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# **DRAFT News and Social Media Policy**

POLICY TYPE: Council

APPROVAL DATE:

REVIEW DATE:

## NEWS AND SOCIAL MEDIA POLICY

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### DOCUMENT CONTROL

<b>Document Title:</b>	<i>Media Policy</i>
<b>Policy Type:</b>	<i>Council</i>
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## NEWS AND SOCIAL MEDIA POLICY



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## NEWS AND SOCIAL MEDIA POLICY



### 1. INTRODUCTION

#### 1.1 Purpose

Online and traditional news services, along with social media, provide opportunities for Council to engage with and inform the community about Council activities, programs, events, services and initiatives. Collectively they play a critical role in facilitating transparency, accountability and public trust.

The purpose of the policy is to provide a consistent, coordinated approach to interacting with news and social media, ensuring Council's communications are accurate and professional.

Councillors and staff of Warrnambool City Council are expected to demonstrate standards of conduct and behaviour that are consistent with relevant legislation, regulations and policies. This policy and the associated procedures provide guidance for Councillors, staff, contractors and volunteers on the use of news and social media for the purposes of informing and engaging with the community about Council activities, responding to media enquiries and the personal use of social media where Warrnambool City Council is a topic of online discussion. This policy should be read in conjunction with the Councillor and staff codes of conduct.

#### 1.2 Scope

The policy applies to all Council services, Councillors, employees, contractors (third party agents), volunteers and committees (including Council advisory committees) when representing Council in the media. This policy applies to all verbal and written comments in the media, public speaking engagements, media releases and the use of social media.

#### 1.3 Definitions

Term	Definition
Council	Warrnambool City Council
Community	People who live, work in or visit Warrnambool
Social media	Internet-based tools that facilitate online conversations.
Community engagement	The processes and interactions that occur between the Council, the general community and community groups.
Consultation	A two-way relationship with Council providing information to the community and community groups, accepting and considering feedback and providing information on outcomes.



## NEWS AND SOCIAL MEDIA POLICY

Political matters	Matters pertaining to the political direction of Council. This includes but is not limited to a decision of Council, an impending decision of Council, issues on which Council is campaigning or advocating for in the political arena and any matters on which Council is being asked to state a philosophical or ideological position.
Operational matters	Matters pertaining to the day-to-day operations of Council. This includes but is not limited to program delivery, Council services and programs, Council initiatives, and matters relating to staff.
News media	Radio stations, newspapers, television and websites that provide news coverage.

### 1.4 References

<b>Relevant legislation/standards</b>	<ul style="list-style-type: none"> <li>• Australian Human Rights Commission Act 1986 (Comm)</li> <li>• Age Discrimination Act 2004 (Comm)</li> <li>• Copyright Act 1968 (Comm)</li> <li>• Crimes Act 1958 (Vic)</li> <li>• Defamation Act 2005 (Vic)</li> <li>• Disability Discrimination Act 1991 (Comm)</li> <li>• Fair Trading Act 1999 (Vic)</li> <li>• Fair Work Act 2009 (Comm)</li> <li>• Freedom of Information Act 1982 (Vic)</li> <li>• Local Government Act 1989 (Vic)</li> <li>• Equal Opportunity Act 2010 (Vic)</li> <li>• Racial and Religious Tolerance Act 2001 (Vic)</li> <li>• Racial Discrimination Act 1975</li> <li>• Privacy and Data Protection Act 2014</li> <li>• Public Records Act 1973 (Vic)</li> <li>• Spam Act 2003 (Comm)</li> <li>• Sex Discrimination Act 1984 (Comm)</li> <li>• Wrongs Act 1958 (Vic)</li> <li>• Gender Equality Act (2021)</li> <li>• Child Safe Standards (2022)</li> </ul>
<b>Council &amp; organisational policies</b>	<ul style="list-style-type: none"> <li>• Councillor Code of Conduct</li> <li>• Staff Code of Conduct</li> <li>• Community Engagement Policy</li> <li>• Privacy Policy</li> <li>• Governance Rules</li> <li>• Caretaker (Elections) Policy</li> <li>• Councillors IT Equipment – Conditions of Use Policy</li> </ul>



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	<ul style="list-style-type: none"><li>• Risk Management Policy</li><li>• Equal Opportunity Policy</li><li>• Bullying and Harassment Policy</li><li>• Acceptable Computer Use Policy</li><li>• Sponsorship Policy</li><li>• Records Management Policy</li></ul>
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## 2. POLICY

### 2.1 Policy statement

In applying scrutiny to and coverage of Council activities, news media supports Council's efforts to maintain strong relationships with our community, therefore, a functional relationship between Council and a fair and balanced news media is highly desirable.

The Policy describes the way in which Council will communicate decisions, policies, programs, services and activities to the community via news media and social media. It also describes how Council will respond to requests for information from news media.

The Policy is aligned with Council's Community Engagement Policy which outlines Council's commitment to informing the community and, where appropriate, involving the community in decision-making.

### 2.2 Policy objectives

- Ensure news media receives accurate, useful and relevant information in a timely manner, taking into account the availability of staff, existing work commitments of staff and the urgency of the news item.
- Ensure that there are clear processes in place in interacting with the news media to communicate key Council decisions and messages.
- Detail the roles and responsibilities of councillors/staff in terms of media management, authorised spokespersons and the responsibility for pro-active promotion of Council services, events and activities.
- Provide guidelines for councillors and staff in the use of social media.

### 2.3 Policy principles and procedures

The following guiding principles set out how as Council and the organisation we will engage and interact with the community through news and social media platforms.

#### 2.3.1 News media enquiries

Warrnambool City Council will endeavour to provide timely, accurate information to the news media to maintain the reputation and integrity of Council and to ensure openness and accountability.

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## NEWS AND SOCIAL MEDIA POLICY

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In responding to enquiries from news media, Warrnambool City Council expects media coverage that is fair, balanced, relevant and in the public interest.

News media enquiries will be addressed within reasonable timeframes which are influenced by Council resources including the availability of staff. Enquiries will be directed through the Communications Unit to ensure a co-ordinated, organisation-wide approach.

### 2.3.2 Reporting on Council decisions

All media releases on Council decisions will be coordinated through Council's Communications Unit.

Once a decision is made by Council, media releases should reflect the decision of Council, not the personal interpretations of Councillors or officers.

### 2.3.3 Authorised media spokespersons

The Mayor is the official spokesperson on behalf of Council on matters where the Council has an official position, the matter relates to a Council decision or policy adopted by Council, matters affecting local government and local issues that impact the community.

The mayor may designate other Councillors as spokespersons. Examples of where this may be appropriate could include:

- a Councillor discussing matters pertaining to an advisory committee on which they serve;
- allocation of Councillors to a particular portfolio where a Councillor has a particular interest or level of expertise.

The Chief Executive Officer is the official spokesperson for all operational matters relating to the organisation including staffing and the structure of the organisation and on issues relating to service provision or day-to-day business of Council. Where appropriate the Chief Executive Officer will authorise relevant Council staff to speak on operational matters. The Chief Executive Officer can provide ongoing authorisation to a Council business unit that allows for the promotion of that business through the media.

### 2.3.4 Councillors in the media

Councillors can express their own independent views through the media, however they must make it clear any comment is their personal view and does not represent the position of Council. In making representations through the media, Councillors should abide by the Councillor Code of Conduct.



## NEWS AND SOCIAL MEDIA POLICY

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### 2.3.5 Media support

The role of Council's Communications Unit is to help promote the programs, initiatives, services and strategic policy decisions of Council and to support the Mayor and Chief Executive as official spokespersons.

Communications Unit support is reserved for actual Council decisions and activities and does not extend to promoting or explaining matters raised by Councillors through the media, unless they have been considered and a majority Council decision has been made.

### 2.3.6 Council social media accounts/sites

A number of Council operations and enterprises use social media as a promotional and general communications tool.

Social media platforms and apps not approved for use on devices owned by the Victorian and Australian governments are not to be used on Council devices.

Those posting content on Council social media sites should be mindful of the prohibited content described in item 2.3.7 of this policy.

Social media posts should relate directly to the operation for which the social media account was established.

Approval for establishing official Council social media sites is authorised through the Communications Manager on behalf of the Chief Executive.

Statements or announcements posted by staff on Council social media sites must:

- disclose only publicly available information; and
- comply with all relevant Council policies.

Staff using social media to disseminate information may consider sharing posts from community organisations or project partners, providing the post meets the objectives of a relevant Council plan, program or project.

Staff should be mindful of Australian competition laws and refrain from relaying, repeating or sharing social media messages issued by private businesses as to do so may promote one business over another, or involve Council in matters outside the scope of local government activity.

### 2.3.7 Prohibited content

The following are not permitted under any circumstances when Councillors or Council staff on behalf of Council engage with the community via the news and or social media:

- abusive or profane language;

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## NEWS AND SOCIAL MEDIA POLICY

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- content which is false or misleading;
- confidential information about Council or third parties;
- copyright or trademark protected materials;
- discriminatory material in relation to a person or group based on age, cultural background, disability, gender, nationality, marital or parental status, political opinion/affiliation, race, religious belief or sexual orientation;
- material that would offend contemporary standards of taste or decency;
- material that would bring the Council into disrepute;
- material that would breach applicable laws eg privacy, copyright, trade practices, etc;
- materials that could compromise a Council employee or systems safety;
- spam, meaning the distribution of unsolicited bulk electronic messages;
- statements that may be considered to be bullying or harassment; and,
- personal details or references to elected members, Council employees or third parties, which may be inconsistent with Council's Privacy Policy.

### 2.3.8 Child safety, gender diversity and equality

Those producing media content, print and online, should ensure the content reflects the diversity that exists in the Warrnambool community taking into account gender, age and cultural background.

Content should also be mindful of the 11 Victorian Child Safe Standards as defined by the Commission for Children and Young People.

### 2.3.9 Personal use of social media

Warrnambool City Council recognises that Councillors and Council staff use social media in their personal lives. This policy does not intend to discourage nor unduly limit personal expression or online activities. However, there is the potential for damage to be caused (either directly or indirectly) to the Council in certain circumstances via personal use of social media when users can be identified with Council.

Councillors and Council staff should be aware that content published on social media is, or may become publicly available, even from personal social media accounts.

Councillors and staff must ensure, they:

- are mindful that their behaviour is bound by the Councillor/Staff Codes of Conduct and therefore any views expressed should be clearly identified as their own and not those of Council;



## NEWS AND SOCIAL MEDIA POLICY

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- don't use a work email address to register personal social media accounts;
- don't make comments that are obscene, defamatory, threatening, harassing, discriminatory or hateful to, or about work, colleagues, peers or Council.

Councillors and staff must not post comments or images that are, or could be perceived to be:

- made on behalf of City Council;
- so harsh or extreme in criticism that they raise questions about the capacity to work professionally or impartially as a Councillor or employee (such comments would not have to relate directly to their area of work);
- compromising the capacity to fulfil duties as a Councillor or staff member in an impartial and unbiased manner. This applies particularly where comment is made about Council policies and programs;
- so strong in criticism of Council that it could seriously disrupt the workplace. (Councillor/staff members should resolve concerns via internal dispute resolution mechanisms);
- unreasonable criticism of Council clients or other stakeholders; and/or
- compromising public confidence in Council.

In relation to social media the Chief Executive Officer is also subject to the requirements of the Staff Code of Conduct.

### 2.3.10 Moderation of online content

Council officers responsible for social media content will either report, remove or block posts or users that:

- abuse, harass or threaten others;
- racially or religiously vilify others;
- incite, induce or aid violence, discriminate, harass, victimise or provoke hatred towards others, or are likely to offend, insult or humiliate others, particularly on the basis of their race, colour, descent, national origin, religion, ethnicity, gender, age, sexual orientation or any disability;
- make defamatory or libellous comments;
- use insulting, provocative or hateful language or images;
- use obscene or offensive language or images;
- use material that infringes the intellectual property rights of others;
- are multiple versions of the same view in a discussion;
- promote commercial interests;

## NEWS AND SOCIAL MEDIA POLICY

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- are unrelated to the topic of a post;
- link to external non-government websites;
- promote personal and professional interests;
- are overtly party political (e.g. reference to candidates, fundraisers, support for political parties);  
or,
- incite, encourage or make reference to conduct that may constitute a criminal or civil offence.

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## NEWS AND SOCIAL MEDIA POLICY

### 3. ROLES AND RESPONSIBILITIES

Role	Responsibilities
All Users	<p>When using Council media platforms:</p> <ul style="list-style-type: none"> <li>• adhere to Warrnambool's City Council's Codes of Conduct, policies and procedures;</li> <li>• comply with relevant laws and regulations;</li> <li>• seek authorisation/assistance from the Communications Unit;</li> <li>• behave with caution, honesty and respect;</li> <li>• have sound reasons for using social media for work;</li> <li>• use correct spelling and grammar; and,</li> <li>• reinforce the integrity, reputation and values of Warrnambool City Council.</li> </ul>
Staff and contractors	<ul style="list-style-type: none"> <li>• Seek approval from relevant manager for any business strategy that incorporates social media.</li> <li>• Seek advice and authorisation from the Communications Unit about using social media and developing a communications plan to support a business strategy.</li> <li>• Seek approval for council branding of social media and register social media account/tools/site with the Communications Unit.</li> <li>• Seek training and development for using social media.</li> <li>• Understand and comply with the provisions in this policy.</li> <li>• Seek advice from the Communications Unit if unsure about applying the provisions of this policy.</li> <li>• Be familiar with the end user licence agreements of any external social media tools being used.</li> </ul>
Managers and Supervisors	<ul style="list-style-type: none"> <li>• Ensure staff and contractors are provided with a copy of this policy.</li> <li>• Ensure staff and contractors under their control comply with actions and procedures detailed in this Policy.</li> </ul>
Information Services Unit	<ul style="list-style-type: none"> <li>• Facilitate secure access to support delivery of council business via social media.</li> <li>• Regularly back up and archive internally hosted social media sites.</li> </ul>
Communications Unit	<ul style="list-style-type: none"> <li>• Authorise the use of social media tools for conducting council business.</li> <li>• Provide advice and assist with the development of communication plans using social media.</li> <li>• Educate staff and contractors about this policy and their responsibilities when using social media.</li> <li>• Advise appropriate precautions e.g. disclaimers.</li> <li>• Maintain a register of social media being used for conducting council business, including records of the business case for using social media, its strategic imperative, the intended administrator, URL, login, password and audience.</li> <li>• Monitor social media accounts/tools/sites registered for conducting Council business.</li> <li>• Refer matters where appropriate to Council's Governance &amp; Risk Unit where an issue is likely to be contentious or may create legal risk for the Council.</li> </ul>

## NEWS AND SOCIAL MEDIA POLICY

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### 4. GOVERNANCE

#### 4.1 Owner

The Communication Manager is responsible for monitoring the currency and viability of this policy and updating it when required.

#### 4.2 Review

Manager Communications will review the policy for any necessary amendments four years after its formulation or after the last review.

#### 4.3. Charter of Human Rights Compliance

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act (2007).

Warrnambool City Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee health and safety representatives in any workplace change that may affect the health and safety of any of its employees.

#### 4.4 Enforcement

For Council staff, contractors and volunteers, alleged breaches of this policy may result in a Code of Conduct complaint, disciplinary action, performance management and/or review. Serious breaches may result in suspension or termination of employment or association.

For Councillors, any breach of this policy may result in a Councillor Code of conduct complaint.

Warrnambool City Council reserves the right to remove, where possible, content that violates this policy or any associated policies

# **2023 Local Government Community Satisfaction Survey**

## **Warrnambool City Council**

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





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## Background and objectives

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

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

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

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

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

### Serving Victoria for 24 years

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

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

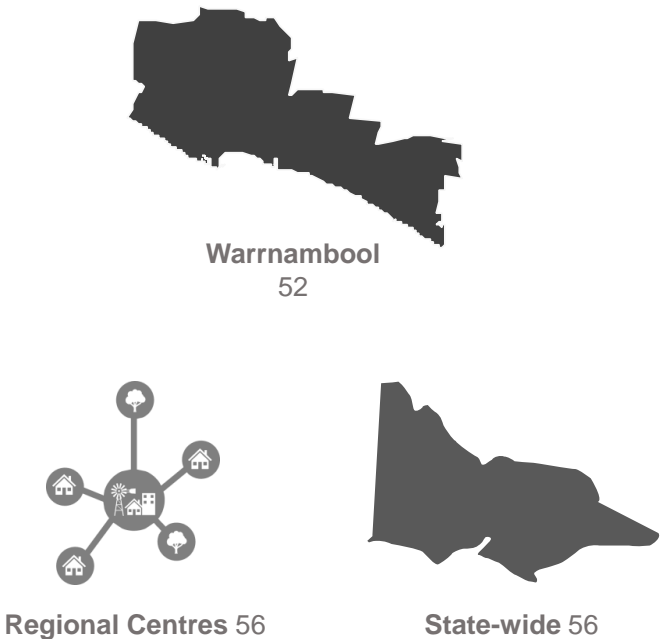
## **Key findings and recommendations**



# Warrnambool City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.

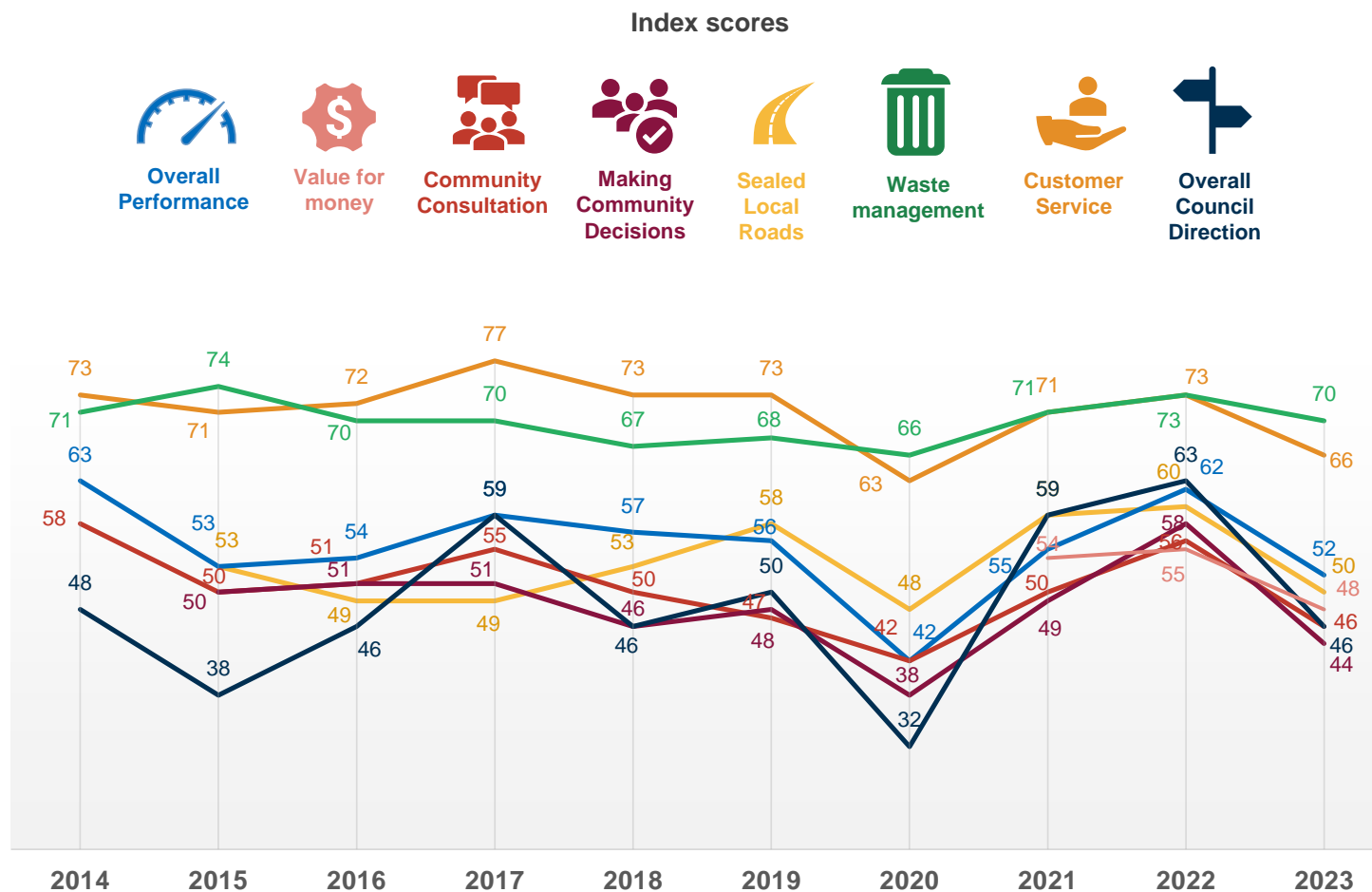


## Council performance compared to group average

Top 3 performing areas		
	Art centres & libraries	= on par
	Appearance of public areas	= on par
	Waste management	▲ higher
Lowest 3 performing areas		
	Community decisions	▼ lower
	Consultation & engagement	▼ lower
	Lobbying	▼ lower
	Customer service	= on par



## Summary of core measures

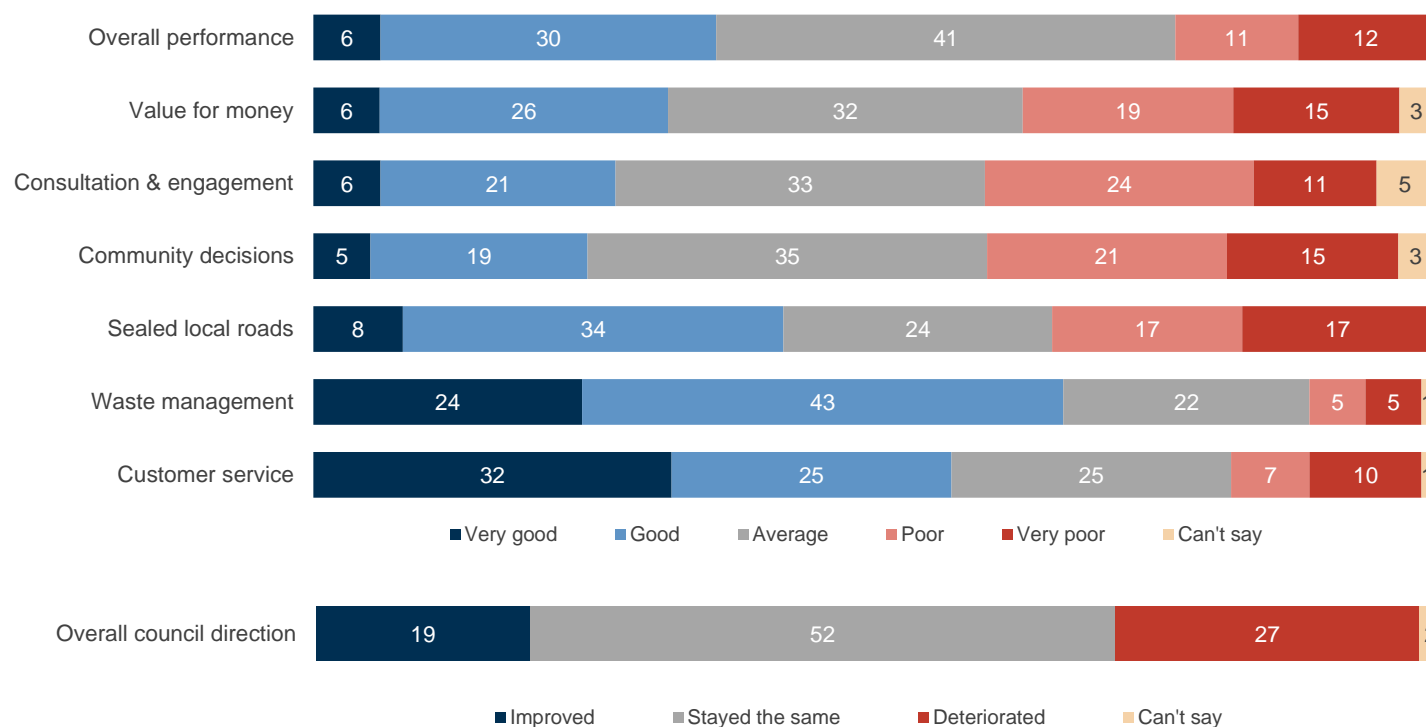
















## Summary of core measures

### Core measures summary results (%)





## Summary of Warrnambool City Council performance

Services		Warrnambool 2023	Warrnambool 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	52	62	56	56	Aged 65+ years	Aged 18-34 years
	Value for money	48	55	50	49	Aged 65+ years	Aged 18-34 years
	Overall council direction	46	63	47	46	Women	Aged 50-64 years
	Customer service	66	73	68	67	Aged 35-49 years	Aged 18-34 years
	Art centres & libraries	76	70	77	73	Aged 18-34 years	Men
	Appearance of public areas	73	76	71	67	Women	Men
	Waste management	70	73	67	66	Aged 65+ years	Aged 35-64 years
	Recreational facilities	67	71	69	68	Aged 65+ years	Aged 35-49 years
	Emergency & disaster mngt	66	71	65	65	Women, Aged 50-64 years	Men, Aged 18-34 years
	Enforcement of local laws	66	67	64	61	Aged 18-34 years	Aged 65+ years

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



## Summary of Warrnambool City Council performance

Services		Warrnambool 2023	Warrnambool 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Community & cultural	65	66	66	66	Aged 18-34 years	Aged 50-64 years
	Family support services	63	68	64	63	Aged 65+ years	Aged 50-64 years
	Bus/community dev./tourism	63	64	61	59	Women	Men
	Environmental sustainability	61	66	61	60	Aged 65+ years, Aged 35-49 years	Aged 50-64 years, Aged 18-34 years
	Elderly support services	59	69	61	63	Aged 65+ years	Aged 18-34 years
	Disadvantaged support serv.	59	63	58	59	Aged 65+ years, Men	Aged 18-34 years
	Business & community dev.	58	62	57	57	Women	Aged 50-64 years, Men
	Population growth	57	59	56	48	Aged 18-34 years, Aged 65+ years	Aged 50-64 years, Aged 35-49 years
	Traffic management	57	55	55	55	Aged 18-34 years	Aged 65+ years
	Local streets & footpaths	55	62	53	52	Aged 50-64 years	Aged 35-49 years

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



## Summary of Warrnambool City Council performance

Services		Warrnambool 2023	Warrnambool 2022	Regional Centres 2023	State-wide 2023	Highest score	Lowest score
	Planning & building permits	51	56	53	47	Aged 18-34 years	Aged 50-64 years
	Informing the community	51	60	55	57	Women	Men, Aged 50-64 years
	Parking facilities	51	56	53	55	Aged 35-49 years, Aged 65+ years	Aged 18-34 years
	Sealed local roads	50	60	49	48	Aged 65+ years, Men	Aged 18-34 years
	Town planning policy	50	57	50	50	Aged 65+ years	Aged 35-49 years
	Lobbying	48	58	52	51	Women	Aged 50-64 years
	Consultation & engagement	46	56	50	52	Women	Aged 50-64 years
	Community decisions	44	58	50	51	Aged 65+ years, Aged 35-49 years	Aged 18-34 years

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



## Focus areas for the next 12 months

### Overview

Perceptions of Council performance on 17 of 24 service areas evaluated have significantly declined over the past year. This is reflected in the perception of Council's overall performance, which declined ten index points over the past 12 months, and is now among the lowest score seen in 10 years. This significant decline reverses the upward trend that Council has experienced in the preceding two years.

### Key influences on perceptions of overall performance

Council should focus on improving poorer performing service areas that most influence perception of overall performance. These includes decisions made in the interest of the community, community consultation and engagement, and the condition of sealed local roads. As Council's best performing service area, maintaining the high performance in the area of art centres and libraries is also likely to improve perception of overall performance.

### Comparison to state and area grouping

Council performs significantly higher than the State-wide and Regional Centres group averages in the area of waste management. Council performs significantly higher than the State-wide average in eight of 24 service areas evaluated. Areas for Council attention include making decisions in the interest of the community, consultation and engagement, lobbying and informing the community as these are interrelated service areas that perform significantly lower than both the State-wide and Regional Centres group averages.

### A need to abate declines and rebuild

The 2023 result is in stark contrast to the positive pattern of performance improvement that was evident last year. It is important to note there have been declines in perceptions of councils' performance across the State, however, the declines have been greater than average for Warrnambool City Council. There is a need for Council to take stock and look to understand how perceptions can be improved. Communications will be important to ensure the community are aware of the actions Council is undertaking.

# DETAILED FINDINGS

# Overall performance





## Overall performance

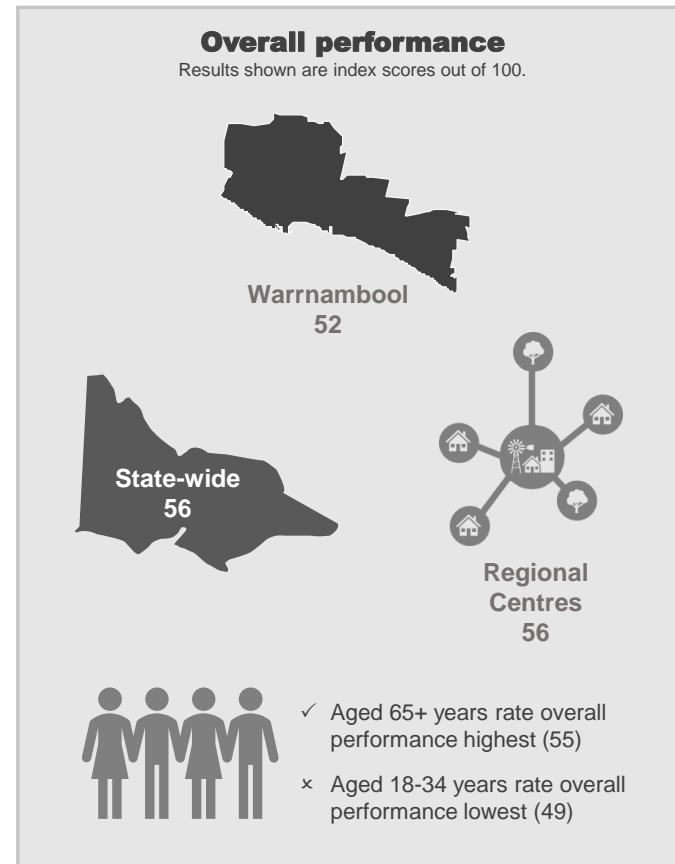
The overall performance index score of 52 for Warrnambool City Council represents a significant 10 point decline on the 2022 result.

- The 2023 overall performance result is among the lowest level seen in 10 years.

Warrnambool City Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the Regional Centres group and State-wide averages (index score of 56 for each).

- The significant decline in overall performance was reflected in significant declines across almost all demographic cohorts (the exception being the 35 to 49 year age group, where perceptions declined but not significantly so).
- While no significant differences were noted among those from different demographic groups compared to the Council average, residents aged 65+ years are more positive about Council's overall performance, while those aged 18 to 34 years are more critical.

Almost one in three residents (32%) rate the value for money they receive from Council in infrastructure and services provided to their community as 'very good' or 'good'. Almost as many residents rate Council as 'very poor' or 'poor' (34%), with a further 32% rating Council as 'average' in terms of providing value for money.

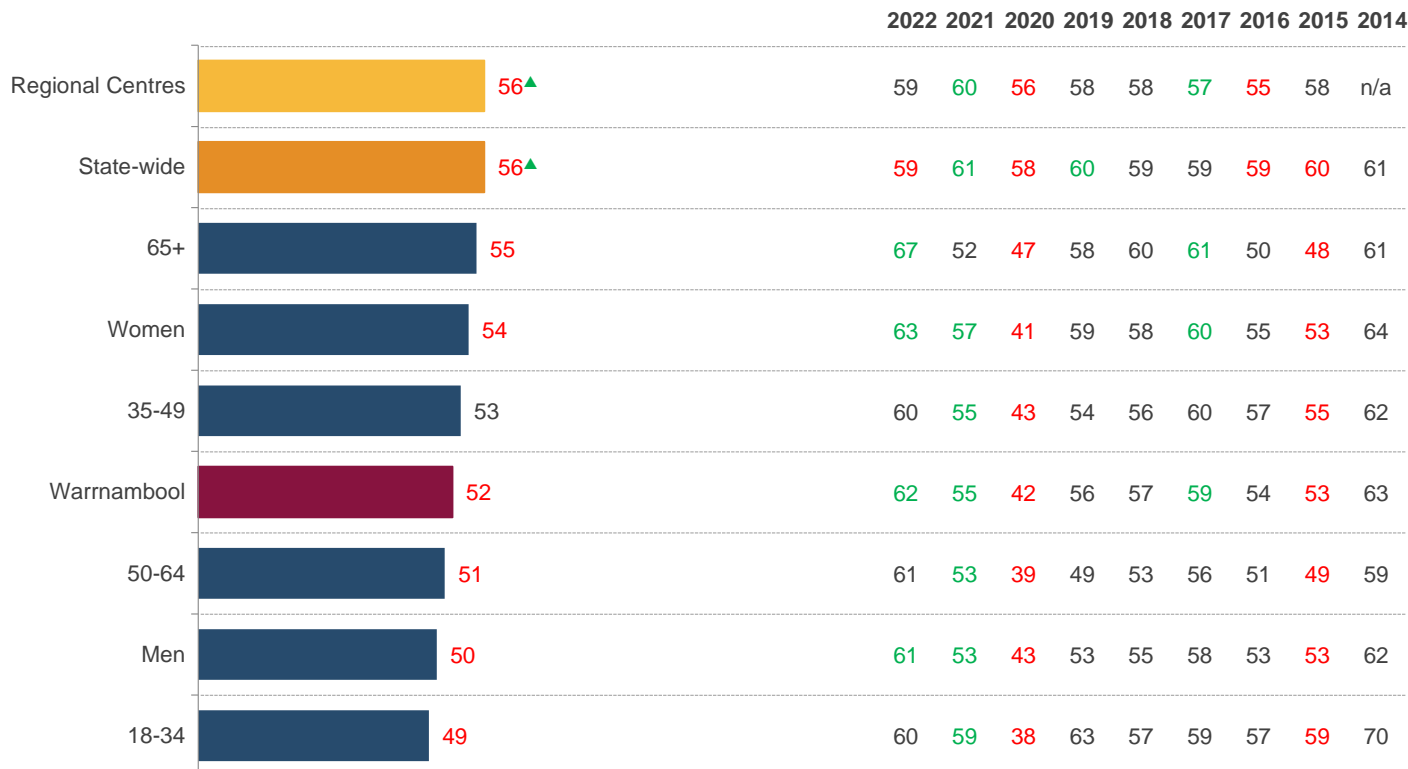






## Overall performance

### 2023 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Warrnambool City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

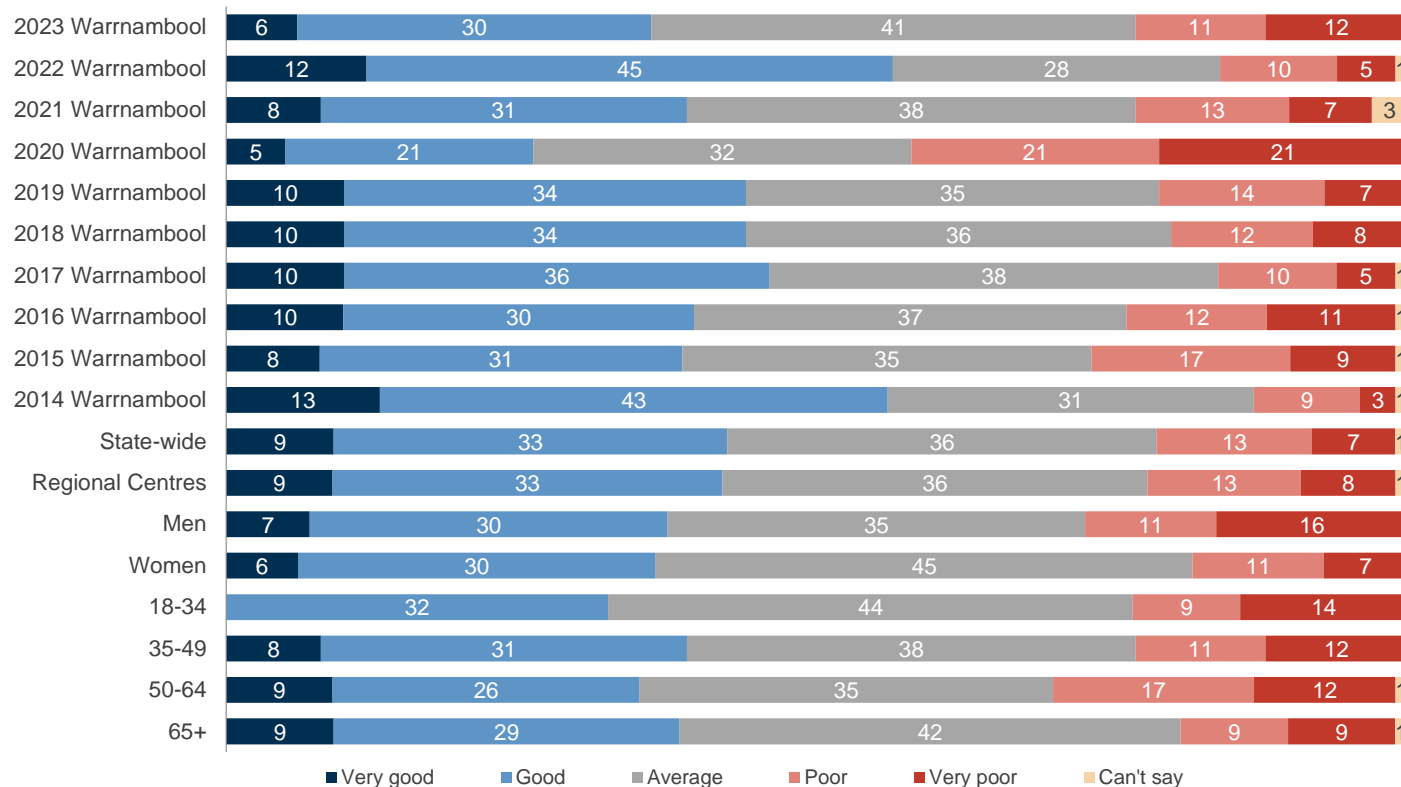
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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



## Overall performance

### 2023 overall performance (%)

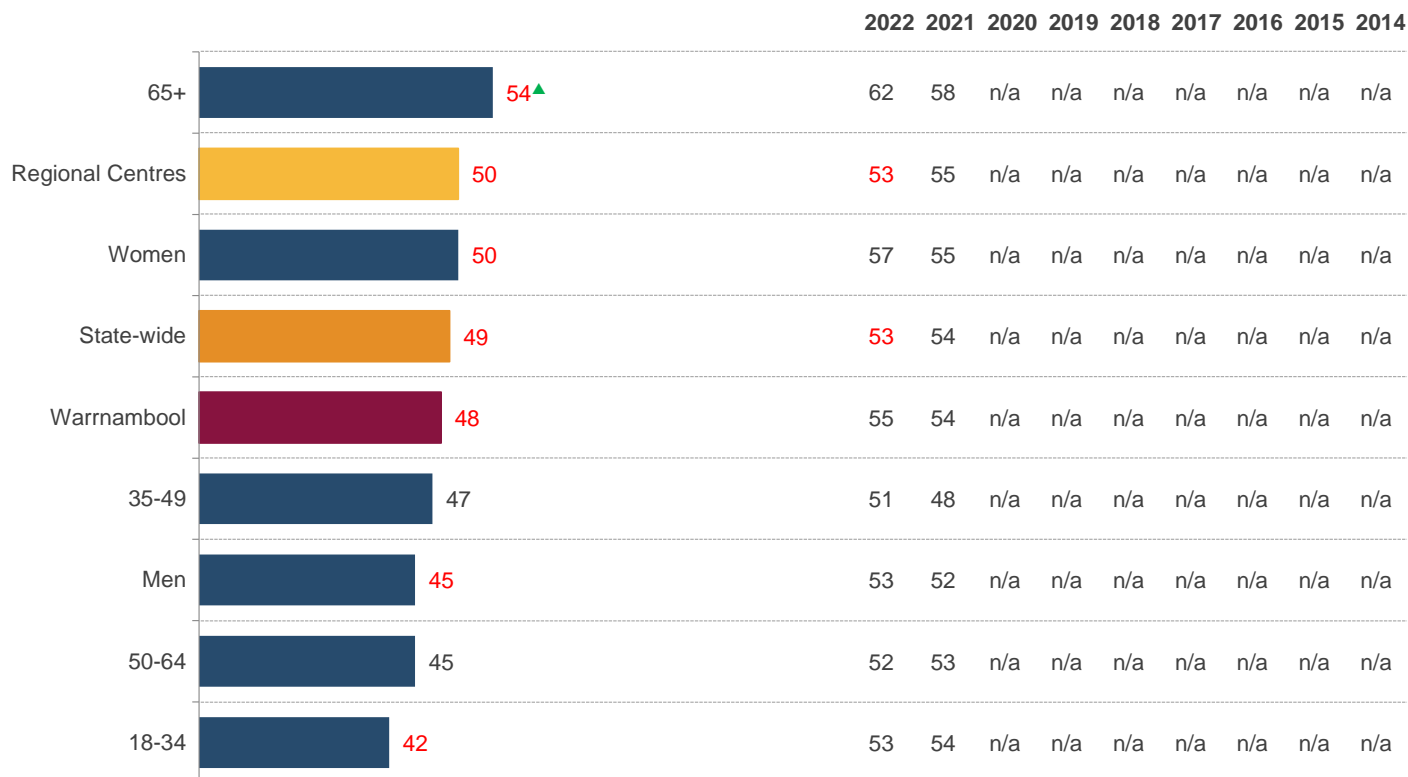


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Warrnambool City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



## Value for money in services and infrastructure

### 2023 value for money (index scores)



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

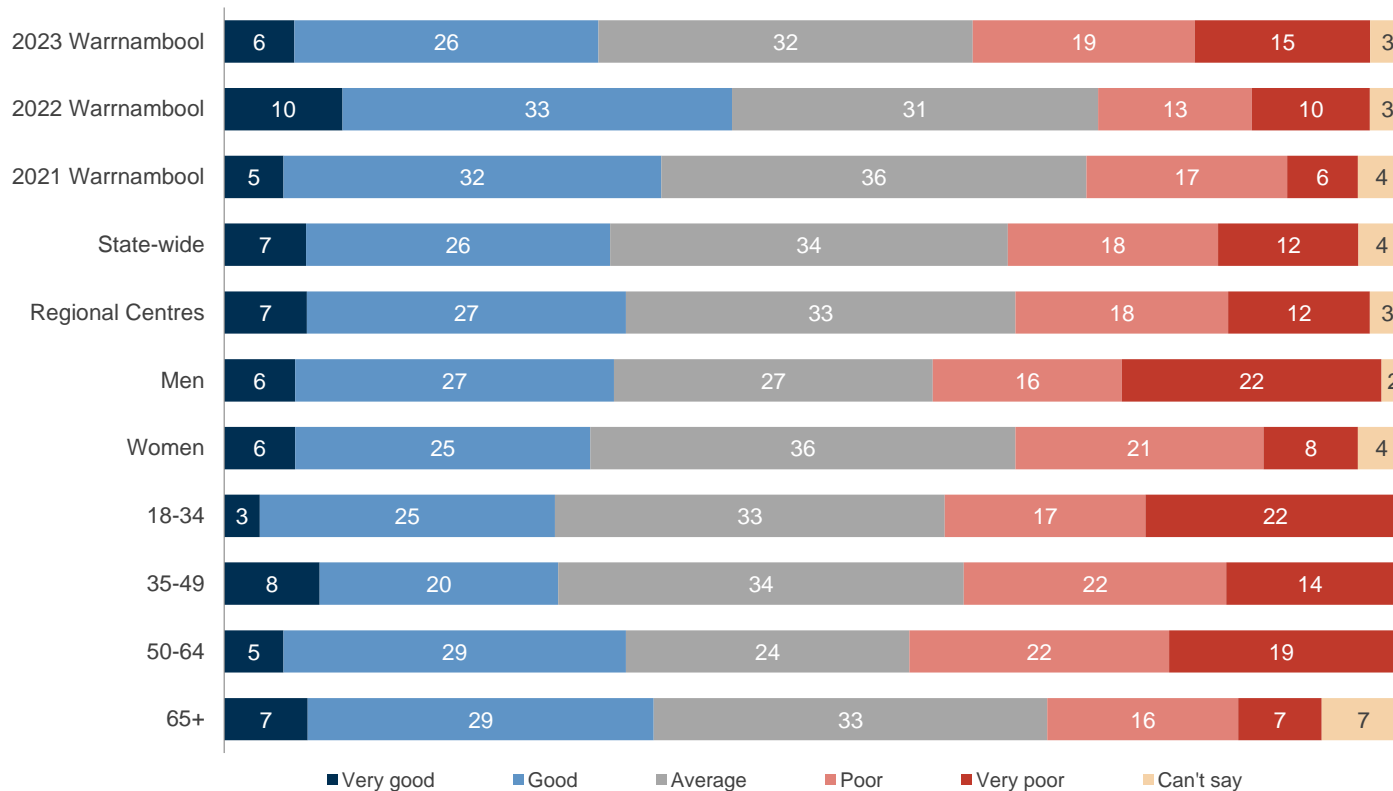
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 9

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



## Value for money in services and infrastructure

### 2023 value for money (%)



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

Base: All respondents. Councils asked State-wide: 65 Councils asked group: 9



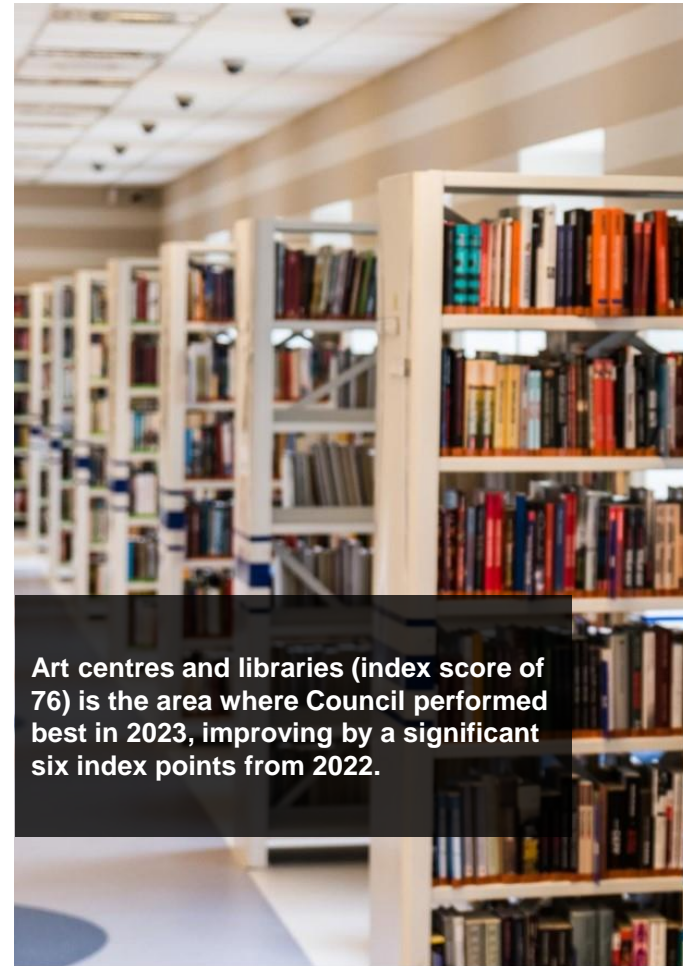
## Top performing service areas

Art centres and libraries (index score of 76) is the area where Council performed best in 2023, improving by a significant six index points from 2022. This is among the highest scores seen in 10 years and represents the only service area to have significantly improved since 2022.

- Council performs in line with the Regional Centres group average and significantly higher than the State-wide average in this service area.
- Ratings from residents aged 18 to 34 years (83, up 16 points) and women (81, up eight points) significantly improved from 2022, and are rated significantly higher than the Council average.

Appearance of public areas is Council's next highest rated service area (index score of 73), followed by waste management (index score of 70).

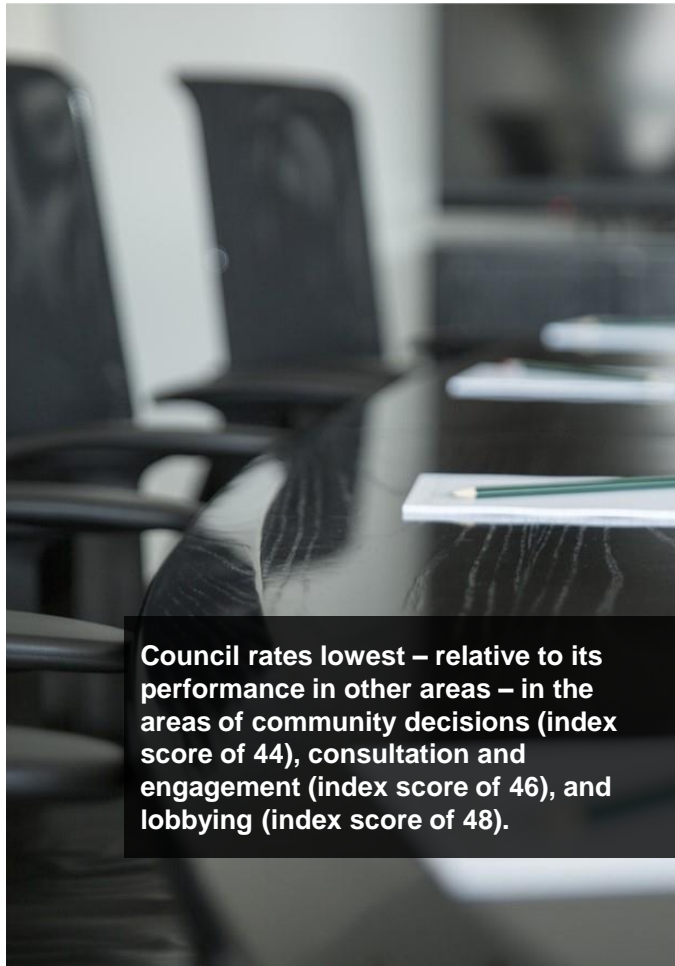
- Council performance in the area of the appearance of public areas is rated in line with the Regional Centres group average and significantly higher than the State-wide average.
- Notably, waste management is rated significantly higher than both the State-wide and Regional Centres group averages. This also represents the only service area in which Council outperforms the Regional Centres group average.



**Art centres and libraries (index score of 76) is the area where Council performed best in 2023, improving by a significant six index points from 2022.**



## Low performing service areas



**Council rates lowest – relative to its performance in other areas – in the areas of community decisions (index score of 44), consultation and engagement (index score of 46), and lobbying (index score of 48).**

Council experienced significant declines in performance ratings for 17 of 24 service areas evaluated in 2023.

Council rates lowest in the areas of decisions made in the interest of the community (44, down 14 points from last year), consultation and engagement (46, down 10 points), and lobbying (48, down 10 points).

- Council rates significantly lower than the State-wide and Regional Centres group averages for all three service areas.

Moreover, more than a quarter of residents (26%) volunteer community consultation as among the top areas for Council to work on to improve its performance. Residents also volunteer decision making processes (14%) as an area for improvement.

Other service areas that experienced notable, significant declines since 2022 are Council performance in the condition of sealed local roads (50, down 10 points) and elderly support services (59, down 10 points).

- It is worth noting that in the area of elderly support services, residents aged 65+ years (index score of 66) are significantly more positive about Council performance than average (59).



## Individual service area performance

### 2023 individual service area performance (index scores)

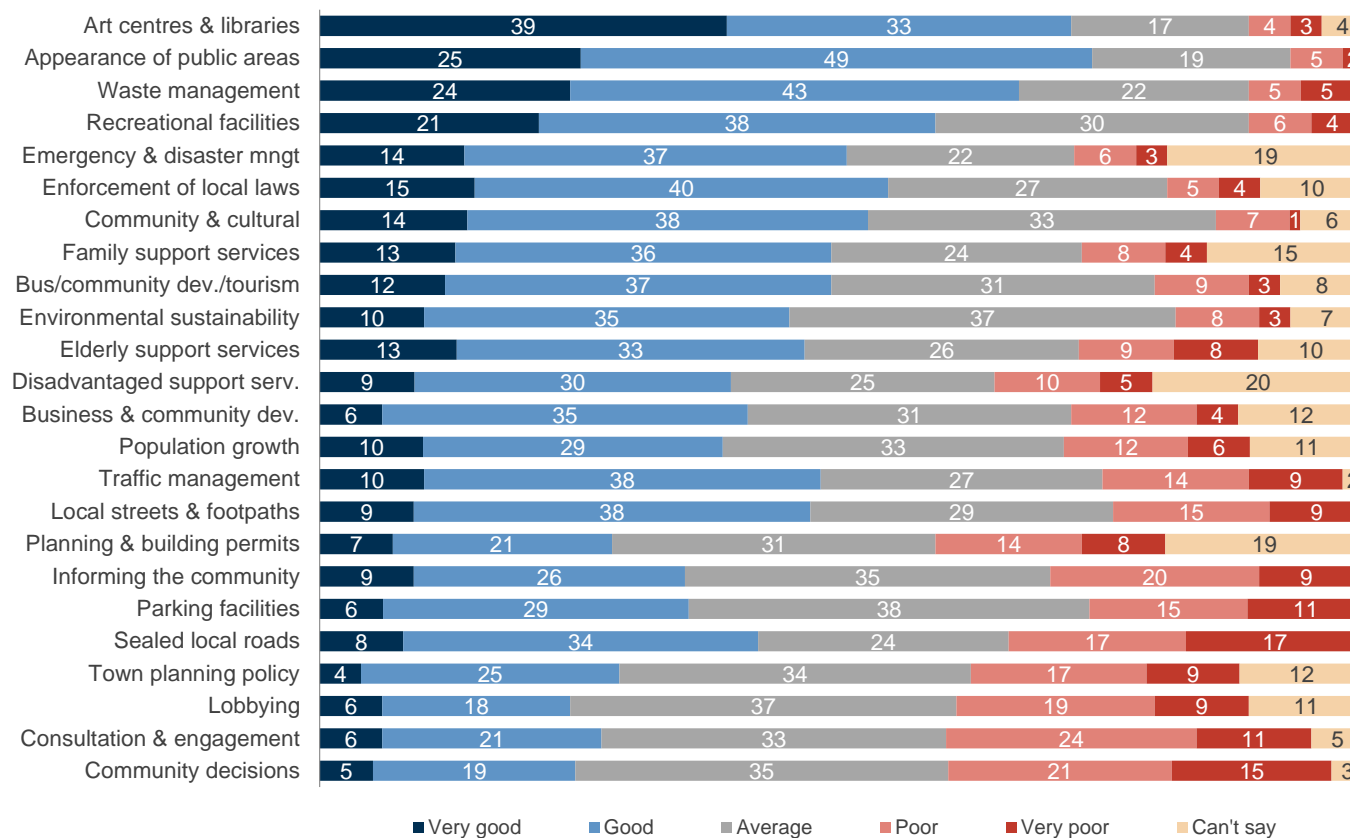
		2022	2021	2020	2019	2018	2017	2016	2015	2014
Art centres & libraries	76	70	68	69	73	72	72	74	76	77
Appearance of public areas	73	76	76	71	79	74	74	76	77	77
Waste management	70	73	71	66	68	67	70	70	74	71
Recreational facilities	67	71	71	65	70	69	71	72	72	74
Emergency & disaster mngt	66	71	70	67	74	75	73	70	72	74
Enforcement of local laws	66	67	69	63	69	66	67	66	69	70
Community & cultural	65	66	64	65	70	66	68	71	70	76
Family support services	63	68	68	66	70	67	67	67	68	73
Bus/community dev./tourism	63	64	61	60	67	60	64	65	58	70
Environmental sustainability	61	66	62	61	61	62	63	63	65	67
Elderly support services	59	69	67	65	71	70	71	68	71	75
Disadvantaged support serv.	59	63	64	61	66	63	63	61	63	68
Business & community dev.	58	62	60	53	61	55	62	58	54	n/a
Population growth	57	59	60	57	64	63	67	66	64	66
Traffic management	57	55	59	50	59	52	61	57	62	62
Local streets & footpaths	55	62	64	56	64	58	55	58	65	64
Planning & building permits	51	56	59	58	64	58	61	58	60	61
Informing the community	51	60	52	45	54	54	60	55	58	61
Parking facilities	51	56	51	38	45	39	49	54	48	50
Sealed local roads	50	60	59	48	58	53	49	49	53	n/a
Town planning policy	50	57	55	50	56	54	58	56	57	61
Lobbying	48	58	53	43	53	53	59	54	55	59
Consultation & engagement	46	56	50	42	47	50	55	51	50	58
Community decisions	44	58	49	38	48	46	51	51	50	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9  
Note: Please see Appendix A for explanation of significant differences.



## Individual service area performance

### 2023 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9





## Individual service area importance

### 2023 individual service area importance (index scores)

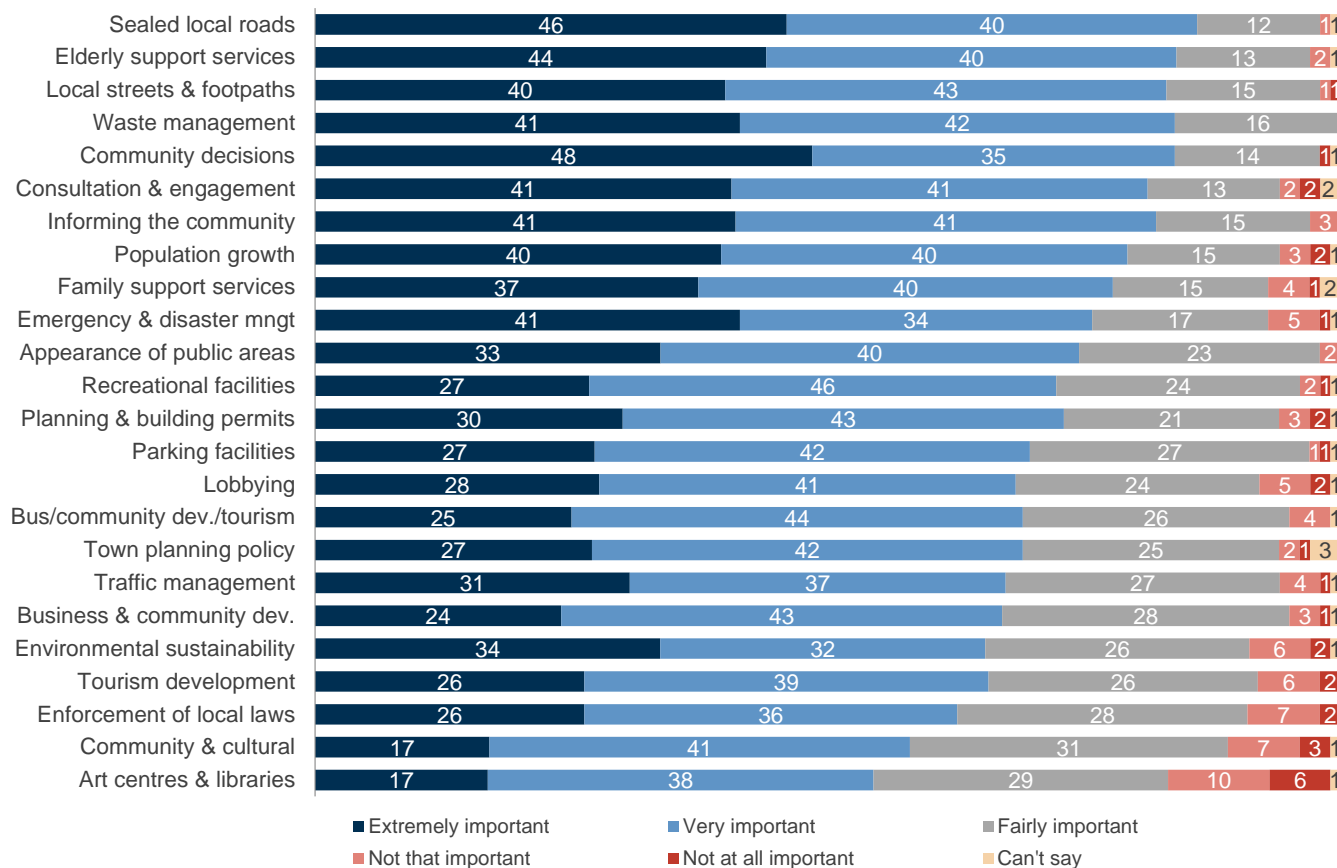
		2022	2021	2020	2019	2018	2017	2016	2015	2014
Community decisions	83	81	83	80	83	82	n/a	n/a	n/a	n/a
Sealed local roads	83	79	78	79	80	82	81	n/a	n/a	n/a
Elderly support services	81	81	82	79	81	79	79	76	80	79
Waste management	81	80	82	79	81	80	77	77	78	80
Local streets & footpaths	81	78	78	73	78	77	76	77	79	78
Informing the community	80	79	83	78	81	78	77	76	75	76
Consultation & engagement	80	74	77	78	80	78	75	74	77	74
Population growth	78	78	77	75	76	76	76	76	75	77
Emergency & disaster mngt	78	78	79	77	79	83	79	n/a	n/a	n/a
Family support services	78	76	78	75	74	75	76	73	78	75
Appearance of public areas	76	76	76	71	74	76	73	77	76	77
Recreational facilities	75	75	74	71	73	74	74	75	75	74
Planning & building permits	74	72	73	69	70	72	68	69	70	74
Town planning policy	74	73	76	70	72	74	71	72	75	73
Parking facilities	73	72	74	75	78	78	74	75	75	76
Traffic management	73	70	73	68	73	74	70	71	73	73
Environmental sustainability	73	72	75	72	76	73	73	71	73	73
Bus/community dev./tourism	73	72	75	74	73	75	73	76	76	75
Lobbying	73	70	72	69	72	72	70	68	72	71
Business & community dev.	71	72	74	70	72	71	71	n/a	n/a	n/a
Tourism development	70	69	72	70	69	71	71	n/a	n/a	n/a
Enforcement of local laws	70	68	71	67	67	69	70	72	71	71
Community & cultural	65	64	68	60	64	63	63	64	65	65
Art centres & libraries	63	64	64	59	65	64	64	65	65	67

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Individual service area importance

### 2023 individual service area importance (%)

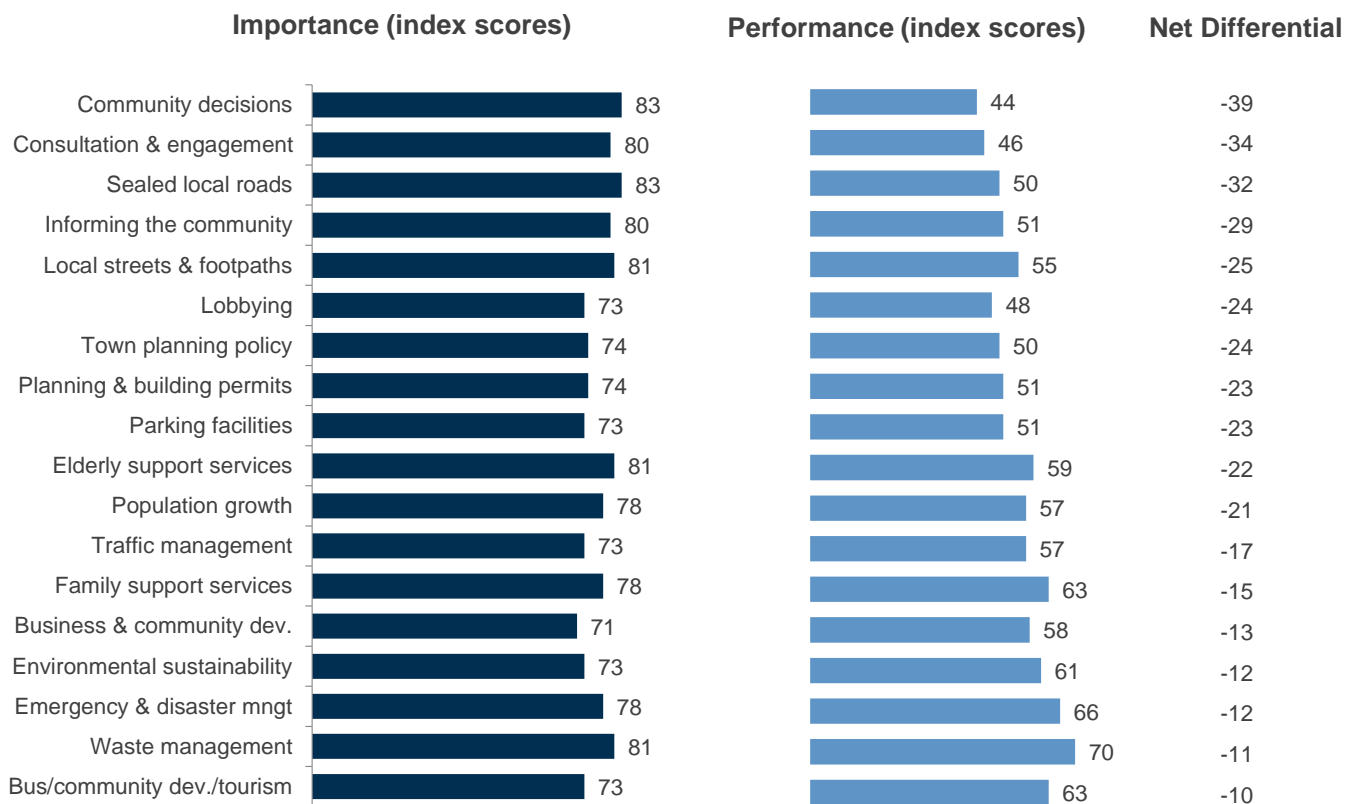


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 5



## Individual service areas importance vs performance

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



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



## Influences on perceptions of overall performance

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The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

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

**Good communication and transparency with residents about Council decisions and ensuring residents feel heard on key local issues provide the greatest opportunities to drive up overall opinion of Council's performance. Currently, these are Council's poorest performing areas (index score of 44 and 46 respectively).**

Following on from these, other individual service areas with a moderate to strong influence on the overall performance rating are:

- The condition of sealed local roads
- Emergency management
- Recreational facilities
- Art centres and libraries.

Looking at these key service areas only, arts centres and libraries have a high performance index (76) and a moderate influence on the overall performance rating.

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

The condition of sealed local roads is another reasonably strong influence on overall perceptions but Council performance is rated 'average' (index of 50) here.

**Ensuring that sealed roads are well maintained can also help shore up positive overall opinion of Council.**



## Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

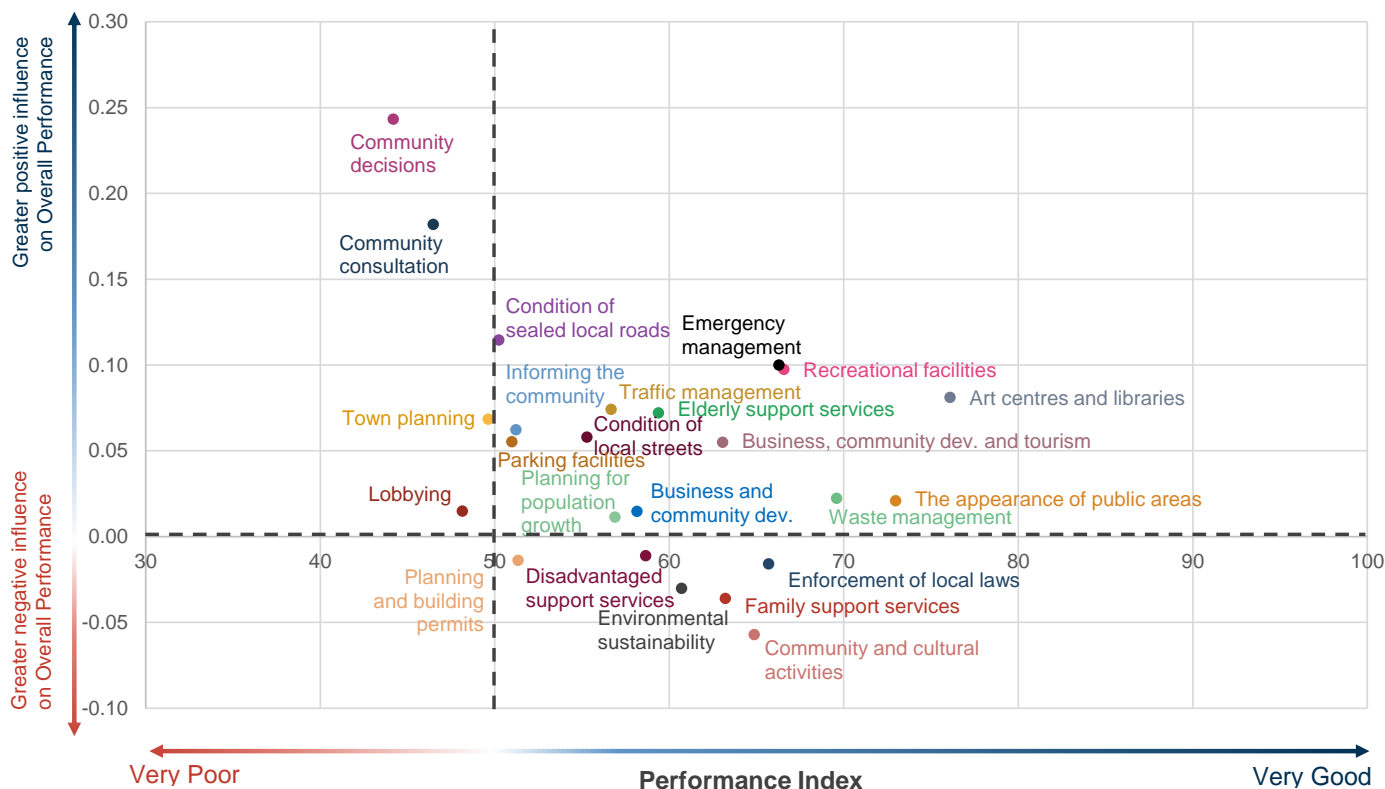
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



## Influence on overall performance: all service areas

### 2023 regression analysis (all service areas)

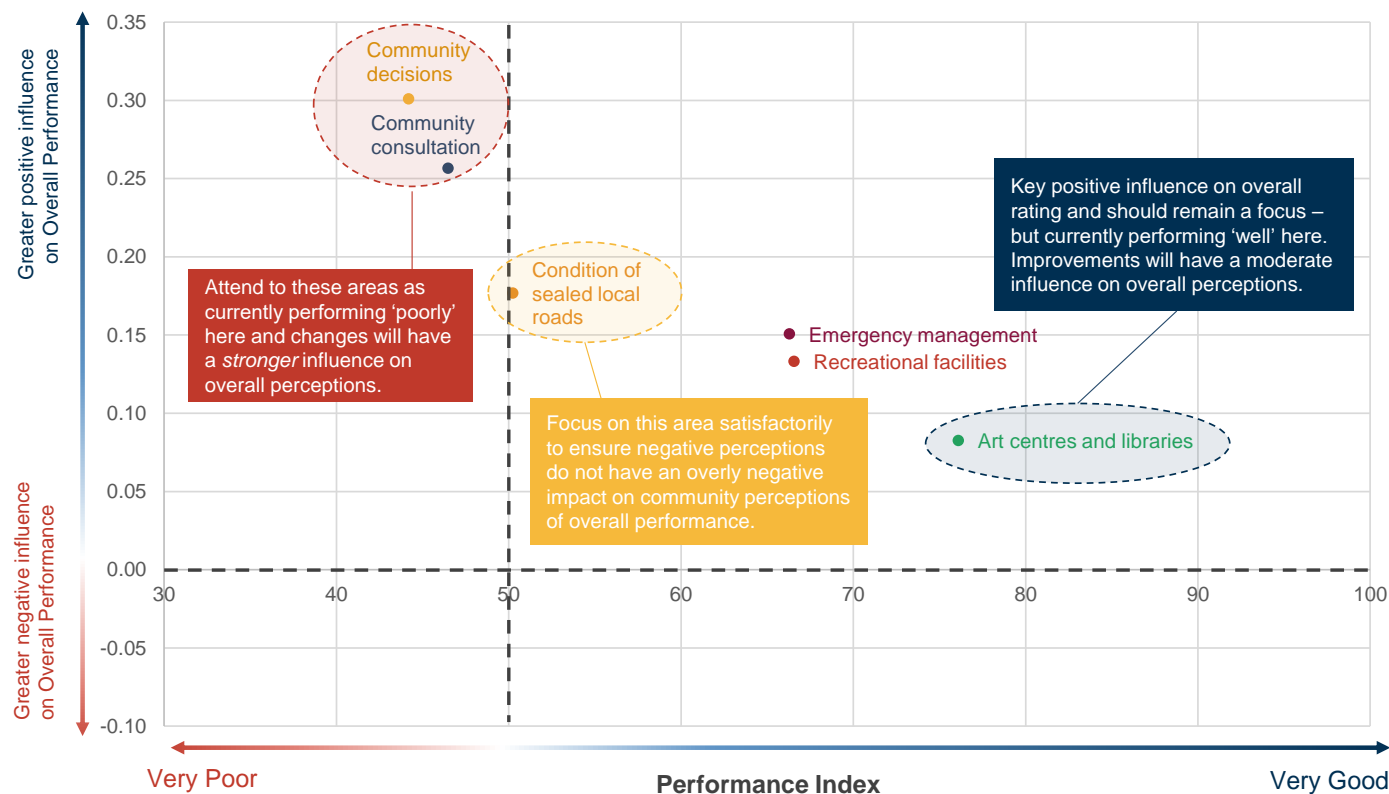


The multiple regression analysis model above (all service areas) has an  $R^2$  value of 0.618 and adjusted  $R^2$  value of 0.594, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 25.29$ . This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



## Influence on overall performance: key service areas

### 2023 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an  $R^2$  value of 0.585 and adjusted  $R^2$  value of 0.579, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at  $p = 0.0001$ ,  $F = 92.37$ .



## Areas for improvement

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



Q17. What does Warrnambool City Council MOST need to do to improve its performance?  
Base: All respondents. Councils asked State-wide: 53 Councils asked group: 8  
A verbatim listing of responses to this question can be found in the accompanying dashboard.



# Customer service





## Contact with council and customer service

### Contact with council

Just under three in five Council residents (59%) have had contact with Council in the last 12 months. This represents a significant seven percentage point increase from last year.

The most common method of contacting Council is by telephone (34%), in person (29%) and email (18%). Text message (3%) and social media (4%) continue to be the least used method.



### Customer service

Council's customer service index of 66 represents a significant seven point decrease from 2022, and is now among the lowest scores in 10 years. That said, Council's customer service is rated in line with the State-wide and Regional Centres group averages (index scores of 67 and 68 respectively).

More than half of residents (57%) provide a positive customer service rating of 'very good' or 'good'.

- No significant differences was found among the different demographic cohorts compared to the average. However, those aged 35 to 49 years are most positive of Council's customer service, while those aged 18 to 34 years are most critical.

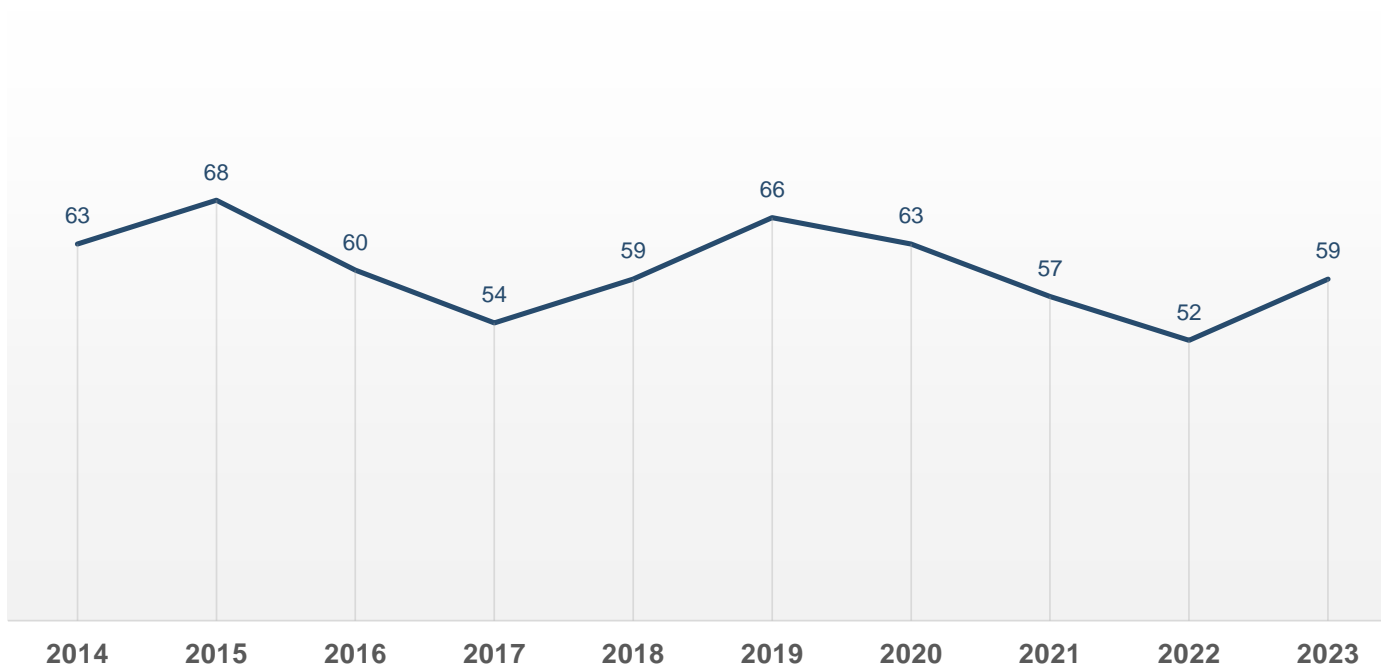
Customer service ratings for most methods of contact declined since 2022, and significantly more so for telephone (index score of 67, down ten points).

Nevertheless, it is worth noting that Council's customer service is rated highest for the most heavily used methods of contact: telephone and in person (index scores of 67 and 68 respectively).



## Contact with council

2023 contact with council (%)  
Have had contact



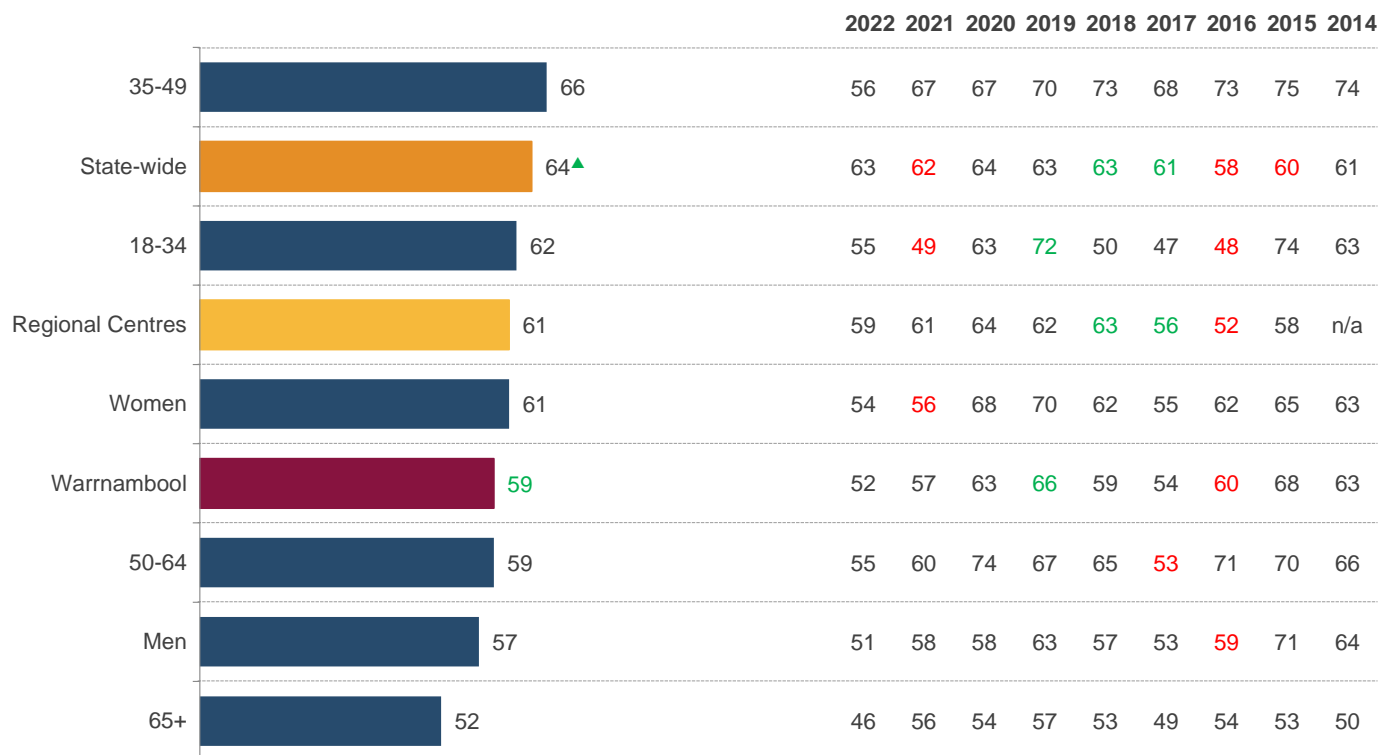
Q5a. Have you or any member of your household had any recent contact with Warrnambool City Council in any of the following ways?

Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4



## Contact with council

### 2023 contact with council (%)



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

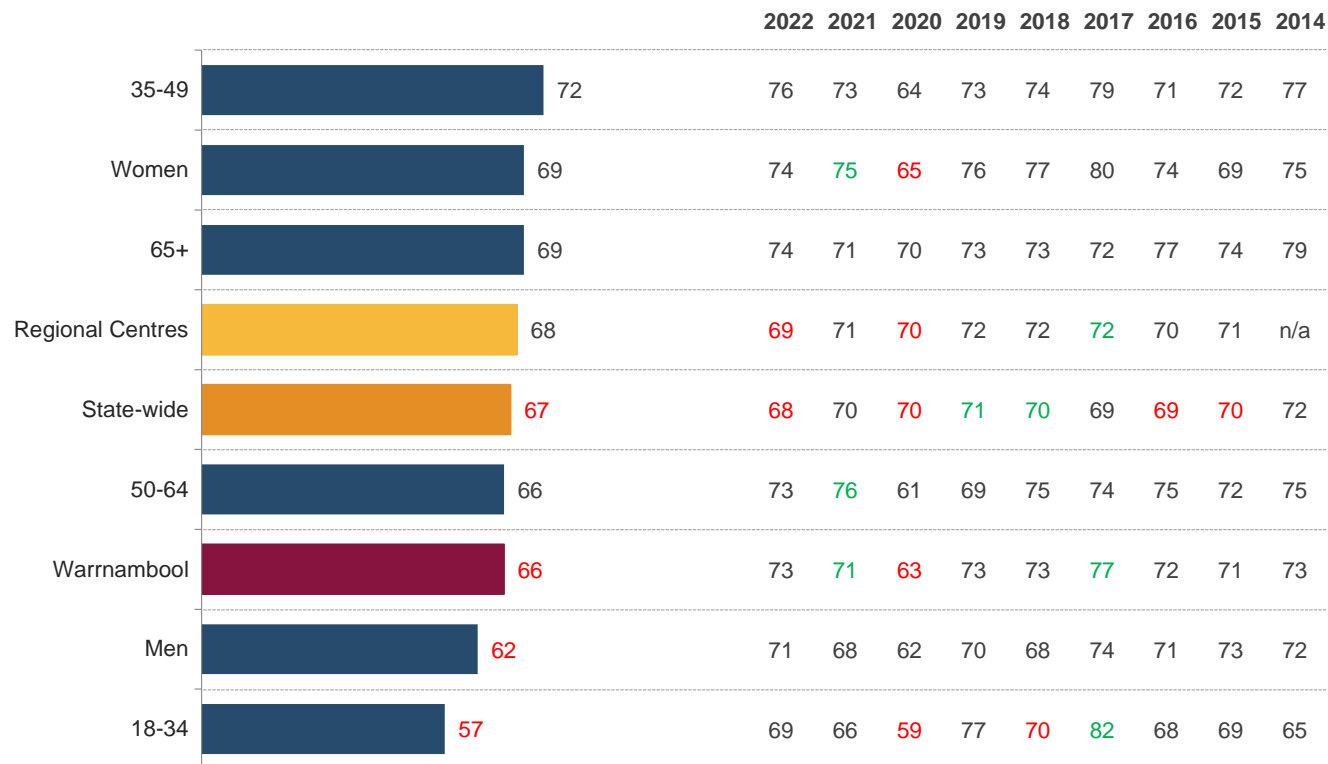
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

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



## Customer service rating

### 2023 customer service rating (index scores)

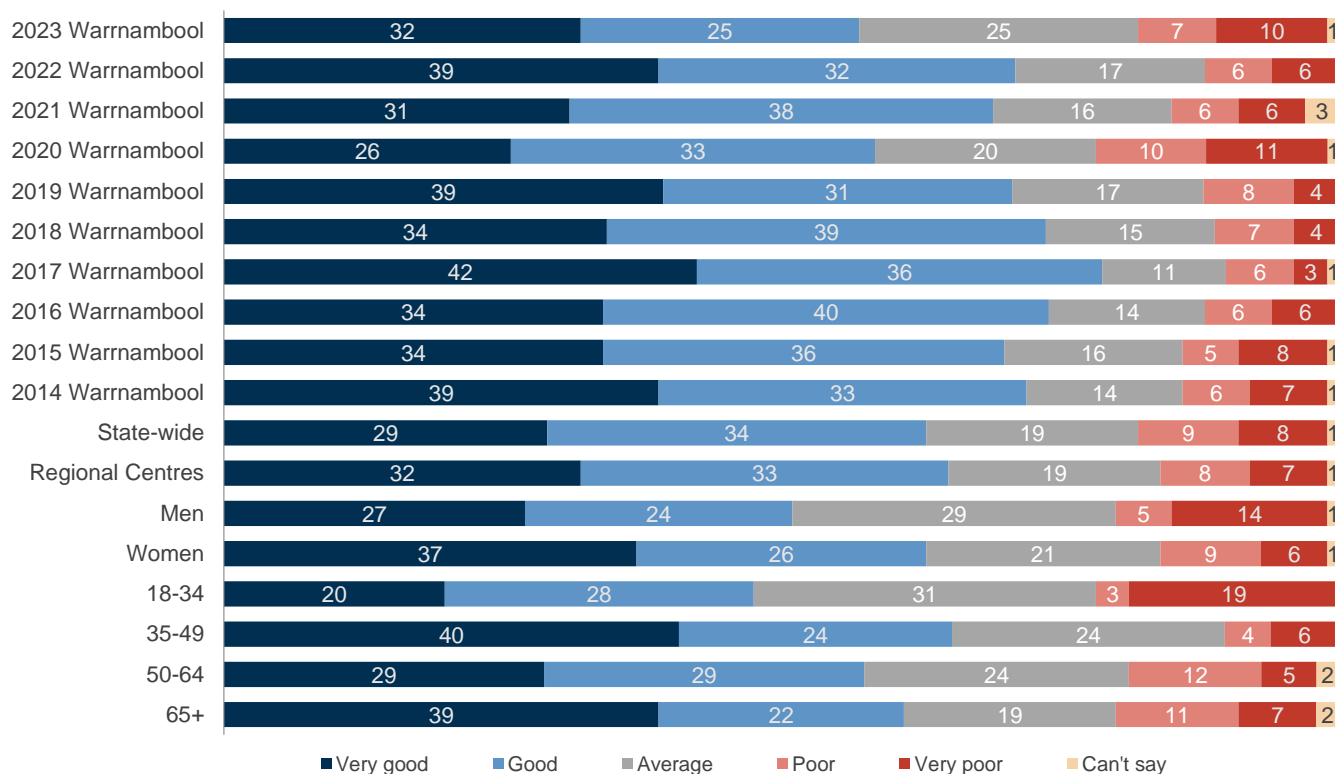


Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service?  
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
Base: All respondents who have had contact with Council in the last 12 months.  
Councils asked State-wide: 66 Councils asked group: 9  
Note: Please see Appendix A for explanation of significant differences.



## Customer service rating

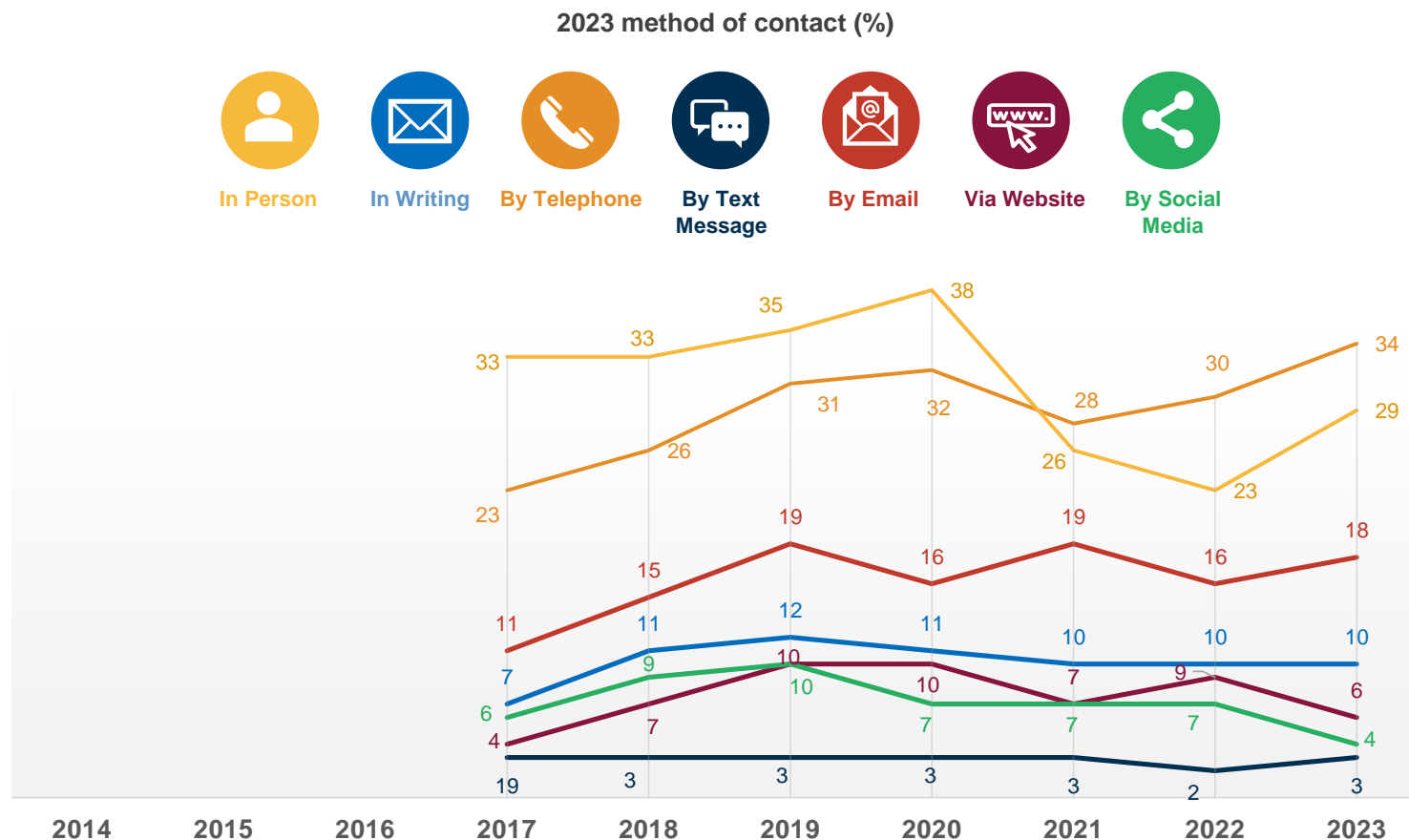
### 2023 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service?  
Please keep in mind we do not mean the actual outcome but rather the actual service that was received.  
Base: All respondents who have had contact with Council in the last 12 months.  
Councils asked State-wide: 66 Councils asked group: 9



## Method of contact with council



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

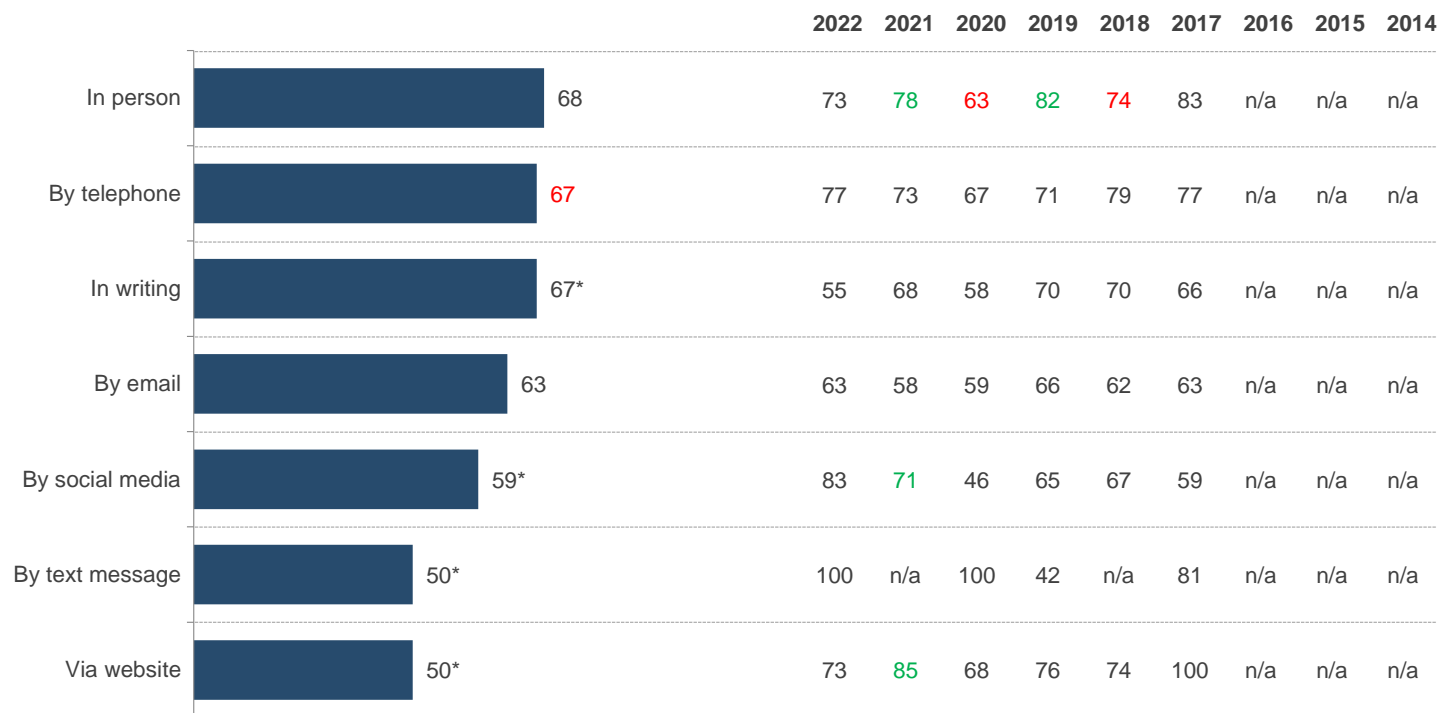
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 4

Note: Respondents could name multiple contacts methods so responses may add to more than 100%



## Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked State-wide: 25 Councils asked group: 4

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

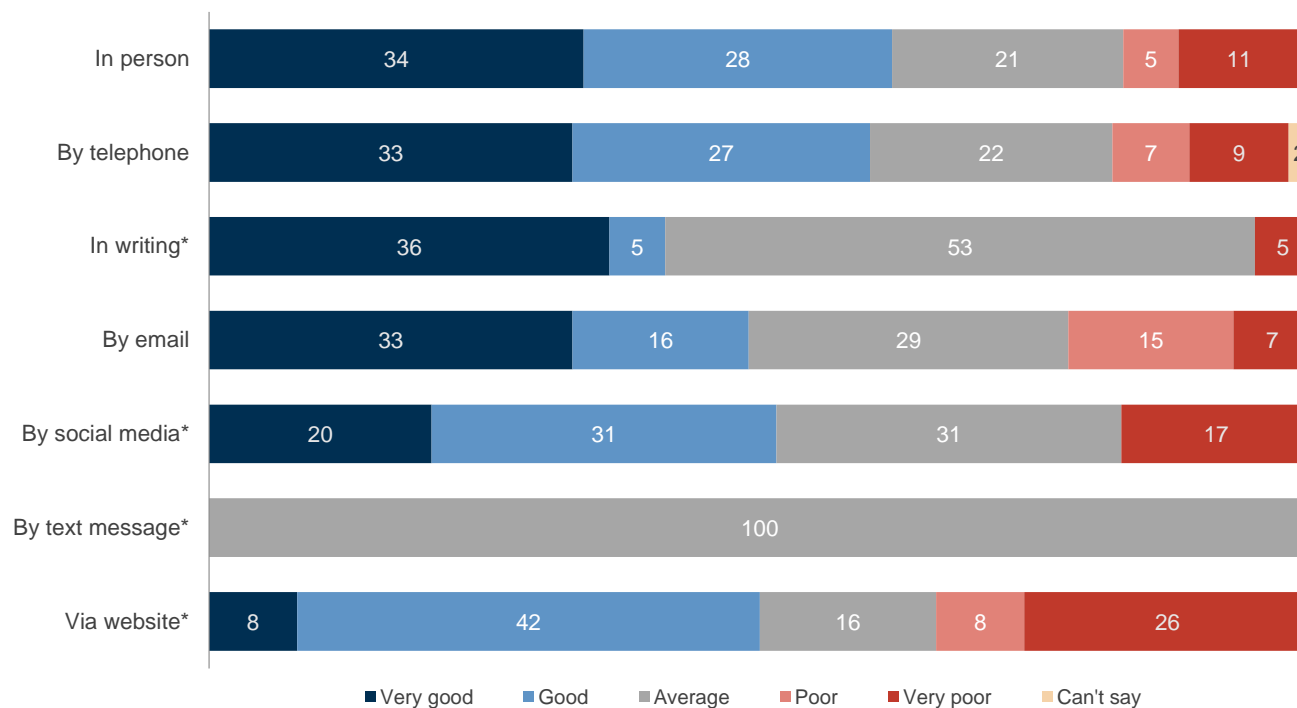
\*Caution: small sample size < n=30





## Customer service rating by method of last contact

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



Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service?

Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked State-wide: 25 Councils asked group: 4

\*Caution: small sample size < n=30



# Communication



## Communication

The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via mail (29%), followed by a newsletter via email (22%) and social media (20%). The least preferred form continues to be the Council website (3%).

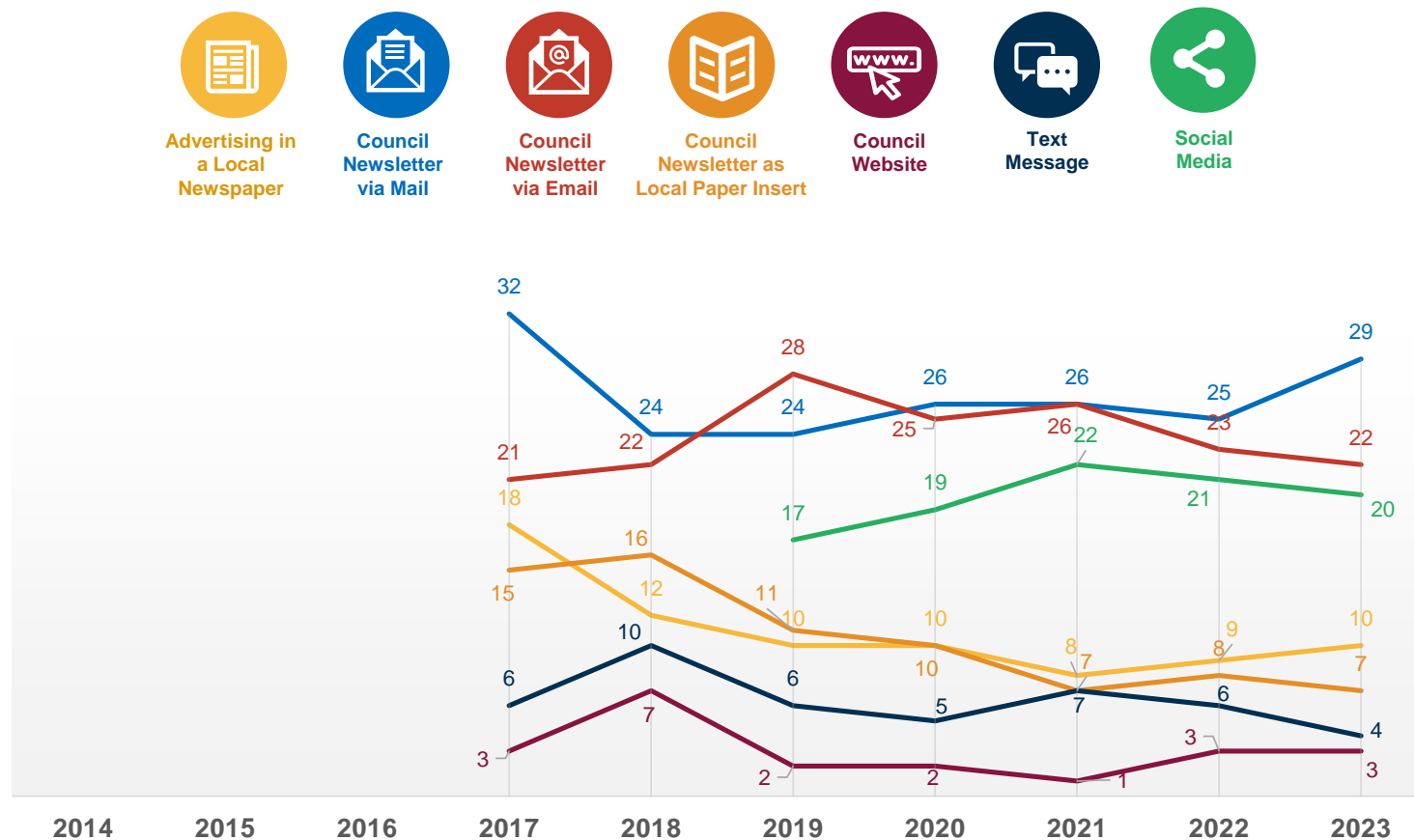
- The preferred form of communication among residents under 50 years of age is social media (33%). A newsletter via mail is now the second most preferred form of communication (27%, up nine percentage points), and that for newsletter via email has now moved to the third most preferred form of communication (19%, down five percentage points).
- The preferred form of communication among those aged 50 years or older continues to be a newsletter sent via mail (32%) or email (25%), and then advertising in a local newspaper (16%). Preference for communications via social media is much lower among this age group (8%) .





## Best form of communication

2023 best form of communication (%)

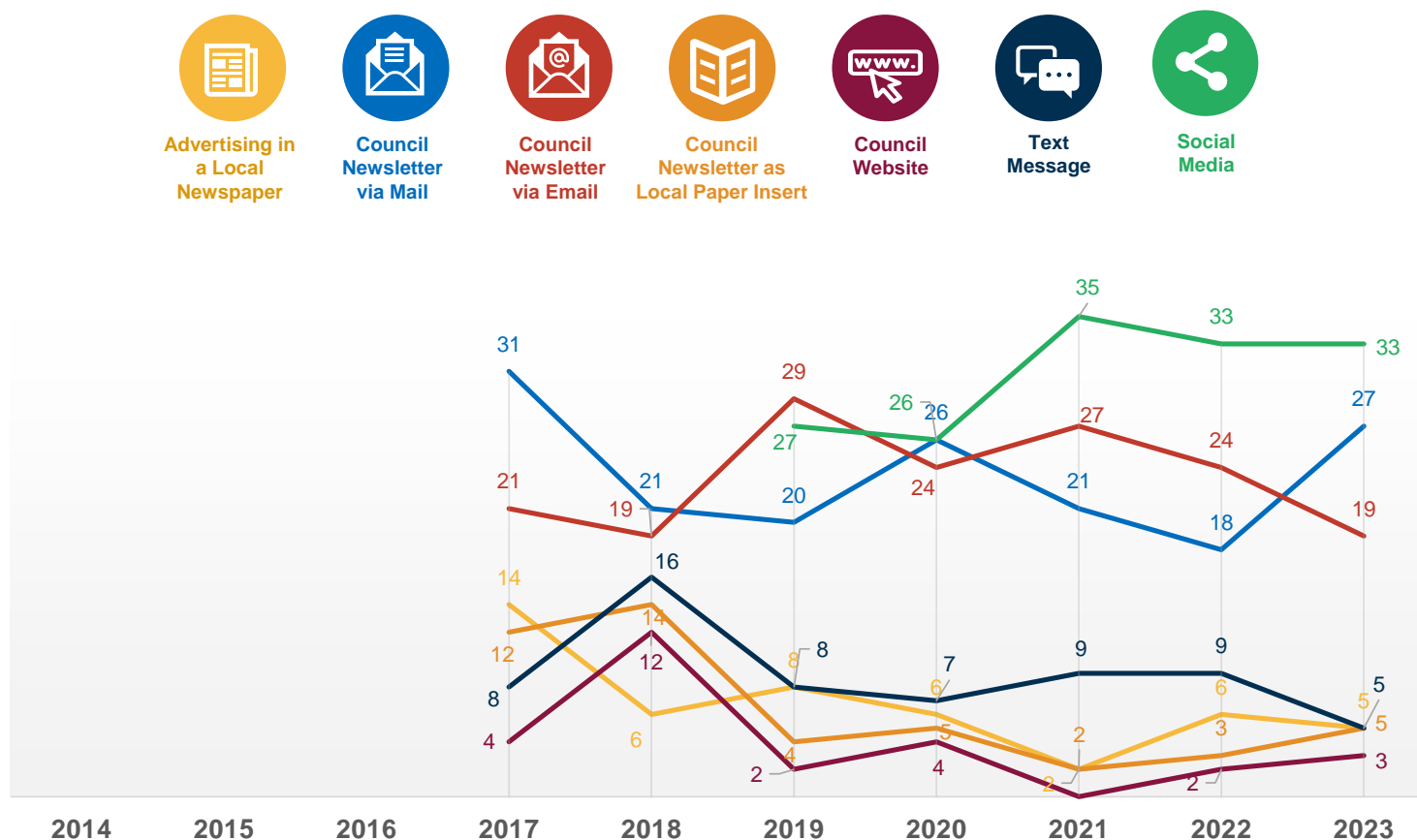


Q13. If Warrnambool City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
Base: All respondents. Councils asked State-wide: 40 Councils asked group: 6  
Note: 'Social Media' was included in 2019.



## Best form of communication: under 50s

2023 under 50s best form of communication (%)

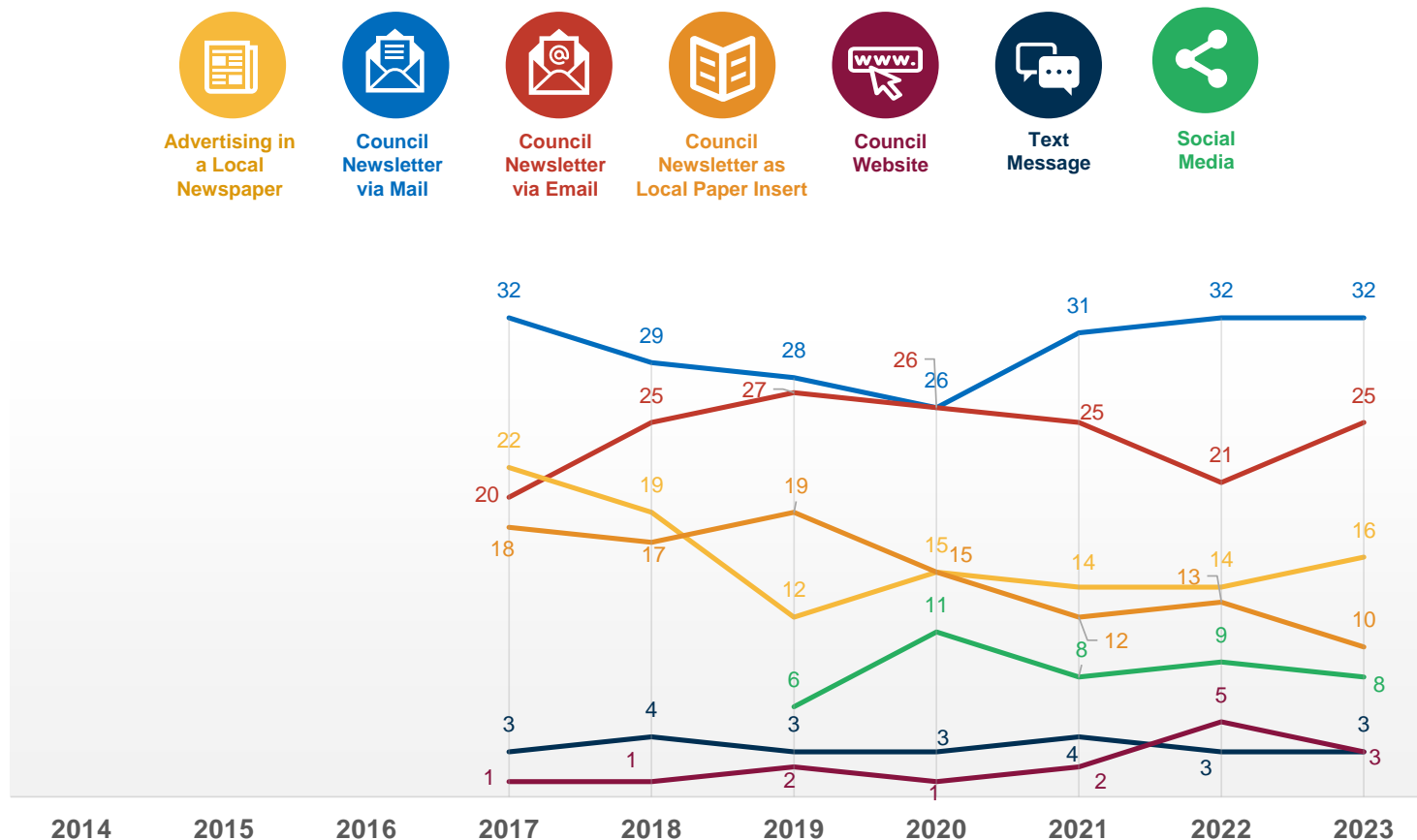


Q13. If Warrnambool City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
Base: All respondents aged under 50, Councils asked State-wide: 40 Councils asked group: 6  
Note: 'Social Media' was included in 2019.



## Best form of communication: over 50s

2023 over 50s best form of communication (%)



Q13. If Warrnambool City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?  
Base: All respondents aged over 50. Councils asked State-wide: 40 Councils asked group: 6  
Note: 'Social Media' was included in 2019.

## **Council direction**





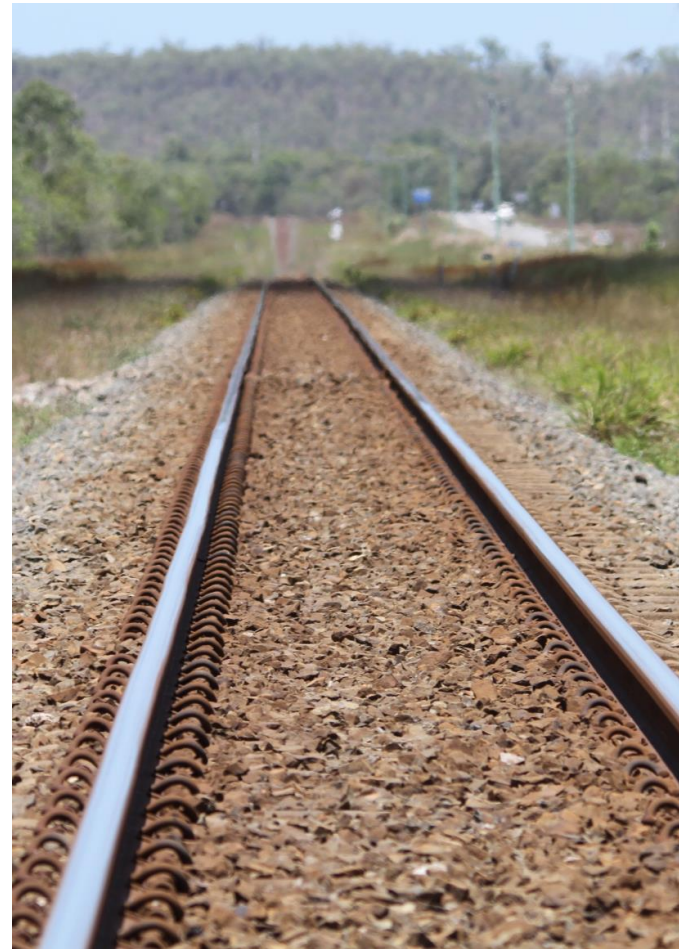
## Council direction

Over the last 12 months, 52% believe the direction of Council's overall performance stayed the same, up five percentage points on 2022.

- 19% believe the direction has improved (down 18 percentage points on 2022) in the last 12 months.
- 27% believe it has deteriorated, up 14 percentage points on 2022.
- The most satisfied with council direction are women and residents aged 35 to 49 years (index scores of 51 and 49 respectively).
- The least satisfied with council direction are residents aged 50 to 64 years and men (index scores of 39 and 40 respectively).

A little over half of residents (51%) consider Council is generally heading in the right direction, including 9% who rate Council as 'definitely' heading in the right direction. Four in ten (40%) rate Council as heading in the wrong direction, including 21% who rate Council as 'definitely' heading in the wrong direction.

Similar to 2022, more residents prefer service cuts (60%), including 34% who 'definitely prefer service cuts'. In contrast, only 34% prefer a rate rise to improve local services, including 7% who 'definitely prefer rate rise'.

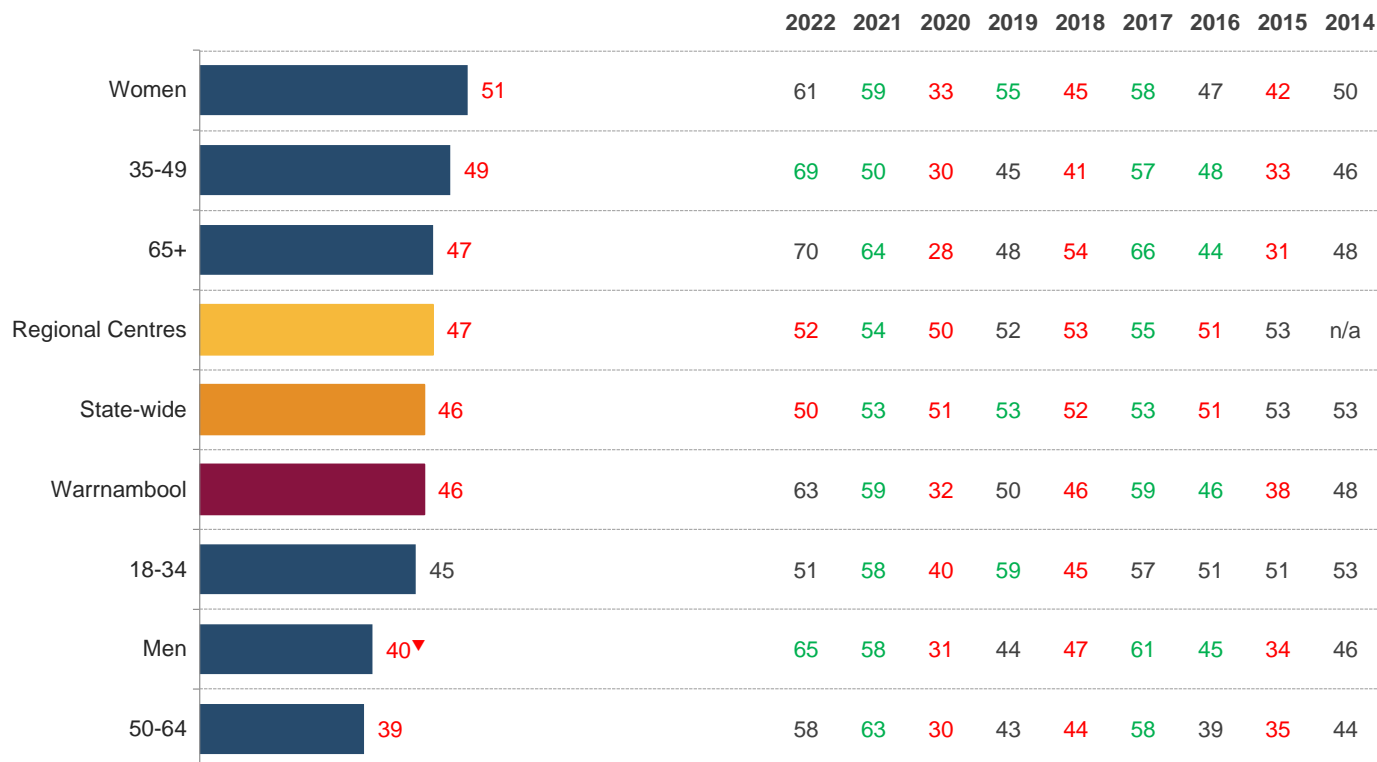






## Overall council direction last 12 months

### 2023 overall council direction (index scores)

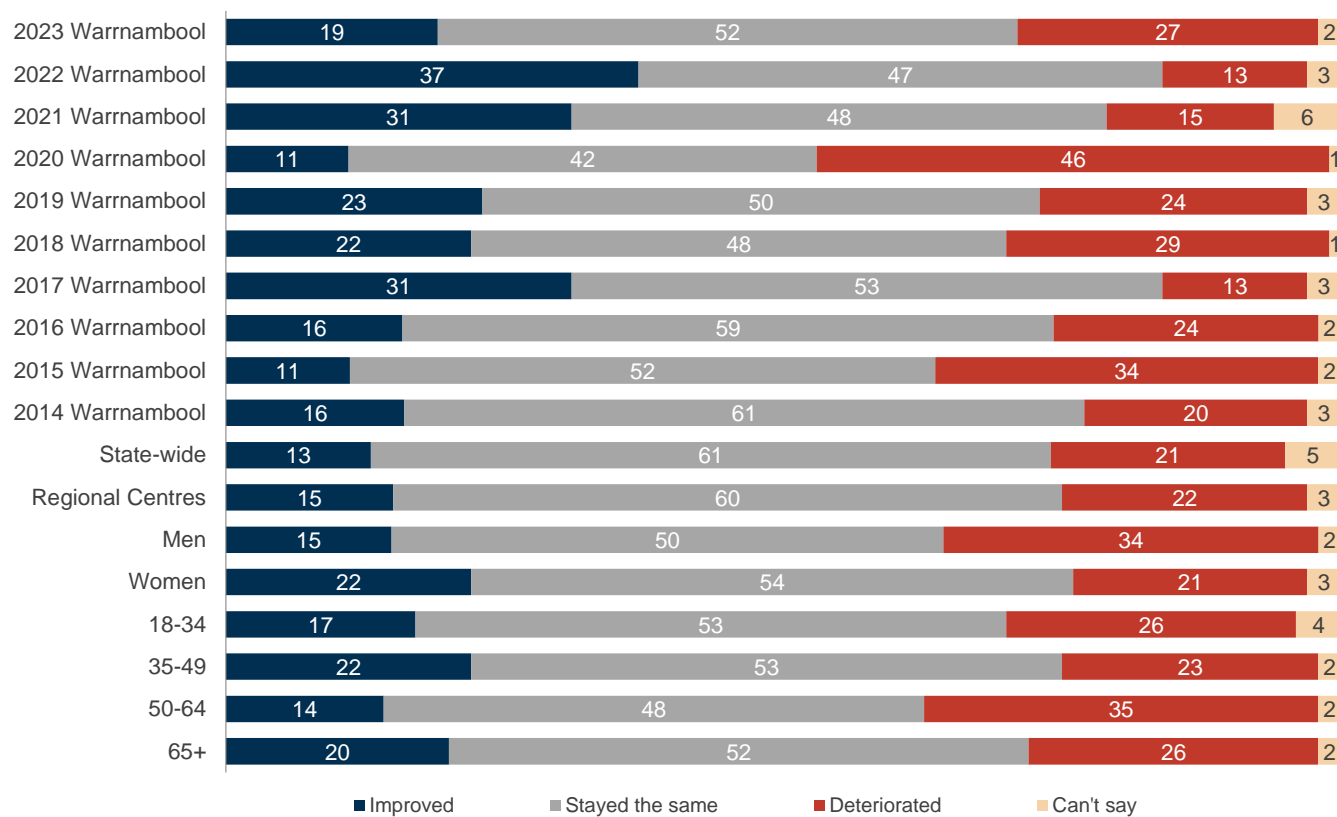


Q6. Over the last 12 months, what is your view of the direction of Warrnambool City Council's overall performance?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9  
Note: Please see Appendix A for explanation of significant differences.



## Overall council direction last 12 months

### 2023 overall council direction (%)

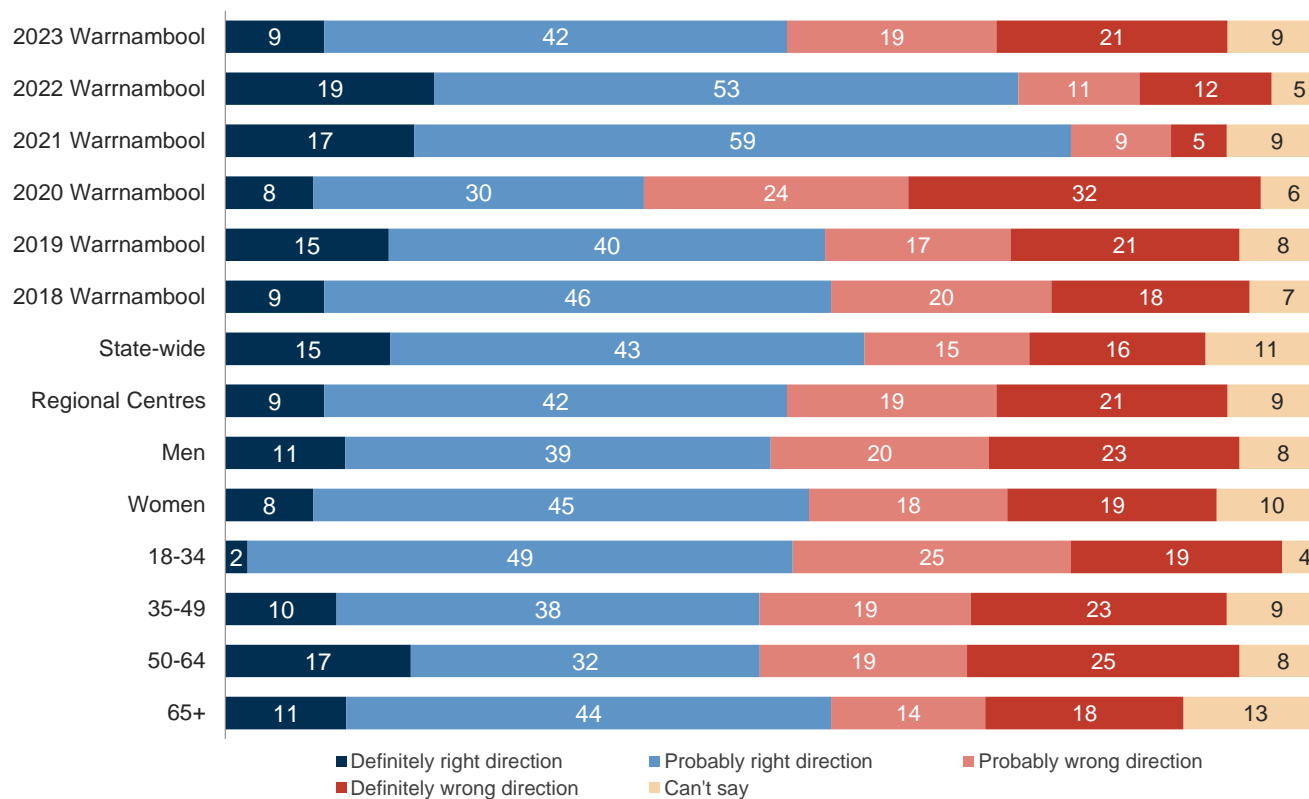


Q6. Over the last 12 months, what is your view of the direction of Warrnambool City Council's overall performance?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



## Right / wrong direction

### 2023 right / wrong direction (%)

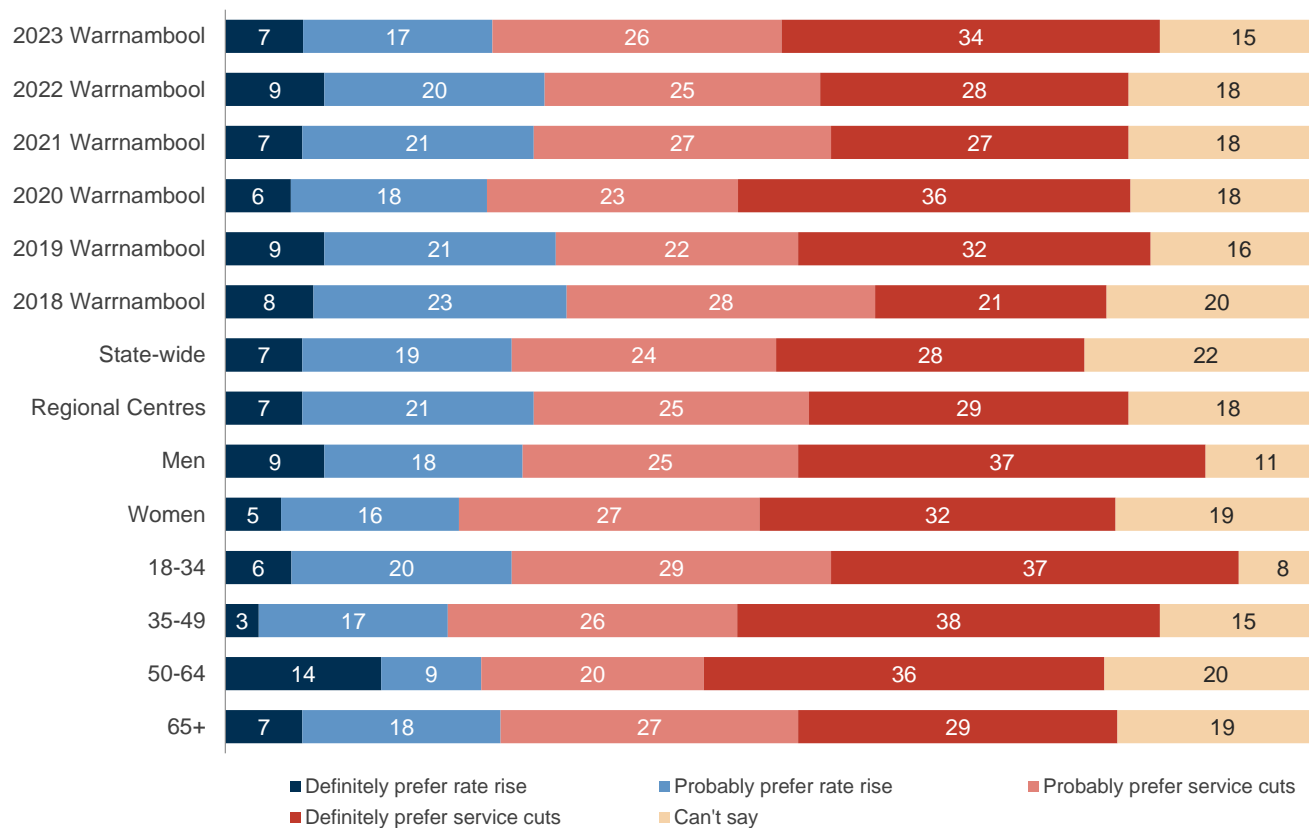


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?  
Base: All respondents. Councils asked State-wide: 10 Councils asked group: 1



## Rates / services trade-off

### 2023 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?  
Base: All respondents. Councils asked State-wide: 21 Councils asked group: 2

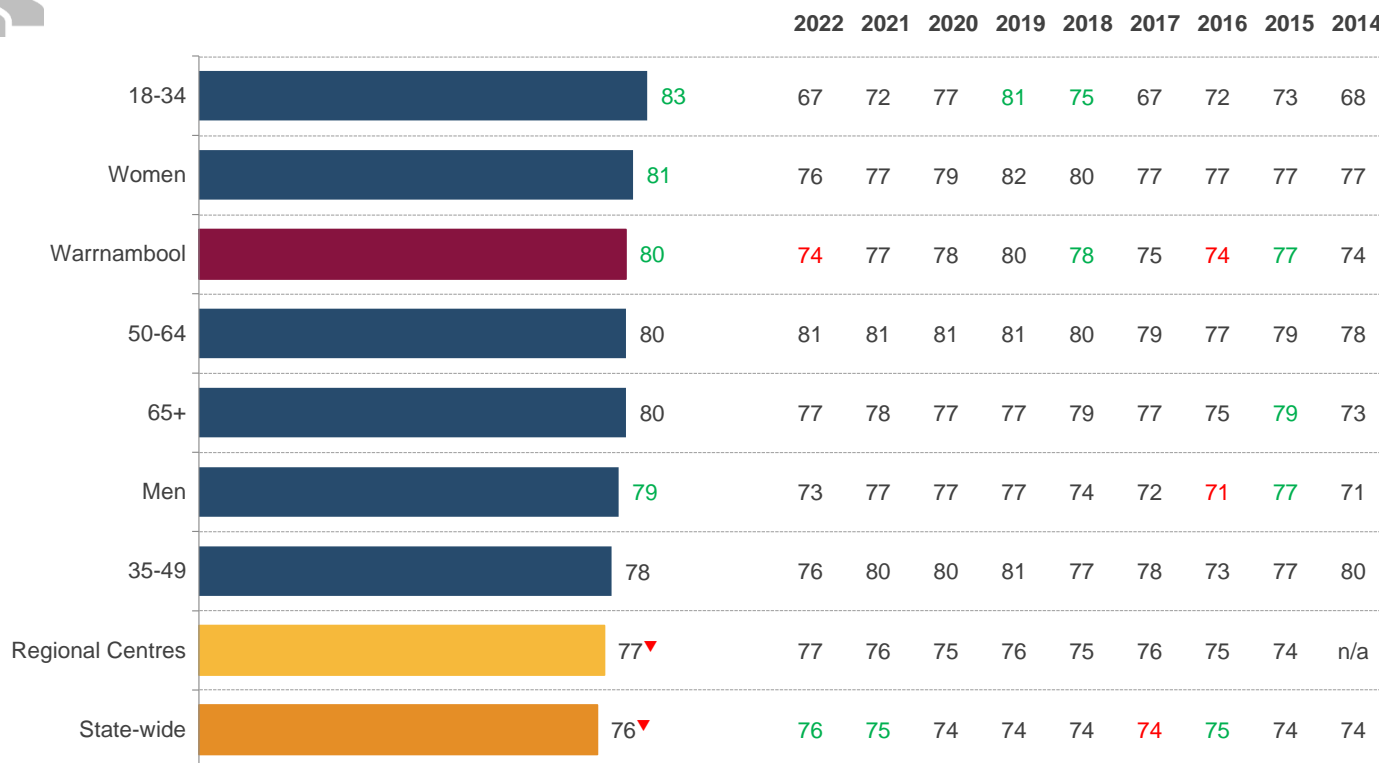
# Individual service areas



## Community consultation and engagement importance



### 2023 consultation and engagement importance (index scores)



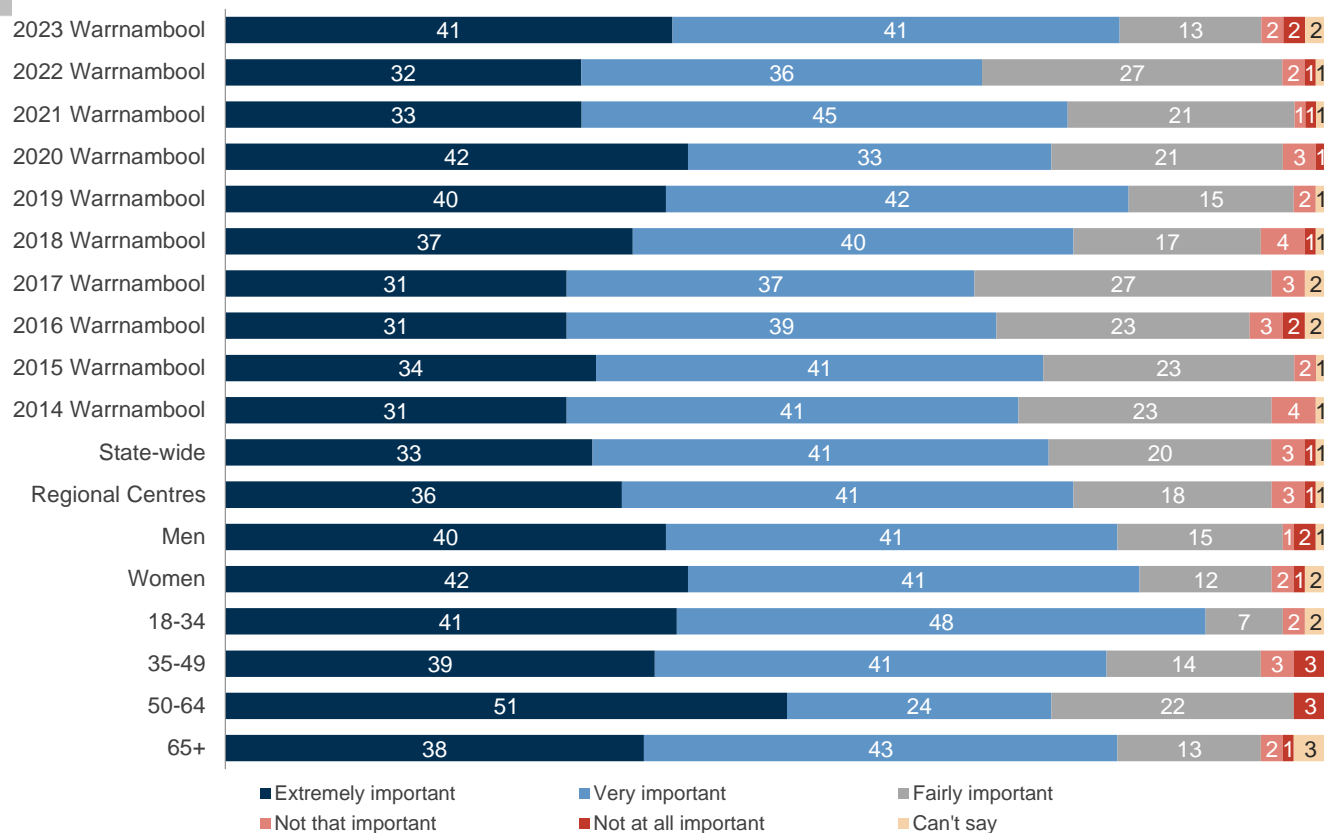
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Community consultation and engagement importance



2023 consultation and engagement importance (%)



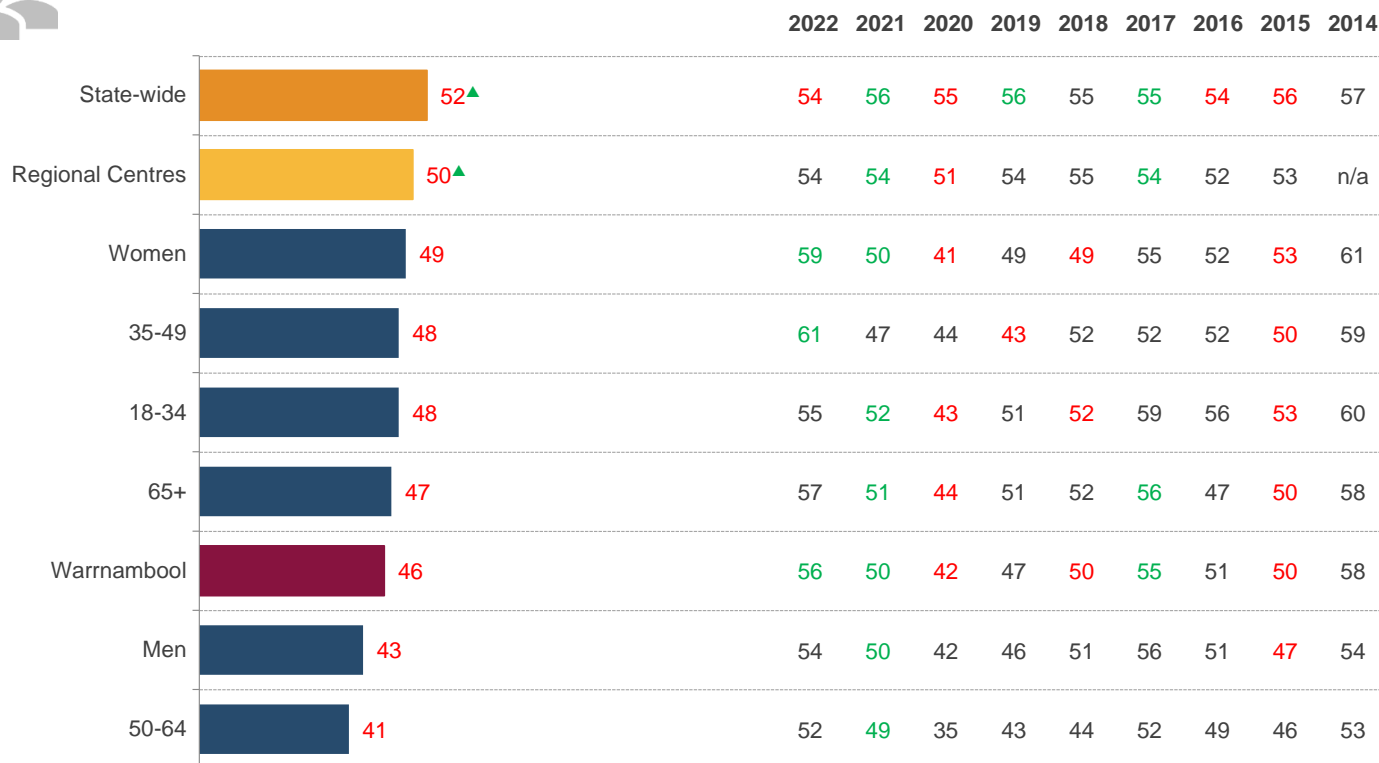
Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



## Community consultation and engagement performance



### 2023 consultation and engagement performance (index scores)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9  
Note: Please see Appendix A for explanation of significant differences.

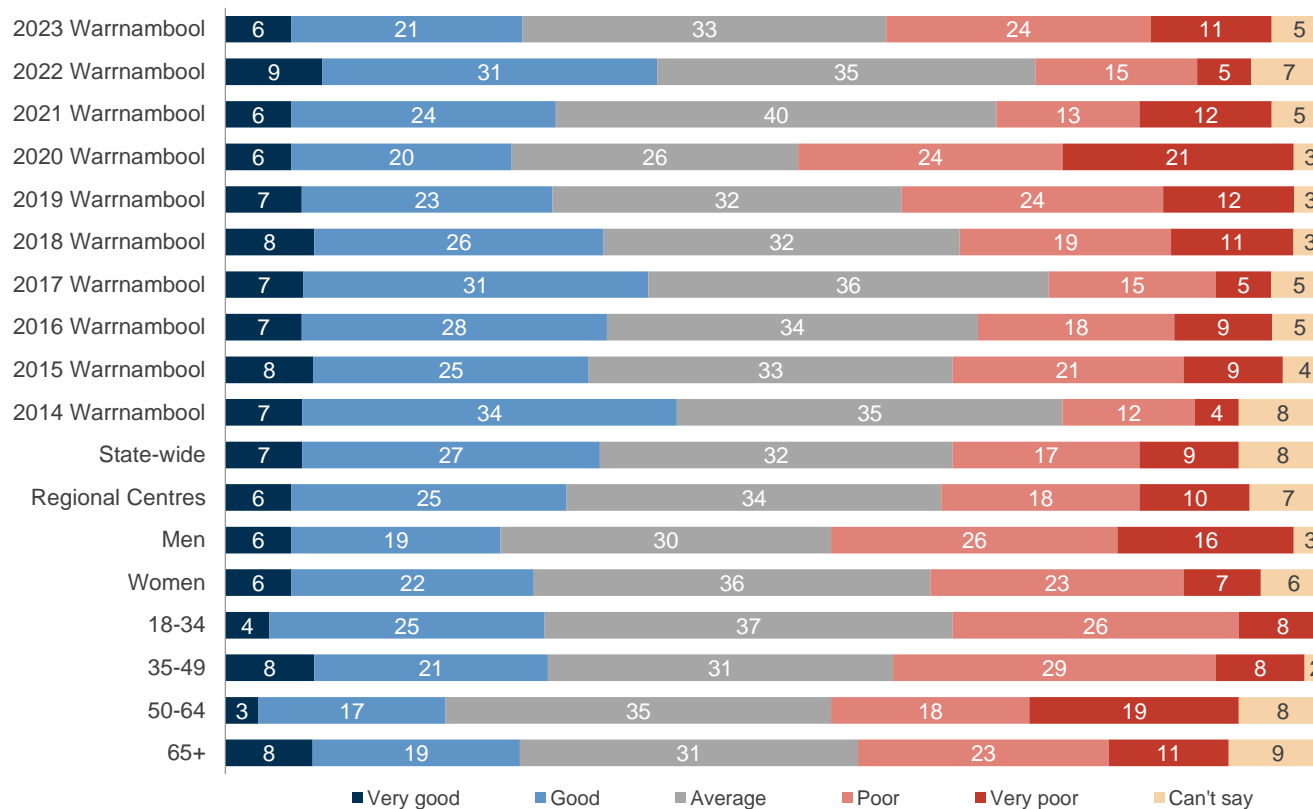




## Community consultation and engagement performance



2023 consultation and engagement performance (%)



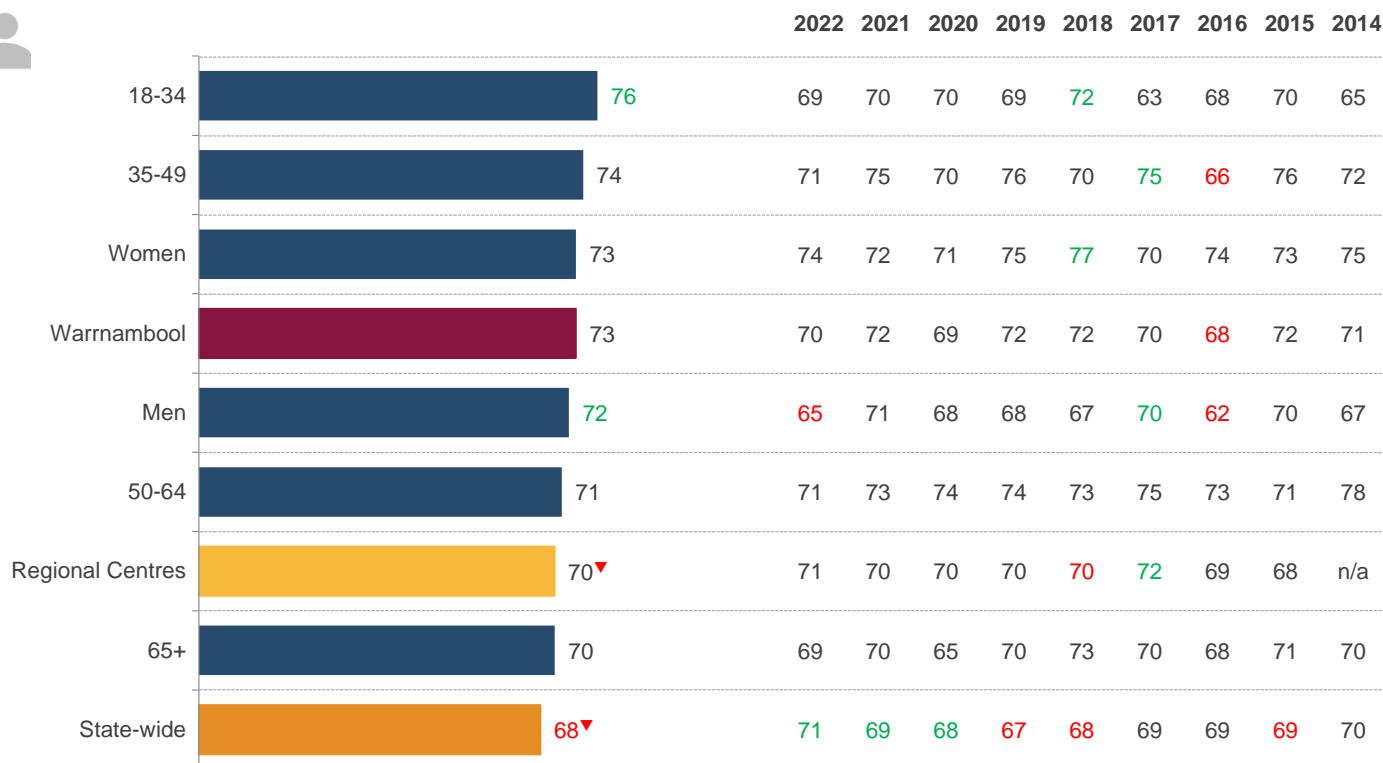
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



## Lobbying on behalf of the community importance



### 2023 lobbying importance (index scores)



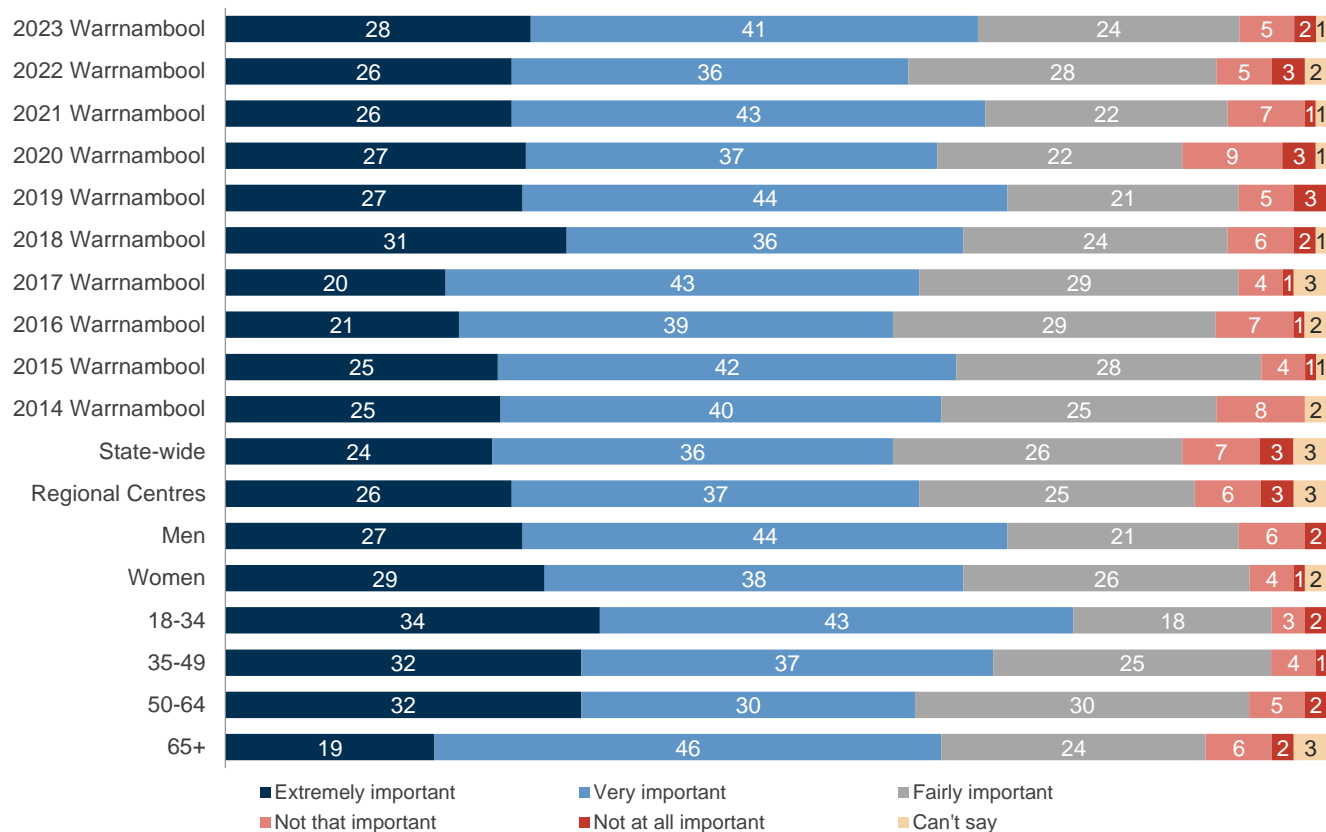
Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Lobbying on behalf of the community importance



### 2023 lobbying importance (%)



Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



## Lobbying on behalf of the community performance



### 2023 lobbying performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Regional Centres	52▲	55	56	52	54	54	54	52	55	n/a
Women	51	59	54	44	55	53	59	54	55	62
State-wide	51▲	53	55	53	54	54	54	53	55	56
65+	50	60	56	47	55	56	62	53	54	63
18-34	49	58	51	44	56	52	58	56	61	60
Warrnambool	48	58	53	43	53	53	59	54	55	59
35-49	48	61	47	41	49	52	60	53	50	57
Men	45	58	52	43	51	52	59	54	55	57
50-64	44	50	57	39	49	50	55	54	53	58

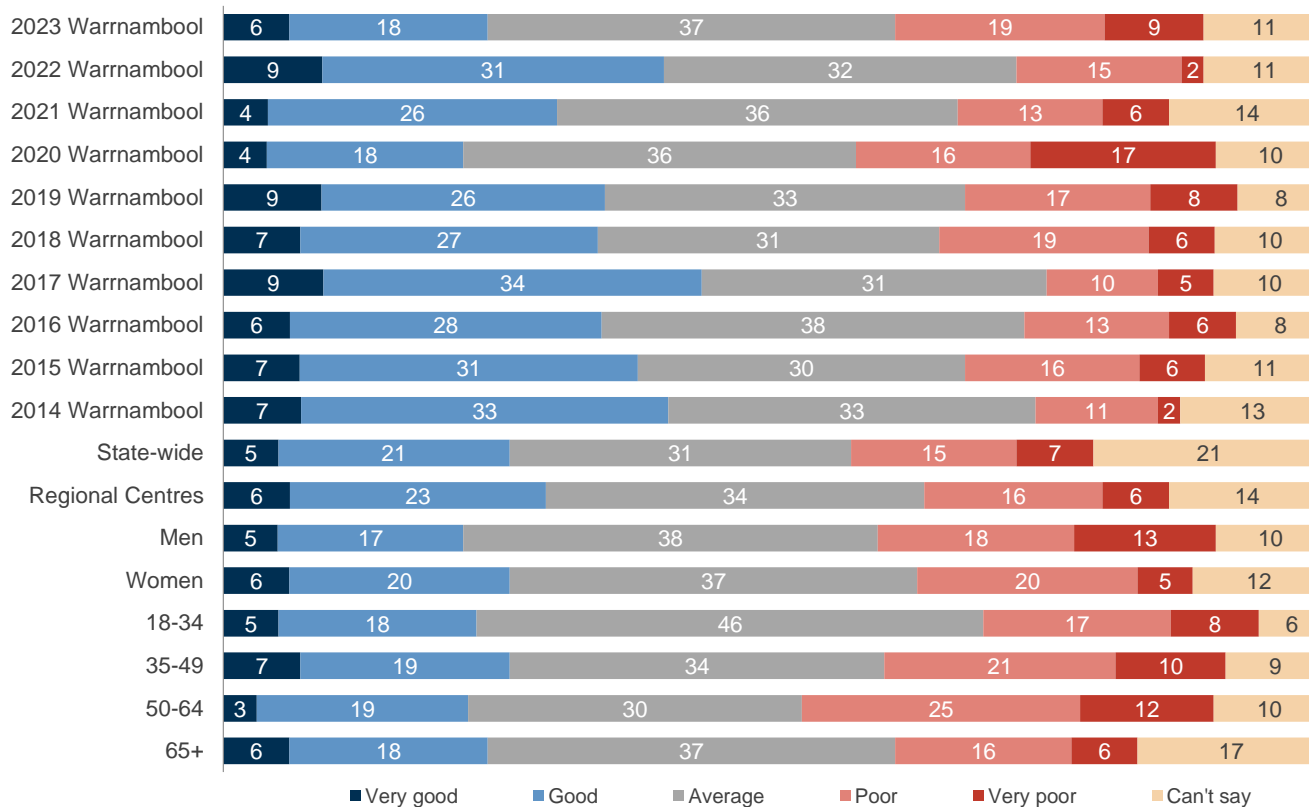
Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 6  
Note: Please see Appendix A for explanation of significant differences.



## Lobbying on behalf of the community performance



2023 lobbying performance (%)

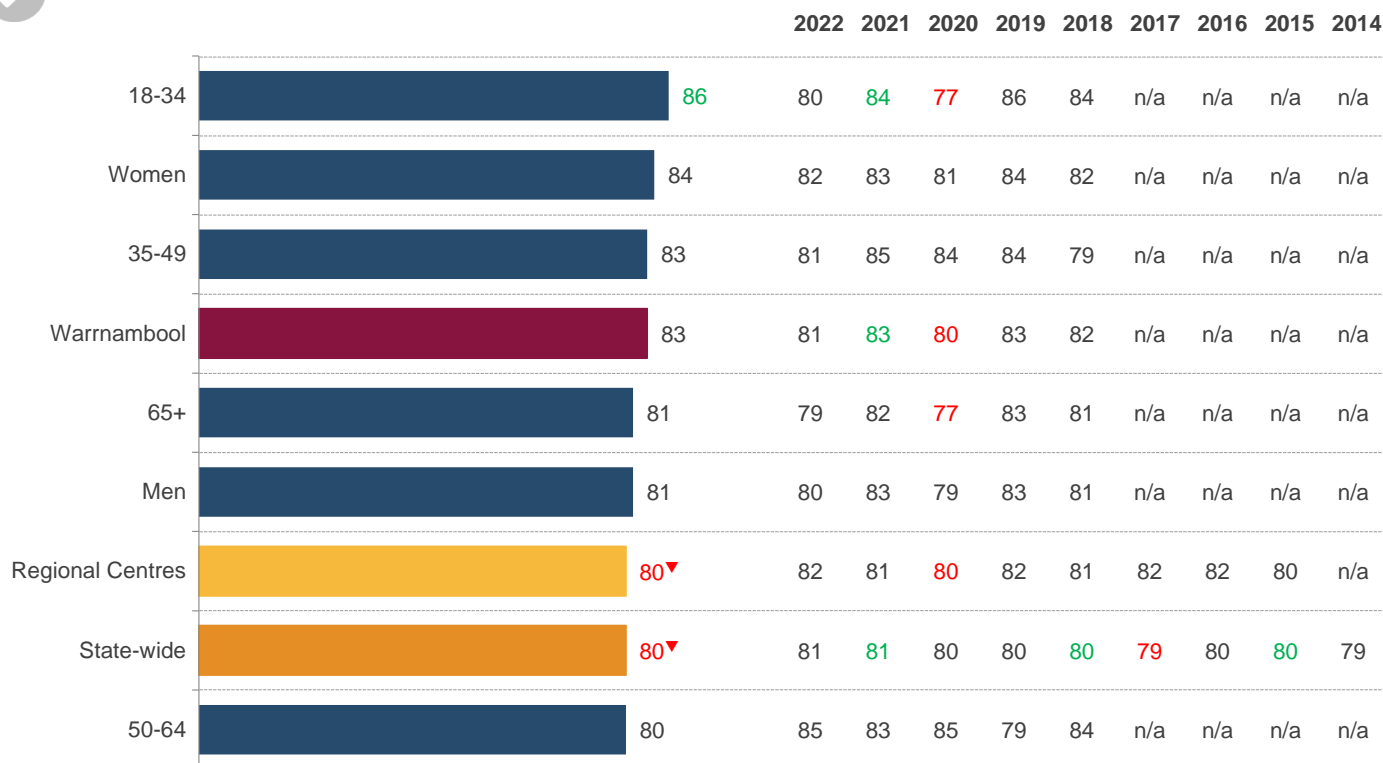


Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 51 Councils asked group: 6

## Decisions made in the interest of the community importance



### 2023 community decisions made importance (index scores)

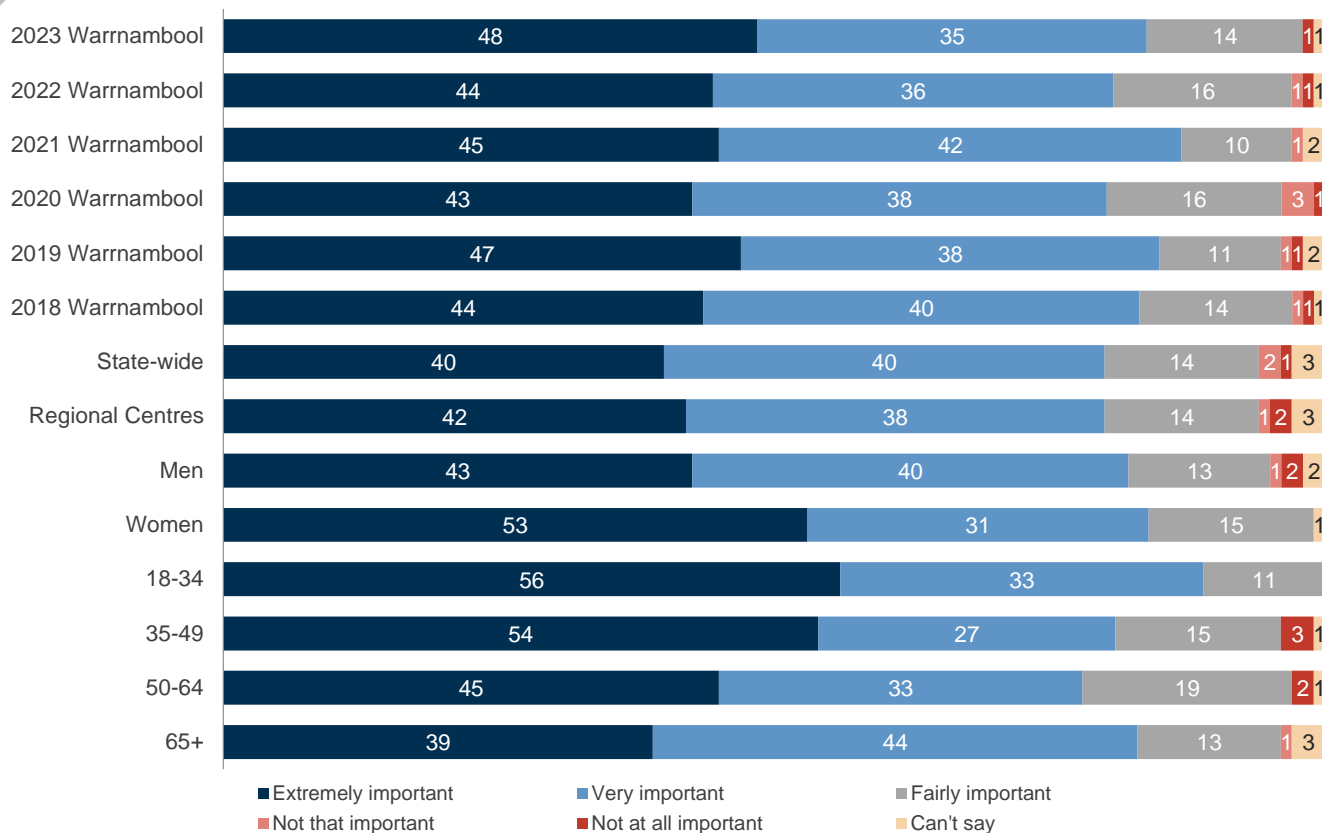


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.

## Decisions made in the interest of the community importance



2023 community decisions made importance (%)

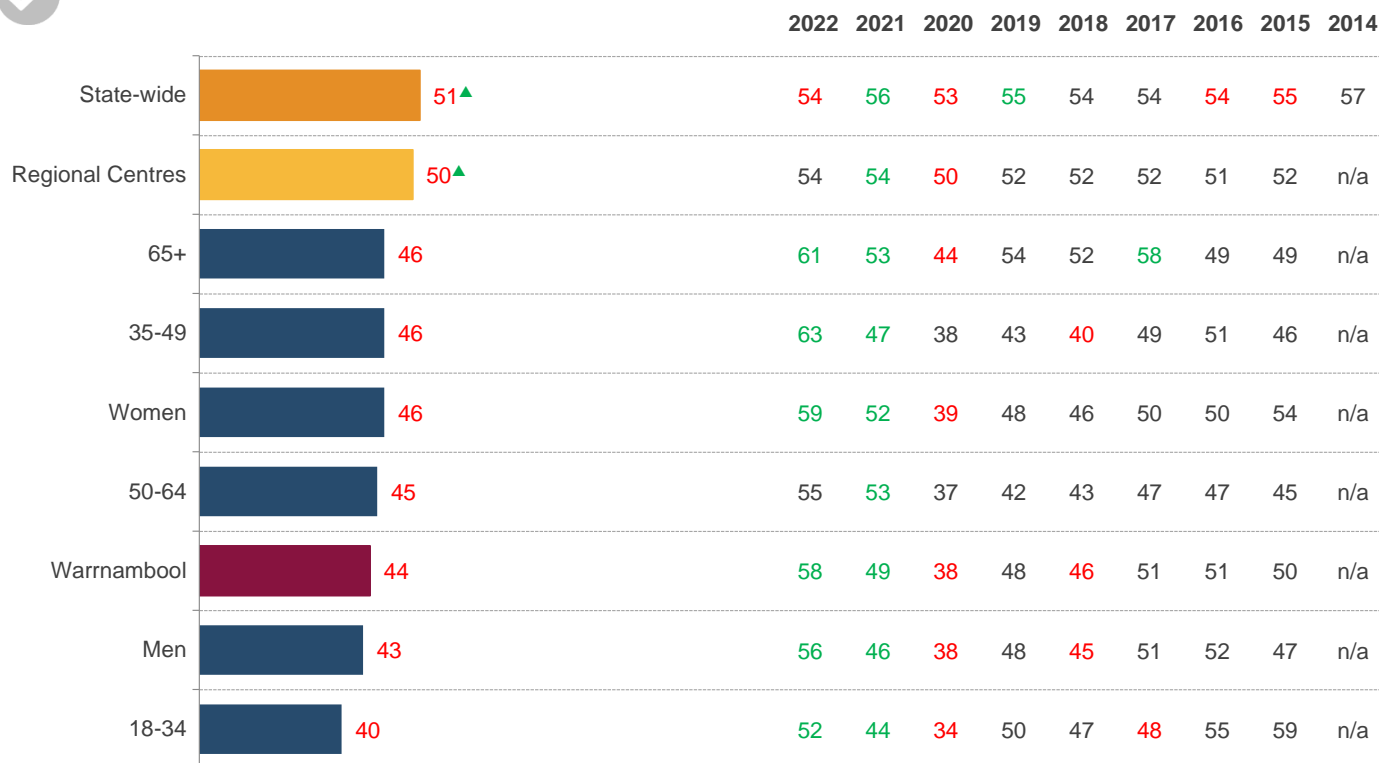


Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

## Decisions made in the interest of the community performance



### 2023 community decisions made performance (index scores)



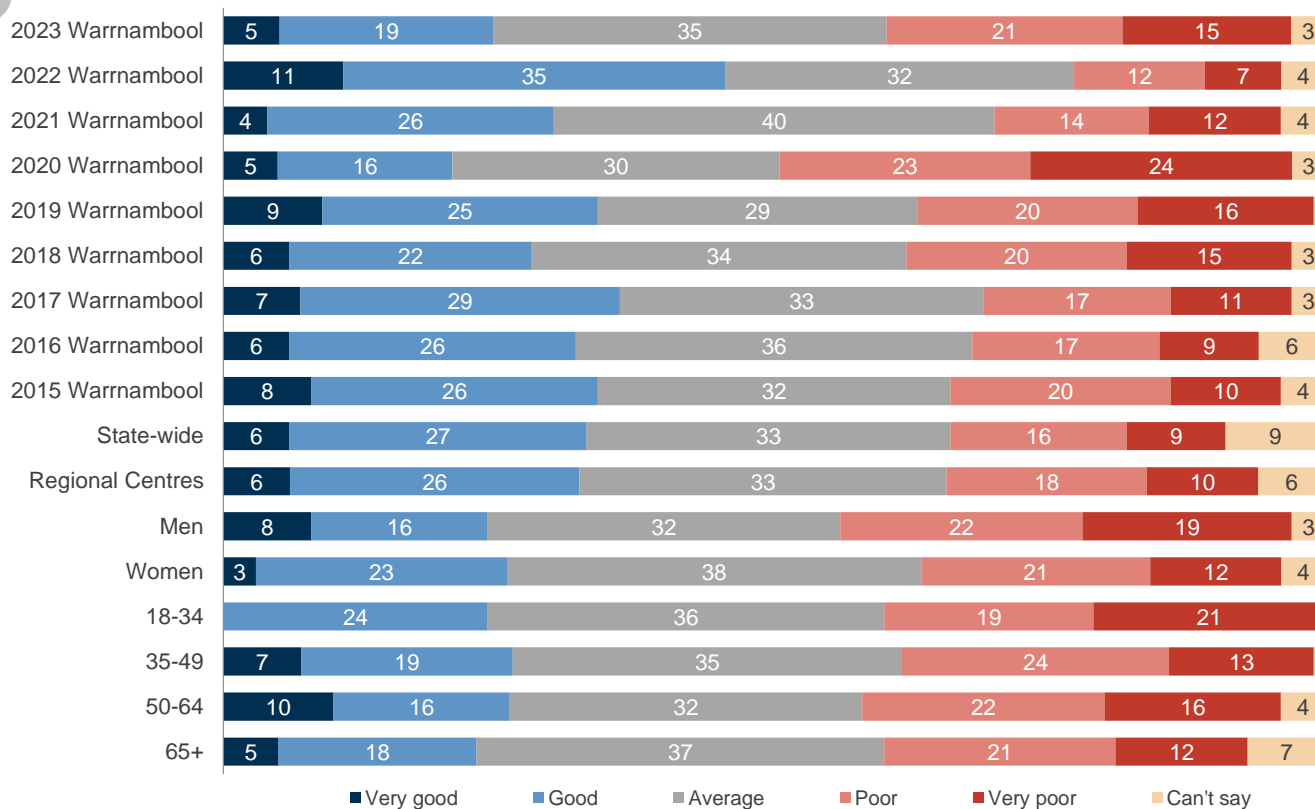
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9  
Note: Please see Appendix A for explanation of significant differences.



## Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

## The condition of sealed local roads in your area importance



### 2023 sealed local roads importance (index scores)

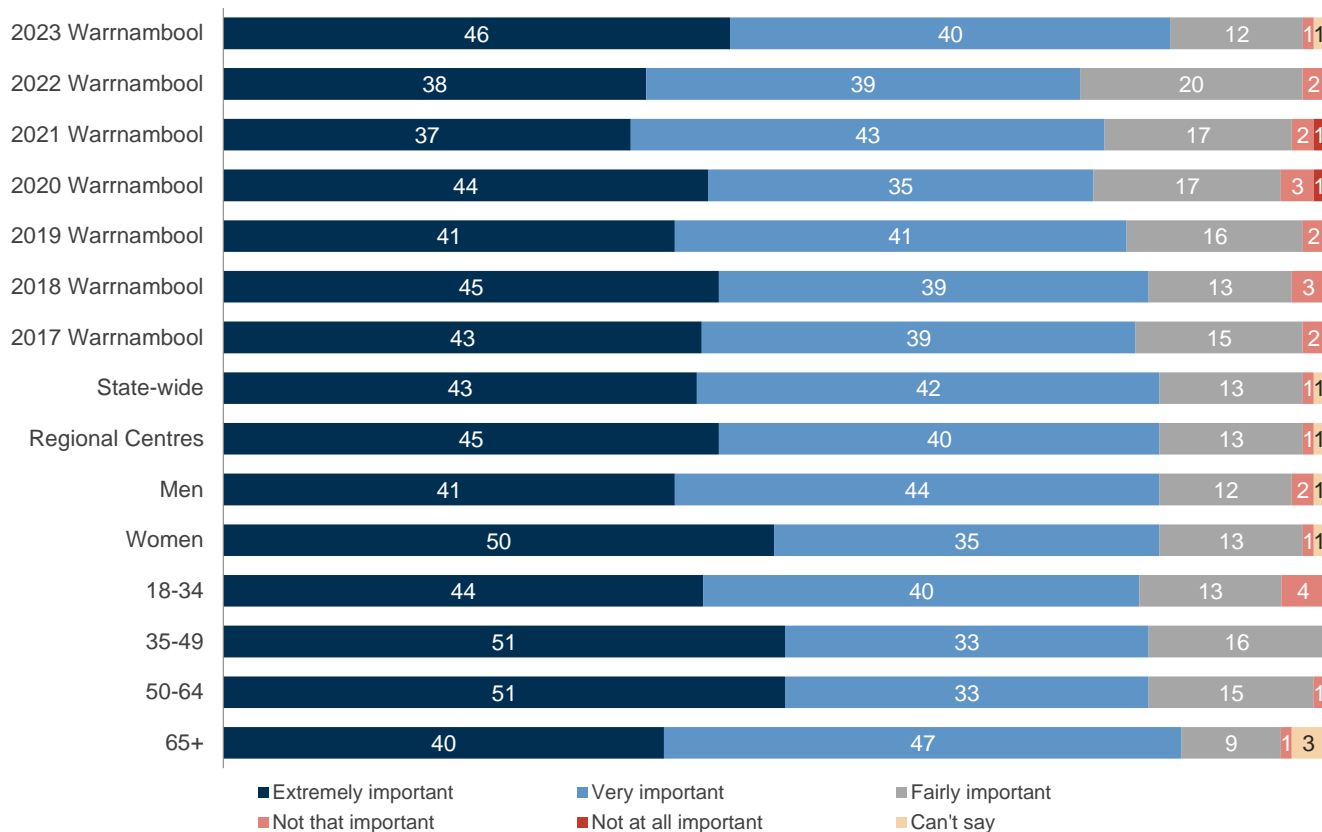
		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	84	78	80	79	82	84	85	n/a	n/a	n/a
Women	84	80	78	83	81	83	84	n/a	n/a	n/a
50-64	84	79	79	83	82	83	81	n/a	n/a	n/a
Warrnambool	83	79	78	79	80	82	81	n/a	n/a	n/a
65+	82	80	78	79	79	81	83	n/a	n/a	n/a
Regional Centres	82	81	79	79	79	81	80	76	77	n/a
State-wide	82	81	79	79	79	80	78	78	76	77
Men	81	77	78	76	80	80	78	n/a	n/a	n/a
18-34	81	78	77	78	80	79	77	n/a	n/a	n/a

Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.

## The condition of sealed local roads in your area importance



2023 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4

## The condition of sealed local roads in your area performance



### 2023 sealed local roads performance (index scores)

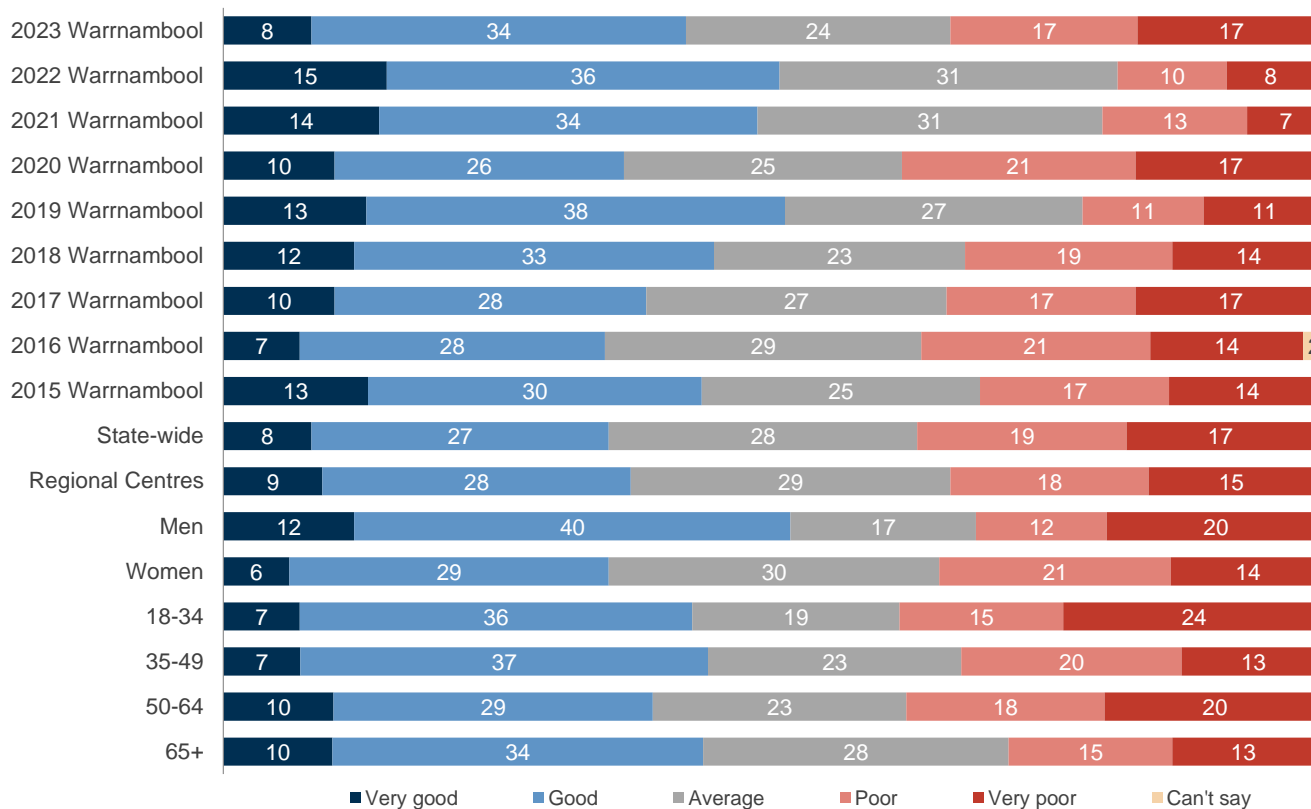
		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	53	64	61	52	60	59	54	47	56	n/a
Men	53	62	58	51	56	53	56	48	55	n/a
35-49	51	64	61	48	56	44	49	50	55	n/a
Warrnambool	50	60	59	48	58	53	49	49	53	n/a
Regional Centres	49	54	60	55	57	54	53	54	55	n/a
Women	48	58	59	45	60	52	43	49	51	n/a
50-64	48	60	61	48	57	54	50	47	53	n/a
State-wide	48	53	57	54	56	53	53	54	55	55
18-34	47	53	52	43	58	52	45	50	48	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9  
Note: Please see Appendix A for explanation of significant differences.

## The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9



## Informing the community importance



### 2023 informing community importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	82	82	82	78	83	82	80	79	75	78
65+	81	78	80	77	77	81	77	78	78	77
50-64	81	79	80	83	81	80	78	78	75	79
Warrnambool	80	79	83	78	81	78	77	76	75	76
35-49	80	78	85	79	81	75	78	74	77	76
18-34	79	81	86	73	83	75	76	74	72	73
Men	79	75	84	77	78	73	73	73	76	73
Regional Centres	78	79	79	77	79	77	77	76	76	n/a
State-wide	76▼	77	77	75	75	75	74	76	75	75

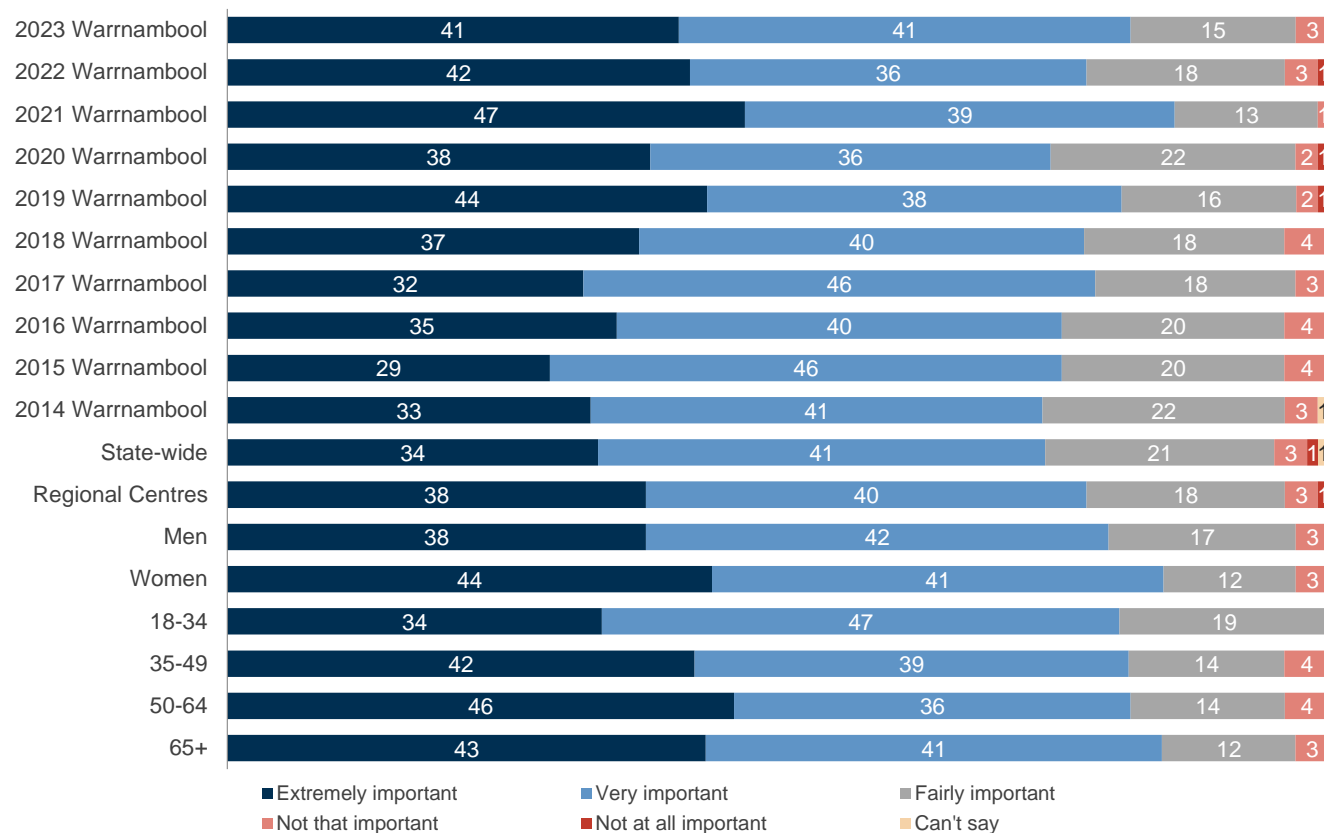
Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Informing the community importance



### 2023 informing community importance (%)



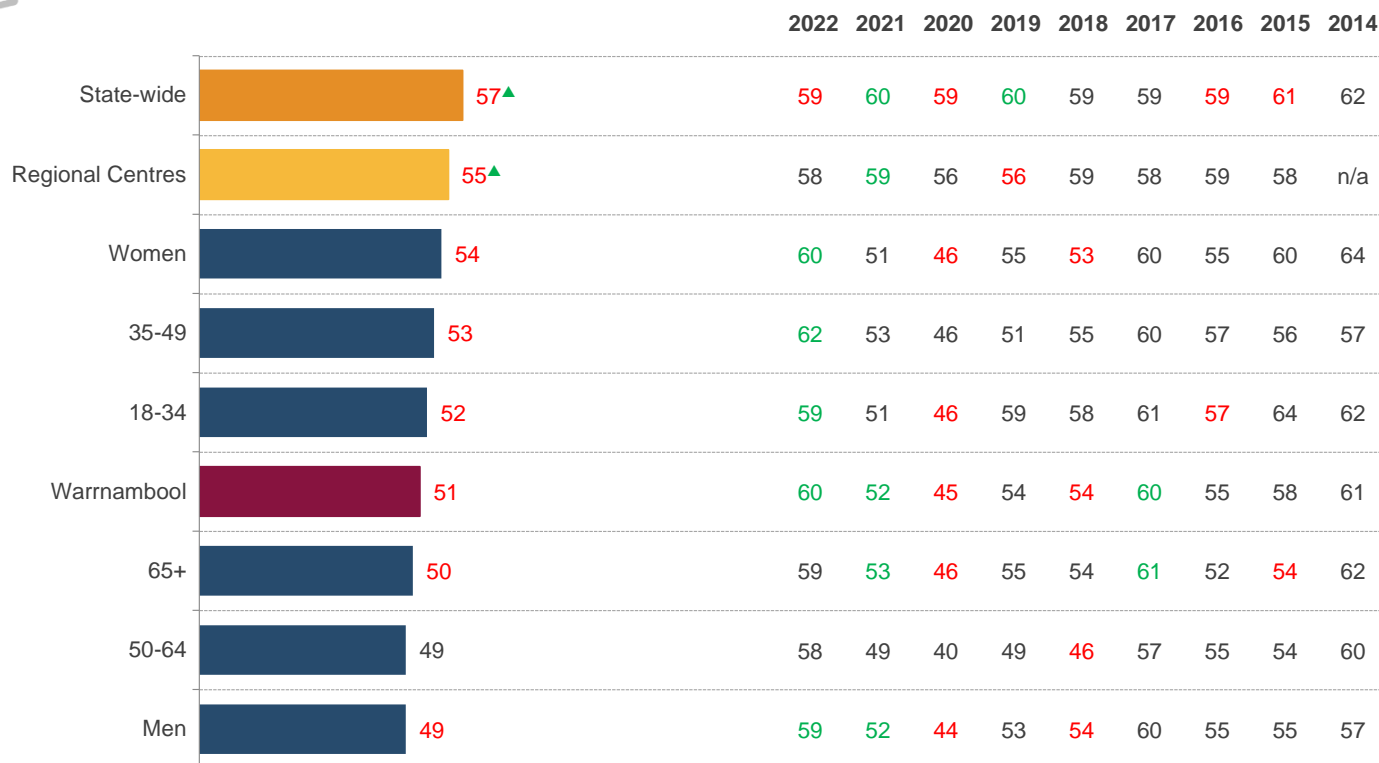
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5



## Informing the community performance



### 2023 informing community performance (index scores)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6  
Note: Please see Appendix A for explanation of significant differences.

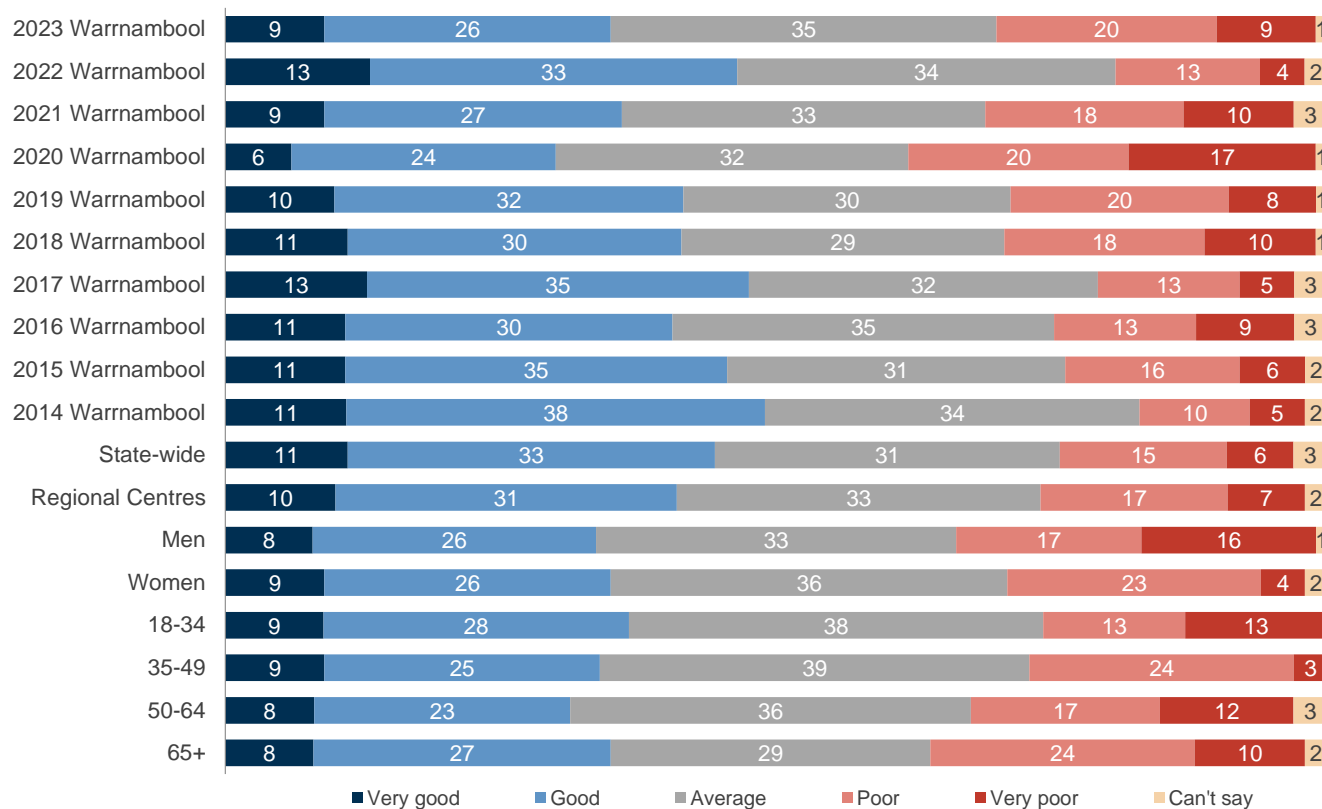




## Informing the community performance



### 2023 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 38 Councils asked group: 6

## The condition of local streets and footpaths in your area importance



### 2023 streets and footpaths importance (index scores)

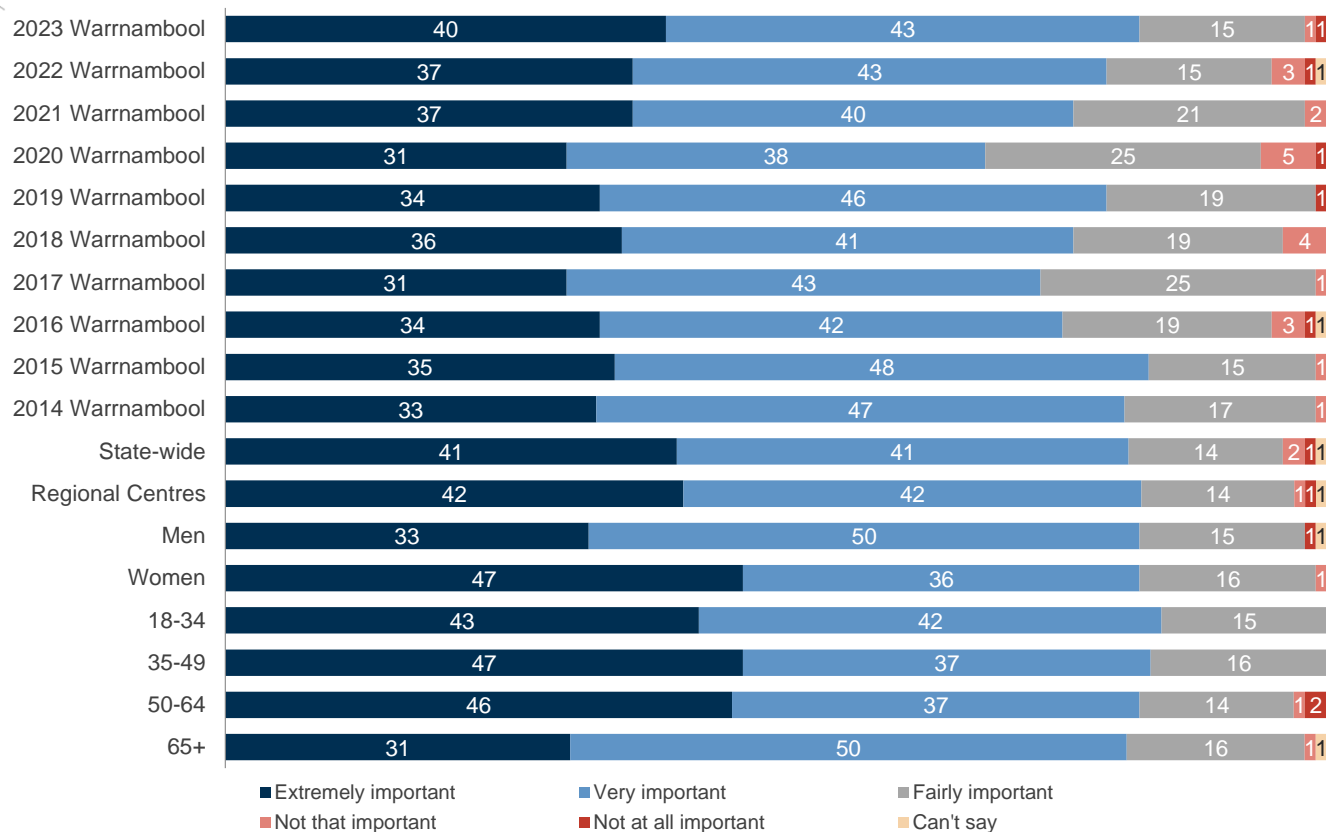
		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	83	79	79	75	80	79	79	75	83	79
Women	82	82	78	76	81	78	80	80	79	83
18-34	82	75	76	65	78	75	68	75	78	75
Regional Centres	81	80	78	78	77	79	77	77	77	n/a
50-64	81	82	79	81	77	78	77	79	76	78
State-wide	81	81	79	78	77	78	77	77	77	77
Warrnambool	81	78	78	73	78	77	76	77	79	78
Men	79	74	77	70	74	76	71	74	79	73
65+	78	79	78	76	77	78	80	79	79	81

Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.

## The condition of local streets and footpaths in your area importance



2023 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 25 Councils asked group: 5

## The condition of local streets and footpaths in your area performance



### 2023 streets and footpaths performance (index scores)

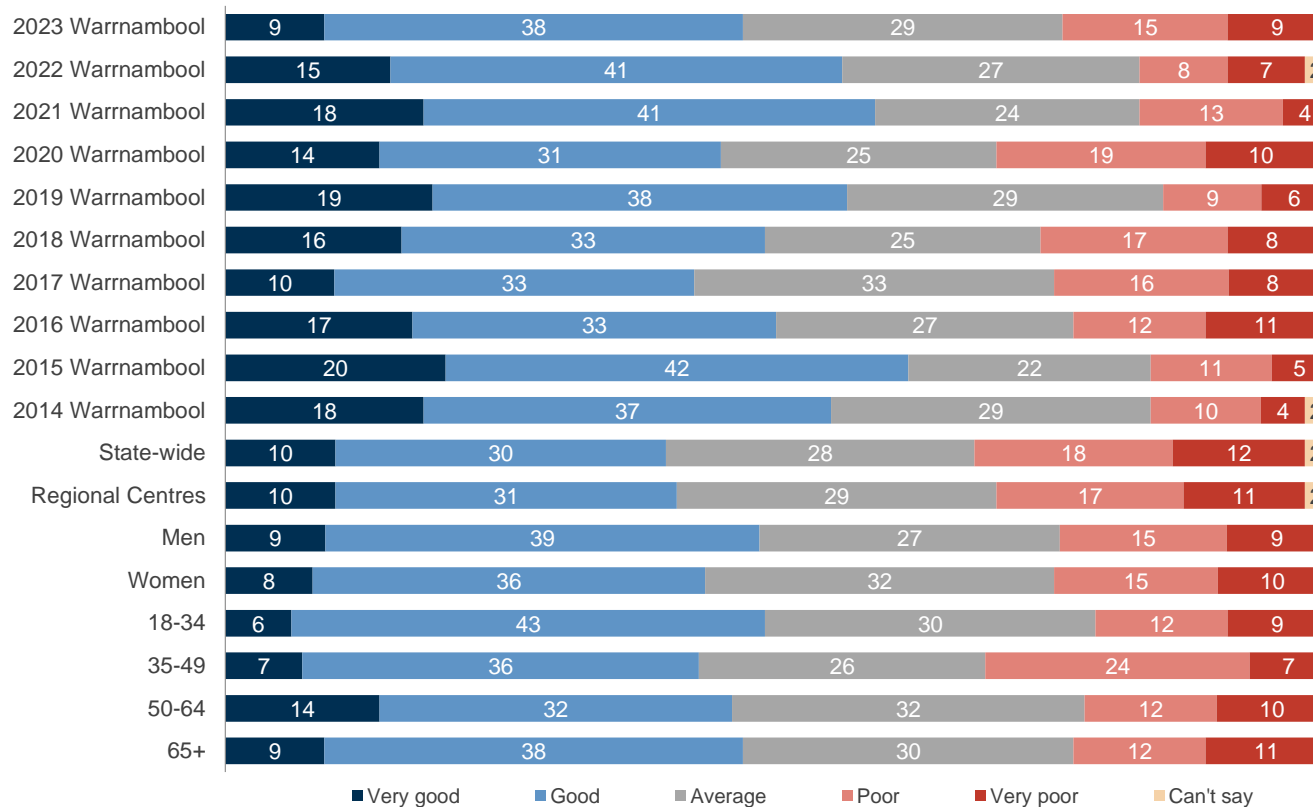
		2022	2021	2020	2019	2018	2017	2016	2015	2014
50-64	57	60	64	57	62	57	51	60	62	65
18-34	56	62	66	53	66	57	56	55	70	62
Men	56	64	65	59	64	57	60	59	69	65
Warrnambool	55	62	64	56	64	58	55	58	65	64
65+	55	65	64	57	63	62	56	55	61	65
Women	54	61	63	52	64	59	52	56	61	62
Regional Centres	53	59	62	59	61	59	57	58	58	n/a
35-49	53	61	60	55	65	57	58	62	66	63
State-wide	52▼	57	59	58	59	58	57	57	58	58

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6  
Note: Please see Appendix A for explanation of significant differences.

## The condition of local streets and footpaths in your area performance



2023 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 33 Councils asked group: 6



## Traffic management importance



### 2023 traffic management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	75	74	79	72	74	75	75	75	76	75
Women	74	76	74	70	74	75	73	74	75	76
State-wide	74	73	73	73	73	74	72	72	71	70
Warrnambool	73	70	73	68	73	74	70	71	73	73
Regional Centres	73	72	74	72	73	74	71	72	72	n/a
35-49	73	64	73	66	71	70	71	70	72	70
50-64	73	74	73	74	71	74	74	72	74	76
Men	73	64	73	66	71	72	66	68	72	70
18-34	71	68	68	63	74	75	62	67	72	72

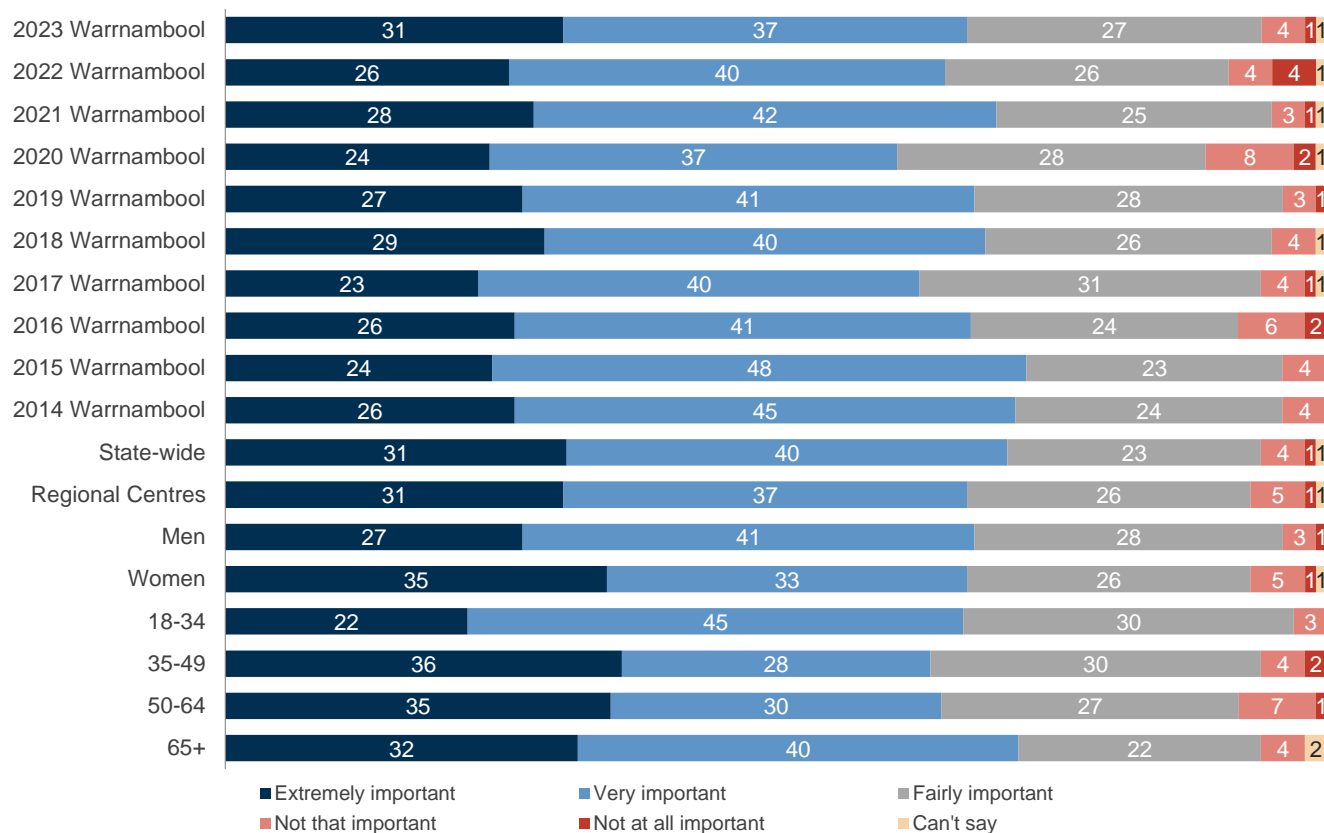
Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2  
Note: Please see Appendix A for explanation of significant differences.



## Traffic management importance



### 2023 traffic management importance (%)



Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 2



## Traffic management performance



### 2023 traffic management performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	60	55	68	48	64	53	63	55	65	64
50-64	59	57	56	51	50	52	60	57	57	60
Men	57	52	60	50	56	52	60	56	61	60
Warrnambool	57	55	59	50	59	52	61	57	62	62
Women	56	57	58	51	61	53	61	58	63	64
35-49	56	56	59	52	59	51	55	55	63	63
Regional Centres	55	57	60	56	60	56	61	59	62	n/a
State-wide	55	58	59	58	58	57	59	59	60	60
65+	54	53	52	51	59	53	63	61	62	62

Q2. How has Council performed on 'Traffic management' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2  
Note: Please see Appendix A for explanation of significant differences.

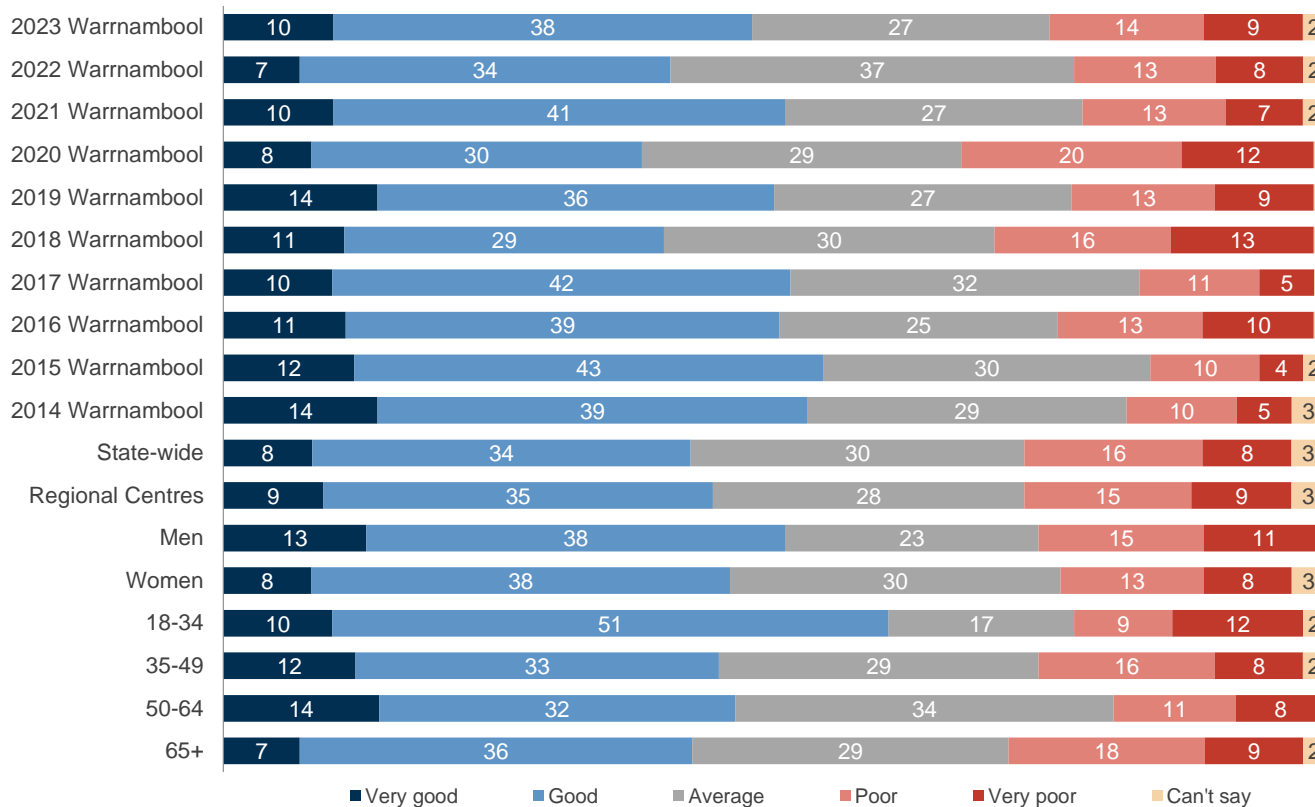




## Traffic management performance



2023 traffic management performance (%)



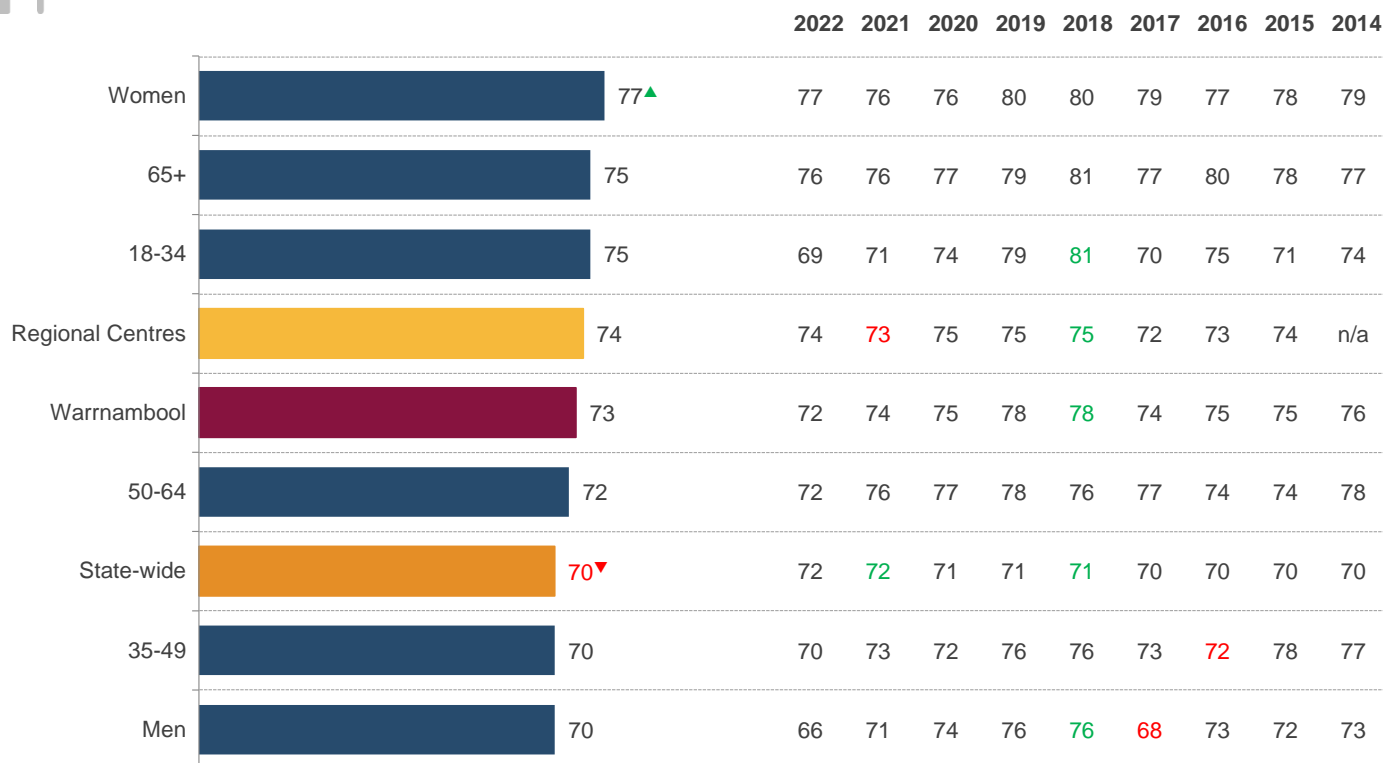
Q2. How has Council performed on 'Traffic management' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 15 Councils asked group: 2



## Parking facilities importance



### 2023 parking importance (index scores)



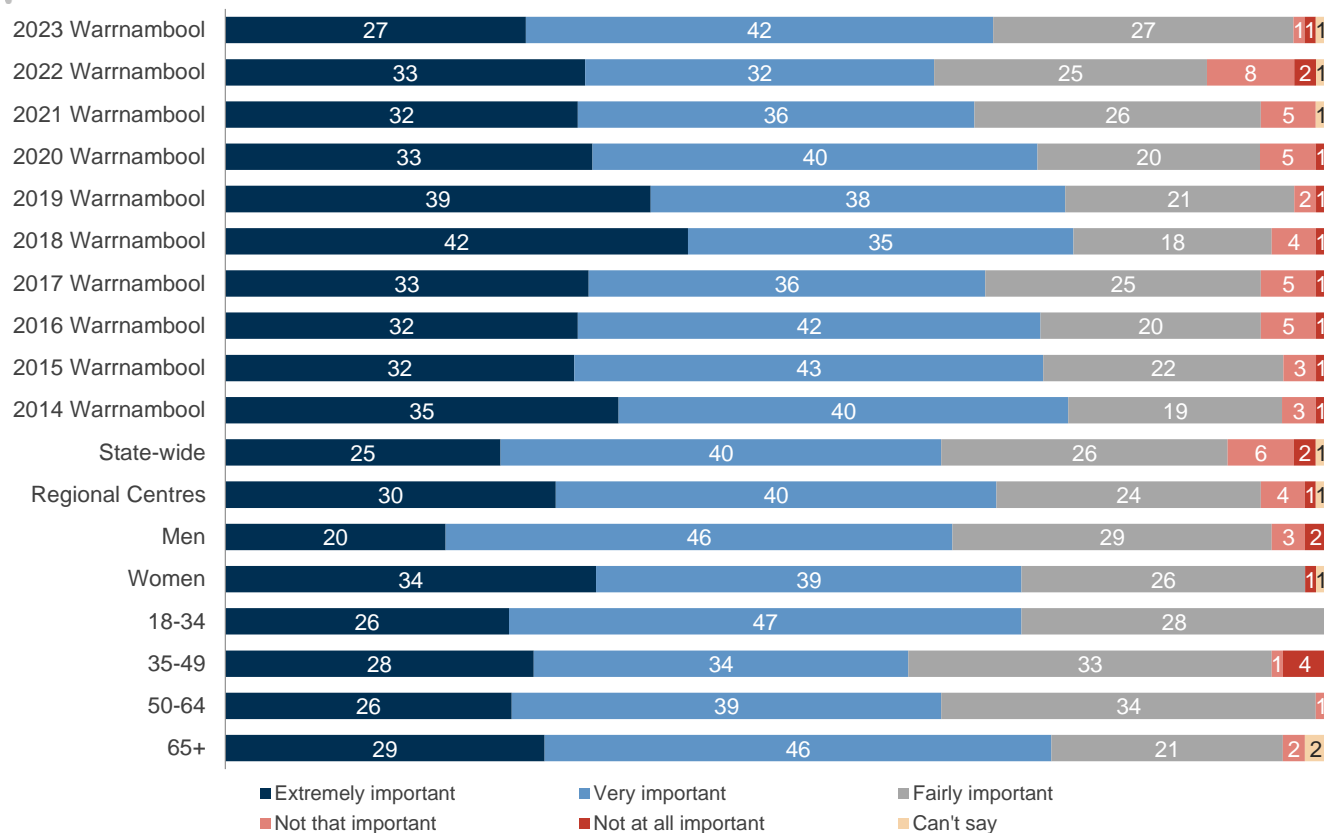
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities importance



### 2023 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5



## Parking facilities performance



### 2023 parking performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
State-wide	55▲	57	58	55	56	56	55	56	57	57
Regional Centres	53	56	55	49	50	51	52	54	53	n/a
35-49	53	55	55	42	44	36	54	56	51	54
65+	53	57	50	40	43	43	50	51	45	48
50-64	52	55	52	37	41	41	47	56	47	49
Men	51	57	54	41	46	40	51	55	49	50
Warrnambool	51	56	51	38	45	39	49	54	48	50
Women	51	54	48	36	44	39	47	53	47	51
18-34	47	56	48	34	51	37	45	55	49	50

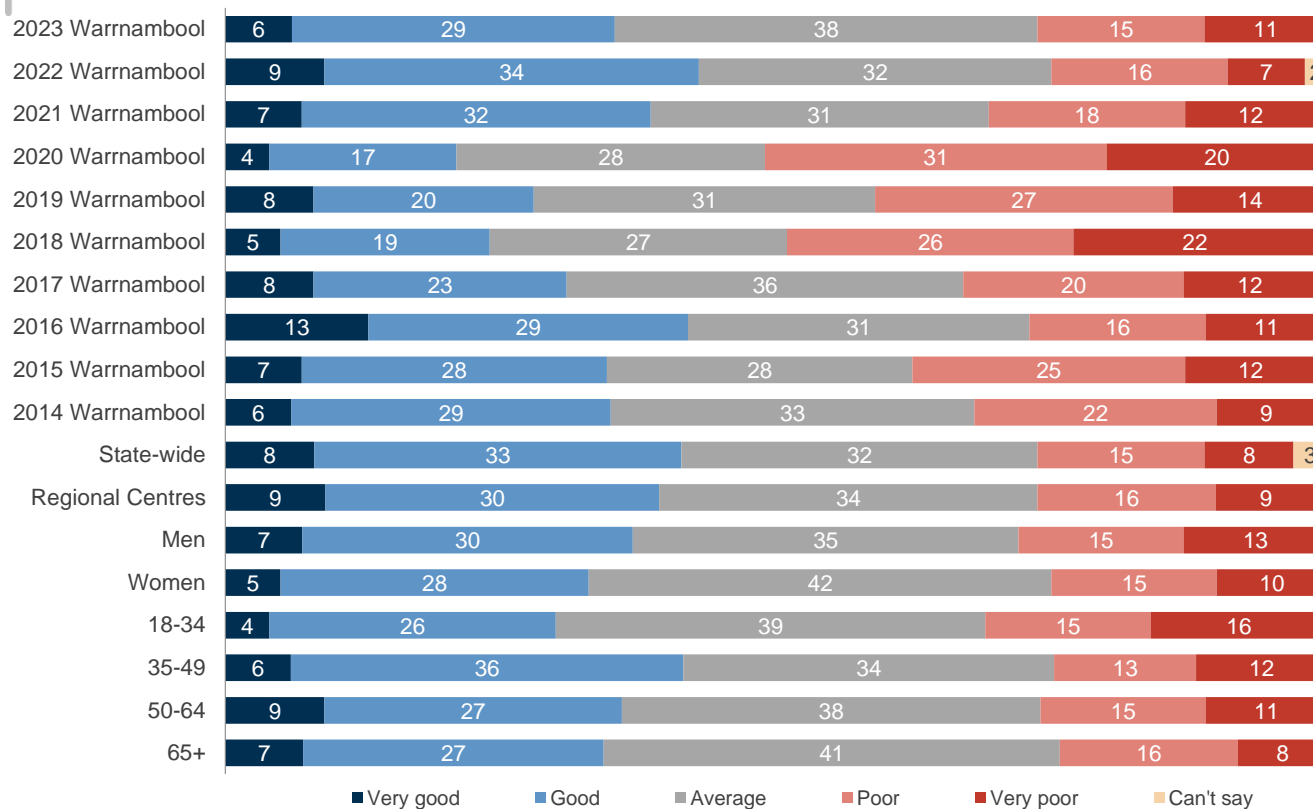
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Parking facilities performance



### 2023 parking performance (%)



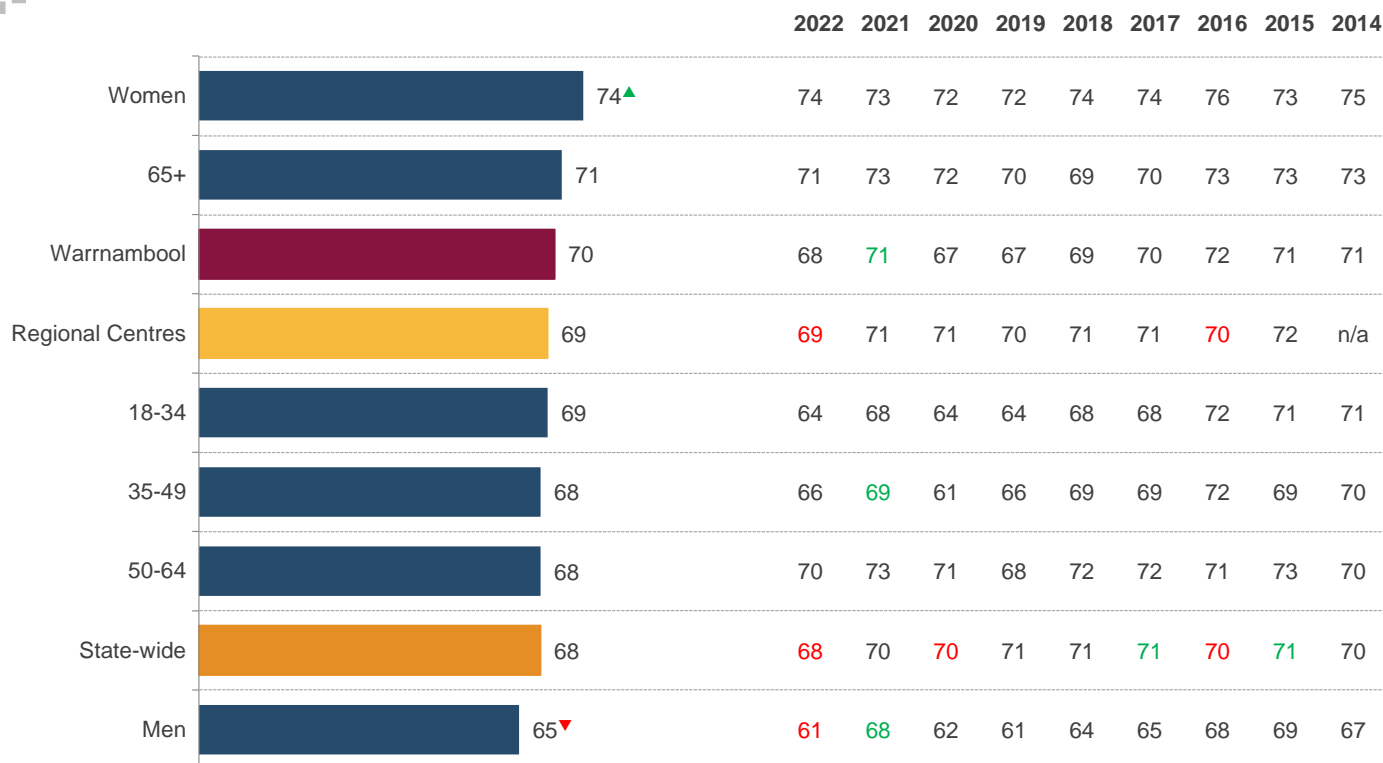
Q2. How has Council performed on 'Parking facilities' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5



## Enforcement of local laws importance



### 2023 law enforcement importance (index scores)



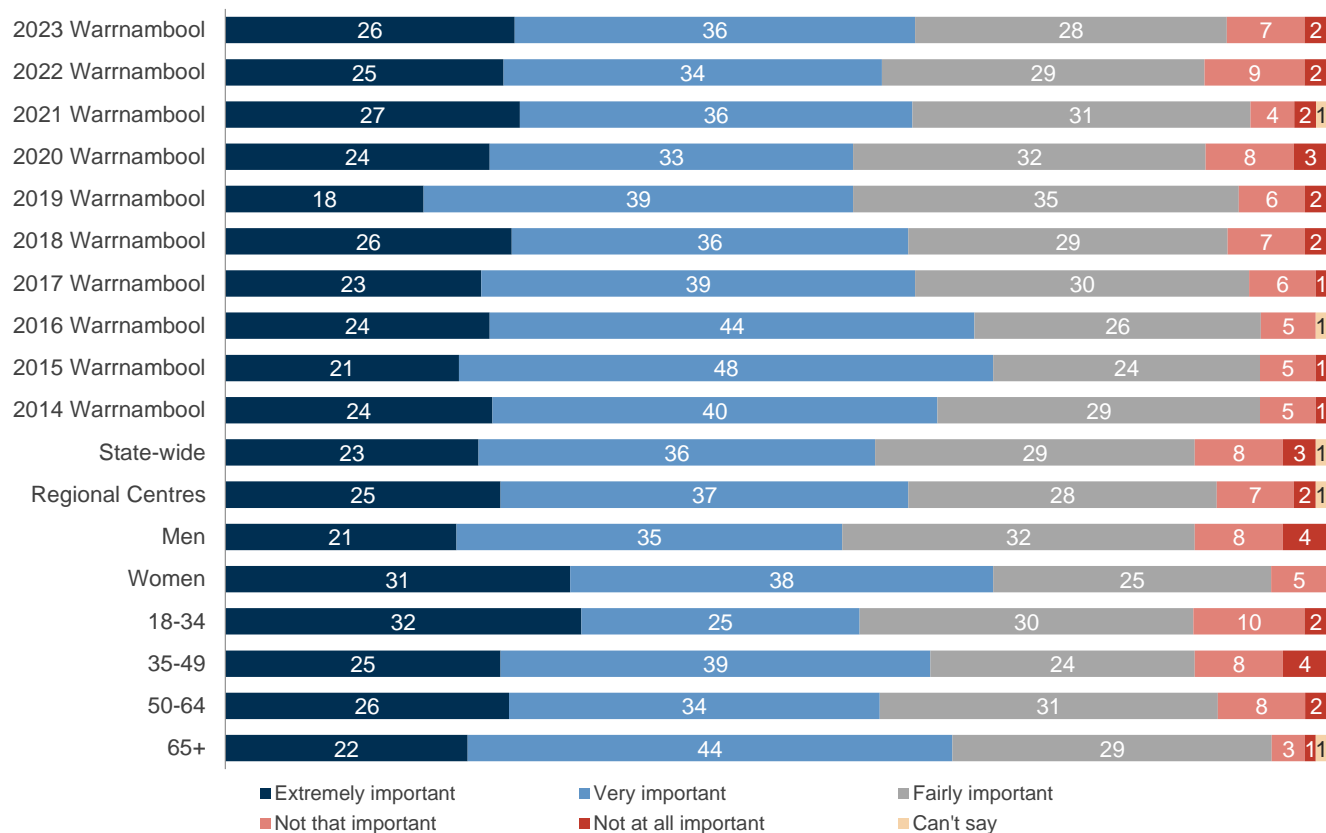
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.



## Enforcement of local laws importance



### 2023 law enforcement importance (%)



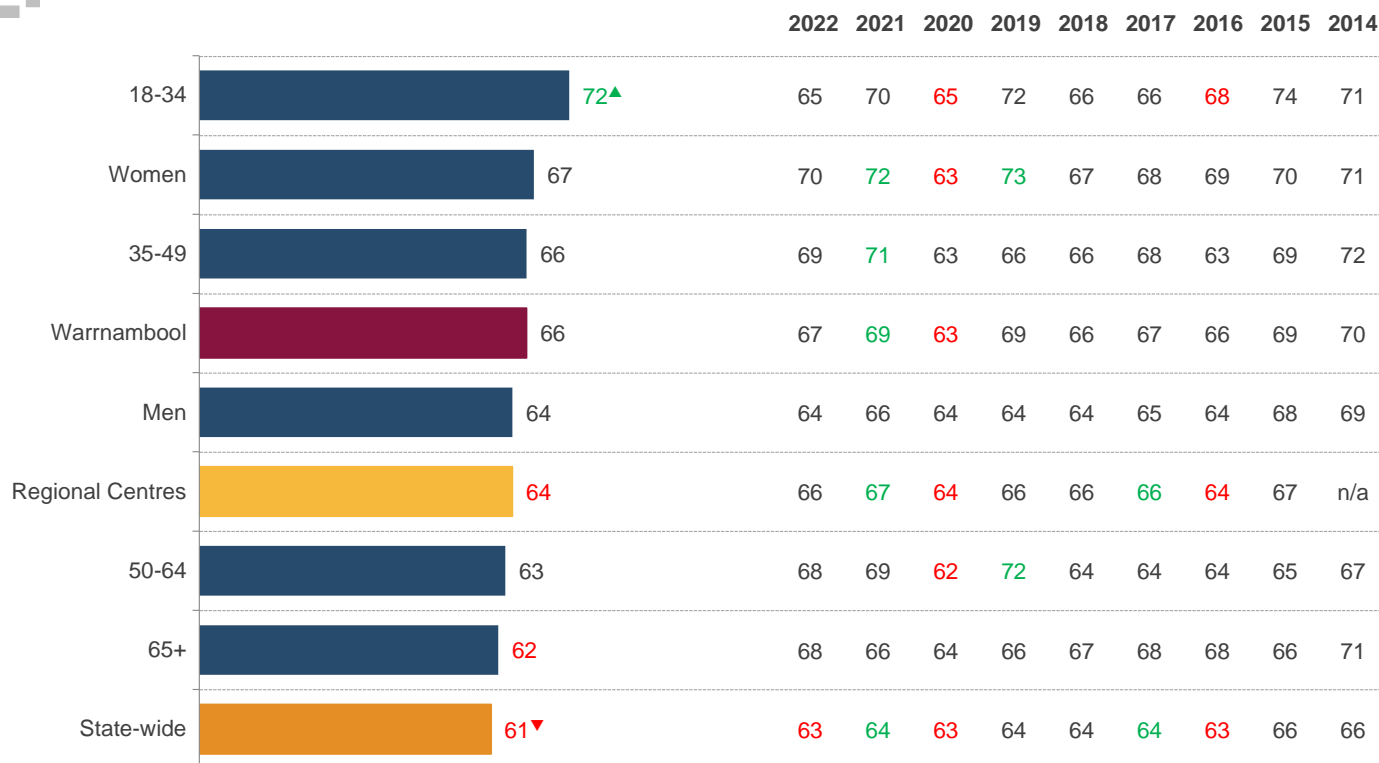
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4



## Enforcement of local laws performance



### 2023 law enforcement performance (index scores)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.

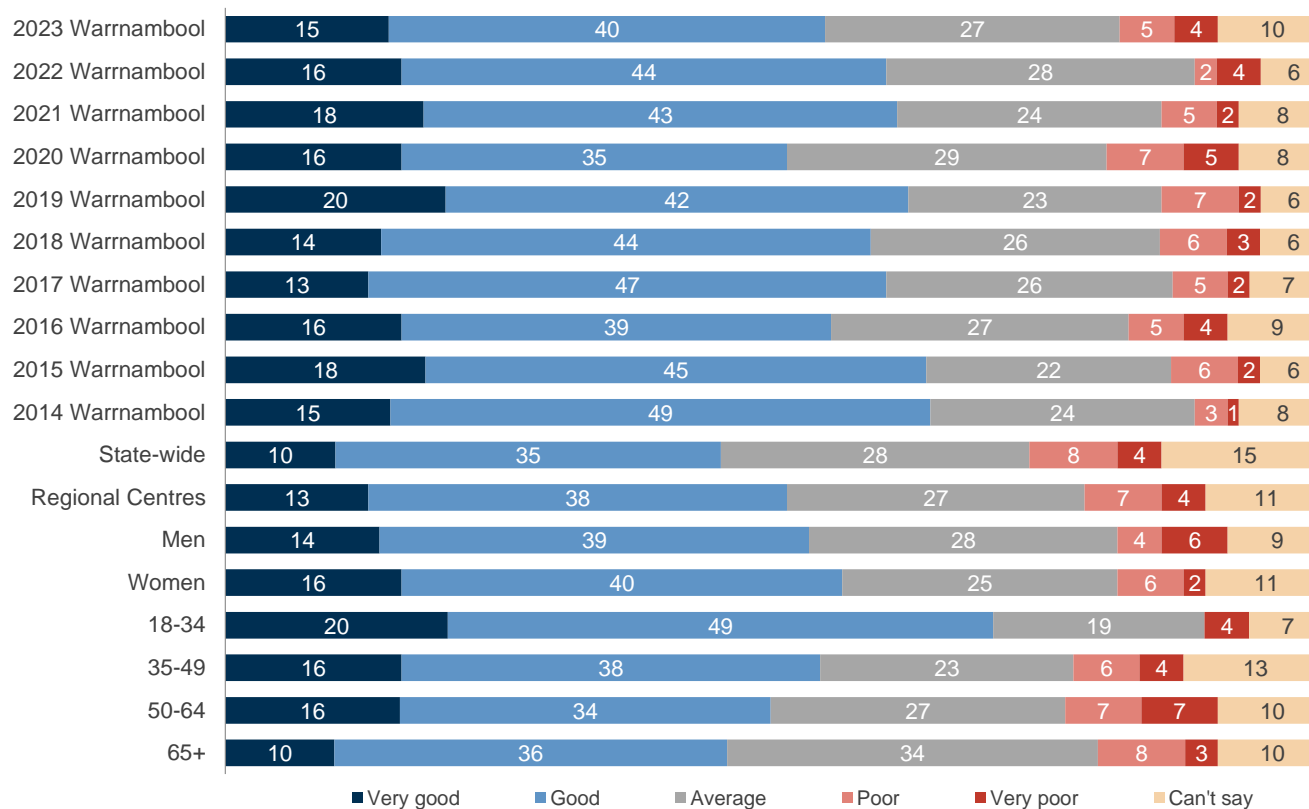




## Enforcement of local laws performance



### 2023 law enforcement performance (%)



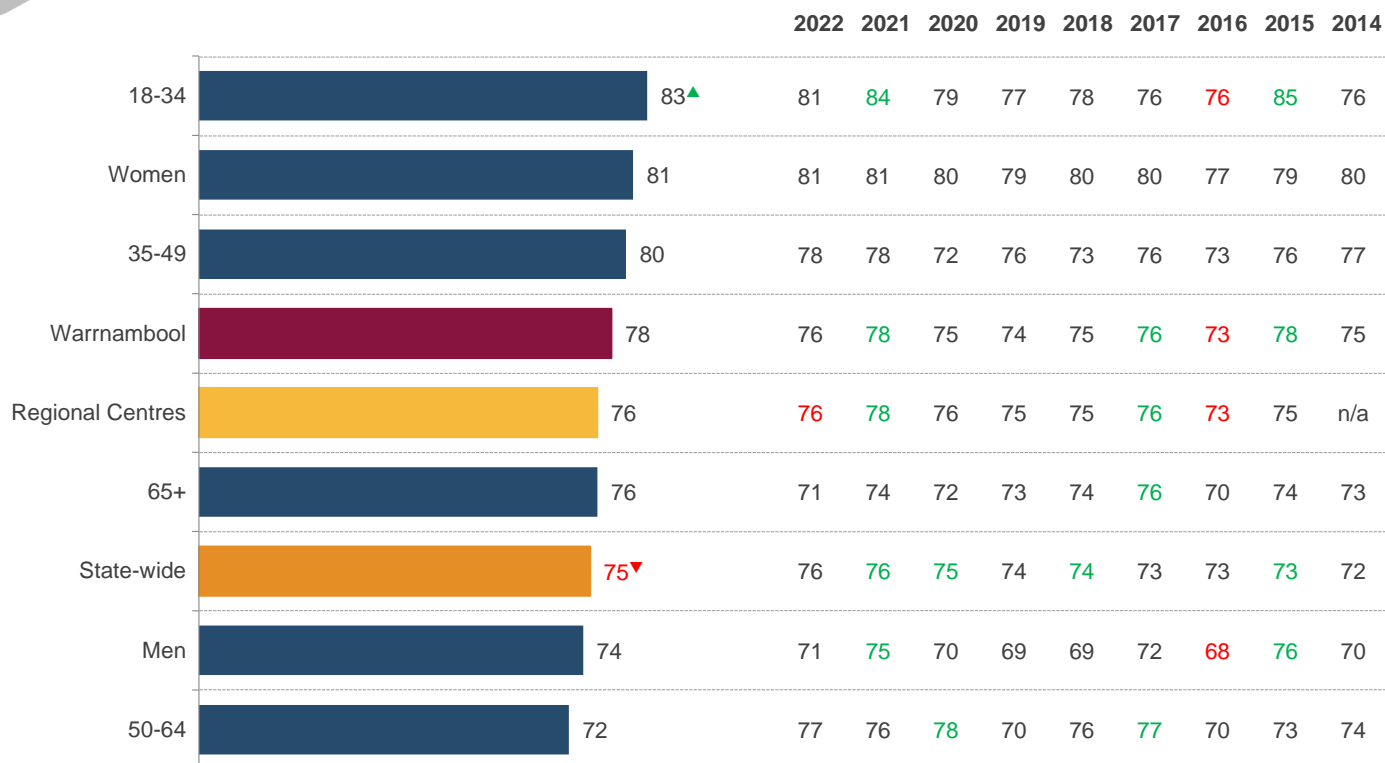
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 34 Councils asked group: 4



## Family support services importance



### 2023 family support importance (index scores)



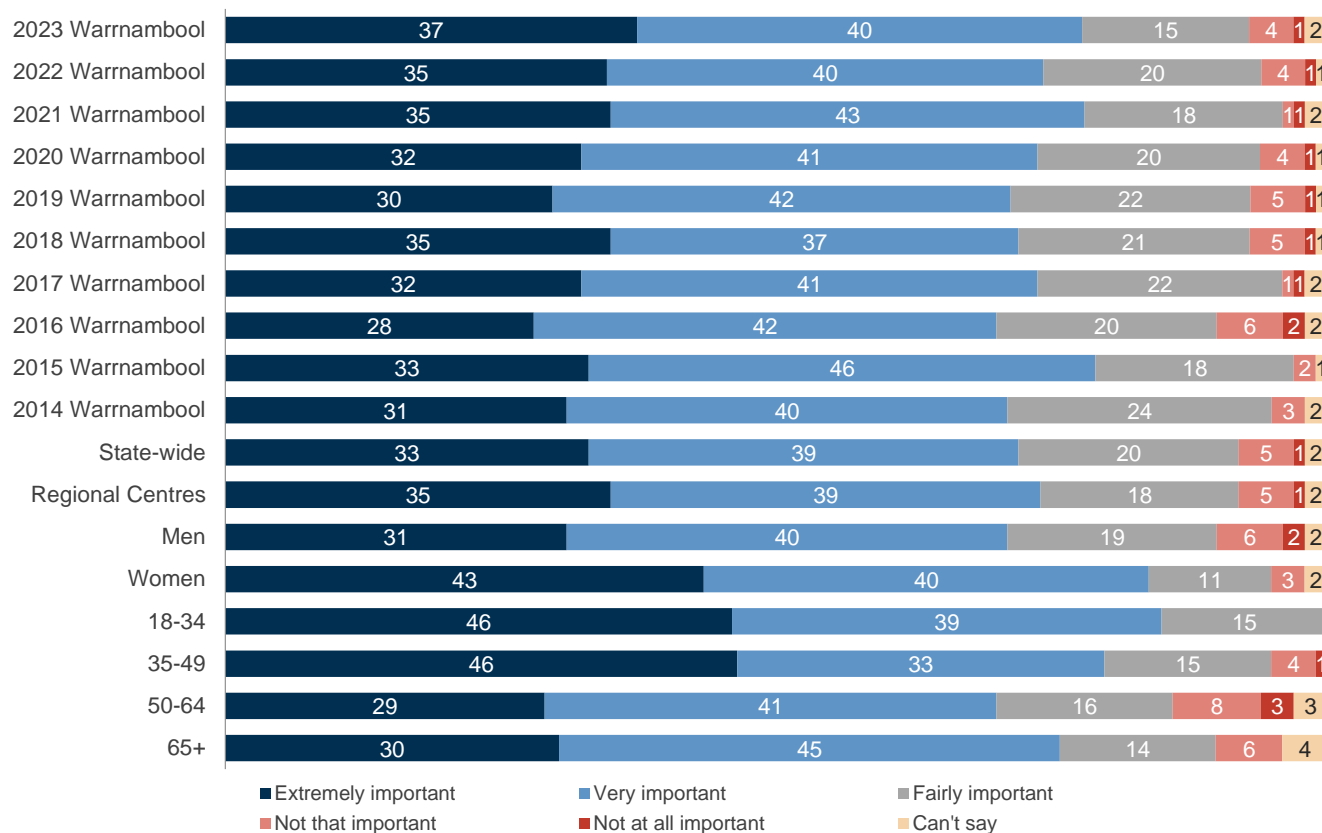
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.



## Family support services importance



### 2023 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 17 Councils asked group: 4



## Family support services performance



### 2023 family support performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	68▲	73	72	70	69	70	73	69	72	74
Women	64	70	69	63	71	68	69	67	67	74
Regional Centres	64	67	66	65	68	66	67	66	66	n/a
Warrnambool	63	68	68	66	70	67	67	67	68	73
State-wide	63	65	66	66	67	66	67	66	67	68
Men	63	66	68	69	68	66	66	68	68	72
18-34	62	68	65	63	73	65	66	68	66	73
35-49	61	66	68	65	71	70	65	64	68	73
50-64	60	63	69	63	66	63	67	68	64	71

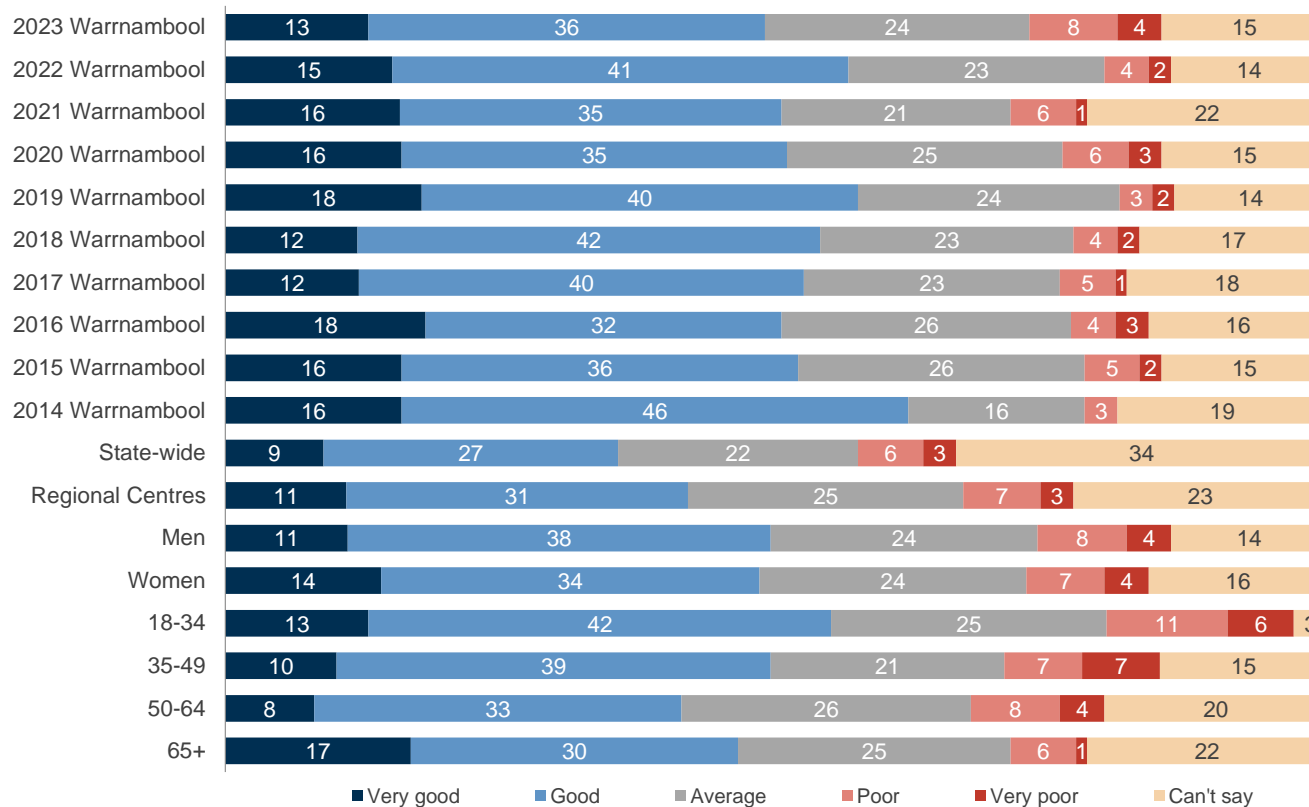
Q2. How has Council performed on 'Family support services' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Family support services performance



### 2023 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



## Elderly support services importance



### 2023 elderly support importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	85	81	81	77	81	79	74	75	81	76
Women	84	85	86	85	86	86	82	81	82	82
Warrnambool	81	81	82	79	81	79	79	76	80	79
65+	80	80	80	78	83	81	81	78	79	81
50-64	80	84	86	85	80	83	81	76	77	83
Regional Centres	80	83	82	80	81	80	80	78	80	n/a
State-wide	80	82	82	80	80	79	78	78	79	79
35-49	80	83	81	77	81	76	82	77	82	78
Men	78	78	77	73	76	73	76	71	78	76

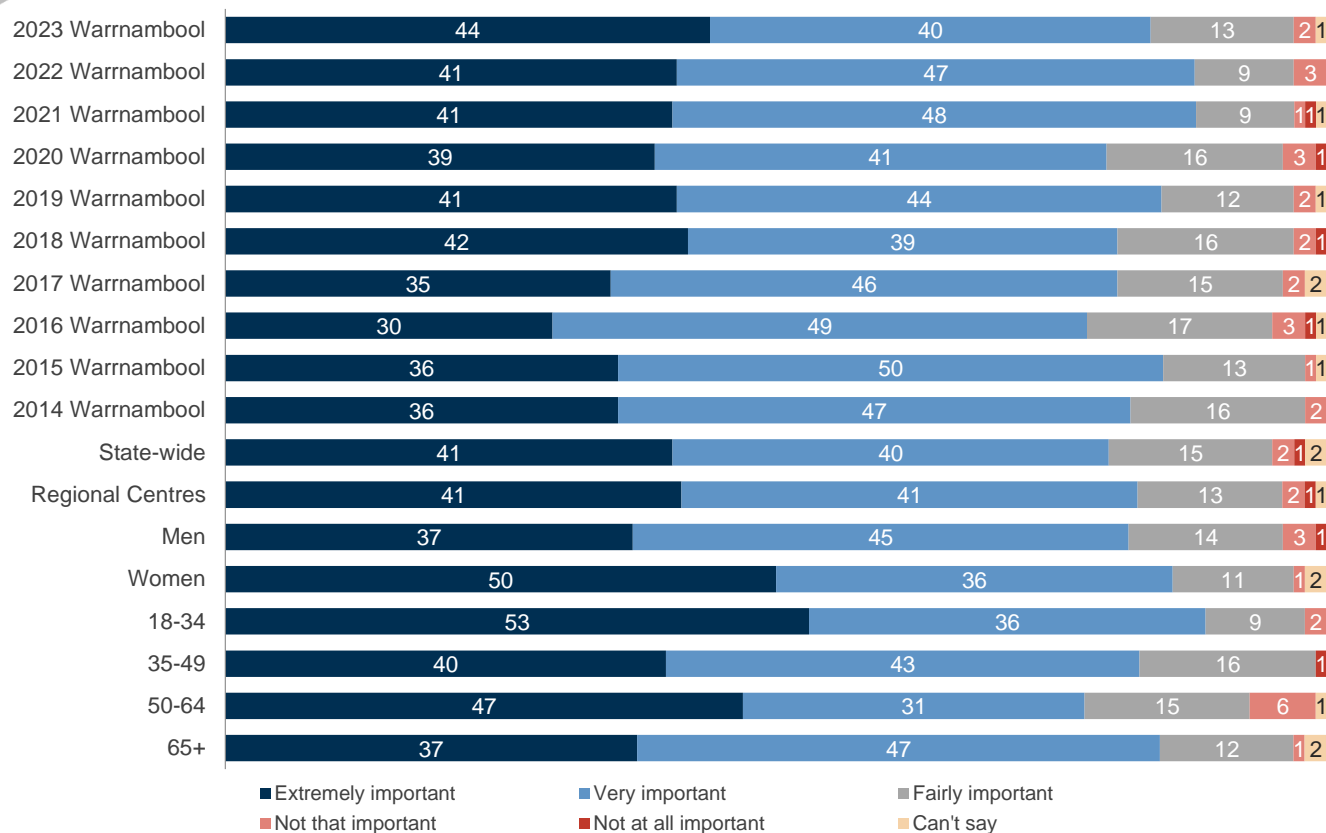
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 2  
Note: Please see Appendix A for explanation of significant differences.



## Elderly support services importance



2023 elderly support importance (%)



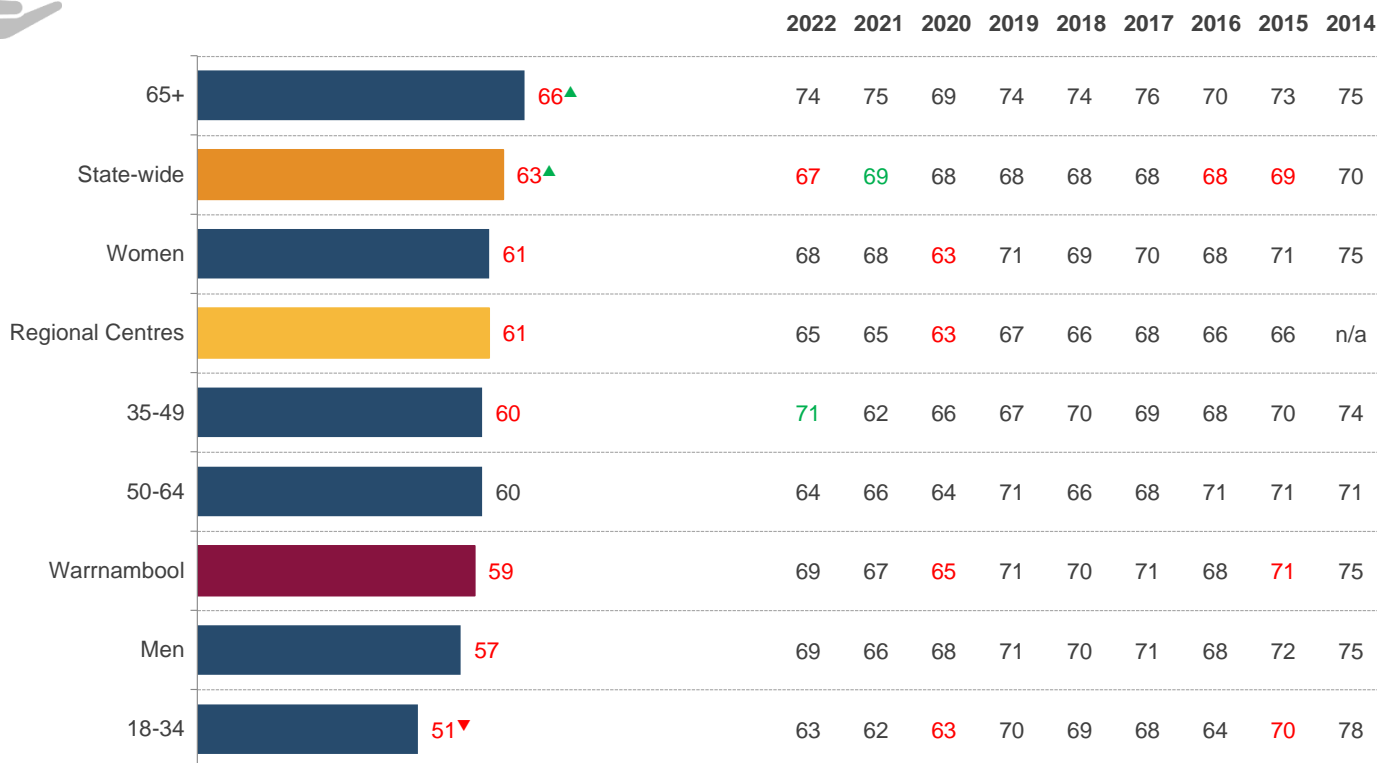
Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 16 Councils asked group: 2



## Elderly support services performance



### 2023 elderly support performance (index scores)



Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 3  
Note: Please see Appendix A for explanation of significant differences.

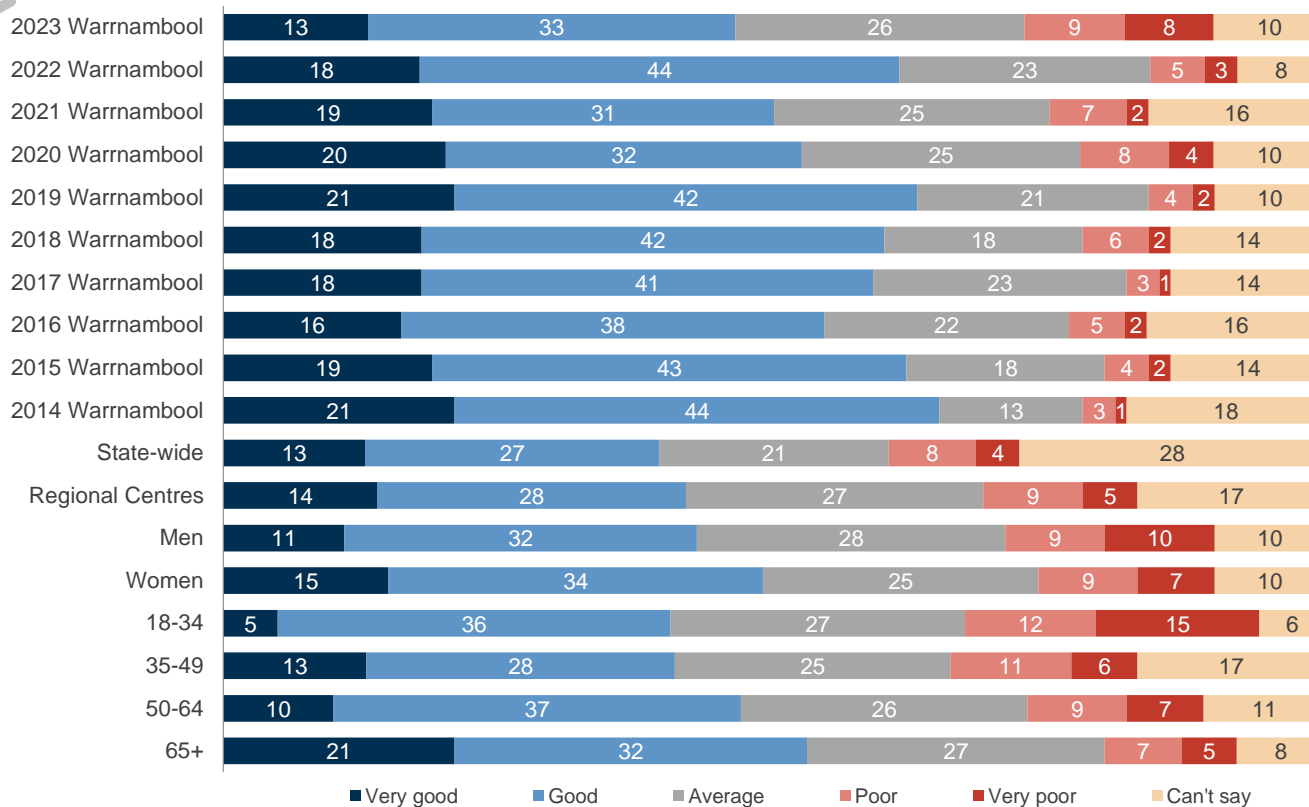




## Elderly support services performance



### 2023 elderly support performance (%)



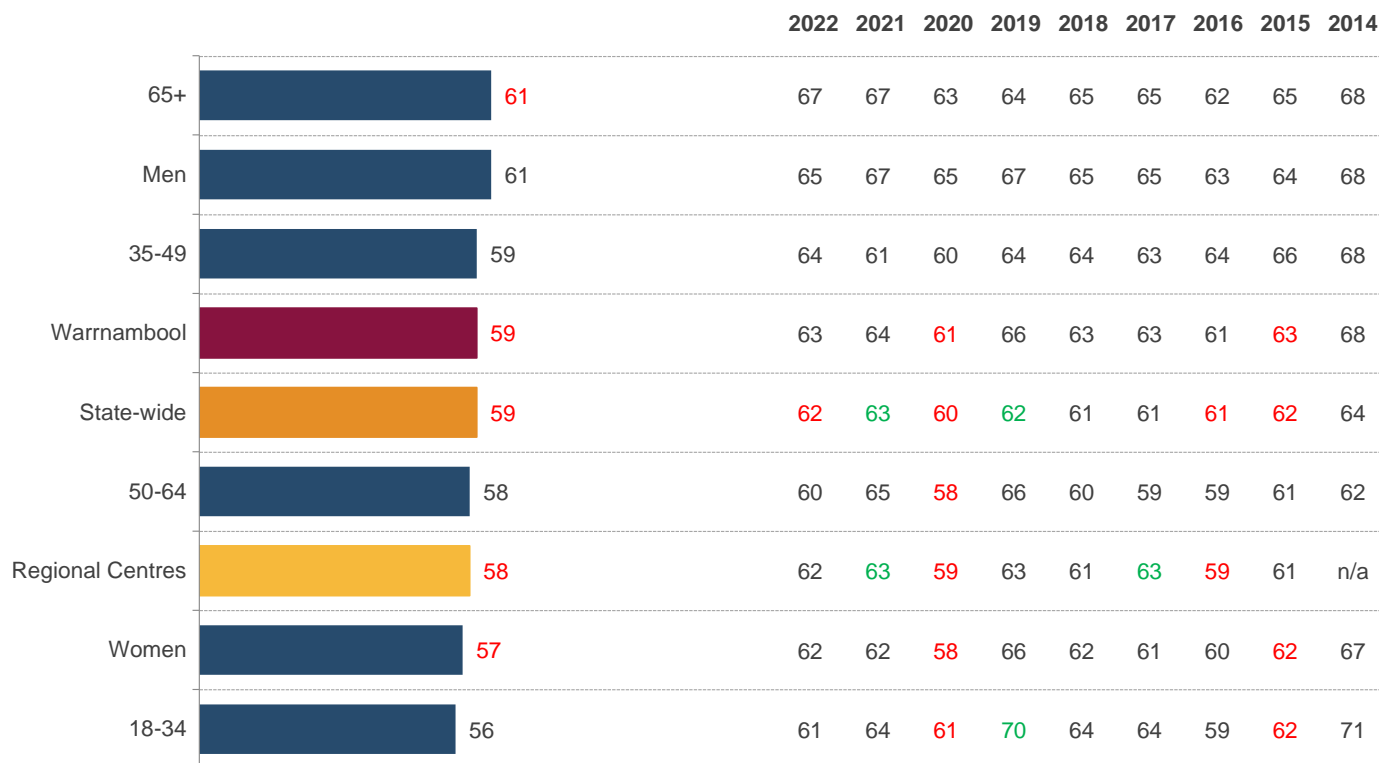
Q2. How has Council performed on 'Elderly support services' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 3



## Disadvantaged support services performance



### 2023 disadvantaged support performance (index scores)



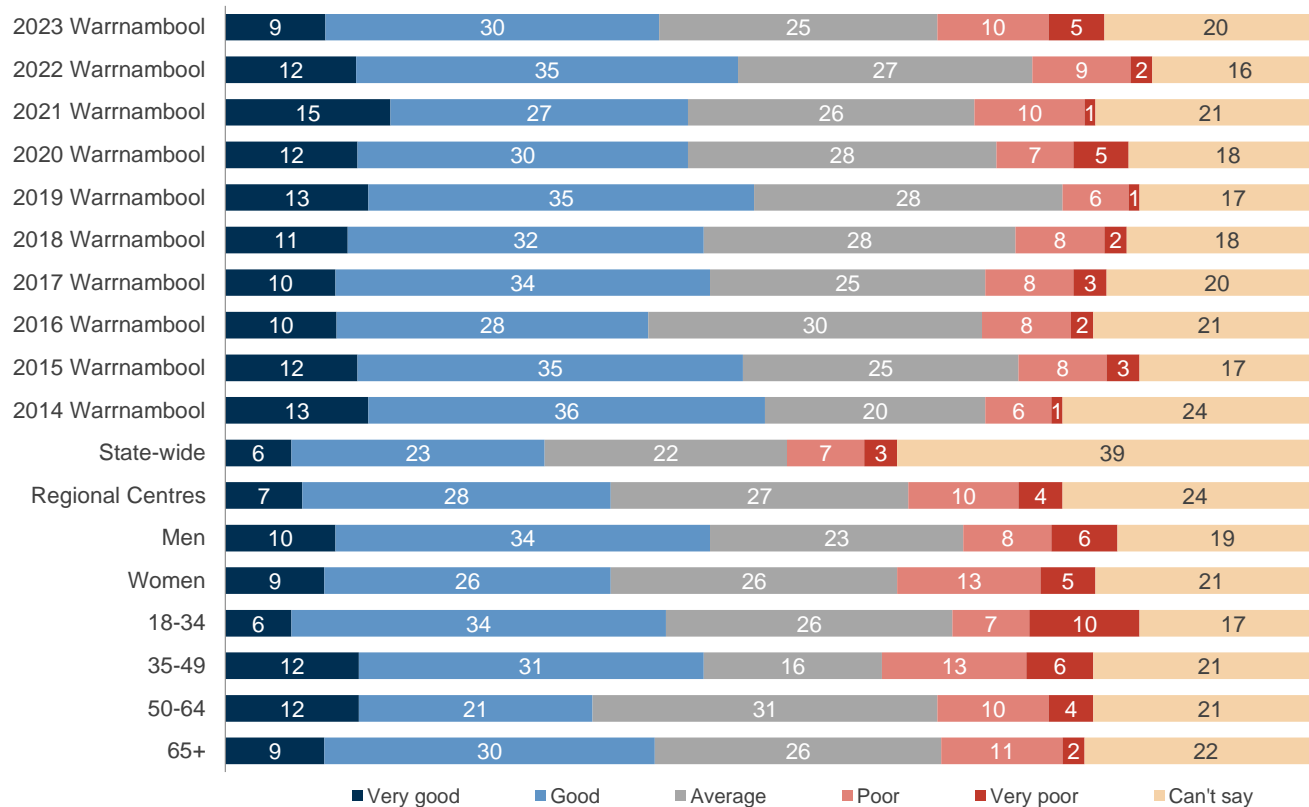
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2  
Note: Please see Appendix A for explanation of significant differences.



## Disadvantaged support services performance



2023 disadvantaged support performance (%)



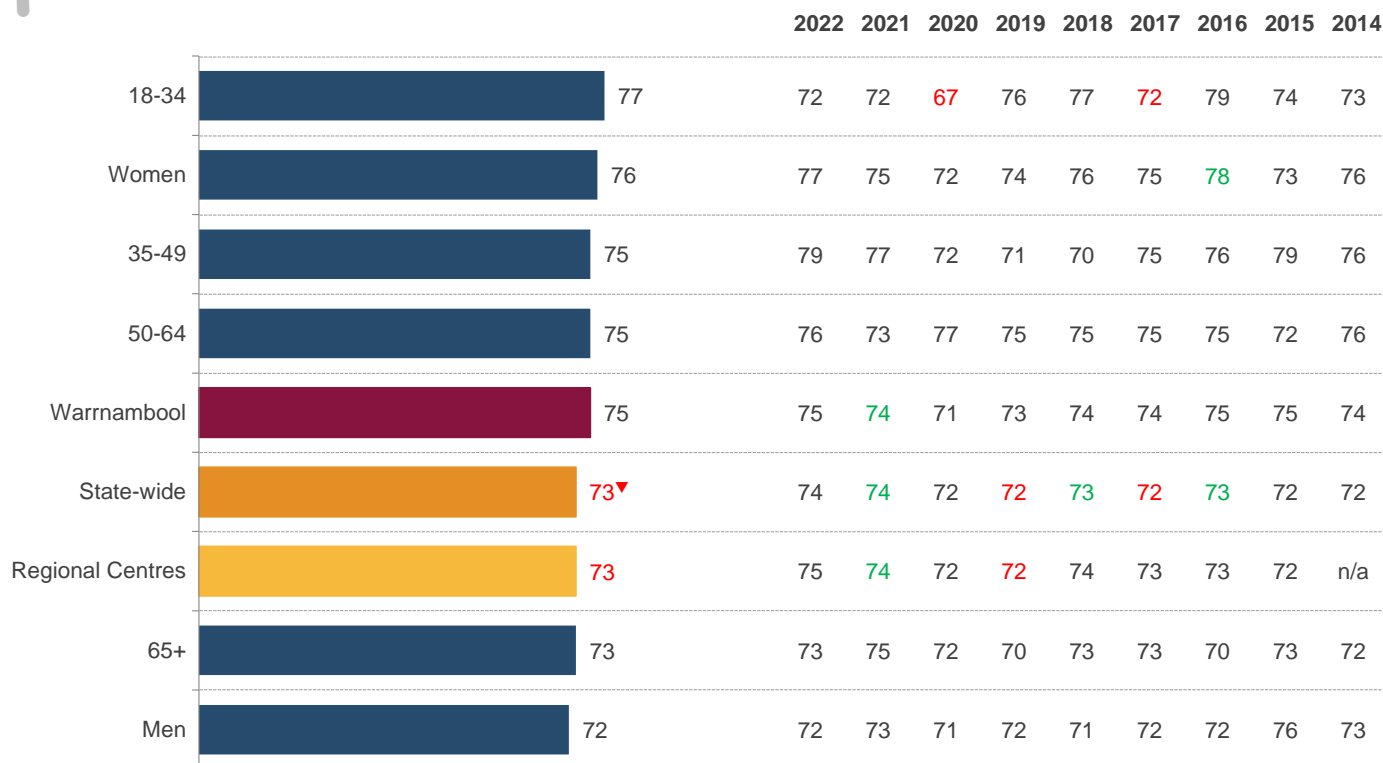
Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 2



## Recreational facilities importance



### 2023 recreational facilities importance (index scores)



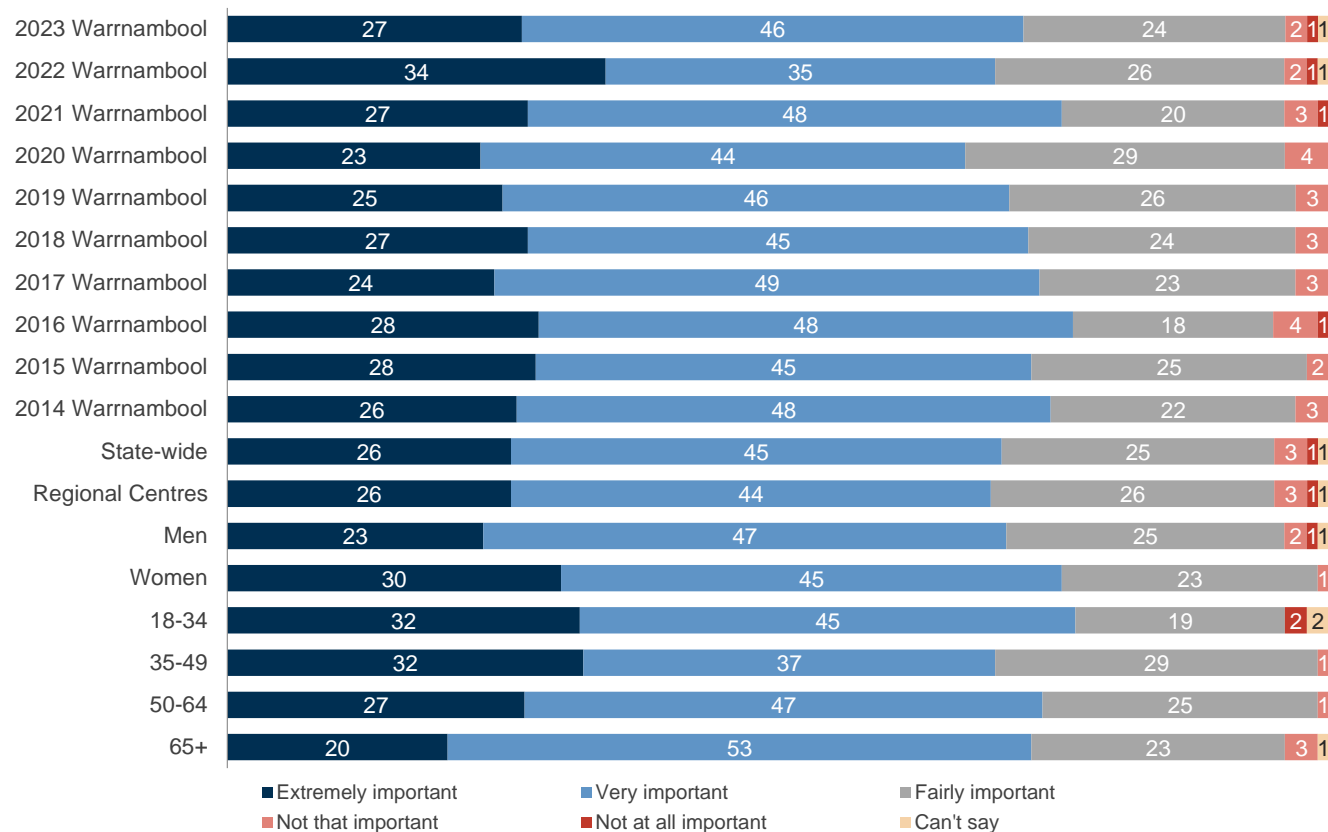
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities importance



2023 recreational facilities importance (%)



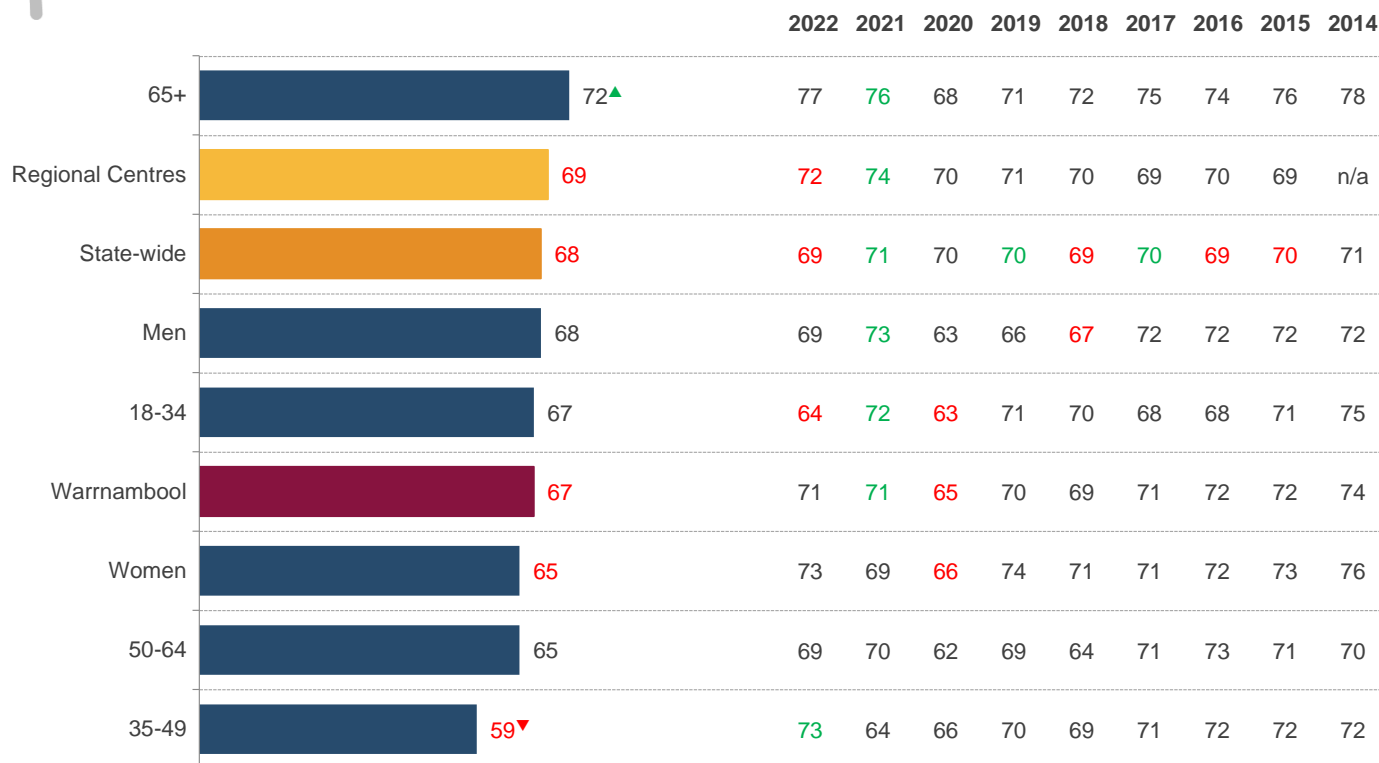
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5



## Recreational facilities performance



### 2023 recreational facilities performance (index scores)



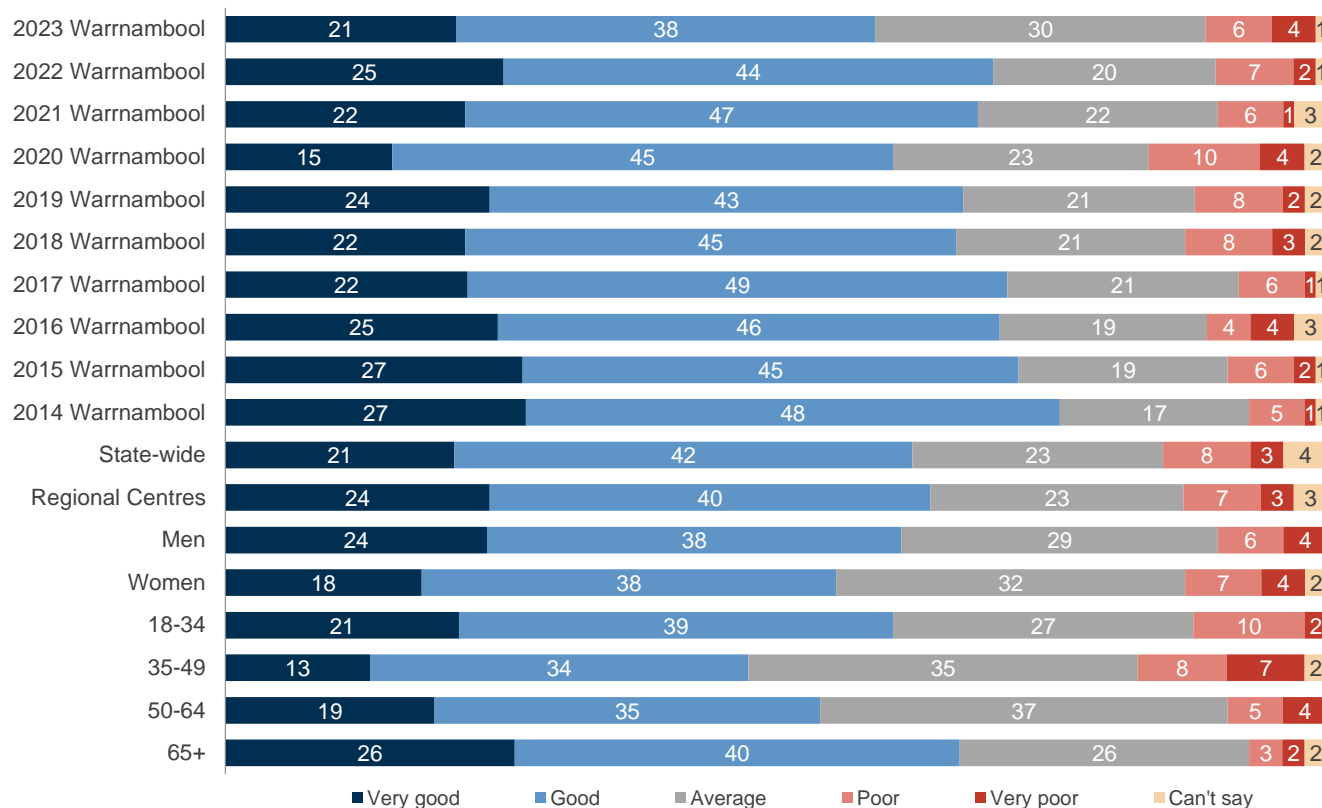
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6  
Note: Please see Appendix A for explanation of significant differences.



## Recreational facilities performance



2023 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 43 Councils asked group: 6



## The appearance of public areas importance



### 2023 public areas importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	78	76	77	64	74	76	65	80	72	74
Women	78	79	76	73	76	79	75	78	75	79
Warrnambool	76	76	76	71	74	76	73	77	76	77
65+	76	76	74	73	74	75	77	75	76	78
50-64	75	77	78	80	76	75	74	76	74	78
Men	75	72	76	69	72	73	71	76	77	76
35-49	75	74	76	71	73	78	76	77	80	80
Regional Centres	75	75	74	74	73	74	74	74	74	n/a
State-wide	74▼	75	75	74	73	74	74	74	73	73

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.

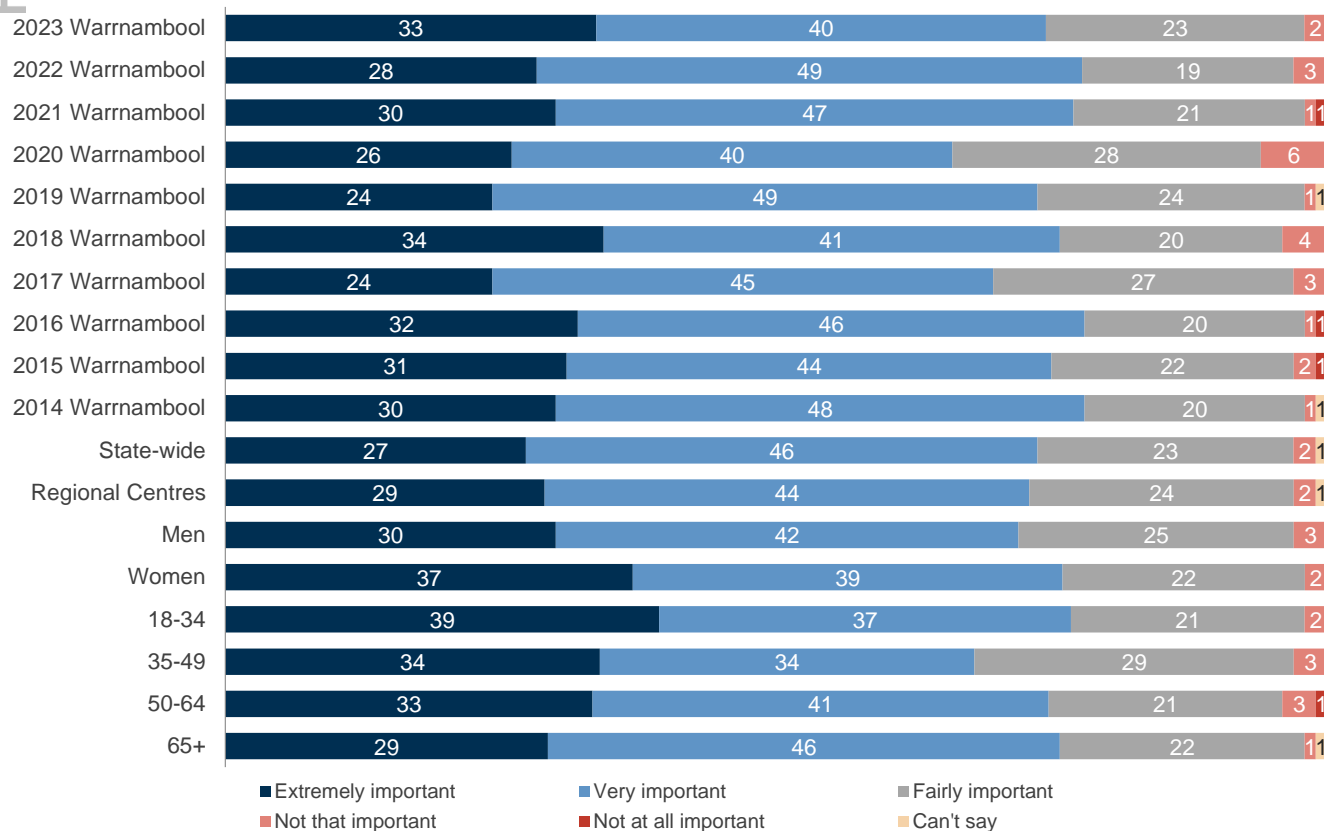




## The appearance of public areas importance



2023 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5



## The appearance of public areas performance



### 2023 public areas performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	76	77	74	72	80	75	74	75	77	78
65+	75	79	78	75	80	77	78	78	78	79
50-64	74	76	76	72	77	73	74	76	75	78
Warrnambool	73	76	76	71	79	74	74	76	77	77
18-34	71	71	75	63	81	70	68	72	78	76
35-49	71	78	73	74	76	76	76	81	79	77
Regional Centres	71	73	75	72	74	73	73	73	72	n/a
Men	70	75	77	69	77	73	73	78	77	76
State-wide	67▼	71	73	72	72	71	71	71	72	72

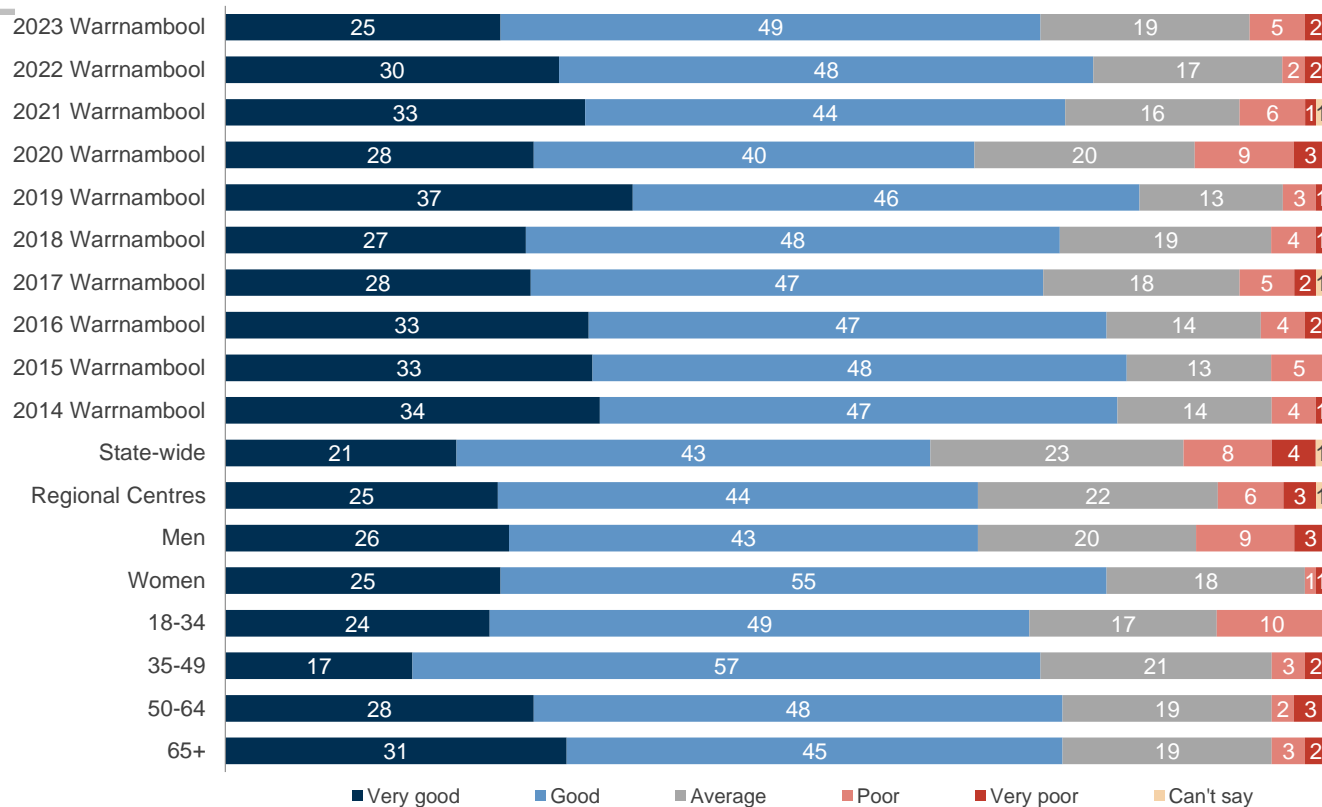
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## The appearance of public areas performance



2023 public areas performance (%)



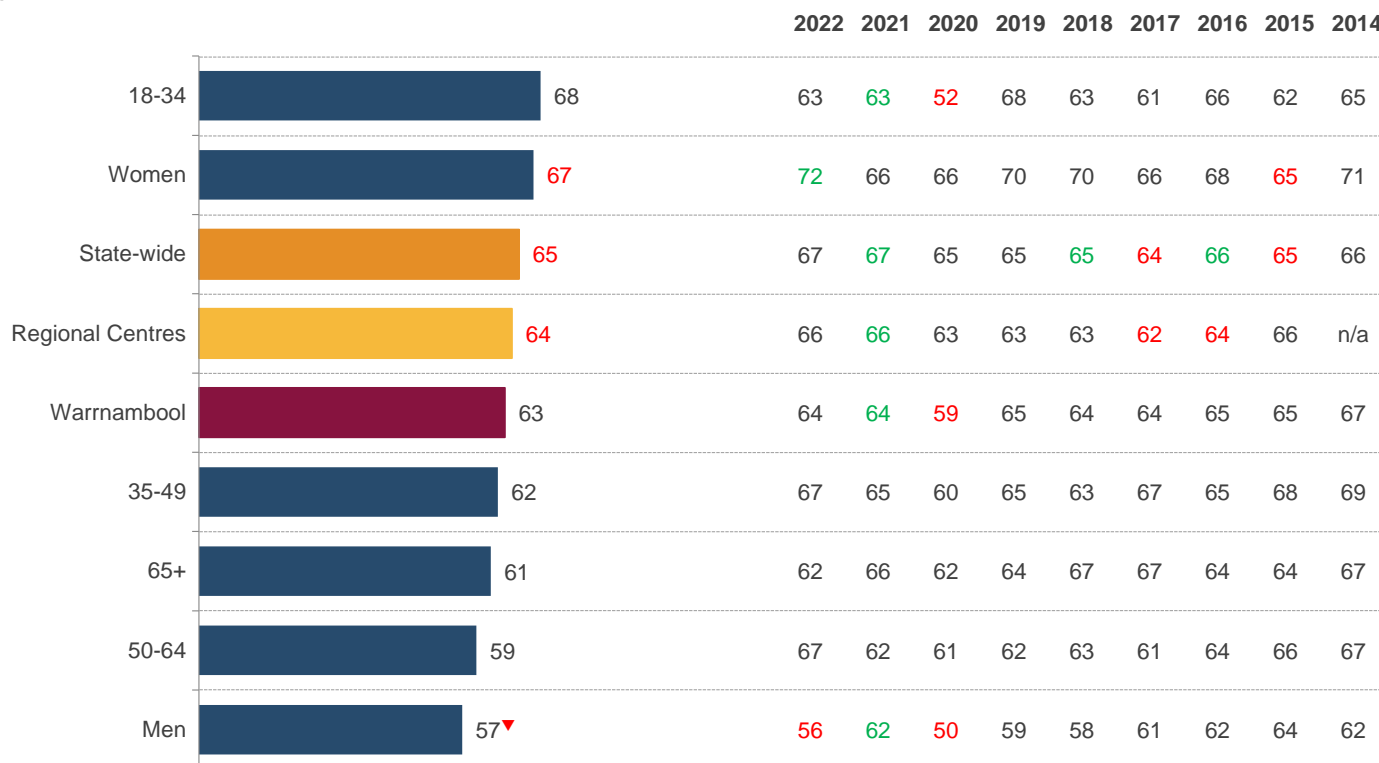
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 45 Councils asked group: 5



## Art centres and libraries importance



2023 art centres and libraries importance (index scores)



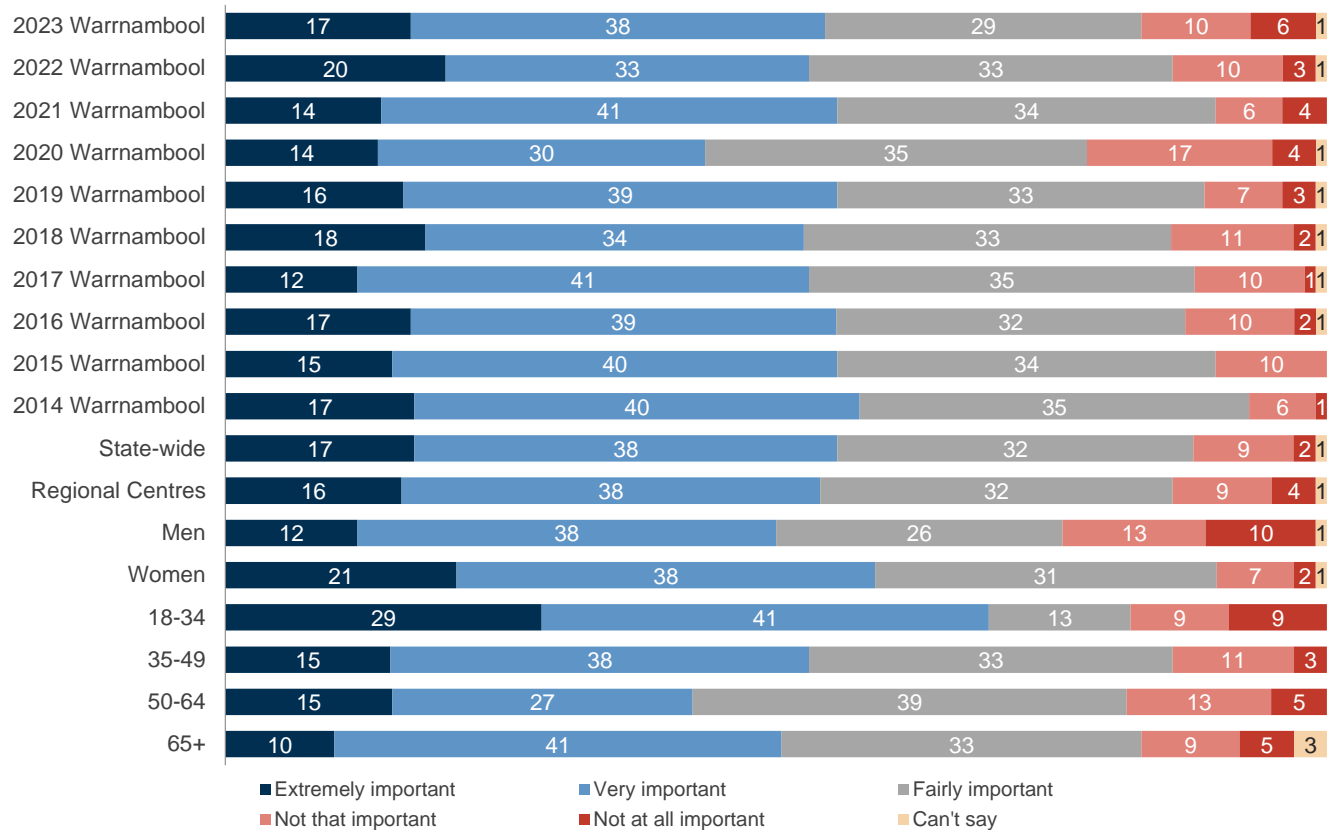
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Art centres and libraries importance



2023 art centres and libraries importance (%)



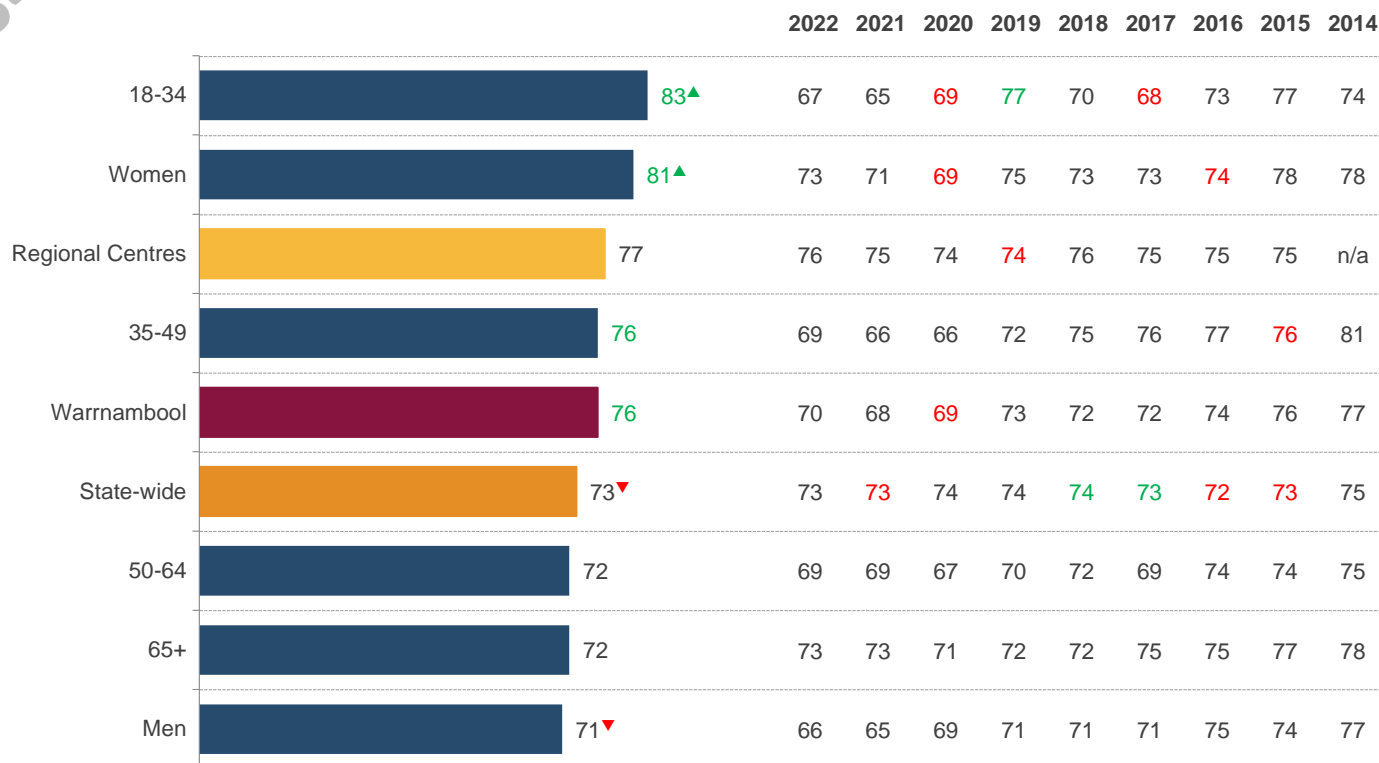
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5



## Art centres and libraries performance



### 2023 art centres and libraries performance (index scores)



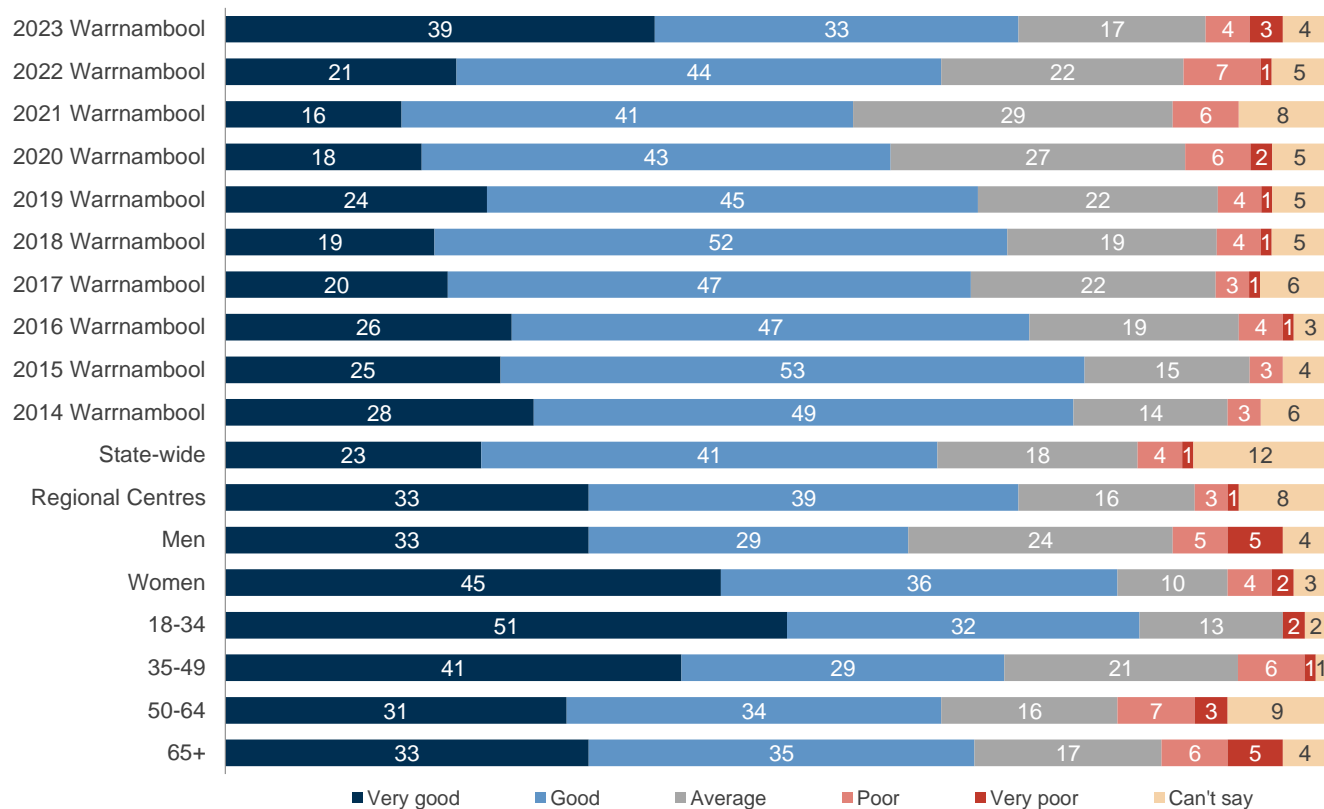
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Art centres and libraries performance



2023 art centres and libraries performance (%)



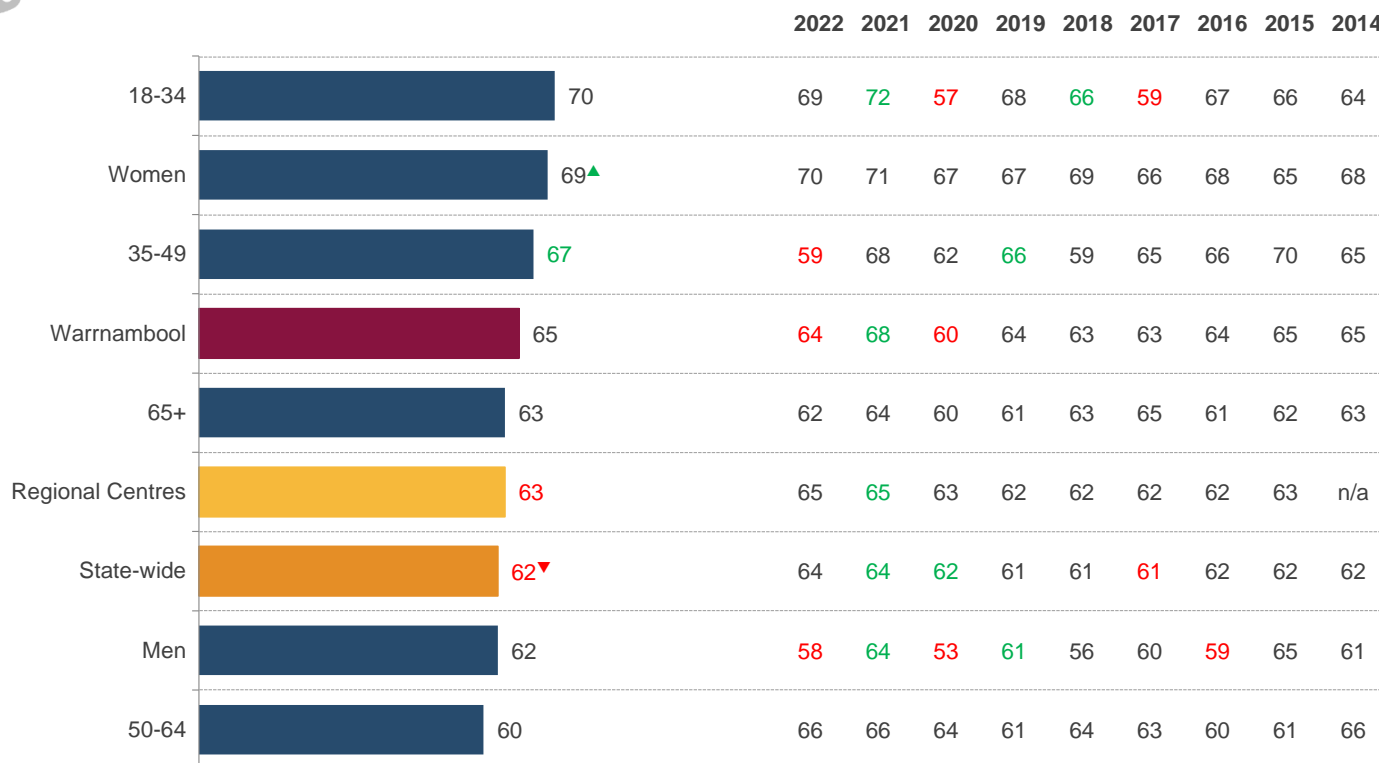
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 30 Councils asked group: 5



## Community and cultural activities importance



2023 community and cultural activities importance (index scores)



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

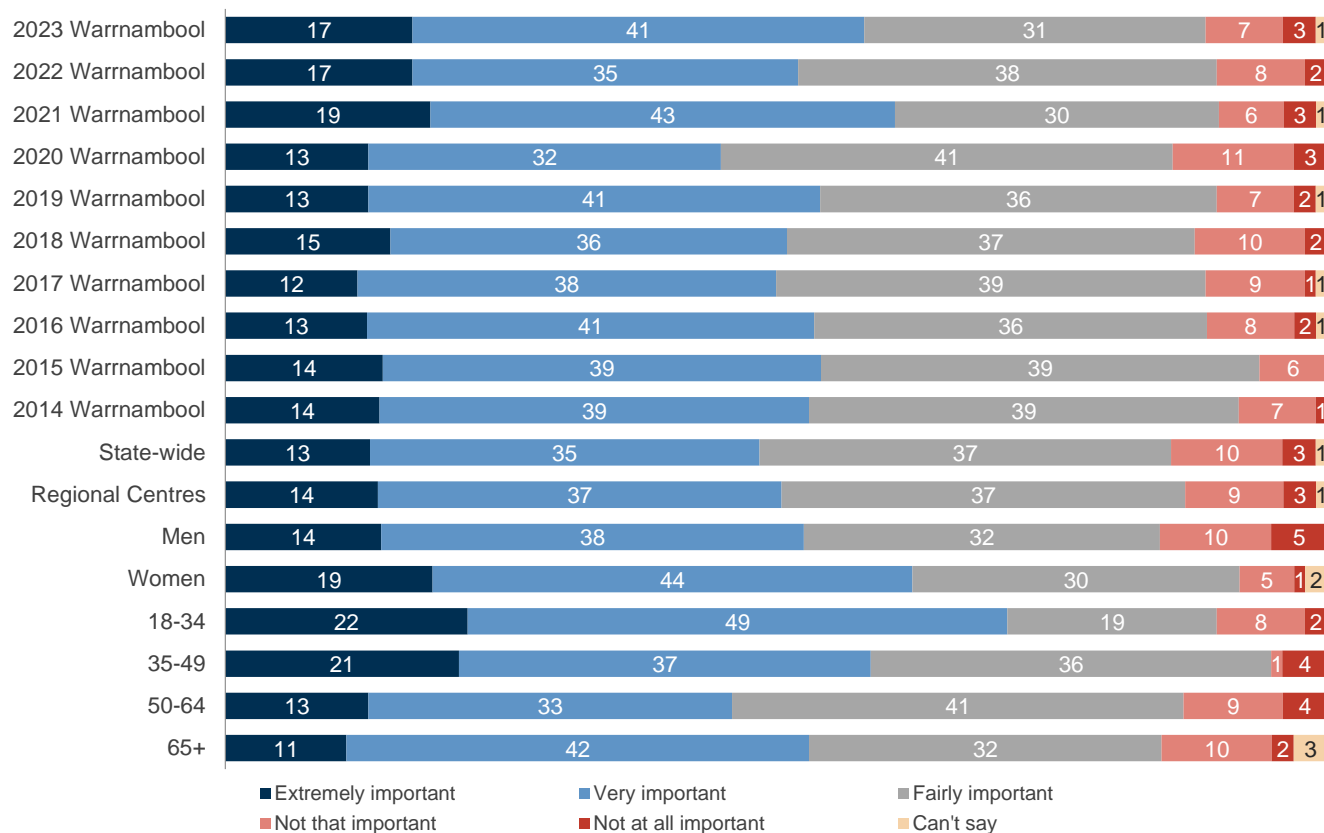




## Community and cultural activities importance



2023 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5



## Community and cultural activities performance



2023 community and cultural activities performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	68	66	61	66	73	68	63	70	69	79
Women	66	69	64	64	72	69	69	71	71	77
State-wide	66	65	65	68	69	69	69	69	69	70
Regional Centres	66	65	65	69	69	68	69	69	69	n/a
65+	65	69	66	67	69	65	71	70	70	74
Warrnambool	65	66	64	65	70	66	68	71	70	76
Men	63	63	63	66	67	63	67	70	69	74
35-49	63	65	63	66	68	66	72	75	74	76
50-64	62	63	65	60	70	65	66	67	67	73

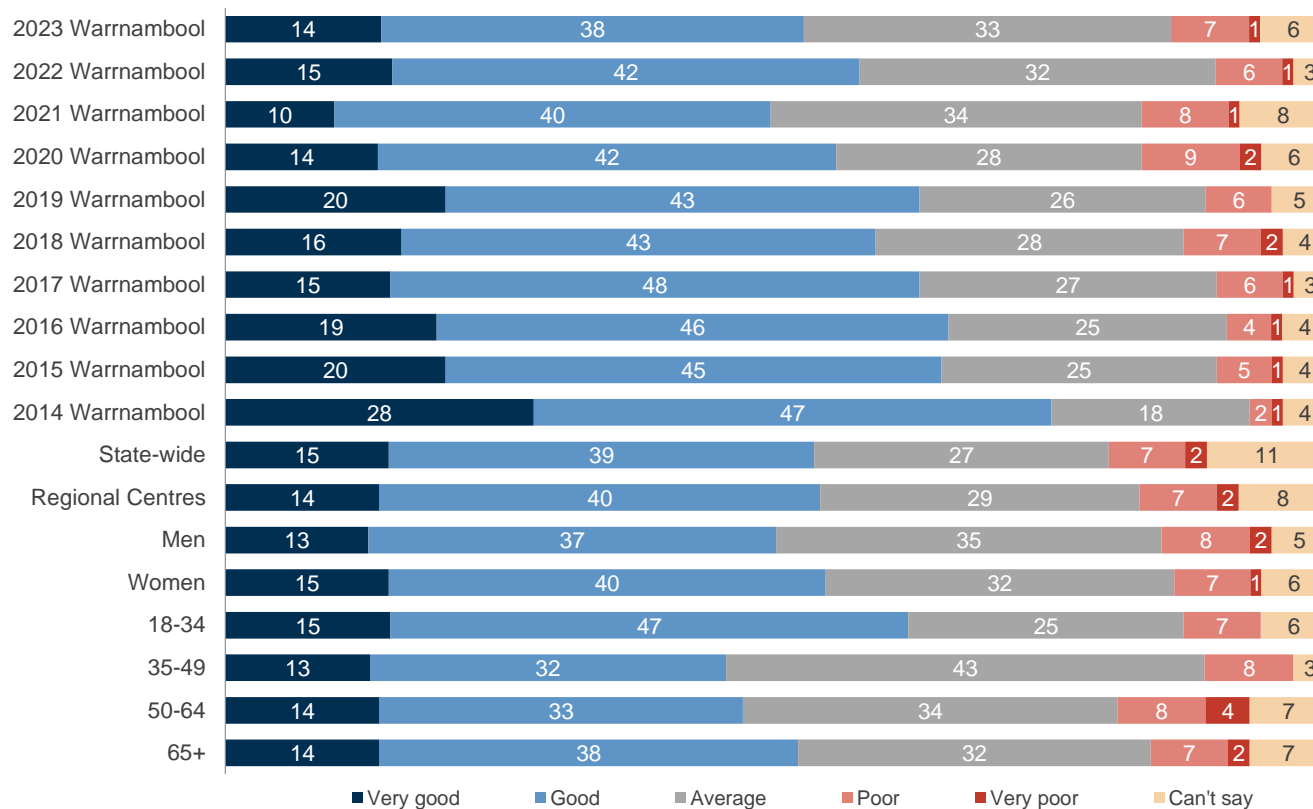
Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6  
Note: Please see Appendix A for explanation of significant differences.



## Community and cultural activities performance



2023 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 6



## Waste management importance



### 2023 waste management importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
35-49	84	85	82	78	83	78	79	75	80	82
Women	83	82	82	82	83	83	81	81	78	83
State-wide	81	82	82	82	81	81	79	80	79	79
Warrnambool	81	80	82	79	81	80	77	77	78	80
Regional Centres	81	83	82	82	80	81	79	79	80	n/a
18-34	81	74	80	76	80	78	70	78	77	76
65+	81	82	83	78	81	83	81	78	80	81
Men	79	79	83	76	78	77	73	74	78	77
50-64	78	82	84	85	80	82	80	78	77	82

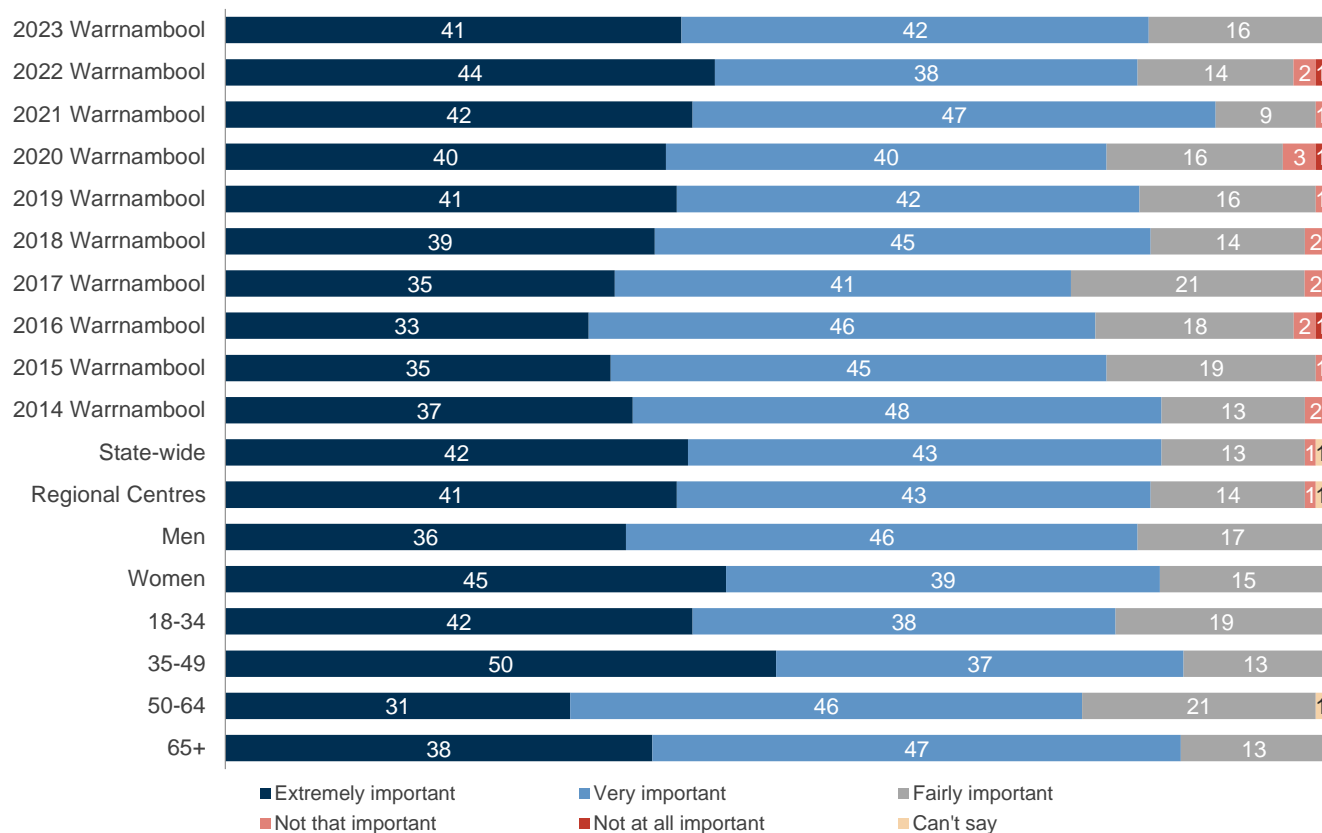
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Waste management importance



### 2023 waste management importance (%)



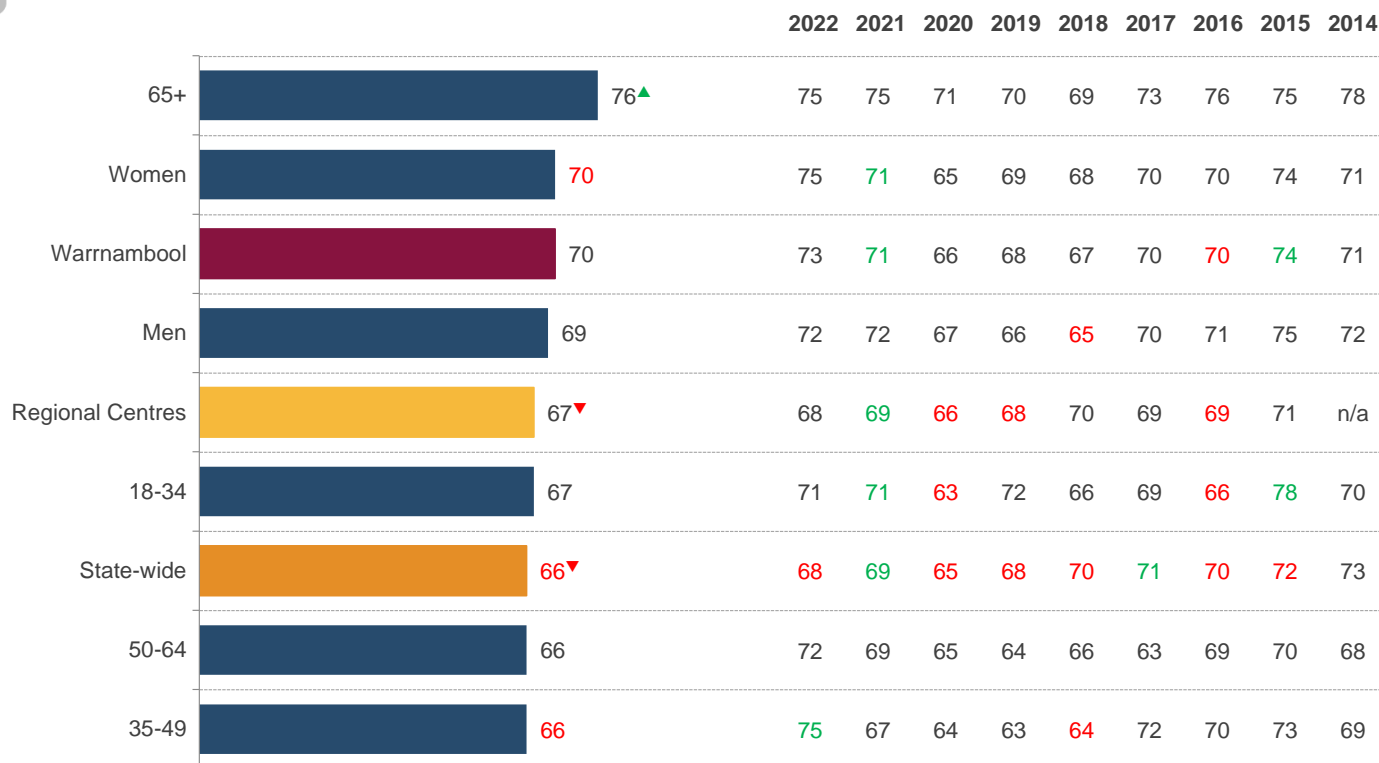
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 5



## Waste management performance



### 2023 waste management performance (index scores)



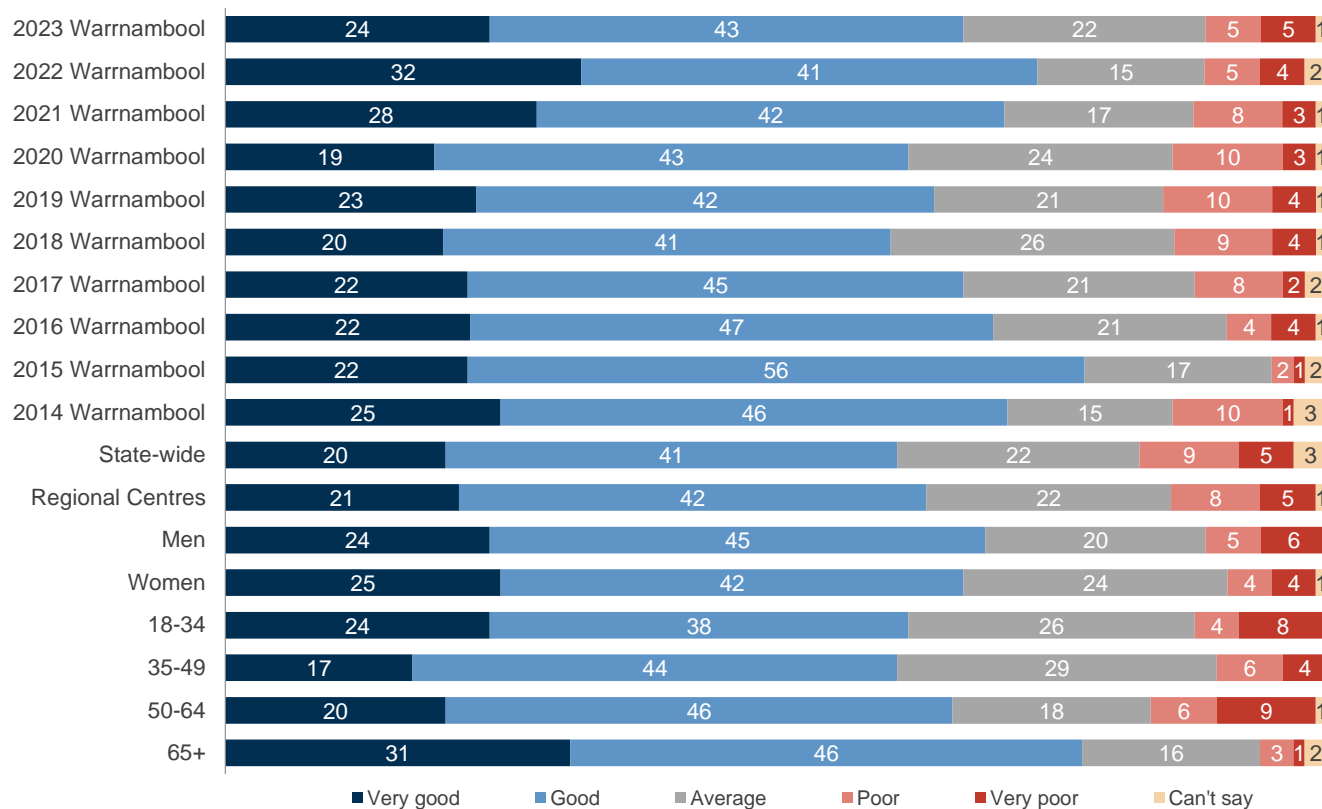
Q2. How has Council performed on 'Waste management' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9  
Note: Please see Appendix A for explanation of significant differences.



## Waste management performance



### 2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

## Business and community development and tourism importance



### 2023 business/development/tourism importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	76	75	77	77	75	76	71	77	77	73
Women	74	75	75	76	76	75	74	78	76	77
50-64	73	71	78	75	71	75	73	75	75	78
Warrnambool	73	72	75	74	73	75	73	76	76	75
Regional Centres	72	73	73	73	73	74	74	73	73	n/a
Men	71	69	75	72	71	74	73	73	76	73
35-49	71	72	74	73	75	73	73	76	78	77
65+	71	70	72	71	71	74	76	74	74	74
State-wide	67▼	69	70	67	65	66	67	67	67	67

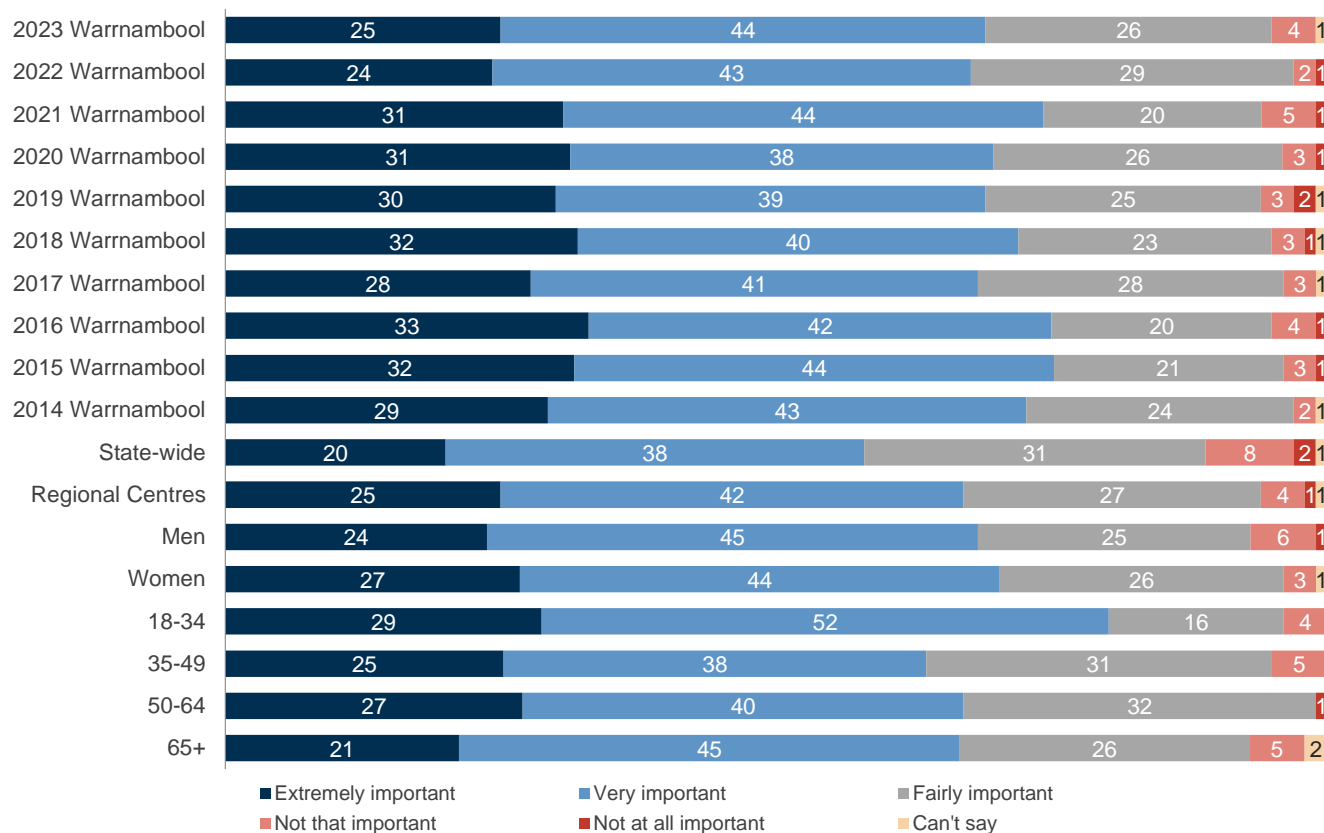
Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.



## Business and community development and tourism importance



2023 business/development/tourism importance (%)

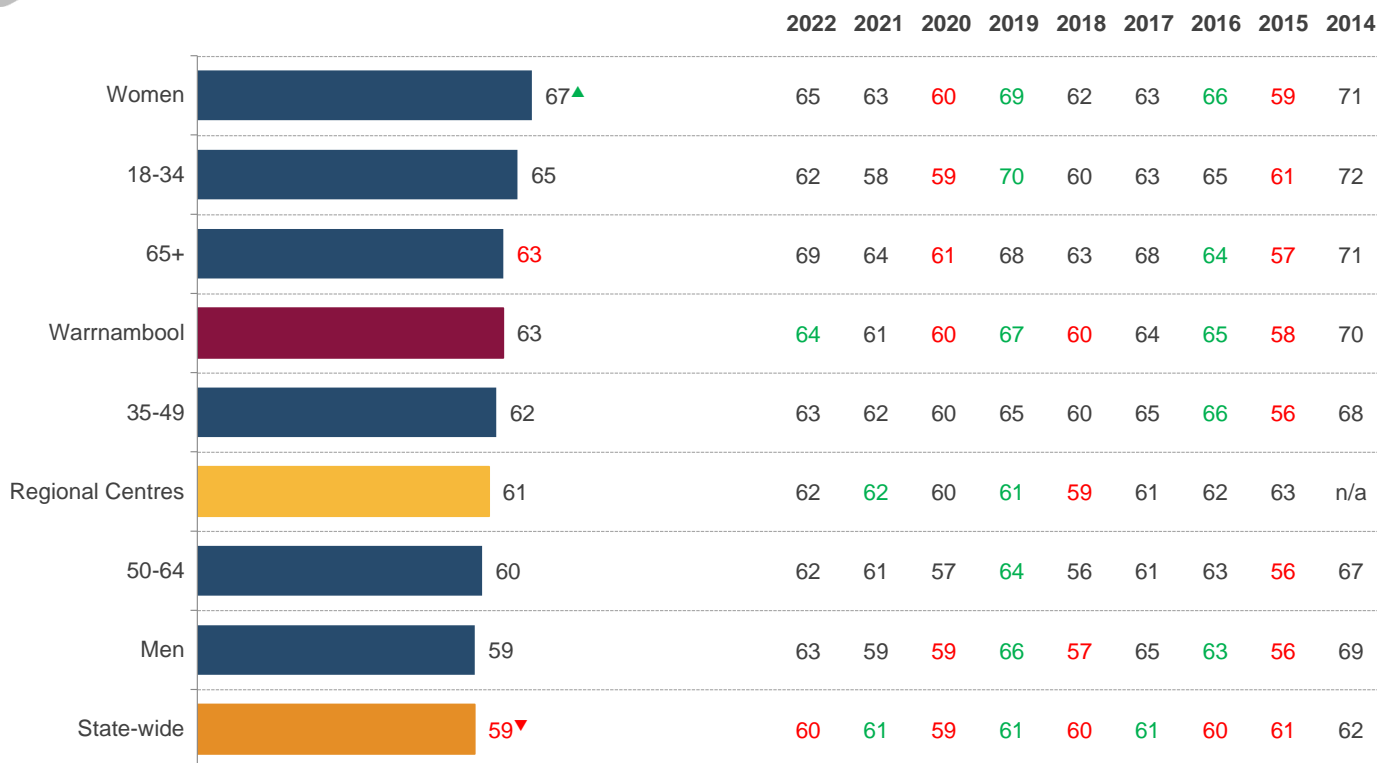


Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4

## Business and community development and tourism performance



### 2023 business/development/tourism performance (index scores)

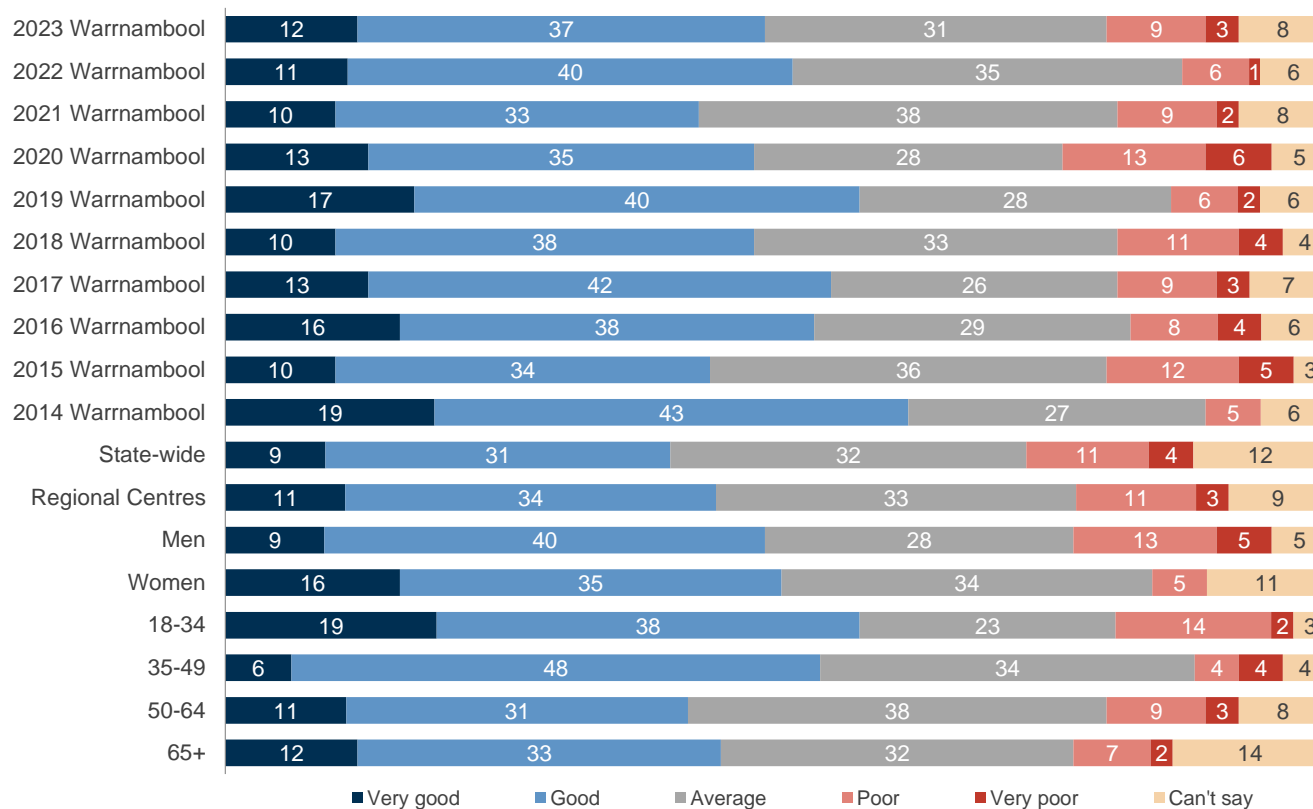


Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.

## Business and community development and tourism performance



2023 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 31 Councils asked group: 4



## Council's general town planning policy importance



### 2023 town planning importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	76	76	78	74	75	77	73	73	77	76
35-49	75	72	75	70	71	72	75	72	76	74
Women	74	77	75	69	74	74	72	74	75	75
Warrnambool	74	73	76	70	72	74	71	72	75	73
Men	74	69	77	71	70	73	70	71	75	71
State-wide	73	74	74	72	73	73	72	73	72	72
50-64	73	79	78	76	73	77	74	77	75	79
Regional Centres	73	73	74	72	71	72	71	72	73	n/a
18-34	70	68	73	61	69	70	64	69	72	67

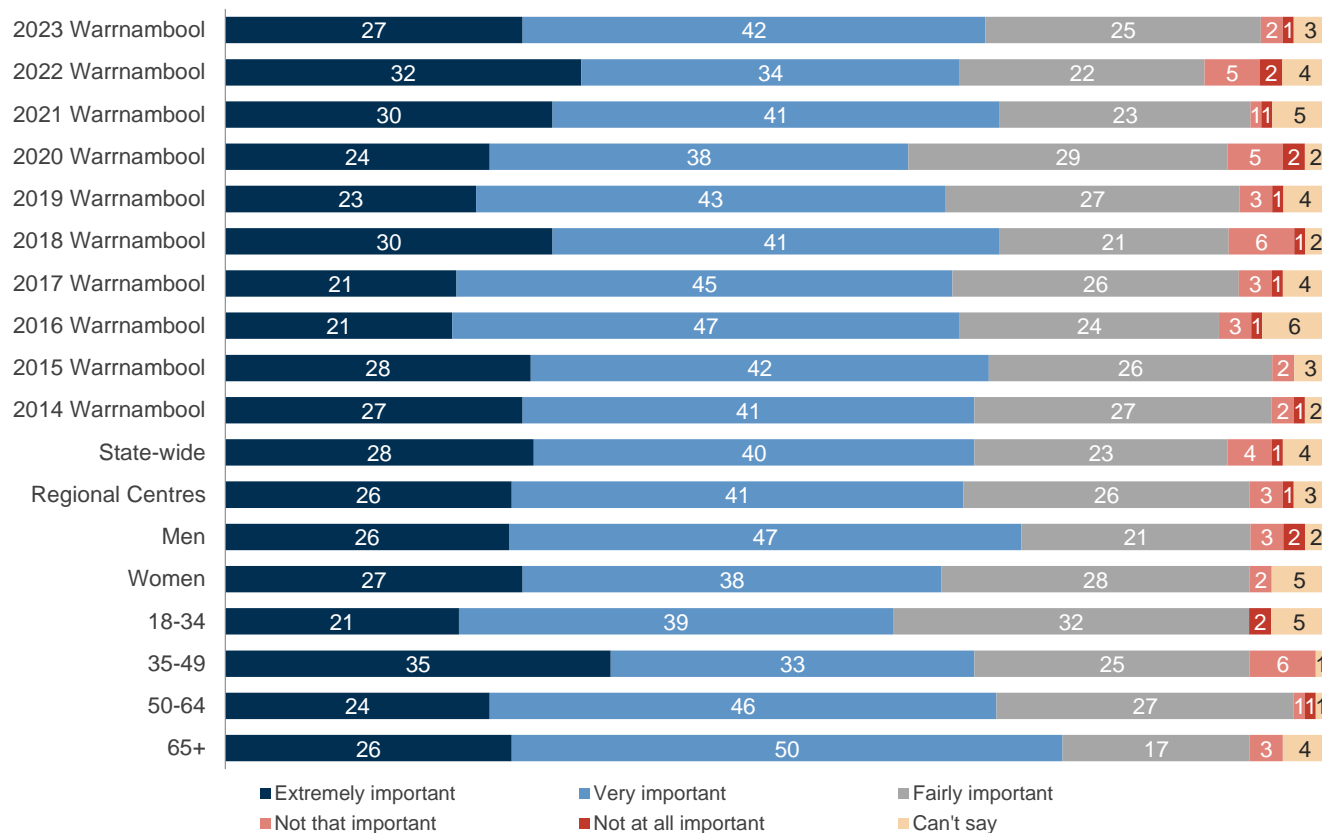
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3  
Note: Please see Appendix A for explanation of significant differences.



## Council's general town planning policy importance



### 2023 town planning importance (%)



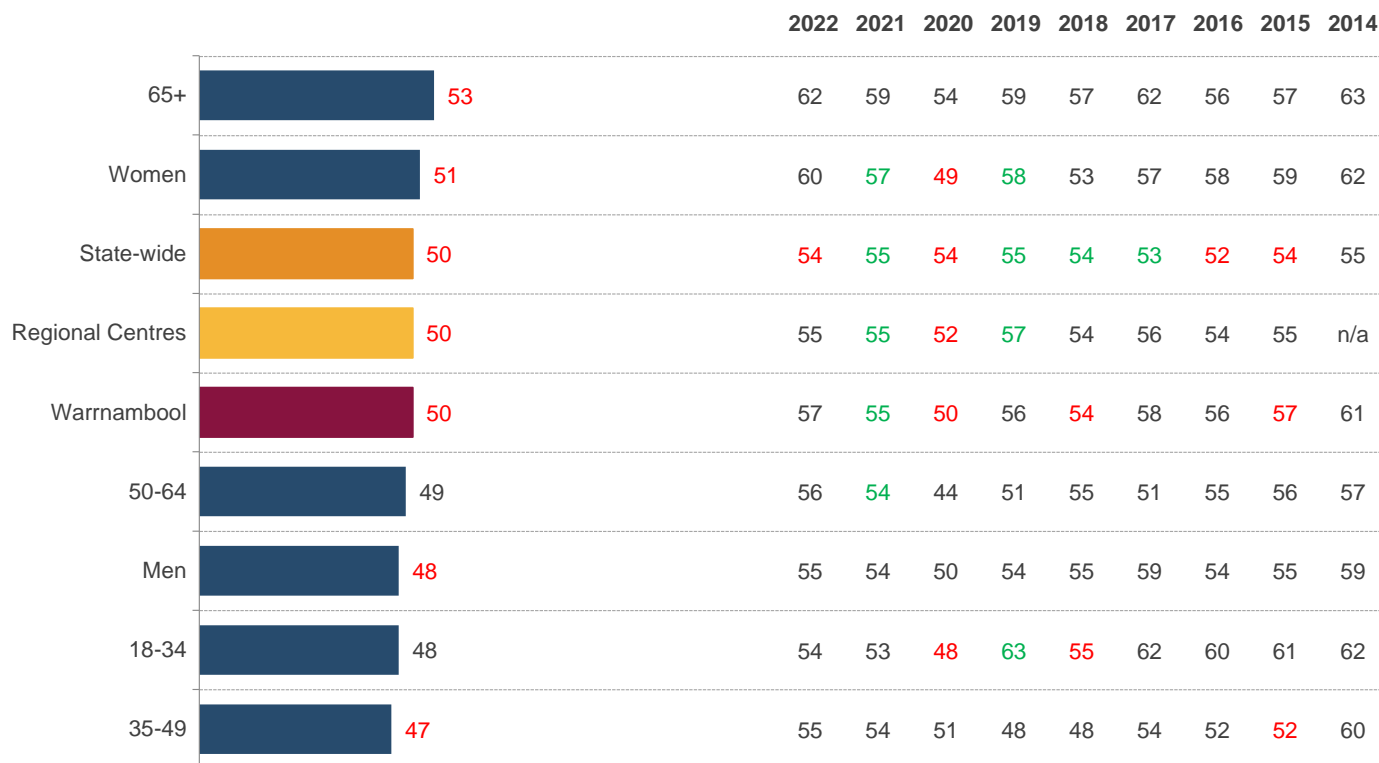
Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 3



## Council's general town planning policy performance



### 2023 town planning performance (index scores)



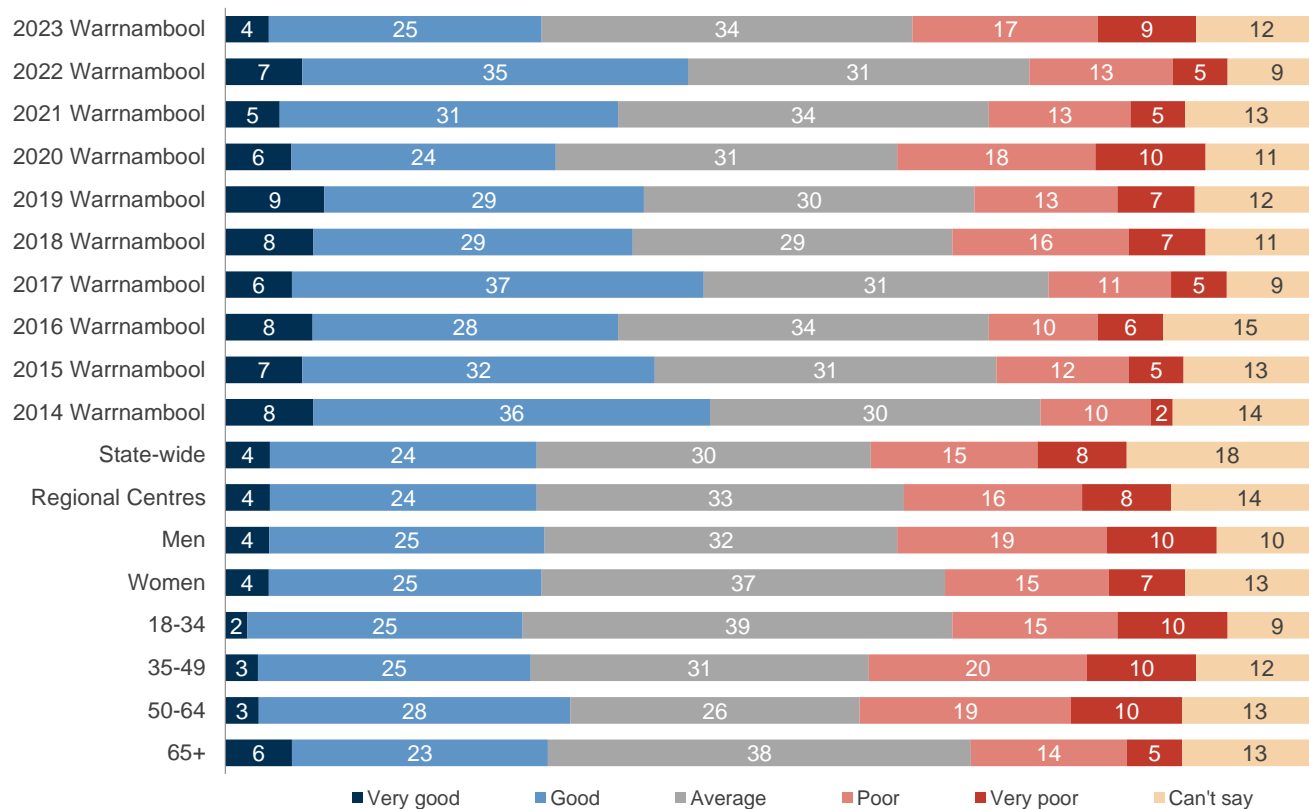
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3  
Note: Please see Appendix A for explanation of significant differences.



## Council's general town planning policy performance



### 2023 town planning performance (%)



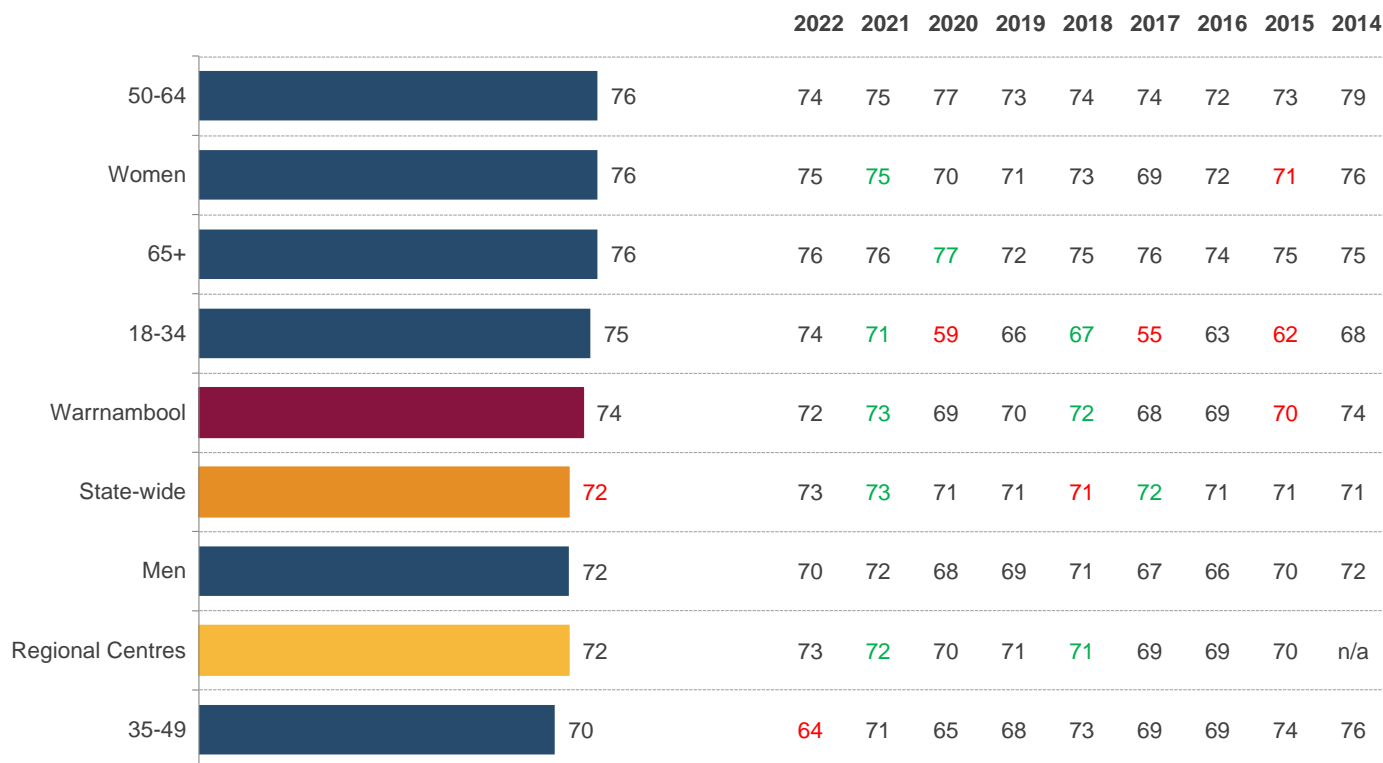
Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 3



## Planning and building permits importance



### 2023 planning and building permits importance (index scores)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.

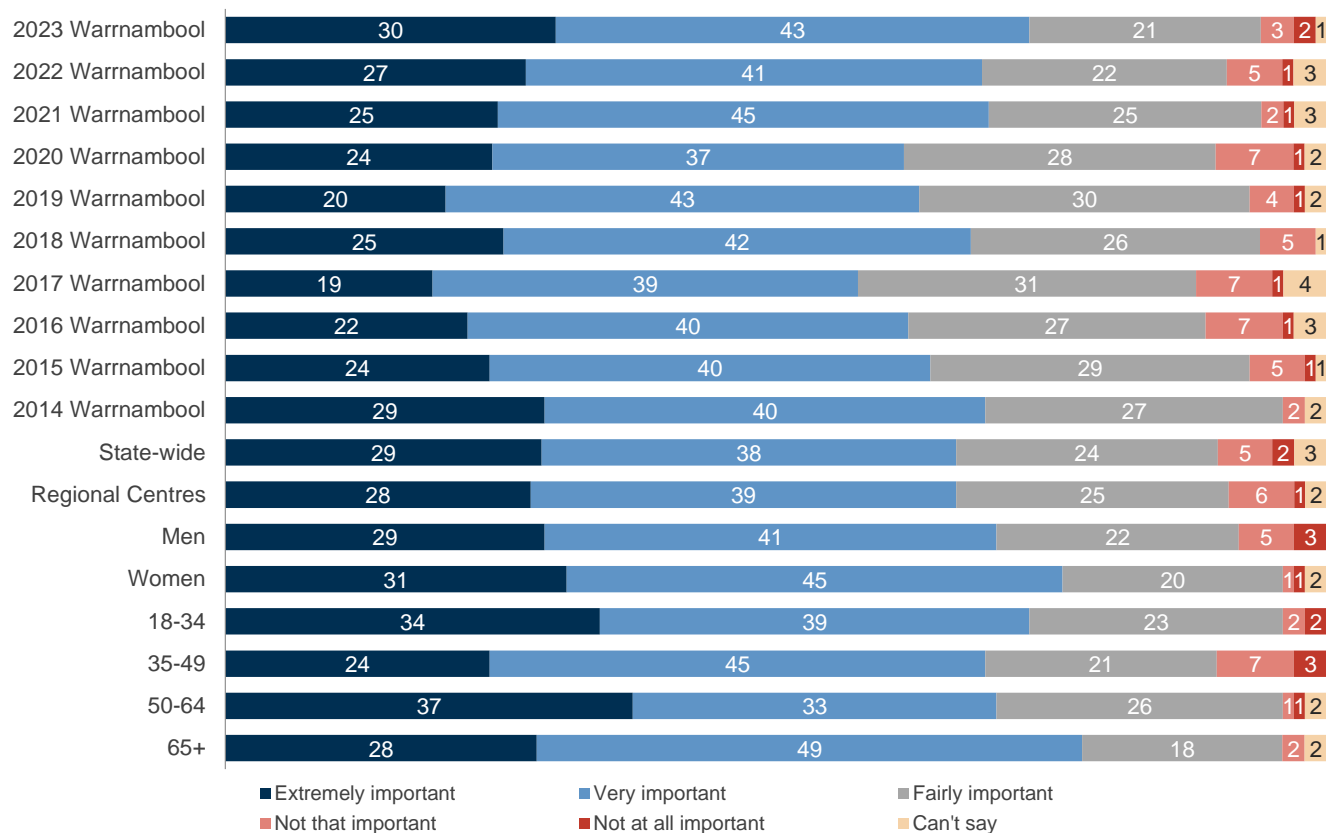




## Planning and building permits importance



### 2023 planning and building permits importance (%)



Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5



## Planning and building permits performance



### 2023 planning and building permits performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	54	54	59	66	68	56	65	61	65	62
Women	53	56	61	58	67	56	64	59	58	62
Regional Centres	53	54	58	57	58	57	60	55	57	n/a
Warrnambool	51	56	59	58	64	58	61	58	60	61
65+	51	59	58	55	61	62	64	57	58	61
35-49	51	55	61	58	63	57	59	58	59	61
Men	50	55	57	59	60	60	59	58	62	61
50-64	48	53	58	51	60	57	56	57	55	62
State-wide	47▼	50	51	51	52	52	51	50	54	53

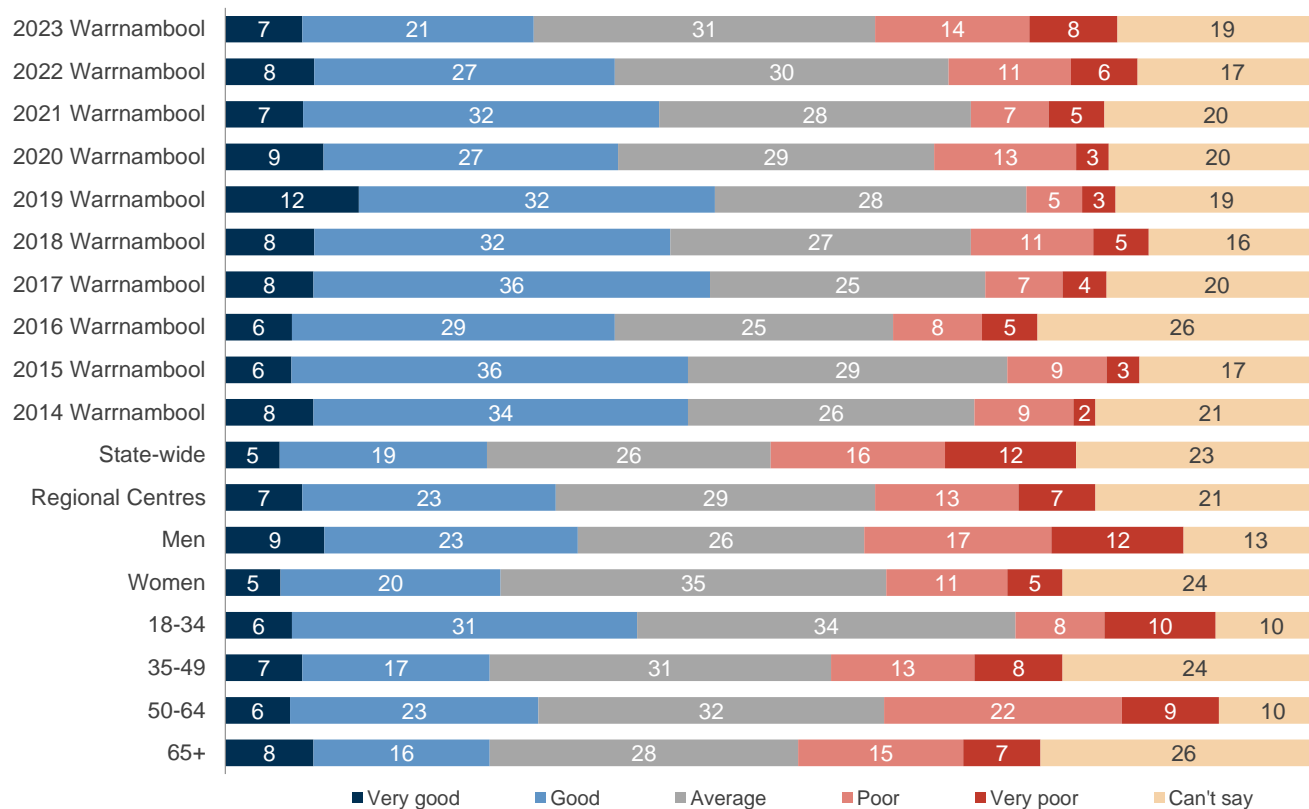
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Planning and building permits performance



2023 planning and building permits performance (%)



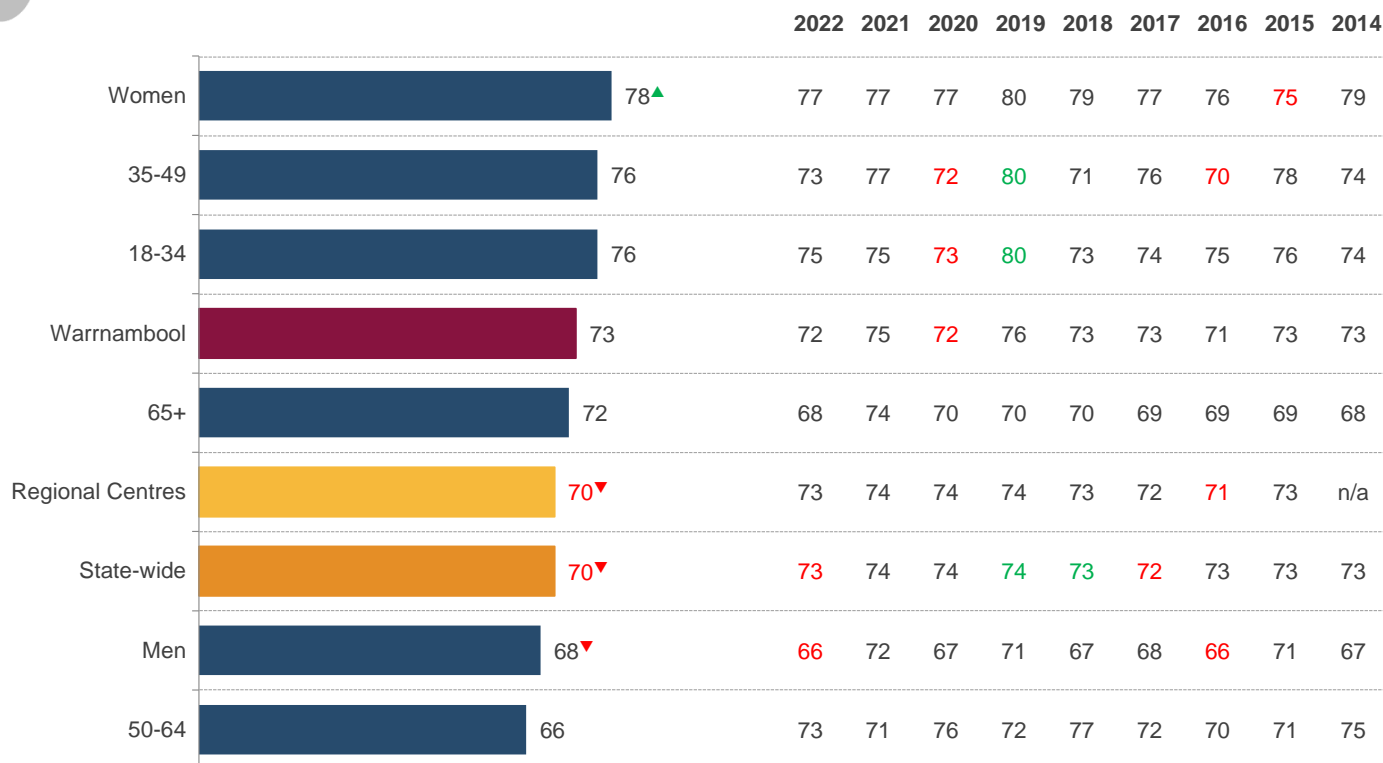
Q2. How has Council performed on 'Planning and building permits' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 32 Councils asked group: 5



## Environmental sustainability importance



### 2023 environmental sustainability importance (index scores)



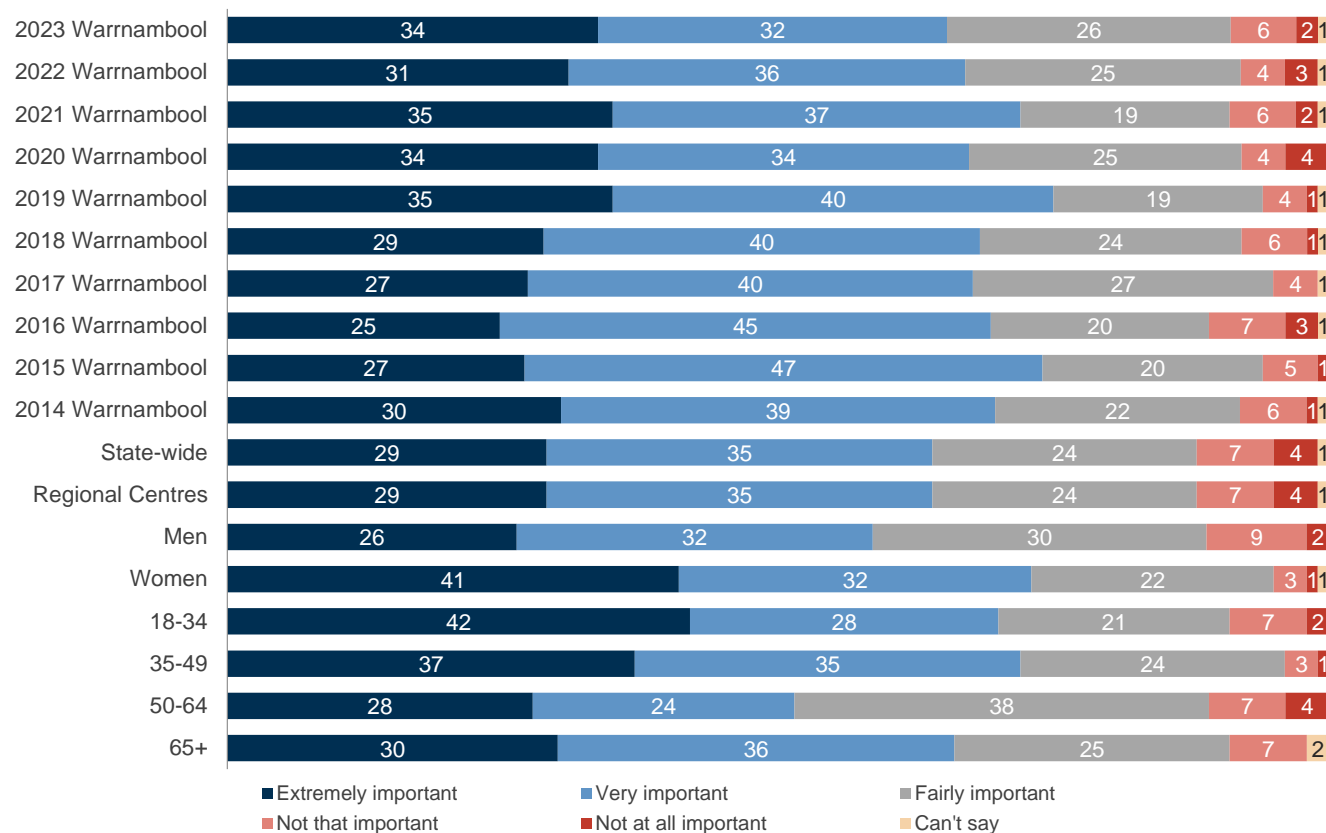
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5  
Note: Please see Appendix A for explanation of significant differences.



## Environmental sustainability importance



### 2023 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5



## Environmental sustainability performance



### 2023 environmental sustainability performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	63	67	66	64	66	63	66	63	64	68
35-49	63	61	64	60	59	61	68	63	65	67
Women	62	67	63	60	63	63	60	62	65	67
Regional Centres	61	62	62	61	63	64	65	63	63	n/a
Warrnambool	61	66	62	61	61	62	63	63	65	67
State-wide	60	61	62	60	62	63	64	63	64	64
Men	60	65	61	62	59	61	66	63	65	66
18-34	58	68	57	61	61	64	61	65	67	68
50-64	58	66	63	57	58	60	59	58	62	63

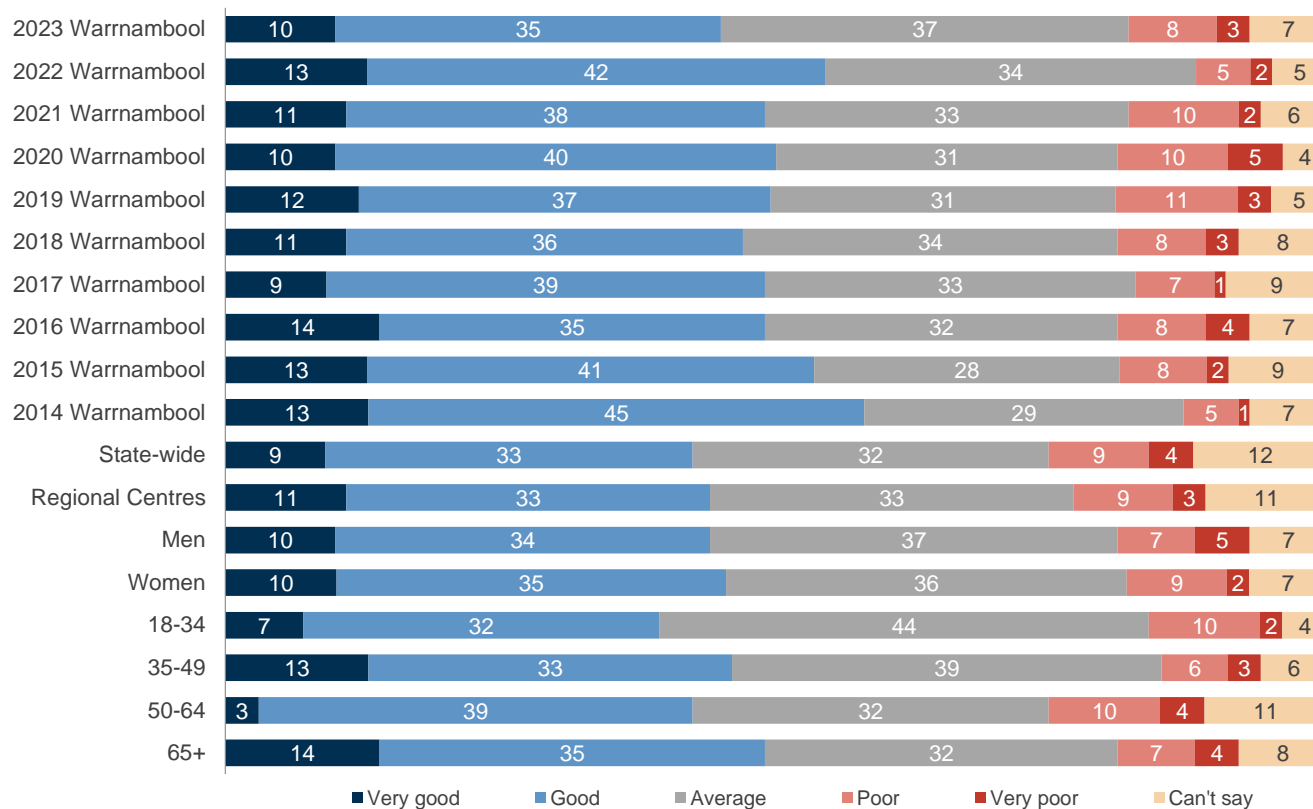
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6  
Note: Please see Appendix A for explanation of significant differences.



## Environmental sustainability performance



2023 environmental sustainability performance (%)



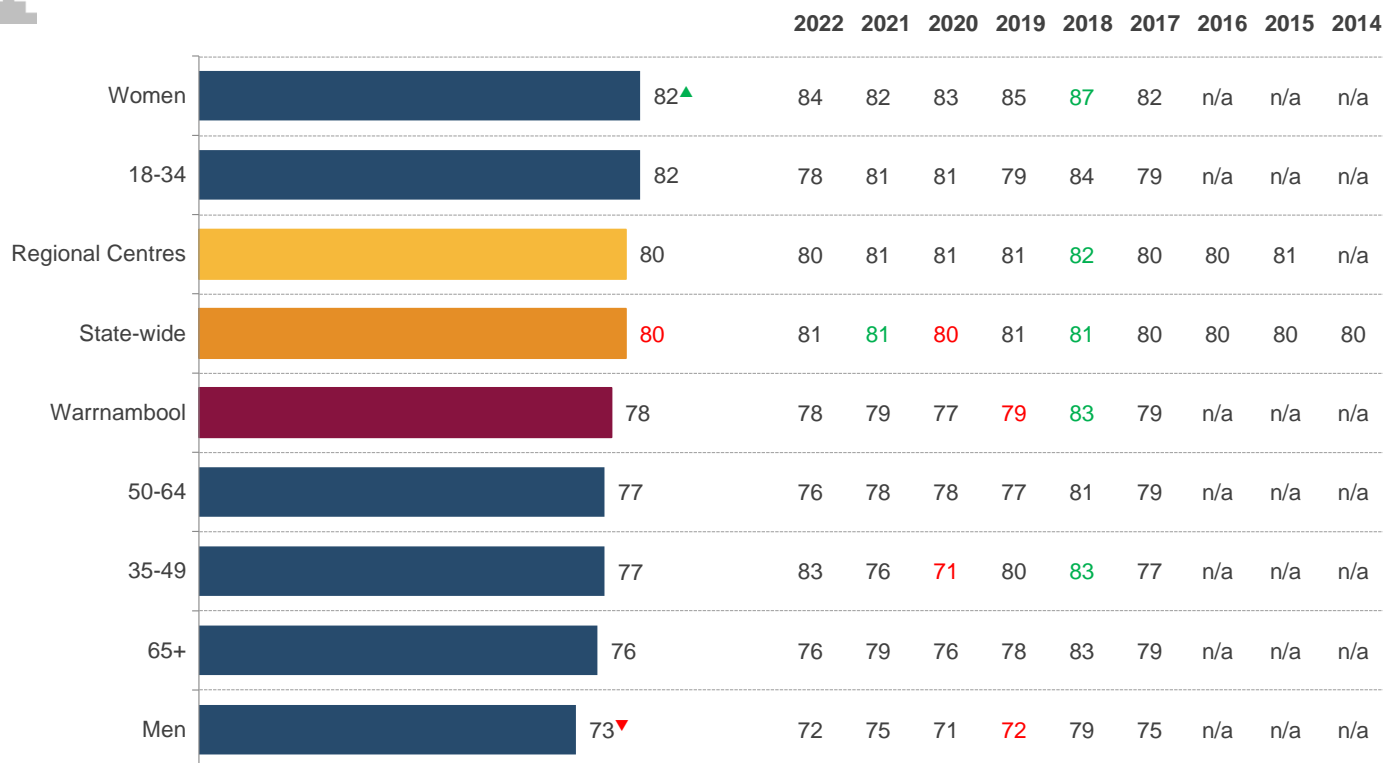
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 39 Councils asked group: 6



## Emergency and disaster management importance



### 2023 emergency and disaster management importance (index scores)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3  
Note: Please see Appendix A for explanation of significant differences.

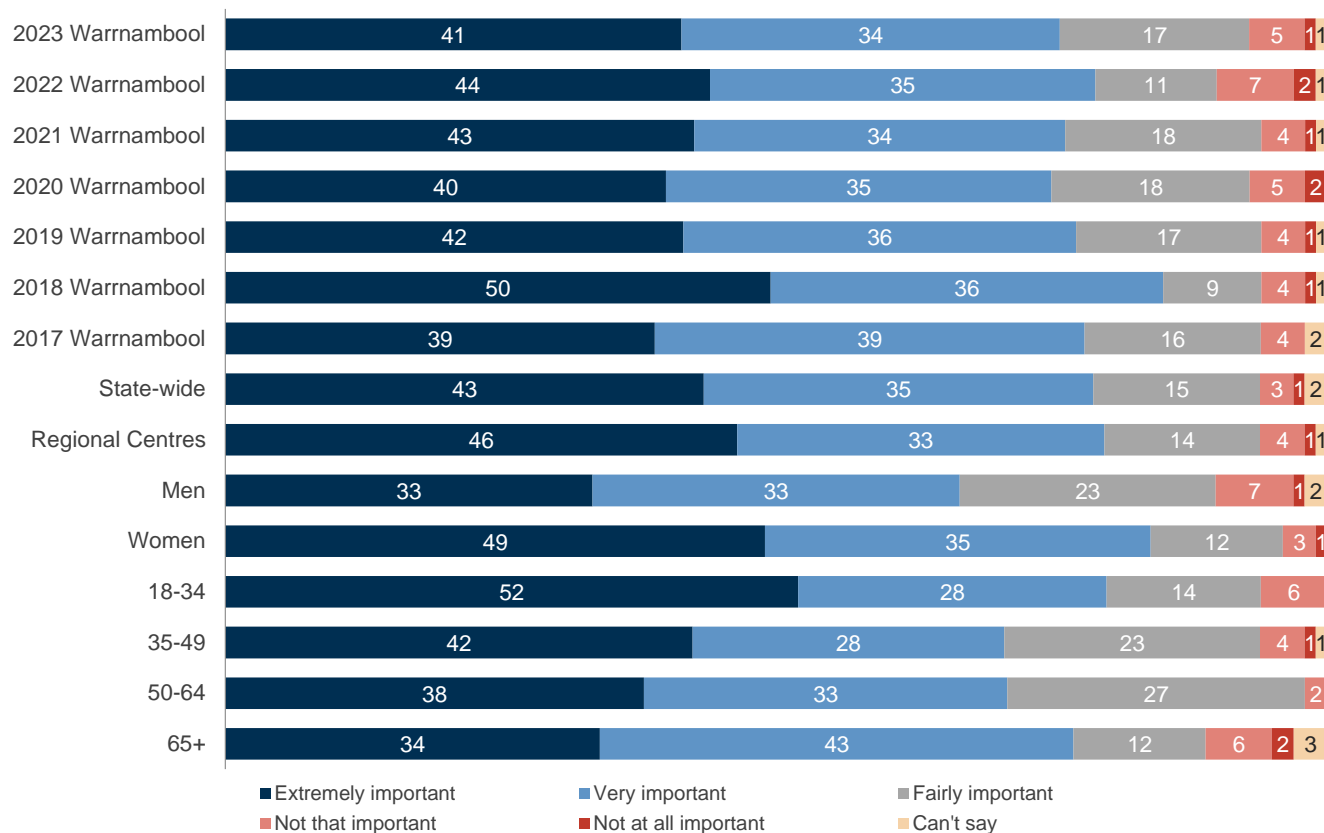




## Emergency and disaster management importance



2023 emergency and disaster management importance (%)



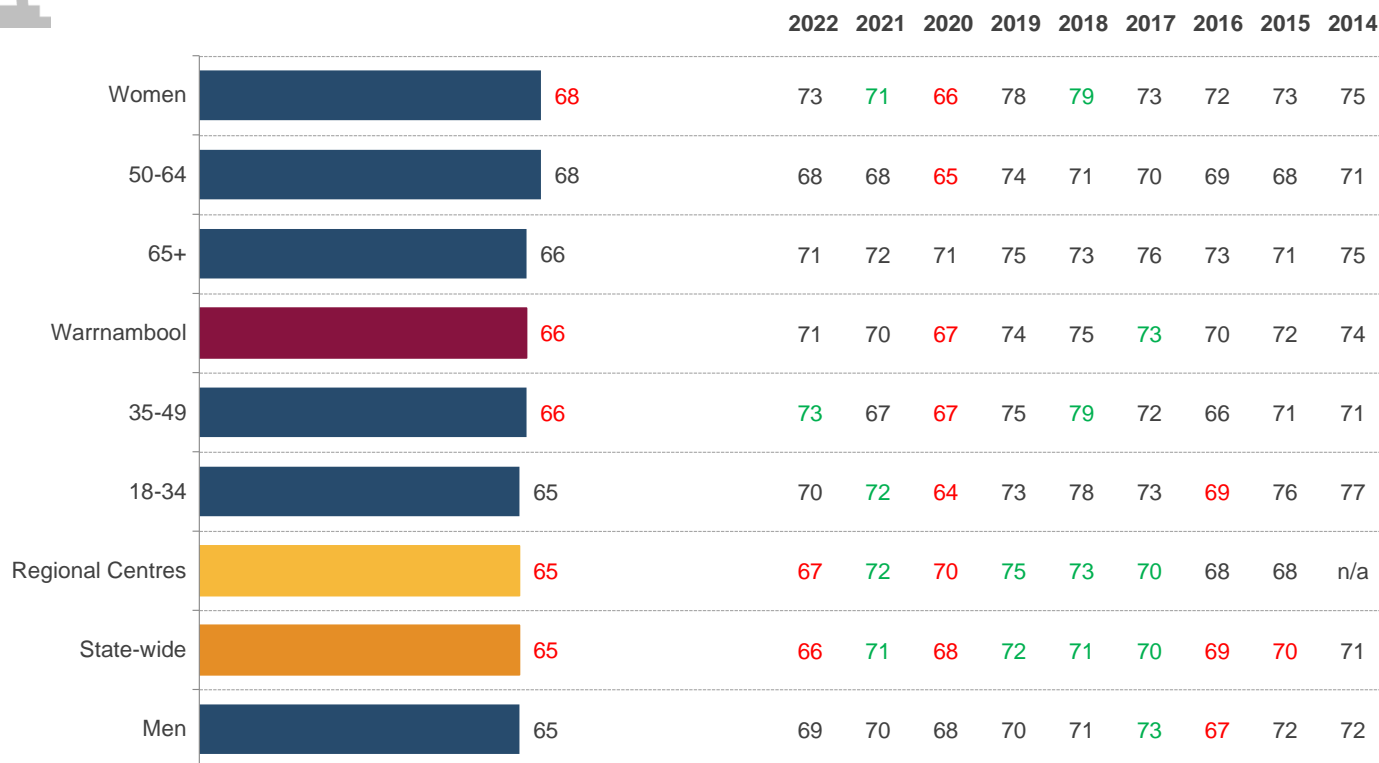
Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 19 Councils asked group: 3



## Emergency and disaster management performance



### 2023 emergency and disaster management performance (index scores)



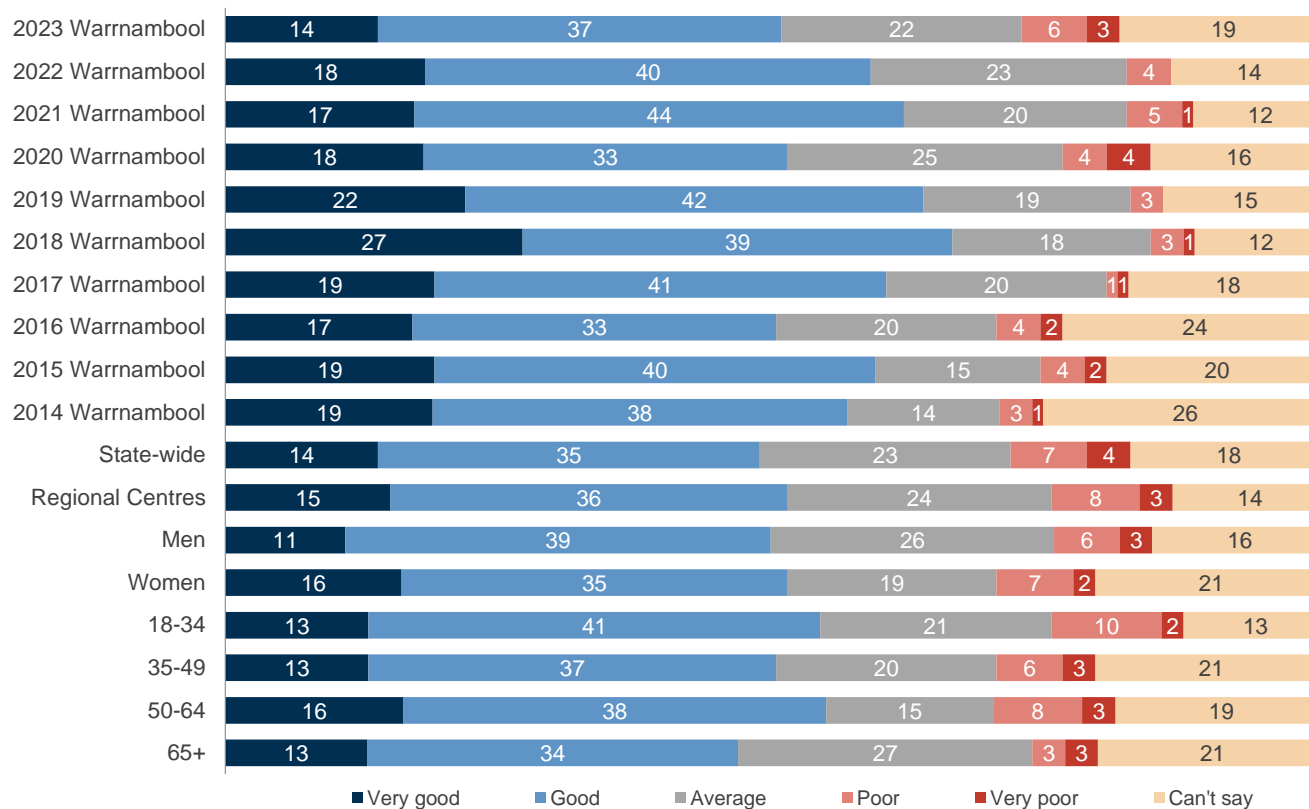
Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.



## Emergency and disaster management performance



2023 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 29 Councils asked group: 4



## Planning for population growth in the area importance



### 2023 population growth importance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	81	74	77	72	75	71	71	74	70	70
50-64	81	78	78	81	76	79	77	78	80	82
Women	79	80	75	78	78	75	77	76	76	78
Regional Centres	78	78	77	77	75	75	75	76	76	n/a
Warrnambool	78	78	77	75	76	76	76	76	75	77
Men	77	75	79	72	73	76	75	75	74	76
65+	77	78	77	74	74	76	78	78	73	79
State-wide	76	77	76	76	77	77	76	76	75	75
35-49	75	82	76	75	78	77	79	73	79	80

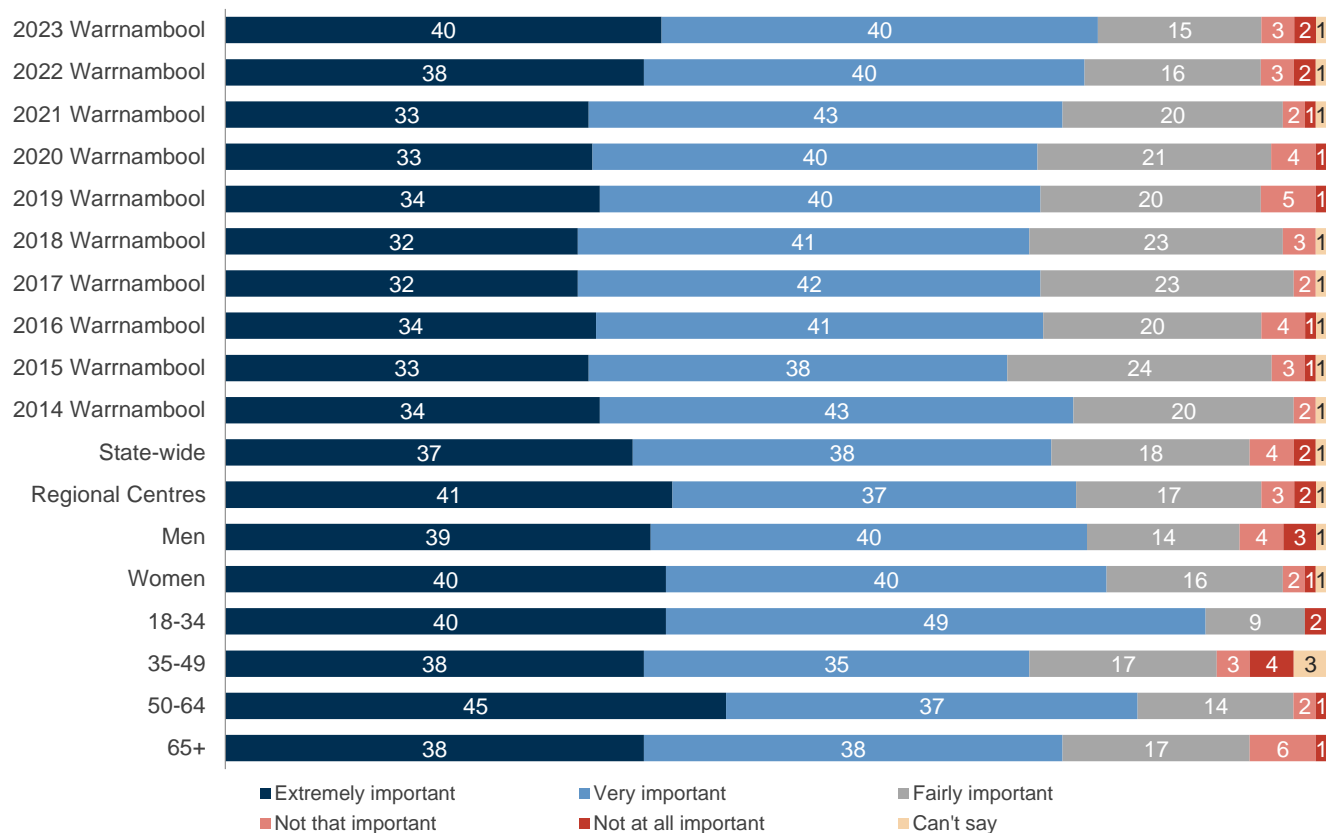
Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.



## Planning for population growth in the area importance



### 2023 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4



## Planning for population growth in the area performance



### 2023 population growth performance (index scores)

		2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	59	57	59	57	69	66	73	71	70	71
65+	59	62	63	58	66	63	69	63	65	70
Women	57	58	62	53	65	62	65	64	65	67
Warrnambool	57	59	60	57	64	63	67	66	64	66
Men	57	61	58	61	64	63	69	68	64	66
Regional Centres	56	58	59	57	62	62	62	59	61	n/a
35-49	54	58	54	58	60	60	62	63	60	64
50-64	54	61	61	53	62	62	62	65	59	59
State-wide	48▼	52	53	51	52	52	52	51	54	54

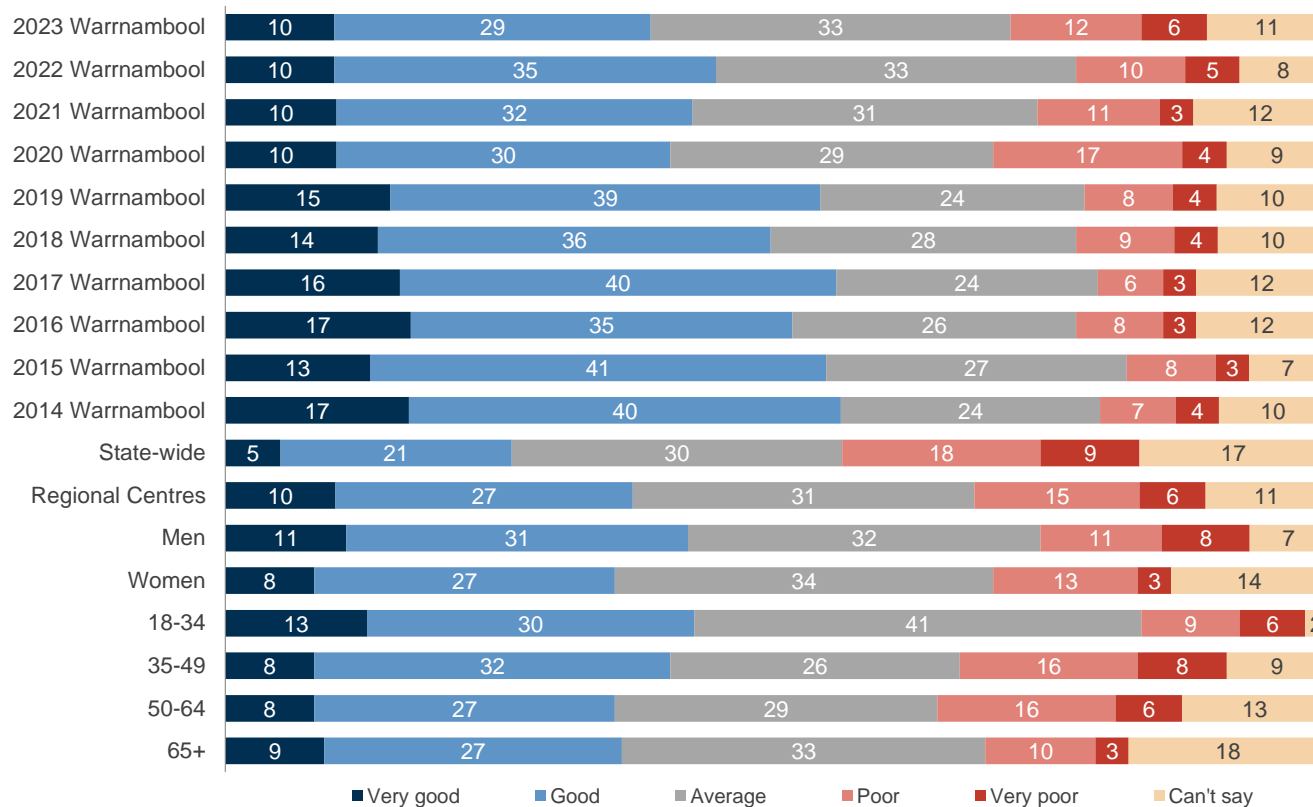
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.



## Planning for population growth in the area performance



2023 population growth performance (%)



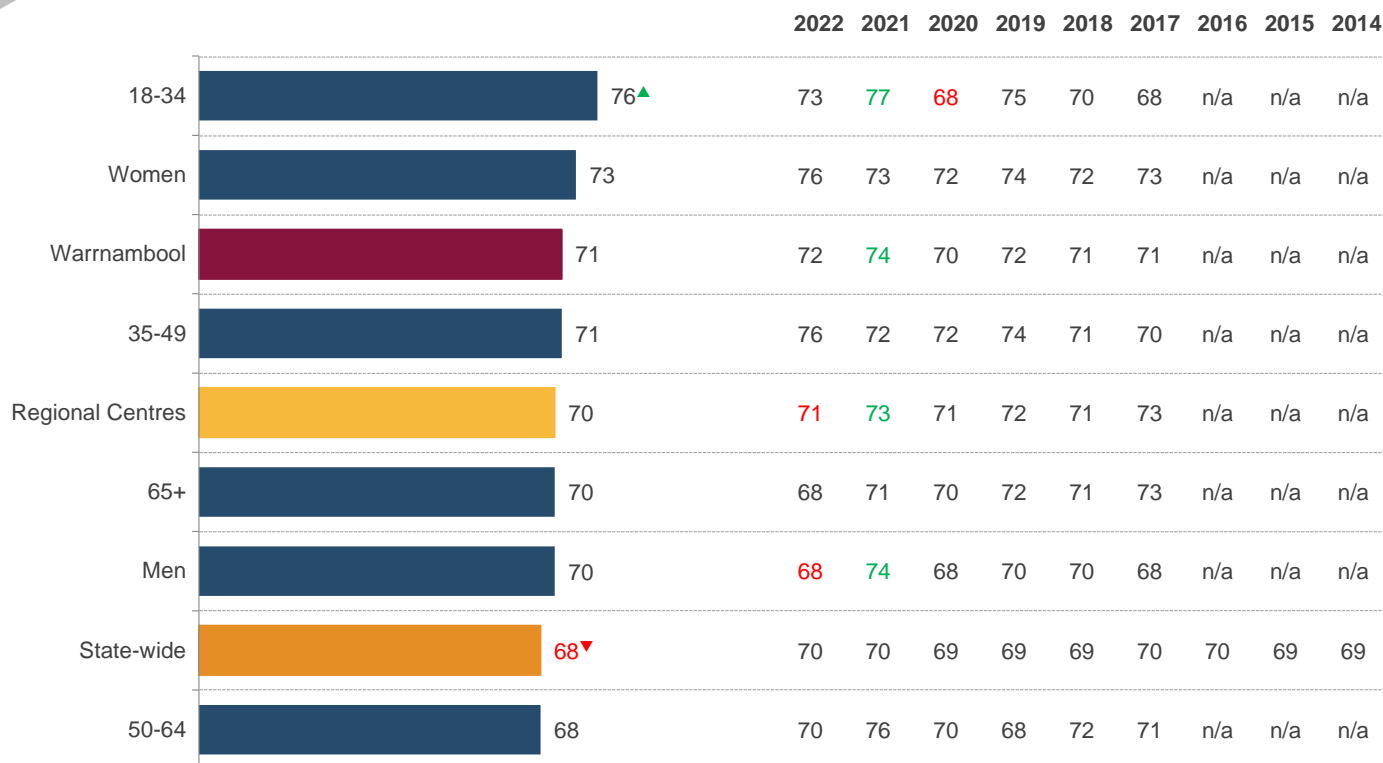
Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 20 Councils asked group: 4



## Business and community development importance



### 2023 business/community development importance (index scores)



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3  
Note: Please see Appendix A for explanation of significant differences.

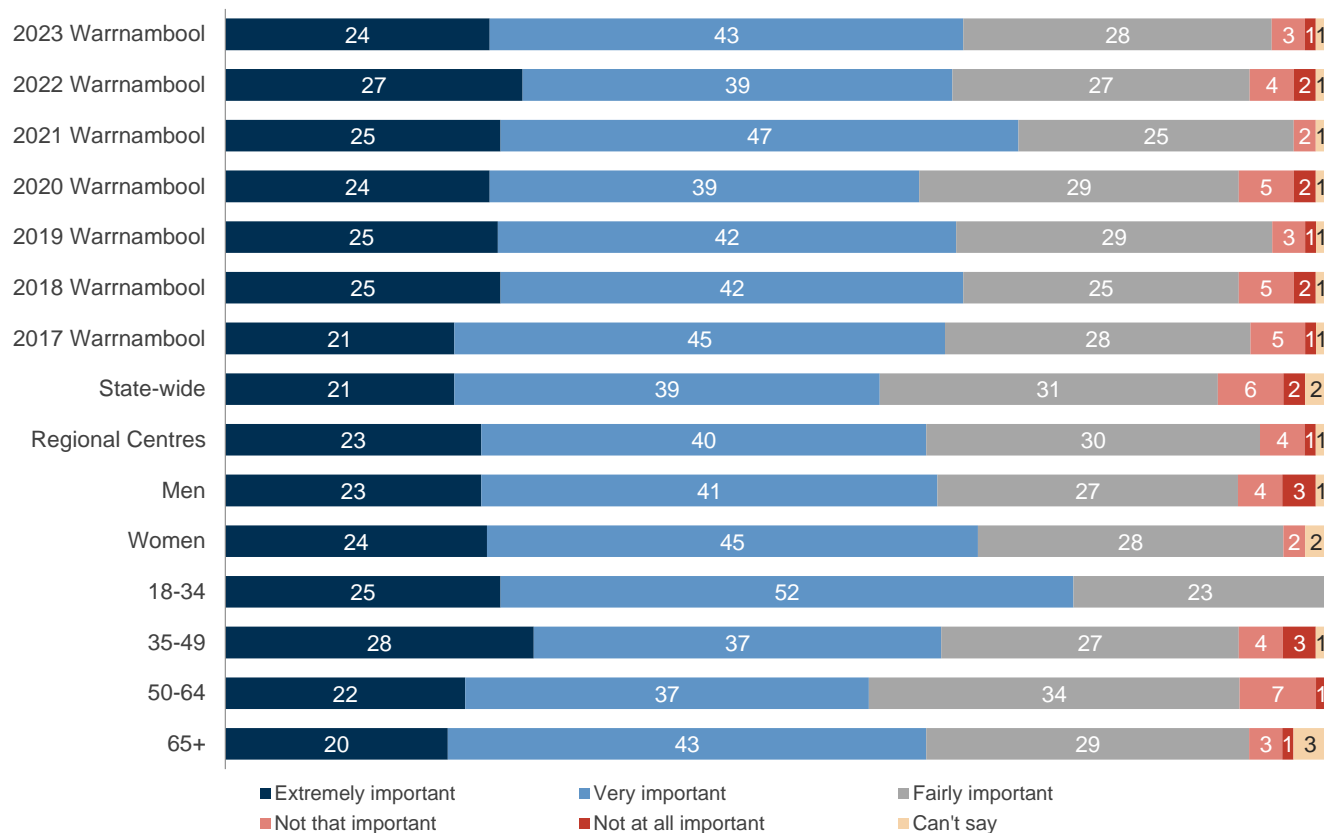




## Business and community development importance



### 2023 business/community development importance (%)



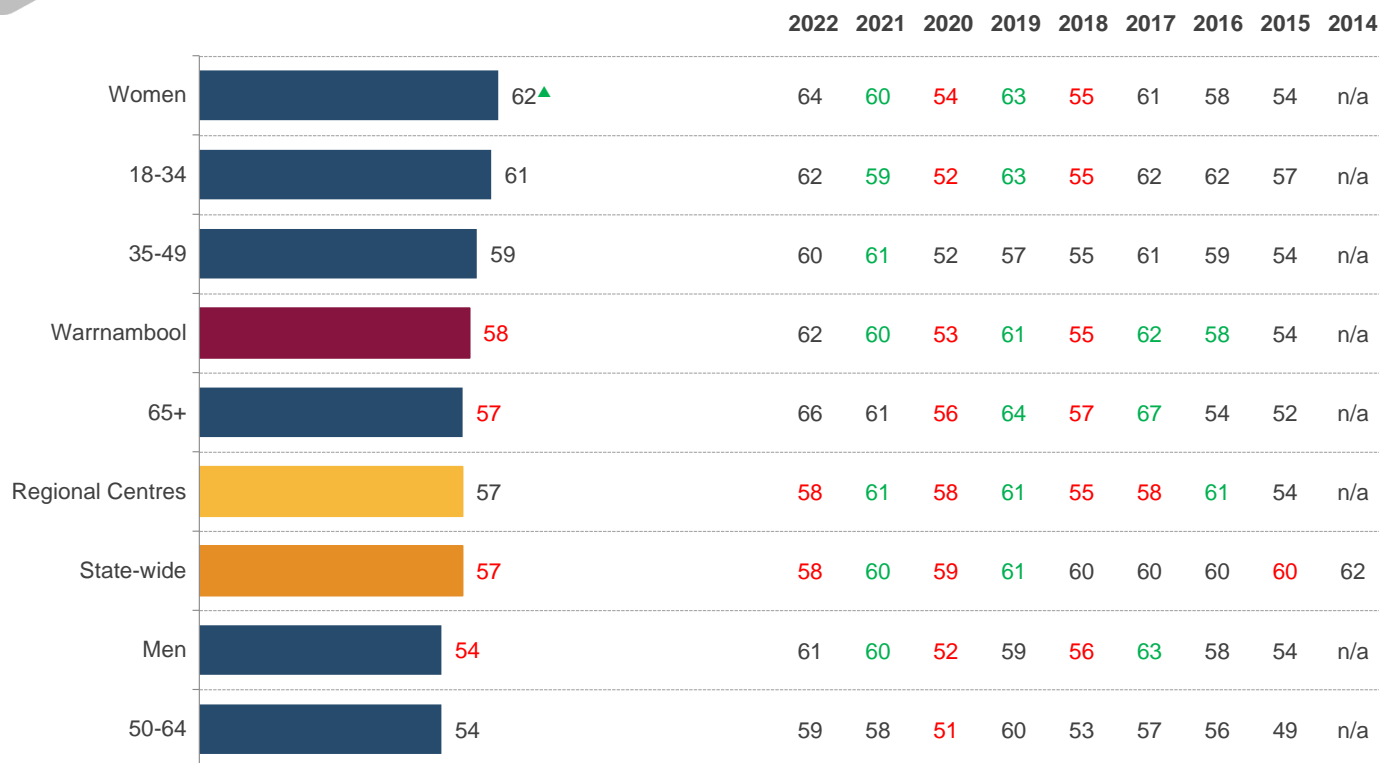
Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 9 Councils asked group: 3



## Business and community development performance



### 2023 business/community development performance (index scores)



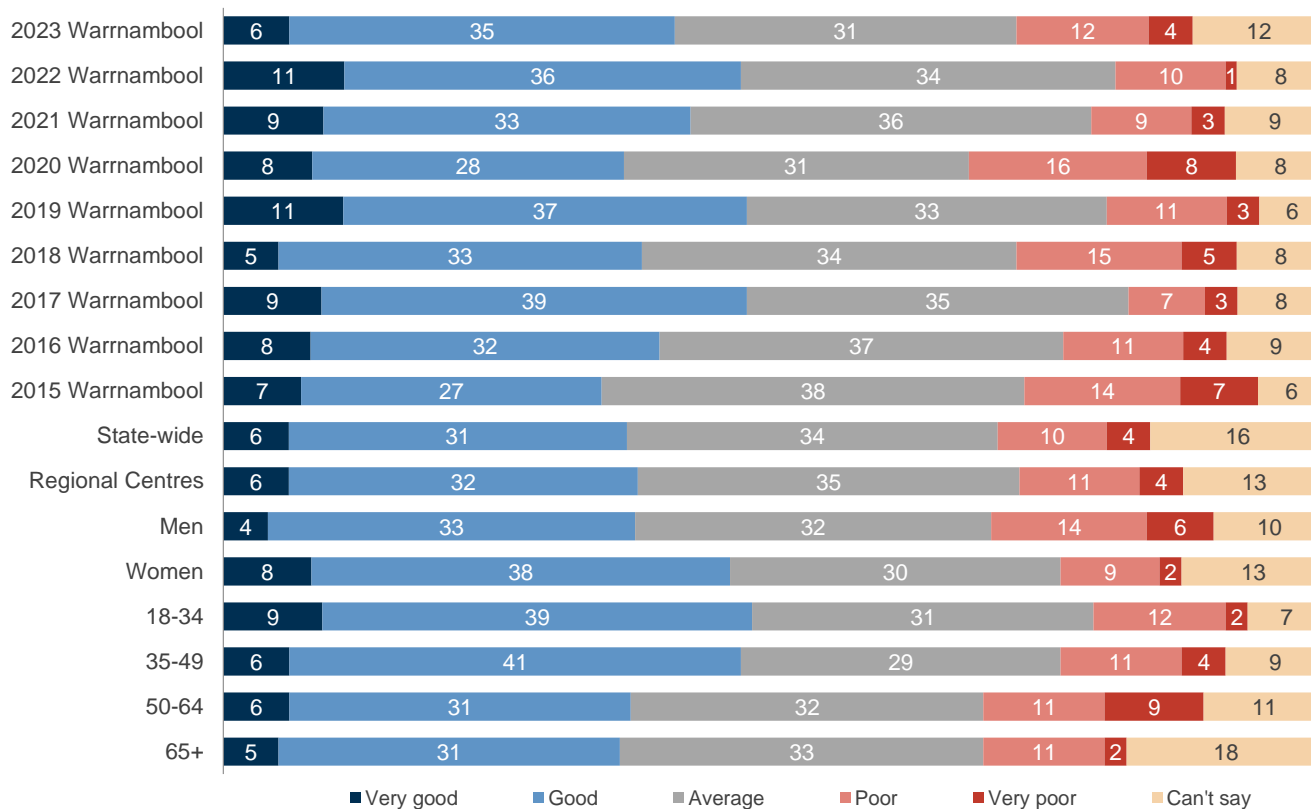
Q2. How has Council performed on 'Business and community development' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4  
Note: Please see Appendix A for explanation of significant differences.



## Business and community development performance



2023 business/community development performance (%)



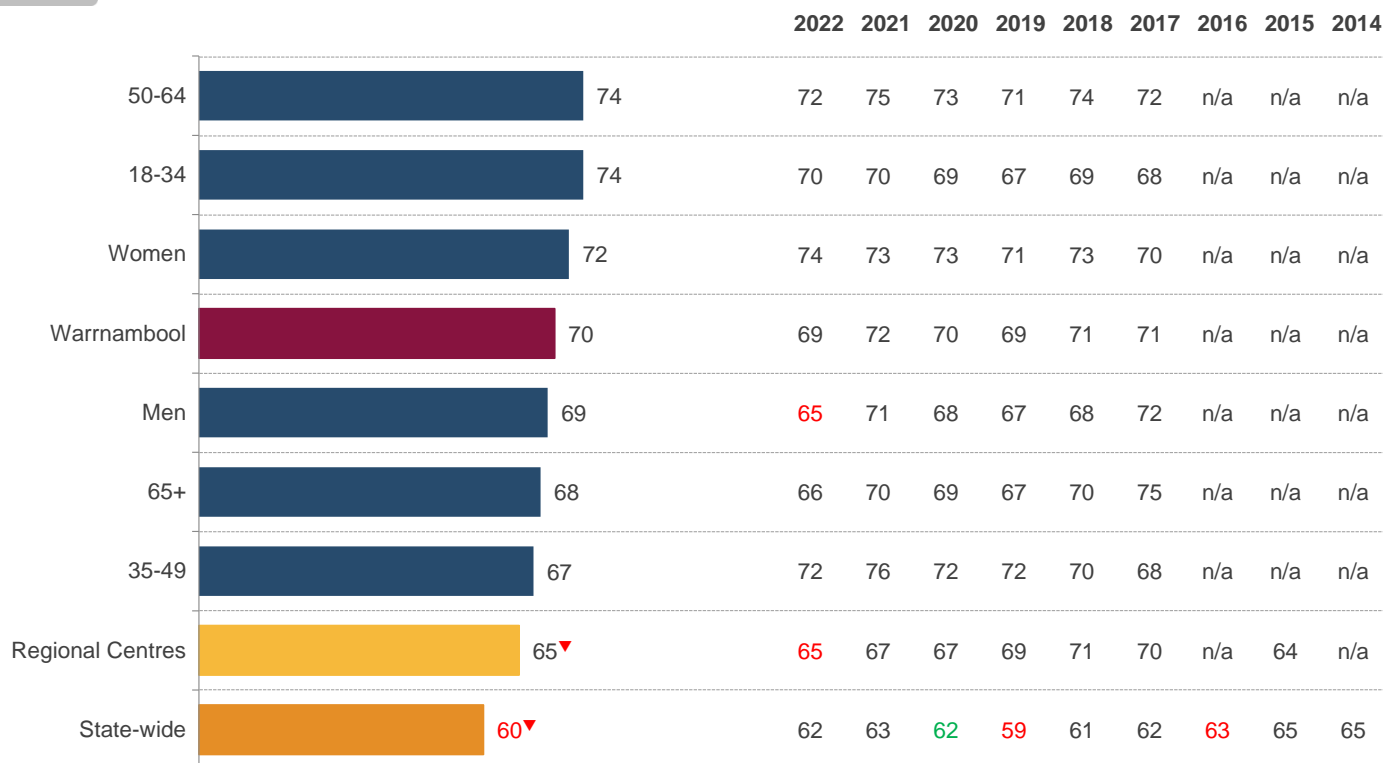
Q2. How has Council performed on 'Business and community development' over the last 12 months?  
Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4



## Tourism development importance



### 2023 tourism development importance (index scores)



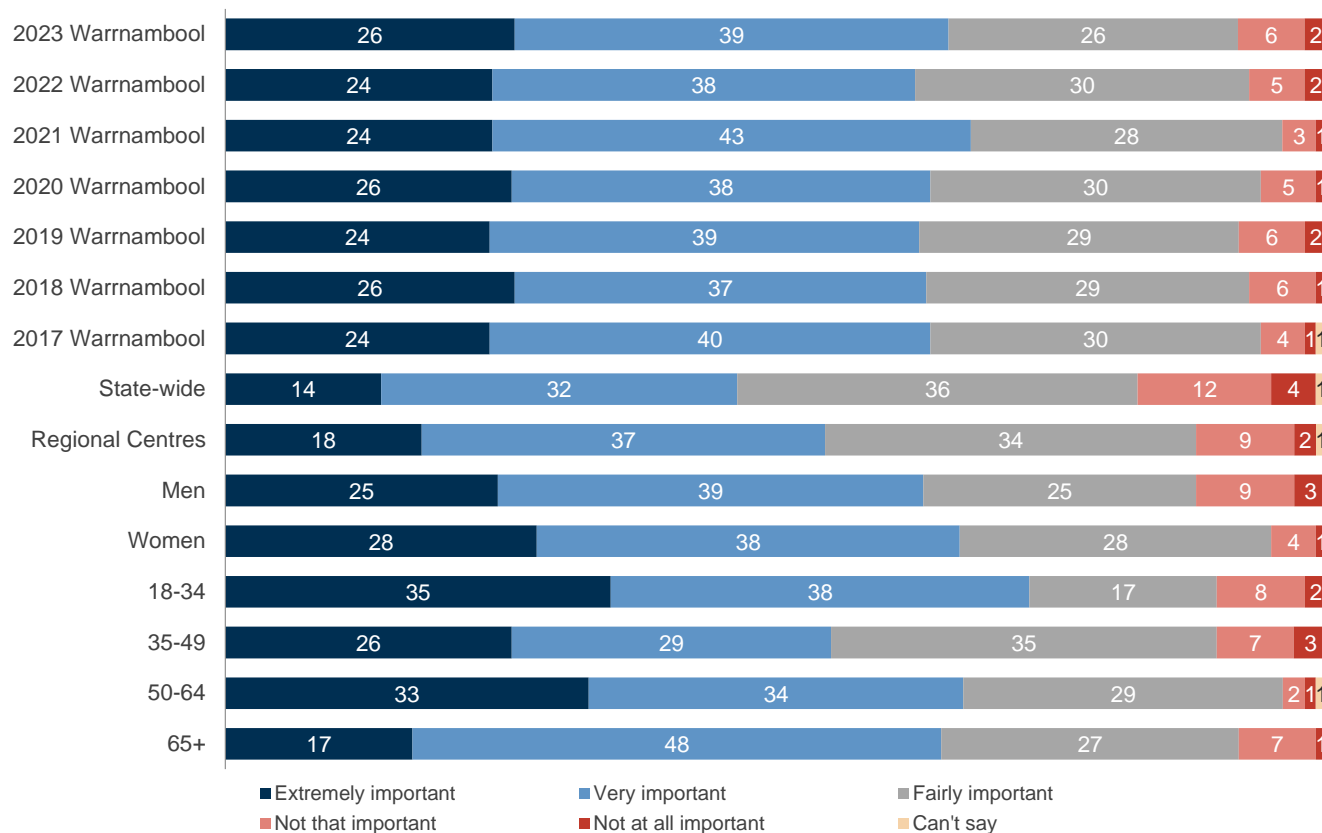
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3  
Note: Please see Appendix A for explanation of significant differences.



## Tourism development importance



### 2023 tourism development importance (%)



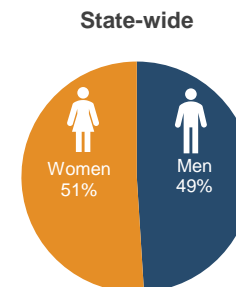
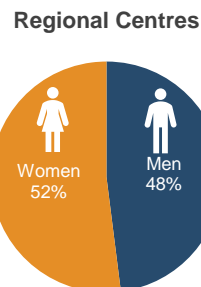
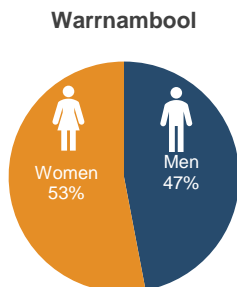
Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?  
Base: All respondents. Councils asked State-wide: 8 Councils asked group: 3

# Detailed demographics

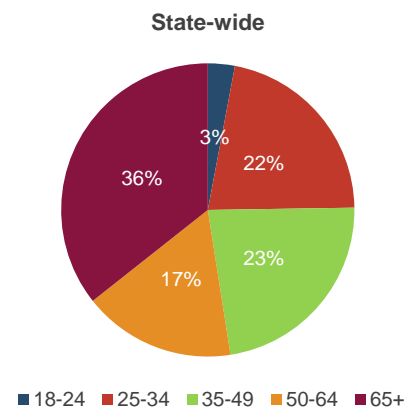
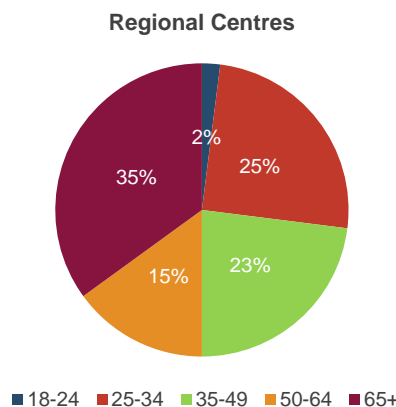
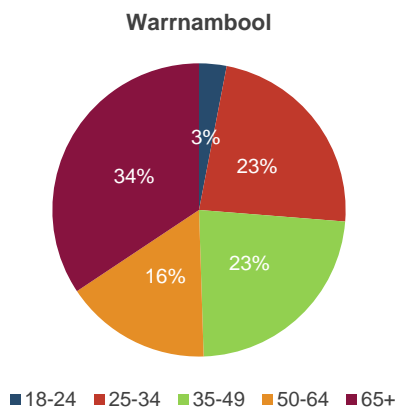


## Gender and age profile

### 2023 gender



### 2023 age



S3. [Record gender] / S4. To which of the following age groups do you belong?

Base: All respondents. Councils asked State-wide: 66 Councils asked group: 9

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

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



## Appendix A: Index Scores



### Index Scores

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

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

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

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

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

## Appendix A: Margins of error



The sample size for the 2023 State-wide Local Government Community Satisfaction Survey for Warrnambool City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 27,900 people aged 18 years or over for Warrnambool City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Warrnambool City Council	400	400	+/-4.9
Men	197	189	+/-7.0
Women	203	211	+/-6.9
18-34 years	53	105	+/-13.6
35-49 years	69	92	+/-11.9
50-64 years	89	65	+/-10.4
65+ years	189	138	+/-7.1

# Appendix A: Significant difference reporting notation



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

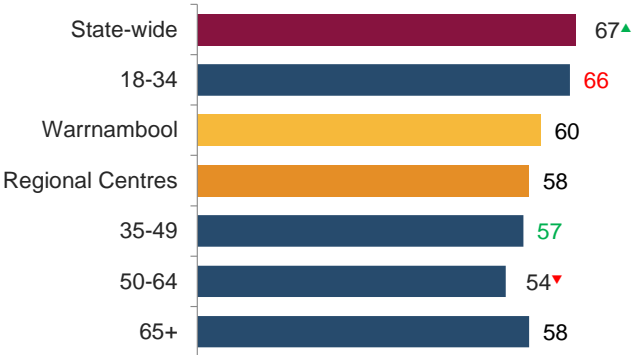
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2022. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2022.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2022.

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



## Appendix A: Index score significant difference calculation

---



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

## **Appendix B: Further project information**

## Appendix B: Further information

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

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

### Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

### Contacts

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

**(03) 8685 8555** or via email:

**[admin@jwsresearch.com](mailto:admin@jwsresearch.com)**

## Appendix B: Survey methodology and sampling



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

- 2022, n=400 completed interviews, conducted in the period of 27<sup>th</sup> January – 24<sup>th</sup> March.
- 2021, n=400 completed interviews, conducted in the period of 28<sup>th</sup> January – 18<sup>th</sup> March.
- 2020, n=400 completed interviews, conducted in the period of 30<sup>th</sup> January – 22<sup>nd</sup> March.
- 2019, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2018, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2017, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2016, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March.
- 2014, n=401 completed interviews, conducted in the period of 31<sup>st</sup> January – 11<sup>th</sup> March.

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

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

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

Survey sample matched to the demographic profile of Warrnambool City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% mobile phone numbers to cater to the diversity of residents within Warrnambool City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Warrnambool City Council. Survey fieldwork was conducted in the period of 27<sup>th</sup> January – 19<sup>th</sup> March, 2023.

## Appendix B: Analysis and reporting

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All participating councils are listed in the State-wide report published on the DELWP website. In 2023, 66 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2023 vary slightly.

### Council Groups

Warrnambool City Council is classified as a Regional Centres council according to the following classification list:

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

Councils participating in the Regional Centres group are:

- Ballarat, Greater Bendigo, Greater Geelong, Horsham, Latrobe, Mildura, Wangaratta, Warrnambool and Wodonga.

Wherever appropriate, results for Warrnambool City Council for this 2023 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Regional Centres group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



## Appendix B: 2012 survey revision

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The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2023 have been made throughout this report as appropriate.

## Appendix B: Core, optional and tailored questions

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### Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2023 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2023 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

## **Appendix B: Analysis and reporting**

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### **Reporting**

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

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

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

## Appendix B: Glossary of terms

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

**CSS:** 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

**State-wide average:** The average result for all participating councils in the State.

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

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

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**Katrina Cox**  
Director of Client Services  
[kcox@jwsresearch.com](mailto:kcox@jwsresearch.com)



***S11 Instrument of Appointment and Authorisation  
(Environmental Health Officers)***



**Warrnambool City Council**

**Instrument of Appointment and Authorisation  
(Environmental Health Officers)**

## Instrument of Appointment and Authorisation (Environmental Health Officers)

In this Instrument 'officer' means –

**James Rex Habel**  
**James Walton Pigdon**

By this Instrument of Appointment and Authorisation Warrnambool City Council –

---

### PART A

1. under s 224 of the *Local Government Act 1989* – appoints the officers to be authorised officers for the administration and enforcement of –

the *Building Act 1993*  
the *Country Fire Authority Act 1958*  
the *Domestic Animals Act 1994*  
the *Emergency Management Act 2013*  
the *Fire Rescue Victoria Act 1958* formerly known as the *Metropolitan Fire Brigades Act 1958*  
the *Food Act 1984*  
the *Graffiti Prevention Act 2007*  
the *Housing Act 1983*  
the *Local Government Act 1989*  
the *Local Government Act 2020*  
the *Public Health and Wellbeing Act 2008*<sup>1</sup>  
Part 14 of the *Residential Tenancies Act 1997*  
the *Summary Offences Act 1966*  
the *Tobacco Act 1987*<sup>2</sup>

the Regulations made under each of those Acts

the local laws made under the *Local Government Act 1989* or the *Local Government Act 2020*

and any other Act, Regulation or local law which relates to the functions and powers of the Council;

- 
2. under s 72 of the *Domestic Animals Act 1994* – appoints the officers to be Council authorised officers for the purposes of the *Domestic Animals Act 1994*.

- 
3. under s 59G(1) of the *Emergency Management Act 2013* – appoints the officers to be municipal emergency management officers

- 
4. under s 114(2) of the *Environment Protection Act 2017* – appoints the officers to be litter enforcement officers for the purposes of the *Environment Protection Act 2017*.<sup>3</sup>

---

<sup>1</sup> Council only to appoint a person suitably qualified or trained under s 31(2) of the Act.

<sup>2</sup> This Act provides for the CEO of a Council to nominate a person to be an inspector for the purposes of the Act and the Secretary may then appoint them to be an inspector (see s 36). Before making the appointment, the Secretary must be satisfied that the person has the necessary skills, training and expertise to exercise the powers of an inspector (see s 36AA). An EHO appointed under the Act is also regarded as an inspector under the Act.

<sup>3</sup> Litter enforcement officer must be a member of Council staff (see s 114(2)).

5. under s 171 of the *Environment Protection Act 2017* – appoints the officers to be residential noise enforcement officers for the purposes of s 171 of the *Environment Protection Act 2017*.<sup>4</sup>
  6. under s 347(3) of the *Environment Protection Act 2017* – appoints the officers for the purposes of r 171 of the *Environment Protection Regulations 2021* relating to on-site waste water management systems.
  7. under s 242(2) of the *Environment Protection Act 2017* – appoints the officers for the purposes of the power or function delegated to Council under s 437(1) of the Act.<sup>5</sup>
- 
8. for the purposes of s 20 of the *Food Act 1984* – appoints the officers to be authorised officers for the purposes of the *Food Act 1984*.<sup>67</sup>
- 
9. under s 19(1) of the *Graffiti Prevention Act 2007* – appoints the officers to be authorised persons for the purposes of carrying out Council's functions under s 18 of the, *Graffiti Prevention Act 2007*.<sup>8</sup>
- 
10. under s 71(1) of the *Housing Act 1983* – appoints the officers to be authorised persons for the purposes of entering a house or building and conducting an inspection under s 71 of the *Housing Act 1983*.
- 
11. under s 3 of the *Infringements Act 2006* – appoints the officers to be issuing officers for the purposes of the *Infringements Act 2006*.
- 
12. under s 29 of the *Public Health and Wellbeing Act 2008* – appoints the officers to be Environmental Health Officers<sup>9</sup> for the purposes of enforcing the *Public Health and Wellbeing Act 2008* and the *Food Act 1984*.
- 
13. under s 525(2) of the *Residential Tenancies Act 1997* – appoints the officers to exercise the powers set out in s 526 of the *Residential Tenancies Act 1997*.
- 
14. under –  
  
s 313 of the *Local Government Act 2020*<sup>10</sup>  
  
s 527 of the *Residential Tenancies Act 1997*

<sup>4</sup> Residential noise enforcement officer may be a member of Council staff or a specified person (i.e. non-employee / skilled contractor) (see s 171(1)).

<sup>5</sup> Must be an employee of Council.

<sup>6</sup> Council must be satisfied that the person appointed is suitably qualified or trained to be an authorised officer.

<sup>7</sup> EHOs appointed under s 29 of the *Public Health and Wellbeing Act 2008* are regarded as an authorised officer for the purposes of the *Food Act 1984*.

<sup>8</sup> Authorised person must agree in writing to exercise functions and powers of an authorised person under Part 4 of the Act and in accordance with any performance criteria determined by Council (see s 19(2)).

<sup>9</sup> Council must be sure that the EHO is suitably trained or qualified under s 31(2) of the *Public Health and Wellbeing Act 2008*.

<sup>10</sup> A person authorised under s 313 of the *Local Government Act 2020* is also authorised to bring proceedings under the *Fire Services Property Levy Act 2012* (see s 22 of the *Fire Services Property Levy Act 2012*).



s 170(2), 170(4), 170(6) of the *Environment Protection Act 2017*

s 347(4) of the *Environment Protection Act 2017*

s 347(3) of the *Environment Protection Act 2017* and r 171 of the *Environment Protection Regulations 2021*

s 347(7) of the *Environment Protection Act*<sup>11</sup>

s 92 of the *Domestic Animals Act 1994*<sup>12</sup>

s 33A of the *Impounding of Livestock Act 1994*

s 10(4) of the *Graffiti Prevention Act 2007*

s 219 of the *Public Health and Wellbeing Act 2008*

s 45AC of the *Food Act 1984*

authorises the officers generally to institute proceedings and represent Council in proceedings for offences against the Acts, Regulations and local laws described in this instrument.

**It is declared that** this Instrument -

- comes into force immediately upon its execution;
- remains in force until varied or revoked.

This Instrument is authorised by a resolution of the Warrnambool City Council made on 3 July 2023.

The Common Seal of  
**WARRNAMBOOL CITY COUNCIL**  
was affixed in the presence of:

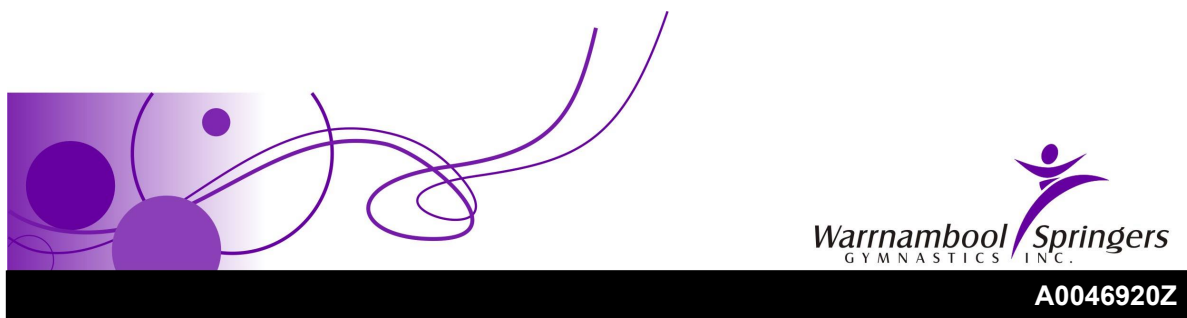
.....  
**Andrew Mason**  
**Chief Executive Officer**  
**Warrnambool City Council**

Date:

---

<sup>11</sup> Must be an employee or officer of Council.

<sup>12</sup> Council may only appoint an authorised officer who is also appointed under s 72 of the Act.



## MINUTES FOR SPECIAL RESOLUTION MEETING

**Date & time of meeting:** 9:30am Saturday 8<sup>th</sup> May 2023  
**Location of meeting:** Clubrooms  
**Chair of meeting:** Shelly Mutton

---

### Welcome and apologies (Shelly Mutton)

**Attendees:** Shelly Mutton, Rod Sanderson, Sally Harris, Jess Burrows, Sarah Hughes, Sonia Broderick, Emma Askew

### Apologies:

Katrina Stanley, Michelle Bowman, Nicola Herry, Kelly Philpot

### Meeting was opened at 9:40

As this is not a standard committee meeting, minutes of the previous committee meeting were not read.

- Rod explained to members present that the council would support the decision of members regardless of outcome. By either helping to transition to a committee ran gymnastics centre or would assist in putting the business out to tender if the vote was not in favour of the motion.
- Shelly explained to members present that the committee were prepared to take on the running of Warrnambool gymnastic centre.

- Shelly Mutton asked if there were any questions for the members present regarding the motion being put forward.
- Rod Sanderson asked if there were any questions for the Warrnambool City Council regarding the motion being put forward.
- Discussion was had around the length of the transition period. Rod noted if the vote showed members were in favour of the motion, then the Council and committee would discuss and build a transition schedule together that worked for them both.

The following motion was put forward:

**Motion to move that the Warrnambool Springers Gymnastics Inc committee and members take charge of the operations and running of the gymnastics programs currently run by the Warrnambool City Council.**

Shelly Mutton moved the Motion

Sonia Broderick seconded the motion

Members present voted.

Proxy votes and absentee votes were opened in front of those present and read aloud.

**Votes total**

<b>Members present</b>	<b>5 votes</b>	<b>for the motion</b>
<b>Proxy</b>	<b>4 votes</b>	<b>for the motion</b>
<b>Absentee votes</b>	<b>16 votes</b>	<b>for the motion</b>

<b>Total votes</b>	<b>27</b>
--------------------	-----------

<b>Total votes for the motion</b>	<b>25</b>
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<b>Invalid votes</b>	<b>2 (information missing)</b>
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**Next Meeting**

The next meeting has been scheduled for Monday 22 May 6pm at the club.



To the Warrnambool City Council,

The Springers Gymnastics Committee requests permission to take over the running of the Warrnambool Gymnastics Center. We feel we are in the best position to continue to grow the club and better service the Gymnastics community in Warrnambool. We would ideally like the hand over to occur on January 1<sup>st</sup>, 2024 so that we can start the new year as a fresh entity.

Thankyou for all of your support over the past years.

Regards

Shelley Mutton  
President

**Warrnambool Springers  
Gymnastics Inc.**

Inc no: A0046920Z

P.O. Box 5222

Warrnambool VIC 3280

Warrnambool Gymnastic Centre,  
Showgrounds,  
Hyland Street,  
WARRNAMBOOL VIC 3280  
T: 5562 5114

**President**

Shelley Mutton  
0403007264

**Secretary**

Sally Harris

**Treasurer**

Tammy Cox

## Myers

Planning & Associates

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17 March 2023

Julie McLean  
Manager City Strategy and Development  
Warrnambool City Council  
WARRNAMBOOL VIC 3280

By email only: [planning@warrnambool.vic.gov.au](mailto:planning@warrnambool.vic.gov.au)

Dear Julie

**Amended Development Plan (Woodford Heights Northern Development Plan), 119 Bridge Road, Bushfield**

We act on behalf of BTH Pty Ltd with regard to the above matter.

Please find enclosed an amended Development Plan for 119 Bridge Road, Bushfield.

The planning for the Woodford Heights Estate Low Density Residential Zone area has undergone minor revisions since Council adopted the Woodford Heights Estate Northern Development Plan at the 4 October 2021 Ordinary Council Meeting.

Further civil engineering investigations have been undertaken to refine the lot layout and stormwater management regime for the site, resulting in changes to the locations of the former stormwater and open space reserves and consequential changes in the arrangement and layout of residential lots. These changes are limited to the layout of residential lots within the southern and mid-sections of the site, and do not affect the layout of connections to Bridge Road. Supporting assessments have been updated where necessary with the exception of the Biodiversity Report (**Appendix J**) and Traffic Impact Assessment Report (**Appendix G**).

The site remains to be planned in two 'phases', as described in the previous iteration of the Development Plan adopted by Council. Meaning, the first

phase comprises the planning and development of existing Low Density Residential Zone land as laid out in this document. The second phase comprises the planning and development of Rural Living Zone land on the subject site, following the result of further investigations for this part of the site's suitability for further rural residential development.

Accordingly, an updated Woodford Heights Estate Development Plan has been prepared in accordance with Schedule 2 to the Development Plan Overlay (Low Density Residential Development Plan). It provides guidance for rural residential development on land at 119 Bridge Road, Bushfield within the Low Density Residential Zone, to ensure a cohesive and integrated development that is appropriate for the area.

The amended Development Plan is commended to Council and we look forward to working with Council on this application.

Should you have any queries please contact me on 5562 9443.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'D. Pech', with a stylized, cursive script.

Daniel Pech  
Group Director - Planning  
**Myers Planning & Associates**

# WOODFORD HEIGHTS ESTATE

## NORTHERN DEVELOPMENT PLAN

119 Bridge Road, Bushfield

Bushfield | Victoria

March 2023



Quality Information

Title	Version	Date	Authors
Draft Development Plan (Final)	1.8	13 March	SM / DP

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## Schedule of Documents

**Appendix A** Certificate of Title

**Appendix B** Appropriate Building Areas

**Appendix C** Engineering Services Report

**Appendix D** Land Capability Assessment

**Appendix E** Stormwater Management Plan

**Appendix F** Functional Layout Diagram

**Appendix G** Transport Impact Assessment Report

**Appendix H** Approved Cultural Heritage Management Plan

**Appendix I** Landscape Plan

**Appendix J** Biodiversity Assessment

## 1. Introduction

The Woodford Heights Estate Northern Development Plan has been prepared by Myers Planning and Associates on behalf of BTH Pty Ltd.

The Woodford Heights Estate encompasses approximately 20 hectares of land and is part of the largest rural residential growth area within the City of Warrnambool (the Bushfield-Woodford Rural Residential Growth Area).

Warrnambool is an important city within the Great South Coast Region in terms of its role as a service and retail centre which supports established industries including farming and food manufacturing. Further, Warrnambool's established education presence and other supporting industries makes it a focus for employment in the region. Warrnambool is the western gateway to many of the region's tourist destinations.

Having regard to the strategic role of Warrnambool to the broader region, the purpose of the Woodford Heights Estate Northern Development Plan is to guide the future land use and development of land at Lot 1 on Title Plan 829725T known as 119 Bridge Road, Bushfield.

The planning for the Woodford Heights Estate Low Density Residential Zone area has undergone revision since Council adopted the Woodford Heights Estate Northern Development Plan at the 4 October 2021 Ordinary Council Meeting. Further civil engineering investigations have been undertaken to refine the lot layout and stormwater management regime for the site, resulting in changes to the locations of the former stormwater and open space reserves and

consequential changes in the arrangement and layout of residential lots. These changes are limited to the layout of residential lots and do not affect the layout of connections to Bridge Road. Supporting assessments have been updated where necessary with the exception of the Biodiversity Report (**Appendix J**) and Traffic Impact Assessment Report (**Appendix G**), which comprise illustrations of plans from the previous development plan.

The site remains to be planned in two 'phases', as described in the previous iteration of the Development Plan adopted by Council. Meaning, the first phase comprises the planning and development of existing Low Density Residential Zone land as laid out in this document. The second phase comprises the planning and development of Rural Living Zone land on the subject site, following the result of further investigations for this part of the site's suitability for further rural residential development.

Accordingly, an updated Woodford Heights Estate Development Plan has been prepared in accordance with Schedule 2 to the Development Plan Overlay (Low Density Residential Development Plan). It provides guidance for rural residential development on land at 119 Bridge Road, Bushfield within the Low Density Residential Zone, to ensure a cohesive and integrated development that is appropriate for the area.

This Development Plan identifies where housing lots, roads, reserves and physical infrastructures should be located within the subject site.

The Development Plan is responsive to site conditions including topography, drainage, wastewater disposal, vegetation and abutments to neighbouring uses and other site opportunities and constraints.

The Development Plan has been prepared following consultation with Council and authorities throughout the development plan process.

A number of consultant reports have also been prepared for the site, which influence the approach to the design and layout of development.

These reports can be found in the attached appendices and include:

- Engineering Services Report
- Land Capability Assessment
- Stormwater Management Plan
- Functional Layout Diagram
- Transport Impact Assessment Report
- Approved Cultural Heritage Management Plan
- Landscape Plan
- Biodiversity Assessment

### 1.1 Development vision

The Woodford Heights Estate Northern Development Plan vision is as follows:

“Bushfield and Woodford are thriving communities with a distinctive pastoral feel. Residents will have the advantages afforded by both urban and rural environments, benefiting from proximity to the City of Warrnambool whilst being part of a thriving rural community, living, socialising and recreating in the rural surrounds of a contemporary rural residential estate.

The lifestyle qualities of Bushfield and Woodford are enriched by a strong connection to their natural surrounds, which encompass the Merri River, and associated hilltops, lowlands and surrounding pastoral landscapes. The Woodford Primary School, Bushfield Community Hall, Jubilee Park, Jellie’s Reserve, Bushfield Recreation Reserve and other public spaces are places greatly valued by residents.

Bushfield and Woodford are great places to live with a unique rural lifestyle atmosphere. Most services are close by and residents will have the choice of walking and cycling to access education and open space infrastructure and short commute’s to major activity centres for higher-order employment, retail, health and recreation services.”

### 1.2 Design Intent

The Woodford Heights Estate environs comprise a number of features unique to the area, including:

- picturesque pastoral and hinterland views;
- direct access to key arterial roads and close proximity to pedestrian routes;
- proximity to community infrastructure; and
- a large property in a single land holding.

These features provide a natural framework of opportunities and constraints from which to base a site-responsive design. This framework will naturally unveil the structure and staging of lots, infrastructure services, location of building envelopes and open spaces which strongly influence the form of development on the site. Distinctive stages will arise in response to natural elements and infrastructure opportunities.

The design intent for the Woodford Heights Estate is to create an integrated and harmonious rural residential development with high quality built form and landscaping appropriate for its rural context, linked to nearby open space assets and accessible pedestrian routes which integrate well within the surrounding community. The Woodford Heights Estate will provide:

- Housing forms and lot sizes which integrate well within their rural surrounds.
- Additional population which will make a positive contribution to Bushfield-Woodford’s unique sense of community.

- Housing lots which respond to topography and vistas, and an overall subdivision that contains lot sizes appropriate to the area's rural context.
- Lot layout and appropriate building areas designed to achieve optimal northern orientation.
- A network of accessible pedestrian and cycling paths.
- A picturesque public reserve, incorporating neighbourhood scale recreational facilities connected to cycling and pedestrian pathways.
- Quality landscaping to create a high degree of visual amenity, vegetated backdrops to housing and soft edges to built form where seen from key viewing locations.
- Building envelopes to ensure development:
  - is oriented appropriately to key roads and streets;
  - is set-back from the street and between buildings to create a distinct rural character; and
  - allows for adequate on-site wastewater disposal areas.

### 1.3 Structure of the Development Plan

The Woodford Heights Estate Northern Development Plan is structured in a format which responds to the features of the area and requirements of Schedule 2 to the Development Plan Overlay (Low Density Residential Development Plan). The development plan is structured as follows:

- **Site description** which provides an overview of the subject site and location.
- **Planning context** which provides an overview of the Planning Policy Framework, the Municipal Planning Strategy, zones and overlays affecting the development plan area.
- **Site analysis** which explores surrounding land uses, topography, views and vistas, areas of environmental and cultural significance and existing infrastructure services.
- **Design response** which details the proposed movement network, landscaping plan, open space, lot sizes, appropriate building areas, infrastructure and staging.

## 2. Site Description

### 2.1 Site location and context

Warrnambool is Victoria's largest coastal regional city and the fastest growing population centre in southwest Victoria. Warrnambool's population is expected to grow by 24% between 2019 and 2031, with an additional 8,442 residents. To accommodate forecast population growth, Warrnambool City Council requires land within its greenfield residential growth areas to be developed.

Bushfield-Woodford is located approximately 2.5 kilometres north of Warrnambool. The Bushfield-Woodford localities are bound by rural residential lots adjoining the Hopkins Hwy and Barries Road (east), Quinns Road, Merri View Road, Cilmerly Court and The Hill Court (north), Plummers Hill Road and Bridge Road (west) and Mill Street, Brodies Lane and Rodger Place (south).

Primary access to the area is provided via:

- Hopkins Highway (east), which continues through to North Warrnambool (south) and Purnim (north east);
- via Bridge Road (west), which continues through to Dennington (south west) and Mailors Flat (north west) via Caramut Road.

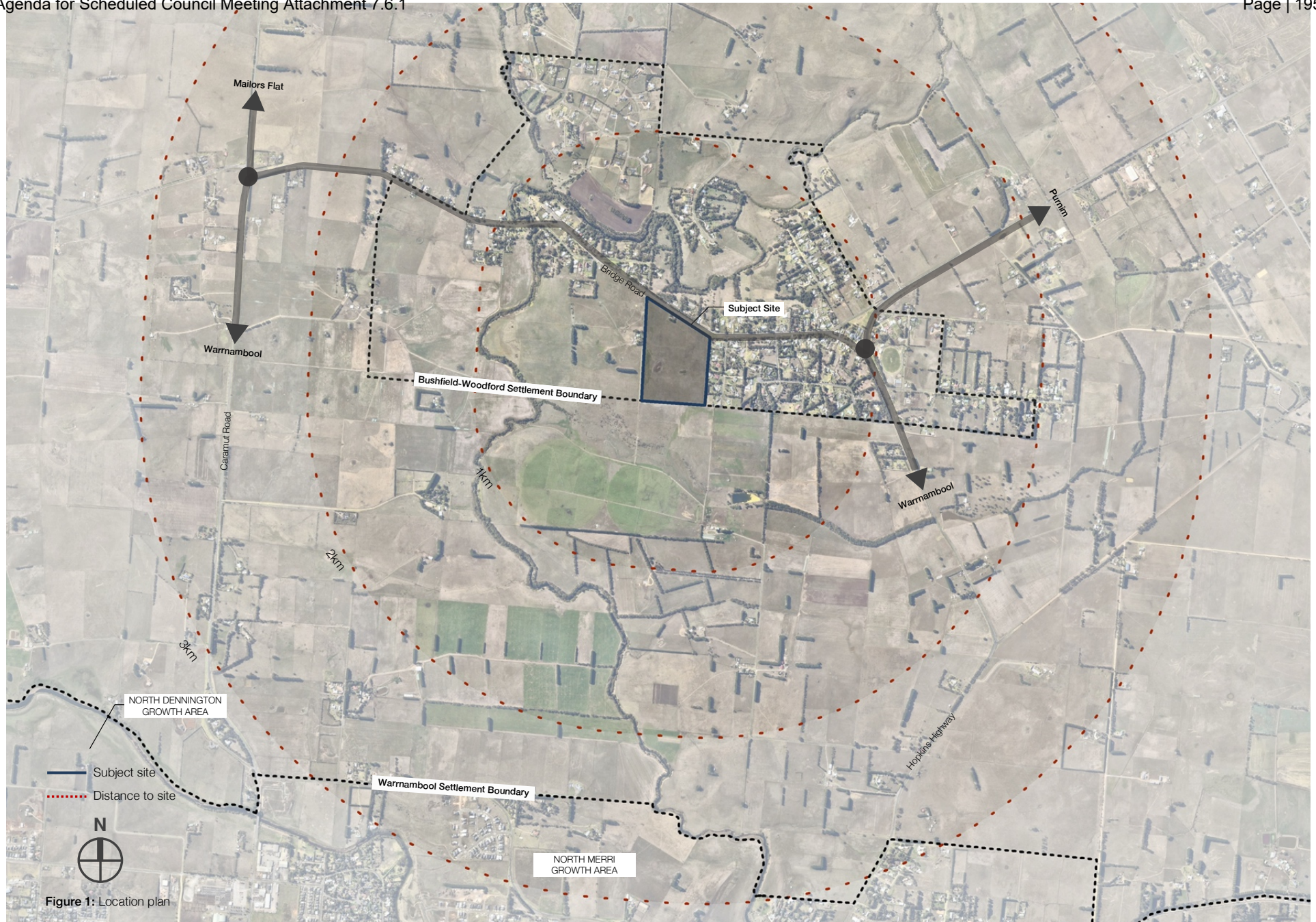
The Warrnambool City-Wide Housing Strategy (2013) recommended a structure plan project be undertaken for Bushfield-Woodford within 2 years of the adoption of the Strategy. No structure plan or strategic framework plan has been adopted by Council for Bushfield-Woodford at the time this report was written.

Development within Bushfield-Woodford has been guided by the zoning regime put in place prior to the 1998 new format planning scheme, comprising vast areas of Rural Living Zone and Low Density Residential Zone land. Opportunistic development of infill and broadacre rural residential lots has occurred over time within these zones on lots in close proximity to essential services, as the supply of available vacant lots has been taken up by local demand. Most recently, this has included land within the Climery and Jellie Estates.

This development plan relates to a property at 119 Bridge Road, Bushfield within part of the Low Density Residential Zone area. The development plan area is bound by Bridge Road to the north, a partially developed road reserve to the west (Brodies Lane), developed rural residential lots to the east and vacant Low Density Residential Zone Land to the south. In total, this area comprises approximately 15 hectares.

For completeness, technical assessments prepared in support of this development plan have included the remaining Low Density Residential Zone Land and balance Rural Living Zone land within their scope of assessment. Relevant matters pertaining to the servicing of this area, land capability, and infrastructure are discussed in this report to demonstrate how the logical sequencing of development within this area may be carried out in future without making any assumptions for this land. It is noted that these areas are not included within the development plan boundary.





### 3. Planning context

#### 3.1 Municipal Planning Strategy

The Municipal Planning Strategy is intended to support policy provided within the Planning Policy Framework but provides a localised policy context for the City of Warrnambool. The Municipal Planning Strategy also comprises the vision as set out in the Council Plan (2017-2021).

The following clauses of the Municipal Planning Strategy are relevant to this development plan:

##### Clause 02.01 Context

Warrnambool is Victoria's largest coastal regional city and is the fastest growing economy and population centre in South West Victoria.

Warrnambool has a steadily growing population of about 35,200 in 2019 (ABS) that is expected to increase to 43,000 people by 2031. The majority of the population is in Warrnambool, Dennington, Allansford, Bushfield and Woodford.

##### Clause 02.02 Vision

The Council Plan (2017-2021) sets out the following vision for Warrnambool:

*'A cosmopolitan city by the sea'.*

The Council Plan identifies four objectives relevant to land use planning:

- *Sustain, enhance and protect the natural environment.*
- *Foster a healthy, welcoming city that is socially and culturally rich.*
- *Maintain and improve the physical places and visual appeal of the city.*

- *Develop a smarter economy with diverse and sustainable employment.*

#### Clause 02.03 Strategic Directions

##### - Clause 02.03-1 Settlement

###### Urban Growth

Warrnambool's urban settlement boundaries and growth areas are identified on the Warrnambool Strategic Framework Plan at Clause 02.04. Warrnambool is forecast to grow at 1.4 per cent per annum until 2040 requiring about 250 new dwellings per year to meet demand.

Council has around 20.4 years supply of zoned residential land (Warrnambool Residential Land Supply Report 2021).

##### - Clause 02.03-2 Environmental and Landscape Values

###### Biodiversity

The Merri River, Hopkins River and associated wetlands and floodplains form a highly significant coastal wetland system that provides important habitat for listed species of flora and fauna.

Council's strategic directions for biodiversity include:

- o Protecting and enhancing sites of biodiversity conservation significance.
- o Providing wildlife habitat and corridors for vulnerable and threatened flora and fauna species in coastal reserves.



Significant environments and landscapes

The natural landscape is an important asset of the municipality that requires protection from inappropriate use and development. The city's landscape character is framed by the ocean, the Merri River, the Hopkins River, inland hilltops, ridgelines and surrounding rural areas. Norfolk Island Pines lining the Princes Highway median and other streets are also important local landscape features.

Council's strategic directions for significant environments and landscapes include:

- o Protecting coastal areas, waterways and sensitive ecosystems from the detrimental impacts of urban and rural development.
- o Protecting significant landscapes and landforms from inappropriate development.

- **Clause 02.03-3 Environmental risks and amenity**

Climate change

Climate change presents a threat to the natural and built coastal environment, to the community and to economic activity.

Council's strategic directions for climate change include:

- o Adapting to the impacts of a changing climate.

Bushfire

There are a number of settlements that are at significant risk from bushfire, including Woodford and Bushfield, the coastal area of Warrnambool and the grassland interface of Warrnambool. Fires from inadequate separation between vegetation and powerlines also poses a risk.

Council's strategic direction for bushfire is:

- o Planning for and managing bushfire risk.

- **Clause 02.03-4 Natural resource management**

Catchment Planning

The Merri River loops around the northern and western parts of the city and has poor water quality, but supports several native species. The river has been adversely impacted by urban activity and requires enhancement and restoration.

Council's strategic directions for catchment planning are:

- o Retaining the Hopkins and Merri River environs as natural drainage corridors with vegetated buffer areas.
- o Minimising the impact of use and development on water resources and waterways.

- **Clause 02.03-8 Transport and Infrastructure**

Transport

Warrnambool residents are currently heavily reliant on personal motor vehicles for transport. The Sustainable Transport Strategy (WCC, 2010) seeks to improve walking and cycling infrastructure and to encourage residents and visitors to use these transport modes and public transport more often.

Council's strategic directions for transport include:

- o Providing an integrated transport network.
- o Facilitating the use of sustainable transport modes

### Open space

Warrnambool's open space network is identified on the Warrnambool Strategic Framework Plan at Clause 02.04. While overall provision of open space in Warrnambool is good, there are some areas where residents do not have access to open space within walking distance of home.

Council's strategic directions for open space are:

- Facilitating high quality open space within walking distance for all residents.
- Improving access to waterways to provide important recreational opportunities.
- Improving connectivity between open spaces and access to off-road trails.

### Development infrastructure

The design, management and delivery of infrastructure are key issues for Council. The Infrastructure Design Manual (LGIDA, 2020) includes guidelines for the design and construction of infrastructure within the municipality including (among other things) roads, drainage, stormwater, car parking, landscaping, access, earthworks and intersection infrastructure. The settlements of Bushfield and Woodford are not connected to reticulated sewerage services and their soils have limited capacity to carry much further growth in septic systems.

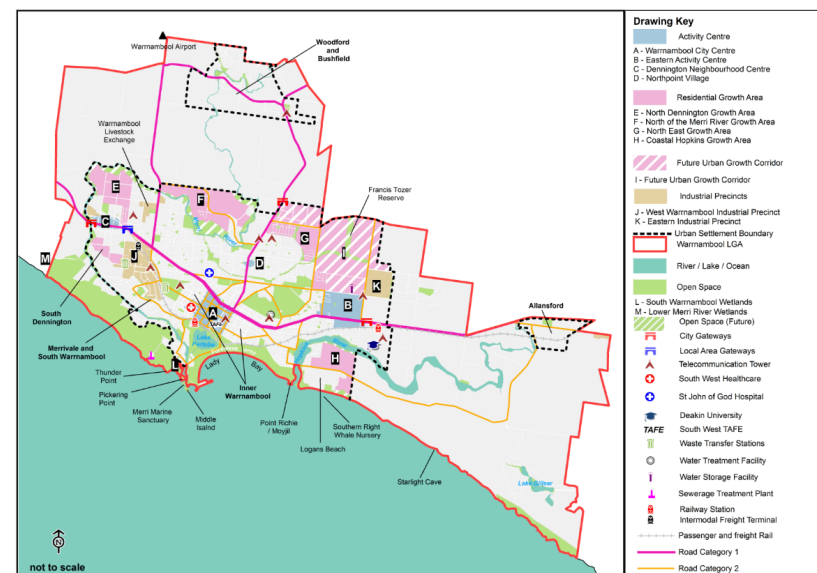
Council's strategic directions for development infrastructure are:

- Minimising stormwater runoff into the catchments by the use of water sensitive urban design and utilising open spaces to act as floodways.

- Providing for the sustainable planning, design and construction of infrastructure.

### **Clause 02.04 Strategic Framework Plan**

The above policies direct and encourage residential growth within Warrnambool's established settlement boundaries. The policies also identify that future development within urban areas should provide opportunities to deliver a variety of dwelling types with varying development densities, subject to infrastructure availability. The MPS policies should be read in conjunction with Clause 02.04 which provides for the Strategic Framework Plan for the City of Warrnambool (Figure 2 below). The plan clearly shows the Urban Settlement Boundary for Woodford and Bushfield.



### 3.2 Planning Policy Framework

The Planning Policy Framework comprises general principles for land use and development in Victoria. The following clauses of the Planning Policy Framework are relevant to this development plan:

Clause 11 'Settlement' sets out that:

Planning is to recognise the need for, and as far as practicable contribute towards:

- Health, wellbeing and safety.
- Diversity of choice.
- Adaptation in response to changing technology.
- Economic viability.
- A high standard of urban design and amenity.
- Energy efficiency.
- Prevention of pollution to land, water and air.
- Protection of environmentally sensitive areas and natural resources.
- Accessibility.
- Land use and transport integration.

Planning is to facilitate sustainable development that takes full advantage of existing settlement patterns and investment in transport, utility, social, community and commercial infrastructure and services.

Clause 11.01-1S 'Settlement' seeks to promote the sustainable growth and development of Victoria and deliver choice and opportunity for all Victorians through a network of settlements. In addition to focusing investment and growth to places of state significance in Metropolitan Melbourne, investment and growth is also directed to major regional cities (such as Warrnambool).

Building upon this policy, Clause 11.01-1R 'Settlement - Great South Coast' supports the role of Warrnambool as the key population and employment centre within the region.

The proposed development responds to this objective and seeks to provide for low density residential opportunities that are generally consistent with the local area and within a township closely located to the City of Warrnambool. It will also increase the available supply of serviced lots and further advance housing growth for the City of Warrnambool.

Clause 11.02-3S 'Sequencing of development' seeks to ensure that new development is coordinated with the provision of appropriate infrastructure. The proposed development plan will ensure that the development is appropriately staged, particularly with regard to water supply, sewerage and drainage works. While there is no structure plan for the area, there is a clear strategic intention to prepare such a plan for the Bushfield-Woodford area.

Clause 11.03-3S 'Peri-urban areas' encourages development of residential areas at the residential-rural interface in a manner that will protect the values of the rural setting and the surrounding productive agricultural landscape.

Clause 12 'Environment and landscape values' set out that:

Planning should help to protect the health of ecological systems and the biodiversity they support (including ecosystems, habitats, species and genetic diversity) and conserve areas with identified environmental and landscape values.

Clause 13.01-2S 'Bushfire Planning' must be applied to all planning and decision making under the Planning and Environment Act 1987 relating to land that is within a designated bushfire prone area. The preparation of the development plan has considered the risk of bushfire with regard to the future subdivision and development of dwellings.

The subject site is within a designed bushfire prone area but is not included within the Bushfire Management Overlay. The subject site is considered to be within Landscape 'Type 1' (BMO Technical Guide - DELWP 2017) on the basis that:

- There is little vegetation beyond 150 metres of the site (except grasslands and low threat vegetation).
- Extreme bushfire behaviour is not possible.
- The type and extent of vegetation is unlikely to result in neighbourhood-scale destruction of property.
- Immediate and open access is available to relocate to other parts of the township (Woodford and Bushfield) or to relocate to Warrnambool via Bridge Road-Hopkins Highway or Bridge Road-Caramut Road.
- The subject land is located in close proximity to roads and buildings.

- The topography of the land surrounding the subject site is relatively flat, with gentle slopes descending from Bridge Road towards the Merri River (north) and Sawpit Creek (south).

In addition, the majority of lots have access to Low fuel/BAL LOW areas in accordance with the definition contained in Australian Standard AS3959 Building in a Bushfire Prone Area and there is ample space within each individual lot to manage defensible space to a BAL 12.5 standard.

Clause 14 'Natural resource management' sets out that:

Planning is to assist in the conservation and wise use of natural resources including energy, water, land, stone and minerals to support both environmental quality and sustainable development.

Clause 14.02-1S 'Catchment planning and management' seeks to minimise the impacts of stormwater upon waterways. The development plan is accompanied with a Stormwater Management Plan (SITEC) which sets out measures to maximise the quality of stormwater runoff from the development plan area. Stormwater will be filtered of sediment and waste and detained sufficiently to discharge at pre-development flows.

Clause 15 'Built environment and heritage' sets out that:

Planning is to recognise the role of urban design, building design, heritage and energy and resource efficiency in delivering liveable and sustainable cities, towns and neighbourhoods.

Planning should ensure all land use and development appropriately responds to its surrounding landscape and character, valued built form and cultural context.

Planning should protect places and sites with significant heritage, architectural, aesthetic, scientific and cultural value.

Planning must support the establishment and maintenance of communities by delivering functional, accessible, safe and diverse physical and social environments, through the appropriate location of use and development and through high quality buildings and urban design.

Planning should promote development that is environmentally sustainable and should minimize detrimental impacts on the built and natural environment.

Planning should promote excellence in the built environment and create places that:

- Are enjoyable, engaging and comfortable to be in.
- Accommodate people of all abilities, ages and cultures.
- Contribute positively to local character and sense of place.
- Reflect the particular characteristics and cultural identity of the community.
- Enhance the function, amenity and safety of the public realm.

As encouraged by Clause 15.01-1S 'Urban design', the proposed subdivision and road layout responds to natural features. Proposed landscape treatments, building setbacks and guidelines for outbuildings, will ensure development responds to the surrounding landscape, natural features and the existing character of the area. The public realm has been designed to be attractive with safe access to walking and cycling paths. The proposed development also seeks to integrate with the existing transport network and encourages walking and cycling through the provision of footpaths and road crossing linkages to the wider pedestrian network.

Of relevance to this development plan, Clause 15.01-3S 'Subdivision design' sets out:

In the development of new residential areas and in the redevelopment of existing areas, subdivision should be designed to create liveable and sustainable communities by:

- Creating compact neighbourhoods that have walkable distances between activities.
- Creating urban places with a strong sense of place that are functional, safe and attractive.
- Creating landscaped streets and a network of open spaces to meet a variety of needs with links to regional parks where possible.
- Protecting and enhancing native habitat.

- Facilitating an urban structure where neighbourhoods are clustered to support larger activity centres served by high quality public transport.
- Reduce car dependency by allowing for:
  - Convenient and safe public transport.
  - Safe and attractive spaces and networks for walking and cycling.
  - Subdivision layouts that allow easy movement within and between neighbourhoods.
- A convenient and safe road network.
- Being accessible to people with disabilities.
- Creating an urban structure and providing utilities and services that enable energy efficiency, resource conservation, integrated water management and minimisation of waste and air pollution.

The development plan implements this policy in the following ways:

- The development plan promotes a permeable movement network with a focus on safe and efficient walking and cycling paths. Residents will have the choice of walking or cycling to local points of interest and commuting by private vehicle to major activity centres.
- Proposed lot sizes are consistent with the surrounding area and are appropriate to the site's rural setting. Infrastructure services are provided and contribute to the scarce supply of serviced rural residential land for current and future residents.

- The proposed development adds to the variety of lot sizes across the City and provides rural residential properties within close proximity to infrastructure, education and community services.
- The development plan incorporates passive open space areas and linkages which extends across the estate and connect to the surrounding pedestrian network. Landscape treatments within the streetscape will reinforce the distinctive rural 'feel' of the estate.
- Ecological values are protected and enhanced. The development plan includes appropriate vegetation links along internal roads and within private property and encourages the planting of native species throughout the development plan area.
- The development is unlikely to have any adverse environmental impacts, including any impacts on threatened flora, fauna or areas of aboriginal cultural heritage.
- The proposed development provides an appropriate stormwater drainage strategy and informal/passive outdoor recreation areas, which will directly service the estate.

Clause 15.01-4S 'Healthy neighbourhoods' seeks to ensure neighbourhoods are designed to foster community interaction and make it easy for people of all ages and abilities to live healthy lifestyles and engage in regular activity.

The development plan has a strong emphasis on fostering community interaction and encouraging physical activity. The development plan establishes a continuous

system of pedestrian and bicycle paths along all streets, linking to open space and public transport within the development plan area and beyond.

Clause 15.01-6S 'Design for rural areas' seeks to ensure development respects valued areas of rural character. Of relevance to this development plan, this clause sets out to:

- Ensure that the siting, scale and appearance of development protects and enhances rural character.
- Protect the visual amenity of valued rural landscapes and character areas along township approaches and sensitive tourist routes by ensuring new development is sympathetically located.
- Site and design development to minimise visual impacts on surrounding natural scenery and landscape features including ridgelines, hill tops, waterways, lakes and wetlands.

The development plan has a strong emphasis on protecting immediate approaches to the site by setting development back behind service roads, planted out with native vegetation as to maintain the rural 'feel' of the area. The style of infrastructure (including roads, drainage and footpaths) is designed to maintain a rural feel by utilising rural materials. Views through the development to pastoral lands south of the area are strategically placed throughout the development to ensure continued enjoyment of the rural landscape and to maintain the area's rural character.

Clause 15.03-2S 'Aboriginal cultural heritage' seeks to ensure the protection and conservation of places of Aboriginal cultural heritage significance. The

development plan is accompanied by a Cultural Heritage Management Plan, which identified no indigenous cultural materials or artefacts were located during the site assessment.

Clause 16 'Housing' sets out that:

Planning should provide for housing diversity, and ensure the efficient provision of supporting infrastructure.

Planning should ensure the long-term sustainability of new housing, including access to services, walkability to activity centres, public transport, schools and open space.

Planning for housing should include the provision of land for affordable housing.

The development plan is consistent with these objectives as it will increase the supply of developed rural residential zoned land to contribute to short and medium term demand for rural residential development, and will integrate new proposed infrastructure and services with surrounding infrastructure.

The development plan implements policy at Clause 16.01-1S 'Housing Supply' which seeks to facilitate well-located, integrated and diverse housing that meets community needs.

Clause 16.01-3S 'Rural residential development' seeks to identify land suitable for rural residential development. Of relevance to this development plan, this clause sets out to:

- Manage development in rural areas to protect agriculture and avoid inappropriate rural residential development.
- Encourage the consolidation of new housing in existing settlements where investment in physical and community infrastructure and services has already been made.
- Ensure planning for rural residential development avoids or significantly reduces adverse economic, social and environmental impacts by (overleaf):
  - Maintaining the long-term sustainable use and management of existing natural resource attribute in activities including agricultural production, water, mineral and energy resources.
  - Protecting existing landscape values and environmental qualities such as water quality, native vegetation, biodiversity and habitat.
  - Minimising or avoiding property servicing costs carried by local and state governments.
  - Maintaining an adequate buffer distance between rural residential development and animal production.

Of relevance to this development plan, Clause 16.01-3R 'Rural residential development - Great South Coast' seeks to support rural residential development in locations that:

- Are adjacent to towns with limited growth demand to sustain population levels and communities.
- Are not strategically identified for standard density urban growth.

Clause 16.01-3L 'Rural living' applies to land within the Low Density Residential Zone (LDRZ) and Rural Living Zone (RLZ). The following strategies to are relevant to this proposal:

- Discourage rural living and low density residential subdivision where it would prejudice conventional long-term residential development.
- Limit rural living and low density residential development in Bushfield, Woodford and Allansford to existing zoned land.
- Maintain the Rural Living Zone as a buffer between residential areas and surrounding farms in Bushfield and Woodford to limit the impact of residential development on adjacent farmland.

Clause 18 'Transport' sets out that planning should ensure an integrated and sustainable transport system. Clause 18.01-1S 'Transport System' seeks to facilitate the efficient, coordinated and reliable movement of people and goods by developing an integrated and efficient transport system. Clause 18.02-3S 'Sustainable and safe transport' seeks to facilitate an environmentally sustainable transport system that is safe and supports health and wellbeing. The development plan promotes a highly permeable movement network with a focus on safe and efficient walking and cycling paths. Residents will have the choice of walking, cycling or using public transport for their daily needs and to support healthy lifestyles. In doing so, the development plan also supports Clause 18.02-1S 'Walking' and Clause 18.02-2 'Cycling'.

The objective of Clause 19.02-6S 'Open space' seeks to establish, manage and improve a diverse and integrated network of public open space that meets the



needs of the community. Clause 19.02-6L 'Open space' also aims to develop an open space network that protects the municipality's natural and cultural environments and enhances biodiversity and water quality.

The proposed development is generally consistent with these policies as the development will provide public open space areas linked to the wider pedestrian network, and a mix of natural features (i.e. landscaped areas and a drainage wetland) amongst passive outdoor recreation areas.

The development plan also implements key policy within Clause 19 'Infrastructure' such as Clause 19.03-2S 'Infrastructure design and provision', Clause 19.03-2L 'Infrastructure design and planning', Clause 19.03-3S 'Integrated water management' and Clause '19.03-3L 'Integrated water management'. The development plan encourages the provision of infrastructure in a way that is efficient, accessible and timely.

### 3.3 Zones

#### Low Density Residential Zone

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The development plan area is zoned for rural residential purposes (Low Density Residential Zone) which seeks to:

- To implement the Municipal Planning Strategy and the Planning Policy Framework.
- To provide for low-density residential development on lots which, in the absence of reticulated sewerage, can treat and retain all wastewater.

#### Use of land for a dwelling

Under the Low Density Residential Zone, a planning permit is not required to use land for a 'Dwelling'.

A lot may be used for one or two dwellings provided the following requirements are met:

- All wastewater from each dwelling must be treated and retained within the lot in accordance with the State Environment Protection Policy (Waters of Victoria) under the *Environment Protection Act 1970*.
- Each dwelling must be connected to a reticulated potable water supply or have an alternative potable water supply, with appropriate storage capacity, to the satisfaction of the responsible authority.

- Each dwelling must be connected to as reticulated electricity supply or have an alternative energy supply to the satisfaction of the responsible authority.

These requirements also apply to a dependent person's unit.

#### Subdivision

A planning permit is required to subdivide land. An application to subdivide land must meet the following requirements of the Warrnambool Planning Scheme:

- Each lot must be at least 0.4 hectare for each lot where reticulated sewerage is not connected.
- The application must be accompanied by a report that includes a land assessment, which demonstrates that each lot is capable of treating and retaining all wastewater in accordance with the State Environment Protection Policy (Waters of Victoria) under the *Environment Protection Act 1970*.
- The application must show for each lot:
  - A building envelope and driveway to the envelope.
  - Existing vegetation.
  - In the absence of reticulated sewerage, an effluent disposal area.
- The application must show how the proposed subdivision relates to the existing or likely use and development of adjoining and nearby land.
- If a staged subdivision, the application must show how the balance of the land may be subdivided.

- An application must demonstrate how the requirements of Clause 56.07-1 to 56.07-4 have been considered.

#### Buildings and works

A permit is required to construct or carry out any of the following:

- A building or works associated with a use in Section 2 of Clause 32.03-1.
- An outbuilding which has dimensions greater than those specified in a schedule to this zone (none apply).

This does not apply to structural changes to a dwelling provided the size of the dwelling is not increased or the number of dwellings is not increased.

#### Transport Zone – Principal road network (TRZ2)

Bridge Road is included within the Transport Zone – Principal road network (TRZ2). The purpose of the Transport Zone is to identify significant existing roads within the 'principal road network' and provide for the use and development of land that complements, or is consistent with, the transport system or public land reservation.

### 3.4 Overlays

#### Development Plan Overlay

The development plan area is currently included within Schedule 2 to the Development Plan Overlay (**DPO2**).

The purpose of this overlay is to ensure that the form and conditions of future use and development within 'low density' areas are shown on a development plan prior to subdivision and development occurring on the land.

As noted in **Section 1**, the planning for the Woodford Heights Estate will be undertaken in two 'phases'. The planning for the Woodford Heights Estate Low Density Residential Zone area will be undertaken in two phases. The first phase comprises the planning and development of part of the existing Low Density Residential Zone land as laid out in this document. The second phase will comprise the planning and development of the remaining Low Density Residential Zone.

A list of items covered by **DPO2** is outlined in the next section.

### 4. Schedule 2 to the Development Plan Overlay

A list of requirements for development within Schedule 2 to the Development Plan Overlay before a permit is granted is outlined below. It is noted that the development plan comprised within this report is sought under Schedule 2 to the Development Plan Overlay.

Requirements before a permit is granted (Schedule 2 to the Development Plan Overlay)	
Plan, assessment and/or matter to be considered	
A development plan is required to be submitted and approved by the responsible authority prior to subdivision of the land into more than two lots.	
Site Analysis	Topography.
	Existing vegetation.
	Drainage lines.
	Existing buildings.
	Sites of conservation, heritage or archaeological significance.
	Other features.
Soil and Water Report	Demonstrate that the lot sizes proposed are capable of adequately treating and retaining all wastewater within the boundaries of the lot.

Requirements before a permit is granted (Schedule 2 to the Development Plan Overlay)		
Appropriate Building Areas		Suitability for the construction of dwellings and other buildings.
		Slope.
		Inundation.
		Remnant vegetation.
		Proximity to neighbouring properties used for farming purposes.
Landscaping Plan		Location of existing vegetation to be retained and proposed vegetation.
Management of sites of conservation, heritage or archaeological significance during construction phase of subdivision.		
Suitable road and pedestrian linkages between the site and adjacent areas.		
Arrangements for the provision and funding of physical infrastructure.		
Staging of subdivision.		

A consolidated list of conditions and requirements for permits is outlined in the table contained below.

Conditions and requirements for permits (Schedule 2 to the Development Plan Overlay)
Plan, assessment and/or matter to be considered
Constraints on subdivision or particular requirements identified in the preparation of the Development Plan should be reinforced by the placement of appropriate conditions on the permit for subdivision of the land.
Where reticulated sewerage infrastructure is not available all lots proposed must be shown to be capable of adequately treating and retaining wastewater within the boundaries of the lot by the submission of soil percolation test, if required by the responsible authority. The responsible authority must require the submission of soil percolation tests in an area affected by an Environment Significance Overlay. Should the soil percolation tests not correspond with information provided in the preparation of the Development Plan, the Development Plan should be amended accordingly.
All roads which provide direct access to the site must be sealed. Should such a road be identified as Road Zone Category 1 or 2 the responsible authority will determine the standard of road construction.
A permit application for a building proposed to be located in an area which is not nominated as an Appropriate Building Area must be accompanied by supporting information which shows the proposed dwelling will not cause a

**Conditions and requirements for permits (Schedule 2 to the Development Plan Overlay)**

significant impact on the local environment. This information may address management of remnant vegetation, soil stability, drainage disposal or similar matters as considered appropriate by the responsible authority.

No permit is required for the construction of a dwelling or associate outbuilding within an Appropriate Building Area nominated on the Development Plan, unless a permit is required by another clause of the Warrnambool Planning Scheme.

These aforementioned items have guided the preparation of the development plan (this report) and the following reports and assessments which have informed the preparation of the development plan:

**Approved Cultural Heritage Management Plan**

Urban Colours Art and Cultural Heritage Consultant, January 2021

**Engineering Services Report**

SITEC Pty Ltd, March 2023

**Land Capability Assessment**

SITEC Pty Ltd, February 2023

**Stormwater Management Plan**

SITEC Pty Ltd, February 2023

**Functional Design and Layout Plan**

SITEC Pty Ltd, February 2023

**Transport Impact Assessment Report**

ESR Transport Planning Pty Ltd, September 2020

**Biodiversity Assessment**

Landtech Consulting Pty Ltd, April 2021

**Landscape Plan**

SITEC Pty Ltd, March 2023

## 5. Site analysis, issues and opportunities

### 5.1 Land uses

The development plan area comprises one landholding of approximately 20 hectares. Approximately 15 hectares of this land is located within the Low Density Residential Zone (LDRZ). This development plan applies to approximately 9.64 hectares of this area.

The planning for the Woodford Heights Estate Low Density Residential Zone area will be undertaken in two phases. The first phase comprises the planning and development of part of the existing Low Density Residential Zone land as laid out in this document. The second phase will comprise the planning and development of the remaining Low Density Residential Zone.

The property currently comprises perimeter fencing of post and wire construction and has been historically used as a farming property.

The development plan interfaces comprises:

- a frontage to Bridge Road of approximately 451 metres to the north, which is an arterial road. Land beyond the Bridge Road road reserve to the north comprises small residential lots in the Rural Living Zone;
- a boundary to Brodies Lane of approximately 450 metres to the west. A landholding beyond the Brodies Lane road reserve to the east comprises 55 hectares of land used for farming. This land contains two dwellings and comprises land partially contained in the Low Density Residential Zone and Rural Living Zone;

- a boundary to four developed lots in the Low Density Residential Zone of approximately 280 metres to the east.
- a boundary to Rural Living Zone land of approximately 385 metres to the south.

A number of other significant land uses are located beyond these direct interfaces. These include the Woodford Primary School (located 720 metres northeast of the subject site's northern boundary) and the Bushfield Community Hall and Recreation Reserve (located 960 metres east of the subject site's eastern boundary).

No easements or encumbrances affect the subject site.

A historical, and now redundant, dashed vinculum across Bridge Road is shown on the relevant copy of title.

**Design considerations:**

- The development plan provides an attractive interface to existing rural residential lots and to the main thoroughfare of the township (Bridge Road).
- The development plan provides opportunities (within the road network and private gardens) for landscaping to assist in integrating the development with the rural surrounds and existing rural residential development.
- The development plan provides opportunities to coordinate land development within the existing Low Density Residential Zone, without compromising the desired development outcomes for areas beyond the development plan area and the subject site.
- The development plan provides opportunities to link the subject site to undeveloped Low Density Residential land to the west and south of the development plan area.
- The development plan provides linkages with the existing pedestrian and bicycle network.







## 5.2 Topography and views

The subject site adjoins a ridgeline which falls from the Bridge Road road reserve in a generally southern direction towards Sawpit Creek (south of the subject site). The highest point on the subject site is located east of centre on the northern boundary at approximately 45 metres AHD, while the lowest point is located approximately 370 metres south-east of this point at approximately 30.5 metres (AHD). These figures equate to a slope of approximately 2 degrees. Land continues to graduate gently to its lowest point within the surrounding catchment on land adjoining the site to the south, towards Sawpit Creek. Land to the south, southeast and southwest of the site rises gradually to a vegetated ridgeline located approximately 800 metres from the southern boundary of the subject site.

Because of these elevations, the subject site contains desirable long-distance panoramic views of predominantly grazed and irrigated farmland.

Figure 3 (overleaf) shows view lines along Bridge Road towards key aspects.

The development plan area is visible from the Bridge Road road reserve and from cleared farmland to the west of the site. It is noteworthy that most dwellings on the northern side of the Bridge Road road reserve have landscaped this aspect out of view in favour of view lines north of the ridge toward the Merri River. Similarly, adjoining rural residential lots to the east have heavily landscaped their rear boundary and have oriented residential buildings in favour of aspects to the east and south of the subject site.

### Design considerations:

- Lots should be oriented to capture key views. Open spaces should be located to take advantage of key vantage points.
- Lots should be designed to achieve optimal northern orientation.
- Building heights have been limited to ensure dwellings nestle within a vegetated setting and do not dominate the landscape character of the area.
- Roads should incorporate wide nature strips to allow for canopy tree plantings.
- Road access should be located for optimal site lines and vehicle and pedestrian safety.
- Extensive planting will be provided within private gardens (minimum of three canopy trees per lot) to assist integrate development within the rural surrounds and existing rural residential development.



### 5.3 Drainage, waterways and vegetation

Land within the development plan area has been subject to extensive clearing and modification through agricultural use and is dominated by exotic vegetation (open pasture) and exotic weeds. Eight (8) recently planted Silver Banksia's (*Banksia marginata*) are located on the adjoining Bridge Road road reserve near the north-eastern boundary of the site. No native vegetation is located on the subject site. See **Appendix J** (Biodiversity Assessment) for further details.

No natural or man-made water courses are located on the subject site. A man-made stock dam is located within the mid-section of the subject site.

Collection and discharge of urban stormwater from within the development plan area will need to be treated through Water Sensitive Urban Design measures to ensure appropriate treatment of run-off arising from future rural residential development. The existing dam area is located on a suitable point for stormwater capture for development located north of this area.

The Stormwater Management Plan (SITEC, February 2021) which accompanies this development plan, identifies that this area and land directly south of the dam toward the southern boundary of the property comprises a suitable area for a drainage basin and wetland system.

This area also contains a key vantage point to views to the south and offers high amenity for active and passive recreation opportunities.

#### Design considerations:

- Roads will be aligned to allow for overland flows along natural drainage lines.
- Water sensitive urban design infrastructure and techniques will be utilised in road reserves, public reserves and elsewhere to appropriately treat stormwater before discharge.
- The final stormwater drainage discharge option/s will be determined in the approved Stormwater Management Plan.
- Rooftop stormwater discharge will be minimised through a requirement for each house to retain stormwater as drinking water in fresh water tanks and for fire-fighting purposes.
- Roads incorporate wide nature strips to allow for extensive substantial vegetation.

#### Guidelines for planning permit applications:

- Applications for subdivision must be accompanied with a Stormwater Management Plan which identifies drainage requirements (including interim measures) for each stage of subdivision, generally consistent with the Development Plan.



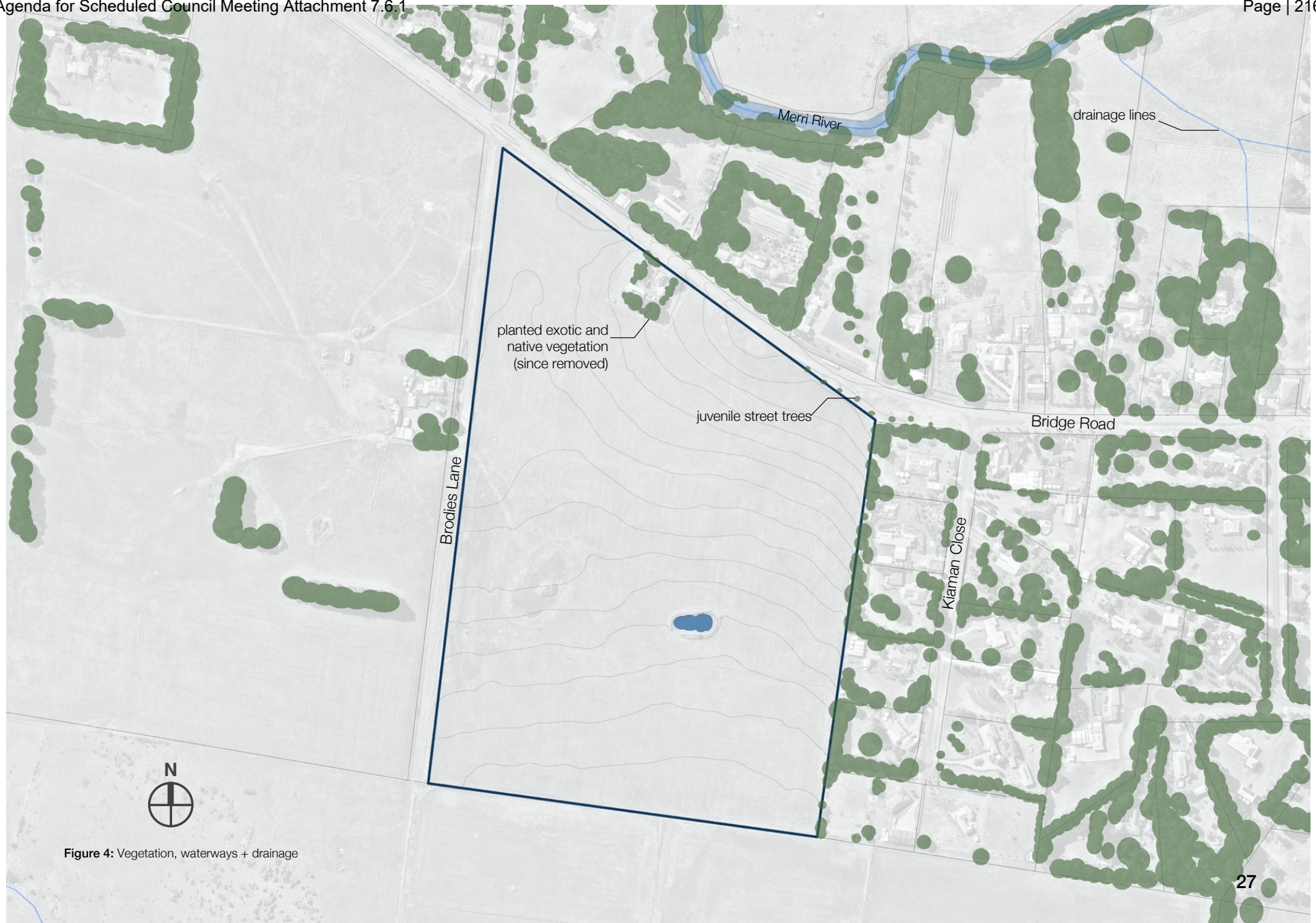


Figure 4: Vegetation, waterways + drainage

## 5.4 Bushfire

The land is within a designated Bushfire Prone Area but is not included within the Bushfire Management Overlay.

All planning and decision making under the Planning and Environment Act 1987 relating to land that is within a designated bushfire prone area must consider Clause 13.01-2S 'Bushfire Planning', as appropriate.

Accordingly, an assessment of risk (landscape and site) commensurate with the scale and location of the proposal is discussed below.

### Landscape bushfire risk

The subject site is considered to be within Landscape 'Type 1' (BMO Technical Guide - DELWP 2017) on the basis that:

- There is little vegetation beyond 150 metres of the site (except grasslands and low threat vegetation).
- Extreme bushfire behaviour is not possible.
- The type and extent of vegetation is unlikely to result in neighbourhood-scale destruction of property.
- Immediate and open access is available to relocate to other parts of the township (Woodford and Bushfield) or to relocate to Warrnambool via Bridge Road-Hopkins Highway or Bridge Road-Caramut Road.
- The subject land is located in close proximity to roads and buildings.

- The topography of the land surrounding the subject site is relatively flat, with gentle slopes descending from Bridge Road toward Sawpit Creek (south) and the Merri River (north).

### Site Assessment

- The land is located within a Bushfire Prone Area.
- There is no Bushfire Management Overlay present on the site or surrounding grassland.
- Within 150 metres of the subject land, the predominant vegetation type is grassland or low threat vegetation (see Figure 5).
- The topography of the land surrounding the subject site is relatively flat, with gentle slopes towards the Merri River (north) and Sawpit Creek (south), with an approximate slope of 2 degrees across the subject site.
- Buildings will be required to be set back at least 19 metres from grassland on adjoining properties to ensure a radiant heat exposure of less than 12.5kW/m<sup>2</sup>.
- Along the southern and western boundary this setback will need to be from the boundary of the site as grassland directly abuts these interfaces.
- A road reserve adjoins the western boundary of the subject site with a partially constructed road, which is considered to be low threat vegetation and can be incorporated into these setbacks. Beyond this land to the west, is a dwelling on land zoned Low Density Residential Zone and Rural Living Zone, which also contains an agricultural use.

- To the east of the subject site adjoins developed Low Density Residential Zone land. Vegetation within these sites is considered to be low threat vegetation and can be incorporated into these setbacks.

The above withstanding, the fire risk from ember attack and management of grassland during the fire danger period should be considered as part of the management of subsequent lots to be developed.

#### **Design considerations**

- Ensure all lots are designed to manage defensible space requirements within each individual lot to no more than a BAL 12.5 rating.
- Ensure all lots are capable of supplying 10,000 litre reserve capacity within on-site water tanks.





Figure 5: Site hazard assessment

### 5.5 Geology and soils

The site's geology and soils have been assessed for their suitability for onsite wastewater management as part of the updated Land Capability Assessment prepared by SITEC Pty Ltd (see **Appendix D**).

This report identifies that the subject site is suitable for on-site wastewater disposal subject to wastewater conditions relating to required buffers, treatment system design, land application areas, stormwater management and ongoing monitoring, operation and maintenance.

The report remains generally consistent with the parameters for the design of wastewater treatment systems confirmed by SITEC Pty Ltd (see **Appendix D**) and the Warrnambool Domestic Wastewater Management Plan 2020-2025.

The updated residential lot layout will not result in likely adverse cumulative impacts, subject to detailed wastewater design and management at the septic permit/installation stage.

#### Design considerations:

- Ensure lots are adequately sized and designed to contain, treat and dispose of all domestic wastewater within individual lots on the subject site.
- Lot sizes should be informed by a Land Capability Assessment prepared by a suitably qualified professional.

#### Guidelines for permit applications:

- Applications for subdivision must include land application areas, wastewater system design and management informed by a Land Capability Assessment.



### 5.6 Cultural Heritage

The subject site is within an area of cultural heritage sensitivity as described in the Aboriginal Heritage Regulations 2018. A Cultural Heritage Management Plan is required to be prepared and approved by the relevant Registered Aboriginal Party (or the Office of Aboriginal Victoria) prior to land being subdivided or developed.

A Cultural Heritage Management Plan has been approved for the development plan area. No aboriginal cultural heritage archaeological sites were identified within the development plan area.

The management plan sets out actions in the event any Aboriginal cultural heritage sites are located during construction which will be followed during construction of the development. See **Appendix H** (Approved Cultural Heritage Management Plan) for further details.

### 5.7 Access and linkages

The subject site has two road frontages as follows:

- a 450 metre frontage along the northern boundary to Bridge Road; and
- a 620 metre frontage to the Brodies Lane road reserve, which contains a 300 metre length of gravelled road.

Bridge Road is classified as an Arterial Road subject to a 60kph speed limit, while Brodies Lane is classified as a gravelled and unkerbed access road.

There are no public transit connections to Woodford or Bushfield, aside from school bus services, placing a great reliance on vehicle and pedestrian transport connections to journey within and beyond the townships.

A 1.5 metre footpath is located on the north side of the Bridge Road road reserve, between the Albert Street-Bridge Road Street intersection and the Bridge Road-Reddie Road intersection. This footpath connects the Woodford Primary School and Bushfield Community Hall and Recreation Reserve with other parts of the Woodford-Bushfield township.

A number of on and off-road trail projects are planned within the Bushfield and Woodford townships, as per the Warrnambool Sustainable Transport Strategy 2010-2020. These projects will effectively provide a pedestrian network which links the Caramut Road-Bridge Road intersection and Wangoom Road-Hopkins Highway intersection, once completed.

#### Design considerations:

- The development plan provides a permeable network of roads within the development area, and walking and bicycle paths which enable people to access local points of interest internal and external to the site.
- The development plan should provide opportunities to connect planned pedestrian and bicycle assets with existing and future development areas.
- Access arrangements to the site from Bridge Road have been designed to ensure there is no likely adverse impact on road safety with basic right-turn treatment intersections to be constructed with north side slip lane (eastbound traffic) and left turn lane (westbound traffic).
- Direct vehicle access should be limited to Bridge Road, with restricted vehicle access to Brodies Lane.

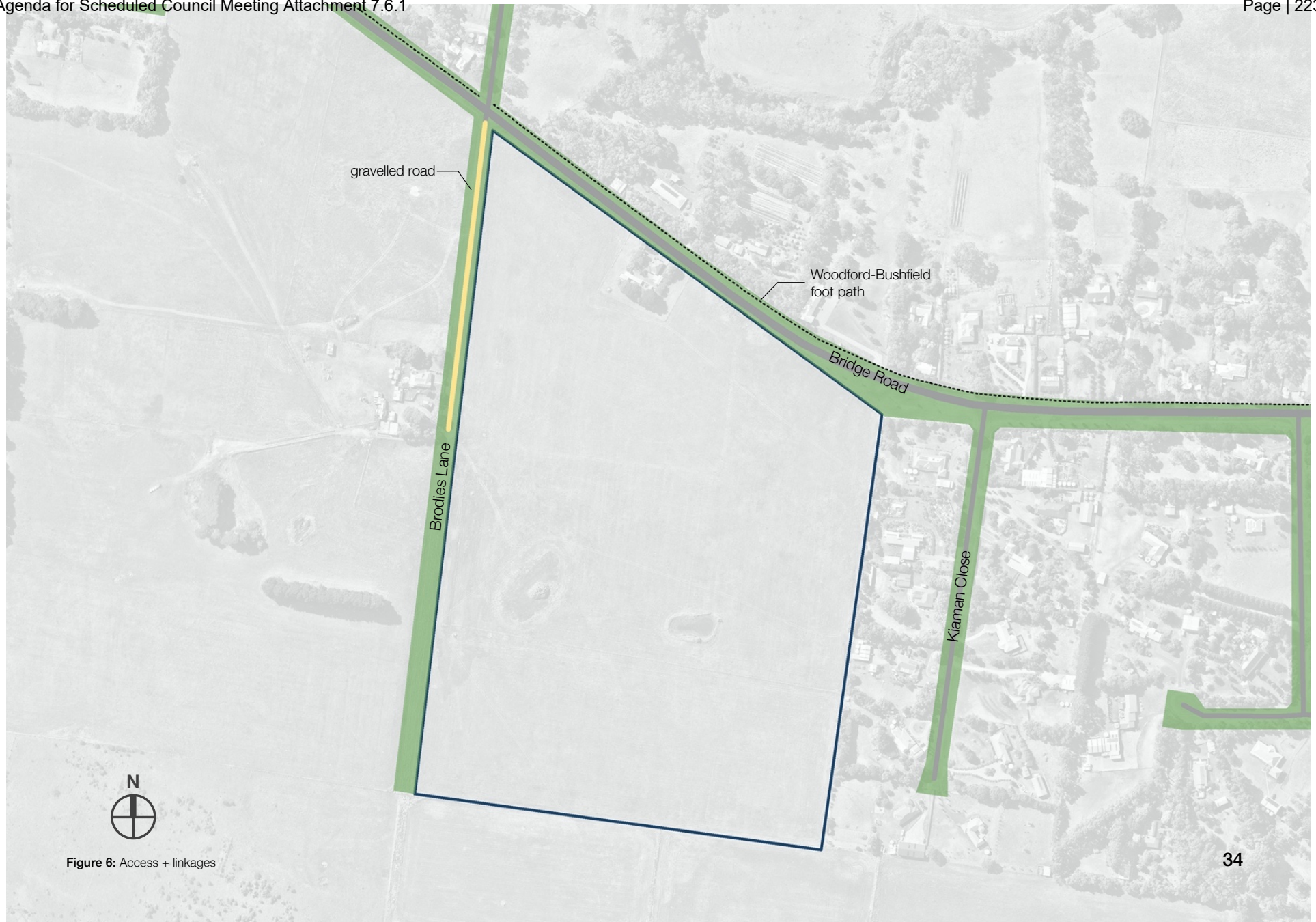


Figure 6: Access + linkages

## 6 Design response

The Woodford Heights Estate Northern Development Plan provides a cohesive design which responds to the Design Considerations contained in the site analysis section of this report.

The development plan seeks to:

- Provide an attractive interface to existing rural residential lots and to the main thoroughfare of the township (Bridge Road).
  - Provide opportunities (within the road network and private gardens) for landscaping to assist in integrating the development with the rural surrounds and existing rural residential development.
  - Provide opportunities to develop land within the Low Density Residential Zone and Rural Living Zone independently of each other, without compromising the desired development outcomes for the site.
  - Provides opportunities to link the subject site to undeveloped Low Density Residential land to the west and remaining Low Density Residential Zone land and balance of Rural Living Zone land to the south.
  - Provide for the staging of open spaces and recreational assets, to be co-located with interim and future wetland drainage reserves to provide a unique recreational experience for the community.
  - Incorporate wide nature strips to allow for canopy tree plantings.
  - Ensure building forms are nestled within a vegetated setting and do not dominate the landscape character of the area.
- Ensure lots are adequately sized and designed to contain, treat and dispose of all domestic wastewater on site.
  - Provide a permeable network of roads and walking and bicycle paths to enable people to access local points of interests internal and external to the site.
  - Ensure access arrangements from Bridge Road are designed to ensure there is no adverse impact on road safety.
  - Restrict vehicle access to Brodies Lane.
  - Ensure key infrastructures are provided in a timely and efficient manner.





### **6.1 Movement network and road hierarchy**

The development plan area adjoins the Bridge Road road reserve to the north and Brodies Lane road reserve to the west.

The primary vehicle and pedestrian access will be via Bridge Road, with potential for the provision for a future pedestrian access via Brodies Lane to be determined through future stages of development.

Internally, the proposed movement network has been designed not solely for motor vehicles, but also for pedestrians and cyclists. The movement network includes two streetscapes and cross sections, which create a clear road hierarchy for the 'entrance' road and internal roads.

This proposed movement network provides convenient access and efficient movement to encourage walking and cycling throughout the development plan area. The street network also ensures future dwellings are located within walking distance to local open space areas, with all properties located within walkable distance to the planned open space/recreation reserve.

Specifically, a 2.5 metre shared path is planned along the frontage of the estate on the southern side of Bridge Road and around the proposed 'looped' road network. The shared path links with planned open space areas and the southern extent of the estate, with the potential to continue the shared path network into the area to the south of the proposed development plan area and west of the development plan area (Brodies Lane). This shared path network will also link with

Bridge Road (north) in order to encourage permeability and the use of active transport for daily needs and recreation.

The design and interconnection of paths and existing pedestrian assets will allow people to safely move within and beyond the estate to the surrounding network of existing and planned paths linking the Woodford Primary School, Merri River open space corridor, Jubilee Park and Bushfield Recreation Reserve.

An eastern and western pedestrian link to Bridge Road will provide a safe and convenient crossing point for pedestrians to and from the estate and for other users.

Allowance has been made for a future connection to Brodies Lane should opportunities to create a connection arise in the future.

Roads are aligned with the natural topography of the land and (where possible) are aligned to provide best orientation for passive solar performance for future dwellings.

Another major feature of the movement network and road hierarchy is the entrance proposed to the Woodford Heights Estate. It incorporates a gateway treatment within a large landscaped median strip that runs parallel with the northern boundary of the development plan area. This will create a unique entrance and contribute to the character of the development plan area.

Great care has been taken in the initial design and will continue through detailed design to ensure wide roads incorporate traffic calming devices to limit traffic speed. In addition, landscaping at street entrances will be used to create greater intimacy and street softening through integration of vegetation within road reserves.

**Guidelines for planning permit applications:**

- Applications for subdivision must be accompanied with a Transport Impact Assessment Report, which identifies existing traffic conditions, assesses suitability of proposed internal movement network and access arrangement and evaluates traffic impact on the surrounding road network.





Figure 8: Movement network and road hierarchy



### Cross-section A - Entry Road (Latitudinal Road)

The entry road consists of a 20-30 metre reservation which incorporates a 6.2 metre pavement, landscaped median and 2.5 metre footpath, predominantly, on the south side of the road reserve.

The proposed Entry Road cross-section is set out in **Figure 8**.

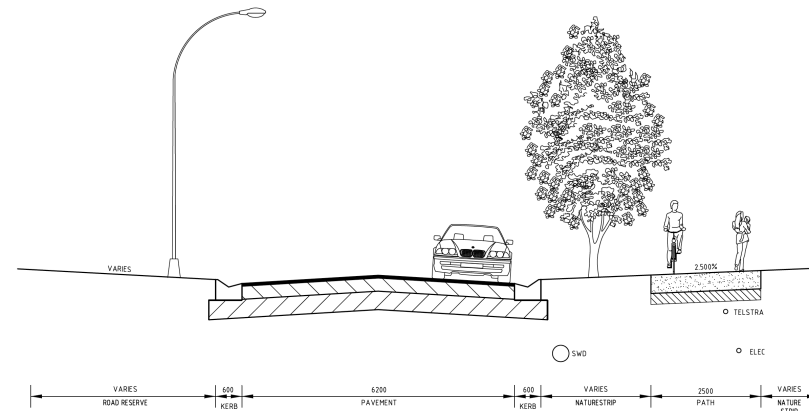


Figure 9: Entry Road Section

### Cross-section B - Access Street (Longitudinal Road)

The Access Street consists of a 20-metre reservation which incorporates a 6.2 metre pavement, landscaped nature strip and footpath on one side of the street.

The proposed Access Street (20 metre) cross-section is set out in **Figure 9**.

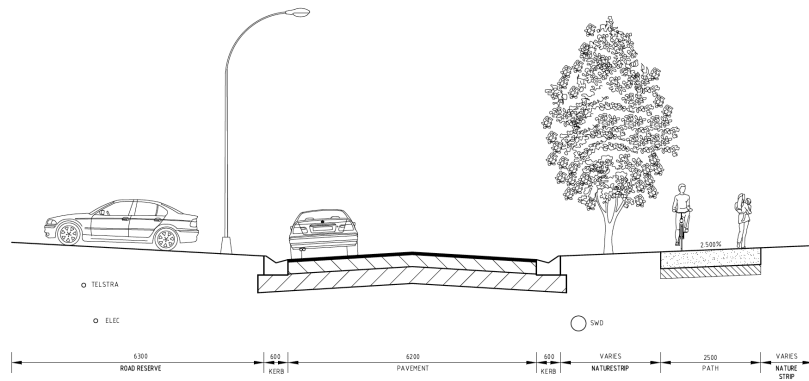


Figure 10: Access Street Section

### **Pedestrian / Bicycle Network**

As set out in the above cross-sections, the development plan identifies a shared path network, linking open spaces, active recreation areas and drainage reserves, resulting in a network of walking and cycling paths.

Pedestrian access to, and throughout the Woodford Heights Estate has been carefully planned. The design of paths and the interconnection of paths will allow people to safely walk throughout the estate, enjoying the public spaces and rural surrounds. The design creates high quality pedestrian permeability linking to the existing pedestrian network and allowing for future linkages to rural residential estates west of Brodies Lane.

## 6.2 Open space and landscaping

### Open Space

The design of the open space network responds to the site conditions, drainage infrastructure requirements and open space requirements of the development.

A feature of the estate are the pedestrian 'pause points' and linking spaces at the eastern and western pedestrian entrances to the estate and the pedestrian access to Brodies Lane. These 'pause points' and linking spaces will feature a combination of hard and soft landscape treatments including shared paths, seating and canopy shade trees to provide pleasant places for safe planned and chance encounters with community members and neighbours.

Future stages of the Woodford Heights Estate (stages 3-4) will incorporate a 0.75 hectare reserve located within the southern extent of the site, at a key vantage point. This space is focused on providing for active and passive recreational uses, which can adapt and respond to changing community recreational preferences over time. The reserve will comprise a wetland area designed to hold water (while allowing for adequate storm water detention), coupled with a rotunda and linked paths for passive recreation, to be constructed in latter stages.

Beyond the site, improvements will be made to allow safe crossing of Bridge Road near the entrance road.

### Landscaping

Significant landscaping of road reserves, public areas and private land is critical to achieving the vision for an aesthetically attractive, community focussed estate. The objective is to gradually immerse the built form with vegetation using a combination of planting on public land, road reserves and private lots. Key to achieving this objective is the regime of native and exotic 'landscape zones', which provide for native landscaping along the Bridge Road median and the proposed drainage reserves and a boulevard of exotic canopy trees and underplanting's along north-south access streets within the estate.

Road reserves are of sufficient width to accommodate significant tree planting in nature strips. The open space areas are designed and located to incorporate extensive vegetation which will enhance the local environment.

The main entrance median strip provides a great space for additional tree planting and vegetation. See **Appendix I** (Landscape Plan) for details.

#### **Guidelines for planning permit applications:**

- Applications for subdivision must be generally in accordance with the Development Plan and Landscape Plan.



Figure 11: Open space and landscaping

### 6.3 Design intent

In order to ensure that the vision and objectives of the Woodford Heights Northern Development Plan are achieved and that any future development of this land is consistent with the context and setting of the area, the following residential design guidelines will apply to future development and will be controlled by a covenant, memorandum of common provisions or similar provision:

#### Building Setbacks & Appearance

- Dwellings must be sited within Appropriate Building Areas (see **Appendix B**), which comprise a 10 metre setback to road frontages and a 2 metre setback to rear and side boundaries, except for:
  - o eaves (being the part of a roof extending beyond the wall of the building and including gutters and fascias) which extend into the airspace outside the building envelope by a maximum of 600mm;
  - o chimneys which do not extend more than 600mm outside the building envelope.
- Sheds and other outbuildings are not permitted within the front setback area and must be located at a minimum at the rear building line of the dwelling.
- External building colours should reflect muted earthy tones which will blend with the rural setting.
- The maximum area of any outbuildings must not exceed a combined floor area greater than 150 square metres.

- Outbuildings must not exceed 4 metres above natural ground level or the height of the highest point of the roof structure of the dwelling (whichever is the lesser).

#### Landscaping

- A rainwater tank with a capacity of not less than 60,000 litres should be provided unless specified otherwise. The water is to be used for toilet flushing and other suitable internal and external uses with a 10,000 litre reserve for fire fighting purposes. The colour of the rainwater tank should complement the dwelling and be located so that it is not readily visible from the street or neighbouring properties.
- All lots must contain at least three (3) canopy trees. Canopy trees must include indigenous species suited to the rural setting. Appropriate species are outlined in Table 1 (overleaf).

Botanical name	Common name
<i>Acacia melanoxylon</i>	Blackwood
<i>Allocasuarina verticillata</i>	Drooping She-oak
<i>Banksia marginata</i>	Silver Banksia
<i>Eucalyptus ovata</i>	Swamp Gum
<i>Eucalyptus viminalis</i> subsp. <i>viminalis</i>	Manna Gum
<i>Corymbia ficifolia</i>	Red Flowering Gum

Siting and landscape requirements will be registered on title at the time of subdivision via a covenant, memorandum of common provisions or similar provision.

## 6.4 Utilities and drainage

The development plan area is capable of being serviced by required rural residential development services.

### Water supply

Wannon Water is the responsible authority for the provision of water supply. Reticulated water supply is not available within the development plan area. It is recommended that rainwater tanks be used to store enough water to service each lot's water needs. The proposed lot sizes allow adequate space to contain on-site domestic water supply. A rainwater tank with a capacity of not less than 60,000 litres should be provided unless specified otherwise.

### Electricity

Powercor is the responsible authority for the provision of electricity supply to service the development plan area.

Electricity supply can be provided to the site from existing underground low voltage power supply from a power substation located in the Bridge Road reserve. transmission lines.

### Telecommunications

Telstra is the responsible authority for the provision of telecommunication facilities to service the development plan area. An existing underground cable network is located on the southern side of Bridge Road. Connection is proposed to be made via an extension from the underground cable network.

### Drainage

Warrnambool City Council is the responsible authority for stormwater drainage within the development plan area.

An updated Stormwater Management Plan setting out the existing drainage constraints and proposed stormwater infrastructure is provided with this development plan. The Stormwater Management Plan identifies stormwater will be collected and treated via underground storm water pipes located throughout the development plan area and into a series of proposed wetlands, and ultimately discharged south of the subject site at pre-development flow rates.

It is proposed to create a berm like system in the southern future reserve that will recreate a sheet flow type scenario, at 20% AEP pre-development levels, prior to entering the private property to the south. This will ensure that the property to the south will not have increased flows entering from the proposed subdivision.

Storage from the 1% AEP Storm event will be shared between the basins, details of which will be provided with the detailed design. See the updated Stormwater Management Plan at **Appendix E** for further details on the proposed stormwater strategy.

### Wastewater

Wannon Water is the responsible authority for the provision of sewer services. Reticulated sewer is not available to service the development. Accordingly, the proposed development will be required to treat and dispose of domestic wastewater on site.

The updated Land Capability Assessment (see **Appendix D**) accompanying this development plan identifies wastewater can be treated and disposed of within the boundary of each proposed lot in accordance with the requirements of the EPA Code of Practice – Onsite Wastewater Management.

Land application areas are provided on each lot and are approximately 600 square metres in area. The final location and configuration of the irrigation systems will be flexible, provided they remain within the land application areas (see **Appendix D** for details).

The updated Land Capability Assessment (SITEC Pty Ltd) also considers relevant cumulative impacts and outlines how these will be managed as part of the proposed lot layout, density, treatment and management of wastewater systems. These assessments conclude that the proposed lot layout and density is appropriate for on-site domestic wastewater treatment subject to detailed wastewater management design. Final lot size and land application areas will be determined at time of subdivision.



## 6.5 Staging

The staging of the development plan area will revolve around the roll out of required development services.

The most northern section will be the first area to be developed (Stage 1) comprising 14 lots, and will provide initial primary access upgrades to the site. Stage 2 will follow within the mid-section of the site comprising 16 lots. The very small remaining balance of Low Density Residential Zone Land and larger balance of Rural Living Zone land will be considered as part of a separate development plan process.

Temporary wetlands and drainage infrastructure will be located within the interim drainage reserves from the commencement of Stage 1, with the final infrastructure regime constructed following a separate development plan process for the remainder of the site.

Stages 1 and 2 do not include any open space reserves. The open space reserve detailed in the Woodford Heights Estate Northern Development Plan (to be integrated with the drainage detention basin and wetland) will be held as an interim drainage basin until further work has been undertaken to confirm the layout of the remainder of the site as part of a separate development plan process.

### Guidelines for planning permit applications:

- Applications for subdivision must be accompanied with a Servicing Report which sets out likely servicing and infrastructure requirements and staging of proposed drainage infrastructure.



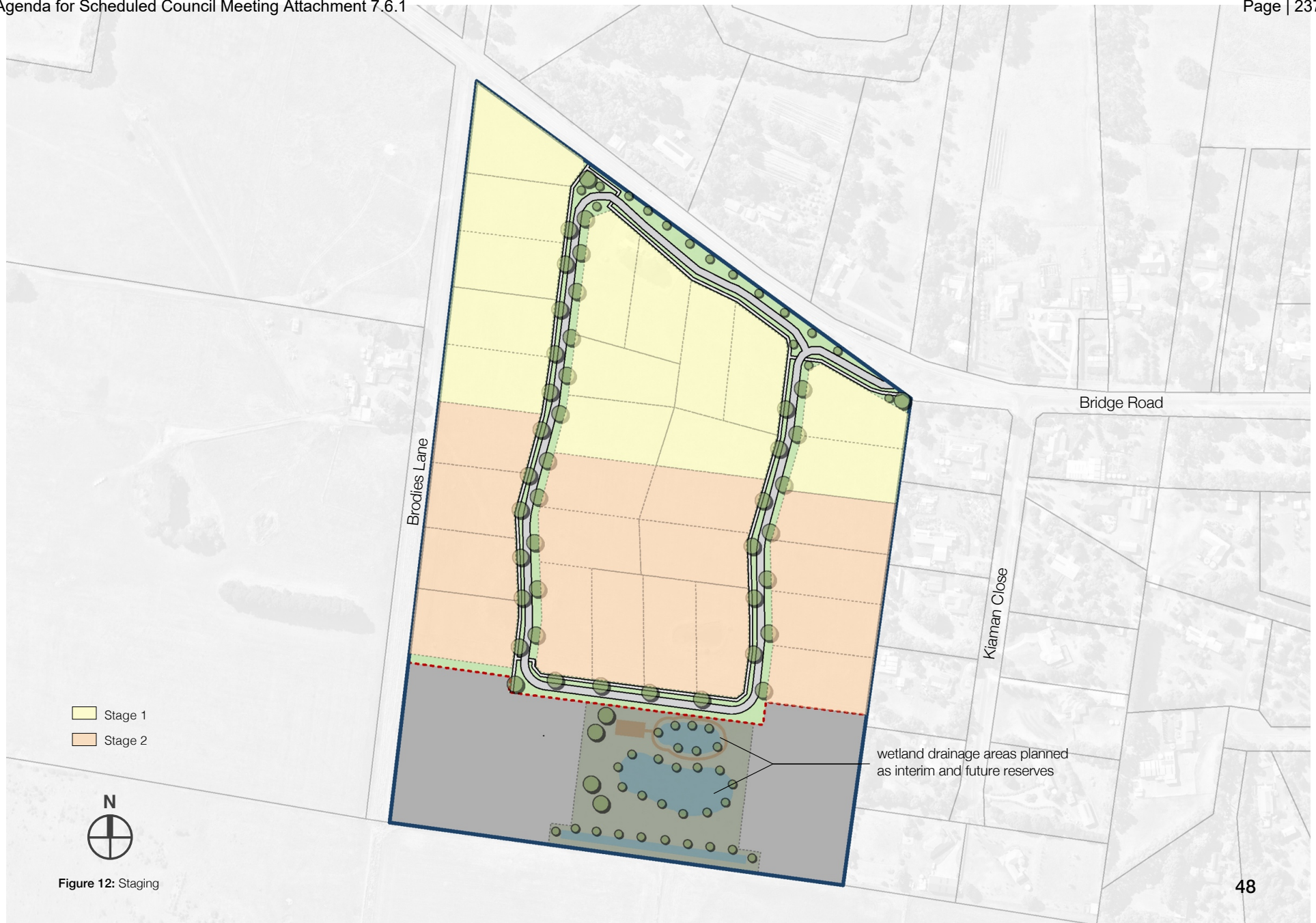


Figure 12: Staging

## APPENDIX B

# APPROPRIATE BUILDING AREA PLAN







WARRNAMBOOL REGIONAL AIRPORT REFERENCE GROUP (WRARG) MINUTES				
<b>Date:</b>	Monday 22 May 2023.		Time: 11.00 am.	Location: Airport Terminal.
<b>Meeting Objective:</b>	Discussion & Advise on Airport Operations and Development, Security, and Emergency Management.			
<b>Attendees:</b>	Stephen Lucas (Chairman) Jim Doukas (Moyne Shire) John Stuart, Errol Stewart.			
<b>WCC Attendees:</b>	David Leahy (Director City Infrastructure) Abel Farrell (Manager Infrastructure Services) Terry O'Sullivan (Coordinator Airport Operations & Compliance)			
<b>MSC Attendees;</b>	Michelle Grainger (Manager Energy Projects Officer)			
<b>For Information:</b>	Shane Robe (ARO)			
<b>Apologies:</b>	Cr Max Taylor (Warrnambool City) Jodie McNamara (Director Economy & Place) Vicki Askew Thornton (Senior Energy Projects Liaison Officer)			
No	Discussion	Who	Action	
1.	<b>Welcome &amp; Apologies.</b>	Chairman.		
2.	<b>Declaration of conflict of interest.</b>		Stephen Lucas – Hangar Owner/Aero Club. John Stuart – Hangar Owner. Errol Stewart – Hangar Owner/Aero Club.	
3.	<b>Confirmation of minutes of Meeting Monday 21 February 2023.</b> Minutes tabled as follows: Executive Management Team Meeting Tuesday 7 March. Council briefing Tuesday 14 March. Council Meeting Monday 3 April.	All.	<b>Moved: Stephen Lucas.</b> <b>Seconded: Errol Stewart.</b> <b>Carried.</b>	
4.	<b>Business arising from the Minutes.</b>		Nil.	
5.	<b>WCC CEO.</b>  Andrew Mason undertook a site inspection of the Airport Monday 3 April in presence of Chairman, Abel, and Terry.		Chairman spoke on visit and that Andrew was surprised on extent of operations at the Airport.	
6.	<b>2021 Airport Development Plan, ADP.</b> Future development of the Airport is centred on enhancing safety and catering for larger Aircraft as the region grows.	David Leahy/Abel Farrell.		

	<p>Refer attached letter to CASA seeking clarification if an exemption can be granted to WCC to undertake proposed works for Runway 13/31 maintaining a 150M runway strip/OLS.</p> <p>Going forward there is a need for a Strategic Plan to complement the ADP <b>covering but not limited to closer liaison with Moyne Shire</b> (on nearby development, protection of Airspace, etc) leases, commercial activities, permitted usage, etc.</p> <p>Any future development on site, applicants will require Warrnambool City's in principal support/approval for use and consent to build in the first instance and specifically if the need arises to make application for a Planning Permit to the Moyne Shire for uses other than primary Aviation based uses.</p>		<p>Noted by Group, eagerly await response from CASA.</p> <p>Officers to review the Airport Development Plan and to develop an Airport Strategy with particular reference to the protection of Airspace around the Airport (Minimum Safe Altitude, MSA, and Obstacle Limitation Surfaces, OLS, as highlighted by recent State Government Panel Hearing's on Windfarm Developments.</p> <p>Strategy to be circulated to Group for review.</p>	
7.	<p><b>Runway 13/31.</b> Resealed February 2016.</p> <p>To clearly determine the current asset life of the runway a detailed pavement investigation needs to be undertaken as soon as practical.</p> <p>With increasing and larger traffic the pavement life expectancy is becoming less and early signs of ponding are evident. Skid resistance and surface texture testing undertaken Friday 17 March and Runway Friction Testing Monday 1 May. Awaiting results.</p>	David Leahy/Abel Farrell.	<p>Any shorter treatment will be most likely a reseal treatment to increase pavement life.</p> <p>A reseal will not increase pavement strength.</p>	
8.	<p><b>Runway 04/22.</b> Usage of Runway continues to increase.</p> <p>Runway swept Thursday 23 February.</p> <p>Turning nodes constructed 04 end week Monday 27 February to Friday 3 March and 22 end week Monday 6 to Friday 10 March.</p>	Abel Farrell.	Usage of Runway continues to increase.	

	<p>Grading of runway shoulders to improve drainage also undertaken.</p> <p>Runway full length made available Tuesday 4 April.</p> <p>Runway markings incomplete.</p>			
9.	<p><b>Obstacle Limitation Surfaces, OLS.</b></p> <p>O'Sullivan maintains ongoing consultation with neighbouring property owners with regard to any vegetation identified infringing the approach, transition, and take off surfaces.</p>			<p>Owner of property at 201 Yarpurk School Rd provided consent to Council for limited lopping of Eucalypt plantation as part of above. Works undertaken Thursday 11, Friday 12, Monday 15, &amp; Tuesday 16 May.</p> <p>Thanks to property owner for providing consent to lop the trees.</p>
10.	<p><b>Wind Farm Developments.</b></p> <p>As previously agreed Council's position that no change to the MSA occur in order to protect the current Airspace.</p> <p><b>10.1. Moyne Shire Council.</b></p> <p>Moyne Shire Council's current resolution is to oppose all new wind farms in Moyne.</p> <p>In future Warrnambool to attend and make representation at hearings in unison with Moyne.</p> <p>Critical that Development and Strategy Plans for the Airport are adopted by Council.</p> <p>Aviation consultants continually advise that a raise in the MSA is not a safety issue and is purely an administrative task.</p> <p>In all discussions to date it is not clear who has the regulatory authority to approve or reject the requests for an increase in the</p>	WCC & MSC Staff.		<p>Michelle provided update on developments.</p> <p>Awaiting Panel Hearing outcomes for Willatook and Woolsthorpe.</p> <p>Hexham WF propose up to 108 towers 260m AGL. Councils can expect a request from proponent for consent to raise MSA by 200 feet.</p> <p>Moyne in receipt of request for 6 Towers 247m AGL near Garvoc (3 in Moyne &amp; 3 in Corangamite) Location around Garvoc should not be problematic to Airport.</p> <p>Moyne also dealing with proposed Mt Fyans development, 5 km's north of Mortlake up to 81 towers with maximum tip height of 200m</p>

	<p>MSA, i.e. who has control/ownership of Air Space? Fair to say the end result sits with the Minister for Planning.</p> <p><b>10.2. Hawkesdale.</b> Works have commenced.</p>		AGL. Location should not be problematic to Airport.	
<b>11.</b>	<p><b>Communications &amp; Water Towers.</b></p> <p><b>11.1.</b> 63 McKenzies (Telstra 35m monopole) subject to a hearing in April. Hearing is complete but the member making the decision can't make a site visit until June so we will now need to wait until that happens before knowing what the decision will be.</p> <p><b>11.2.</b> 366 Wollaston (Telstra 35m monopole) The matter for 366 Wollaston Road has been settled and the application for review withdrawn, so a permit has now been issued for that site. Request for a standing red obstacle light was added as a permit condition.</p> <p><b>11.3.</b> Optus proposes to upgrade the telecommunication facilities plus the addition of 5G equipment at 10635 Raglan Parade, Warrnambool, and 180 Harrington Road, Dennington. There is no increase to the height of the facilities.</p> <p><b>11.4.</b> NBN is proposing to expand the existing radio network base stations at the following locations: 476 Ibbs Lane, Mailors Flat. Wickham Street, Woolsthorpe. 81 Horne Road, Warrnambool. Tinker Road, Bushfield. Proposed works involve the upgrading of existing technology upon the facility including and not limited to the replacement of existing panel antennas with new antennas which are of the same size/similar than the existing antennas.</p>	For information.	Noted by Group.	



12.	<p><b>Fees and Landing Charges.</b> Income for 2022/2023 to date: Avdata charges \$37,372.00 Local Commercial Operators \$6,109.09     "    Recreational        "        \$3,568.68</p> <p>Avdata monthly fee has reduced as WCC now owns equipment. New 5 G Modem installed Tuesday 3 April.</p> <p>Councils Draft Budget is currently out for public comment.</p> <p>Aircraft Movements: January – 377. February – 390. March – 501 (includes multiple training touch &amp; go plus Ag Ops) April – 365.</p>		<p>No concern raised with regard to proposed users fees/landing fees as outlined in draft 2023/2024 budget.</p> <p>All other items noted by Group.</p>
13.	<p><b>Airport Works &amp; Maintenance.</b> <b>13.1.</b> Tuesday 21 March full day's work applying herbicide con runway edges, markers, taxiways, drains, etc, to control vegetation.</p> <p><b>13.2.</b> New IWI/White Windsock installed Tuesday 4 April.</p> <p><b>13.3.</b> New Automated Weather Information Service, AWIS, unit purchased (\$6,500.00) and installed Thursday 6 April. This unit provides weather information to pilots on aviation band frequency 125.45.</p> <p><b>13.4.</b> The Apron pavement is subject to ongoing failure due to larger and heavier Aircraft mainly from AW 139 Rotary Aircraft.</p> <p>Pavement repairs undertaken on apron Tuesday 18 April.</p> <p><b>13.5.</b> Monday 1 May half day of applying Herbicide in Aviation Park to control broadleaf weed.</p>		<p>All items noted by Group.</p>

	<p><b>13.6.</b> Expressions of Interest for leasing of Grazing Land x 5 lots advertised Saturday 22 April with submissions closing Friday 19 May.</p> <p><b>13.7.</b> Renewal of Airside/Landside Security Fencing commenced Tuesday 9 May.</p>			
<b>14.</b>	<p><b>Leases.</b> A further meeting between the Reference Group Chair and Council Property Officers has occurred and feedback has been taken on board. Some further amendments are being made to the template before the finalised version will be circulated.</p>	For information.		
<b>15.</b>	<p><b>Australian Airports Association, AAA.</b> <b>15.1.</b> O'Sullivan attended AAA Meeting, Victoria &amp; Tasmanian Divisions at Avalon Air Show.</p> <p>Key items discussed were windfarm development and protection of MSA/OLS. On one hand Government reference NASAG guidelines and on the other Panel Hearings/Government go against their own position?</p> <p>Much discussion on Air Space? Who owns and controls/regulates it?</p> <p>Failure of some Aircraft operators to pay landing fees.</p>	For information.	<p>Noted by Group.</p> <p>AAA advise that in Federal Budget, there is no new extension of the Regional Airport Funding Program.</p>	
<b>16.</b>	<p><b>Hangar/Building Construction Lot 14.</b> Lease agreement to be entered into.</p>	For information.	Nothing further to report since last meeting.	
<b>17.</b>	<p><b>On/Off Shore operations.</b> Off Shore Operations for the Thylacine Gas Rig continue.</p>	For information.	Noted by Group. O'Sullivan to write to Beach Energy requesting indication of proposed operations over next 12 months.	

18.	<b>Flight Training.</b> Ideally a provider should be based locally and have aircraft on site.		Nothing further to report since last meeting.	
19.	<b>Aero Club Redevelopment.</b> Works in progress.		Noted by Group.	
20.	<b>Drag Race Club.</b> Nothing further to report since last meeting.		Noted by Group.	
21.	<b>General Business.</b> <b>21.1. Air Transport Operations.</b> Regular operations occurring into Warrnambool from Kingscote SA recently ceased. Airport well utilised May Race Week.  <b>21.2. Victoria Police.</b> Western Region Emergency Management Unit is part of the State Emergency and Support Command and provides strategic and tactical advice to the Senior Police Liaison Officer (SPLO) and Regional Management Team relating to emergency management issues. This Unit has been tasked with producing a document recording details for several pre-determined key Airports/Aerodromes located within Victoria Polices Western Region footprint. The Warrnambool Airport has been identified as one of the key Airports.  <b>21.3. Shepparton Airport/VCAT Hearing.</b> Refer attached regarding development application for land adjoining the Airport.		All items noted by Group.	
22.	<b>22.1. Next Meeting.</b> <b>22.2. Close of Meeting.</b>		Monday 21 August 2023. 11.55am.	

## Informal Meeting of Council Record

<b>Name of Committee or Group (if applicable):</b>	Informal Meeting of Council (Councillor Briefing)
<b>Date of Meeting:</b>	19 June 2023
<b>Time Meeting Commenced:</b>	4.00pm
<b>Councillors in Attendance:</b>	Cr. D. Arnott, Mayor Cr. O. Akoch Cr. B. Blain (Left meeting at 6.00pm, returned 6.03pm) Cr. V. Jellie AM (Via Zoom, left meeting at 6.36pm) Cr. A. Paspaliaris Cr. M. Taylor (Left meeting at 4.58pm; returned at 5.00pm) Cr. R. Ziegeler (Left meeting at 6.01pm)
<b>Council Officers in Attendance:</b>	Andrew Mason, Chief Executive Officer Peter Utri, Director Corporate Strategies David Leahy, Director City Infrastructure Luke Coughlan, Acting Director City Growth Ingrid Bishop, Director Community Development James Plozza, Manager Governance Stephanie Bant, Acting Executive Assistant Justin Harzmeyer, Coordinator Natural Environment & Sustainability (4.00pm- 4.33pm) Lauren Schneider, Manager Sustainability & Compliance (4.00pm- 4.33pm) John Brockway, Manager Financial Services (4.30pm – 5.45pm) Nick Higgins, Manager Communications (5.46pm – 5.59pm) Ali Kemp, Manager Recreation & Culture (5.51pm – 6.05pm) Thomas Hall, Acting Coordinator Project Management (5.53pm – 6.19pm)
<b>Other persons present:</b>	<b>2.1 Presentation from TGS – Otway Basin 3D Multi-Client Marine Seismic Survey (MSS)</b> Tanya Johnstone, TGS (4.00pm- 4.33pm) Dan Govier, SLR Consulting (4.00pm- 4.33pm) Alex Ellwood, SLB (4.00pm- 4.33pm)
<b>Apologies</b>	
<b>Matters Considered:</b>	1. Presentation from TGS – Otway Basin 3D Multi-Client Marine Seismic Survey (MSS) (4.04pm – 4.33pm) 2. Revised Council Plan 2021-2025 and Draft Budget 2023-2024 Submissions (4.35pm – 5.45pm) 3. News & Social Media Policy (5.46pm – 5.59pm) 4. Gymnastics Program – Transfer of Business (6.02pm – 6.05pm) 5. Kepler Street CBD Footpath Renewal Project & Street Trees (6.09pm – 6.19pm) 6. Refugee & Skilled Migrant Program Options (6.19pm – 6.28pm) 7. Minutes – Airport Reference Group Meeting – 22 May 2023 (6.28pm – 6.29pm) 8. Planned Staffing Projects (6.29pm – 6.33pm) 9. Minutes – CCTV Steering Committee – 11 May 2023 (6.33pm – 6.34pm)
<b>Council and Officer Items Raised</b>	<ul style="list-style-type: none"> <li>Local Government Inspectorate Reports.</li> <li>General Assembly of Local Government in Canberra.</li> <li>South West Economic Futures Group – Hot Springs Opportunity.</li> <li>Flagstaff Hill Masterplan.</li> <li>Breakfast Meeting with Local Businesses.</li> <li>Saleyards Masterplan Update.</li> <li>Brauerander Park – Land offer.</li> </ul>

	<ul style="list-style-type: none"> <li>• 19 Preston Street two lot subdivision.</li> <li>• 45 Hopkins Road – Memo for refusal.</li> <li>• Aquatic Strategy.</li> <li>• Light up existing Art Gallery.</li> <li>• West Warrnambool Neighbourhood House Consultation.</li> <li>• Community Satisfaction Survey.</li> <li>• South Warrnambool grassed area burn outs.</li> <li>• Council response to Seismic Surveys.</li> </ul>
<b>Councillor Conflicts of interest Disclosures:</b>	
Nil.	
<b>Councillor /Officer Name:</b>	
Nil.	
<b>Meeting close time:</b>	6.50pm
<b>Record Completed by:</b>	Stephanie Bant Acting Executive Assistant

## Informal Meeting of Council Record

<b>Name of Committee or Group (if applicable):</b>	Informal Meeting of Council (Councillor Briefing)
<b>Date of Meeting:</b>	26 June 2023
<b>Time Meeting Commenced:</b>	3.03pm
<b>Councillors in Attendance:</b>	Cr. D. Arnott, Mayor Cr. O. Akoch (Left meeting at 4.01pm; returned at 4.07pm) Cr. B. Blain (Left meeting at 4.24; returned at 4.25pm) Cr. V. Jellie AM (Via Zoom) Cr. A. Paspaliaris Cr. M. Taylor Cr. R. Ziegeler (Left meeting at 4.17pm; returned at 4.20pm)
<b>Council Officers in Attendance:</b>	Andrew Mason, Chief Executive Officer Peter Utri, Director Corporate Strategies David Leahy, Director City Infrastructure Luke Coughlan, Acting Director City Growth Ingrid Bishop, Director Community Development James Plozza, Manager Governance Stephanie Bant, Acting Executive Assistant Nick Higgins, Manager Communications (4.05pm – 4.16pm) John Brockway, Manager Financial Services (4.18pm – 4.23pm) Robert Wandell, Coordinator City Development (4.19pm – 4.32pm) Julie McLean, City Strategy and Development (4.19pm – 4.32pm)
<b>Other persons present:</b>	<b>2.1 Presentation from Great Ocean Road Coast &amp; Parks Authority (GORCAPA)</b> Jodie Sizer, Chief Executive Officer, GORCAPA (3.03pm – 4.00pm) Carley Scott, Director Strategy, Engagement & Transformation, GORCAPA (3.03pm – 4.00pm)
<b>Apologies</b>	
<b>Matters Considered:</b>	<ol style="list-style-type: none"> <li>1. Presentation from Great Ocean Road Coast &amp; Parks Authority (GORCAPA) (3.03pm – 4.00pm)</li> <li>2. Internal discussion on GORCAPA (4.00pm – 4.08pm)</li> <li>3. News &amp; Social Media Policy (4.08pm – 4.12pm)</li> <li>4. Community Satisfaction Survey 2023 (4.12pm – 4.16pm)</li> <li>5. Joint Reseal Contract 2022/23 &amp; 2024/25 (4.16pm – 4.18pm)</li> <li>6. May Monthly Finance Report (4.18pm – 4.23pm)</li> <li>7. DP2023-0001 Amended Development Plan Application: 119 Bridge Road Bushfield (4.23pm – 4.30pm)</li> <li>8. PP2023-0110 Planning Application To Allow A Telecommunication Facility At 295 Hopkins Point Road (4.30pm – 4.32pm)</li> <li>9. South West Victorian Livestock Exchange – Decommissioning Update (4.32pm – 4.42pm)</li> <li>10. Mayoral Diary Update (4.42pm – 4.43pm)</li> </ol>
<b>Council and Officer Items Raised</b>	<ul style="list-style-type: none"> <li>• Commended work of Lighthouse Theatre staff during Primary Performers Production.</li> <li>• Loan Guarantee Policy.</li> <li>• Warrnambool College Sir John Eccles Tall Poppies Award success.</li> <li>• Installation of school crossing and flashing lights at Ardlie Street intersection.</li> <li>• Mayor and CEO attending a meeting with Chris Bowen, Federal Minister for Climate Change and Energy of Australia.</li> </ul>

	<ul style="list-style-type: none"> <li>• South West Victoria Alliance Meeting last week.</li> <li>• Great Ocean Road Tourism Board Meeting.</li> <li>• CEO met Luke Cann, new CEO for Warrnambool Racing Club.</li> <li>• CEO met with representatives from Brophy.</li> <li>• Nick Henderson, Victoria's Deputy Commissioner to Greater China visit to Warrnambool last week.</li> <li>• Anne Farquhar resignation from CEEMAC.</li> <li>• Solstice Searching Scavenger Hunt &amp; Search Party event success.</li> <li>• Melbourne to Warrnambool Cycling event.</li> <li>• Fisher Street fencing dispute.</li> <li>• Federal Government Social &amp; Affordable Housing Grant.</li> <li>• Governance Rules for Council Meeting loss of zoom connection during meeting.</li> <li>• Warrnibald Prize Winners Exhibition.</li> <li>• Warrnambool &amp; District Artists Society Annual Awards.</li> </ul>
<b>Councillor Conflicts of interest Disclosures:</b>	
Nil.	
<b>Councillor /Officer Name:</b>	
Nil.	
<b>Meeting close time:</b>	5.08pm
<b>Record Completed by:</b>	Stephanie Bant Acting Executive Assistant