundary revised. External Traffic Update	09/06/21
C	Revised plan of subdivision. Site adjusted to suit	01/03/22
D	View crop adjusted, revised based floor plan to new standard	09/12/22

Sheet Name
Wayfinding Signage: A6.05

Scale: 1:500 at A1
Print Date: 19/05/2023 1:57:12 PM

Project Number: 321
Project Name: 5533MVH Swanhill Mobil Pegasus

Address:
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SKETCH DESIGN

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MEMO

5533 Murray Valley Highway, Swan Hill

Traffic Review

To	Robert Allison	Date	27 April 2023
Company	Outlook Property Services Pty Ltd		
Copy To	Project Team		

Dear Robert,

onemilegrid continue to be engaged to provide traffic engineering services in relation to the proposed Mobil Service Station at 5533 Murray Valley Highway, Swan Hill.

It is understood that following the application being advertised some concerns have been raised in relation to the level of traffic that will be generated to the site during the 'overnight' period from 10pm to 6am.

In this regard, we have undertaken a review of the typical operation of a 24 hour service station. Naturally each service station will exhibit slightly different operating characteristics depending on their location, clientele and offering however it has been our experience that volumes across the day account for the majority of movements with reduced traffic volumes experienced in the evening and in particular overnight.

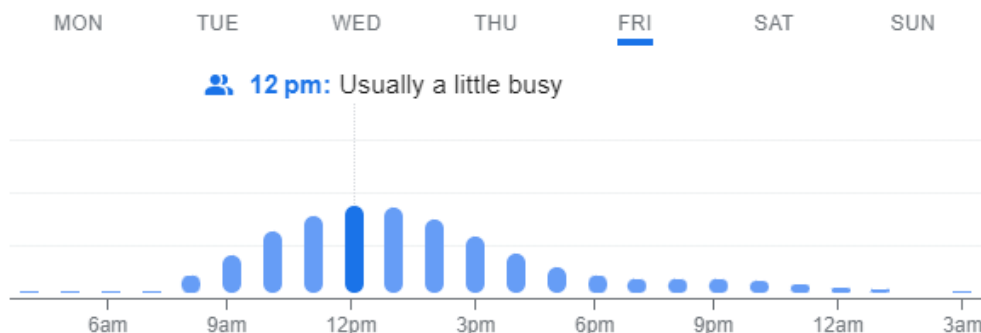
According to industry data, the overnight period between 10pm and 6am typically sees lower levels of traffic at petrol stations compared to peak daytime hours. This is because most people tend to refuel their vehicles during the day when they are commuting to work or running errands.

In fact, a survey conducted by the Australian Institute of Petroleum found that the average number of refuelling transactions at petrol stations during the overnight period was only 10% - 15% of the total daily transactions. This indicates that the petrol station is unlikely to generate a significant amount of traffic during the overnight period.

In relation to truck traffic, the same applies as the majority of trips to service stations are passing, therefore if the level of background traffic on the frontage road is reduced during the overnight period, it holds that there will be a reduced level of activity to the site.

Specific to the subject site, we have sourced Google Trends data for the United Petrol Station in Swan Hill which operates 24 hours a day. The data for a typical Friday shows that the majority of movements occur from 9am to 5pm with reduced volumes occurring outside of these periods.

Popular times ?





The above data between the hours of 10pm and 6am, volumes are observed to be much lower than during the day. This data also correlates to other data collected by the NSW RTA which shows a similar pattern.

Please do not hesitate to contact Valentine Gnanakone should you wish to discuss the above.

Regards

Valentine Gnanakone

Director

onemilegrid

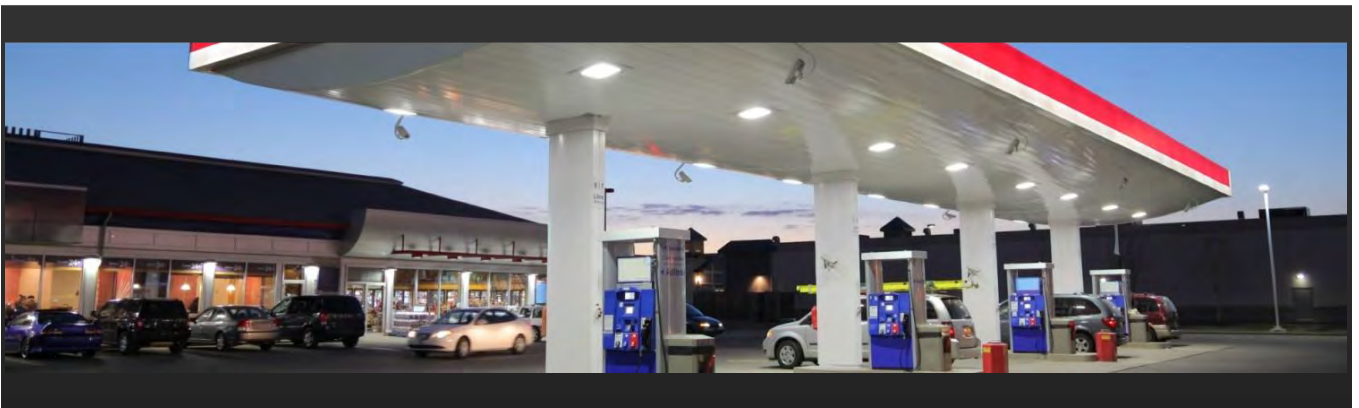
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e: val.gnanakone@onemilegrid.com.au



5533 Murray Valley Highway, Swan Hill Transport Impact Assessment



210123TIA001C-F

6 July 2021



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DOCUMENT INFORMATION

Prepared for	Outlook Property Services Pty Ltd		
File Name	210123TIA001C-F	Report Date	6 July 2021
Prepared by	Yoshi Campitelli	Reviewed by	Valentine Gnanakone
Signature		Signature	

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1 INTRODUCTION

onemilegrid has been requested by Outlook Property Services Pty Ltd to undertake a Transport Impact Assessment of the proposed service station development at 5533 Murray Valley Highway, Swan Hill.

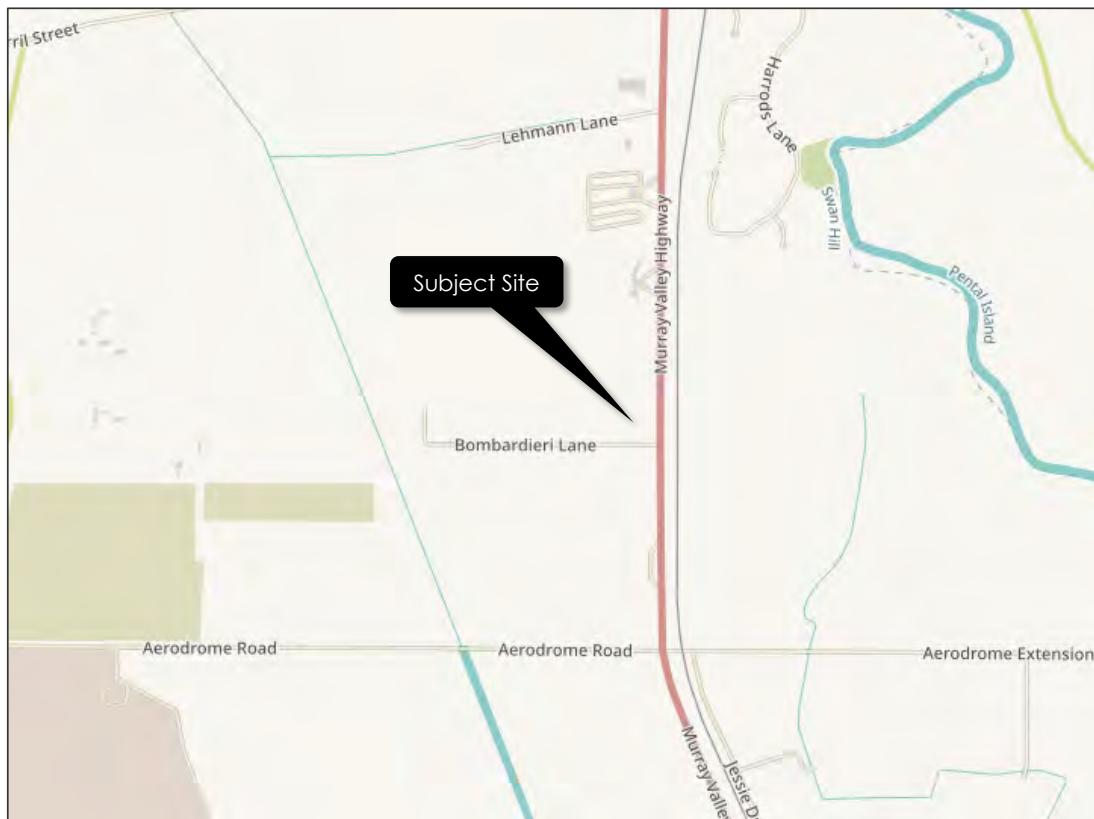
As part of this assessment the subject site has been inspected with due consideration of the development proposal and relevant background reports have been reviewed.

2 EXISTING CONDITIONS

2.1 Site Location

The subject site is located within a larger subdivision addressed as 5533 Murray Valley Highway, Swan Hill, located on the northwest corner of the Murray Valley Highway and Bombardieri Lane intersection as shown in Figure 1.

Figure 1 Site Location



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The site is currently occupied by a dwelling with site access provided via a connection to Murray Valley Highway.

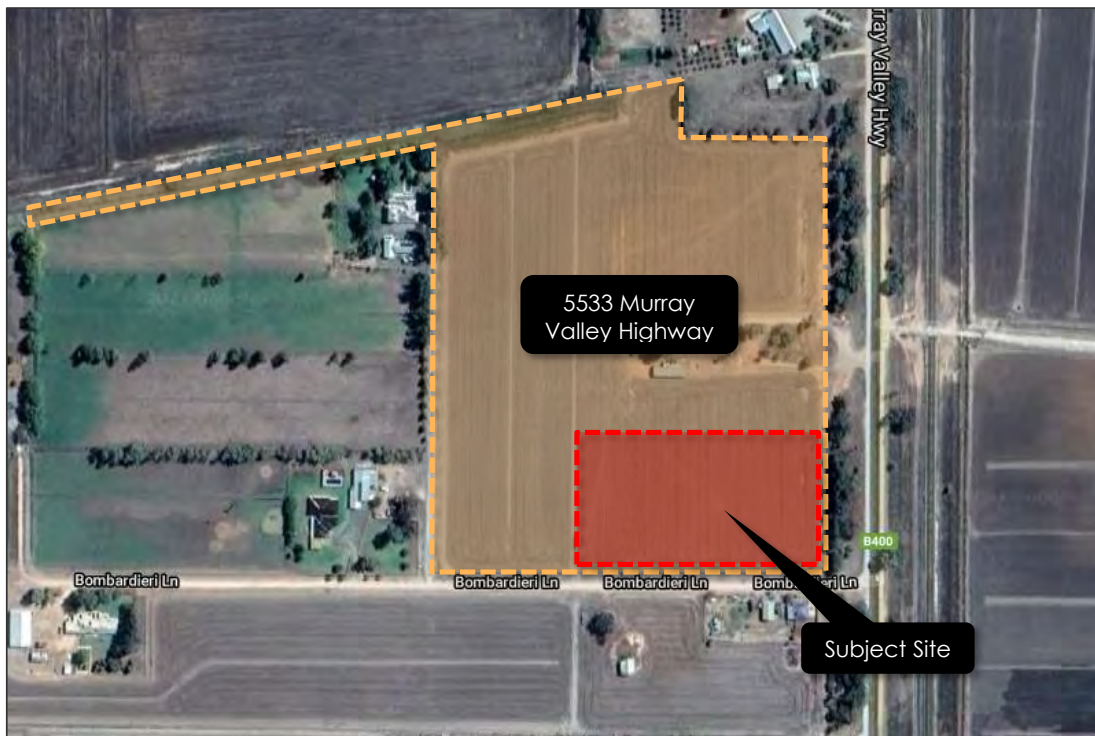
A Planning Permit (Permit No. 2020-041) has been approved for the subdivision of 5533 Murray Valley Highway. Further detail on the endorsed subdivision is provided in Section 2.2.

The subject site is located on the southeast portion of the subdivision and will have frontages to a proposed service road of 81 metres and a frontage to Bombardieri Lane of 161 metres.

Land use in the immediate vicinity of the site is generally farmland in nature, with residential uses located further to the north.

An aerial view of the subject site is provided in Figure 2.

Figure 2 Site Context



Copyright Google

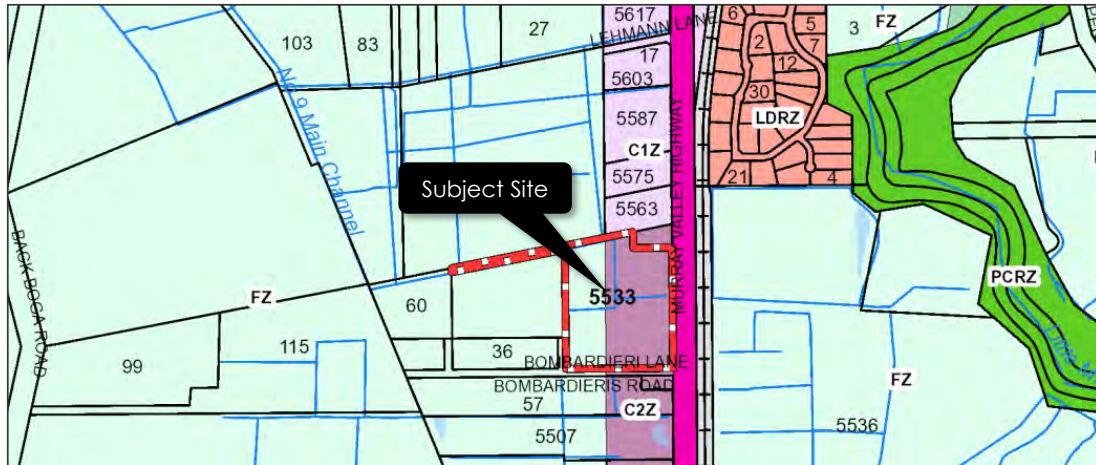


2.2 Planning Zones and Overlays

It is shown in Figure 3 that 5533 Murray Valley Highway is located within a Commercial 2 Zone (C2Z) and a Farming Zone (FZ). The subject site is located within the C2Z.

Additionally, the site abuts Murray Valley Highway which is within a Road Zone (RDZ).

Figure 3 Planning Scheme Zones



The site has been subdivided into five lots as shown in Figure 4. The subject site is proposed to partially occupy Lot 4.

Figure 4 Subdivision of Site





2.3 Endorsed Subdivision

A Planning Permit (Permit No. 2020-041) has been approved for the subdivision of 5533 Murray Valley Highway. Plans were endorsed under this permit on 18 January 2021.

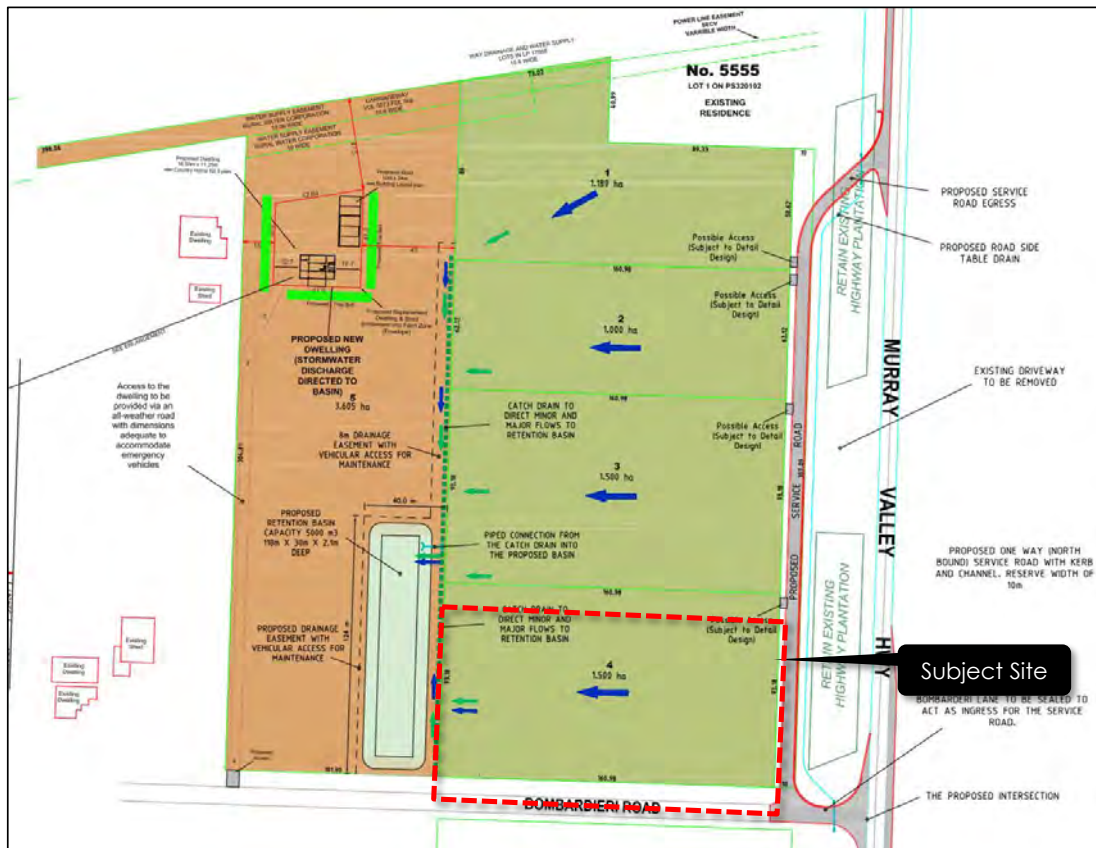
The subject site as part of the endorsed subdivision plan is proposed to occupy Lot 4 in the southeast portion of the site and is permitted for the use as a commercial use.

As part of the subdivision of the site, it is proposed to construct a service road running parallel to Murray Valley Highway along the eastern portion of the subdivision, providing access to the lots fronting the service road. Access to the service road is proposed from Bombardieri Road with intersection works proposed at the Murray Valley Highway intersection and will include a basic left and right turn lane as per Condition 25 of the Planning permit required by Department of Transport (DoT).

The service road will be set within a 10 metre road reservation and will include a 6 metre wide carriageway supporting one-way northbound movements only.

The layout of the endorsed plans is shown in Figure 5.

Figure 5 Endorsed Plans



It is understood that the intersection works will be undertaken by the land subdivider prior to the opening of the proposed use.



2.4 Road Network

Murray Valley Highway is an arterial road generally aligned north-south in the vicinity of the site, running for approximately 663 kilometres from Sturt Road in the north through to Alpine Way in the east. Murray Valley Highway provides a single traffic lane with gravel shoulders in each direction adjacent to the site, with a signed speed limit of 90 km/h.

Bombardieri Lane is a local road generally aligned east-west, running from Murray Valley Highway in the east until its terminus approximately 680 metres to the west. Bombardieri Lane provide a gravel paved two-way road and provides access to local dwellings/farmland.

3 DEVELOPMENT PROPOSAL

3.1 General

It is proposed to develop the site labelled as Lot 4 for the purposes of a Mobil service station with an associated convenience store and truckers lounge, as shown in Table 1.

Table 1 Proposed Development

Use		No. / Area
Petrol Station	Car fuelling canopy	8 fuelling positions
	Truck fuelling canopy	4 fuelling positions
Convenience Shop and Trucker's Lounge		360 m ²

The car fuelling canopy is located on the eastern portion of the site, while the truck fuelling canopy is located on the northern portion of the site, with the convenience shop and truckers lounge located in the centre of the site. The convenience shop and trucker's lounge will operate ancillary to the overall service station use.

3.2 Car Parking and Vehicular Access

Access to the subject site is proposed primarily from Bombardieri Lane with an entry and exit fully directional access point in the southeast corner of the site. A second connection to Bombardieri Lane is proposed in the southwest corner which will operate as an exit only. To supplement the Bombardieri Lane access points, a left-out only connection to the service road is proposed in the northeast corner of the site.

A total of 23 standard car spaces including one accessible space is proposed across the site, located at the frontage of the convenience shop, and located along the southern boundary of the site. Additionally, it is proposed to provide four (4) bus/caravan parking bays and five (5) truck parking bays on the western portion of the site. In relation to bicycle parking, it is proposed to provide 4 double sided hoops (8 spaces) to the north of the convenience shop building.

Furthermore, it is proposed to seal the surface of Bombardieri Lane between the intersection with Murray Valley highway and the south eastern access point. As part of the subdivision, it is proposed to upgrade the Murray Valley Highway / Bombardieri Lane intersection to provide for left and right turning facilities in line with the conditions included on the Planning Permit.

3.3 Loading

A loading bay is located to the west of the convenience shop. All delivery and waste collection services will be accommodated within the loading bay.



4 DESIGN ASSESSMENT

4.1 Swan Hill Planning Scheme – Clause 52.06

onemilegrid has undertaken an assessment of the car parking layout and access for the proposed development with due consideration of the Design Standards detailed within Clause 52.06-9 of the Planning Scheme. A review of those relevant Design Standards is provided in the following section.

4.1.1 Design Standard 1 – Accessways

A summary of the assessment for Design Standard 1 is provided in Table 2.

Table 2 Clause 52.06-9 Design Assessment – Design Standard 1

Requirement	Comments
Be at least 3 metres wide	Satisfied
Have an internal radius of at least 4 metres at changes of direction or intersection or be at least 4.2 metres wide	Satisfied
Allow vehicles parked in the last space of a dead-end accessway in public car parks to exit in a forward direction with one manoeuvre	N/A – No dead-end aisles
Provide at least 2.1 metres headroom beneath overhead obstructions, calculated for a vehicle with a wheel base of 2.8 metres	Satisfied – A minimum height clearance of 5.2 metres is achieved below the canopy
If the accessway serves four or more car spaces or connects to a road in a Road Zone, the accessway must be designed so that cars can exit the site in a forward direction	N/A – Does not connect to a Road Zone, although satisfied
Provide a passing area at the entrance at least 6.1 metres wide and 7 metres long if the accessway serves ten or more car parking spaces and is either more than 50 metres long or connects to a road in a Road Zone	The site ingress point is separated from egress points, therefore vehicles will not be passing at the site access points.
Have a corner splay or area at least 50 per cent clear of visual obstructions extending at least 2 metres along the frontage road from the edge of an exit lane and 2.5 metres along the exit lane from the frontage, to provide a clear view of pedestrians on the footpath of the frontage road. The area clear of visual obstructions may include an adjacent entry or exit lane where more than one lane is provided, or adjacent landscaped areas, provided the landscaping in those areas is less than 900mm in height.	Satisfied
If an accessway to four or more car parking spaces is from land in a Road Zone, the access to the car spaces must be at least 6 metres from the road carriageway.	N/A – Does not connect to a Road Zone, although satisfied



4.1.2 Design Standard 2 – Car Parking Spaces

All standard car spaces on-site are proposed with a minimum width of 2.6 metres, length of 5.5 metres. The spaces at the frontage of the convenience store are provided with an aisle width of greater than 6.4 metres, while the spaces along the southern boundary are provided with an aisle of 6.0 metres. The Planning Scheme requires parking spaces to be a minimum 4.9 metres in length, therefore, car parks along the southern boundary are essentially accessed from a 6.6 metre aisle. In this regard, all spaces are in accordance with Design Standard 2 of the Planning Scheme.

The accessible bay is provided with a length of 5.5 metres and a width of 2.6 metres, and an adjacent shared area of the same dimensions, exceeding the requirements of the Australian Standard for Off-Street Parking for People with Disabilities AS2890.6.

4.2 Truck and Bus/Caravan Parking Bays

The five truck parking bays are provided with 4.5 metre widths and 30.3 metre lengths.

The four bus/caravan parking bays are provided with 4.0 metre widths and 16.0 metre lengths.

Swept path diagrams, provided in Appendix A, have been prepared by **onemilegrid** demonstrating access to the truck parking bays with a 26m B-Double (BD) and access to the bus/caravan bays with a 14.5m long rigid bus and a car with a trailer caravan. The swept paths show that the parking bays are dimensioned appropriately.

4.3 Fuel Tanker Access

The underground fuel tanks are located to the north of the car fuelling canopy, with the filling point located adjacent to the truck fuelling canopy.

Swept paths are provided in Appendix A illustrating the swept path of a 26 metre B-double through the site. It is therefore considered that fuel tankers can safely and conveniently access the site to deliver fuel while maintaining access to the fuelling canopies.

4.4 Pedestrian Access

A 1.5 metre wide line marked pedestrian paths are proposed to be provided between the convenience store/trucker's lounge and the truck fuelling canopy and the truck and bus/caravan parking spaces. This is considered appropriate as it provides safer pedestrian access around the site which is anticipated to experience high volumes of heavy vehicles.

4.5 Clause 52.29 – Land Adjacent to a Road Zone, Category 1

The subject site does not specifically trigger the requirements of Clause 52.29 of the Swan Hill Planning Scheme as the site will abut the proposed service road rather than Murray Valley Highway Road (Road Zone Category 1).

Regardless, it is acknowledged that the subdivision of the site will generate increased traffic volumes at the Murray Valley Highway / Bombardieri Lane intersection.

As part of the subdivision of the site, the plans were referred to the Department of Transport for the approval of the service road connection to Murray Valley Highway and the Murray Valley Highway / Bombardieri Lane intersection upgrades.

It is therefore considered that the proposed development will satisfy the requirements of Clause 52.29.



5 LOADING

Clause 65 (Decision Guidelines) of the Swan Hill Planning Scheme identifies that "Before deciding on an application or approval of a plan, the responsible authority must consider, as appropriate: The adequacy of loading and unloading facilities and any associated amenity, traffic flow and road safety impacts."

The underground fuel tanks are located to the north of the car fuelling canopy, with the filling point located adjacent to the truck fuelling canopy. A fuel tanker will park above the filling point adjacent to the truck fuelling canopy to fill up tanks.

Loading for the convenience store will occur in the loading area on the west side of the building. For smaller deliveries which can be expected from time to time, they will have the option to use the car spaces.

The provision for loading is therefore considered appropriate for the proposed use.

6 BICYCLE PARKING

The bicycle parking requirements for the subject site are identified in Clause 52.34 of the Swan Hill Planning Scheme, which specifies a variety of rates for different land uses. For the proposed development, there is no rate for the petrol/service station and as such bicycle parking is not required to be provided.

Notwithstanding, it is proposed to provide 4 double sided hoops providing 8 spaces to the north of the convenience shop building for cyclists if required.

7 CAR PARKING

7.1 Statutory Car Parking Requirements

The car parking requirements for the subject site are identified in Clause 52.06 of the Swan Hill Planning Scheme, which specifies the following requirements for the different components of the proposed development.

It is noted that no rate is listed within the clause for a petrol/service station use. In this regard, Clause 52.06 states:

"Where a use is not specified in Table 1 or where a car parking requirement is not specified for the use in another provision of the planning scheme or in a schedule to the Parking Overlay, before a new use commences or the floor area or site area of an existing use is increased, car parking spaces must be provided to the satisfaction of the responsible authority."

7.2 Proposed Car Parking Provision

It is proposed to provide a total of 23 car parking spaces to service the proposed development, inclusive of 1 accessible parking bay.

In order to verify the suitability of the proposed parking provision and confirm that sufficient car parking is also available for the service station use, a review of the parking demands has been undertaken.



7.3 Car Parking Demand Assessment

The proposed service station functions primarily as a petrol outlet rather than a shop and is unlikely to attract a significant number of shoppers beyond those already purchasing fuel. Notably, the use comprises only 360 m² floor area and will provide a limited range of convenience goods for sale.

Based on the above, the vast majority of the service station patronage will be that of motorists purchasing fuel. These patrons typically proceed to the kiosk to pay for the fuel without moving their vehicles from the position occupied during refuelling and therefore do not require a separate parking space. In effect 8 parking spaces are provided at the fuel bowsers for this type of parking demand.

On occasion the use may generate parking demands associated with customers visiting the store for the purchase of goods only. For the purposes of this assessment, it is assumed that this demand is equal to 4 spaces. Furthermore, there may be a demand for truck parking for truck drivers who wish to break their journey. It is proposed to provide 5 truck bays which is considered appropriate to accommodate the likely demands generated.

In addition to customer parking demands, the use will also attract regular demands associated with employees who operate the kiosk, and the parking of additional employees during the changeover of shifts. This may comprise up to 4 additional spaces.

As such, when assessing the car parking demands of the service station, it is estimated that a demand of up to 8 spaces will be generated.

The provision of 23 car spaces plus 4 caravan spaces and 5 truck spaces on-site is thus considered appropriate to accommodate all development-generated parking demands.

7.4 Accessible Car Parking

The Building Code of Australia (BCA) specifies the minimum requirements for provision of accessible car parking.

The proposed service station, classified as a Class 6 building, requires provision of one accessible car spaces for every 50 car parking spaces or part thereof for the first 1,000 spaces, and then 1 space per 100 car parking spaces or part thereof in excess of 1,000 spaces.

Noting the proposed provision of 23 car spaces on-site, the BCA requires at least one accessible car space on-site.

The proposed provision of one space thus satisfies the BCA requirements.



8 TRAFFIC

8.1 Traffic Generation

8.1.1 Overview

The volume of traffic generated by a service station depends on the location of the site, time of day, surrounding traffic volumes, and whether a convenience store or other uses are included in the development.

Other traffic engineering firms have conducted surveys of traffic movements generated by similar service station developments at several locations including sites on major urban arterial roads. These surveys show traffic generation typically varies between 100 and 180 movements during the weekday commuter peak hours.

Considering the location of the site in proximity to arterial routes and ongoing development in the area, it will be assumed the site generates 100 movements during both peak hours, equally split between inbound and outbound movements as summarised in Table 3 below.

Table 3 Service Station Traffic Generation

	AM Peak	PM Peak
Inbound	50	50
Outbound	50	50
Total	100	100

8.1.2 Diverted Trips

It is commonly acknowledged that a high proportion of vehicle trips to a petrol station are as a result of diverted trips, resulting from a vehicle which is already on the road network as part of another trips (i.e. a vehicle diverting to a service station on the way from work to home).

In order to ascertain the proportion of unique trips versus diverted trips generated by the proposed development, data collected as part of the most recently available Victorian Integrated Survey of Travel and Activity (VISTA) data was analysed specifically for petrol stations, with the results shown in Table 4 below.

Table 4 Diverted Trips Proportion – VISTA 2013

Use	Daily	Peak
Petrol Station	86%	91%

It is shown above that a high proportion of daily trips generated to a petrol station are diverted trips, and further, during the peak hours, the percentage of diverted trips increases. Consequently, the number of unique vehicles trips generated by the proposed development will be much lower than the total traffic generation of the site.

8.1.3 Unique Traffic Generation

As noted in the previous section, a significant proportion of traffic generated by the service station are trips diverted from an existing trip or undertaken as part of a linked trip to a separate destination.

For the purposes of this assessment and in consistence with generally accepted rates, it will be assumed that 80% of service station traffic movements are diverted from already existing trips along Isons Road. The remainder of unique trips are assumed to be distributed in equal proportion to



existing traffic flows in the vicinity. It should be noted that this represents a conservative assessment compared with the diverted trips proportion surveyed for petrol stations by VISTA in 2013.

Table 5 outlines the unique traffic movements generated by the site.

Table 5 Unique Traffic Generation

<i>Direction</i>	<i>Weekday AM Peak</i>	<i>Weekday PM Peak</i>
Inbound	10	10
Outbound	10	10
Total	20	20

8.2 Traffic Impact

The unique traffic generation for the proposed development is generally low in traffic engineering terms and equates to approximately 1 movement every 3 minutes during the peak periods. This highlights that the proposed development will have a negligible impact to Murray Valley Highway, Bombardieri Lane or the surrounding road network.

Based on the above, the traffic impacts by the proposed development are acceptable.

9 CONCLUSIONS

It is proposed to develop the subject site for the purposes of a service station with associated convenience store and trucker's lounge. The site has a total provision of 23 car parking spaces (including 1 accessible bay), as well as 5 truck parking bays and 4 bus/caravan parking bays.

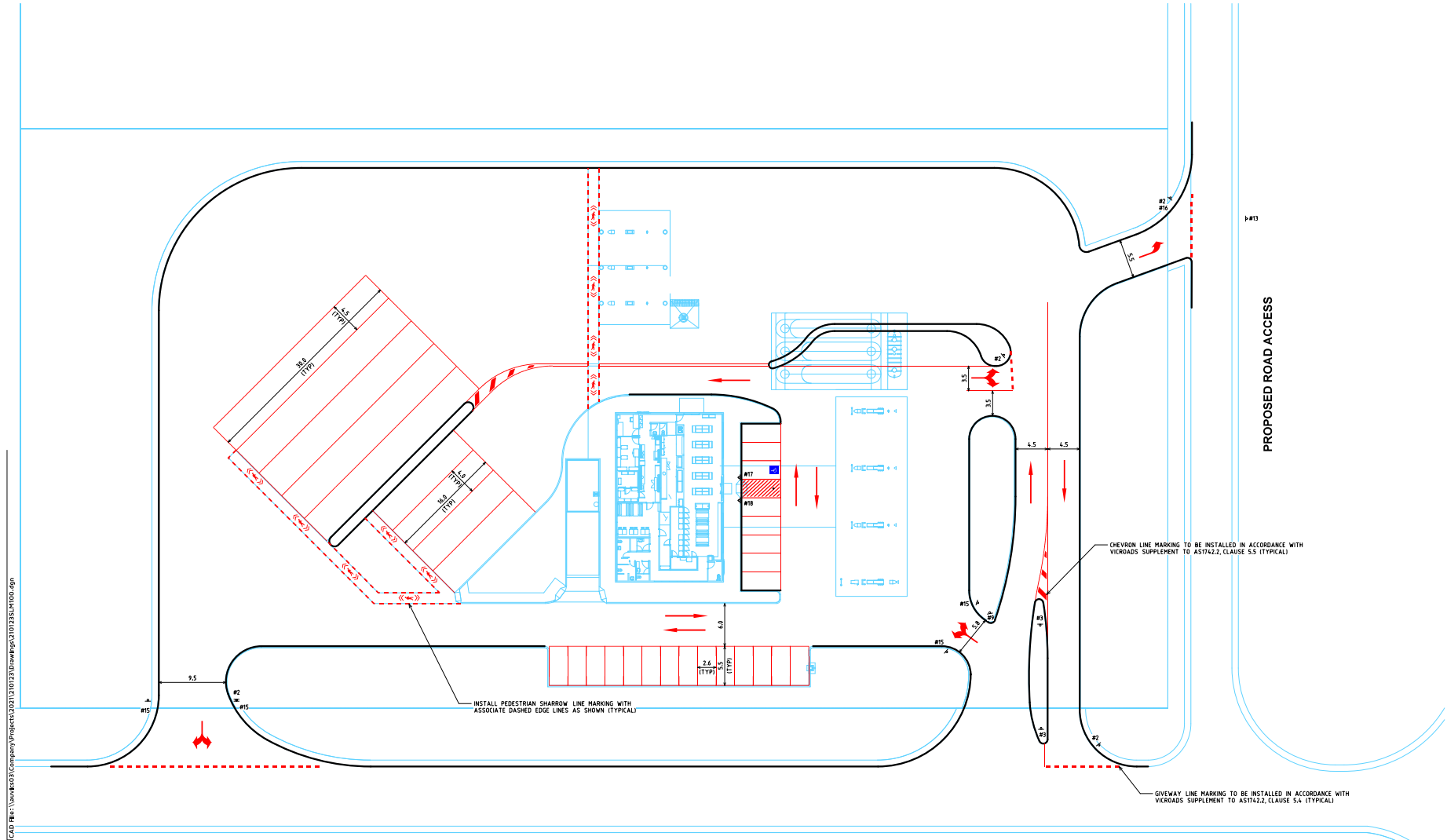
Considering the analysis presented above, it is concluded that:

- The proposed layout of the site is considered to provide for safe and efficient access to parking spaces and filling areas, and is considered acceptable;
- The proposed parking and access design is considered appropriate;
- The proposed supply of parking is appropriate for the proposed development;
- The proposed loading arrangements are considered acceptable; and
- The traffic generated by the proposed development is expected to be absorbed into the surrounding road network.



Appendix A Swept Path Diagrams



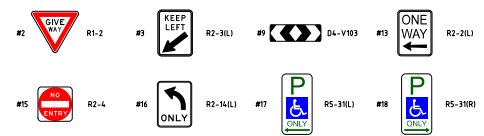


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- SIGN AND LINE MARKING GENERAL NOTES**
1. SIGNS AND LINE MARKING TO BE INSTALLED IN ACCORDANCE WITH AS1742.2
 2. CAR PARK LINE MARKING TO BE INSTALLED IN ACCORDANCE WITH AS 2890.1 AND AS1742.11
 3. PARKING SIGNS TO BE INSTALLED IN ACCORDANCE WITH AUSTRALIAN STANDARD AS1742.11
 4. DISABLED CAR PARK LINE MARKING TO BE INSTALLED IN ACCORDANCE WITH VICROADS SUPPLEMENT TO AS1742.11
 5. LINE MARKING MATERIALS (THERMOPLASTIC, GLASS BEADS, ETC) TO BE INSTALLED IN ACCORDANCE WITH AUSTRADROADS GUIDE TO TRAFFIC MANAGEMENT PART 10, SECTION 6.3
 6. ADOPT VICROADS SUPPLEMENTS TO AUSTRALIAN STANDARDS WHERE APPLICABLE.

SIGN SCHEDULE

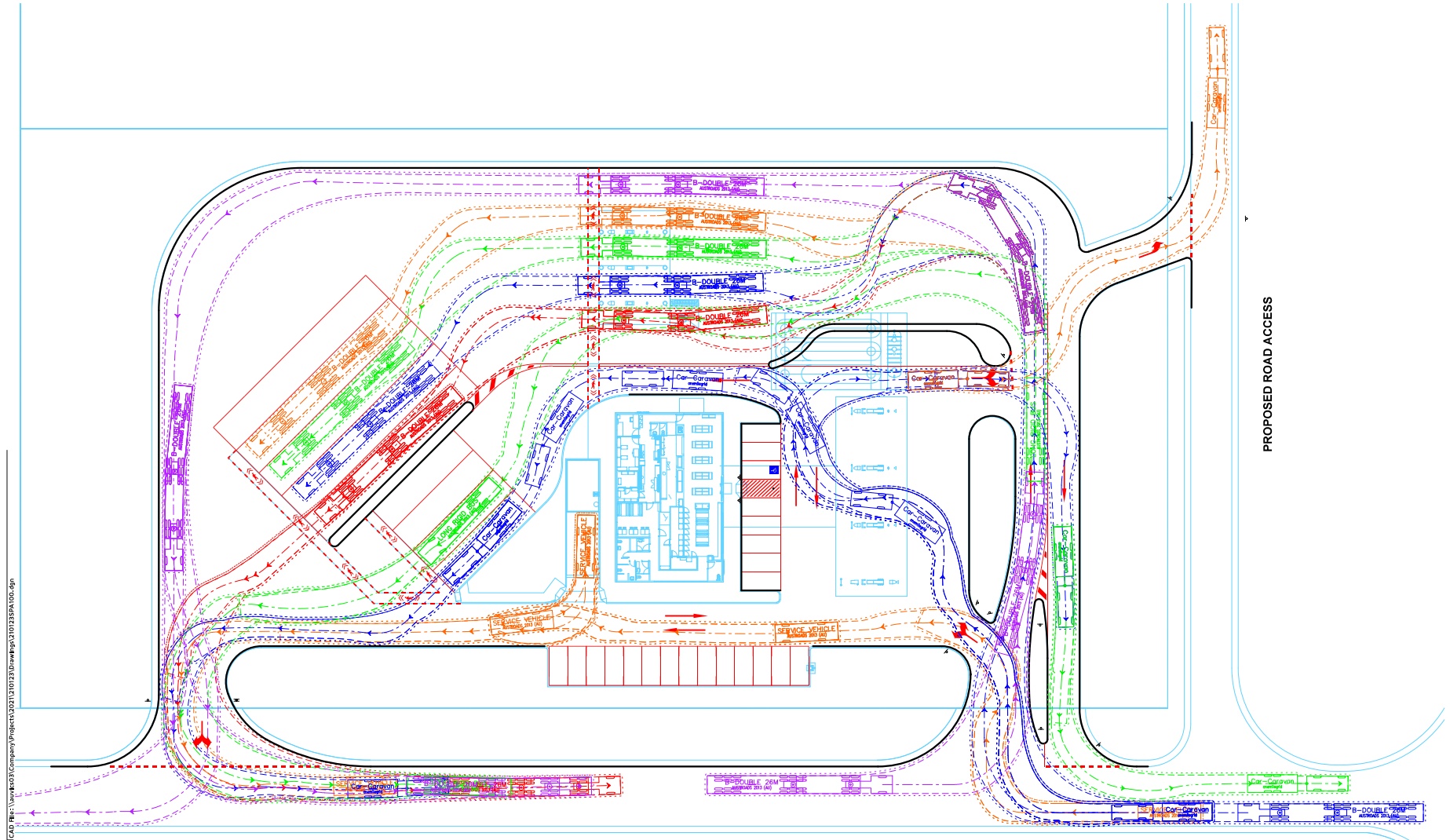


BOMBARDIERI LANE

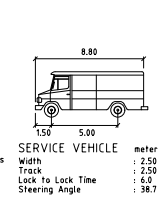
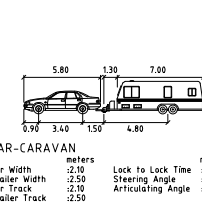
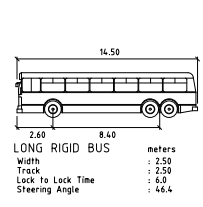
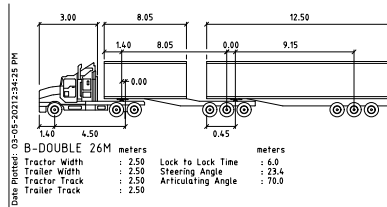


Drawing Title 5533 MURRAY VALLEY HIGHWAY SWAN HILL SITE LAYOUT SIGNAGE AND LINEMARKING		
Designed MOB	Approved VG	Malway Ref
Project Number 210123	Drawing Number SLM100	Revision A

Scale
1:500 @ A3



CAD File: \\james\k403\Company\Projects\2023\10123\Drawings\210723SPA100.dwg



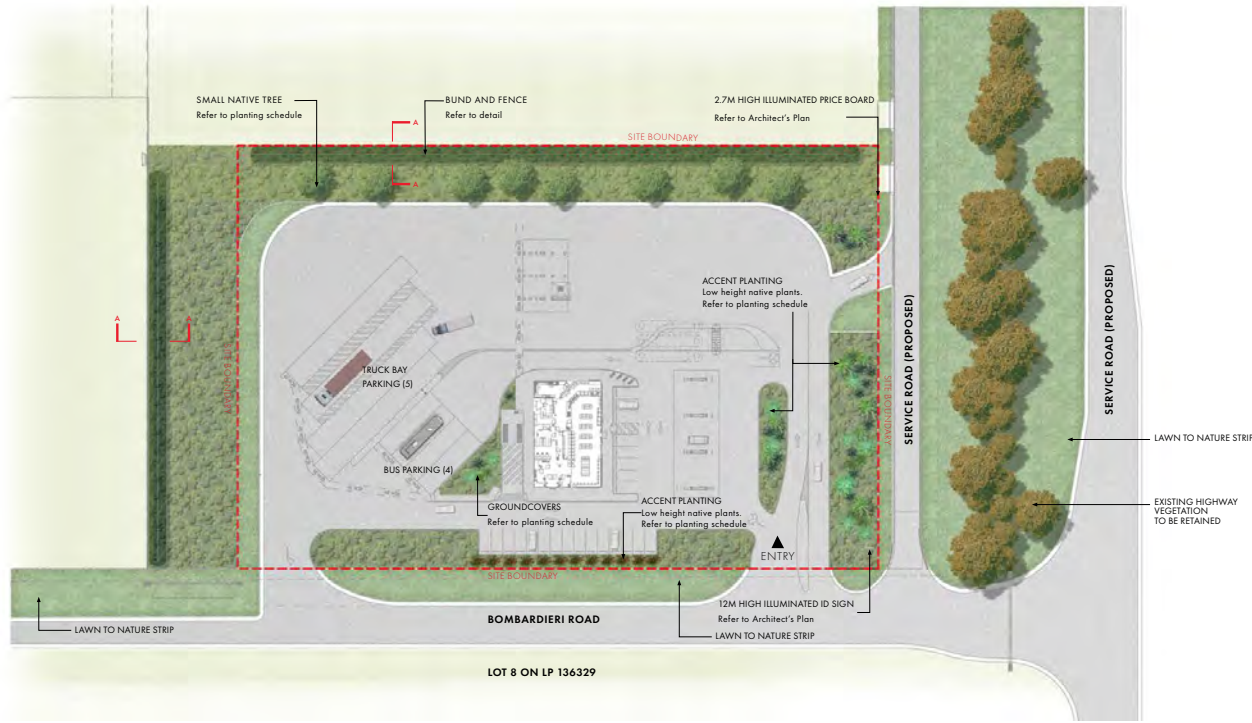
SWEPT PATH LEGEND
 - - - DESIGN VEHICLE SWEEP PATHS SHOWN DASHED
 ······ 300mm CLEARANCE ENVELOPE SHOWN DOTTED

BOMBARDIERI LANE

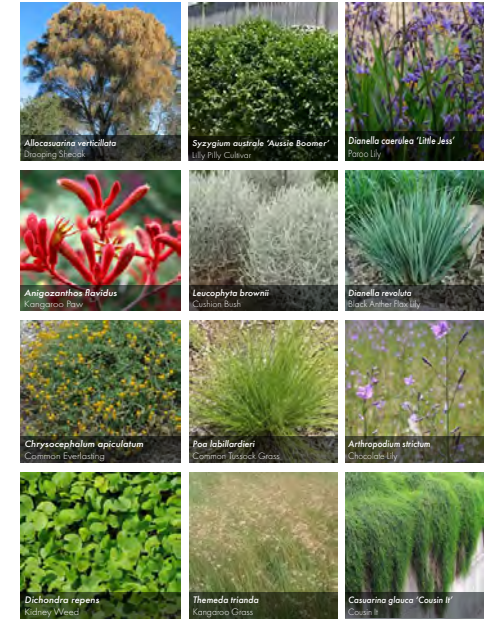


Drawing Title		
5533 MURRAY VALLEY HIGHWAY SWAN HILL		
SITE ACCESS		
SWEPT PATH ANALYSIS		
Designed	Approved	Malway Ref
MOB	VG	
Project Number	Drawing Number	Revision
210123	SPA100	A

Scale: 1:500 @ A3

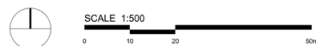
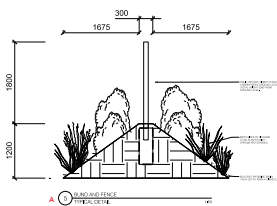


PLANT IMAGERY



LEGEND

- EXISTING TREE
To be retained
- TURF
New grassed area
- SMALL NATIVE TREE
Clean trunk to maintain sightlines.
Refer to planting schedule.
- GROUND COVER PLANTING
Low spreading groundcovers
- ACCENT PLANTING
Accent plants to provide structure and seasonal colour/interest.
- BUND PLANTING
Refer to planting schedule



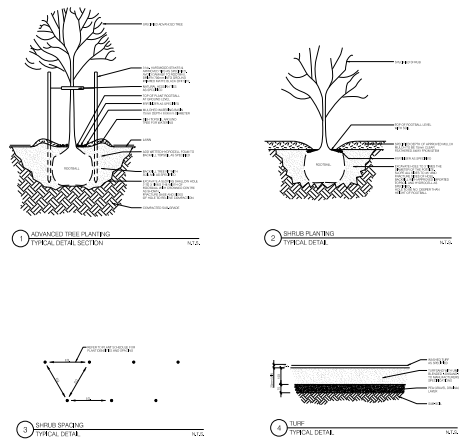
PLANTING SCHEDULE

Plant species to be selected from:

CODE	BOTANIC NAME	COMMON NAME	DENSITY	INSTALLATION PERCENTAGE	INSTALLATION SIZE	MATURITY SIZE (HxW)	QUANTITY	
TREES								
Small Tree								
A1	<i>Allocasuarina verticillata</i>	Sheep Sheak			450, Min 1.8m Ht, min 30mm Cal	5.10 x 3.7m	8	
SHRUBS & GROUND COVER PLANTS								
Medium height Crown planting								
A1	<i>Anigozanthos flavidus</i>	Kangaroo Paw	2/m ²	20%	150mm Pot	1m x 1.2m	To later Detail	
B1	<i>Leucophyta brownei</i>	Cushion Bush	2/m ²	30%	150mm Pot	1m x 1m		
SAN1	<i>Syzygium australe 'Aussie Boomer'</i>	Lily Pilly	1/m ²	10%	200mm Pot	2.5m x 1.5m		
T1	<i>Themeda triandra</i>	Kangaroo Grass	2/m ²	20%	150mm Pot	0.4 x 0.7m, 0.7/1m		
Accent planting								
*A1	<i>Anthriscodium strictum</i>	Chocolate Lily	2/m ²	30%	150mm Pot	1m x 0.6m		
*G1	<i>Chryscephalum spiculatum</i>	Common everlasting	2/m ²	20%	150mm Pot	0.6m x 0.6m		
*D1	<i>Dianella caerulea 'Little Jess'</i>	Blue Pigeon Lily	4/m ²	30%	150mm Pot	0.4m x 0.4m		
*P1	<i>Poa labillardieri</i>	Lily Tussack Grass	2/m ²	20%	150mm Pot	1.2m x 0.8m		
Low spreading ground cover								
C1	<i>Casuarina 'Cousin II'</i>	Casuarina glauca	2/m ²	40%	150mm Pot	0.3m x 1.5m		
*D1	<i>Dichandra repens</i>	Kidney Weed	4/m ²	30%	150mm Pot	0.5 x 1.5m		
L1	<i>Leucophyta brownei</i>	Cushion Bush	4/m ²	30%	150mm Pot	0.3x0.75 x 0.5/2.5 m		
Bund Planting Mix								
A1	<i>Anigozanthos flavidus</i>	Kangaroo Paw	2/m ²	30%	150mm Pot	2m x 3m		
T1	<i>Themeda triandra</i>	Kangaroo Grass	2/m ²	20%	150mm Pot	1.5m x 0.5m		
P1	<i>Poa labillardieri</i>	Common Tussack-grass	2/m ²	30%	150mm Pot	1m x 0.7m		
C1	<i>Casuarina glauca</i>	Casuarina 'Cousin II'	2/m ²	20%	150mm Pot	0.1m x 1.5m		
							Total	

Note: * Species are recommended on Swan Hill Indigenous Species List.
Species nominated are indicative only and subject to review during the project's design development.
All plants have been selected for 'dry' tolerance post establishment.
Gazania 'Double Gold' is a sterile cultivar.

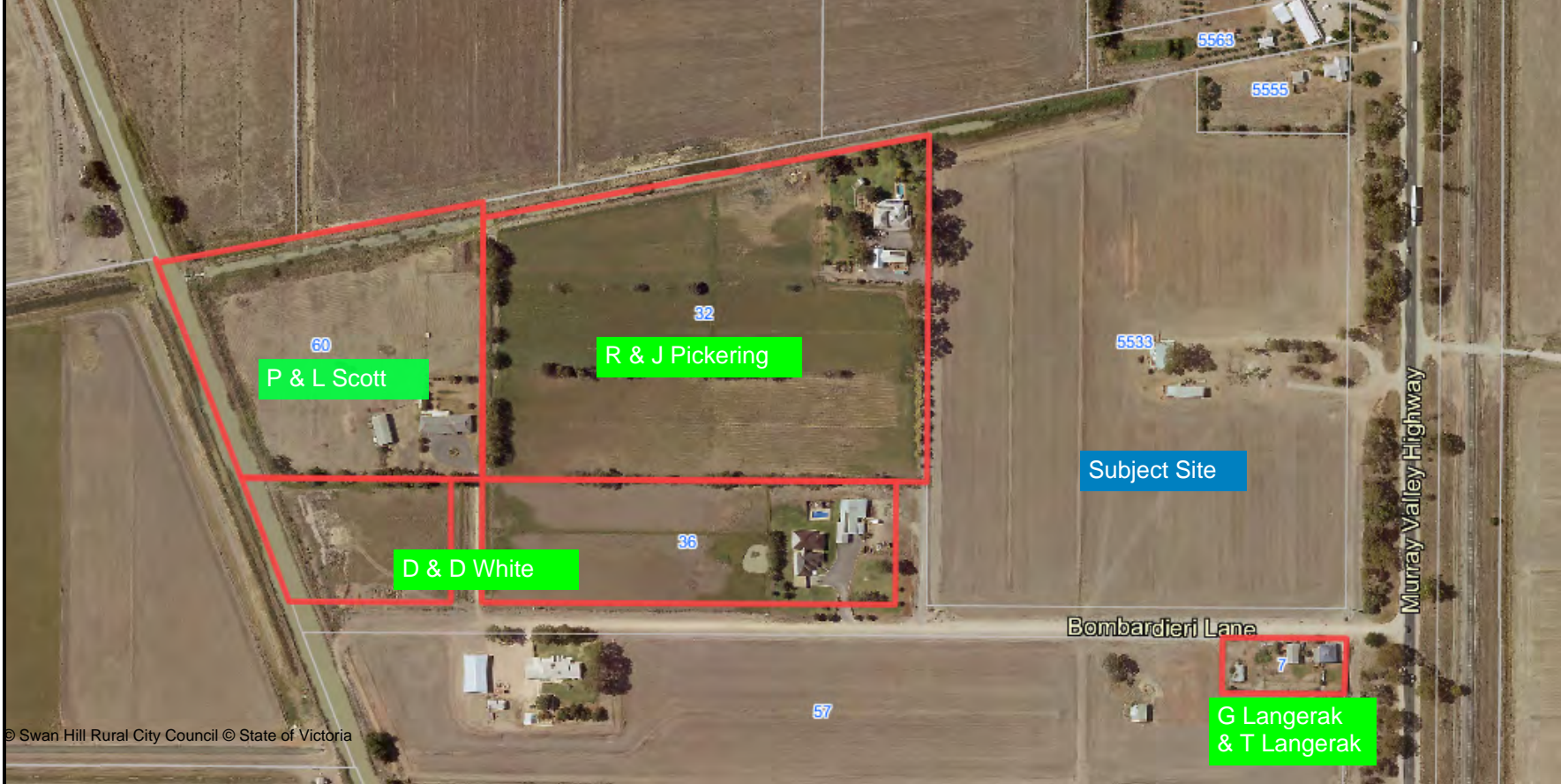
TYPICAL DETAILS



Swan Hill Service Centre

PROJECT_DRG NO 0321-0016-LO1-DR01 REV 01 DRWN EB CHKD MV APPROV MV DATE 25.05.2023





© Swan Hill Rural City Council © State of Victoria

**SWAN HILL RURAL CITY
COUNCIL PROPERTY MAP**

Map Title:



100 m

11-Jul-2023

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. Vicmap spatial data provided by Department of Environment, Land, Water and Planning.



Objection to a Planning Permit

Note: A petition is considered as one objection under Section 57(3), (4a) and (4b) of the Planning and Environment Act 1987. The first person listed will receive correspondence from Council unless another contact is specifically provided.

Who is objecting?

Name: Ricky & Jennifer Pickering

Address:

Phone:

Email:

What application do you object to?

Permit application No: 2021-101

Address of proposed permit: 5533 MURRAY VALLEY HIGHWAY SWAN HILL VIC 3585

What is proposed: Use and development of a service station, alteration to access to a Road Zone, Category 1 and the display of associated signage in the Commercial 2 Zone.

The Objection:

Reasons for your objection

I object to this application for the following reasons:

Dear Sir /Madam

We herewith provide notice of our objection to the above planning application.

As background we as neighborhood residents supported the original subdivision (72642) and subsequent planning permit No 2020-041 as we were led to believe the development would generally consist of Show Room/Warehouse and Industrial Services development. These developments by nature are not 24 hour operations and have considerable less impact on the amenity of our rural neighborhood. To this point there has been no consultation in relation to the

amended subdivision application and planning permit. On this basis we have no alternative but to

45 Splatt Street SWAN HILL VIC 3585
PO Box 488 SWAN HILL VIC 3585
DX30166 Swan Hill
Telephone: (03) 5036 2333 Fax: (03) 5036 2340
Email: council@swanhill.vic.gov.au
ABN 97435620016

object to the application in order to protect the amenity of our property.

The grounds for our objection are as follows.

- Security – The application makes no mention of any form of security fencing to the west and Eastern boundaries which are the two closest boundaries to our property. As the proposed development provides for 24 hour operations and overnight parking facilities. We are concerned there will be a lack of security deterring persons entering nearby properties for criminal purposes.
- Lights – Given the 24 hour operations we are concerned as entering vehicles including trucks turn west toward the various parking bays their light will directly shine toward our property and house. Boundary tree plantations may mitigate this impact however shall take a significant amount of time to establish.
- Noise – Given the 24 hour operation we are concerned by the noise impact particularly at night from both running and parked trucks with refrigeration units operating.
- Dust – We note a considerable amount of the development including the parking area are hardstand rather than concrete or bitumen. Given the amount of possible traffic raised dust is also a concern.
- Flooding – In October of 2022 several residence of Bombardieri Lane encountered significant flooding from a natural rain event. We have lived in Bombardieri Lane for some 25 years and this is the third event of this nature in that time period. The lay of the land is very flat with no natural drainage routes. Given the proposed development shall most likely have a significant storm water run - off we are concerned as to where that water shall be pumped from the proposed Dam without impact on other residents in such an event.
- Traffic – The Bombardieri Lane Murray Valley highway intersection has increasingly over the years become more and more dangerous as traffic has significantly increased particularly between 7.00am and 8.30am and then 5.00pm to 6.00pm. We are no traffic control experts and expect the proposal meets the legislative requirements. However we remained concerned the impact the traffic increase will have both at the intersection and further down Bombardieri Lane and in particular whether the width of sealed pathway in Bombardieri Lane allows for the safe passing of exiting vehicles by residents returning to their property. Further what requirements are in place to ensure the ongoing maintenance of the sealed pathway?
- Drainage Dam – finally we have concerns relating to the proposed drainage dam in regards its ongoing maintenance and appearance and in particular who is responsible.

As previously stated we have not been approached or consulted by either the developer or consultants in preparing the application. We remain open to constructive discussion on the concerns raised above but feel we have no alternative at this stage than to protect the amenity of our property in the only way we can.

Yours faithfully

Ricky & Jennifer Pickering
32 Bombardieri Lane Swan Hill

How will you be affected by the grant of this permit?

Signed: RICKY & JENNIFER PICKERING

Date: 31/01/2023

Incident 345825

Generated on 11-07-2023 09:03:17

#	345825
Category	Planning/General Enquiries/Email
Title	Bombardieri Rd & Murray Valley Highway Concerns
Complaint	null
Description	<p>To Whom it may concern,</p> <p>Hi My Name is Jen Pickering, My property is 32 Bombardieri Lane, We Have a development for a Petrol Station being planned for the corner of the above address, I have been to a council Meeting, With My Husband & Neighbours, we are all objectors to this development, I have had a recent incident turning from the highway into my lane, that has made me even more concerned. I had a Large ute, From one of the power companies, turn into Bombardieri, it basically stopped as it just got of the Murray Valley Highway, leaving me sitting in traffic approacking 100Km speeds, for some time, so dangerous, I also then worried if this was a V double truck entering the Service station, we the residents of the lane would be blocked in, we are vitually a court, only having one way out, I am also worried about emergency services having clear access to our homes. I think the developers are going to have to put another Rd in, on the Town side of the deveoplment, if it goes ahead, this could run behind the development, and onto the highway, it would give residents another way out. I think that the intersection is dangerous as it, and Im so worried moving forward. Have Vic Roads done there due diligence on this project?</p> <p>Please contact me if you need to chat about my concerns,</p> <p>Jen Pickering,</p>
Contact	
Notes	
Parent ID	0
Request time	07-07-2023 10:31:32
Status	New
Records File No.	
Records Related File No.	
Urgency	Low
Priority	Normal
Due Date	
Submit user	
Request user	
Assigned to	Joyline Rovere
Location	
Admin group	Planning
Weight	0
Escalation Level	0
Resolution	
Close time	
Activities	
Messages	

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Objection to a Planning Permit

Note: A petition is considered as one objection under Section 57(3), (4a) and (4b) of the Planning and Environment Act 1987. The first person listed will receive correspondence from Council unless another contact is specifically provided.

Who is objecting?

Name: Gavin Langerak

Address:

Phone:

Email:

What application do you object to?

Permit application No: 2021-101

Address of proposed permit: 5533 MURRAY VALLEY HIGHWAY SWAN HILL VIC 3585

What is proposed: Use and development of a service station, alteration to access to a Road Zone, Category 1 and the display of associated signage in the Commercial 2 Zone.

The Objection:

Reasons for your objection

I object to this application for the following reasons:

I am concerned about the increased traffic and noise that will be created with trucks entering and existing the service center when operational on 24/7 basis. My property at No 7 Bombardieri Lane is directly across from the proposed center. We would also need to share Bombardieri Lane with trucks and other vehicles which will cause access issues for us.

Furthermore, the property value would potentially decrease in value being adjacent to a service center with petroleum storages. The visual signage and lighting from the center is also a concern to us.

Regards

Gavin Langerak

45 Splatt Street SWAN HILL VIC 3585
PO Box 488 SWAN HILL VIC 3585
DX30166 Swan Hill
Telephone: (03) 5036 2333 Fax: (03) 5036 2340
Email: council@swanhill.vic.gov.au
ABN 97435620016

How will you be affected by the grant of this permit?

Signed: GAVIN LANGERAK

Date: 20/01/2023



Objection to a Planning Permit

Note: A petition is considered as one objection under Section 57(3), (4a) and (4b) of the Planning and Environment Act 1987. The first person listed will receive correspondence from Council unless another contact is specifically provided.

Who is objecting?

Name: WARREN TIDYMAN

Address:

Phone:

Email:

What application do you object to?

Permit application No: 2021-101

Address of proposed permit: 5533 MURRAY VALLEY HIGHWAY SWAN HILL VIC 3585

What is proposed: Use and development of a service station, alteration to access to a Road Zone, Category 1 and the display of associated signage in the Commercial 2 Zone.

The Objection:

Reasons for your objection

I object to this application for the following reasons:

We are a motel / hospitality business in close proximity to the north of the proposed service station. Presumably this Mobil fuel / truck stop will operate 24 hours. Our business provides a haven to travellers to rest and refresh themselves hopefully without having added traffic start and stop nearby. Main concern is from the heavy vehicular traffic applying air brakes / engine brakes to enter the service station then when exiting the engine noise from accelerating from standing to road speed. Also we currently experience nervous caution when our guests & ourselves enter or exit, the Murray Valley Highway, due to the current applied road speed of 90kph. Will this limit be lowered in the interest of safety for all ?

General noise from the proposed development, particularly in the quiet of night will disturb our guests who are obviously sleeping here overnight to refresh and drive on safely. Trusting council will give our objection due consideration.

Respectfully,

Warren

45 Splatt Street SWAN HILL VIC 3585
PO Box 488 SWAN HILL VIC 3585
DX30166 Swan Hill
Telephone: (03) 5036 2333 Fax: (03) 5036 2340
Email: council@swanhill.vic.gov.au
ABN 97435620016

How will you be affected by the grant of this permit?

Signed: WARREN TIDYMAN

Date: 06/01/2023



Objection to a Planning Permit

Note: A petition is considered as one objection under Section 57(3), (4a) and (4b) of the Planning and Environment Act 1987. The first person listed will receive correspondence from Council unless another contact is specifically provided.

Who is objecting?

Name: Danny & Debbie White

Address:

Phone:

Email:

What application do you object to?

Permit application No: 2021-101

Address of proposed permit: 5533 MURRAY VALLEY HIGHWAY SWAN HILL VIC 3585

What is proposed: Use and development of a service station, alteration to access to a Road Zone, Category 1 and the display of associated signage in the Commercial 2 Zone.

The Objection:

Reasons for your objection

I object to this application for the following reasons:

We are writing to object to the above mentioned planning permit, for a Mobil Service Station to operate 7 days a week 24 hours a day.

The proposed plan to have a 24 hour service station is directly in front of the home of Debbie & Danny White of 36 Bombardieri Lane and directly beside Terry Langerak of 7 Bombardieri Lane, and Peter & Lyn Scott living at 60 Bombardieri Lane, and will have a huge negative impact on all of our lives, for many reasons.

- **NOISE** – The noise from all the traffic, especially B-Double Trucks (with their auxillary motors constantly running), Buses, Waste Disposal Trucks & Fuel Tankers; as the car park for these are at the West and at the back of the service station, it will only be about 150 metre from the front of our house. The

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ABN 97435620016

small native trees they propose to plant will not block any of the noise from these vehicles to us, and they will take years to grow. We live in a quiet, peaceful area and this will completely ruin our lifestyle that we love with all NOISE that will come from these vehicles. As a main stop for heavy vehicles, it will encourage truck/trailer change overs which occur at all times of the night.

- LIGHTS – The lights shining from the vehicles when they enter the service station and head towards the west will shine directly into the front of our home. We can already see the traffic lights from the highway, and to have them shining directly at us will keep us awake at night, 7 days a week.
- TRAFFIC INCREASE – There will be a huge increase of traffic into Bombardieri Lane, which holds great safety concerns to an already dangerous intersection, especially at peak times.
- POLLUTION – There will be pollution omitted from a service station which will be extremely distressing to our health. The petrol vapours from vehicles and services stations are big contributors to poor air quality. Petrol is highly flammable and accidental leaks and spills are a huge concern to our safety when we live so close by.
- DAM – The proposed 124 metres x 40 metres dam is to be located on the land behind the service station to the West, which is to service all 4 blocks on the subdivision. It will be directly in front of our home. The rain water run-off from the service station concrete which could be contaminated, running into the dam and leaking into the soil over time.

In recent times Bombardieri Lane did not cope with the heavy rain fall that we experienced in 2022 and could not run away. The road was flooded, our shed and land also flooded. As the service station will be concrete, in times of excess rain where will this water go to? We are seriously concerned about the water flooding us out.

We have been told by council the dam has to be pumped out when it gets to a certain level, where will they pump that water to, as there will be nowhere for that water to go (probably towards our home). How and where will this water be pumped to?

- ENVIRONMENT & FARM ANIMALS – The pollution, noise & excess traffic is a worry for the environment and farm animals here.
- WASTE DISPOSAL – Also to be located at the West, will have trucks coming at any time of the day.
- CRIMINAL ACTIVITY/SECURITY – We are greatly concerned for security and the opportunity for potential criminal activity as we all live on very open land here.

Although we support the future development of Swan Hill, we do strongly object to a 24/7 service station basically at our front door. The proposed site would be more suitable in a different location that is not close to residential dwellings.

Regards,

Danny & Debbie White

** THIS OBJECTION IS ALSO FROM:

Peter & Lyn Scott

Terry Langerak

NOTES FROM TRAFFIC IMPACT ASSESSMENT

5533 Murray Valley Highway Swan Hill

- Where did the surveys come from mention in 8.1.1 table 3? When are the AM and PM peak times? The information you are providing is “assumed”. We feel these figures are incorrect, therefore we disagree with 8.2 – There will be a huge impact to traffic on Bombardieri Lane. As we actually live in Bombardieri Lane, our knowledge is a lot more reliable than “assumed” information, which is compared to what exactly? We live in a regional town and should not be compared to major urban arterials roads.
- 8.2 Traffic Impact – They say the traffic impacts by the proposed development are acceptable, I would like to ask acceptable to whom? They are definitely NOT ACCEPTABLE to us. Once again, how can you compare a small road like Bombardieri Lane to urban roads. This is not a fair comparison.
- The conclusions at No 9 may be acceptable and appropriate to whom exactly? To the proposed developer maybe? Because they are definitely NOT acceptable and appropriate to the majority of residents in and around Bombardieri Lane.

Surveys and research may have been completed, but we actually live in Bombardieri Lane and know the real negative impact this is going to have on us.

OBJECTIONS FROM PLANNING REPORT

5533 Murray Valley Highway Swan Hill

- Page 13 2.2 – West – there is no mention of us at all at 36 Bombardieri Lane.
- 3.2.2 – Operating 24 hours a day, 7 days a week next to residential dwellings is not ideal.
- 3.2.4 – We are confused regarding the setbacks stated compared to what it states about setbacks on page 25.
- 3.2.5 – Small native trees on the Western boundary will not give us at 36 Bombardieri Lane any protection from noise, lights and security as it faces the front of our house. Sounds can be heard much clearer at night than during the day. Its common knowledge that sound travels faster and much clearer at night. As there is no protection at all around the south, west and north sides of the site, saying that planting a few small native trees will absorb the noise impact is totally unrealistic.
- 3.2.6 – The floodlit signage and major promotion sign will be lit 24/7 causing more unnecessary light travelling towards our house. We have the luxury and privacy at the moment where we do not require night time blinds/shutters to the living area of our home.
- 4.2 – Where does this information come from? This is only an assumption and is highly unlikely the population of Swan Hill will reach 40,000 by 2040, so these estimates should not be used.
- 4.3 – Pursuant to clause 34.02.2 – IT DOES detrimentally affect no 7 and 36 and no 60 Bombardieri Lane and 5507A Murray Valley Highway. We are the residents who actually live here and we know for fact that it will. How can they say on our behalf that it won't?
- Page 26 Landscaping – There only seems to be concerns for the front of the highway to soften appearances, no concerns for us on the West to what our view is going to be if this goes ahead.
- 4.5.5 – the safety for bicycle riders is a concern as it's a very busy highway and quite dangerous for bicycle riders. We don't feel they should be encouraging bicycle riders without a bicycle lane or track for them to use.
- 5.2 – This highway is not the main route for Melbourne to Adelaide.
- 5.3 – Paragraph 2 says it will provide a key support service but Swan Hill already has 10 fuelling options, and another being currently built. This one if built would make 12. Swan Hill is a regional town and it does not take long to get from one side to the other. It says our population is 11,100 and you would think 11 fuelling choices give plenty of options for the community.
- Page 34 – The Western boundary interfaces with the Farming Zone. It does not mention that our house is directly there. Although we are in the Farming Zone, the AVPCC code on our rates notice is 117 Residential Rural/Rural Lifestyle.

The description for this code is: "A single residential dwelling on land in a rural, semi-rural or bushland setting. Primary production uses and associated improvements are secondary to the residential use."

With this in mind, I ask if you would please treat us as a residential dwelling when considering this proposal – not as the Farming Zone.

It says no residential dwelling directly abuts the site. Although we do not directly abut we are in very close proximity to the proposed service centre site, we are only 100-150 metres away directly facing the West, No 7 Bombardieri Lane is also directly next to it on the south, say only 20 metres away. If you look at figure 9 overlay plan it gives you a clear vision of how close we are.

It also states immediately to the West of the site is a retention basin. There is no existing retention basin. I feel this paragraph is not giving a true indication to how close we really are, even though we do not “abut” the proposed site.

If this retention basin does goes ahead it will be even closer to us which could possibly contain contaminated storm water run-off for a prolong period of time possibly causing pollutants and vapours to be released.

It says a drainage easement is proposed to the west of the retention basin for access and maintenance, even closer to the front of our home.

We are concerned for accuracy of this due to the recent flooding here in 2022 caused by the recent rain events, as the research for this would most likely have been done prior to these recent rain events.

5.5 – There is an existing parking bay 200 metre south of this site which already offers drivers a place to stop. This proposed new rest area for heavy vehicles to meet their fatigue management requirements will create lots of noise and disruption to the local residents.

How will you be affected by the grant of this permit?

Signed: DANNY & DEBBIE WHITE

Date: 01/02/2023

Important notes over page

Important notes about objections to permit applications

1. This form is to help you make an objection to an application in a way which complies with the Planning and Environment Act 1987, and which can be readily understood by the Responsible Authority. There is no requirement under the Act that you use any particular form.
2. Make sure you clearly understand what is proposed before you make an objection. You should inspect the application at the Responsible Authority's office.
3. To make an objection you should clearly complete the details on this form and lodge it with the Responsible Authority as shown on the Public Notice - Application for Planning Permit.
4. An objection must:
 - (a) State the reasons for your objection, and
 - (b) State how you would be affected if a permit is granted.
5. The Responsible Authority may reject an application which it considers has been made primarily to secure or maintain a direct or indirect commercial advantage for the objector. In this case, the Act applies as if the objection had not been made.
6. Any person may inspect an objection during office hours.
7. If your objection related to an effect on property other than at your address as shown on this form, give details of that property and of your interest in it.
8. To ensure the Responsible Authority considers your objection, make sure that the Authority received it by the date shown in the notice you were sent, or which you saw in a newspaper, or on the site.
9. If you object before the Responsible Authority makes a decision, the Authority will tell you its decision.
10. If despite your objection the Responsible Authority decided to grant the permit, you can appeal against the decision. Details of the appeal procedures are set out on the back of the Notice of Decision which you will receive. An appeal must be made on a prescribed form (obtainable from the Victorian Civil and Administrative Tribunal) and accompanied by the prescribed fee. A copy must be given to the Responsible Authority. The closing date for appeals is 28 days of the Responsible Authority giving notice of its decision.
11. If the Responsible Authority refuses the application, the applicant can also appeal. The provisions are set out on the Refusal of Planning Application which will be issued at that time.



PROPOSED PLANNING CONDITIONS

Application No: 2021-101
Address: 5533 MURRAY VALLEY HIGHWAY SWAN HILL VIC 3585
Proposal Description: Use and development of a service station (highway service centre), alteration to access in a Transport Zone 2 and the display of signage in the Commercial 2 Zone

- 1 The layout of the development and use on the endorsed plans and approved by this permit must not be altered without the prior written consent of the Responsible Authority.
- 2 The location and details of the signs, including those of the supporting structure, as shown on the endorsed plans, must not be altered without the prior written consent of the Responsible Authority.
- 3 Unless with the prior written consent of the Responsible Authority, before the occupation of the development approved by this permit, the landscaping works shown on the endorsed plans must be carried out, completed and thereafter maintained to the satisfaction of the Responsible Authority.
- 4 The landscaping shown on the endorsed plan(s) must be maintained to the satisfaction of the Responsible Authority. Any dead diseased or damaged trees must be replaced with same species to the satisfaction of the Responsible Authority.
- 5 Prior to the commencement of the use approved by this permit, all disturbed surfaces on the land resulting from the works must be revegetated and stabilised to the satisfaction of the Responsible Authority
- 6 During construction of the development approved by this permit, the permit holder must undertake necessary measures to ensure the amenity of the surrounding area is not adversely affected, to the satisfaction of the Responsible Authority.
- 7 The use and development approved by this permit, must be managed so that the amenity of the area is not detrimentally affected, through the:
 - a. Processes carried out on the land;
 - b. Transport of materials, good or commodities to or from the land;
 - c. Appearance of any building, works or materials (including waste);
 - d. Emission of noise, artificial light, vibration, smell, fumes, smoke, vapour, steam, soot, ash, dust, waste water, waste products, grit or oil;to the satisfaction of the Responsible Authority.
- 8 All external lighting must be designed, baffled and located so as to prevent adverse effect on adjoining land, to the satisfaction of the Responsible Authority.
- 9 Low reflectivity glass is to be used for the glazing of the service station building to minimise glare.
- 10 Prior to the commencement of the use approved by this permit, no fewer than 23 car parking spaces must be provided on the land for the use and development including one (1) space clearly marked for use by disabled persons.

ENGINEERING DEPARTMENT

- 11 Prior to commencement of works approved by this permit, detailed construction plans in accordance with the Infrastructure Design Manual and 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.

- 12 Prior to the commencement of the use approved by this permit, all road and drainage must be constructed in accordance with the endorsed detail construction plans, to the satisfaction of the Responsible Authority.
- 13 Prior to the commencement of the use approved by this permit, the areas set aside for the parking of vehicles and access lanes as shown on the endorsed plans must be:
 - a. Constructed;
 - b. Properly formed to such levels that they can be used in accordance with the plans;
 - c. Surfaced with concrete;
 - d. Drained and maintained;
 - e. Line marked or signed to indicate each car space and all access/egress routes as per ttm Traffic Engineering Assessment Report;
 - f. Include the installation of "NO EXIT" signs at the entries and "NO ENTRY" signs with "NO RIGHT TURN" signs at the exits;
 - g. Include measures to manage traffic and pedestrian flows to and from car parking areas both on and off the land associated with the use of land approved by this permit;
 - h. Include detail of all loading/unloading and filling areas or 'potential spillage areas'.

to the satisfaction of the Responsible Authority. Car spaces, access lanes and driveways must be kept available for these purposes at all times, to the satisfaction of the Responsible Authority

- 14 All car parking spaces must be designed to allow all vehicles to enter and exit the land in a forward direction.
- 15 Prior to the commencement of the use approved by this permit, vehicular crossings shall be constructed in accordance with the endorsed detailed construction plans, to the satisfaction of the Responsible Authority, and must:
 - a. Be designed to comply with the sight distance requirements for the Access Driveway as detailed in AS 2890.2 for the commercial vehicular access points to the land;
 - b. Be constructed to the satisfaction of the Responsible Authority, and any redundant crossing shall be removed and replaced with concrete (kerb and Channel); and
 - c. Be setback a minimum of 1 metre from any side-entry pit, power or telecommunications pole, manhole cover or marker, and a minimum of 2.5 metres from the trunk of any street tree.

- 16 Prior to the commencement of use approved by this permit, the permit holder must upgrade Bombardieri Lane across the frontage of the land. Works are to include:
 - a. Fully asphalt surfaced pavement over turning areas and deceleration lane; and
 - b. Street signage

Road reserve width and all works must be in accordance with the relevant requirements of the Infrastructure Design Manual (IDM) to the satisfaction of the Responsible Authority.

- 17 Prior to the commencement of the use approved by this permit, all redundant vehicle crossings must be removed and (kerb and channel) reinstated to the satisfaction of the Responsible Authority
- 18 Access to the site shall only be at the nominated crossings shown on the endorsed plan. The crossings and road pavement works are to be constructed to the satisfaction of Head, Transport for Victoria and the Responsible Authority.



- 19 The loading and unloading of goods from vehicles must only be carried out on the land (within the designated loading bay) and must not disrupt the circulation and parking of vehicles on the land, to the satisfaction of the Responsible Authority.
- 20 The applicant/owner must restrict sediment discharges from any construction sites within the property in accordance with Construction Techniques for Sediment Pollution Control (EPA 1991) and Environmental Guidelines for Major Construction Sites (EPA 1995).
- 21 Prior to the commencement of the works approved by this permit, a drainage plan to be provided with computations for a 5% AEP event and prepared by a suitably qualified person 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 in accordance with Council's Infrastructure Design Manual and include:
 - a. How the land will be drained;
 - b. Underground pipe drains conveying stormwater to the legal point of discharge;
 - c. Measures to enhance stormwater discharge quality from the site and protect downstream waterways. All light hydrocarbon storage or potential spillage areas must be bunded or independently drained via an impermeable surface, ensuring no effluent or polluted water of any type enters the storm water system in accordance with EPA standards;
 - d. A maximum discharge rate from the site of 65 l/sec/ha;
 - e. Documentation demonstrating approval from the relevant authority for the legal point of discharge;
 - f. Stormwater from paved areas must be intercepted and drained through the site drainage network; and
 - g. The provision of gross pollutant and/or litter traps installed at the drainage outfall of the development to ensure that no effluent or polluted water of any type may be allowed to enter the Council's stormwater drainage system.
- 22 Prior to the commencement of use approved by this permit, all stormwater and surface water drainage from the land, buildings and works must be connected to the legal point of discharge by underground pipe drains to the satisfaction of the Responsible Authority. Effluent and/or polluted water must not be discharged to Council's stormwater drainage system from the land.

HEALTH DEPARTMENT

- 23 The convenience store area must comply with the Food Safety Standard 3.2.3 Food Premises and Equipment, to the satisfaction the Responsible Authority.

DEPARTMENT OF TRANSPORT

General Conditions

- 24 Prior to the endorsement of plans, an Access Management Plan must be submitted to and approved by the Head, Transport for Victoria. When approved by the Head, Transport for Victoria, the Access Management Plan must be endorsed by the Responsible Authority and will then form part of the permit. The Access Management Plan must:
 - a. Identify and implement appropriate measures to ensure that delivery and patron vehicles of sizes equal and larger than a 26 metre-long B-double heavy vehicle must enter and exit the site from Bombadier Lane.
- 25 The use must operate in accordance with the endorsed Access Management Plan.
- 26 Prior to the commencement of the use, the following roadworks must be completed to the satisfaction of and at no cost to the Head, Transport for Victoria:



- a. The construction of the one-way service road with access via Bombadieri Road.
- b. The construction of basic turn treatments the Murray Valley Highway with full length sealed shoulders designed for 26-meter-long B-double heavy vehicles.

Signage

- 27 The location and details of the signs shown on the endorsed plans (Document Set ID: 5533MVH Swan Hill Mobile Pegasus. Project No: 321. Revision: E. Date: 04/07/2021) must not be altered without the written consent of the Responsible Authority.
- 28 The sign must be contained within the property line; no part of the structure is permitted to protrude beyond the property line and into the road reserve,
- 29 No advertisement must be displayed for less than 30 seconds.
- 30 The transition from one advertisement to another must be instantaneous.
- 31 Where the graphical content or colours will change between successive advertising images, the average luminance change between the new image and the previous image must not exceed 30%. Unless otherwise nominated.
- 32 During the operation of the sign, the following maximum average luminance and Threshold Increment values must not be exceeded:

Daytime

- a. Maximum average luminance of greater than 6000 cd/m²
Morning and evening twilight and overcast weather
- b. Maximum average luminance of greater than 700 cd/m²

Night-Time

- c. Maximum average luminance of greater than 150 cd/m²
 - d. Maximum threshold increment: 20%
 - e. Adaptation Luminance: 0.25
- 33 The operator must keep a Compliance Record of the operation of the sign. This must be provided to the Head, Transport for Victoria within 5 days of a written request. The Compliance Record must include:
 - a. The sign's luminance (cd/m² or as a percentage of its maximum luminance) in minimum 10-minute intervals.
 - b. The sign's photocell (light sensor) reading of the ambient light in minimum 10-minute intervals.
 - c. For each different set of images displayed (image loop), a compliance report demonstrating that the luminance change between images is less than or equal to 30%.
 - d. All record information must be time and date stamped to show the time of measurement
 - e. Compliance Records must be maintained for a minimum of 12 months.
 - 34 The signs must not display content, images or text:
 - a. Giving the illusion of continuous movement.
 - b. Capable of being mistaken for traffic signals or traffic control devices, including red, amber or green circles, octagons, crosses or triangles.



- c. Capable of being mistaken as an instruction to a road user, including the wording stop, give way, slow down, turn left or turn right.
 - d. With a flashing background, flashing text, flashing images, blinking or fading elements that create the illusion of movement.
 - e. Contain any animation.
 - f. Capable of being interpreted as projections beyond the face of the advertising screen such as through 3D technology.
 - g. Consisting of present time or other contemporary update information relating to news, weather or time.
 - h. Containing video, movie or television broadcasts
- 35 The signs must be dimmable and have a suitable control system to enable maximum lighting levels to be set or adjusted if deemed necessary by the Responsible Authority and the Head, Transport for Victoria.
- 36 Where illuminated during the day, the sign must be fitted with Photocell/s (light sensor/s) that measure the ambient light and control system technology that enables the luminance of the sign to automatically adjust relative to the measured ambient light level.
- 37 Any change to brightness levels must be applied during an image transition, not while an image is being displayed.
- 38 The advertising area must not be split into two screens with different messages.
- 39 The sign and any displayed advertisement must not include any ancillary extension, embellishment or accessorisation within or outside the permitted advertising area unless the Head, Transport for Victoria has agreed to in writing prior to its installation.
- 40 The use of sound or motion to activate the sign is not permitted.
- 41 The use of sound to interact with road users is not permitted.
- 42 The signs must not dazzle or distract road users due to its colouring.
- 43 In the event of an attack by a computer hacker or similar resulting in unauthorised display of visual images or any other display malfunction, the electronic sign must shut down and cease any form of visual output until the malfunction is repaired.
- 44 This permit expires 15 years from the date of issue, at which time the sign and all supporting structures must be removed, and the site made good to the satisfaction of the Responsible Authority

LOWER MURRAY WATER

- 45 The requirements of Lower Murray Water must be met, in regard to the provision of water supply and sewerage services to the land, including payment of all associated costs prior to the commencement of construction of the proposed development.

ENVIRONMENTAL PROTECTION

- 46 There must be no emissions of noise and/or vibrations from the premises which are detrimental to either of the following:
- a) The environment in the area around the premises; and
 - b) The wellbeing of persons and/or their property in the area around the premises.
- 47 A secondary containment system must be provided for liquids which if spilt are likely to cause pollution or pose an environmental hazard



- 48 Pollution control devices must be installed to prevent the discharge of waste to the environment and stormwater system.
- 49 The permit holder must ensure that litter originating from the premises is not present beyond the boundaries of the premises.
- 50 Prior to the commencement of use, Vapour Recovery must be installed to ensure vapours are recovered and prevented from escaping to the atmosphere.
- 51 All tanks must be decommissioned by suitably qualified professionals, as outlined in EPA Publication 888.4 Underground Petroleum Storage Systems (UPSSs) 2015 or as amended and the Australian Standards referenced therein.

EXPIRY

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

- a. The development is not commenced within two (2) years of the date of this permit.
- b. The development is not completed within four (4) years of the date of this permit.
- c. The use is not commenced within two (2) years of the completion of the development.

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.

If a request is made outside of the above time, the responsible authority cannot consider the request and the holder of this permit cannot apply to the Victorian Civil and Administrative Tribunal (VCAT) for a review of this matter.

PERMIT NOTE

Responsible Authority

- 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.
- c) . A works within the road reserve permit will be required from Council prior to commencement of any works within the road reserve area (crossovers).
- d) . The premises is required to be registered with Council's Public Health Services Department under the Food Act 1984.
- e) . The premises must comply with the Tobacco Act 1987, if any tobacco products are sold.

Department of Transport and Planning

- f) . No work must be commenced in, on, under or over the road reserve without having first obtaining all necessary approval under the Road Management Act 2004, the Road Safety Act 1986, and any other relevant acts or regulations created under those Acts.
- g) . The increase in discharge of any concentrated drainage onto the arterial road reserve from the subject land is not permitted unless approved in writing by the Head, Transport for Victoria.



- h) . Separate 'detailed design' approval (fees and charges apply) and the specifications of these are required under the Road Management Act. For the purposes of this application the works will include provision of:
- Construction of a Basic Right (BAR) turn treatment with full length sealed shoulders designed for 26-meter-long B-double heavy vehicles.
 - Construction of a Basic Left (BAL) turn treatment with full length sealed shoulders designed for 26-meter-long B-double heavy vehicles.
 - Relocation of services (e.g. power etc); and
 - Any other works as required within the road reserve

Lower Murray Water

- i) . **URBAN WATER SUPPLY:**
The land is located inside the Corporation's Urban Water District. Urban water is available subject to the owners meeting Lower Murray Water's conditions and requirements.

The owner is required to enter into a Backflow Prevention agreement with LMW and install a backflow prevention device directly after the water meter.

- j) . **SEWERAGE:**
The land is located inside the Corporation's Sewerage District. A Low Pressure Sewerage connection is available subject to the owners meeting Lower Murray Water's conditions and requirements including the installation of an approved pump station.

This application is to be on a lot created as part of the subdivision associated with Planning Permit #2020-041. LMW permit conditions include the owner entering into a Section 173 Agreement relating to the sewerage connection.

The Owner is required to enter into a trade waste agreement with LMW which will include the installation of approved pre-treatment devices to treat wastewater prior to discharge to the LMW system.

2.7 Instrument of Appointment and Authorisation

Directorate: Development and Planning
File Number: S16-08-02-04
Purpose: For Decision

Council Plan Strategy Addressed

4. Leadership - We will ensure accountable leadership, advocacy and transparent decision making.

4.1 Excellent management and administration

4.1.1 Well managed resources for a sustainable future

Current Strategic documents

No strategic documents applicable.

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

Summary

Many of the functions and powers of Council staff stem from their appointment as Authorised Officers. Fiona Houlihan has been engaged as a contracted Planning Officer within the planning team for a six month period and requires Council approval to be an Authorised Officer in the performance of duties.

Discussion

Council's Chief Executive Officer has the power to authorise various members of Council staff under the instrument of delegation issued by Council. However, advice from Council's solicitors recommends the appointment of planning officers as Authorised Officers by Council under section 147(4) of the *Planning and Environment Act 1987* (the Act).

At this time the Planning Team is under staffed. Council has engaged the services of Fiona Houlihan from Aspect Personnel to undertake planning duties within the Swan Hill municipality.

As a result of being under staffed, this report seeks Council approval for Fiona Houlihan to be appointed as an Authorised Officer.

Consultation

Not applicable.

Community Consultation

Not applicable

Financial Implications

Not applicable.

Social Implications

Not applicable.

Economic Implications

Not applicable.

Environmental Implications

Not applicable.

Risk Management Implications

Not applicable.

Attachments: 1. Fiona Houlihan [2.7.1 - 1 page]

Options

Nil.

Recommendation/s

That Council:

- 1. Appoint Fiona Houlihan as an authorised officer as set out in the attached instrument.**
- 2. Resolve that the instrument takes effect upon signing and sealing and remains in force until varied or revoked.**
- 3. Sign and seal the instruments as soon as possible**

**Instrument of Appointment and Authorisation
(Planning and Environment Act 1987)**

In this instrument "officer" means -

Fiona Houlihan

By this instrument of appointment and authorisation Swan Hill Rural City Council -

- 1. under section 147(4) of the *Planning and Environment Act 1987* - appoints the officer to be an authorised officer for the purposes of the *Planning and Environment Act 1987* and the regulations made under that Act; and
- 2. under section 232 of the *Local Government Act 1989* authorises the officer generally to institute proceedings for offences against the Acts and regulations described in this instrument.

It is declared that this instrument -

- (a) comes into force immediately upon its execution;
- (b) remains in force until varied or revoked.

This instrument is authorised by a resolution of the Swan Hill Rural City Council on 18th July 2023.

THE COMMON SEAL)
 SWAN HILL RURAL CITY COUNCIL)
 Was hereunto affixed in the presence of:)

.....Councillor

.....Councillor

.....Chief Executive Officer

3 Officer Report for Noting

4 Decisions Which Need Action / Ratification

4.1 Sign and Seal

Directorate: Chief Executive Officer
File Number: S16-05-01
Purpose: For Noting

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

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 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.

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

No.	Document Type	Document Description	Date signed/ sealed
1140	Section 173 Agreement – 247 Lakeside Drive, Lake Boga (subdivision of land)	Between Swan Hill Rural City Council and M.A.McDonald.	20/06/2023
1141	Section 173 Agreement – 28 Mortoo Street, Swan Hill – Conditions from Lower Murray Water	Between Swan Hill Rural City Council and Lower Murray Urban and Rural Water Corporation and C.R.McCalman	20/06/2023

Note: A Section 173 Agreement is a typically a contract between the Council and a landowner that places use or development restrictions on the land.

They are intended to ensure compliance with conditions contained in permits granted by the Council and are often used in subdivision matters. These agreements refer to Section 173 of the Planning and Environment Act 1987.

Consultation

Council authorise the signing and sealing of the above documents.

Recommendation/s

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

4.2 Councillor Assemblies - Record of Attendance and Agenda Items

Directorate: Chief Executive Officer
File Number: S15-05-06
Purpose: For Noting

Declarations of Interest:

Council officers affirm that no general or material conflicts need to be declared in relation to the matter of this report.

Summary

The following report provides attendance details of Councillor Assemblies on a monthly basis.

Discussion

Whilst Minutes have not been recorded, Agenda items and those in attendance are reported and 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.

Council Plan Strategy Addressed

4. Leadership - We will ensure accountable leadership, advocacy and transparent decision making.

4.1 Excellent management and administration

4.1.2 Provide robust governance and effective leadership

Current Strategic documents

No strategic documents applicable.

Key Legislation

There is no key legislation applicable

Attachments: 1. COUNCILLOR ASSEMBLIES ATTENDANCE AND AGENDA
July [4.2.1 - 3 pages]

Options

Council Assemblies are reported to ensure good governance and transparency.

Recommendation

That Council note the contents of the report.

COUNCILLOR ASSEMBLIES ATTENDANCE AND AGENDA
27 June 2023 at 1.00pm, Swan Hill Town Hall – Council Chambers

AGENDA ITEMS

- Australia Day
- Riverside Park Swan Hill Venue Management and Development
- Audit and Risk Charter
- Geological Survey of Victoria (critical minerals briefing)
- Presentation of Initial Concepts for the Swan Hill Art Gallery
- GEAP Progress
- Notting Road, Swan Hill drainage
- Connecting Swan Hill CBD to Riverfront Precinct - Pedestrian crossing
- Councillor/Directors question time

ADDITIONAL ITEMS DISCUSSED

- Nil

ATTENDANCE

Councillors

- Cr Bill Moar
- Cr Les McPhee
- Cr Jacquie Kelly
- Cr Ann Young
- Cr Chris Jeffery
- Cr Nicole McKay (online)
- Cr Stuart King

Apologies

- Nil

Leave of Absence

- Nil

OFFICERS

- Scott Barber, Chief Executive Officer
- Bruce Myers, Director Community and Cultural Services
- Leah Johnston, Director Infrastructure
- Heather Green, Director Development and Planning
- Helen Morris, Acting Director Corporate Services / Organisational Development Manager
- Nathan Keighran, Economic Development Coordinator
- Dennis Hovenden, Economic & Development Manager
- Sarah Rogers, Economic Development and Events Officer/COVID Support Officer
- Jacinta Chaplin, Aboriginal Community Development Officer
- Simon Myers, Performing Arts and Venue Manager

Other

Penny Wedesweiler, Grant Clarke – Geological Survey of Victoria
Shannon Johns – Brandrick Architects

CONFLICT OF INTEREST

Nil

COUNCILLOR ASSEMBLIES ATTENDANCE AND AGENDA
4 July 2023 at 1.30pm, Swan Hill Town Hall – Council Chambers

AGENDA ITEMS

- Marketing plan and budget for Swan Hill Inc
- Community Satisfaction Survey
- Design and Writing Style Guide and Potential Branding
- Australasian Management Challenge 2023
- Swan Hill Tourism Cultural Hub
- Growing Region Fund 2023
- Councillor/Directors question time

ADDITIONAL ITEMS DISCUSSED

- Nil

ATTENDANCE

Councillors

- Cr Bill Moar
- Cr Les McPhee
- Cr Jacquie Kelly
- Cr Ann Young
- Cr Nicole McKay (online)
- Cr Stuart King

Apologies

- Cr Chris Jeffery
- Cr Bill Moar

Leave of Absence

- Nil

OFFICERS

- Scott Barber, Chief Executive Officer
- Bruce Myers, Director Community and Cultural Services
- Leah Johnston, Director Infrastructure
- Heather Green, Director Development and Planning
- Helen Morris, Acting Director Corporate Services / Organisational Development Manager
- Dennis Hovenden, Acting Economic & Development Manager
- Simon Myers, Performing Arts and Venue Manager
- Will Burns, Youth Support Officer
- Jess Chislett, Procurement and Properties Coordinator
- Matt Edwards, Plant Co-ordinator
- Brooke O'Conner, Community Engagement & Communications Coordinator

Other

- Greg Roberts and Tameeka Hankin – Swan Hill Inc
- Ben Millbourne – Common Architects

CONFLICT OF INTEREST

Nil

**COUNCILLOR ASSEMBLIES ATTENDANCE AND AGENDA
11 July 2023 at 1.00pm, Bus tour**

AGENDA ITEMS

- Nyah West Toilet block/stage
- Nyah Riverfront Master Plan and Nyah Pump Station
- Swan Hill Riverside park Pedestrian Crossing –Location sites

ADDITIONAL ITEMS DISCUSSED

- Nil

ATTENDANCE

Councillors

- Cr Bill Moar
- Cr Jacquie Kelly
- Cr Ann Young
- Cr Nicole McKay
- Cr Stuart King
- Cr Chris Jeffery (joined at 3.40pm)
- Cr Les McPhee

Apologies

- Nil

Leave of Absence

- Nil

OFFICERS

- Scott Barber, Chief Executive Officer
- Bruce Myers, Director Community and Cultural Services
- Leah Johnston, Director Infrastructure
- Heather Green, Director Development and Planning
- Helen Morris, Director Corporate Services / Organisational Development Manager
- Nathan Keighran, Economic Development Coordinator
- Dennis Hovenden, Economic & Development Manager
- Dione Heppell, Liveability and Project Development Coordinator
- Sam Steel, Development Officer Community
- Jay Jeyakanthan, Manager Project Management Office
- Brian White, Project Manager

Other

- Gordon Borchard, Nyah District Action Group Vice President.

CONFLICT OF INTEREST

Nil

5 Notices of Motion

Having given due notice, **Councillor Jacquie Kelly MOVED that:**

Council calls for a report to be brought to a future assembly on the need for an Electric Vehicle (EV) charging strategy, and the best way to install infrastructure necessary to support and prepare for the transition to EVs happening in Australia.

Preamble

In the last year 8% of new car sales in Australia were EVs, up 214% from the previous year, and this is growing exponentially. It is forecast there will be 2-3 million EVs on the road in Australia by 2030. (NRMA Energy, Leading the Charge)

The Federal Government has introduced new incentives to switch to EVs and are expected to introduce fuel efficiency standards by years end.

As part of the CVGA Charging the Regions Case Study, two DC fast (50kW) Electronic Vehicle charging stations were installed:

- Swan Hill - Curlewis Street car park (next to the Giant Murray Cod)
- Robinvale – Opposite 42 George Street

To attract "EV tourism" we need to be an EV friendly town. Our existing single DC charger is inadequate and insufficient to keep up with increasing demand. Additional DC chargers and installation of the slower "destination" type chargers would assist in making Swan Hill EV friendly. The installation of destination type chargers would incentivise people to visit, stay and shop in Swan Hill by providing a convenient charging option.

The only thing preventing many people buying an EV is the perceived lack of charging infrastructure, particularly in rural areas. The installation of more chargers will encourage more local people to buying an EV.

Local Government are critical to reducing emissions in Australia by:

1. Reducing operational emissions of Council owned vehicles.
2. Influencing the reduction of emissions from transport and community behaviour choices within the local area.
3. Developing innovative solutions to the climate change challenge and advocating to government to act.

Local Governments are best placed to understand their communities and regions in identifying locations for EV chargers.

Australia's transport sector includes one of the most emissions intensive road vehicle fleets in the world. Whilst in most sectors emissions are declining, transport emissions are increasing. This trend must be reversed to achieve the net zero emissions targets adopted by Federal and State government.

Policy: strengthen Council's sustainability, environment and climate change policies and commitments.

Environment: Having more EVs and less fossil fuel vehicles in our CBD is better for air quality and will also reduce noise pollution. Over the lifecycle of an EV, they produce much less CO2 emissions than equivalent ICE vehicles, especially if powered by renewable sources.

Economic: This type of infrastructure has potential to produce a revenue stream for council. Being a destination point for EV tourism will add to our economy.

Council Plan: Livability: 1.2 Careful and responsible management of our environment for a sustainable future. 1.2.1 Engage, empower and mobilise communities to prepare for, adapt to and mitigate the effects of a changing climate. Prosperity: 2.3 Infrastructure that enables prosperity. 2.3.2 Assets for our current and future needs.

Swan Hill Rural City Council Planning Scheme: Planning Policy Framework PPF 15 Built Environment and Heritage: Planning should promote development that is environmentally sustainable and minimise detrimental impacts on the built and natural environment.

Planning should facilitate development that:

- Is adapted and resilient to climate related hazards.
- Supports the transition to net zero greenhouse gas emissions.
- Supports the use of, and access to, low emission forms of transport.

6 Foreshadowed Items

7 Urgent Items Not Included In Agenda

8 To Consider and Order on Councillor Reports

Conference Report: Australian Local Government Association – the 29th National General Assembly

Date: 13-16 June 2023

Location: Canberra, Australia

Introduction:

The Australian Local Government Association (ALGA) National General Assembly is an annual conference that brings together local government representatives from across Australia. The conference provides a platform for knowledge sharing, networking, and discussing key issues and challenges faced by local governments.

This year's theme was based on "Our Communities, Our Future", discussing how local governments can best partner with the Federal Government to deliver a better future for our communities and debate on [council motions](#). Councils voted on 257 sub-motions grouped into 145 overarching motions.

This report aims to provide an overview of the conference program and highlight the notable speakers and sessions that took place during the event.

Day 1: Tuesday, 13 June 2023

Regional Forum (approx. 450 attendees)

Opening Ceremony

1. The conference commenced with an opening ceremony featuring speeches by prominent government officials and ALGA representatives. The keynote address was delivered by the Honorable Minister of Local Government, emphasizing the importance of collaboration and innovation in addressing the needs of local communities.
2. ALGA President Opening **Cr Linda Scott**, ALGA President
 - Key lobbying achievement of the ALGA – most of which can be found <https://alga.com.au/presidents-update-5-june-2023/>
 - Particular topics mentioned was funding for roads infrastructure, planning regulations and housing affordability.



3. Minister Address **The Hon Kristy McBain MP**, Minister for Regional Development, Local Government and Territories

- Discussed Voice to Parliament issues
- The current position of First Nations people – the gaps is not closing, should we consider approaching decision-making for First Nations people their way.
- Hunter valley accident was terrible
- Reflecting on her time in the Local Government sector in Traralgon
- We need to advocate for our communities
- “Regional Investment Program”
- Minister understands that all Councils including; housing, labour and skills shortages, roads, digital connectivity, health care, childcare, natural disasters, Financial Assistance Grant funding level
- Disaster Ready Fund (SHRCC = \$820k from Feds, need Councillor approval for contribution)
- Regional industry diversification and investment listening to local voices – talking challenges together across the 3 levels of government
- Innovation is important and discussed national awards.
- Financial Assistance Grants (SHRCC was 23rd largest recipient of 79 in 2022/23, \$7.8M)

Q: Cr Kelly: What is your Government doing to address critical shortages of GPs in our regional/rural Hospitals? It is not ok to continually poach GPs from overseas. We need pathways for talented country kids graduating from high schools – they are not welcomed into medical pathways so go into doing allied health. We need these talented students to do medicine and returning to rural Australia. Could your Government do more?

A: Minister – more likely for country people to return to country. “Boots to scrubs” initiative is an example. Noted telehealth more important than ever.

Some related links to the discussion

<https://minister.infrastructure.gov.au/mcbain/media-release>

<https://www.infrastructure.gov.au/territories-regions-cities/local-government/national-awards-local-government>

<https://www.infrastructure.gov.au/territories-regions-cities/local-government/financial-assistance-grant-local-government>

4. Shadow Minister Address **The Hon Darren Chester MP**, Shadow Minister for Regional Development, Local Government and Territories
 - Time is ticking, has been in Parliament for 15 yrs.
 - Your Minister (McBain) is not your challenge, but the Expenditure Review Committee (ERC) process for our sector through ALGA.
 - Discussed Disasters – we are great during the response and initial recoveries, but when the cameras and buzz is gone then people are left with poor outcomes with long-term recovery.
 - How LG can have more wins in Federal Government.
 - In Australia (media), we are in a bad habit of talking ourselves down. We are in the best country in Australia.
 - We need to work together for modern and multicultural Australia. Supportive of the Voice.
 - Passion for getting a better deal for regional Australia.
 - Celebrate your wins more loudly and proudly. This builds hope in our communities.
 - Get out and tell the positive stories, this gives the Minister the strength to take it to ERP. RegionL MPs are outnumbered 2 to 1.

- Going to have to fight harder for a win in the current economic developments
- Trusts Local Government more than Federal and State to understand communities. LRCIP should be continued for Councils – Federal Government trusted Local Government and empowered them with untied funding arrangements. Council should have promoted more. Tell your local MPs how important it is. Keep celebrating our local successes. In round 4, Swan Hill has received \$2.3M in 2023/25 period of the \$750M available or 0.3%. We are 0.08% of the population so punching above our weight.
- Regional development should be an ongoing priority. We need a locked-in rolling 10 year program for Councils to make plans with some certainty and timing for strategic thinking. Make sure LG gets a share into the future. We can help with grid locked cities and national productivity. Very expensive to retrospectively rebuild cities. Greenfields development can be completed much more efficiently for taxpayers.
- All the easy stuff is done, all challenges now are hard. Dark chapters, we write the next chapter.
- Local people need to be the positive champions to pass on confidence to live and work in regional areas.
- Journalists get into politics because they are interested in peoples stories and ask “Why?” a lot.
- Questions included: cost escalations so cant finish projects, locked in competition for facilities, lifestyle with other towns, are some projects really necessary post Covid?

- **Related links;**

<https://investment.infrastructure.gov.au/about/local-initiatives/local-roads-and-community-infrastructure-program>

<https://investment.infrastructure.gov.au/sites/default/files/documents/lrci-funding-allocations-phase-4-part-a-and-b.pdf>

- **Panel: Increasing Resilience to Natural Disasters**
- Crystal Fleming, Chief of Partnerships and Impact, Resilient Building Council
- a. **Colin Wood, Manager – Certification & Compliance, Shoalhaven City Council**
 - Shoalhaven fire damage. Conjolla Park- 146 homes. Looked into the fires. Main issue was not a fire prone area, but embers landing on combustible material.
 - Looked into actions which people can undertake to improve resilience for existing buildings. Fortis House, worked with Mark Steel from Resilient Building Council, use App to build a house resistant to bushfire, flood, cyclone. Free drawings, affordable, built in factory, adaptable floor plan. “Boring boxes are good for Bushfire”
- b. **Tracy Whitelaw, Chief Digital Officer, LGAQ**
 - Working across a number of departments to improve household resilience
 - Self assessment App
 - Get quotes and certification
 - May help with banks and insurance, and reduce costs with retrofitting better protection measures for fires.

c. Matt Oxlade, LGAQ Lab

- Helping Councils with digital maturity in QLD. Carpentaria Shire had problem tracking floods because satellite images kept failing.
- Looking at Artificial Intelligence and flooding. Remote cameras and AI to automate notifications to staff and residents. Super clear, 4K resolution cameras, uses solar power, stores in cloud.
- <https://www.lgaq.asn.au/homepage/80/lgaq-lab>
- Target areas for innovation; Automation of processes, Better business outcomes, increase flexibility, Support digital delivery of service and Lower costs
- If Councils have a camera, the AI will work. Looking to commercialise.
- Councils don't have the skills and budget to take their IT Strategy forward. LGAQ can help.

Related links;

<https://fortishouse.org/>

<https://getinvolved.shoalhaven.nsw.gov.au/rrp>

5. Panel: Skills Shortages in Regional and Rural Australia

Susi Tegen, CEO, National Rural Health Alliance

- Farm safety, mental health, telehealth in rural areas
- 30% of population live in rural and remote Australia, brings in 50% of tourism income, produced 90% of the food, 66% of exports from rural and remote Australia.
- Patient from birth to death, allied health.
- Work with researchers for studies
- Look after health professionals
- This community pay tax, but also bring in money through fundraising.
- Rural and remote Australians are not getting its share.
- Councils are attempting to fill the gaps in these areas.
- Federal Governments need to do more.

Related Links;

<https://www.ruralhealth.org.au/>

David Williams, Former CEO, Planning Institute of Australia

- Working on the state of the profession
- 13,691 planners in Australia (2021). Majority in Sydney, Melbourne and Brisbane
- Jobs and Skills Australia – we need 18,600 planners by 2026!
- 2022 Local Government Workforce Skills and Capability Survey (ALGA/s)
- 72% are in capital cities
- 44% of LGAs had no planners working at the date of census
 - Higher pay in cities
 - 2022 37-53% critical shortages
- Last 5 years have only increased numbers by 7%.
- 13% of planners did not have a bachelor or higher degree. Not enough tertiary schooled planners who are not trained adequately.
- We were brining from overseas with Temp Work (Skilled) Visas
- Not enough planners in UK, or Canada, New Zealand, USA see demand grow 11% by 2029.
- NSW has the Strong Start Cadetship in place. Fully subscribed.

- SA are recreating paraplanners from Tafe. First intake in August. Creating StudyHubs to help planning institute at their Council. UNE leading the way.
- VIC has Rural and Regional Planners for free profession development. Initiative approach for Loddon Mallee.
- Ways to increase the number of planners but not many quick fixes.
- Planning graduates who decide not to be architects or hear about it through family members.
- We are drawing more unqualified planners in. Para-planners is a way forward.
- Can we streamline Statutory planning?
- Strategic planning can not be done remotely – there should be a consistent range of criteria. PlanTech in the next 5 years can help.
- Regional Australia is the place for people to get better?

Related Links;

<https://www.planning.org.au/>

<https://www.planning.org.au/planningresourcesnew/plantech>

6. **Panel: Our Regions, Our Future**
Liz Ritchie, CEO, Regional Australia Institute (from Deniliquin)
 - GFC, Covid Crisis and now Cost of Living challenges.
 - People are looking for more affordable lifestyle in regional Australia. Human capital, housing, childcare, health – not coping.
 - We are not prepared for this growth, we need a national population plan with investment for a workforce for today and tomorrow.
 - The global pandemic has revealed the desirability and vulnerability of regional Australia. Our towns and cities will be equipped to meet future needs.
 - 1 in 5 City people want to move to country.
 - “National Alliance for Regionalisation“ made up of 30 peak bodies including ALGA
 - This has led to The Regionalisation Ambition 2032 – a Framework to Rebalance the Nation (the Framework) translates the critical matters most important to regional Australia into a call for real, collaborative action which will shape the nation for generations to come. Bipartisan collaborative model. Bold ambition. Call to action to think beyond political cycles.
 - Governments, industry, peak and regional organisations, not-for-profits and communities – must work together to embrace and unlock the opportunities of regional Australia, and build stronger regions, for a stronger, more balanced nation.
 - Through this Framework is kickstarting a movement to Rebalance the Nation.
 - Organisations across the country are pledging their support and you can too.
 - 20 targets within 5 pillars;



<https://rebalancethenation.com.au/RF/RF/Regionalisation-Framework/Regionalisation-Ambition-2032.aspx?hkey=6bf6319e-6d74-4df1-9c1d-e4fc02a3abc0>

https://regionalaustralia.org.au/Web/Web/Rebalance-the-Nation/National_Alliance_for_Regionalisation.aspx#:~:text=The%20National%20Alliance%20for%20Regionalisation%20is%20the%20coming%20together%20of,Regionalisation%20Ambition%202032%20to%20life.

Mike Mrdak AO, Chair, National Alliance for Regionalisation

- The National Alliance for Regionalisation is the coming together of more than 30 CEOs from the most influential peak bodies in the country, with the purpose of working to help bring the RAI’s Regionalisation Ambition 2032 to life.
- The Alliance is the first of its kind in this country, spanning business, health, education, infrastructure and environment. It aims to better position the regions to reach their potential. It will provide knowledge sharing and national leadership to ensure the 20 targets and aspirations set out in the Ambition remain relevant and central to decision-making for regional Australia over the next decade, adopting a system-thinking approach in viewing regional development within this country, working together to see more than 11 million people living prosperously in regional Australia by 2032.

Q: Cr King – The panel speaks of the importance of Regional Australia to the Australian economy, yet we have to kick & scream to get any share of funding from Governments. If we are so important to Australia what if we just shut down Regional Australia for, say, 1 day! In its simplest form that would mean no food products delivered for sale or processing for 1 day. Can you quantify the impact on the Australian economy if Regional Australia shut down for 1 day? The panel did not know.

7. Panel: Connecting Our Communities

Loretta Willaton Regional Australia Executive Telstra

- Strong regional and remote communities have opportunities in business and other sectors – supporting NFF targets, REI regionalisation targets. Telstra purpose and vision is for everyone to thrive within the digital economy and connectivity.
- 2025 strategy increases by 100,000km² more.
- Only 33% of the landmass has voice/data access.
- Low Earth Orbit (LEO) satellite by starlink is new innovation.
- Satellite by emergency for iphones.

Related links;

<https://www.telstra.com.au/exchange/introducing-t25-growth-enhanced-customer-experiences>

Mayor Tony Rayner Longreach Council,

- South West QLD, 48,000km²
- 1700 people, 35% indigenous proportion
- Agriculture and tourism
- Manufacturing (batching pant concrete) and processing (kangaroo meat)
- Water is a challenge – developed water security
- Education, health services are improved due to better connectivity.
- Biggest improvements – 4 new towers have enhanced safety and liveability.
- Birdsville races benefited
- Brisbane live performances into the townhall at Longreach
- Introduce technology to monitor stock water quality
- Telstra IoT 4 million km²

Mayor Suzette Beresford Paroo Shire.

- South West QLD, 48,000km²
- 1700 people, 35% indigenous proportion
- Agriculture – livestock
- Population decline
- Working on a wellness hot springs centre
- Need new technology as an essential offering for attracting people to the area
- Connectivity types: a range is good. Mobile service is available up 15km around each town.
- Rural properties use a radio technology system
- Now looking at wifi towers across the shire for 20% of the area.

Tim Harrison CEO Ararat Rural City Council.

- Small Rural Council in VIC
- I live in rural Vic not regional Vic
- 12,000 people, 12,500km², 2,500km of roads.
- Connectivity has led to projects to be discussed later.
- Partnership with Telstra as a technology partner, VIC gov, Cisco and others.
 - Election promise from state govt to provide free wifi for tourism.
 - Bin monitors to tell when full, sensors

- Flood monitoring in drainage systems
- Relationship with Federation University in South Australia
- State Gov asked to be a twin spotlight
- Network IoT right across the municipality – weather information, emergency services
- Anything that reduces labor, cuts costs.

Investing in Our Regions Presentation by the Department for Infrastructure, Transport, Regional Development, Communications and the Arts

- More transparent approach
- Regional investment approach, Across Government= Joined-up Approach
- \$1B priority community infrastructure program
- \$1B for Growing Regions Program - \$600m infrastructure, \$400m regional precincts
- Maintaining commitment \$120M project pipeline

Growing Regions Program

- Two \$300m funding rounds – EoI process, then full application
- 50% con-contribution
- [Growing Regions Program Round 1 Guidelines \(Revised\)](#) – sub-section 4.1 of the guidelines previously released on 6 May 2023 has been updated to clarify the eligibility of incorporated not-for-profit organisations and Alpine Resorts Victoria. Accordingly, sub-section 4.3 has been updated to remove Resort Management Boards as an organisation not eligible to apply. For information on who is eligible to apply please see section 4 of the attached guidelines and visit [GrantConnect](#) to view the Addenda outlining the reason for the change.

Investing in Our Communities Program and Priority Community Infrastructure Program

- The Australian Government will deliver on election commitments through a one-off funding round of the new Investing in Our Communities Program and the Priority Community Infrastructure Program.
- Election commitments up to \$5 million will be delivered through the Investing in Our Communities Program and commitments over \$5 million will be delivered through the Priority Community Infrastructure Program. Community Development Grants Programme commitments announced by the previous Government through the 2022–23 Pre-election Economic and Fiscal Outlook will also be delivered by both programs. The programs are funded from 2022–23 to 2026–27.
- The regional Precincts and Partnerships Program will provide a strategic, nationally consistent mechanism for funding and coordinating projects that transform a place, to benefit communities in regions, regional cities and rural Australia.

Related Links;

<https://www.infrastructure.gov.au/territories-regions-cities/regional-australia/regional-and-community-programs>

<https://www.infrastructure.gov.au/territories-regions-cities/regional-australia/regional-and-community-programs/growing-regions-program>

<https://www.infrastructure.gov.au/territories-regions-cities/regional-australia/regional-and-community-programs/investing-our-communities-program-and-priority-community-infrastructure-program>

<https://www.infrastructure.gov.au/territories-regions-cities/regional-australia/regional-and-community-programs/regional-precincts-and-partnerships-program>

Interesting questions/comments from floor:

-It is counterintuitive that city people go to the country to get well, a place where people are less well. Go figure. Our hospital and health outcomes are worse. Green space and wellbeing space.

-Why should Rural communities have 2nd rate GPs, ie. Not fully qualified, limited provider #. Minister Giles was processing Visas quicker for city GP's than rural. Suggestion we advocate to flip this. International Medical Graduates (IMG) are not the answer. Instead: Recruit local students. There is no ethics in poaching OS GPs. Look at medium and long term ie. Full Rural Training

-Telehealth being used in Tennant Creek, 34 Specialists

-Festivals=Build Cities. During a festival a city is set up in a weekend, so lets use this resource to get staff, from the Arts sector.

Tuesday Evening:

Dinner on invitation from Dr Anne Webster MP at Parliament Dining room. Opportunity to meet with Mayors and CEOs from electorate of Mallee. Nationals Darren Chester and David Littleproud spoke briefly to group.



Day 2: Wednesday, 14 June 2023



1. Address from His Excellency General the **Honourable David Hurley AC DSC (Retd)**, Governor-General of the Commonwealth of Australia spoke to 1,100 people who attended the NGA;
 - Thanked Councils for their efforts
 - The conference theme “Our Communities, our future” is very important
 - Council role is so important, it is the only level of Government which can be accessed by individuals
 - Community wellbeing should still be a focus as a result of the pandemic, natural disasters and cost of living stress
 - Optimistic about Australia and gets to see the best of the society during the Kings Birthday honours list, of which 43% were awarded to people assisting in the community. He encouraged people to nominate fellow citizens so that it reflects the community. He was happy that there was equal women and men this year.
 - Suggested that Councils are trying to solve very similar challenges and ALGA should create a web page to allow Councils to share their successes, with all the information needed, for other Councils to access.
 - Started public roles 9 years ago as a sceptic, now a firm supported of Councils

2. **The Hon Catherine King MP**, Minister for Infrastructure, Transport, Regional Development and Local Government
 - Local communities and Councils matter
 - The new Government has reformed the Australian Council for Local Governments
 - Good governments changes lives for people
 - ALGA now participates in a number of Federal Government forums
 - Is aware of key challenges in our communities including skills shortages, cost of living, housing and climate change impacts

Some things the Federal Government has done for Councils;

- 75% upfront payment of Federal Assistance Grants
- Extended timeframe for the Local Roads & Community Infrastructure Program Round 3 as a result of skills shortages, COVID, natural disasters and significant cost increases for materials
- LRCI Round 4 has increased by \$250M on top of the original \$500M was announced in 2022. Confirmed that the LRCI has been discontinued by Government after this round.
- Aware the Councils employ 190,000 across the country and there are extreme shortages in town planners, engineers, building surveyors. This is supported by a report written by ALGA in 2022.
- Aware of the state of the countries roads as 2022 was a very wet year
- Continuing the Roads to Recovery Program
- Have initiated the Disaster Ready Fund (DRF) which is to help prepare for disasters
- Government is reviewing its list of Infrastructure Investment Program with the idea of creating a sustainable 10-year rolling program of project;

New Funding Initiatives;

Related links;

<https://www.infrastructure.gov.au/territories-regions-cities/local-government/financial-assistance-grant-local-government>

<https://investment.infrastructure.gov.au/about/local-initiatives/local-roads-and-community-infrastructure-program>

<https://nema.gov.au/disaster-ready-fund>

<https://investment.infrastructure.gov.au/about/local-initiatives/roads-recovery-program>

<https://investment.infrastructure.gov.au/about/budget-announcements/infrastructure-investment-program-strategic-review>

<https://www.infrastructure.gov.au/territories-regions-cities/regional-australia/regional-and-community-programs>



3. ALGA President's Address Cr Linda Scott, ALGA President

- 1,100 attendees is a record for the ALGA National General Assembly
- Partnerships are crucial in local government

- Listed successful advocacy work undertaken by ALGA – most of which can be found <https://alga.com.au/presidents-update-5-june-2023/>
- Particular topics mentioned was funding for roads infrastructure, planning regulations and housing affordability.
- ALGA is now being heard by the Federal Government
- Encouraged Councils to involve their Federal MP more, show them how Federal money is being spent, and where/how it can benefit communities. Get them involved with Road to Recovery and LRCI projects.
- Be aware that Governments (Federal and State) will be pushed to prioritise more strictly as a result of their current financial positions, which will impact on Councils
- Have been advocating for local road funding support, as Councils look after 70% of the total national road network.
- Disappointed with the loss of the LRCI Program
- ALGA is a signatory to the National Housing Accord
- ALGA 2022 Skill Survey revealed Councils are experiencing a critical shortage of key resources to assist with the housing challenges we now face
- ALGA called on Federal Government to financially support Councils to transition toward net zero emission targets
- Local Government delivers local solutions to national challenges.

Related links;

<https://ministers.treasury.gov.au/sites/ministers.treasury.gov.au/files/2022-10/national-housing-accord-2022.pdf>

4. His Excellency Vasyl Myroshnychenko, Ambassador of Ukraine

- Emotional report about the issues associated about the war with Russia.
- Thankful for Australian support, including some new sister city relationships
- Was recently back in Ukraine and shared some of his experiences.
- Work on rebuilding cities, carrying on with life, being optimistic

Related links;

<https://australia.mfa.gov.ua/en/governance/vasyl-myroshnychenko>

5. **The Hon Peter Dutton**, Address by the Leader of the Opposition

- Thanks Councils for the work they do. Councils know their people, economies and needs better than Government. Spoke of an unwritten social contract to listen to Councils.
- Noted no constitutional recognition for LG
- Mentioned that Australia has provided Ukrainians with 39 bushmaster vehicles to assist with the Russian invasion and war.
- Stated that the Federal Coalition Government did a lot to support Councils with funding programs including LRCI, which has been discontinued by the Labour Government.
- Explained that funding certainty is important to Councils.

Discussed the current Government is;

- Cutting the infrastructure pipeline of projects
- Federal Assistance Grants will decrease

- Has ended LRCIP
- Will allow 1.5 million people into Australia without support for associated infrastructure
- If Coalition is voted into Government, it will work closely with Councils.

6. Keynote: Jimmy Rees – Jimmy Giggle from ABC Giggle and Hoot

- Content Creator, Social Media Personality
- Discussed his career, conference and communities.
- Career changes
- Tough times in 2020 with no “real” skills after leaving his kids show on the ABC
- Tried different things and was support by his wife
- Eventually has created a successful career through his work with online content
- Instagram jimmyrees_
- Linked his journey to “his community”
- His community growth was
 - Make content safe and accessible to all ages
 - Continual change, don’t do the same thing for too long
 - Take suggestions
 - Laugh at yourself
 - Ask community about success
- Opportunities since
 - TV roles
 - Events
 - Live shows
 - Publishing
 - Sponsored content
 - Keynote speeches
 - Community of 3.5 million (followers) now

7. Panel: The Future of Local Government

Dr Jonathan Carr-West, CEO, Local Government Information Unit, UK
Tahlia Azaria, Director, Young Mayors Program,
Nick Moraitis CEO Foundation for Young Australians

8. Panel: Building a Stronger Workforce

Lord Mayor Sally Capp, City of Melbourne

- Vic Government has a huge infrastructure program of projects which is taking staff from LG
- Rate capping at 1.75% means LG is challenged competing for salaries with private sector and state
- Diversity is important, and need to reduce barriers
- Action plans, gender plans, reconciliation plans to change our behaviours and our workforce for the better
- Flexible working is here to stay, Greater Melbourne, which sounds good but hurting
 - Half of the workforce is in place based jobs, yet other half can work completely remotely? Are we all in our not?
 - Local business who depend on people leaving home

- Face to face working is better with daily conversations and relationship building
- City of Melbourne are back to the office with flexibility
- More key worker housing is a challenge, worse in rural areas
- We retain only a small percentage of international students at Aust Universities and then have work to help them back into the country to work here
- Thank you for everyone who is here and working together for our communities

Mayor Heather Holmes-Ross, City Mitcham

- Our LGA stats – affluent area of Adelaide
- 263 staff
- \$80-100m annual budget

Strategies

- Past 5 years, we have set an innovation CEO – once per quarter, which is permeated the organisation. All staff think to improve work and job outcomes, including trials. Eg. Digitisation of rates records, created a biodiversity corridor across some barren parks, implementation of our solar and battery scheme with a virtual power plant. We will copy other Councils too.
- Collaboration with Flinders University – instead of “temps” we use graduates learning about the business and they can apply for internal roles. High employment rate through this process. It exposes smart young people of LG.
- Encourage women to apply for roles
- Initiative to support diversity, inclusivity, ethics and much more, Increase self-awareness and awareness of others.

Increasing retention, attracting people outside of the industry.

Mayor Karen Vernon, Town of Victoria Park.

- 124 year old town, replaced by Perth
- 39,000 people, 18km². Has Curtin University.
- Shortages in governance, engineering and mechanics.
- Workforce plan is structure for strategic outcomes to meet the strategic plans.
- If you cannot hire experienced people, then grow them. Invested heavily to incentivise people to stay and grow.
- Change of culture – reconciliation action plan.
- Working with other Councils with nearest neighbours and a formal alliance with Canning, Armadale and one other. Create training programs.
- People with disabilities – accessibility plan has supported this.
- 1M people in Australia with disability and higher unemployment rates.

9. Plenary Session: Debate on Motions 1-92

- Attended by Cr King (Voting) and Cr Kelly
 - Many passed unopposed. There were a few that showed the Urban/Rural divide. A few were very close (Nuclear energy, The Voice, low emissions truck use in inner city, transition to renewables?)

10. **Breakout Panel:** Developing and Delivering Policy with Local Government

- Attended by CEO Scott

Department of Infrastructure, Transport, Regional Development, Communications and the Arts

Developing and Delivering Policy with Local Government
Facilitated by Emmi Mikedakis (Director, Local Government)

Jason Ashurst – Assistant Secretary, Digital Inclusion and Sustainable Communications (Communications and Media group)

Ben Meagher – Assistant Secretary, Targeted Infrastructure Programs (Infrastructure group)

Greg Cox – First Assistant Secretary, Office for the Arts (Creative Economy and the Arts group)

Clare Chapple – a/g First Assistant Secretary, Regional Development and Local Government (Regions, Cities and Territories group)

Andrew Morgan – Director, Net Zero (Net Zero Unit)

Tristan Kathage – Assistant Secretary, Reducing Surface Transport Emissions (Transport group)

Any follow-up questions we don't get to can be sent directly to local.government@infrastructure.gov.au

Emmi

- Listing to Local Governments
- Developing and delivering policy for Local Governments

Jason

- Developing telecommunication connectivity and serving local communities
- Need to work with all levels of government to improve productivity
- Emergencies need connectivity
- LEO Sat and 5G too

Sustainability

-

Ben

- Deliver infrastructure through states
- R2R and other programs for road maintenance
- LRCI – for stimulus and job creation during pandemic.

Sustainability

- R2R and LRCI give Council discretion for their needs and priorities. We can learn from this across infrastructure programs.

Greg

- National Cultural Policy, frame interaction with state and local governments over the next 5 years. 5 pillars
 - Place for every story (Arts)
 - 85 different initiative
 - Increase to the regional arts fund
 - Share the national art gallery exhibition
 - Re-establish the Cultural Minister's meeting

Clare

- People, places and partnerships
- Look after Australia communities – to regional communities
- Policy around regional Australia
- Regional Ministerial budget – new investment framework
- List and prioritise local voices
- Administer the RDA network

Sustainability

- How do we make Financial Assistance Grants sustainable given current Federal Government situation (debt levels)? Align to data, asset management to understand the need using evidence and setting benchmarks. Then build partnership to align needs and goals.
- We have networks with states through the Net Zero unit to catchup
-

Andrew

- Work in the net zero unit; bring together thinking to reduce emissions for 2030 and 2050 targets.
- Need local government voices too
- What's important for people at the coal face, what can Councils do to contribute.

Federal Government Transformational Agenda – net zero is a driving force behind sustainability

- We are being told to do more with less
- There is no singular path to get there
- Evidence based data drive decisions for a path to 2050
- Decisions may restrict our choices into the future
- Create guidance for best practice

Sustainability

- Federal Government does need to catch-up with the mining industry

Tristan

- Working on fuel efficiency standards

- National policies – thinking about how we can make a difference to real people's lives

Sustainability

- LG certainty of regulations – how would Council heavy fleet change? What are the impacts on Council financial planning?

The session moved into a formal discussion.

Key points of note;

- Commonwealth needs to avoid 'lazy' engagement and should engage with Councils directly to get improve understanding our communities.
- Policy makers should work more closely with local government, not always through the states, to understand rural communities

Day 3: Thursday, 15 June 2023



1. **Panel:** A Conversation About the Voice
Mayor Ross Andrews, Yarrabah Aboriginal Shire Council, QLD
Mayor Matt Ryan, West Arnhem, NT
 - For too long we have been disempowered. Our kids have been disadvantaged by lack of funding.Esmá Livermore, Queanbeyan-Palerang Regional Council, NSW
 - Have a say. There is a long history of attempts at a voice. This legacy has not been fulfilled.Mayor Phillemon Mosby, Torres Strait Island Regional Council

Despite the racism there is a changing mood. Tackle the legacies of the past. The story is shifting. Challenge us to do better. Start a dialogue slowly.

Cr King was disappointed that only the YES vote was promoted – unbalanced and biased presentation.

2. **Keynote:** Leading Communities Through Change Jennifer Michelmore, Chief Executive, Studio THI
 - Urbanist and designer
 - This presentation was not remarkable
 - .0000000000
3. **Panel:** Cyclones, Fires and Floods

Brendan Moon, Coordinator-General, National Emergency Management Agency (NEMA)

- Was created in October 2022. Preparedness and Recovery, betterment.
- Acknowledge the efforts of Councils for emergency over the last 36 months
- Learnings and reflections so as to manage more severe climatic conditions
- 4 or events occurring in some communities at the same time
- Since Jan 2019 there have been 434 LG areas activated. 200 Disaster events.
- Are we preparing our communities? Disaster Funding arrangements (\$20B)
- 700,000km of roads, 400,000km are unsealed across Australia
 - Best recoveries are when led by state and federal agencies. Local Government needs to be at the forefront
 - Better forecasting and flood warning infrastructure, flood mapping, communications with community. Only 4 out of 10 people prepare for an event. Need better understanding of our vulnerabilities in preparation of an event.
 - We have a good set of Disaster Recovery Funding Arrangements but implementation across the states is the challenge. We need to give Councils the confidence to start recovery. 80% of submissions have evident damage. Still don't know how we treat the gravel roads. Working with the states to see what is in, what is out. Need to give Councils confidence that they will be reimbursed.
 - Betterment – we need to have this nationally to have communities safer into the future. Betterment has been a feature of the DRFA since 2013.
 - Local Government is at the centre of all we do.
- Actions we are taking – we want to do better with a changing climate.
- Whole range of perils our communities are facing, not just climate, geopolitical. Need to work on resilience.

Mayor Peter Freshney Latrobe Council, NW Tas

- Governor General's address – noted that personal leadership needed through natural disasters.
- Capital works program is \$7M/yr.
- We are undertaking the most significant program (\$15M) currently on record for flood mitigation/recovery. Buy back better, LG had to pay difference..
- How should mayors react and support those who have lost everything? How do we prepare for disasters such as this?
- Flood came by stealth in 6 June 2016, Mersey River. No-one knew it was coming.
- Adrenaline only lasts so long and your communities will need you long after that. Be self-aware, how are you coping?

- The flood warning service is no working better in more recent times with 24 hours notice in 2022. Incredible difference, no live lost, no livestock lost. Establishment of a command centre is now a priority. Police now have swift water training.
- Farm based operations on the floodplains will still flood.
- Need support from the insurance industry, with a standard clause to protect those from inundation.
- Acceptance of natural disaster protocols are discard when situation escalates.
- Welcome to local government, the level of government where we look people in the eye.

Mayor Samantha O'Toole Balonne Shire Council.

- South west QLD. 7 towns
- Large and wide floodplain, 4 rivers connect up, 8 floods in 3 years
- Flood duration was a record
- Councils lead disasters with state agencies, and do escalate to state and national when needed.
- QLD system endurance is limited – financial cost, \$0.5M was not picked up DRFA. Councillors and staff have worn fatigue and it takes a toll. Community gets very tired and angry. Look after yourself and staff.
- Interstate relationship and different operations were very challenging
- Local road damage has exceeded \$100M, local community don't care who owns the roads. We now have Emergency Dashboards for communities.
- Had to work through community expectations about roadworks, prioritisation had to consider freight and harvest for example
- We have 12 betterment projects on the go with help from the state.
- We are focused on recovery and learnings during quiet times. Border location does increase the complexity. We are making progress.

4. **Keynote: Saul Griffith, Rewiring Australia**



- Engineer, Entrepreneur specialising in clean and renewable energy technologies.

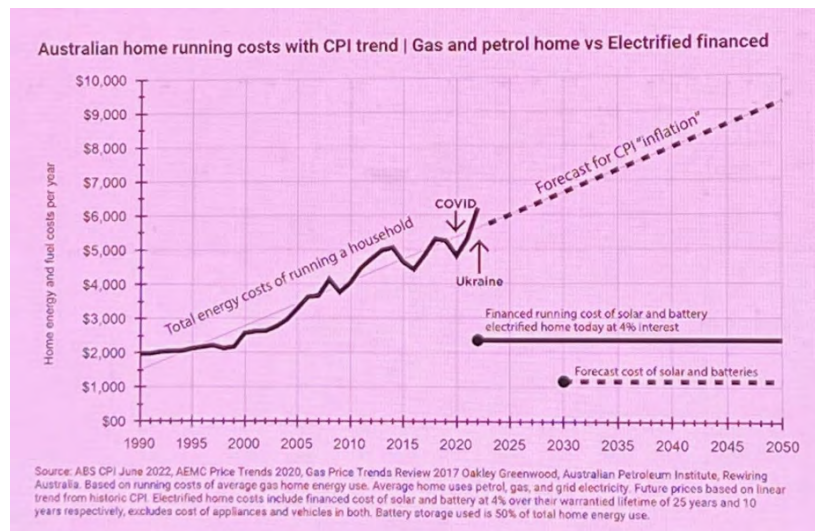
- What are our solutions for climate?
- Zero by 2040
- 11 million Australian households, cheaper bills, Reduce, Reuse, Recycle. Electrify the machine side. Energy star appliances.
- 6 decisions in your life.
- What are the economics of transmission?
- Natural disasters are increase, artic will no longer have summer sea ice and there is urgency. Existential Threat.
- Our emissions have increased since 2018, so this has increased the climate emergency.
- Wrote “Electrify” for Joe Biden. Also wrote, “The Big Switch”.
- Showed analysis of the US Energy System which kicked of Rewiring America
- Biden engaged for the Inflation Reduction Act, to show electrification is with solar and batteries you significantly reduce costs

Promotion for the case of converting the bulk of Australia's energy requirements to electricity, predominantly arguing the case for renewable generation through mainly solar & wind.

Many points raised were valid, however he did not address the "whole of life" cost, recycling or disposal of end of life infrastructure, nor the amount or cost of the acceleration of mining required to produce the required renewable energy.

Cr King asked a question to this context, including a question relating to the export context - eg shipping of resources from Australia to (say) China for processing, what type of energy is used to produce renewable energy products (solar panels, wind turbines) in (say) China, shipping back to Australia. Also what labour/conditions is used to produce these products.

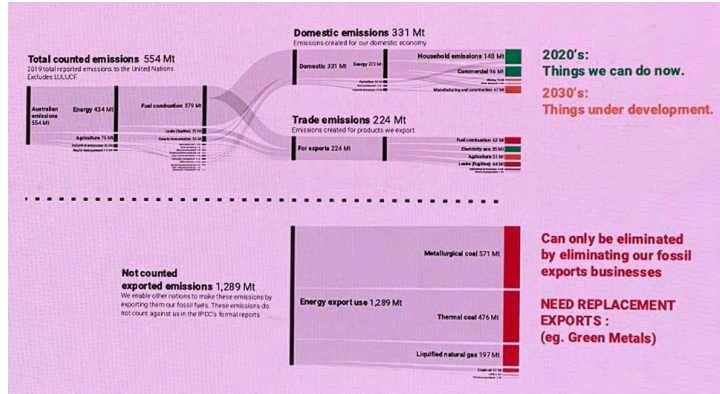
Presenter didn't really answer the question!



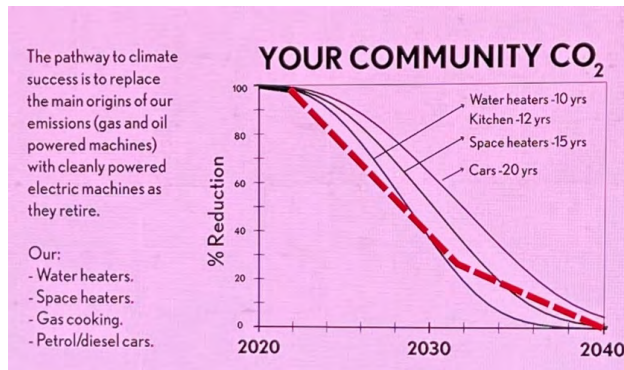
- Cars and home need to all be electric

Rewiring Australia

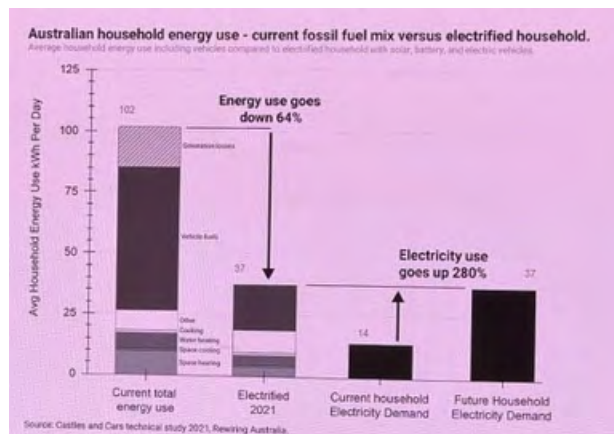
- These are the emissions we can currently control which excludes Ag and Steel presently

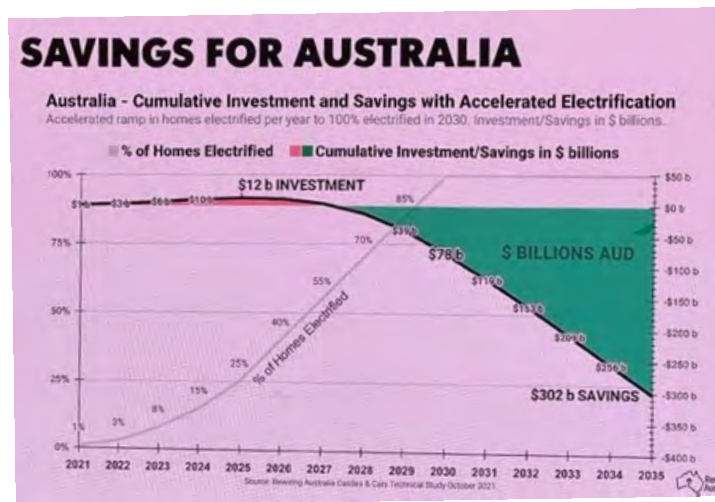
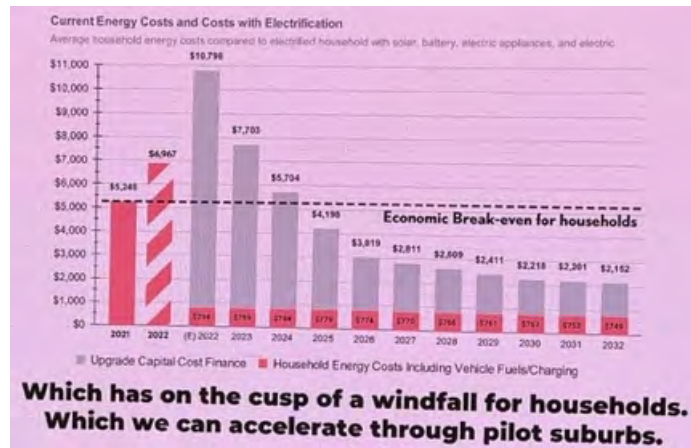


- 42% emissions are from domestic decisions, 29% are from business decisions

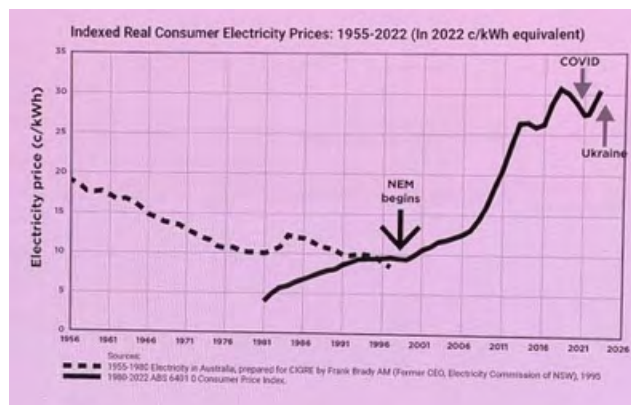


- Electrification will have energy costs.





Local Government will have a role in implementation of permits for relevant infrastructure.



Local Government is important:

- chargers
- home energy management
- Switch?
- meter
- retailer
- distribution network

Q. Nuclear as an option? "It is naive to think it could be timely in a climate crisis"

Postcode 2515 -Austinmeer.

Rewrite rules of electricity market and grid to favour house. Enable local energy transitions, community solar. What could 3585 do?

5. **Panel:** Australia's Affordable Housing Crisis

Nathan Dal Bon, CEO, National Housing Finance and Investment Corporation
Wendy Hayhurst, CEO, Community Housing Industry Association



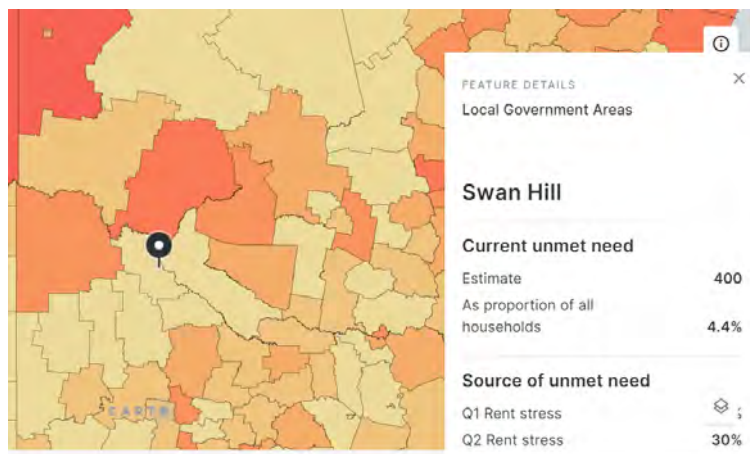
Nathan Dal Bon, CEO, National Housing Finance and Investment Corporation

- NHFIC is a corporate Commonwealth entity with the purpose of improving housing outcomes for Australia.
- Underinvestment in affordable housing is the issue
- Productivity Commission analysis of rental market is forcing low income earners into the private rental market
- Cyclical factors in the economy has a facts
- Migration from cities to regional areas is a behavioural change here to stay, with more space for spending more time in the home
- As a country we base our wealth and investment into their home(s) which lift the value of homes and deters social housing investment

- Need get the balance right between growth and community concerns. We are one of the fastest growing countries in the OECD.
- Opening land is not the only issue, need to then service it.
- Big discussion for the nation.
- We are a bridge between community housing and others

Wendy Hayhurst, CEO, Community Housing Industry Association

- CHIA's founders created a member-funded organisation with expertise and resources of state and territory peak bodies to improve the quality of housing provided to community housing tenants throughout Australia.
- Commissioned work with UniNSW
- 640,000 households with a social need for housing (lower income)
- Expecting increase to 1,000,000 by 2040
- Broken into every LGA,
- We have not invested in social and affordable housing – only 1% is social housing in last decade
- Our rents do not cover the overall cost of the total development and ongoing maintenance
- Need to talk about the cost not to build, the value from this work can assist with justification of donating land.
- Working with ALGA to support more for social and affordable housing through the Federal Government
- Mentioned work with the Mallee area
- Working with a net zero and architects group
- Co-generational housing to help with older generation, aged care limitations, safety and support



These maps show the estimated number of households that were not living in appropriate housing on census night in 2021.

Related links;

<https://www.nhfc.gov.au/>

<https://www.communityhousing.com.au/our-advocacy/more-social-housing/>

<https://cityfutures.ada.unsw.edu.au/cityviz/housing-need-dashboard/>

6. **Panel:** Cyber Security and Local Government

- Clive Reeves, Deputy Chief Information Security Officer, Telstra
- Stephanie Crowe, First Assistant Director General Cyber Security Resilience, Australian Cyber Security Centre
- Gary Oakley, Head of JLT

Clive Reeves, Deputy Chief Information Security Officer, Telstra

- 300 people working to protect Telstra and its customers.
- Hundreds of attacks per day.
- A cybercrime threat is reported once every seven minutes.
- Cyber is a business risk – not an IT problem, this is a business risk
- Cyber professional needs to articulate the risk
- Last 18 months have shown the consequences of the risk
- One system in Telstra was attacked within 20 mins of launch, and hacked within hours. People are scanning to find open windows or doors. Admin passwords not changes, clicking a phishing link – very simple hacks can get in.
- The 5 knows – know the value of your data, know where this valuable data is, know who has access, know who is protecting this data, know how well they protect it.
- Then you will know what you risk is.
- AI can provide “poisoned data”
- Encryption risk and data integrity damage
- Don't get the point of people saying = I knew we had a dodgy password, I knew we had not done the patch
- Have a good Incident Response Plan – things will go wrong. What's your comms strategy for your customers. Have this on top of a BCP.
- If you get fished report it so that the cyber team can fix it.
- People problem, people opportunity- need a good culture.

Stephanie Crowe, First Assistant Director General Cyber Security Resilience, Australian Cyber Security Centre

- ACSC leads the Australian Government's efforts to improve cyber security, our role is to help make Australia the most secure place to connect online.
- Advising Australians of vulnerabilities and threats
- Ransomware (15yrs) is the most common threat, encrypting systems, and Double extortion – if encryption won't hurt you they will make data public to damage businesses. Threatening to release information/data.
- Triple extortion- getting in and altering data.
- Supply chain vulnerabilities of suppliers contracted on business systems
- Increase in an unknown attack service – post covid
- Cybercrime Actors, State Adversary Space.
- We have “exercise in a box” to test when something goes wrong
- 1300cyber call anytime
- The e-commissioner is a good resource.
- Need more conversations and awareness raising about cybersecurity.
- Get the right security media setting within your social media.
- Use a trusted source of counter-narrative.

Related links;

<https://www.cyber.gov.au/about-us#about>

Gary Oakley – Head of JLT Public Sector - Pacific

- Trying to work on ways for Councils to provide a cyber profile to JLT to assist
- See the JLT Risk Report. CEOs saying cyber security is the second highest risk after financial security. BCP is 4th, HR is 8th and ineffective governance is 10th.
- Got info from 500 Councils.
- Essential 8 by Aust Cybersecurity Centre.
- Ineffective governance, 7% reputational risk
- Check your internet footprint, see if you have left breadcrumbs (not literally)
- Are we keeping too much data?, Do we need to keep it?
- Take a risk based approach.
- The mutual can help where Council can resource share.
- Q. How are we upskilling workforce?
- Struggling with governance on this stuff.
- Adversary capability.

Aligned with Essential Eight Cyber Security Standards

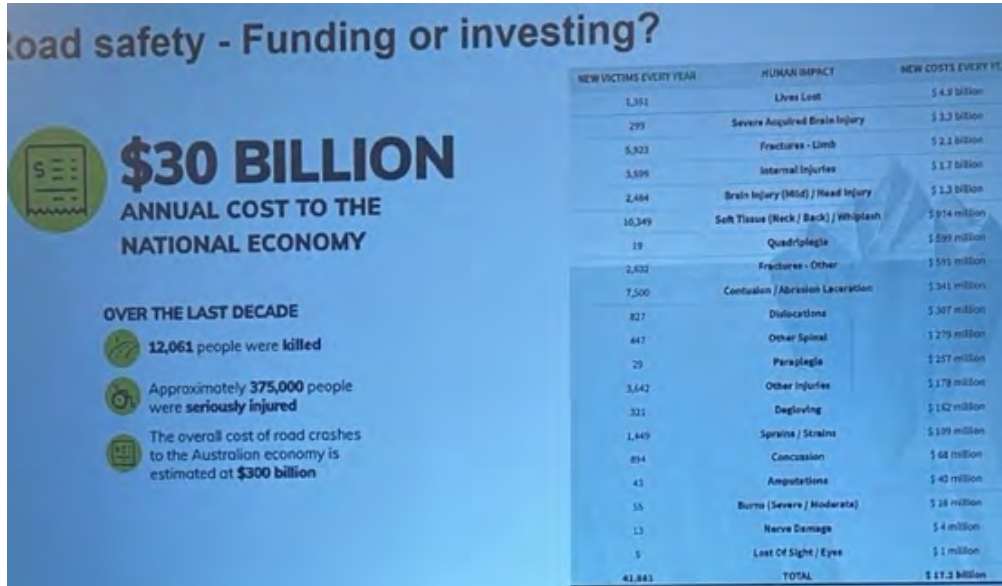


Shared info back with each Council who submitted information (SHRCC?)

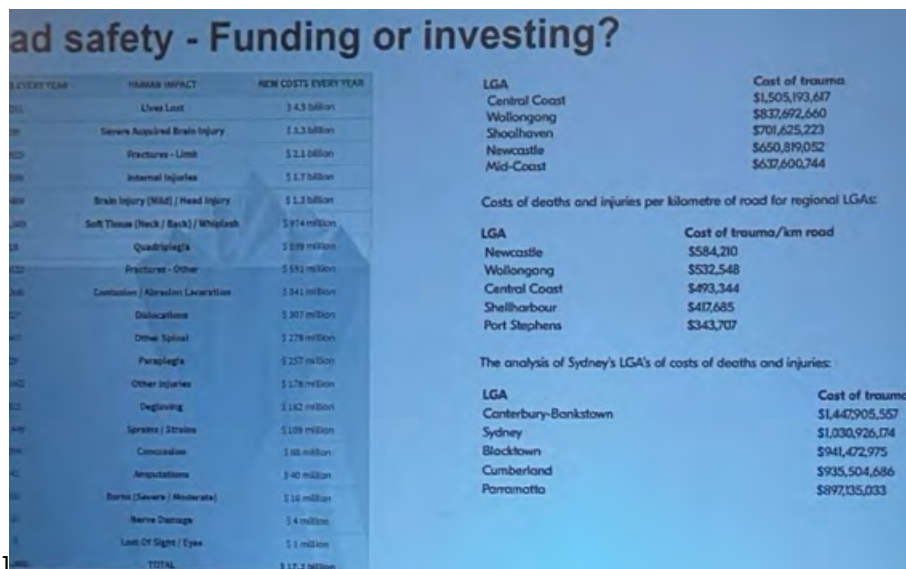
Related links;

<https://www.cybersecurityintelligence.com/jlt-specialty-2252.html>

7. **Plenary Session:** Debate on motions 92-145
Attended by Councillors King and Kelly,
CEO attended Roads Presentation by NTRO
8. Building More Resilient Infrastructure Workshop (NTRO formerly ARRB)
 - \$30 Billion /yr is the cost to the national economy for road crashes
 - 1,200 deaths per year
 - 37,500 sever injuries per year



- AusRAP is a predictive model to guide investment toward road trauma. VicRoads –



- Government should give Councils a share of the \$30B as they have set a target of 0 injury by 2050.
- We need to get better than waiting for a death(s) to get blackspot funding. Funding needs to be proactive, before someone gets hurt.

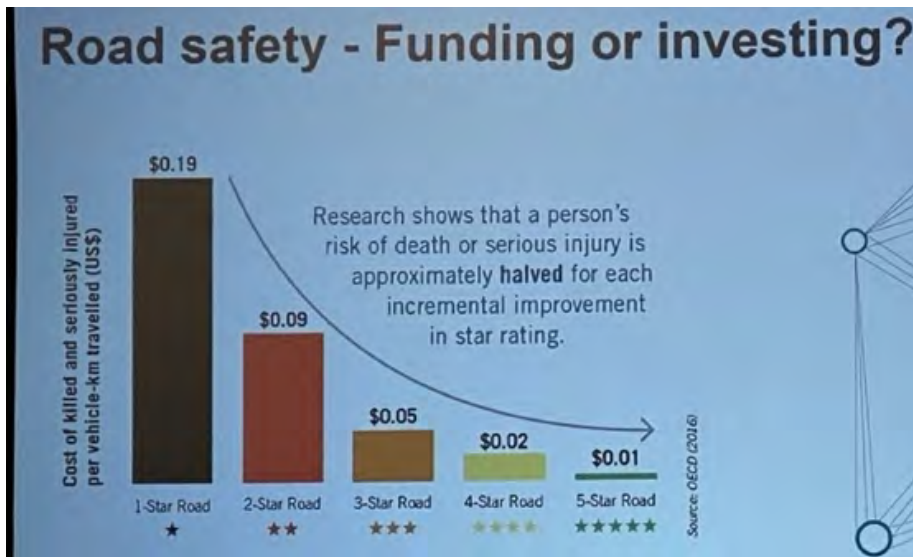


- Funding is there and initiatives are there.
- Do you have a road safety plans?
- Do you know the riskiest places?
- Are your staff able to assess safety and probability of incident?

Is your Council ready?

- Is your team capable, skilled, and resourced?
- Road Safety Strategy?
- Network Safety Plan?
- Understand road infrastructure risk?
- Crash risk mapping?
- Prioritised network infrastructure program?

- Need a network safety plan to get the government funds.



Related Links;

<https://www.roadsafety.gov.au/projects/road-safety-programs>

<https://www.roadsafety.gov.au/action-plan/national-road-safety-action-plan-2023-25>

James Grenfell NTRO Local
Circular Economy in materials

The National Waste Policy and Action Plan

National framework for waste and resource recovery endorsed by all levels of government

1. Ban the export of waste plastic, paper, glass and tyres.
2. Reduce total waste generated by 10% per person by 2030.
3. Recover 80% of all waste by 2030.
4. Significantly increase the use of recycled content by governments and industry.
5. Phase out problematic and unnecessary plastics by 2025.
6. Halve the amount of organic waste sent to landfill by 2030.
7. Provide data to support better decisions.

NTRO LOCAL


Sustainability in infrastructure

Triple bottom-line

Infrastructure Australia (2021) has developed sustainability principles and sustainability factors that support sustainability outcomes in infrastructure projects.

The three "triple bottom-line" components are:

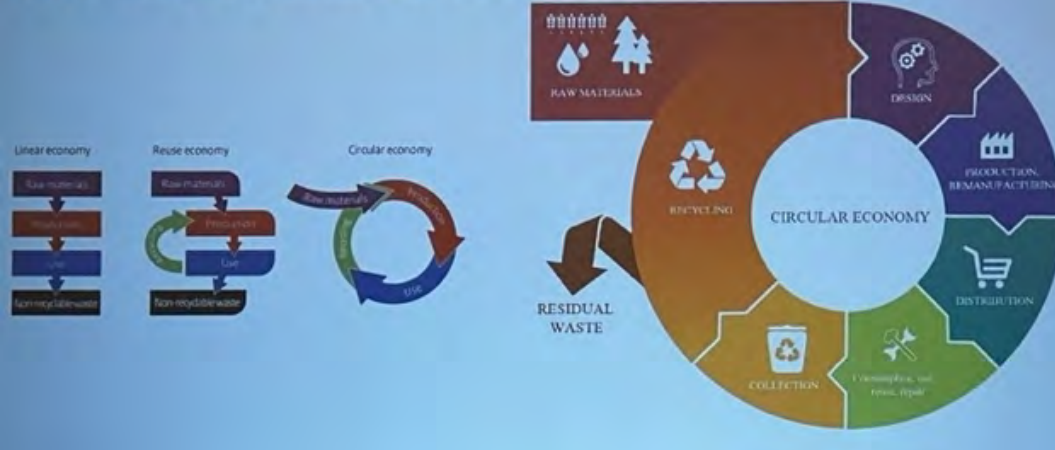
- Economic
- Environmental
- Social impacts



Source: Infrastructure Australia (2021)

NTRC
LOC

Vision: the circular economy



Linear economy

Raw materials → Production → Use → Non-recyclable waste

Reuse economy

Raw materials → Production → Use → Non-recyclable waste

Circular economy

Raw materials → Production → Use → Collection → Recycling → Raw materials

CIRCULAR ECONOMY

RAW MATERIALS, DESIGN, PRODUCTION/MANUFACTURING, DISTRIBUTION, COLLECTION, REPAIR/REUSE/RECYCLE

RESIDUAL WASTE

The four pillars of sustainability

Principles of responsible use of recycled materials

Engineering performance

- Must be equivalent of conventional materials if not better

Short-term HSE requirements

- Not be harmful or be a WHS risk to workers or the public

Long-term environmental impact

- Not generate harmful leachates or unwanted microplastics

Be fully recyclable

- Have to be recyclable at end-of-life to support the circular economy

The Waste Hierarchy

THE WASTE HIERARCHY

MOST PREFERABLE

AVOID WASTE

REDUCE WASTE

REUSE WASTE

RECYCLE WASTE

RECOVER (INCLUDING ENERGY)

TREAT (INCLUDING HAZARDOUS WASTE)

DISPOSE OF WASTE

LESS PREFERABLE

Best Practice Advice for Commonwealth Government

Best Practice Advice on Recycled Material Use in Road and Rail Infrastructure

Author: Australian Road Research Board
Prepared for: Commonwealth Sustainable Procurement Advocacy and Resource Centre (C-SPARC), Department of Agriculture, Water and the Environment

CRUMB RUBBER
ASPHALT - EAST BOUNDARY ROAD

arb

TECHNICAL REPORT | FACT SHEETS | CASE STUDIES

NTR

Recycled Materials in Road Infrastructure



CRUMB RUBBER

Recycled rubber produced from end-of-life (ELT) truck and car tyres.

Comprises several materials, such as capstone compound, textile fibres, carbon black and steel cords.

Rubber can be processed into different sizes, from crumb rubber to larger sizes, such as rubber shreds.



RECYCLED CRUSHED GLASS

Sourced mainly from glass food and beverage containers. Waste glass is processed and crushed to produce a sand-sized material.




PLASTICS


Sourced from household, commercial and industrial wastes. Common plastics are high-density polyethylene (HDPE), low-density polyethylene (LDPE), polystyrene (PS), polyethylene (PE), polyethylene terephthalate (PET) and polyvinyl chloride (PVC).

NTRO LOCAL

Transport Infrastructure

Where do we use materials?






<https://eapa.org/what-is-asphalt/>


<https://www.mainroads.wa.gov.au/technical-commercial/technical-library/road-traffic-engineering/roadside-items/vegetation-and-landscaping/>

RCG in Road Base and Subbase for Canterbury-Bankstown


Project methodology



- Project initiation
- Literature review
- Scoping
- Stakeholder consultation



- Laboratory study


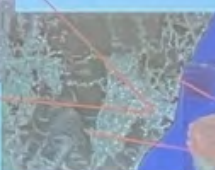



- Field demonstration/ validation

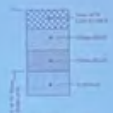
ecologiQ Trial guide:
https://bigbuild.vic.gov.au/_data/assets/pdf_file/0009/646/Material-Trials-for-Recycled-Material-Use.pdf

Ongoing work and Field trials

The move to sustainable materials solutions for Local Government Authorities



Existing structure



New structure – incorporating recycled materials



Insitu Stabilisation

Foamed bitumen stabilisation

The diagram shows a central circle divided into four quadrants, with a central text box. The quadrants contain: 'Strong and flexible pavement', 'Moisture resistant pavement', 'Reduces shrinkage cracking', and 'Using lime as a secondary additive'. Surrounding these are four benefit boxes: 'Improves the stiffness and load bearing capacity', 'Better resilience to flooding', 'Better fatigue resistance', and 'Longer working times during construction'. A photo on the right shows a road construction site with a large area of foamed bitumen being applied.

- Improves the stiffness and load bearing capacity
- Better resilience to flooding
- Better fatigue resistance
- Longer working times during construction

Strong and flexible pavement

Moisture resistant pavement

Reduces shrinkage cracking

Using lime as a secondary additive

source: Queensland Department of Transport and Main Roads

Sustainability Assessment Tool for Pavements

Lifecycle sustainability assessment for innovative pavement materials, designs and processes

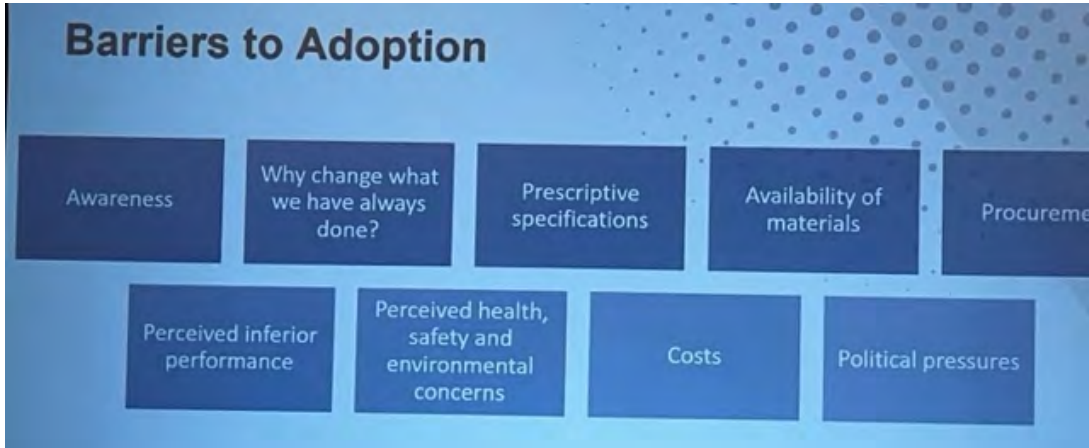
The diagram shows the SAT4P logo and a lifecycle flowchart. The flowchart includes: 'Extraction and production of materials', 'Construction', 'Maintenance', 'Operations (including use phase)', 'End of life (emissions and waste outputs)', and 'Material haulage'. Below the flowchart are two bullet points: 'Improve long-term investment decision-making' and 'Evaluate new and innovative pavement designs consistently and reliably'. The NTRO logo is in the bottom right corner.

sat4p SUSTAINABILITY ASSESSMENT TOOL FOR PAVEMENTS

- Extraction and production of materials
- Construction
- Maintenance
- Operations (including use phase)
- End of life (emissions and waste outputs)
- Material haulage

- Improve long-term investment decision-making
- Evaluate new and innovative pavement designs consistently and reliably

NTRO



Related links;

- <https://www.nacoe.com.au/projects/pavements-sustainability-assessment-tool/>
- <https://www.arb.com.au/news/arb-report-to-guide-increased-recycled-material-use-in-road-and-rail>
- <https://www.nacoe.com.au/projects/pavements-sustainability-assessment-tool/>

Alan Hay - National Strategic Analyst NTRO Local

- Need to have an assurance model to get the outcomes you want
- You don't have to dabble with mixtures of recycled products
- Move away from scheduled asset management
- Not measuring is not a budget saving

Not Measuring is Not a Budget Saving

- Ride Quality Vehicle**
 - Roughness and texture
- Network Survey Vehicle (NSV) with Automatic Crack Detection (ACD)**
 - Roughness, rutting, texture, video imagery (to identify visual defects)
- Intelligent Safe Surface Assessment Vehicle (ISSAVe)**
 - Skid resistance
- Intelligent Pavement Assessment Vehicle (iPAVe)**
 - Deflection / Strength
 - Roughness, rutting, cracking, texture
- Falling Weight Deflectometer (FWD) / Heavy Weight Deflectometer (HWD)**
 - Deflection / Strength
- Roughness IV**
 - Easy to use
 - Handheld controller
 - Roughness measurement

- Make sure your Asset Management System (goasset) can apply predictive asset treatment options against deterioration.
- Using iPave to assess flood damage

NTRO is here to help, there is support, all the technology is advancing. No-one knows Council networks and communities better than Council.

National Road Safety Strategy

Related links;

<https://www.roadsafety.gov.au/>

Closing Session

The conference concluded with a closing session that summarized the key insights and takeaways from the various sessions. The ALGA President delivered closing remarks, expressing gratitude to the attendees and highlighting the importance of continued collaboration among local governments.

Conclusion:

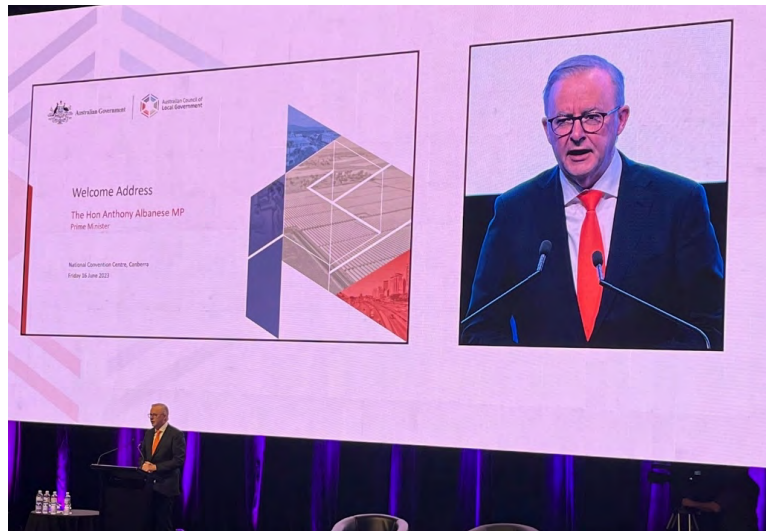
The ALGA National General Assembly conference provided a valuable platform for local government representatives to engage in meaningful discussions, learn from experts, and exchange

Day 4: Friday, 16 June 2023

- Cr Kelly attended this day.

Australian Council of Local Government- ACLG

Hosted by Minister Kristy McBain



Opened by PM Anthony Albanese

- LG plays a critical role.
- Some of the things LG is doing: Clean energy future, transitioning, EV fleet, UTC/biol, low emissions trans, lower carbon footprint. Cut power bills.
- Fin Assistance Grants, allocate full bring forward, want to give Councils certainty.
- Regional Local Community Infrastructure Grants
- National Emergency Management Stockpile
 - \$230M to upgrade flood gauges.
- **New net Zero Authority**, all 3 levels of Gov working together, policy and programs to improve Climate.
- Announced '**Community Energy Upgrades Fund**'. \$ M to seize once in a generation opportunity. Minister Chris Bowen
- Wants to partner with LG
 - Q. Climate Change betterment infrastructure, please increase Fed Assistance grants so we can be nimble.

The ACLG consisted of panel sessions where each panellist gave a short speech, then moderator asked for questions from the floor and online.



Panel #1: Our Future

- Catherine King, Minister for Infrastructure
 - We need your help as our partner.
 - Doing an Infrastructure investment pipeline review. The fund is overpromised. 800 projects, to make it sustainable must reduce this number. Unfunded, unplanned. Can't afford all. Look at State gov w delivery.
 - Many were announced as election promises in '16 & '19 (wonder who?)
 - New \$100M for Net zero community emissions reduction, directed particularly to area with acute, eg battery storage. Looking for reliable project partners.
 - Not announce too early when don't really know realistic cost. Set appropriation-cost escalation no put in. Salutory lesson.

- Stephen Jones, Assistant Treasurer- part of economic team.
 - Access to services banking, cost of insurance (subsidy masks risk and cost)
 - More mature conversation & approach instead of band aid approach
- Murray Watt, Minister for Emergency Services
 - \$28M to build levy at Roma.
 - The right buildings in the right places
 - Not masking the cost of risk

Q. Every LG in competitive merit

Q. Could a % of GST go straight to LG, not through States?

Growing regions program opens 5th July, 1st expressions of interest, 2nd invite to apply.

Q. Rob Amos, Mayor of Campaspe asked about “Build Back Better” and problem with Vic and Fed gov funding.

Panel #2: Our People local gov as trusted delivery partner

- Julie Collins, Minister for Housing and Homelessness and Small Business
 - National Housing Accord.
 - Housing Australian Future Fund \$?M no ceiling
 - National Housing and Homelessness Plan, 10 yr plan. \$575M unlocked.
 - Collective aim to build 1 million homes in 5 yrs. Eg planning reforms
 - Aspirational to build 10 thousand affordable homes in 1st 5 yrs. Had 4 Ministerial Councils. LG providing land. Land and Capital, Loans and Grants. What are levers?
 - Thriving suburbs program, National urban policy forum, urban precincts.
 - A lot of projects, like solar, wind, Hume-link, put incredible pressure on rental market, losing young people, puts holes in social fabric.
 - LG doesn't get a say in State Significant Projects.
 - Q. 30% of Australian Rent, need to supply social and affordable rentals
 - A. increase by 15% rental assistance grants, increase renters rights, States won't agree to rent freezes. Minister said she won't promise things she can't do.
- Patrick Gorman, Ass Min to PM, Public Service. Member for Perth WA.
- The Hon Jason Claire, Minister for Education
 - 1 in 2 Australians in Education System.
 - Yrs 7-10 reduction in outcomes and retention rate.
 - Stress levels of teachers
 - Q. Victor Harbor Study Hub.
 - Regional disadvantage, fixing the funding disadvantage. Private has Gonski level but public?.
 - University Accord.

Panel #3: Our Places- Resilience and Our Regions

- The Hon Emma McBride MP, Ass Min for Mental Health and Suicide Prevention. Ass. Min. for Rural and Regional Health
- Bill Shorten, Minister for the NDIS, Min for Gov Services.
 - spoke about NDIS, it is different in Regional Aust, alternative commissioning. Services Australia. The review of NDIS. Services that were traditionally funded by other areas eg education, social.

- Senator the Hon Murray Watt, Minister for Agriculture, Fisheries and Forestry.
Minister for Emergency Management.

Panel #4: Our Services, Livability and Local Government

- Michelle Rowland, Minister for Communications, Developers do not have to put in Mobile service so we then have to retro-fit suburbs.
Target 17 of Closing the Gap – equal internet access for 1st Nations
- Mr David McKeny, Dep Sec Dpt Infrastructure, Transport, Regional Development, Communication and the Arts.
- Dr Erin Brady DDG EP&SD Directorate (be careful what you wish for)
 - Q. I asked a question about Urban Tree Canopy- similar to Motion 92 by North Sydney Council, that Feds should help LG to get this done.
 - Review of National Freight routes and threat of Climate change. It is a priority protecting National Freight Routes. CK You have a lot of Asks on the table.

Panel # 5 : Our Industries and Economies

- Minister Chris Bowen, Minister for Climate Change and Energy
 - “ 2019 will be a “good year’ by 2060.
 - \$1.7B package for Electrification
 - \$1B- low interest loans
 - \$300M Social housing
 - \$300M tax concessions
 - \$100M to partner with LG.
- \$100M over 2 yrs, open by end of year. LG been leading on decarbonisation and Feds been absent. Can save a lot of \$. To help with upfront costs, 50/50.
 - “2030 is 29 months away, that’s why we have to be ALL IN”
 - No Transition without Transmission.

Don Farrell, Minister for Trade, Tourism and Special Minister of State

Ed Husic, Minister for Industry and Science

Panel #6: Regional Panel

Facilitated by Kristy McBain MP Minister for Regional Development and Local Government
The Hon Andrew Giles, Min for Immigration, Citizenship and Multicultural Australia

- Q. true population-ABS data not accurate which puts pressure on local health services etc , Q. PALM scheme workers not having Medicare, prenatal care. A. refugee welfare zone, settlement services program in Horsham.

Ms Liz Ritchie, CEO Regional Australian Institute

- Move to more campaign,

Cr Rebecca Vonhoff, Toowoomba Regional Council

- 100K advertised jobs at the moment. Need more regional tafe investment, pathways to citizenship
- Q. What can we do to facilitate partnerships eg. Seconding half a day from Urban Councils. Is there a federal incentive? Wagga Council set up an office in Sydney. Open to all lateral thinking, Like hunger games.
- Lack of EV chargers in region, not well coordinated.
- Community batteries

Final presentation:

Mayor Matt Burnett Vice Pres ALGA

Mayor Burnett is taking over chair of ALGA. He gave a great speech and will be a great champion for LG. Sustainability, Partnerships, Livability

He strongly advocated that we need to get 1%.

Transition. The next economy. 10 year roadmap. Housing Infrastructure charges capped.

Own source revenue

EXPO 23

Cr Kelly- the most exciting ideas from the 79 exhibitors were:

- National Emergency Management Agency. nema.gov.au
- Young Mayors program- electing a Youth Council of under 17 year olds
- CMCA Campervan and Motorhome Club of Australia- How to set up an RV friendly town
- NRMA building the National EV charger network- seeking partners who help identify locations and provide site.
- Asbestos Safety and Eradication Agency, how to protect people.
- Urban Canopee- a kind of fake tree. The home of green infrastructure www.urbancanopee.com/en
- Low emissions- Electric utes
- ALGWA supportive women in local government





National Awards for Local Government highlights

- Disaster Preparedness Category: Winner- Buloke Paddock Run
 - Honourable Mention-Renmark Paringa Council SA, River Murray Flood, Levee Network and Interactive mapping tool.
- Women in LG: Kalgoorlie Boulder
- Indigenous: Moyne
- “Ask Morty”
- My Future in Moreton Bay, yr 10-12 employer of choice
- Mt Alexander, Indigenous Permanent exhibition

See booklet of all the Winners.

On Wednesday morning Cr Kelly attended a breakfast presentation:

Cities Power Partnership- Climate Action

- 5 Pledges (decrease emissions, report annually, lift local voices, local leaders)
- 65 + Councils Mayors training.
- Councils are on the front-line of climate impacts
- Address barriers Councils experience eg lack of staff, lack of funds.
- Holding a Climate Summit for LG in Melb RMIT Storey Hall on 6-8 Sept '23.
- Transport, emissions, electrify, FOGO, education, waste, recycle smart, sustainability brief “Brief Easy” for council buildings. Suspicion around carbon offsets.
- Citiespowerpartnership.org.au

Meeting with Catherine King and advisors

Cr Kelly met with the Hon Catherine King, Minister for Infrastructure to appeal to her to ensure we retain the promised \$60 million funding for a new Swan Hill bridge.

COMMENTS:

Cr Jacquie Kelly: "This was an invaluable learning and networking experience, which I am grateful to have been able to attend. The benefits for my improved performance as a Councillor are numerous, tangible and I expect long lasting. The close interaction with Federal Ministers, MP's, Public Servants and high-level speakers, as well as networking with Mayors, Crs and CEO's from across Australia, I do not think could be duplicated by any other event.

In this way it is very good value for money for rate payers."

Cr Stuart King: "I believe it is important that SHRCC has representation at such conferences. As the representative voice of Local Government in Australia to higher levels (State & Federal) of Government, unfortunately my summation is that ALGA is very much influenced by Metro Councils and Metro Party Politics. It is important that Rural & Regional Councils attend to use the limited opportunity they have to advocate for better outcomes for Regional Australia.

Building relationships with other Councils to share ideas and solutions for common problems, and networking with other Councillors is also invaluable.






Councillors from the Murray River



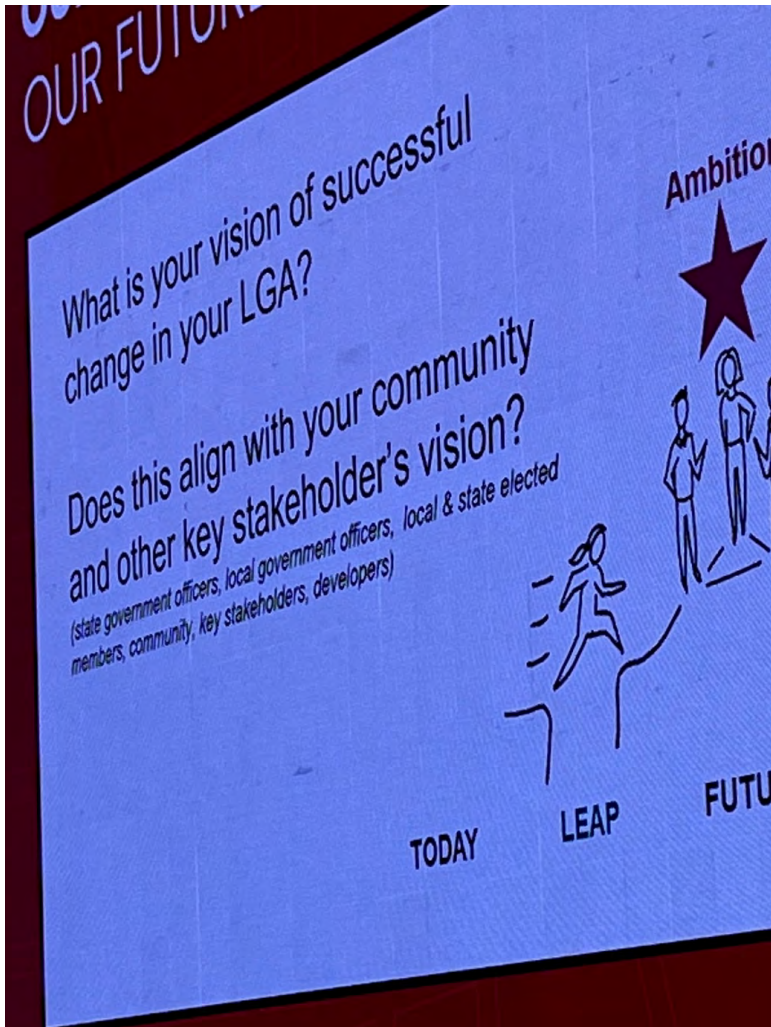


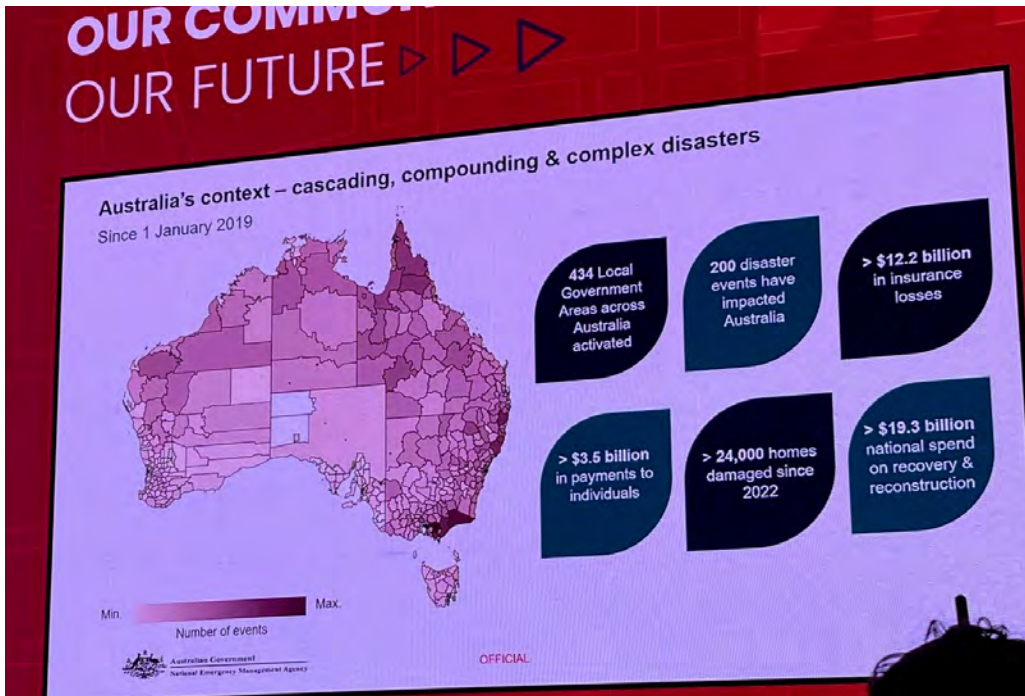
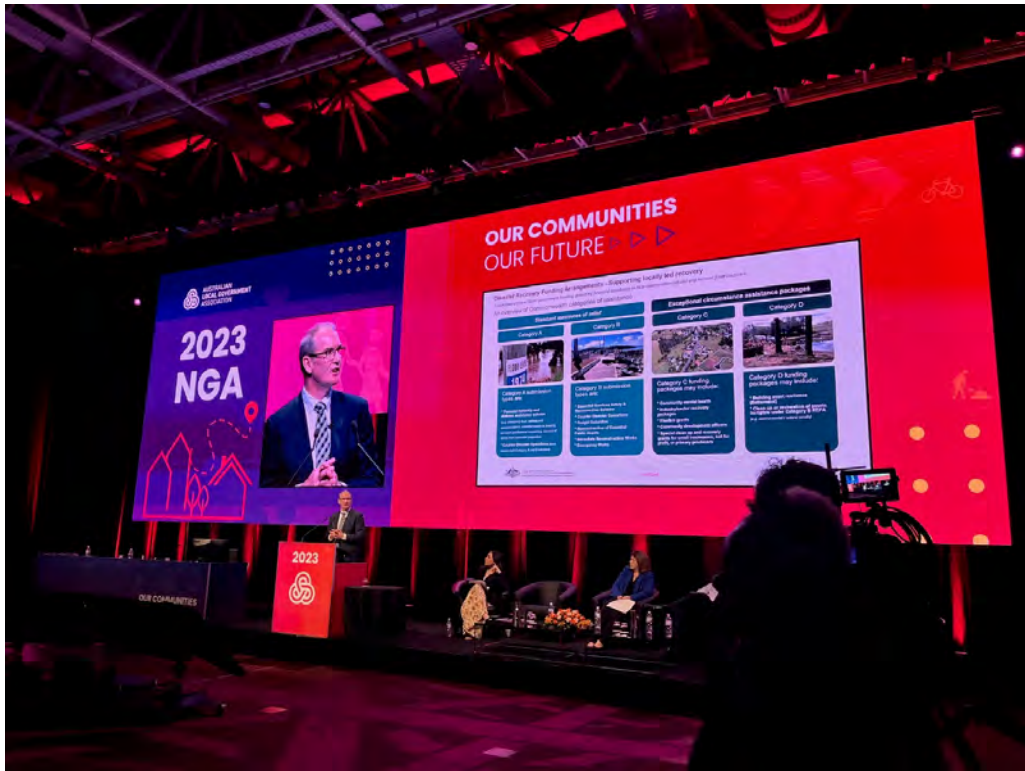


Regional Precincts and Partnerships Program

- \$400 million over three years
- Funding for development and delivery of precincts
- Department finalising Guidelines in coming weeks
- More information available soon at www.infrastructure.gov.au

6







9 In-Camera Items

Nil

10 Close of Meeting