



Pyrenees
Shire Council

Minutes

Ordinary Meeting of Council

6:00 pm Tuesday 18 July 2023
Council Chambers
Beaufort Council Offices,
5 Lawrence Street, Beaufort

Wadawurrung Country

Members of the public may view the meeting virtually via the livestream

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1. WELCOME

Mayor Cr Ron Eason welcomed all to the meeting.

PRESENT

Mayor: Cr Ron Eason

Councillors: Tanya Kehoe, David Clark, Robert Vance, Damian Ferrari

Chief Executive Officer: Jim Nolan

Director Asset and Development Services: Douglas Gowans

Director of Corporate and Community Services: Kathy Bramwell

EA to CEO and Councillors: Chantelle Sandlant (minutes)

Senior Communications Officer: Noel McKeegan

Communications Officer: Rebecca Stewart

2. STREAMING PREAMBLE

Mayor Cr Ron Eason read the livestream preamble.

3. OPENING PRAYER

The Mayor read the Opening Prayer.

4. ACKNOWLEDGEMENT OF COUNTRY

The Mayor acknowledged the people past and present of the Wadawurrung, Dja Dja Wurrung, Eastern Maar and Wotjobaluk tribes, whose land forms the Pyrenees Shire. We pay our respect to the customs, traditions and stewardship of the land by the elders and people of these tribes on whose land we meet today.

5. APOLOGIES

There were no apologies.

6. NOTICE OF DISCLOSURE OF INTEREST BY COUNCILLORS AND OFFICERS

Cr Robert Vance declared a conflict of interest (indirect) in relation to item 13.4.1 - Memberships.

Cr David Clark declared a conflict of interest (direct) in relation to item 13.4.1 - Memberships.

7. CONFIRMATION OF THE PREVIOUS MINUTES

Cr Tanya Kehoe / Cr Damian Ferrari

That the Minutes of the:

- Ordinary Meeting of Council held on 20 June 2023; and
- Closed Meeting of Council held 20 June 2023,

as previously circulated to Councillors, be confirmed.

CARRIED

8. BUSINESS ARISING

Responses to questions taken on notice at the previous ordinary Council meeting on 20 June 2023.

Cr David Clark

Question 1:

The Economic Development report talks about a 43% uplift in building approvals, do we have any sense about how much of that actually is work happening or whether there is a bit of a delay?

Response, Mr Douglas Gowans:

Most of the data reflects the value of works at the time of issuing of a building permit. There is generally a lag of between 6 months to 2 years for the peak of building activity. Our experience is that there is also generally about 10% of permits that are delayed or stalled beyond the 2-year period.

9. PUBLIC PARTICIPATION

Jayne Baker of Amphitheatre

Question one:

Encouraging the reduction of waste. I would like to ask what is the Pyrenees Shire actively doing to reduce waste?

Response:

Mr Douglas Gowans thanked Jayne for the question and provided the following response:

Council understands and appreciates that each household produces varying amounts of waste. There is a collective benefit is the community reducing the amount of waste it produces. Any significant saving in waste production will put direct downward pressure on Council's waste charge.

However, council offers a universal system that cannot respond to an individual's waste production (eg not putting a bin out), as the administrative task of waste route and bin pickup reallocation would be unwieldy.

All Councils are working with the State Government through Sustainability Victoria on implementing waste reduction initiatives. These include the upcoming introduction of a container deposit system, the State government is working with the producers of packaging materials to provide packaging that is recyclable and to find product reuses for recycled material. The State has also initiated the implementation of banning certain materials used in packaging.

The Shire has implemented a four stream system to reduce the amount of waste going to landfill which includes the separation of glass from other recyclables as well as being committed to the future introduction of food organics and green organics.

Council thanks the questioner for doing their bit to minimise waste production.

Question two:

I would also like a breakdown of the 2.4 million that is spent on waste service management. With waste at an excessive level are there ways we can encourage the community to reduce, by offering money incentives?

For example, in the last financial year, I have only placed my recycle bin out 4 times and the garbage bins out 8-9 times this financial year. And the glass bin is only half way full and I have not put it out at all. I'm from a single household.

Response:

Mr Douglas Gowans thanked Jayne for the question and provided the following response:
Council's waste management comprises of a number of contracts and costs to collect, dispose and process waste and recyclable material. Currently this costs council \$2.4M per year and is directly passed onto the community through the waste charge.

The two biggest components of waste management are the cost of kerbside pickup from the close to 4000 sites/residences that utilise the service and the operations of Council's 4 transfer stations.

The next two biggest costs are the disposal of the collected waste to a designated landfill and the cost to process collected recycled material. At present the cost to process a tonne of recycled material is approximately 30% more than disposing it at a landfill site. Council is committed to ensure that as much material as possible is diverted from landfill and reused in the circular economy.

Other costs that contribute to the total waste service include the collection and processing of e-waste, green waste and street cleaning.

Council is subject to market forces and attempts to get the best outcome for the community by undertaking public tender for competitive waste services.

Kelvin Granger and Dean Hurlston - Council Watch Inc.

Question one:

Can council please advise the dollar (\$) amount of "cost shifting from State Government" they estimate they incurred in 2022/23 Financial Year?

Response:

Mr Jim Nolan thanked the authors for raising the matter of cost shifting with council and provided the following response:

Cost shifting is a concern to the Pyrenees Shire Council and Council has actively advocated to government on this matter over many years.

Cost shifting happens when other levels of government reduce in real terms, payments to local government but maintain a requirement for the same level of service delivery, or where other levels of government require councils to perform new functions without adequate resourcing.

Several of these cost shifts in the past have occurred where either state or federal governments have enacted legislation, accreditation standards or programs that have required local government to implement without accompanying funding. Gender equality reporting, performance reporting, psychological health regulations, traditional owner settlement agreements, are some of these more recent examples that either have been or are in the process of being enacted.

Some of those relevant legislation or funding changes that were introduced over previous years also continue to have cost shifting ongoing and I make reference to a previous federal decision to freeze federal assistance grants which are a part of our revenue stream and the effect of that has been ongoing and is still felt today.

On the other hand, new funding programs have also been introduced that can have the reverse effect of cost shifting but these are not necessarily directly tied to the cause of the original cost shifting and so it is a difficult exercise to put a cost on this.

There have been attempts by some councils in the past to quantify cost shifting and more recently, Glen Ira Council in their report to their December 2022 council meeting reported that cost shifting to that council was estimated at \$18 million.

The question before council however is not information that council currently has at hand, and I am not prepared to estimate it at this point. To prepare the estimate of cost shifting in 2022/2023 financial year that has been requested would require a considerable amount of work, and council does not have the resources to undertake that work at this point in time and this would not necessarily be a good use of councils limited resources at this stage.

Trevor Davey - Waterloo

Question one:

Why does the mayor get provided with an expensive vehicle, when a far less priced vehicle would do the task, and should be environmentally friendly electric small car, as we all strive to save money at this time?

Response:

Mr Jim Nolan thanked Mr Davey for the question and provided the following response:

That the Mayor requires a vehicle to undertake the work of mayor is not in question. The council has decided that it is necessary given the requirement of the mayor to attend council events, represent the council at regional, state and national forums, meet with constituents and rate payers across the whole of the shire on a regular basis, in a range of terrain including sealed and local roads that are sometimes many and varied.

It is also necessary for the Mayoral vehicle to be safe, comfortable, and affordable. The mayor will on occasion, host Ministers, MPs, guests and other dignitaries visiting the shire, and regularly the vehicle is used as a passenger vehicle to share travel with other council officers, community members and the like.

The distances travelled are often considerable, whether it be attending a meeting in Ballarat, Melbourne or Echuca as was the case last week when the mayor attended a local government forum there. A level of practical comfort is necessary and appropriate given the use and the distances involved.

A mid-range Toyota Kluger is the current standard of vehicle that is used as the mayoral vehicle, and this has also been the standard of vehicle for previous mayors in recent times. In respect of the vehicle, when council purchases a vehicle, we consider the whole of life cost to determine the best overall value to council and in this case the Toyota Kluger attracts a high local government fleet discount on the purchase and it retains good resale value which makes it an attractive and cost effective option for the mayoral vehicle. The previous vehicle that was driven by three mayors was driven to 100,000km's and was used by three mayors before the replacement and the timing of the trading of vehicles depends on the market at the time, in order to realise the best overall outcome for the council.

In respect of electric vehicles, and I thank Mr Davey for raising the issue of electric vehicles, the current purchase price for even a small EV is considered quite high; it is in the range of \$70,000 + for the purchase, though this is anticipated to reduce as more vehicles are produced. While the operating costs are attractive, the end of life sale price is still uncertain. Significantly the lack of recharging facilities within the shire and across the state has been a limiting factor and as people would be aware, there has been investment by Council in new charging stations in Avoca, Beaufort and Amphitheatre, and further investment in charging infrastructure would be necessary if council were to purchase an EV but this is something that council will continue to look at as this evolves and EV's become more popular.

Question two:

Does the current economic situation, recession and council pressure on funds create a situation where staff numbers will be reduced like services are? Many companies are doing just that now.

Response:

Mr Jim Nolan thanked Mr Davey for the question and provided the following response:

Council sets a budget annually to deliver a range of services that are needed by the community. The CEO's role is to determine what resources are required to deliver these services, including the human resources because without people, there would be no services delivered.

The level of staffing is reviewed regularly to match the annual budget and to respond to the demands as they exist, council has and continues to review certain services and service levels, and where there are necessary service reductions to fit within councils means, this also results in reduced staffing, and a recent example of this is a decision from council to withdraw from in-home care aged services which has resulted in the reduction of up to 15 less staff delivering that service.

In some instances, council needs to increase staff numbers to be able to deliver new programs. An example of a new program is the federal Local Roads and Community Infrastructure Program which requires an investment of approximately \$2.2 million over the next two years and to deliver that program will require an uplift in staff with the appropriate skills to be able to deliver that program.

George Kirsanovs - Beaufort

Question one:

My question relates to the roundabout that has been placed at the entrance to Goldfields Reserve, entrance to the schools and entrance to the caravan park at present. It comes on the basis of a lot of years of experience, being involved in gate duties at that entrance under all weather conditions and under all sorts of numbers of people who attend conditions. The issue of concern is, has that decision been finalised? And, who is responsible for repairing and maintaining that round about area which has been a major problem ever since I have been here since 1984.

Response:

Mr Douglas Gowans thanked Mr Kirsanovs for the question and provided the following response: Council has been grappling with how to deal with traffic control at the very wide bell mouth that services effectively four service and property entrances including the primary school, the Skipton service road, and the two entrances that service the Goldfields Recreation Reserve. A number of ideas have been floated in the past about how to improve traffic management at that location.

A trial splitter island, from a clarity point of view, it is not a roundabout, it effectively splits the traffic from defining the left exit and right entry and it is a trial as we know that the area has many functions and it is trying to service a whole range of users. However, what is not there yet is some further line-marking to help define how that area can best be utilised and that is planned. I am happy to provide Mr Kirsanovs and the community, a proposed trial line marking plan that might go some way to help improving and informing road users of how best to use that particular intersection.

There are also some further potential issues that may come out of the Goldfields Recreation master plan that might make some recommendations around how to simplify the entrance into the Goldfields Recreation Reserve as effectively the two entrances at the moment get used both as two way traffic with traffic both in and out, it creates a bit of confusion and does require a better solution moving forward however that obviously will come with the requirement for funding. We do understand that it is a complex area.

In terms of the maintenance of that area, we know that there is some damage at the moment that has been created by some of the Central Highlands Water recycled water project and there is a commitment by them to fix some of the damage that has occurred there, it is with a third party, not with council to fix some of the maintenance issues with the pavement there. There is also the complexity of bell mouths and how they interact with a VicRoads managed road, in terms of how far back into the bell mouth does VicRoads have responsibility for a sealed bell mouth. It is fair to say that there needs to be some further discussions and a commitment to ongoing maintenance for that area and for whatever area that the council has

responsibility for, which would probably be the area if you extended the service road, the bit immediately out the front of the Goldfields Recreation Reserve that would be councils responsibility but there is a demarcation that is not clear about where VicRoads might undertake some maintenance of that bell mouth directly off the VicRoads road. I hope that this goes some way to answering the question and I am happy to provide this plan to Mr Kirsanovs. I will commit to getting a copy of this plan on our website and also have it available for viewing at our Resource Centres.

10. ITEMS FOR NOTING

10.1. ASSET AND DEVELOPMENT SERVICES

10.1.1. PLANNING & DEVELOPMENT UPDATE

Presenter: Douglas Gowans - Director Asset and Development Services

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Katie Gleisner – Manager Planning and Development Services

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 66/02/02

PURPOSE

This report has been prepared to provide the Council with a summary of activities within the Planning and Development department, for April, May and June 2023.

The Planning and Development team is responsible for administering a range of regulatory functions identified within the following Acts, Regulations, Codes and Standards:

BACKGROUND

- Local Government Act 2020
- Planning and Environment Act 1987
- Planning and Environment Regulations 2015
- Building Act 1993
- Building Regulations 2018
- National Construction Codes
- Environment Protection Act 2017
- Water Act 1989
- Public Health and Wellbeing Act 2008
- Food Act 1984
- Tobacco Act 1987
- Domestic Animals Act 1994
- Domestic Animals Regulations 2015
- Country Fire Act 1958
- Impounding of Livestock Act 1994
- Road Safety Act 1986
- Protection of Cruelty to Animals Act 1986
- General Local Law 2019

PART A: PLANNING

PLANNING PERMIT DATA	April	May	June	Financial YTD
Permit applications received	3	7	6	132
Permits Granted	15	13	4	119
Permits Refused	0	0	0	0

Time extensions granted	1	3	3	28
Secondary consents approved	1	1	2	21
Estimated cost of works	\$5,516,548	\$2,298,390	\$905,000	\$25,189,003

Call log for planning April 2023-June 2023

The planning department received **272** calls for the April to June Quarter. Of these calls 98 related to current planning permit applications or existing planning permit enquiries. 174 calls related to pre-purchase or pre-application enquiries.

Strategic Planning Program

The 2022-23 strategic planning program has included:

- Significant progress made on C47Pyrn, which proposes to incorporate the Snake Valley, Waubra and Lexton framework plans into the Pyrenees Planning Scheme
- Undertaken a review of the Pyrenes Planning Scheme to ensure contemporariness and satisfy legislative Council's requirement under S12B of the *Planning and Environment Act 1987*
- Preparing a number of completed flood studies for incorporation into the Pyrenees Planning Scheme
- Progressing the development of a strategy to inform an approach to rural land use and development
- Identifying opportunities to support growth and development of township areas

PART B – BUILDING

BUILDING ACTIVITY	April	May	June	Financial YTD
Private Building Permits	15	13	16	82
'Property Info Cert' issued	9	24	20	270
Building Notice/Order issued	1	4	1	31
Building Inspections	6	8	6	83

Swimming pool compliance

The first round of swimming pool compliance renewal certificates were due to be lodged by 1 June 2023. Of the 16 Certificate of Barrier Compliance due, two (2) were to lodge by the due date. A further two property owners have advised that the pool/spa has been removed.

Further reminder correspondence has been sent to property owners, which provides a 14-day extension of time to those yet to provide the required certificate.

Infringement notices will be issued to property owners who fail to demonstrate an intent to lodge the required certificate within the specified timeframe.

PART C – ENVIRONMENTAL HEALTH

	April	May	June
Wastewater			
Application to Install or Alter system	3	6	2
Permit to Install or Alter issued	2	4	5
Approval to Use issued	0	3	1
Wastewater inspections	2	8	4
Domestic Wastewater Management Plan inspections	0	0	1
Domestic Wastewater Service Agent reports	13	0	1
Wastewater related complaints	0	0	0
Fees Paid	\$ 917.00	\$ 3666.00	\$ 2444.00
Public Health			
New Premises or Transfers	1	1	1
Registration Renewals	1	3	1
Premises Closures	0	1	0
Routine and Follow Up Inspections	8	6	29
Complaints about Registered Premises	0	0	0
Food Recalls	2	9	6
Mobile/Temporary Food Applications	4	7	0
Mobile/Temporary Food Inspections	0	1	1
Mobile/Temporary Food Statements of Trade	44	4	3
Fees Paid	\$ 97.50	\$ 1123.50	\$ 1220.00

Tobacco Test Purchasing was conducted in June. Eight premises were tested on selling cigarettes to a minor and two positive sales were recorded. Further action against the two non-compliant premises is yet to be decided.

Results for routine statutory food sampling carried out in March were all satisfactory. Five samples were soft cheese, and four samples were hot food from after-hours food premises. Two samples were taken

from a Class 1 (hospital) premises, both satisfactory. A further five samples were taken in June checking for Egg Allergen on vegan menu items. All results were satisfactory with no egg allergens detected.

The new state-wide Mobile/Temporary food registration portal FoodTrader went live in June. Some proprietors have been experiencing difficulties with the transition.

DWMP Inspections have been hindered due to there being a poor response from property owners granting access to carry out inspections. Alternative powers of entry are being explored to ensure that Council's obligations around the protection of ground water and environmental health can be met.

PART D – COMMUNITY SAFETY AND AMENITY

ACTIVITY - Animals

	April	May	June	Total FYTD
Cats Registered	-	-	492	-
Dogs registered	-	-	2104	-
Cats impounded	5	1	2	42
Cats reclaimed	2	0	0	5
Cats Euthanised	1	0	1	23
Dogs impounded	10	0	4	57
Dogs Reclaimed	9	0	4	47
Dogs Euthanised/surrendered	1	2	0	2
Stock impounded	3	0	17	39

ACTIVITY - Infringements

Infringement Type	April	May	June	Total FYTD
Domestic Animals Act	3	8	10	83
Local Laws	3	3	2	59
Road Safety Act	0	2	0	13
Environment Protection Act	0	2	0	2
Impounding of Livestock Act	0	0	0	0
CFA Act	0	0	0	79
Other	0	0	0	0
Total Infringements Issued	6	15	12	236

Prosecutions	0	0	0	17
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COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 1 - People

1e. Improve social outcomes.

Priority 2 - Place

2a. Sustain and enhance unique character of our communities.

2b. Enhance the liveability and resilience of our communities.

2c. Promote responsible development.

Priority 3 - Environment

3a. Continue being an environmentally progressive organisation.

3c. Encourage community care of biodiversity and natural values.

Enabling Principles

b. Provide transparency and accountability

c. Use resources efficiently and effectively

ATTACHMENTS

Nil

FINANCIAL / RISK IMPLICATIONS

Enter Financial/Risk Implications

CONCLUSION

Enter Conclusion

OFFICER RECOMMENDATION

That Council notes the contents of this report.

10.2. CORPORATE AND COMMUNITY SERVICES

10.2.1. CUSTOMER ACTION REQUESTS - JUNE 2023

Presenter: Kathy Bramwell - Director Corporate and Community Services

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Kathy Bramwell – Director Corporate and Community Services

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 16/08/04

PURPOSE

This report gives the Council updates on contacts made by our community through a range of media, including the Customer Action Request System and emails, for June 2023. This report's purpose is to show efforts to improve responsiveness to customers and the community and to seek the Council's feedback on the change in reporting.

BACKGROUND

Our community contact officers through a range of means, including but not limited to:

- Customer Action Request System (CARS)
- Emails – directly to officers or via the central pyrenees@pyrenees.vic.gov.au email address
- Via telephone or face-to-face with Council's switchboard or front counters
- Complaints
- Requests for information via Freedom of Information (FOI) processes
- Social media

The Council has operated an electronic Customer Action Request System (CARS) for many years enabling residents to lodge service requests. Requests can be lodged in person, via telephone, via Council's website or by using a smart phone "Snap Send Solve" application. Requests input via the "Snap Send Solve" application must be input manually by customer service officers into the CAR (Customer Action Requests) system as this currently does not accept automatic uploads.

Service requests are received for operational issues regarding maintenance, road maintenance, pools, local laws, building maintenance and compliance matters. Complaints are received and managed separately to action requests and monthly checks are made of customer action requests to identify requests that should be managed as complaints.

Requests logged through the customer action requests system form a minority of the contacts received by Council officers monthly, however, remain an important method of identifying where problems exist that need to be addressed.

Council has noted a declining trend in customer satisfaction over the past 10 years and this report will be reformatted over the next few months to expand information on officer response to community contact to demonstrate efforts made to reverse this trend.

ISSUE / DISCUSSION - CUSTOMER SATISFACTION AND RESPONSIVENESS

For many years, the levels of customer satisfaction have been measured by a State Government commissioned survey conducted annually in the first few months of each calendar year. These surveys are conducted via telephone with a sample size of 400 community members. It is noted that these surveys measure a community's perception of a council which might be influenced by several factors, including whether that individual has had any recent contact with Council and whether that contact had a negative or positive outcome, or matters reported in the local media.

The community satisfaction scores for the Pyrenees Shire Council have been declining for some years and officers are investigating ways in which this trend might be reversed or influenced more positively. It has been noted that poor responsiveness to community and customer contact may be a key factor in declining customer satisfaction and officers are looking at ways to improve responsiveness as part of improving customer satisfaction, including (but not limited to) the following:

- Monitoring and measuring all types of customer contact to identify opportunities to improve responsiveness,
- Changes in processes and work practices to streamline and improve responsiveness, including staff education,
- Documenting response expectations, including specific timelines, to provide greater guidance to staff,
- Creating accessible response templates to create a consistency in response approach,
- Creating a Customer Service Policy and reviewing the Customer Service Charter in collaboration with the Council's Senior Leadership Team that will lead the organisation to improved levels of responsiveness.

All the above actions are in progress.

ISSUE / DISCUSSION - CUSTOMER CONTACT

For years, reporting on customer contact has been limited to customer action requests (CARs). This limited reporting does not provide a proper indication of the number and type of customer contacts received and provides a skewed impression of officers' response to such contact. It is intended, therefore, to expand this monthly report to include other types of contact and, over time, demonstrate where improvements have been made to customer service and responsiveness.

Statistics on direct face-to-face contact will be developed and provided in future months.

1. Emails

Email is a growing source of customer contact. In June 2023, a total of 141,506 email activities were conducted, with 42,906 emails received by the organisation.

The most emails were received by the Executive Leadership Team and their office staff, ICT, Frontline Services, and Community Care; followed closely by the teams in Planning & Development and Economic Development. The central Pyrenees@pyrenees email address received and recirculated over 5,000 emails during the month.

2. Telephone Calls

Statistics are not currently available, but this is being considered for future reporting.

3. Complaints

Council received 28 complaints during the 2022/23 financial year, 10 of which were processed in the last six months. A management framework is in place and active monitoring is conducted to ensure a timely resolution. However, there is acknowledged a gap in communications between initial acknowledgement and final resolution being addressed through process changes and improved guidance.

2022/23 saw a huge reduction in the number of complaints received, reducing from the 94 received in the previous year. It will be interesting to see how the trend progresses in the current financial year.

4. FOI Requests

Requests for access to information or documents held by Council are made in accordance with the Freedom of Information (FOI) Act. Around four applications are received annually but in the 2022/23 financial year this number doubled to eight and is likely to increase further in 2023/24.

Responding to FOI requests is subject to mandatory timelines and can take substantial officer resources in search and assessment activities before a release decision can be made. Increasing the workload by 100% in one year has had a significant impact on staff. Systemic support is under review to consider what automation can be implemented to ease the increased workload pressure and ensure required timeframes can continue to be met.

ISSUE / DISCUSSION - CUSTOMER ACTION REQUESTS

This report will continue the provision of information relating to customer action requests:

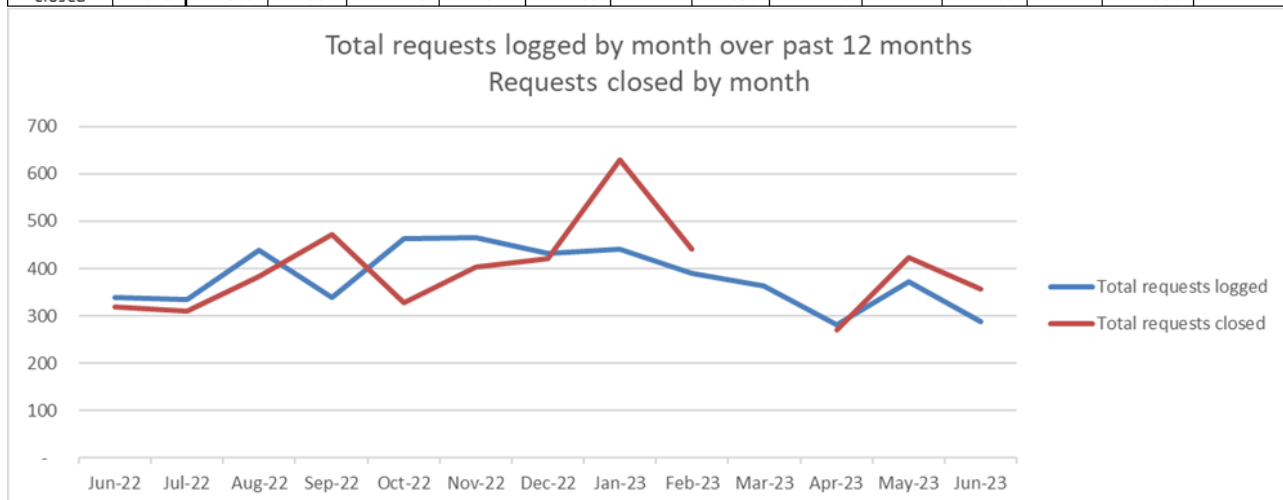
1. Logged and closed requests

288 CARs (Customer Action Requests) were logged in June 2023, 84 less than the previous month. Of these, 35 related to telephone messages.

272 requests were closed during the month, demonstrating the ongoing effort officers are making to maintain focus on addressing and closing requests.

The following charts detail the numbers of requests received over the last 12 months and the number of requests closed each month.

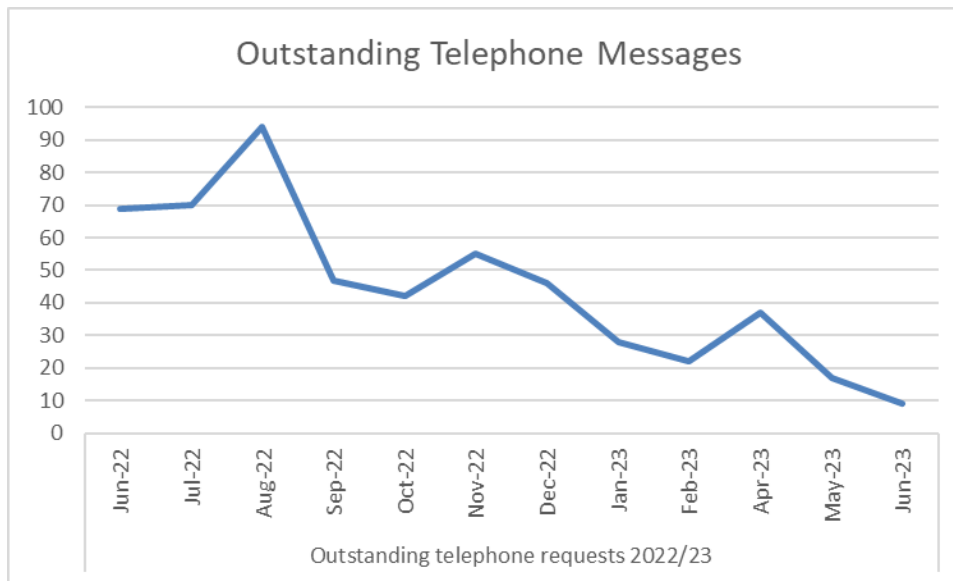
Year	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	% Change
Total requests logged	339	335	439	339	464	466	431	441	390	364	282	372	288	2%
Total requests closed	319	309	384	473	327	403	421	630	440		269	424	356	32%



2. Telephone requests

35 telephone calls were transferred into requests in May 2023, with 9 requests remaining outstanding at the end of the month. The following charts detail the downward trend in telephone calls remaining outstanding at the end of each month.

Outstanding telephone requests 2022/23												
Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Apr-23	May-23	Jun-23	
69	70	94	47	42	55	46	28	22	37	17	9	



3. Open Customer Action Requests

The number of open requests is now reported differently to formerly. Some requests that have had initial contact with the customer but are unable to be resolved quickly for some reason, are now being moved to being 'on-hold' and some may be referred to budget (e.g., long term drainage issues).

At the end of June 2023, there was a total of 344 (last month 320) active or open requests. These include:

- 149 which are open and assigned for action
- 189 which are on hold awaiting resolution or action scheduling
- 2 which have been referred to budget
- 4 which are in progress – meaning that they are longer term case managed issues (now reduced to 3)

Referred to budget – two requests were referred to budget relating to:

1. A request for future maintenance by Council of the Wayside Reserve at Avoca Lead – a wayside stop that was established and formerly maintained by Avoca & District Landcare (Avoca Ward).
2. Culvert installation required in Spring Flat Road, Glenlofty, where the unsealed road was washed out (De Cameron Ward).

In progress – three (one was closed since the statistics were received) requests remain in progress, with initial contact made but resolution taking some time:

1. A discussion on changing the speed signs around the Amphitheatre Primary School. This matter is being managed by Engineering Services and a site visit to inspect the existing signs is planned.
2. Crowding of the pool car carpark at the Beaufort Council Offices is causing some issues. The number of pool cars will be reviewed in July.
3. A request to consider installation of culverts in MacMillans Lane, Beaufort.

On hold – 189 requests were on hold as at the end of June. In general, these relate to matters that have had initial contact and require additional work or case management, or have been put on a schedule for action - e.g.,

- Complex local law matters, mostly relating to shipping containers or dog complaints.
- Road improvement requests.

- Flood impacts / Natural disaster.
- Long term drainage works.

Open requests – the balance of this report will focus on the open requests as previously, but statistics relating to requests marked as on-hold or referred-to-budget have been included in the table.

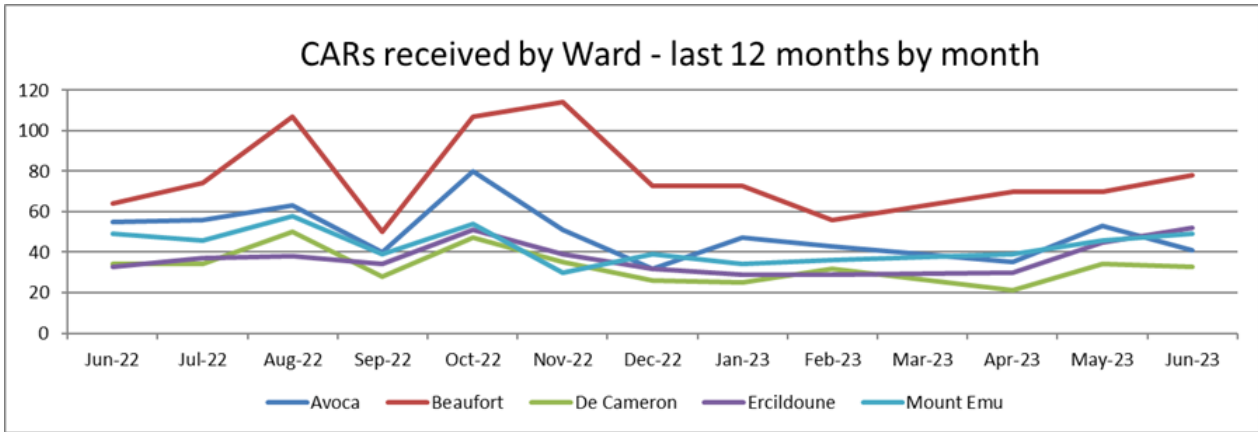
Of the non-telephone call requests received in June, the following represents those received and still open at the of the last month by Ward:

	Avoca Ward	Beaufort Ward	DeCameron Ward	Ercildoune Ward	Mt Emu Ward
Number of requests received in June 2023 (previous month)	41 (53)	78 (70)	33 (34)	52 (45)	49 (45)
Requests received in June and closed in the same month (% of total received)	34 (83%)	47 (60%)	22 (67%)	30 (58%)	32 (65%)
Requests received in June remaining open and assigned for action at the end of the month	5	26	10	17	14
Requests received in June on-hold awaiting final works or resolution	2	3	1	5	3
Requests received in June referred to budget	0	0	0	0	0
2021 requests re-opened for action (previous month)	0 (0)	0 (0)	0 (0)	(0)	0 (1)
Open/re-opened requests from 2022 (previous month)	1 (1)	0 (2)	1 (2)	0 (4)	2* (0)
Total open (assigned) requests as at the end of June 2023 (previous month)	5 (22)	26 (29)	10 (14)	17 (22)	14 (25)

*Shipping container cases re-opened for action in Snake Valley and Carngham.

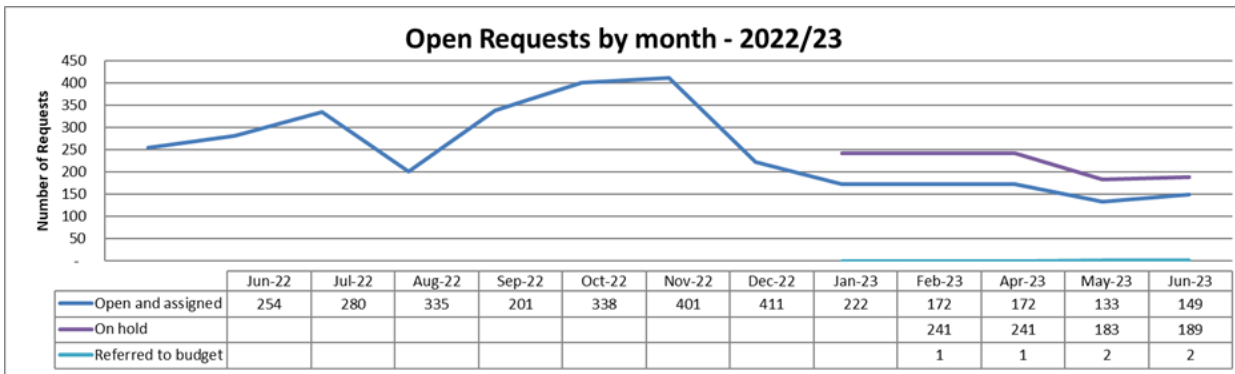
The following charts show the numbers of requests received by Ward per month for the past 12 months.

CARS by Ward received by month Rolling - 2022/23												
Ward	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Apr-23	May-23	Jun-23
Avoca	55	56	63	40	80	51	32	47	43	35	53	41
Beaufort	64	74	107	50	107	114	73	73	56	70	70	78
De Cameron	34	34	50	28	47	35	26	25	32	21	34	33
Ercildoune	33	37	38	34	51	39	32	29	29	30	45	52
Mount Emu	49	46	58	39	54	30	39	34	36	39	46	49
Total by month	235	247	316	191	339	269	202	208	196	195	248	253

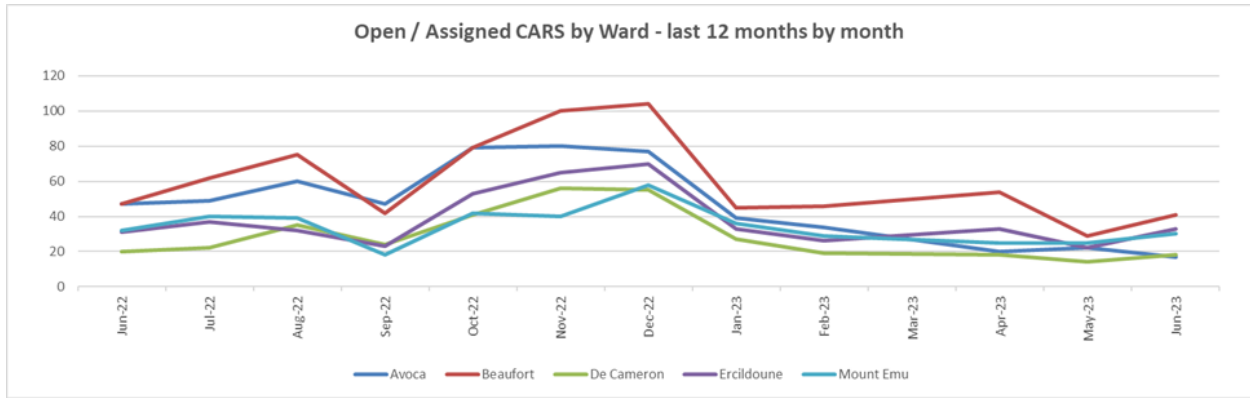


The following charts show the statistics for requests that remained open each month for the past 12 months. Over future months, these charts will start reflecting numbers of requests that are transferred to on-hold or referred-to-budget status.

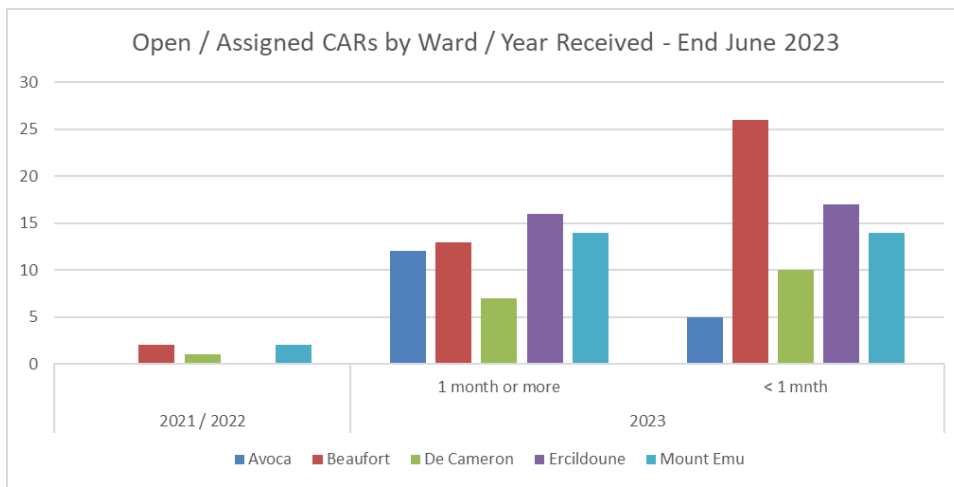
Open requests by age														On hold	Referred to Budget
Year	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Apr-23	May-23	Jun-23	% Change		
2013															
2020	1	1	1	1	1	-	-	-	-	-	-	-	-		
2021	24	21	20	16	15	12	12	-	-	2	4	3	-25%	2	1
2022	229	258	314	184	322	389	399	131	45	19	115	114	-1%	106	1
2023	-	-	-	-	-	-	-	91	127	164	201	227	13%	81	-
Open and assigned	254	280	335	201	338	401	411	222	172	185	133	149	12%	189	2
Outstanding but on hold									241	190	183	189	3%		
In progress - longer term											2	4	100%		
Referred to budget									1	1	2	2	0%		
Total Closed	319	309	384	473	327	403	421	630	440	269	424	272	-36%		
Total requests logged	339	335	439	339	464	466	431	441	390	282	372	288	-23%		
Total outstanding requests											320	344			



Open Assigned Requests by Ward - 2022/23												
Ward	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Apr-23	May-23	Jun-23
Avoca	47	49	60	47	79	80	77	39	34	20	22	17
Beaufort	47	62	75	42	79	100	104	45	46	54	29	41
De Cameron	20	22	35	24	41	56	55	27	19	18	14	18
Ercildoune	31	37	32	23	53	65	70	33	26	33	22	33
Mount Emu	32	40	39	18	42	40	58	36	29	25	25	30
Total by month	177	210	241	154	294	341	364	180	154	150	112	139



The following chart shows the open assigned requests by Ward as at the end of June 2023, excluding those referred-to-budget or on-hold.



The following table provides greater detail of the areas / type where outstanding requests remain, showing the functional areas and numbers of requests still outstanding as at the end of the last month. This data includes those referred-to-budget or on-hold.

	May-23	Jun-23	Change
Roads & Rd Maint.	85	104	19
Streetlights	1	2	1
Drainage	14	16	2
Footpaths / Kerb&Channel	2	2	0
Park & Reserves	5	5	0
Roadside Veg	12	14	2
Environmental Health	3	5	2
Planning	1	6	5
Bld maint	7	10	3
Local Laws	33	31	-2
Cats	1	2	1
Dogs	9	9	0
Livestock	3	4	1
Parking	0	0	0
Fire Hazard	1	1	0
Bld Compliance	0	0	0
Waste Management	0	0	0
Local Government Act	0	0	0
Rates	3	2	-1
Natural Disasters	117	119	2
Pools	0	0	0
Council cleaning	0	2	2
Litter	1	1	0
Design & Assets	0	0	0
GIS	1	0	-1
Community	0	0	0
Rural Addressing	1	0	-1
Road Naming	3	0	-3
Telephone messages	17	9	-8
Total	320	344	24

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Enabling Principles

- a. Motivate and inspire community involvement
- b. Provide transparency and accountability
- c. Use resources efficiently and effectively

COMMUNITY ENGAGEMENT / CONSULTATION OUTCOMES

This report did not require any community engagement or consultation, other than that provided via this report.

ATTACHMENTS

Nil

FINANCIAL / RISK IMPLICATIONS

All risks are discussed in the body of the report.

CONCLUSION

The customer action request system remains an integral part of Council's reactive identification of issues that need attention. This report provides an update on customer action requests as at the end of June 2023. Reporting is being expanded over future months to include other media of customer contact officers receive.

OFFICER RECOMMENDATION

That Council notes this report.

10.3. CHIEF EXECUTIVE OFFICE

10.3.1. MAYORAL INTERSTATE TRAVEL

Presenter: Jim Nolan - Chief Executive Officer

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Jim Nolan – Chief Executive Officer

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 18/02/02

PURPOSE

The purpose of this report is to advise Council of Mayor, Cr Ron Eason's intent to travel interstate.

BACKGROUND

The Mayor has advised of his intent to travel interstate for holiday purposes between the July and August Ordinary Council Meetings.

It is possible for the Mayor to fulfil the duties of Mayor while interstate, and delegate / nominate other Councillors to undertake any activities in support in the form of representation at events or forums for example, however Council may also choose to appoint an Acting Mayor for the period.

ISSUE / DISCUSSION

Should the Council see it necessary to appoint another Councillor to be Acting Mayor for the period, there is provision to do so under section 20B of the Local Government Act 2020 as follows:

20B Acting Mayor

(1) A Council may appoint a Councillor to be the Acting Mayor when—

- (a) the Mayor is unable for any reason to attend a Council meeting or part of a Council meeting; or*
- (b) the Mayor is incapable of performing the duties of the office of Mayor for any reason, including illness; or*
- (c) the office of Mayor is vacant.*

(2) An appointment under subsection (1) must be for a period specified by the Council.

(3) If—

- (a) an appointment has not been made under subsection (1) or has expired; and*
- (b) any of the circumstances specified in subsection (1)(a), (b) or (c) apply— the Council must appoint a Councillor to be the Acting Mayor for a period specified by the Council.*

(4) An Acting Mayor—

- (a) must perform the role of the Mayor; and*
- (b) may exercise any of the powers of the Mayor— until the circumstances specified in subsection (1) no longer apply or the period of the appointment expires, whichever first occurs.*

(5) If an Acting Mayor has been appointed, unless inconsistent with the context or subject matter, a reference in this Act (except in sections 20 and 23, Division 4 of this Part and sections 61(6) and 236(4)) to the Mayor includes a reference to the Acting Mayor.

There would not appear to be any urgent matters of business during the period that would warrant the appointment of an Acting Mayor.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 1 - People

1d. Promote health, wellbeing, engagement and connection.

Enabling Principles

b. Provide transparency and accountability

ATTACHMENTS

Nil

FINANCIAL / RISK IMPLICATIONS

There are no financial implications should Council choose not to appoint an Acting Mayor.

Should an Acting Mayor be appointed, then an appropriate remuneration adjustment would be made for the period.

CONCLUSION

There would appear to be no urgent matter that would warrant the appointment of an Acting Mayor, and it is suggested that Council notes the intention of the Mayor to travel interstate for the period between the July and August Council Meetings.

OFFICER RECOMMENDATION

That Council:

1. Notes this report.

11. COUNCILLOR ACTIVITY REPORTS**11.1. COUNCILLOR ACTIVITY REPORTS - JUNE 2023**

Cr Damian Ferrari – Beaufort Ward		
6 June 2023	Council Briefing	Avoca
6 June 2023	Cuppa & Chat	Glenpatrick
8 June 2023	Flood Community Information Session	Beaufort
9 June 2023	Art Exhibition Opening	Beaufort
20 June 2023	Council Briefing	Beaufort
20 June 2023	Council Meeting	Beaufort

Cr David Clark – Ercildoune Ward		
6 June 2023	Council Briefing	Avoca
6 June 2023	Cuppa & Chat	Glenpatrick
8 June 2023	HLEN Committee Meeting	Ballarat
20 June 2023	Council Briefing	Beaufort
20 June 2023	Council Meeting	Beaufort
22 June 2023	MAV Office Opening	Melbourne
27 June 2023	PCC Staff Farewell	Lexton

Cr Robert Vance – De Cameron Ward		
6 June 2023	Council Briefing	Avoca
6 June 2023	Cuppa & Chat	Glenpatrick
19 June 2023	Barkly Public Hall CoM Meeting	Barkly
20 June 2023	Council Briefing	Beaufort
20 June 2023	Council Meeting	Beaufort
22 June 2023	Timber Towns Victoria General Meeting	Virtual
26 June 2023	RCV Committee Meeting	Virtual
27 June 2023	PCC Staff Farewell	Lexton

Cr Ron Eason – Avoca Ward		
6 June 2023	Council Briefing	Avoca
6 June 2023	Cuppa & Chat	Glenpatrick
8 June 2023	Flood Community Information Session	Beaufort
9 June 2023	Art Exhibition Opening	Beaufort
13-15 June 2023	National General Assembly	Canberra
19 June 2023	Early Childhood Budget & Reform Briefing (Hon Ingrid Stitt MP)	Virtual
20 June 2023	Council Briefing	Beaufort
20 June 2023	Council Meeting	Beaufort
27 June 2023	PCC Staff Farewell	Lexton

Cr Tanya Kehoe – Mount Emu Ward		
5 June 2023	Carngham Uniting Church Building Meeting	Carngham
6 June 2023	Council Briefing	Avoca
6 June 2023	Cuppa & Chat	Glenpatrick
19 June 2023	CERA Meeting	Beaufort
20 June 2023	Council Briefing	Beaufort
20 June 2023	Council Meeting	Beaufort
27 June 2023	PCC Staff Farewell	Lexton

12. ASSEMBLY OF COUNCILLORS**12.1. ASSEMBLY OF COUNCILLORS - JUNE 2023**

MEETING INFORMATION			
Meeting Name	Councillor Briefing Session		
Meeting Date	Tuesday 6 June 2023 commenced at 1.00pm and closed at 4.00pm		
Meeting Location	RTC, Avoca		
Items Discussed	<ol style="list-style-type: none"> 1. LRCIP Program 2. AEMO 3. Community Care Transition Update 4. State Budget and State Funding Programs 5. Finance Update 6. Budget Submissions 7. Agenda Review 		
ATTENDEES			
Councillors	Mayor Cr Ron Eason Cr Damian Ferrari Cr Tanya Kehoe	Cr David Clark Cr Robert Vance	
Apologies			
Staff	Jim Nolan (Chief Executive Officer) Douglas Gowans (Director Assets and Development Services) Kathy Bramwell (Director Corporate and Community Services) Martin Walmsley (Manager Community Wellbeing & Development) - item 3 Glenn Kallio (Manager Finance) - item 5		
Visitors	Rosanna Lacorcia (AEMO) - item 2 Sam Magee (AEMO) - item 2 Megan Stanley (AEMO) - item 2 Geoffrey Caine (DEECA) - item 2		
CONFLICT OF INTEREST DISCLOSURES			
Item No:	Councillor making disclosure	Particulars of disclosure	Councillor left meeting
Nil.			

MEETING INFORMATION			
Meeting Name	Councillor Briefing Session		
Meeting Date	Tuesday 20 June 2023 commenced at 1.00pm and closed at 5.30pm		
Meeting Location	Council Chamber, Beaufort		
Items Discussed	<ol style="list-style-type: none"> 1. Youth Program 2. Swimming Pool Season 2022/2023 3. PA1988-12/A - Amendment to Broiler Farm Planning Permit 4. Pyrenees Shire Roads and Responsible Authorities 5. TOMRA Cleanaway 6. Staff Departure and Retention 7. Regional Planning Hub – Planning Scheme Review 8. Barengi Gadjin Land Council (BGLC) 9. Agenda Review 		
ATTENDEES			
Councillors	Mayor Cr Ron Eason Cr Damian Ferrari Cr Tanya Kehoe	Cr David Clark Cr Robert Vance	
Apologies			
Staff	Jim Nolan (Chief Executive Officer) Douglas Gowans (Director Assets and Development Services) Kathy Bramwell (Director Corporate and Community Services) Jerry van Delft (Team Leader - Community Development & Project Management) – items 1 & 2 Adam Boyle (Community Wellbeing and Grants Coordinator) – items 1 & 2 Lisa Whyte (Youth Engagement Officer) – item 1 Martin Walmsley (Manager Community Wellbeing and Development) – items 1 & 2 Baylie Lang (Recreation Development Coordinator) – items 1 & 2 Katie Gleisner (Manager Planning and Development Services) – items 3 & 7 Rachel Blackwell (Principal Planning Officer) – item 3 Eoghan McColl (Coordinator Planning Services) – item 7		
Visitors	Ian Farran and Frank Fenwick – item 3 Tony Catania and Michelle Mandl (TOMRA Cleanaway) – item 5		
CONFLICT OF INTEREST DISCLOSURES			
Item No:	Councillor making disclosure	Particulars of disclosure	Councillor left meeting
Nil.			

Cr David Clark / Cr Damian Ferrari

That the items for noting in Sections 10, 11 and 12, be received.

CARRIED

13. ITEMS FOR DECISION

13.1. ECONOMIC DEVELOPMENT AND TOURISM

13.1.1. RV CAMPING - BEAUFORT

Presenter: Jim Nolan - Chief Executive Officer

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Ray Davies – Manager Economic Development and Tourism

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 523044700

PURPOSE

To seek Council direction on the future maintenance and development of the RV free camp site located at Audas Lane Beaufort.

BACKGROUND

At the 15 September 2015 council meeting, Council endorsed a motion:-

- That Council establish Beaufort as an RV Friendly town.
- That Council proceed with a twelve-month trial of a free RV camp site at Beaufort, at a location to be determined.
- Consult with the community and businesses as to a suitable location for the trial.
- Report back to Council with a recommended trial location no later than the November 2015 Council meeting and to demonstrate that the town is compliant with RV Friendly Guidelines.
- Report back to Council regarding the success of the operation after six months of the trial.

A further report was received by Council on November 2015. This followed the identification of five alternative sites for consideration including:

1. The former Primary School Oval. While local residents felt this to be a superior location to the site selected at Audas Lane, the property remains under ownership of the Victorian Government which was one of the reasons for this option being discarded at the time.
2. Land adjacent to the Beggs St Playground
3. Land adjacent to the former railways goods shed
4. Council owned property at 10 Audas Lane Beaufort
5. Raglan Recreation Reserve

The Audas Lane site was endorsed by Council as the preferred location as it was considered to be more discreet than options 1-3 but still provided easy access to the retail area which is within walking distance via footpaths as well as being an equivalent distance from recreational walks at the lake.

A resolution was passed:

1. That Council proceed with an application for a planning permit to establish a trial free camp site adjacent to the Apex and Croquet club facilities at 10 Audas Lane Beaufort.
2. That Council work together with the Apex and Croquet Clubs towards a mutually suitable arrangement for this site.

The planning application was advertised to the public and immediate neighbours contacted directly. An objection was received, and following conclusion of a mediation process Council issued a notice of decision to issue a planning permit on 20 April 2017.

The conditions established in the planning permit were satisfied and relevant plans endorsed as at 15 January 2018 and Council commissioned the Beaufort RV free camp in May 2018.

A report to Council on the trial site of September 2019 found that the trial of the free camp site *“had proven effective to date with regular use during the period under review”*.

There has been some ongoing community interest since establishment of the site from those who would like to see it relocated to the former Beaufort primary school oval. However, the former school site currently remains under the control of the Victorian Government, with potential future uses of this site likely to be investigated during the consultancy phase due in Beaufort Linear Masterplan project. The masterplan project is about to get under way with community engagement to occur in the coming months.

Furthermore, while the former primary school oval is close to shops and cafes it is also adjacent to highway traffic where noise and amenity of visitors and their privacy would be adversely impacted.

While there are still RV travellers using the Audus Lane free camp site at present, it has become very wet due to the lack of gradient to drain water off the site. Some RV users are therefore turning away as the wet conditions have contributed to certain areas of the site becoming boggy.

ISSUE / DISCUSSION

The Beaufort RV free camp site was established at a cost to Council of \$38,306- in early 2018 and there has been no additional investment nor upkeep since that time.

In consideration of the current damp and boggy state of the site there are a range of options for Council to consider:

1. Maintain the site as is and apply some basic maintenance by topping up with gravel and installation of a culvert at a cost of up to \$15,000-. This option will not however resolve the lack of slope nor drainage which are contributing to saturation the site is presently prone to. This option remains the least costly but provides a short-term solution.
2. Improve the site by creating a greater degree of slope and incorporate drainage while maintaining it as a large square area as it is at present. Dependent on detailed designs which have not been undertaken at this time, this option is estimated to cost upwards of \$40,000-. An annual maintenance regime similar to standards for the Shires gravel road network is estimated at between \$2,000- to-\$5,000- per year.
3. Create a raised road network with dedicated parking bays within the site, undertake some landscaping and installation of drainage.
 - a. This option would provide a higher degree of amenity and character than option two and is therefore likely to be more frequently used.
 - b. Dependant on detailed designs being completed this option is also anticipated to cost upwards of \$40,000-, with similar maintenance costs to option 2.
4. Create a similar design to option three with a sealed road at an initial cost of upwards of \$100,000- to mitigate annual maintenance costs associated with a gravel surface and the impact of turning RV's and caravans.
5. Council closes the RV Free site to eliminate the cost burden, and applies its investment in continual improvements to the Beaufort Lake Caravan Park. Council directly employs staff to operate the park where paying clients contribute to direct income and employment outcomes. It is noted that the powered sites at the park are also sodden with water presently which contributes to loss of business. Solutions to these conditions at the park are also being investigated to allow year-round use of powered and ensuite sites for caravans and RV's.

6. Closing the RV free camp may jeopardise Beaufort's RV Free status which was something Council endorsed in 2015. The Campervan and Motorhome Club of Australia (who claim to have 70,000 members) feature details of all RV Friendly towns on their website which draws the attention of the RV community to stop over in Beaufort.

Of the five options presented above option three would provide a higher level of customer experience than options one and two, while being less costly to maintain over a longer term than option one and less expensive to deliver at the outset than option four.

Options 2,3 and 4 are not included in Councils budgets presently and external sources of funding would be required to implement either one.

Option five would come at a risk of losing trade from RV travellers.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 4 - Economy

4c. Encourage and invest in assets and infrastructure for commerce and community.

Enabling Principles

a. Motivate and inspire community involvement

ATTACHMENTS

Nil

FINANCIAL / RISK IMPLICATIONS

Options outlined in this report for remediation and/or further development of the RV site range from \$15,000- to in excess of \$100,000-.

The lowest cost option is unlikely to resolve the current conditions of the site and it is therefore considered that an investment of in excess of \$40,000- is required for an effective resolution to the problem.

Detailed designs are required to be able to more accurately assess the costs involved.

CONCLUSION

To allow the RV free camp to operate to an optimal level over twelve months of the year there are three plausible options. Each of the following options would require completion of detailed designs to give a better understanding of the costs involved. These options are:

1. To add materials to create a sufficient slope at the site at an estimated cost upwards of \$40,000- to more effectively drain water and incorporate an annual maintenance regime similar to that of gravel roads
2. Create a raised road network with dedicated parking bays within the site, undertake some landscaping and installation of drainage at a cost upwards of \$40,000-. This option would provide an enhanced level of amenity and potentially encourage increased visitation than the option above. An annual maintenance regime similar to standards for the Shires gravel road network is estimated at between \$2,000- to-\$5,000- per year
3. Create a similar design to the above option with a sealed road at a cost likely to be upwards of \$100,000-. This option would mitigate annual maintenance costs associated with a gravel surface.

Alternatively, Council may consider closing the park and focus its investment into improvements at the caravan park, but at the risk of no longer being an RV friendly town with these campers no longer contributing to the local economy.

Cr Robert Vance / Cr Damian Ferrari

That Council:

1. Undertakes basic maintenance work to improve the access and use of the site up to \$15,000 as outlined in option 1
2. Undertakes further design and costing for improvements to the site be considered as part of the 2024/25 budget process.

CARRIED

13.2. ASSET AND DEVELOPMENT SERVICES

13.2.2. REVISION TO REGISTER OF PUBLIC ROADS

Presenter: Douglas Gowans - Director Asset and Development Services

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Tim Day – Manager Assets

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 58/02/02

PURPOSE

The purpose of this report is for Council to consider adoption of the revision to the Register of Public Roads.

BACKGROUND

Council is required to maintain a Register of Public Roads in accordance with the *Road Management Act 2004*.

Under the *Road Management Act 2004 s19* a road authority is required to keep a register of public roads which defines those roads for which they are the Coordinating Road Authority. The register must include amongst other things: (a) the name of the public road, or if unnamed, a description which enables the particular road to be easily identified; (b) the date on which the road became a public road; and (c) the classification of the public road.

Council's Register of Public Roads has been reviewed and updated.

ISSUE / DISCUSSION

Council officers have recently undertaken a comprehensive review of the network of roads within the municipality. Council has also recently included a number of roads in its Register of Public Roads. Consequently, it is timely to update the Register leading to this revision.

The review of the road network has identified that, in addition to the newly adopted roads, a number of corrections and amendments to the register are required.

The corrections and amendments can be identified under the following categories:

- Correction of road length
- Correction of Coordinating and Responsible Road Authorities
- Amendment to the road hierarchy
- Amendment of locational descriptions
- Aligning the road register with boundary demarcations
- Identification of road reserves subject to an Unused Road Licence that are named or provide unique access for addressed properties

The entirety of Council's road network has been inspected as part of the revision process. The start and end points of roads have been corrected with associated correction of lengths.

Where roads form the boundary of another municipality these roads have been reviewed in relation to historical boundary road agreements. Where roads extend into other municipalities the demarcations have been reviewed. There is some further work to be completed to establish contemporary boundary road

agreements. This process will formalise the transfer of responsibilities under the *Road Management Act 2004*.

The Register of Public Roads requires that the hierarchy of the road is identified.

Council has historically used 4 classes of road. An additional local access class, Local Access 3, has been adopted to capture what were previously referred to as fire access or informal tracks. The classes are tabled below.

ROAD CLASS	DESCRIPTION	MAINTENANCE OBLIGATION
LINK	Roads that link between towns or from towns to the arterial road network.	Inspected and maintained in accordance with the Road Management Plan (RMP).
COLLECTOR	Roads that provide through connections to link and arterial roads. Roads that provide access to key tourist, commercial or industrial locations.	Inspected and maintained in accordance with the RMP.
LOCAL ACCESS 1	Roads that provide access to 3 or more dwellings, that connect to collector, link and arterial roads, that provide access to significant tourist, commercial or industrial locations.	Inspected and maintained in accordance with the RMP.
LOCAL ACCESS 2	Roads that provide access to 1 or 2 dwellings, that connect to Local Access 2, collector, link and arterial roads.	Not inspected. Maintenance undertaken upon request and when required.
LOCAL ACCESS 3	Roads that provide access to un-developed land, State forests and parks, often no-through roads, predominantly unformed and natural surface roads, dry weather roads.	Not inspected. Maintenance only undertaken at Council's discretion to maintain serviceability.
UNUSED ROADS	Roads under an Unused Road Licence issued under s400 of the <i>Land Act 1958</i> . Some unused roads are included in the register, generally where these have been named or provide a property address.	Not inspected. Not maintained.
UNMADE ROADS	Road reserves that do not have a constructed road or track and are not subject to an Unused Road Licence. These are often referred to as "paper" roads. Unmade roads are not included in the register.	Not inspected. Not maintained.

Some roads require a change in their hierarchy. This most commonly occurs with local access roads that are no-through roads, where access changes to unaddressed properties and where access is provided to state government managed land. Where there is a change in hierarchy, the road is segmented to define the start and end points of each segment. There is some further work required to process licenses associated with unused roads.

Locational descriptions have been amended to identify start and end points of each road segment.

The hierarchical classification and basis for the classification is defined in the Register. The Register now includes a description of how it will be managed as further revisions are adopted.

The revision to the Register of Public Roads provides the basis for correcting road lengths reported to the Grants Commission.

The revised Register of Public Roads is provided as an attachment to this report.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 4 - Economy

4b. Invest in road infrastructure to improve connectivity for commerce and community.

Enabling Principles

b. Provide transparency and accountability

COMMUNITY ENGAGEMENT / CONSULTATION OUTCOMES

Council's Register of Public Roads is a public document available on Council's website and at its customer services counter.

ATTACHMENTS

1. PSC Road Register July 2023 [**13.2.2.1** - 55 pages]

FINANCIAL / RISK IMPLICATIONS

The Register of Public Roads is an essential document in relation to the management of risk associated with the management and maintenance of public roads. The register identifies the extent of Council's responsibilities in relation to the inspection and maintenance obligations by class of road defined in its Road Management Plan.

CONCLUSION

The revision to Council's Register of Public Roads is provided for consideration and adoption by Council.

Cr David Clark / Cr Robert Vance

That Council:

1. Endorses the revised Road Hierarchy as detailed in this report
2. Adopts the revised Register of Public Roads.

CARRIED

13.2.3. PETITION - NORTHERN END OF HIGH STREET - AVOCA

Presenter: Douglas Gowans - Director Asset and Development Services

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Douglas Gowans – Director Assets and Development

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 2660

PURPOSE

The purpose of this report is to provide Council with an update regarding the petition received expressing concern over the state of the northern end of High Street, Avoca.

BACKGROUND

At the Council meeting held on 20 June 2023, Council officers tabled a petition received from Sue Allan of Avoca.

The petition contained several photos of High Street infrastructure and vegetation north of the railway line and predominately north of Astbury Street. The petition and letter contained eight (8) signatures in total and stated:

"We the undersigned have concerns about the overgrown state of the northern end of High Street Avoca Vic 3467."

The accompanying letter from Sue Allan raised concerns about a change in amenity maintenance north of 272 High Street, Avoca. It raises concerns about fire risk, drain maintenance and effectiveness and the need to have more adequate mitigation for flooding.

At the June 2023 meeting, Council resolved to:

1. *Receive the petition*
2. *Request a report to be presented to a future meeting of Council on the matter contained in the petition.*

ISSUE / DISCUSSION

The area to the south of 272 High Street, Avoca is categorized as a high amenity cut area and maintained by regular mowing by Council officers. Due to cost management, the area north of 272 High Street, Avoca is maintained within fire amenity categorization, where land is maintained by regular slashing where weather permits.

Flooding and storm damage has caused an increase in the growth of invasive species in the area north of 272 High Street Avoca and Council Officers are seeking to undertake clean-up works when conditions allow. The clean-up of dead timbers and evasive species is likely to commence in late spring prior to the fire season.

Council has committed funds to undertake major drainage works within the road reserve between the service road and the Sunraysia Highway that will clean up any of the invasive species and fallen and dead trees, as well as improving waterflow and the movement of flood waters which will mitigate the impacts on residents on private property. Once the invasive species and trees have been cleaned up with will be easier to maintain and have the appearance of a well-maintained area.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 1 - People

1a. Prepare for emergencies and ensure community safety.

Enabling Principles

- b. Provide transparency and accountability

ATTACHMENTS

1. 20230612 - Northern End High St Petition - Redacted [13.2.3.1 - 29 pages]
2. Drainage Maintenance Drawing 10- A [13.2.3.2 - 1 page]

FINANCIAL / RISK IMPLICATIONS

Increasing the level of maintenance and amenity north of 272 High Street Avoca would come at a significant cost however, as Council has received funding to improve the drainage and tackle the invasive species clean up, ongoing maintenance should be able to be achieved within long term budgets but will be subject to annual review within Council's future budget constraints.

CONCLUSION

Council officers acknowledge the concerns of the petition signatories and will seek to undertake maintenance works when weather conditions improve.

Cr Robert Vance / Cr Damian Ferrari

That Council:

1. Commits to improving the level of maintenance and amenity of the High Street median north of 272 High Street through the proposed works that Council has programmed.
2. Writes to the petition signatories who have provided addresses and provide a copy of the Council report and resolution.

CARRIED

13.3. CORPORATE AND COMMUNITY SERVICES

13.3.1. RISK MANAGEMENT - INSURANCE PROGRAM RENEWAL 2023/2024

Presenter: Kathy Bramwell - Director Corporate and Community Services

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Kathy Bramwell – Director Corporate and Community Services

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 38/02/04

PURPOSE

This report is presented for Council to endorse the insurance program renewal placed for the 2023/24 financial year.

BACKGROUND

As part of good governance, and mitigation of risk, the Council annually purchases and maintains insurance as part of sharing risk for various lines including public liability, professional indemnity, property, crime, cyber security, travel, and motor vehicles.

In line with previous years, the Pyrenees Shire Council has maintained its relationships with the Municipal Association of Victoria (MAV) for liability and professional indemnity coverage through the Liability Mutual Scheme, and its risk advisor, JLT Public Sector.

ISSUE / DISCUSSION

The annual insurance program was successfully procured for another year, commencing 1 July 2023, at a total increase of 13.52% for the total program.

The largest percentage increase was for property protection, significantly impacted by the widespread flood event in October/November 2022.

Commercial-in-confidence information relating to individual insurance line premiums has been provided to the Council separately. The insurance program renewal was required by 1 July 2023 and, as has been the case in previous years, renewal information was received too late to be provided to Council at its June 2023 meeting for advance approval. Indicative costs are, however, included within Council's budget.

Due to timing constraints and the mandatory nature of needing an insurance program in place, the insurance program has been accepted on behalf of Council and the Council is now requested to provide endorsement of the decision made to procure insurance at a total cost of \$517,364.40 for the 2023/24 financial year.

The insurance lines held by Council for 2023/24 include:

- **Property** – renewal made with the JMAPP Discretionary Trust Program.

Council renewed its membership with the JMAPP Discretionary Trust program for 2023/24. This arrangement is not insurance but is authorised and classified by ASIC (Australian Securities and Investments Commission) as a managed investment scheme and mutual risk product.

The structure of JMAPP is designed to reduce the reliance on the traditional insurance market using the managed Aggregate.

This program covers property located in Australia that is the responsibility of its members including Council's catalogue of artworks.

- **Public Liability and Professional Liability** – renewal made with the MAV’s Liability Mutual.

Council renewed its membership with the MAV’s Liability Mutual Insurance (LMI) Scheme. This scheme covers liability for personal injury and property loss arising through Council’s actions or absence of action, plus professional indemnity against decisions made by council officers.

- **Motor Vehicle Policy** – renewal made with Vero Insurance.

This policy provides fully comprehensive coverage for all registered motor vehicles, including heavy fleet vehicles, owned, and operated by the Council.

- **Personal Accident Policy** – renewal made via Victor Underwriting with Chubb Insurance.

This policy provides coverage for Councillors, officers and volunteers working or engaged on behalf of the Council where that work is officially organised by and under the control of Council, except where such expenses are covered by Medicare.

- **Corporate Travel Policy** – renewal made via Victor Underwriting with Chubb insurance.

This policy provides coverage in respect of Council business provided such travel involves a destination fifty (50) kilometres or more from the covered person’s home or normal place of business.

- **Community Liability Pack Policy** – renewal made with QBE Insurance.

This policy provides coverage for:

- a. Uninsured casual, ad-hoc and regular hirers of Council Owned or Controlled Facilities for activities conducted at and from the hired facility, provided hire occurs no more than 52 times per annum (per hirer).
- b. Uninsured participants of Council run or Council approved events or programs – including, but not limited to, performers, stallholders, artists, buskers, street stallholders, artists occupying studios, tutors, instructors and similar. Coverage includes the various activities of the insured whilst participating in an event or program organised by Council or an event or program organised by others where Council requires coverage.
- c. Uninsured permit holders (liability coverage) including:
 - ☐ Local trader permit holders for the placement of advertising boards and other merchandise on footpaths or areas deemed to be Council property under a permit issued by Council.
 - ☐ Community garden permit holders – residents setting up and maintaining gardens on Council property including nature strips or planter boxes, under a permit issued by Council.

- **Cyber Liability Policy** – renewal made with a panel of insurers, led by Chubb Insurance.

Cyber-security is one of the highest rated risk concerns in 2023 and has potential impacts on other key risks including financial sustainability, business interruption, and statutory / regulatory requirements.

The cyber insurance market has seen the greatest volatility over the past few years and in the last 12 months the market has changed with new entrants and refined risk selection from insurers, including the introduction of co-insurance clauses for ransomware, shared computer system limitations, widespread events definitions along with premium and deductible increases.

- **Councillors’ & Officers’ Liability Policy** – renewal made with AXA XL.

This policy provides coverage for claims brought against Council or insured persons (Councillors and Council Officers).

Insurance Market Overview

From mid-2017 to mid-2020 the insurance market went through a rapidly increasing pricing phase that not only impacted client premiums, but also restricted coverage significantly by way of policy restrictions and available capacity. Fortunately, these typical ‘hard market’ conditions have not continued at the pace they were and since Q4 2020, overall pricing increases have slowed.

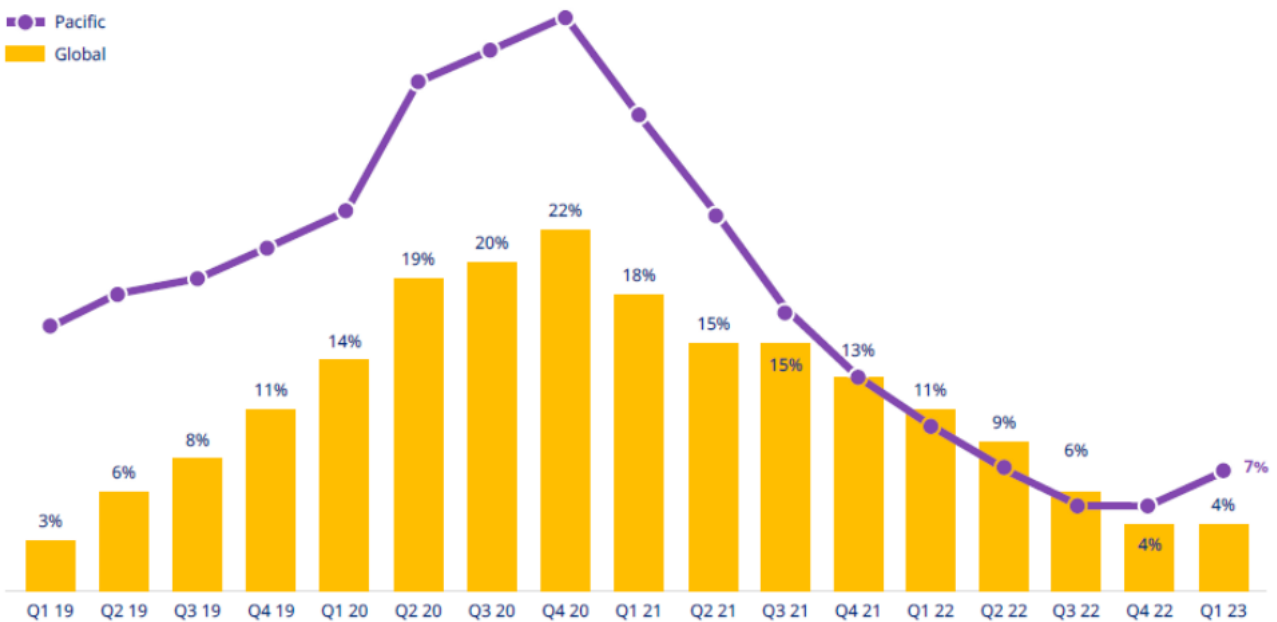
Despite a flattening of the global premium rate rises in the first quarter of 2023, it appears there is very much a two-speed insurance market operating at present. Globally, property markets increased 10% and Liability markets increased 3%, while global financial and professional lines (Directors & Officers, Professional Indemnity and Cyber Liability) saw a 5% reduction.

Whilst impacted heavily by global market influences, trading conditions in the Australian market have remained difficult, particularly for any accounts that are exposed to natural catastrophes and have suffered recent losses.

The latest Marsh Global Pricing index from the first quarter of 2023 (below) shows that pricing in the Pacific Region has continued to increase at a decreasing rate since the fourth quarter of 2022. However, heavily influenced by the property and liability markets, pricing in the first quarter of 2023 has seen overall pricing increase from 5% to 7%.

These rises are primarily being driven by the need to address inflationary pressures, rising reinsurance costs and better prepare natural catastrophe exposed placements for an increase in both frequency and severity brought on by climate change.

12| Pacific composite insurance pricing change



Source: Marsh Specialty and Global Placement

Renewal impacts

There were two major factors impacting negotiations between Council’s risk advisors and insurance and risk transfer markets ahead of the 2023/24 renewal:

1. Inflation –

Eleven interest rate increases by the RBA and the national inflation rate for December 2022 sitting at 7.0% impacted two-fold on the insurance market:

- a. Insurers' capacity cost has increased, meaning they are under more pressure to demonstrate underwriting results while achieving higher investment returns to ensure they can meet the capital adequacy requirements set by regulators.
- b. Increased costs of settling claims regardless of line of insurance. Costs of materials, repairs, labour, professional services, and ultimate settlement amounts are being heavily impacted by inflation and insurers on long-tail classes of insurance such as public liability are being particularly conservative on this front given a claim occurring this year may not be settled for another four to five years if litigated.

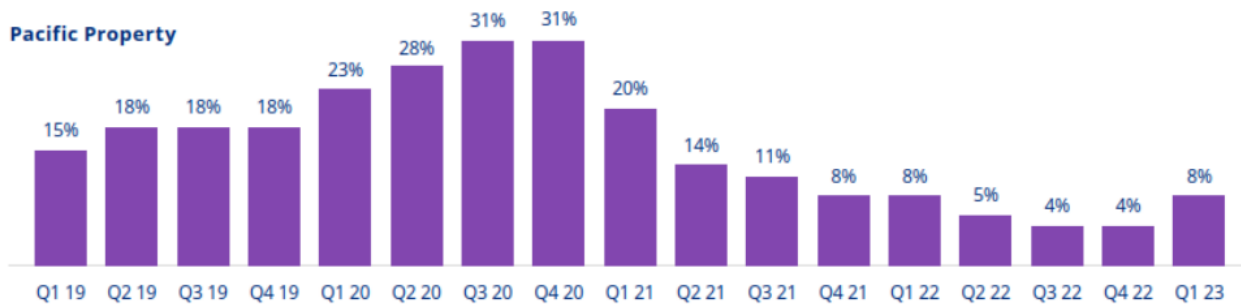
2. Natural Catastrophes –

The impact of recent local and global natural catastrophes has property insurers focused on achieving premium adequacy on all catastrophe exposed risks. This includes additional costs of purchasing reinsurance in global markets which are passed through to clients within premium calculations.

The 2022/23 program year saw the largest ever single event loss to the JMAPP Discretionary Trust since commencing in 1972, materially impacting the JMAPP property insurance renewal. The catastrophic flooding event that affected 17 councils across Victoria and Tasmania (including the Pyrenees Shire Council) has been and continues to be devastating to those councils and their communities. Insurance impacts continue as the rebuilding of assets continues seven months after the event.

The timing of the latest natural catastrophe to hit Australian Councils came at a time when insurers and their reinsurers are highly focused on reducing their natural catastrophe exposure.

The latest Marsh Specialty and Global Placement pricing report for the Pacific Region (see below) demonstrates that the property market average increases have doubled in the first quarter of 2023.



Source: Marsh Specialty and Global Placement

This has impacted upon flood coverage, reducing coverage limits for loss impacted councils significantly and increasing premium rates.

To address the impact of the protection that now exists for many members, discussions are underway to provide a parametric¹ insurance solution specifically for flood. This would use agreed water levels as a trigger against the limit requested – designed primarily for councils situated on a river system and using a local water gauge as a reference station. Based on the insurers analysis of a Councils particular risk, a ‘strike trigger’ and ‘exit trigger’ using a mathematical formula would be applied which then dictates the payment of claims, not the specific material damage incurred.

Therefore, once the water level reaches the ‘strike trigger’, the policy would pay a certain amount of the limit. Then once the water level reaches or exceeds the ‘exit trigger’ the policy will pay the full amount

¹ Parametric means using statistical sample data that comes from a population that can be adequately modeled by a probability distribution that has a fixed set of parameters OR relating to the parameters of something (a set of facts or a fixed limit that establishes or limits how something can or must happen or be done).

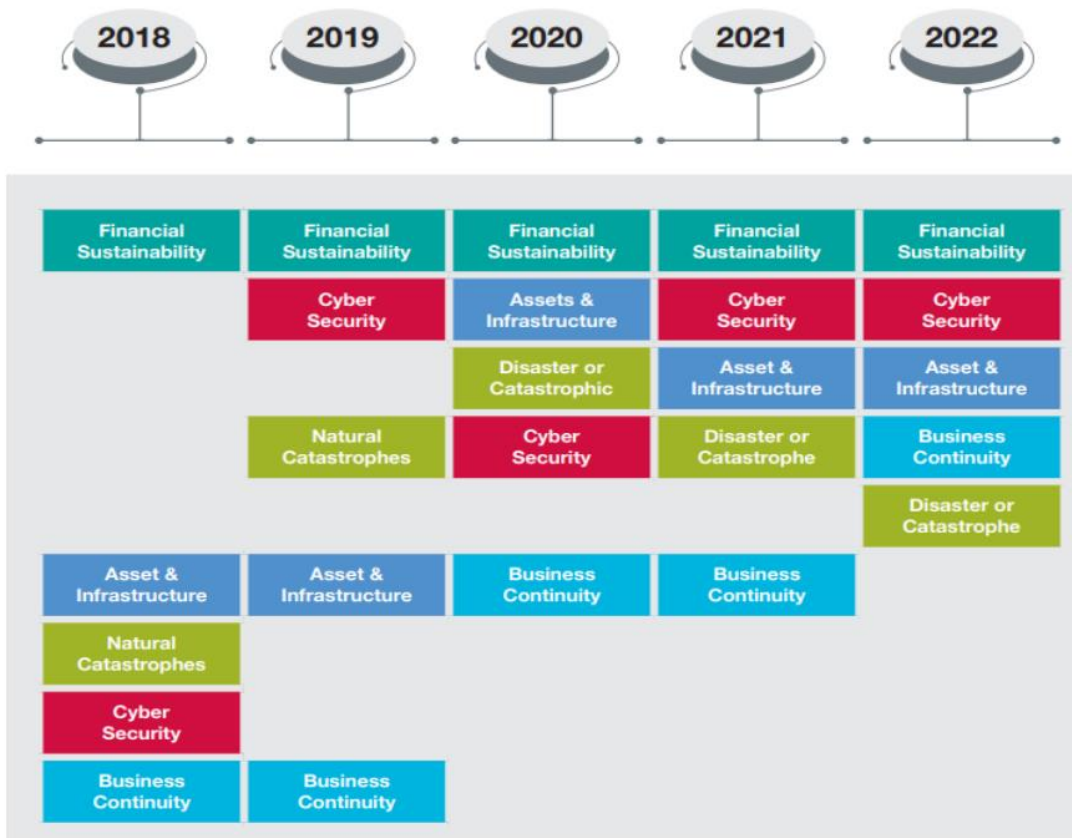
selected by the Council. Coverage for this is likely to only be purchasable based on an individual council’s exposure and requires presentation of asset registers with geocodes of all assets to map the exposure.

This solution will take some time to map, negotiate and present to councils for consideration and individual councils will need to contact their account managers to pursue.

Risk Environment

Risk trends were reported to the Council earlier in 2023, but the following chart tracks the top five risks identified in the JLT Public Sector annual risk report over the past five years. This demonstrates that financial sustainability remains a leader for local government, remaining as the number one identified risk since the 2018/19 financial year.

The risk of cyber security, assets and infrastructure, and business continuity risks are all related to recent high-profile events affecting both the local government sector and other high-profile incidents in the case of Optus and Medibank cyber incidents.



National Local Government Vulnerability Program

In 2022/23, Council’s property protection Trust, JMAPP, commenced the rollout of the National Local Government Vulnerability Program, to provide data and information to turn the focus from reactive disaster recovery funding to better informed decision-making for proactive mitigation investment.

This program will assist councils to build a vulnerability profile and continues in 2023/24.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 4 - Economy

4c. Encourage and invest in assets and infrastructure for commerce and community.

Enabling Principles

- b. Provide transparency and accountability
- c. Use resources efficiently and effectively

COMMUNITY ENGAGEMENT / CONSULTATION OUTCOMES

This report is considered a method of informing our community on Council meeting its mandatory obligation to protect Council people, assets, and operations through an appropriate insurance program.

ATTACHMENTS

Nil

FINANCIAL / RISK IMPLICATIONS

Significant financial and risk implications are inherent in a poorly procured insurance program. Risks include insufficient coverage in the event of a disruptive incident, inability to obtain appropriate insurance, and exposure to an extremely variable cost impost year on year.

CONCLUSION

Insurance has been procured for the 2023/24 financial year through MAV/JLT Public Sector with premium detail provided to Council separately. The Council is asked to endorse payment of the 2023/24 insurance premiums, which reflect an overall increase of 13.52% over the previous year.

Cr David Clark / Cr Tanya Kehoe

That Council endorses payment of \$517,364.40 for the procurement of the 2023/24 insurance program.

CARRIED

13.3.2. COMMUNITY CARE TRANSITION UPDATE

Presenter: Kathy Bramwell - Director Corporate and Community Services

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Kathy Bramwell – Director Corporate and Community Services

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 36/12/51

PURPOSE

This report provides an update to Council and Community on the transition out of direct service delivery of home-based community care and seeks Council direction on the provision of future active ageing services.

BACKGROUND

At its meeting in December 2022, the Pyrenees Shire Council resolved to exit direct delivery of home-based community care services under the CHSP (Commonwealth Community Home Support Program) and HACC-PYP (State Home and Community Care Program for Younger People) funding models as from 30 June 2023.

During the six months since that resolution, officers have provided periodic updates to Councillors at Council briefing sessions on the progress of that transition. It is now considered timely to provide a formal progress update on the transition and to seek Council direction on planning for the future.

ISSUE / DISCUSSION – TRANSITION OUT OF DIRECT SERVICE DELIVERY

In the last week of June, Councillors and officers said an official goodbye to most of the support staff who have provided home-care services to members of our community for many years and as part of this report, we would like to reiterate that thank you.

Four staff remain temporarily with Council:

- Two Co-ordination/Administration officers remain under 30 September 2023 to finalise the administration and reporting for the end of the financial year.
- Two Support Staff were retained for another two months to continue provision of services that allows a more complete transition in the HACC-PYP program.

1. Exit from CHSP Services

The transition out of services provided under the Commonwealth CHSP progress has progressed with all direct care services no longer provided by the Council.

The Commonwealth appointed three alternate providers and Council Officers worked hard at collating and providing the appropriate information to enable the transfer of clients, following the obtaining of client consent to do so. Just over 10 clients did not provide consent to transferring their information to new providers and these clients are now to be reassessed through the My Aged Care system.

The three providers appointed by the Commonwealth are:

- Mecwacare – based at an office in Ballarat – providing the full range of services shire-wide
- Beaufort & Skipton Health Services – providing limited services to the southern part of the shire
- Maryborough & District Health Services – providing limited services to the northern part of the shire

The transition process has taken the whole of the time available since the alternative nominations were received from the Commonwealth and the officers involved are to be commended for the challenging work involved in communicating with our clients and the collation / provision of relevant information to the new providers.

Other providers also service the Pyrenees Shire through Home Care Packages, and it is likely that the providers able to provide home-based care in the shire will grow over time providing a greater level of choice for our residents.

2. **Exit from HACC PYP Services**

The HACC-PYP program provides critical care to clients under 65 years of age, often with complex needs that cannot be interrupted. The transition out of services provided under the State-funded HACC-PYP program has not progressed as smoothly as that from the CHSP program.

Notwithstanding the original impression gained that the State had a process in place to facilitate a smooth transition, no alternate provider was notified to the Council until early June 2023, which left little time to conduct the communications and administrative work needed to transition clients out of Council care to the care of the new provider, or for the new provider to be sufficiently prepared to commence operations within the Pyrenees Shire.

The new provider of HACC-PYP program is Uniting Vic/Tas, based in Horsham, who will provide future care to 18 former clients of Council.

The administrative handover to Uniting Vic/Tas has been successfully completed, however the new provider has insufficient local staffing to maintain uninterrupted service provision during the first couple of months. Council has, therefore, entered into a brokerage arrangement with Uniting Vic/Tas to provide care using Council support staff, that will ensure continuity of care until 31 August 2023. This provides time for the provider to engage local staff that will take over care functions after that date.

ISSUE / DISCUSSION – FUTURE ACTIVE AGEING PROGRAM

As part of the difficult decision to exit provision of direct home care services, the Council indicated its intention to consider what alternative and complementary services it could provide to support its community in achieving an active lifestyle that enables residents to remain independent and at home for longer, and to maintain their connection to community.

Discussions with new providers has gained agreement to build and maintain relationships that will facilitate the ability for Council to design and deliver services that are complementary and supportive of the services provided by those providers and ensure that duplication of effort is avoided.

It is proposed to recruit an officer to build an active ageing program in collaboration with our community and direct care service providers. Full program details will be developed over time following that recruitment, but the program will be focused on the following areas already identified as needed to compliment direct home-based care.

1. **Positive Ageing** – ensuring older people have a healthy and active lifestyle that will help in delaying the need for or complement in-home support. This program will target residents at a much younger age than 65 to start healthy habits before ageing symptoms start.
2. **Accessibility and Inclusion** – ensuring that services are accessible and delivered to meet the needs of the entire community. Relationships with CHSP and HACC-PYP providers will be built and maintained to ensure that programs delivered by Council will support and complement those programs.
3. **Navigation, information, and access support** – ensuring that vulnerable members of the community gain and maintain access to aged care and support service systems. Experience has

shown that service systems can be hard to navigate – particularly when solely online – and Council has a long history of providing this type of assistance.

4. **Social Connection** – ensuring people are ageing well and have ample opportunities to connect to others and reduce social isolation. This service will develop over time as former connection activities are likely to duplicate the services of new providers. The development and delivery of social connection activities is likely to be a whole-of-organisation collaboration involving different teams within the Council.
5. **Partnerships and Advocacy** – establish a network of community groups and organisations that provide support, social, and educational services to older people that promote active living and continuous learning, for example U3A, men’s sheds, libraries, senior citizens clubs, health services, service clubs, learning centres, and community houses.
6. **Wellbeing and Safety** – maintain the Vulnerable Persons Register as part of the Pyrenees Municipal Emergency Management Plan.

When developed, the Active Ageing Program will be included within the Municipal Health & Wellbeing Plan to facilitate effective monitoring and reporting of progress.

The recruitment of an Active Ageing Officer is included within the 2023/24 Budget and approval of the proposed recruitment and draft program outline is now sought from the Council.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 1 - People

- 1c. Improve accessibility and inclusivity.
- 1d. Promote health, wellbeing, engagement and connection.
- 1e. Improve social outcomes.

Priority 2 - Place

- 2b. Enhance the liveability and resilience of our communities.

Enabling Principles

- b. Provide transparency and accountability
- c. Use resources efficiently and effectively

COMMUNITY ENGAGEMENT / CONSULTATION OUTCOMES

This report informs the community in providing an update on the transition of home-based care services from the Council to new providers. This report starts a long-term program of community consultation and collaboration in building an active ageing program that will complement the direct delivery of in-home based aged care services in the future.

ATTACHMENTS

Nil

FINANCIAL / RISK IMPLICATIONS

The realisation of formerly identified risk implications of the Council’s exit from direct delivery of home-based support services was evidenced by the results of the 2023 Community Satisfaction Survey impacting upon the Council’s reputation. The Council and Council Officers committed to their community that the enforced exit would be replaced by a broader active ageing program complementing direct care programs, and this report identifies how that commitment will be met.

CONCLUSION

The Council's exit from direct in-home based care services is almost complete, with support being provided for a further two months with the HACC-PYP under 65's program and the final administration and reporting tasks underway. Significant effort was made by all parties to make the transition for clients and administrators as smooth as possible. The outline of a future active ageing program has been provided as part of this report and the Council's endorsement of the program and recruitment of a resource to develop and implement that program is now sought.

Cr David Clark / Cr Damian Ferrari

That Council:

1. Endorses the Active Ageing Program outline provided, and
2. Approves the commitment of Budget to recruit an officer to develop and deliver the Program.

CARRIED

13.3.3. DELEGATIONS

Presenter: Kathy Bramwell - Director Corporate and Community Services

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Kathy Bramwell – Director Corporate and Community Services

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 16/20/08

PURPOSE

This report is provided for the Council to adopt revised Delegations to Council Officers.

BACKGROUND

Section 11 (1) of the Local Government Act 2020 provides the Council with the power to delegate to members of Council Staff and Officers, via Instrument of Delegation, any power, duty, or function of a council under the Act other than one prohibited by section 11 (2).

A range of other legislation also allows the Council to delegate powers, duties, and functions under those Acts or regulations.

It is the Council's practice to review its delegations regularly and specifically when officer changes occur.

ISSUE / DISCUSSION

Council operates its Environmental Health operations through a contract arrangement with Kernow, which provides the organisation and its community with a consistent approach to mandatory environmental health services and public health protections without interruption. To maintain this service, new officers occasionally work for the Council requiring Instruments of Delegation & Authorisation to be updated to allow full operations.

Terry Old is now assigned to the Pyrenees Shire Council as Environmental Health Officer and requires the appropriate delegations and authorisations from the Council to operate fully in this role on behalf of the Council.

A relevant Instrument of Delegation & Authorisation is attached for the Council's consideration and adoption. Following adoption, the document will be sealed with the Council Seal.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 1 - People

1a. Prepare for emergencies and ensure community safety.

Enabling Principles

b. Provide transparency and accountability

c. Use resources efficiently and effectively

COMMUNITY ENGAGEMENT / CONSULTATION OUTCOMES

Management and review of Instruments of Delegation is a matter of compliance and does not require community engagement.

ATTACHMENTS

1. S11 Instrument of Appointment Authorisation EHO Terry Old July 2023 [**13.3.3.1** - 3 pages]

FINANCIAL / RISK IMPLICATIONS

It is a requirement under the Local Government Act 2020 and other legislation to accurately record any delegations of powers, duties, or functions to officers to allow for proper and lawful administration of Council's functions and operations, without which all functions and operations would require daily resolution of the Council.

CONCLUSION

Lawful operation of Council administration requires delegations of authority to be authorised by Council. The new assignment of environmental health officer to the Council requires an update of delegations and authorisations to allow for full operation within that function. The Instrument of Delegation & Authorisation, once approved by the Council, will remain in force until further reviews are conducted in the future.

Cr Tanya Kehoe / Cr Robert Vance

That Council:

1. In the exercise of the powers conferred by section 11 of the Local Government Act 2020 and other legislation referenced in the attached Instrument, resolves that the officer referenced in the S11 and S11A Instrument of Delegation and Authorisation attached, be appointed and authorised as set out in the Instruments, and
2. The Instruments come into force immediately the Common Seal of Council is affixed to the Instrument and remains in force until Council determines to vary or revoke it.

CARRIED

Prior to the following report being presented and discussed, Cr Clark & Cr Vance, having declared and interest, Left the room - 6:52pm.

13.4. CHIEF EXECUTIVE OFFICE

13.4.1. MEMBERSHIPS

Presenter: Jim Nolan - Chief Executive Officer

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Jim Nolan – Chief Executive Officer

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 44/06/14 & 22/16/22

PURPOSE

The purpose of this report is for the Council to consider continuation of membership of various bodies and committees.

BACKGROUND

Council has previously decided to become a member of and participate in a number of peak bodies and committees to assist in undertaking the work of Council.

It is appropriate periodically for Council to consider whether the benefit of membership warrants ongoing financial commitment, and whether Council has been able to take up the benefits of the membership through active participation.

Relevant bodies and committees of which Council is a member include:

Municipal Association of Victoria (MAV)

Victorian Local Government Association (VLGA)

Rural Councils Victoria (RCV)

Timber Towns Victoria (TTV)

National Timber Councils Association

Committee for Ballarat

Central Victoria Greenhouse Alliance (CVGA)

Tourism Mid-West Victoria (TMW)

Greater Ballarat Alliance of Councils (GBAC)

Council has recently discussed the merits of membership at a Council Briefing on 11 July 2023.

ISSUE / DISCUSSION

Each of the Bodies / Committees have rules that govern them, and requirements of its members including membership fees.

If Council decides that the benefit of membership does not warrant ongoing financial commitment, or that Council has not been able to take up the benefits of the membership through active participation, then consideration should be given to the relative notification process and period to end any membership.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 1 - People

1d. Promote health, wellbeing, engagement and connection.

Enabling Principles

c. Use resources efficiently and effectively

ATTACHMENTS

Nil

FINANCIAL / RISK IMPLICATIONS

Estimated annual membership costs are outlined below:

Municipal Association of Victoria (MAV), \$22,506
 Victorian Local Government Association (VLGA), \$3,330
 Rural Councils Victoria (RCV), \$4,400
 Timber Towns Victoria (TTV), \$2,750
 National Timber Councils Association, \$1,650
 Committee for Ballarat, \$4,334
 Central Victoria Greenhouse Alliance (CVGA), \$9,537
 Tourism Mid-West \$40,000
 Greater Ballarat Alliance of Councils (GBAT) - TBD

CONCLUSION

Given Council's tightening financial constraints, it is suggested that Council considers whether the benefits of membership of each of the above warrant the continuing cost and participation.

Cr Damian Ferrari / Cr Tanya Kehoe

That Council:

1. Considers giving notice of intention to cease membership to one or more of the bodies / committees listed in this report.
2. Seek further information to be provided on the activities of one or more of the specific groups listed in this report prior to making a decision about future membership.

CARRIED

Cr Clark & Cr Vance returned to the room at 6:57pm.

13.4.2. RISK AND RESILIENCE GRANT PROGRAM

Presenter: Jim Nolan - Chief Executive Officer

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Jane Bowker – Flood Recovery Coordinator

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 32/13/02

PURPOSE

The purpose of this report is to seek Council's endorsement to investigate the possibility of submitting a funding application for flood mitigation works at the Avoca Recreation Reserve (Public Park).

BACKGROUND

There is a long history of flooding along the upper Avoca River which affects the townships of Avoca, Amphitheatre and Natte Yallock and the rural areas in between. In more recent years, the recreation reserve at Avoca has been inundated in 2010, 2011, 2016 and twice in October 2022. The recreation reserve houses petanque, tennis, netball, football, cricket and the Men's Shed which were all notably damaged by the 2022 flood events. A full rebuild of the complex was undertaken in 2016 and substantial repairs are underway on the Men's Shed and complex following last year's flooding.

ISSUE / DISCUSSION

An investigation into flooding of the Upper Avoca River was completed in April 2021, in partnership with the North Central Catchment Management Authority, and resulted in the production of a suite of technical reports detailing modelling, mapping, damages, warning feasibility, and structural options. The pre-feasibility assessment identified five recommendations for more detailed assessments which included:

- Avoca Public Park bund
- Channel clearing (tree and debris removal)
- Raise levee banks along the Avoca River
- Flow training levees upstream of Natte Yallock
- Moonambel-Natte Yallock Road berm corner lowering and tree removal.

Each option was assessed against its effectiveness in reducing the risk of flooding, the economic benefit and the social and environmental advantages and disadvantages, as detailed in the structural mitigation report attached. The option with the most benefit, both to the community and cost effectiveness, is the Avoca Public Park bund. This bund is proposed to reduce the frequency of inundation into the park which flows in from the east and north and to a lesser extent from the west.

A small bund was installed in front of petanque piste a number of years ago and the proposed levee would be an extension of the existing bund and positioned such that floodwaters from the river are trained along the eastern then northern perimeter of the oval to join the flows from the west to a height of 0.8m. The access track that runs along the western edge of the park is proposed to be raised by approximately 1m.



There would need to be further investigation whether the suggested height of the levee, at 0.8m, would be adequate considering the flood height reached approximately 900mm in the Men's Shed and over floor level in the complex. Should the 0.8m bund be erected there would be some impacts on nearby residential properties and these impacts can be mitigated with additional drainage works. Careful and informed consideration would need to occur as to what effects heightening the bund would have on nearby properties.

Should this project receive support from Council and the community, funding could be sought through the State Government's Risk and Resilience Grants Program. Projects funded by this program aim to reduce the risk and limit the impact of disasters associated with natural hazards on communities and economies and this project would be deemed eligible. Grants between \$10,000 and \$250,000 are available and funding must be matched on at least a dollar-for-dollar basis.

To find out more about the visit <https://www.emv.vic.gov.au/how-we-help/grants-and-awards/risk-and-resilience-grants-program>.

Given the significance of this project, it is suggested that a staged approach be taken, and that an initial application under the Program be considered to undertake the necessary further investigation and community engagement with the view to considering the range of options available and cost benefit of each.

Lake Goldsmith Steam Rally Site

Approximately 85% of the Lake Goldsmith Steam Rally Site was inundated in the October 2022 flood event.

Council officers have been in discussions with the Society and the Glenelg Hopkins Catchment Management Authority to better understand the best long term mitigation options to provide the protection for the site from future events.

Two different measures are being considered. The first involves a levee around the majority of the site as identified and recommended in the most recent flood study commissioned by GHCMA which was completed prior to the 2022 flood event. The second measure involves improvements to the diversion channel to the north of the site which directs flood water from the Mt Enu creek to Lake Goldsmith. Both measures require further investigation, detailed design and costing before a commitment is made to invest in any significant infrastructure upgrades.

At the time of preparing this report, it is unclear if this work would be eligible under the Risk and Resilient Grant Fund due to the status / ownership of the land. However, there is an opportunity to do so if it is deemed eligible.

A number of other potential projects were considered for funding, however some of these other potential projects were also deemed ineligible. Other funding options are being explored for project eligibility.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 1 - People

1a. Prepare for emergencies and ensure community safety.

Enabling Principles

c. Use resources efficiently and effectively

COMMUNITY ENGAGEMENT / CONSULTATION OUTCOMES

As part of the development of the Upper Avoca River Investigation Report in 2021, a stakeholder engagement process was undertaken with representatives from NCCMA, DELWP (now known as DEECA), VicSES, Regional Road Victoria and most importantly the local community.

Whilst the community supported a bund in 2021, things may have changed and a further community engagement process will be undertaken with surrounding and downstream residents, reserve users and other relevant authorities, prior to an application being submitted to understand if there is still support.

ATTACHMENTS

1. Upper- Avoca- Flood- Investigation- Structural- Mitigations- Report (2) [13.4.2.1 - 93 pages]

FINANCIAL / RISK IMPLICATIONS

The Avoca flood investigation report from 2021 indicates that construction cost for a levee at the Avoca recreation reserve would be approximately \$550,000. It would be reasonable that indicative costs, to date, would increase to approximately \$875,000 with additional costs to cover:

- Increase in construction costs;
- Project management;
- Detailed design; and
- Costs to raise the bund, if required.

This would mean a Co-contribution of \$625,000 would be required. Annual maintenance has been estimated at \$11,000 per year.

Should Council support an alternative application to be submitted for investigation and design work for either (or both) the Avoca Rec Reserve and the Lake Goldsmith Steam Rally site, then this would also require a co-contribution from Council.

CONCLUSION

Council is committed to support communities to increase their resilience to the impacts of flood.

Repeated impacts over many years at both the Avoca Recreation reserve and the Lake Goldsmith Site have caused ongoing concern to the impacted communities, and some members have reached a point of frustration and exhaustion.

There Is an opportunity through the Risk and Resilience Grant Program to seek funding support to undertake further investigation and engagement with the impacted communities over the solutions to mitigate these events.

It is recommended that a staged approach be considered by Council due to the complexity of the work involved and the limitations on Council's capacity to meet the financial co-contribution requirement.

Cr David Clark / Cr Tanya Kehoe

That Council supports one or more grant applications to be submitted under the Risk and Resilience Grant Program with a Council co-contribution up to \$150,000.

CARRIED

13.4.3. GROWING REGIONS PROGRAM

Presenter: Jim Nolan - Chief Executive Officer

Declaration of Interest: As presenter of this report, I have no disclosable interest in this item.

Report Author: Jim Nolan – Chief Executive Officer

Declaration of Interest: As author of this report, I have no disclosable interest in this item.

File No: 32/13/02

PURPOSE

The purpose of this report is to seek Council support for the submission of an expression of interest and funding application to the Growing Regions Fund for the Beaufort Caravan Park development.

BACKGROUND

Council previously supported an application for the caravan park to the Commonwealth Building Better Regions Program, which was subsequently submitted, and then the incoming government decided to do away with the fund.

Council undertook a strategic review of the Caravan Park and prepared a Masterplan for the necessary development estimated in excess of \$2M. This strategic work was used to successfully secure \$500,000 from the Victorian Government. Council also committed in its budget to secure a \$500,000 loan as its contribution for the development.

It is suggested that these funds be used as leverage to secure a further \$1M to substantially complete the work identified in the Masterplan.

Details of the Program can be found via the following link and a section is copied:

[Growing Regions Program | Department of Infrastructure, Transport, Regional Development, Communications and the Arts](#)

The Growing Regions Program provides grants of between \$500,000 and \$15 million to local government entities and not-for-profit organisations, for capital works projects that deliver community and economic infrastructure projects across regional and rural Australia.

The program is open competitive with grants awarded on a merit basis.

There will be a two-stage application process. Under Stage One, applicants will be required to submit Expressions of Interest which will be assessed to ensure projects meet eligibility requirements, project readiness and program suitability, and are aligned with regional priorities for the area.

Expressions of Interest that are assessed as meeting requirements and approved to proceed will be invited to submit a full application (Stage Two).

Round 1 will open for expressions of interest on 5 July 2023, with \$300 million available to support capital works projects for community and economic infrastructure across regional and rural areas.

Expressions of Interest close on 10 August 2023.

ISSUE / DISCUSSION

Several other projects may be considered eligible under this Program; however, the Beaufort Caravan Park development project is considered ready for application given the strategic work which has been completed and previously reported to Council, and the co-contribution funds that have been secured.

With Council support, it is intended that an EOI be submitted addressing the Program requirements, and, if invited, a full application subsequently be submitted.

COUNCIL PLAN / LEGISLATIVE COMPLIANCE

Priority 4 - Economy

4c. Encourage and invest in assets and infrastructure for commerce and community.

Enabling Principles

c. Use resources efficiently and effectively

COMMUNITY ENGAGEMENT / CONSULTATION OUTCOMES

There has been no specific engagement associated with this application, however engagement was undertaken in the preparation of the Masterplan.

ATTACHMENTS

Nil

FINANCIAL / RISK IMPLICATIONS

A large portion of the project expenditure will be renewal of ageing assets, however additional assets including accommodation will require future maintenance and renewal.

Upgrading the Park will increase opportunities for visitor and worker accommodation as well as improve the visitor experience resulting in increased economic benefits to Beaufort and the shire.

CONCLUSION

Council support is sought for an EOI and (if invited by the Commonwealth) a full application to be submitted under the Growing Regions Program.

Cr Damian Ferrari / Cr Tanya Kehoe

That Council:

1. Provide support for an Expression of Interest and, if invited by the Commonwealth, a full application to be submitted under the Growing Regions Program.

CARRIED

14. COUNCILLOR REPORTS AND GENERAL BUSINESS

Cr Clark

- It was really good for all of the councillors to be out at Raglan the other day and we received a lot of information from the residents.
- Attended the Waterloo community Christmas in July function, on Saturday. Unfortunately it clashed with the Christmas in July at Raglan. It was also the Annual General Meeting of their progress association which was a really good meeting, attended by about 20 people and it was a really nice meal that council had supported through some of the covid recovery money. Thank you to the council officer who attended who had been supporting and working with the group. It was very much appreciated.
- Attended a number of constituent matters in Waubra and Evansford over the last month.
- Attended the NGA with the Mayor and CEO in Canberra, and attended a couple of good meetings with ministers. Also hearing discussions, particularly with our minister, Minister Horne around road funding and around the 2024 council elections and some of the disruption that some of my Melbourne colleagues are seeing in their council meetings.
- Attended the RCV Forum on Friday which was really well attended and a really good day. It was really nice to hear Moyne council talk about some of the work that they had done to utilize the caravan park to deal with some of their short-term worker issues, that role for the caravan park can't be understated in our community at the moment where we have some housing challenges.

Cr Kehoe

- There has been an increase in crime occurring in our local area which has been disturbing a number of residents and particularly farm owners so we do urge residents to make sure that you are very vigilant in securing equipment, tools and vehicles and to also be alert to any suspicious behavior. We want to protect our area and make sure that we can support each other in doing so.
- Attended a MEMPC meeting this month which saw the MEMP plan reviewed and its insurance template, also the fire sub plan and the CERA documents which we spoke about at the last meeting covering mass gathering, human disease and environmental heat events, those documents were ratified and adopted there as well.
- The Carngham United Church supporters in Snake Valley are still negotiating and looking at options for the church and they continue to meet regularly. We are still waiting to see what is happening there.
- Weather conditions have really impacted roads, please be aware of any existing hazards and new hazards that might appear on the roads and continue to report these through the avenues available so that we can keep on top of those and as soon as weather permits be able to clear up some of those issues.
- Attended the cuppa in Raglan, it is a beautiful community there and it was a wonderful turn up. Many concerns were raised and joys celebrated. Keep coming to those community cuppas we love seeing you there and they are really invaluable for the information that we get.

Cr Ferrari

- Attended the cuppa in Raglan, it was well attended and attendees did have quite a list of items for us but that's what those cuppas are all about. There was pretty good attendance of 10-12 people, I think

that shows that having them in the afternoon is much more effective than when we used to have them at lunch time. It is my understanding from the feedback received that most of those, if not all of those items that were brought to the attention of council have been addressed and that is a real credit to the council staff and particularly the outdoor staff, the feedback was fantastic and is a real credit, please pass that on to those responsible. That is exactly what those meetings are for and you don't have to wait for a meeting or a cuppa, at anytime if you find an issue you can notify the council by either ringing direct or lodging a CAR. Please don't hesitate if you have an issue to get it through to the council as soon as possible.

- At the request of a constituent, I attended a meeting with council officers in the field to inspect a laneway which has been an ongoing issue. We had a really good discussion; it is nice to meet onsite where you get a real visual perspective about what you are trying to discuss. Thank you to those council officers who attended.
- Attended an inspection of the RV site, it was really nice to see that we got some quick action having only inspected last week and have had a report brought before council for some action today. Thank you to the officers for that. The RV site is well patronized and those people quite often stay there because the caravan park is full and it might be just an overnight stay but they spend money in the town and they get involved in things in the town.
- A number of residents in Beaufort would have noticed that there are a couple of new signs in Neill street about a traffic camera that is there, we have been consistent in our lobbying and advocacy to get that there for quite some time and it has been on the list for quite a while so it is really good to see some action. I am really confident that when it is more widely known that it is there, we are not going to see so many red lights being gone through which will significantly increase the safety in that area for road users and pedestrians. It is really good to see that that advocacy has paid off.

Cr Vance

- Attended the cuppa at Raglan, it was an excellent meeting.
- Attended a Rural Councils meeting online and we were addressed by the Grants Commission, who spoke about the Financial Assistant Grants, hence my knowledge about the importance of the distance of roads as that is how they work out the grants funding and the traffic counts. They did assure us that the full allocation would be paid by 26 June this year which is good. There is a push for betterment when we repair roads after flooding, to ensure that next time the floods come through that they do not do as much damage as the last time, it has been spelt out time and time again, eventually we will surely get the message through to government that when you go and repair the flood damage that we just do a little bit better so it won't cost as much next time.
- I would like to report the bend in the road at the cemetery at Natte Yallock, if we could get some material in the potholes there, as it is an accident waiting to happen and extremely dangerous.
- Chaired a meeting of the Barkly Hall committee, they have had use of their new half basketball court and they are loving it, it has brought a little community really humming so that is great.
- Following the farewell to our community support staff at Lexton, I attended a meeting in Beaufort that was organised by Dale Tiley and the timber industry in this immediate area. I thought there was going to be complete closure of hardwood forest. That group of about 25 people from as far away as Colac, Apollo Bay and Daylesford are of the opinion that they can still appeal to the government and survive. They have got to get the message to the government that contractors are businesspeople, they go into the forest and they bring the timber out but they are providing a service, not only in supplying timber

but also managing the forest. That's the push that they are going to have to the central highlands region. I was surprised to see a chap from Colac who makes guitars out of hardwood and he employs 60 people and he sends his guitars around the world. There are a lot of things happen behind the scenes that we do not know anything about. They are confident in their approach to government that they may still be allowed to go into our forests and manage them. There were also firewood contractors there that have been operating for a long time and there is a use for them with the timber as we saw when the typhoon went through Daylesford in wombat forest, it wiped out a mass amount of timber and they along with others were able to utilise that.

- There are two positives for Landsborough, the Landsborough Larder and the Post Office has opened up and is providing food for the local community in the way of bread, milk and canned foods etc. The little town has two businesses open as well as the hotel now. The Larder is humming, there are often 5 to 8 vehicles pulled up out the front and the proprietor is very happy with the turnover so far.

Cr Eason

- In June we went to Glenpatrick for the cuppa and had a couple of people come along, at the Raglan cuppa we had 10-12 people attend, that is what happens at cuppas and that is what the community determine. I want to make it clear that you can come to any cuppa you like, you don't have to go to a cuppa when it is in your community, if you have got something you want to talk to us about and you know we are going to be somewhere next month, come along, we are only too happy to have people there, if you want to come along and talk to us, it is open to everyone in the shire.
- Attended the Art Exhibition in Beaufort which was good, it was a bit unfortunate that we couldn't get as many artists putting up their wares due to weather and so forth but it was a good exhibition and there were some lovely paintings there, some of them really exceptional.
- Attended the National General Assembly in Canberra along with Cr Clark and Mr Nolan, it is always interesting to talk to other councillors and get a feel for what is going on around the country and around Victoria. We've all got similar issues, sometimes people have got answers for those issues and it is always handy to talk to those people.
- Attended a farewell for our community care staff at the end of June. Again, I would like to thank them for the work that they did and for the hard work that they put in to try to make the transition across to new providers as easy as possible and I again wish them well with whatever they are currently doing.

15. CLOSE OF MEETING

The Ordinary Meeting of Council 18 July 2023 closed at 7:28 pm.

Minutes of the Meeting confirmed _____

2023

Mayor Cr Ron Eason