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# 2025 Local Government Community Satisfaction Survey

## Warrnambool City Council

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

JWS RESEARCH

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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-sixth 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.

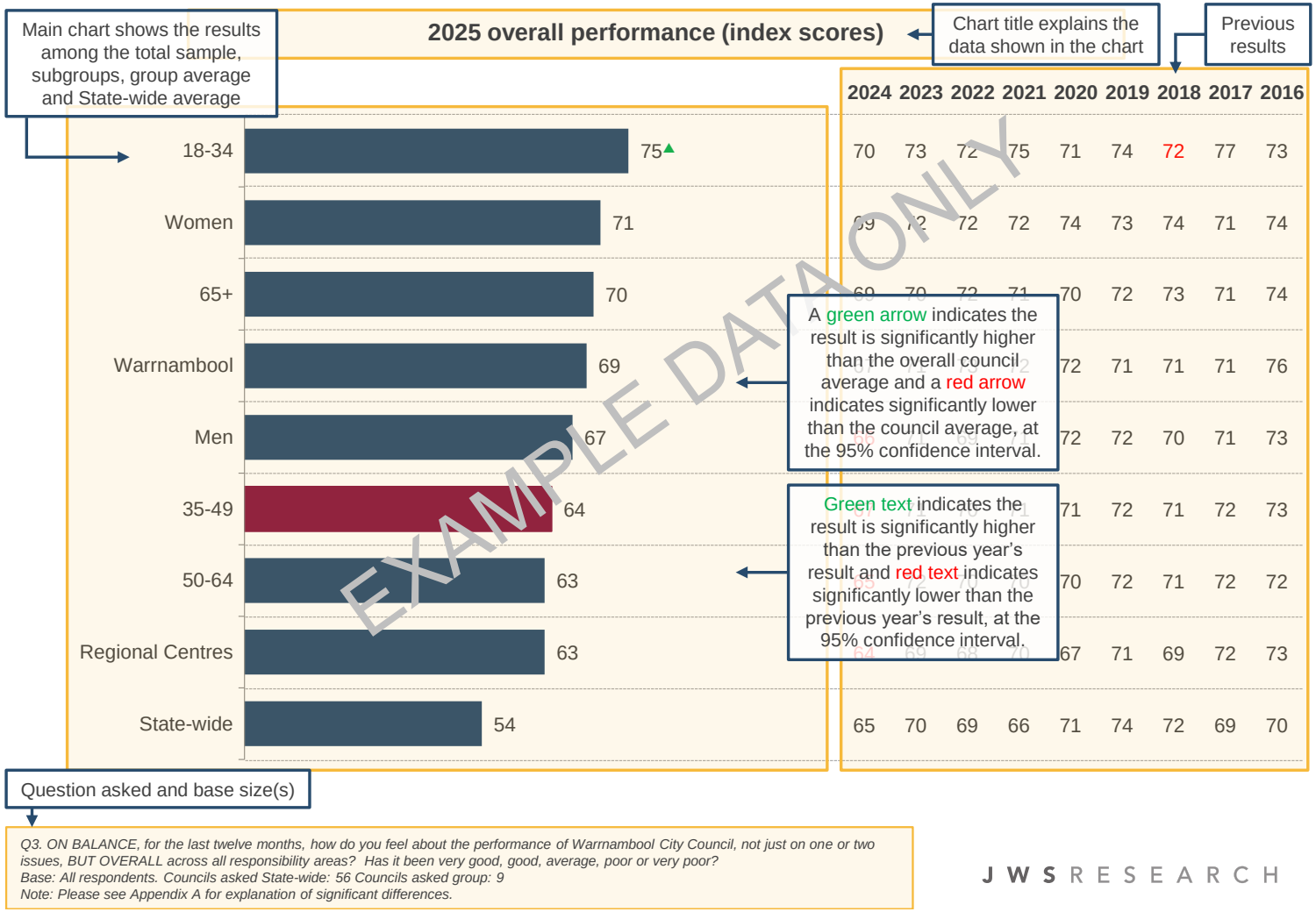
When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

## Serving Victoria for 26 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 26 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.

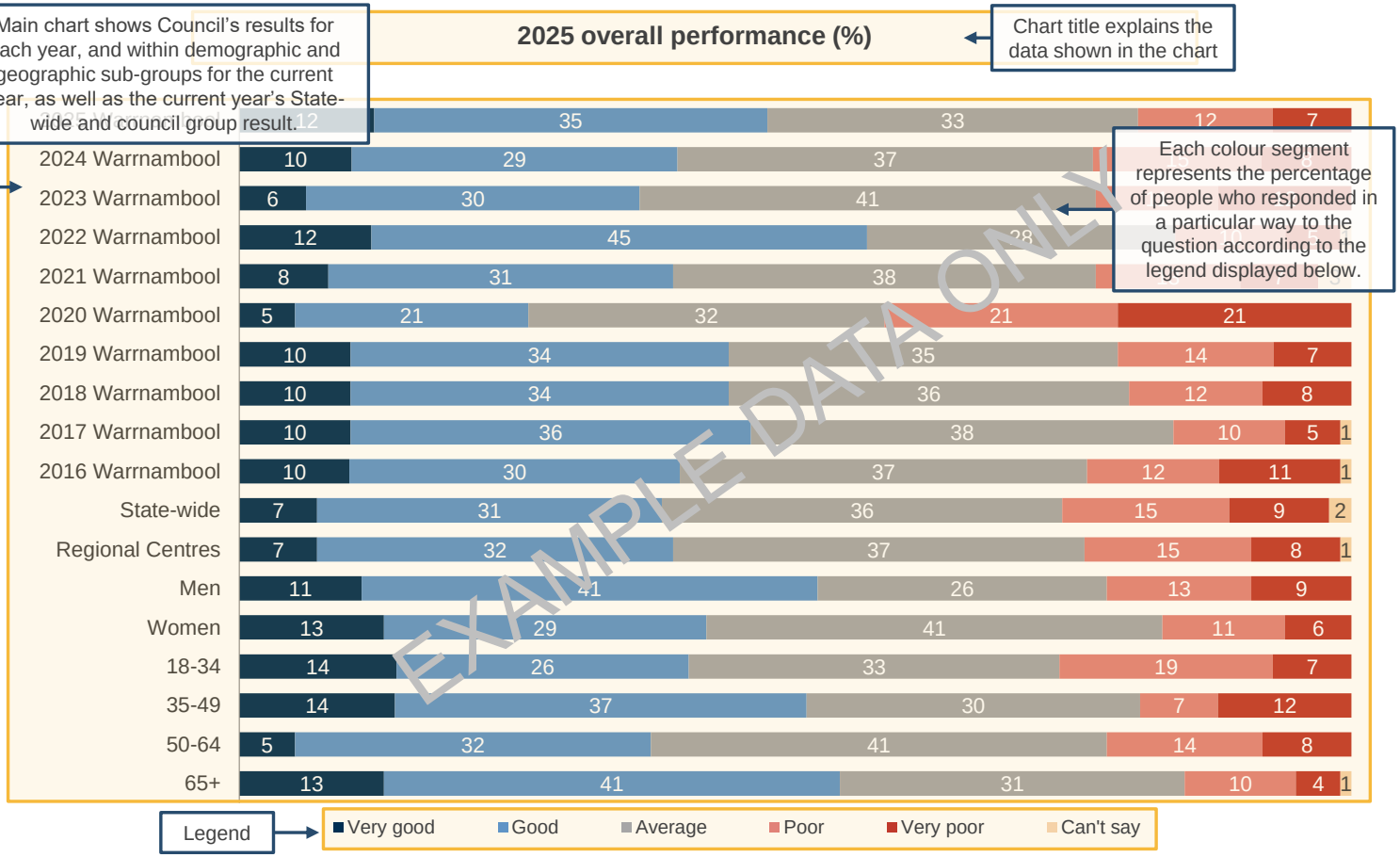
Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

# How to read index score charts in this report



# How to read stacked bar charts in this report

Main chart shows Council's results for each year, and within demographic and geographic sub-groups for the current year, as well as the current year's State-wide and council group result.




*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: 56 Councils asked group: 9*

# Key findings and recommendations

# Warrnambool City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.

**Warrnambool**
58

**Regional Centres** 54

**State-wide** 53

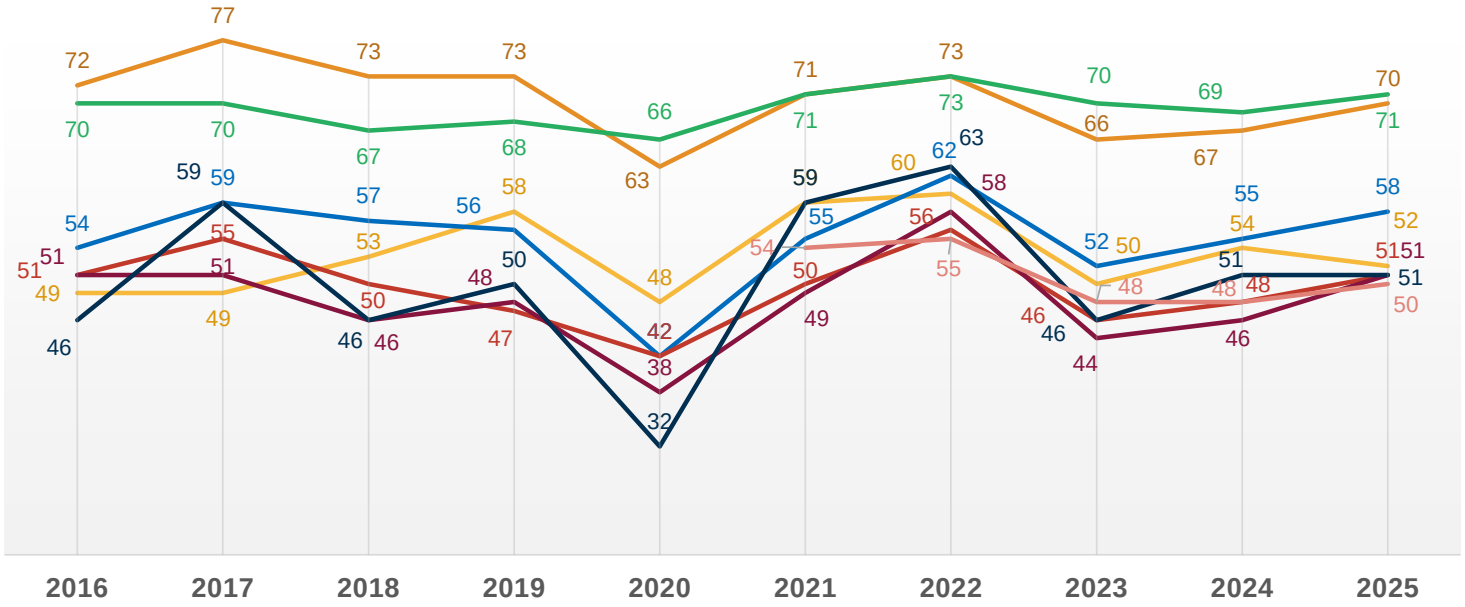
## Council performance compared to group average

| Top 5 performing areas | |
|---|---|
| Art centres & libraries | on par |
| Waste management | higher |
| Appearance of public areas | on par |
| Recreational facilities | on par |
| Emergency & disaster mngt | on par |

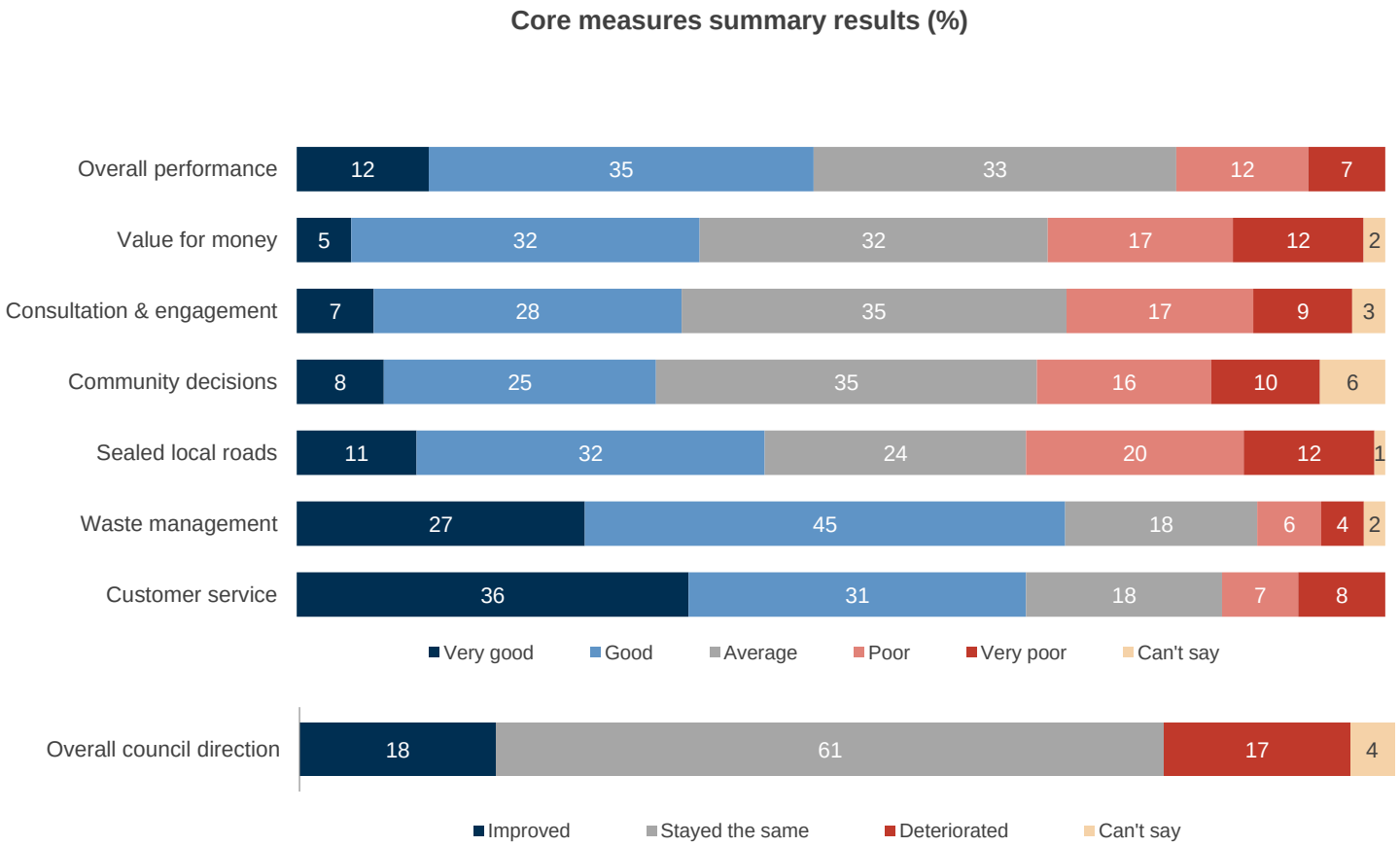
| Bottom 5 performing areas | |
|---|---|
| Lobbying | on par |
| Community decisions | higher |
| Town planning policy | on par |
| Consultation & engagement | on par |
| Planning & building permits | higher |
| **Customer service** | on par |

# Summary of core measures

Index scores



# Summary of core measures



# Summary of Warrnambool City Council performance

| Services | | Warrnambool 2025 | Warrnambool 2024 | Regional Centres 2025 | State-wide 2025 | Highest score | Lowest score |
|---|---|---|---|---|---|---|---|
| | Overall performance | **58** | 55 | 54 | 53 | 65+ years | 50-64 years |
| | Value for money | **50** | 48 | 47 | 47 | 65+ years | 35-64 years |
| | Overall council direction | **51** | 51 | 48 | 46 | 65+ years | 50-64 years |
| | Customer service | **70** | 67 | 68 | 66 | Men, 35-64 years | 65+ years, 18-34 years |
| | Art centres & libraries | **77** | 74 | 76 | 73 | 35-49 years | 50-64 years |
| | Waste management | **71** | 69 | 65 | 65 | 65+ years | 18-34 years |
| | Appearance of public areas | **70** | 71 | 68 | 68 | 65+ years, 35-49 years, Women | 18-34 years |
| | Recreational facilities | **68** | 64 | 68 | 67 | 65+ years | 35-49 years |
| | Emergency & disaster mngt | **66** | 65 | 65 | 65 | 65+ years | 50-64 years |
| | Community & cultural | **64** | 64 | 64 | 65 | 18-34 years | 35-49 years |

*Significantly higher / lower than Warrnambool City Council 2025 result at the 95% confidence interval.*
*Please see Appendix A for explanation of significant differences.*

# Summary of Warrnambool City Council performance

| Services | | Warrnambool 2025 | Warrnambool 2024 | Regional Centres 2025 | State-wide 2025 | Highest score | Lowest score |
|---|---|---|---|---|---|---|---|
| | Enforcement of local laws | **64** | 62 | 61 | 59 | Women, 18-34 years | Men |
| | Elderly support services | **63** | 63 | 60 | 63 | 65+ years, Men | 18-34 years |
| | Family support services | **63** | 60 | 62 | 62 | Men | 50-64 years |
| | Traffic management | **61** | 56 | 55 | 54 | 18-34 years | 50-64 years |
| | Bus/community dev./tourism | **60** | 61 | 57 | 56 | 65+ years | 18-34 years |
| | Environmental sustainability | **59** | 60 | 60 | 59 | 65+ years | 35-49 years |
| | Business & community dev. | **58** | 57 | 54 | 54 | 18-34 years | 50-64 years |
| | Disadvantaged support serv. | **58** | 55 | 58 | 58 | Men | Women |
| | Local streets & footpaths | **57** | 56 | 53 | 52 | Men | 18-34 years, Women |
| | Population growth | **56** | 51 | 52 | 48 | 65+ years | 50-64 years |

*Significantly higher / lower than Warrnambool City Council 2025 result at the 95% confidence interval.*
*Please see Appendix A for explanation of significant differences.*

# Summary of Warrnambool City Council performance

| Services | | Warrnambool 2025 | Warrnambool 2024 | Regional Centres 2025 | State-wide 2025 | Highest score | Lowest score |
|---|---|---|---|---|---|---|---|
| | Informing the community | **55** | 52 | 53 | 56 | 35-49 years | 50-64 years |
| | Parking facilities | **54** | 55 | 51 | 54 | 18-34 years | 50-64 years |
| | Sealed local roads | **52** | 54 | 46 | 45 | 65+ years | 50-64 years |
| | Planning & building permits | **51** | 50 | 48 | 43 | Women | Men, 35-49 years |
| | Consultation & engagement | **51** | 48 | 49 | 50 | 65+ years | 50-64 years |
| | Town planning policy | **51** | 51 | 48 | 48 | 65+ years | 35-49 years |
| | Community decisions | **51** | 46 | 48 | 49 | 65+ years | 50-64 years |
| | Lobbying | **50** | 46 | 49 | 49 | 65+ years | 35-64 years |

*Significantly higher / lower than Warrnambool City Council 2025 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 Warrnambool City Council's overall performance is not significantly different from last year, but has been trending up over two years, following a significant decline in 2023. Performance perceptions on all metrics evaluated are also in line with 2024 or have significantly improved. More residents (58%) think Council is now generally heading in the 'right direction' than those who think Council is heading in the 'wrong direction' (33%).

**Key influence on perceptions of overall performance**

Decisions made in the interest of the community has a strong influence on the perceptions of overall performance and is rated less well relative to many other service areas. Residents aged 50 to 64 years rate Council's performance on community decisions and overall performance lowest (although not significantly lower than average). Therefore, improving perceptions among this cohort in the first instance offers an opportunity to drive up perceptions of Council's decision making and therefore, overall performance.

**Comparison to state and area grouping**

Warrnambool City Council rates significantly higher than, or in line with, the Regional Centres group and State-wide averages on all metrics evaluated. Positively, Council performs significantly higher than both averages on a number of service areas and core measures including overall performance and value for money.

**Attend to general town planning policy**

General town planning policy is among Council's lowest performing service areas. While performance here has held steady, Council has previously been viewed more favourably. This service area also exhibits one of the larger disparities between perceived community importance and Council performance (19-point net differential). Town planning policy is also a key driver of overall performance and so some attention here is warranted to ensure resident concerns around planning matters are heard, and to shore up perceptions.

# DETAILED FINDINGS

# Overall performance

# Overall performance

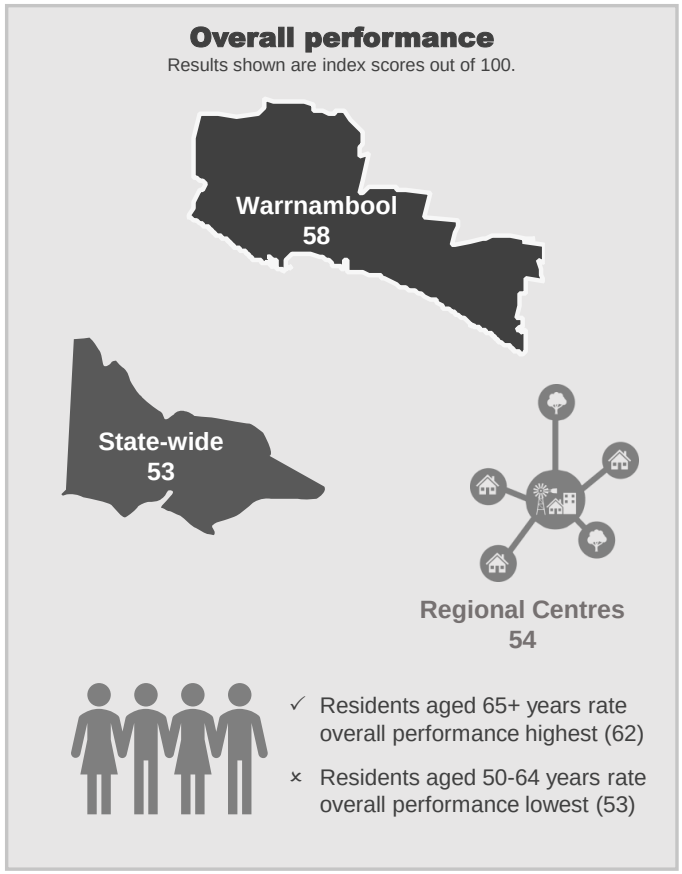
The overall performance index score of 58 for Warrnambool City Council is in line with the 2024 result. That said, performance ratings have incrementally increased over two years following a significant decline in 2023. Council is yet to fully return to the previous peak rating of 62 achieved in 2022.

Warrnambool City Council's overall performance is rated statistically significantly higher (at the 95% confidence interval) to the average ratings for councils in the Regional Centres group and State-wide (index scores of 54 and 53 respectively).

- Performance ratings for all demographic cohorts are not significantly different from the Council average.
- Residents aged 35 to 49 years and women (index score of 58 for both) rate Council's performance significantly higher than last year.

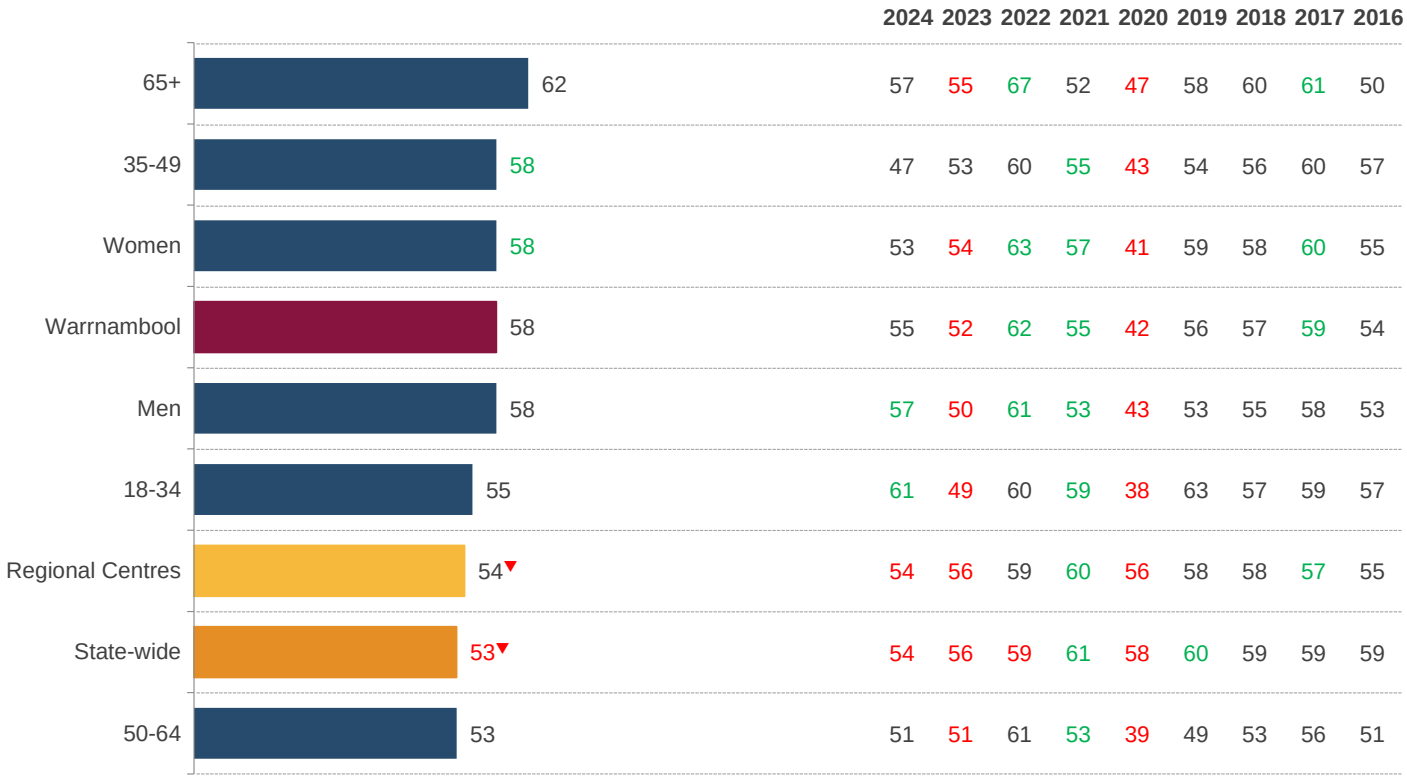
Over one in three residents (37%) rate the value for money they receive from Council in infrastructure and services as 'very good' or 'good'. Less rate Council as 'very poor' or 'poor' (29%), or as 'average' (32%) for value for money.

- On the measure of value for money, residents aged 65 years and above rate Council's performance significantly higher than average.



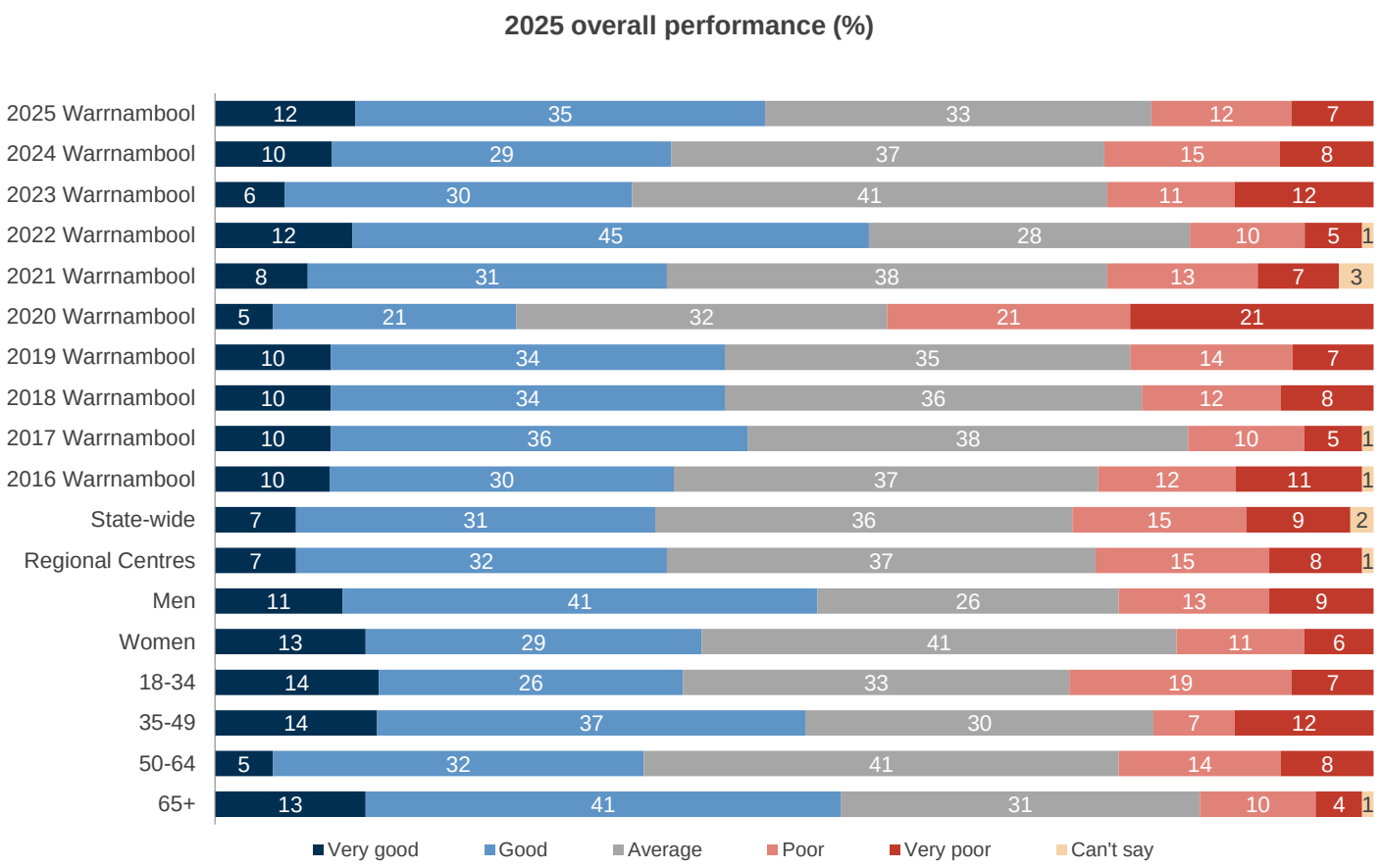
# Overall performance

## 2025 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: 56 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

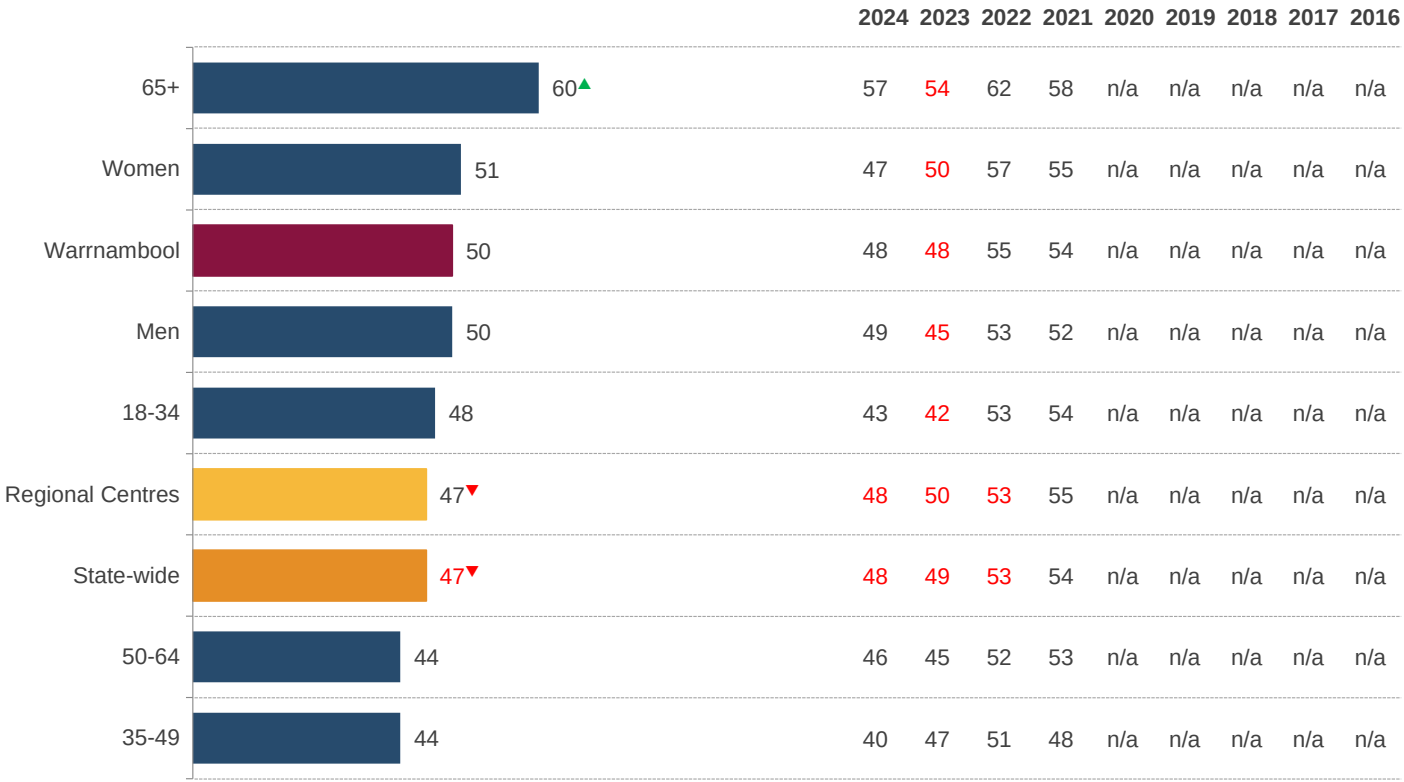
# Overall performance




*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: 56 Councils asked group: 9*

# Value for money in services and infrastructure

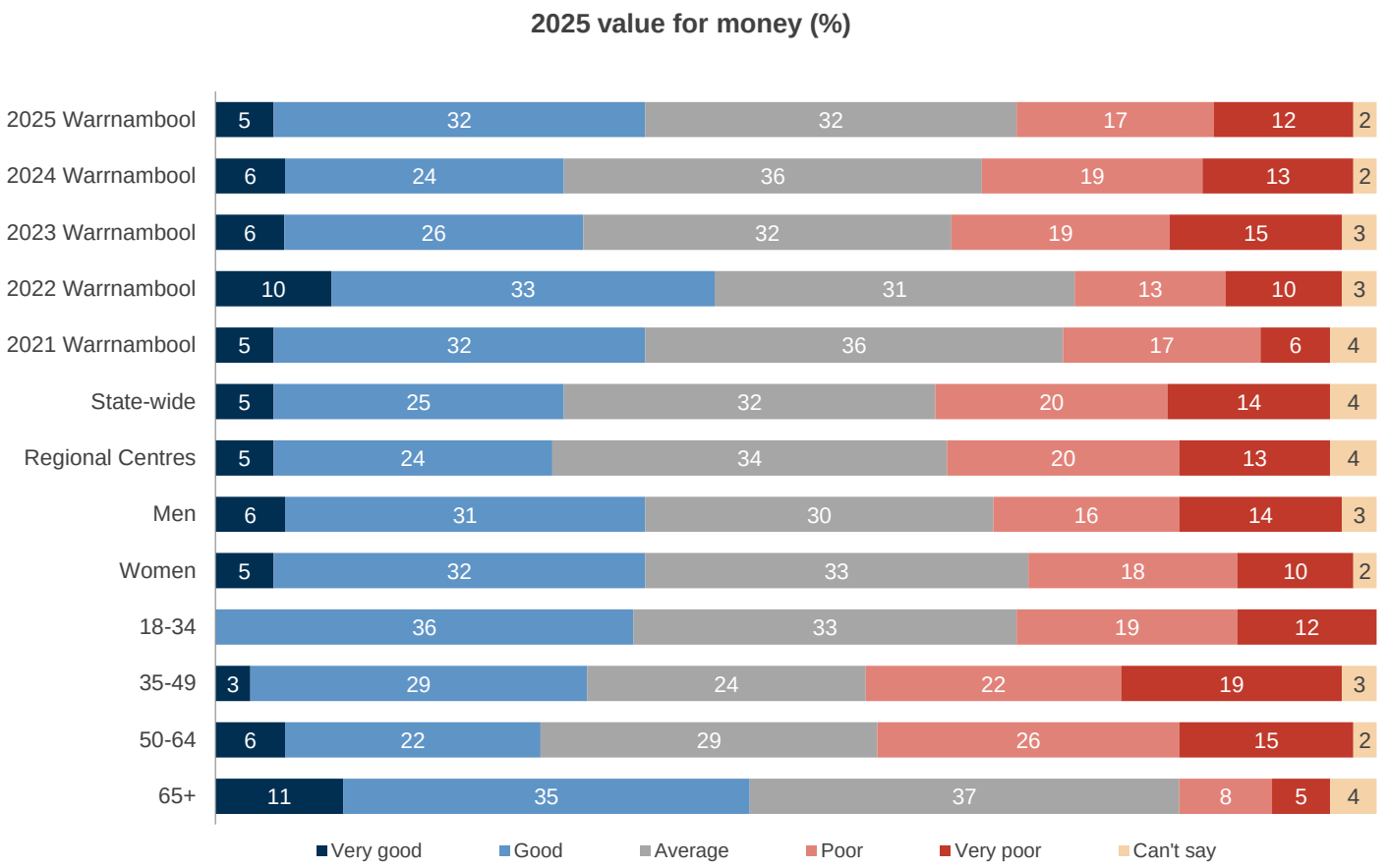
## 2025 value for money (index scores)




| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 65+ | 57 | 54 | 62 | 58 | n/a | n/a | n/a | n/a | n/a |
| Women | 47 | 50 | 57 | 55 | n/a | n/a | n/a | n/a | n/a |
| Warrnambool | 48 | 48 | 55 | 54 | n/a | n/a | n/a | n/a | n/a |
| Men | 49 | 45 | 53 | 52 | n/a | n/a | n/a | n/a | n/a |
| 18-34 | 43 | 42 | 53 | 54 | n/a | n/a | n/a | n/a | n/a |
| Regional Centres | 48 | 50 | 53 | 55 | n/a | n/a | n/a | n/a | n/a |
| State-wide | 48 | 49 | 53 | 54 | n/a | n/a | n/a | n/a | n/a |
| 50-64 | 46 | 45 | 52 | 53 | n/a | n/a | n/a | n/a | n/a |
| 35-49 | 40 | 47 | 51 | 48 | n/a | n/a | n/a | n/a | n/a |

*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: 55 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

# Value for money in services and infrastructure




*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: 55 Councils asked group: 9*

# Top performing service areas

Council performs best in the area of art centres and libraries (index score of 77), not significantly different to last year. That said, the 2025 result is positive for Council, as it represents a peak rating for this service area.

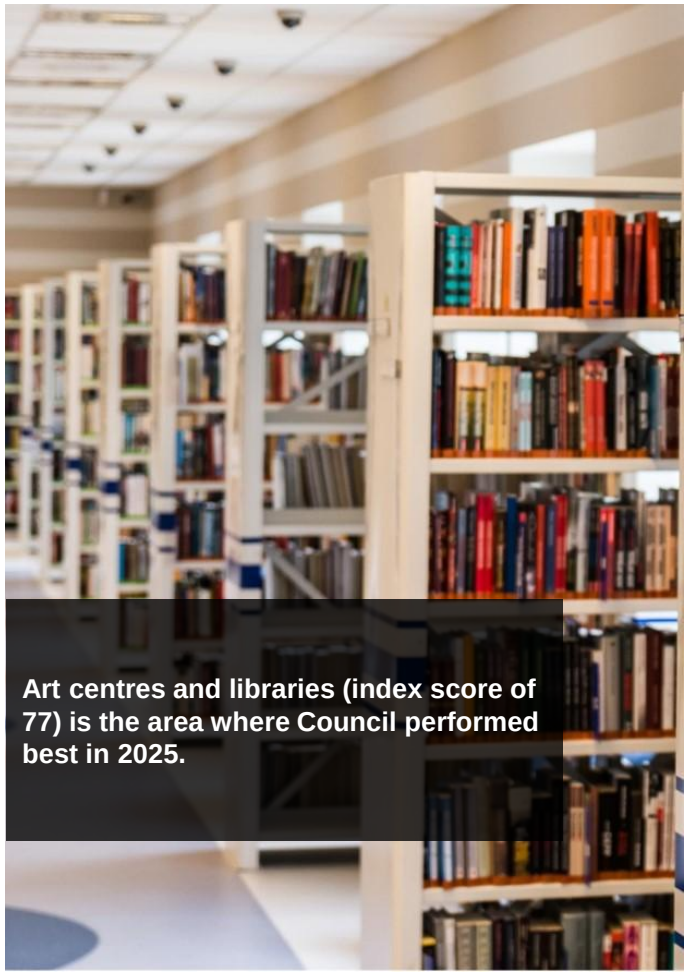
- Council performs significantly higher than the State-wide average and in line with the Regional Centres group (73 and 76 respectively) in this service area.
- Men and residents aged 50 to 64 years (73 and 71 respectively) rate Council's performance significantly lower than average.

Waste management (index score 71) is Council's next best performing area. Performance on this service area has returned to its peak rating, last achieved in 2021.

- Council is rated significantly higher than the State-wide and Regional Centres averages for waste management (index score of 65 for both).
- Residents aged 65 years and above (76) rate Council's performance significantly higher than average.

Appearance of public areas (index score of 70) is Council's third top performing service area.

- Perceptions are in line with both group averages (index score of 68 for each).
- This service area has a moderate influence on overall performance and so should remain a focus for Council.



**Art centres and libraries (index score of 77) is the area where Council performed best in 2025.**

# Low performing service areas

Council's lowest rated service areas – relative to others – can be grouped into two themes.

- Lobbying on behalf of the community is Council's lowest rated service area (index score of 50), with the related areas of decisions made in the interest of the community, and consultation and engagement rated similarly (51 for each).
- General town planning policy, and planning and building permits are also rated less well (51 each).

While these are Council's lowest rated service areas, perceptions of Council's performance in two of these areas – lobbying and community decisions – have significantly improved from last year.

In each of the aforementioned service areas, Council is rated at least as well as, or significantly higher than both the Regional Centres and State-wide averages.

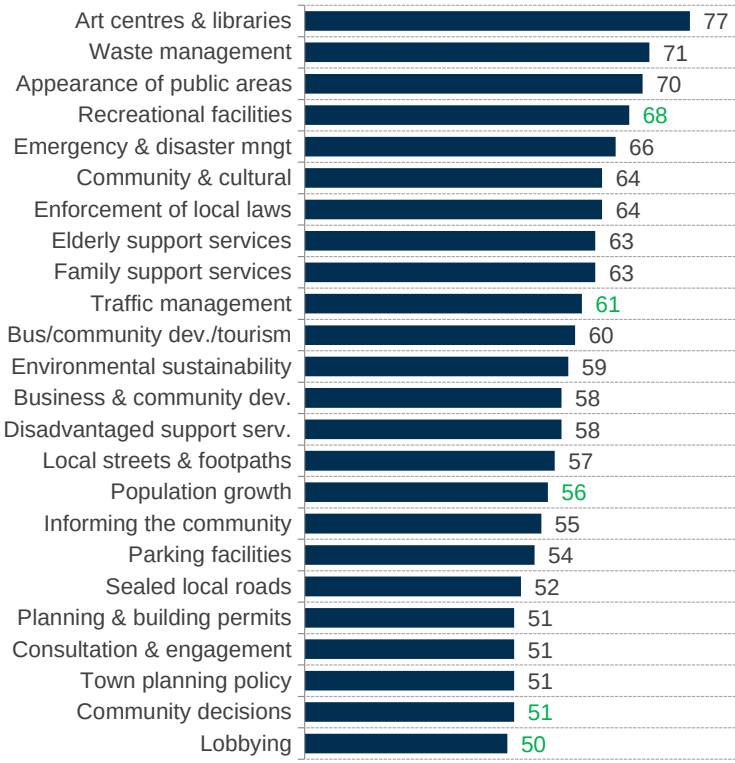
Performance ratings across demographic cohorts for each of these service areas are not significantly different from the Council average.

- The exception is residents aged 65 years and above who rate Council significantly higher than average in the area of community decisions.

Council did not experience any significant declines in performance ratings across any measures in 2025.

# Individual service area performance

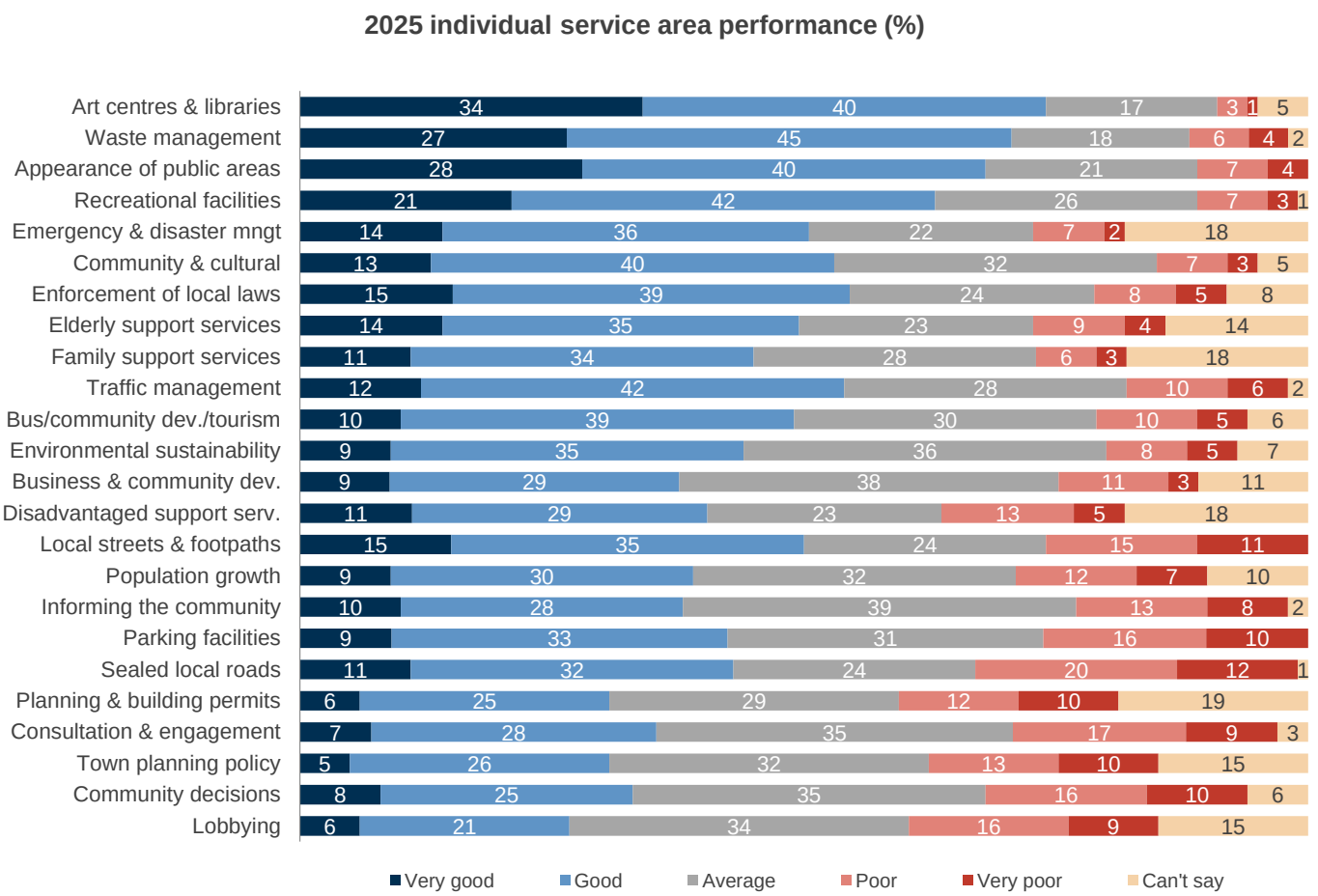
## 2025 individual service area performance (index scores)




| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| Art centres & libraries | 74 | 76 | 70 | 68 | 69 | 73 | 72 | 72 | 74 |
| Waste management | 69 | 70 | 73 | 71 | 66 | 68 | 67 | 70 | 70 |
| Appearance of public areas | 71 | 73 | 76 | 76 | 71 | 79 | 74 | 74 | 76 |
| Recreational facilities | 64 | 67 | 71 | 71 | 65 | 70 | 69 | 71 | 72 |
| Emergency & disaster mngt | 65 | 66 | 71 | 70 | 67 | 74 | 75 | 73 | 70 |
| Community & cultural | 64 | 65 | 66 | 64 | 65 | 70 | 66 | 68 | 71 |
| Enforcement of local laws | 62 | 66 | 67 | 69 | 63 | 69 | 66 | 67 | 66 |
| Elderly support services | 63 | 59 | 69 | 67 | 65 | 71 | 70 | 71 | 68 |
| Family support services | 60 | 63 | 68 | 68 | 66 | 70 | 67 | 67 | 67 |
| Traffic management | 56 | 57 | 55 | 59 | 50 | 59 | 52 | 61 | 57 |
| Bus/community dev./tourism | 61 | 63 | 64 | 61 | 60 | 67 | 60 | 64 | 65 |
| Environmental sustainability | 60 | 61 | 66 | 62 | 61 | 61 | 62 | 63 | 63 |
| Business & community dev. | 57 | 58 | 62 | 60 | 53 | 61 | 55 | 62 | 58 |
| Disadvantaged support serv. | 55 | 59 | 63 | 64 | 61 | 66 | 63 | 63 | 61 |
| Local streets & footpaths | 56 | 55 | 62 | 64 | 56 | 64 | 58 | 55 | 58 |
| Population growth | 51 | 57 | 59 | 60 | 57 | 64 | 63 | 67 | 66 |
| Informing the community | 52 | 51 | 60 | 52 | 45 | 54 | 54 | 60 | 55 |
| Parking facilities | 55 | 51 | 56 | 51 | 38 | 45 | 39 | 49 | 54 |
| Sealed local roads | 54 | 50 | 60 | 59 | 48 | 58 | 53 | 49 | 49 |
| Planning & building permits | 50 | 51 | 56 | 59 | 58 | 64 | 58 | 61 | 58 |
| Consultation & engagement | 48 | 46 | 56 | 50 | 42 | 47 | 50 | 55 | 51 |
| Town planning policy | 51 | 50 | 57 | 55 | 50 | 56 | 54 | 58 | 56 |
| Community decisions | 46 | 44 | 58 | 49 | 38 | 48 | 46 | 51 | 51 |
| Lobbying | 46 | 48 | 58 | 53 | 43 | 53 | 53 | 59 | 54 |

*Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

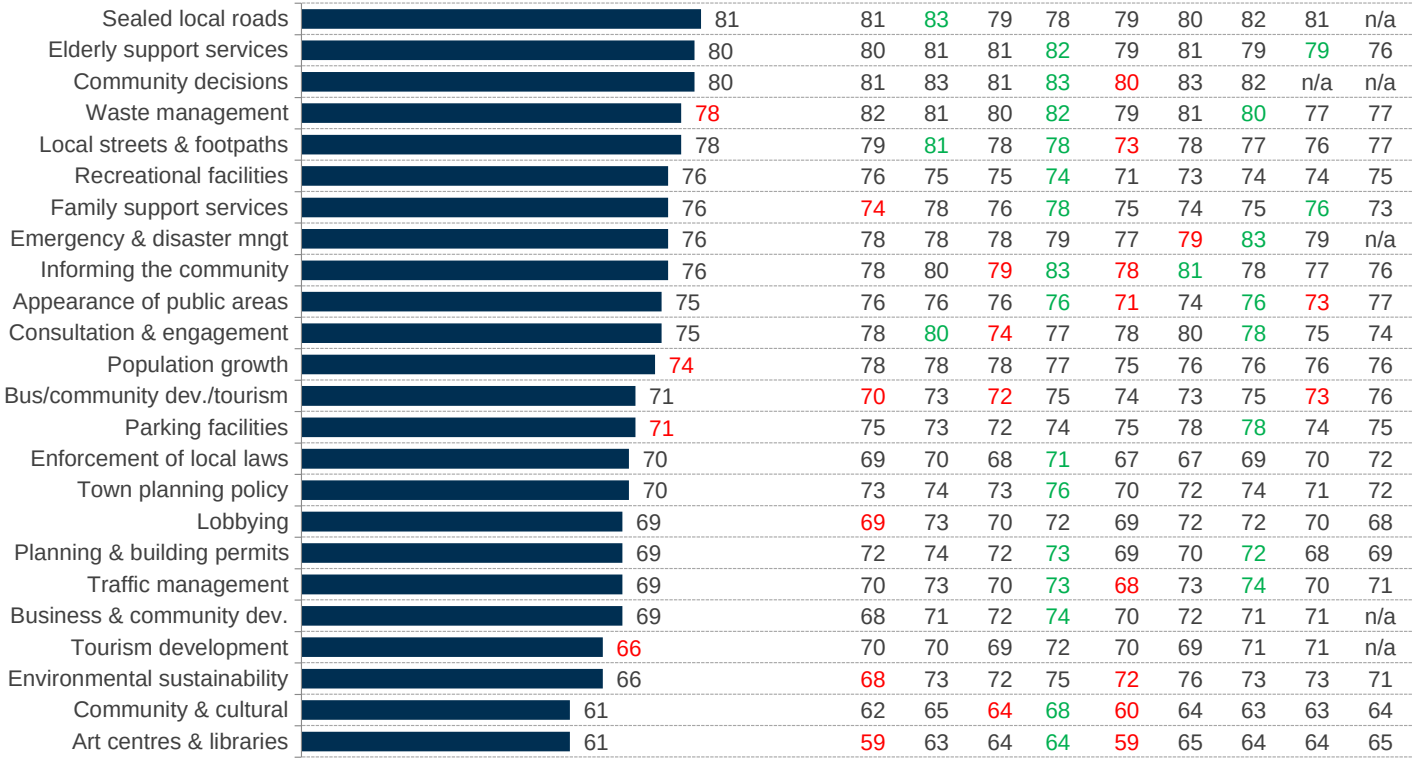
# Individual service area performance




*Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9*

# Individual service area importance

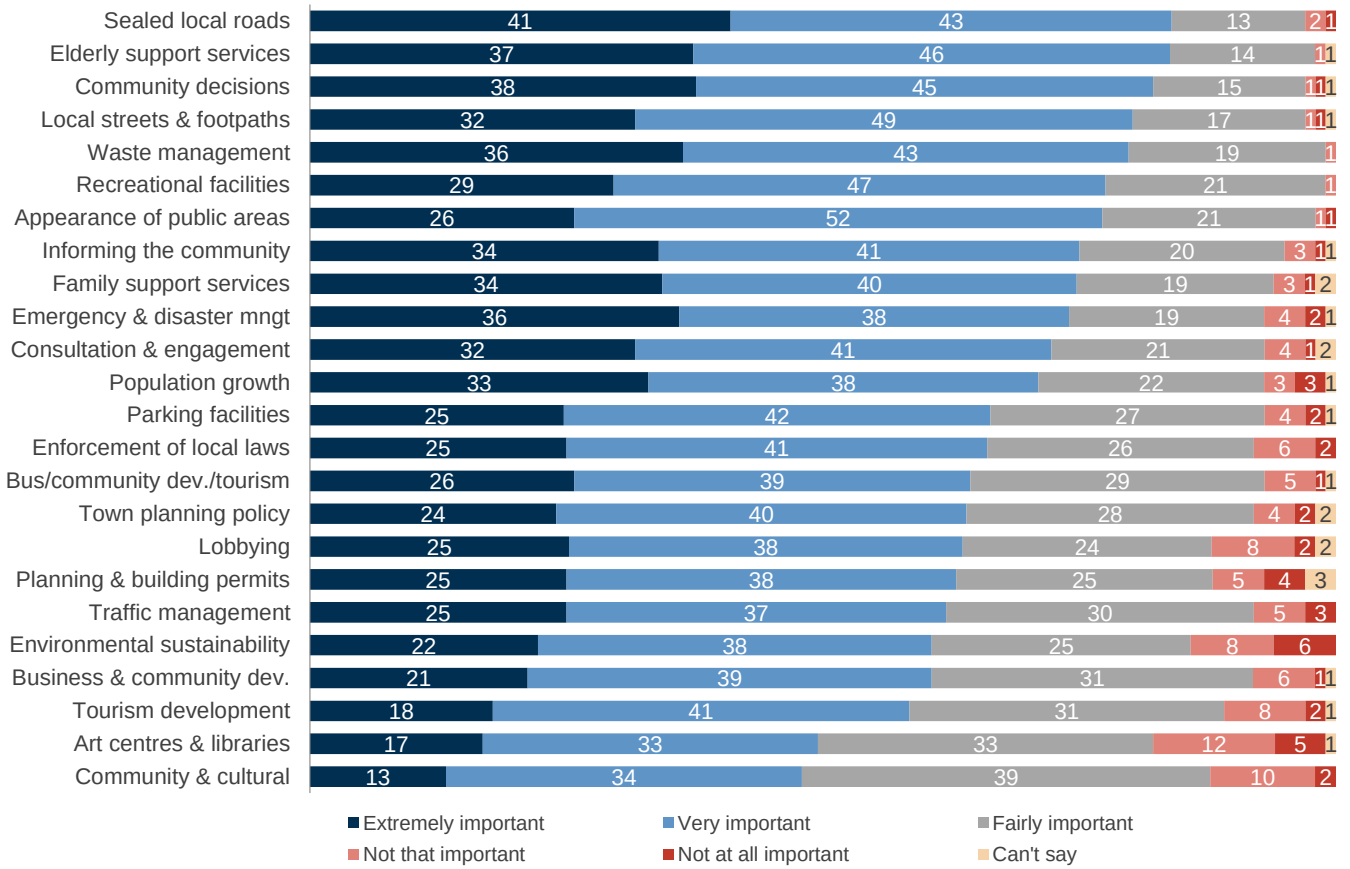
## 2025 individual service area importance (index scores)




*Q1. Firstly, how important should [RESPONSIBILITY 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.*

# Individual service area importance

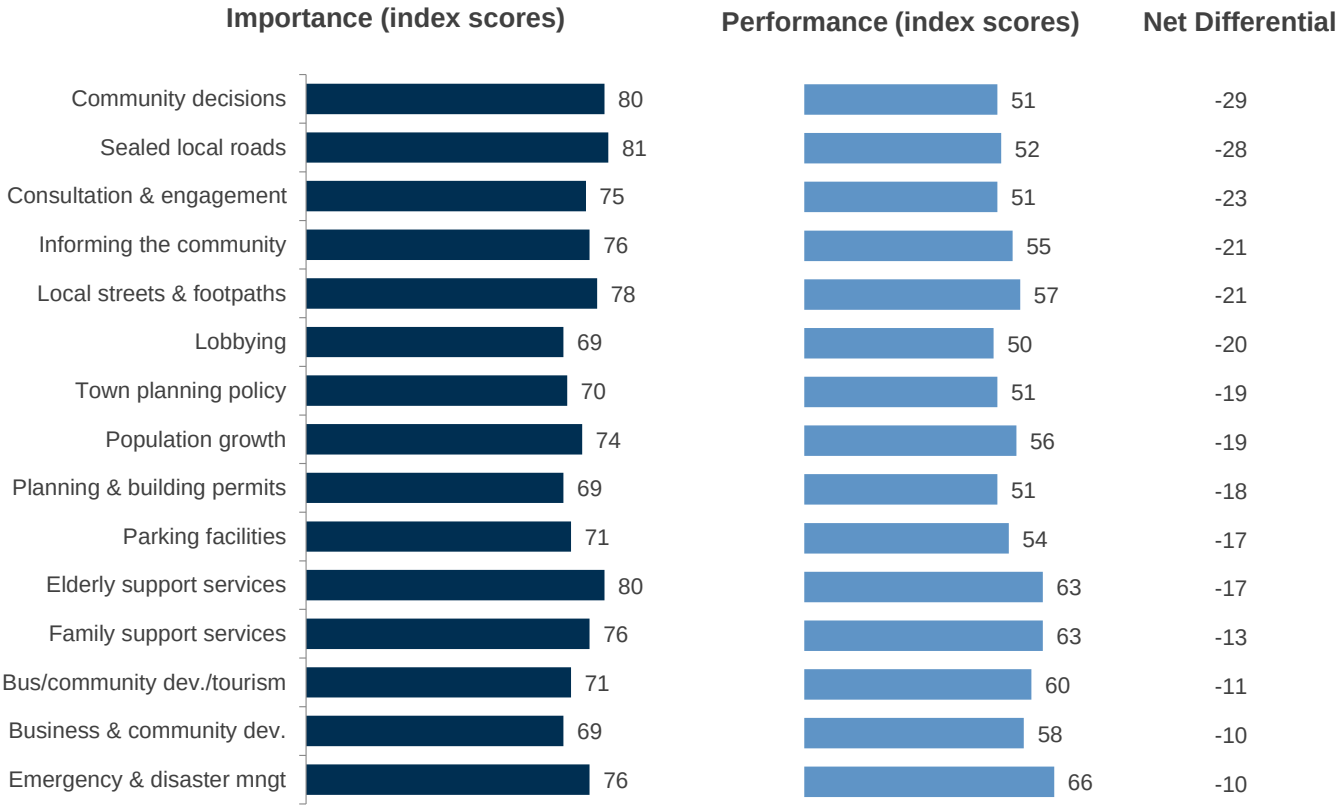
## 2025 individual service area importance (%)




*Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 4*

# Individual service areas importance vs performance

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




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

# Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

**Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.**

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

- Town planning
- The appearance of public areas
- The condition of sealed roads
- Recreational facilities
- Elderly support services.

Looking at these key service areas only, the appearance of public areas and recreational facilities have high performance index scores (70 and 68 respectively) and Council also performs well on elderly support services (index score of 63). All are relatively moderate influences on the overall performance rating.

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

Service areas where Council performs less well include the stronger influence of town planning and moderate influence of the condition of sealed roads (index scores of 51 and 52 respectively).

**Addressing resident concerns around planning issues and ensuring Council's sealed roads are well maintained can also help to shore up positive perceptions of overall performance.**

# Regression analysis explained

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

In the charts that follow:

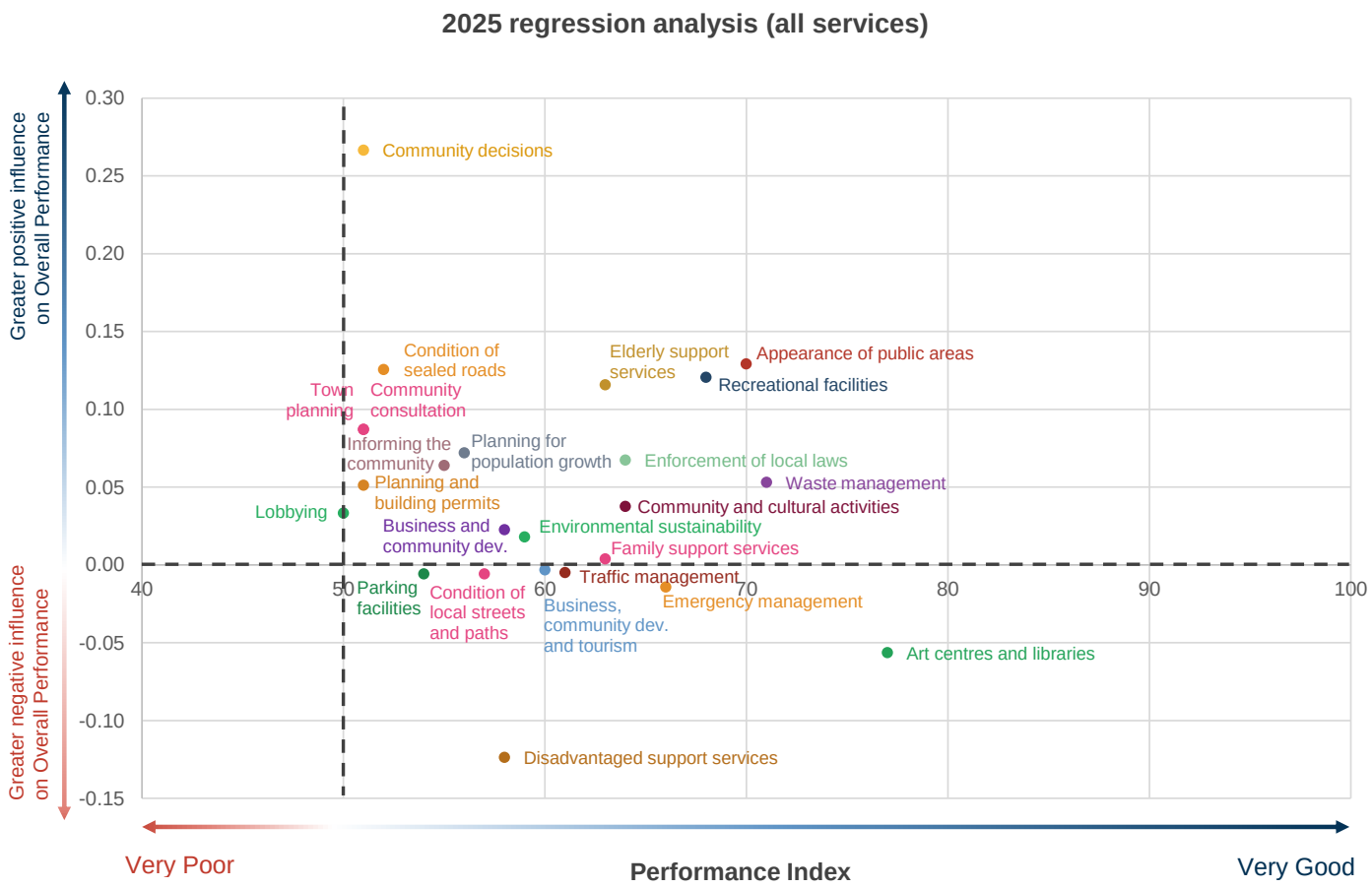
- The horizontal axis represents Council's performance index score for each individual service. Service areas appearing on the right side of the chart have a higher index score than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. 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 those 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 weaker influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

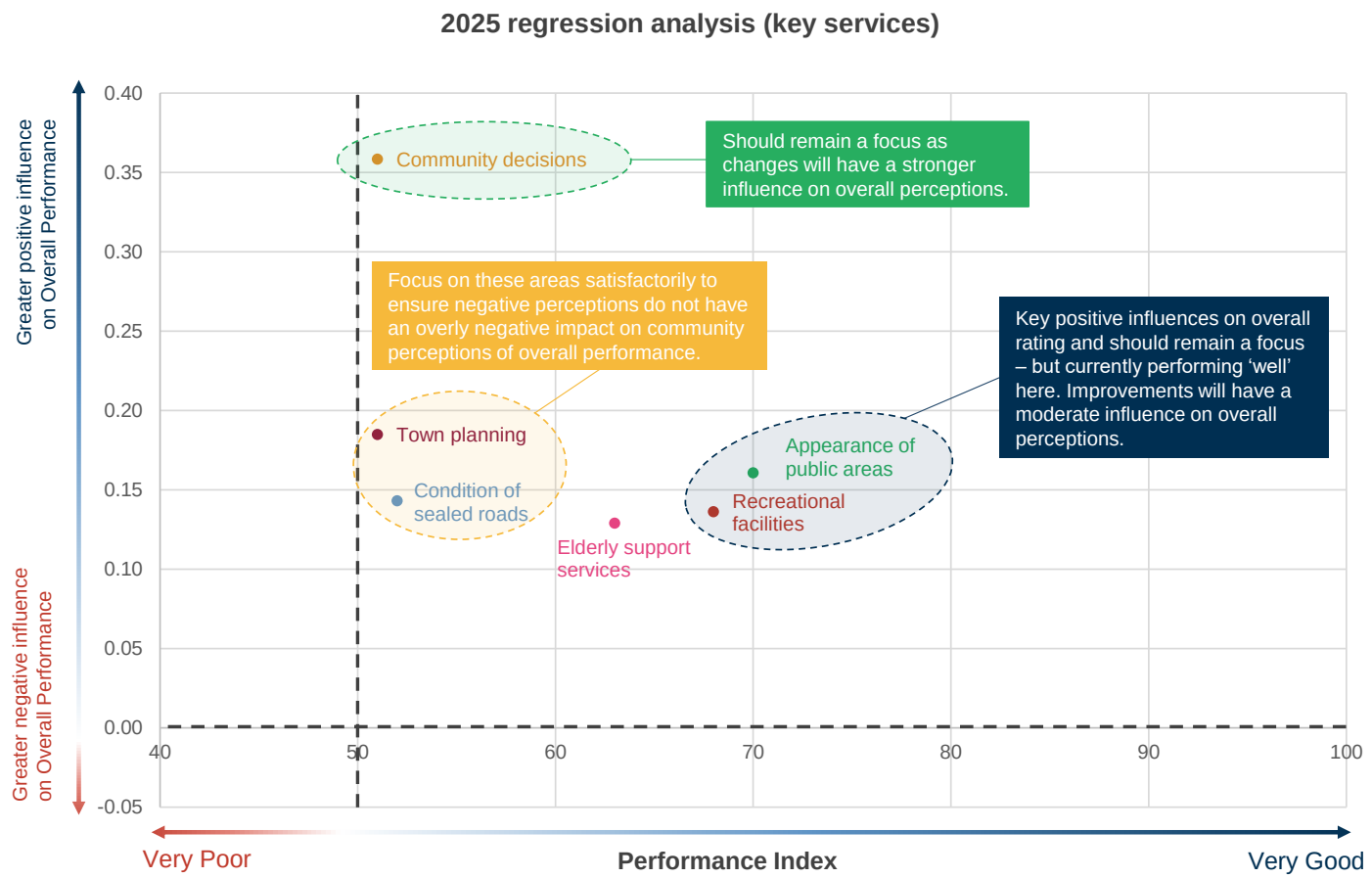
**Key insights from this analysis are derived from the second chart.**

# Influence on overall performance: all services




*The multiple regression analysis model above (all service areas) has an $R^2$ value of 0.679 and adjusted $R^2$ value of 0.658, which means that 66% 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 = 33.03. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.*

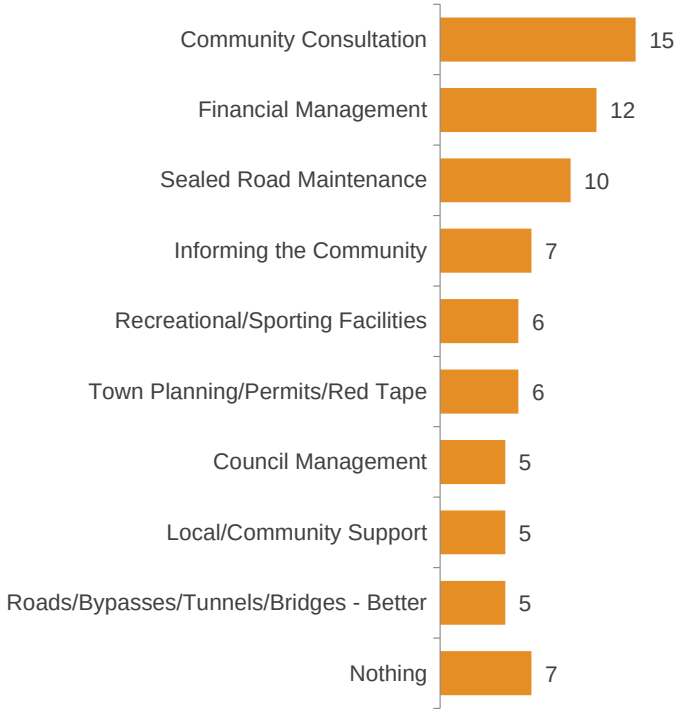
# Influence on overall performance: key services




*The multiple regression analysis model above (reduced set of service areas) has an $R^2$ value of 0.647 and adjusted $R^2$ value of 0.642, which means that 64% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 120.04$.*

# Areas for improvement

**2025 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: 44 Councils asked group: 9*
*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

Three in five Council residents (61%) had contact with Council in the last 12 months. Some fluctuations over time are evident in the rate of contact with Council. Residents aged 65 years and over (51%) contacted Council at a significantly lower rate than average.

The most common method of contacting Council remains as in person (32%) and by telephone (30%). Fewer contact Council via email (23%), in writing or through the Council website (11% for both).

## Customer service

Council's customer service index of 70 is in line with last year.

- Customer service is rated in line with the Regional Centres average and is rated significantly higher than the State-wide average (index scores of 68 and 66 respectively).

Two in three residents (67%) provide a positive customer service rating of 'very good' or 'good'. This outweighs the 15% who rate Council's customer service as 'very poor' or 'poor'.

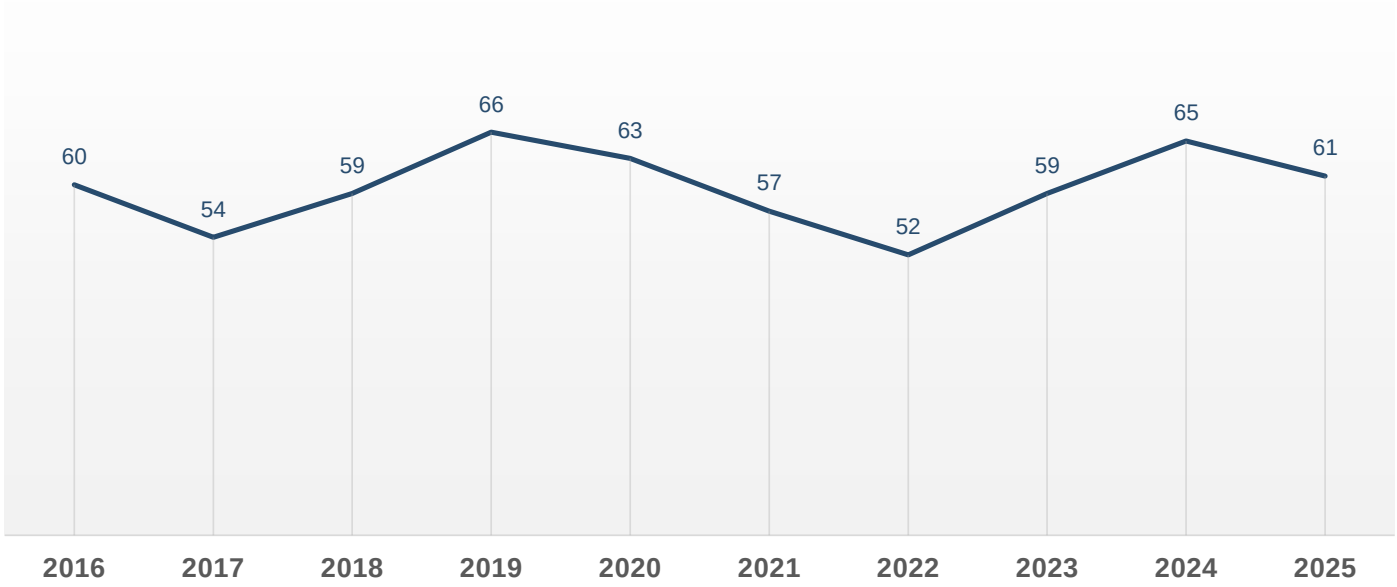
Customer service ratings across demographic cohorts are not significantly different from the Council average.

- Positively, it is worth noting that residents aged 35 to 49 years (71%) had the highest rate of contact and rated customer service highest (index score of 71).

Customer service remains as being rated highest for in person visits (index score of 77), which as mentioned is the method of contact used most often. Of the other more frequently used methods of contact, customer service ratings are lower for telephone (index score of 71 and email (index score of 61). As email has the lowest rating, this channel should be the priority for customer service improvements.

# Contact with council

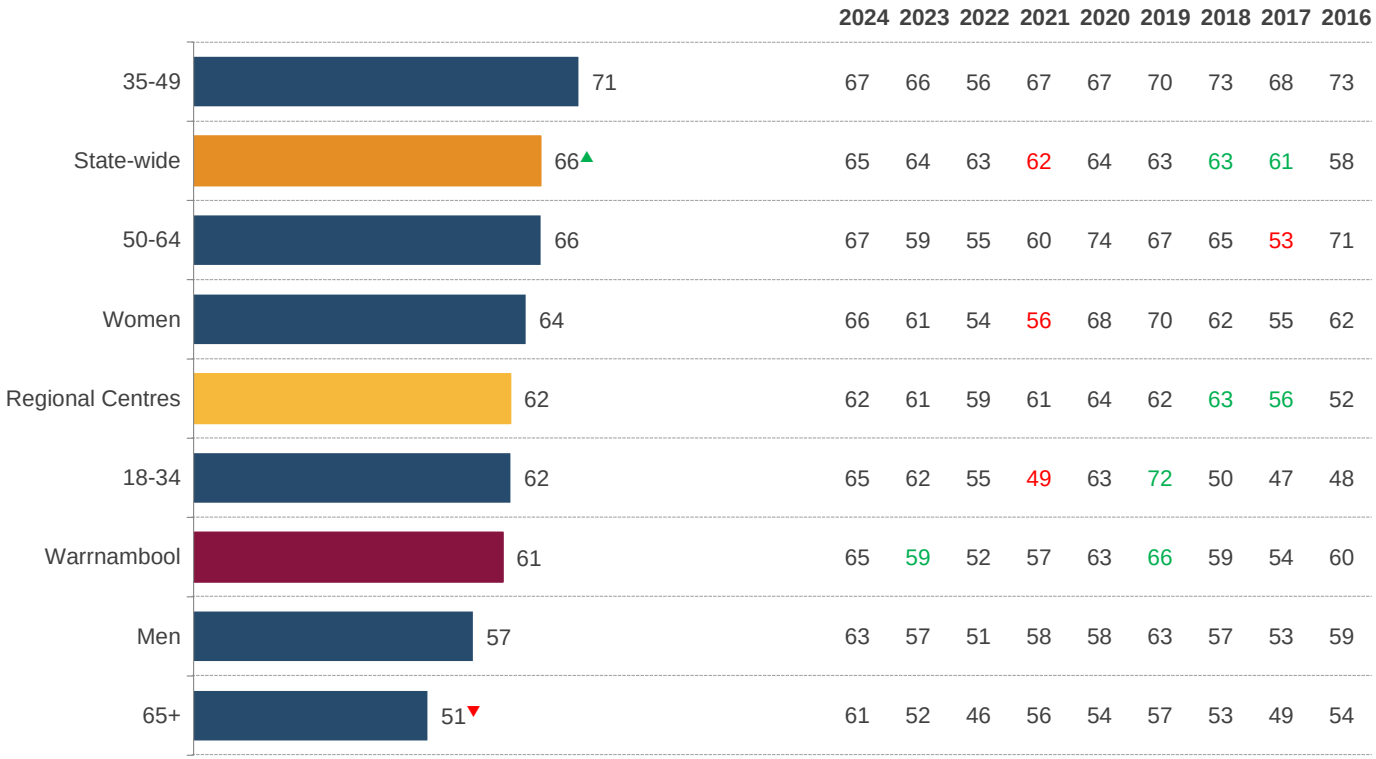
**2025 contact with council (%)**
Have had contact




*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: 24 Councils asked group: 5*

# Contact with council

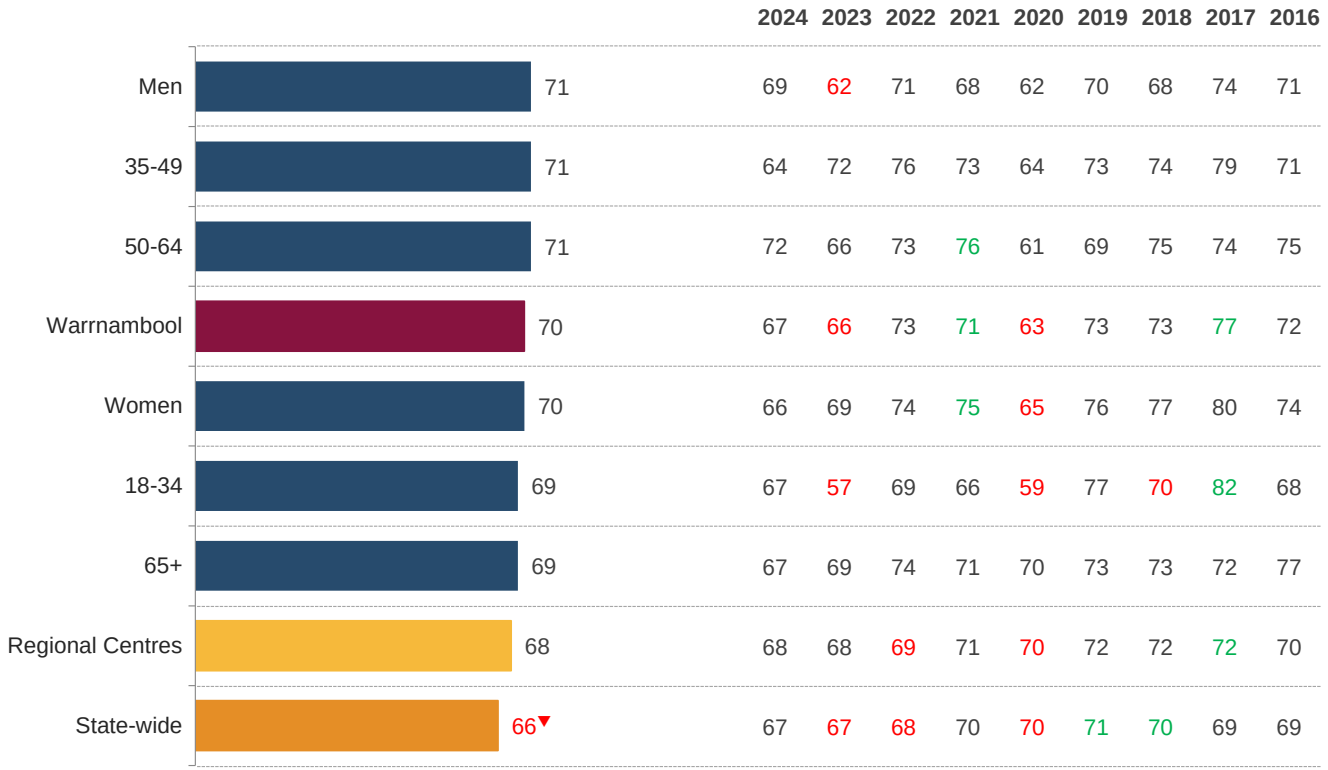
## 2025 contact with council (%)




*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: 24 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

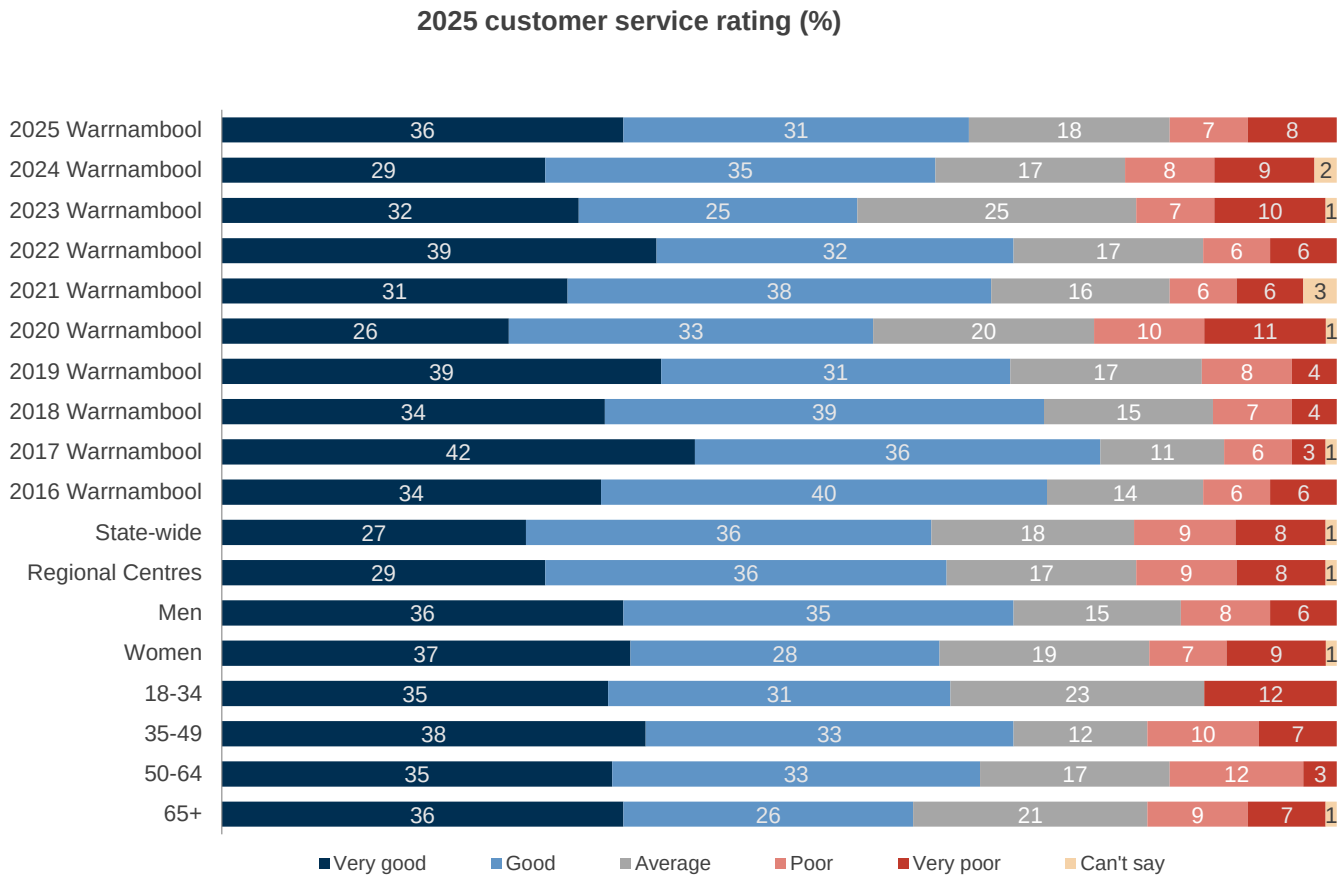
# Customer service rating

## 2025 customer service rating (index scores)



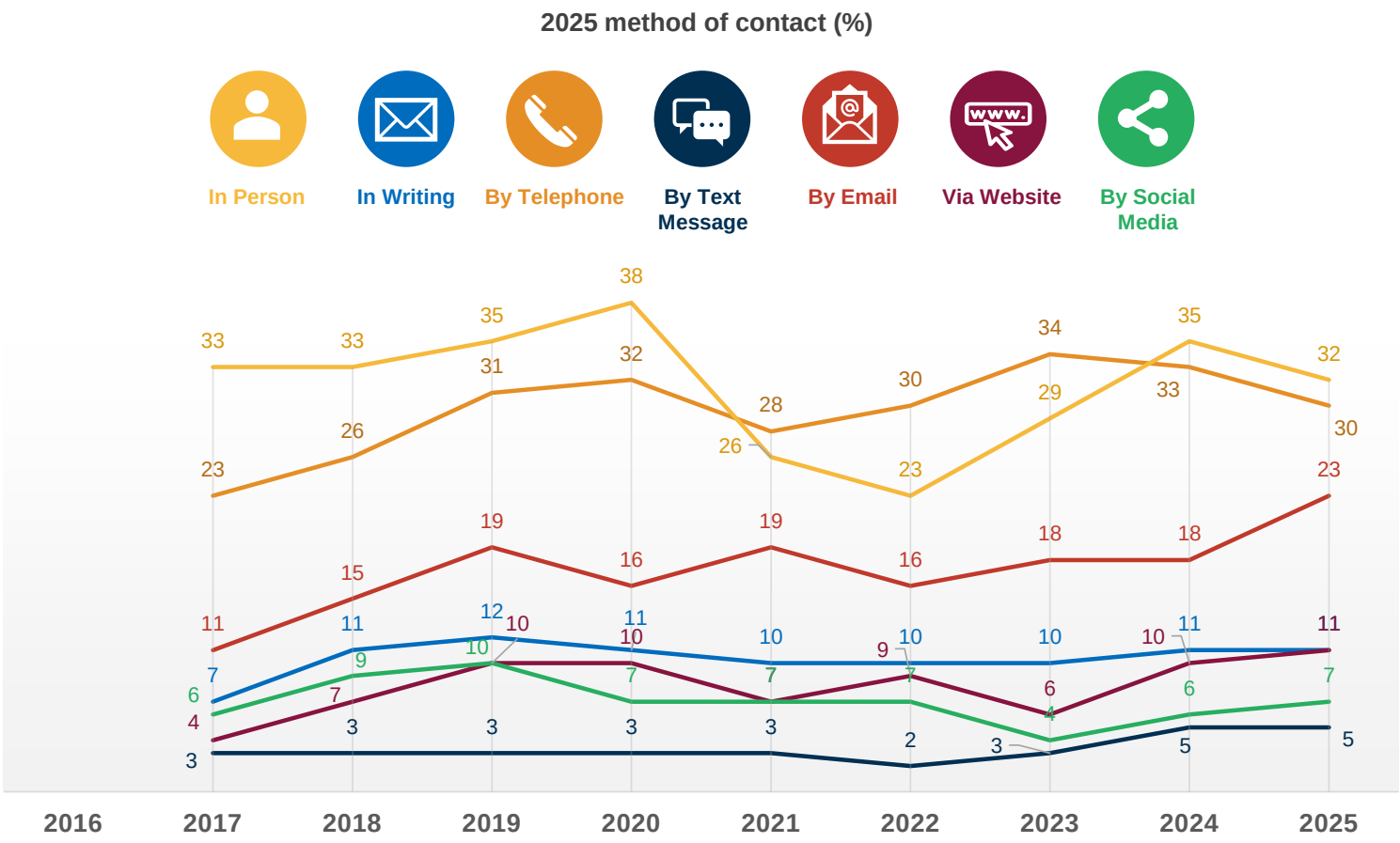

*Q5c. Thinking of the most recent contact, how would you rate Warrnambool City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.*
*Base: All respondents who have had contact with Council in the last 12 months.*
*Councils asked State-wide: 56 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

# 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: 56 Councils asked group: 9*

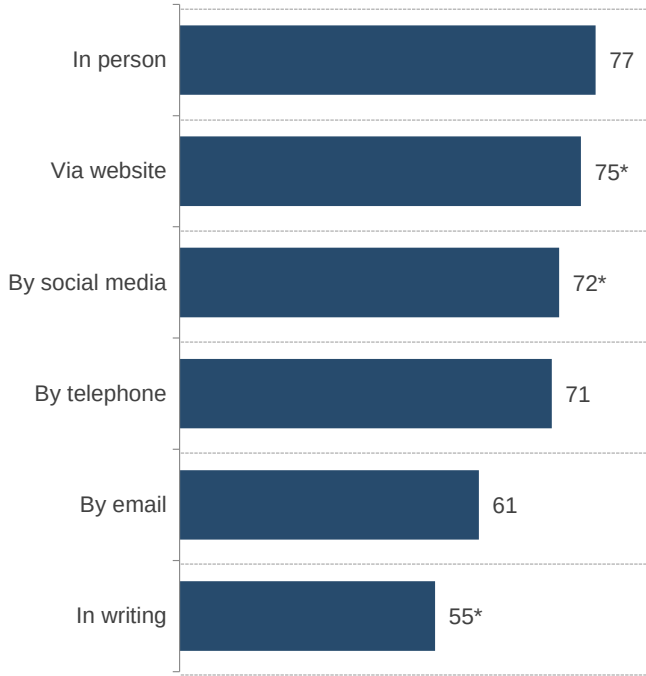
# Method of contact with council




*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: 24 Councils asked group: 5*
*Note: Respondents could name multiple contacts methods so responses may add to more than 100%*

# Customer service rating by method of last contact

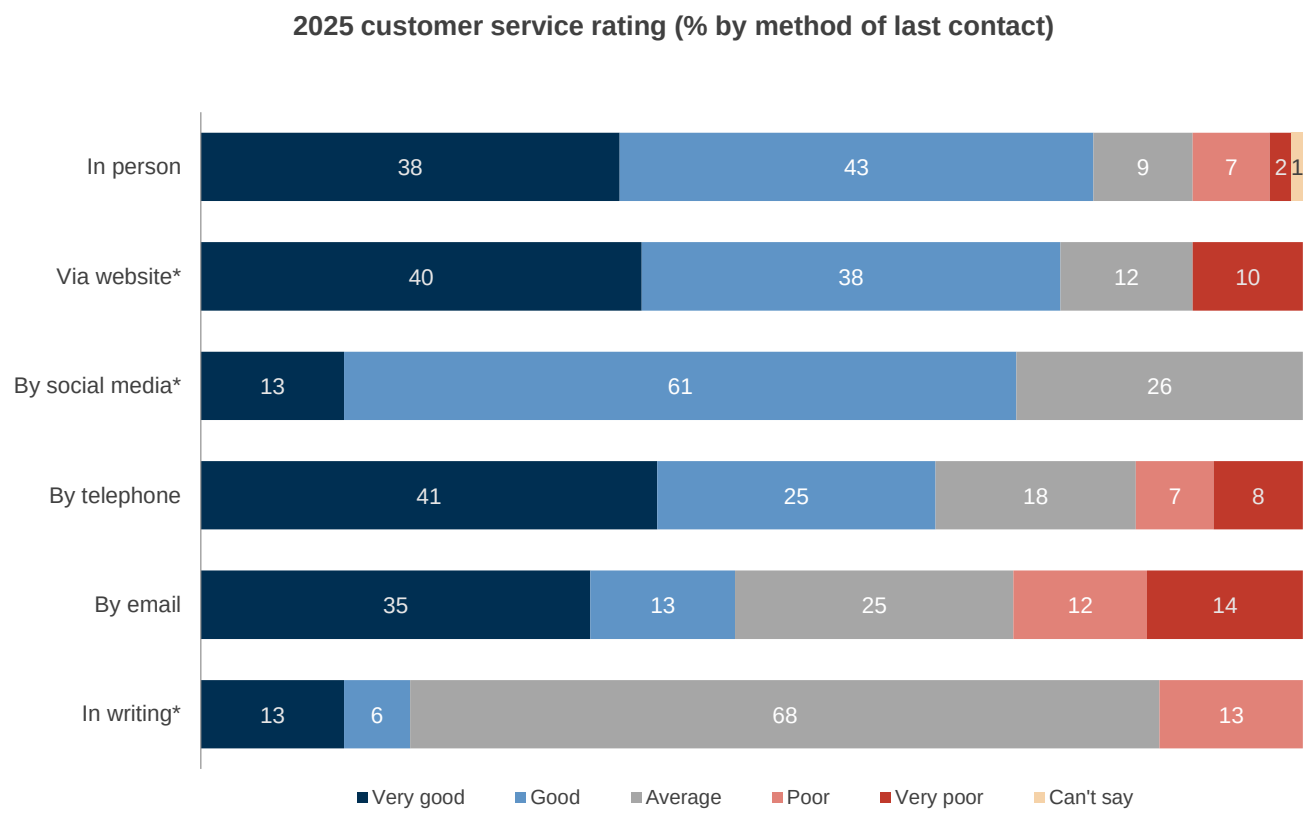
## 2025 customer service rating (index score by method of last contact)




| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| In person | 74 | 68 | 73 | 78 | 63 | 82 | 74 | 83 | n/a |
| Via website | 64 | 50 | 73 | 85 | 68 | 76 | 74 | 100 | n/a |
| By social media | 63 | 59 | 83 | 71 | 46 | 65 | 67 | 59 | n/a |
| By telephone | 61 | 67 | 77 | 73 | 67 | 71 | 79 | 77 | n/a |
| By email | 66 | 63 | 63 | 58 | 59 | 66 | 62 | 63 | n/a |
| In writing | 62 | 67 | 55 | 68 | 58 | 70 | 70 | 66 | n/a |

*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: 24 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*
**Caution: small sample size < n=30*

# Customer service rating by method of last contact

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*Base: All respondents who have had contact with Council in the last 12 months.*
*Councils asked State-wide: 24 Councils asked group: 5*
**Caution: small sample size < n=30*

# Communication

# Communication

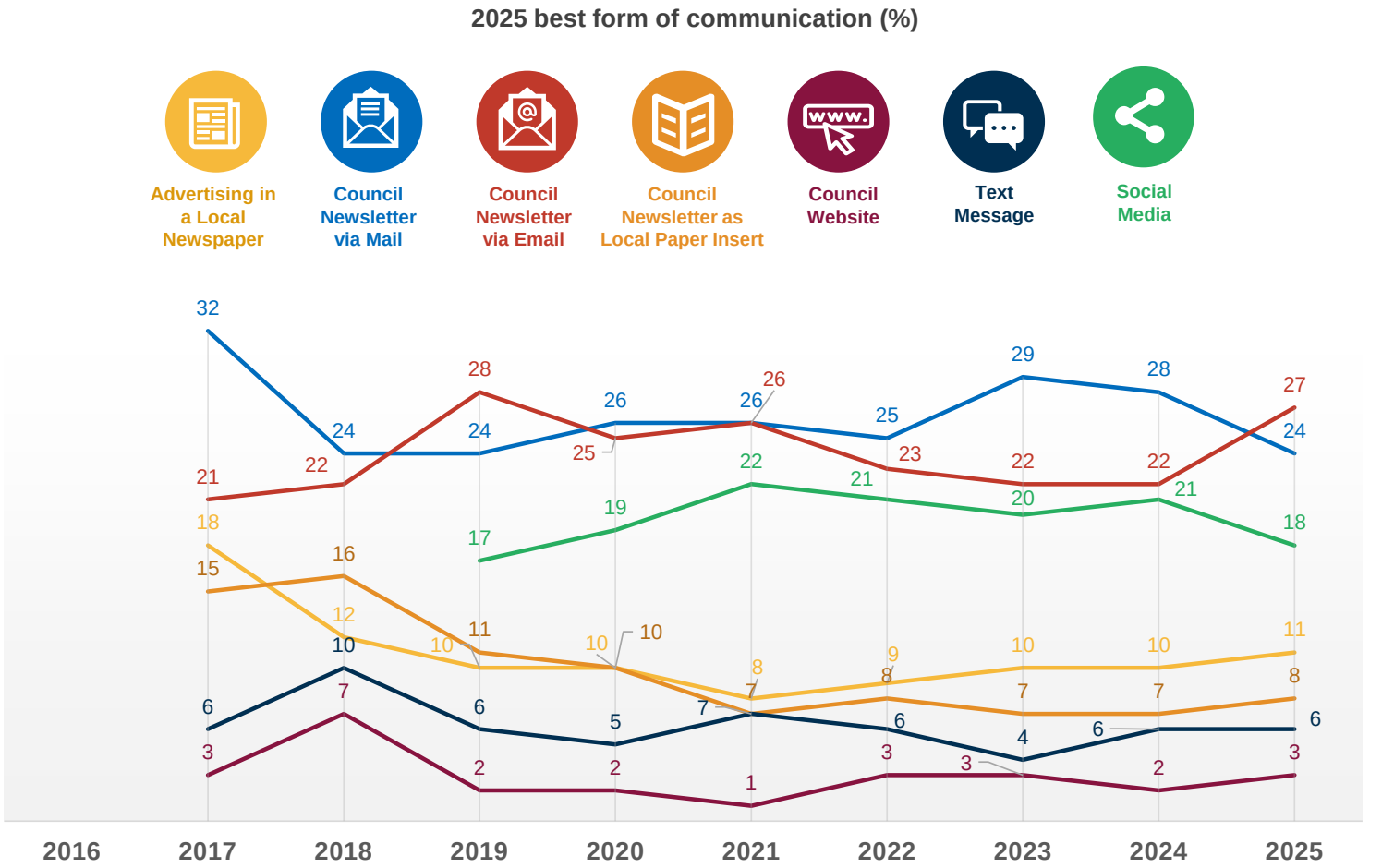
The preferred form of communication from Council about news and information and upcoming events is a newsletter sent via email (27%), closely followed by a newsletter sent via mail (24%).

- Preference for a newsletter via email has increased by five percentage points in the last year, reaching levels achieved between 2019 and 2021.
- By contrast, preference for a newsletter via mail has declined over the last two years, reaching its lowest level, equivalent to 2018 and 2019.
- Social media (18%) is ranked the third preferred communications channel.

Preferences differ by age group:

- The preferred form of communication among residents under 50 years of age continues to be social media (28%). This is followed by preference for a newsletter sent via email (26%, up seven percentage points) and a newsletter sent via mail (21%, down seven percentage points).
- The preferred form of communication among those aged 50 years and over is now a newsletter sent via email (29%), ahead of a newsletter sent via mail (26%). The next preferred form of communication is much lower, advertising in a local newspaper (15%). Preference for social media is even lower (8%).

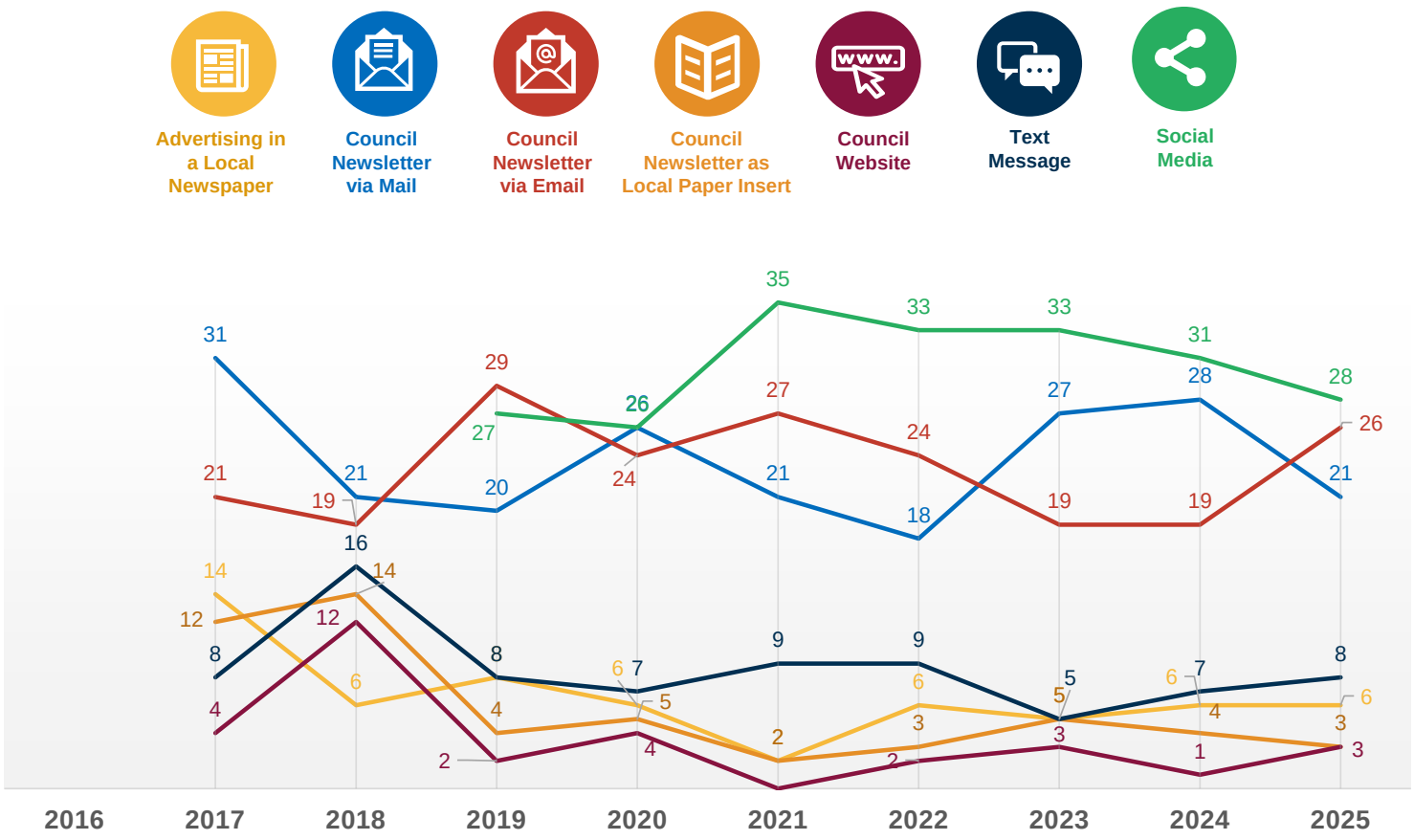
# Best form of communication




*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: 33 Councils asked group: 6*
*Note: 'Social Media' was included in 2019.*

# Best form of communication: under 50s

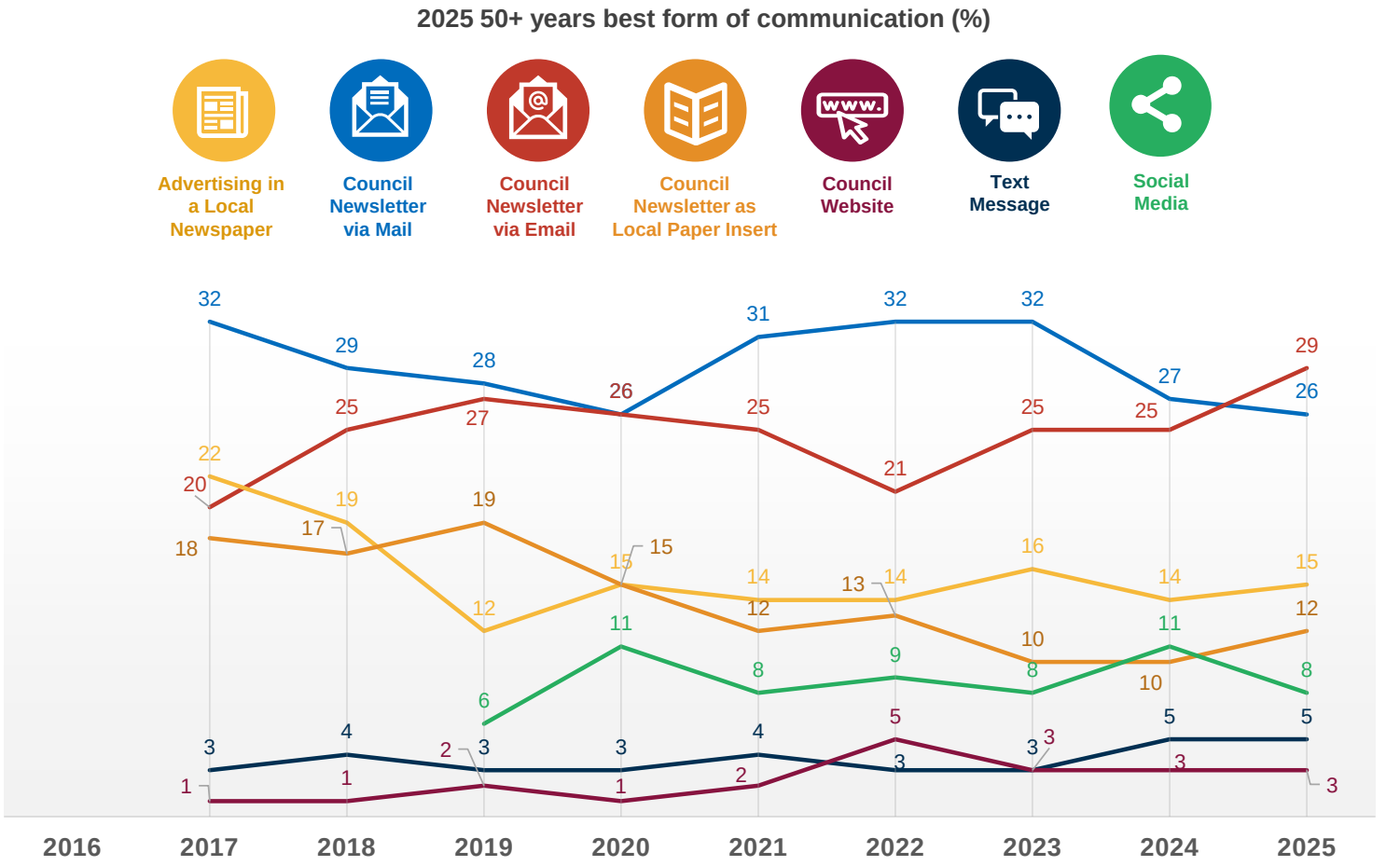
**2025 under 50s best form of communication (%)**




*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: 33 Councils asked group: 6*
*Note: 'Social Media' was included in 2019.*

J W S R E S E A R C H 45

# Best form of communication: 50+ years




*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 50+ years. Councils asked State-wide: 33 Councils asked group: 6*
*Note: 'Social Media' was included in 2019.*

# Council direction

# Council direction

Over the last 12 months, 61% of residents believe the direction of Council's overall performance has stayed the same, up five percentage points from 2024.

- Just under one in five residents (18%, down from 21% in 2024) believe the direction has improved.
- A similar proportion (17%) believe the direction of Council's overall performance has deteriorated (19% in 2024).

Perceptions of overall council direction (index score of 51) is equal to last year, maintaining the significant improvement achieved last year. Further, perceptions of Council's overall direction are in line with the Regional Centres average and significantly higher than the State-wide average (48 and 46 respectively).

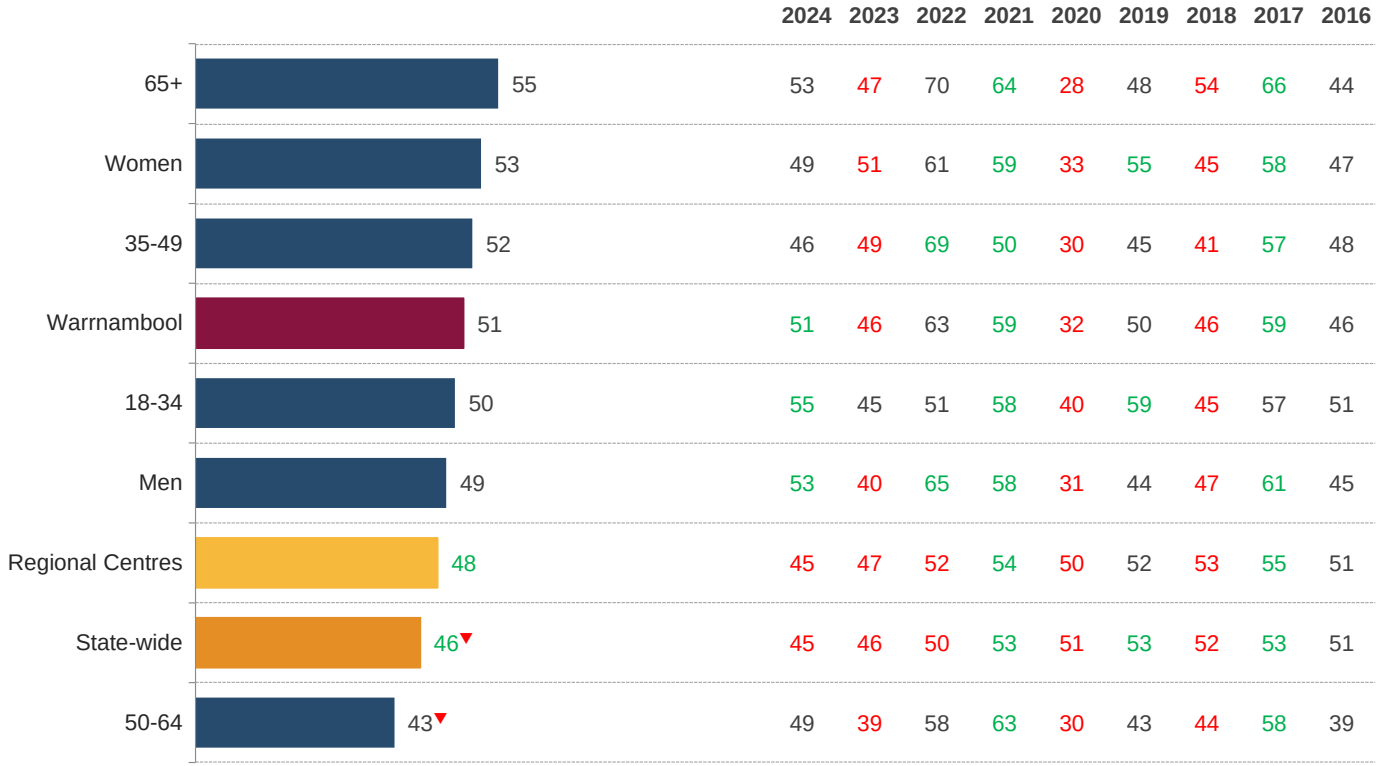
- Among residents aged 50 to 64 years (index score of 43), perceptions of Council's overall direction are lowest, having significantly declined this year.

Looking into the future, 58% of residents consider Council is generally heading in the 'right direction', more than the 33% who rate Council as heading in the 'wrong direction'.

More residents prefer service cuts (56%) to keep Council rates at the same level, increasing by five percentage points from 2024. Less (30%) prefer a rate rise to improve local services, while 15% are unsure.

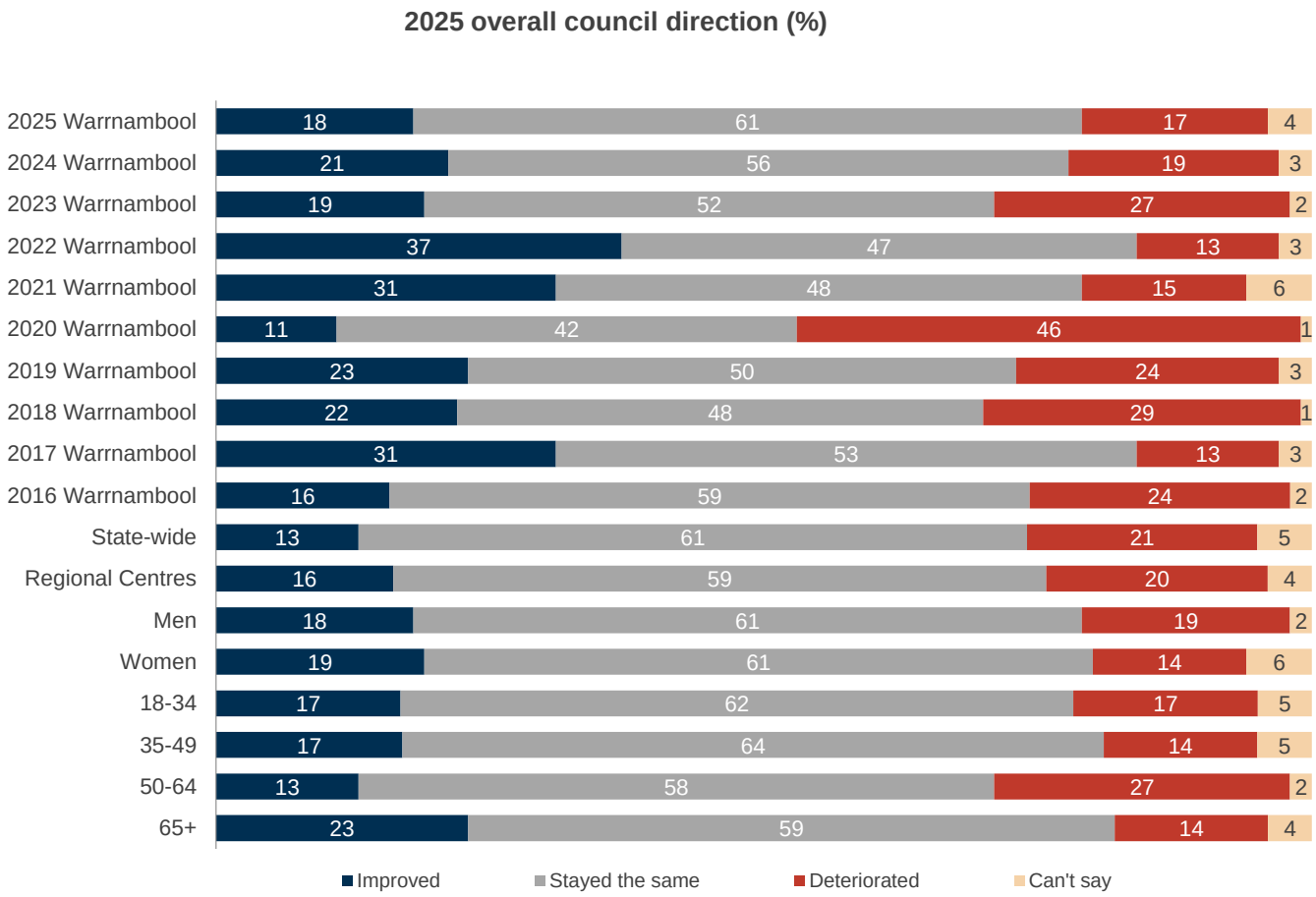
# Overall council direction last 12 months

## 2025 overall council direction (index scores)



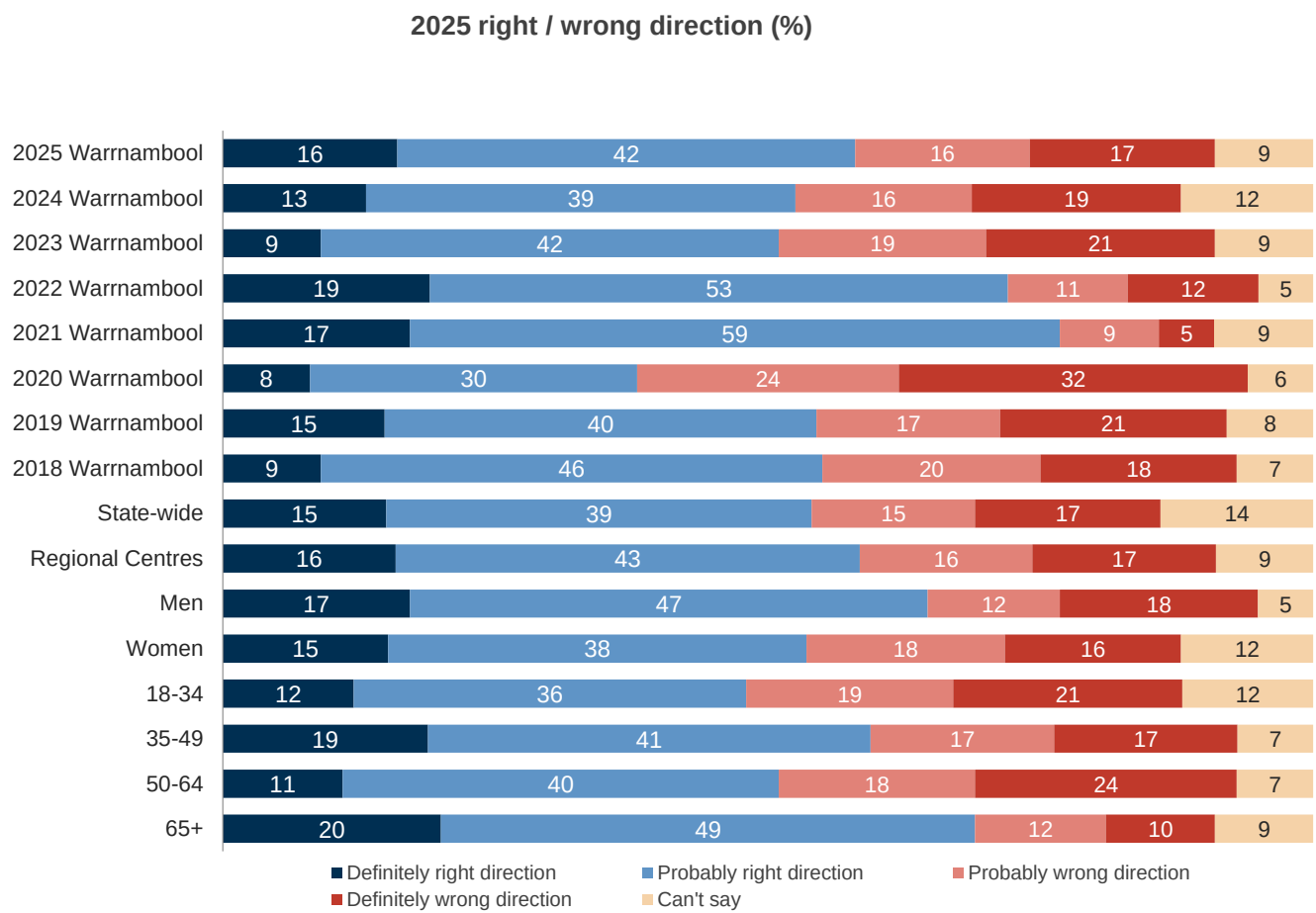

*Q6. Over the last 12 months, what is your view of the direction of Warrnambool City Council's overall performance?*
*Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

# Overall council direction last 12 months



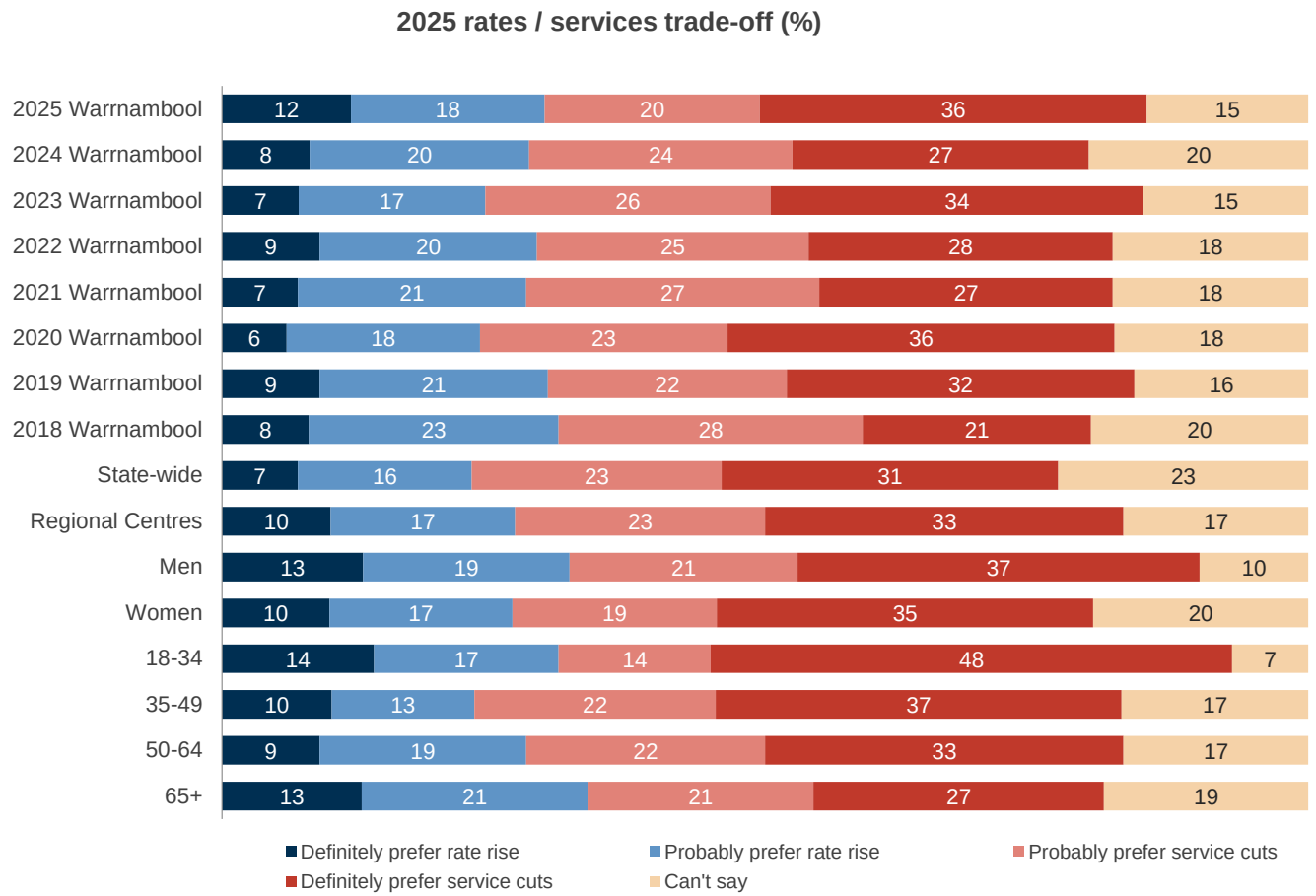

*Q6. Over the last 12 months, what is your view of the direction of Warrnambool City Council's overall performance?*
*Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9*

# 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: 8 Councils asked group: 1*

# 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: 15 Councils asked group: 2*

# Individual service areas

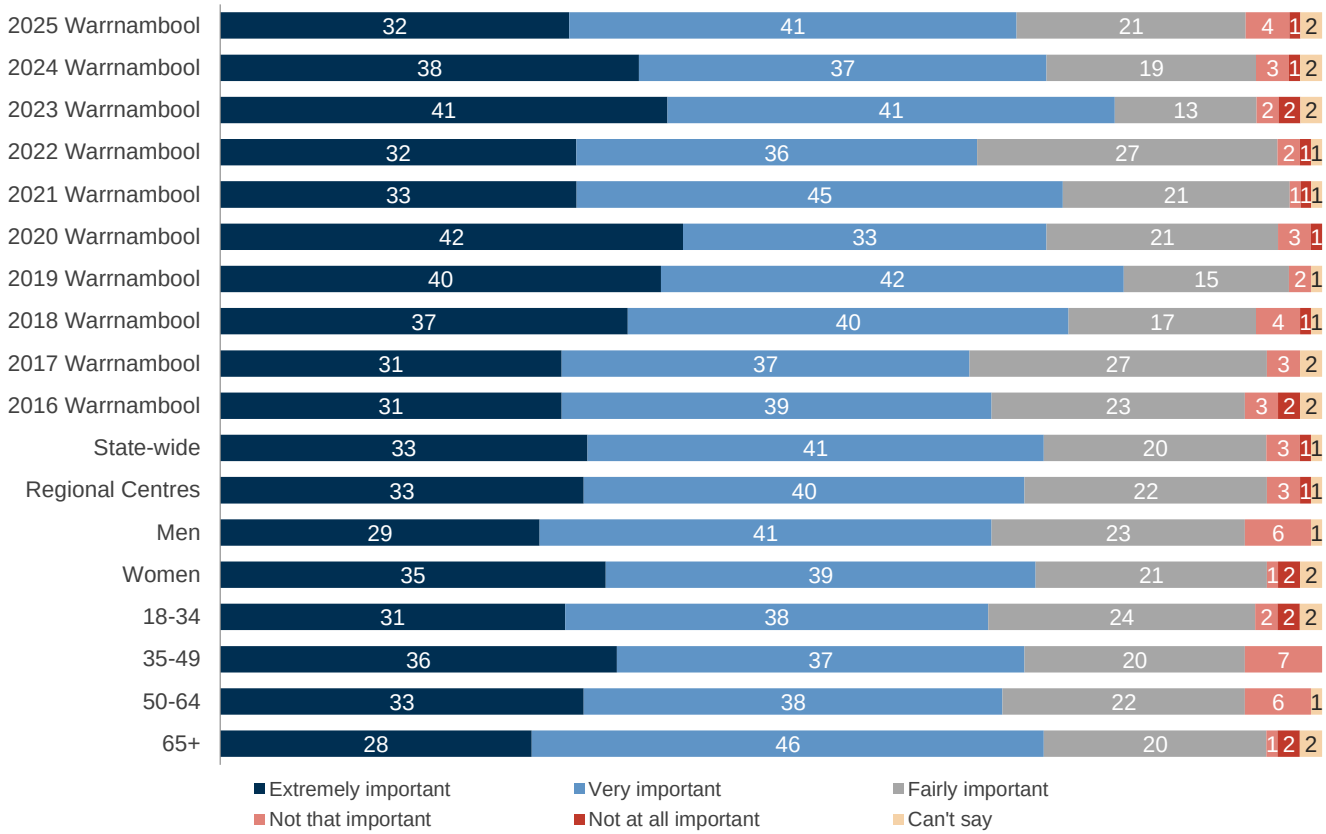
# Community consultation and engagement importance

## 2025 consultation and engagement importance (index scores)

| | | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|---|
| Women | 76 | 79 | 81 | 76 | 77 | 79 | 82 | 80 | 77 | 77 |
| Regional Centres | 76 | 77 | 77 | 77 | 76 | 75 | 76 | 75 | 76 | 75 |
| State-wide | 76 | 76 | 76 | 76 | 75 | 74 | 74 | 74 | 74 | 75 |
| 35-49 | 75 | 80 | 78 | 76 | 80 | 80 | 81 | 77 | 78 | 73 |
| 65+ | 75 | 79 | 80 | 77 | 78 | 77 | 77 | 79 | 77 | 75 |
| 50-64 | 75 | 80 | 80 | 81 | 81 | 81 | 81 | 80 | 79 | 77 |
| Warrnambool | 75 | 78 | 80 | 74 | 77 | 78 | 80 | 78 | 75 | 74 |
| 18-34 | 74 | 72 | 83 | 67 | 72 | 77 | 81 | 75 | 67 | 72 |
| Men | 73 | 76 | 79 | 73 | 77 | 77 | 77 | 74 | 72 | 71 |

*Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

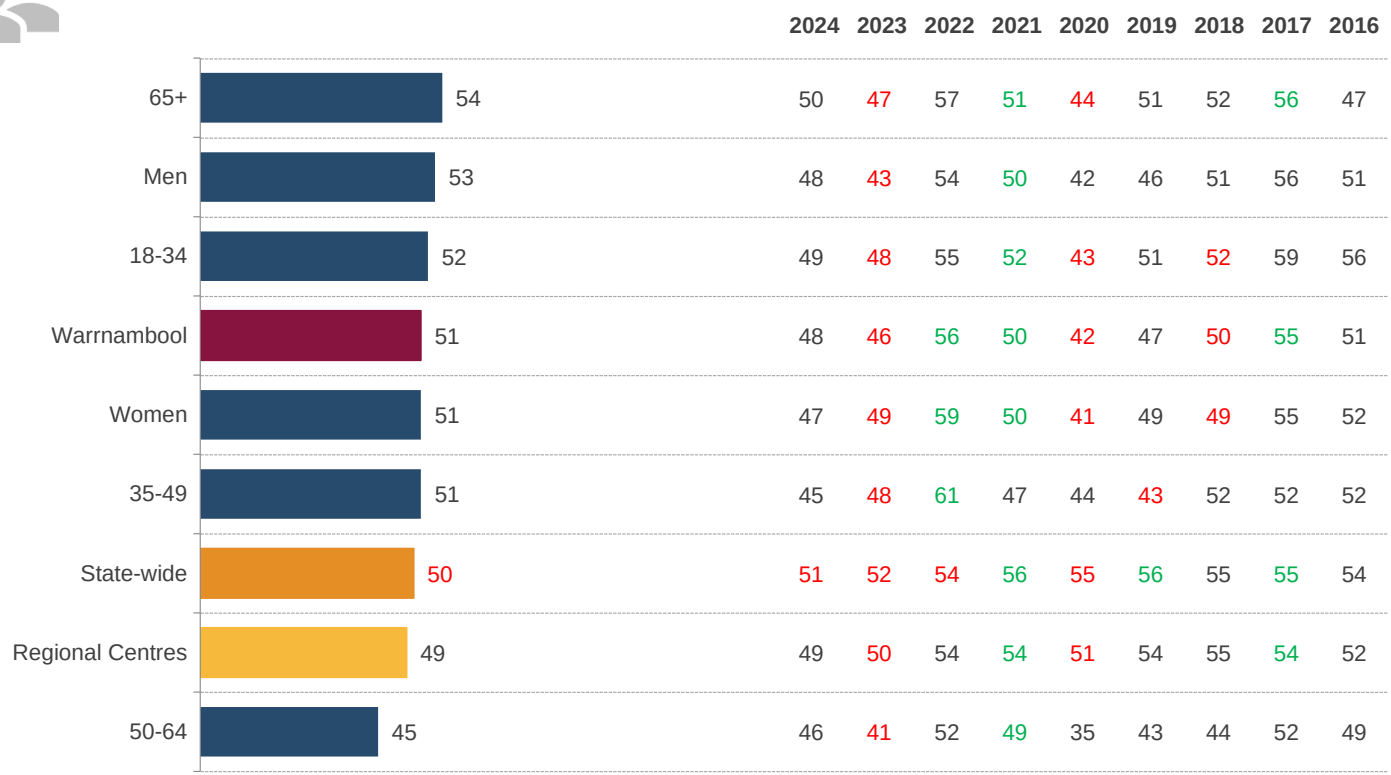
# Community consultation and engagement importance




*Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4*

# Community consultation and engagement performance

## 2025 consultation and engagement performance (index scores)

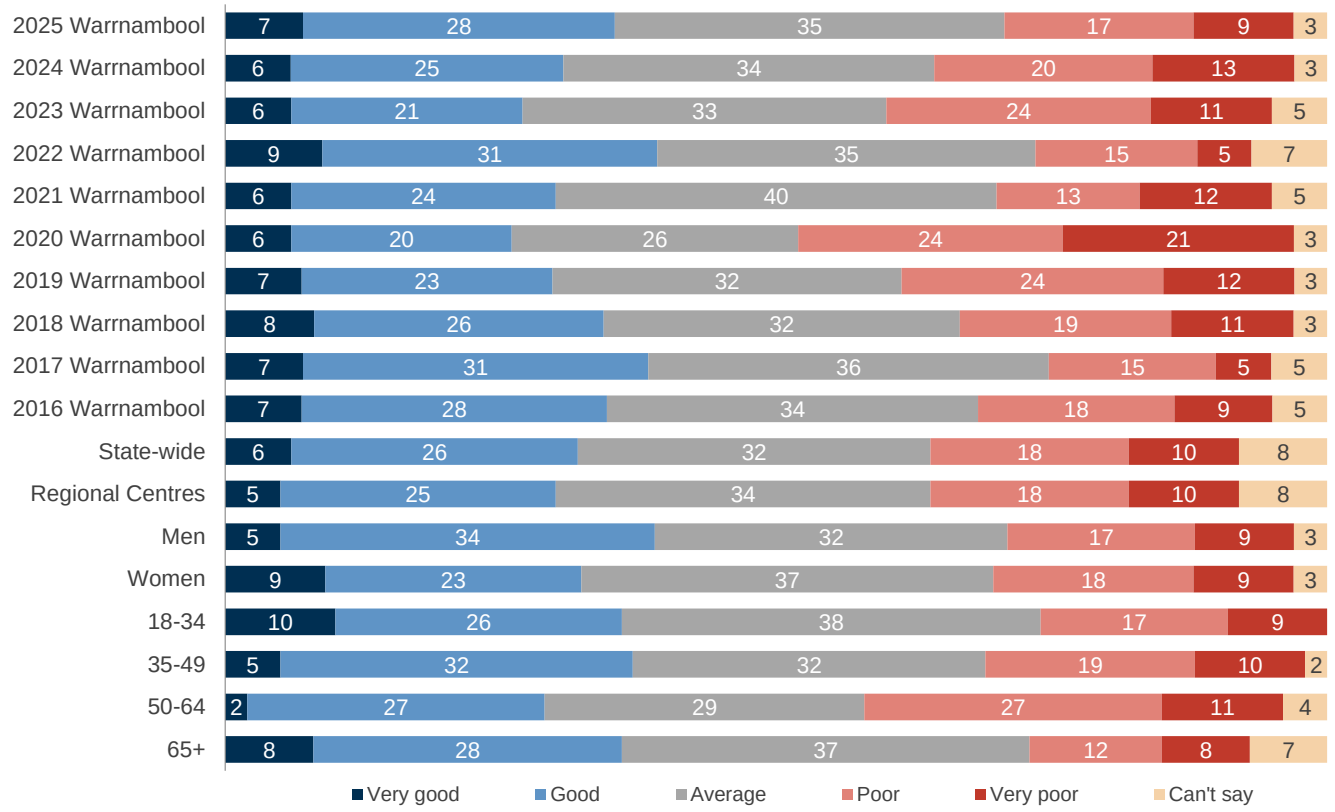



| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 65+ | 50 | 47 | 57 | 51 | 44 | 51 | 52 | 56 | 47 |
| Men | 48 | 43 | 54 | 50 | 42 | 46 | 51 | 56 | 51 |
| 18-34 | 49 | 48 | 55 | 52 | 43 | 51 | 52 | 59 | 56 |
| Warrnambool | 48 | 46 | 56 | 50 | 42 | 47 | 50 | 55 | 51 |
| Women | 47 | 49 | 59 | 50 | 41 | 49 | 49 | 55 | 52 |
| 35-49 | 45 | 48 | 61 | 47 | 44 | 43 | 52 | 52 | 52 |
| State-wide | 51 | 52 | 54 | 56 | 55 | 56 | 55 | 55 | 54 |
| Regional Centres | 49 | 50 | 54 | 54 | 51 | 54 | 55 | 54 | 52 |
| 50-64 | 46 | 41 | 52 | 49 | 35 | 43 | 44 | 52 | 49 |

*Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

# Community consultation and engagement performance

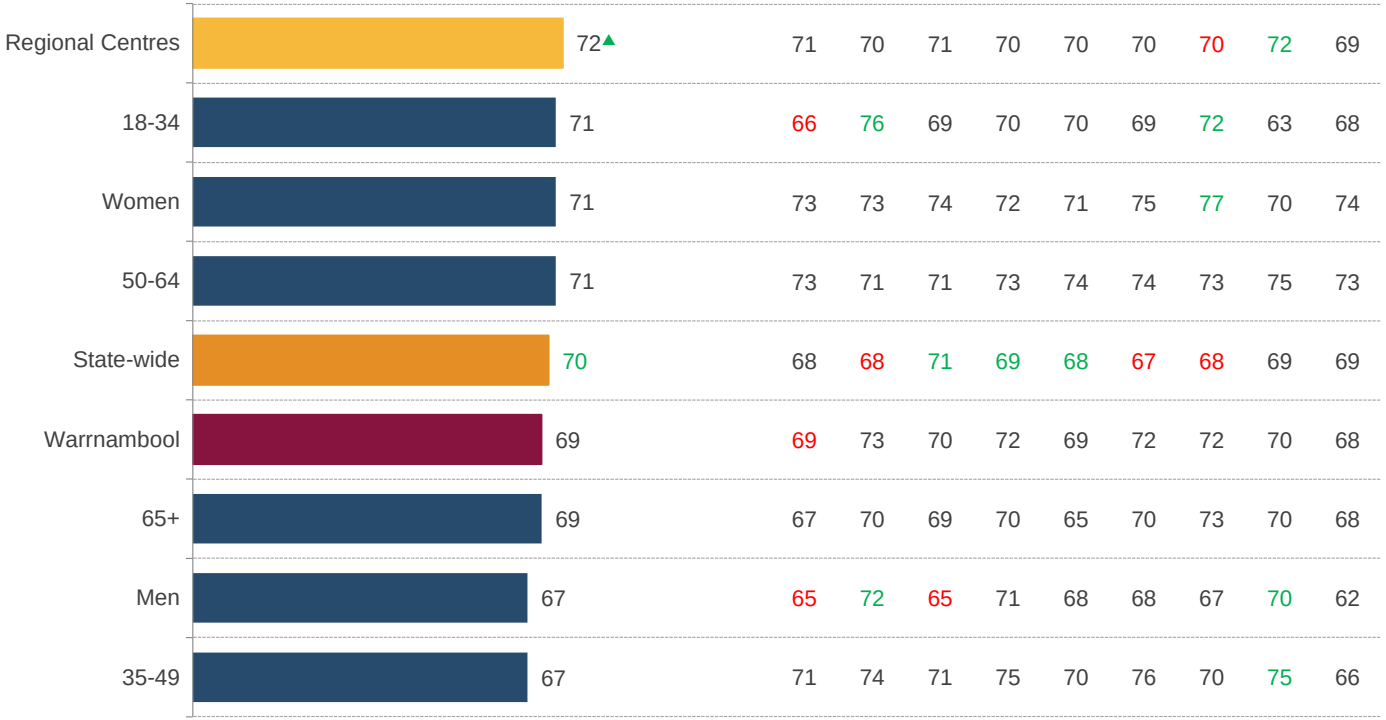
## 2025 consultation and engagement performance (%)




*Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9*

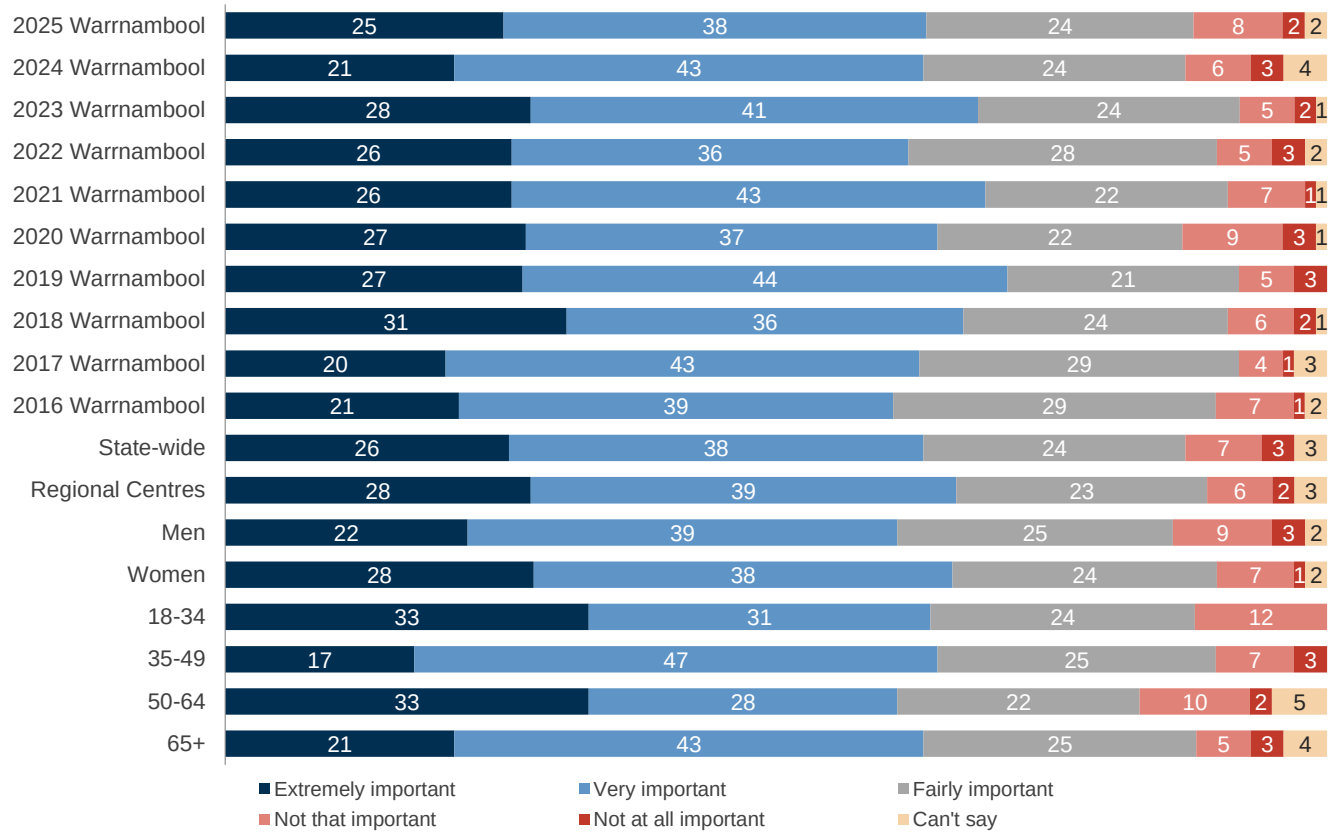
# Lobbying on behalf of the community importance

## 2025 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: 19 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

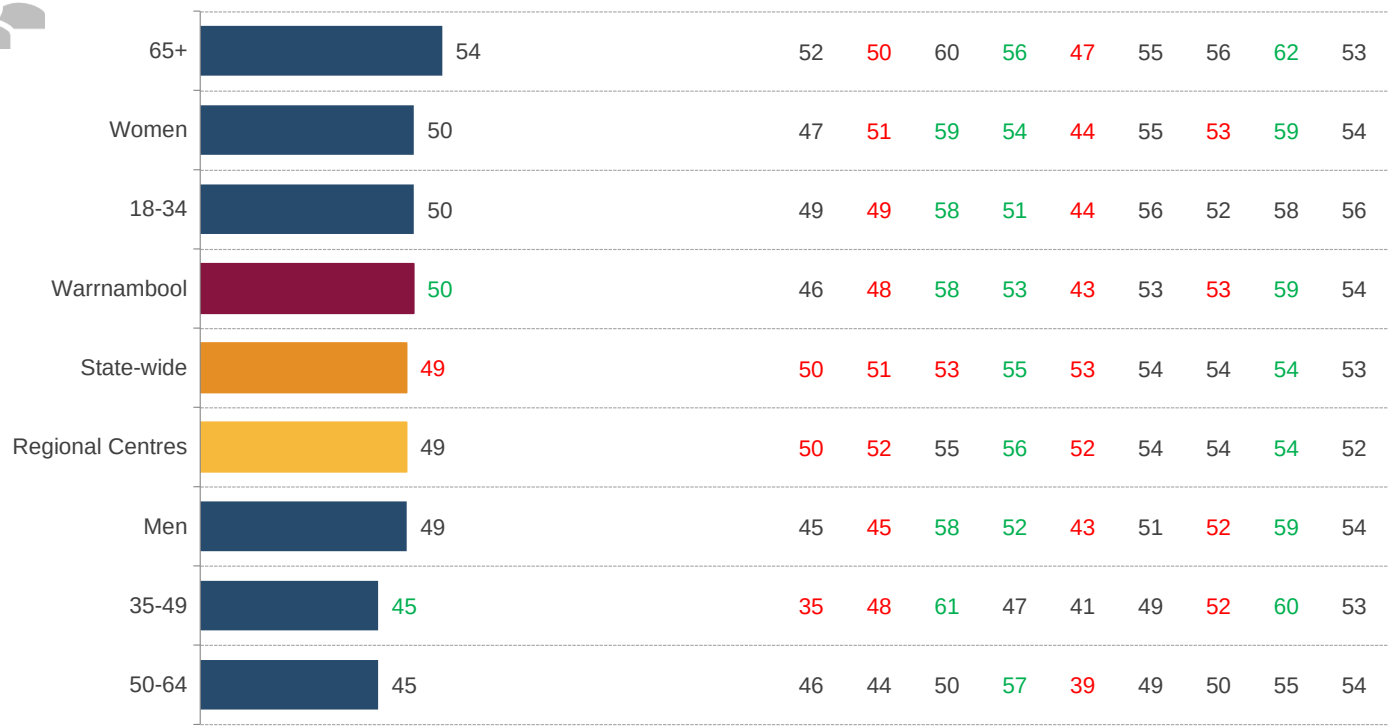
# Lobbying on behalf of the community importance




*Q1. Firstly, how important should 'Lobbying on behalf of the community' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4*

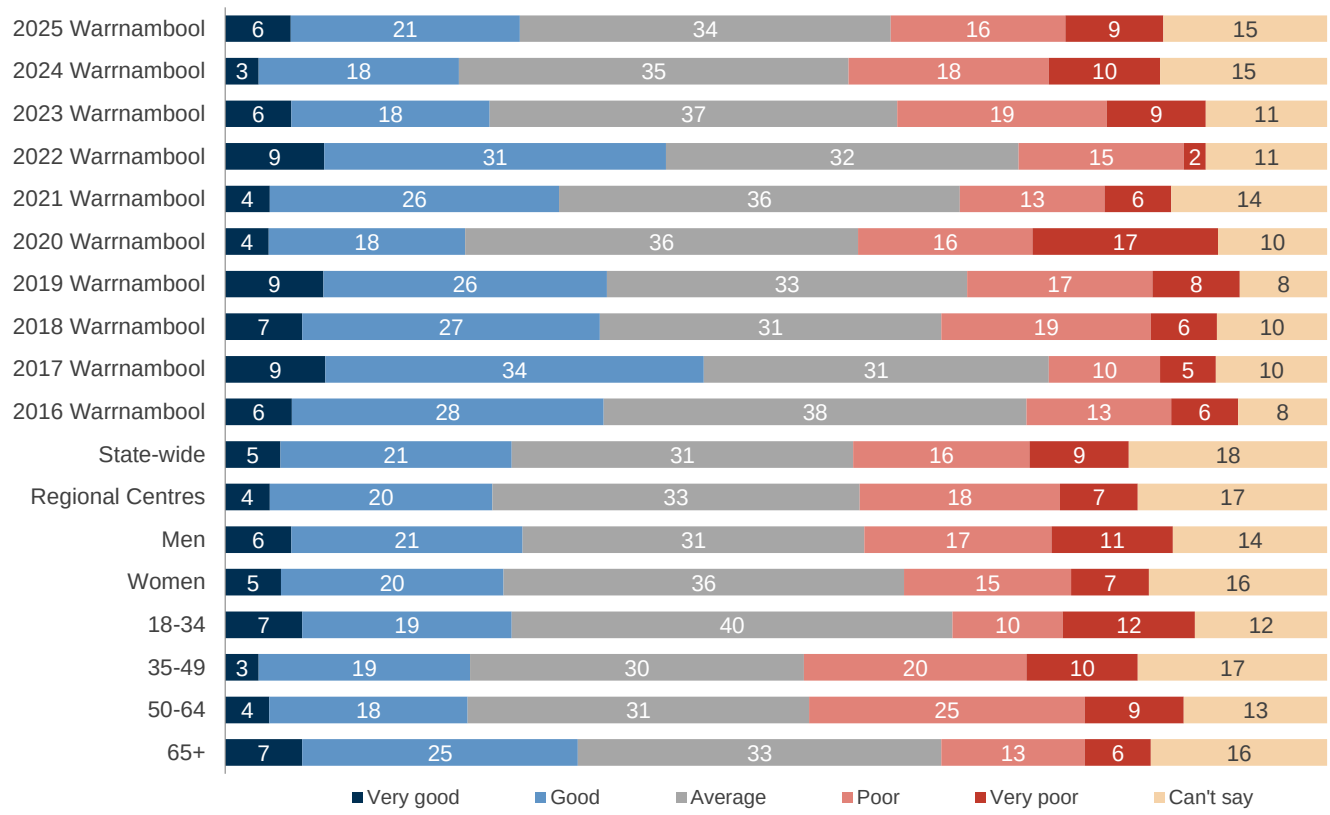
# Lobbying on behalf of the community performance

## 2025 lobbying performance (index scores)




*Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 41 Councils asked group: 7*
*Note: Please see Appendix A for explanation of significant differences.*

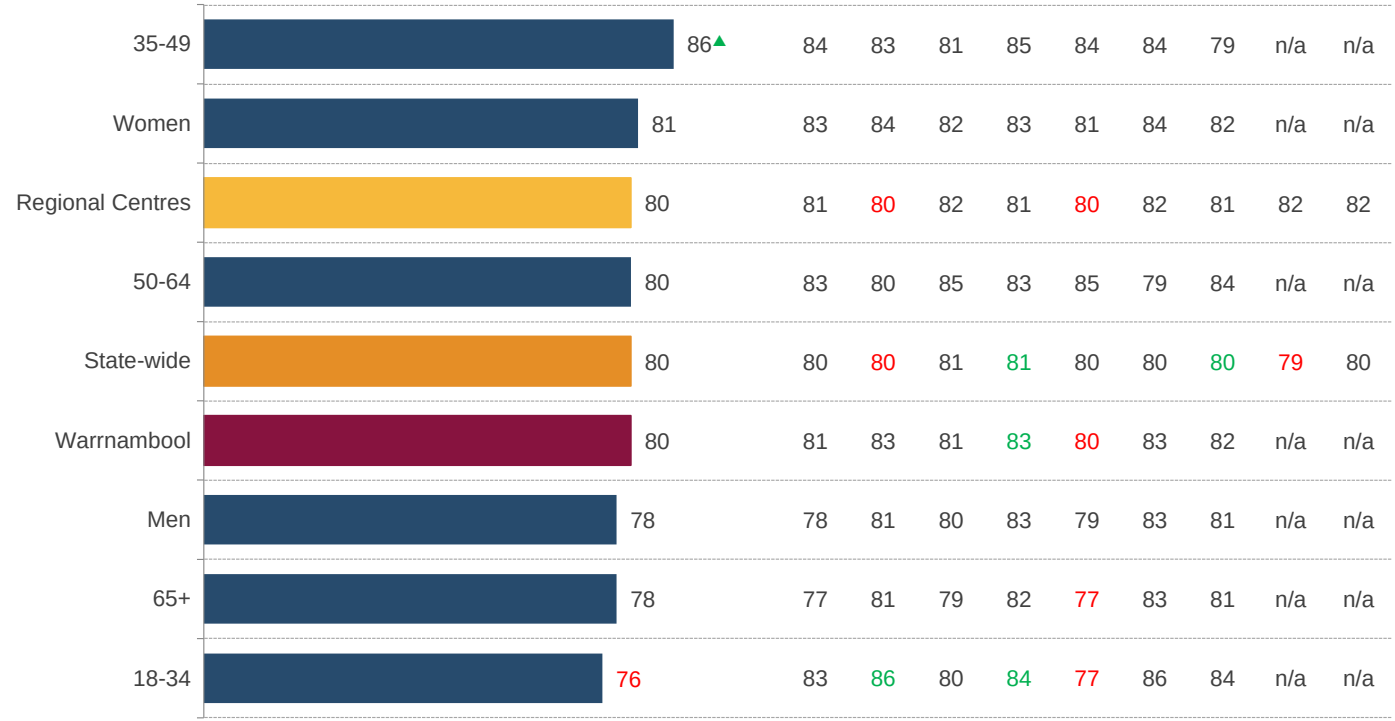
# Lobbying on behalf of the community performance




*Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 41 Councils asked group: 7*

# Decisions made in the interest of the community importance

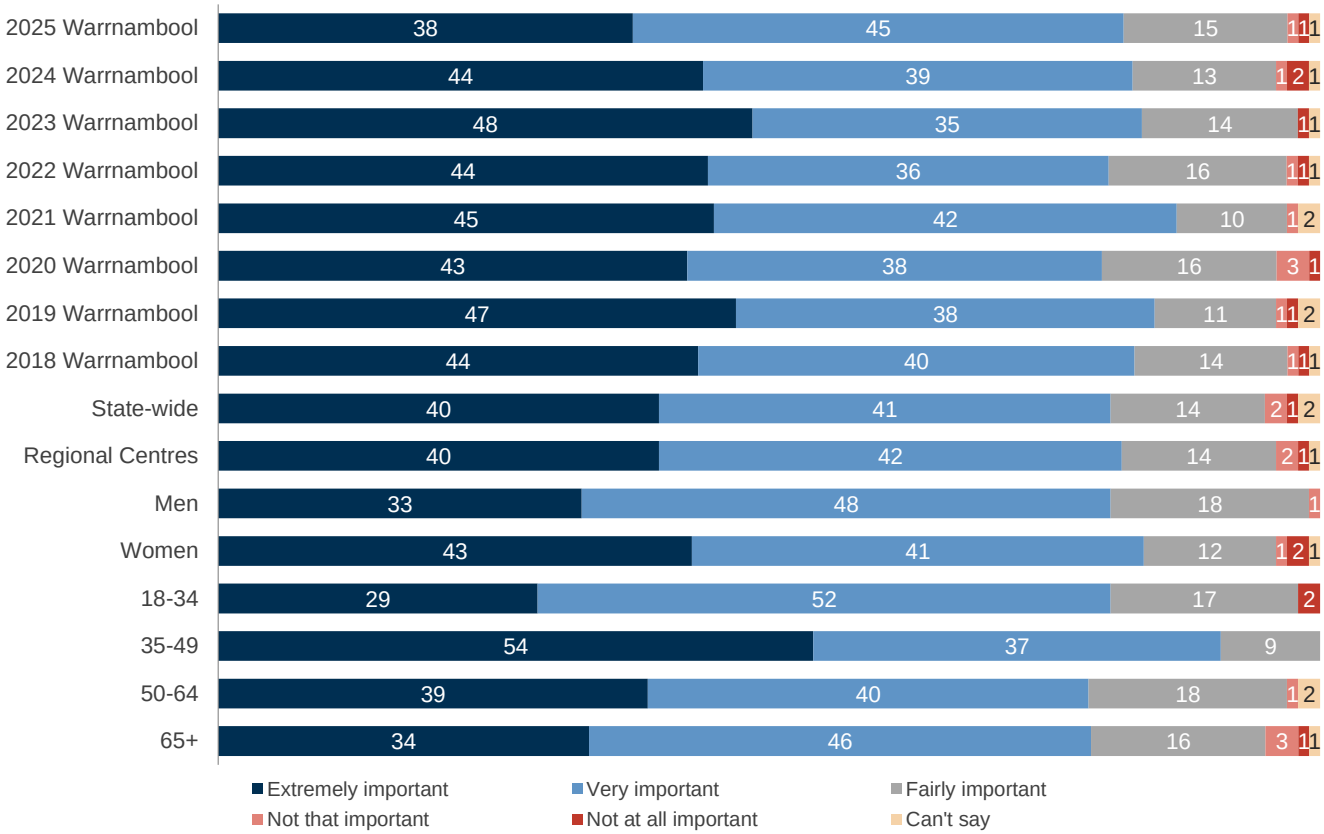
## 2025 community decisions made importance (index scores)




*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: 17 Councils asked group: 3*
*Note: Please see Appendix A for explanation of significant differences.*

# Decisions made in the interest of the community importance

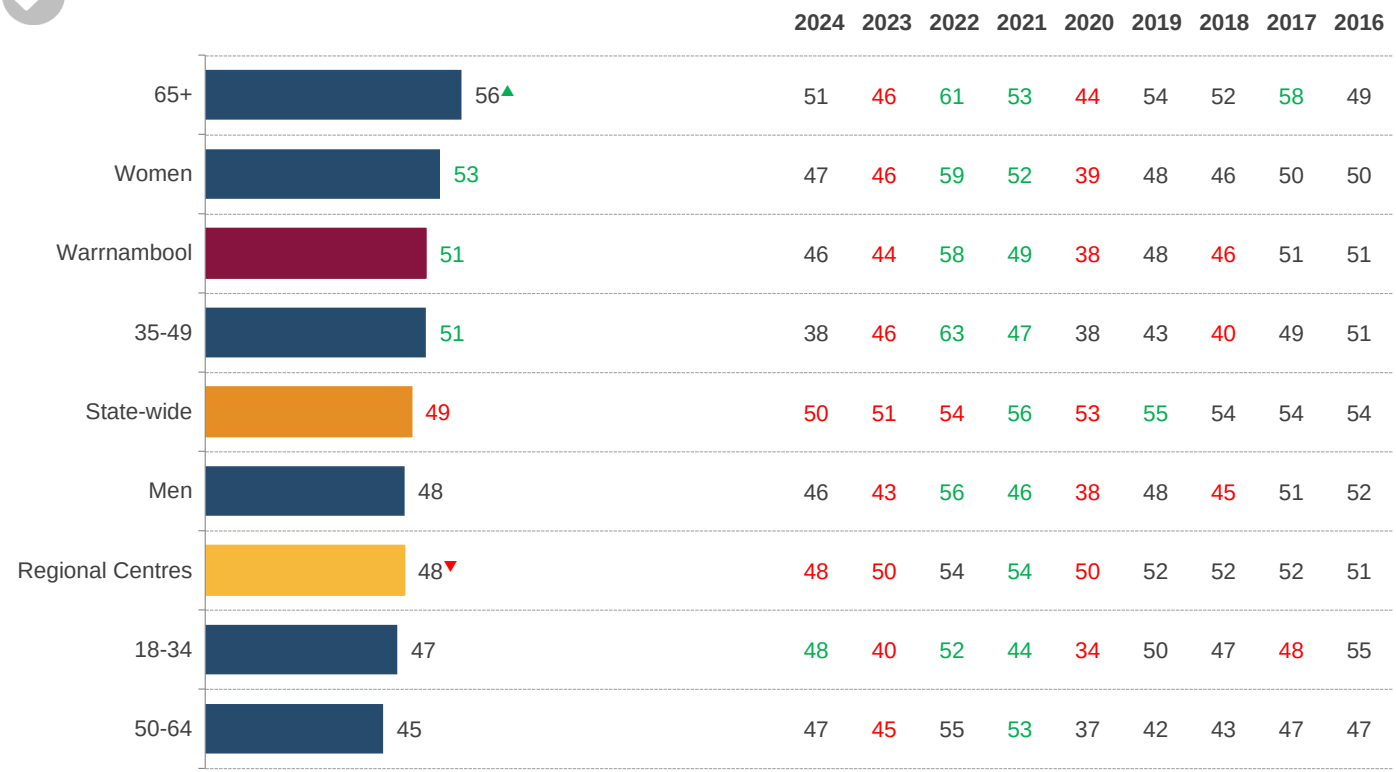
## 2025 community decisions made importance (%)




*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: 17 Councils asked group: 3*

# Decisions made in the interest of the community performance

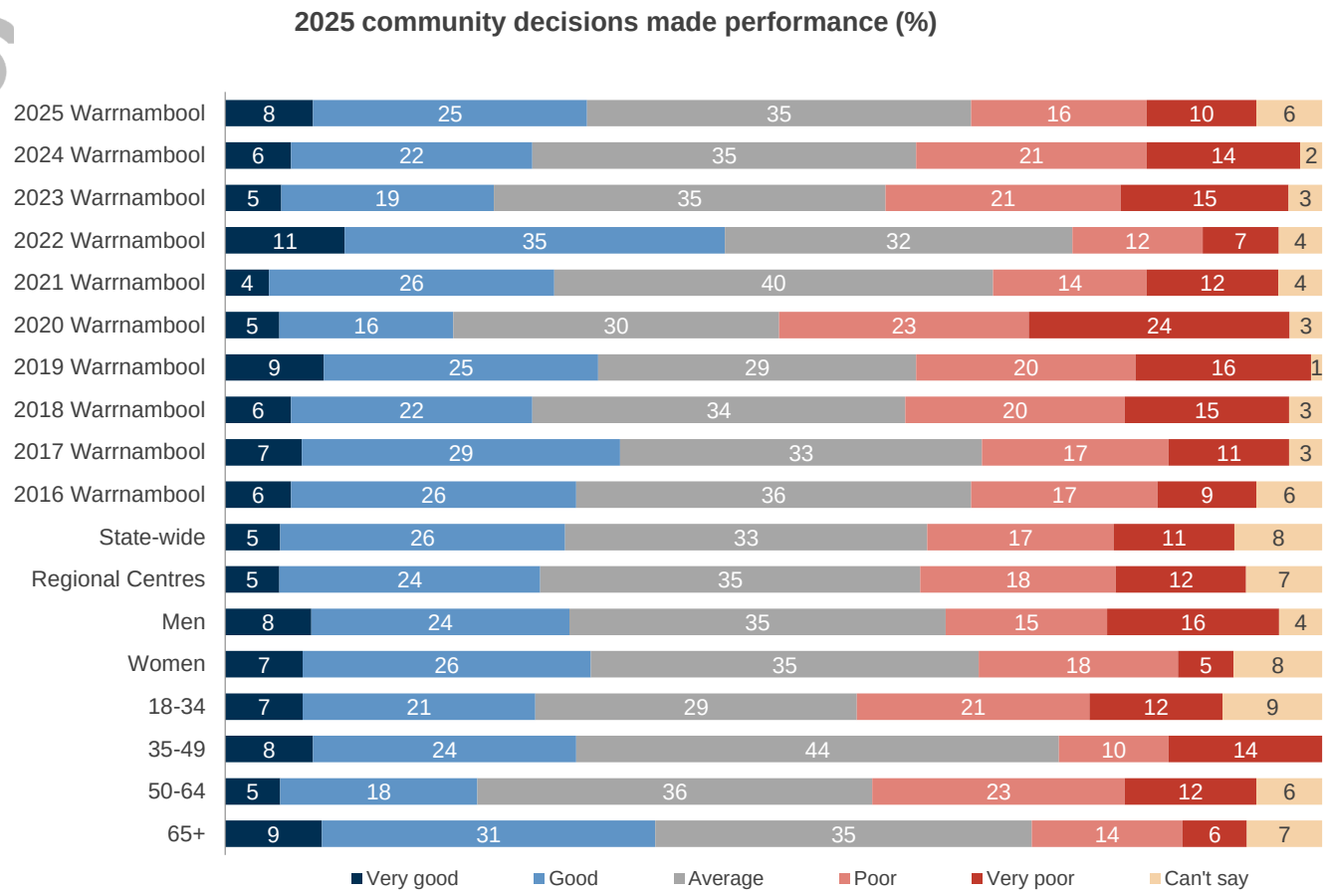
## 2025 community decisions made performance (index scores)




| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 65+ | 51 | 46 | 61 | 53 | 44 | 54 | 52 | 58 | 49 |
| Women | 47 | 46 | 59 | 52 | 39 | 48 | 46 | 50 | 50 |
| Warrnambool | 46 | 44 | 58 | 49 | 38 | 48 | 46 | 51 | 51 |
| 35-49 | 38 | 46 | 63 | 47 | 38 | 43 | 40 | 49 | 51 |
| State-wide | 50 | 51 | 54 | 56 | 53 | 55 | 54 | 54 | 54 |
| Men | 46 | 43 | 56 | 46 | 38 | 48 | 45 | 51 | 52 |
| Regional Centres | 48 | 50 | 54 | 54 | 50 | 52 | 52 | 52 | 51 |
| 18-34 | 48 | 40 | 52 | 44 | 34 | 50 | 47 | 48 | 55 |
| 50-64 | 47 | 45 | 55 | 53 | 37 | 42 | 43 | 47 | 47 |

*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: 56 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

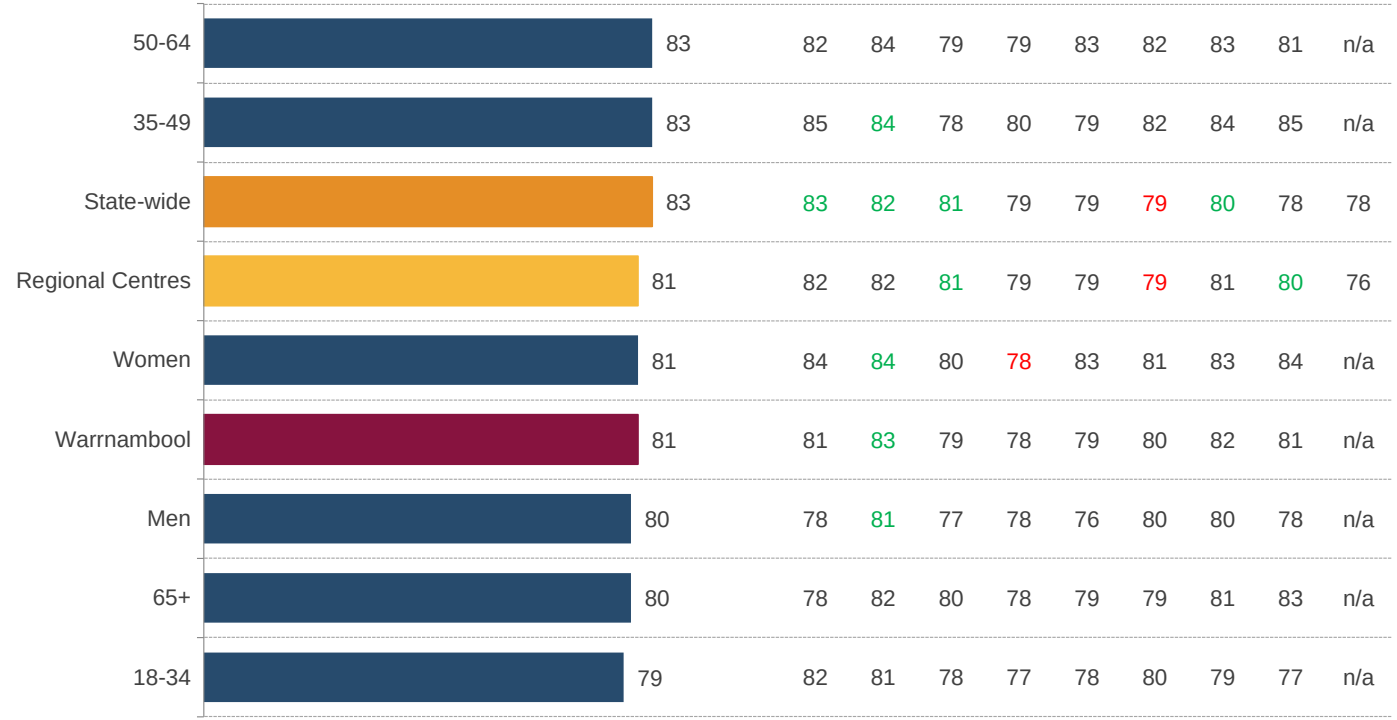
# Decisions made in the interest of the community performance




*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: 56 Councils asked group: 9*

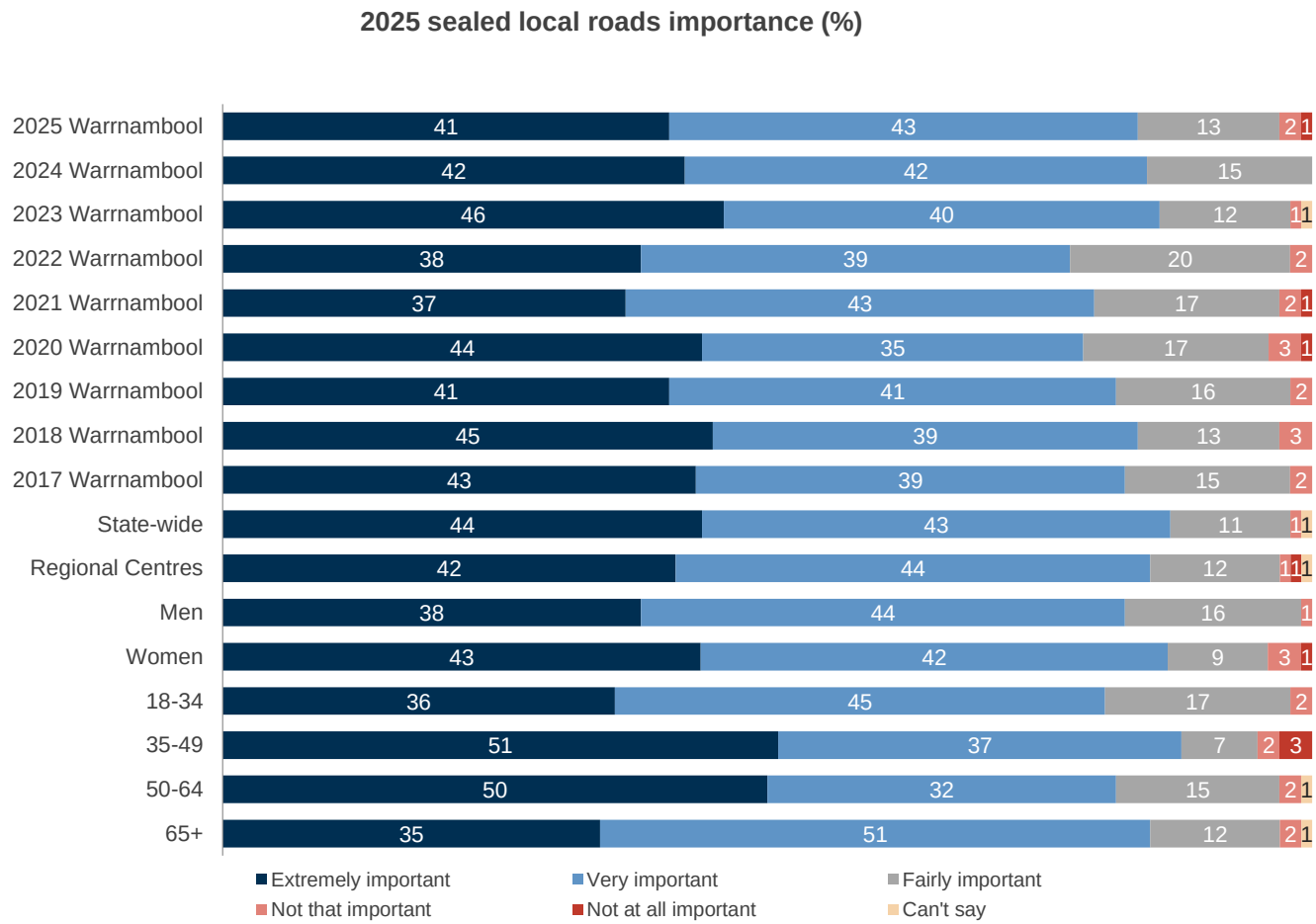
# The condition of sealed local roads in your area importance

## 2025 sealed local roads importance (index scores)




*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: 17 Councils asked group: 3*
*Note: Please see Appendix A for explanation of significant differences.*

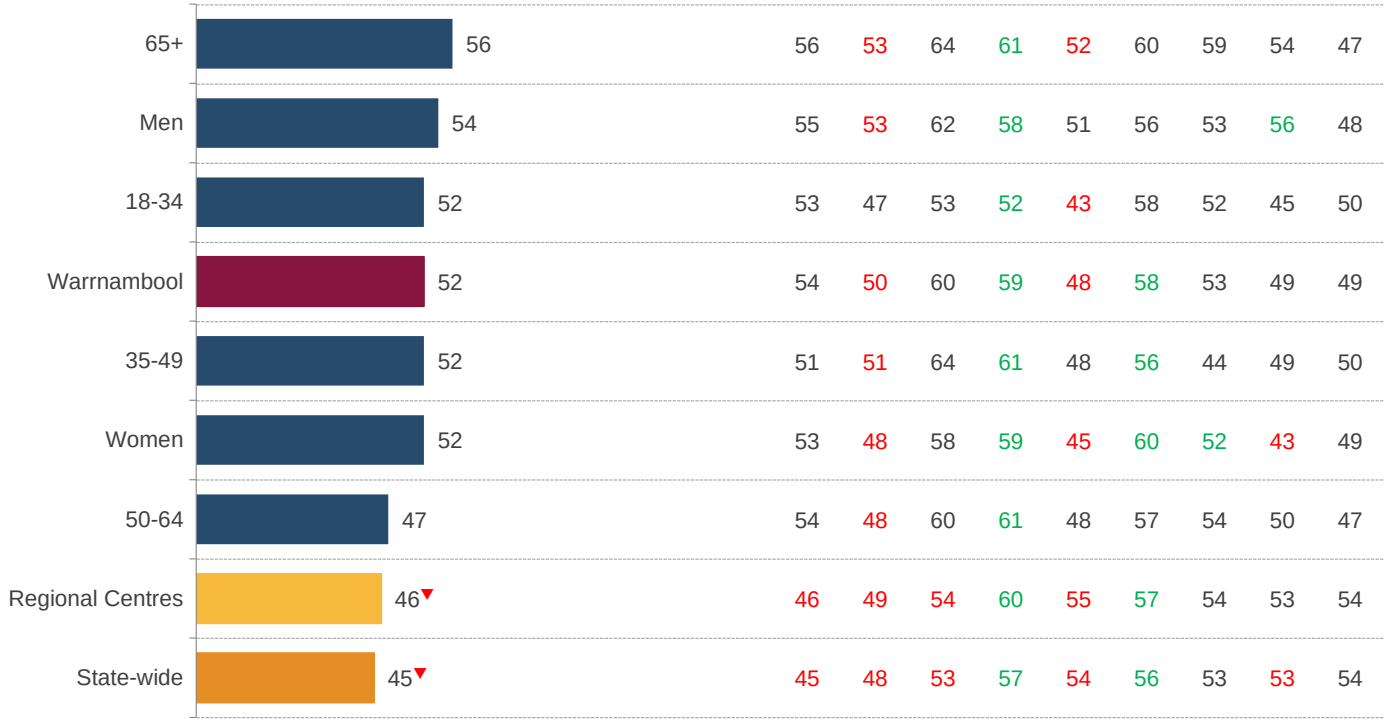
# The condition of sealed local roads in your area importance




*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: 17 Councils asked group: 3*

# The condition of sealed local roads in your area performance

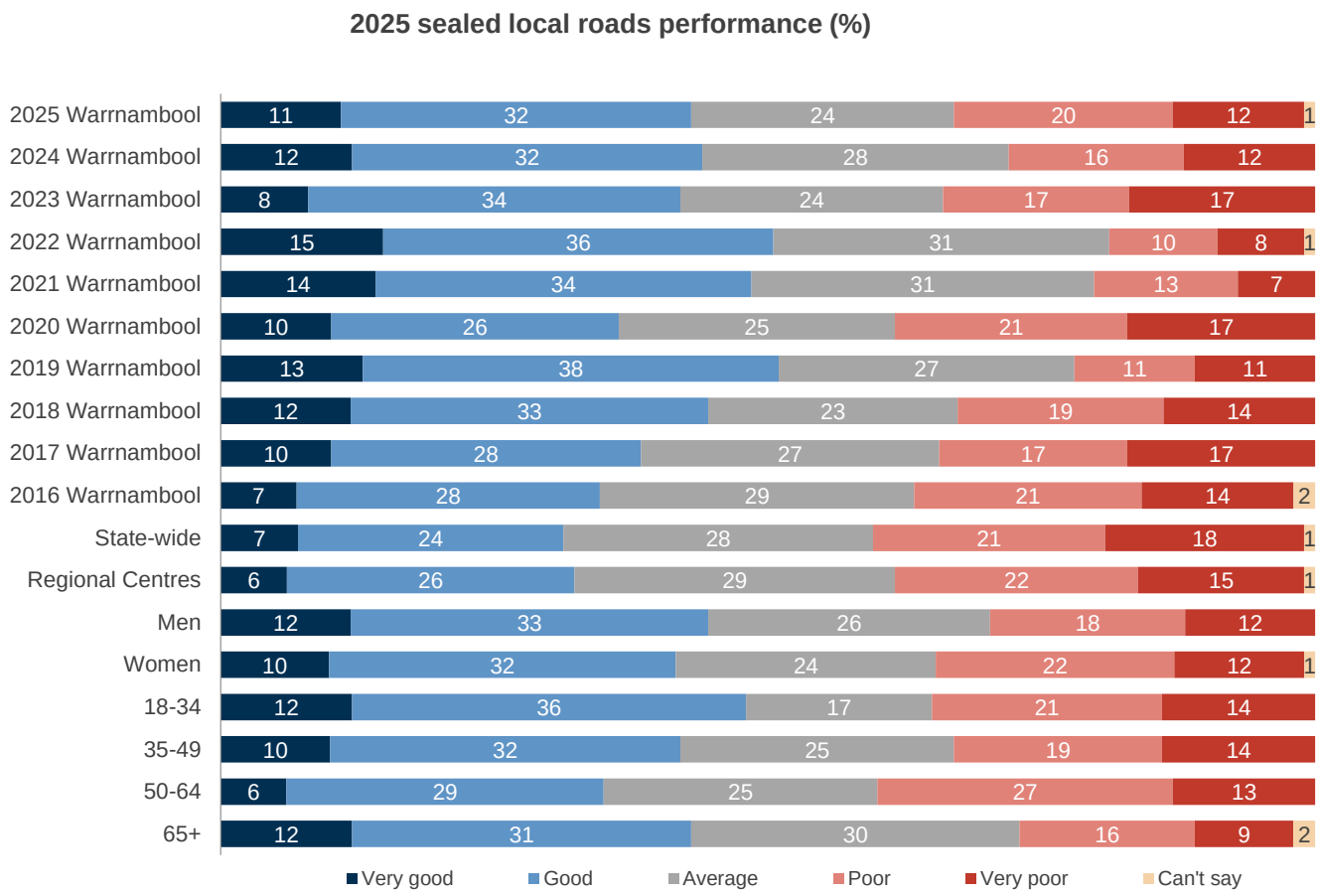
## 2025 sealed local roads performance (index scores)




| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 65+ | 56 | 53 | 64 | 61 | 52 | 60 | 59 | 54 | 47 |
| Men | 55 | 53 | 62 | 58 | 51 | 56 | 53 | 56 | 48 |
| 18-34 | 53 | 47 | 53 | 52 | 43 | 58 | 52 | 45 | 50 |
| Warrnambool | 54 | 50 | 60 | 59 | 48 | 58 | 53 | 49 | 49 |
| 35-49 | 51 | 51 | 64 | 61 | 48 | 56 | 44 | 49 | 50 |
| Women | 53 | 48 | 58 | 59 | 45 | 60 | 52 | 43 | 49 |
| 50-64 | 54 | 48 | 60 | 61 | 48 | 57 | 54 | 50 | 47 |
| Regional Centres | 46 | 49 | 54 | 60 | 55 | 57 | 54 | 53 | 54 |
| State-wide | 45 | 48 | 53 | 57 | 54 | 56 | 53 | 53 | 54 |

*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: 56 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

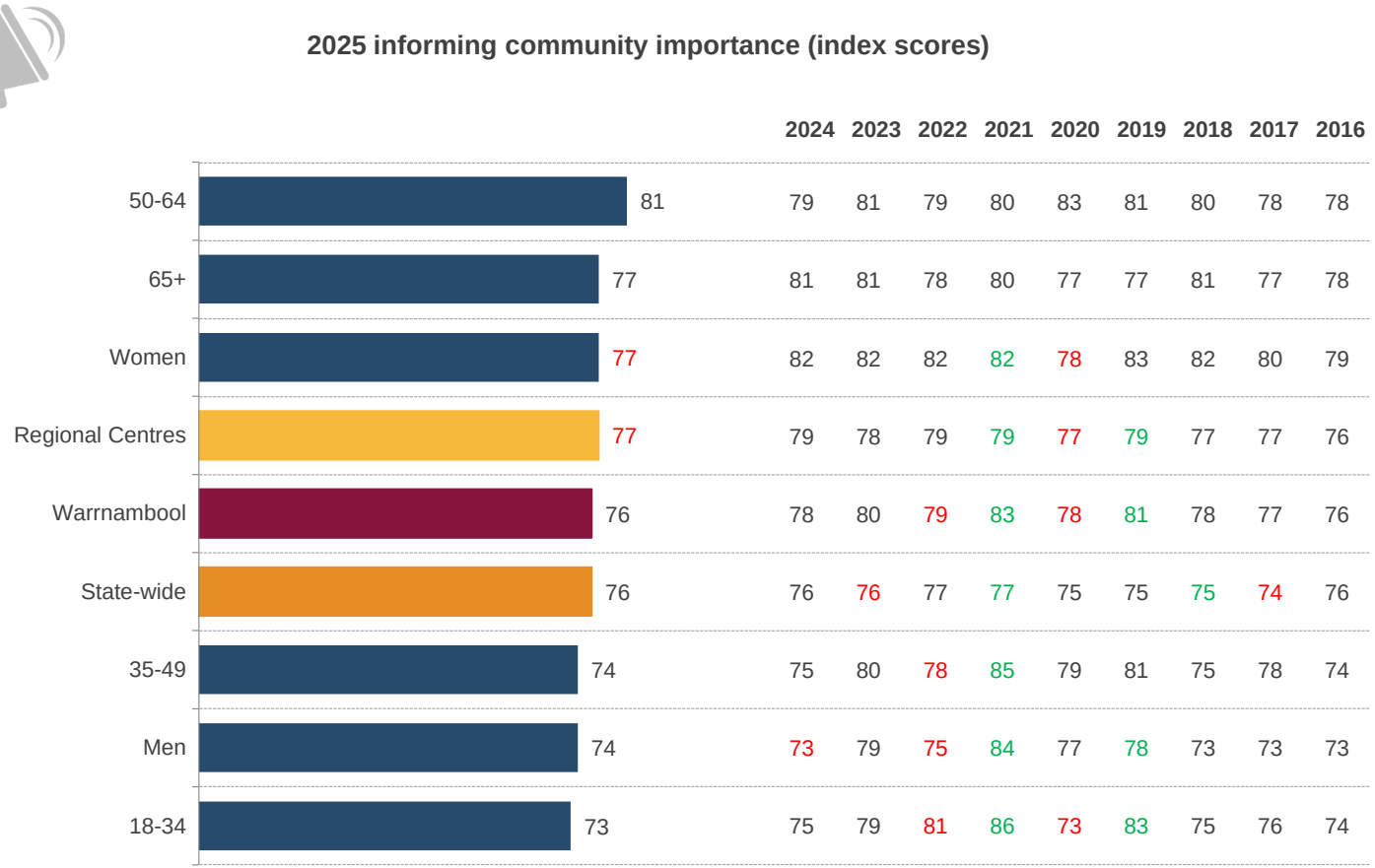
# The condition of sealed local roads in your area performance




*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: 56 Councils asked group: 9*

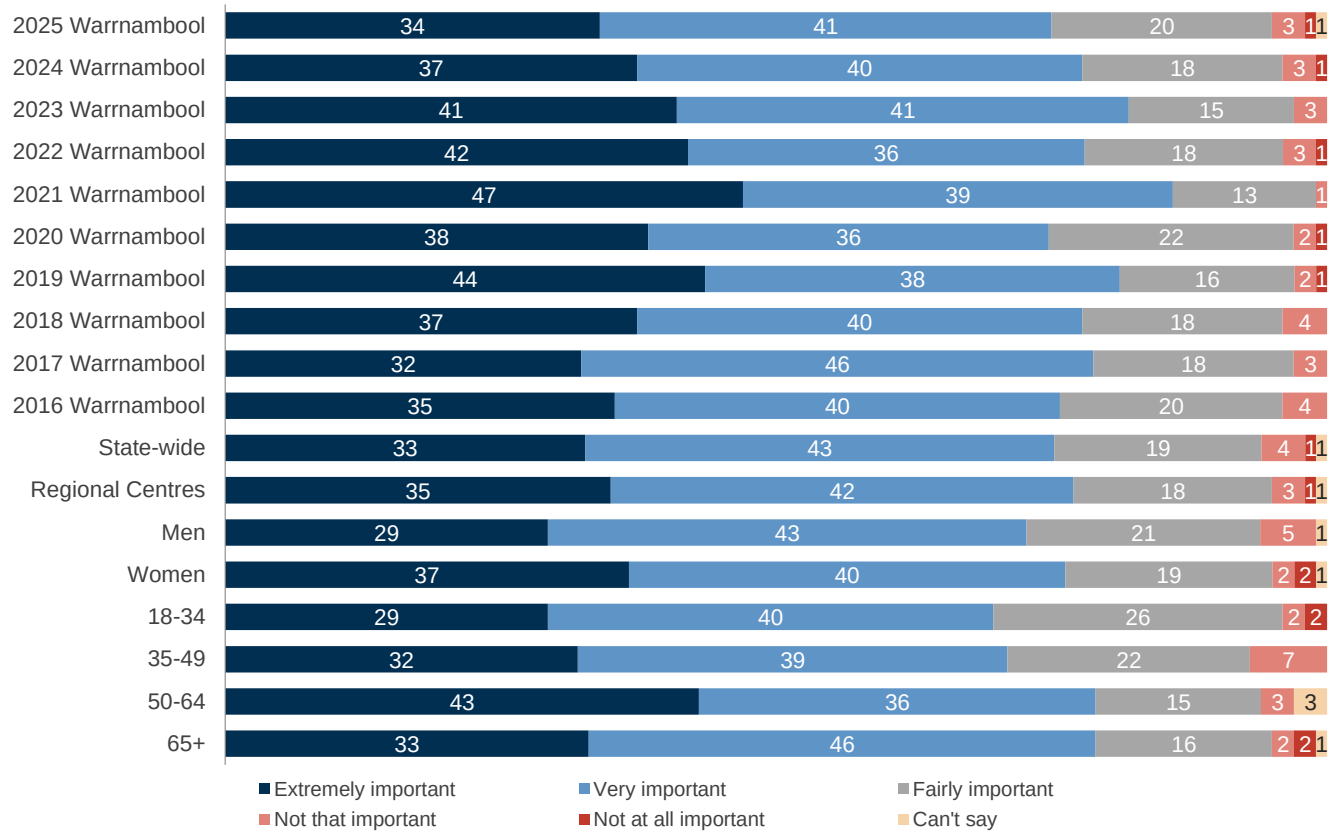
# Informing the community importance

## 2025 informing community importance (index scores)




*Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

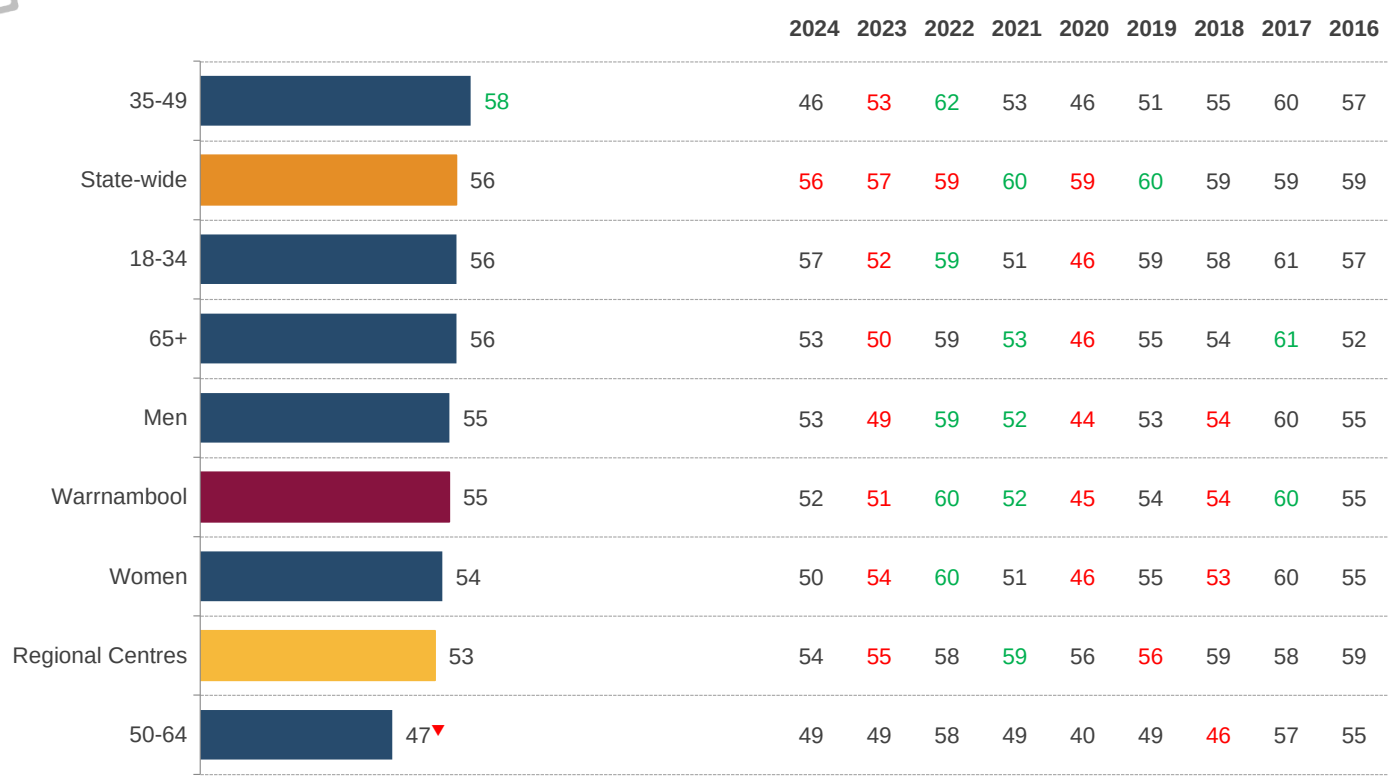
# Informing the community importance




*Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4*

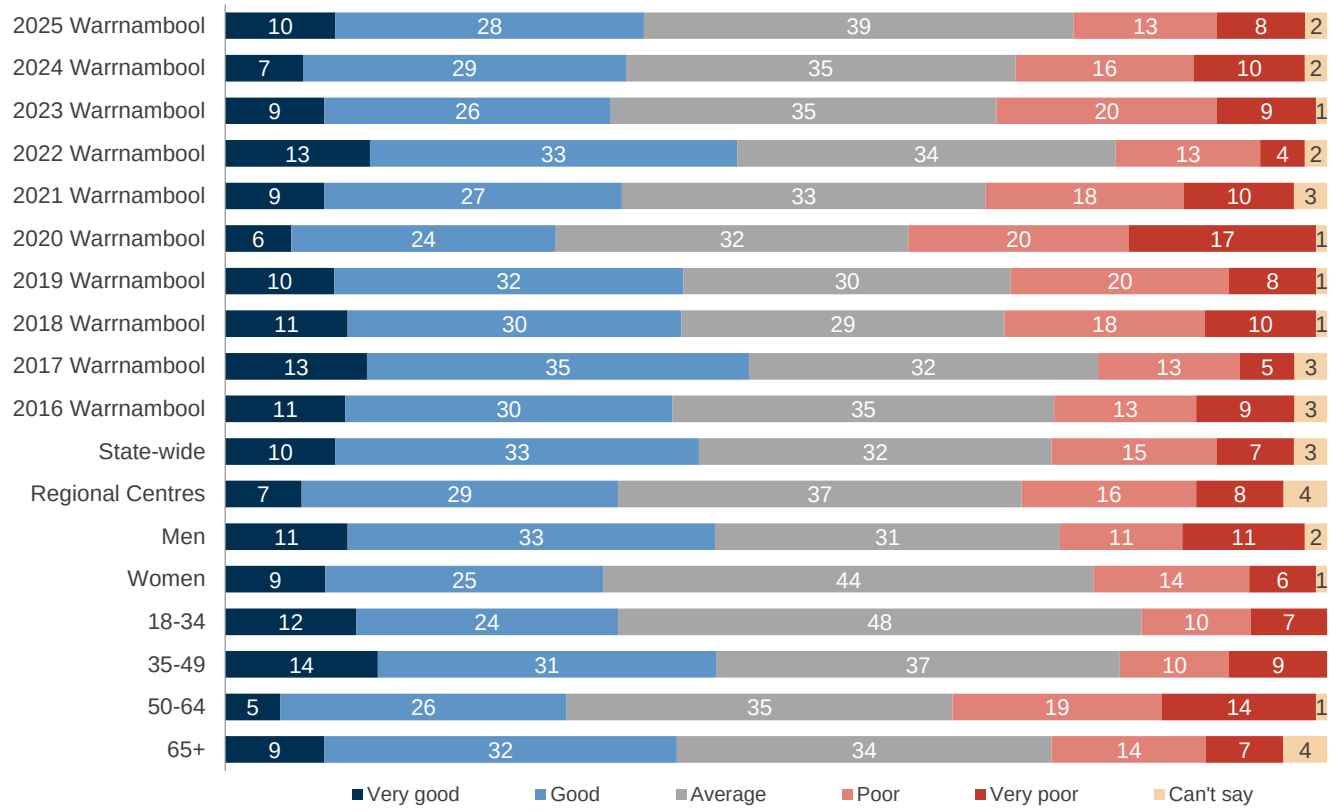
# Informing the community performance

## 2025 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: 29 Councils asked group: 6*
*Note: Please see Appendix A for explanation of significant differences.*

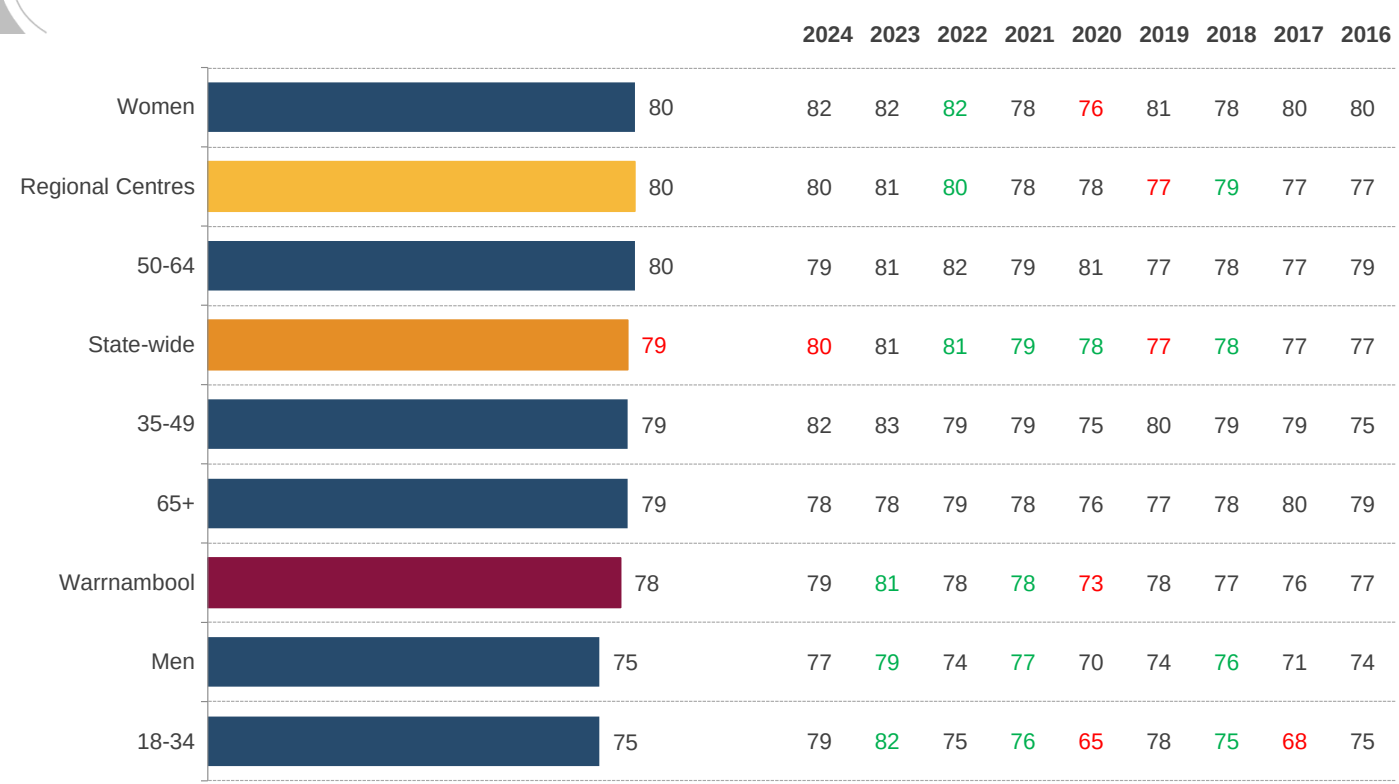
# Informing the community performance




*Q2. How has Council performed on 'Informing the community' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6*

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

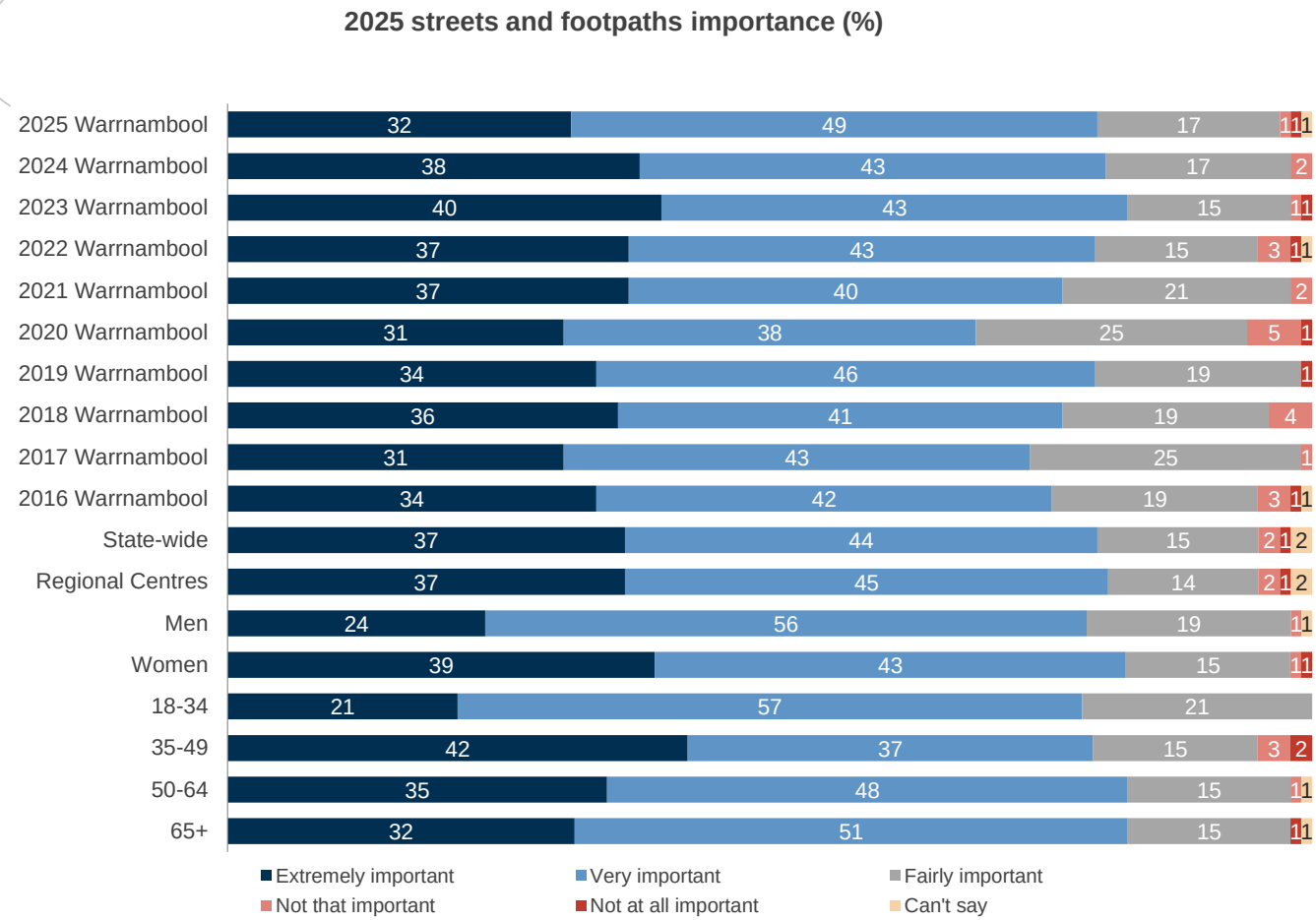
## 2025 streets and footpaths importance (index scores)



| | | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|---|
| Women | 80 | 82 | 82 | 82 | 78 | 76 | 81 | 78 | 80 | 80 |
| Regional Centres | 80 | 80 | 81 | 80 | 78 | 78 | 77 | 79 | 77 | 77 |
| 50-64 | 80 | 79 | 81 | 82 | 79 | 81 | 77 | 78 | 77 | 79 |
| State-wide | 79 | 80 | 81 | 81 | 79 | 78 | 77 | 78 | 77 | 77 |
| 35-49 | 79 | 82 | 83 | 79 | 79 | 75 | 80 | 79 | 79 | 75 |
| 65+ | 79 | 78 | 78 | 79 | 78 | 76 | 77 | 78 | 80 | 79 |
| Warrnambool | 78 | 79 | 81 | 78 | 78 | 73 | 78 | 77 | 76 | 77 |
| Men | 75 | 77 | 79 | 74 | 77 | 70 | 74 | 76 | 71 | 74 |
| 18-34 | 75 | 79 | 82 | 75 | 76 | 65 | 78 | 75 | 68 | 75 |

*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: 17 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

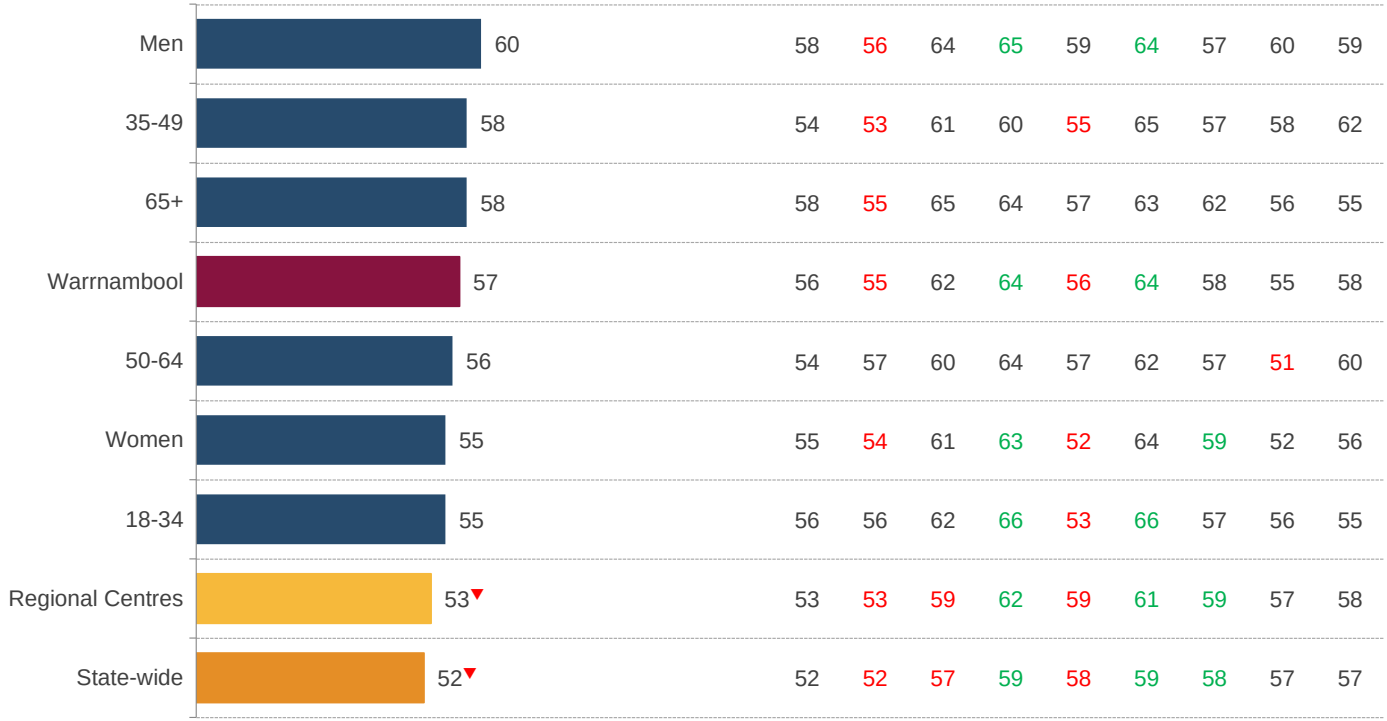
# The condition of local streets and footpaths in your area importance




*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: 17 Councils asked group: 4*

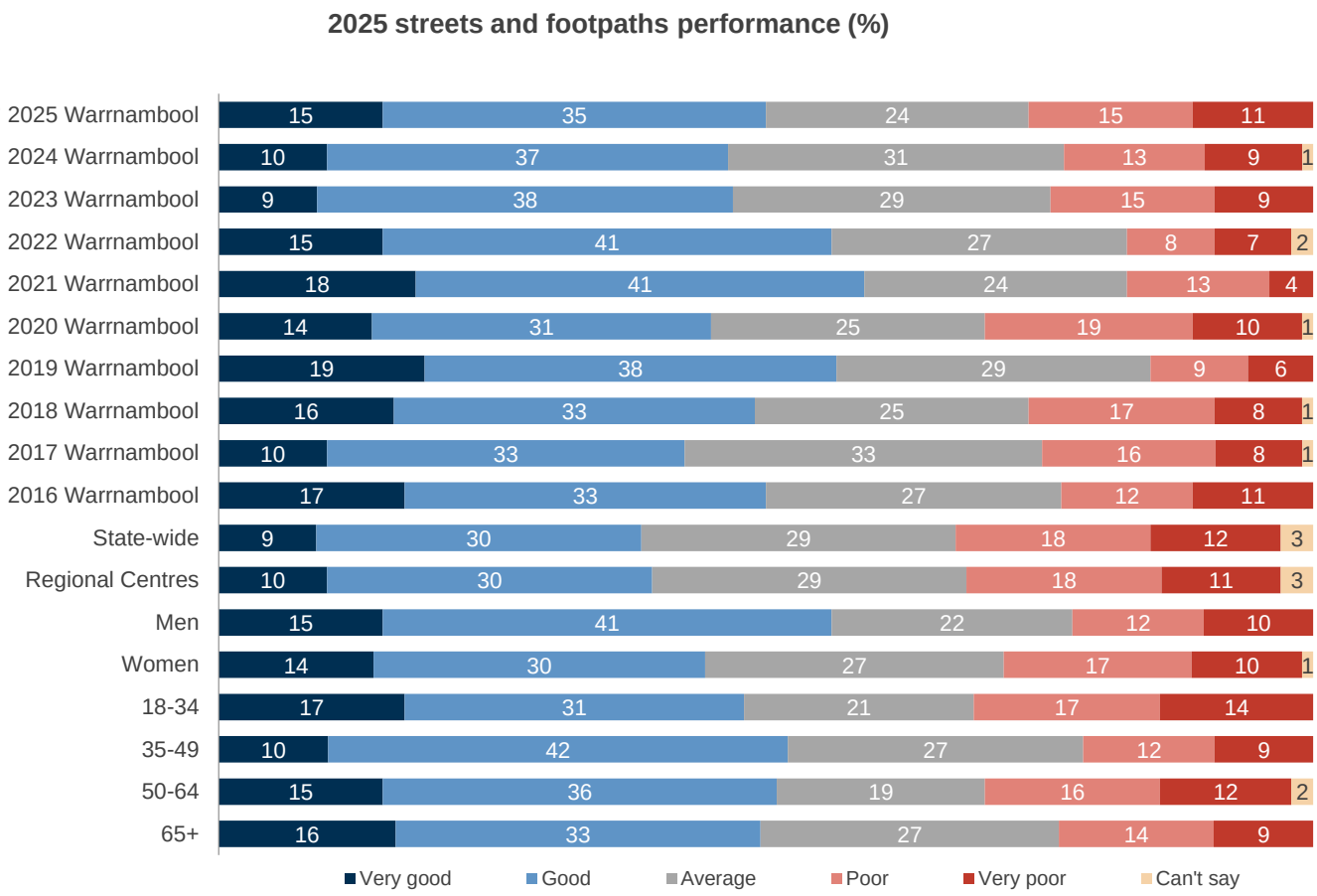
# The condition of local streets and footpaths in your area performance

## 2025 streets and footpaths performance (index scores)




*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: 27 Councils asked group: 6*
*Note: Please see Appendix A for explanation of significant differences.*

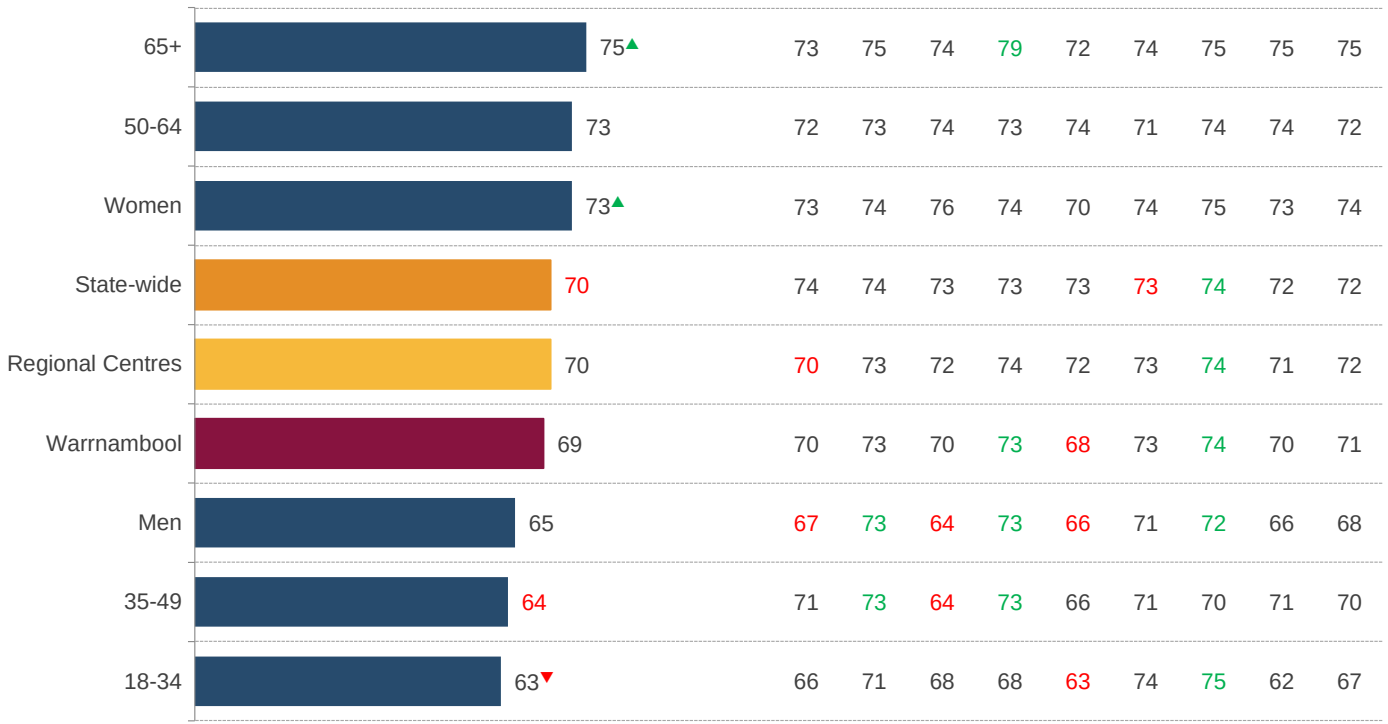
# The condition of local streets and footpaths in your area performance




*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: 27 Councils asked group: 6*

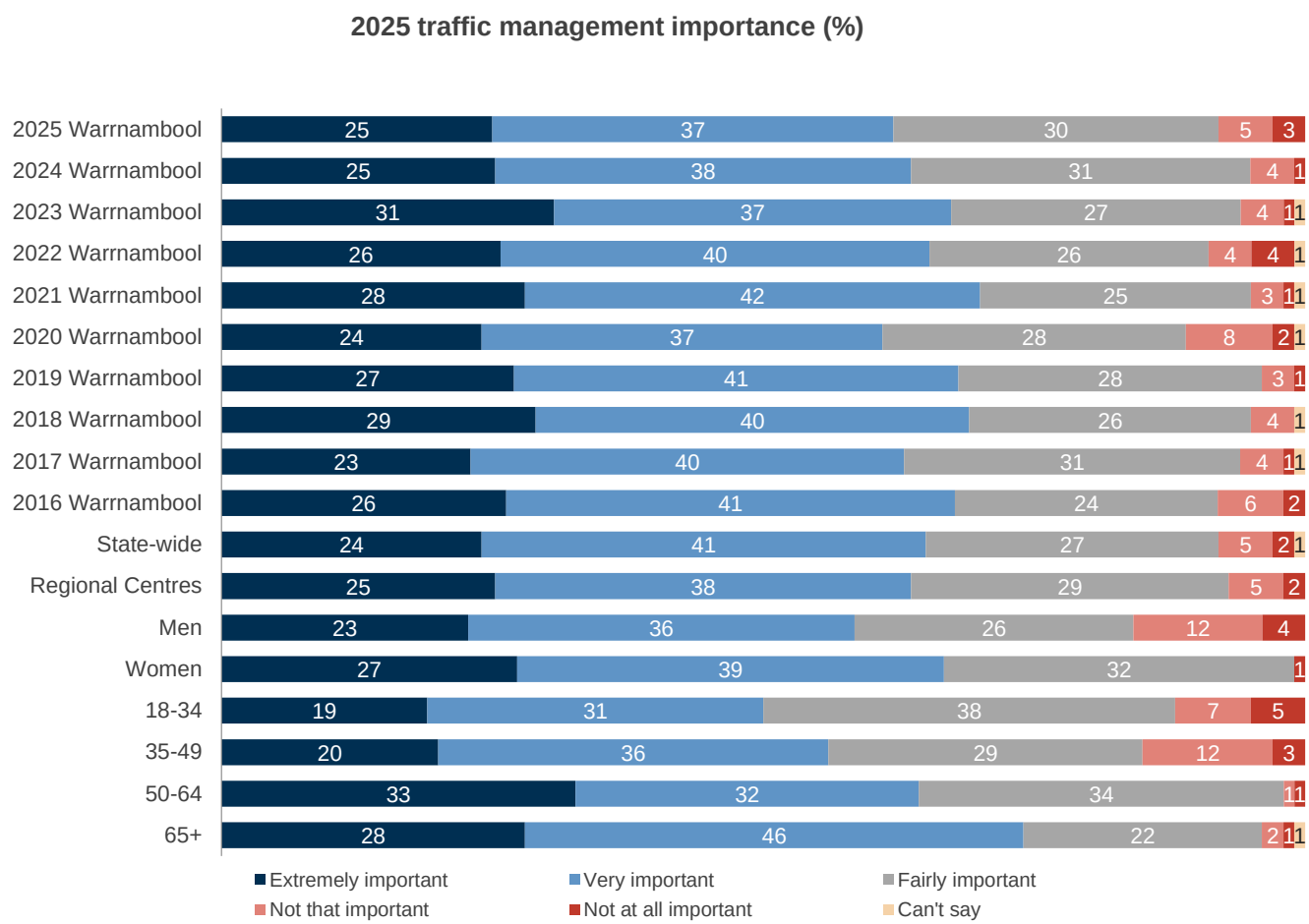
# Traffic management importance

## 2025 traffic management importance (index scores)




*Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 2 Councils asked group: 1*
*Note: Please see Appendix A for explanation of significant differences.*

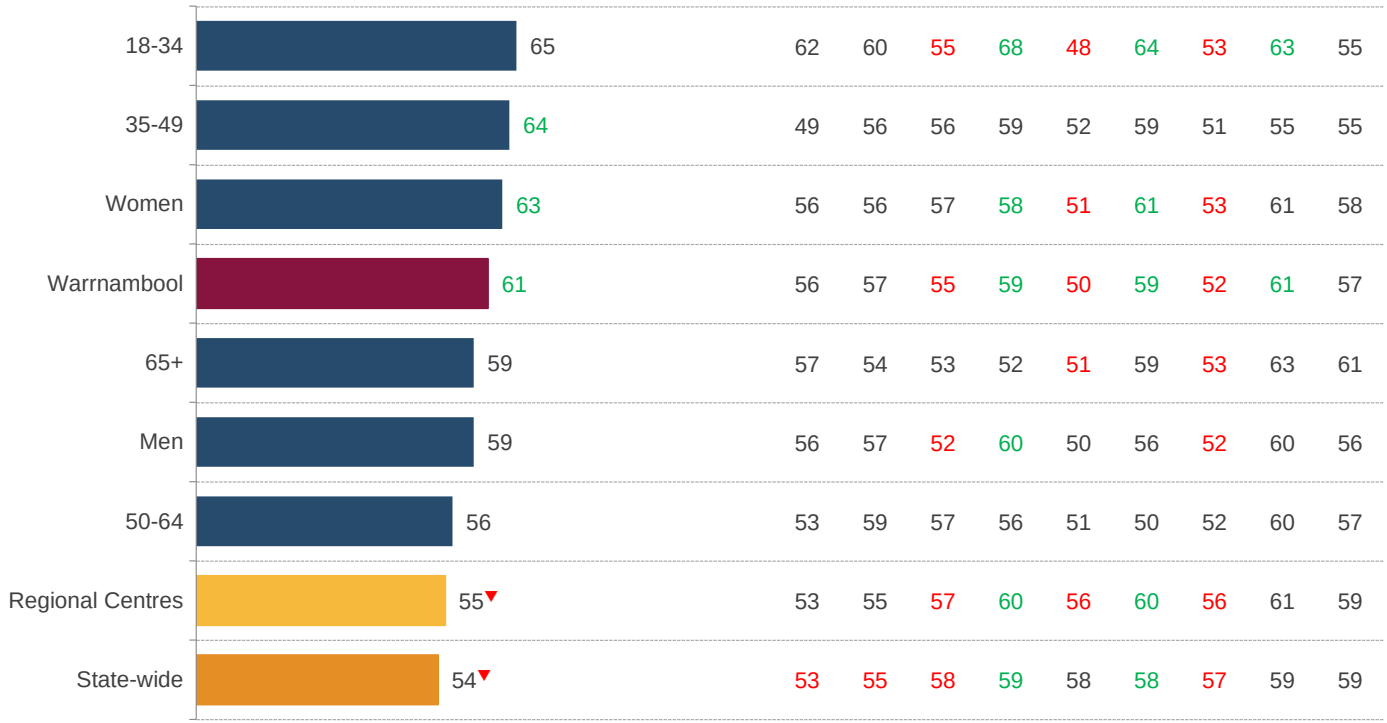
# Traffic management importance




*Q1. Firstly, how important should 'Traffic management' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 2 Councils asked group: 1*

# Traffic management performance

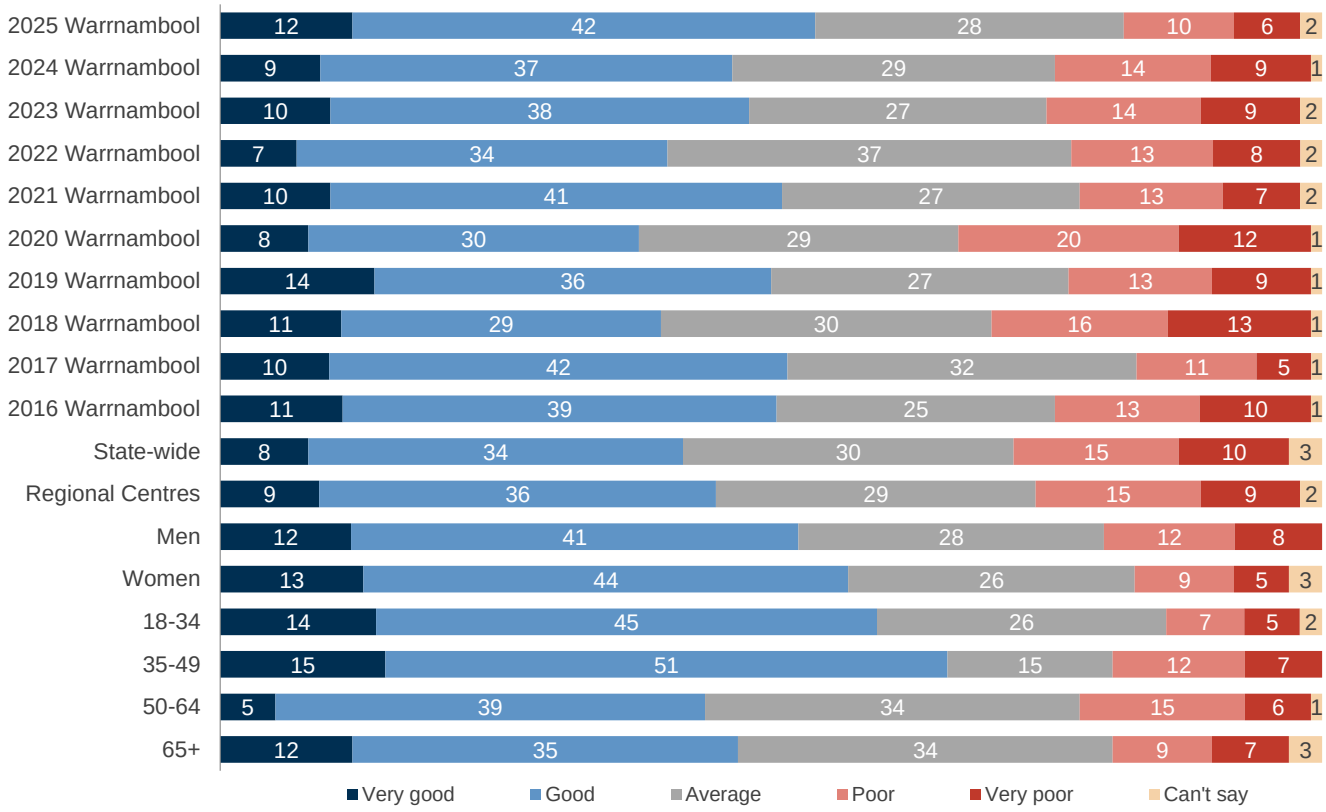
## 2025 traffic management performance (index scores)




*Q2. How has Council performed on 'Traffic management' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2*
*Note: Please see Appendix A for explanation of significant differences.*

# Traffic management performance

## 2025 traffic management performance (%)




*Q2. How has Council performed on 'Traffic management' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2*

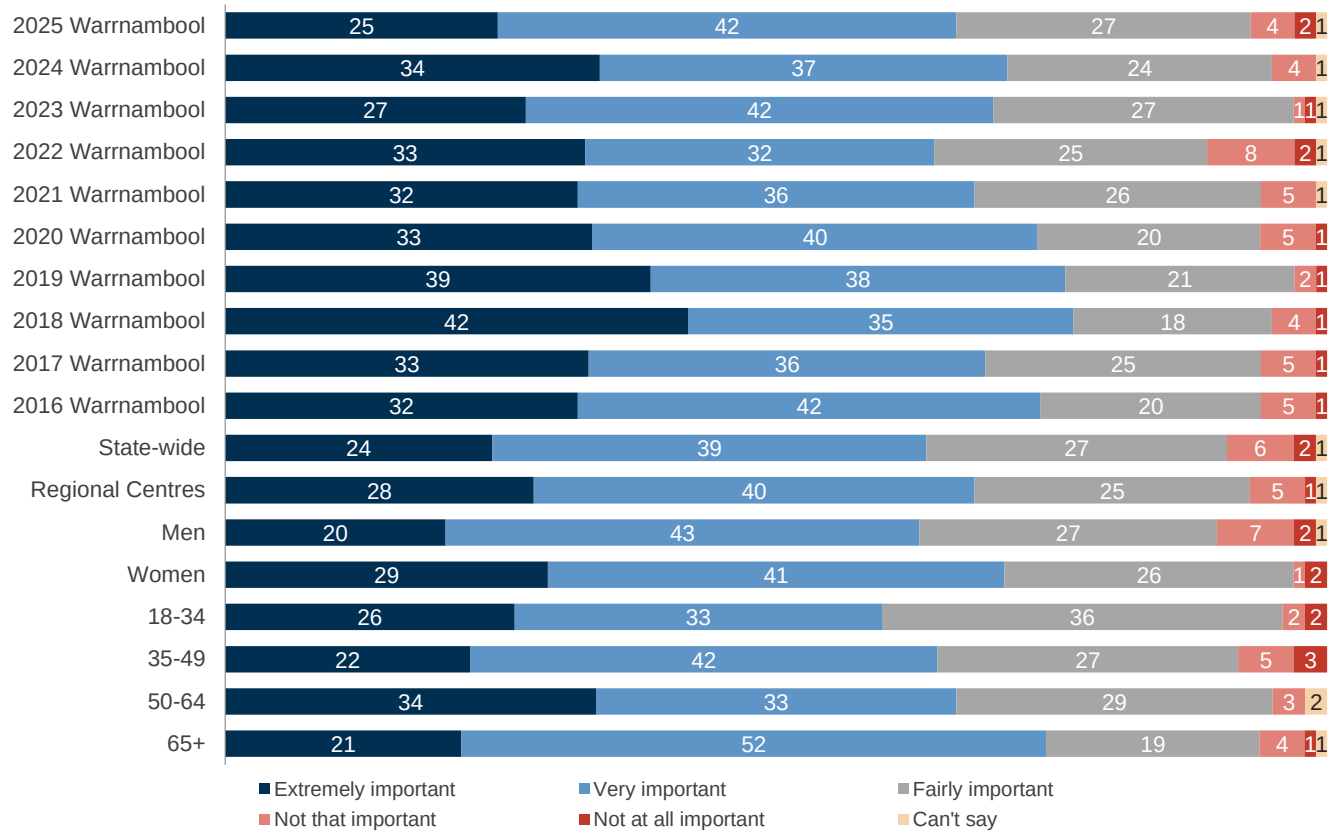
# Parking facilities importance

## 2025 parking importance (index scores)

| | | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|---|
| 50-64 | 75 | 75 | 72 | 72 | 76 | 77 | 78 | 76 | 77 | 74 |
| Women | 74 | 78 | 77 | 77 | 76 | 76 | 80 | 80 | 79 | 77 |
| Regional Centres | 72 | 72 | 74 | 74 | 73 | 75 | 75 | 75 | 72 | 73 |
| 65+ | 72 | 76 | 75 | 76 | 76 | 77 | 79 | 81 | 77 | 80 |
| Warrnambool | 71 | 75 | 73 | 72 | 74 | 75 | 78 | 78 | 74 | 75 |
| State-wide | 70 | 71 | 70 | 72 | 72 | 71 | 71 | 71 | 70 | 70 |
| 18-34 | 70 | 74 | 75 | 69 | 71 | 74 | 79 | 81 | 70 | 75 |
| Men | 69 | 71 | 70 | 66 | 71 | 74 | 76 | 76 | 68 | 73 |
| 35-49 | 69 | 74 | 70 | 70 | 73 | 72 | 76 | 76 | 73 | 72 |

*Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 7 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

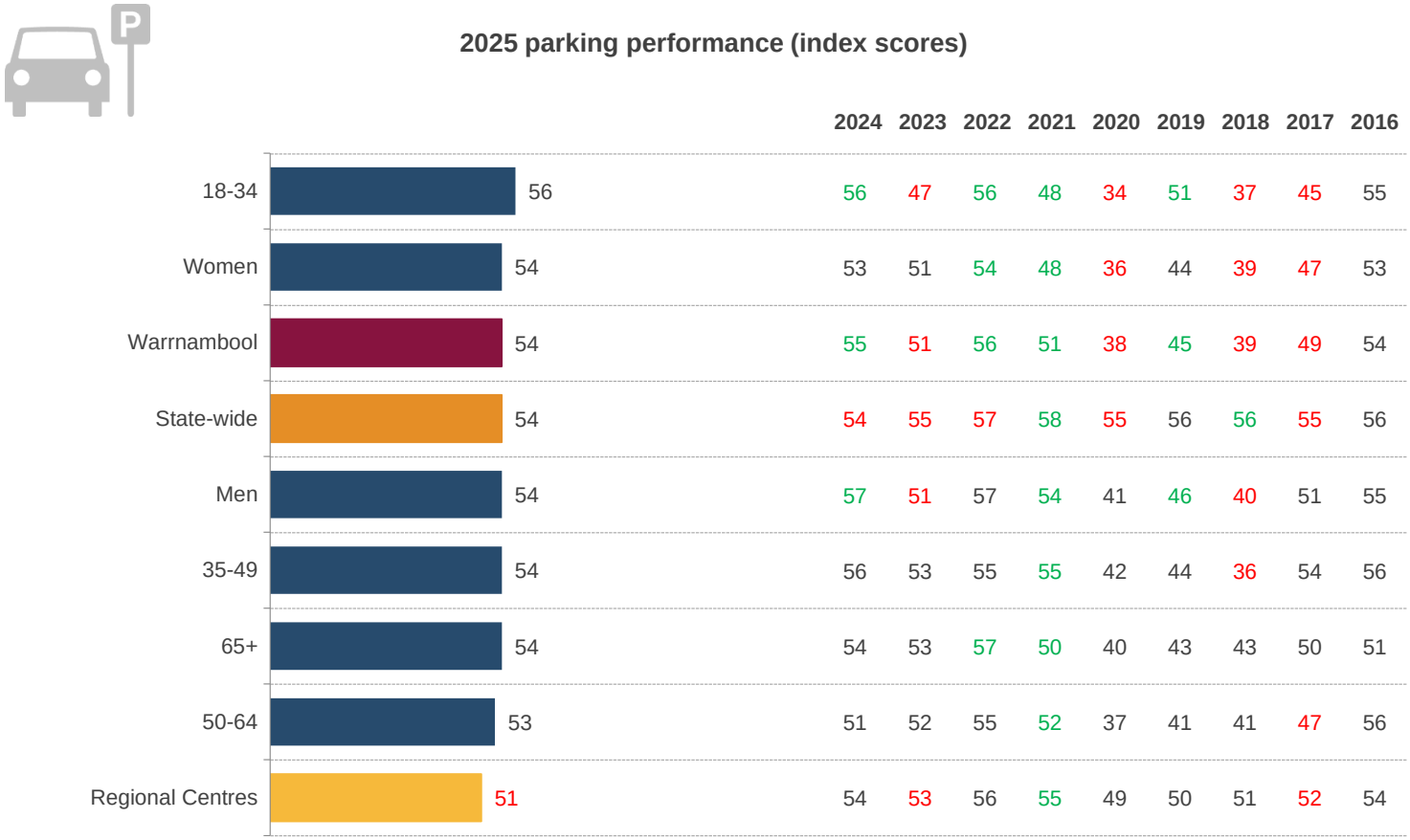
# Parking facilities importance




*Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 7 Councils asked group: 4*

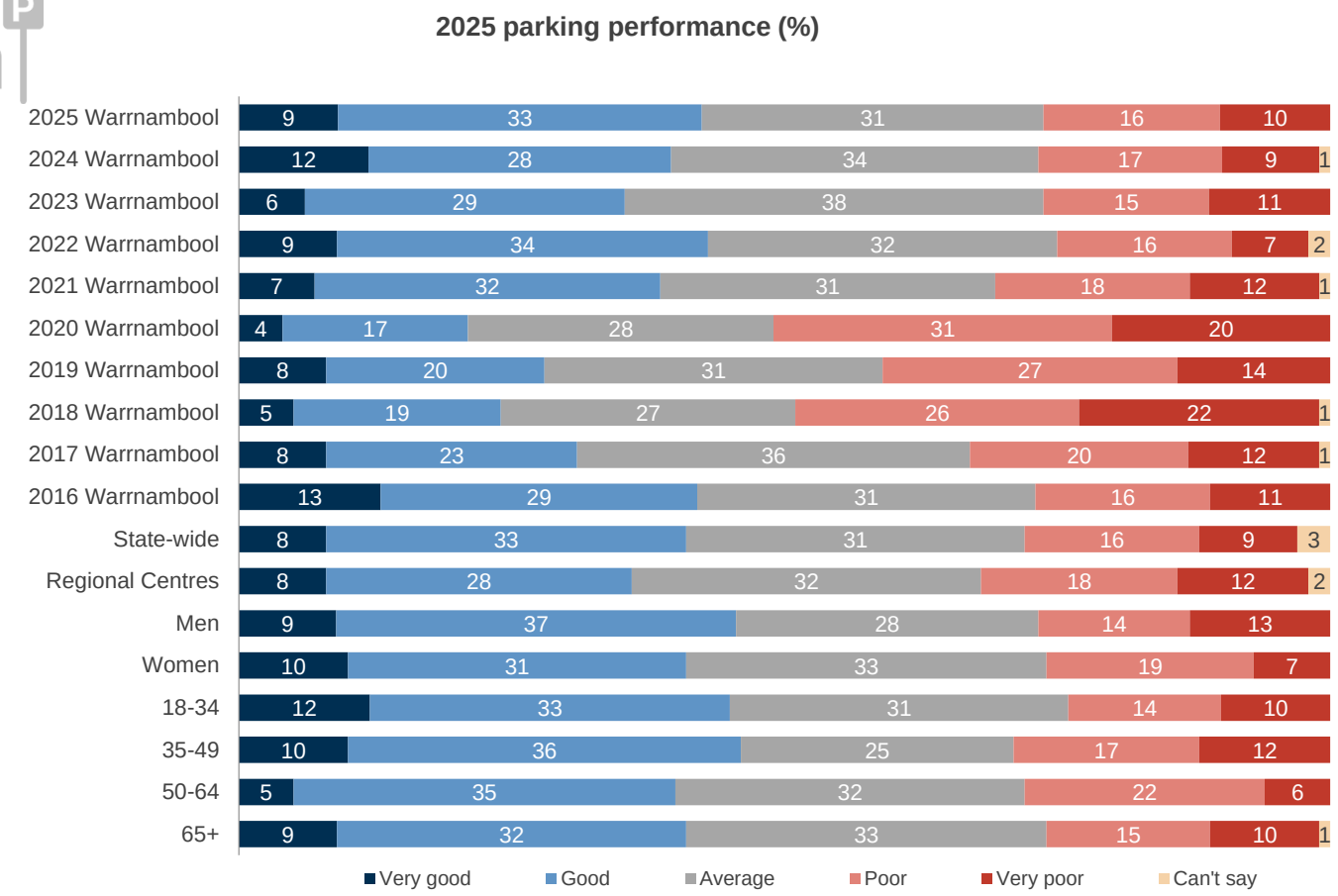
# Parking facilities performance

## 2025 parking performance (index scores)




*Q2. How has Council performed on 'Parking facilities' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

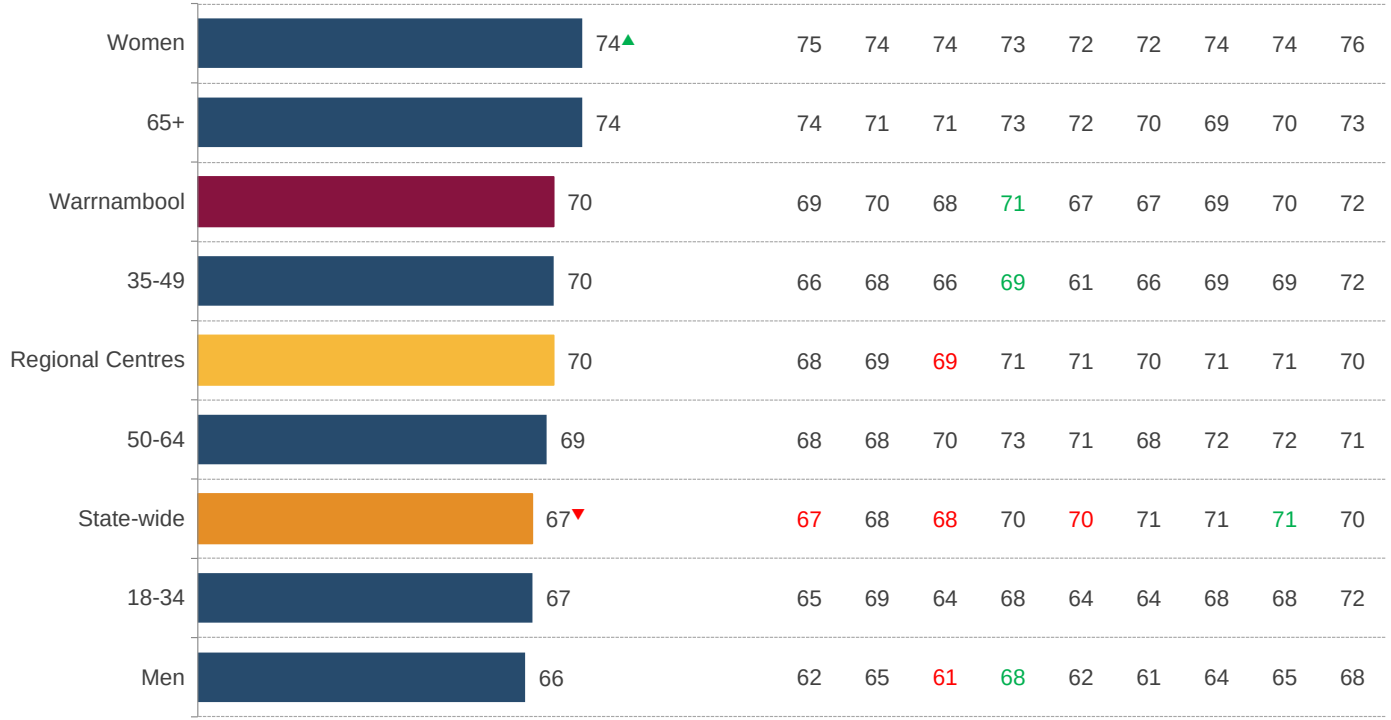
# Parking facilities performance




*Q2. How has Council performed on 'Parking facilities' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 14 Councils asked group: 5*

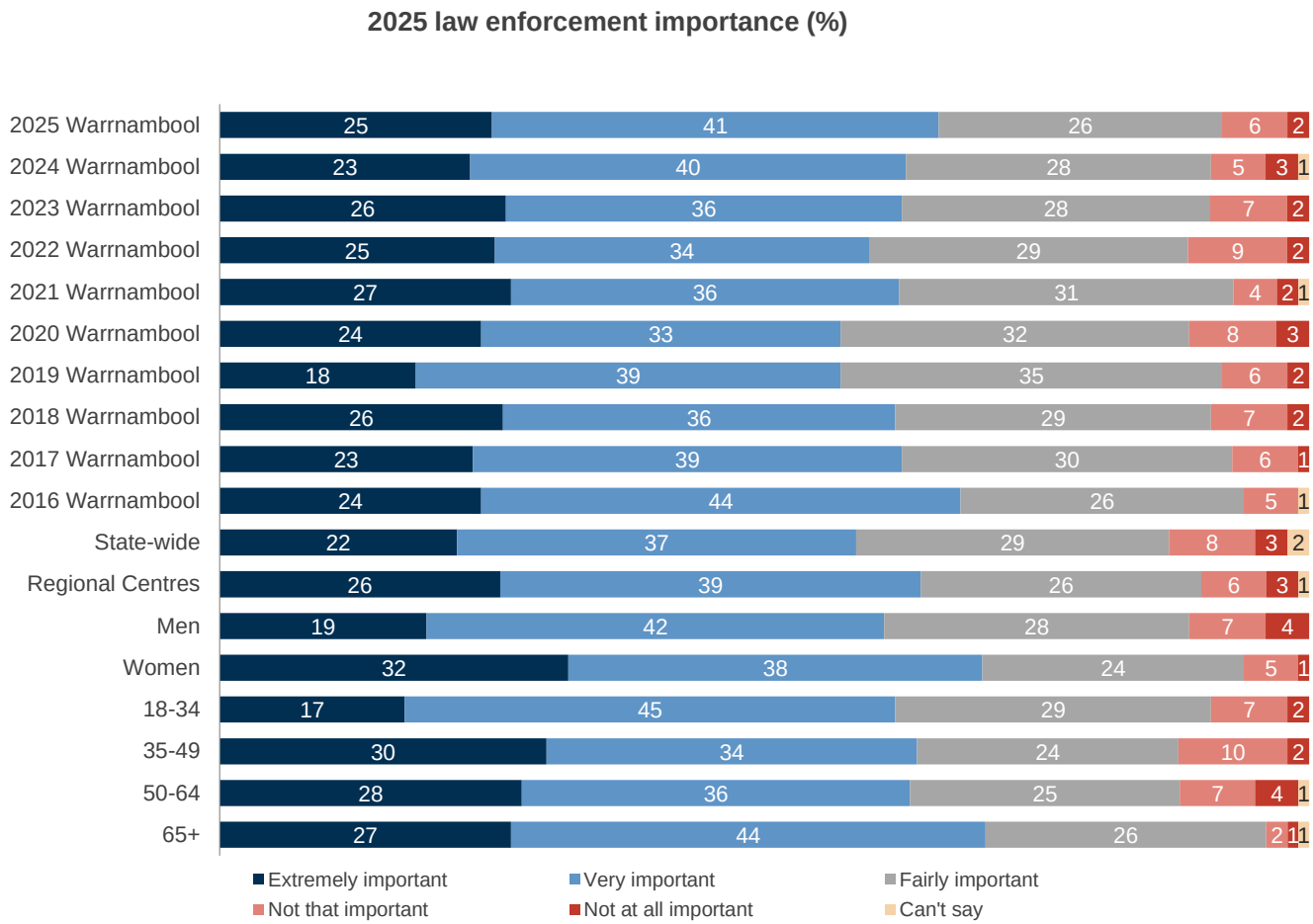
# Enforcement of local laws importance

## 2025 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: 15 Councils asked group: 3*
*Note: Please see Appendix A for explanation of significant differences.*

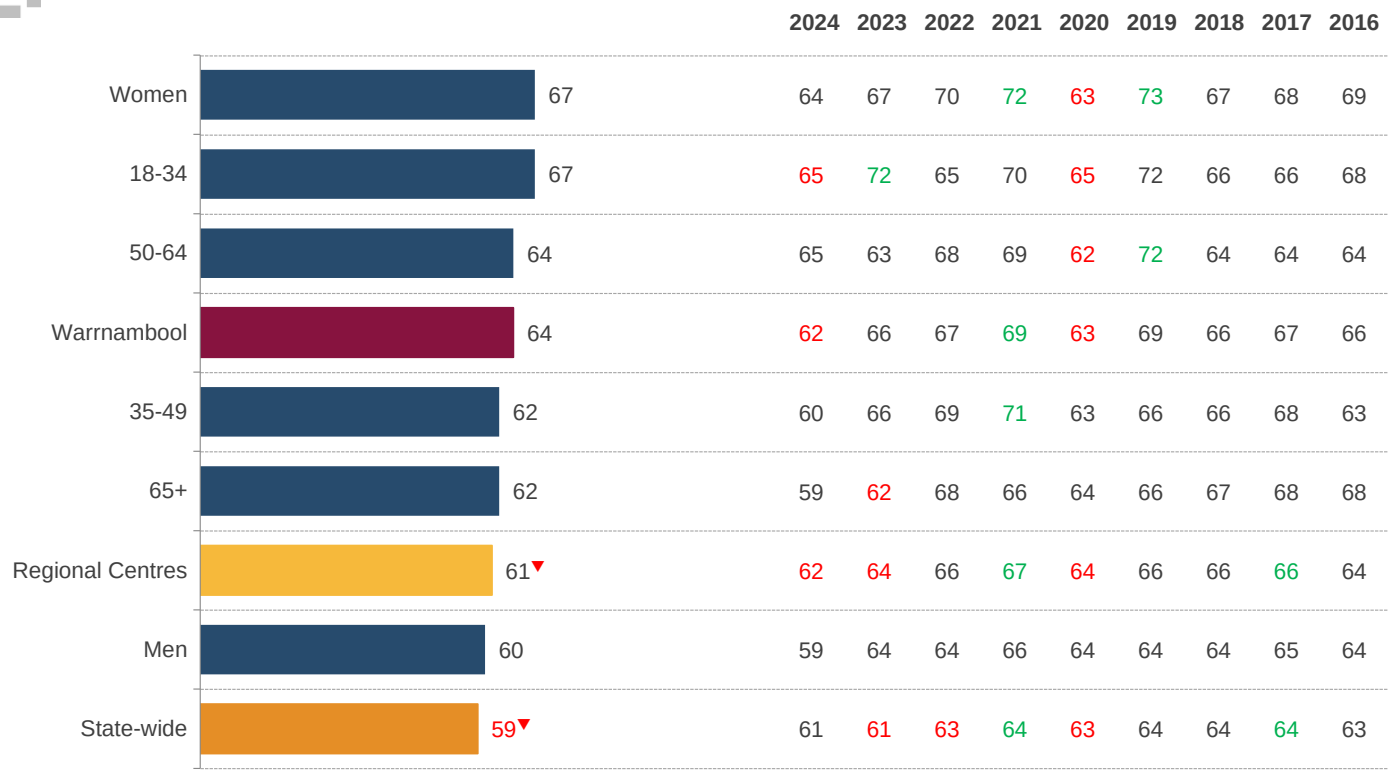
# Enforcement of local laws importance




*Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 15 Councils asked group: 3*

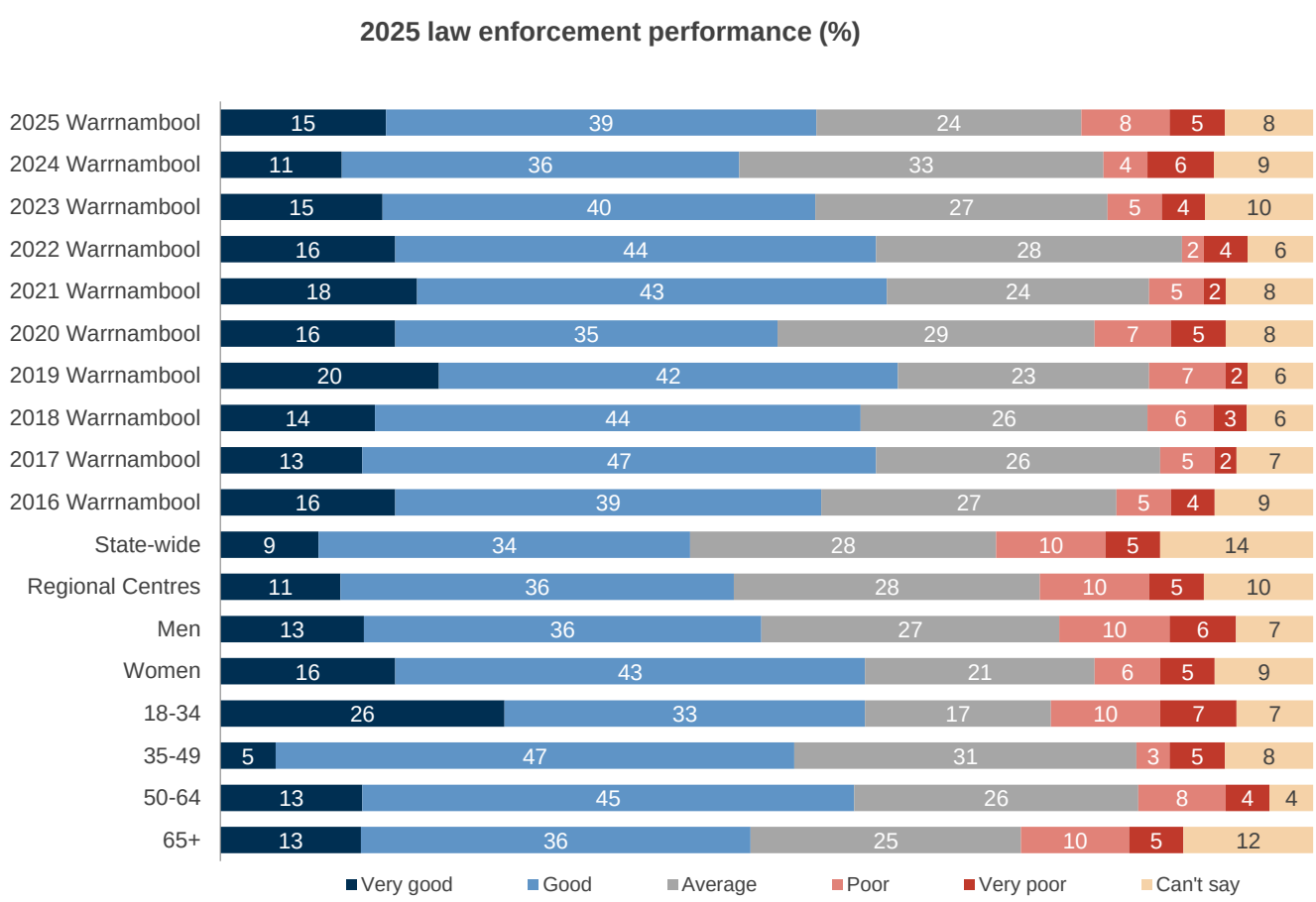
# Enforcement of local laws performance

## 2025 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: 26 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

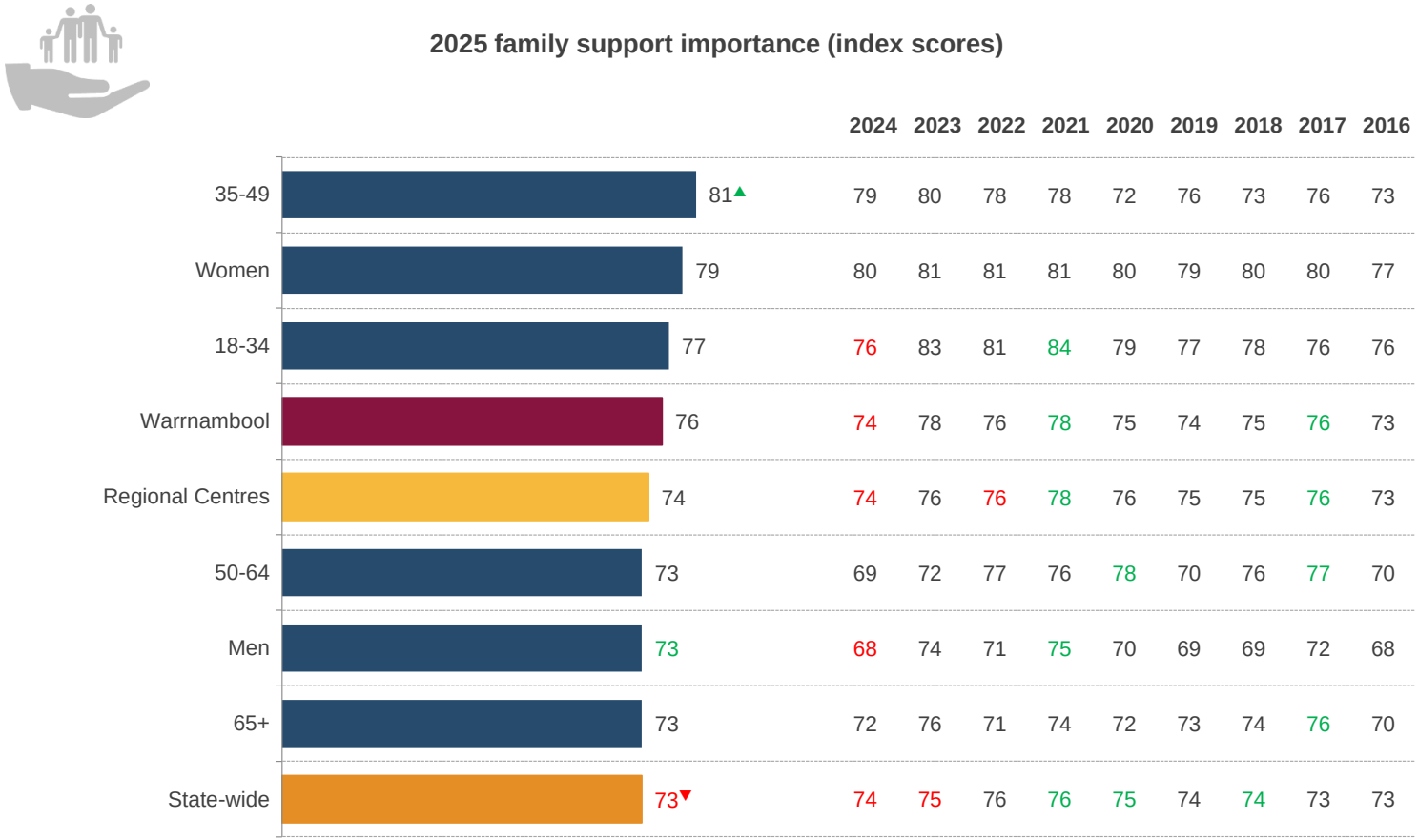
# Enforcement of local laws performance




*Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 26 Councils asked group: 4*

# Family support services importance

## 2025 family support importance (index scores)

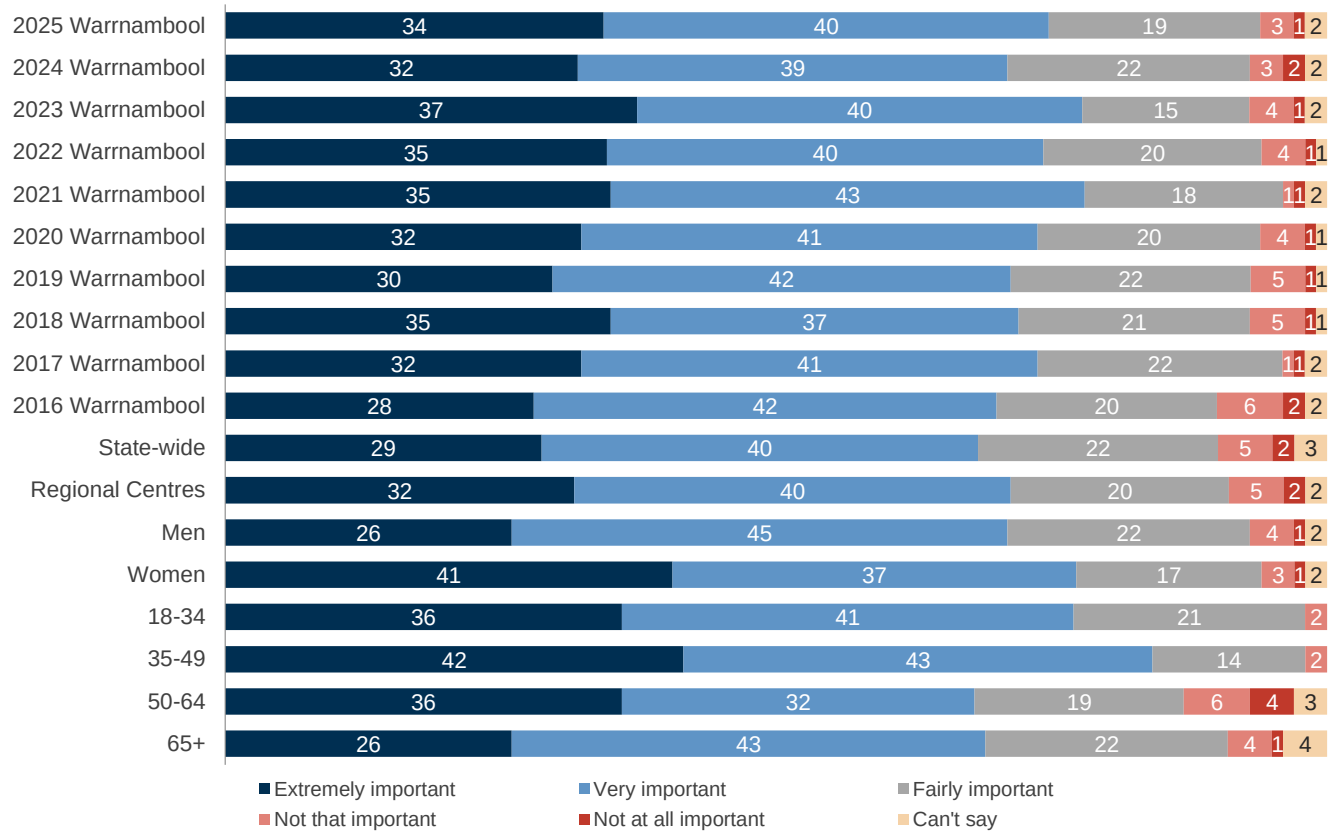


| | 2025 | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|---|
| 35-49 | 81▲ | 79 | 80 | 78 | 78 | 72 | 76 | 73 | 76 | 73 |
| Women | 79 | 80 | 81 | 81 | 81 | 80 | 79 | 80 | 80 | 77 |
| 18-34 | 77 | 76 | 83 | 81 | 84 | 79 | 77 | 78 | 76 | 76 |
| Warrnambool | 76 | 74 | 78 | 76 | 78 | 75 | 74 | 75 | 76 | 73 |
| Regional Centres | 74 | 74 | 76 | 76 | 78 | 76 | 75 | 75 | 76 | 73 |
| 50-64 | 73 | 69 | 72 | 77 | 76 | 78 | 70 | 76 | 77 | 70 |
| Men | 73 | 68 | 74 | 71 | 75 | 70 | 69 | 69 | 72 | 68 |
| 65+ | 73 | 72 | 76 | 71 | 74 | 72 | 73 | 74 | 76 | 70 |
| State-wide | 73▼ | 74 | 75 | 76 | 76 | 75 | 74 | 74 | 73 | 73 |

*Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 11 Councils asked group: 3*
*Note: Please see Appendix A for explanation of significant differences.*

# Family support services importance

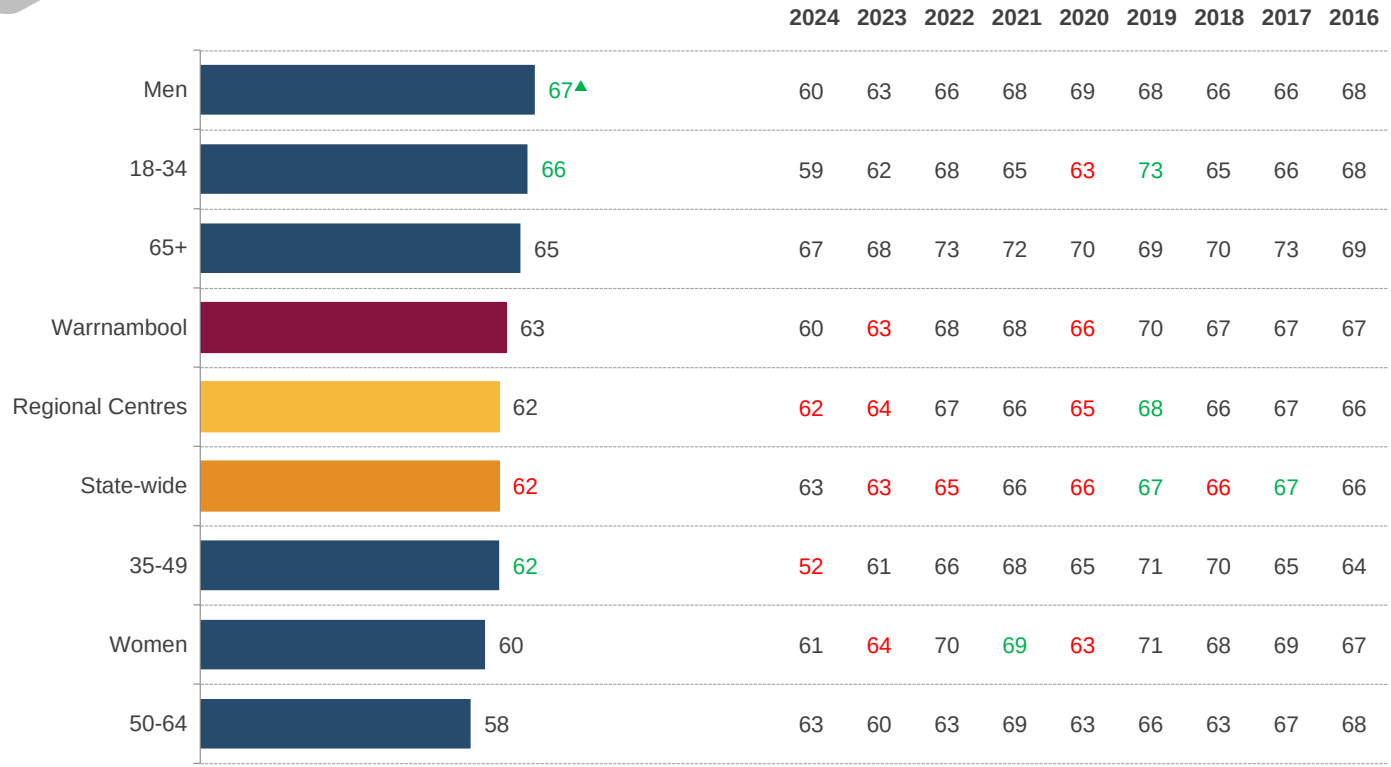
## 2025 family support importance (%)




*Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 11 Councils asked group: 3*

# Family support services performance

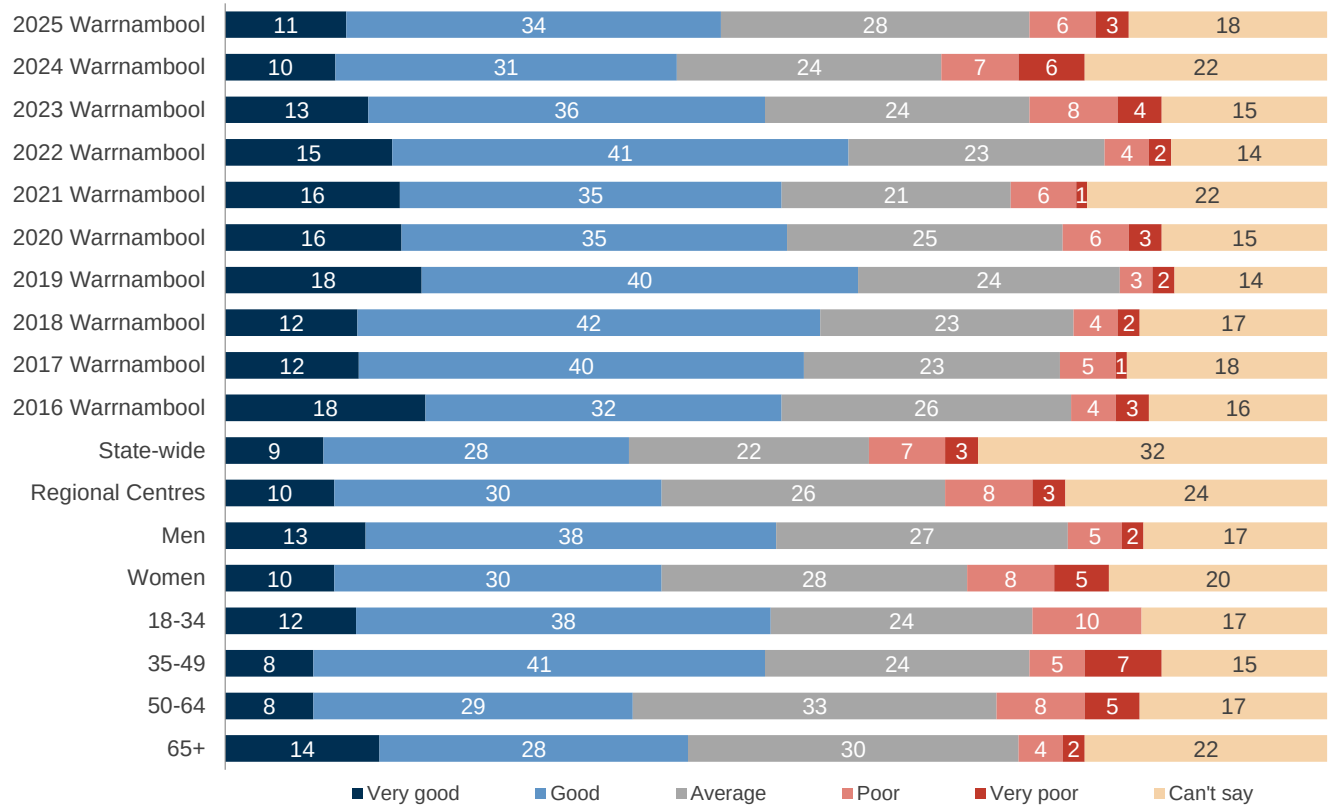
## 2025 family support performance (index scores)




*Q2. How has Council performed on 'Family support services' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

# Family support services performance

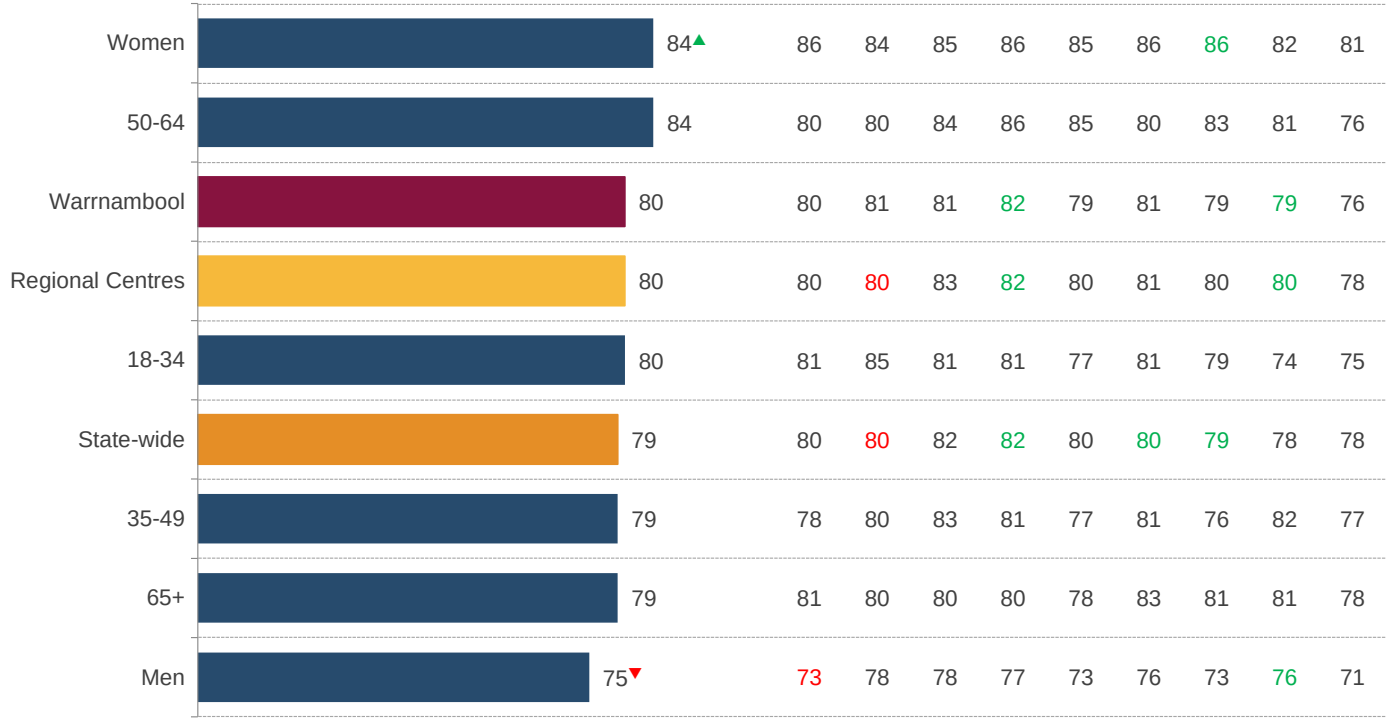
## 2025 family support performance (%)




*Q2. How has Council performed on 'Family support services' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5*

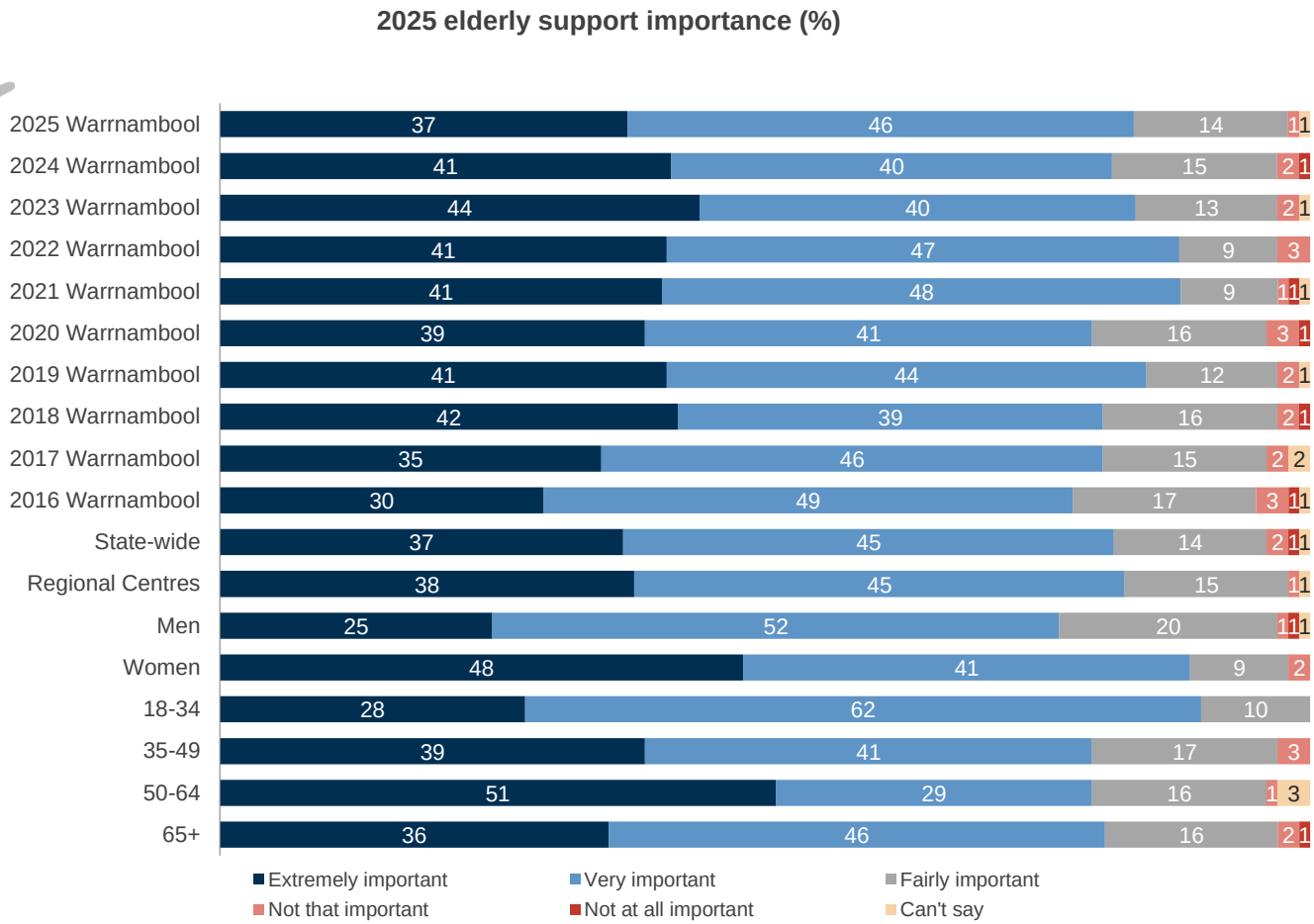
# Elderly support services importance

## 2025 elderly support importance (index scores)




*Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 6 Councils asked group: 1*
*Note: Please see Appendix A for explanation of significant differences.*

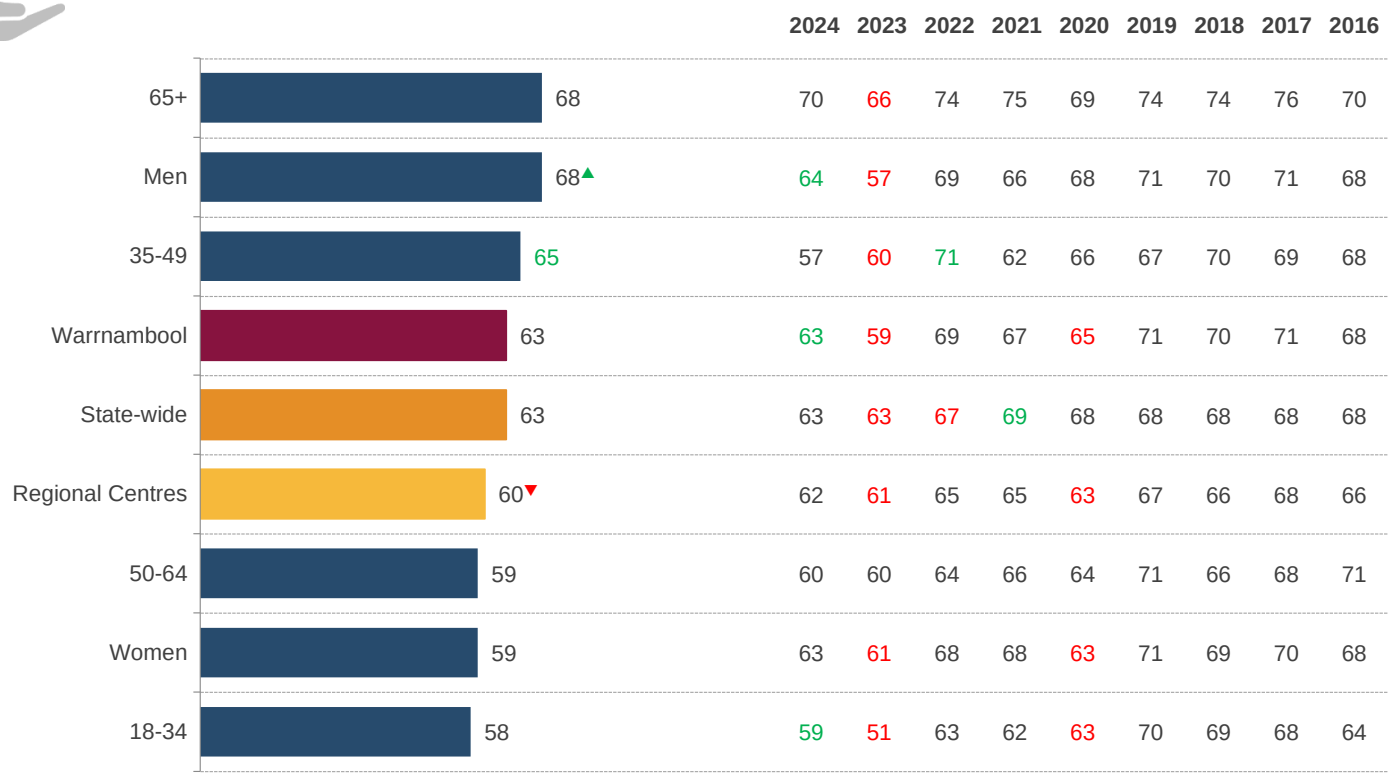
# Elderly support services importance




*Q1. Firstly, how important should 'Elderly support services' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 6 Councils asked group: 1*

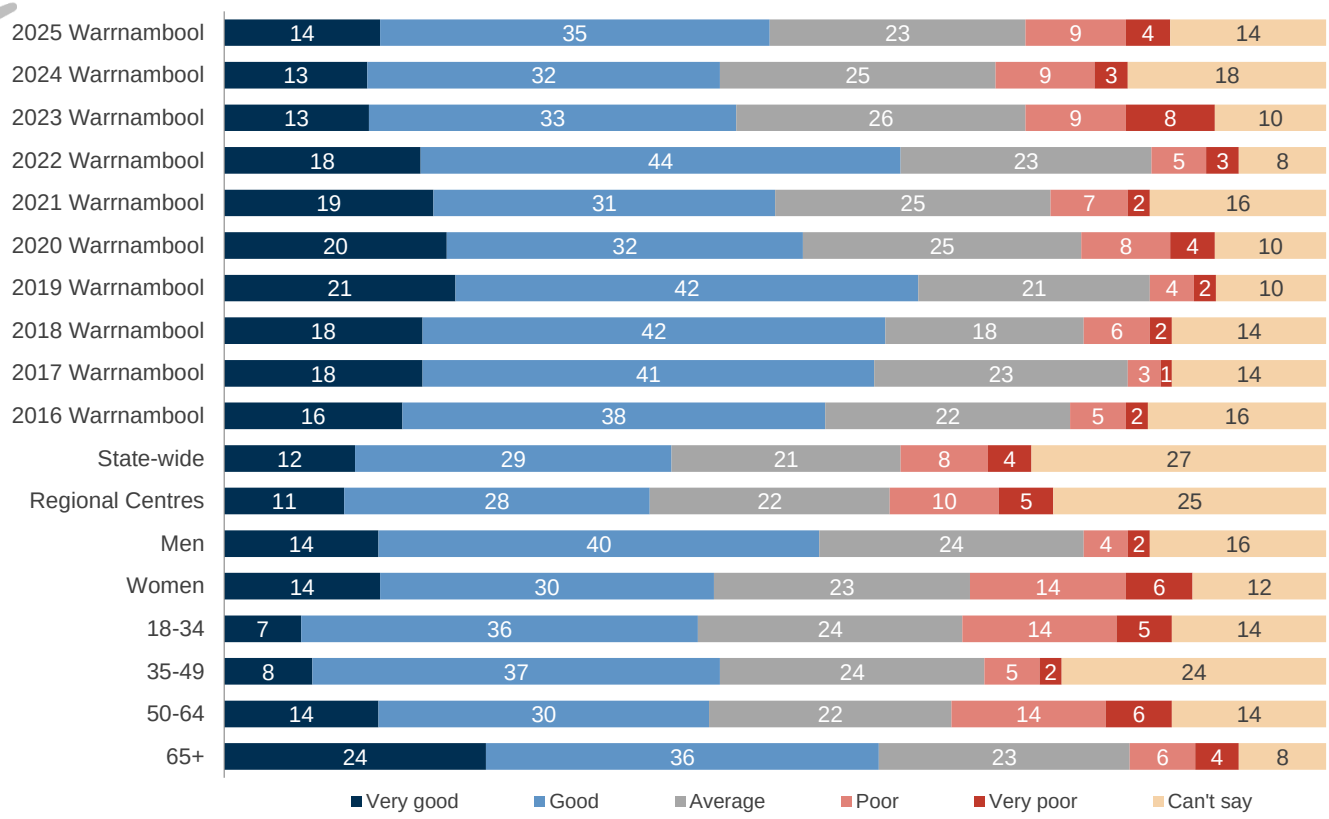
# Elderly support services performance

## 2025 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: 16 Councils asked group: 3*
*Note: Please see Appendix A for explanation of significant differences.*

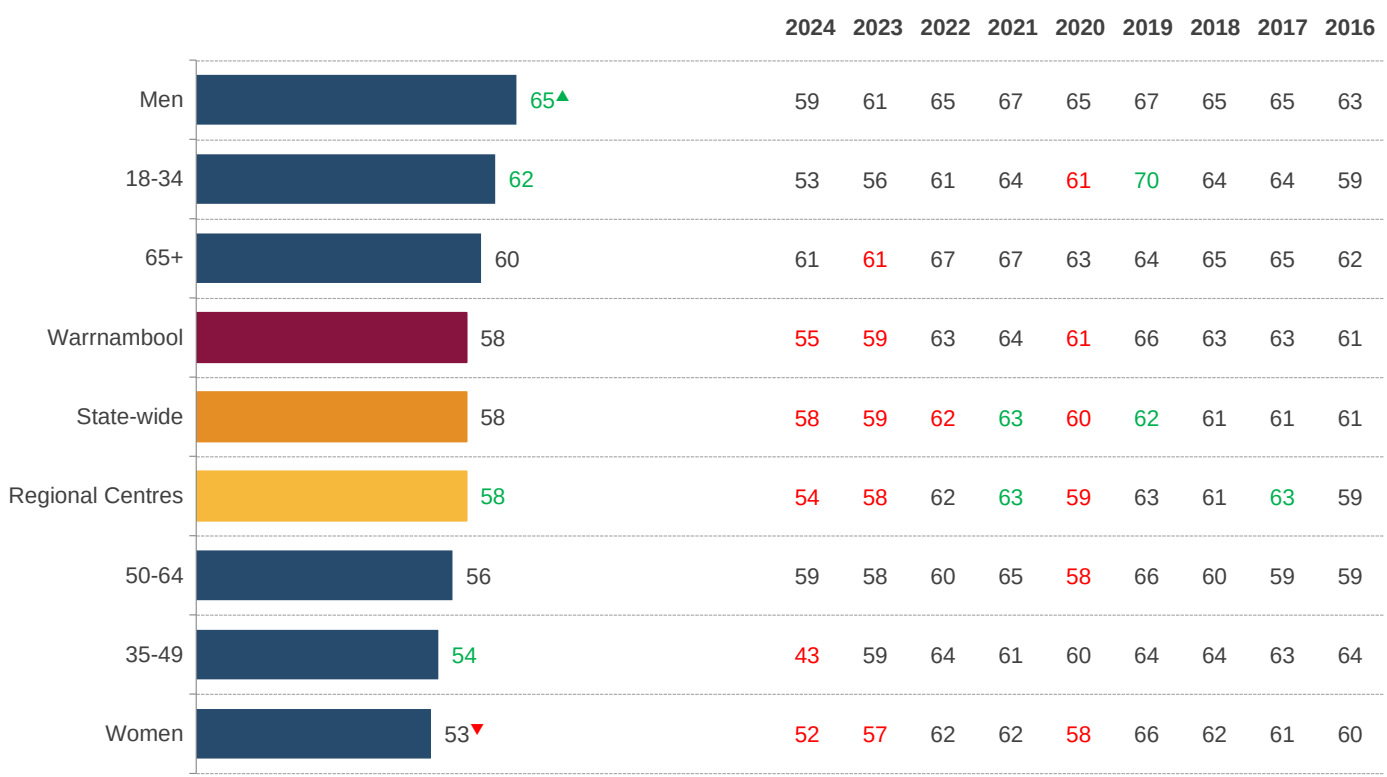
# Elderly support services performance




*Q2. How has Council performed on 'Elderly support services' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 16 Councils asked group: 3*

# Disadvantaged support services performance

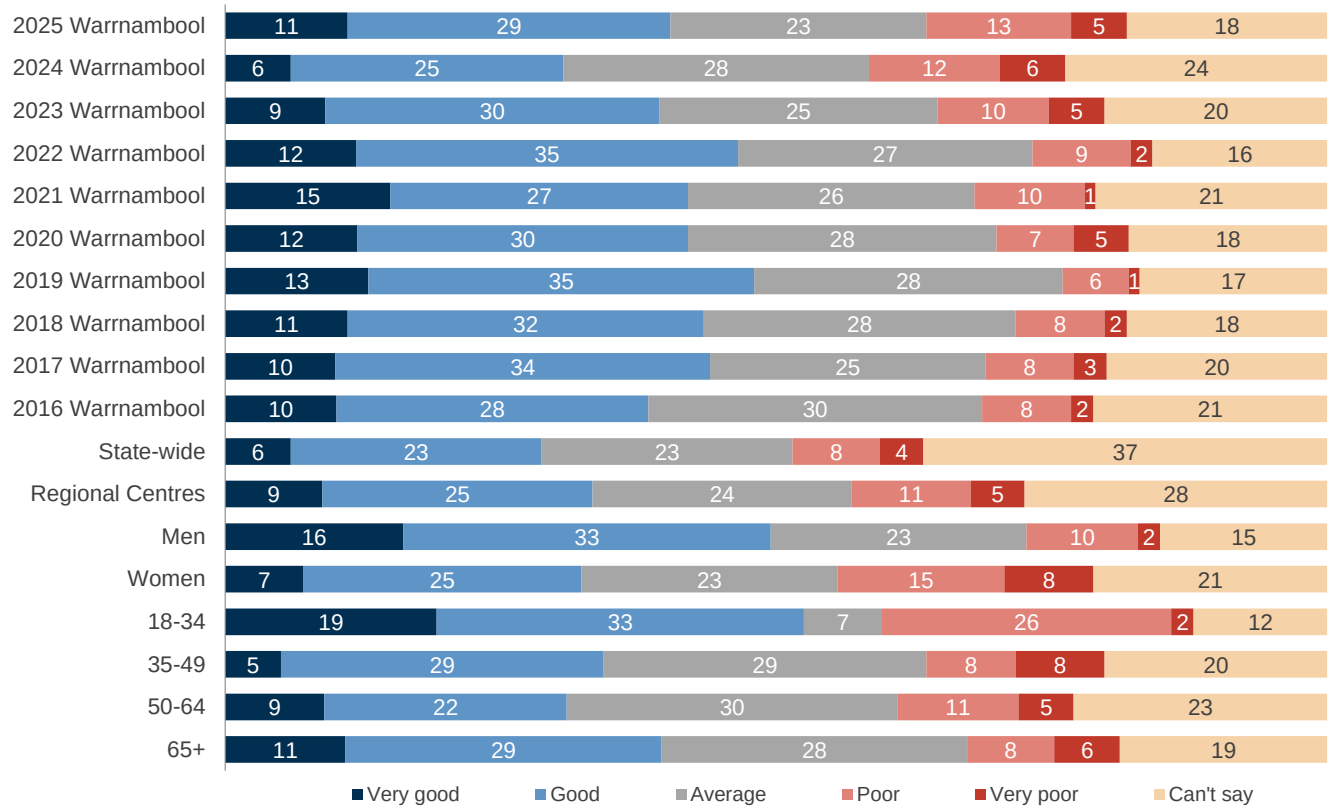
## 2025 disadvantaged support performance (index scores)




*Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2*
*Note: Please see Appendix A for explanation of significant differences.*

# Disadvantaged support services performance

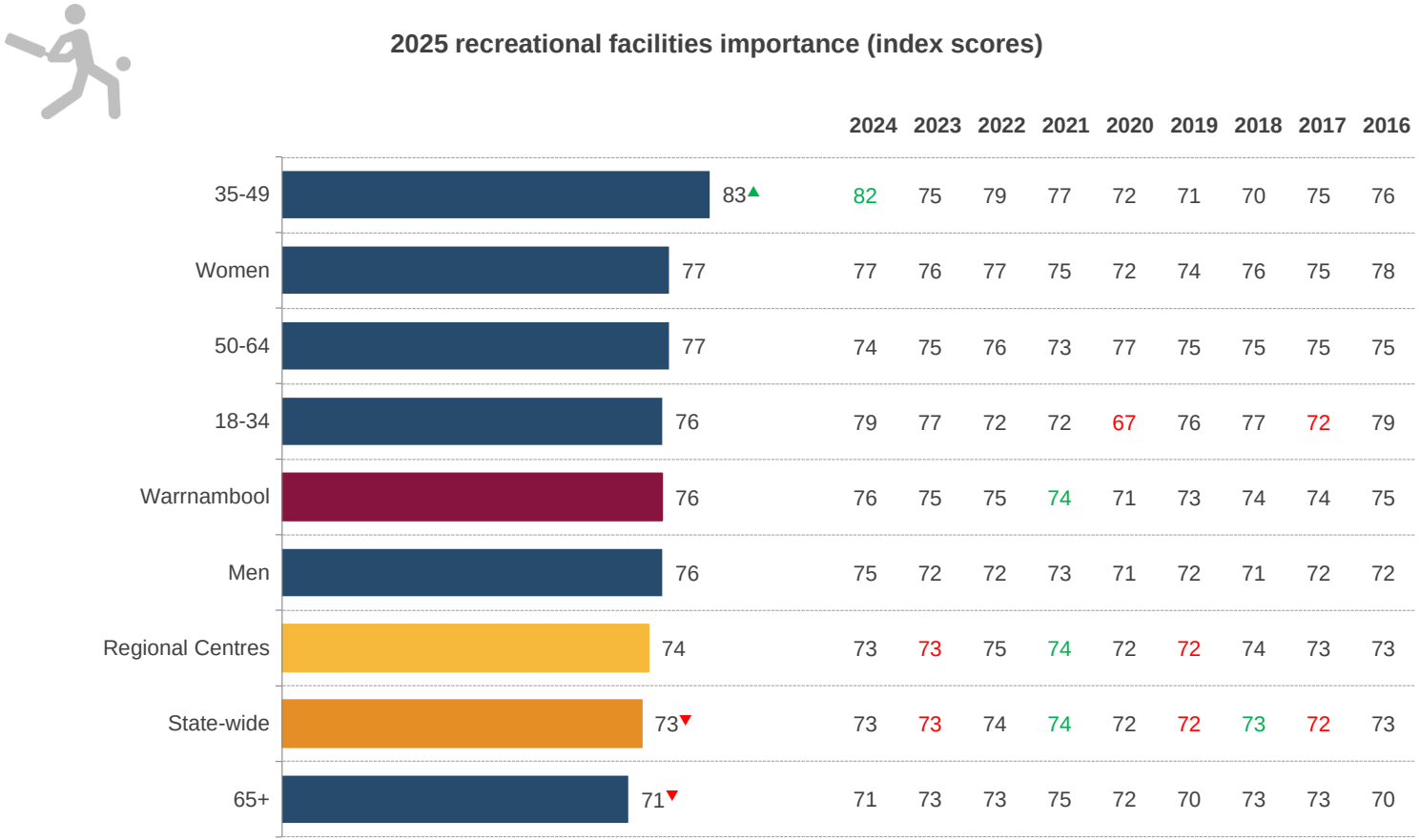
## 2025 disadvantaged support performance (%)




*Q2. How has Council performed on 'Disadvantaged support services' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2*

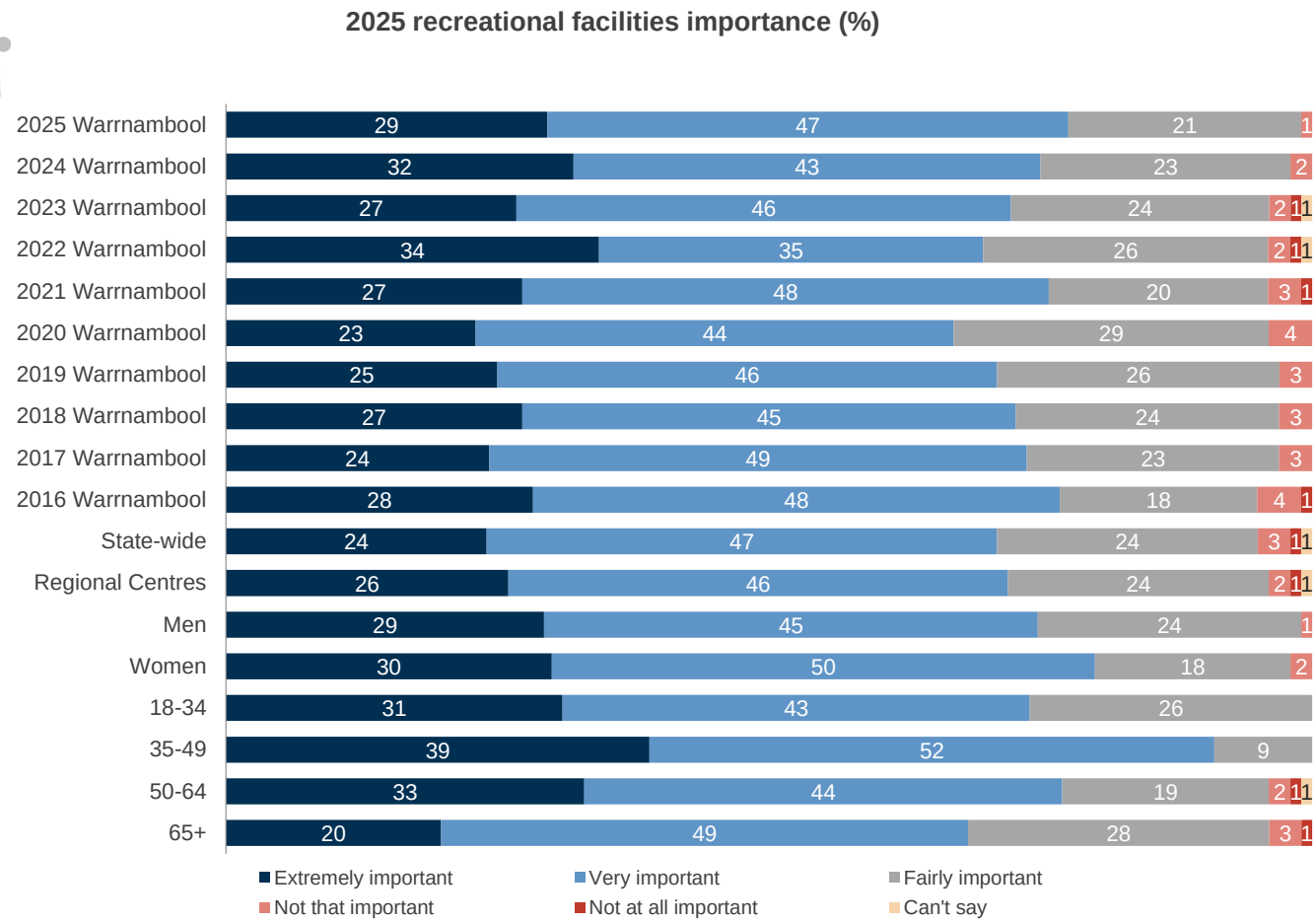
# Recreational facilities importance

## 2025 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: 22 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

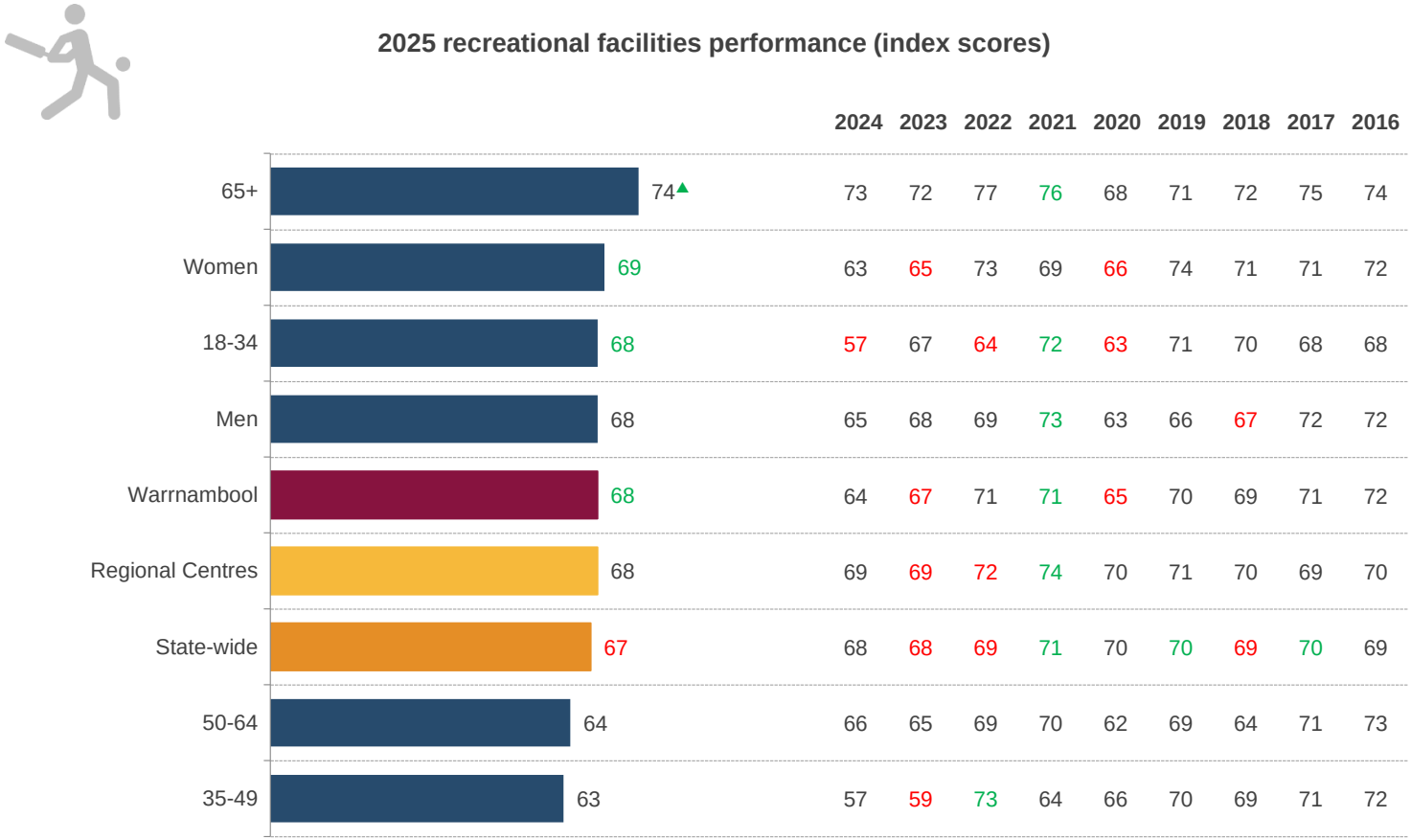
# Recreational facilities importance




*Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4*

# Recreational facilities performance

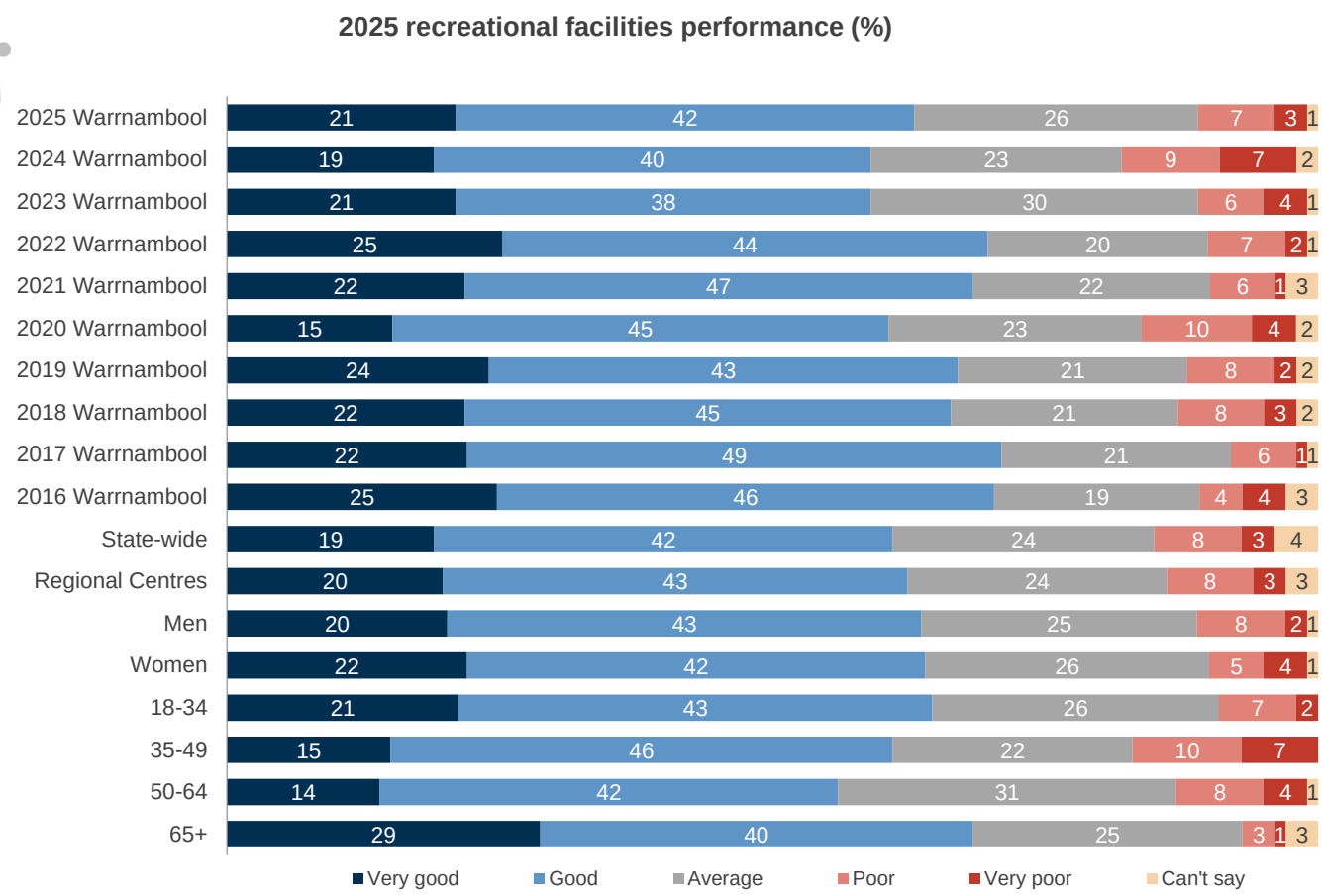
## 2025 recreational facilities performance (index scores)



| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 65+ | 74▲ | 73 | 72 | 77 | 76 | 68 | 71 | 72 | 75 | 74 |
| Women | 69 | 63 | 65 | 73 | 69 | 66 | 74 | 71 | 71 | 72 |
| 18-34 | 68 | 57 | 67 | 64 | 72 | 63 | 71 | 70 | 68 | 68 |
| Men | 68 | 65 | 68 | 69 | 73 | 63 | 66 | 67 | 72 | 72 |
| Warrnambool | 68 | 64 | 67 | 71 | 71 | 65 | 70 | 69 | 71 | 72 |
| Regional Centres | 68 | 69 | 69 | 72 | 74 | 70 | 71 | 70 | 69 | 70 |
| State-wide | 67 | 68 | 68 | 69 | 71 | 70 | 70 | 69 | 70 | 69 |
| 50-64 | 64 | 66 | 65 | 69 | 70 | 62 | 69 | 64 | 71 | 73 |
| 35-49 | 63 | 57 | 59 | 73 | 64 | 66 | 70 | 69 | 71 | 72 |

*Q2. How has Council performed on 'Recreational facilities' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6*
*Note: Please see Appendix A for explanation of significant differences.*

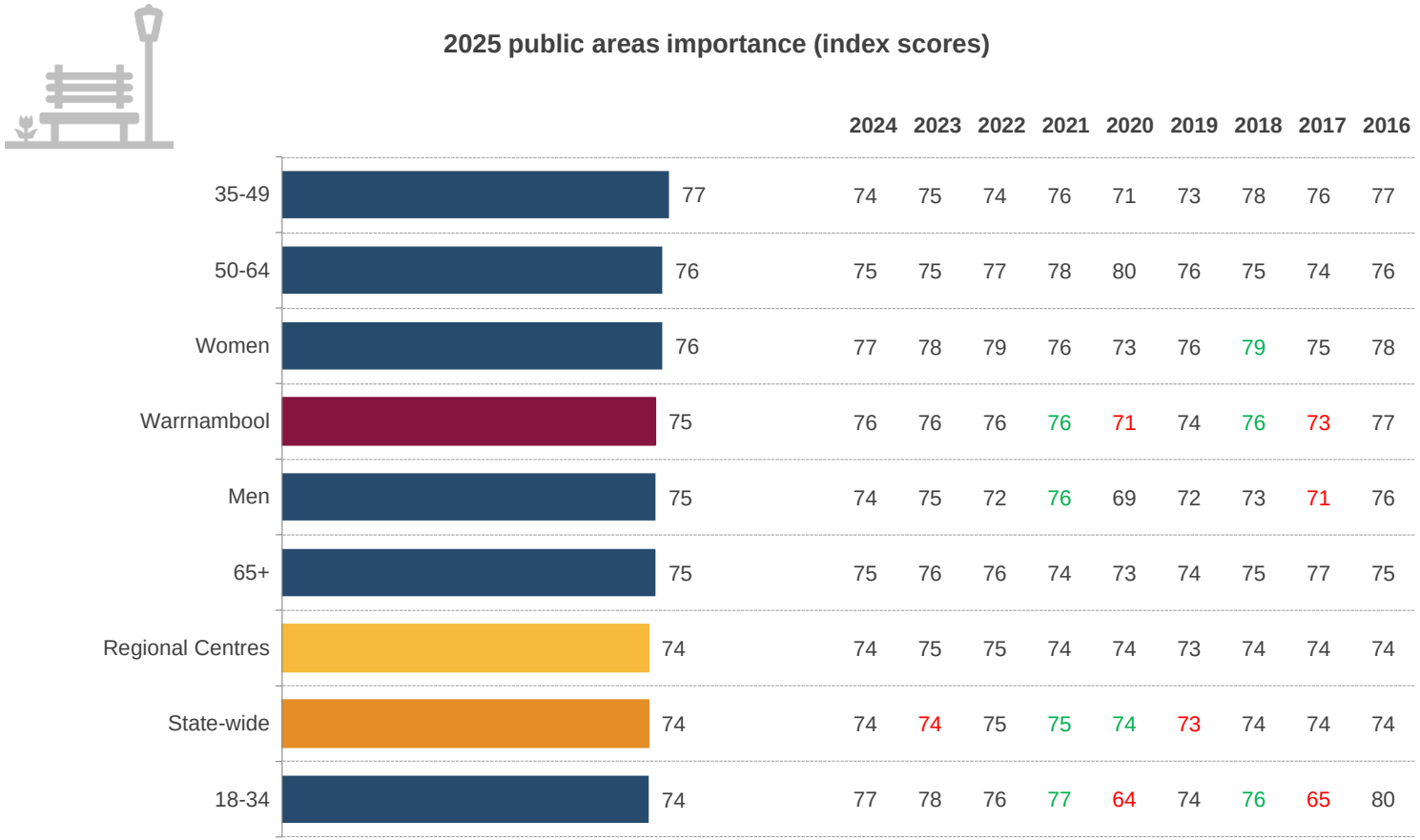
# Recreational facilities performance




*Q2. How has Council performed on 'Recreational facilities' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 36 Councils asked group: 6*

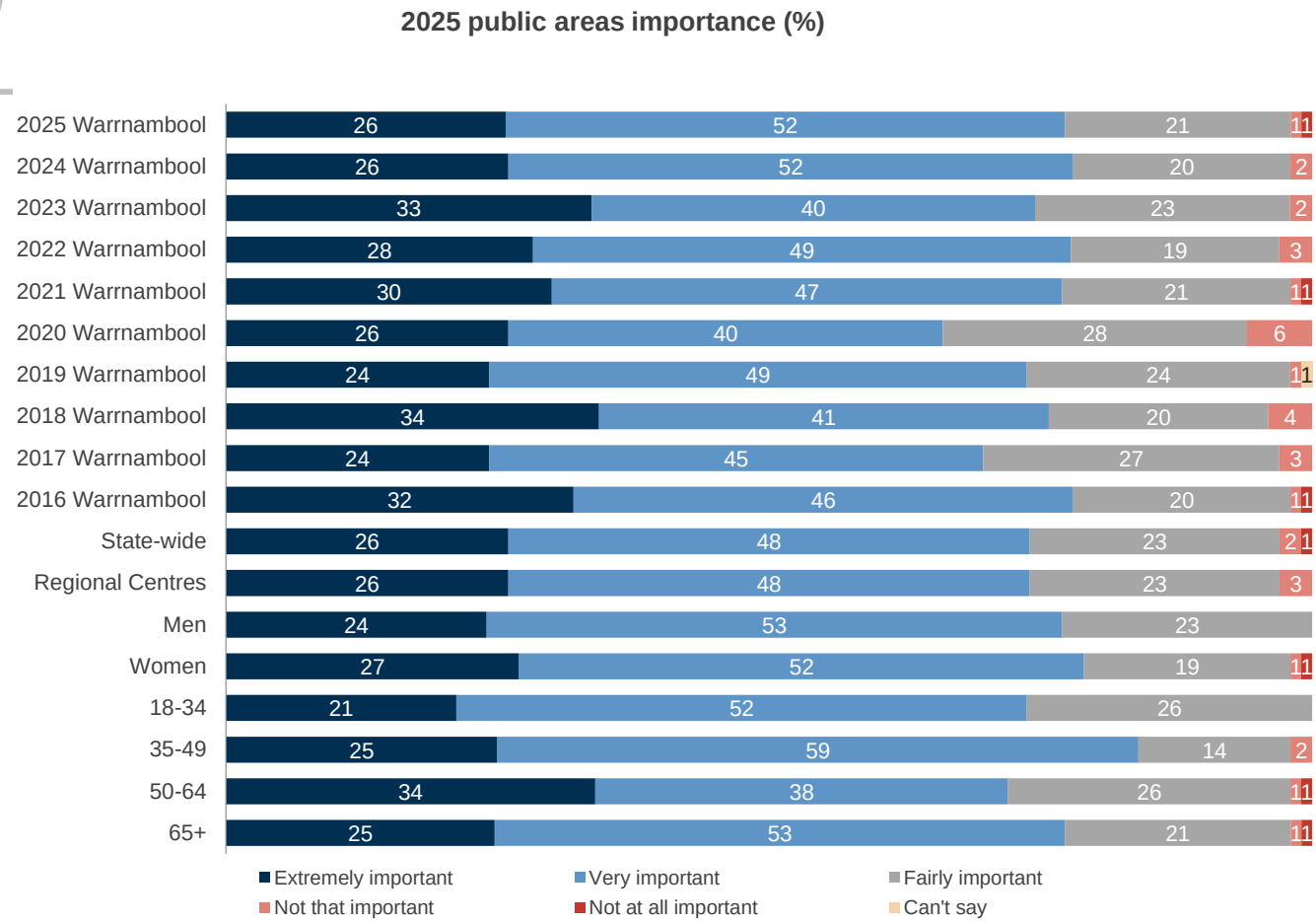
# The appearance of public areas importance

## 2025 public areas importance (index scores)




*Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 22 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# The appearance of 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: 22 Councils asked group: 4*

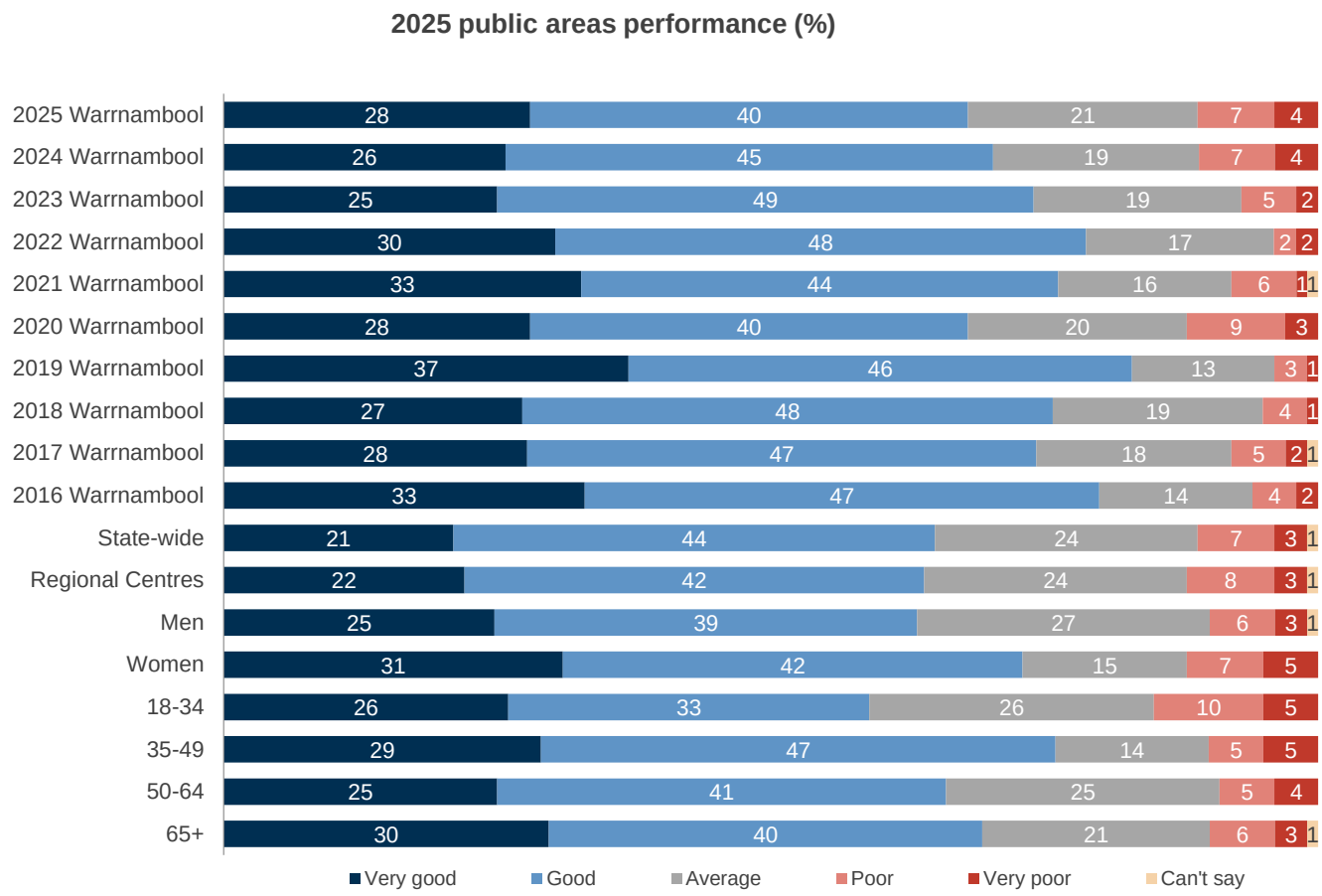
# The appearance of public areas performance

## 2025 public areas performance (index scores)

| | 2025 | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|---|
| 65+ | 72 | 76 | 75 | 79 | 78 | 75 | 80 | 77 | 78 | 78 |
| 35-49 | 72 | 68 | 71 | 78 | 73 | 74 | 76 | 76 | 76 | 81 |
| Women | 72 | 72 | 76 | 77 | 74 | 72 | 80 | 75 | 74 | 75 |
| Warrnambool | 70 | 71 | 73 | 76 | 76 | 71 | 79 | 74 | 74 | 76 |
| 50-64 | 69 | 72 | 74 | 76 | 76 | 72 | 77 | 73 | 74 | 76 |
| Men | 69 | 69 | 70 | 75 | 77 | 69 | 77 | 73 | 73 | 78 |
| State-wide | 68 | 68 | 67 | 71 | 73 | 72 | 72 | 71 | 71 | 71 |
| Regional Centres | 68 | 70 | 71 | 73 | 75 | 72 | 74 | 73 | 73 | 73 |
| 18-34 | 67 | 65 | 71 | 71 | 75 | 63 | 81 | 70 | 68 | 72 |

*Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 37 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

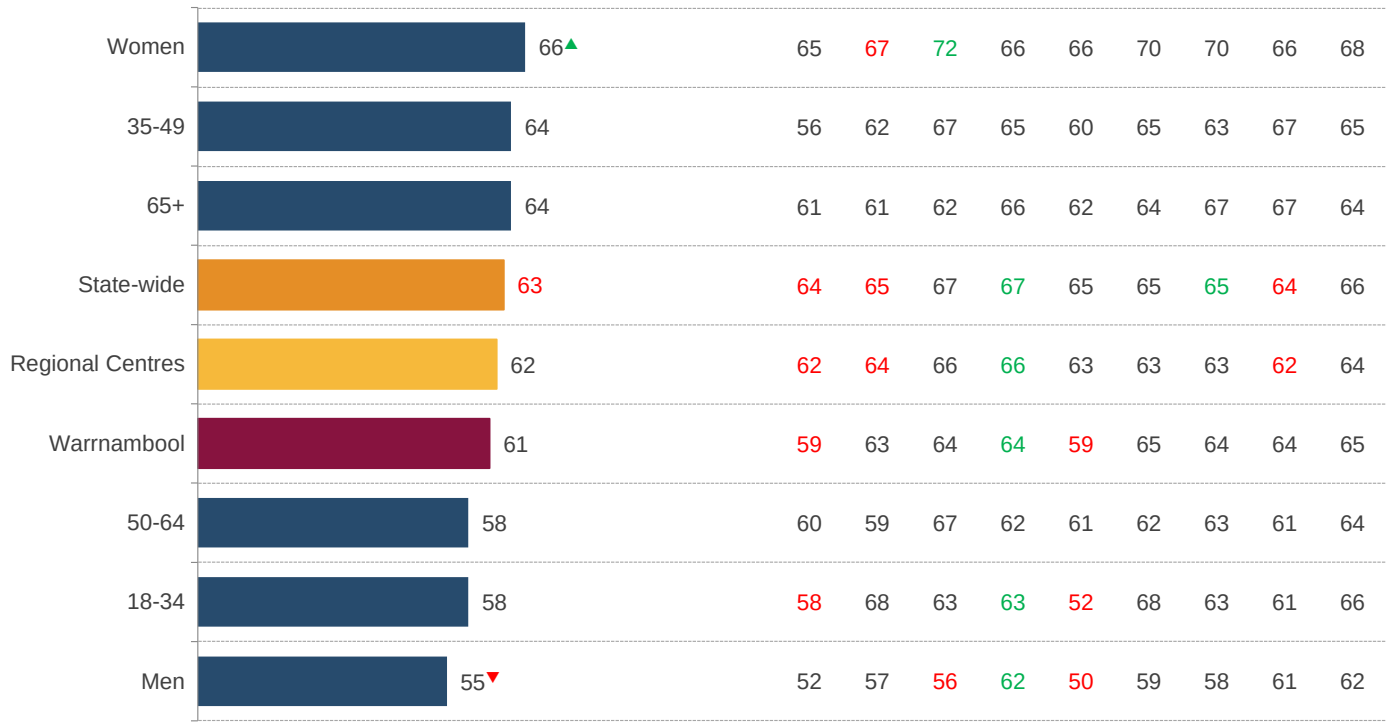
# The appearance of public areas performance




*Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 37 Councils asked group: 5*

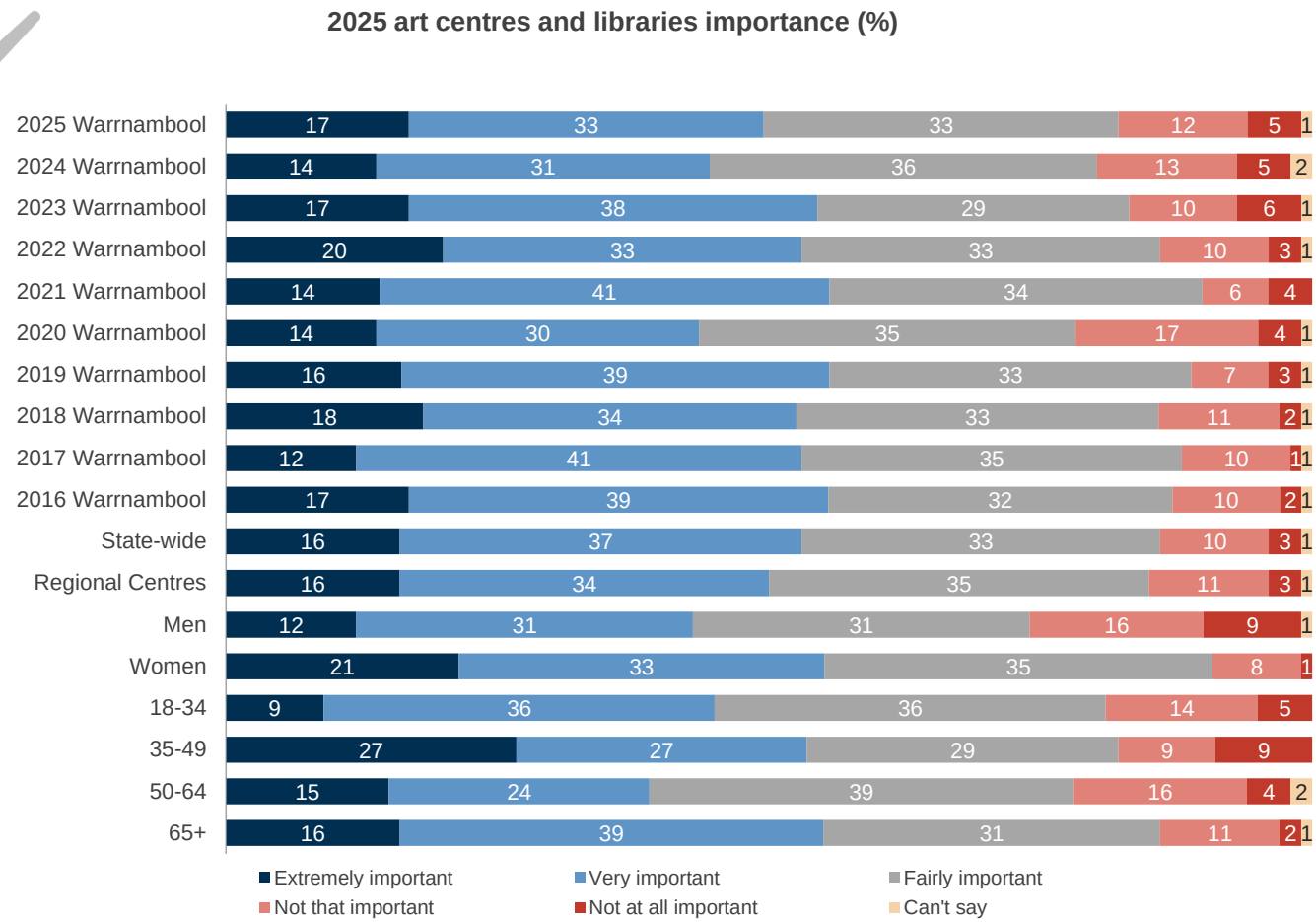
# Art centres and libraries importance

## 2025 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: 14 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

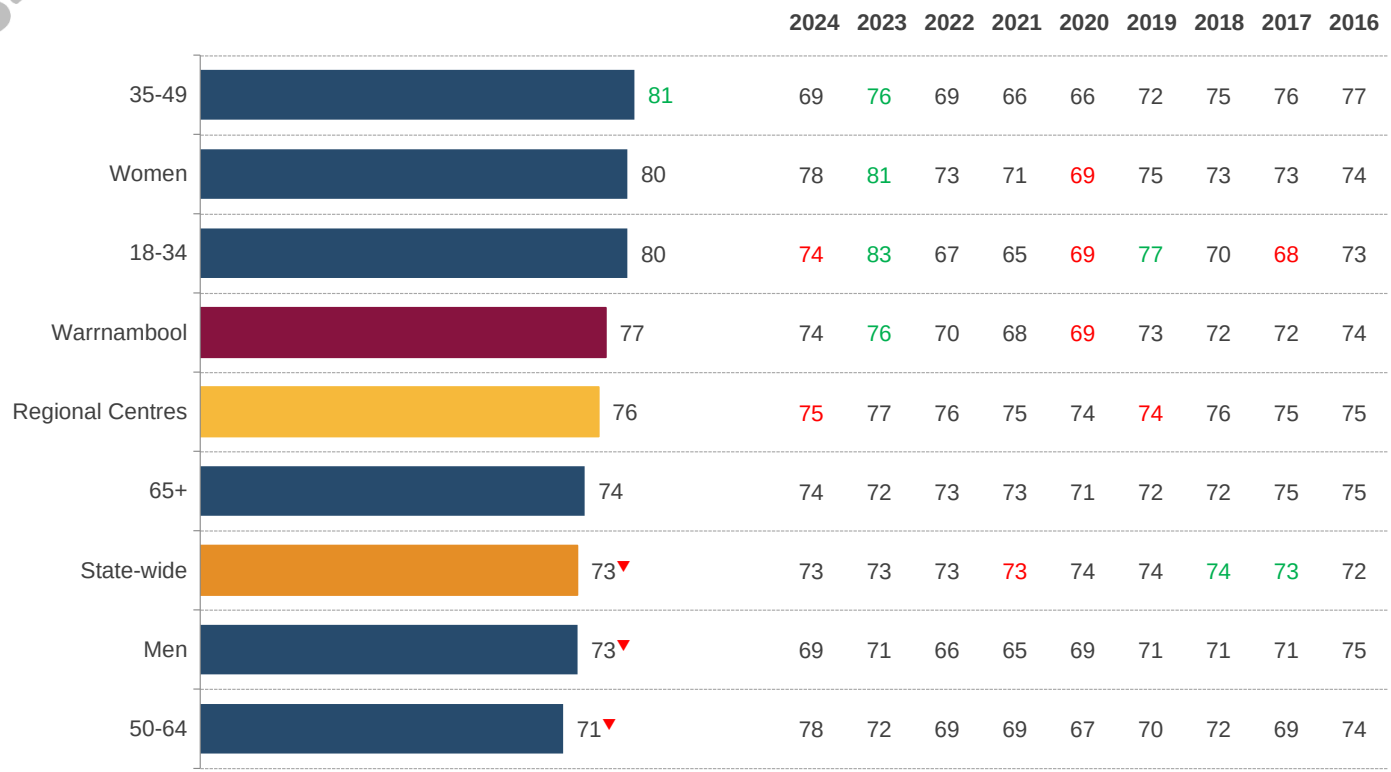
# Art centres and libraries importance




*Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 14 Councils asked group: 4*

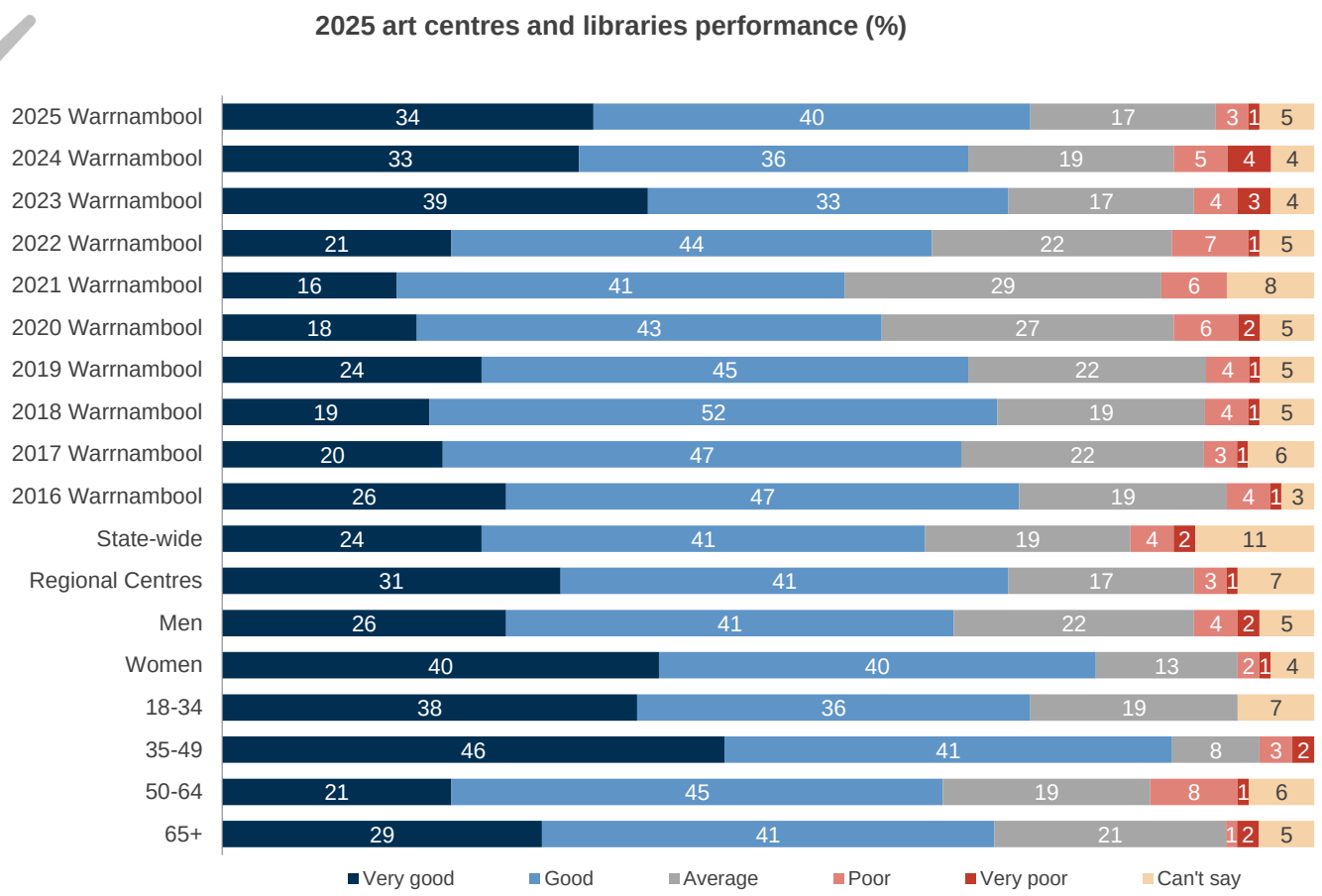
# Art centres and libraries performance

## 2025 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: 24 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

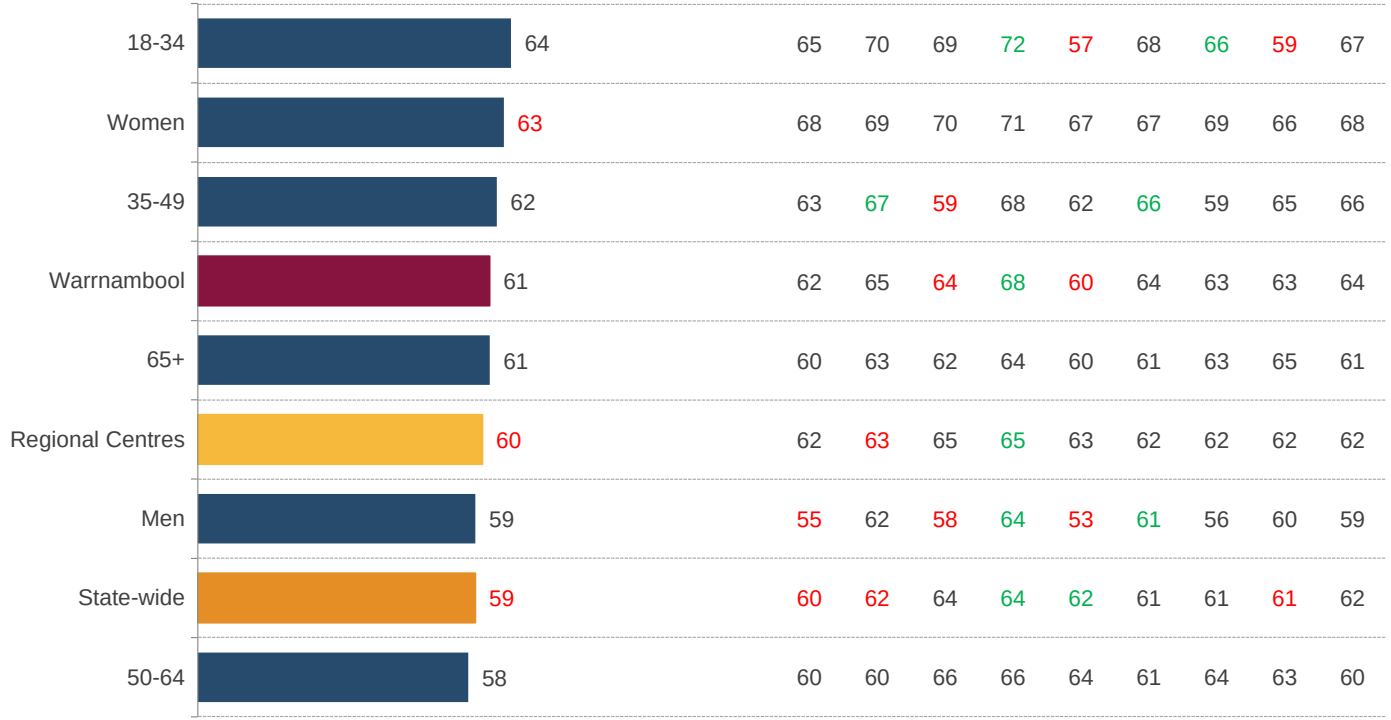
# Art centres and libraries performance




*Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 24 Councils asked group: 5*

# Community and cultural activities importance

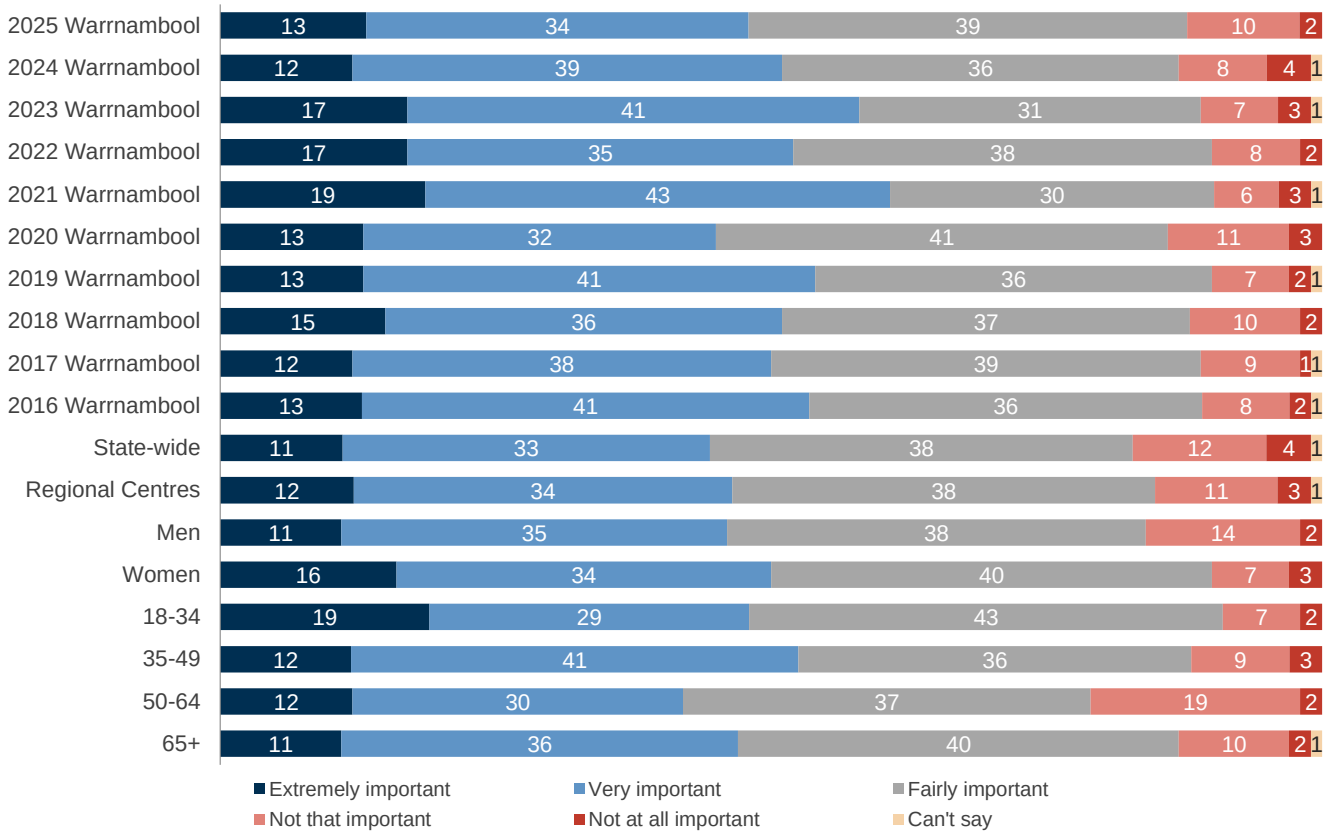
## 2025 community and cultural activities importance (index scores)




*Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 11 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# Community and cultural activities importance

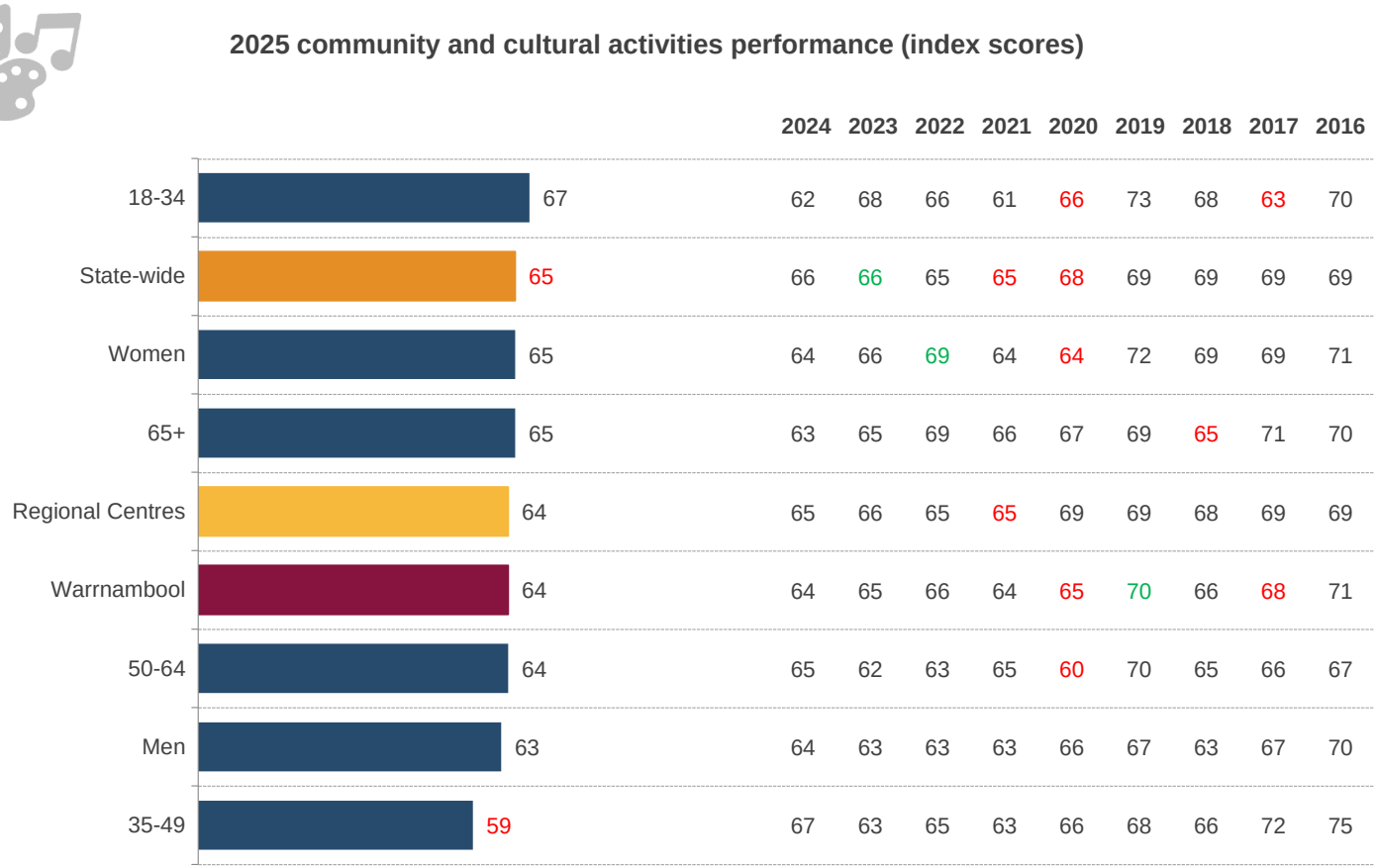
## 2025 community and cultural activities importance (%)




*Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 11 Councils asked group: 4*

# Community and cultural activities performance

## 2025 community and cultural activities performance (index scores)

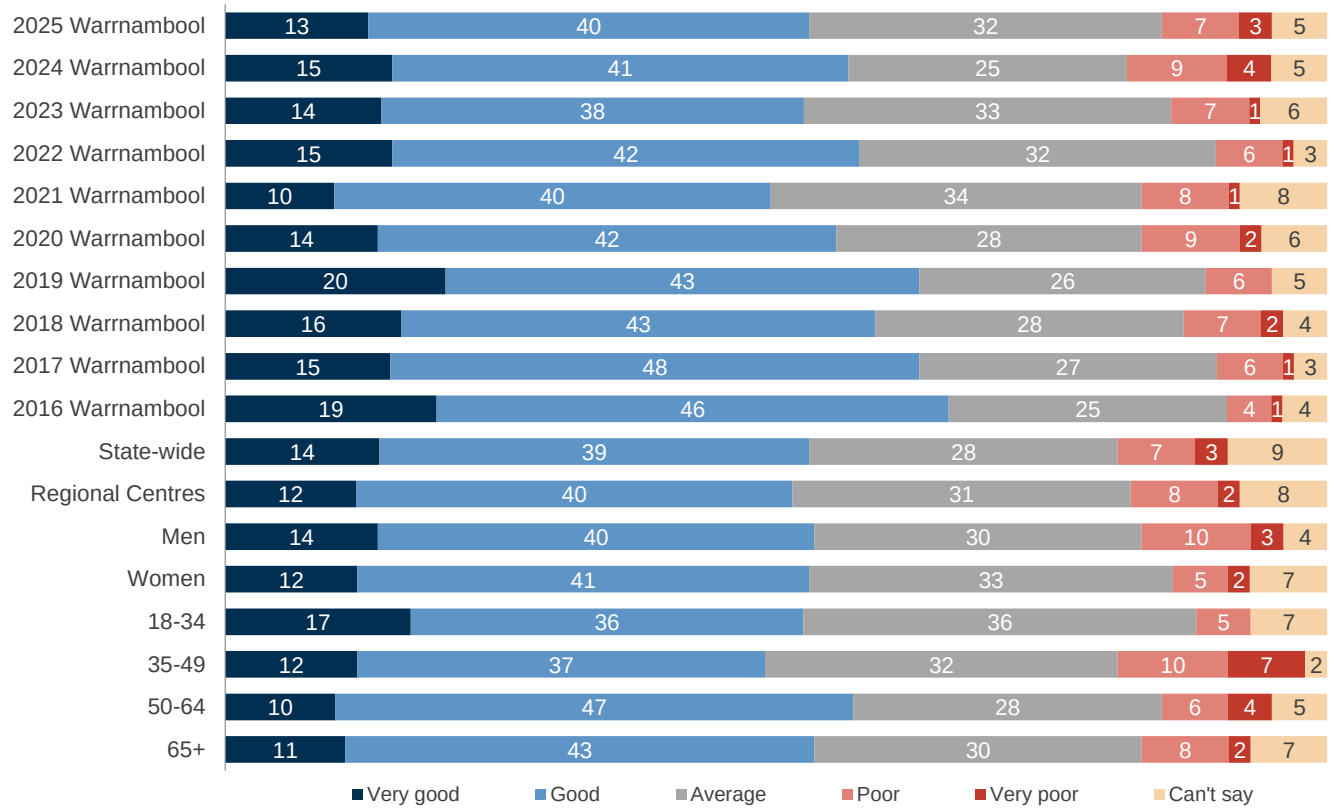



| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 18-34 | 62 | 68 | 66 | 61 | 66 | 73 | 68 | 63 | 70 |
| State-wide | 66 | 66 | 65 | 65 | 68 | 69 | 69 | 69 | 69 |
| Women | 64 | 66 | 69 | 64 | 64 | 72 | 69 | 69 | 71 |
| 65+ | 63 | 65 | 69 | 66 | 67 | 69 | 65 | 71 | 70 |
| Regional Centres | 65 | 66 | 65 | 65 | 69 | 69 | 68 | 69 | 69 |
| Warrnambool | 64 | 65 | 66 | 64 | 65 | 70 | 66 | 68 | 71 |
| 50-64 | 65 | 62 | 63 | 65 | 60 | 70 | 65 | 66 | 67 |
| Men | 64 | 63 | 63 | 63 | 66 | 67 | 63 | 67 | 70 |
| 35-49 | 67 | 63 | 65 | 63 | 66 | 68 | 66 | 72 | 75 |

*Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6*
*Note: Please see Appendix A for explanation of significant differences.*

# Community and cultural activities performance

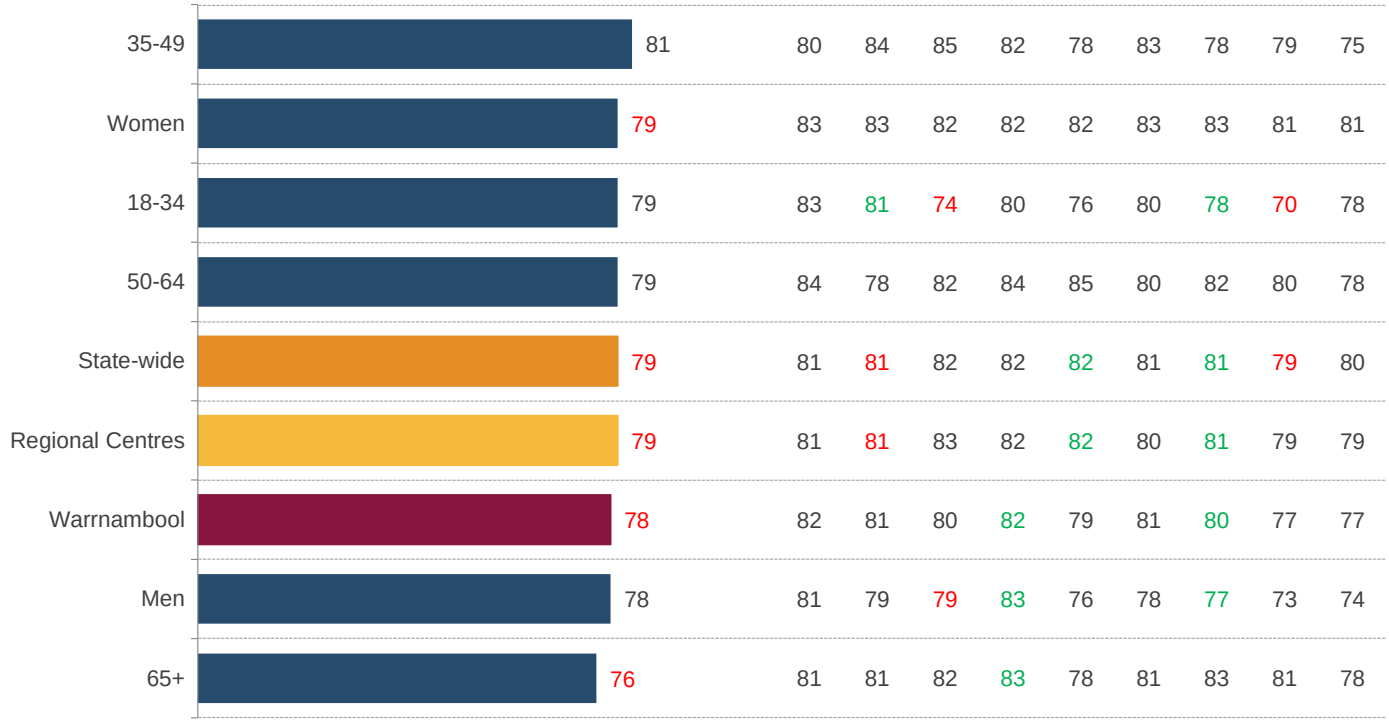
## 2025 community and cultural activities performance (%)




*Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 20 Councils asked group: 6*

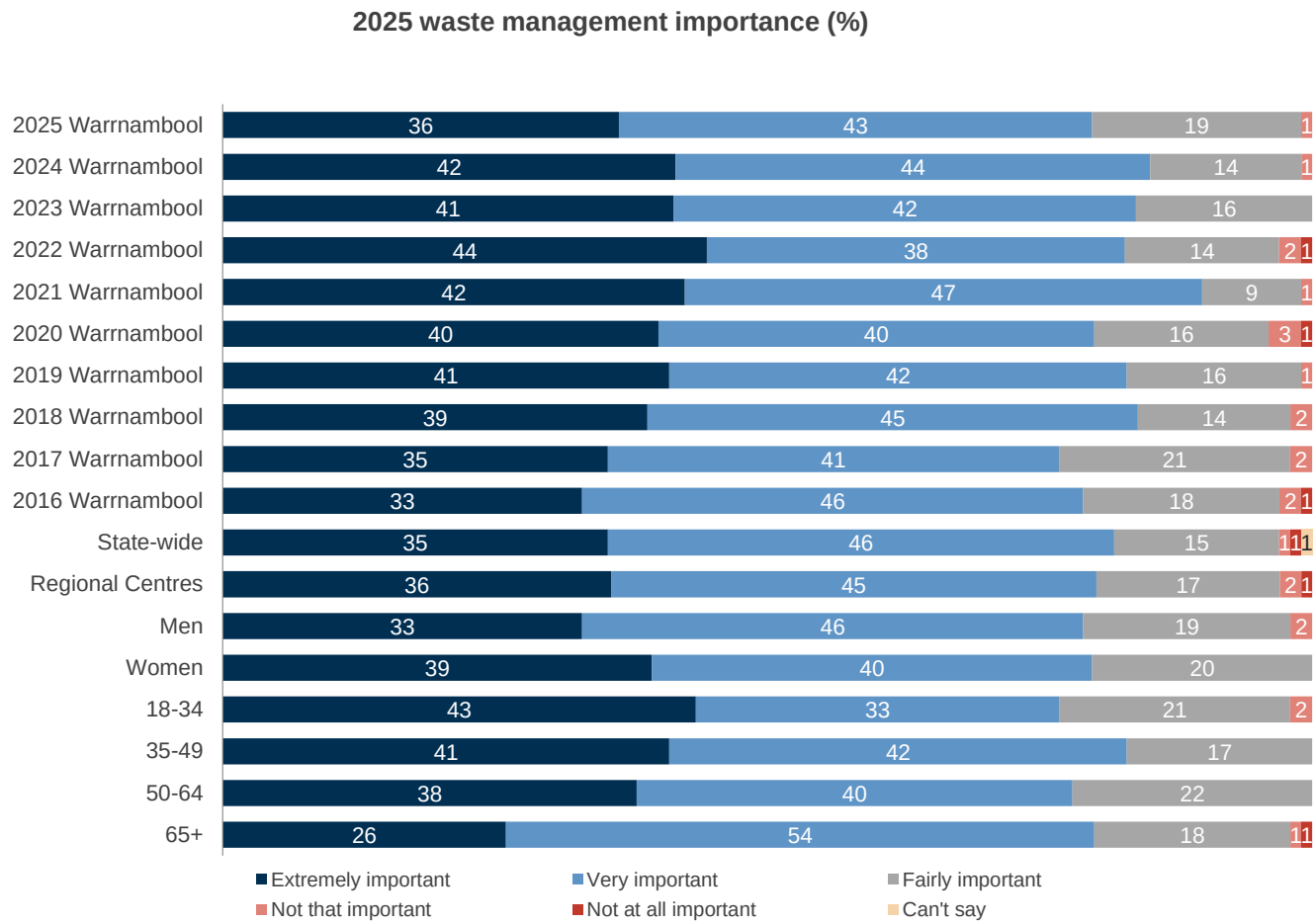
# Waste management importance

## 2025 waste management importance (index scores)




*Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 21 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

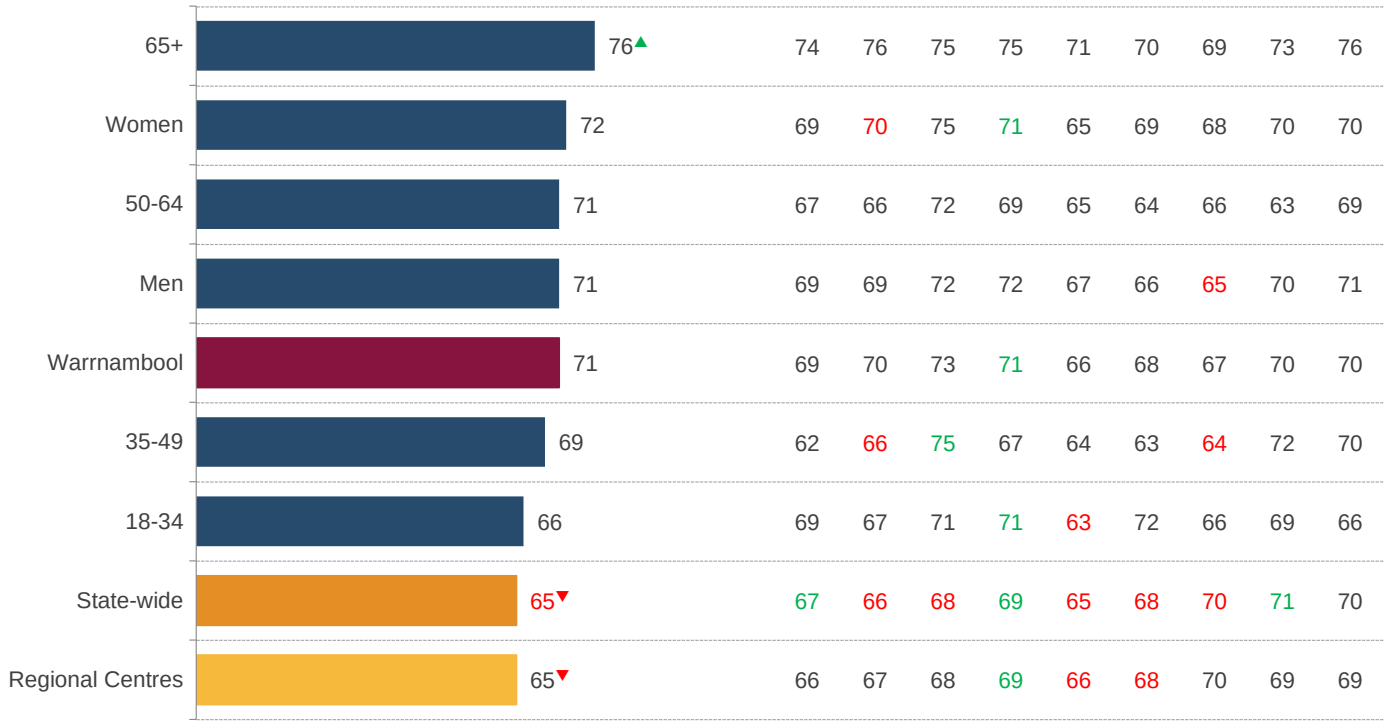
# Waste management importance




*Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 21 Councils asked group: 4*

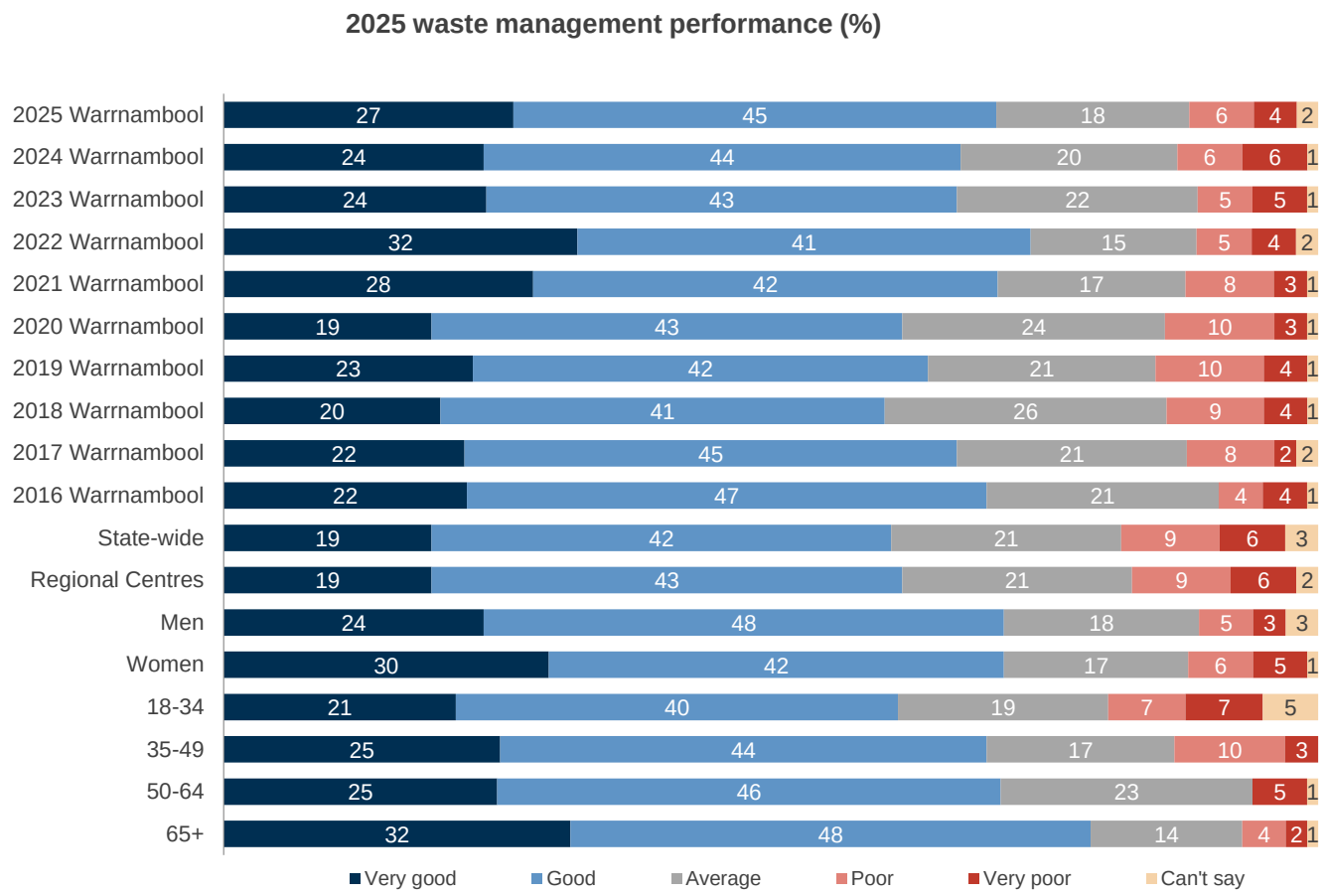
# Waste management performance

## 2025 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: 56 Councils asked group: 9*
*Note: Please see Appendix A for explanation of significant differences.*

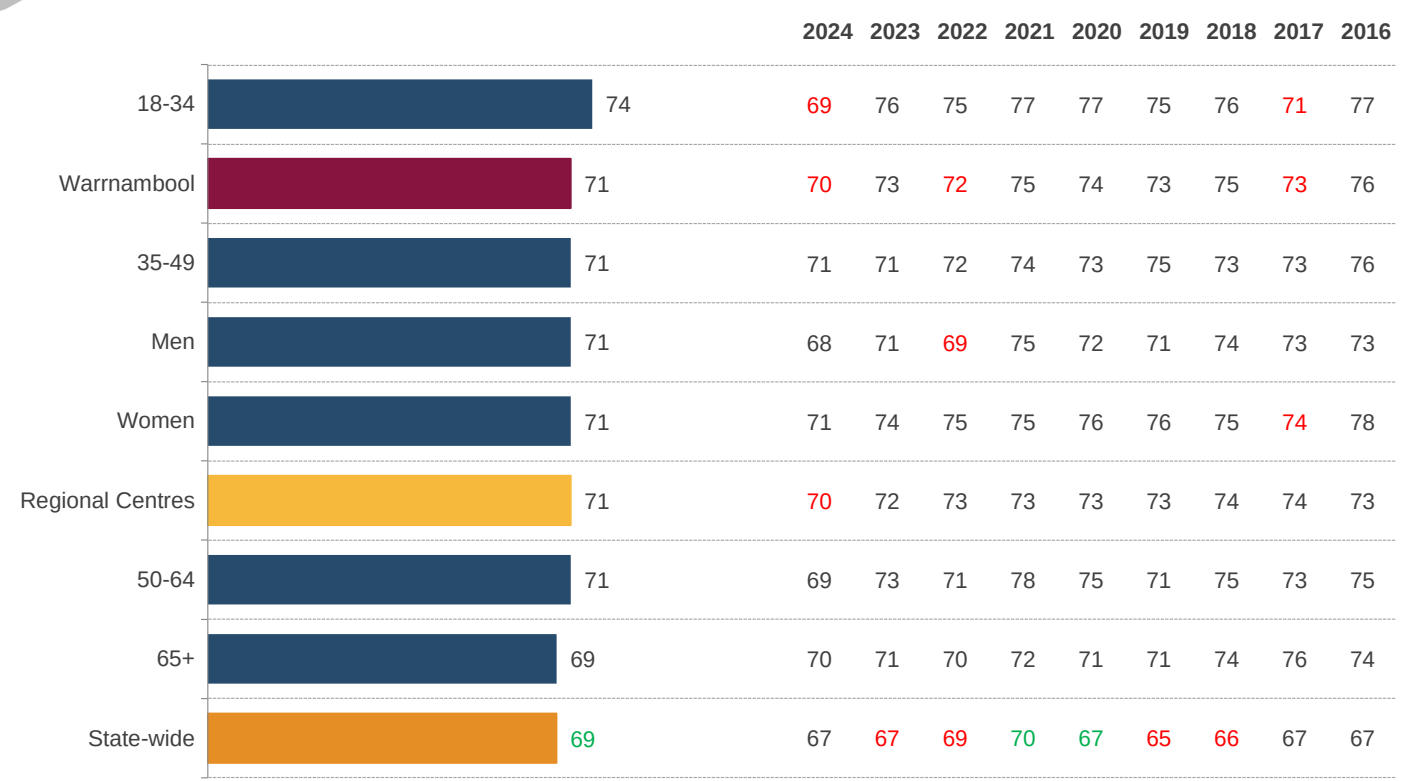
# Waste management performance




*Q2. How has Council performed on 'Waste management' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9*

# Business and community development and tourism importance

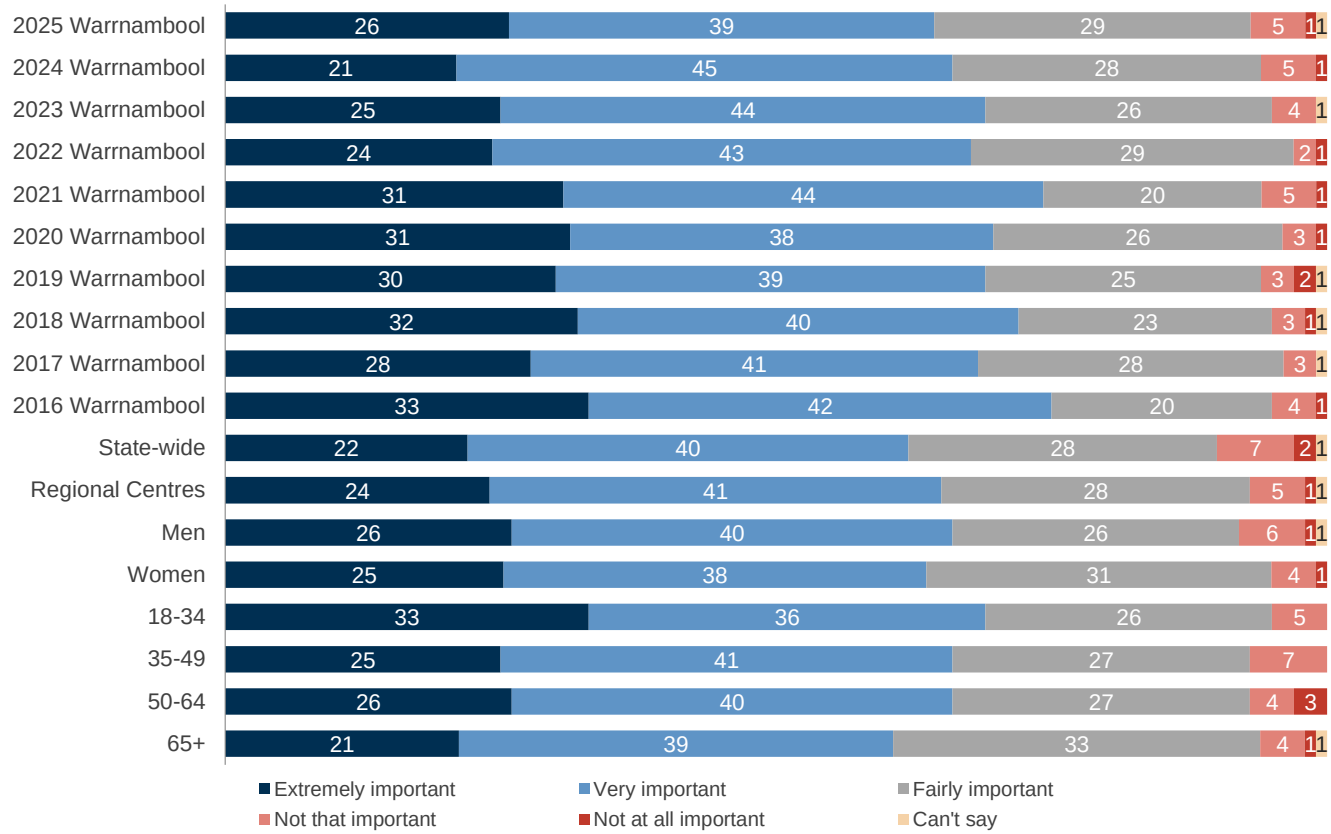
## 2025 business/development/tourism importance (index scores)




*Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# Business and community development and tourism importance

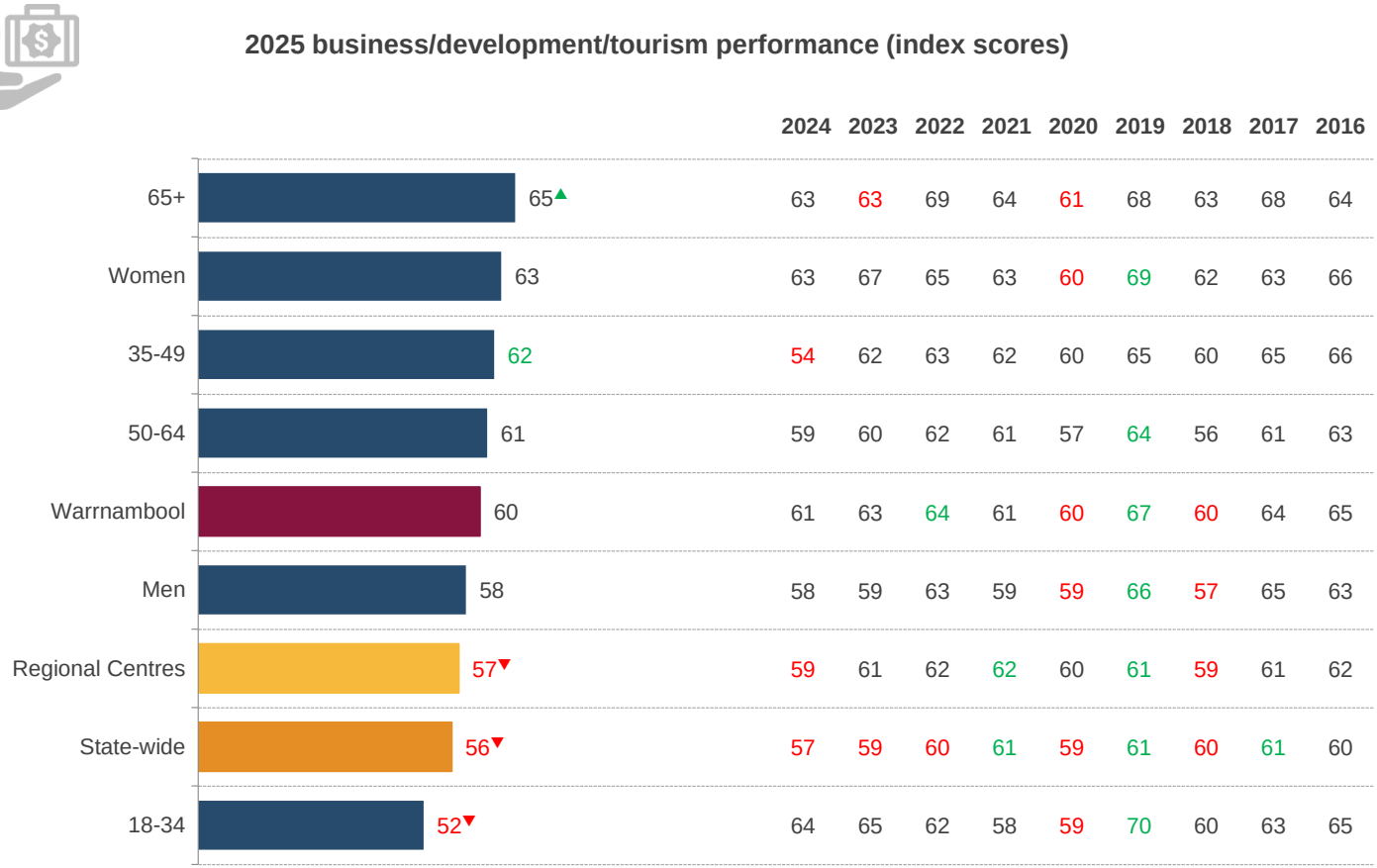
## 2025 business/development/tourism importance (%)




*Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4*

# Business and community development and tourism performance

## 2025 business/development/tourism performance (index scores)

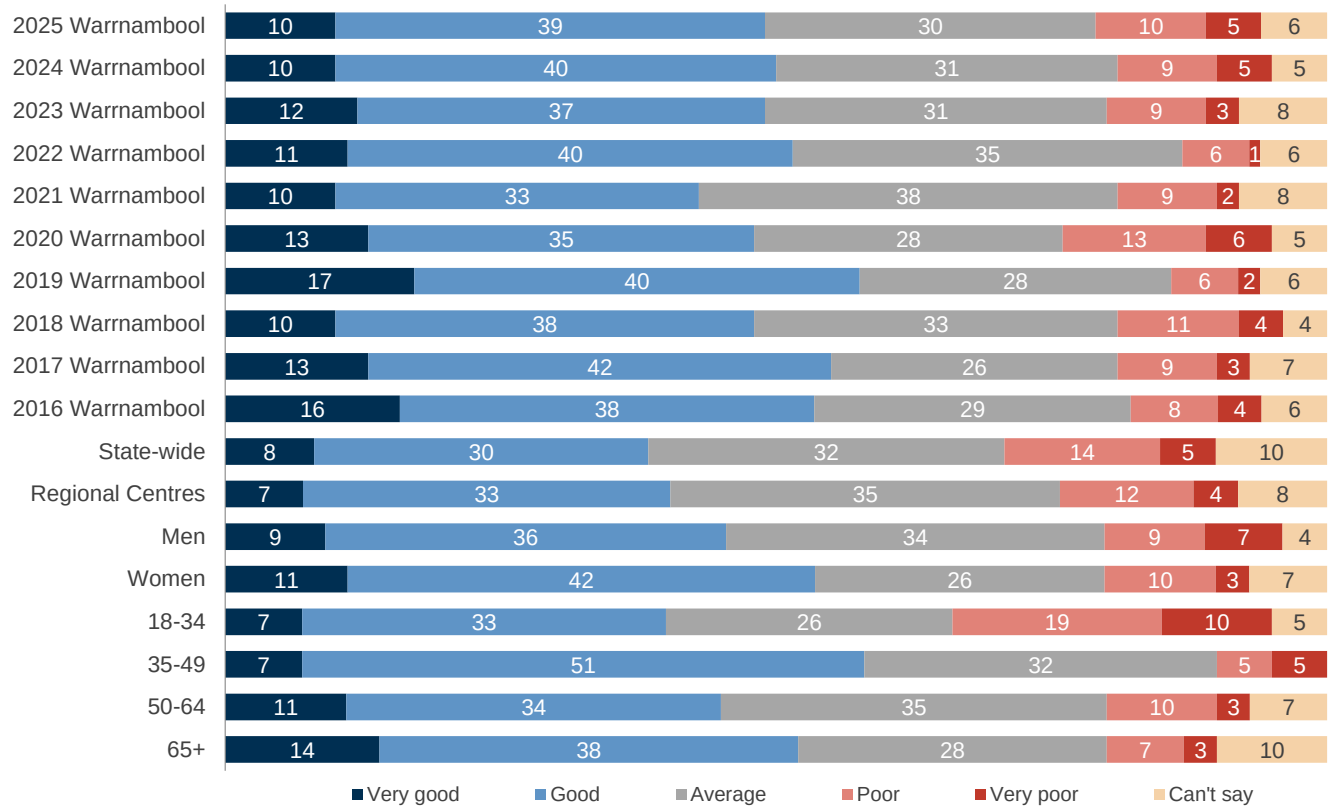



| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 65+ | 63 | 63 | 69 | 64 | 61 | 68 | 63 | 68 | 64 |
| Women | 63 | 67 | 65 | 63 | 60 | 69 | 62 | 63 | 66 |
| 35-49 | 54 | 62 | 63 | 62 | 60 | 65 | 60 | 65 | 66 |
| 50-64 | 59 | 60 | 62 | 61 | 57 | 64 | 56 | 61 | 63 |
| Warrnambool | 61 | 63 | 64 | 61 | 60 | 67 | 60 | 64 | 65 |
| Men | 58 | 59 | 63 | 59 | 59 | 66 | 57 | 65 | 63 |
| Regional Centres | 59 | 61 | 62 | 62 | 60 | 61 | 59 | 61 | 62 |
| State-wide | 57 | 59 | 60 | 61 | 59 | 61 | 60 | 61 | 60 |
| 18-34 | 64 | 65 | 62 | 58 | 59 | 70 | 60 | 63 | 65 |

*Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# Business and community development and tourism performance

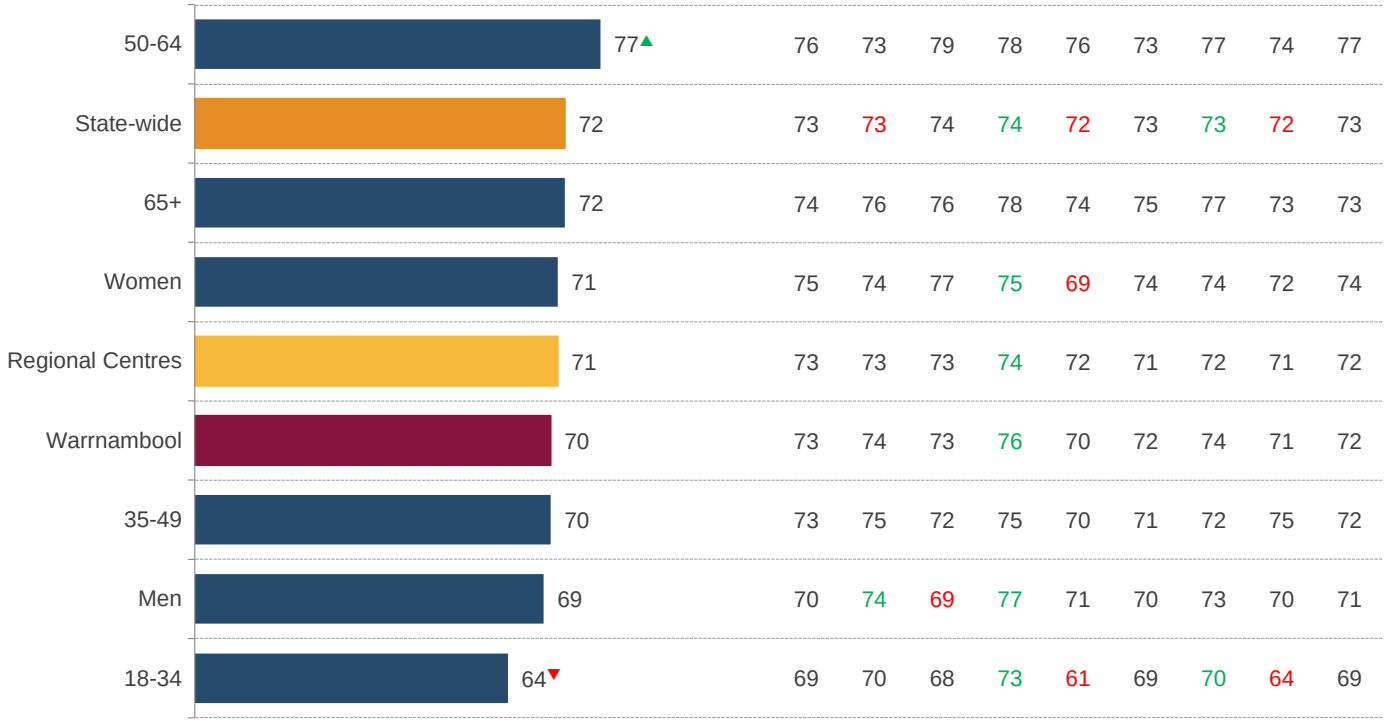
## 2025 business/development/tourism performance (%)




*Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 23 Councils asked group: 4*

# Council's general town planning policy importance

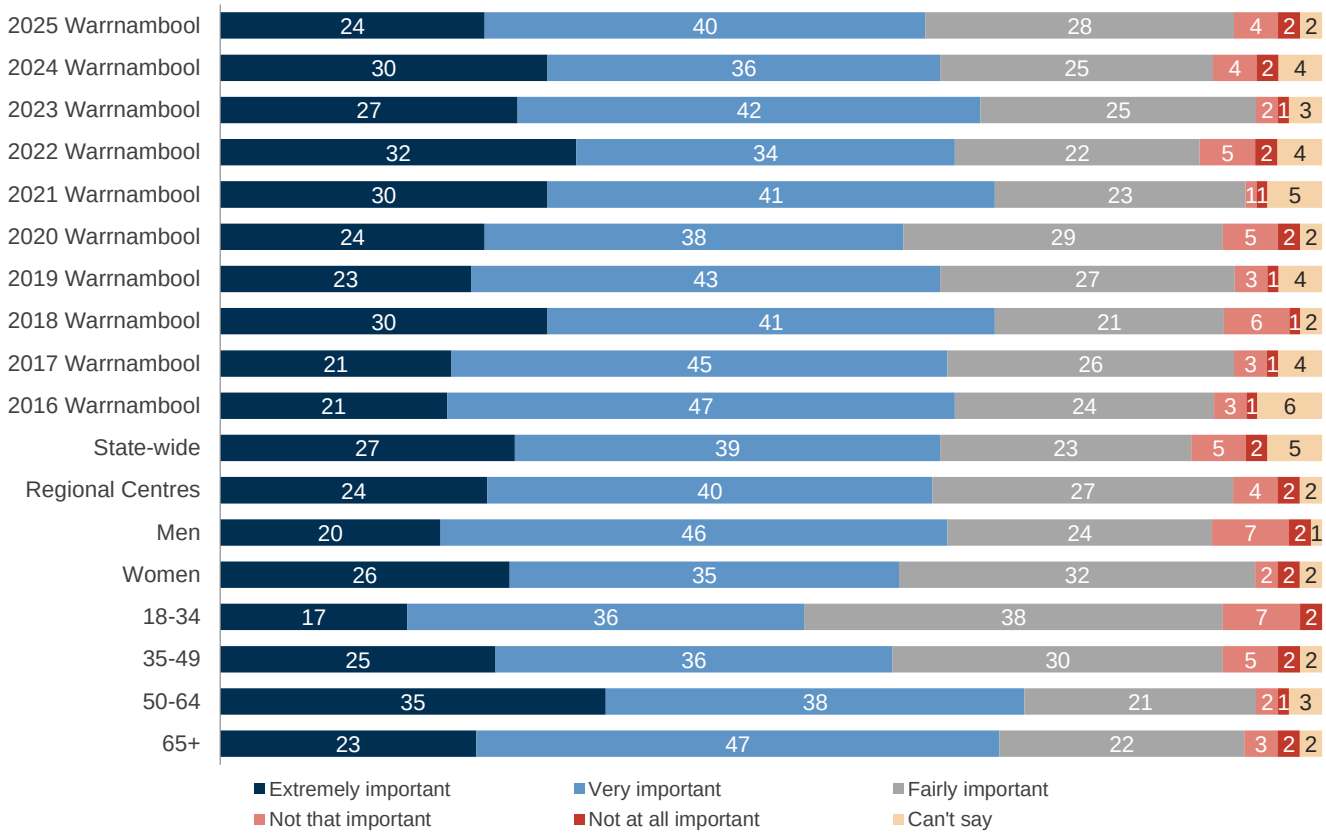
## 2025 town planning importance (index scores)




*Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 7 Councils asked group: 1*
*Note: Please see Appendix A for explanation of significant differences.*

# Council's general town planning policy importance

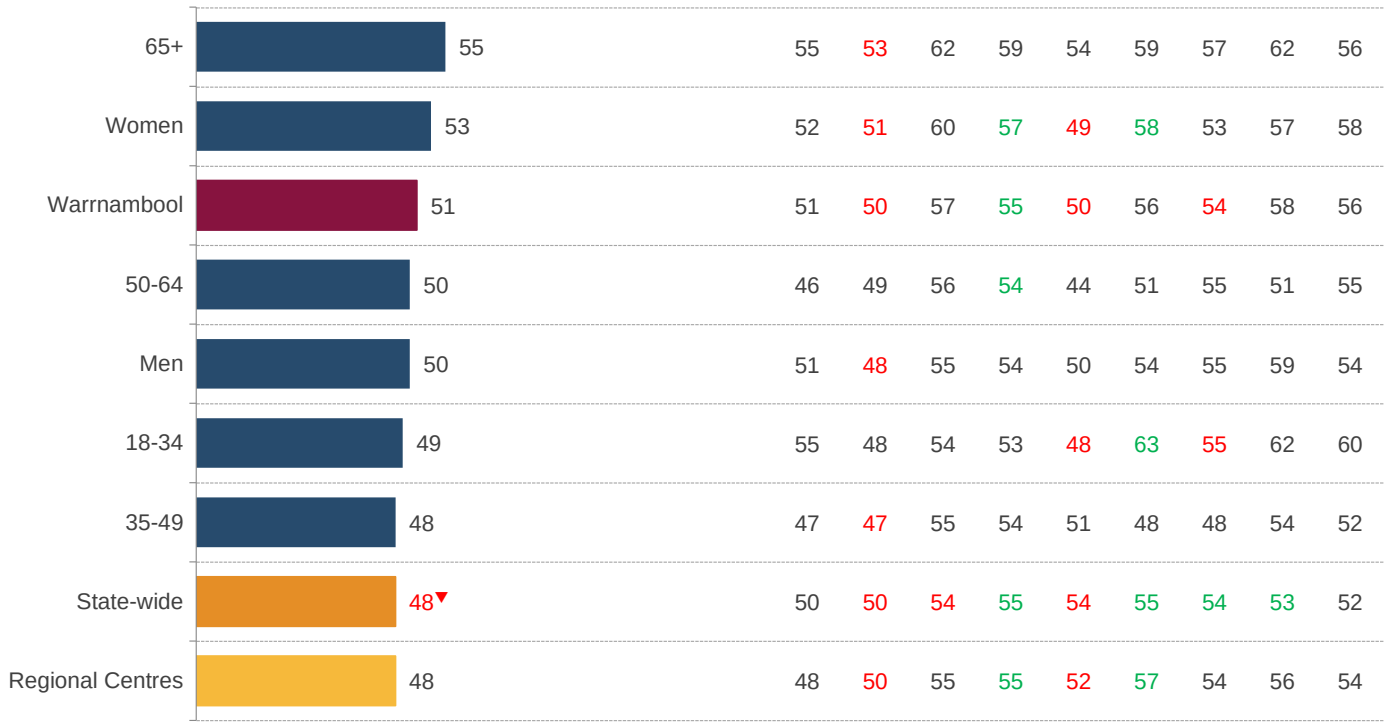
## 2025 town planning importance (%)




*Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 7 Councils asked group: 1*

# Council's general town planning policy performance

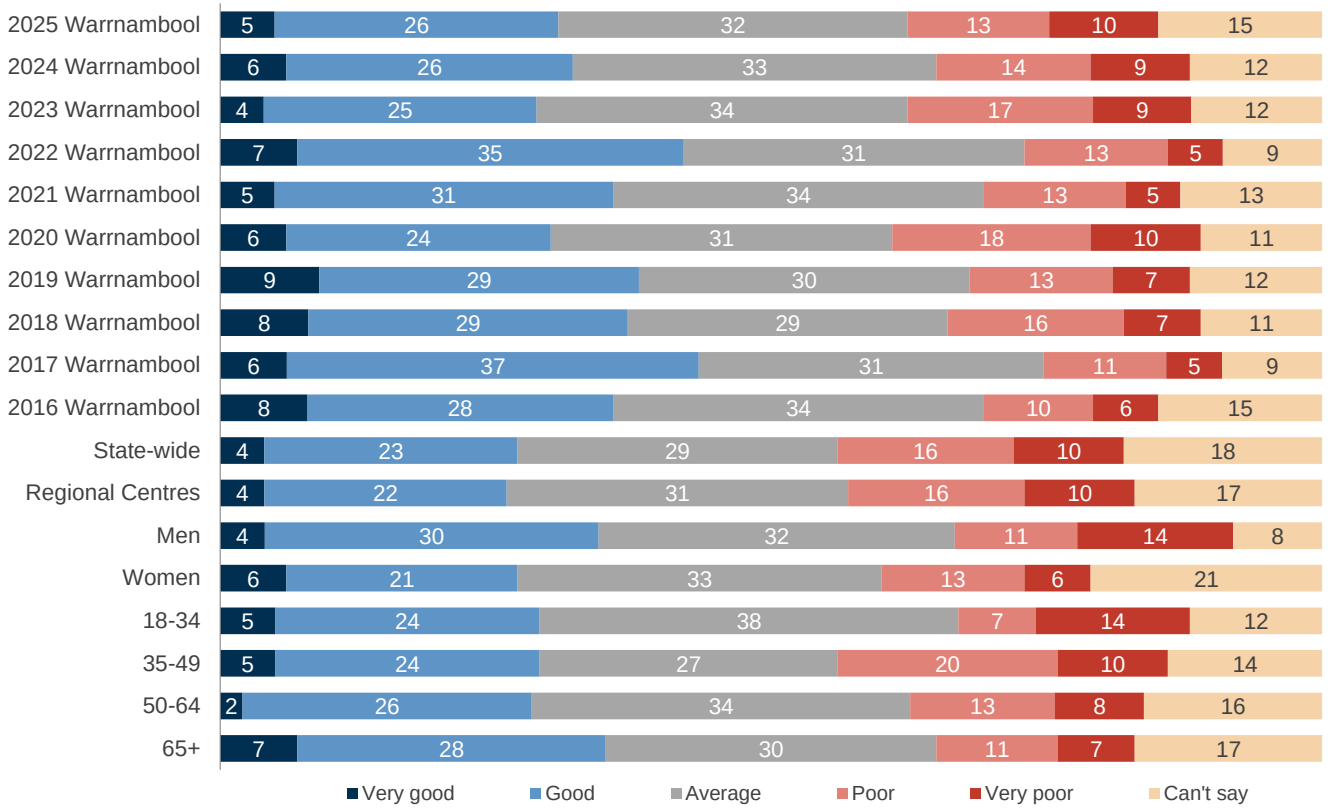
## 2025 town planning performance (index scores)




| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 65+ | 55 | 53 | 62 | 59 | 54 | 59 | 57 | 62 | 56 |
| Women | 52 | 51 | 60 | 57 | 49 | 58 | 53 | 57 | 58 |
| Warrnambool | 51 | 50 | 57 | 55 | 50 | 56 | 54 | 58 | 56 |
| 50-64 | 46 | 49 | 56 | 54 | 44 | 51 | 55 | 51 | 55 |
| Men | 51 | 48 | 55 | 54 | 50 | 54 | 55 | 59 | 54 |
| 18-34 | 55 | 48 | 54 | 53 | 48 | 63 | 55 | 62 | 60 |
| 35-49 | 47 | 47 | 55 | 54 | 51 | 48 | 48 | 54 | 52 |
| State-wide | 50 | 50 | 54 | 55 | 54 | 55 | 54 | 53 | 52 |
| Regional Centres | 48 | 50 | 55 | 55 | 52 | 57 | 54 | 56 | 54 |

*Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 16 Councils asked group: 2*
*Note: Please see Appendix A for explanation of significant differences.*

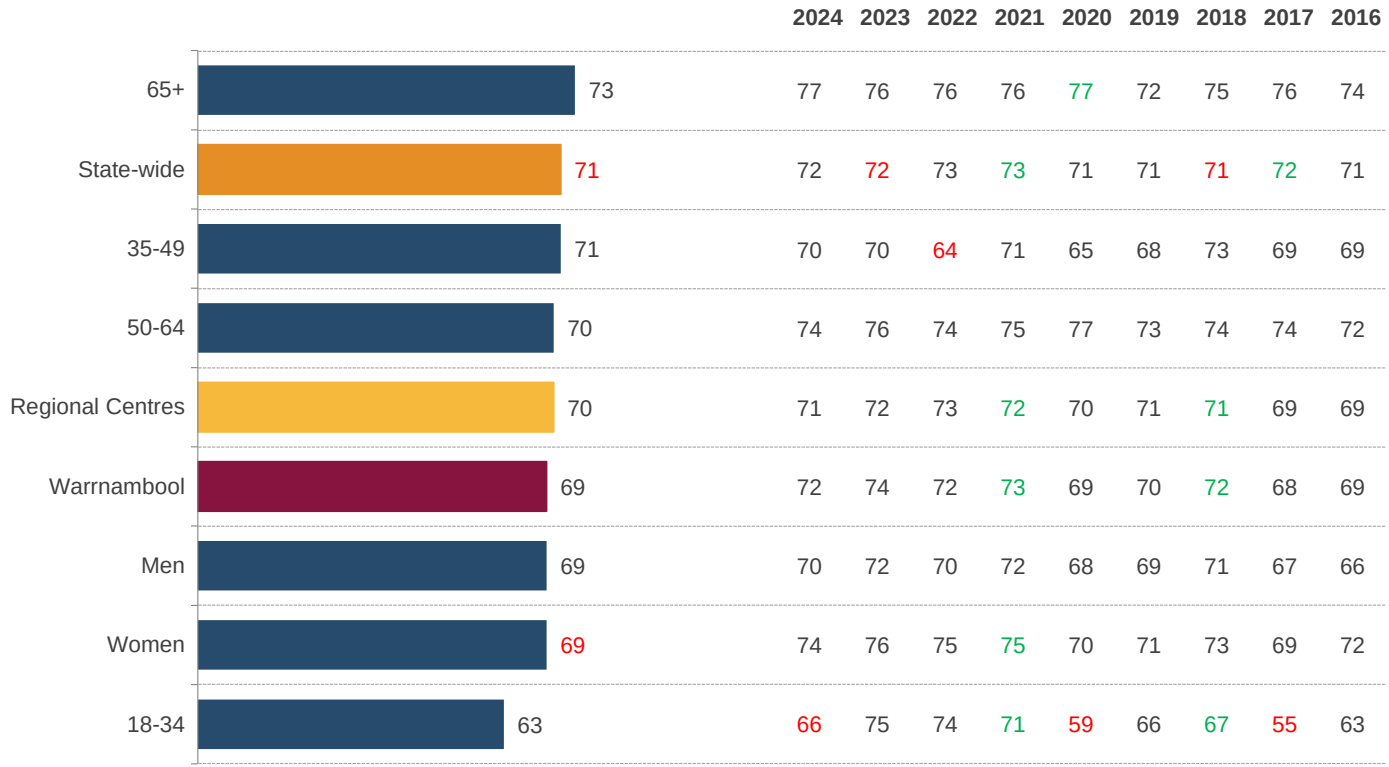
# Council's general town planning policy performance




*Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 16 Councils asked group: 2*

# Planning and building permits importance

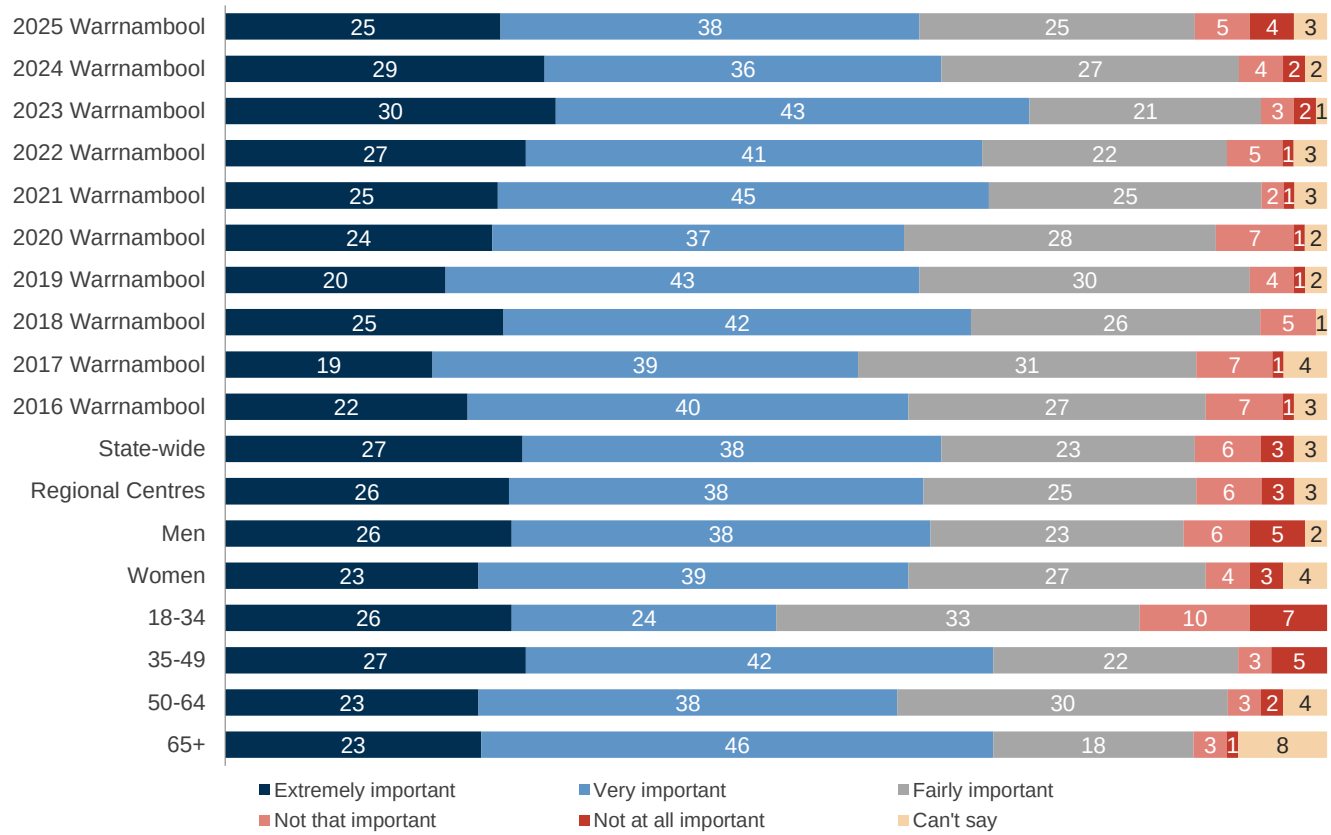
## 2025 planning and building permits importance (index scores)




*Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# Planning and building permits importance

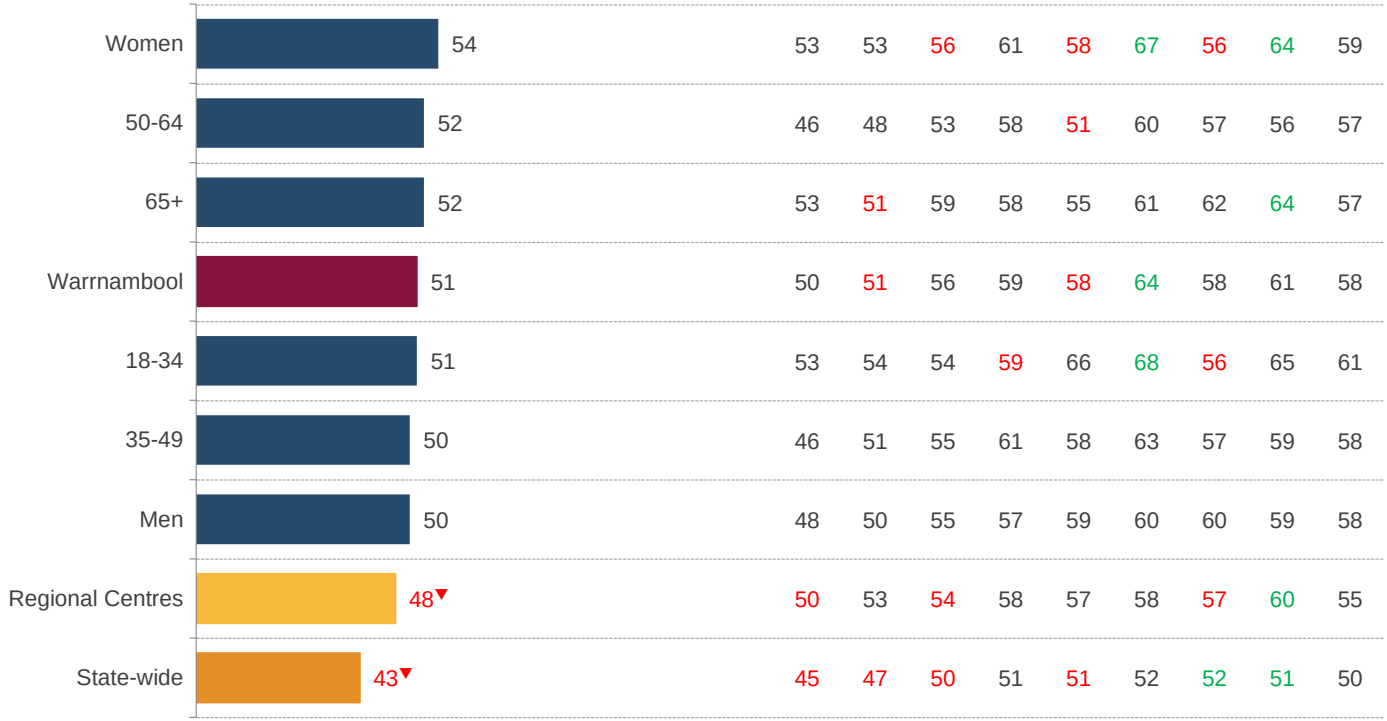
## 2025 planning and building permits importance (%)




*Q1. Firstly, how important should 'Planning and building permits' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 18 Councils asked group: 4*

# Planning and building permits performance

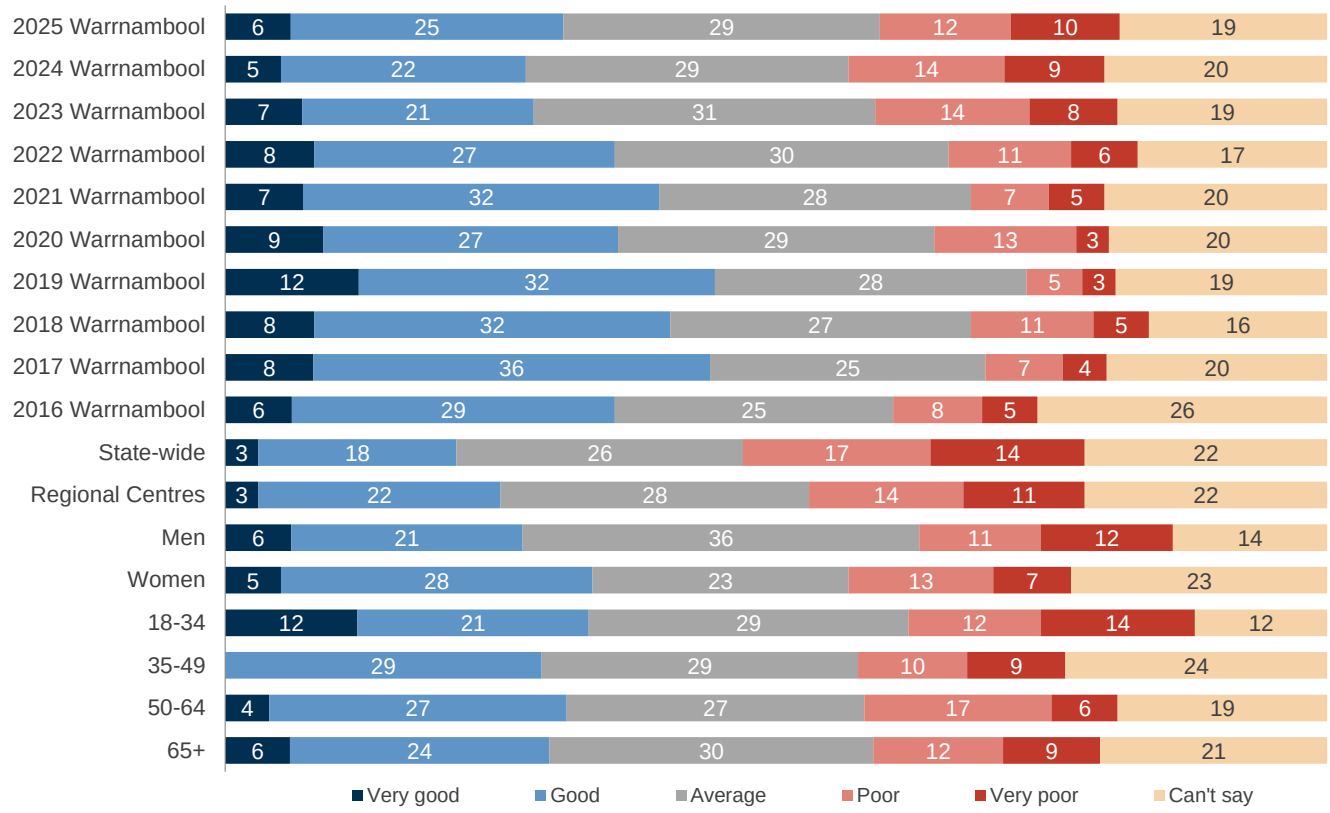
## 2025 planning and building permits performance (index scores)




*Q2. How has Council performed on 'Planning and building permits' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 26 Councils asked group: 5*
*Note: Please see Appendix A for explanation of significant differences.*

# Planning and building permits performance

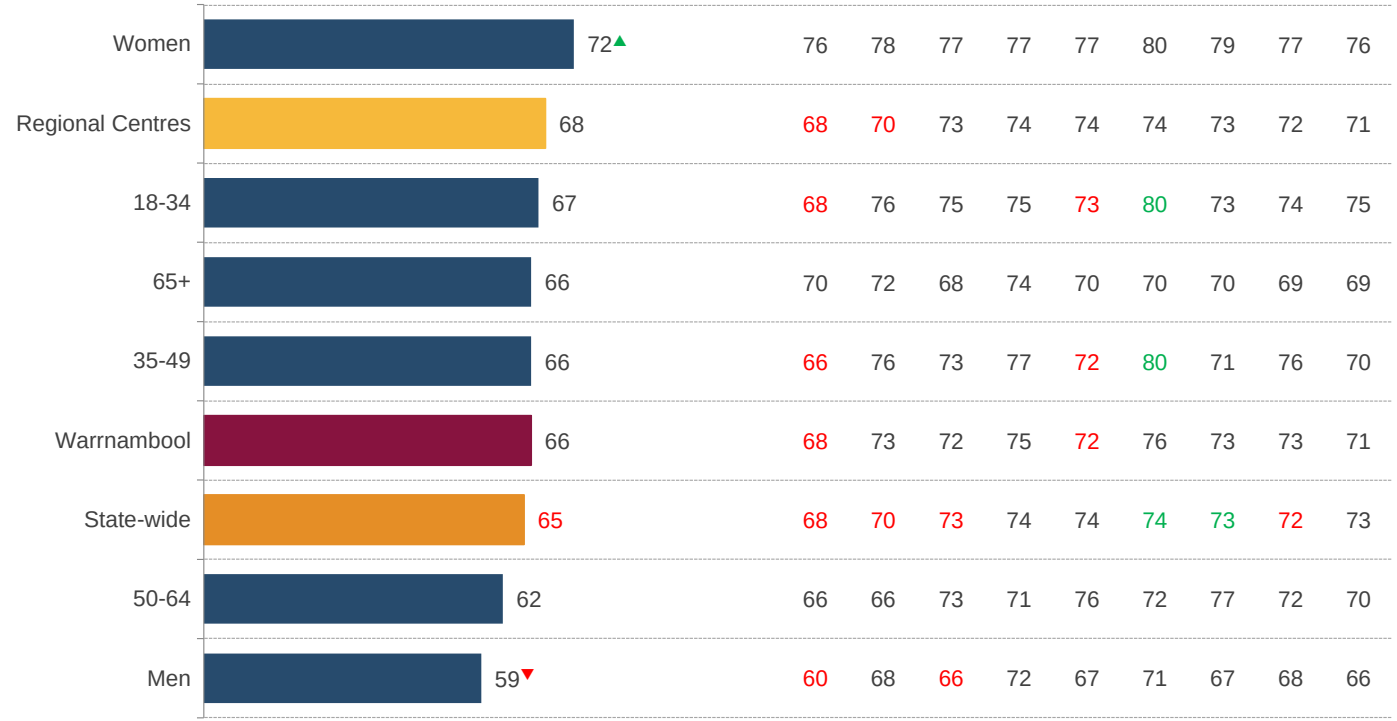
## 2025 planning and building permits performance (%)




*Q2. How has Council performed on 'Planning and building permits' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 26 Councils asked group: 5*

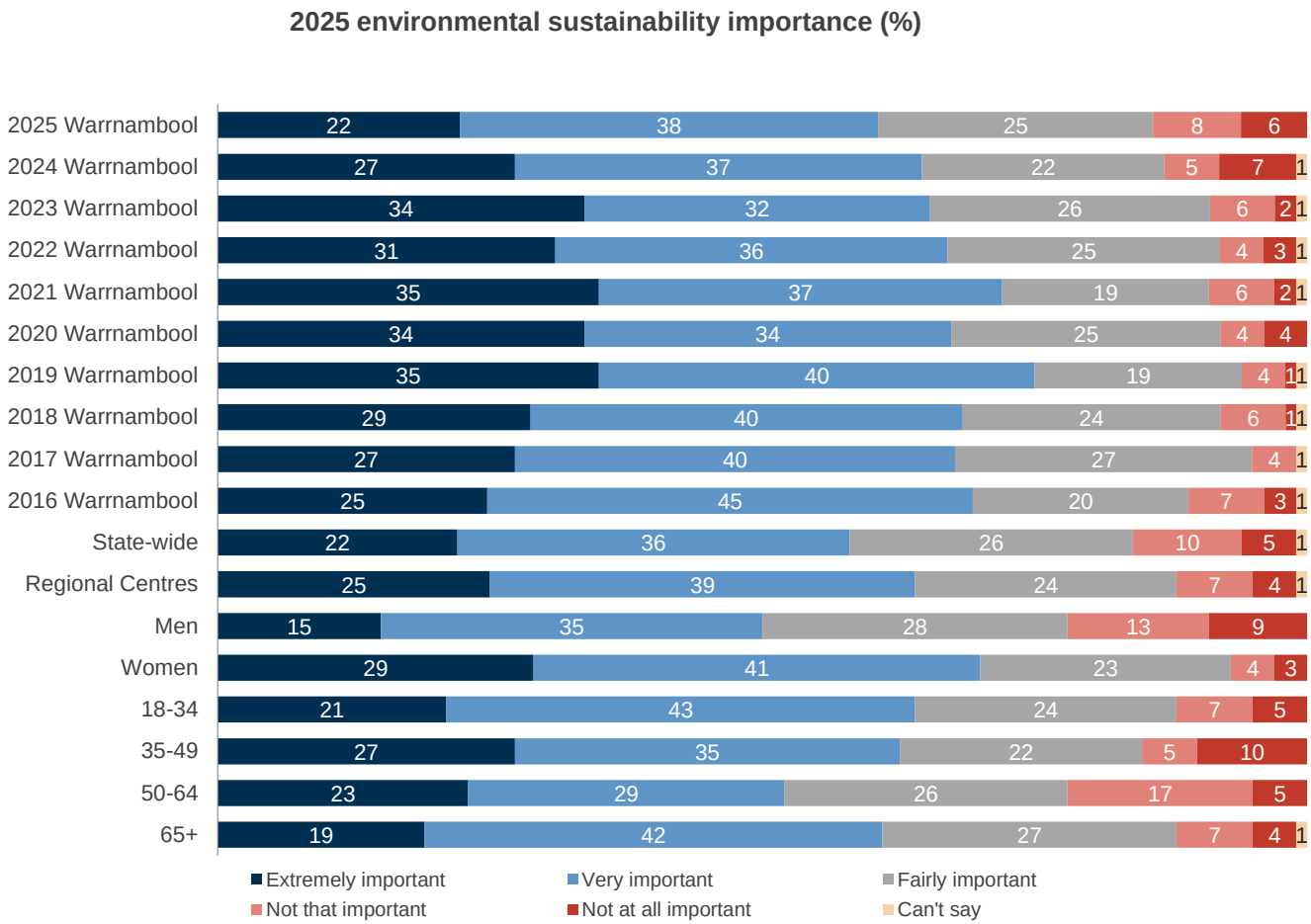
# Environmental sustainability importance

## 2025 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: 19 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

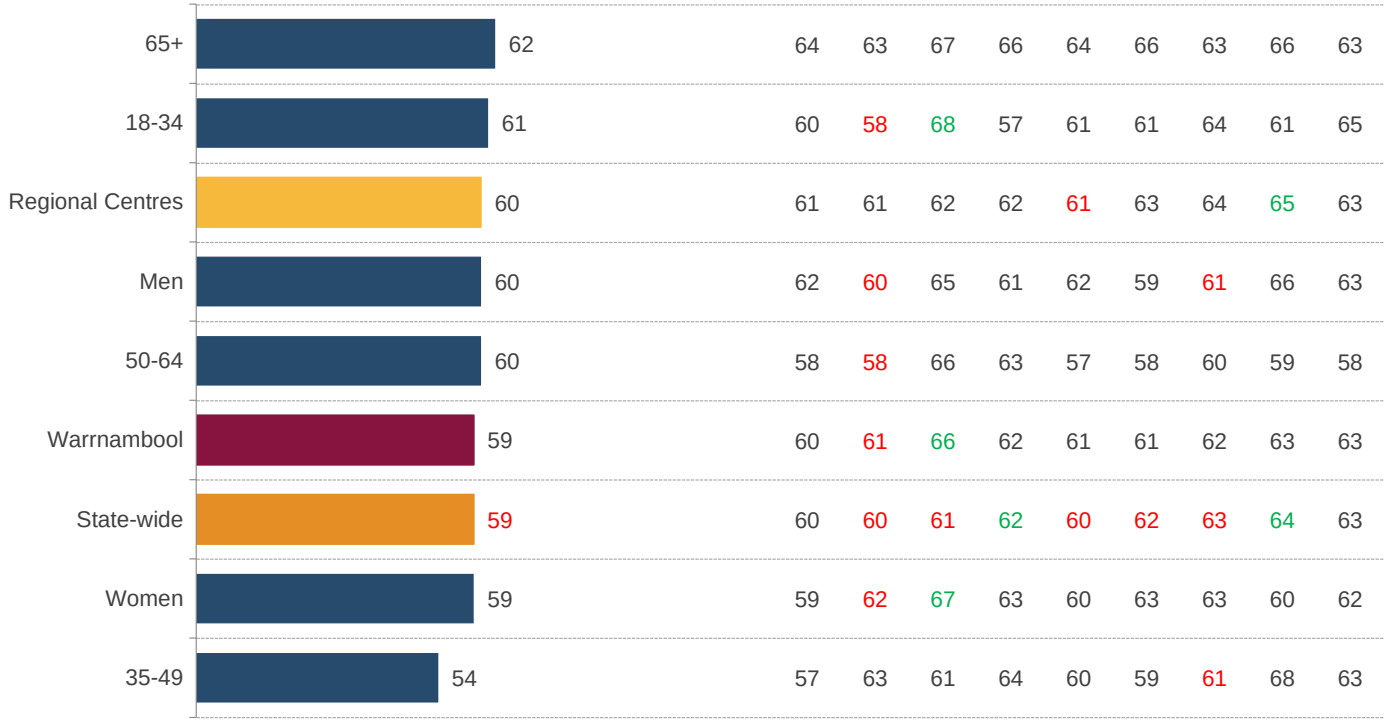
# Environmental sustainability importance




*Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 19 Councils asked group: 4*

# Environmental sustainability performance

## 2025 environmental sustainability performance (index scores)

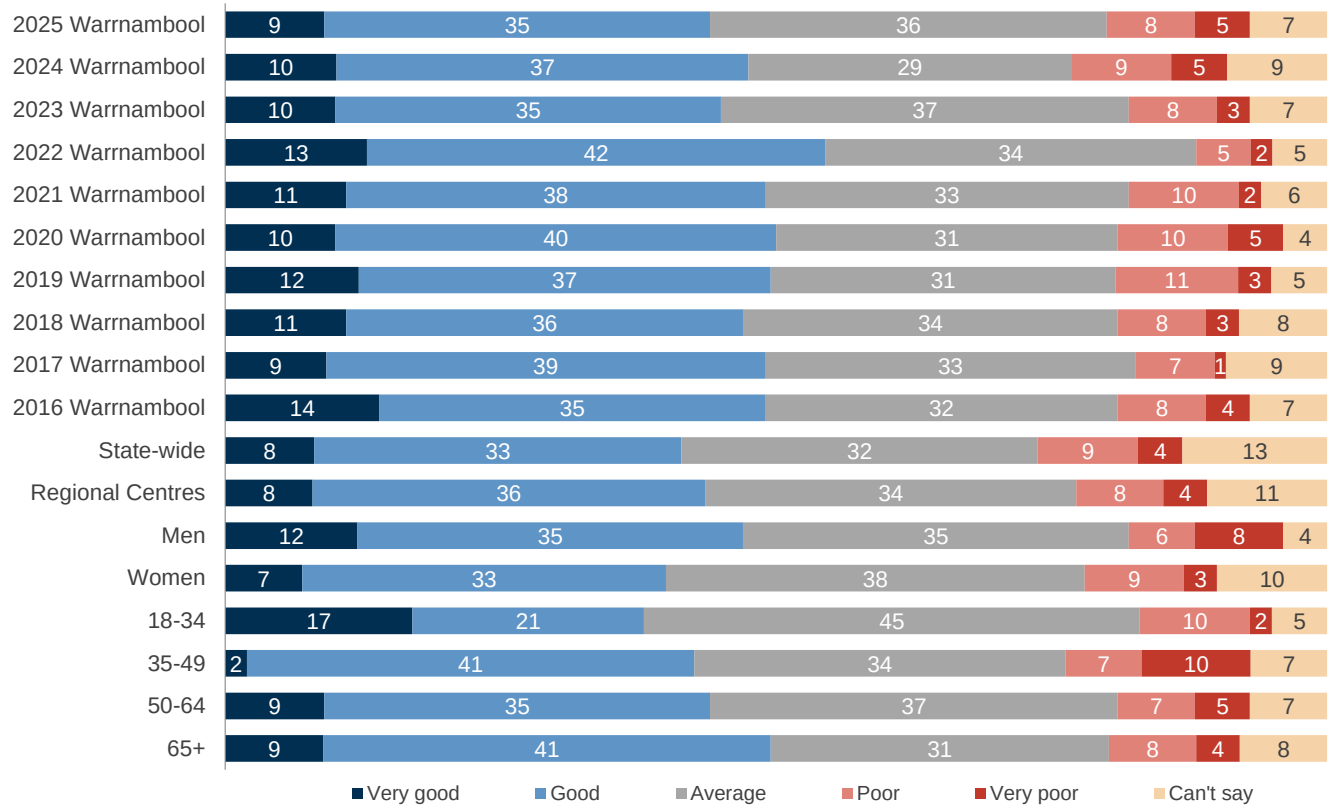



| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 65+ | 64 | 63 | 67 | 66 | 64 | 66 | 63 | 66 | 63 |
| 18-34 | 60 | 58 | 68 | 57 | 61 | 61 | 64 | 61 | 65 |
| Regional Centres | 61 | 61 | 62 | 62 | 61 | 63 | 64 | 65 | 63 |
| Men | 62 | 60 | 65 | 61 | 62 | 59 | 61 | 66 | 63 |
| 50-64 | 58 | 58 | 66 | 63 | 57 | 58 | 60 | 59 | 58 |
| Warrnambool | 60 | 61 | 66 | 62 | 61 | 61 | 62 | 63 | 63 |
| State-wide | 60 | 60 | 61 | 62 | 60 | 62 | 63 | 64 | 63 |
| Women | 59 | 62 | 67 | 63 | 60 | 63 | 63 | 60 | 62 |
| 35-49 | 57 | 63 | 61 | 64 | 60 | 59 | 61 | 68 | 63 |

*Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6*
*Note: Please see Appendix A for explanation of significant differences.*

# Environmental sustainability performance

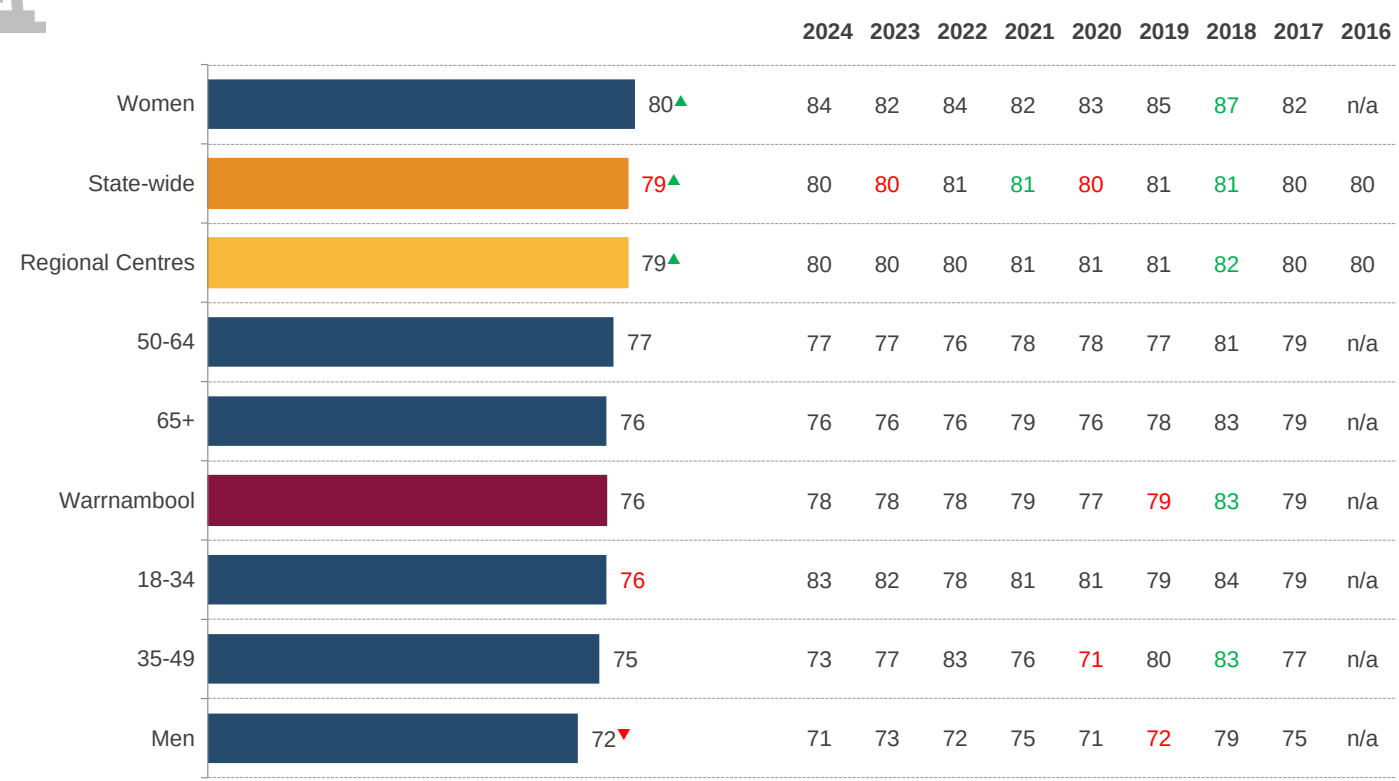
## 2025 environmental sustainability performance (%)




*Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 30 Councils asked group: 6*

# Emergency and disaster management importance

## 2025 emergency and disaster management importance (index scores)

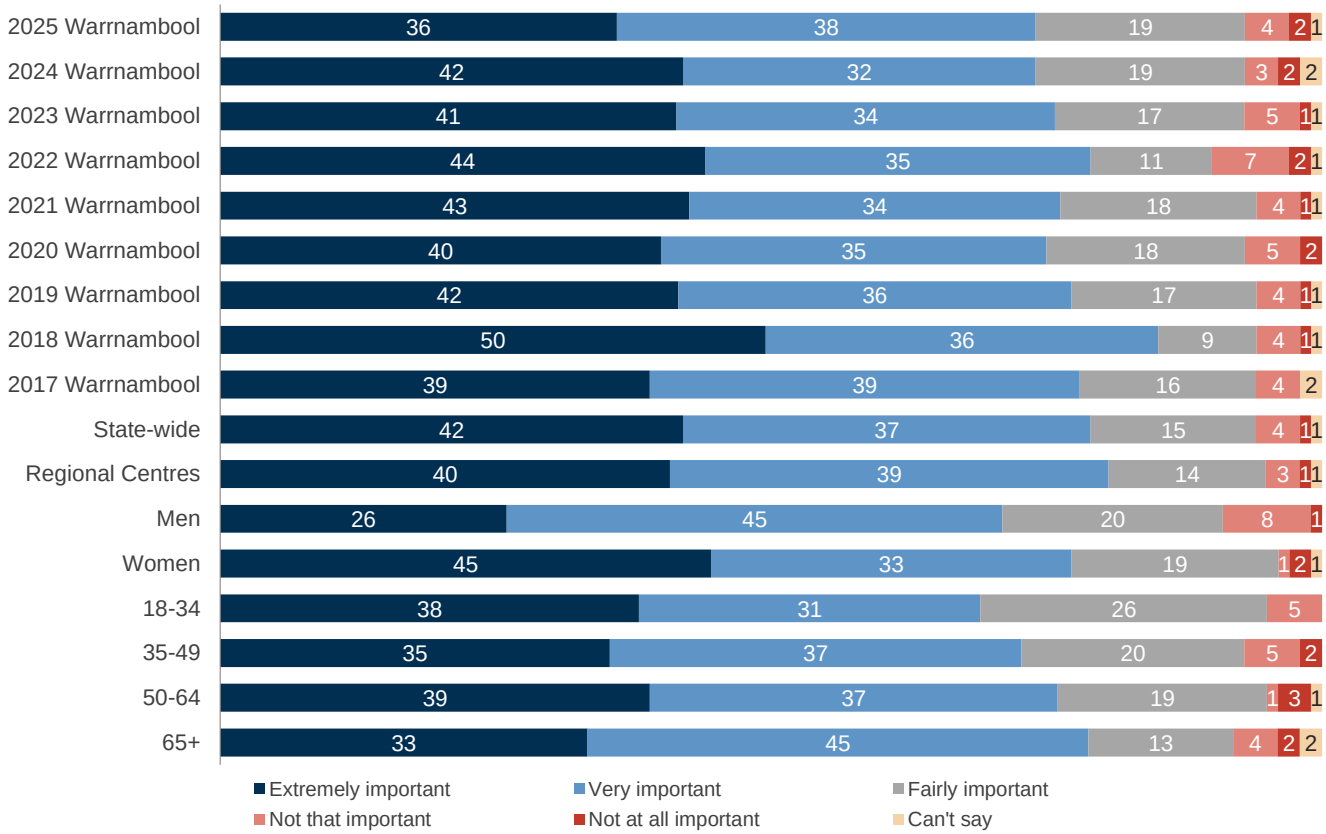


| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| Women | 80▲ | 84 | 82 | 84 | 82 | 83 | 85 | 87 | 82 | n/a |
| State-wide | 79▲ | 80 | 80 | 81 | 81 | 80 | 81 | 81 | 80 | 80 |
| Regional Centres | 79▲ | 80 | 80 | 80 | 81 | 81 | 81 | 82 | 80 | 80 |
| 50-64 | 77 | 77 | 77 | 76 | 78 | 78 | 77 | 81 | 79 | n/a |
| 65+ | 76 | 76 | 76 | 76 | 79 | 76 | 78 | 83 | 79 | n/a |
| Warrnambool | 76 | 78 | 78 | 78 | 79 | 77 | 79 | 83 | 79 | n/a |
| 18-34 | 76 | 83 | 82 | 78 | 81 | 81 | 79 | 84 | 79 | n/a |
| 35-49 | 75 | 73 | 77 | 83 | 76 | 71 | 80 | 83 | 77 | n/a |
| Men | 72▼ | 71 | 73 | 72 | 75 | 71 | 72 | 79 | 75 | n/a |

*Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 12 Councils asked group: 3*
*Note: Please see Appendix A for explanation of significant differences.*

# Emergency and disaster management importance

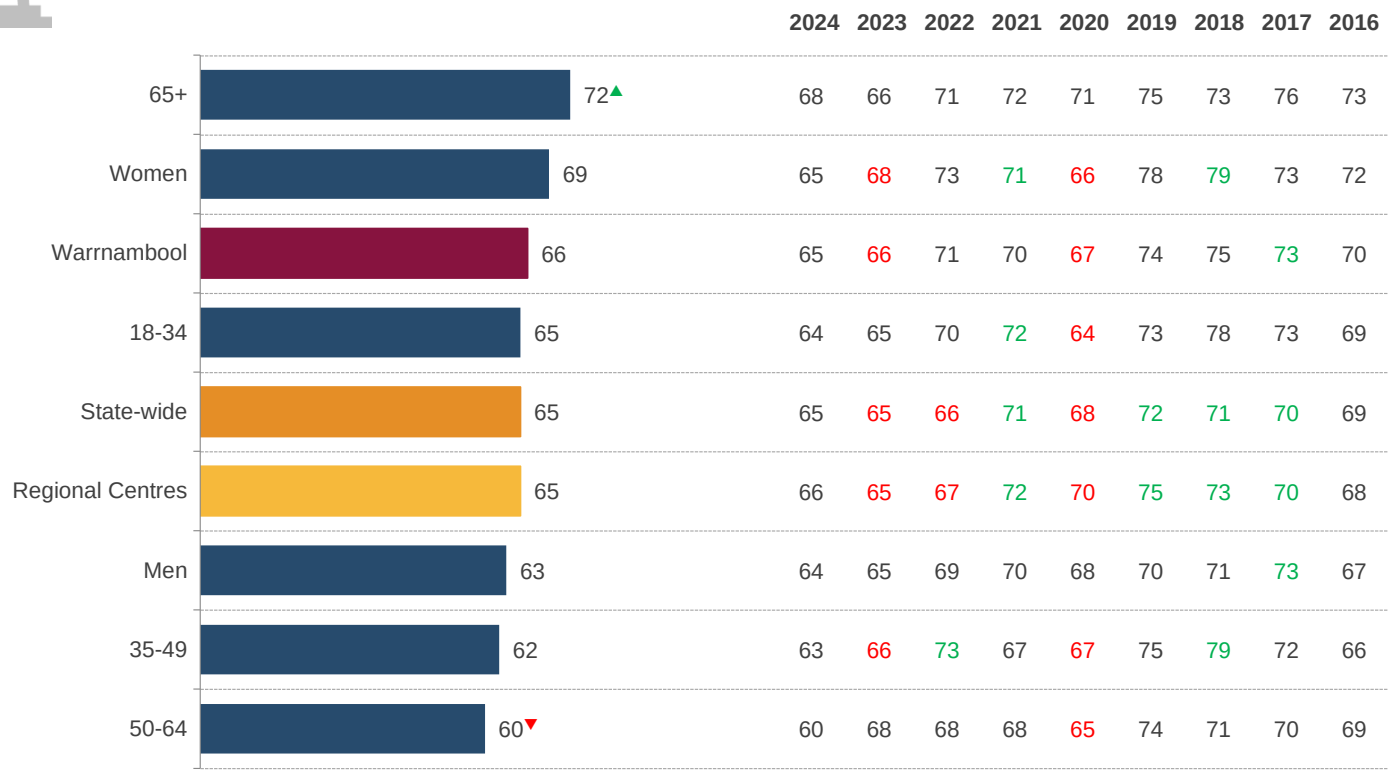
## 2025 emergency and disaster management importance (%)




*Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 12 Councils asked group: 3*

# Emergency and disaster management performance

## 2025 emergency and disaster management performance (index scores)

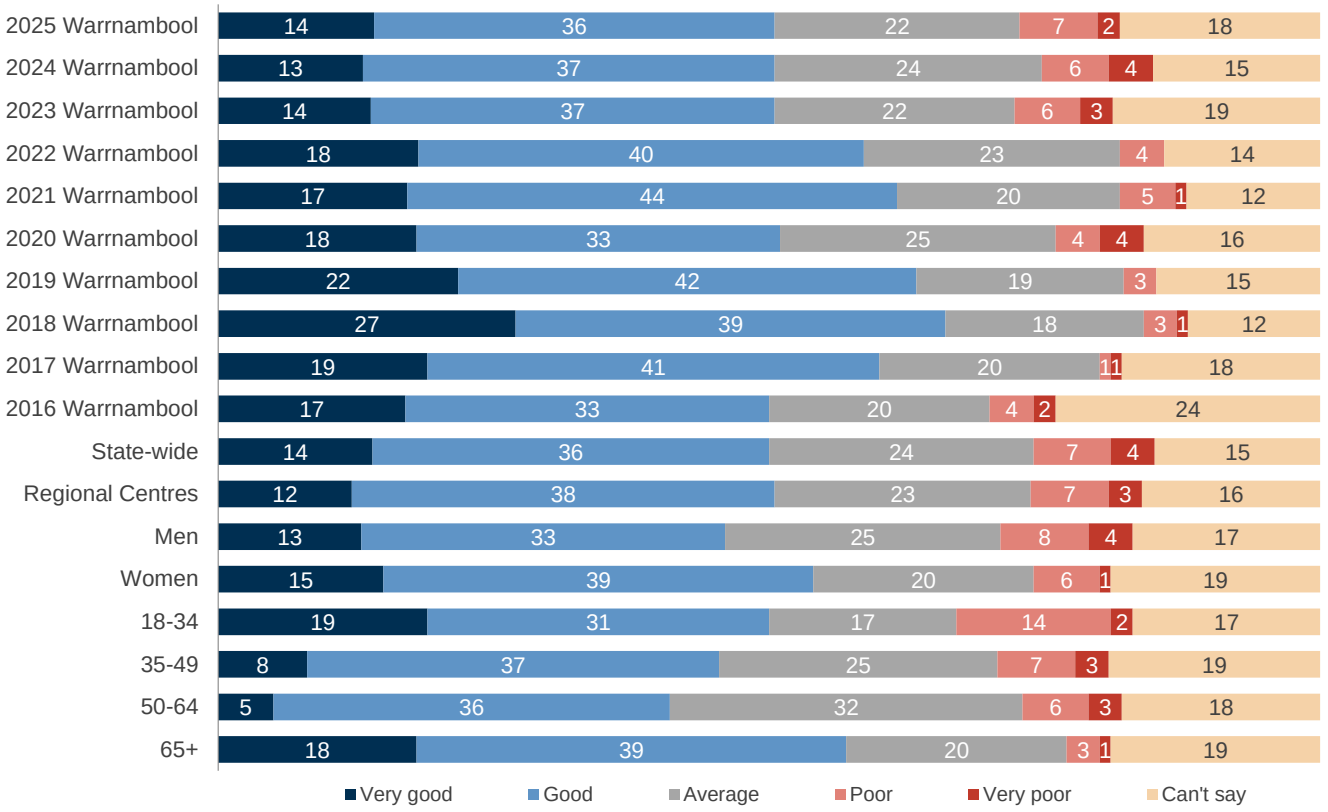


| | 2025 | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|---|
| 65+ | 72▲ | 68 | 66 | 71 | 72 | 71 | 75 | 73 | 76 | 73 |
| Women | 69 | 65 | 68 | 73 | 71 | 66 | 78 | 79 | 73 | 72 |
| Warrnambool | 66 | 65 | 66 | 71 | 70 | 67 | 74 | 75 | 73 | 70 |
| 18-34 | 65 | 64 | 65 | 70 | 72 | 64 | 73 | 78 | 73 | 69 |
| State-wide | 65 | 65 | 65 | 66 | 71 | 68 | 72 | 71 | 70 | 69 |
| Regional Centres | 65 | 66 | 65 | 67 | 72 | 70 | 75 | 73 | 70 | 68 |
| Men | 63 | 64 | 65 | 69 | 70 | 68 | 70 | 71 | 73 | 67 |
| 35-49 | 62 | 63 | 66 | 73 | 67 | 67 | 75 | 79 | 72 | 66 |
| 50-64 | 60▼ | 60 | 68 | 68 | 68 | 65 | 74 | 71 | 70 | 69 |

*Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 21 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# Emergency and disaster management performance

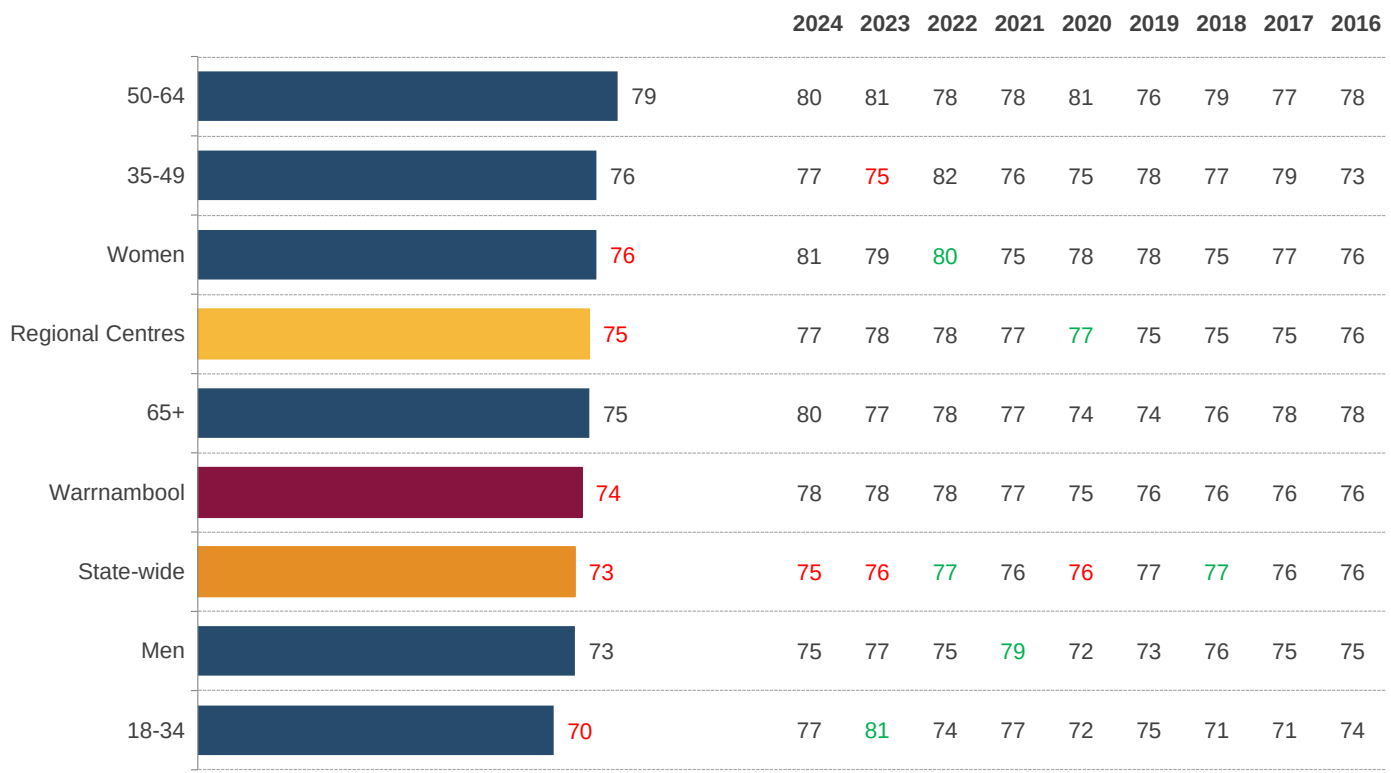
## 2025 emergency and disaster management performance (%)




*Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?*
*Base: All respondents. Councils asked State-wide: 21 Councils asked group: 4*

# Planning for population growth in the area importance

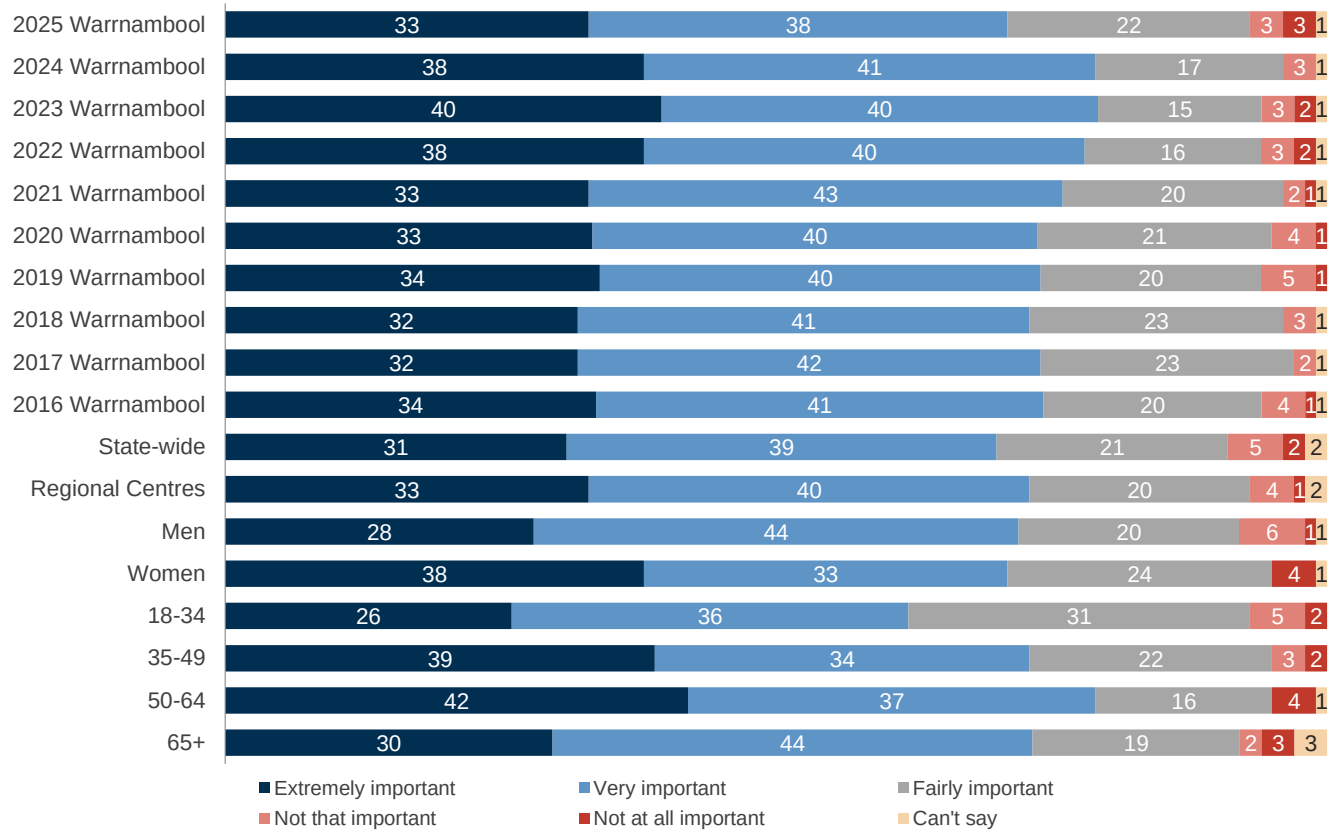
## 2025 population growth importance (index scores)




*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: 8 Councils asked group: 3*
*Note: Please see Appendix A for explanation of significant differences.*

# Planning for population growth in the area importance

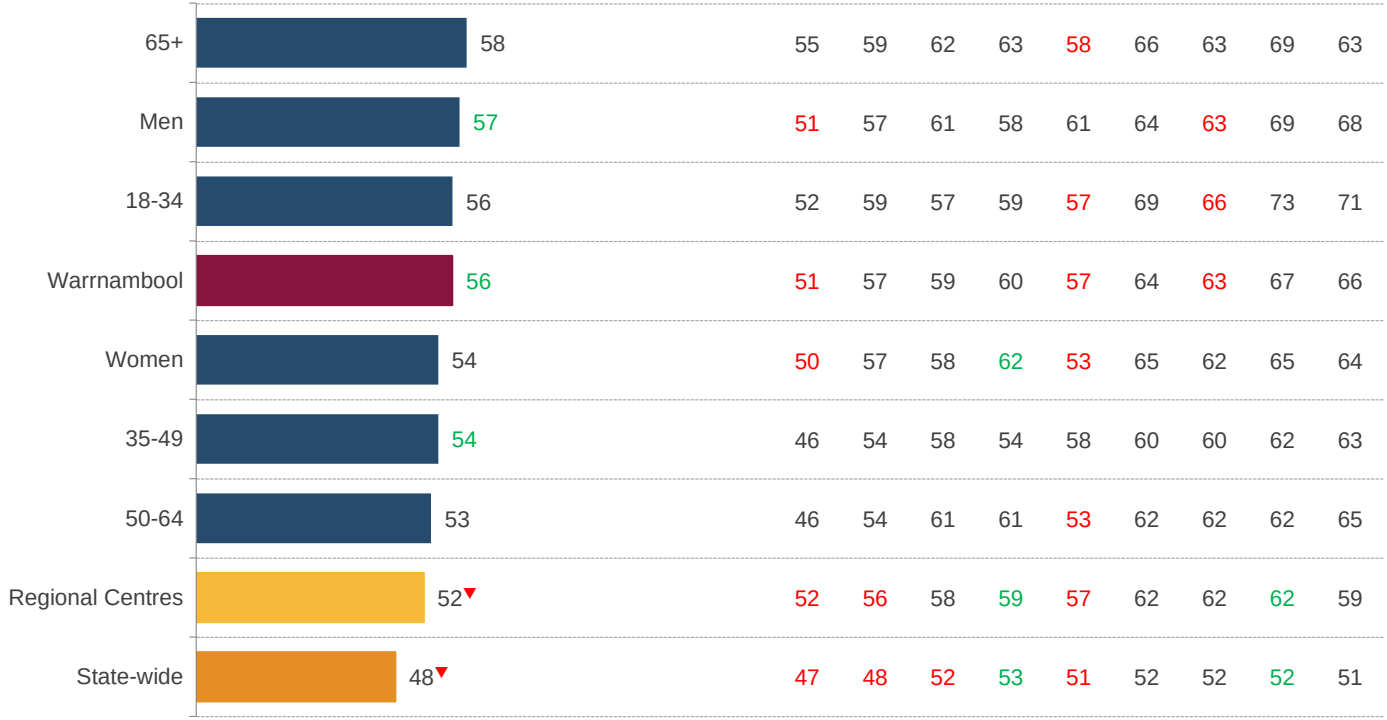
## 2025 population growth importance (%)




*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: 8 Councils asked group: 3*

# Planning for population growth in the area performance

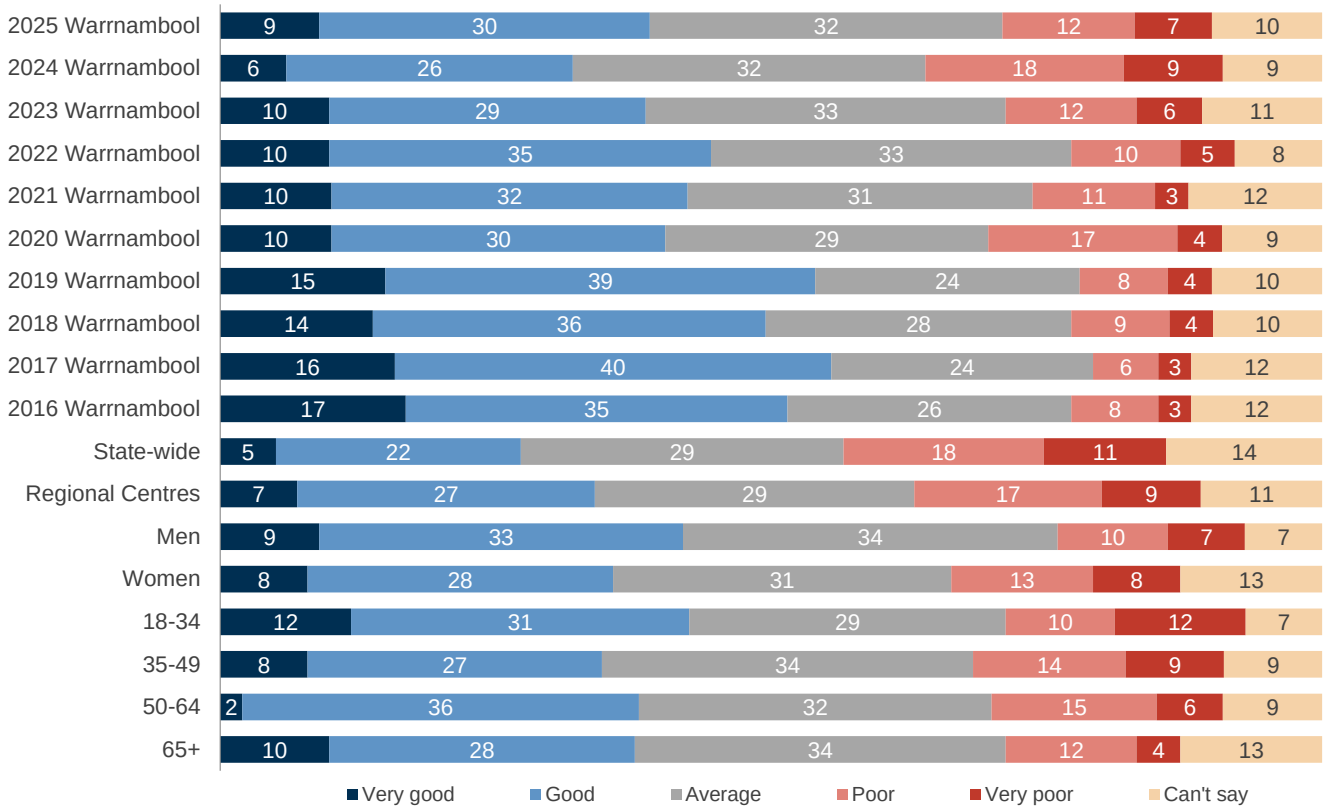
## 2025 population growth performance (index scores)




*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: 13 Councils asked group: 4*
*Note: Please see Appendix A for explanation of significant differences.*

# Planning for population growth in the area performance

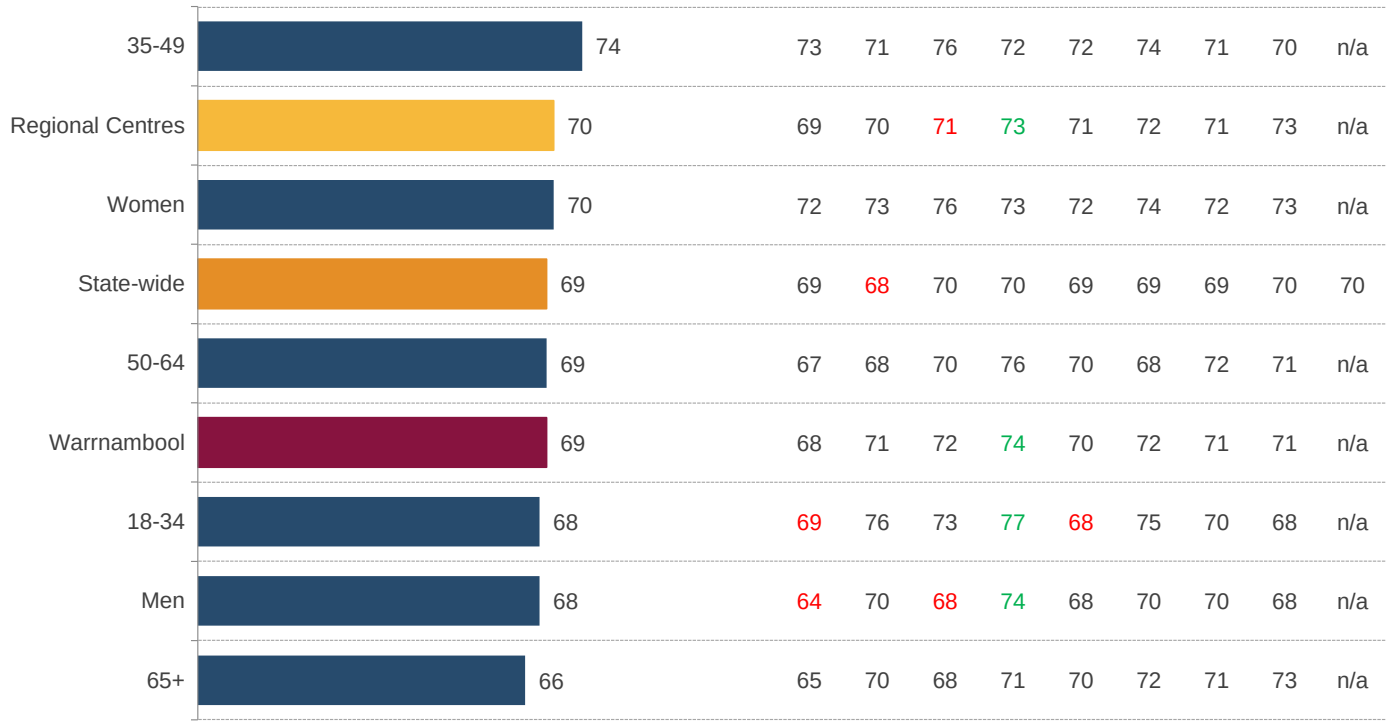
## 2025 population growth performance (%)




*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: 13 Councils asked group: 4*

# Business and community development importance

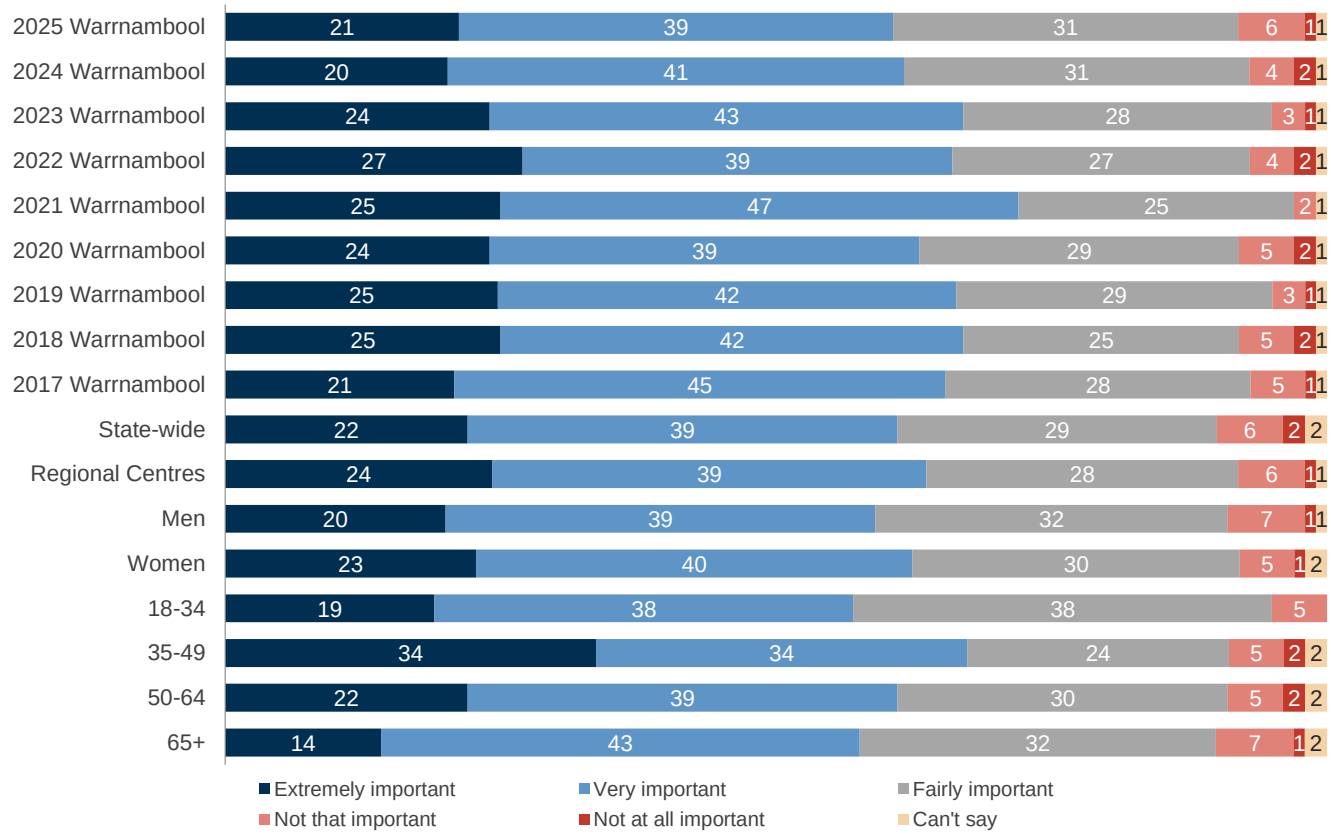
## 2025 business/community development importance (index scores)




*Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2*
*Note: Please see Appendix A for explanation of significant differences.*

# Business and community development importance

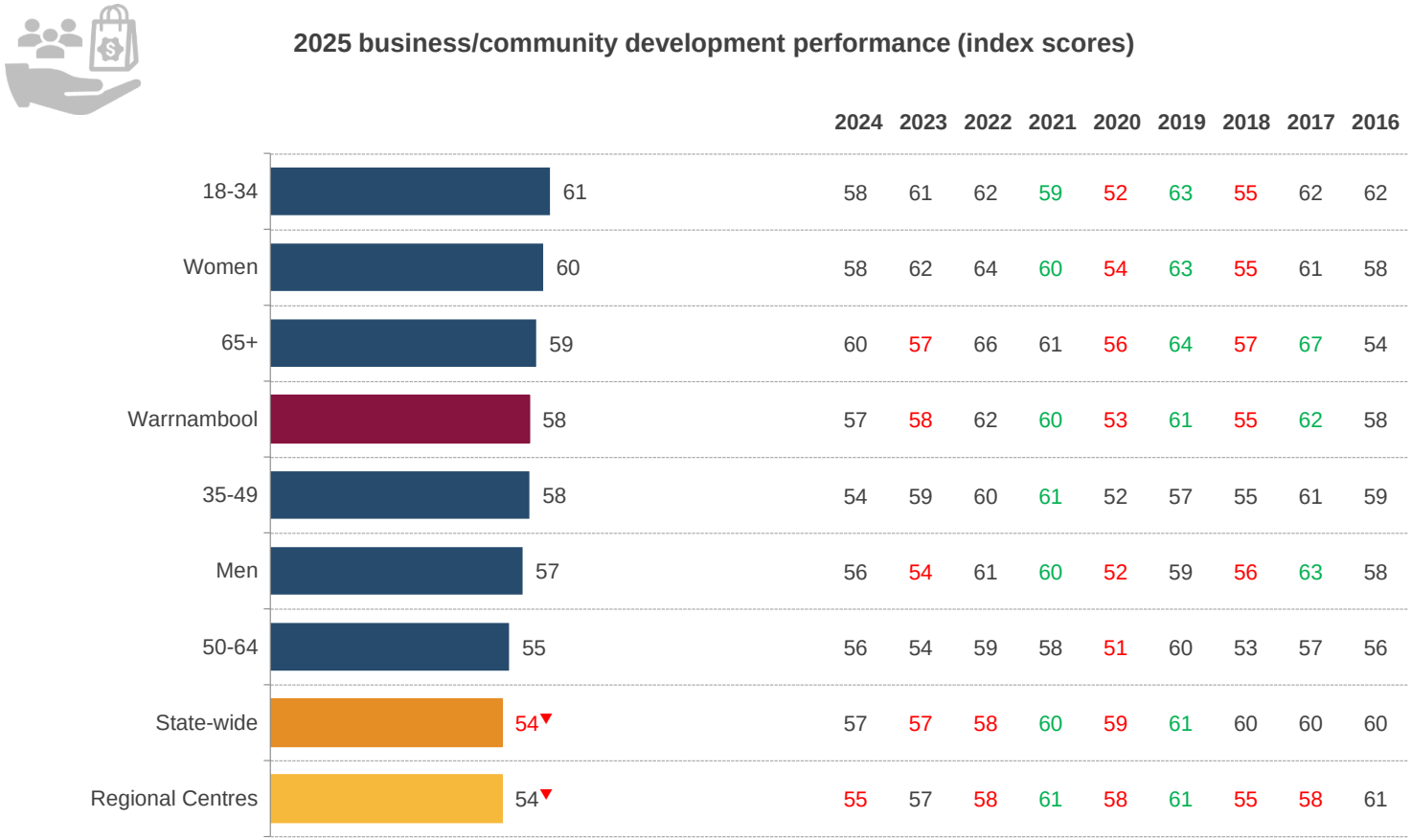
## 2025 business/community development importance (%)




*Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 8 Councils asked group: 2*

# Business and community development performance

## 2025 business/community development performance (index scores)

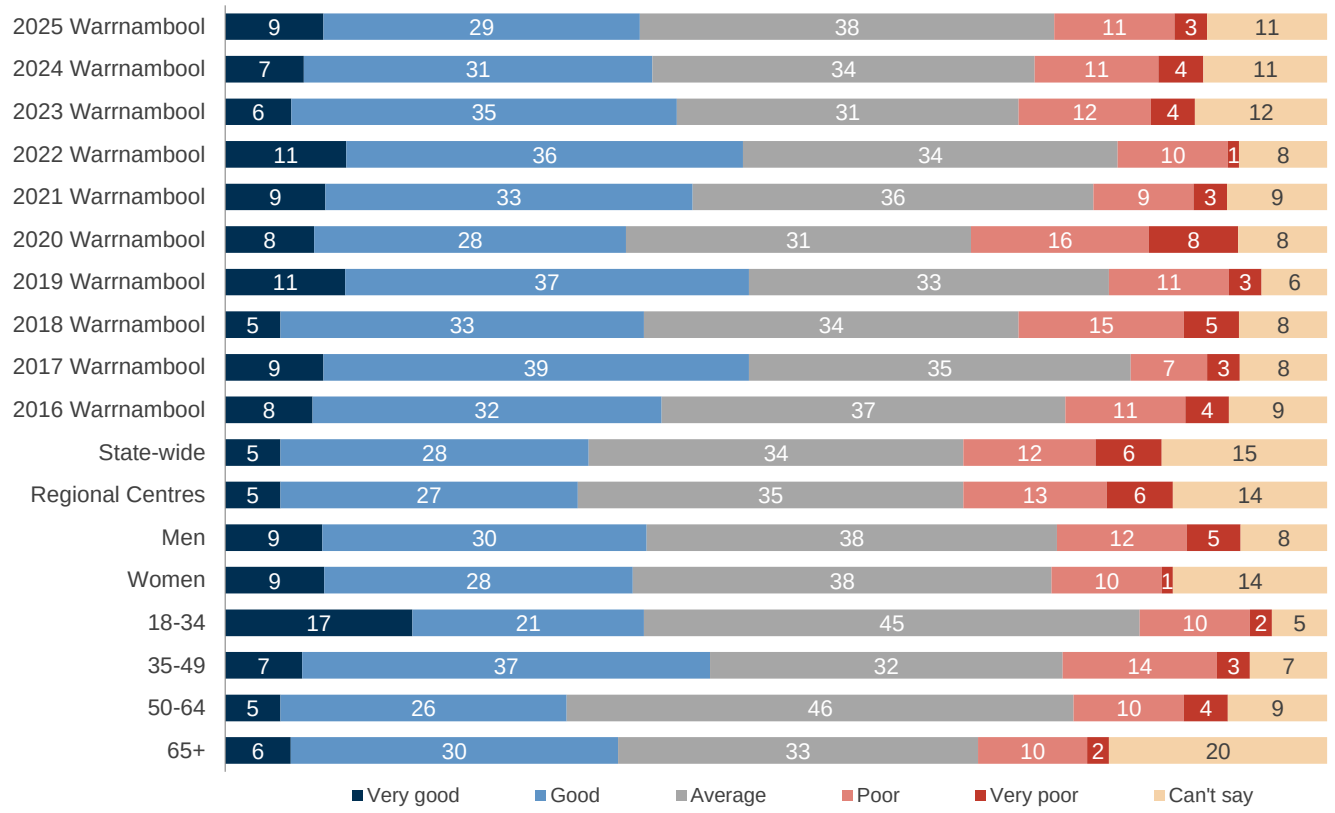


| | 2024 | 2023 | 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 |
|---|---|---|---|---|---|---|---|---|---|
| 18-34 | 61 | 58 | 61 | 62 | 59 | 52 | 63 | 55 | 62 | 62 |
| Women | 60 | 58 | 62 | 64 | 60 | 54 | 63 | 55 | 61 | 58 |
| 65+ | 59 | 60 | 57 | 66 | 61 | 56 | 64 | 57 | 67 | 54 |
| Warrnambool | 58 | 57 | 58 | 62 | 60 | 53 | 61 | 55 | 62 | 58 |
| 35-49 | 58 | 54 | 59 | 60 | 61 | 52 | 57 | 55 | 61 | 59 |
| Men | 57 | 56 | 54 | 61 | 60 | 52 | 59 | 56 | 63 | 58 |
| 50-64 | 55 | 56 | 54 | 59 | 58 | 51 | 60 | 53 | 57 | 56 |
| State-wide | 54▼ | 57 | 57 | 58 | 60 | 59 | 61 | 60 | 60 | 60 |
| Regional Centres | 54▼ | 55 | 57 | 58 | 61 | 58 | 61 | 55 | 58 | 61 |

*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

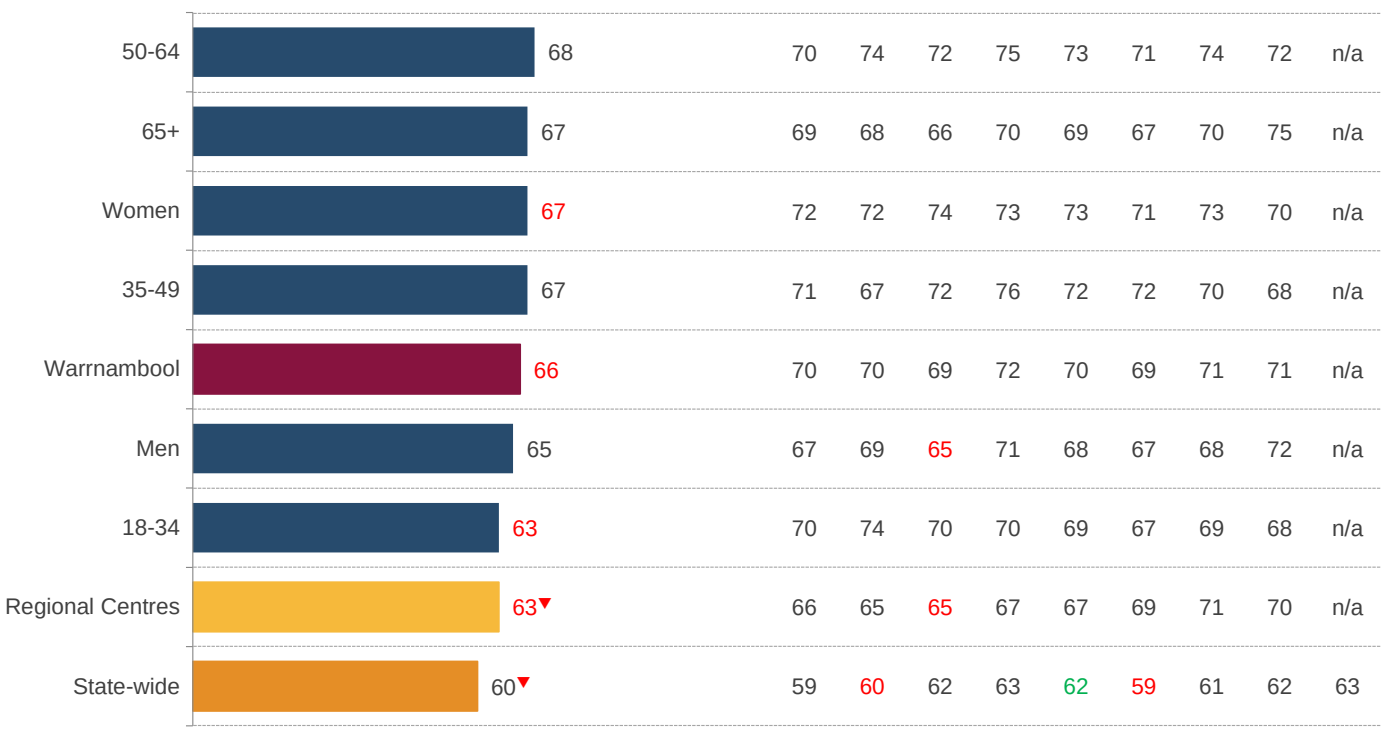
## 2025 business/community development performance (%)




*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*

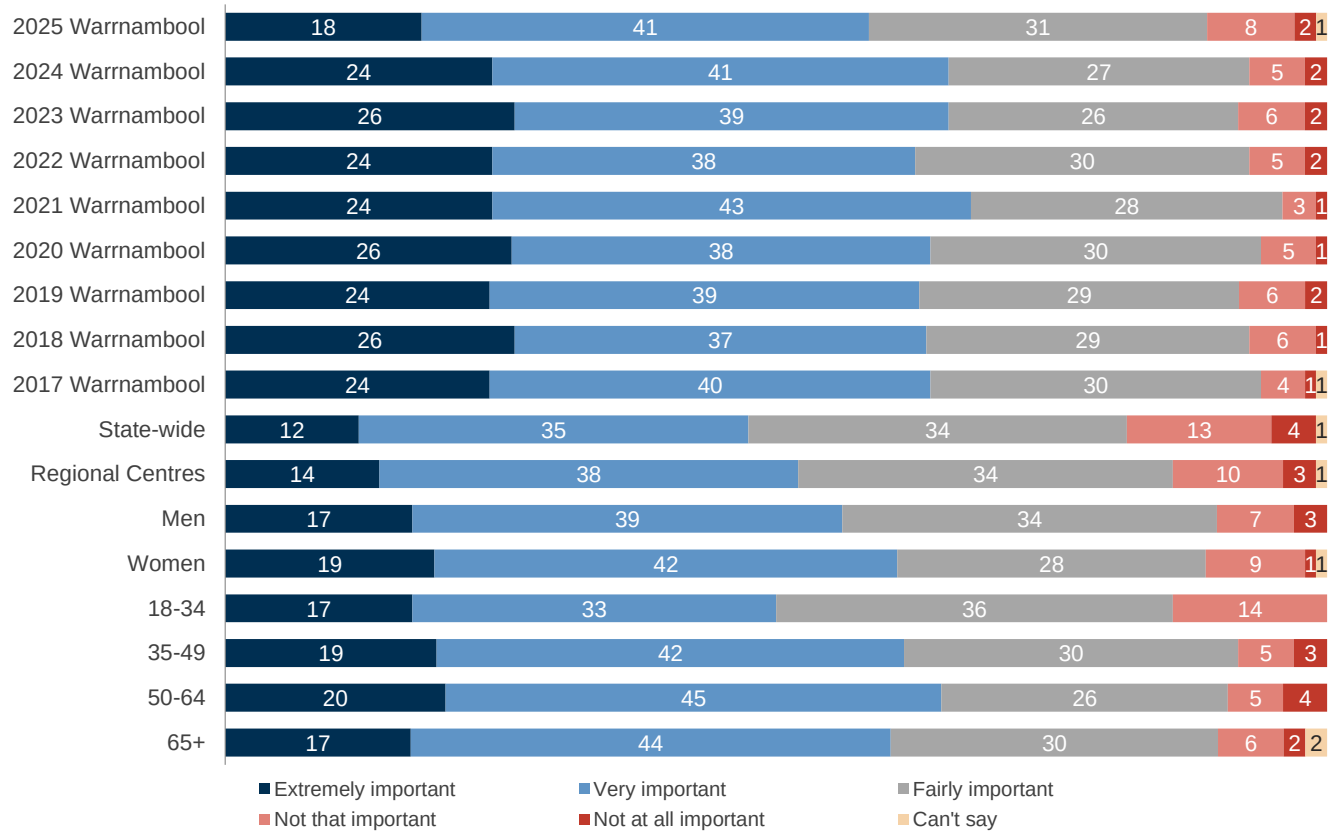
# Tourism development importance

## 2025 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: 7 Councils asked group: 2*
*Note: Please see Appendix A for explanation of significant differences.*

# Tourism development importance

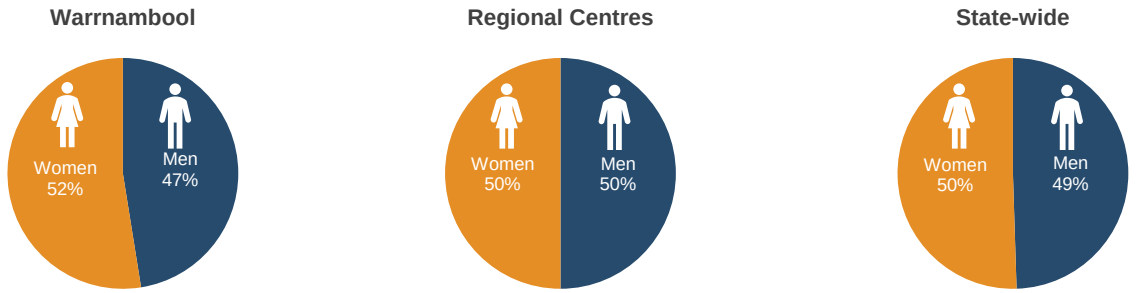



*Q1. Firstly, how important should 'Tourism development' be as a responsibility for Council?*
*Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2*

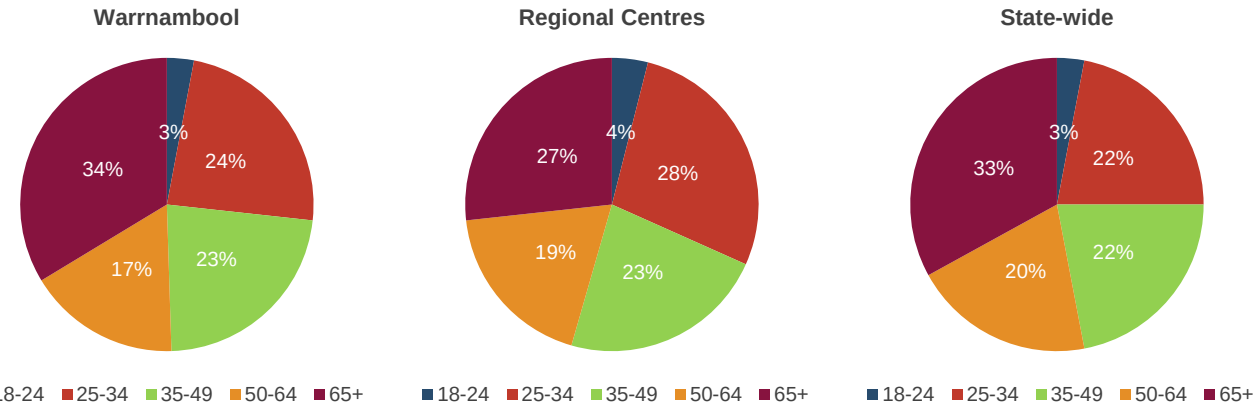
# Detailed demographics

# Gender and age profile

## 2025 gender




## 2025 age




*S3. How would you describe your gender? / S4. To which of the following age groups do you belong?*
*Base: All respondents. Councils asked State-wide: 56 Councils asked group: 9*
*An "Other" option has been included for gender, hence the results may not add to 100%.*
*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 |

*Please note that the horizontal (x) axis of the index score bar charts in this report is displayed on a scale from 20 to 100.*

# Appendix A: Margins of error

The sample size for the 2025 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 | 191 | 189 | +/-7.1 |
| Women | 208 | 208 | +/-6.8 |
| 18-34 years | 42 | 105 | +/-15.3 |
| 35-49 years | 59 | 92 | +/-12.9 |
| 50-64 years | 100 | 68 | +/-9.8 |
| 65+ years | 199 | 135 | +/-6.9 |

# Appendix A:
# Index score significant difference calculation

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

Z Score = ($1 - $2) / 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

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 2025 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

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

# Appendix B: Survey methodology and sampling

The 2025 results are compared with previous years, as detailed below:

- 2024, n=400 completed interviews, conducted in the period of 29th January – 18th March.
- 2023, n=400 completed interviews, conducted in the period of 27th January – 19th March.
- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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 50% 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 28th January – 16th March, 2025.

# Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DGS website. In 2025, 56 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 2012-2025 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 2025 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:
# Core, optional and tailored questions

**Core, optional and tailored questions**

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2025 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 2025 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

# Appendix B: Analysis and reporting

## Reporting

Every council that participated in the 2025 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

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

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

# Appendix B: Glossary of terms

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

**CSS**: 2025 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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# Warrnambool City Council
# Audit & Risk Committee

# Biannual report of Activities
# July to December 2024

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## 1. Introduction

The Audit and Risk Committee (*the Committee*) is an independent advisory committee to Council established under section 54 of the Local Government Act 2020.

The purpose of *the Committee* is to advise Council on the effectiveness of the organisation's systems, processes and culture for complying with its legal and financial obligations and the management of risk. In fulfilling this role, *the Committee* is to aid in the implementation of the Council Plan.

The Committee is accountable to and reports directly to Council.

The Committee's work is to be informed by the requirements of *the Act* and best practice in audit, risk and governance principles and processes.

A key role of the Audit and Risk Committee is to review Council's risk register.

## 2. Authority

The Committee does not have executive powers or authority to implement actions in areas over which management has responsibility and does not have any delegated financial responsibility. The Committee does not have any management functions and is therefore independent of management.

The Committee's role is to report to Council and provide appropriate advice and recommendations on matters relevant to this Charter in order to facilitate decision-making by Council in relation to the discharge of its responsibilities.

The Committee has the authority to:

- Seek resolution on any disagreements between management and the external auditors on financial reports;
- Review all auditing, planning and outcomes;
- Seek any information it requires from Council members, officers and external parties via the Chief Executive.
- Formally meet with Council officers, internal and external auditors as necessary.
- Address issues brought to the attention of the Committee, including responding to requests from Council for advice which is within the parameters of the Committee's terms of reference.
- The Chair has no executive authority on behalf of Council but can be consulted as required, as a sounding board by the Chief Executive or his/her delegate on matters that arise regarding audit, risk management or governance related issues.

## 3. Key Activities and Recommendations

To achieve its objectives, the key activities undertaken by the Committee in this reporting period included:

- Received and recommended to council the Annual Financial Statements and Performance Statement
- Received a report on the end of financial year results including asset revaluation movements, and reviewed the outcomes of the final 2023-24 VAGO external audit final management letter.
- Received reports on Internal Audits conducted by Council's appointed Internal Auditor.
- Received updates on Council's Workplace Health and Safety, including specific reports on relevant issues as they arose.

- Reviewed updated council policies as presented.
- Reviewed Council's Gifts and Benefits register.
- Tabled and noted quarterly financial reports.
- Noted CEO expenditure on a quarterly basis.
- Noted Councillor reimbursements on a biannual basis.
- Reviewed the findings of examinations by regulatory agencies (e.g. VAGO, IBAC), and any auditor (internal or external auditors) observations.
- Reviewed the committee's annual work plan.
- Received updates from the VAGO sector director.

## 4. Audit and Risk Committee Membership

The composition of the Committee according to its charter is three independent members and two Council representatives.

The membership of the Committee is set out below:

### 4.1 Independent Members

Mr. Kevin Leddin, Chair

Mr. Richard Anio

Mr. Aswin Kumar (appointment to committee now concluded)

### 4.2 Council Representatives

Cr. Angie Paspaliaris (appointment to committee now concluded)

Cr. Ben Blain

Cr. Matthew Walsh (appointed to committee on 2 December 2024)

## 5. Meetings and Attendance

There are a minimum of four scheduled meetings of the Audit and Risk which occur in March, May, August and November. If required special meetings will be conducted in addition to the scheduled quarterly meetings. At the August meeting the Committee will consider the Annual Financial Report and the Annual Performance Statement. The regularly scheduled November meeting was deferred to December due to Council elections.

A summary of meeting dates and attendance is shown in the table below.

| Attendee | Role | 27/08/2024 Quarterly | 10/12/2024 Quarterly |
|---|---|---|---|
| Mr Kevin Leddin | Chair | Apology | Attended |
| Mr Richard Ainio | Member | Attended | Attended |
| Mr Aswin Kumar | Member | Apology | Apology |
| Cr Angie Paspaliaris | Councillor | Apology | - |
| Cr Ben Blain | Councillor | Attended | Attended |
| Cr Matthew Walsh | Councillor | - | Attended |

# 6. Internal Audit

## 6.1 Internal Audit Service Provider

The internal audit service providers, Crowe, were appointed in December 2023 following a competitive procurement process. The initial term of the contract will conclude at 31 December 2026, but there are two one-year extension options.

Representatives from Crowe attend the Committee meetings and present the outcomes of the audits they had undertaken, engaging fully with the Committee in discussions arising from those audits.

The Internal Auditors also met out of session with the Chair to discuss matters relevant to the Committee's activities.

### 6.2 Strategic Internal Audit Plan

The Committee continues to review and monitor the Strategic Internal Audit Plan and Council's internal auditors present the reports and findings as each review is completed.

The Current Strategic Internal Audit Plan is as follows:

| | | | Findings by Risk Rating | | |
|---|---|---|---|---|---|
| **Internal Review Area** | **Planned Presentation to Committee** | **Completed** | **High Risk Rating** | **Medium Risk Rating** | **Low Risk Rating** |
| Immunisation Management | December 2024 | Yes | - | 2 | 1 |
| Assurance Mapping | March 2025 | Yes | - | - | - |
| Occupational Health and Safety | March 2025 | Yes | - | 5 | 3 |
| Customer Services and Complaints Handling | March 2025 | Yes | - | 3 | - |
| Fraud and Corruption | May 2025 | No | - | - | - |

Final internal audit reports are reviewed and discussed by the Committee at each of the scheduled meetings. The status of Internal Audit recommendations are reported to the Committee on a quarterly basis and the Committee discuss management progress in closing out open recommendations.

### 6.3 Implementation of Audit Recommendations

The Committee continued to encourage management to implement Internal Audit recommendations in a timely manner to ensure that better practices and controls in council's services are achieved.

A particular focus of these reviews is to ensure that the high risk recommendations are closed out within appropriate timeframes. There are 2 high risk recommendations with work progressing towards addressing the related actions in 2025.

# 7. External Audit

The Victorian Auditor General's Office (VAGO) had appointed a representative to conduct the 2023/24 external audit of Warrnambool City Council which is RSD Audit, with Nick Bell as the lead partner.

RSD Audit completed the annual audit process, and unqualified VAGO Audit opinions were achieved for both the Financial Statements and Performance Statement.

The committee also considered the auditors closing report on audit findings with no significant matters noted.

## 8. Duties and Responsibilities

The Committee's activities are focussed on discharging its responsibilities set out in its Charter. To ensure that the Committee completes its work, the Committee prepares an Annual Work Plan setting out the activities it needs to complete and the timing of each.

## 9. Conclusion

The Audit and Risk Committee has fulfilled its obligations under its charter to assist Council with independent reviews of financial, risk and system controls that facilitate good corporate governance.

The committee appreciate the level of co-operation and support from Council officers and our auditors in assisting use to complete the important task is noteworthy and very much appreciated. The Committee is satisfied that appropriate systems and processes are in place to meet ongoing compliance requirements required by local government entities.

It is also pleasing to note that considerable progress has been made on implementing outstanding recommendations from prior audit reviews.

Lastly, the committee would like to thank Ms Angie Paspaliaris, and Mr Aswin Kumar, both former committee members, for their services to the committee. Mr Matt Walsh has been appointed as new Councillor member to the committee and attended the December 2024 meeting. Mr Kumar's appointment period concluded at the end of 2024, and the committee will seek to appoint a replacement independent committee member in 2025.

**Mr Kevin Leddin**
**Audit & Risk Committee Chair**
**Warrnambool City Council**

WARRNAMBOOL
CITY COUNCIL

# AUDIT & RISK COMMITTEE CHARTER

**May 2025**

www.warrnambool.vic.gov.au

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## 1. PURPOSE

The Audit and Risk Committee (the Committee) is an independent advisory committee to Council established in accordance with section 53 of the *Local Government Act 2020* (the Act). The Committee is accountable to and reports directly to Council. Pursuant to section 54 of the Act, this charter specifies the Committee's functions and responsibilities.

The purpose of the Committee is to monitor compliance of Council policies and procedures with the overarching governance principles and the Act, monitor Council financial performance and reporting, monitor and provide advice on risk management and fraud prevention systems and controls, and oversee internal and external audit functions.

Through its functions the Committee will advise Council on the effectiveness of the organisation's governance, risk, and financial internal control systems, processes and compliance culture to provide the Council with assurance and confidence in the integrity of these activities.

The Committee's work is to be informed by the requirements of the Act, best practice in audit and risk, and principles of good governance.

## 2. AUTHORITY

The Committee acts in an advisory capacity only. The Committee is not a delegated committee of Council and has no delegated authority of financial responsibility.

The Committee does not have any management functions and is independent of management.

The Committee has the authority to:

- Resolve any disagreements between management and the external auditors on financial reports by making a determination.
- Review all strategic audit planning and audit outcomes.
- Seek any information it requires from Council members, officers and external parties via the Chief Executive Officer.
- Formally meet with Council officers, internal and external auditors as necessary.
- Address issues brought to the attention of the Committee, including responding to requests from Council for advice which is within the parameters of the Committee's Charter.
- The Chair can be consulted as required, as a sounding board by the Chief Executive Officer or their delegate on matters that arise regarding audit, risk management or governance related issues.

The Chief Executive Officer will determine the reasonability of any request made to officers by the Committee, in particular those not specifically stipulated in the Charter.

## 3. ROLE OF THE COMMITTEE

The Committee functions and responsibilities, as dictated by section 54(2) of the Act, are to:

Monitor the compliance of Council policies and procedures with

a. The overarching governance principles; and
b. The Act and the regulations, and any Ministerial directions'

b) Monitor Council financial and performance reporting;
c) Monitor and provide advice on risk management and fraud prevention systems and controls;
d) Oversee internal and external audit functions.

To achieve this, the Committee will review and advise Council on specific internal systems and procedures of Council through:

- Assessing relevant Council policies to monitor compliance with the Act, including the overarching governance principles as set out in section 9 of the Act;
- Ensuring the appropriate application of Council's accounting policies, including ensuring compliance with the financial management principles set out in section 101 of the Act;
- Assessing and ensuring reliable and complete financial and performance reporting;
- Appraising the level and effectiveness of business continuity plans and enterprise risk management practices, include risks and risk controls and mitigations recording the risk register;
- Assessing internal fraud and corruption controls and the results of any control testing undertaken;
- Ensuring that internal and external auditors provide independent and objective analysis and reporting on governance, risk management, fraud controls and financial management.

The Committee will do this through the adoption and actioning of an annual work plan which will assist in achieving the abovementioned.

## 4. MEMBERSHIP

The Committee will be comprised of five members:

- One (1) independent Chairperson;
- Two (2) independent members; and
- Two (2) Councillors

All members shall have full and equal voting rights unless a member is unable to vote due to a conflict of interest.

The following requirements will apply to members and the Committee Chairperson

a) In accordance with section 53(4), the chairperson of an Audit and Risk Committee must not be a Councillor of the Council.
b) Council will appoint Committee members and the Committee Chairperson by Council resolution;
c) A quorum of any meeting will be 1 Councillor member and 1 independent member.
d) If the number of Councillor members in attendance is greater than the number of independent members the independent member voting power will be increased to match the total of the Councillor members in attendance.
e) The Chairperson shall have a casting vote on occasions where there is an equal tally of votes on a matter.

## 5. APPOINTMENT, TERM & CHAIR

### 5.1 Appointment

a) Applications for external membership shall be made by way of public notice inviting expressions of interest.
b) The evaluation of potential members will be undertaken initially by the Chair utilising officer input as required and subsequently by the Mayor and Chief Executive, taking into account the experience of applicants and their likely ability to apply appropriate analytical and strategic management skills, and a recommendation for appointment will be put to Council.
c) The independent members will, collectively, have expertise in:
    a. financial management and risk,
    b. experience in public sector management;

c. policy development and oversight;
d. audit and audit programmes; and
e. be conversant with the financial and other reporting requirements.

d) Councillors will be appointed to the committee by resolution of Council annually.
e) Remuneration will be paid to each external member of the Committee on the basis of an annual fee, with an additional amount paid to the Chairperson. Annual increases in the remuneration of Committee members will be limited to increases in the Consumer Price Induct (CPI All Groups Melbourne) and adjusted annually on July 1.

### 5.2 Term

a) Independent members will be appointed on a term of no greater than four years. These members may have their term extended for a period no greater than a further four years at the discretion of the Council.
b) Where possible, the terms of external members should be arranged to ensure an orderly rotation and of overlap appointment membership, relative to the elected Council's four year terms.
c) If an external member misses two consecutive meetings without providing written notice to the chairperson their position will become vacant.
d) If the Council proposes to remove an external member of the Committee, it must give written notice to the external member of its intention to do so and provide that external member with the opportunity to be heard by the Council, if that external member so requests.

### 5.3 Chair

a) The Chairperson shall be appointed by Council from the external members of the Committee.
b) In the absence of the appointed Chairperson from a meeting, the meeting will appoint an acting Chairperson from the external members present.
c) The role of the Chair includes:
    a. Assisting in determining the Agenda for Committee meetings
    b. Chairing meeting of the Committee in accordance with the meeting Agenda
    c. Preparation of the biannual Audit and Risk Committee Report that is to be provided to the Chief Executive Officer for tabling at the next practicable Council meeting.

## 6. MEETINGS

The following requirements shall apply to meetings of the Committee:

a) The Committee shall meet as required, but at least quarterly each year.
b) Members of the committee who cannot attend a scheduled meeting must provide notice in writing to the Chairperson no later than 48 hours prior to the meeting.
c) The Chief Executive, Director Corporate Strategies, Manager Financial Services, Manager Governance, Manager Organisational Development and the internal auditor should attend all meetings, except when the Committee chooses to meet 'in camera'. Other members of Council or Council staff may be invited to attend at the discretion of the Committee in consultation with the CEO, to advise and provide information when required.
d) The Committee, without management present, will meet separately with the internal auditor and the external auditor, at least annually, to discuss issues of relevant interest.
e) Representatives of the external auditor will attend a meeting to consider the draft annual financial and performance statements, and both the plans and the results of the external audit and may also be invited to attend other meetings at the discretion of the Committee.
f) A schedule of meetings and annual work plan will be developed and agreed by members. As an indicative guide, meetings would be arranged to coincide with relevant Council reporting deadlines.

g) Additional meetings shall be convened at the discretion of the Chairperson or at the written request of the Chief Executive Officer, or any two of the internal auditor, the external auditor, and members of the committee.
h) The agenda and supporting documentation will be circulated to members of the Committee at least one (1) week in advance of each meeting.
i) Minutes will be reported to the Council after every meeting inclusive of any report(s) to explain any specific recommendations and key outcomes.
j) The Corporate Strategies directorate shall provide secretarial and administrative support to the Committee.

## 7. REPORTING

a) The Committee will prepare a biannual (twice a year) audit and risk report that describes the activities of the Committee and includes its findings and recommendations and provide a copy of the report to the Chief Executive Officer for tabling at the next Council meeting.
b) The Committee may report, at any time, to Council on any matters of significance as determined by the Committee.
c) The Committee Chairperson, will attend a briefing meeting of Councillors annually to:
   - Summarise the activities of the Committee during the previous financial year;
   - Provide any recommendations to councillors in relation to the functioning of the Committee; and
   - Brief Council on key aspects of the Committee's proposed annual work plan for the following calendar year; and
   - Draw councillors' attention to any other matters which the Chairperson or Committee see as appropriate.
d) The Chairperson is entitled to attend any informal meeting of Council at any other time to bring any particular matters to the attention to Council which the Chairperson or Committee sees fit. Such meetings may be held with or without management present at the election of the Chairperson following consultation with the Mayor.
e) The Committee Charter and details of its members will be published on Council's website.
f) Council's Annual Report will contain information on the makeup of the Committee, number of meetings held and attended by Committee members, audit processes, details of any remuneration paid to independent members during the reporting period and a summary of work completed by the Internal and External Auditor during the year.

## 8. FUNCTIONS AND RESPONSIBILITIES

The functions and responsibilities of the Committee include:

### 8.1 External Reporting

a) Review Council's draft annual financial report, focusing on:
   a. Accounting policies and Approved Accounting Standards;
   b. Changes to accounting policies and Approved Accounting Standards;
   c. The process used in making significant accounting estimates;
   d. Significant adjustments to the financial report (if any) arising from the audit process;
   e. Compliance with accounting standards and other reporting requirements of financial and nonfinancial information; and
   f. Significant variances (with explanations thereof) from prior year's figures.
b) Review and recommend adoption of the Annual Financial and Performance Statements to Council and review any significant changes and the reasons for the changes that may arise subsequent to any such recommendation but before the financial report is signed.
c) Review the completeness of management reporting on the legislative performance indicators and the governance and management checklist as prescribed in the *Local Government (Planning and Reporting) Regulations 2020*.

### 8.2 External Audit

The Committee will:

a) Oversee the external audit function
b) Be briefed by the external auditor on the audit engagement and the overall audit strategy of the Victorian Auditor General's Office (VAGO) at the commencement of each year's audit;
c) Discuss and review with the external auditor the scope of the audit and the planning of the audit;
d) Discuss and review with the external auditor issues arising from the audit, including all Management Letters issued by the auditor for completeness and appropriateness;
e) Ensure significant findings and recommendations made by the external auditor and management's proposed responses are received, discussed and appropriately actioned by management;
f) Review on an annual basis the performance of the external auditors; and
g) Maintain an awareness of local government performance audits undertaken by VAGO and any other relevant reviews undertaken by bodies such as IBAC and consider recommendations for action or implementation where appropriate.

### 8.3 Internal Audit

The Committee will:

a) Oversee the internal audit function
b) Be kept informed by Council officers of any process to appoint or terminate Council's internal audit service provider and provide advice to Council with respect to appointment of internal auditor services;
c) Review the level of resources allocated to internal audit and the scope of its authority;
d) Review the scope of the internal audit plan and programme and the effectiveness of the function. This review should consider whether, over a period of 3 years the internal audit plan systematically addresses:
    a. Internal controls over significant areas of risk, including non-financial management control systems;
    b. Internal controls over revenue, expenditure, assets and liability processes;
    c. The efficiency, effectiveness and economy of significant Council programmes; and
    d. Compliance with regulations, policies, best practice guidelines, instructions and contractual arrangements;
e) Review the appropriateness of special internal audit assignments undertaken by internal audit at the request of Council or the Chief Executive;
f) Review internal audit reports and monitor the implementation by management of recommendations made by internal audit.
g) Monitor the implementation of recommendations by management;
h) Facilitate liaison between the internal and external auditors to promote compatibility, to the extent appropriate, between their audit programmes;
i) Critically analyse and follow up any internal or external audit report that raises significant issues relating to risk management, internal control, financial reporting and other accountability or governance issues, and any other matters relevant under the Committee's Charter. Review management's response to, and actions taken as a result of, the issues raised; and
j) Review on an annual basis the performance of the internal auditor, including adherence to appropriate professional and quality standards, and where performance is not considered satisfactory, report to Council and make recommendations, which may, in extreme cases, include a recommendation that Council terminate the internal audit contract and undertake a tender process for the appointment of a new internal auditor.

### 8.4 Risk Management and Fraud Prevention

The Committee will:

a) Monitor the risk exposure of Council by determining if management has appropriate risk management frameworks, processes and adequate management information systems.
b) Monitor reported breaches of ethical standards and related party transactions and monitor the implementation of recommendations arising from reports presented and review the effectiveness of Council's internal control systems.
c) Monitor the progress of any major litigation involving Council.
d) Provide oversight of Council's risk management framework (including Council's health and safety management system) and activities conducted by the internal and external auditors and any other assurance providers, to give assurance over that framework.
e) Escalate to Council when the Committee feels that management is not responding as it wishes/should on concerns about the risk management framework.
f) Monitor and provide advice on fraud prevention systems and controls, including:
    - Reviewing processes in the prevention and management of fraudulent activity;
    - Reviewing reports of fraud from management, the status of ongoing investigations and recommendations to improve fraud controls;
    - Assessing the operational effectiveness of the fraud prevention controls; and
    - Ensuring that the internal audit program assists in identifying any potential fraud risks.
g) Review the expenditure of the Chief Executive Officer.

### 8.5 Ethical Behaviour

The Committee will:

a) Receive updates from management of any suspected cases of fraud, corruption or serious misconduct impacting Council;
b) Recommend any specific measures or investigations identified as necessary or desirable by the Committee to the Council;
c) Identify and refer specific projects or investigations deemed necessary though the Chief Executive Officer, the internal auditor and the Council, if appropriate.
d) Monitor any subsequent investigation, including the investigation of any suspected cases of fraud, corruption, serious misconduct or breaches of conflict of interest; and
e) Review the findings of any examinations by regulatory agencies (eg VAGO), and any auditor (registered internal or external auditors) observations. Other audits/investigation may also be reviewed if relevant to this committee.
f) Where a suspected fraud or corrupt behaviour is reported or detected and is deemed likely to have a material impact on Councils reputation or operations, in the opinion of the CEO, the CEO will inform the Chair of the Audit and Risk Committee of the incident subject to the limitations on disclosure that may be imposed by external integrity bodies, this may occur outside of the regular quarterly updates on ethical behaviour.

### 8.6 Financial Reporting and Financial Matters

a) The Committee will monitor Council financial reporting and performance.
b) The Committee will receive details of all reimbursements (for out-of-pocket expenses) for Councillors and delegated committee members.
c) The Committee will exercise an oversight function over compliance with Gifts Policy.

### 8.7 Council Policies and Procedures

The Committee will monitor the compliance of the Council's policies and procedures against the Act and associated regulations, including the overarching governance principles set out in section 9, and any Ministerial directions by:

a) Completing an initial review of relevant established, or newly created Council policies and procedures.
b) Assessing any amendments made to said policies against the principles.
c) Receiving reports from management on findings of any relevant examinations or investigations undertaken by integrity agencies and subsequent implications and amendments to Council policies and procedures.

### 8.8 Matters Referred to the Committee by Council

The Committee will address issues brought to its attention, including responding to requests from Council for advice.

### 8.9 CEO Employment and Remuneration Policy

The Committee will oversee adherence of Council to the CEO Employment and Remuneration Policy.

## 9. ANNUAL WORKS PROGRAM

The Committee must adopt an annual works program, by no later than 1 May each year.

## 10. PERFORMANCE EVALUATION

a) The Committee, in conjunction with Council, and the Chief Executive Officer, should develop the Committee's performance indicators.
b) The Committee will assess its own performance on an annual basis using a Self-Assessment tool which will be reviewed, adopted and completed by the Committee.
c) The Committee provide a copy of the annual assessment to the Chief Executive Officer for tabling at the next Council meeting.

## 11. CONFLICT OF INTEREST AND REGISTER OF INTERESTS

a) Committee members are obligated to declare any conflicts of interest when performing their duties and functions and must not take any action or make a decision on matters in which they have a conflict.
b) Members of the Committee must be fully aware of their responsibilities with regard to the management of interests in relation to the discharge of their duties as a member of the Committee.
c) Management of interests includes the proper management of any conflicts of interest as and when they may arise.
d) Members of the Committee must also be fully aware of the statutory definitions of general and material interests which may give rise to a conflict of interest. These are set out in the Act.
e) Failure to comply with this section of the charter may result in the member's appointment being terminated by Council.

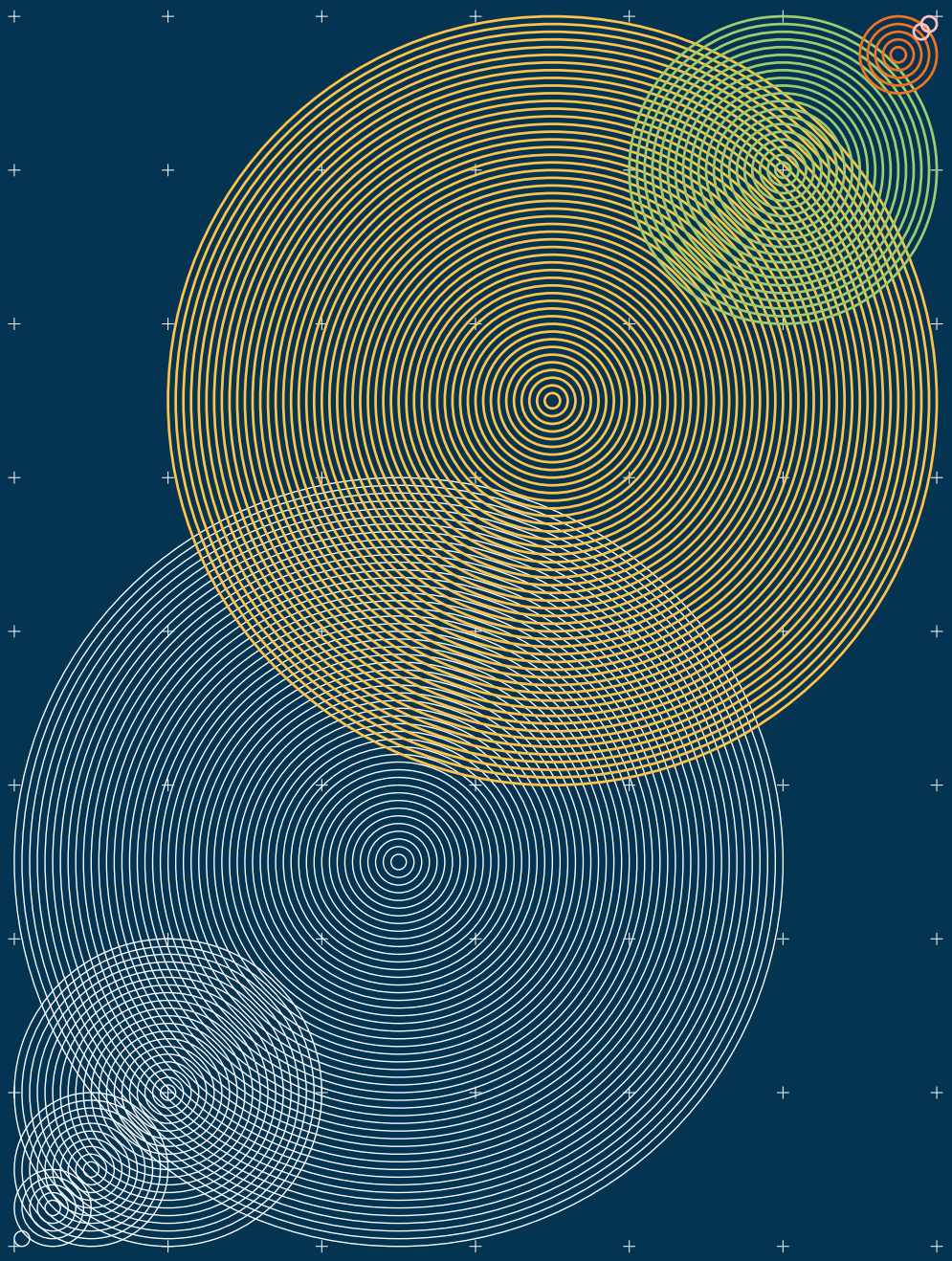
## 12. REVIEW OF THE COMMITTEE CHARTER

The Committee will review the Committee Charter every year and recommend any changes to Council for approval.

The next review date will be: **May 2026**.

# Election report
# Warrnambool City Council
## 2024 Local government elections

April 2025



**Letter of Transmittal**

14 April 2025

Mr Andrew Mason
Chief Executive Officer
Warrnambool City Council
PO Box 198
Warrnambool VIC 3280

Dear Mr Mason

Pursuant to Regulation 83 of the Local Government (Electoral) Regulations 2020, I submit this report to the Chief Executive Officer of Warrnambool City Council on the general election held in October 2024.

Yours sincerely

**Sven Bluemmel**
Electoral Commissioner

**Acknowledgement of Country**

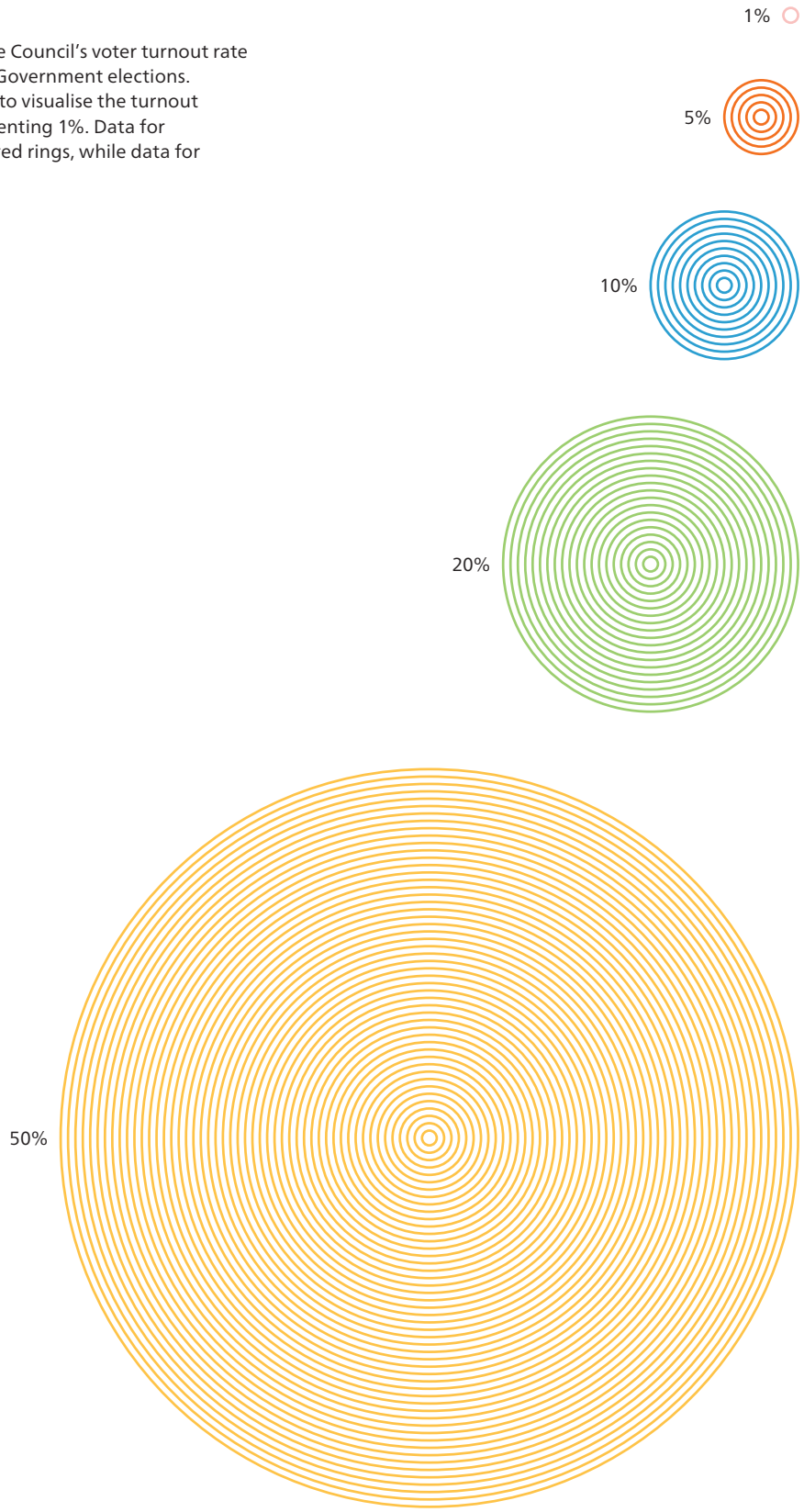
The Victorian Electoral Commission (VEC) acknowledges the Aboriginal and Torres Strait Islander people of this nation, as the traditional custodians of the lands on which the VEC works and where we conduct our business. We pay our respects to ancestors and Elders, past, present, and emerging. The VEC is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

# Election report
# Warrnambool City Council
2024 Local government elections

**Voter turnout (front cover)**
Graphic representation of the Council's voter turnout rate for the 2024 and 2020 Local Government elections. Rings are grouped into units to visualise the turnout percentage, each ring representing 1%. Data for 2024 is depicted using coloured rings, while data for 2020 is shown in white.

Warrnambool City Council

Turnout (2024): 77.32%
Turnout (2020): 86.05%



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# 1. Introduction

The Victorian local government general elections are held every 4 years as set out in the *Local Government Act 2020* (Vic) (**LG Act**). In 2024, general elections were held for 78 of the 79 Victorian councils with Saturday 26 October marking election day. In accordance with section 263(1) of the LG Act, the Victorian Electoral Commission (**VEC**) is the statutory election service provider for the conduct of local government elections in Victoria.

This report provides information on the 2024 Warrnambool City Council general election including details of the end-to-end service delivery of electoral activities throughout the election timeline. This report also provides details of post-election activities including compulsory voting enforcement.

## About the Victorian Electoral Commission

The VEC is an independent statutory authority established under the *Electoral Act 2002* (Vic) (**Electoral Act**). The VEC's principal functions are to conduct State elections, local government elections, certain statutory elections and polls, commercial and community elections, and to support electoral representation processes for local councils and the Electoral Boundaries Commission for State electoral boundaries. The VEC is also responsible for maintaining the Victorian register of electors and administering political funding and donation disclosure laws. The VEC has a mandated role to conduct electoral research, provide communication and education services, and inform and engage Victorians in the democratic process.

Sven Bluemmel is the appointed Electoral Commissioner and Dana Fleming is the appointed Deputy Electoral Commissioner. The Electoral Commissioner and Deputy Electoral Commissioner report to the Victorian Parliament in relation to the VEC's operations and activities.

The Electoral Commissioner heads the VEC's Executive Management Group that comprises the Deputy Electoral Commissioner, the Executive Director, Corporate Services and 7 Directors, each leading the main functional areas of the VEC. Each Director acts as subject matter experts and oversees legislative responsibilities under the LG Act and the Electoral Act.

The VEC has a dedicated local government election program framework that incorporates a range of programs, projects and activities that are supported through strategic planning, project management, and process mapping. The program is overseen by the VEC's Delivery Group and has sponsorship from the Executive Management Group.

# 2. Key changes

## Changes in legislation

The *Local Government Amendment (Governance and Integrity) Act 2024* (Vic) received royal assent on 25 June 2024 and introduced a number of changes to local government electoral legislation.

The VEC implemented the necessary changes to the 2024 local government election program in response to the reforms as they applied to the elections.

| **Key changes from *Local Government Amendment (Governance and Integrity) Act 2024*** | |
|---|---|
| Close of roll | The date for the close of roll was extended from 57 days to 80 days before the election. For all elections after the October 2024 general elections, including by-elections, the date for the close of roll will be 73 days before election day.<br><br>The previous timelines were no longer viable due to an increase in the scale and complexity of local government elections, including changes to enrolment entitlements, population growth, higher number of wards, likely increase in the number of candidates, and reduction in mail services offered by Australia Post.<br><br>By moving this date earlier, other key dates including nomination day, the lodgement date for candidate statements and questionnaires, and the period for mailing out of ballot materials have been brought forward through the *Local Government (Electoral) Regulations 2020* (Vic) (**LG Regulations**) providing more time to ensure they are sustainable. |
| Certification of the roll | The timeframe for roll certification was increased to 23 business days (previously 13 business days) to ensure CEOs (or their delegates) and the VEC have adequate time to process enrolment applications and complete related roll certification processes. |
| Candidate statement word limit | In response to the pandemic, the LG Regulations permitted candidate statements to be increased from 200 to 300 words for the 2020 local government elections, acknowledging that candidates at the 2020 elections would face restrictions in campaigning.<br><br>As candidates would no longer face pandemic-based barriers to campaigning activities, the word limit was reverted to 200 words. Equivalent amendments were also applied to the *City of Melbourne (Electoral) Regulations 2022* (Vic).<br><br>Returning to the original word limit allowed the VEC to produce smaller candidate statement booklets, reducing associated printing costs and administrative burden. |
| Rejection and amendment of candidate statements | The time allowed for a candidate to amend their statement was reduced by one day to now be the day after the close of nominations (or 38 days before election day). This aligned the periods for rejections and amendments with the earlier deadline for lodging a candidate statement, allowing additional time to print ballot packs. |
| Close of candidate statements, photos and questionnaires | The deadline for submitting a candidate statement, photograph and questionnaire was amended to close the same day as the close of nominations at 12 noon, facilitating a more efficient process for candidates and allowing the VEC more time to print ballot packs. |
| Mailout of ballot pack | The timeline for conducting the mailout of ballot materials was extended from occurring over 3 business days to 4 business days, allowing the VEC to manage the risk of mail service level reductions and provide additional safeguards against election fraud. |

# 3. Election dates

| Key timelines for the 2024 local government elections | |
|---|---|
| Deadline fixed by the VEC for council primary enrolment data | Monday 15 July 2024 |
| Close of roll | 4 pm Wednesday<br>7 August 2024 |
| Opening of the election office to the public | Monday 9 September 2024 |
| Certification of the voters' roll and opening of nominations | Monday 9 September 2024 |
| Close of nominations | 12 noon Tuesday<br>17 September 2024 |
| *Deadline for lodging candidate statements, photographs and questionnaires | 12 noon Tuesday<br>17 September 2024 |
| *Ballot draw | From 10 am Wednesday<br>18 September 2024 |
| *General mail out of ballot packs to voters | Monday 7 October to<br>Thursday 10 October 2024 |
| *Close of voting | 6 pm Friday 25 October 2024 |
| Day prescribed as Election Day | Saturday 26 October 2024 |
| *Close of extended postal vote receipt period | 12 noon Friday<br>1 November 2024 |
| Declaration of election results | No later than Friday<br>15 November 2024 |

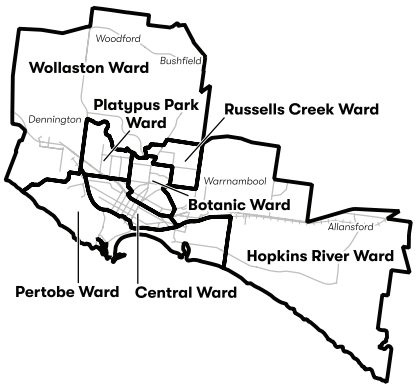
*Dates with asterisks relate to contested elections only.

# 4. About Warrnambool City Council

Warrnambool City Council is comprised of 7 councillors elected from a subdivided structure.

The electoral structure of Warrnambool City Council was last reviewed in 2023. The electoral structure was confirmed in May 2024 under the new Act.

Figure 1: The electoral structure of Warrnambool City Council at the general election held on 26 October 2024.



# 5. Voters' roll

The VEC prepared the voters' roll for the election under section 8(2)(c) of the Electoral Act and in accordance with section 249 of the LG Act. The close of roll for the election was 4 pm on Wednesday 7 August 2024. Pursuant to section 249(4) of the LG Act, the VEC certified the voters' roll on Monday 9 September 2024.

At certification, the voters' roll for the 2024 Warrnambool City Council general election included 27,069 enrolled voters.

## Composition of the voters' roll

Section 249 of the LG Act specifies that the voters' roll for a local government election is formed by combining 2 separate lists of voters:

1. The Electoral Commissioner's list (EC list) – list of State electors that are enrolled within that local government area.

2. The Chief Executive Officer's list (CEO list) – list of council-entitled voters.

Refer to **Appendix 1** for a breakdown of the Warrnambool City Council general election voters' roll.

## Amendments to the voters' roll

In accordance with section 250 of the LG Act, the VEC is able to amend any error or omission in the preparation, printing or copying of the voters' roll, or correct any misnomer or inaccurate description of any person, place or thing on the voters' roll. Amendments to the voters' roll are to be certified by the VEC.

All voters added to the roll were issued with a ballot pack. Where a voter was removed from the roll after the mail-out of ballot material, the VEC had systems in place to ensure that returned ballot papers from the deleted voters could be identified and excluded from the extraction and count. Where roll amendments were required, the total number of voters on the roll was updated.

Following the close of roll, the VEC made one amendment to the voters' roll, zero additions and one deletion.

# 6. Advertising and communication campaign

## State-wide advertising

The VEC delivered a state-wide advertising campaign to maximise public awareness and participation amongst all eligible voters. Campaign activities and consistent messaging were delivered across 2 phases – enrolment and voting – and through multiple traditional and emerging mediums, including radio, digital and social media, and offline/outdoor advertising.

## Public notices

The VEC published a series of public notices on the VEC website throughout the election as required by the LG Act. The notices included critical information relevant to each milestone of the election timeline.

For the 2024 general election, Warrnambool City Council nominated the following newspapers for the public notices:

› Warrnambool Weekly

› The Warrnambool Standard

Refer to **Appendix 2** for further information in relation to the public notices.

## VEC website

The VEC provided council specific information regarding the election on its website. The VEC website went live for the local government elections in early July 2024. Whilst some council-specific data remained static during the election, the website was regularly updated with content relevant to the election and at each key milestone such as close of roll, nominations, voting and results.

## Media liaison

An online media briefing was held on Monday 29 July 2024. The briefing was made available to view on the VEC website for media representatives unable to join the live event. The media briefing provided an overview of the planning, timeline, legislative changes and other key information for the 2024 local council elections.

Media outlets were provided with a media handbook that outlined the election timeline and key information, and provided the VEC's head office media contacts. This was made available along with other resources from the VEC's media centre webpage. The VEC's communication team supported each election manager with managing media interest locally in their council area.

The VEC's media liaison program principally featured scheduled state-wide and tailored council-specific media releases aimed at highlighting key milestones during the election and capitalise on existing general news coverage.

More information on the VEC's media release schedule is available at **Appendix 3**.

The media program also involved a responsive media enquiry service, as well as the translation and distribution of 3 key media releases for multiple non-English news outlets in Victoria.

## Social media campaign

As part of its state-wide advertising campaign, the VEC used paid promotions on social media platforms including Facebook, Instagram, Snapchat, TikTok and WeChat, targeting voters through audience segmentation.

This advertising was supported by a defined timeline of organic social media posts on the VEC's channels, designed to cover each of the key messages of the communication campaign to further extend the reach to the community and promote conversation about the democratic process.

## VoterAlert advisories

State-enrolled voters can sign up to VoterAlert, our free SMS and email service, to receive reminder messages about elections that affect them. They can subscribe to messages via SMS, email, or both.

During the general election, we used VoterAlert to send direct messages on:

**Wednesday 17 to Wednesday 31 July 2024** – 15,206 voters were contacted by VoterAlert messages sent by SMS and/or email reminding voters to enrol or update their details by the close of roll.

**Wednesday 25 September to Tuesday 1 October 2024** – 6,714 voters were contacted by VoterAlert messages sent by SMS and/or email advising voters in wards where an election was uncontested that they are not required to vote.

**Monday 7 October to Monday 14 October 2024** – 8,527 voters were contacted by VoterAlert messages sent by SMS and/or email advising that we had commenced posting ballot packs.

**Tuesday 22 October to Wednesday 23 October 2024** – 5,587 voters were contacted by VoterAlert messages sent by SMS and/or email reminding voters that it was the last week to post their ballot material back to us.

More information on VoterAlert is available at **Appendix 4**.

## Voter engagement

The VEC delivered an extensive voter engagement program throughout Victoria, specific to local demographics.

**Appendix 5** contains the full list of initiatives for the 2024 local government elections.

## Democracy ambassadors

The VEC delivered education sessions conducted by our Democracy Ambassadors to a range of councils. The sessions focused on enrolment and voting for the election. These sessions were offered to councils in priority areas and delivered at no cost to council. Where resourcing allowed, requests for sessions that were not in the priority area were also fulfilled.

The VEC did not deliver any sessions for the Warrnambool City Council election.

## Blind and low-vision services

Braille and large print ballot material was available to blind and low-vision voters who registered for these products by 5 pm on Tuesday 17 September 2024.

The VEC received and processed no requests for braille ballot material and one request for large print ballot material for Warrnambool City Council.

## Interpreting services

The VEC engaged the Victorian Interpreting and Language Services' Language Loop to provide a telephone interpreting service for telephone enquiries from voters who had a first language other than English. The VEC advertised direct lines for 20 languages other than English and a general line for all other languages.

## Public enquiry service

A centralised contact centre was established to respond to telephone public enquiries. This ensured consistency in messaging, early identification of themes and trends along with the opportunity to enable election offices to focus on election administration. The call centre was also responsible for emails received during the local government elections. Any calls regarding CEO list applications were referred to the relevant councils. Outside the call centre hours of operation, a recorded service was available that provided information on enrolment and voting.

Election offices fielded phone queries from local candidates on issues directly related to their candidacy (as separate to general queries about running as a candidate).

A total of 169 telephone calls were recorded for Warrnambool City Council during the 2024 local government elections. An overall total of 11,758 email queries were received for all councils.

# 7. Election manager

The VEC maintains a pool of trained senior election officials from across Victoria to fill election management roles for State and local government elections. Election-specific training is provided to senior election officials before they are appointed for each election.

The size of election management teams depends on the size of the council. Under the LG Act, an election manager is appointed to conduct each council's election and is supported by one or more assistant election managers.

In accordance with regulation 21(1) of the LG Regulations, the VEC appointed Ian Sadler as the election manager for the 2024 Warrnambool City Council general election.

The appointed assistant election manager was Brian Facey.

# 8. Election office

The election manager was responsible for establishing and managing the election office at Warrnambool Civic Centre, 25 Liebig Street, Warrnambool. The premises were provided by the Council.

# 9. Candidates

Nominations opened at 9 am on Monday 9 September and closed at 12 noon on Tuesday 17 September 2024. Candidates were required to lodge their nomination forms in person at the election office. The nomination fee was $250.

## Candidate information

The VEC developed resources to support prospective candidates with the nomination process, including a candidate handbook. From mid-July, candidates could access information about nominating as a candidate for the election. The online Candidate Helper, accessible via the VEC website, went live on Tuesday 20 August 2024. Candidate Helper enabled candidates to complete most of their nomination forms and other forms online before lodging them in person with the election manager.

For the Warrnambool City Council 2024 elections, the VEC's candidate information session was delivered in person by the election manager. Additionally, a candidate information video was available on the VEC website from Tuesday 20 August 2024.

## Nominations

At the close of nominations, 13 candidates had successfully nominated for the elections, which includes any candidates who retired after the close of nominations. Candidates who withdrew before the close of nominations are not included.

The following is a breakdown of candidate nominations per ward:

- Botanic Ward - one nomination
- Central Ward - 2 nominations
- Hopkins River Ward - 2 nominations
- Pertobe Ward - 4 nominations
- Platypus Park Ward - 2 nominations
- Russells Creek Ward - one nomination
- Wollaston Ward - one nomination

Ballot draws to determine the order of the names on the ballot paper were held at the election office following the close of nominations using the VEC's computerised ballot draw application.

See **Appendix 6** for the list of candidates in ballot draw order.

## Candidate statements and photos

In accordance with regulation 39 of the LG Regulations, candidates were able to submit a 200-word statement and a recent photograph for inclusion in the ballot packs sent to voters. The deadline for these items was 12 noon on Tuesday 17 September 2024.

See **Appendix 6.1** for a breakdown of submitted statements and photos and **6.2** for sample ballot material.

## Candidate questionnaires

In accordance with regulation 43 of the LG Regulations, candidates could also submit answers to a set of prescribed questions. The election manager accepted questionnaires from 13 of the 13 candidates at the election.

Voters could read the completed questionnaires on the VEC website or access them by contacting the election office.

## Uncontested elections

As Botantic Ward, Russells Creek Ward and Wollaston Ward were uncontested, uncontested election leaflets were mailed out to voters in those wards. The VEC mailed out all uncontested ward leaflets between Monday 7 and Thursday 10 October 2024.

See **Appendix 6.3** for the sample version of the uncontested leaflet product and **Appendix 7.1** for a breakdown of the leaflets mailed out on each day during the general mail out.

## Retirement of a candidate

In accordance with the LG Regulations, at any time after the close of nominations and before election day, a candidate may retire, or be retired by the VEC. A candidate can only retire if it will result in an uncontested election or if they are not qualified to be a Councillor. If the VEC believes a candidate was not entitled to nominate, it must formally query the candidate's qualification and invite written reasons why they are entitled. If the VEC remains satisfied that the candidate is not entitled, it must retire the candidate from the election.

When a candidate is retired from an election, the VEC is required to take all practicable steps to remove the retired candidate's name from ballot papers. If it is not practicable to do so, during the counting of votes the retired candidate's votes are passed on to other candidates according to voters' preferences.

There were no candidate retirements at the Warrnambool City Council elections.

# 10. Voting

## Ballot pack preparation and redirection

Artwork for ballot papers and candidate statements is generated using the VEC's automation tool. This tool selects from a range of pre-defined artwork templates and populates them with the relevant candidate information directly from the VEC's election management system database.

Following an extensive quality assurance process, print-ready artwork files were securely transmitted directly to the VEC's contracted ballot material printer ready for production. The VEC's contracted mail house directly printed the voters' addresses (mailing and entitlement address) and barcodes on the ballot paper envelopes in preparation for assembly and delivery of ballot packs. The VEC utilised multiple third party providers to assemble the ballot packs prior to the mail house lodging with Australia Post. The mail house allocated a secure area within its operations that was used solely for the printing, insertion, and dispatch of ballot material. This ensured the highest standards of security were met.

Electors could apply to have their ballot material redirected to an address other than their entitlement address. Voters had until the certification day for the voters' roll (also the day that nominations open) to apply for their ballot material to be redirected. The VEC arranged for ballot material to be delivered to any voter applying for redirection to the address specified in their request. For the 2024 local government elections, voters had until Monday 9 September 2024 to submit redirection requests.

The election manager received 32 requests for redirection of ballot packs for the election.

## Early votes

Voters could request an early postal ballot envelope (early vote) before the general mail out of ballot packs. The election manager processed requests and issued early votes where the request was assessed as reasonable. Requests for early votes could be processed from Wednesday 18 September 2024, the day after nominations closed, until the start of the general mail out of ballot packs on Monday 7 October 2024.

Due to the timing of early votes, some early voters may not have had access to the candidate statements, photographs or questionnaires.

The election manager issued a total of 35 early votes for the election.

## Mail-out of ballot packs

The VEC mailed 15,595 ballot packs between Monday 7 and Thursday 10 October 2024.

See **Appendix 7** for a breakdown of the packs sent on each day of the general mail out. The VEC did not mail ballot packs to voters who passed away between the close of roll and generation of the mail-out file.

This included 22 ballot packs for contested elections which were redirected to alternative addresses for voters who applied for a redirection by Monday 9 September 2024.

In accordance with regulation 49(3) of the LG Regulations, no more than 35% of ballot packs were mailed or delivered to voters on any one day during the mail-out period. All ballot packs were lodged with Australia Post under the priority paid delivery timetable.

The VEC liaised closely with Australia Post during the mail-out period to confirm that ballot packs had been delivered to voters. Australia Post confirmed all ballot packs had been delivered by Tuesday 15 October 2024.

During the voting period, 261 ballot packs were returned to the election office by Australia Post as return-to-sender mail. In most cases, this was likely due to the addressee no longer residing at the address.

## Unenrolled votes

The election manager issued unenrolled votes to people whose names could not be found on the voters' roll but said they were entitled to vote at the election. The unenrolled ballot pack included a declaration for the voter to sign. The election manager assessed the declaration and decided to admit or disallow the vote.

The election manager issued one unenrolled vote and following relevant checks, none were admitted to the count.

## Replacement ballot packs

Following the general mail out of ballot packs, a voter who claimed that their ballot pack had not been received, or had been lost, spoilt, or destroyed, could apply for a replacement vote by completing an online application form or contacting the public enquiry service.

A centralised team processed applications and mailed replacement ballot packs to the postal address provided. Voters also had the option to attend the election office in the council for which they hold entitlement, to have a replacement vote issued over the counter.

488 replacement ballot packs across all wards during the voting period were issued. Please refer to **Schedule 1** for further information on replacement ballot packs issued.

# 11. Return of ballot paper envelopes

VEC provided voters with a priority reply paid envelope to return their completed ballot paper and ballot paper envelope. The return mail was delivered to the election office from local postal facilities or mail distribution centres. Voters could also put their ballot papers and envelope in a ballot box at the election office.

As ballot paper envelopes were returned, they were progressively checked by the election manager to ensure they had been signed by the voter. Additionally, processes were in place to ensure that only one returned ballot paper from any one voter could proceed to the extraction and count.

The election manager received a total of 9,707 returned ballot paper envelopes across all wards by the close of voting at 6 pm on Friday 25 October 2024.

In accordance with regulation 57(3) of the LG Regulations, the election manager could accept returned ballot paper envelopes until 12 noon on the Friday following the close of voting, if they thought the voter had signed the envelope before voting closed.

The election manager accepted 2,713 ballot paper envelopes across all wards during the extended postal vote receipt period.

The total returned ballot paper envelopes for Warrnambool City Council was 12,420.

The election manager set aside 291 returned ballot paper envelopes that were not admitted to the extraction and counting process due to the voter not having signed the declaration envelope or, in the case of unenrolled declaration votes, an entitlement was not found for the person, or the declaration envelope was not returned with the vote.

Refer to **Schedule 1** for the total certified record of ballot papers and declaration envelopes across all wards for Warrnambool City Council.

# 12. Results

## Extraction

The extraction process involved separating the declaration flaps containing voters' details from each admitted ballot paper envelope, and then extracting the ballot papers from the envelopes. This 2-stage process maintains anonymity and ensures the VEC can track the number of envelopes for ongoing reconciliation.

A total of 12,129 ballot paper envelopes were admitted to the extraction process.

Ballot papers were extracted at the election office from Tuesday 29 October 2024. The extraction of all admitted ballot paper envelopes was completed on Thursday 7 November 2024, following the close of the extended postal vote receipt period.

If the VEC found any returned ballot paper envelopes that did not contain a ballot paper, contained more than one ballot paper, or did not contain the correct ballot paper, these were required to be rejected and not counted. There were 72 returned ballot paper envelopes rejected during the extraction activity.

Following the extraction of ballot papers from the ballot paper envelopes, a total of 12,057 ballot papers proceeded to the count.

## Manual count

After extraction, the VEC counted ballot papers for 4 contested wards manually at the election office using the preferential method of counting.

Ballot papers for Central Ward, Hopkins River Ward, Pertobe Ward and Platypus Park Ward were counted manually using the preferential method.

The ballot papers were sorted to first preference votes for each candidate and to informal votes. At this point, the VEC counted the ballot paper votes sorted to first preferences.

If a candidate had not achieved an absolute majority of votes (>50%) on first preference votes, the VEC conducted a preference distribution. Preference distributions were required for Pertobe Ward.

The VEC published provisional results on its website as they became available. Results were updated as finalised once declarations had taken place.

For a breakdown of first preference results by ward, refer to **Appendix 8**.

## Recounts

At any time before a candidate is declared elected, the election manager or a candidate may initiate a recount. Election managers initiate recounts if margins in a preference distribution are close or critical. Candidates must ask for a recount in writing, with the reasons for their request. The election manager and head office staff assess candidate recount requests and either accept or deny them.

The election manager did not receive any requests for a recount following the count.

## Scrutineers

Scrutineers help deliver fair and transparent elections by observing election activities. They contribute to electoral integrity and help build public trust. Scrutineers can observe all activities involved in ballot paper and envelope processing.

Candidates are not permitted in election venues during extraction and counting activities and instead appoint scrutineers. Each candidate could appoint one scrutineer per election official involved in an activity. To appoint scrutineers, candidates completed a hardcopy 'Appointment and declaration of scrutineer form', which the candidate signed and submitted to the election manager. All scrutineers then had to sign the form's formal declaration in front of an election official. The declaration meant the scrutineers committed to eligibility and legal requirements and the VEC's conditions of entry.

A *Scrutineer handbook* was made available to all candidates and scrutineers with information on the role and responsibility of scrutineers during election activities. It included overviews of the activities so that scrutineers could understand what to expect during election activities they may attend. When scrutineers attended election venues they were briefed on their responsibilities and the processes they would witness. Scrutineers were instructed when and how they could challenge activities when ballot paper formality was being decided and votes were being counted. Scrutineers were allowed to notify election managers if they disagreed with the decision made by an election official on ballot paper formality or whether votes were counted for the selected candidate. Election managers reviewed the challenge and made a final decision on the ballot paper.

## Declaration of results

In the Service Plan, the VEC committed to complete all results declarations by Friday 15 November 2024.

The results of the 2024 Warrnambool City Council general election were declared at 4 pm on Friday 8 November 2024 at Council Offices, Reception Room, 25 Liebig Street, Warrnambool for all wards.

The VEC website was updated following the declaration to reflect the elected candidates.

# 13. Election statistics

## Participation

Participation is measured by the number of voters marked off the roll as a percentage of the total enrolment and can vary from turnout. The overall participation rate in the Warrnambool City Council election was 78.83%, which is lower than the state average of 83.79% (excluding Melbourne City Council) and lower than the 87.97% rate at the 2020 Warrnambool City Council general election.

Analysis of voter participation for the different enrolment categories shows that participation is lower for voters who are enrolled on the EC's list (78.67%) compared to voters enrolled on the CEO's list (92.82%).

Refer to **Appendix 9** for further information on participation, including a breakdown by enrolment category.

## Turnout

Voter turnout is measured by the number of formal and informal ballot papers counted in the election as a percentage of voters on the voters' roll for the election.

The overall voter turnout for the 2024 Warrnambool City Council general election was 77.32%. This is compared to the state average turnout of 81.46% (excluding Melbourne City Council). The voter turnout at the 2020 general election for the council was 86.05%.

## Informality

The overall informal voting rate recorded at the 2024 Warrnambool City Council general election was 4.23%, compared with the State average of 3.47%. An informality rate of 8.79% was recorded at the Warrnambool City Council general election held in October 2020.

# 14. Complaints

## Type of complaints

At local government elections, complaints generally fall into 2 broad categories:

1. Election Administration

Complaints about the conduct of the election and services to voters.

2. Election participation and conduct

Complaints about candidates and other participants in the election, at times alleging a breach of the LG Act or local laws.

Most complaints at the 2024 local government elections related to the second category, and often alleged inappropriate or illegal action by a person or group associated with the election.

## Complaints process

The VEC have a streamlined complaints process during elections, developed with local councils and enforcement agencies. Complaints must be lodged in writing, then processed at head office. For the 2024 local government elections, customers could provide feedback and complaints online.

Complaints alleging a breach of the LG Act are forwarded to the Local Government Inspectorate. Complaints relating to local laws are referred to council. Complaints about the VEC's services, or the behaviour or actions of VEC staff and election officials, are the responsibility of the VEC.

The VEC is committed to responding to each complaint within 5 working days.

## Complaints received

The VEC received 3 written complaints relating to the election for Warrnambool City Council.

Please see **Appendix 10** for a description of complaints received by the VEC.

# 15. Post-election activities

### Storage of election material

The VEC will keep all records from the election safely and secretly in accordance with regulation 79 of the LG Regulations.

### Refund of nomination fees

Nomination fees were refunded to eligible candidates on Tuesday 17 December 2024. Eligible candidates include those elected or who received at least 4% of the first preference vote. Any forfeited nomination fees were remitted to the council on Tuesday 17 December 2024.

### Courts and tribunals

The Victorian Civil and Administrative Tribunal (VCAT) is responsible for hearing disputes on the validity of an election under section 311 of the LG Act.

Applications for a review of the declaration of the results of an election must be lodged within 14 days of the declaration and can be made by a candidate in the election, 10 persons who were entitled to vote at the election, or the VEC.

There were no applications to VCAT disputing the result of the Warrnambool City Council general election.

# 16. Non-voter follow up

In accordance with section 267 of the LG Act, the VEC has commenced its compulsory voting enforcement program. Any person who was required to vote at the election and failed to vote will be issued with an 'Apparent failure to vote' notice in February/March. Apparent non-voters have 28 days to respond.

People who do not respond to the notice, or do not provide a satisfactory response, may be issued with an infringement notice in April/May that will incur a penalty. Further follow-up with a penalty reminder notice in July may also occur – this stage includes the original penalty and a penalty reminder notice fee. Penalties collected on behalf of council will be reimbursed at the end of the infringement and reminder notice stages.

Additionally, during the infringement and penalty reminder notice stages, non-voters may ask for their matter to proceed directly to the Magistrates' Court.

These requests will be actioned at the conclusion of the infringement and penalty reminder notice stages. The VEC will lodge the file of any remaining non-voters with Fines Victoria at the end of the penalty reminder notice stage.

# 17. Evaluating VEC services

The VEC is committed to providing high quality election services to its local government clients. Through a formal feedback and debriefing program, the VEC can gauge its performance and seek advice for future local government election projects.

## Feedback from councils

The VEC invited feedback from councils on its services in December 2024 and acknowledges the receipt of feedback provided by Warrnambool City Council. Additional feedback can be provided to the LG2024 Program Manager by emailing LGProgram2024@vec.vic.gov.au

## Internal debriefing program

After every electoral event, the VEC conducts an internal debriefing program that includes input from all areas of its workforce. Internal debriefing following the local government elections began in December 2024. The VEC will publish a consolidated report on its performance and key statistics from the elections. This will be tabled in Parliament and available on the VEC website.

# Appendices

## Schedule 1: Record of ballot papers and declaration envelopes

| **Central Ward election** | |
|---|---|
| **Ballot papers printed** | |
| Victorian Electoral Commission | 5,000 |
| Election manager | 15 |
| **Total** | **5,015** |
| **Ballot papers issued** | |
| General mail out | 3,981 |
| Early and replacement votes | 147 |
| Unenrolled declaration votes | 1 |
| Spoilt | 0 |
| Sub total | 4,129 |
| Unused | 886 |
| **Total** | **5,015** |
| **Declarations returned** | |
| General mail out admitted to the extraction | 2,981 |
| Early and replacement votes admitted to the extraction | 102 |
| Unenrolled declaration votes admitted to the extraction | 0 |
| Returned declarations unable to be admitted to the extraction | 65 |
| Declarations returned to sender | 70 |
| Sub total | 3,218 |
| Declarations not returned | 911 |
| **Total** | **4,129** |

| **Hopkins River Ward election** | |
|---|---|
| **Ballot papers printed** | |
| Victorian Electoral Commission | 5,000 |
| Election manager | 15 |
| **Total** | **5,015** |
| **Ballot papers issued** | |
| General mail out | 3,871 |
| Early and replacement votes | 132 |
| Unenrolled declaration votes | 0 |
| Spoilt | 0 |
| Sub total | 4,003 |
| Unused | 1,012 |
| **Total** | **5,015** |
| **Declarations returned** | |
| General mail out admitted to the extraction | 2,889 |
| Early and replacement votes admitted to the extraction | 102 |
| Unenrolled declaration votes admitted to the extraction | 0 |
| Returned declarations unable to be admitted to the extraction | 85 |
| Declarations returned to sender | 77 |
| Sub total | 3,153 |
| Declarations not returned | 850 |
| **Total** | **4,003** |

| **Pertobe Ward election** | |
|---|---|
| **Ballot papers printed** | |
| Victorian Electoral Commission | 5,000 |
| Election manager | 15 |
| **Total** | **5,015** |
| **Ballot papers issued** | |
| General mail out | 3,644 |
| Early and replacement votes | 132 |
| Unenrolled declaration votes | 0 |
| Spoilt | 0 |
| Sub total | 3,776 |
| Unused | 1,239 |
| **Total** | **5,015** |
| **Declarations returned** | |
| General mail out admitted to the extraction | 2,773 |
| Early and replacement votes admitted to the extraction | 105 |
| Unenrolled declaration votes admitted to the extraction | 0 |
| Returned declarations unable to be admitted to the extraction | 67 |
| Declarations returned to sender | 61 |
| Sub total | 3,006 |
| Declarations not returned | 770 |
| **Total** | **3,776** |

| **Platypus Park Ward election** | |
|---|---|
| **Ballot papers printed** | |
| Victorian Electoral Commission | 6,000 |
| Election manager | 15 |
| **Total** | **6,015** |
| **Ballot papers issued** | |
| General mail out | 4,099 |
| Early and replacement votes | 112 |
| Unenrolled declaration votes | 0 |
| Spoilt | 0 |
| Sub total | 4,211 |
| Unused | 1,804 |
| **Total** | **6,015** |
| **Declarations returned** | |
| General mail out admitted to the extraction | 3,094 |
| Early and replacement votes admitted to the extraction | 83 |
| Unenrolled declaration votes admitted to the extraction | 0 |
| Returned declarations unable to be admitted to the extraction | 74 |
| Declarations returned to sender | 53 |
| Sub total | 3,304 |
| Declarations not returned | 907 |
| **Total** | **4,211** |

# Schedule 2: Certification statement

In accordance with Regulation 77, I certify that Schedule 1 of this report on the conduct of the 2024 Warrnambool City Council local government election is a true and correct account of the number of ballot papers issued, returned and not used in this election and declarations not returned.

**Sven Bluemmel**
Electoral Commissioner

# Appendix 1: Breakdown of the voters' roll

| Warrnambool City Council election | Voters enrolled through an entitlement under section 241 of the LG Act | Voters enrolled through entitlements under sections 242–245 of the LG Act | Total voters enrolled |
|---|---|---|---|
| Warrnambool City Council | 26,782 | 287 | 27,069 |
| Botantic Ward | 3,833 | 55 | 3,888 |
| Central Ward | 3,896 | 85 | 3,981 |
| Hopkins River Ward | 3,844 | 27 | 3,871 |
| Pertobe Ward | 3,596 | 48 | 3,644 |
| Platypus Park Ward | 4,076 | 23 | 4,099 |
| Russells Creek Ward | 3,801 | 29 | 3,830 |
| Wollaston Ward | 3,736 | 20 | 3,756 |

# Appendix 2: Public notices

## Schedule of public notices

| **Close of roll notice** | |
|---|---|
| VEC website/public notices | 24 July 2024 |
| The Warrnambool Standard | 26 July 2024 |
| Warrnambool Weekly | 26 July 2024 |

| **Notice of election** | |
|---|---|
| VEC website/public notices | 12 August 2024 |
| The Warrnambool Standard | 15 August 2024 |
| Warrnambool Weekly | 16 August 2024 |

| **Voting details notice** | |
|---|---|
| VEC website/public notices | 20 September 2024 |
| The Warrnambool Standard | 30 September 2024 |
| Warrnambool Weekly | 4 October 2024 |

| **Reminder notice** | |
|---|---|
| The Warrnambool Standard | 14 October 2024 |
| Warrnambool Weekly | 18 October 2024 |

| **Notice of result** | |
|---|---|
| VEC website/public notices | 8 November 2024 |

| Notice of result | |
|---|---|
| The Warrnambool Standard | 22 November 2024 |
| Warrnambool Weekly | 22 November 2024 |

# Appendix 2.1: Sample public notices

## Close of roll

### Sample Council postal election

*My council, my vote*

**Sample Council logo**

**You must be enrolled to vote**

A general election for Sample Council will be held in October 2024. To be able to vote in the election, you must be enrolled by the close of roll at **4 pm** on **Wednesday 7 August 2024**. Two categories of voters can be enrolled to vote in the Sample Council election: State-enrolled voters and Council-enrolled voters.

**State-enrolled voters**

**Am I enrolled to vote?**

You are automatically enrolled for this election if:

- you will be 18 years of age or over on Saturday 26 October 2024 and
- you live in the Sample Council and you are on the State electoral roll for your current address.

**You need to enrol if:**

- you are an Australian citizen aged 18 or over on Saturday 26 October 2024 and
- you live in the Sample Council and you are not on the State electoral roll or
- you have lived at your current residential address within the Sample Council for at least a month and have not yet updated your enrolment details, including any changes to your postal address.

**How do I enrol?**

You can enrol online at **vec.vic.gov.au**

**You can also download an enrolment form from the website.**

All enrolment applications must be received by the Victorian Electoral Commission by the close of roll at **4 pm** on **Wednesday 7 August 2024.**

**How can I check my State enrolment?**

You can check your enrolment details online at **vec.vic.gov.au** at any time, or call 131 832.

**Council-enrolled voters**

**Am I enrolled to vote?**

To be a Council-enrolled voter, you must be:

- 18 years of age or over on Saturday 26 October 2024 and
- not a State-enrolled voter within the Sample Council.

New rules mean you are no longer automatically enrolled if you are a non-resident property owner (e.g. a landlord or a business owner that pays rates). If you are a non-resident property owner within the Sample Council, you need to apply to enrol if you wish to vote in the Sample Council election.

**Who else can enrol & vote?**

You may also apply to enrol if:

- you have purchased a rateable property within the Sample Council location since the last election but you are not a resident of the Sample Council, or
- you are not an Australian citizen and you live in, and pay rates for, a property within the Sample Council location, or
- you pay rates on a property you occupy within the Sample Council and have no other voting entitlement within the Sample Council, for example you are a shop tenant and pay rates to the Council for your tenancy, and you have no other voting entitlement within the Sample Council, or
- you are a director or company secretary of a corporation within the Sample Council that pays rates to Sample Council and you have no other voting entitlement within the Sample Council.

**How do I apply to be a Council-enrolled voter?**

If you meet any of the above criteria and wish to enrol, contact Sample Council on 0000 0000 for a council enrolment form. Council enrolment forms must be received by the Council by the close of roll at **4 pm** on **Wednesday 7 August 2024**.

**How can I check if I am Council-enrolled?**

You can check your enrolment details by contacting the Council on 0000 0000.

**Thinking about standing for election?**

To nominate as a candidate for Sample Council, you must:

- be an Australian citizen and enrolled on the voters' roll for Sample Council and
- be eligible to become a councillor and
- have completed the mandatory candidate training provided by Local Government Victoria before lodging your nomination with the Election Manager.

For further information, visit **vec.vic.gov.au**

Enrolment closes

**4 pm Wednesday 7 August 2024**

State-enrolled voters can register for free VoterAlert SMS and email reminders at **vec.vic.gov.au**

**vec.vic.gov.au | 131 832**

@electionsvic

**For enquiries in languages other than English:**

• عربي (Arabic) 9209 0100 • ܣܘܪܝܝܐ (Assyrian) 9209 0160 • **ဗမာစာ** (Burmese) 9209 0161 • **普通中文** (Mandarin) 9209 0106 • **廣東話** (Cantonese) 9209 0101 • **Hrvatski** (Croatian) 9209 0102 • دری (Dari) 9209 0193 • **Thuɔŋjäŋ** (Dinka) 9209 01119 • **Ελληνικά** (Greek) 9209 0103 • آذری (Hazaragi) 9209 0162 • **Italiano** (Italian) 9209 0104 • **ខេមរៈ** (Khmer) 9209 0192 • **한국어** (Korean) 9209 0194 • **македонски** (Macedonian) 9209 0105 • **नेपाली** (Nepali) 9209 0163 • فارسی (Persian) 9209 0195 • **ภาษาไทย** (Thai) 9209 0164 • **Türkçe** (Turkish) 9209 0110 • اردو (Urdu) 9209 0165 • **Tiếng Việt** (Vietnamese) 9209 0111 • All other non-English languages 9209 0112

Authorised by S. Bluemmel, Electoral Commissioner, 530 Collins Street, Melbourne, Victoria.

Victorian Electoral Commission

## Notice of election

### Sample Council postal election

*My council, my vote*

**Sample Council logo**

**Vote by post this October**

Ballot packs will be mailed to voters enrolled in the Sample Council general election from Monday 7 October. Complete and return your ballot material ASAP. Ballot material must be in the mail or delivered to the election manager by **6 pm on Friday 25 October**.

**If you will be away**

If you will be away when ballot packs are mailed, or your address has changed since Wednesday 7 August, you can request for your ballot pack to be redirected by completing the online redirection form at **vec.vic.gov.au/redirections**, or call 131 832.

Requests for redirection must be received by 5 pm on Monday 9 September.

**Large print and braille ballot papers**

Large print or braille ballot papers are available for voters who are blind or have low vision – please register by 5 pm Tuesday 10 September. To register, call 03 8620 1314 during business hours.

**Early votes**

If you will be away during the voting period (7–25 October), you can go to your local election office to vote in person, from 10 am on Wednesday 18 September.

The Sample Council election office is at:

Sample election office address

**How to nominate as a candidate**

To nominate as a candidate, you must:

- be an Australian citizen and enrolled on the voters roll for Sample Council AND
- be eligible to become a councillor should you be elected AND
- have completed the mandatory candidate training before lodging your nomination with the election manager.

To nominate, complete the nomination form and lodge it with the election manager together with the $250 nomination fee. Nomination forms can be lodged by appointment during business hours from Monday 9 September until 12 noon on Tuesday 17 September at the election office.

Visit **vec.vic.gov.au** for more information and to pre-complete your nomination form using the online Candidate Helper. The online Candidate Helper will be available from Tuesday 20 August.

If you use the online Candidate Helper, print your pre-completed form and make an appointment to lodge it with the election manager along with the nomination fee.

Call the election manager from Monday 9 September on 131 832 to make a nomination appointment.

**Nominations close** 12 noon Tuesday 17 September.

**Candidate information session**

Sample time sample date at sample venue name, sample address

Candidate information kits containing nomination forms and other electoral information will be available online and from the election manager.

State-enrolled voters can register for free VoterAlert SMS and email reminders at **vec.vic.gov.au**

For enquiries in languages other than English:
عربي (Arabic) 9209 0100 • ܣܘܪܝܝܐ (Assyrian) 9209 0160 • **ဗမာစာ** (Burmese) 9209 0161 • **普通中文** (Mandarin) 9209 0106 • **廣東話** (Cantonese) 9209 0101 • **Hrvatski** (Croatian) 9209 0102 • دری (Dari) 9209 0193 • **Thuɔŋjäŋ** (Dinka) 9209 01119 • **Ελληνικά** (Greek) 9209 0103 • آذری (Hazaragi) 9209 0162 • **Italiano** (Italian) 9209 0104 • **ខេមរៈ** (Khmer) 9209 0192 • **한국어** (Korean) 9209 0194 • **македонски** (Macedonian) 9209 0105 • **नेपाली** (Nepali) 9209 0163 • فارسی (Persian) 9209 0195 • **ภาษาไทย** (Thai) 9209 0164 • **Türkçe** (Turkish) 9209 0110 • اردو (Urdu) 9209 0165 • **Tiếng Việt** (Vietnamese) 9209 0111 • All other non-English languages 9209 0112

**vec.vic.gov.au** | **131 832** @electionsvic Authorised by S. Bluemmel, Electoral Commissioner, 530 Collins Street, Melbourne, Victoria.

Victorian Electoral Commission

## Voting details notice

# Sample Council postal election

*My council, my vote*

**Sample Council logo**

An election will be held for Sample Council.

**Check the mail for your ballot pack**

Ballot packs containing voting material will be mailed to enrolled voters from **Monday 7 October.**

This is a postal election only.

If you do not receive your ballot pack by **Tuesday 15 October** please visit **vec.vic.gov.au** to complete the online replacement form, or call **131 832** to arrange a replacement.

**Candidates**

Candidates who have nominated for election are listed in the ballot packs and at **vec.vic.gov.au**

A photo and candidate statement will also be included if provided by candidates. Responses to a candidate questionnaire, if provided, are available at **vec.vic.gov.au**

**How to vote correctly**

You must complete your ballot paper correctly for your vote to count. Put the number **1** in the box next to the candidate you want to see elected, then number all the other boxes in order of your choice. You must number **every box** and only use each number once.

**How to return your ballot pack**

Put your completed ballot paper in the ballot paper envelope, complete the declaration, then post it ASAP using the reply-paid envelope provided, or hand deliver it during election office hours to:

Sample election office address

**Voting is compulsory**

Voting is compulsory for all voters who were enrolled at 4 pm on Wednesday 7 August. This includes state-enrolled and council-enrolled voters.

If you don't vote and don't have a valid excuse, you may be fined.

Your completed ballot pack must be in the mail or hand delivered by **6 pm Friday 25 October.**

State-enrolled voters can register for free VoterAlert SMS and email reminders at **vec.vic.gov.au**

**vec.vic.gov.au | 131 832**

For enquiries in languages other than English:

* عربي (Arabic) 9209 0100 * ܐܬܘܪܝܐ (Assyrian) 9209 0160 * ܕܝܘܕܝܢ (Burmese) 9209 0161 * 简体中文 (Mandarin) 9209 0106 * 廣東話 (Cantonese) 9209 0101
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@electionsvic

Victorian Electoral Commission

## Reminder notice

# Sample Council postal election

*My council, my vote*

**Sample Council logo**

An election is being held for Sample Council.

**Check the mail for your ballot pack**

Ballot packs containing voting material were mailed to enrolled voters from **Monday 7 October.**

This is a postal election only.

If you do not receive your ballot pack by **Tuesday 15 October** please visit vec.vic.gov.au to complete the online replacement form, or call **131 832** to arrange a replacement.

**Candidates**

Candidates who have nominated for election are listed in the ballot packs and at **vec.vic.gov.au**

**How to vote correctly**

You must complete your ballot paper correctly for your vote to count. Put the number **1** in the box next to the candidate you want to see elected, then number all the other boxes in order of your choice. You must number **every box** and only use each number once.

**How to return your ballot pack**

Put your completed ballot paper in the ballot paper envelope, complete the declaration, then post it ASAP using the reply-paid envelope provided, or hand deliver it during election office hours to:

Sample election office address

**Voting is compulsory**

Voting is compulsory for all voters who were enrolled at 4 pm on Wednesday 7 August. This includes state-enrolled and council-enrolled voters.

If you don't vote and don't have a valid excuse, you may be fined.

Your completed ballot pack must be in the mail or hand delivered by **6 pm Friday 25 October.**

State-enrolled voters can register for free VoterAlert SMS and email reminders at **vec.vic.gov.au**

**vec.vic.gov.au | 131 832**

For enquiries in languages other than English:

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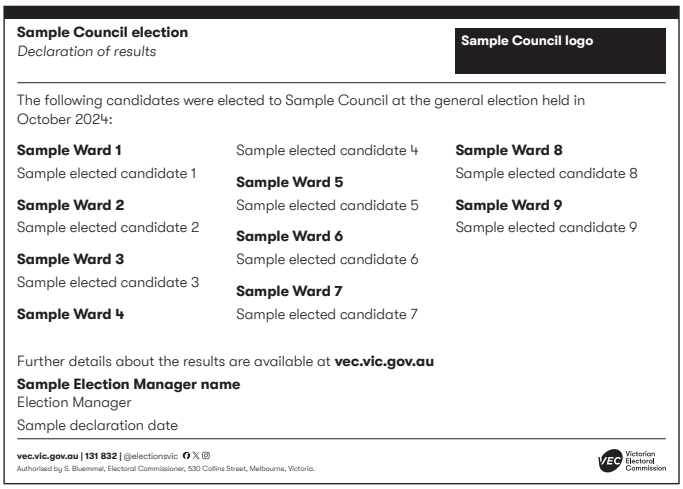
Authorised by S. Bluemmel, Electoral Commissioner, 530 Collins Street, Melbourne, Victoria.

@electionsvic

Victorian Electoral Commission

## Declaration of results



**Sample Council election**
*Declaration of results*

**Sample Council logo**

The following candidates were elected to Sample Council at the general election held in October 2024:

**Sample Ward 1**
Sample elected candidate 1

**Sample Ward 2**
Sample elected candidate 2

**Sample Ward 3**
Sample elected candidate 3

**Sample Ward 4**
Sample elected candidate 4

**Sample Ward 5**
Sample elected candidate 5

**Sample Ward 6**
Sample elected candidate 6

**Sample Ward 7**
Sample elected candidate 7

**Sample Ward 8**
Sample elected candidate 8

**Sample Ward 9**
Sample elected candidate 9

Further details about the results are available at **vec.vic.gov.au**

**Sample Election Manager name**
Election Manager
Sample declaration date

**vec.vic.gov.au | 131 832 |** @electionsvic
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Victorian Electoral Commission

# Appendix 3: Schedule of media releases and advisories

| Warrnambool City Council council-specific media releases and advisories | |
|---|---|
| Enrol now for the Warrnambool City Council election | Monday 29 July 2024 |
| Call for candidates for Warrnambool City Council election | Thursday 22 August 2024 |
| Ballot packs mailed for Warrnambool City Council election | Monday 7 October 2024 |
| Voting closes soon for Warrnambool City Council election | Tuesday 15 October 2024 |
| New councillors for Warrnambool City Council | Friday 8 November 2024 |

| Statewide media releases and advisories | |
|---|---|
| Victorians urged to enrol for upcoming local council elections | Monday 22 July 2024 |
| Media advisory: 2024 local council elections briefing | Monday 22 July 2024 |
| Last chance to enrol for Victorian council elections | Friday 2 August 2024 |
| News alert: Enrolment closes tomorrow for October's council local elections | Tuesday 6 August 2024 |
| Nominations open soon for Victorian local council elections | Monday 26 August 2024 |
| Media advisory: Accessing candidate information for the 2024 Victorian local council elections | Friday 6 September 2024 |
| Nominations for the 2024 Victorian local council elections now open | Monday 9 September 2024 |
| Over 4.6 million enrolled for local council elections | Tuesday 10 September 2024 |
| Time is running out to nominate for this year's local council elections | Monday 16 September 2024 |
| Electoral Commissioner calls for transparency in the use of AI in upcoming local council elections | Tuesday 17 September 2024 |
| Media advisory: Media attendance at local council election ballot draw | Tuesday 17 September 2024 |
| Nominations are in for October local council elections | Wednesday 18 September 2024 |
| Democracy ambassadors help community voices 'Be Heard' | Thursday 19 September 2024 |
| VEC retires 16 local council election candidates | Monday 30 September 2024 |
| Voting starts next week for Victoria's local council elections | Friday 4 October 2024 |

| Statewide media releases and advisories | |
|---|---|
| Police investigate break-in at the Ballarat election office | Thursday 10 October 2024 |
| Voters urged to request a replacement ballot pack following van theft | Friday 18 October 2024 |
| Local council elections voting deadline looms | Monday 21 October 2024 |
| Voters urged to request a replacement ballot pack following theft | Thursday 24 October 2024 |
| Final day of voting | Friday 25 October 2024 |
| Media advisory: Results timelines for Victorian local council elections | Friday 25 October 2024 |
| Media advisory: Media attendance at results declarations | Wednesday 6 November 2024 |
| Suspected postal vote tampering in 2 local council elections referred for inquiry | Wednesday 13 November 2024 |
| Didn't vote in the 2024 local council elections? | Monday 17 February 2025 |
| Non-voters asked to explain why they didn't vote in the 2024 local council elections | Friday 7 March 2025 |
| Infringements sent to 2024 local council election non-voters | Scheduled for Monday 14 April 2025 |
| Act on penalty reminder notice or risk enforcement action | Scheduled for Thursday 1 July 2025 |

# Appendix 4: VoterAlert advisories

## Appendix 4.1: SMS alerts

**Close of roll – sent from Wednesday 17 July to Wednesday 31 July 2024**

VoterAlert: Vic council elections will be held by post this Oct. Make sure your details are correct before 4pm Wed 7 Aug. More info https://vec.vic.gov.au/LG24. If you'd rather not open links in this message, look up the VEC website or call 131 832 to check. Unsubscribe https://vec.vic.gov.au/voteralert

**Uncontested election – sent from Wednesday 25 September to Tuesday 1 October 2024**

VoterAlert: the election in your area is uncontested, as only one person nominated per vacancy. You do not need to vote. More info: https://vec.vic.gov.au/LG24. If you'd rather not visit links in this message, look up the VEC website or call 131 832. Unsubscribe: https://vec.vic.gov.au/voteralert

**Mail-out of ballot packs – sent from Monday 7 October to Monday 14 October 2024**

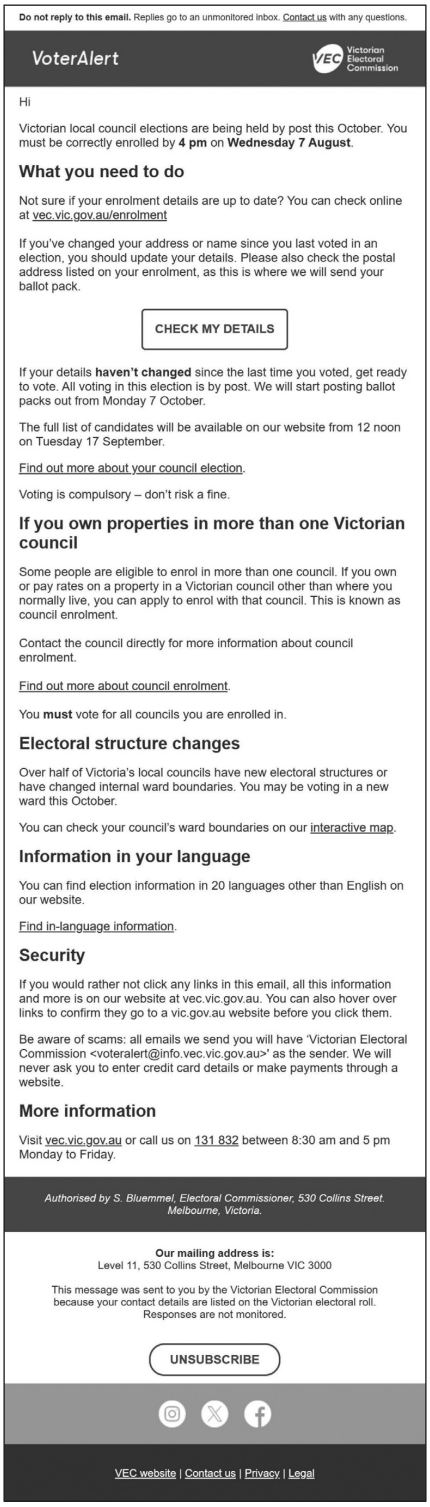
VoterAlert: ballot packs for the local council elections are on their way, arriving by 15 Oct. Complete and return before 6pm on Fri 25 Oct. For more info visit https://vec.vic.gov.au/LG24, look up the VEC website or call 131 832. Unsubscribe: https://vec.vic.gov.au/voteralert

**Reminder close of voting – sent from Tuesday 22 October to Wednesday 23 October 2024**

VoterAlert: return your council election ballot pack by 6pm Fri Oct 25. If your ballot pack hasn't arrived, find out how to get a replacement at https://vec.vic.gov.au/LG24. Ignore if you've already voted or asked for a replacement. If you'd rather not visit links in this message, look up the VEC website or call 131 832. Unsubscribe: https://vec.vic.gov.au/voteralert

## Appendix 4.2: Email alerts

### Close of roll email



**Do not reply to this email.** Replies go to an unmonitored inbox. Contact us with any questions.

VoterAlert — Victorian Electoral Commission

Hi

Victorian local council elections are being held by post this October. You must be correctly enrolled by **4 pm** on **Wednesday 7 August**.

**What you need to do**

Not sure if your enrolment details are up to date? You can check online at vec.vic.gov.au/enrolment

If you've changed your address or name since you last voted in an election, you should update your details. Please also check the postal address listed on your enrolment, as this is where we will send your ballot pack.

CHECK MY DETAILS

If your details **haven't changed** since the last time you voted, get ready to vote. All voting in this election is by post. We will start posting ballot packs out from Monday 7 October.

The full list of candidates will be available on our website from 12 noon on Tuesday 17 September.

Find out more about your council election.

Voting is compulsory – don't risk a fine.

**If you own properties in more than one Victorian council**

Some people are eligible to enrol in more than one council. If you own or pay rates on a property in a Victorian council other than where you normally live, you can apply to enrol with that council. This is known as council enrolment.

Contact the council directly for more information about council enrolment.

Find out more about council enrolment.

You **must** vote for all councils you are enrolled in.

**Electoral structure changes**

Over half of Victoria's local councils have new electoral structures or have changed internal ward boundaries. You may be voting in a new ward this October.

You can check your council's ward boundaries on our interactive map.

**Information in your language**

You can find election information in 20 languages other than English on our website.

Find in-language information.

**Security**

If you would rather not click any links in this email, all this information and more is on our website at vec.vic.gov.au. You can also hover over links to confirm they go to a vic.gov.au website before you click them.

Be aware of scams: all emails we send you will have 'Victorian Electoral Commission <voteralert@info.vec.vic.gov.au>' as the sender. We will never ask you to enter credit card details or make payments through a website.

**More information**

Visit vec.vic.gov.au or call us on 131 832 between 8:30 am and 5 pm Monday to Friday.

*Authorised by S. Bluemmel, Electoral Commissioner, 530 Collins Street. Melbourne, Victoria.*

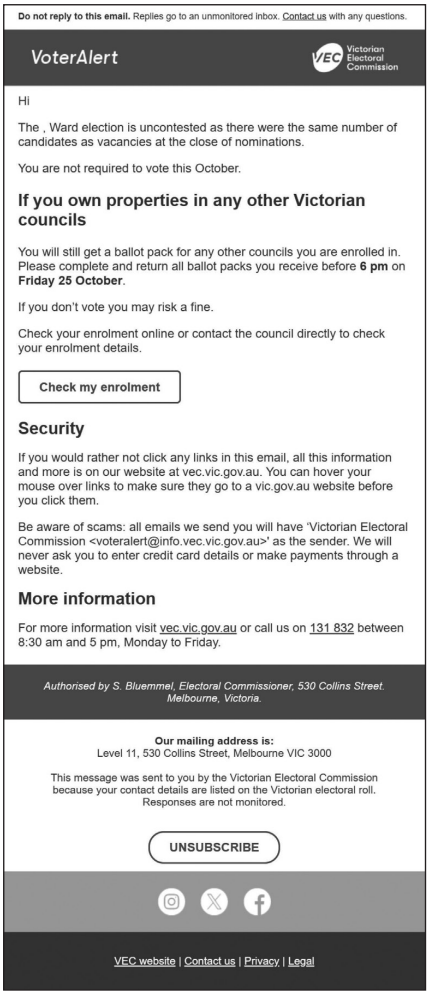
**Our mailing address is:**
Level 11, 530 Collins Street, Melbourne VIC 3000

This message was sent to you by the Victorian Electoral Commission because your contact details are listed on the Victorian electoral roll. Responses are not monitored.

UNSUBSCRIBE

VEC website | Contact us | Privacy | Legal

### Uncontested election email



**Do not reply to this email.** Replies go to an unmonitored inbox. Contact us with any questions.

VoterAlert — Victorian Electoral Commission

Hi

The , Ward election is uncontested as there were the same number of candidates as vacancies at the close of nominations.

You are not required to vote this October.

**If you own properties in any other Victorian councils**

You will still get a ballot pack for any other councils you are enrolled in. Please complete and return all ballot packs you receive before **6 pm** on **Friday 25 October**.

If you don't vote you may risk a fine.

Check your enrolment online or contact the council directly to check your enrolment details.

Check my enrolment

**Security**

If you would rather not click any links in this email, all this information and more is on our website at vec.vic.gov.au. You can hover your mouse over links to make sure they go to a vic.gov.au website before you click them.

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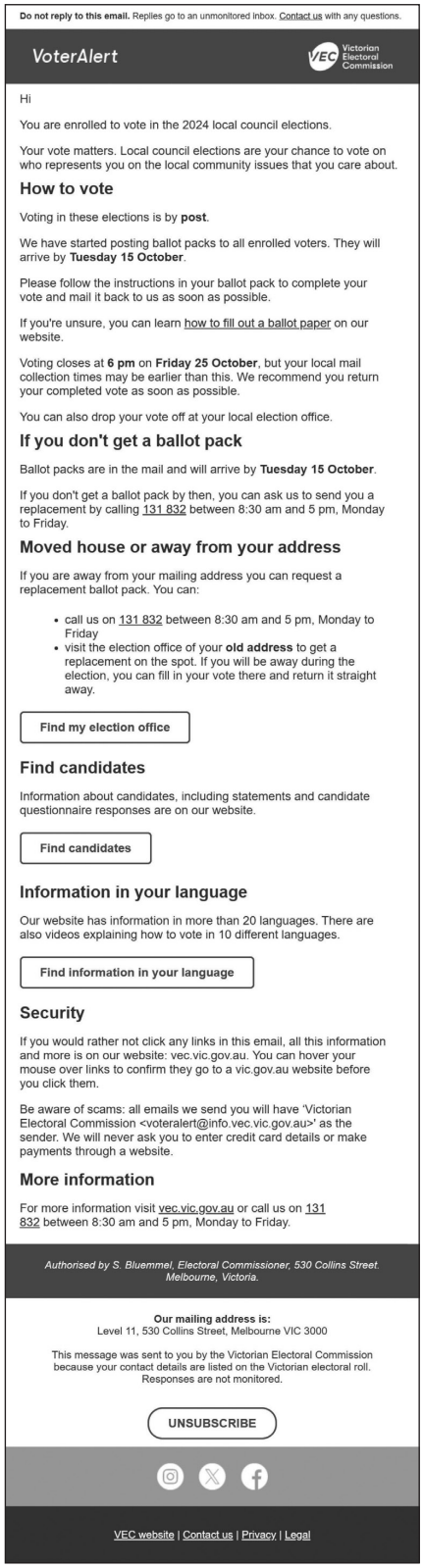
## Ballot pack mail-out email



**Do not reply to this email.** Replies go to an unmonitored inbox. Contact us with any questions.

VoterAlert — Victorian Electoral Commission

Hi

You are enrolled to vote in the 2024 local council elections.

Your vote matters. Local council elections are your chance to vote on who represents you on the local community issues that you care about.

### How to vote

Voting in these elections is by **post**.

We have started posting ballot packs to all enrolled voters. They will arrive by **Tuesday 15 October**.

Please follow the instructions in your ballot pack to complete your vote and mail it back to us as soon as possible.

If you're unsure, you can learn how to fill out a ballot paper on our website.

Voting closes at **6 pm** on **Friday 25 October**, but your local mail collection times may be earlier than this. We recommend you return your completed vote as soon as possible.

You can also drop your vote off at your local election office.

### If you don't get a ballot pack

Ballot packs are in the mail and will arrive by **Tuesday 15 October**.

If you don't get a ballot pack by then, you can ask us to send you a replacement by calling 131 832 between 8:30 am and 5 pm, Monday to Friday.

### Moved house or away from your address

If you are away from your mailing address you can request a replacement ballot pack. You can:

- call us on 131 832 between 8:30 am and 5 pm, Monday to Friday
- visit the election office of your **old address** to get a replacement on the spot. If you will be away during the election, you can fill in your vote there and return it straight away.

**Find my election office**

### Find candidates

Information about candidates, including statements and candidate questionnaire responses are on our website.

**Find candidates**

### Information in your language

Our website has information in more than 20 languages. There are also videos explaining how to vote in 10 different languages.

**Find information in your language**

### Security

If you would rather not click any links in this email, all this information and more is on our website: vec.vic.gov.au. You can hover your mouse over links to confirm they go to a vic.gov.au website before you click them.

Be aware of scams: all emails we send you will have 'Victorian Electoral Commission <voteralert@info.vec.vic.gov.au>' as the sender. We will never ask you to enter credit card details or make payments through a website.

### More information

For more information visit vec.vic.gov.au or call us on 131 832 between 8:30 am and 5 pm, Monday to Friday.

*Authorised by S. Bluemmel, Electoral Commissioner, 530 Collins Street. Melbourne, Victoria.*

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Level 11, 530 Collins Street, Melbourne VIC 3000

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**UNSUBSCRIBE**

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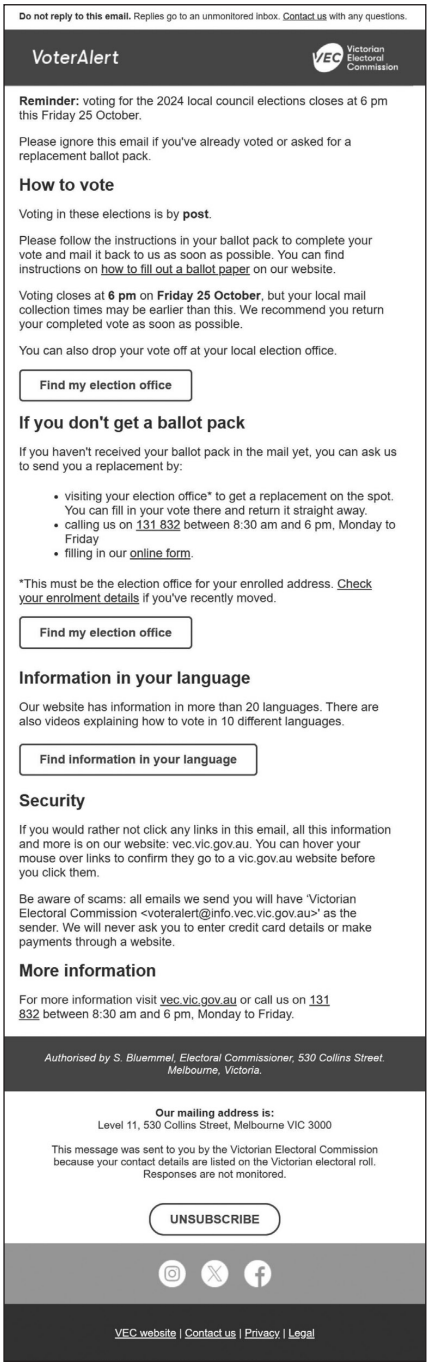
## Last week to vote email



**Do not reply to this email.** Replies go to an unmonitored inbox. Contact us with any questions.

VoterAlert — Victorian Electoral Commission

**Reminder:** voting for the 2024 local council elections closes at 6 pm this Friday 25 October.

Please ignore this email if you've already voted or asked for a replacement ballot pack.

### How to vote

Voting in these elections is by **post**.

Please follow the instructions in your ballot pack to complete your vote and mail it back to us as soon as possible. You can find instructions on how to fill out a ballot paper on our website.

Voting closes at **6 pm** on **Friday 25 October**, but your local mail collection times may be earlier than this. We recommend you return your completed vote as soon as possible.

You can also drop your vote off at your local election office.

**Find my election office**

### If you don't get a ballot pack

If you haven't received your ballot pack in the mail yet, you can ask us to send you a replacement by:

- visiting your election office* to get a replacement on the spot. You can fill in your vote there and return it straight away.
- calling us on 131 832 between 8:30 am and 6 pm, Monday to Friday
- filling in our online form.

*This must be the election office for your enrolled address. Check your enrolment details if you've recently moved.

**Find my election office**

### Information in your language

Our website has information in more than 20 languages. There are also videos explaining how to vote in 10 different languages.

**Find information in your language**

### Security

If you would rather not click any links in this email, all this information and more is on our website: vec.vic.gov.au. You can hover your mouse over links to confirm they go to a vic.gov.au website before you click them.

Be aware of scams: all emails we send you will have 'Victorian Electoral Commission <voteralert@info.vec.vic.gov.au>' as the sender. We will never ask you to enter credit card details or make payments through a website.

### More information

For more information visit vec.vic.gov.au or call us on 131 832 between 8:30 am and 6 pm, Monday to Friday.

*Authorised by S. Bluemmel, Electoral Commissioner, 530 Collins Street. Melbourne, Victoria.*

**Our mailing address is:**
Level 11, 530 Collins Street, Melbourne VIC 3000

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**UNSUBSCRIBE**

VEC website | Contact us | Privacy | Legal

# Appendix 5: Voter engagement program and initiatives

| Program | Program details |
|---|---|
| Be Heard Democracy Ambassador program | This program provides free peer-led electoral education and information sessions to those under-represented in the electoral process. This includes people with disability and their carers, culturally and linguistically diverse (CALD) communities, people experiencing homelessness and young people. A total of 238 sessions were provided across the state reaching over 10,000 participants. |
| Specialist mobile enrolment | This program delivered peer-led enrolment sessions in prisons, homeless services, schools and tertiary education settings to reach young people and Aboriginal community settings across Melbourne and regional Victoria. |
| CALD in-language social media videos | This project produced a series of videos in 11 different languages including Auslan. Languages were chosen to reach language groups most in need of additional support. The videos provided electoral information on how to enrol, how to vote by post, and how to respond to an Apparent Failure to Vote Notice. These were widely distributed and shared through the VEC's social media platforms, community networks, and partner organisations. |
| Active Citizenship program | Electoral and civics education workshops were delivered to CALD community leaders in 3 locations across regional Victoria. |
| Aboriginal engagement | This program delivered information and engagement sessions across the greater Melbourne area and regional Victoria. These were designed to raise awareness that voting was compulsory and taking place via post. Culturally appropriate resources were produced to provide information on how to respond to an Apparent Failure to Vote Notice, including a video which was distributed and shared through the VEC's social media platforms and partner organisations. |
| Easy English guide | This was produced for people with low English proficiency and designed as a co-read product where a person supports the reader. These were distributed by Democracy Ambassadors as a key resource, and also available for download from the VEC's website. |

# Appendix 6: Final list of candidates in ballot paper order

The candidates, in ballot paper order, were as follows:

| **Central Ward election** |
|---|
| SYCOPOULIS, Peter |
| ARNOTT, Debbie |

| **Hopkins River Ward election** |
|---|
| BURKE, Jim |
| BENTER, Willy |

| **Pertobe Ward election** |
|---|
| WALSH, Matthew |
| HULIN, Peter |
| LOWE, Jennifer |
| WILLIAMS, Leanne |

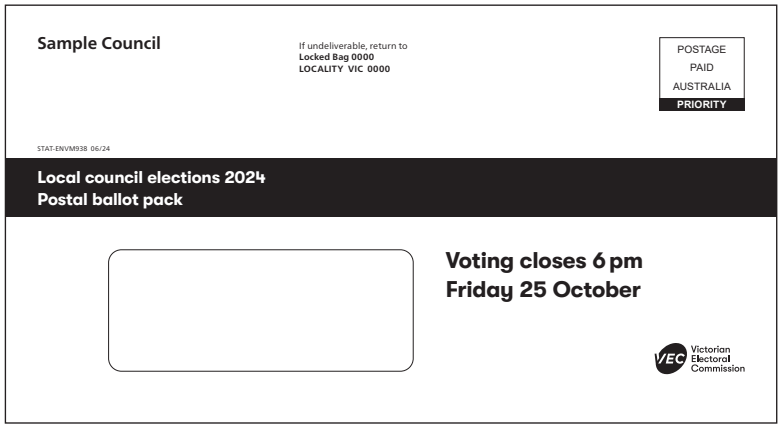
| **Platypus Park Ward election** |
|---|
| SQUIRES, Andrew |
| JELLIE, Vicki |

## Appendix 6.1: Candidate statements and photographs

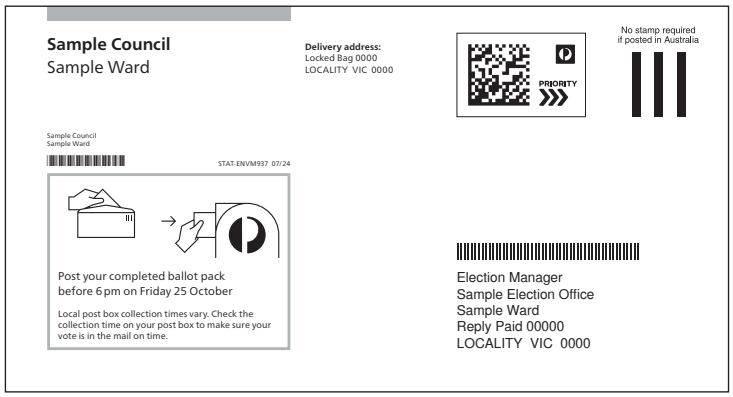
| Warrnambool City Council election | Total number of candidates at close of nominations | Number of candidates that lodged a candidate statement | Number of candidates that lodged a candidate photograph |
|---|---|---|---|
| Botantic Ward | 1 | 1 | 1 |
| Central Ward | 2 | 2 | 2 |
| Hopkins River Ward | 2 | 2 | 1 |
| Pertobe Ward | 4 | 4 | 4 |
| Platypus Park Ward | 2 | 2 | 2 |
| Russells Creek Ward | 1 | 1 | 1 |
| Wollaston Ward | 1 | 1 | 1 |

## Appendix 6.2: Sample ballot material

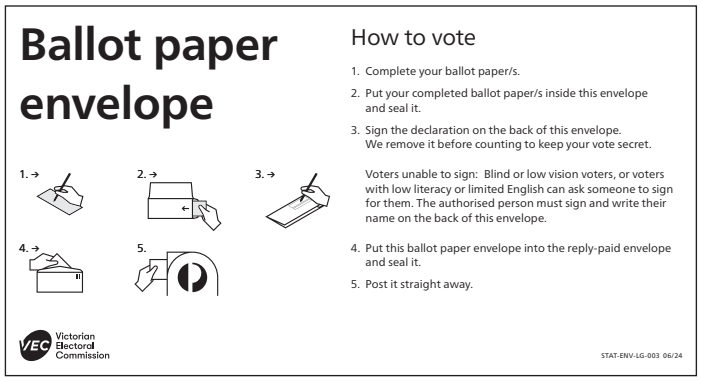
### Outer envelope



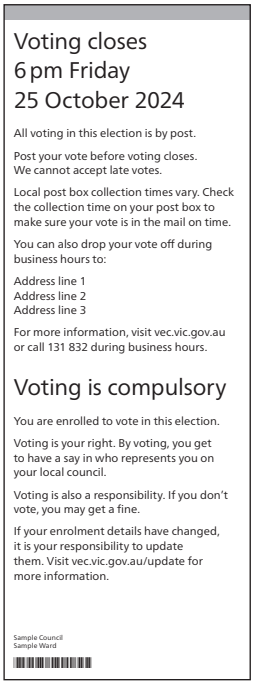

### Reply-paid envelope




### Ballot paper envelope



### Candidate leaflet



Voting closes
6 pm Friday
25 October 2024

All voting in this election is by post.

Post your vote before voting closes. We cannot accept late votes.

Local post box collection times vary. Check the collection time on your post box to make sure your vote is in the mail on time.

You can also drop your vote off during business hours to:

Address line 1
Address line 2
Address line 3

For more information, visit vec.vic.gov.au or call 131 832 during business hours.

Voting is compulsory

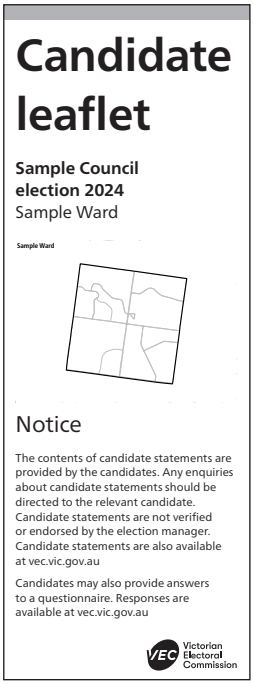
You are enrolled to vote in this election.

Voting is your right. By voting, you get to have a say in who represents you on your local council.

Voting is also a responsibility. If you don't vote, you may get a fine.

If your enrolment details have changed, it is your responsibility to update them. Visit vec.vic.gov.au/update for more information.

Sample Council
Sample Ward



Candidate leaflet

**Sample Council election 2024**
Sample Ward

Sample Ward

Notice

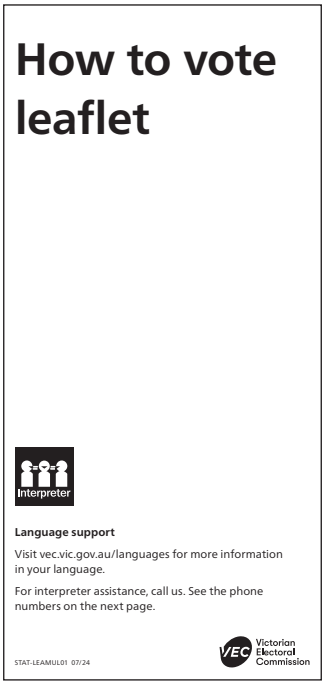
The contents of candidate statements are provided by the candidates. Any enquiries about candidate statements should be directed to the relevant candidate. Candidate statements are not verified or endorsed by the election manager. Candidate statements are also available at vec.vic.gov.au

Candidates may also provide answers to a questionnaire. Responses are available at vec.vic.gov.au

Victorian Electoral Commission

### How to vote multi-language leaflet

*If applicable*



How to vote leaflet

Interpreter

**Language support**

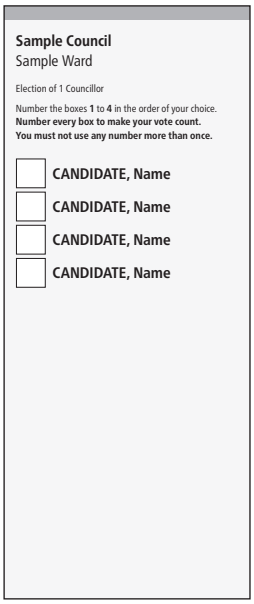
Visit vec.vic.gov.au/languages for more information in your language.

For interpreter assistance, call us. See the phone numbers on the next page.

STAT-LEAMUL01 07/24

Victorian Electoral Commission

### Ballot paper



**Sample Council**
Sample Ward

Election of 1 Councillor

Number the boxes **1** to **4** in the order of your choice.
**Number every box to make your vote count.**
**You must not use any number more than once.**

- **CANDIDATE, Name**
- **CANDIDATE, Name**
- **CANDIDATE, Name**
- **CANDIDATE, Name**

## Appendix 6.3: Sample uncontested ward leaflet

**Sample Council election 2024**
Sample Ward

At the close of nominations for the Sample Council, Sample Ward election, one nomination was received for one vacancy. Therefore, Candidate Name will be elected unopposed.

**You are not required to vote.**

**Election Manager Name**
Election Manager

For more information call 131 832

Victorian Electoral Commission

# Appendix 7: Daily breakdown of the general mail out

| Warrnambool City Council election | 7 October 2024 | 8 October 2024 | 9 October 2024 | 10 October 2024 | Total general mail out |
|---|---|---|---|---|---|
| Warrnambool City Council | 5,303 | 5,303 | 2,496 | 2,493 | 15,595 |
| Central Ward | 1,354 | 1,354 | 637 | 636 | 3,981 |
| Hopkins River Ward | 1,316 | 1,316 | 620 | 619 | 3,871 |
| Pertobe Ward | 1,239 | 1,239 | 583 | 583 | 3,644 |
| Platypus Park Ward | 1,394 | 1,394 | 656 | 655 | 4,099 |

## Appendix 7.1 Daily breakdown of the uncontested leaflet mail-out

| Warrnambool City Council uncontested election | 7 October 2024 | 8 October 2024 | 9 October 2024 | 10 October 2024 | Total uncontested mail out |
|---|---|---|---|---|---|
| Botanic Ward | 1,322 | 1,322 | 622 | 622 | 3,888 |
| Russells Creek Ward | 1,302 | 1,302 | 613 | 613 | 3,830 |
| Wollaston Ward | 1,277 | 1,277 | 601 | 601 | 3,756 |

# Appendix 8: Result information

| **Botantic Ward – uncontested election** |
|---|
| EDIS, Billy (Unopposed) |

| **Central Ward count summary** | | |
|---|---|---|
| Enrolment | 3,981 | |
| Formal votes | 2,944 | |
| Informal votes | 116 (3.79% of the total votes) | |
| Voter turnout | 3,060 (76.87% of the total enrolment) | |
| **Candidates (in ballot paper order)** | **First preference votes** | **Percentage** |
| SYCOPOULIS, Peter | 1,246 | 42.32% |
| ARNOTT, Debbie | 1,698 | 57.68% |
| **Successful candidates** | | |
| ARNOTT, Debbie | | |

| **Hopkins River Ward count summary** | | |
|---|---|---|
| Enrolment | 3,871 | |
| Formal votes | 2,830 | |
| Informal votes | 142 (4.78% of the total votes) | |
| Voter turnout | 2,972 (76.78% of the total enrolment) | |
| **Candidates (in ballot paper order)** | **First preference votes** | **Percentage** |
| BURKE, Jim | 893 | 31.55% |
| BENTER, Willy | 1,937 | 68.45% |
| **Successful candidates** | | |
| BENTER, Willy | | |

| **Pertobe Ward count summary** | | |
|---|---|---|
| Enrolment | 3,642 | |
| Formal votes | 2,780 | |
| Informal votes | 83 (2.90% of the total votes) | |
| Voter turnout | 2,863 (78.61% of the total enrolment) | |
| **Candidates (in ballot paper order)** | **First preference votes** | **Percentage** |
| WALSH, Matthew | 1,136 | 40.86% |
| HULIN, Peter | 566 | 20.36% |
| LOWE, Jennifer | 546 | 19.64% |
| WILLIAMS, Leanne | 532 | 19.14% |
| **Successful candidates** | | |
| WALSH, Matthew | | |

| **Platypus Park Ward count summary** | | |
|---|---|---|
| Enrolment | 4,099 | |
| Formal votes | 2,993 | |
| Informal votes | 169 (5.34% of the total votes) | |
| Voter turnout | 3,162 (77.14% of the total enrolment) | |
| **Candidates (in ballot paper order)** | **First preference votes** | **Percentage** |
| SQUIRES, Andrew | 777 | 25.96% |
| JELLIE, Vicki | 2,216 | 74.04% |
| **Successful candidates** | | |
| JELLIE, Vicki | | |

| **Russells Creek Ward – uncontested election** |
|---|
| BLAIN, Ben (Unopposed) |

**Wollaston Ward – uncontested election**

ZIEGELER, Richard (Unopposed)

# Appendix 9: Election participation statistics

Participation is measured by the number of marks on the roll as a percentage of total enrolment and can vary from turnout (total ballot papers counted as a percentage of total enrolment).

| Warrnambool City Council election participation | 2020 | 2024 | Statewide LG 2024 – excluding Melbourne City Council |
|---|---|---|---|
| 18–19 | 89.53% | 83.36% | 86.64% |
| 20–24 | 82.23% | 71.03% | 80.02% |
| 25–29 | 77.61% | 62.42% | 74.09% |
| 30–34 | 79.96% | 60.46% | 73.31% |
| 35–39 | 83.22% | 66.83% | 76.18% |
| 40–44 | 84.47% | 70.65% | 78.99% |
| 45–49 | 87.13% | 75.42% | 81.92% |
| 50–54 | 90.66% | 79.34% | 84.69% |
| 55–59 | 91.13% | 82.38% | 87.46% |
| 60–64 | 93.95% | 89.52% | 89.16% |
| 65–69 | 94.51% | 91.01% | 90.41% |
| 70+ | 92.82% | 89.43% | 88.77% |
| Voters enrolled through section 241 of the LG Act | 88.89% | 78.67% | 86.27% |
| Voters enrolled through sections 243–245 of the LG Act | 69.22% | 92.82% | 60.96% |
| Total voters enrolled | 87.97% | 78.83% | 84.12% |

| Central Ward election participation | 2024 | Statewide LG 2024 – excluding Melbourne City Council |
|---|---|---|
| 18–19 | 81.03% | 86.64% |
| 20–24 | 62.93% | 80.02% |
| 25–29 | 63.43% | 74.09% |
| 30–34 | 62.17% | 73.31% |
| 35–39 | 67.46% | 76.18% |
| 40–44 | 66.94% | 78.99% |
| 45–49 | 76.06% | 81.92% |
| 50–54 | 82.35% | 84.69% |
| 55–59 | 81.21% | 87.46% |
| 60–64 | 87.63% | 89.16% |
| 65–69 | 88.86% | 90.41% |
| 70+ | 89.42% | 88.77% |
| Voters enrolled through section 241 of the LG Act | 78.05% | 86.27% |
| Voters enrolled through sections 243–245 of the LG Act | 92.94% | 60.96% |
| Total voters enrolled | 78.37% | 84.12% |

| Hopkins River Ward election participation | 2024 | Statewide LG 2024 – excluding Melbourne City Council |
|---|---|---|
| 18–19 | 86.15% | 86.64% |
| 20–24 | 68.11% | 80.02% |
| 25–29 | 66.06% | 74.09% |
| 30–34 | 60.82% | 73.31% |
| 35–39 | 65.36% | 76.18% |
| 40–44 | 69.88% | 78.99% |
| 45–49 | 75.09% | 81.92% |
| 50–54 | 78.84% | 84.69% |
| 55–59 | 83.50% | 87.46% |
| 60–64 | 88.67% | 89.16% |
| 65–69 | 90.14% | 90.41% |
| 70+ | 89.69% | 88.77% |
| Voters enrolled through section 241 of the LG Act | 78.28% | 86.27% |
| Voters enrolled through sections 243–245 of the LG Act | 92.59% | 60.96% |
| Total voters enrolled | 78.38% | 84.12% |

| Pertobe Ward election participation | 2024 | Statewide LG 2024 – excluding Melbourne City Council |
|---|---|---|
| 18–19 | 84.93% | 86.64% |
| 20–24 | 78.24% | 80.02% |
| 25–29 | 60.44% | 74.09% |
| 30–34 | 61.40% | 73.31% |
| 35–39 | 65.83% | 76.18% |
| 40–44 | 71.48% | 78.99% |
| 45–49 | 73.59% | 81.92% |
| 50–54 | 78.85% | 84.69% |
| 55–59 | 85.11% | 87.46% |
| 60–64 | 90.85% | 89.16% |
| 65–69 | 91.17% | 90.41% |
| 70+ | 89.89% | 88.77% |
| Voters enrolled through section 241 of the LG Act | 80.12% | 86.27% |
| Voters enrolled through sections 243–245 of the LG Act | 91.30% | 60.96% |
| Total voters enrolled | 80.26% | 84.12% |

| Platypus Park Ward election participation | 2024 | Statewide LG 2024 – excluding Melbourne City Council |
|---|---|---|
| 18–19 | 81.33% | 86.64% |
| 20–24 | 74.83% | 80.02% |
| 25–29 | 59.74% | 74.09% |
| 30–34 | 57.43% | 73.31% |
| 35–39 | 68.66% | 76.18% |
| 40–44 | 74.28% | 78.99% |
| 45–49 | 76.95% | 81.92% |
| 50–54 | 77.31% | 84.69% |
| 55–59 | 79.71% | 87.46% |
| 60–64 | 90.94% | 89.16% |
| 65–69 | 93.85% | 90.41% |
| 70+ | 88.72% | 88.77% |
| Voters enrolled through section 241 of the LG Act | 78.34% | 86.27% |
| Voters enrolled through sections 243–245 of the LG Act | 95.65% | 60.96% |
| Total voters enrolled | 78.43% | 84.12% |

# Appendix 10: Complaints

### Written complaints received by the VEC

Where an outcome is a follow-up response, the customer may have replied to the VEC's response and the VEC has therefore replied to that follow-up email.

Where an outcome has no action taken, this could be an anonymous submission that doesn't contain feedback and therefore can't be passed on to another team.

| Date | Nature of complaint | Action taken by the VEC |
|---|---|---|
| Tuesday 8 October 2024 | VEC Complaint - Electoral boundaries; Postal vote application | Response provided |
| Wednesday 9 October 2024 | VEC Complaint - Direct enrolment | Response provided |
| Monday 14 October 2024 | VEC Complaint - Enrolment entitlements | Response provided |

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April 2025

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VEC
Victorian
Electoral
Commission

WARRNAMBOOL
CITY COUNCIL

# Council Internal Resolution Procedure 2025

APPROVAL DATE: July 2025

REVIEW DATE: July 2029

## COUNCIL INTERNAL RESOLUTION PROCEDURE

## DOCUMENT CONTROL

| | |
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| **Document Title:** | *Council Internal Resolution Procedure* |
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| **Responsible Officer:** | *Manager Governance* |
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## COUNCIL INTERNAL RESOLUTION PROCEDURE

### INTRODUCTION

#### 1.1. Purpose

The purpose of this Internal Resolution Procedure is to provide a conciliation process that Councillors may follow to deal with and resolve conflict, interpersonal disputes, disagreements, or alleged breaches of the Model Councillor Code of Conduct (collectively referred to as 'disputes').

#### 1.2. Scope

This procedure applies to any disputes between Councillors of Warrnambool City Council only. It does not apply to disputes between Councillors and staff or between Councillors and members of the public.

Disputes between Councillors and staff will be managed by the Chief Executive Officer in accordance with their responsibilities under section 46 of the Act and in consultation with the Mayor.

Disputes between Councillors and members of the public will be considered or referred to the relevant body in accordance with Council's Complaints Policy.

### 2. STATEMENT OF INTENT

Warrnambool city councillors acknowledge that as part of a robust and healthy democratic environment it is natural and expected that from time to time disputes between councillors will arise.

Councillors commit to acting in the best interests of Warrnambool City Council, its residents, and ratepayers by addressing these disputes promptly and efficiently.

Participation in any dispute resolution process under this policy is voluntary. All parties who agree to take part do so in good faith, with the shared goal of reaching resolution.

### 3. STEP ONE: INFORMAL RESOLUTION

Informal resolution is the preferred first step in addressing disputes between councillors. It encourages councillors to take personal responsibility for resolving issues early, respectfully, and constructively without the need for formal intervention.

#### 3.1. Principles of informal resolution

Councillors engaging in informal resolution commit to:

- Approaching one another in a respectful, direct, and non-confrontational manner;
- Listening actively and seeking to understand the other person's perspective;
- Focusing on the issue or behaviour of concern, not the person;
- Seeking a mutually acceptable outcome that upholds the standards of

conduct expected under the model councillor code of conduct;

- Maintaining confidentiality unless all parties agree otherwise.

### 3.2. Process

Where a councillor has a concern or is party to a dispute, they are encouraged to:

- Raise the matter directly with the other councillor(s) involved as soon as practicable;
- Choose an appropriate time and setting that allows for a calm and private discussion;
- Clearly express their perspective and invite open dialogue to clarify any misunderstandings.

### 3.3. Outcomes

Where informal discussions result in resolution no written record is required, unless the parties jointly wish to document the outcome.

If informal resolution is unsuccessful, or if a councillor feels that it is inappropriate due to the nature or seriousness of the dispute, they may initiate the next step in the procedure.

## 4. STEP TWO: INTERNALLY FACILITATED DISCUSSION

Where informal resolution (step one) has not resolved the dispute or is deemed unsuitable by the parties involved, any councillor may initiate an internally facilitated discussion.

### 4.1. REQUESTING INTERNAL RESOLUTION ASSISTANCE

Councillors seeking assistance under this step must submit a written request to the Manager Governance. The request must include:

- The names of all councillors involved in the dispute;
- A brief summary of the dispute; and
- A summary of any steps previously taken to resolve the matter, including attempts at informal resolution.

Councillors may only initiate this process in relation to disputes in which they are directly involved and may not act on behalf of others.

In addition, the mayor may initiate an internally facilitated discussion in relation to any dispute of which they become aware, regardless of whether they are a party to the dispute.

### 4.2. APPOINTMENT OF FACILITATOR

The facilitator of the discussion will be determined in the following order:

- The Mayor will facilitate the discussion;
- If the mayor is a party to the dispute or unable to perform the role, the Deputy Mayor will facilitate;
- If both the mayor and deputy mayor are parties to the dispute, the parties will mutually agree on another councillor to facilitate
- If both the mayor and deputy mayor are parties to the dispute and the parties cannot mutually agree on an alternate councillor to facilitate, the most recent past mayor who is not involved will facilitate.

#### 4.2.1. ROLE OF MANAGER GOVERNANCE

Upon receiving a valid application, the Manager Governance will:

- Provide a copy of the application to:
  - The appointed facilitator;
  - The chief executive officer (for information only); and
  - The other councillor(s) involved in the dispute;
- Inform the Mayor.
- Seek written confirmation from the other party or parties that they are

willing to participate. If no response is received within five (5) business days, this will be taken as a refusal to participate;

- If participation is confirmed by all parties, and with their cooperation, coordinate a suitable time, date, and venue for the discussion.

### 4.2.2. POST-DISCUSSION REPORTING

Following the internally facilitated discussion, the facilitator will provide a written summary of the outcome to the Manager Governance.

The Manager Governance will then:

- Provide the summary to the chief executive officer (for information only); and
- Share the summary with the participating councillors.

All documentation relating to the application and discussion outcome will remain confidential and will not be provided to any person, including other councillors who are not a party to the dispute.

### 4.2.3. IF RESOLUTION IS NOT ACHIEVED

If:

- Any party declines to participate in the internally facilitated discussion, or
- The discussion does not result in a resolution,

Any party to the dispute may request escalation to step externally facilitated discussion by submitting a further written request to the Manager Governance.

## 5. STEP THREE: EXTERNALY FACILITATED DISCUSSION

Where internally facilitated discussion has not resolved the dispute, or where any party has declined to participate, or if a councillor feels other steps in this procedure inappropriate due to the nature or seriousness of the dispute, any councillor involved may request an externally facilitated discussion.

### 5.1. MAKING AN APPLICATION

To initiate this step, a written request must be submitted to the Manager Governance. The request must:

- Identify all councillors involved in the dispute;
- Include a brief summary of the dispute; and
- Outline the outcomes of any prior resolution steps, including informal and internally facilitated discussions (if applicable).

Only councillors who are directly party to the dispute may make such a request.

In addition, the mayor may initiate an externally facilitated discussion in relation to any dispute of which they become aware, regardless of whether they are a party to the dispute.

### 5.2. APPOINTMENT OF EXTERNAL FACILITATOR

Upon receiving a valid application, the Manager Governance will:

- Inform the Mayor.
- Review the application and determine that escalation is appropriate;
- Procure an independent third-party facilitator with appropriate expertise in conflict resolution, mediation, or local government conduct matters;
- Ensure that the facilitator has no current or prior relationship with any party to the dispute that could reasonably be perceived to impact their impartiality.

The Manager Governance will coordinate with the appointed facilitator and the involved Councillors to schedule a mutually agreeable time and setting for the discussion.

### 5.3. PARTICIPATION AND CONFIDENTIALITY

The facilitator will determine the process to be followed during the session, ensuring it remains respectful, confidential, and consistent with the principles of natural justice.

### 5.4. OUTCOME

Following the discussion:

- The facilitator will prepare a written summary of the session's outcome;
- The summary will be provided to the Manager Governance, who will share it with the involved parties and the Chief Executive Officer (for information only);
- As with previous steps, all documentation will remain confidential and will not be disclosed to any councillor not party to the dispute.

Should resolution not be achieved, councillors may consider further options available under the *Local Government Act 2020*, including the lodgement of an application for a formal arbitration process.

## 6. ROLES AND RESPONSIBILITIES OF THE PARTIES

### 6.1. COUNCILLORS

Councillors who are participants to dispute resolution process under this procedure are expected to:

- Participate in the dispute resolution process, to the extent possible.
- Act genuinely and in good faith in attempting to resolve the dispute.
- Focus on the issue or topic of the dispute and refrain from using inappropriate language or intimidating behaviour.
- Respect the principles of natural justice, by raising relevant matters within the dispute and allowing the other party or parties to respond.
- Protect the confidentiality of the internal dispute resolution process and any documents created in connection with the process.

Each party to a dispute may choose to have one support person present at a discussion or mediation. The support person is present to provide emotional support to the individual. This may be through taking notes, suggesting breaks if required, assisting the individual to understand questions or processes. The support person is not present to act as an advocate or representative, or to speak on behalf of, the individual.

### 6.2. FACILITATORS

Both internal and external facilitators who participate in the internal resolution process are expected to:

- Apply the principles of natural justice, by ensuring:
  - Each party has an opportunity to be heard and respond to claims or allegations against them; and
  - Each party is treated fairly and without bias.
- Act impartially by not taking or appearing to take sides.
- Help the parties discuss and develop options that may assist to discuss or resolve

the dispute. It is not, however, the role of the facilitator or mediator to decide who is right or wrong or impose an outcome or sanction on any party.

- Help the parties to communicate and keep discussion relevant and respectful.
- Document the outcome of any discussion or mediation and provide a copy to the relevant parties in accordance with this procedure.

## 7. GOVERNANCE

### 7.1. Owner

The Manager Governance is responsible for ensuring this procedure is implemented, progress is monitored and is regularly reviewed.

### 7.2. Review

The Manager Governance will review the procedure for any necessary amendments no later than 4 years after its formulation or after the last review.

WARRNAMBOOL
CITY COUNCIL

# Child Safety and Wellbeing Policy

POLICY TYPE: COUNCIL

APPROVAL DATE: July 2025

REVIEW DATE: July 2030

## DOCUMENT CONTROL

| | |
|---|---|
| **Document Title:** | *Child Safety & Wellbeing Policy* |
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OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL
ACCOUNTABILITY COLLABORATION RESPECTFULNESS PROGRESSIVENESS WELLBEING

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OUR ORGANISATIONAL VALUES
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## PURPOSE

This policy details Warrnambool City Council's commitment to modelling and promoting the safety and wellbeing of children and to creating and maintaining a physical and online environment that is child safe, child friendly, and where all children feel valued and protected from abuse and harm. This policy outlines the responsibilities, procedures and practices it will take to ensure the abuse of children will not be tolerated.

This policy (in conjunction with other related documents) will be considered in key decision-making processes and operating procedures of Warrnambool City Council.

## SCOPE

This policy applies to all Warrnambool City Council councillors, council staff, contractors and volunteers irrespective of their involvement in child related services, work or duties. This includes Warrnambool City Council councillors, council staff, contractors and volunteers working with Warrnambool City Council through another agency or on a contract basis.

Due to contractual obligations the same standards that apply to Warrnambool City Council will apply to labour hire/agency employees and contractors.

All references to 'Council' in this policy include reference to individuals in the positions identified in the paragraph above

## DEFINITIONS

| | |
|---|---|
| Aboriginal | A person who identifies as Aboriginal and/or Torres Strait Islander. |
| Child or young person | Any child or young person aged under 18 years. |
| Child abuse and harm | An act (or acts) which endanger a child's health, wellbeing and/or development. It includes:<br>• Physical abuse<br>• Sexual abuse<br>• Sexual misconduct<br>• Grooming<br>• Emotional or psychological abuse and/or harm<br>• Serious neglect<br>• Family violence (against, with or in the presence of a child) |
| Child safe culture | The culture in an organisation where children's safety and wellbeing is put first and embeds a commitment to child safety in every aspect of the organisation. |

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| Commission for Children and Young People (CCYP) | An independent statutory body that promotes the improvement in policies and practices affecting the safety and wellbeing of Victorian children and young people. The Commission for Children and Young People is a regulator for the Child Safe Standards and is responsible for administering the Reportable Conduct Scheme. |
| Contractor | A third-party business entity used to provide services directly to children and young people, or where the contract's activities will, or are likely to involve contact with children and young people that is a usual part of, and more than incidental, to the services. |
| Councillor | An elected member of a local government. |
| Cultural safety | The positive recognition and celebration of cultures. Children and young people are empowered and enabled to contribute and feel safe to be themselves. |
| Disability | • the total or partial loss of a body part or a bodily function (such as mobility, sight or hearing)<br>• the presence in the body of organisms that may cause disease<br>• malformation or disfigurement<br>• a mental or psychological disease or disorder<br>• learning difficulties.<br><br>Disability may be permanent, non-permanent or an increased chance of developing a disability in future. Disability also includes behaviour that may be a symptom or expression of disability even if that disability is not formally diagnosed. |
| Disclosure | A disclosure is the process by which a child conveys or attempts to convey that they are being, or have been, abused. Disclosure can be verbal, non-verbal or indicated through behaviour. A disclosure may be accidental or intentional, partial or complete and victims may disclose in different ways to different people throughout their lives. |
| Grooming | Manipulative and controlling behaviour used to build trust or normalise sexually harmful behaviour with a child under 16 years of age. Grooming can involve behaviour in person and activities on social media, email or phone. |
| Harm | Damage to the health, safety or wellbeing of a child, including as a result of child abuse by adults or the conduct of other children. It includes physical, emotional, sexual and psychological harm. Harm can arise from a single act or event and can also be |

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| | cumulative, that is, arising as a result of a series of acts or events over a period of time. |
| Neglect | The persistent failure or deliberate denial to provide the child with the basic necessities of life. Such neglect includes the failure to provide adequate food, clothing, shelter, adequate supervision, clean water, medical attention or supervision to the extent that is likely to be, significantly harmed. Categories of neglect include physical neglect, medical neglect, abandonment or desertion, emotional neglect and educational neglect. The issue of neglect must be considered within the context of resources reasonably available. |
| Online Environments | Any technological platforms which an organisation uses or controls, such as computers, phones, websites, intranet, social media and video conference facilities regardless of where such platforms may be accessed by children. |
| Organisational Culture | A system of shared assumptions, values and beliefs that influence the way people behave in an organisation, and how these factors contribute to the organisational environment. |
| Risk | In the context of the Child Safe Standards, risk is exposure to the chance for harm or abuse of a child to occur in connection with an organisation. |
| Staff | A person engaged by an organisation as an employee, worker, contractor, labour hire worker, officer or office holder, minister of religion or religious or pastoral leader, regardless of whether that person's role relates to children. |
| Volunteer | Any person engaged by or a part of an organisation who provides a service without receiving a financial benefit, regardless of whether their role relates to children. 'Volunteers' for the purpose of the Standards includes foster carers and kinship carers. There is no minimum period of engagement to be considered a volunteer. |
| Wellbeing | A positive state of physical, mental and emotional health. It generally means feeling safe, happy and healthy more than momentarily. |

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## BACKGROUND

In April 2012, the Victorian Government initiated an inquiry into the handling of child abuse allegations within religious and other non-government organisations. The inquiry's final report, Betrayal of Trust, made a number of recommendations, including the introduction of compulsory minimum standards for creating child-safe environments.

In November 2015, the Victorian Parliament passed the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015 to introduce seven Child Safe Standards (Standards) which commenced operation in Victoria in January 2016. The Standards support organisations that provide services to children to prevent child abuse, encourage reporting of abuse and increase the effectiveness of responses to allegations of child abuse.

In February 2019, National Principles for a Child Safe Organisation were endorsed by members of the Council of Australian Governments (COAG). These principles outline at a high level the ten elements that are fundamental to making an organisation safe for children. At present, the National Principles are not mandatory.

In July 2021 a new set of Standards were legislated, commencing in July 2022. Key changes include the following new requirements:

- to involve families and communities in organisations' efforts to keep children and young people safe
- for a greater focus on safety for Aboriginal children and young people
- to manage the risk of child abuse in online environments
- for greater clarity on the governance, systems and processes to keep children and young people safe.

### The Child Safe Standards

The Child Safe Standards are in place to:

a) Promote the safety of children and young people.
b) Prevent harm and abuse to children and young people.
c) Ensure effective processes are in place to respond to and report all allegations of child abuse and harm.
d) Encourage children and young people to "have a say" on issues that are important to them or about decisions that affect their lives.

The 11 Child Safe Standards are:

1. Organisations establish a culturally safe environment in which diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.

2. Child safety and wellbeing is embedded in organisational leadership, governance and culture.

3. Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.

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4. Families and communities are informed and involved in promoting child safety and wellbeing.
5. Equity is upheld and diverse needs respected in policy and practice.
6. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
7. Processes for complaints and concerns are child focussed.
8. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
9. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
10. Implementation of the Child Safe Standards is regularly reviewed and improved.
11. Policies and procedures document how the organisation is safe for children and young people.

### Reportable Conduct Scheme

The Victorian Reportable Conduct Scheme seeks to improve organisation's responses to allegations of child abuse and neglect by their employees and volunteers. The scheme was established by the Child Wellbeing and Safety Act 2005 (the Act). The Commission for Children and Young People (CCYP) is responsible for administering the scheme. Their role includes:

- supporting and guiding organisations that receive allegations to promote fair, effective, timely and appropriate responses
- independently overseeing, monitoring and, where appropriate, making recommendations to improve the responses of those organisations.

The Reportable Conduct Scheme has been designed to ensure that the Commission will be aware of every allegation of certain types of misconduct involving children in relevant organisations that exercise care, supervision, and authority over children.

The Commission will also be able to share information where appropriate, including with the Working with Children Check Unit, relevant regulators, and Victoria Police, to better prevent and protect children from abuse.

Importantly, a finding that a person has engaged in reportable conduct can trigger an assessment of whether that person is suitable to continue to work or volunteer with children. In turn, this may lead the Working with Children Check Unit to revoke a person's Working with Children Check card.

There are five types of reportable conduct:

1) Sexual offences against, with or in the presence of a child.
2) Sexual misconduct against, with or in the presence of a child.

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3) Physical violence against, with or in the presence of a child.

4) Behaviour that causes significant emotional or psychological harm.

5) Significant neglect of a child.

### Mandatory Reporting

All councillors, council staff, contractors, and volunteers at Warrnambool City Council are required to report any child safety concerns. This includes breaches of the Child Safe Code of Conduct and Staff Code of Conduct, environmental safety issues, disclosures of abuse or harm, allegations, suspicions, observations, reasonable beliefs, and any concerning conduct.

In addition, certain groups of people have Mandatory Reporting requirements which refers to the legal requirement to report a reasonable belief of child physical or sexual abuse to child protection authorities. There is a legal obligation under the Children Youth and Families Act 2005, of certain professionals to report when a child needs protection.

Mandatory Reporters include:

- Medical Practitioners
- Nurses
- Midwives
- School Principals
- Police Officers
- Teachers (including early childhood teachers)

Mandatory reporters must make a report to Child Protection as soon as practicable after forming a belief. A child may need protection if they have experienced or are at risk of significant harm, and their parents have not protected, or are unlikely to protect them from that harm.

## OTHER REPORTING OBLIGATIONS

**The Child Wellbeing and Safety Act 2005**, requires all Councils to adopt and maintain a 'Child Safe' policy and comply with compulsory Child Safe Standards.

### Failure to disclose

In 2014, the law in Victoria was changed to create the Failure to Disclose offence. This offence was introduced in response to the Betrayal of Trust report.

The law requires that any adult (aged 18 and over) who holds a reasonable belief that a sexual offence has been committed in Victoria by an adult against a child (aged under 16) disclose that information to police (unless they have a reasonable excuse).

If this applies to you, you must report the information to police as soon as possible, unless:

- you have a 'reasonable excuse' for not reporting the information, or
- you are exempt from the offence. If you fail to report the information, you may be charged with a criminal offence. The maximum penalty is three years imprisonment.

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The failure to disclose offence helps to ensure that protecting children from sexual abuse is the responsibility of the whole community.

### Failure to protect

The Failure to Protect criminal offence (commenced on 1 July 2015) applies where there is a substantial risk that a child under the age of 16 under the care, supervision or authority of a relevant organisation will become a victim of a sexual offence committed by an adult associated with that organisation. A person in a position of authority in the organisation will commit the offence if they know of the risk of abuse and have power or responsibility to reduce or remove the risk, but negligently failed to do so.

The Reportable Conduct Scheme is how the organisation investigates and reports on types of conduct, 'reportable allegations' or 'reportable convictions' made against their employees who provide services to children.

### Reasonable Belief

A reasonable belief or a belief on reasonable grounds is not the same as having proof but is more than a mere rumour or speculation. A 'reasonable belief' is formed if a reasonable person in the same position would have formed the belief on the same grounds. For example, a 'reasonable belief' might be formed if:

- A child states that they have been physically or sexually abused
- A child states that they know someone who has been physically or sexually abused (sometimes the child may be talking about themselves)
- Someone who knows a child states that the child has been physically or sexually abused
- Professional observations of the child's behaviour or development leads a professional to form a belief that the child has been physically or sexually abused or is likely to be abused
- Signs of abuse lead to a belief that the child has been physically or sexually abused
- A report has been made of a sexual relationship with a child under 16.

### Duty of Care

If a child is abused by an individual associated with Warrnambool City Council, we are presumed to have breached our duty of care, unless it can be proven that "reasonable precautions" were taken to prevent the abuse in question.

### Grooming offence

It is an offence to target communication, including online communication, with a child under the age of 16 or their parents with the intent of committing child sexual abuse.

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### Child Information Sharing Scheme

The Child Information Sharing Scheme (CISS) allows authorised organisations to share information to support child wellbeing or safety. The Family Violence Information Sharing Scheme (FVISS) allows information to be shared to assess or manage family violence risk. The Scheme has expanded legal permissions for professionals to share and request information from other professionals.

This ensures that professionals working with children, young people and families can gain a complete view of the children and young people they work with, making it easier to identify wellbeing or safety needs earlier, and to act on them sooner. This will allow children to receive the best support possible across services.

**Who is an authorised organisation?**

Information can only be shared under the Child and Family Violence Information Sharing Schemes and by professionals at authorised organisations, known as Information Sharing Entities (ISEs). ISEs include services that work with children, young people, and families, such as:

- schools
- kindergartens
- long day care
- out of school hours care (OSHC)
- child protection
- youth justice
- maternal and child health
- public hospitals
- Victoria Police
- Supported Playgroups Facilitators
- Orange Door
- Department of Health

## POLICY CONTEXT

### Statement Of Commitment to Child Safety

At Warrnambool City Council all children and young people are valued and respected members of our community. Children and young people have the right to be and feel listened to, safe, empowered and included in our services, programs and facilities and as such Warrnambool City Council is committed to creating and maintaining a child safe organisation.

Warrnambool City Council is committed to:

- Preventing child abuse occurring within our services, programs, and facilities.
- Creating an organisational culture of child safety and embedding child safety into the everyday thinking and practice of all councillors, council staff, contractors and volunteers.
- Setting clear expectations of councillors, council staff, contractors and volunteers as to what is required to keep children safe.
- Ensuring councillors, council staff, contractors and volunteers are clear about their responsibilities when they suspect abuse, harm or neglect of a child.
- Ensuring all suspected child abuse is reported and fully investigated.

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We acknowledge, respect and appreciate the unique histories, culture, connection to Country and cultural safety of Aboriginal and Torres Strait Islander children, young people and their families. We are committed to creating a culturally safe and inclusive environment.

Warrnambool City Council values diversity, equity and inclusion. We commit to paying particular attention to the needs of children and young people with disability, from culturally and linguistically diverse backgrounds, those who are unable to live at home, and who identify as LGBTIQA+

## Code of Conduct

Warrnambool City Council has both a Child Safe Code of Conduct and a Staff Code of Conduct which detail clear behavioural expectations of all councillors, council staff, contractors and volunteers. These Codes of Conduct include appropriate behavioural expectations for working with all children and young people including Aboriginal, culturally and/or linguistically diverse children, children with a disability and LGBTQI+ children and their families.
All Warrnambool City Council councillors, council staff contractors and volunteers of are made aware of and must abide by these Codes of Conduct.

## Responding to Safeguarding Concerns

As a child safe organisation, Warrnambool City Council complies with all relevant legislation. Allegations of child abuse and child safety concerns will be taken seriously and investigated fairly, thoroughly and appropriately and responded to promptly.

## Roles and Responsibilities

A child safe culture will be championed and modelled at all levels of Council and this policy will be implemented at all levels. More specifically:

### Councillors

Councillors are responsible for providing leadership for the good governance of Council by acting as a responsible partner in fostering and developing an organisational culture that has zero tolerance for child abuse. Councillors will advocate in the best interests of children to create and sustain a community in which children are safe and protected from abuse and their wellbeing is valued.

### Chief Executive & Executive Group

The Chief Executive is ultimately responsible for driving the required organisational cultural change of zero tolerance for child abuse and ensuring that the organisation has effective controls in place to prevent child abuse occurring. This will be achieved by ensuring:

- the organisation has in place, and implements robust child safety procedures that protect children from child abuse
- suspected or alleged instances of child abuse are reported and fully investigated
- support is provided to councillors, managers, council staff, contractors and volunteers in undertaking their child protection responsibilities.

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**Managers**

- All Managers must ensure that council staff, contractors and volunteers have access to, and are aware of this Child Safe Policy and related procedures
- Receive and refer child safety concerns or allegations of abuse within Council according to the Child Safety Reporting procedure
- Identify any potential for child abuse to be perpetrated, and assess the related risks of child abuse within their branch
- Eradicate/minimise any risk to the extent possible
- Ensure council staff, contractors and volunteers receive induction and ongoing education and training as detailed in this policy and attend any relevant training when it is provided
- Ensure confidentiality and privacy of personal information is protected in line with relevant legislation, Council policies and procedures.

**All Council Staff**

All council staff must familiarise themselves with the relevant laws, the Child Safe Code of Conduct, Staff Code of Conduct, and Council's policies and procedures in relation to child safety, and comply with all requirements, including:

- Participating in staff induction and refresher training
- Report any suspicion or reasonable belief that a child's safety may be at risk by following the steps outlined in the Child Safety Reporting procedure
- Provide an environment that is supportive of all children's emotional and physical safety.

**Volunteers**

Volunteers share the responsibility for the prevention and detection of child abuse and are attuned to the signs of harm.
Volunteers must report any suspected cases to their direct manager. Volunteers must seek this assistance where required.

**Labour Hire/Agency workers and contractors**:
Share the responsibility for the prevention and detection of child abuse

**Council Owned/Controlled Facilities/Funded Services:**

Council acknowledges that sporting associations and not-for-profit entities are themselves also required to comply with the Child Safe Standards. Council, as their licensee or lessor, will note this requirement in the Occupancy License Agreements between Council and the association/entity with the aim to raise awareness of child safety and wellbeing and the related compliance requirements.

## RECRUITMENT AND SCREENING

Child safety and wellbeing is emphasised in all decisions regarding recruitment (including advertising, referee checks and staff and volunteer pre-employment screening) of individuals and engagement of volunteers.

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL
ACCOUNTABILITY COLLABORATION RESPECTFULNESS PROGRESSIVENESS WELLBEING

Warrnambool City Council employs a range of screening measures and standards in the recruitment of staff, contractors and volunteers. This includes ensuring all relevant Council staff, contractors and volunteers have current Working With Children Checks (WWCC). The WWCC is a legal requirement under The Worker Screening Act 2020 (the Act) for those undertaking paid or voluntary child-related work in Victoria. The check assists in protecting children from sexual and physical harm by ensuring that people who work with, or care for, them are subject to a screening process.

Reference checks and pre-employment screening will be thorough, to ensure that Council are recruiting with child safety and wellbeing in mind.

Council will ensure the principles of child safety and wellbeing are embedded in Council human resource policies and procedures including recruitment and pre-employment screening processes.

Council will inform employees and volunteers about its record keeping processes in relation to child safety and wellbeing and information sharing and reporting obligations.

### Education, Training and Induction

Ongoing education and training is important to ensure Council staff are equipped with the knowledge, skills and awareness to keep children and young people safe.

Appropriate induction will be provided for all employees and volunteers to ensure they are aware of their responsibilities to children and young people, including record keeping, information sharing and reporting obligations.

Specific training will be provided to Council staff on:

- effectively implementing the organisation's child safety and wellbeing policy
- recognising indicators of child harm including harm caused by other children and young people
- responding effectively to issues of child safety and wellbeing and supporting colleagues who disclose harm
- understanding Aboriginal culture and appreciation for culturally sensitive issues
- building culturally safe environments for children and young people

This training will be provided on commencement as well as an ongoing basis, tailored to the needs of Council and factoring in the complexity of the different work with children and young people undertaken by Council.

## GOVERNANCE

### Policy Owner & Review

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

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### 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).

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.

## REGULAR REVIEW

This policy will be reviewed every two years and following significant legislative changes if they occur. We also undertake to seek views, comments and suggestions from families, children, parents, employees to take active steps to work with local Aboriginal communities, LBGTIQA+ communities and culturally and/or linguistically diverse communities and people with a disability.

Related Legislation and Regulations:

- Australian Human Rights Commission National Principles for Child Safe Organisations
- Charter of Human Rights and Responsibilities Act 2006
- Child Information Scheme – Part 6A Child Wellbeing and Safety Act 2005
- Child Wellbeing and Safety Act (2005)
- Children, Youth and Families Act (2005)
- Commission for Children and Young People Act (2012)
- Crimes Act (1958)
- Family Violence Protection Act (2008)
- Gender Equality Act (2020)
- Health Records Act (2001)
- National Framework for Protecting Australia's Children 2021-2031
- Privacy and Data Protection Act (2014)
- Public Interest Disclosures Act 2012
- United Nations Convention on the Rights of the Child
- Victoria Child Wellbeing and Safety Act 2015 (including the 2022 Amendment and Child Safe Standards)
- Victorian Reportable Conduct Scheme
- Worker Screening Act (2020)
- Wrongs Act 1958 (Vic) (including Part XIII – Organisational liability for child abuse)

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Related policies and procedures:

- Child Safety Reporting procedure
- Child Safe Code of Conduct
- Councillor Code of Conduct
- Children's and Family Services Interactions with Children Policy
- Children's and Family Services Code of Conduct Policy
- Children's and Family Services Child Protection Policy
- Gender Equality, Inclusion & Diversity Policy
- Privacy Policy
- Recruitment and Selection Procedure
- Risk Management Policy
- Staff Code of Conduct
- Working With Children Check Policy

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# OPEN SPACE POLICY

## Version 1.2~~1~~

**APPROVAL DATE: July 2025~~[May 2021]~~**

## WARRNAMBOOL CITY COUNCIL OPEN SPACE POLICY

**DOCUMENT CONTROL**

| | |
|---|---|
| Document Title: | *Open Space Policy* |
| Policy Type: | *Council* |
| Responsible Branch: | *City Growth* |
| Responsible Officer: | *Director City Futures~~Growth~~* |
| Document Status: | *Adopted* |
| Approved By: | *Council* |
| Adopted Date: | *June 2014* |
| Reviewed: | *May 2025~~1~~* |
| Current Version: | *1.2~~1~~* |

Note: the Open Space Strategy 2014 (OSS), is currently being reviewed. Information in this Policy will be subject to change pending the outcome of the OSS review.

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## WARRNAMBOOL CITY COUNCIL OPEN SPACE POLICY

### 1. INTRODUCTION

#### 1.1. Purpose

Warrnambool offers a large and well-used network of parks and reserves, which contribute significantly to our coastal lifestyle and attract visitors to our City.

From the wild coastline to the popular Lake Pertobe, the residents of Warrnambool value our open spaces and the benefits they provide. Ensuring the open space network is preserved and enhanced for current and future residents is an important role of Council.

Warrnambool City is experiencing steady ~~significant~~ population growth. By 2036~~1~~, it is anticipated that the City's population will be around 394~~3~~,000 people with the growth occurring across all age groups. This growth, along with accompanying population growth across the wider region, impacts on the demand for open space across the city.

The purpose of this policy is to provide the general community, developers and Council staff with an understanding of Council's objectives and approach to providing for open space in Warrnambool.

#### 1.2. Scope

The Warrnambool City Council Open Space Policy applies to all open space under the management or ownership of Warrnambool City Council, within the municipality of Warrnambool. It also applies to private land under agreement or negotiation to become future open space under the management or ownership of Warrnambool City Council.

#### 1.3. Definitions

| | |
|---|---|
| **Open Space** | Publically owned land set aside for leisure, recreation, and nature conservation purposes. It includes pockets of natural landscape within the urban area, sports reserves, and areas of high scenic, cultural or conservation value. |

### 2. REFERENCES

#### 2.1. Internal Council Documents

- Warrnambool City Council - Council Plan 2021-2025
- Warrnambool 2040 Community Plan
- Warrnambool City Council ~~-~~ Healthy Warrnambool Plan 2021-2025 ~~and Wellbeing Plan~~
- Warrnambool Planning Scheme
- Green Warrnambool Plan 2018
- Active Warrnambool Strategy 2019
- Merri River Parklands Framework 2020

#### 2.2. External References

- Open Space Planning and Design Guide, Parks and Leisure Australia (2013)
- Safer Design Guidelines for Victoria, State of Victoria Department of Sustainability and Environment (2005).

## WARRNAMBOOL CITY COUNCIL OPEN SPACE POLICY

### 3. POLICY

Commented [AC1]: Amend and update the Policy once the OSS has been renewed and adopted by Council.

#### 3.1. Policy Statement

Warrnambool will have a high quality, diverse, accessible open space network that supports cultural connection, reflects community needs, and enhances social connection, environmental protection and economic benefit.

#### 3.2. Principles

The Warrnambool Open Space Policy expresses Council's strategic policy in relation to the planning and delivery of open space. The policy helps implement the Warrnambool Open Space Strategy.

It is Council's position that the open space network of Warrnambool should be:

**Accessible**
- Provide a variety of open spaces that are safe and accessible to all residents, regardless of age, ability and culture.
- Ensure universal access is incorporated when open spaces with a recreational function are created or upgraded.
- Ensure that all residents have access to at least one open space within walking distance of their home.

**Adaptable**
- Ensure open space is flexible, multi-use and provides opportunities for passive and active recreation that is responsive to community needs.
- Ensure that adaptability and multi-functionality is incorporated into the design and development of neighbourhood or above open spaces.

**Connected**
- Incorporate open space corridors and shared trails that improve the connectivity of the network and provide links for walking, cycling and biodiversity movement.
  Improve connectivity along the Merri River corridor and other major waterways

**Diverse**
- Provide a variety of experiences and cater for a range of recreational needs.

**Efficient**
- Consider adaptability and maintenance in the development and management of open space.
- Ensure that open space infrastructure in new or redeveloped open spaces is appropriate to its hierarchy and category.
- Ensure that asset renewal, maintenance and whole of life costs are considered in the design process for development and redevelopment of open spaces.

**Equitable**
- Access to open space will be distributed as fairly as possible across the municipality.
- Ensure that there is no net loss of open space from the open space network.
- Provide new recreation infrastructure and open space when developing precinct structure plans, development plans, or in areas where significant gaps in provision are identified

**Protective of the environment**

- Preserve and enhance areas with environmental values and provide appropriate public access to waterways and coastal environments.
- Ensure that where conservation has been identified as the primary function of a reserve, other uses must be compatible with this.
- Ensure that new open spaces or redevelopments demonstrate environmentally sustainable design principles.
- Incorporate areas of high environmental value into the open space network as the opportunity arises
- Indigenous only species should be planted in and adjoining open spaces where the primary function has been identified as conservation (as per the Warrnambool Open Space Strategy)

**Reflective of local knowledge and partnerships**

- Work in collaboration with Eastern Maar people in decisions regarding cultural landscapes
- Work in community partnerships where possible to leverage Council resources and provide more collaborative outcomes that reflect community needs

### 3.3. Open Space - Hierarchy

Council supports the development of open space as set out in Table 1.

The classification of individual open spaces can be found in the Warrnambool Open Space Strategy and corporate Council GIS.

***Table 1. Hierarchy of open space***

| Open Space | Description |
|---|---|
| **Regional** | High-profile parks that attract users from within and beyond the municipality and cater for a broad cross-section of ages. Regional open spaces are characterised by their uniqueness and provide significant environmental, social, recreational, heritage, amenity or tourism value. They may offer a large range of recreational opportunities, or alternatively, highly specialised facilities not present in other open spaces in the region. |
| **Municipal** | Medium to large parks which provide recreational and leisure opportunities to residents primarily from within the municipality. Users may need to travel a short distance to reach the park. Municipal open spaces offer a range of recreational opportunities and attract high visitation by local residents. |
| **Neighbourhood** | Relatively small parks that offer limited recreational opportunities to the community of an area, and provide a social meeting place for local residents. Intended for frequent, short duration visits within a walking or cycling distance of users. |
| **Local** | Small parks which cater primarily for residents in the immediate area. Local open spaces offer a limited number of recreational opportunities, such as a small playground and a grassed area for informal uses. These parks are intended for frequent, short duration visits within a short walking distance of users. |

## WARRNAMBOOL CITY COUNCIL OPEN SPACE POLICY

### 4. GOVERNANCE

#### 4.1. Owner

Director of City Futures

#### 4.2. Review

The Director of City Futures~~Growth~~ will review the policy for any necessary amendments ~~no later than 4 years after its formulation or after the last review.~~ only once the Open Space Strategy has been renewed and adopted by Council, and not later than 24 months after approval of this version of the Policy. ~~(within 12 months).~~

#### 4.3. Compliance Responsibility

***Executive Management Team***

- The Chief Executive and Directors are responsible for ensuring Managers, Supervisors, and Employees under their control comply with the actions detailed in this policy.

***Managers and Supervisors***

- Managers and Supervisors are responsible for ensuring Employees under their direct control comply with the actions detailed in this policy (and related procedures).
- Demonstrate Warrnambool City Council values through being positive role models for this policy.
- Ensure any revised or newly developed policies/procedures are communicated appropriately to all relevant staff.

#### 4.4. 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 its employees.

Document End

**OSP REVIEW**

| OSP | SECTION | PAGE | COMMENT | ACTION/STATUS |
|---|---|---|---|---|
| | Front Cover | 1 | Approval date: [May 2021]<br>HEADER / FOOTER | Update the date to - Approval date: [May 2025]<br>Update header and footer |
| | Document Control | 2 | All details correct except the review date<br><br>Note: the OSS 2014 IS CURRENTLY BEING REVIEWED. Information in this Policy will be subject to change pending the outcome of the OSS review. | Update the 'REVIEWED:' To May 2025<br><br>Note: the Open Space Strategy 2014 (OSS), is currently being reviewed. Information in this Policy will be subject to change pending the outcome of the OSS review. |
| | 1. Introduction | 3 | Is population data required to be updated<br><br>Note: population forecast has reduced in size since the last policy in 2021. | Review population data against State of Warrnambool Report<br><br>Change 3rd paragraph to: Warrnambool City is experiencing steady population growth. By 2036, it is anticipated that the City's population will be around 39,000 people with the growth occurring across all age groups. This growth, along with accompanying population growth across the wider region, impacts on the demand for open space across the city. |
| | 2. References | 3 | Updated references<br><br>Note: Active Warrnambool 2019 is currently under review. | Update Internal Council Documents to:<br>Warrnambool City Council - Council Plan 2021-2025<br><br>Replace Warrnambool City Council - Health and Wellbeing Plan with Healthy Warrnambool 2021-25 Plan |
| | 3. Policy | 4 | The policy is in-line with the OSS 2014. No amendments required until the OSS has been reviewed and updated. | Amend and update the policy once the OSS has been adopted by Council. |
| | | 5 | 3.3 Open Space Hierarchy may differ in the renewed OSS | No action |
| | 4. Governance | 6 | 4.2 Review - | Reduce thet review date to 1-2 years once the OSS has been adopted |

# Great Ocean Road

## Regional Trails Strategy 2025-2035

GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

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## DISCLAIMER

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## ACKNOWLEDGEMENT

We acknowledge and respect the separate and distinct Eastern Maar and Wadawurrung Peoples as the Traditional Owners of the Great Ocean Road's land, waters, seas and skies and acknowledge their cultural knowledge that has led to sustainable practices and has cared for Country over tens of thousands of years. We honour Elders past and present and express gratitude for their sharing of wisdom that has ensured the continuation of Culture and Traditional practices. We are committed to genuinely partner and meaningfully build relationships that reflect self-determination and enable us to work together with Traditional Owners and Aboriginal communities to support the protection of Country, the maintenance of spiritual and cultural practices, and together deliver on their broader assertions in the 21st century and beyond.

This Strategy is built on valuable insights from trail industry specialists, collaboration with local land managers, and feedback from the community and stakeholders. Their contributions have shaped the vision strategies and actions that are inclusive, practical, and impactful.

The Great Ocean Road Regional Trails Strategy was prepared by TRC Tourism for Great Ocean Road Coast & Parks Authority, in consultation and collaboration with the following rights holders and agencies.

## TRAIL DEFINITION

For this Strategy, the term 'trails' encompasses both single use trails (walking, hiking, cycling and mountain biking) and shared use (any combination of walking, hiking, cycling, water-based, horse riding and mountain biking). Several of the region's trails are multiple purpose where horse riders share the trails with walkers and, in some cases, cyclists. The terms 'tracks' and 'trails' are used interchangeably recognising that they might hold different meanings for different individuals.

## COVER IMAGE CREDIT

Visit Victoria

## COPYRIGHT

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# Executive Summary

The Great Ocean Road region has long been recognised as an exceptional destination for nature-based tourism, with its trails being a major attraction for visitors and an asset for residents. These trails offer opportunities for walking and cycling, providing access to areas of outstanding natural beauty, cultural landscapes and unique recreational experiences. They promote an active, outdoor lifestyle that enhances physical and spiritual well-being, offering spaces for families and friends to connect. The trails contribute significantly to residents' quality of life and the region's economic prosperity by generating income and jobs that sustain vibrant communities year-round.

Maximising the potential of the region's diverse and accessible landscapes, coupled with its extensive network of trails, provide an ideal platform from which to build stronger and more sustainable trails.. With sufficient investment to improve the quality of trail experiences and associated products and services, the region has an opportunity to attract visitors, grow regional economies and create jobs, while also delivering social, environmental and cultural benefits for local communities.

The Great Ocean Road Regional Trails Strategy 2025-2035 provides a framework for co-ordinated planning, management and promotion of trails in the region. The Strategy applies to trails in the area from Torquay in the east to Port Fairy in the west, bound by the coast to the south and Colac and Camperdown to the north.

The trails included in this Strategy are:

- Anglesea Mountain Bike Trail Network (including the Anglesea Bike Park)
- Camperdown to Timboon Rail Trail
- Forrest Mountain Bike Network
- Great Ocean Road Coastal Trail
- Great Ocean Walk
- Otway Walks & Waterfalls
- Old Beechy Rail Trail
- Port Fairy to Warrnambool Rail Trail
- Otway Hinterland Horse Trail
- Surf Coast Walk
- Twelve Apostles Trail
- Warrnambool Foreshore Promenade.

This Strategy recognises the vital role that local trails and short walks play in fostering community health by providing accessible spaces for physical activity, social interaction, and connection to nature. They encourage active lifestyles, reduce stress, and improve mental well-being, while offering safe and inclusive environments for people of all ages and abilities. By promoting regular outdoor activity, local trails contribute to healthier, happier, and more resilient communities.

Accompanying this Strategy are the Great Ocean Road Regional Trail Guidelines, offering guidance on trail planning, design, and management for all stakeholders. Together the Strategy and Guidelines aim to support the many organisations and interests involved in the trail network. It presents a shared vision along with the principles, goals and actions required to achieve this vision over the next 10 years.

This Strategy has been prepared by the Great Ocean Road Coast and Parks Authority (the Authority) in consultation with rightsholders, land managers and key stakeholders, the Authority will lead the implementation of the Strategy in collaboration with all involved agencies.

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## Our Vision

Our vision is for an outstanding trails region renowned for its diverse, high-quality trail experiences that celebrate and protect our unique natural and cultural landscapes, strengthen the economy and enhance community health and well-being.

## Goals

To achieve our vision, this Strategy contains six goals. Each goal has a set of priority actions.

**Integrated Governance, Planning, and Management**

We will adopt a strategic, coordinated approach to trail planning, management, and maintenance through stakeholder collaboration, prioritising investment and resource allocation.

**Sustainable Funding Model & Investment Framework**

We will source sustainable funding for trail development, maintenance, and management while providing guidance to organisations seeking investment.

**Eastern Maar and Wadawurrung Partnerships**

We will partner with the Eastern Maar and Wadawurrung Peoples to achieve joint objectives in land management and trail network development.

**High Quality and Sustainable Trails**

We will provide outstanding trail experiences that will protect the region's natural and cultural landscapes.

**Information and Marketing**

We will offer consistent, reliable trail information to highlight experiences and enable confident exploration.

**Accessible and Inclusive Trails**

We will ensure trails are inclusive, accessible, and support the needs of visitors and communities.

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# 1 Introduction

The Great Ocean Road region's rich and varied landscape is crisscrossed by hundreds of kilometres of trails. Located on the lands of the Eastern Maar and Wadawurrung Peoples, it is home to some of Australia's finest coastline, forests, national parks and marine sanctuaries. It boasts a network of trails that enable visitors and residents to experience these inspiring landscapes.

For this Strategy, the region is defined as the area from Torquay in the east to Port Fairy in the west, bound by the coast to the south and Colac and Camperdown to the north. This area encompasses those critical trails that contribute to the Great Ocean Road trail network.

The region has long been recognised as an exceptional destination for nature-based tourism. The region's trails are a major attraction for visitors and an asset for residents, offering opportunities for walking and cycling, and providing access to areas of outstanding natural beauty, cultural landmarks, and unique recreational experiences.

The trails offer residents and visitors opportunities to engage in an active, outdoor lifestyle that promotes physical and spiritual wellbeing. They provide spaces for families and friends to be active together and to connect, enhancing the vibrancy and appeal of the region's communities. These trails contribute to the quality of life for residents and the economic prosperity of the region.

Trails also strengthen the visitor economy, generating income and jobs that sustain our vibrant communities year-round. For more detailed information on the regional context and significance of the region's trails, please refer to Appendix A.

The trails in the region are planned and managed by a combination of state and local government entities, and, in some cases, in partnership with the local community management committees. Considerable resources have been invested in strengthening the trail network in recent years.

## 1.1 THE REGIONAL STRATEGY

The Great Ocean Road Regional Trails Strategy (the Strategy) provides a framework to guide state and local government agencies in the development of trails in the region. It presents a shared vision along with the principles, goals and actions required to achieve this vision over the next 10 years. The Strategy aims to build on previous investments to establish the Great Ocean Road Region as one of Australia's premier trail destinations.

The Strategy sets the strategic direction for planning, developing, maintaining, managing, marketing, and utilising an integrated network of trails in the region over the next decade. Accompanying this Strategy are the Great Ocean Road Regional Trail Guidelines, which offer guidance on trail planning, design, and management for all stakeholders involved in trails across the region.

Both the Strategy and the Guidelines are designed to unify the diverse range of organisations and interests working independently on individual trails, bringing them together under a shared vision to develop and manage an outstanding network of trails across the region.

This Strategy has been prepared by the Authority in consultation with the Eastern Maar Aboriginal Corporation, the Wadawurrung Traditional Owners Aboriginal Corporation, the local government areas of Colac Otway Shire, Corangamite Shire, Moyne Shire, Surf Coast Shire and Warrnambool City, State Government Departments and Agencies managing the region's land (Department of Energy, Environment and Climate Action and Parks Victoria), and Great Ocean Road Regional Tourism.

As the lead agency, the Authority will work in consultation and collaboration with all involved agencies and our communities to realise the Strategy's vision and goals.

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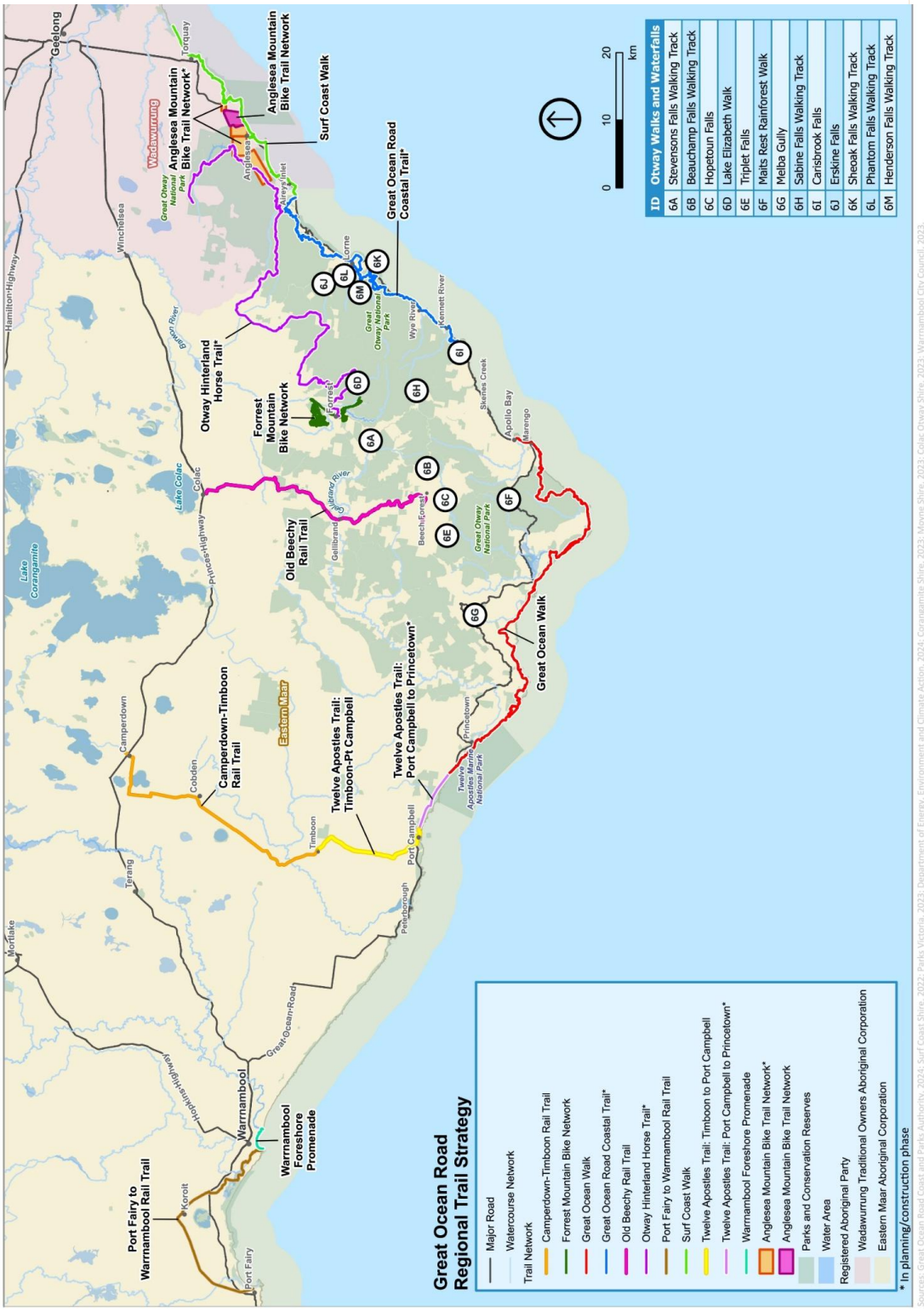
**Figure 1 Great Ocean Road Regional Trails Strategy – Area of Focus**



## REGIONAL CONTEXT

### Custodians of the lands, waters and skies

The Eastern Maar and Wadawurrung Peoples are the custodians of the lands, waters and skies encompassed by the Great Ocean Road region and have been for millennia.

### Victoria's most popular destination outside of Melbourne

In 2023/24:

- Total Nights : 6.6 million.
- Total Day Visitors: 3.0 million.
- Most visitors are from Victoria.

In 2033:

- Total Visitors: 9 million visitors (forecast).

### 121,640 residents

Most residents live in Surf Coast Shire and Warrnambool City.

### Outstanding Natural and Cultural Landscapes

2 national parks, 170,000 ha of Crown Land, 2 marine parks and 5 marine sanctuaries.

### Multiple trails that showcase the region

#### Short Walks

- Otway Walks & Waterfalls.

#### Mountain Bike Trails

- Forrest Mountain Bike Network.
- Anglesea Mountain Bike Trail Network (including the Anglesea Bike Park).

#### Shared Use Trails

- Surf Coast Walk.
- Twelve Apostles Trail.
- Warrnambool Foreshore Promenade.

#### Rail and Horse Trails

- Camperdown to Timboon Rail Trail.
- Port Fairy to Warrnambool Rail Trail.
- Old Beechy Rail Trail.
- Otway Hinterland Horse Trail (proposed).

#### Long Distance Walks

- Great Ocean Walk.
- Great Ocean Road Coastal Trail (proposed).

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# 2 The Existing Trail Network

## 2.1 THE EXISTING TRAIL NETWORK

The Great Ocean Road Region possesses a unique advantage. Our communities are surrounded by extensive public lands containing a network of exceptional trails that are used, valued and cared for by government agencies and local communities.

Across the region, there is growing recognition that the existing trail network present significant opportunities for enhancing the wellbeing of residents and the prosperity of communities.

Trails are integral to the landscape, fostering meaningful connections between people and nature. The region's extensive trail network currently offers:

- A good geographical spread of trails and connections to townships along the Great Ocean Road and its national parks.
- Access to a range of landscape and coastal settings, from urban to natural environments and from the coast through to the hinterland. Beautiful beaches and forests form part of a superb experience.
- A variety of trail types, including walking trails and multi-use trails for walking, cycling and horse riding.

### Short Walks

The region has many high-quality short walks. Some occur in 'clusters', including walks in the Great Otway National Park. The walks traverse a range of high-quality natural areas.

### Mountain Bike Trails

The region boasts several quality mountain bike trail networks at Forrest and Anglesea. These are generally managed in partnership between the land managers and local clubs affiliated with AusCycling.

### Long Distance Walking Trails

The region has several significant long-distance walks, including the Great Ocean Walk and the planned Great Ocean Road Coastal Trail.

### Shared Use Trails

Several of the region's trails are multiple purpose with walkers and cyclists sharing the trail. This includes the Surf Coast Walk and the recently constructed Twelve Apostles Trail (stage one).

### Rail Trails

Rail trails are a feature of the region and include the Camperdown to Timboon Rail Trail, Port Fairy to Warrnambool Rail Trail and the Old Beechy Rail Trail.

## 2.2 TRAILS INCLUDED IN THIS STRATEGY

The trails included in this Strategy are presented in Figure 2 and Figure 3 and include:

- Anglesea Mountain Bike Trail Network (including the Anglesea Bike Park)*
- Camperdown to Timboon Rail Trail
- Forrest Mountain Bike Network
- Great Ocean Road Coastal Trail*
- Great Ocean Walk
- Otway Walks & Waterfalls
- Old Beechy Rail Trail
- Port Fairy to Warrnambool Rail Trail
- Otway Hinterland Horse Trail*
- Surf Coast Walk
- Twelve Apostles Trail**
- Warrnambool Foreshore Promenade.

**In planning/construction phase*

***includes the Twelve Apostles Trail Stage 2 (Port Campbell to Princetown via Twelve Apostles Visitor Centre).*

For a comprehensive overview and assessment of the existing trail network and an assessment of each individual trail including recommended actions, please refer to Appendix B.

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These trails have been selected because they:

- Are of a regional geographic scale and link the settlements, activities, and environments along the Great Ocean Road Corridor
- Offer diverse user experiences capturing the region's unique character and features of the region (natural, cultural, heritage and landscape values)
- Serve the whole of the community, including visitors and regional residents
- Support the economic and social development of communities and support a prosperous and liveable region
- Are considered to be environmentally and culturally sustainable
- Are accessible from several points along their length and particularly to key parts of the trail where there is associated trailhead infrastructure
- Offer a cluster of short-walk experiences that are located within proximity to one another, showcase the values of the region, promote visitor dispersal and are collectively regarded as a 'walking attraction'.

## 2.3 TRAIL MANAGEMENT

More than 14 public entities are responsible for trail development, infrastructure delivery, asset maintenance, emergency management, destination promotion, and the management of biocultural landscapes across the region. Appendix B provides a summary of the land managers responsible for each trail.

Each entity must comply with the State's legislative and policy framework, as well as strategic planning guidelines. Appendix A provides a summary of the legislation, plans, and strategies relevant to the development of trails across the region.

### The Great Ocean Road Coast and Parks Authority

The Authority is an independent statutory authority established on 1 December 2020 to enhance the protection and management of Victoria's iconic Great Ocean Road coast and parks.

In partnership with the Eastern Maar Aboriginal Corporation and the Wadawurrung Traditional Owners Aboriginal Corporation, the Authority's purpose is to care for, protect, and manage the coast and parks along the Great Ocean Road, ensuring they can be enjoyed by all, now and for generations to come. The Authority's ambition is for the Great Ocean Road to thrive environmentally, economically, socially, and culturally as an integrated, living entity.

Before the Authority's establishment, thirty organisations held responsibilities along the Great Ocean Road. This fragmented management model created barriers to coordinated future planning and delivery, a key challenge identified by stakeholders.

The role of the Authority is to streamline the fragmented and conflicting management of public land within the Great Ocean Road coast and parks, and to deliver on a shared vision for the region's future.

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This includes:

- Guiding sustainable tourism, supporting local employment, and enhancing the visitor experience
- Strengthening the protection of land and seascapes from the impacts of climate change
- Improving economic development to create a prosperous and liveable region.

Management responsibility for an estimated 150,000 hectares of parks and public land within the Great Ocean Road Region is being progressively transferred to the Authority, with completion expected by 1 November 2025. This area of land, referred to in this Strategy as the Authority's service area, may include some of the trails covered by this Strategy. Appendix B lists the respective land managers for each trail and identifies those that might be transferred to the Authority.

The transfer of land will not alter the existing management tenure or conservation objectives of the land under the Authority's control. The land management objectives and obligations are defined by the reservation purpose under the Crown (Land) Reserves Act and other statutory requirements, such as land management plans approved by the Minister for Environment and State policies. These objectives and obligations will remain unchanged.

The Authority is required to reinvest all revenue generated from the land it manages back into the protection and enhancement of the Great Ocean Road coast and parks, ensuring their enjoyment and appreciation by current and future generations. This includes improvements in environmental education, conservation, visitor services, and the management and maintenance of the trail network.

### Other Agencies

Several trails are located outside of the Authority's service area (Figure 1). These trails are managed by stakeholders involved in the development of this Strategy, including Parks Victoria, DEECA, and the five local governments. Some stakeholders, such as Parks Victoria, have documents (standards, guidelines, etc.) that guide the management of their trail networks. The vision, principles, and actions identified in this Strategy, along with the Great Ocean Road Regional Trail Guidelines, are designed to align with each agency's guidelines and standards. Together, these documents will provide trail managers, organisations, and other interest groups with readily available, current, and relevant guidance for trail development and management.

### Committees of Management and Clubs

Several Committees of Management have been established to manage assets on behalf of the relevant local Council, including assets owned by the Council or Crown Land for which the Council is the Committee of Management. These committees consist of volunteers who contribute significantly to trail management, construction, and use. Examples of volunteer groups involved in the trail network include the Port Fairy to Warrnambool Rail Trail Committee Inc. and the Surf Coast Mountain Bike Club.

### The Eastern Maar and the Wadawurrung Peoples

There are two recognised Registered Aboriginal Parties on the region this Strategy encompasses, the Eastern Maar Aboriginal Corporation (EMAC) and the Wadawurrung Traditional Owners Aboriginal Corporation (WTOAC). Refer to figures 2 and 3.

The Eastern Maar are the Traditional Owners of south-western Victoria. Through their Country Plan, the Eastern Maar Aboriginal Corporation asserts to be the public land manager for trails on their country.

The Wadawurrung People are the Traditional Owners of the land and waters that run from the Great Dividing Range in the north to the coast in the south, from Werribee River in the east to along the Surf Coast.

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Through their Country Plan, the Wadawurrung would like co-management to be a pathway to full management for areas identified by Wadawurrung.

The intended aim is to ensure that First Nations people and their representative bodies are engaged in all elements of trail management and will have co-design and co-management principles applied to their partnership with land managers.

### Trail Related Businesses

Business groups with an interest in trails and trail management extend throughout the region. These groups include bike servicing, repair and rental businesses, event management and ownership groups, accommodation providers, transport services, and food businesses linked to trail use. Many of these businesses are connected to the trail network through clubs, chambers of commerce, and peak bodies representing industry and business regionally.

The Authority is committed to working in consultation, collaboration, and partnership with all agencies involved in the development of this Strategy to realise the vision.

This Strategy is intended to serve as the hub of a wheel, connecting the broad range of organisations and initiatives that have historically worked independently. By drawing them together under a shared vision, the Strategy aims to establish the region as an outstanding trails destination.

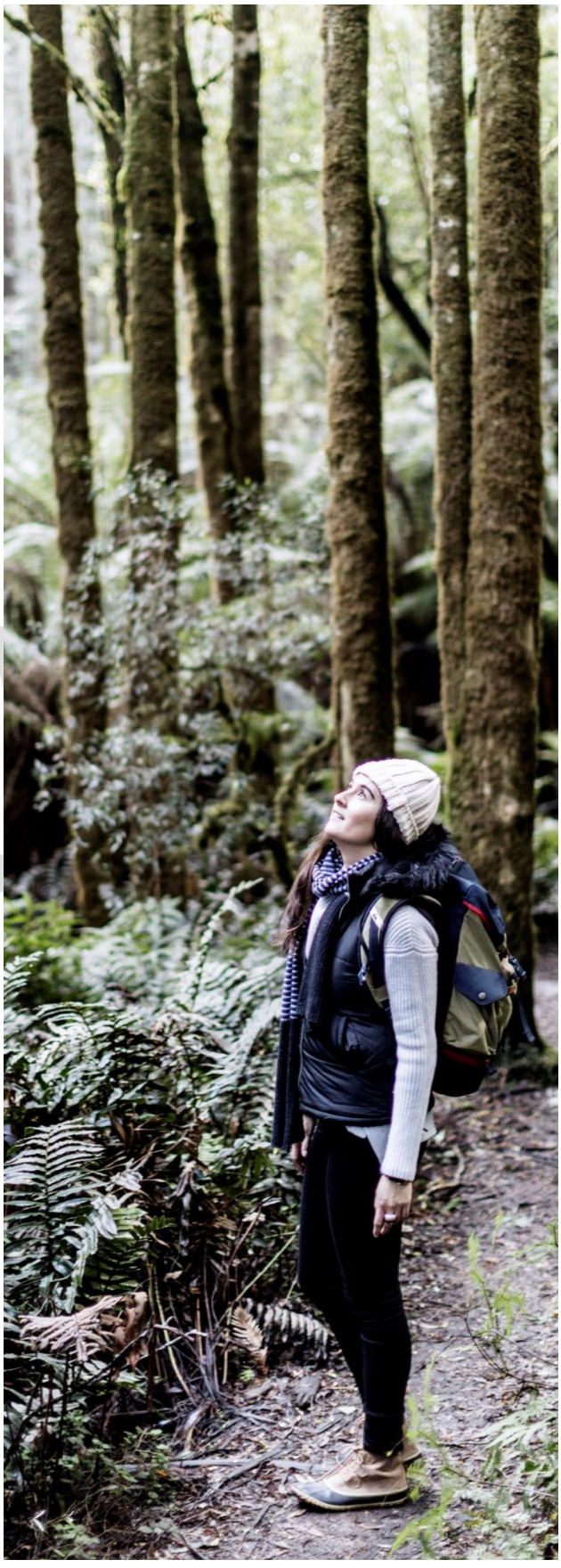

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**Figure 2 Great Ocean Road East**

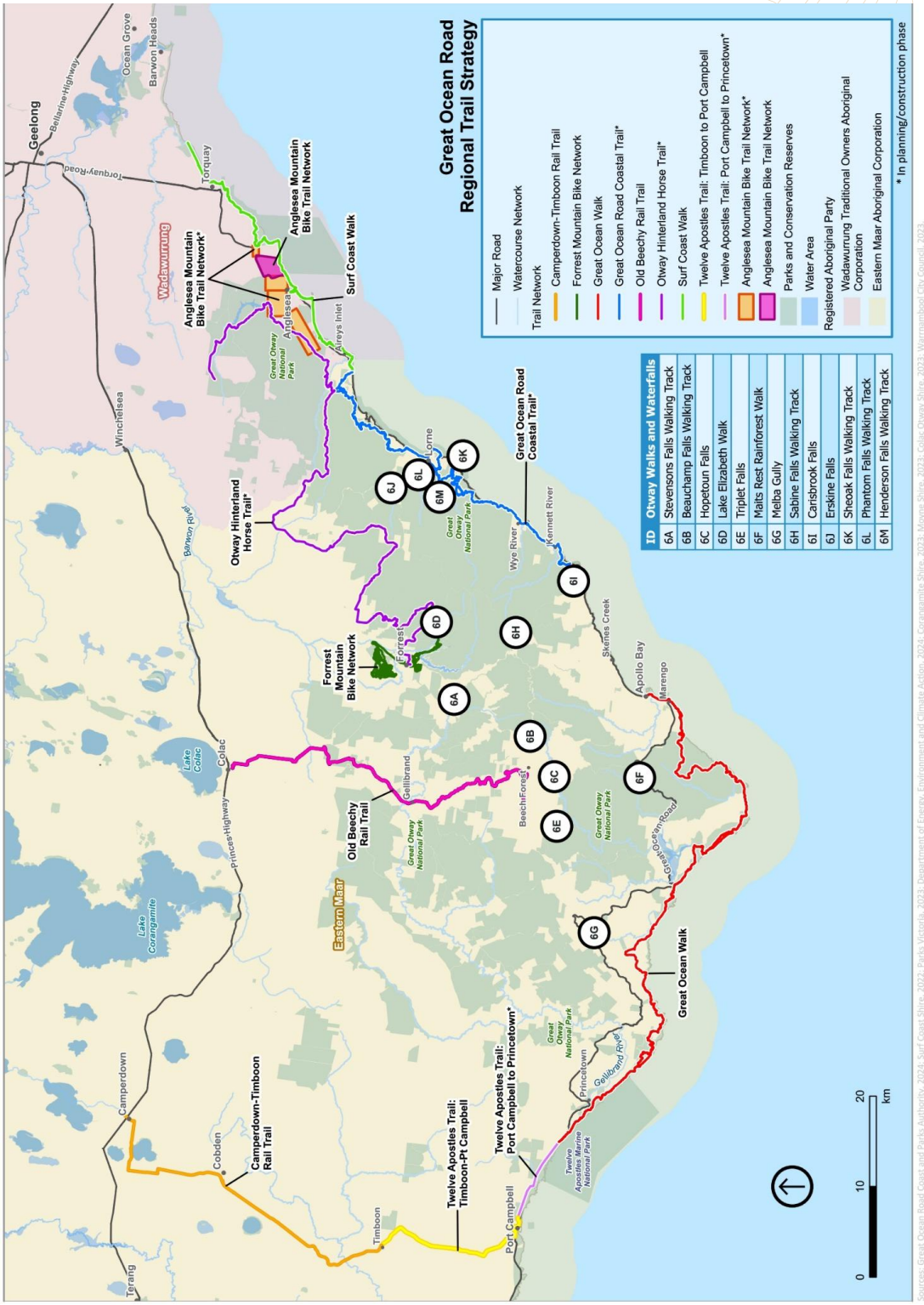
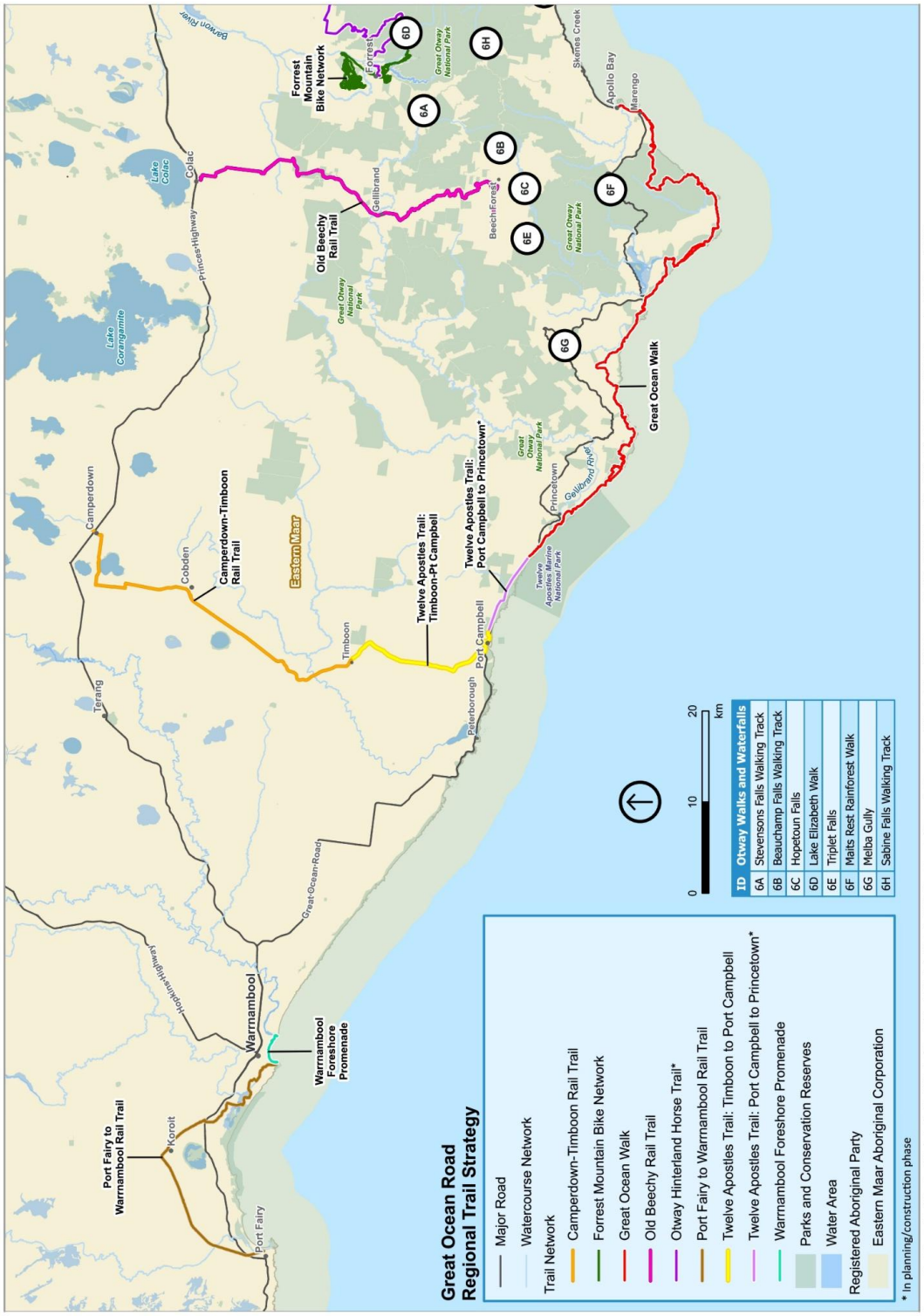


**Figure 3 Great Ocean Road West**



# 3 Characteristics of Outstanding Trail Destinations

## 3.1 CHARACTERISTICS OF OUTSTANDING TRAILS DESTINATIONS

An outstanding trails destination features a series of exceptional trails designed to showcase the natural and cultural landscapes of the area that are accessible to a wide range of users. It also offers a range of trail-related services to enhance the user experience for both residents and visitors.

The following factors characterise outstanding trails destinations:

### Diversity of Trail Types

A diversity of trails can be achieved in several ways, catering to various trail markets such as walking, hiking, multi-use, cycling, and mountain biking. In addition to offering different types of trails, they should also accommodate people with varying fitness levels, skill levels, and equipment needs. This diversity may include:

**Degree of Difficulty:** Trails with varying levels of challenge to suit beginners, intermediate, and advanced users.

**Trail Length:** Options ranging from short, easy walks to longer, more demanding hikes or rides.

**Rest Points**: Multiple locations along the trails where users can stop to rest.

**Technical Features:** Trails designed with specific technical challenges for those with advanced equipment or skills, such as mountain biking trails with jumps and obstacles.

By offering a variety of trails, the region can ensure an inclusive and enjoyable experience for all visitors.

### Concentration of Trail Opportunities

Transport between trails can be a barrier for visitors seeking a multi-day trail experience in a region. Ideally, trails should be close to a trailhead or an area that provides accommodation and a service hub.

Short loop trails near townships boost community health and well-being while supporting local economies by promoting higher-yield slow tourism and longer visitor stays

In cases where trails are not in proximity, good transport connections are essential to enable visitors to enjoy the area without having to travel long distances to begin their experiences. Ideally, trails should lead from a well-designed trailhead, ensuring convenience and accessibility for all users.

### High Quality Design and Infrastructure

Trails and their infrastructure should be designed and managed to ensure safety for all proposed uses, including shared-use trails. There should be clear, accessible information on orientation and wayfinding, trail standards, difficulty ratings, appropriate user behaviour, and journey length, available on physical signs as well as online.

High-quality design also includes considerations of Universal Design Principles, gender impact, and accessibility requirements. Additionally, it should accommodate residents and visitors for whom English is a second language. This ensures that trails are inclusive and accessible to a diverse range of users.

Modern trail construction methods and new trail-building guidelines emphasise good design, environmentally sustainable material selection and user experience. High quality and sustainable trails that are planned, designed, constructed and maintained to best practice provide a sense of place. They compliment and showcase their surrounds, they are photogenic, they create a connection to their natural and cultural environment, they appeal to all age groups and are built to last. Accordingly, trail design and infrastructure should be fit for purpose and climate resilient.

Supporting infrastructure includes trailheads, toilets, information boards, car parks, and other amenities. For example, hinterland trails may require significantly less infrastructure compared to high-volume short walking tracks in coastal areas.

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### Suitable Access

Trails need to provide appropriate access to their relevant target market. For instance, constructing a high-quality day walk trail is of little use if there is no access for day users. Transport and access must align with the markets using the trail.

Key considerations include:

Suitable Road Access: where possible locate trailheads convenient to road access points.

Public Transport: where possible locate trailheads convenient to public transport options

**All-Ability Access**: Designing trails and infrastructure to be accessible to people of all abilities where possible, encouraging use across all sectors of the community.

By aligning transport and access with the needs of trail users, we can ensure that trails are utilised and enjoyed by a diverse range of people.

### Respect for Cultural Landscapes

Trails often traverse cultural landscapes and sites of cultural significance. Outstanding trail destinations respect and preserve cultural values, offering high-quality interpretation and storytelling that provide trail users with meaningful insights into the cultural landscapes they traverse. This helps build understanding of their significance and underscores the need for their protection.

### Outstanding Natural Landscapes

The setting in which a trail is located is crucial for attracting visitors. Outstanding trail destinations leverage the natural landscape, showcasing breathtaking views and key features, while providing quality interpretation along the trail. Trails are designed and constructed to minimise negative environmental impacts from both construction and ongoing use.

### Quality Pre-trip Information

Increasingly, visitors independently research their trips based on online content, which can be formally curated by responsible organisations (such as tourism boards, land managers, or councils) or user-generated content found on mapping and outdoor activity portals, online media, blogs, and social media. Some of this content may lack quality control for accuracy and appropriateness of pre-trip information.

Quality pre-trip information, including accurate trail maps, is essential to provide prospective visitors with the details they need to choose their trail destinations. A "one-stop shop" website would be ideal, allowing visitors to research accommodation, transport, maps, digital navigation files, and more. Other sites can then be used for verification.

### Range of Quality Support Services

Successful trail destinations provide a range of services that meet the needs of diverse trail users, ensuring they can access and enjoy the trails seamlessly. These services handle the logistics of accessing trails, transporting people and equipment, and finding accommodation, recognising the special needs of trail visitors.

Many trail destinations now provide walker or bike-friendly schemes where service and accommodation providers offer products and packages tailored to trail users. This includes secure bike and equipment storage, clothes and equipment washing, packed lunches, and convenient opening hours. Many European walks and rides exemplify this model.

Typical trail destination support services include:

- **Transport Services**: Providing transport for people, equipment, and luggage to and from trailheads and accommodation.
- **Guided and Self-Guided Tours**: Offering a range of tour options for trail users.
- **Equipment Services**: Offering bike hire, repair, and retail services for hiking and other needs.
- **Car Rental Services**: Facilitating the transport of equipment and bikes.
- **Long-Stay Parking**: Providing long-stay car parking at or near trailheads.
- **Trail-Friendly Accommodation**: Offering accommodations that cater specifically to walkers and riders.

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By providing these support services, the region can enhance the overall experience for visitors, making it easier and more enjoyable for them to explore and appreciate the trails.

### Strong positioning and marketing

Strong marketing is essential for a trails destination to stand out in an increasingly crowded marketplace. Each destination must effectively position itself by aligning its core strengths and experiences with the market and promoting them accordingly.

Consistent application of a brand across the destination and among all partners involved is critical to avoid mixed signals and inconsistent messaging. This ensures a unified and clear identity that resonates with the target audience.

Strong planning and collaboration between partners, land managers, businesses, and the broader tourism industry are vital to successful marketing and positioning. By working together, these stakeholders can create and deliver compelling marketing strategies that highlight the unique attributes of the trail destination.

### Strong Governance and Sustainable Funding

Good governance is crucial for making well-informed, evidence-based decisions in a collaborative manner, all aligned with a strong vision and long-term planning. An effective governance structure and mechanism tailored to each destination is essential. Key elements of a good governance model include:

- **Clear Vision:** Partners and operators share a clear vision for the destination.
- **Defined Roles and Accountabilities:** Partners understand their roles and responsibilities and work collaboratively within this framework.
- **Skilled Teams:** Teams possess the right skills and experience to drive desired outcomes.
- **Resource Access**: Ensuring there is adequate financial, human and support resources allocated for destination development.

Many trail destinations in Australia face challenges in securing ongoing maintenance funding. This is partly because many trails are on land managed by National Park and/or Forest Authorities, whose business models typically do not include service fees that directly contribute to trail maintenance.

New models are being developed across Australia to ensure strong financial security for trail developments. Examples include the Three Capes Walk in Tasmania, the Red Centre Adventure Ride in the Northern Territory, and Mystic Park in Bright, Victoria. These models are relevant to the Great Ocean Road Region and could be considered to support trail maintenance and infrastructure development.

### Community Engagement and Partnerships

Engaging with local communities about plans, issues, and opportunities is critical to ensure that the destination's trail experiences are effectively delivered by land managers, businesses, and the community together. Community engagement also ensures that local needs are considered in trail management, development, and planning.

### A Vibrant Events Calendar

A robust events calendar can invigorate a trail destination, generate significant economic benefits, and raise marketplace awareness, particularly during shoulder and off-seasons. Events attract time-specific visitors during the event period and encourage extended visits as attendees often return to the region after being exposed to it through the event or its coverage. This, in turn, boosts trail-related businesses and provides income stability within the region. Additionally, events positively impact the local community by stimulating activity, promoting health and wellbeing, enhancing lifestyle quality, and improving overall regional liveability.

This Strategy recognises the vital role of volunteers and community members, whose dedication ensures the success of many events that would not exist without their contributions in the Great Ocean Road region.

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## 3.2 REGIONAL ASSESSMENT

Appendix C presents an assessment of the region's trail network against the characteristics of outstanding trail destinations. The main issues and opportunities are summarised below.

### Issues

**Lack of Consistent Standards and Limited Resources**: Absence of uniform standards and adequate resources hampers the development and maintenance of a high-quality trail network. There is minimal revenue return from use of the trail network.

**Trail Maintenance**: Many existing trails suffer from inadequate maintenance due to rising costs, an increase in extreme weather events and limited human and financial resources.

**Complex Regulatory Framework and Multiple Entities Involved in Management:** The involvement of numerous entities and a complex regulatory framework complicates efficient trail management and development.

**Insufficient Data on Trail Use**: Limited data collection leads to underestimation of the trails' values, threats and usage, affecting decision-making and resource allocation.

**Inadequate Trail and Transport Connections**: Poor connections between trails and transport networks, particularly for bikes, limit the seamless trail experience.

**Unmapped Existing Trails**: Numerous trails are not properly mapped, making them difficult for users to navigate and enjoy.

**Lack of a Single Information Source**: The absence of a centralised information hub creates confusion for users seeking trail-related information.

### Opportunities:

**Governance**: The establishment of the Great Ocean Road Coast and Parks Authority has created an opportunity for regional governance and enhanced collaboration among stakeholders involved in trail management.

**Partner with Traditional Owners:** Collaborate with EMAC and WTOAC to incorporate their knowledge, cultures, and values into trail management, and create economic opportunities for their organisations.

**Develop Sustainable Funding Models:** Explore funding mechanisms, grants, sponsorship and partnerships to ensure consistent financial support for trail development and maintenance.

**Implement a Climate Adaptation Strategy for Trails:** Develop and apply strategies to enhance the resilience of trails against climate change impacts, ensuring long-term sustainability and usability.

**Focus Investment on Improving the Standard of Existing Trails:** Prioritise improving the quality and appeal of all trails and elevating the commercial opportunities for a select number of key trails.

**Foster a Collaborative Trail Community for Resource Coordination:** Unite trail managers, users, and stakeholders to share resources and knowledge, enhancing the overall effectiveness and efficiency of trail management.

**Enhance Capacity Building and Resource Support for Volunteers:** Provide training, tools, and resources to support and empower volunteers, ensuring their efforts are sustainable and impactful.

**Improve Linkages Between Existing Products, Infrastructure, and Trails:** Strengthen connections within the trail network and related amenities, promoting a cohesive and integrated experience for users with connections to public transport throughout the region.

**Quantify the Economic Benefit of Trails**: To assist in understanding the value of your trail system to local regions and communities.

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# 4 Vision, Principles & Goals

## OUR VISION

To be an outstanding trails region renowned for its diverse, high-quality trail experiences that celebrate and protect our unique natural and cultural landscapes, strengthen the economy and enhance community health and well-being.

## OUR PRINCIPLES

- Intrinsic Connection to Country
- Sustainable, High Quality and Diverse Trails
- A Connected Trail Network
- Protect and Respect for Nature and Culture
- Regional Collaboration
- A Thriving Trail Economy

## OUR GOALS

- Integrated Governance, Planning and Management
- Sustainable Funding and Investment Framework
- Eastern Maar and Wadawurrung Partnerships
- High Quality and Sustainable Trails
- Information and Marketing
- Accessible and Inclusive Trails

## WE WILL KNOW WE ARE SUCCESSFULL WHEN

- The region is recognised nationally as an outstanding trails region with high quality, well maintained, and diverse trails.
- Quality trail experiences are enhancing the wellbeing and economic prosperity of our communities.
- EMAC and WTOAC are involved in trail planning and management across the region.
- Trail users respect and care for our natural and cultural landscapes.
- Agencies, organisations and community groups are working collaboratively to achieve our shared vision.

## 4.1 OUR VISION

To be an outstanding trails region renowned for its diverse, high-quality trail experiences that celebrate our unique natural and cultural landscapes, strengthen the economy and enhance community health and well-being

Our vision is based upon a foundation of sustainability that aligns with the Authority's founding principles - General and Economic, Aboriginal Inclusion, Environmental and Social Benefits. This means:

- Inclusive Trail Management: The Eastern Maar and Wadawurrung Peoples are involved in all aspects of trail management.
- Community Vibrancy and Prosperity: Trails are contributing to the vibrancy, prosperity, and connectivity of communities.
- Economic Prosperity: Quality trail experiences are enhancing the regional economy.
- Sustainable and Valued Trail Network: The network of trails is varied, valued, and sustainable over the long term.
- Knowledge and Appreciation of Natural and Cultural Values: Trails are advancing knowledge, appreciation, and care of the region's natural and cultural values.
- Aligned and Collaborative Trail Community: Agencies, organisations, and community groups involved with trails are more aligned with their vision and support knowledge sharing and collaboration.

## 4.2 GUIDING PRINCIPLES

The following guiding principles are intrinsic to achieving this vision. They will guide decision-making for trail planning, development, and management, and help authorities take a collective and consistent approach to future investment in trails across the region. A commitment to them by all agencies and organisations involved in trails will facilitate progress toward an outstanding trails destination.

### Intrinsic Connection to Country

The intrinsic connection of EMAC and WTOAC to Country is acknowledged through partnerships and involvement in planning, construction and management of the trail network.

### Resilient, High Quality and Diverse Trails

Our trails and associated infrastructure support a range of users and abilities in a safe and risk-managed environment. The design and construction of the trail network will be consistent with Australian standards for walking tracks and mountain bike trails and aim to be low impact, low maintenance and resilient to the effects of a changing climate.

### A Connected Trail Network

Our trail network connects people and places to support active dispersal and increase yield and length of stay throughout the region. We provide outstanding experiences by immersing people in the natural and cultural landscape.

### Protect and Respect for Nature and Culture

Our trail network presents opportunities to build greater awareness and understanding of our natural and cultural landscapes, leading towards advocacy, protection and respect.

### Regional Collaboration

By developing regional partnerships through an effective governance model, we can maximise access to resources, increase efficiency and scale our efforts to provide our vision of outstanding trail opportunities. This regional collaboration and partnerships extends to local communities and volunteers who play an important role in the operation and maintenance of our trails.

### A Thriving Trail Economy

Our trail network is a significant regional asset that supports a prosperous visitor economy, contributes to the health, wellbeing, and quality of life of our communities, provides direct opportunities for Eastern Maar and Wadawurrung Peoples and for investment by the private sector.

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## 4.3 OUR GOALS

This Strategy is based on six goals. Each goal has several actions to ensure the growth and success of the trail network.

### Integrated Governance, Planning and Management

We will adopt a strategic and coordinated approach to trail planning, management and maintenance through stakeholder collaboration with prioritised investment and appropriate allocation of resources across the region. We will continue to strengthen partnerships with local communities for trail development and maintenance.

### A Sustainable Funding Model and Investment Framework

We will source sustainable funding for the development, maintenance and management of the region's trails and provide guidance and support to organisations, community groups and volunteers to seek investment in existing and future trails.

### Eastern Maar and Wadawurrung Partnerships

We will partner with the Eastern Maar and Wadawurrung Peoples and prioritise resources to achieving joint objectives that enable their assertions about land management and the trail network.

### High Quality and Sustainable Trails

Together we will provide outstanding trail experiences that ensure the safety of trail users and the protection of the region's natural and cultural landscapes.

### Information and Marketing

We will work together to provide consistent and reliable trail information that highlights the outstanding experiences on offer and enable users to confidently explore the region.

### Accessible and Inclusive Trails

We will strive to ensure our trails are inclusive and accessible and support the needs of our visitors and communities.

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## 4.4 GOALS AND PRIORITY ACTIONS

Each goal has several recommended actions which have been defined by their priority as follows:

- **High** – as resources allow, undertaken during the first one to five years of the Strategy.
- **Medium** –should be undertaken during years five to ten of the Strategy but may start as resources allow.

Where relevant, actions have also been identified as:

- **Foundational** – underpin most of the Strategy's actions and strategic directions.
- **Enabling** – is fundamental to supporting other actions that will be delivered.
- **Ongoing** – may be considered business as usual but is important enough to be listed in this Strategy.

This Strategy will be used to guide and coordinate action across the region, with the delivery of some actions subject to grants and external funding. Trails located outside the Authority's service area and their associated actions are the responsibility of respective land managers.

# Goal: Integrated Governance, Planning and Management

## OUR AIM

We will adopt a strategic and coordinated approach to trail planning, management and maintenance through stakeholder and community collaboration with prioritised investment and appropriate allocation of resources across the region.

## WHY IS IT IMPORTANT?

To harness the immense potential for trails and related tourism products, the region requires an agreed framework to guide a whole -of-government approach to trail planning, development and management. This is particularly important considering:

- The Great Ocean Road region is subject to land transitions between the Authority and stakeholders, which may include some of the trails within this Strategy. Multi agency co-ordination to deliver the vision and goals of the Strategy is needed given the large number of stakeholders in the Great Ocean Road region.
- The EMAC and WTOAC have assertions involving all aspect of trail management.
- Other stakeholders with an interest in the trail network include the Great Ocean Road Regional Tourism Board (GORRT), community groups, first responder emergency services, transport agencies and volunteers.
- The Great Ocean Road Visitor Economy Master Plan[1] identifies nature based and trail tourism as a key pillar of the region's tourism offering. It recognises that the trail network is a competitive advantage when compared to other Victorian and interstate regions.
- There are currently low levels of coordination across the region between the key stakeholders including community groups and volunteers with an interest in the trail network and those responsible for their management.
- Considering the competitive pressure from other regions within Victoria, across Australia, and from our international neighbours like New Zealand, it is essential to enhance trail coordination (governance) from a regional perspective.
- A sustainable trail network requires coordinated government action at the state and local level to direct investment to priority areas so that the region can sustainably manage growth and benefit from it.
- There is a shortage of data and information on trail usage, which is crucial for guiding investment and decision-making, as well as for measuring the satisfaction of residents and tourists.
- A region wide trail monitoring system that generates reliable, standardised and pertinent information on trail use is critical to sustainable trail planning and management.

[1] https://greatoceanroadtourism.org.au/strategies/visitor-economy-master-plan/

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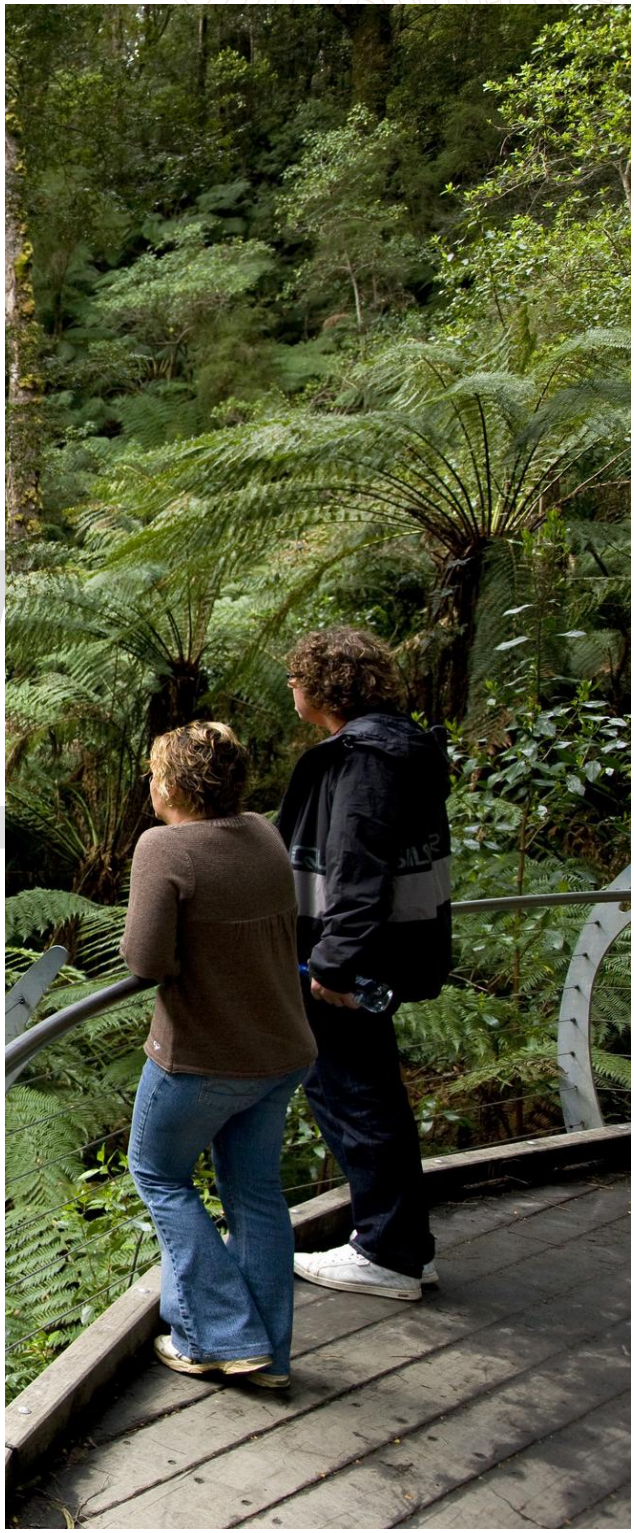
## A REGIONAL TRAILS FORUM

The aim of establishing the Great Ocean Road Regional Trails Forum (GORRTF) is to provide a co-ordinated response to many of the actions contained in this Strategy and to collectively advocate for resources to advance the regional trails network. The focus of the regional coordinating structure will be on the national and regional trails identified in the Strategy.

The following set of principles are recommended for inclusion in the terms of reference for the Great Ocean Road Regional Trails Forum:

- Provide advice and assistance in obtaining funds and investment for national and regional trail development and centralised management of funds for these priority trails.
- Improve maintenance of all trails across the region through the implementation and alignment of the Regional Trail Guidelines with each stakeholder and their respective trail management guidelines, where applicable.
- Provide advice and assistance in building the capacity of trail stakeholders and partners to implement trail and experience improvements.
- Work with GORRT on the development and implementation of a Regional Trails Marketing Strategy (as recommended in this Strategy).
- Respect the role and accountabilities under legislation and policy of land managers and trail managers.
- Respect the democratic functions, in local and State Government, that impact resource allocation and decisions.
- Encourage communication, information sharing, learnings and trail intelligence, in addition to collectively engage with industry, community groups, GORRT and other trail partners as necessary.

Other amendments and monitoring the implementation of this Strategy would also fall into the terms of reference.



## TABLE 1: ACTIONS FOR INTERGRATED GOVERNANCE, PLANNING AND MANAGEMENT

| ACTION NO | ACTION | PRIORITY | WHO |
|---|---|---|---|
| **Action 1.1** | **Coordinating Body:** Formalise the structure of the Regional Trails Forum and include regional representation as well as community organisations that support the trails sector across the region.<br><br>Establish the Terms of Reference and embed the implementation of the Regional Trails Strategy as the key role of the Great Ocean Road Regional Trails Forum (GORRTF) under the leadership of the Authority. | High<br><br>Foundational | The Authority in collaboration with EMAC, WTOAC, LGAs, Trail and Land Managers and GORRT |
| **Action 1.2** | **Strategy Implementation**: Establish and implement regular reporting of progress in the implementation of the Strategy and provide feedback to stakeholder organisations at agreed times. | High | The Authority in collaboration with GORRTF |
| **Action 1.3** | **Trail Stewardship** Host, on an as-needs base, a regional trails forum that includes industry and community groups to discuss and enable implementation of elements of the Strategy. | Medium | The Authority in collaboration with GORRTF |
| **Action 1.4** | **Trail Capacity:** To enable coordinated implementation of the Great Ocean Road Regional Trail Guidelines, develop and present trail design, construction, visitor risk management and maintenance workshops to trail management organisations and user groups across the different types of trails and uses. | Medium | The Authority in collaboration with GORRTF |
| **Action 1.5** | **Integrated Planning:** Embed the vision and goals of the Strategy into broader regional planning and budget processes (e.g. tourism plans/destination management plans, strategic plans, development plans, open space plans, transport plans). | Medium | The Authority in collaboration with GORRTF |
| **Action 1.6** | **Monitoring and Evaluation**: Establish a region wide monitoring and evaluation system to measure the success of the trails network through usage monitoring (i.e. observations, trail counters), user experience surveys and assessment of the achievement of trail management objectives. | High | The Authority in collaboration with GORRTF |

# Goal: Sustainable Funding Model & Investment Framework

## OUR AIM

We will source and create sustainable funding models for the development, maintenance and management of the region's trails and provide guidance and support to organisations to seek investment in existing and future trails.

## WHY IS IT IMPORTANT?

Resourcing and funding for planning, development and maintenance of trails is a major impediment to the management of existing trails within the region. To create sustainable trails, better models of funding and cost recovery must be employed.

Most of the current funding for trail development comes from state and local government budgets or grants awarded on a project-by-project basis.

However, funding programs are a finite resource with many competing applicants. Additionally, once trails are developed there are often limited ongoing resources for trails maintenance and organisational support. Trails management organisations in other places (such as Trails Trusts in New Zealand) have been able to diversify funding sources and utilise partnerships to obtain resources for development and management of high-quality trails.

To ensure the development of high-quality trails it is important that the region has an agreed framework for prioritising trail investment and maintenance. This framework recognises the economic, social, cultural and environmental contribution of each trail to locals and visitors alike. A consistent approach to the assessment of trail developments will be achieved through the:

- Classification of trails and trail networks according to their significance at national, regional and local level as presented in Table 2. This classification is subject to change, pending changes to investment in individual trails and other variables.
- Application of criteria to assess the feasibility of trail developments (for existing and proposed trails) and prioritise them for investment.

An investment framework will also facilitate:

- The self-determination assertions of the Eastern Maar and Wadawurrung Peoples.
- Advocacy for resources by the public and private sectors at a regional level. Noting that at times trail managers are competing for the same resources to develop new or improve existing trails.
- The opportunity to promote the economic benefits of the regional trail network making investment decisions easier.
- Improved understanding of the economic benefits of the trail network to encourage engagement and investment in trails by the public and private sectors.
- Strategic planning for necessary resources to address climate change impacts on the trail network and likely increases in maintenance costs, trail closures and longer recovery periods.
- Investment in high quality trails that can compete with other national and international trail-based tourism destinations.
- Improved understanding of the economic, social, cultural, and environmental benefits of the trail network to encourage greater engagement and investment in trails by both the public and private sectors.
- The opportunity to promote the economic, social (health, wellbeing), cultural, and environmental benefits of the regional trail network, making investment decisions easier.

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## TABLE 2: TRAIL CATEGORISATION – GREAT OCEAN ROAD REGION

| Trail Category | Attributes | Recommended Trails |
|---|---|---|
| **State and Nationally Significant Trails** | A trail that is of sufficient quality, showcasing the natural and cultural landscapes of Victoria with appropriate facilities, products and services to be recognised beyond the State and to attract visitors to Victoria. Criteria includes:<br>• Exemplars of the competitive strengths of Victoria and Australia as a trail destination.<br>• Uniquely representative of Victoria's natural and cultural landscape values.<br>• High priority government support at the State level for trail development and management and listed as a priority within State plans and strategies.<br>• Support viable high yield trail-based accommodation and associated products and services.<br>• Directly and indirectly provide economic benefits to the region and the State. | Great Ocean Road Coastal Trail<br>Great Ocean Walk |
| **Regionally Significant Trails** | A major trail or trail network that services a population centre or large regional community, with facilities and services of a standard and appeal that could attract visitors from outside the region. Criteria includes:<br>• Representative of the region's natural and cultural landscapes.<br>• Government support at a regional level within regional plans and strategies.<br>• Support viable trail-based and associated regional tourism products, services, and events.<br>• Directly or indirectly provide economic benefits to the region. | Forrest MTB Trails<br>Otway Waterfall Walks<br>Surf Coast Walk<br>Anglesea MTB Trail Network (proposed)<br>Camperdown to Timboon Rail Trail<br>Old Beechy Rail Trail<br>Port Fairy to Warrnambool Rail Trail<br>Twelve Apostles Trail |
| **Locally Significant Trails** | A trail that services the local community and provides facilities suited to local use. Some local trail may have potential for development to regional status. Criteria includes:<br>• Many are located within proximity to residential areas and are often connected to community services and open space areas.<br>• Representative of the region's natural and cultural landscapes.<br>• Provide access to a diversity of trails of varying difficulty, length, and type.<br>• Provide opportunities for different trail-user groups for active recreation, health, and wellbeing.<br>• Recognised by residents as a popular trail and/or trail network and frequented by people from the surrounding region. | Warrnambool Foreshore Promenade<br>Otway Hinterland Horse Trail (proposed) |

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## TABLE 3: ACTIONS TO ESTABLISH A SUSTAINABLE FUNDING MODEL & INVESTMENT FRAMEWORK

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| **Action 2.1** | **Funding Model:** Institute a funding model that:<br>• Reflects the many benefits of trails and their role in advancing the objectives and priorities of government.<br>• Provides dedicated sources of funding, allocating them based on clear criteria that are consistent with the goals of the Strategy.<br>• Ongoing management including maintenance, long term sustainability and the promotion of trails.<br>• Responds to the need for large infrastructure projects.<br>• | High Enabling | The Authority in collaboration with the GORRTF |
| **Action 2.2** | **Cost/Benefit Analysis:** Undertake a cost benefit analysis of trails to further develop advocacy material for the reinvestment of funds trail development and maintenance. | High Enabling | The Authority in collaboration with the GORRTF |
| **Action 2.3** | **Advocacy Platform:** From the analysis produce a advocacy document that succinctly and powerfully, informs decision makers of the evidence-based case for public support of trails development and maintenance. It should describe the economic, environmental, community, health and cultural benefits of supporting a varied and quality trails network. | High Enabling | The Authority in collaboration with the GORRTF |
| **Action 2.4** | **Prioritisation of Investment:** Implement the region wide trail categorisation system for trails to define their relative state and regional significance and broad developmental needs. | High | The Authority in collaboration with the GORRTF |
| **Action 2.5** | **Investment Partnerships:** Assist trails organisations and managers to identify appropriate partnerships for trail development, experiences, maintenance and management. Investigate philanthropic opportunities. | Medium | The Authority in collaboration with the GORRTF |
| **Action 2.6** | **Investment Support:** Provide trails organisations with access to a centralised pool of research and information to assist in the assessment of trails development needs, the preparation of funding applications and seeking investment partners. | Medium | The Authority in collaboration with the GORRTF |
| **Action 2.7** | **Trail Categorisation Review**: Ensure that the Regional Trails Strategy recognises and integrates new trails and GORRTF revises the trail categorisation as required. | Ongoing | The Authority in collaboration with the GORRTF |
| **Action 2.8** | **Volunteer Programs**: Develop and support programs for community and user group involvement in trail development, maintenance and management. | Medium | The Authority in collaboration with the GORRTF |

# Goal: Eastern Maar and Wadawurrung Partnerships

## OUR AIM

We will partner with the Eastern Maar and Wadawurrung Peoples and prioritise resources to achieving joint objectives that enable their assertions about land management and the trail network.

## WHY IS IT IMPORTANT?

The Eastern Maar Aboriginal Corporation and the Wadawurrung Traditional Owners Corporation are the custodians of the lands and waters encompassed by the Great Ocean Road region and have been for millennia.

Both EMAC and WTOAC have assertions outlined in Wadawurrung's Healthy Country Plan (Paleert Tjaara Dja) and Eastern Maar's Country Plan (Meerreengeeye Ngakeepoorryeey).

These assertions relate to the management of the cultural landscape which includes the trail network, and the development of tourism businesses that generate revenue and employment, respect and healing for Country.

Improving our understanding of the threats to Country in the context of the trail network and the opportunity to partner with the Eastern Maar and Wadawurrung people will help to strengthen the health of country, people and cultures.

Together with land managers, EMAC and WTOAC can implement strategies to protect and conserve Aboriginal cultural heritage across the trail network.

The trail network presents an opportunity to promote Eastern Maar and Wadawurrung cultures to visitors through interpretation and storytelling across the cultural landscape.

**Eastern Maar**

The Eastern Maar are the Traditional Owners of south-western Victoria. The Eastern Maar People have looked after these places for tens of thousands of years. Eastern Maar First Nations people are represented by the Eastern Maar Aboriginal Corporation (EMAC).

Through their Country Plan, the Eastern Maar Aboriginal Corporation has assertions to be the public land manager for trails.

**Wadawurrung**

The Wadawurrung People are the Traditional Owners of the land and waters that run from the Great Dividing Range in the north to the coast in the south, from Werribee River in the east to along the Surf Coast. WTOAC is the Registered Aboriginal Party (RAP) for the area. They have statutory authority for the management of Aboriginal heritage values and culture, under the Victorian Aboriginal Heritage Act 2006.

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## TABLE 4: ACTIONS TO ACHIEVE EASTERN MAAR AND WADAWURRUNG PARTNERSHIP

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| **Eastern Maar Aboriginal Corporation (EMAC)** | | | |
| **Action 3.1** | **GORRTF**: Ensure EMAC are a partner in the Great Ocean Road Regional Trails Forum (GORRTF). | High Enabling | EMAC supported by the Authority and GORRTF |
| **Action 3.2** | **Tourism Operations**: Seek to work with EMAC on the development of tourism operations according to their assertions. | Medium Enabling | EMAC supported by the Authority and GORRTF |
| **Action 3.3** | **Storytelling:** Establish EMAC priorities for helping visitors understand Country through interpretation and storytelling and implement actions. | High Enabling | EMAC supported by the Authority and GORRTF |
| **Action 3.4** | **Cultural Sensitivity**: Build a joint understanding of where trails may be impacting Country or places of significance for EMAC and remove the threats wherever possible. | High Enabling | EMAC supported by the Authority and GORRTF |
| **Action 3.5** | **Direct Involvement and Capacity Building:** Seek opportunities for involving EMAC in all aspects of trail planning and management and build capacity together. | High Enabling | EMAC supported by the Authority and GORRTF |
| **Wadawarrung Traditional Owners Aboriginal Corporation (WTOAC)** | | | |
| **Action 3.6** | **GORRTF**: Ensure WTOAC are a partner in the Great Ocean Road Regional Trails Forum (GORRTF). | High Enabling | WTOAC supported by the Authority and GORRTF |
| **Action 3.7** | **Tourism Operations**: Work with WTOAC on the development of tourism operations according to their assertions. | Medium Enabling | WTOAC supported by the Authority and GORRTF |
| **Action 3.8** | **Storytelling:** Establish WTOAC priorities for helping visitors understand Country through interpretation and storytelling and implement actions together. | High Enabling | WTOAC supported by the Authority and GORRTF |
| **Action 3.9** | **Cultural Sensitivity**: Build a joint understanding of where trails may be impacting Country or places of significance for WTOAC and remove the threats wherever possible. | High Enabling | WTOAC supported by the Authority and GORRTF |
| **Action 3.10** | **Direct Involvement and Capacity Building:** Seek opportunities for involving WTOAC in all aspects of trail planning and management and build capacity together. | High Enabling | WTOAC supported by the Authority and GORRTF |

# Goal: High Quality and Sustainable Trails

## OUR AIM

Together we will provide outstanding trail experiences that ensure the safety of trail users and the protection of the region's natural and cultural landscapes.

## WHY IS IT IMPORTANT?

A fundamental aspect of a sustainable trail system is to ensure that trails are constructed and maintained to national and international standards. This includes avoiding, minimising and/or mitigating adverse impacts to, sensitive ecosystems, species at risk, soils, water, wildlife and native vegetation.

An ongoing issue and critical risk is the plant pathogen *Phytophthora cinnamomi* which causes dieback in susceptible native plants. The pathogen and the disease it causes are recognised as one of the key threatening processes to Australia's biodiversity and is one of the highest environmental risks for trails in the region. The potential to spread the pathogen to other uninfested areas locally, and in Victoria from trail use and construction is high.

Providing information to trail users on ways to protect the natural and cultural values of the trails is critical. A focus on sustainable, low impact ecotourism should influence marketing approaches and guide the development of supporting services for trail users. Trails events should also be used as an opportunity to communicate with event organisers and participants about minimal impact trail use.

High-quality, sustainable trails are complemented by low-impact, thoughtfully designed infrastructure that enhances the visitor experience. This includes well-maintained amenities, watering points, transport and parking facilities, diverse accommodation options (from camping to cabins and eco-lodges), support services, scenic lookouts and rest areas, equipment hire, and clear wayfinding and interpretive signage. Appropriate and sustainable trail maintenance and monitoring is required to ensure continued environmental and social sustainability of the trail network. This includes designing and maintaining all trails to ensure the protection of the region's natural and cultural landscapes and supporting community involvement and the work of volunteer trail groups in maintaining these standards. It involves:

- Enabling a regional approach to implementing Australian Standards for Walking Tracks (Standards Australia AS 2156) and the Mountain Bike Technical Difficulty Rating System and Australian Mountain Bike Guidelines through implementation of the *Great Ocean Road Region Guidelines for Trail Planning, Design and Management.*
- Educational efforts focusing on responsible trail development and use, supported by compliance and enforcement programs assist in ensuring unapproved trail construction is reduced.
- Assisting trail organisations and groups to build their capacity to plan and maintain trails. Such support will create longevity and sustainability in trail organisations, empower community and volunteer groups and encourage better resourcing around trails management.
- Reducing the impact of emergencies and number of incidents for trail users by designing and managing trails in accordance with the trail standards and regional guidelines.

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## TABLE 5: ACTIONS TO ACHIEVE HIGH QUALITY AND SUSTAINABLE TRAILS

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| **Action 4.1** | **Implement Priority Actions:** For individual trails (Appendix B) as resources allow. | High | The Authority in collaboration with GORRTF |
| **Action 4.2** | **Trail Audits**: Conduct regular trail audits to determine the physical condition and maintenance issues across the regional trail network. | High<br>Enabling | The Authority in collaboration with GORRTF |
| **Action 4.3** | **Regional Trail Guidelines:** Implement the Great Ocean Road Trail Management Guidelines and the Wild Otways guidelines for Phytophthora Management for trail design, construction management and maintenance of trails across the region (where existing guidelines do not apply). | High | The Authority in collaboration with GORRTF |
| **Action 4.4** | **Capacity Building:** Ensure that information and training on the regional guidelines and best practice sustainable trail design, construction and maintenance is available to current and potential trail developers, managers and organisations. | Medium | The Authority in collaboration with GORRTF |
| **Action 4.5** | **Maintenance and management program:** Identify funding opportunities for ongoing maintenance budget allocations and advocate where required. | High | The Authority in collaboration with GORRTF |
| **Action 4.6** | **Trail Maintenance Sub Committee**: Establish a Trails Maintenance subcommittee from the GORRTF to address and trail maintenance actions and issues. | Medium | The Authority in collaboration with GORRTF |
| **Action 4.7** | **Trail Condition Reporting:** Investigate and, as appropriate, implement trail user/community social media 'app' or mechanism (such as snap send solve) for reporting trail conditions and issues (risks). | Medium | The Authority in collaboration with GORRTF |
| **Action 4.8** | **Trail Safety and Risk Management**: Ensure that safety signage is installed at hazardous locations along recreational trails and that trail infrastructure aligns with AS2156.2 | High | The Authority in collaboration with GORRTF |
| **Acton 4.9** | **Safey Information**: Engage trail users and the community through regular trail 'bulletins' and media informing people of planned actions, risks, issues and opportunities for volunteerism | High<br>Enabling | The Authority in collaboration with GORRTF |
| **Action 4.10** | **Emergency Planning:** Seek to better utilise the existing Emergency Management Planning Committees at a Regional and Municipal level for planning for emergency response, including trigger level standardisation. | High | The Authority in collaboration with GORRTF |

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| **Action 4.11** | **Trigger Points:** Through the existing emergency planning forums, coordinate and standardise trigger points for public land closures and trail-use restrictions across all LGAs and public land managers. | High | The Authority in collaboration with GORRTF |
| **Action 4.12** | **MTB Safety**: Continue to improve MTB safety through skills development in skills parks, and by good trail design, including trail filters near the beginning of trails. | Medium | The Authority in collaboration with GORRTF |
| **Action 4.13** | **Unplanned Trails:** Reduce the number of unplanned trails and work with MTB groups to stop the development of, and to decommission, unplanned MTB trails. | High | The Authority in collaboration with GORRTF |
| **Action 4.14** | **Compliance and Enforcement:** Develop a compliance approach to stop illegal trail creation in protected areas including National Parks. | Medium | The Authority in collaboration with GORRTF |
| **Action 4.15** | **Visitor Safety:** Provide visitor information on trail routes, conditions, and emergency access points in in a way that is accessible to all trail users including non-English speaking visitors., Ensure trail markers are well placed and easily identified. Reduce interactions between trail users and vehicles and or bikes where necessary. | Medium | The Authority in collaboration with GORRTF |
| **Action 4.16** | **Trail connectivity:** Investigate options to link hinterland and coastal trails at key locations including Lorne, Apollo Bay and Forrest. | Medium | The Authority in collaboration with GORRTF |
| **Action 4.17** | **Ensure supporting infrastructure is thoughtfully designed**, well-constructed, and regularly maintained to prioritise user safety and enhance the visitor experience. This includes well-maintained bridges, steps, amenities, watering points, rest areas, lookouts, transport and parking facilities. | High | The Authority in collaboration with GORRTF |

# Goal: Information and Marketing

## OUR AIM

We will work together to provide consistent and reliable trail information that highlights the outstanding experiences on offer and enable users to confidently explore the region.

## WHY IS IT IMPORTANT?

Marketing of trails requires targeting different markets, use of content and messages appropriate to markets, multiple communication methods and the cooperation of the different agencies and trail partners. Effective marketing requires a more consistent and collaborative approach.

As a focus of visitor activity, trails provide opportunities to develop knowledge and respect for both the trail itself and the natural and cultural environments through which it passes.

This can be done using information messages, interpretation and community education programs. A focus on sustainable, low impact ecotourism should influence marketing approaches and guide the development of supporting services for trail users. Trails events are also an opportunity to communicate with trail users.

Improving access, signage, trailhead facilities and ways of telling the stories of the places and people through which trails pass will provide a more appealing experience for existing users and to attract new users.

This will involve:

- Positioning the region as a quality trails destination with a sustainable tourism offering.
- Developing a single point of information that visitors and residents can use to understand, find and access the trail network and ensure they are doing their part to protect it.
- Encouraging greater use of trails in the shoulder seasons to maximise the benefits and reduce crowding.
- Providing quality interpretation and story telling about the region's natural and cultural landscapes.
- Supporting ongoing development of the region's trail economy and associated businesses.

## TABLE 6: ACTIONS FOR INFORMATION AND MARKETING

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| **Action 5.1** | **Regional marketing:** Include regional trails as part of the region's tourism offering and include in regional marketing initiatives. | High<br>Enabling | GORRT in collaboration with GORRTF |
| **Action 5.2** | **Consumer Website:** Include as part of the existing consumer website information about trail opportunities across the region. Consideration to be given to the development of well-designed and consistent downloadable resources and interactive mapping and access via mobile apps. | High | GORRT in collaboration with GORRTF |
| **Action 5.3** | **Digital Maps/Information:** Develop and maintain a contemporary trail resource which details the trail network in line with the region's branding. Include clearly articulated trail information (including maps and safety advice). | Medium | GORRT in collaboration with GORRTF |
| **Action 5.4** | **Third-party Information Platforms:** Where possible work with third-party information platforms (e.g. Strava, Trailforks, Maps. Google Maps) to ensure consistent factual information on the current status of all trails. Regularly assess relevance and reliability of information provided by users, and engage with new and emerging platforms as appropriate. | Medium | GORRT in collaboration with GORRTF |
| **Action 5.5** | **Trail Related Businesses:** Develop a 'trail friendly business program' with industry, including presentation of commercial opportunities around the continued development of trails-related businesses. | High | GORRT in collaboration with GORRTF |
| **Action 5.6** | **Trail-related Programs and Events:** Support service providers and the community to consistently manage the range of trail-related programs and events offered across the region (e.g. parkrun, charity events, fun runs, programs promoting walking/cycling/trail running etc.). | Medium | GORRT in collaboration with GORRTF |
| **Action 5.7** | **Foster business opportunities**, including travel packages, ecotourism, low-impact services, and shuttle bus operations, through collaboration with local tour operators. | High | GORRT in collaboration with GORRTF |
| **Action 5.8** | **EMAC Business Enablement** Support and partner where appropriate the EMAC in developing tourism offerings on and around the trail network. | High | EMAC in collaboration with GORRTF |
| **Action 5.9** | **WTOAC Business Enablement** Support and partner where appropriate the WTOAC in developing tourism offerings on and around the trail network. | High | WTOAC in collaboration with GORRTF |

# Goal: Accessible and Inclusive Trails

## OUR AIM

Ensure our trails are inclusive and accessible, designed to cater to the diverse needs, abilities, and aspirations of all visitors and communities.

## WHY IS IT IMPORTANT?

Everyone deserves the opportunity to enjoy our natural environment, regardless of physical, cognitive, or sensory differences. Guided by the social model of disability, we recognise that exclusion is often the result of physical barriers and discriminatory attitudes. At GORCAPA, we are deeply committed to breaking down these barriers, empowering people with disabilities, older adults, and those with chronic illnesses to fully access and experience our trails.

The current level of knowledge about what accessibility issues and opportunities may be present on the region's trails is limited, as many of the existing trails are legacy trails that have not been developed or managed with contemporary accessibility and inclusivity or Universal Design.

The Whole of Victorian Government Universal Design Policy was recently released and mandates Universal Design Principles across all government initiatives. The policy has been developed to support Victorian Government departments, agencies and delivery partners to incorporate Universal Design Principles consistently across infrastructure projects.

The current information available on accessibility to trails and outdoor activities is limited within the region, and there is limited ability for people to easily report opportunities for improvement on trails (i.e., no consistent web or app based approach).

## THIS WILL BE ACHIEVED THROUGH:

- Improving the physical accessibility of trails, including surfacing, gradient and adequate seating.
- Designing and managing trails in accordance with the Australian Standards for Walking Tracks and Adaptive Guidelines (Mountain Biking), with all elements utilising Universal Design Principles.Providing comprehensive pre-trip information and inclusive trail signage that empowers people to make informed decisions, giving them greater choice and control over their trail experiences.
- Ensure alternative formats for websites and social media channels are accessible to people with disabilities or limited mobility, priority population groups, and CALD backgrounds.
- Conducting accessibility training, and accessibility audits of trails, providing reports and implementing opportunities and improvements.
- Seeking feedback about the trail network from people with disabilities to improve inclusion for people with diverse physical, sensory, cognitive, mental health and neurodivergent needs.

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## TABLE 7: ACTIONS TO ACHIEVE GREATER ACCESSIBILITY AND INCLUSIVENESS

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| **Action 6.1** | **Trail Classification:** Ensure that all trail information sources classify the correct Trail Classification System (i.e. Australian Walking Track Grading System) to allow prospective users to make an informed decision to enter the trail with knowledge about the trail's level of difficulty and risks. | Medium | The Authority in collaboration with GORRTF |
| **Action 6.2** | **Provide trailheads and associated facilities** that are easy to locate and ideally serviced by public transport, are welcoming, safe, maintained to accessibility standards, provide relevant information and utilise digital applications and are relevant to, and accommodating for, a diversity of users from different backgrounds and with differing abilities. | High | The Authority in collaboration with GORRTF |
| **Action 6.3** | **Conduct an accessibility audit of all trails, facilities, and services** to identify any opportunities to access and inclusion for people with disabilities or limited mobility, priority population groups and Culturally and Linguistically Diverse (CALD) backgrounds. | High Enabling | The Authority in collaboration with GORRTF |
| **Action 6.4** | Based on the findings of the accessibility audit, **implement prioritised improvements** to make trails, facilities, and services more accessible and inclusive for people with disabilities or limited mobility, priority population groups, and CALD backgrounds. | High | The Authority in collaboration with GORRTF |
| **Action 6.5** | **Provide accessibility training** for all staff and volunteers to ensure that they are aware of accessibility and inclusion issues and how to provide inclusive services to visitors with disabilities or limited mobility, priority population and CALD backgrounds. | High Enabling | The Authority in collaboration with GORRTF |
| **Action 6.6** | **Provide trail communication information and pre-trip planning information materials that are accessible and inclusive**, ensuring that adequate information is provided so people with disability can have choice and control over their trail experience. Ensure alternative formats for websites and social media channels are accessible to people with disabilities or limited mobility, priority population groups, and CALD backgrounds. | High | GORRT in collaboration with GORRTF |
| **Action 6.7** | **Utilise an Accessibility and Inclusion Advisory Group** on an as needs/project basis. Actively seek feedback from visitors with disabilities or limited mobility, priority population groups and CALD backgrounds to identify areas for improvement, ensure that accessibility remains a priority, and ensure that any issues or concerns are addressed promptly. | High | The Authority in collaboration with GORRTF |
| **Action 6.8** | **Investigate opportunities to improve the public transport system** that services trails in the Great Ocean Road region. | Medium | The Authority in collaboration with GORRTF |

# Appendices

# Appendix A – Regional Context

## THE REGION'S RESIDENTS

Residents live in the Surf Coast Shire, Colac Otway Shire, Corangamite Shire, Moyne Shire and Warrnambool City.

The region has a population of 129,860.[2] The majority of residents live in Surf Coast Shire and Warrnambool City.

An analysis of population data[3] indicates:

- 23.95% of the population is aged under 19
- 27.10% is aged between 22-44
- 27.12% is aged between 45-64
- 21.84% is aged over 65
- 5.55% of people in the region need help or assistance in one or more of the three core activity areas of self-care, mobility and communication
- 3.52% speaks a language other than English at home.

Interestingly, 31.09% of the population aged 15 or over did voluntary work through an organisation or group in the 12 months prior to the 2021 Census – though recently there has been a significant decline in volunteering across Australia.[4] This is higher than the state average of 19%. This is a potential opportunity for land managers and organisations to mobilise community in delivering services or experiences.

This diversity is particularly relevant for trail managers as many visitors to the region are from Melbourne and likely to come from cultural and linguistically diverse backgrounds.

## FORECAST POPULATION GROWTH

Victoria is projected to add 4.7 million people from 2018 to 2056, reaching a population of 11.2 million. This represents annual average growth of 125,000 people, at a rate of 1.5% per annum. Base-case population estimates project Melbourne's new growth areas to rapidly increase in coming decades, with around 770,000 more residents between 2018 and 2036. The region will also experience growth, particularly in Surf Coast Shire (refer Table 8). This will place increasing pressure on the trail network.

**Table 8: Study Area Population Projections[5]**

| LGA | Population (2022) | Projected Growth (to 2036) |
|---|---|---|
| **Surf Coast Council** | 38,650 | 24.2% |
| **Colac Otway Council** | 22,190 | 7.5% |
| **Corangamite Council** | 15,990 | -3.8% |
| **Warrnambool Council** | 35,560 | 8.5% |
| **Moyne Shire** | 17,470 | 9.4% |
| **TOTAL** | **129,860** | |

## TOURISM AND THE REGION

The visitor economy is a dominant driver of the region's economy. Total tourism consumption for the region in 2020-21 was $1.4 billion, with over 2,000 tourism businesses operating in the region, employing 14.5% of the population.[6]

Prior to the pandemic, and continuing post-pandemic, the visitor economy is one of the largest industry sectors in the region. In 2018/19, 18% of

[2] https://mapshare.vic.gov.au/demography-map/

[3] https://www.rdv.vic.gov.au/information-portal/regional-snapshot

[4] https://www.aihw.gov.au/reports/australias-welfare/volunteers

[5] https://www.data.vic.gov.au/victoria-future-2023-vif2023-data-available-excel-spreadsheets, and https://mapshare.vic.gov.au/demography-map/

[6] https://www.tra.gov.au/data-and-research/reports/regional-tourism-satellite-account/regional-tourism-satellite-account

the gross regional product, and 18% of all regional jobs, were due to the $1.9 billion direct visitor spending. The Great Ocean Road and the Twelve Apostles is regional Victoria's top attraction.[7]

The region's most popular visitor activities are:

- Going to the beach
- Eating out
- Bushwalking
- Sightseeing
- Visiting friends and relatives
- Visiting National Parks.

## FORECAST TOURISM GROWTH

Prior to COVID-19, visitor demand in the region was forecast to reach 8.6 million (5.58 million day and 3.03 million overnight) by 2026-27.[8] This was an increase of an average of 4% per annum. The growth rate of international visitors was predicted to be almost double that of domestic visitors.

While COVID-19 seriously impacted tourism across the country, visitor numbers are increasing and likely to return to pre- Covid levels by 2025.

## GLOBAL TRAIL TRENDS

With the advent of specialised equipment (such as e-bikes) and improved comfort and the functionality of walking/hiking gear, a greater demand for trail-based recreation has emerged over the past decade. World-wide trends around being active in nature indicate this demand will continue to grow.

With trails now an integral part of many community lifestyles and tourism destinations, user expectations have changed. They expect trails to be accessible, to connect them to the places they wish to visit, to be an engaging experience (whether for a leisurely stroll or a longer journey), to be safe, and to be sustainably designed, managed and maintained. Importantly, people also expect trails to deliver what they promise, whether it be through consistent application of standards, good signage and navigation aids, or products and services that enhance their experience. They are anticipating ease of planning and fact finding, accessible, high quality, regularly maintained infrastructure, facilities and services, and complementary packaged options, including accommodation, food and beverage and other value-add activities. As such, it is important that the user experience is central to each element of trail design and management.

Globally, trails and trail networks are being offered as 'total experiences', in which the visitors' use and enjoyment of a trail and its distinctive character is facilitated by quality information and signage, booking and support services, accommodation, linked activities and attractions.

## DIFFERENT TYPES OF TRAIL EXPERIENCES

The experiences offered to trail users will inform the type of access, materials, trail width, design and grading. The overall trail experience will need to be carefully packaged with trail and user type at the front of mind. This includes facilities, signage, products and services and value-add activities. It is likely that there won't only be one type of user on the trails, and it is important to cater for the needs of multiple user groups and user capacity where appropriate.

[7] business.vic.gov.au - Regional-Victorias-Top-Attractions-year-ending-December-2019.pdf

[8] Great Ocean Road Visitor and Accommodation Forecast Delloite Economics 2018

## TRAIL MARKET ANALYSIS

The various types of trails and their respective markets are discussed briefly below. Horse trails and water trails are not covered, due to the emphasis of this Strategy on walking, running and cycling. They are, however, important from a local community perspective.

## THE WALKING MARKET

### Bushwalking

- Bushwalking is currently rated in sixth position of the top 20 physical activities undertaken by Australians.
- 1.3 million Australian adults (6.4% of the population) and 21,000 children participate in bushwalking activities annually, with 18% of participants undertaking bushwalking activities at least once per week.
- Peak participation age for men is 55-64 years and for women is 25-34 years.
- 50% of Australian bushwalking participants walk for three hours or more on average.[9]
- From an international perspective, overseas visitors engaging in bushwalking and rainforest walks increased by 7% to 1.9 million per annum (2018).[10]

### Recreational Walking

- Recreational walking is currently rated in first place of the top 20 sports and physical activities undertaken by Australians.
- 8.9 million Australian adults (44.4% of the population) and 18,900 children participate in recreational walking activities annually, with 91%. of participants undertaking recreational walking activities at least once per week.
- Peak participation is by women 65+ years (closed followed by women 55-64 years) and men over 65 years.
- On average, the majority of walkers spend 62 minutes on each walking occasion.
- Since 2001, participation in recreational walking by Australians has increased by 14.4%.[11]

### The Running Market

- Estimated at 20 million participants since 2010, trail running is one of the world's fastest growing sports, according to the International Track and Field Federation.[12] Since the mid-1990s, the popularity of trail running has grown at a rate of 15% each year.[13]
- Records show a 1,000% increase in trail running events in the last decade.[14]
- The largest trail running event in Australia (Ultra Trail Australia, 7,000 participants) is seven times as big as the largest mountain biking event (Otway Odyssey, 1,000 participants).
- There are four times as many trail running events (450-500) as mountain biking events in Australia and the average trail running event attracts 2-4 times participation (600-800).
- A report in 2021 showed that entry fees for trail running events alone generated approx. $13 million in direct entry fee revenue across 331 trail running events, accounting for 154,113 registrations.

### The Cycling Market

- In the year ending September 2018, the number of international visitors to Australia who participated in cycling increased 12% to 495,000.[15]

[9] Ausplay National Sports and Physical Activity survey, Bushwalking Participation December 2020
[10] TRA International Visitors in Australia – Year ending September 2018.
[11] Ausplay Participation Trends since 2001
[12] https://theconversation.com/the-trail-running-community-faces-its-biggest-challenges-yet-156260
[13] https://www.worldathletics.org/disciplines/trail-running/trail-running
[14] https://www.theguardian.com/lifeandstyle/2018/apr/02/ultrarunner-ultramarathon-racing-100-miles
[15] 15 TRA International Visitors in Australia – Year ending September 2018

- Shared paths are the most common form of off-road cycling facility in Australia[16]
- While over a third of Victorians have cycled in the last year, most of them did so for recreational purposes rather than transport[17]
- The popularity of electric bikes, or e-bikes, is growing rapidly. An e-bike allows people of various fitness levels to cycle together and take on greater distances and inclines with ease.[18] Furthermore, e-bikes may also suit people who have stopped cycling because of injury, illness or age
- Research suggests that cycle visitors stay longer. On average, cycling tourists also spend more on their visit when compared to all visitors, and this pattern has continued throughout recent years.[19] [20]

### Mountain Biking

In Australia, the mountain biking (MTB) market size has been estimated at 388,900, just under 2% of the population. Almost 3 million people (14% of the population) participate in cycling of some sort[21] and around 4 million overnight trips including cycling are made each year.[22] Of these, just over 1 million trips were made that include MTB.

The Victorian population engages in cycling at a greater rate when compared to other states and territories. An estimated 34% of Victorian residents spent money on cycling in 2020, compared to the national average of 29%.[23] Over 30% of all cyclists chose to ride off-road on a mountain bike trail.

From a tourism perspective, the MTB market of those who travel to mountain bike is broadly divided into:

- 'Holiday first' Holiday Mountain Bikers. This is the market of people who go on holiday for any reason other than the express purpose of mountain biking, and then, whilst on holiday or during their overall planning, decide to mountain bike as part of a broad holiday experience.
- 'Passion first' Destination Mountain Bikers.[24] This market includes those who travel for their passion first – for the express purpose of mountain biking. Typically, but not always, they will bring their mountain bikes with them on their trip and will value transport and accommodation that provides safety and security for their bikes.

Although the travel and biking behaviour of these two segments are considerably different, they are both important to the success of a destination.

Electric Mountian Bikes (E-MTBs) have been gaining serious traction in the mountain biking world. They have been credited with a second wave in popularity of mountain biking, as riders are reinvigorated to get back on trails without worrying about fitness levels or their capacity for uphill efforts. E-MTBs encourage users who would otherwise not have considered cycling as a preferred recreation due to concerns about age or fitness. Further, they are significantly extending the upper age limit of riders and increasing their overall average usage, leading to health and wellbeing gains. E-MTB riders typically seek a recreational experience, more than a competitive one, valuing high-quality, accessible, nature-based experiences that offer some degree of support (via township and service integrations, and inclusive charging points for longer-distance journeys). One in three bikes sold in Europe is an 'e-bike'.[25]It is estimated that more than 40 million e-bikes are expected to be sold each year by 2023 in Europe.

16 Victoria Walks (2015). Shared paths – the issues, Melbourne, Victoria Walks
17 Victorian Cycling Strategy 2018-2028. Transport for Victoria
18 https://worldexpeditions.com/2019-adventure-travel-trends
19 https://www.tourismnewzealand.com/media/1764/cycling-tourism_profile.pdf
20 https://www.tourismnewzealand.com/markets-stats/sectors/special-interest/cycling-and-mountain-biking/
21 AusPlay (2020)
22 Until 2019. Tourism Research Australia (2021)
23 WeRide: The Australian Cycling Economy Report 2020
24 TRC (2017)
25 www.abc.net.au/news/2019-07-06/electric-motors-might-change-congestion-cycle/11282384

### New Walking Experiences in Australia

New walking experiences in iconic and scenic locations are under development in nearly every state and territory, and increasingly from international destinations. In the Eastern States, in addition to Queensland's plans for the introduction of five new signature walks, the Tasmanian government is introducing a sixth new premium walk, and the NSW Government has committed to bringing forward nine new major trail experiences.

This is also the case for mountain biking, with new developments in recent years in Tasmania (Derby, Maydena, Hollybank) Victoria (Warburton, Creswick, Omeo) as well as NSW (Mogo, Tathra, Eden).

**Key Points**

- Population growth in the study area will drive demand for trails, noting the demographic of the population represents an active cohort.
- Increasing populations across the study area create a strong argument for investment in regional trails and trails that connect with existing facilities and attractions.
- The growth of visitors to the region will also increase demand for high quality trail experiences.
- Consideration should be given to prioritising regional trail connections between existing trails to reduce vehicle use and increase length of stay, particularly in high growth areas.

**Figure 4: Summary of Different Types of Trail Experiences**

| | |
|---|---|
| **Walking/Hiking** | This can vary from a leisurely stroll to enjoy the coastline and forests to a more intense and strenuous hike through rugged terrain. Walking can be done for commuting or exercising with the dog, in urban areas or in national parks and reserves. It can also offer an overnight experience. Walkers undertaking a more remote activity are generally looking to immerse in nature or challenge themselves on an adventure hike. |
| **Running** | As with walking, runners can use a range of trail types, from urban and hard settings to more remote and wild settings, running through challenging terrain. Trail running continues to grow in popularity, with new trail running events occurring internationally. Trail running adventures can also include orienteering and rogaining challenges. |
| **Cycling** | Cyclists may use urban trails for commuting, however, they may also enjoy longer cycle trails for short breaks and weekends, independently or with family and friends. There are also cycle tourists (domestic and international) who travel from place to place with their bicycle to better explore a region. |
| **Mountain Biking** | Mountain biking applies to a range of users, from beginners and family groups to more adventurous cross-country and downhill riders. Mountain biking may be done for leisure locally or can also attract major international competitions and visitors. |
| **Horse Riding** | Horse riding users can also be categorised into short recreational riders, undertaking a few hours' ride on a weekend; endurance riders, who participate in riding competitions and may use trails for training purposes; and long-distance riders, who enjoy an overnight experience or longer journey on horseback. |

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## LEGISLATION

The management and operation of the trail network in the region is governed and informed by a range of legislation outlined below.

The *Great Ocean Road and Environs Protection Act 2020* and associated regulations legislates for the management responsibility of approximately 1,000 parcels of Crown land and their associated assets be transferred to the Authority across five Local Government Areas and three other crown land managers. This is set to be completed by 1 November 2025.

The vision is a thriving Great Ocean Road region through integrated land management and infrastructure planning, and a strategic approach to visitation, environmental forces, severe weather events and climate change along the stretch of coastline.

The *National Parks Act 1975* provides for the management of the State's National Parks and various classes of reserves. The Act and its Regulations prescribe the permitted use and regulation of activity in Parks, ensuring the protection of individual park values while providing for safe and enjoyable use.

The *Forests Act 1958* sets the management framework for the State Forest. The Act includes firefighting and fire management guidance and for recreation activities as well as commercial management of forests.

The *Crown Land (Reserves) Act 1978* and the *Land Act 1958* provide the legislative framework for the management of Crown Land in Victoria. Specifically, they provide for regulations governing use and the provision to create Committees of Management, relevant to Councils for managing rail trails and other areas of Crown Land for recreation or tourism.

*The Traditional Owner Settlement Act 2010 (VIC)* and the *Native Title Act 1993 (Cth)* both apply to the study area, along with the *Aboriginal Heritage Act 2006*.

Various other acts influence land use planning, including the Marine and Coastal Act 2018 (Vic), Climate Change Act 2017 (Vic), Heritage Act 2017 (Vic), Environmental Protection and Biodiversity Conservation Act 1999 (Cth), Planning and Environment Act 1987 (Vic), and the Flora and Fauna Guarantee Act 1988 (Vic).

## STRATEGIES AND PLANS

### Country Plans

The Eastern Maar Country Plan – Meerreengeeye Ngakeepoorryeeyt 2015 contains goals relating to Country which includes strengthening culture and identity, ensuring healthy Country and natural resources, thriving communities, and creating a future for young people.

The EMAC would like to see its people employed in the care and management of Country and other enterprises such as tourism. The regional trails network can support inter-generational knowledge transfer and the sharing and strengthening of cultural identity. The development of the Regional Trails Strategy is the vehicle for Eastern Maar, the Authority and its partners to co-design these opportunities and to offer outstanding experiences for trail users.

The *Wadawurrung Country Plan: Let's Make Country Good Together 2020-2030* outlines the shared vision and aspirations for the future of Wadawurrung people and Country. It reflects what matters most to the Wadawurrung community, providing a roadmap for preserving cultural heritage and advancing broader Caring for Country goals. The plan emphasises strengthening cultural knowledge and education to guide sustainable land development. Through this framework, the Wadawurrung people aim to actively participate in the management of all known cultural sites, while fostering enterprise and creating meaningful employment opportunities.

### Victoria's Resilient Coast – Adapting for 2100+

*Victoria's Resilient Coast – Adapting for 2100+* provides a framework, guidelines, and support for Local Government, land managers and their communities to enable place-based, best practice and long-term coastal hazard risk management and adaptation. It also builds on the directions in the Marine and Coastal Policy 2020.

### Tourism Plans

The Visitor Economy Master Plan for the GOR Region 2021-2030 provides a roadmap for regional visitor economy recovery from Covid-19 to 2024, through to 2030. The planning pathway builds on recovery, to foster growth in the visitor economy. The plan emphasises that the high volume in visitation has significantly under delivered in-region yield and has resulted in congestion and poor visitor experience. It specifically refers to Twelve Apostles revitalisation.

### Land Management Plans

Parks Victoria's relevant plans and strategies include the Great Otway National Park and Otway Forest Park Management Plan 2009, amended 2019. The plan contains policies, actions and provisions for protection of the park and for the provision of recreation activities and associated infrastructure. Other documents relevant to trails include Parks Victoria Signage Manual 2022 and the Track and Trail Grading Manual.

The Authority's current plans and strategies include the Great Ocean Road Action Plan and the Coastal and Marine Management Plan 2020–2025, that aim to establish an integrated and coordinated approach to protecting and managing coastal Crown land and the adjacent marine environment.

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The vision is to create world-leading environmental protection and coastal experiences for all.

**Figure 5: Strategies and Plans Impacting the Great Ocean Road Region**

# Appendix B – Assessment of the Trail Network

## TRAIL NETWORK OVERVIEW

| TRAIL NAME | DESCRIPTION | LAND MANAGER | OTHER ASSOCIATED |
|---|---|---|---|
| **Anglesea MTB Trail Network (incorp. Anglesea Bike Park).** | Located on Wadawurrung Country, the Anglesea MTB Network is an extensive collection of formal (sanctioned) and informal (unsanctioned) mountain biking trails encircling the township of Anglesea. The formal network consists of the 'Eumeralla Trails – Hurst Road' network which is approx. 25 km of predominantly IMBA blue-rated trails complimented by a number of green shared-use (walk/run) trails, and another 46kms of tracks, trails and management vehicle only (MVO) tracks of varying rideability and appeal to riders.<br>Within the total of 71kms formal trails, 65km are managed by Parks Victoria with trail maintenance, volunteer engagement and support via the Surf Coast Mountain Bike Club.<br>The Anglesea MTB Trail Network Concept Plan, developed in 2021, highlights the potential for an expansion to the existing formal network and an enhancement to the quality of trail provision including rideability and connections. The proposed network includes 36 trails and 107km of dedicated and shared use trails, spanning from Aireys Inlet to Torquay, with Anglesea in the centre. The scope of the Plan would deliver new trails (approx.16km), formalise illegal trails (approx. 19km), improve existing trails, improve/create new trail heads, develop supporting amenities, ensure closure of illegal trails, and implement signage and promotion of the network. The use of the formal Eumeralla Trails network has increased significantly over recent years. Runners, walkers and hikers also enjoy the existing shared-use trail sections and many more will enjoy a vastly improved network.<br>It should be noted that the Anglesea Mountain Bike concept is located with the Anglesea heathland which contains vegetation of high quality. Infrastructure siting is to avoid as best possible areas of importance and minimise infrastructure in sensitive areas.<br>Funding is essential for the Concept Plan project, with the next key stages prior to construction being to undertake vegetation and cultural heritage assessments (including wider community consultation), determine the feasibility of all new trails, and obtain Land Manager approval for all trails. Given the size of the network and the number and location of trails across different areas, there is potential to undertake the project in stages.<br>The popular Anglesea Bike Park, located on the outskirts of the township, is on Alcoa freehold land, with a lease provided to the Surf Coast Shire as land manager up to June 2024. The long-term future of the bike park in its current location remains unresolved. | Eumeralla is managed by Parks Victoria with trail maintenance volunteer engagement and support via the Surf Coast Mountain Bike Club.<br>Surf Coast Shire is the land manager for the bike park.<br><br>This trail may be subject to transitional arrangements with the Authority | WTOAC<br>Surf Coast Mountain Bike Club<br>Anglesea Bike Park Community Asset Committee |

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| TRAIL NAME | DESCRIPTION | LAND MANAGER | OTHER ASSOCIATED |
|---|---|---|---|
| **Forrest MTB Trail** | Located on Eastern Maar Country, the Forrest MTB (FMTBT) trails showcase the natural beauty of the Otways, passing through tall eucalypt forests, dry heathy scrub and dense fern gullies. The trails have been designed around the village of Forrest and offer experiences for beginners as well as more experienced MTB fanatics.<br>The trails have traditionally been cross country (XC) in riding style, however a recent revitalisation project has increased sustainability outcomes while broadening the rider demographic, with wider, more groomed trails, suitable for all skill levels, including family, beginner and all abilities adaptive MTB access.<br>The trails also host Australia's largest MTB event and generate considerable returns to the Otway region. | DEECA (primary maintenance)<br>Barwon Water | EMAC<br>Forrest MTB Club<br>Colac Otway Shire |
| **Great Ocean Walk** | Located on Eastern Maar Country, the Great Ocean Walk (GOW) is a 110 km walking trail with a promoted east to west end-to-end walk, shadowing the Cape Otway coastline and the Great Ocean Road. GOW was Victoria's first appointed and promoted Great Walk. The entire point to point journey takes walkers 2–7 days, showcasing a range of coastal environments, flora and fauna, and European pioneer heritage with a strong (but underrepresented) Aboriginal cultural heritage. Many walkers take on shorter sections, from half to full day walks, often out and back from an access car park, as there are limited loop walks. | Parks Victoria<br><br>This trail may be subject to transitional arrangements with the Authority | EMAC |
| **Otway Walks and Waterfalls** | Located on Eastern Maar Country, the Otway Waterfall and Walks Network (OWWN) is a set of trails exploring the valleys, ridges, canyons and waterfalls of Otway Ranges hinterland. Walks include short nature walks, loop walks and longer point-to-point walks, many interacting with 13+ feature waterfalls dotted across an area bounded by Lorne, Cape Otway/Lavers Hill and Forrest. Several trailheads located along the Great Ocean Road make for easy access, including direct from the Lorne township. There are also numerous major trailheads located inland and picnic grounds and some campsites. Waterfalls or water bodies (i.e., Lake Elizabeth) form the focal destination features for the walks, however they also showcase a range of unique landscapes and ecological environments including canyons, fern and moss jungles, historical tramways and lookouts.<br>This collection of short walks provides significant benefits to visitors allowing exploration of the region's outstanding natural environment. | Parks Victoria<br>DEECA<br><br>Trails within the Otway Walks and Waterfalls may be subject to transitional arrangements with the Authority. | EMAC |

| TRAIL NAME | DESCRIPTION | LAND MANAGER | OTHER ASSOCIATED |
|---|---|---|---|
| **Old Beechy Rail Trail** | Located on Eastern Maar Country, the Old Beechy Rail Trail (OBRT) is a shared use trail following one of the state's former narrow-gauge railways from Colac to Beech Forest and Ferguson, located high in the Otway Ranges. The trail journeys through scenic forest, rich farmland and rolling hills, with the coast relatively close. There is excellent bird life, rainforest pockets, magnificent eucalypts and blackwoods shading the lush understorey, and plenty of railway history enroute. The route begins with 12 km of road riding at present (from Colac) before joining the railway alignment. Reaching the small township of Gellibrand, the line begins a long climb up the range, reaching for Beech Forest, before a dash down to Ferguson and its café (often closed). The Trail is located on a combination of Council owned land, private land and Crown Land. | Colac Otway Shire | EMAC<br>Colac Otway Shire<br>Friends of Old Beechy Rail Trail |
| **Port Fairy to Warrnambool Rail Trail** | Located on Eastern Maar Country, the Port Fairy – Warrnambool Rail Trail (PWRT) is a continuous 37 km shared use walking/cycling pathway, making its way through rural landscapes and farming communities between Port Fairy and Warrnambool. It journeys through remnant forest, skirts nearby a 25,000-year-old volcano (Tower Hill) and traverses wetlands and coastal sand dunes. It encompasses the historic towns of Port Fairy and Koroit, rural countryside, woodlands and native vegetation, extensive sea views of Killarney, extensive woodlands, coastal sand dunes, the Merri River wetlands and Warrnambool breakwater precinct. The trail has a gentle gradient and is suitable for use by cyclists and walkers of all ages and levels of fitness. Township sections are bitumen, allowing for use by mobility scooters, wheelchairs and the elderly. | Port Fairy to Warrnambool Rail Trail CoM | EMAC<br>Moyne Shire<br>Warnambool Shire |
| **Camperdown to Timboon Rail Trail** | Located on Eastern Maar Country, the Camperdown to Timboon Rail Trail (CTRT) runs from Camperdown, through Naroghid, Cobden, Glenfyne and Curdies to Timboon. Over 34kms, riders and walkers traverse volcanic features, farmland, wooded grassland and tall wet forest on descent into the wooded Timboon valley. Many original historic features remain along the trail, including brick culverts and remnants of the many bridges. The Curdies River pile (trestle) bridge has undergone some restoration and is listed with Heritage Victoria. The trail now directly connects to the recently opened Twelve Apostles Trail, enabling users to reach Port Campbell. | DEECA and Camperdown Timboon Rail Trail CoM | EMAC |

| TRAIL NAME | DESCRIPTION | LAND MANAGER | OTHER ASSOCIATED |
|---|---|---|---|
| **Surf Coast Walk** | Located on Wadawurrung Country and Eastern Maar Country, the Surf Coast Walk (SCW) is a 44 km multi-use trail located at the start of the Great Ocean Road Region, stretching from Torquay to Aireys Inlet. Following clifftops beyond the edge of Victoria's Great Ocean Road with meandering hinterland forest sections, the trail's easy access with twelve trailheads makes it perfect for short, long or multi-day village to village walks or rides. Features the Torquay promenade, Anglesea River mouth, Jan Juc's clifftop lookouts, the world-famous surfing mecca Bells Beach, eucalypt forests of Ironbark Basin, wild beach sections, and the historical Split Point Lighthouse, on family-friendly, easy to navigate shared paths. The Surf Coast Walk is also host to a number of high-profile pedestrian (walk and run) events, including Surf Coast trail Marathon, Surf Coast Century, Surf Coast Walk, Roo Run and Bells Bash. | The Authority<br>Parks Victoria<br>Surf Coast Shire<br><br>This trail may be subject to transitional arrangements with the Authority. | WTOAC<br>EMAC<br>Bells Beach Committee |
| **The Twelve Apostles Trail** | Located on Eastern Maar Country, the Twelve Apostles Trail is a recently completed (Stage 1) 20km shared use trail linking Timboon to Port Campbell with an all off road alignment taking in forest reserves, farmland and ocean vistas on approach to the terminus at Port Campbell. The trail links directly to the Camperdown to Timboon Rail trail, effectively offering a total 60 km journey. The planned Stage 2 will pass beyond Port Campbell to link to the Twelve Apostles Visitor Information Centre and potentially other visitor nodes (i.e., Loch Ard Gorge). Completion of Stage 2 would likely create a State significant trail. | Corangamite Shire<br>Parks Victoria<br>The Authority.<br><br>This trail may be subject to transitional arrangements with the Authority. | EMAC |
| **Warrnambool Foreshore Promenade** | Located on Eastern Maar Country, the Warrnambool Foreshore Promenade (WFP) is a 7 km dual direction shared use concrete pathway that runs parallel to the beaches from the Warrnambool Breakwater in the south to Point Ritchie in the north. It diverts inland to cross the Hopkins River, before tracking Logans Beach Road to finish at the popular Logans Beach Whale Watching Platform. A popular recreational trail for walkers, runners, riders, scooters and those with prams, the trail makes most of spectacular lookouts as it gently climbs into the dunes and back down to Point Ritchie. There are numerous access points to the popular Warrnambool Beach, including at the Surf Lifesaving Club. Facilities enroute include lookout platforms, showers, water bubblers, seating and picnic spots on the hinterland side. The trail accesses popular Warrnambool recreation and conservation reserves along with family friendly attractions such as the Adventure Playground and associated trails. It has numerous car parking zones along its length and within walking distance to various accommodation (including two holiday parks), catering and other township services. | Warrnambool City Council | EMAC |

| TRAIL NAME | DESCRIPTION | LAND MANAGER | OTHER ASSOCIATED |
|---|---|---|---|
| **Great Ocean Road Coastal Trail** | Located on Eastern Maar Country, the Great Ocean Road Coastal Trail (GORCT) is a planned trail along the Otway coast, with views from suspension bridges and lookouts, as well as boardwalks, river crossings and day visitor areas. Sections of new trail will connect with existing walking and management vehicle tracks that will provide a 6-day 5-night hike, day walks, half-day walks and create shorter loop walks. The State government has invested $25.5 million to plan the new trail between Fairhaven and Grey River and construct the new trail between Fairhaven and Jamieson River. | The Authority Parks Victoria<br><br>This trail may be subject to transitional arrangements with the Authority | EMAC DEECA |
| **Otway Hinterland Horse Trail (proposed)** | Located on Eastern Maar Country, the proposed Otway Hinterland Horse Trail (OHHT) is a 105km long-distance lineal trail that passes through public land in the Great Otway National Park, Otway Forest Park and other land managed by Parks Victoria, DEECA, Surf Coast Shire and Colac Otway Shire. Open Trails Australia (OTA) completed an audit assessment of the route in April 2022, that focused on the requirements to enable the trail to be operational and promoted for use by horse riders for single or multi day experiences. The audit identified potential risks to all OHHT users and provided recommendations on how to best manage those risks. The OHHT route alignment was provided by Parks Victoria based on advice by key horse-riding advocates. It was assessed as a dual direction lineal trail and subsequently classified as an Advanced horse-riding trail given the gradients, distances and remote location. The route follows public open roads, and seasonal management tracks of varying surface qualities. | Parks Victoria, DEECA, Surf Coast Shire and Colac Otway Shire<br><br>This trail may be subject to transitional arrangements with the Authority | EMAC |

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## INDIVIDUAL TRAIL ASSESSMENT

A high-level assessment of each of the region's existing trails and trailheads was undertaken as part of this project.

The trail assessment found that the region features a diverse variety of long and short distance trails. The condition of the trails varies, with most requiring some level of maintenance and improvement to infrastructure and signage to meet Australian Standards requirements and enhance trail safety and sustainability. The summary results are presented below. Specific actions for each trail to address the issues and opportunities identified are also provided.

**Table 10: Summary of Trail Assessment**

| TRAIL | CHALLENGES |
|---|---|
| **Anglesea MTB Trail Network Approximately 71 km of formalised trails.** | Erosion and water impacts on some sections. Cinnamon (*Phytophthera Cinnamomi*) Fungus spread. Car parking limitations. Limited stock of trails restricting overall appeal for inter-regional riders. No capacity for event staging on site. No toilets associated with Eumeralla MTB Network. Some erosion issues on small sections of some trails. No picnic/rest areas within park. No water supply. |
| **Forrest MTB Trail 26 trails over 70 km.** | Build complexity with sensitive wet-ground environment. Rising cost of infrastructure (i.e., toilet now $80k). Est $100,000/year required for maintenance – mostly via DEECA currently. Requires new funding streams.<br>Old school style of trails (XC), contrasting with new market demand for flow and gravity (some attendance to this in new trails for Forrest network). |
| **Camperdown to Timboon Rail Trail Rail Trail multi-use over 40 km point to point.** | A connection between Naroghid (current trail head) and Camperdown that allows users to access the trail without travelling on road should be considered. Trail widening between Glenfyne and the Trestle Bridge would benefit users. The Trestle Bridge is a significant asset for the trail and will require funding to maintain it to an appropriate standard. Major trailhead and wayfinding signage would improve the user experience. |
| **Great Ocean Walk 98 km (105 km inc alternatives) one way** | Lack of adequate maintenance capacity.<br>Ageing infrastructure – campsites, car park, toilets, boardwalks, stairs bridges all require replacement now or in near future, etc. Full infrastructure asset condition audit is required.<br>Concentrated use and impacts on popular/accessible sections. |
| **Otway Waterfall Walks Network Approx 60 km of single walks with fire track access links.** | Ageing infrastructure – campsites, bridges, walkways, some damaged by treefall /weather events. Rapid degradation of infrastructure due to environment. Lack of adequate maintenance capacity. Adequate access for maintenance. Some sites are at capacity (e.g. Erskine Falls). |
| **Old Beechy Rail Trail 50 km Point to point rail trail.** | Lack of major trailhead, toilet and picnic facilities at Maggios Road (start point for car-based visitation). 12 km of alignment prior is undesirable road section only suited for train-based rider access. Road section from Colac Train Station to Maggios Road (start of railway alignment) is a poor experience.<br>Steep sections/climbing profile places this trail in a different category (more challenging) than most rail trails.<br>Current unresolved closure due to private property/landowner concerns. |
| **Otway Hinterland Horse Trail 105 km horse riding on road verges.** | Motor bike and 4WD interactions and other user interactions raises safety and potential conflict for riders, walkers, runners. |

| TRAIL | CHALLENGES |
|---|---|
| | 1 km section of road between Deans Marsh township and the Bambra Cemetery Road and Winchelsea Deans Marsh Road intersection is not safe for horse and rider to traverse.<br>Lack of water or specific facilities for horses. |
| **Surf Coast Walk**<br>**44 km point to point shared use trail.** | Clifftop degradation risks (Rocky Point, Anglesea, Aireys Inlet). General erosion (trails and clifftops), guttering and trail degradation due to trail inundation and rain events. High season trail user conflict, especially in township areas (i.e., bikes, walkers, runners, dog walkers). |
| **Twelve Apostles Trail – Timboon to Port Campbell**<br>**Shared use trail – 20 km linking to rail trail.** | No audit undertaken as this trail was under construction during this time. |
| **Warrnambool Foreshore Promenade Walk**<br>**Walk and ride – 7.5 km point to point.** | Popular trail with potential safety issues between bikes and walkers. Maintenance costs are high due to infrastructure exposed to ocean air environment. Limited online information/directives regarding trail use. Full extension of pathway not shown on most online mapping. |

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## SPECIFIC RECOMMENDATIONS FOR INDIVIDUAL TRAILS

**Table 12: Forrest Mountain Bike Network Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **FMTB1** | Seek funding for Yaugher network of trails and upgrade Tiger Rail Trail. | High Action | Colac-Otway LGA and GORRTF |
| **FMTB2** | Develop collective Beach to Bush MTB marketing plan in cooperation with Anglesea MTB destination. | High Enabling | GORRT in collaboration with GORRTF |
| **FMTB3** | Encourage more event operators to consider Forrest as a suitable staging ground. | Medium | Colac Otway LGA and GORRTF |
| **FMTB4** | Investigate curation of long-distance ride route to link Anglesea (without requiring new trail build, i.e. gravel grind). | Medium Enabling | GORRTF |
| **FMTB4** | Investigate and encourage further connectivity between Forrest and Anglesea MTB including shuttle services between the two parks to improve regional positioning. | Medium Enabling | GORRTF |

**Table 13: Great Ocean Road Coastal Trail (Planned) Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **GORCT1** | Undertake detailed design and planning preparation and submission. | High | DEECA supported by the Authority and EMAC |
| **GORCT2** | Continue community consultation and communication as project proceeds. | High | The Authority supported by DEECA and EMAC |
| **GORCT3** | Commence upgrades on existing trails. | High | DEECA supported by the Authority, Parks Victoria and EMAC |
| **GORCT4** | Commence new trail construction following completion of detailed design and existing trail upgrades. | High Enabling | DEECA supported by the Authority and EMAC |
| **GORCT5** | Develop and implement branding and signage along route. | High Enabling | The Authority supported by DEECA and EMAC |
| **GORCT6** | Early-stage risk management planning for trail operations. | Medium Enabling | The Authority supported by DEECA and EMAC |
| **GORCT7** | Early-stage development of trail specific maintenance and operations plan. | Medium Enabling | The Authority supported by DEECA and EMAC |
| **GORCT8** | Identify and implement priority actions from the Business Activation Plan. | Medium Enabling | The Authority, EMAC supported by DEECA |
| **GORCT9** | Review options to connect GORCT with GOW including coastal and non-coastal options. | High Enabling | GORRTF |
| **GORCT10** | Continue investigating new trail opportunities in the Apollo Bay region including the proposed Les Noseda Highview Trail. | Medium Enabling | Colac Otway Shire in collaboration with GORRTF |

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**Table 14: Great Ocean Walk Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **GOW1** | Revisit RDV Business Case for realignment of dirt roads. Circa $20 million proposal. | High Enabling | The Authority supported by the GORRTF |
| **GOW2** | Improve engagement with, and operational trail planning alongside EMAC. | High Enabling | Parks Victoria, the Authority, EMAC |
| **GOW3** | Develop short walk offerings/curation including identification of viable loop walk experiences from trailheads. | High | The Authority supported by the GORRTF |
| **GOW4** | Develop a strategic plan for off trail-adjacent nodes: Cape Otway Lightstation and Princetown precincts. | Medium Enabling | The Authority supported by the GORRTF |
| **GOW5** | Promote new Fiji Monument Trail (potential for short walk in/out visitation). | Medium Enabling | GORRT in collaboration with the GORRTF |
| **GOW6** | Establishment of a Climate Change Impacts – Trail Management, Resilience and Retreat Plan. | Medium | The Authority in collaboration with the GORRTF |

**Table 15: Otway Waterfall Walks Network Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **OWWN1** | General review/trail audit and maintenance requirement report for all trails included in the network/ | High Enabling | Parks Victoria supported by GORRTF |
| **OWWN2** | Sabine Falls upgrade identified including review of viewing platform experience. | High | Parks Victoria supported by GORRTF |
| **OWWN3** | Kalimna Falls Walk/s trail upgrades identified, including boardwalks. | High | Parks Victoria supported by GORRTF |
| **OWWN4** | Include Little Aire Falls as focus promotion target (already linked to Triplet Falls via short out and back). | High | GORRT in collaboration with GORRTF |
| **OWWN5** | Investigate scope for sensory walks for people with disabilities, 'curated' around sound, smells, touch. | High Enabling | GORRTF |
| **OWWN6** | Investigate potential parking expansion (trail linked) above Erskine Falls to north. | High | Parks Victoria supported by GORRTF |
| **OWWN7** | Investigate linking Allenvale Mill Site to Sheoak Picnic Area. Likely delivered by Great Ocean Road Coastal Trail alignment. | Medium Enabling | DEECA |
| **OWWN8** | Increase promotion of walk to Erskine Falls from Lorne township and/or investigate solutions for support transfers. | Medium Enabling | GORRT supported by the GORRTF for actions |

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**Table 16: Surf Coast Walk Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **SCW1** | Initiate 10–20 year trail management plan including climate change response. | High Enabling | The Authority supported by GORRTF |
| **SCW2** | Implement planning and accountability structures for new maintenance guidelines and programming. | High Enabling | The Authority supported by GORRTF |
| **SCW3** | Formalise and structure process for engaging volunteer groups for defined maintenance roles. | High Enabling | The Authority supported by GORRTF |
| **SCW4** | Upgrade trail infrastructure to integrate more sustainable and maintenance-friendly design solutions. | High | The Authority supported by GORRTF |
| **SCW5** | Review Interpretation Signage and focus points for development of cultural interpretation i.e., Point Roadknight. Investigate interactive experiences along the walk to enhance and diversify the user experience. | Medium | WTOAC, EMAC supported by the Authority and GORRTF |
| **SCW6** | Investigate primary SCW trailhead at Whites Beach/terminus of Esplanade – better end-to-end experience. | Medium | The Authority supported by GORRTF |
| **SCW7** | Investigate options for improving shuttle service offerings along SCW. | Medium Enabling | The Authority supported by GORRTF |
| **SCW8** | Develop missing trail alignments linking to Torquay addressing connectivity and safety concerns. | High | GORRTF |

**Table 17: Anglesea MTB Trail Network Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **AMTN1** | Progress Anglesea MTB Trail Network Concept Plan – undertake required assessments, engagement and approvals, re-assess for alignment revisions, secure project funding, progress to formalisation and build phases (potential for a staged approach). | High Enabling | Surf Coast Shire, DEECA, GORRTF, Alcoa and Anglesea Mountain Bike Park Community Asset Committee |
| **AMTN2** | Develop missing trail alignments linking to Torquay addressing connectivity and safety concerns. | High | GORRTF |
| **AMTN3** | Confirm long-term future of Anglesea Bike Park | High Enabling | Surf Coast Shire, DEECA, GORRTF and the Alcoa and Anglesea Mountain Bike Park Committee of Management |
| **AMTN4** | Accessibility trail audit to identify appropriate adaptive MTB routes within network. | Medium Enabling | GORRTF |

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**Table 18: Camperdown to Timboon Rail Trail Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **CTRT1** | Complete replacement of 5 bypass bridges:<br>– Bridges 11 and 12 replaced 2022<br>– Bridges 14 and 15 to be replaced 2024 (funding and tender process complete)<br>– Bridge 13 temporary repairs completed to enable bridge to remain open until 2025<br>– Funding shortfall of $300,000 to be sort to enable replacement by early 2025 | High Enabling | DEECA/CoM and GORRTF |
| **CTRT2** | Curdies Trestle Bridge – obtain funding to enable assessment and repair. | High Enabling | DEECA/CoM |
| **CTRT3** | Track Surface upgrade between Curdies Trestle Bridge and Timboon – grant for funding (RDV) has been submitted. | High Enabling | DEECA/CoM |
| **CTRT4** | Upgrade Trail surface and increase trail width between Bridges 11 and 15. | Medium Enabling | DEECA/CoM |
| **CTRT5** | Re-investigate and develop a strategy for realignment of trail alongside Lake Bullen Merri (west side), linking to lake facilities (noting current private landholder status and associated Doctorate of Accretion). Further connection link west alongside Naroghid Rd (southern side). | Medium Enabling | DEECA/CoM and GORRTF |
| **CTRT6** | Identify potential participatory walk/ride events linking towns. | Medium Enabling | DEECA/CoM supported by GORRT |
| **CTRT7** | Identify and install major trailhead signage and in/out township wayfinding at and in Cobden. | Medium Enabling | DEECA/CoM |
| **CTRT8** | Seek improved bike hire options for Camperdown. | Medium | DEECA/CoM – trailhead signage<br>Cobden Progress Association – wayfinding signage |

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**Table 19: Old Beechy Rail Trail Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **OBRT1** | Resolve closure of Wimba to Beech Forest section. | High | Colac Otway Shire Council |
| **OBRT2** | Assess potential for development of Maggios Road as primary user trailhead including car park and facilities. | High | Colac Otway Shire Council |
| **OBRT3** | Assess location and potential for picnic facility between Gellibrand and Beech Forest. | High Enabling | Colac Otway Shire and GORRTF |
| **OBRT4** | Identify and support potential event activations, recreational and/or competitive. | Medium | Colac Otway Shire and GORRTF |
| **OBRT5** | Identify and promote potential gravel grind route connection to Forrest. | Medium Enabling | Colac Otway Shire and GORRTF |
| **OBRT6** | Update marketing material for better promotion and facilitation. | Medium | GORRT in collaboration with Colac Otway Shire |
| **OBRT7** | Identify relevant tour operations with potential to leverage the trail for new experiences. | Medium | Colac Otway Shire and GORRTF |

**Table 20: Port Fairy to Warrnambool Rail Trail Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **PWRT1** | Identify and develop new parallel route from Koroit Township to lip of Tower Hill Reserve to add connectivity and significant tourism value. | High Enabling | Moyne Shire supported by the CoM |
| **PWRT2** | Assess and rectify trail levels to solve current inundation issues on outskirts of Warrnambool (from Millers Lane through Swinton Street and Merri River alignment). | High | City of Warrnambool |
| **PWRT3** | Identify feasible and appropriate picnic facility sites outside township nodes. | Medium | CoM supported by LGAs |
| **PWRT4** | Identify potential event concepts and operators. | Medium | CoM supported by LGAs |
| **PWRT5** | Promote route and attractions to gravel grind and bikepacking markets. | Medium | GORRT in collaboration with CoM and LGAs |

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**Table 21: Twelve Apostles Trail Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **TAT1** | Confirm alignment and experience design of missing link Port Campbell to Princetown. | High Enabling | The Authority and Corangamite Shire Council |
| **TAT2** | Explore on-trail accommodation options including farm stay or public recreation reserve repurposed – i.e., Paaratte Recreation Reserve | Medium Enabling | Corangamite Shire Council supported by GORRT |
| **TAT3** | Identify potential pathway to establishing hire bike operations including e-bike charter. | Medium Enabling | Corangamite Shire Council |
| **TAT4** | Ensure future promotion planning accounts for extension of trail to Princetown. | Medium Enabling | Corangamite Shire Council supported by GORRT |
| **TAT5** | Seek funding to activate research findings and interpretation potential from Indigenous culture studies/data set. | Medium Enabling | Corangamite Shire Council |
| **TAT6** | Identify potential opportunities for and operators of events suitable for trail experience (likely non-competitive given road crossings). | Medium Enabling | Corangamite Shire Council supported by GORRT |

**Table 22: Warrnambool Foreshore Promenade Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **WFP1** | Redevelop Surf Lifesaving Club. | High Action | Warrnambool City Council |
| **WFP2** | Assess trail section Blue Hole Rd to Whale Watching for realignment or improved experience. | High | Warrnambool City Council |
| **WFP3** | Identify relevant proximal events and opportunities for activating trail. | Medium Enabling | Warrnambool City Council |
| **WFP4** | Develop improved online information pertaining to trail. | Medium Enabling | GORRT in collaboration with Warrnambool City Council |

**Table 23: Otway Hinterland Horse Trail Actions**

| ACTION NUMBER | ACTION | PRIORITY AND ACTION TYPE | WHO |
|---|---|---|---|
| **OHHT1** | Undertake a feasibility study to address the challenges identified in trail audit. | Medium Enabling | PV and GORRTF |
| **OHHT2** | Assess capacity for shared use with gravel grind (noting majority on road alignment). | Medium | PV and GORRTF |
| **OHHT3** | Consider production of stage one digital route guide with relevant pre-trip information and safety caveats. | Medium Enabling | PV and GORRTF |

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# Appendix C – Assessment of Trails in the Great Ocean Road Region

The following table assesses the region's trails and trail experiences against the key criteria for a outstanding trails destination.

| CRITERIA | RANKING | GAPS AND ISSUES | OPPORTUNITIES |
|---|---|---|---|
| | 1. Performs well \| 2. Average performance with room to improve. \| 3. Significant improvements required. | | |
| **Diversity of Trail Types** | 1 | • Diversity in the network is good, including 'top end' trail experiences designed to bring visitors to the region, family friendly options (rail trails) and cycling/shared use trails.<br>• Two mountain bike parks tend to have limited diversity.<br>• Lack of a high-quality MTB multi-day experience.<br>• Shorter walks are appealing for broad market – but some are not maintained to high standard.<br>• Accessibility across the network is limited and patchy. | • Marketing more-easily accessible walks to help disperse visitors across the region.<br>• Connecting trail network with local communities and other trails/attractions.<br>• Implementation and development of the Mountain Bike Master Plans and Concept Plans, to provide a strong mountain bike trail offering. |
| **State/National Trails** | 1 | • GOW and the proposed GORCT and other signature trails identified will require ongoing funding to support the visitor economy.<br>• Lack of a regional approach to trail classification. Signature trail experiences are not agreed across the region or promoted as visitor drawcards.<br>• Strong mountain bike networks provide a strong regional trailsoffering and could be leveraged further.<br>• Existing rail trails offer a strong product, but they are not linked and, in most cases, have large expanses between products and services. | • Adopt an agreed regional classification of trails as national, regional and local, as a basis for experience development prioritisation and promotion.<br>• Focus on development of smaller number of great experiences.<br>• National trails investment needs to be increased, protected and maintained.<br>• Revitalise the GOW and planned GORCT offering and other signature trails with improved maintenance and infrastructure upgrades.<br>• Create a 'GORR Rail Trail Product' that provides a consistent high-class multi-use rail trails network linking attractions. |
| **Concentration of Trails** | 2 | • The region has a good concentration of trails and visitors can stay in one place to enjoy several days of trail use.<br>• The Rail Trails are poorly connected around the region and offer disparate experiences to different standards. | • Connectivity of the rail trail and 'multi-use' trail network would improve usage from visitors and communities.<br>• Continue to develop trail 'clusters' where market demand continues to grow. This includes day walk hubs in Otways. |

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| CRITERIA | RANKING | GAPS AND ISSUES | OPPORTUNITIES |
|---|---|---|---|
| | 1. Performs well \| 2. Average performance with room to improve. \| 3. Significant improvements required. | | |
| | | | • Develop the concept of a marketing MTB experiences together – Forrest, Anglesea and potentially You Yangs to give critical mass to offering combined with other trail experiences in the region to increase length of stay. |
| **High Quality Infrastructure** | **2** | • Trail infrastructure varies by trail type and across the region.<br>• Inconsistent trail standards (difficulty, use) and signage across the region.<br>• Some trail standards differ across the region for similar type trails and similar users.<br>• Ageing infrastructure across most trails.<br>• Different quality and level of interpretation. | • Trail head facilities and visitor information can be improved - some newer trails have high quality infrastructure.<br>• Develop innovative models to assist land and trail manager with trail maintenance.<br>• Consider closing or rehabilitating several lower priority trails to enable a focus on the trails with the highest visitor economy and community outcomes.<br>• Consider a design or 'brand' for 'GORR Trails' to help with market penetration and an understanding of what GORR can offer to trail users. |
| **Accessibility** | **2** | • Public transport connecting trails is lacking.<br>• Many trails are not accessible by all ability standards. | • Work with transport authorities to develop a walk/bike friendly transport service on buses and trains on selected routes in peak periods.<br>• Use strong design guidelines to develop all-ability trail and trail infrastructure where appropriate and as a general rule.<br>• Develop a regional map and approach to all abilities access. |
| **Distinctive Experiences** | **1 for walking 2 for MTB** | • Mountain bike trails are generally of a regional level.<br>• Many walking trails are unique and showcase the environment of the region.<br>• The rail trail and multi-use trails are variable and have sections that are unique to the region while other sections are variable. | • The trails would significantly benefit from exceptional interpretation and cultural experiences.<br>• The ability to connect into other trails from existing trails would make the GOR anoutstanding trails region. |
| **Attractive Natural or Cultural Context** | **1** | • Coastal and hinterland trails pass through sensitive environments and volume of use places pressure on these values. Managing use and dispersal of visitors to ensure | • Signature experiences to be constructed and developed in outstanding natural areas.<br>• Developing a strong partnership with the Aboriginal corporations and communities in the region to |

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| CRITERIA | RANKING | GAPS AND ISSUES | OPPORTUNITIES |
|---|---|---|---|
| | 1. Performs well \| 2. Average performance with room to improve. \| 3. Significant improvements required. | | |
| | | protection of the important values is critical.<br>• Aboriginal cultural heritage is paramount to First Nations Peoples in the region and decisions on any impact or interpretation need to be made by those groups. | bring culture alive on the trails and to include the community in associated enterprises and management. |
| **Quality Pre-Trip Information** | **3** | • Parks Victoria and DEECA have information on walks and trails on their land within their corporate websites.<br>• A search of trails, national parks and walks (attractions) on the Australian Tourism Data Warehouse (Australia's online marketplace for tourism information) shows limited trails listed. Parks Victoria have a number of listings; however, the hierarchy is unclear and there are some key products missing.<br>• Individual Councils have their own information through printed material, and websites.<br>• There is no central source of information on GORs trails easily accessible in one location for consumers and visitors.<br>• There is little, if any, mobile digital information that enables story telling or support for experiences. | • A single source website that had information on trail tourism in GOR– even with links back to detailed information on the individual land manager's websites – would be a significant improvement for visitors being able to find information.<br>• A regional brand for the significant trails and experiences in the region might be a valuable tool to enable visitors to seek out relevant information more easily and to know what to expect within that branding. |
| **Range of Quality Support Services** | **3** | • The region has several commercial operators using the trail network.<br>• Many of the best-known attractions of the GOR region can be linked to tracks and trails.<br>• In addition to outdoor recreation, GOR region offers a variety of non-commissionable and commissionable activities for residents and visitors. There are several organised walking and cycle tour opportunities. | • Investigate a 'Regional Trail Friendly' accreditation scheme to help encourage and promote trail visitor friendly businesses. |
| **Support Businesses in Food, Beverage etc.** | **3** | • There are very few trail-specific food and beverage businesses and products.<br>• Most of the services are in towns and can be some distance from trail-based experiences. | • Economic development activation across the trail network (at scale) will benefit all areas and connect to marketing approach of GORRT as a trails destination. |

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| CRITERIA | RANKING | GAPS AND ISSUES | OPPORTUNITIES |
|---|---|---|---|
| | 1. Performs well \| 2. Average performance with room to improve. \| 3. Significant improvements required. | | |
| | | • Some farm gate and small producers are close to trails and could be aligned to trail visitors. | |
| **Strong Regional Positioning and Marketing** | **2** | • Many sources of information about trails in the region – often conflicting.<br>• Generally, there is no region-wide alignment of trail-based experiences.<br>• GORRT provides regional products on their website without significant branding and positioning of the region. | • One regional owner promoting and business activation of trails-based experiences and products.<br>• Develop a single portal/website for trails-based information. |
| **Effective Governance** | **3** | • Limited funding means all trail managers are competing for funds. Collaboration occurs between land managers and Councils on a local level.<br>• Limited connection with EMAC and WTOAC<br>• Rail Trails are reliant on Committees of Management with limited succession.<br>• There's no formal mechanism to develop a regional approach to trail management and development. | • Develop and implement a region-wide governance structure that enables strong regional decision making on strategic priorities.<br>• Hold a regular regional trails forum and encourage private industry to seek out business opportunities on trails.<br>• Formal governance structure involving Traditional Owners. |
| **Community Engagement** | **2** | • Strong community engagement occurs at local government level particularly around individual Council trail and pathway plans, and economic development plans.<br>• Land managers undertake community engagement and develop stakeholder relationships with trail user groups around specific parks or trails. | • With the development of an agreed region-wide governance mechanism, develop community information and consultation forums that do not override the need for Councils or land managers to undertake this. |
| **Events** | **1** | • High number of trail-based events – there remains capacity in low and shoulder season for events. | • Develop a regional umbrella event to celebrate trails and align it to the Regional Events Strategy. |

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## STRENGTHS, WEAKNESSES, OPPORTUNITIES AND THREATS

### STRENGTHS

- The natural and cultural landscapes and seascapes are outstanding
- Diverse range of trails
- Active and supportive community
- The opportunity to capitalise on strengths
- Strong and well-known offerings
- Close to Melbourne visitor markets
- Great Ocean Road touring route acts as main route to access trails
- Different markets, with some served well
- Large number of existing gravel tracks suitable for riding and touring.

### WEAKNESSES

- Lack of consistent standards and resources to support quality network
- Lack of data on use, and therefore its values and threats are underestimated
- Region positioning as trail destination does not exist
- Accessibility patchy and not visible to market
- Trail and transport connections between trails are poor and often bike unfriendly
- Many existing trails are struggling to receive the necessary maintenance and governance
- Many existing trails are not mapped
- No single source of information – confusing
- Many entities and complex bureaucracy.

### OPPORTUNITIES

- A sustainable funding model
- Climate adaptation strategy for trails across the region
- Rationalise investment to bring a smaller number of trails to a higher standard.
- Income streams to finance trail maintenance
- Bring together trail community for more effective resource co-ordination
- Capacity building and resource support for volunteers
- Connect the trail community to improve linkages existing products, infrastructure, and trails
- Partner with Eastern Maar Aboriginal Corporation and the Wadawurrung Traditional Owners Corporation, promote respect and understanding of Wadawurrung and Eastern Maar knowledges, cultures and values, and to create economic opportunities.

### THREATS

- Climate Change
- Emergencies, including fires, close areas or destroy infrastructure
- The region falls behind other Victorian regions and destinations that offer high quality market-aligned products due to lack of funding for maintaining trails to a quality standard
- Complexity of land management across boundaries and the regulations that apply
- Lack of funding, capital and operational
- Diversity (lack of, or not focusing on, product strengths)
- Policy differences between partners
- Threat of lack of funding resulting in a poor user experience and future lower visitation.

# Appendix D – Action Tables in Order of Priority

## ACTIONS FOR INTERGRATED GOVERNANCE, PLANNING AND MANAGEMENT

| ACTION NO | ACTION | PRIORITY | WHO |
|---|---|---|---|
| Action 1.1 | **Coordinating Body:** Formalise the structure of the Regional Trails Forum and include regional representation as well as community organisations that support the trails sector across the region.<br><br>Establish the Terms of Reference and embed the implementation of the Regional Trails Strategy as the key role of the Great Ocean Road Regional Trails Forum (GORRTF) under the leadership of the Authority. | **High**<br><br>**Foundational** | The Authority in collaboration with EMAC, WTOAC, LGAs, Trail and Land Managers and GORRT |
| Action 1.2 | **Strategy Implementation**: Establish and implement regular reporting of progress in the implementation of the Strategy and provide feedback to stakeholder organisations at agreed times. | **High** | The Authority in collaboration with GORRTF |
| Action 1.6 | **Monitoring and Evaluation**: Establish a region wide monitoring and evaluation system to measure the success of the trails network through usage monitoring (i.e. observations, trail counters), user experience surveys and assessment of the achievement of trail management objectives. | **High** | The Authority in collaboration with GORRTF |
| Action 1.3 | **Trail Stewardship** Host, on an as-needs base, a regional trails forum that includes industry and community groups to discuss and enable implementation of elements of the Strategy. | **Medium** | The Authority in collaboration with GORRTF |
| Action 1.4 | **Trail Capacity** To enable coordinated implementation of the Great Ocean Road Regional Trail Guidelines, develop and present trail design, construction, visitor risk management and maintenance workshops to trail management organisations and user groups across the different types of trails and uses. | **Medium** | The Authority in collaboration with GORRTF |
| Action 1.5 | **Integrated Planning:** Embed the vision and goals of the Strategy into broader regional planning and budget processes (e.g. tourism plans/destination management plans, strategic plans, development plans, open space plans, transport plans). | **Medium** | The Authority in collaboration with GORRTF |

## ACTIONS TO ESTABLISH A SUSTAINABLE FUNDING MODEL & INVESTMENT FRAMEWORK

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| Action 2.1 | **Funding Model:** Institute a funding model that:<br>• Reflects the many benefits of trails and their role in advancing the objectives and priorities of government.<br>• Provides dedicated sources of funding, allocating them based on clear criteria that are consistent with the goals of the Strategy.<br>• Ongoing management including maintenance, long term sustainability and the promotion of trails.<br>• Responds to the need for large infrastructure projects. | **High Enabling** | The Authority in collaboration with the GORRTF |
| Action 2.2 | **Cost/Benefit Analysis:** Undertake a cost benefit analysis of trails to further develop advocacy material for the reinvestment of funds trail development and maintenance. | **High Enabling** | The Authority in collaboration with the GORRTF |
| Action 2.3 | **Advocacy Platform:** From the analysis produce a advocacy document that succinctly and powerfully, informs decision makers of the evidence-based case for public support of trails development and maintenance. It should describe the economic, environmental, community, health and cultural benefits of supporting a varied and quality trails network. | **High Enabling** | The Authority in collaboration with the GORRTF |
| Action 2.4 | **Prioritisation of Investment:** Implement the region wide trail categorisation system for trails to define their relative state and regional significance and broad developmental needs. | **High** | The Authority in collaboration with the GORRTF |
| Action 2.5 | **Investment Partnerships:** Assist trails organisations and managers to identify appropriate partnerships for trail development, experiences, maintenance and management. Investigate philanthropic opportunities. | **Medium** | The Authority in collaboration with the GORRTF |
| Action 2.6 | **Investment Support:** Provide trails organisations with access to a centralised pool of research and information to assist in the assessment of trails development needs, the preparation of funding applications and seeking investment partners. | **Medium** | The Authority in collaboration with the GORRTF |
| Action 2.7 | **Trail Categorisation Review**: Ensure that the Regional Trails Strategy recognises and integrates new trails and GORRTF revises the trail categorisation as required. | **Ongoing** | The Authority in collaboration with the GORRTF |
| Action 2.8 | **Volunteer Programs**: Develop and support programs for community and user group involvement in trail development, maintenance and management. | **Medium** | The Authority in collaboration with the GORRTF |

## ACTIONS TO ACHIEVE EASTERN MAAR AND WADAWURRUNG PARTNERSHIP

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| **Eastern Maar Aboriginal Corporation (EMAC)** | | | |
| Action 3.1 | **GORRTF**: Ensure EMAC are a partner in the Great Ocean Road Regional Trails Forum (GORRTF). | **High Enabling** | EMAC supported by the Authority and GORRTF |
| Action 3.3 | **Storytelling:** Establish EMAC priorities for helping visitors understand Country through interpretation and storytelling and implement actions. | **High Enabling** | EMAC supported by the Authority and GORRTF |
| Action 3.4 | **Cultural Sensitivity**: Build a joint understanding of where trails may be impacting Country or places of significance for EMAC and remove the threats wherever possible. | **High Enabling** | EMAC supported by the Authority and GORRTF |
| Action 3.5 | **Direct Involvement and Capacity Building:** Seek opportunities for involving EMAC in all aspects of trail planning and management and build capacity together. | **High Enabling** | EMAC supported by the Authority and GORRTF |
| Action 3.2 | **Tourism Operations**: Seek to work with EMAC on the development of tourism operations according to their assertions. | **Medium Enabling** | EMAC supported by the Authority and GORRTF |
| **Wadawarrung Traditional Owners Aboriginal Corporation (WTOAC)** | | | |
| Action 3.6 | **GORRTF**: Ensure WTOAC are a partner in the Great Ocean Road Regional Trails Forum (GORRTF). | **High Enabling** | WTOAC supported by the Authority and GORRTF |
| Action 3.8 | **Storytelling:** Establish WTOAC priorities for helping visitors understand Country through interpretation and storytelling and implement actions together. | **High Enabling** | WTOAC supported by the Authority and GORRTF |
| Action 3.9 | **Cultural Sensitivity**: Build a joint understanding of where trails may be impacting Country or places of significance for WTOAC and remove the threats wherever possible. | **High Enabling** | WTOAC supported by the Authority and GORRTF |
| Action 3.10 | **Direct Involvement and Capacity Building:** Seek opportunities for involving WTOAC in all aspects of trail planning and management and build capacity together. | **High Enabling** | WTOAC supported by the Authority and GORRTF |
| Action 3.7 | **Tourism Operations**: Work with WTOAC on the development of tourism operations according to their assertions. | **Medium Enabling** | WTOAC supported by the Authority and GORRTF |

## ACTIONS TO ACHIEVE HIGH QUALITY AND SUSTAINABLE TRAILS

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| Action 4.1 | **Implement Priority Actions:** For individual trails (Appendix B) as resources allow. | **High** | The Authority in collaboration with GORRTF |
| Action 4.2 | **Trail Audits**: Conduct regular trail audits to determine the physical condition and maintenance issues across the regional trail network. | **High**<br>**Enabling** | The Authority in collaboration with GORRTF |
| Action 4.3 | **Regional Trail Guidelines:** Implement the Great Ocean Road Trail Management Guidelines and the Wild Otways guidelines for Phytophthora Management for trail design, construction management and maintenance of trails across the region (where existing guidelines do not apply). | **High** | The Authority in collaboration with GORRTF |
| Action 4.5 | **Maintenance and management program:** Identify funding opportunities for ongoing maintenance budget allocations and advocate where required. | **High** | The Authority in collaboration with GORRTF |
| Action 4.8 | **Trail Safety and Risk Management**: Ensure that safety signage is installed at hazardous locations along recreational trails and that trail infrastructure aligns with AS2156.2 | **High** | The Authority in collaboration with GORRTF |
| Acton 4.9 | **Safey Information**: Engage trail users and the community through regular trail 'bulletins' and media informing people of planned actions, risks, issues and opportunities for volunteerism | **High**<br>**Enabling** | The Authority in collaboration with GORRTF |
| Action 4.10 | **Emergency Planning:** Seek to better utilise the existing Emergency Management Planning Committees at a Regional and Municipal level for planning for emergency response, including trigger level standardisation. | **High** | The Authority in collaboration with GORRTF |
| Action 4.11 | **Trigger Points:** Through the existing emergency planning forums, coordinate and standardise trigger points for public land closures and trail-use restrictions across all LGAs and public land managers. | **High** | The Authority in collaboration with GORRTF |
| Action 4.13 | **Unplanned Trails:** Reduce the number of unplanned trails and work with MTB groups to stop the development of, and to decommission, unplanned MTB trails. | **High** | The Authority in collaboration with GORRTF |
| Action 4.17 | **Ensure supporting infrastructure is thoughtfully designed, well-constructed, and regularly maintained** to prioritise user safety and enhance the visitor experience. This includes well-maintained bridges, steps, amenities, watering points, rest areas, lookouts, transport and parking facilities. | **High** | The Authority in collaboration with GORRTF |
| Action 4.4 | **Capacity Building:** Ensure that information and training on the regional guidelines and best practice sustainable trail design, | **Medium** | The Authority in collaboration with GORRTF |

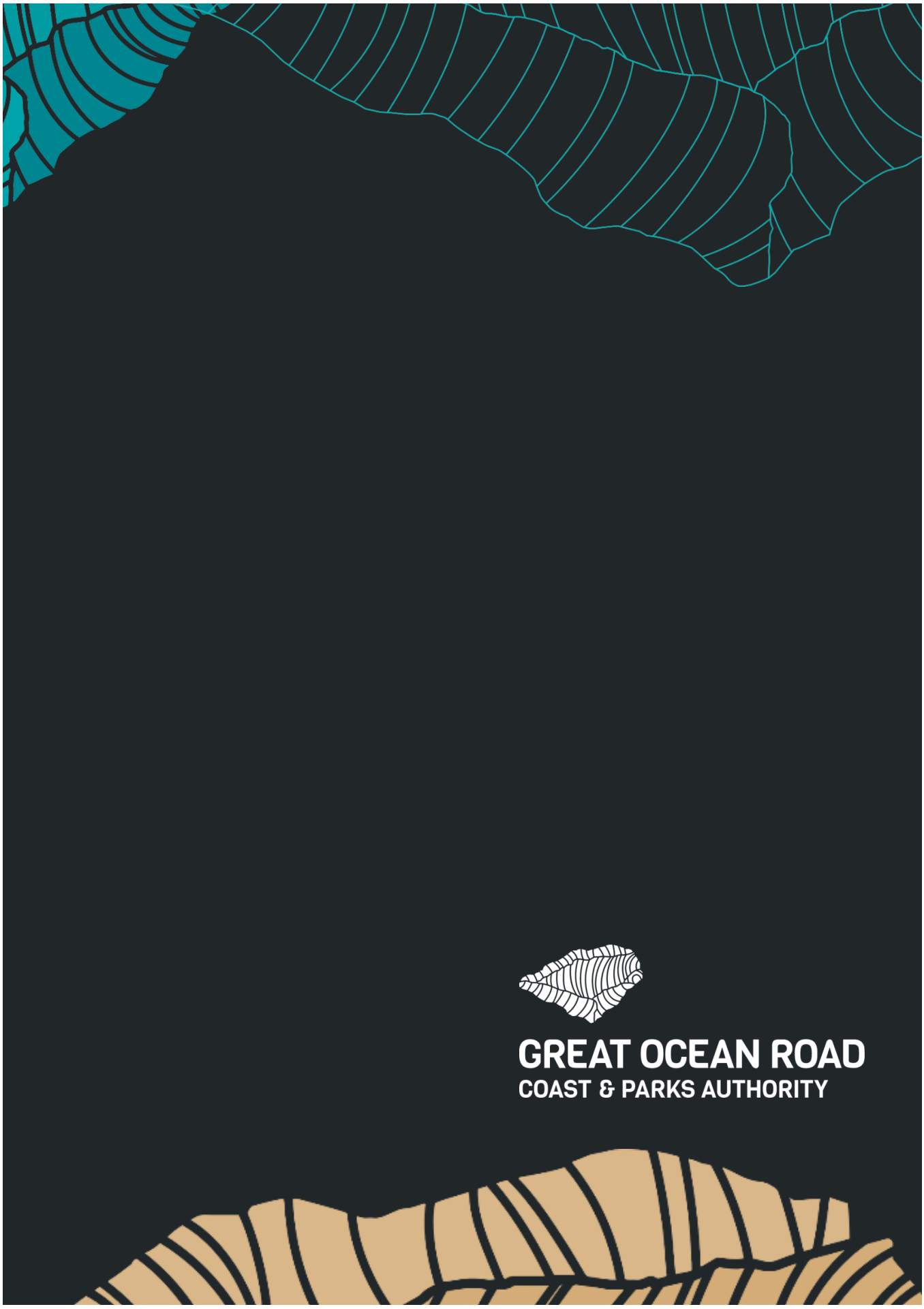
| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| | construction and maintenance is available to current and potential trail developers, managers and organisations. | | |
| Action 4.6 | **Trail Maintenance Sub Committee**: Establish a Trails Maintenance subcommittee from the GORRTF to address and trail maintenance actions and issues. | **Medium** | The Authority in collaboration with GORRTF |
| Action 4.7 | **Trail Condition Reporting:** Investigate and, as appropriate, implement trail user/community social media 'app' or mechanism (such as snap send solve) for reporting trail conditions and issues (risks). | **Medium** | The Authority in collaboration with GORRTF |
| Action 4.12 | **MTB Safety**: Continue to improve MTB safety through skills development in skills parks, and by good trail design, including trail filters near the beginning of trails. | **Medium** | The Authority in collaboration with GORRTF |
| Action 4.14 | **Compliance and Enforcement:** Develop a compliance approach to stop illegal trail creation in protected areas including National Parks. | **Medium** | The Authority in collaboration with GORRTF |
| Action 4.15 | **Visitor Safety:** Provide visitor information on trail routes, conditions, and emergency access points in in a way that is accessible to all trail users including non-English speaking visitors., Ensure trail markers are well placed and easily identified. Reduce interactions between trail users and vehicles and or bikes where necessary. | **Medium** | The Authority in collaboration with GORRTF |
| Action 4.16 | **Trail connectivity:** Investigate options to link hinterland and coastal trails at key locations including Lorne, Apollo Bay and Forrest. | **Medium** | The Authority in collaboration with GORRTF |

## ACTIONS FOR INFORMATION AND MARKETING

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| Action 5.1 | **Regional marketing:** Include regional trails as part of the region's tourism offering and include in regional marketing initiatives. | **High Enabling** | GORRT in collaboration with GORRTF |
| Action 5.2 | **Consumer Website:** Include as part of the existing consumer website information about trail opportunities across the region. Consideration to be given to the development of well-designed and consistent downloadable resources and interactive mapping and access via mobile apps. | **High** | GORRT in collaboration with GORRTF |
| Action 5.5 | **Trail Related Businesses:** Develop a 'trail friendly business program' with industry, including presentation of commercial opportunities around the continued development of trails-related businesses. | **High** | GORRT in collaboration with GORRTF |
| Action 5.7 | Foster business opportunities, including travel packages, ecotourism, low-impact services, and shuttle bus operations, through collaboration with local tour operators. | **High** | GORRT in collaboration with GORRTF |
| Action 5.8 | **EMAC Business Enablement** Support and partner where appropriate the EMAC in developing tourism offerings on and around the trail network. | **High** | EMAC in collaboration with GORRTF |
| Action 5.9 | **WTOAC Business Enablement** Support and partner where appropriate the WTOAC in developing tourism offerings on and around the trail network. | **High** | WTOAC in collaboration with GORRTF |
| Action 5.3 | **Digital Maps/Information:** Develop and maintain a contemporary trail resource which details the trail network in line with the region's branding. Include clearly articulated trail information (including maps and safety advice). | **Medium** | GORRT in collaboration with GORRTF |
| Action 5.4 | **Third-party Information Platforms:** Where possible work with third-party information platforms (e.g. Strava, Trailforks, Maps. Google Maps) to ensure consistent factual information on the current status of all trails. Regularly assess relevance and reliability of information provided by users, and engage with new and emerging platforms as appropriate. | **Medium** | GORRT in collaboration with GORRTF |
| Action 5.6 | **Trail-related Programs and Events:** Support service providers and the community to consistently manage the range of trail-related programs and events offered across the region (e.g. parkrun, charity events, fun runs, programs promoting walking/cycling/trail running etc.). | **Medium** | GORRT in collaboration with GORRTF |

## ACTIONS TO ACHIEVE GREATER ACCESSIBILITY AND INCLUSIVENESS

| ACTION NO. | ACTION | PRIORITY | WHO |
|---|---|---|---|
| Action 6.2 | **Provide trailheads and associated facilities** that are easy to locate and ideally serviced by public transport, are welcoming, safe, maintained to accessibility standards, provide relevant information and utilise digital applications and are relevant to, and accommodating for, a diversity of users from different backgrounds and with differing abilities. | **High** | The Authority in collaboration with GORRTF |
| Action 6.3 | **Conduct an accessibility audit of all trails, facilities, and services** to identify any opportunities to access and inclusion for people with disabilities or limited mobility, priority population groups and Culturally and Linguistically Diverse (CALD) backgrounds. | **High Enabling** | The Authority in collaboration with GORRTF |
| Action 6.4 | Based on the findings of the accessibility audit, **implement prioritised improvements to make trails, facilities, and services more accessible and inclusive** for people with disabilities or limited mobility, priority population groups, and CALD backgrounds. | **High** | The Authority in collaboration with GORRTF |
| Action 6.5 | **Provide accessibility training** for all staff and volunteers to ensure that they are aware of accessibility and inclusion issues and how to provide inclusive services to visitors with disabilities or limited mobility, priority population and CALD backgrounds. | **High Enabling** | The Authority in collaboration with GORRTF |
| Action 6.6 | **Provide trail communication information and pre-trip planning information materials that are accessible and inclusive**, ensuring that adequate information is provided so people with disability can have choice and control over their trail experience. Ensure alternative formats for websites and social media channels are accessible to people with disabilities or limited mobility, priority population groups, and CALD backgrounds. | **High** | GORRT in collaboration with GORRTF |
| Action 6.7 | **Utilise an Accessibility and Inclusion Advisory Group** on an as needs/project basis. Actively seek feedback from visitors with disabilities or limited mobility, priority population groups and CALD backgrounds to identify areas for improvement, ensure that accessibility remains a priority, and ensure that any issues or concerns are addressed promptly. | **High** | The Authority in collaboration with GORRTF |
| Action 6.1 | **Trail Classification:** Ensure that all trail information sources classify the correct Trail Classification System (i.e. Australian Walking Track Grading System) to allow prospective users to make an informed decision to enter the trail with knowledge about the trail's level of difficulty and risks. | **Medium** | The Authority in collaboration with GORRTF |
| Action 6.8 | **Investigate opportunities to improve the public transport system** that services trails in the Great Ocean Road region. | **Medium** | The Authority in collaboration with GORRTF |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COAST & PARKS AUTHORITY

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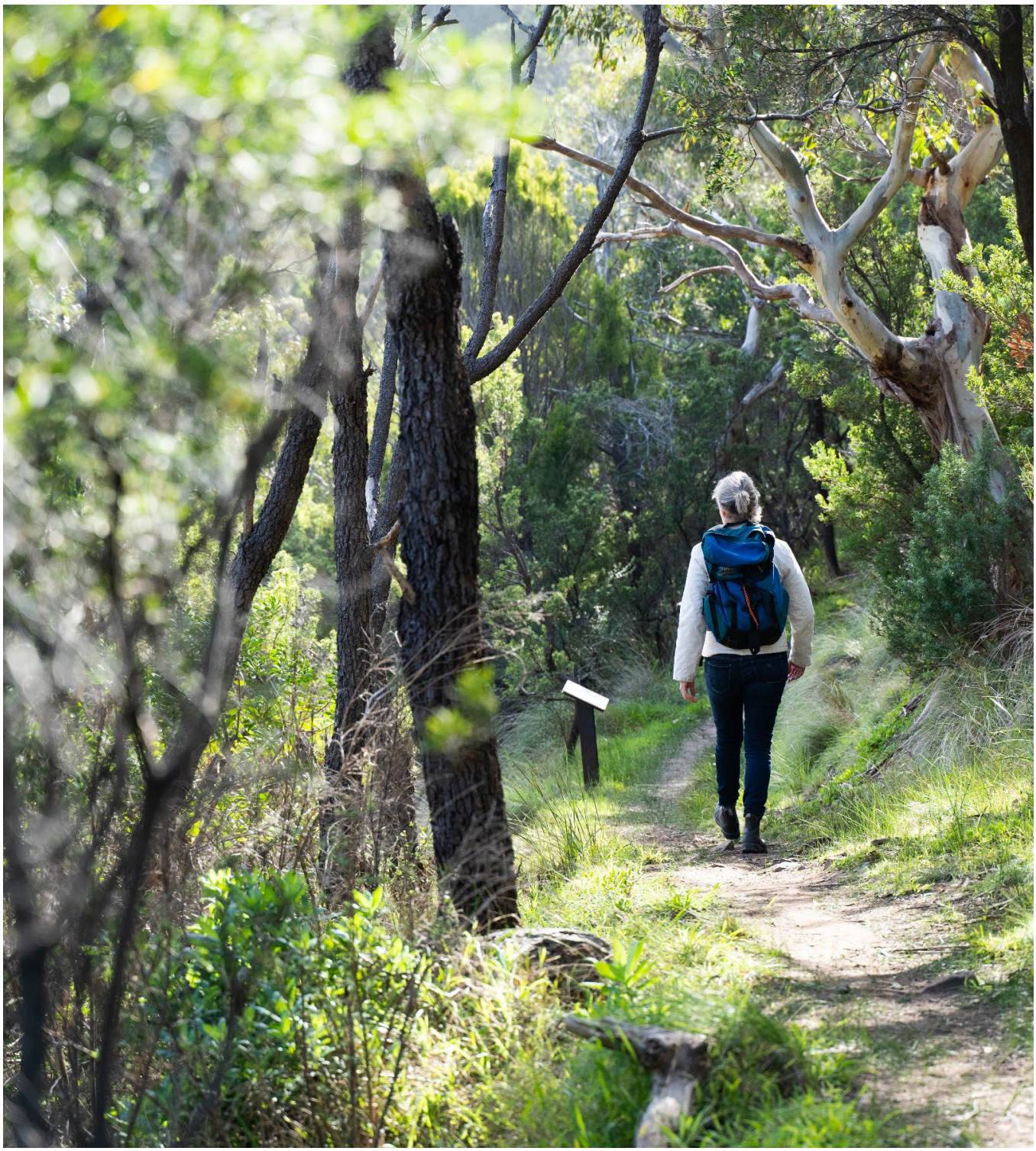
# Great Ocean Road Regional Trail Strategy

GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

## ENGAGEMENT SUMMARY REPORT – PWG



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## ACKNOWLEDGEMENT OF COUNTRY

We acknowledge and respect the separate and distinct Eastern Maar and Wadawurrung Peoples as the Traditional Owners of the Great Ocean Road's land, waters, seas and skies and acknowledge their cultural knowledge that has led to sustainable practices and has cared for Country over tens of thousands of years. We honour Elders past and present and express gratitude for their sharing of wisdom that has ensured the continuation of Culture and Traditional practices. We are committed to genuinely partner and meaningfully build relationships that reflect self-determination and enable us to work together with Traditional Owners and Aboriginal communities to support the protection of Country, the maintenance of spiritual and cultural practices, and together deliver on their broader assertions in the 21st century and beyond.

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## OUR COMMITMENT TO ENGAGE THE COMMUNITY

The Great Ocean Road Coast and Parks Authority (the Authority) is immensely privileged to be tasked with protecting and enhancing the Great Ocean Road's coast and parks on behalf of the community.

Our commitment is to listen, engage, respect, and echo the views of our community and stakeholders in all we undertake, following our Community Engagement Strategy.

We are committed to being transparent and open with our communities and building and deepening relationships grounded in reciprocity and trust. Through various channels, mediums, and engagement spaces, we will invite feedback, robust discussion, and reflection to strengthen our connections and common purpose.

The Great Ocean Regional Trail Strategy (the Strategy) engagement report provides a summary of key themes of what we heard from both local community, visitors in our region and others with a keen interest in the trail network.

## GREAT OCEAN ROAD REGIONAL TRAIL STRATEGY

The Great Ocean Road region has long been recognised as an exceptional destination for nature-based tourism, with its trails being a major attraction for visitors and an asset for residents. These trails offer opportunities for walking and cycling, providing access to areas of outstanding natural beauty, cultural landscapes and unique recreational experiences. They promote an active, outdoor lifestyle that enhances physical and spiritual well-being, offering spaces for families and friends to connect. The trails contribute significantly to residents' quality of life and the region's economic prosperity by generating income and jobs that sustain vibrant communities year-round.

The Strategy provides a framework for co-ordinated planning, management and promotion of trails in the region. The Strategy applies to trails in the area from Torquay in the east to Port Fairy in the west, bound by the coast to the south and Colac and Camperdown to the north.

The Strategy aims to support the many organisations and interests involved in the trail network. It presents a shared vision along with the principles, goals and actions required to achieve this vision over the next 10 years.

Our vision is for the region to be an outstanding trails region renowned for its diverse, high-quality trail experiences that celebrate our unique natural and cultural landscapes, strengthen the economy and enhance community health and well-being.

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### ENGAGEMENT ON THE DRAFT STRATEGY

It was essential to seek community input on the draft Strategy to ensure we are heading in the right direction as we work towards finalising the Strategy in early 2025. The feedback from our communities will not only shape the final Strategy but also provide insights that will guide its implementation.

Over a 7-week period from 10th September to the 7th November 2024 we hosted a variety of online and in-person chats with both local community and visitors and had an online survey on the Many trails – one direction project page.

The engagement was promoted through social media, local newspapers, flyers and emails to key stakeholder groups.

There was significant interest in the Strategy with:

- 304 online survey contributions
- Over 2000 visits to the Many trails – one direction project page
- 110 people attending our engagement sessions across the region – four in-person sessions at local venues and one online session

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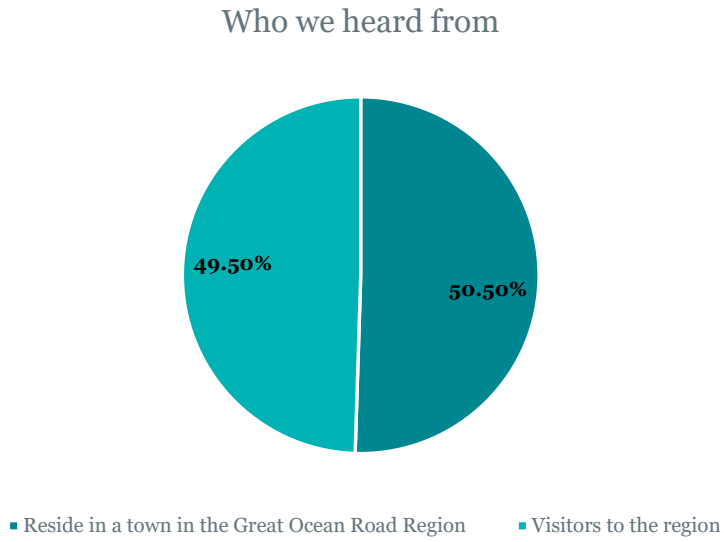
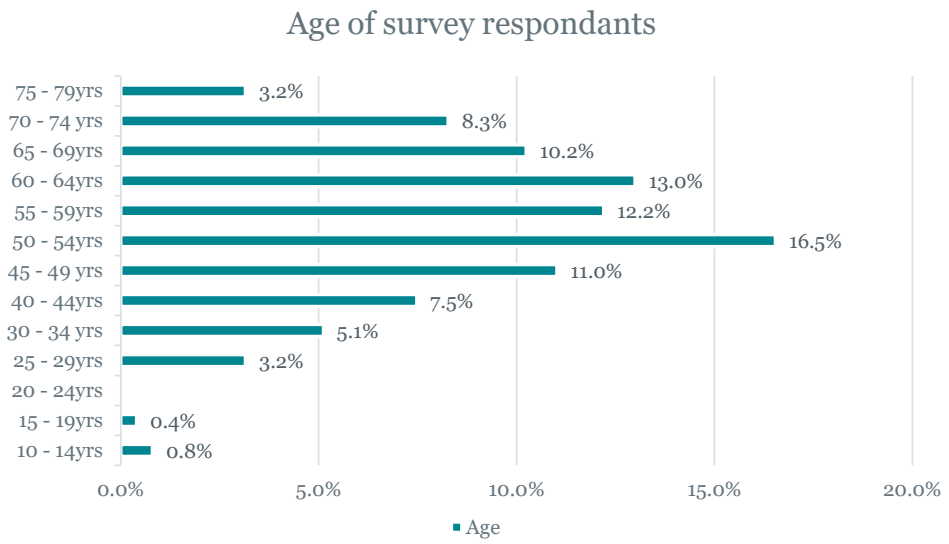
## DEMOGRAPHICS AND USE

The online survey attracted participation from the local communities across the Great Ocean Road region and visitors who love the area:




People of all ages had their say on the region's trail network during the engagement period, which demonstrates the value trails hold to people at all life stages:



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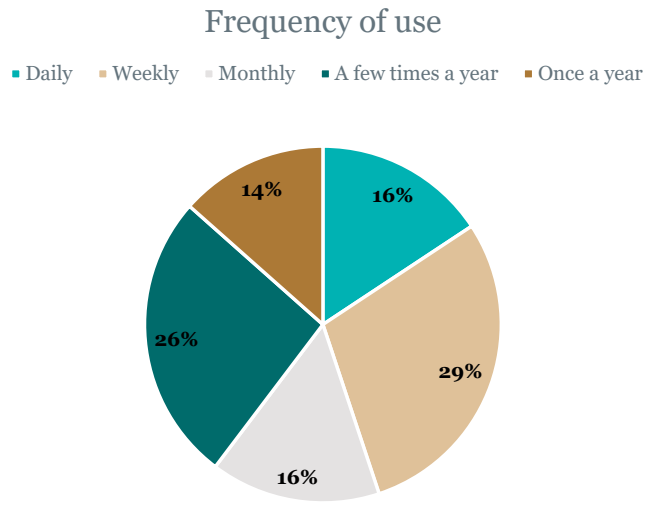
We asked survey respondents how often they use trails. We heard that trails in our region are loved all year around:




Survey respondents told us that they value the trails mostly for the access they give to be in nature and for both the mental and physical health benefits they provide.

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## WHAT WE HEARD

Throughout the engagement, we asked a series of questions to gain an understanding of people's vision for the Great Ocean Road trail network over the next 10 years, whether we hit the mark with issues and opportunities identified for the region's trails and where else in the world people have experienced great trails. The below is a summary of themes that we heard through the feedback.

## CHARACTERISTICS OF AN OUTSTANDING TRAIL REGION

An outstanding trails destination features a range of characteristics that showcase the natural and cultural landscapes of the area and meet the needs of target markets. During the draft Strategy's development, we assessed our region against these characteristics. You told us which of the characteristics were most important to you, with the top three being:

Outstanding Natural Landscapes: trails traverse outstanding natural features – 65%

Diversity of Trail Types: 60%

High Quality Design and Infrastructure: 42%

**Followed by:**

Concentration of Trails (diverse range of trails within close proximity) – 28%

Suitable Access (suitable road access, public transport, all-abilities access) – 27%

Quality Pre-trip Information – 20%

Respect for Cultural Landscapes – 18%

Strong Governance and Sustainable Funding – 16%

Quality Trail Support Services – 8%

Community Engagement and Partnerships – 8%

A Vibrant Events Calendar – 5%

Strong Positioning and Marketing – 2%

This information will help guide the Great Ocean Road Regional Trail Forum in the Strategy's implementation.

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## MANAGEMENT AND FUNDING

The feedback received highlights the importance of strong, effective and proactive management to ensure the long-term success of the trail network. Respondents want to see a clear and structured governance framework led by an experienced team, working in close collaboration with other land managers and local community groups. Concerns were raised about lengthy time delays and excessive red tape currently hindering the efficient management of trails in the region, with suggestions to streamline processes and improve coordination.

When it comes to funding, the community emphasised the need for diverse and sustainable models to support the management of the trails. Suggestions included implementing user fees similar to those in other regions, exploring philanthropic opportunities, and ensuring strategic and transparent resource allocation.

Together, these management and funding strategies were seen as critical for securing the ongoing maintenance and development of the trail network while addressing existing challenges.

**Example comments:**

‘To have sustainable, ongoing maintenance resource allocation and funding.’

‘Coordinated management is important, with consideration given to sustainable funding.’

‘Should be greater focus on user pays for overnight waking with better facilities like Grampians’

‘Charge a small fee to ride a trail or create an annual fee system with all money raised from fees going directly to maintenance of the trail/s’

‘To be well maintained and effective regulatory decision making is enabled to ensure that can be achieved’

‘A more proactive approach and emphasis on the enormous health and wellbeing benefits of trails is required.’

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### TRAIL QUALITY AND MAINTENANCE

Community feedback emphasised the importance of comprehensive trail maintenance across the Great Ocean Road regional trail network. The need for both rehabilitation of existing degraded trails and ongoing maintenance, particularly in high-traffic areas, was identified consistently through comments. A consistent maintenance schedule was highlighted as a key priority in achieving a high-quality network of trails.

Additionally, there was interest in exploring collaborative maintenance and design models that could involve local volunteers and community groups in trail stewardship, suggesting a shared commitment to maintaining trail quality for future generations. Feedback on volunteerism highlighted the importance of streamlining the volunteering process offering greater support to groups dedicating time to maintain trails.

There was also focus on enhancing essential infrastructure such as bridges, steps, and trail surfaces to ensure user safety and accessibility. Supporting amenities were highlighted as crucial elements, including toilets, waste management facilities, and rest areas.

**Example comments:**

'To be clearly mapped and properly maintained. I would rather less trails fully maintained to a big expansion with lots of trails but not enough ongoing budget to maintain them'

'To be beautiful, varying and well maintained'

'To be well maintained and co-designed with traditional owners'

'To be sustainable and in top quality in all areas from signage to maintenance to publicity'

'Maintenance is far more important than creating or extending trails.'

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## MARKETING AND TRAIL INFORMATION

We heard that promoting the trails effectively is important, and it's essential to have all trail information for the network consolidated in one easy-to-access location. A single, accurate, and up-to-date website as well as an app for the region's trail network was recommended.

Feedback comments also highlighted the importance of well-designed, consistent mapping and on-trail signage, including wayfinding, distance markers, interpretive signs and interactive activities such as orienteering maps and marked posts. There was an emphasis on incorporating storytelling to share the historical and indigenous cultural, significance of the areas surrounding the trails and nature within.

**Example comments:**

'Come together in a document/website that shows where they are, how accessible and updates conditions of tracks.'

'An APP, so users can record all walks they have done; share information with friends and record maintenance opportunities.'

'Lack of useful actionable on-trail signage and information - length, difficulty, lookouts, information boards along the trails, distance and direction markers'

'More distance signs'

## TRAIL DIVERSITY

Respondents highlighted the importance of offering a diverse range of trail types to cater to various users, including walkers, runners, cyclists, and sightseers. They expressed a desire for a balance between short day-trip trails and longer multi-day adventure options, as well as multi-use pathways. There was also strong support for trails where dogs can be walked on-lead, with an emphasis on ensuring these are kept out of areas where dogs are prohibited.

Feedback highlighted the desire to see greater diversity in mountain bike trails, with particular emphasis on developing more options for downhill and gravity trails to enhance the mountain-biking experience around Anglesea.

**Example comments to include:**

'To offer diverse opportunities and cover a range of natural landscapes'

'To be expanded and more widely utilised for a range of outdoor pursuits.'

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### ENVIRONMENT AND NATURAL LANDSCAPE

The community emphasised the importance of the trail network as a way to connect people with the region's breathtaking natural landscapes while preserving its cultural and environmental heritage. We heard that there is a desire for trails that inspire discovery and wonder, providing opportunities for education, and encouraging people of all ages to develop a deeper appreciation for, and connection with, nature.

Environmental protection is paramount and was highlighted through comments, with some suggesting preventative measures to limit 4WD and motorbikes on nearby trails, effective weed and pathogen control as well as education on respecting wildlife and litter control.

**Example comments:**

'To offer a range of opportunities for walkers, hikers, cyclists, locals and visitors to enjoy the beauty of our region in a way that protects the natural habitat and supports our engagement with the environment and local cultural heritage'.

'We'd love to use the trails as education for our children to respect, care and fall in love with nature'.

'To be accessible, well-kept and protect cultural and natural heritage'

'Building strong storytelling and connection with the trails and allowing users to have a sense of discovery and wonder could be a powerful tool.'

'To be nature focused with minimal human intervention/infrastructure and focused on our regions incredible natural beauty.'

'I would also like to encourage greater visitor education, in relation to respecting the environment, respecting wildlife and leaving no trace.'

'Exposing local community and visitors to the unique and precious land and seascapes, with an outcome of shared connection to country and assumed custodianship through the creation of a value prospect induced by facilitated (via trails) visitation and use'

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### CONNECTIVITY, LINKAGES AND EXPANSION

Many respondents highlighted a desire for an interconnected trail network along the Great Ocean Road region. Respondents emphasised the importance of creating seamless connections between existing trails, towns, and prominent destinations, envisioning a comprehensive network that would allow users to traverse the region without relying solely on vehicles.

We heard from respondents the aspiration to have a trail system that supports multi-day adventures, whether walking, trail running, or bike riding, with appropriate infrastructure and amenities to support this. Connectivity is seen as crucial, not just for tourism and economic benefits, but also for enhancing local community access and sustainable transportation options.

Expansion of the trail network was also raised by respondents, with some comments expressing their vision for the network to grow and expand, while other comments highlighted that existing trails need to be maintained prior to new trails being developed.

**Example comments:**

'Improving trails and their connection to nature - particularly between towns and within the townships has the twin benefit of encouraging and enabling people to use active transport - walking or riding - instead of using the car to get places. This is surely of economic and environmental benefit.'

'Do not extend existing trails or create new trails. Spend what little money there is on maintaining existing trails.'

'Love your work! Wonderful so far... keep it up to develop a full dense network of trails linking all towns in your region, and across Victoria'

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## TRAIL ACCESSIBILITY AND SUPPORT SERVICES

We heard that making the trail network inclusive and accessible for everyone was important, including strengthening the Strategy's commitment to improving inclusivity on the trails. While acknowledging that some trails may not be universally accessible due to their location or terrain, there was support for ensuring that accessible trails are well-designed and maintained to welcome people of all abilities.

Appropriate support services, such as sustainable transportation solutions, were heavily emphasised in the feedback. We heard the need for improved public transport options along the Great Ocean Road and adjoining routes to better connect trailheads and townships. There was also support for services such as shuttles and equipment hire, to help walkers, bike riders, and other users access the trails without relying on private vehicles. It was noted that improved services encourage eco-friendly exploration of the region's coast and hinterland.

**Example comments:**

'To be inclusive and support access for all with consideration to the natural landscape. I understand not all trails will be accessible due to location, however the ones that can be should be.'

'To allow visitors to experience areas along the coast and into the hinterland in a variety of ways, including public transport, cycling, walking and running, reducing the reliance on car based transportation.'

'To welcome All people as an accessible local natural wonder'

'To be in good condition with inclusive access.'

'Be nationally famous for their awesomeness and accessibility'

'Public transport / delivery improvements - probably covered in the 'improved linkages' option above, but not spelled out.'

'Facilitate sustainable transport models and equipment hire etc. to enable walkers, cyclists and others to access one or more trails with less use of private vehicles'

'Public transport along GOR and adjoining roads linking trailheads and able to transport bikes.'

'I would love to walk or bicycle all of the trails, but it ain't gonna happen while the transport and accomodation options are so limited. I would pay to use them if there were good transport and accomodation options'

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### TOURISM (ECO-FRIENDLY AND SUSTAINABLE)

The concept of eco-tourism and visiting the area in a sustainable way was a consistent theme through the feedback received. Focusing on environmental protection, consideration of local communities, trail information and education and reducing the reliance on private vehicles through alternative transport services and infrastructure.

Feedback highlighted the need for improved accommodation options to support both multi-day and day trips throughout the trail network. Respondents suggested creating more campsites, including both walk-in and car-based options, to cater to a variety of users to provide seamless experiences for visitors to the region.

**Example comments:**

'Better integration with co-located overnight camping facilities'

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## THANK YOU AND NEXT STEPS

We thank our communities, visitors and stakeholders for taking the time to share their vision for the Great Ocean Road trail network and helping us shape the Great Ocean Road Regional Trail Strategy.

Next steps will involve finalising the Strategy using feedback gathered through this process as well as trail industry expertise and getting started on putting the Strategy into action.

We will loop back to community when the Strategy is finalised.

## GET IN TOUCH

If you have further questions about the project, please visit the Have Your Say webpage.

The project team can be contacted at: haveyoursay@GreatOceanRoadAuthority.vic.gov.au.

Guidance document

# Townhouse and Low-Rise Code Guidelines

## Clause 55 Two or more dwellings on a lot and residential buildings

VICTORIA State Government | Department of Transport and Planning

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Note.

*This document is not a substitute for meeting the requirements of clause 55 in planning schemes.*

*This document incorporates the standards as approved by Amendment VC276.*

## UNDERSTANDING CLAUSE 55 STANDARDS

**Meeting the requirements of clause 55**

Clause 55 applies to an application to construct and extend of two or more dwellings on a lot, dwellings on common property and residential buildings specified in:

32.04-7, Mixed Use Zone,

32.05-8, Township Zone,

32.07-6, Residential Growth Zone,

32.08-7, General Residential Zone,

32.09-7, Neighbourhood Residential Zone,

32.10-5, Housing Choice and Transport Zone.

Clause 55 specifies objectives that must be met. The objective describes the outcome to be achieved in the completed development. A development must meet all of the applicable objectives of the clause before a permit can be issued.

Each objective contains a relevant standard. A standard contains the requirements to meet the corresponding objective.

If a development meets a standard:

- The corresponding objective is deemed to be met;
- The responsible authority is not required to consider the corresponding decision guidelines or other policies or decisions guidelines pertaining to that matter.

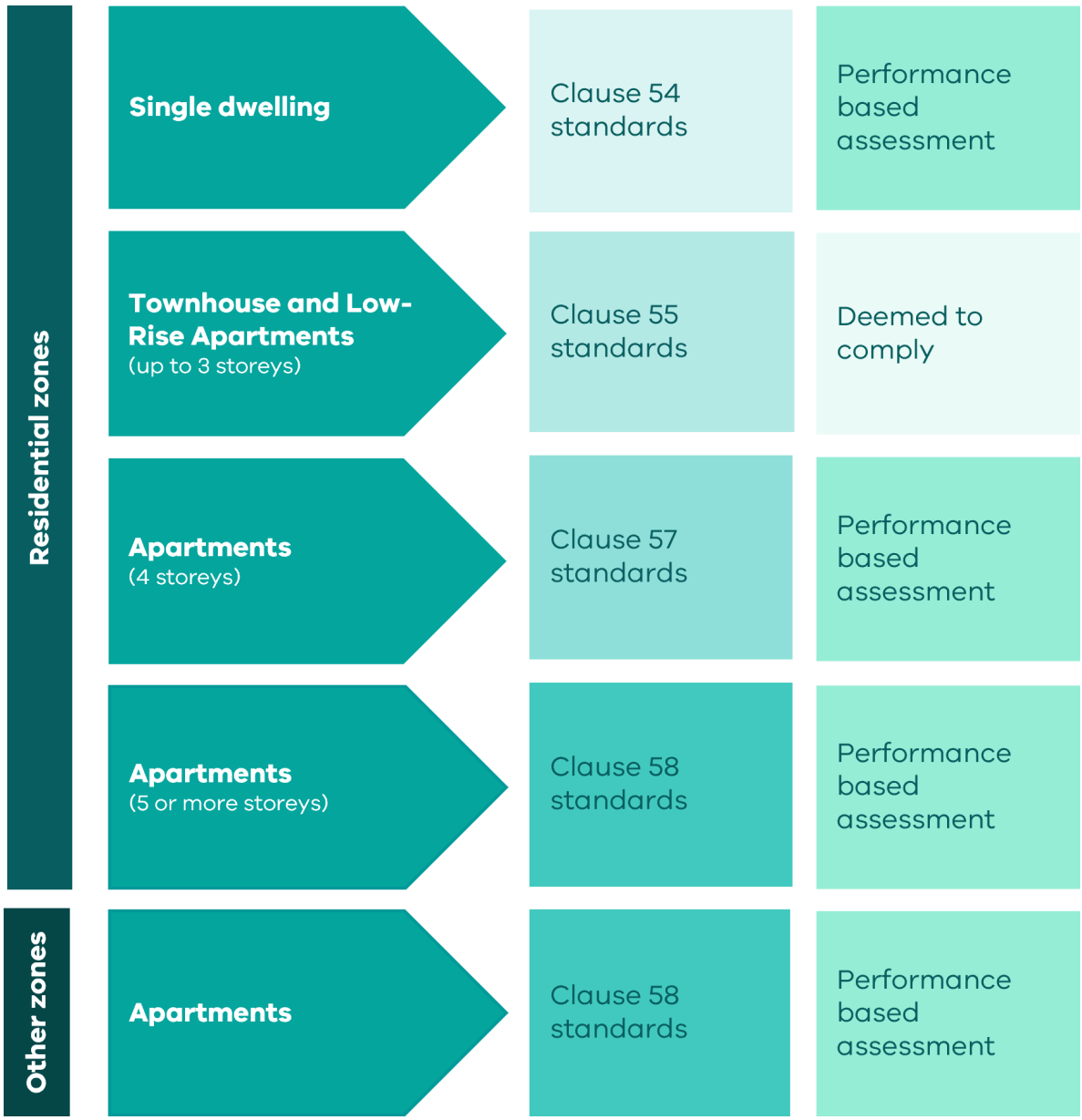
If a development does not meet a standard, the responsible authority must consider the applicable decision guidelines in determining whether the corresponding objective is met.

If a zone or an overlay specifies a requirement of a standard, different from a requirement set out in the clause, the requirement of the zone or overlay applies.

Clause 55 sets out matters that a responsible authority is exempt from and is not required to consider in determining applications to which clause 55 applies.

For detailed information on the operation of the objectives, standards and decision guidelines, refer to clause 55 of the planning scheme.

## APPLICATION OF RESIDENTIAL DEVELOPMENT STANDARDS



## CLAUSE 55

| Clause | Standard |
|---|---|
| **55.01** | **Application requirements** |
| **55.01-1** | **Site description** |
| **55.01-2** | **Design response** |
| **55.02** | **Neighbourhood Character** |
| **55.02-1** | B2-1 Street setback |
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| **55.02-5** | B2-5 Site coverage |
| **55.02-6** | B2-6 Access |
| **55.02-7** | B2-7 Tree canopy |
| **55.02-8** | B2-8 Front fences |
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| **55.03-1** | B3-1 Dwelling diversity |
| **55.03-2** | B3-2 Parking location |
| **55.03-3** | B3-3 Street integration |
| **55.03-4** | B3-4 Entry |
| **55.03-5** | B3-5 Private open space |
| **55.03-6** | B3-6 Solar access to open space |
| **55.03-7** | B3-7 Functional layout |

| Clause | Standard |
|---|---|
| **55.03-8** | B3-8 Room depth |
| **55.03-9** | B3-9 Daylight to new windows |
| **55.03-10** | B3-10 Natural ventilation |
| **55.03-11** | B3-11 Storage |
| **55.03-12** | B3-12 Accessibility for apartment developments |
| **55.04** | **External Amenity** |
| **55.04-1** | B4-1 Daylight to existing windows |
| **55.04-2** | B4-2 Existing north-facing windows |
| **55.04-3** | B4-3 Overshadowing secluded open space |
| **55.04-4** | B4-4 Overlooking |
| **55.04-5** | B4-5 Internal views |
| **55.05** | **Sustainability** |
| **55.05-1** | B5-1 Permeability and stormwater management |
| **55.05-2** | B5-2 Overshadowing domestic solar energy systems |
| **55.05-3** | B5-3 Rooftop solar energy generation area |
| **55.05-4** | B5-4 Solar protection to new north-facing windows |
| **55.05-5** | B5-5 Waste and recycling |
| **55.05-6** | B5-6 Noise impacts |
| **55.05-7** | B5-7 Energy efficiency for apartment developments |

# CLAUSE 55 STANDARDS

## 55.02 NEIGHBOURHOOD CHARACTER

### Standard B2-1 Street setback

**Why is this important**

The setback of buildings from the street defines the spatial relationship between buildings and the street and is a key determinant of neighbourhood character by contributing to the overall aesthetic, pedestrian experience, and sense of openness in the street.

Importantly, the street setbacks provide space for the planting and growth of canopy trees. This standard relates the front setback to neighbouring setbacks, so all new buildings respond to the street's character and make efficient use of the site.

**Street setback objective**

To ensure that the setbacks of buildings from a street respond to the existing or preferred neighbourhood character and make efficient use of the site.

**Standard B2-1**

Walls of buildings are set back from streets:

- At least the distance specified in a schedule to the zone if the distance specified in the schedule is less than the distance specified in Table B2-1; or
- If no distance is specified in a schedule to the zone, the distance specified in Table B2-1.

Porches, pergolas and verandahs that are less than 3.6 metres high and eaves may encroach not more than 2.5 metres into the setbacks of this standard.

**Table B2-1 Street setback**

| Development context | Minimum setback from front street | Minimum setback from a side street |
|---|---|---|
| There is an existing building on both the abutting allotments facing the same street, and the site is not on a corner. | The same distance as the lesser front wall setback of the existing buildings on the abutting allotments facing the front street or 6 metres, whichever is the lesser. | Not applicable |
| There is an existing building on one abutting allotment facing the same street and no existing building on the other abutting allotment facing the same street, and the site is not on a corner. | The same distance as the setback of the front wall of the existing building on the abutting allotment facing the front street or 6 metres, whichever is the lesser. | Not applicable |

| Development context | Minimum setback from front street | Minimum setback from a side street |
|---|---|---|
| There is no existing building on either of the abutting allotments facing the same street, and the site is not on a corner. | 6 metres for streets in a Transport Zone 2 and 4 metres for other streets. | Not applicable |
| The site is on a corner. | If there is a building on the abutting allotment facing the front street, the same distance as the setback of the front wall of the existing building on the abutting allotment facing the front street or 6 metres, whichever is the lesser.<br>If there is no building on the abutting allotment facing the front street, 6 metres for streets in a Transport Zone 2 and 4 metres for other streets. | Front walls of new development fronting the side street of a corner site are setback at least the same distance as the setback of the front wall of any existing building on the abutting allotment facing the side street or 3 metres, whichever is the lesser.<br>Side walls of new development on a corner site are setback the same distance as the setback of the front wall of any existing building on the abutting allotment facing the side street or 2 metres, whichever is the lesser. |

**Decision Guidelines**

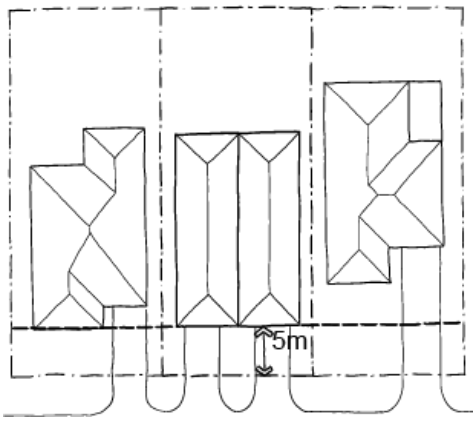
Before deciding on an application, the responsible authority must consider:

- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- The design response.
- Whether the siting of the building is constrained by the shape, dimensions, slope or other conditions of the site.
- Whether a different setback would be more appropriate taking into account the prevailing setbacks of existing buildings on nearby lots.
- The visual impact of the building when viewed from the street and from adjoining properties.
- Whether a different setback affects the ability to retain or plant canopy trees.

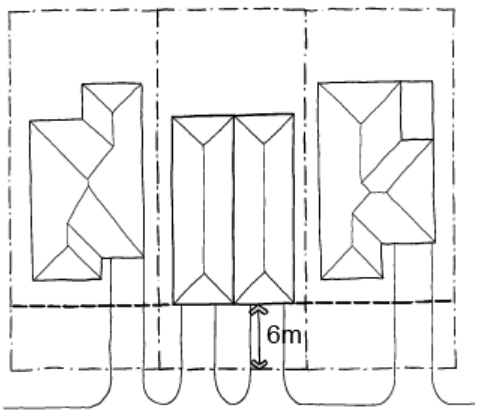
## Applying the standard

**Existing buildings on both the abutting allotments/lesser setback**
New buildings take their reference for front setback from the abutting dwellings or 6 metres, whichever is the lesser.

If the abutting building setback is less than 6 metres, the new building can have a minimum setback that is the same.

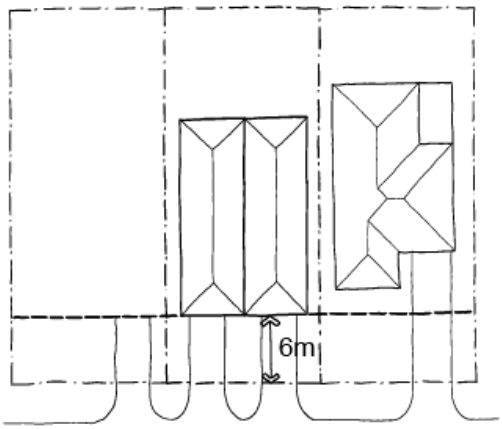



If the abutting dwelling setback is greater than 6 metres, the new dwelling can have a minimum setback of 6 metres.

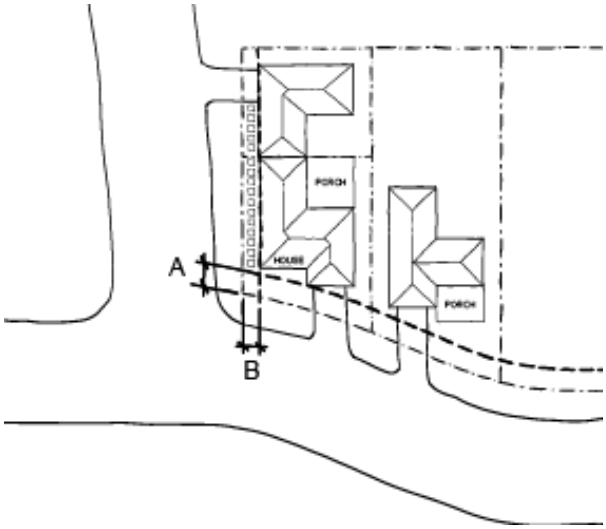



**Front setback where there is only one existing abutting dwelling**
A new dwelling takes its reference for front setback from the abutting dwelling or 6 metres, whichever is the lesser.

If the abutting dwelling setback is greater than 6 metres, the new dwelling can have a setback of 6 metres.



**Setbacks on a corner lot**
Either street frontage may be selected as the front setback on a corner lot.

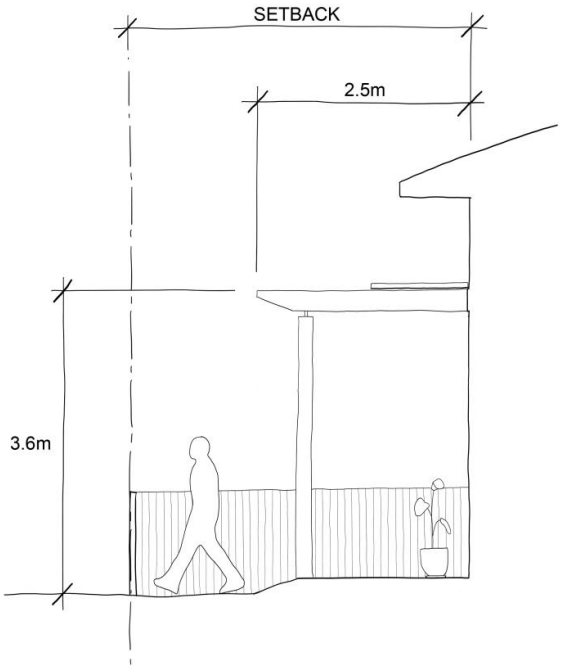



*Front street setback (A)*
New dwellings are to be set back the same distance as the front setback of the abutting dwelling facing the same street or 6 metres, whichever is the lesser.
There is only one front street setback for the purposes of this standard.

If there is no building on the abutting allotment facing the front street, 6 metres for streets in a Transport Zone 2 and 4 metres for other streets

*Side street setback (B)*
New developments fronting a side street are set back:
The same distance as an adjoining development facing the side street (if lesser) or 3 metres (if lesser)
New developments with a side wall to a side street are set back:
The same distance as an adjoining development facing the side street (if lesser) or 2 metres (if lesser)

**Allowable encroachments**
Porches, pergolas, and verandahs can encroach up to 2.5 metres into the front setback, provided they are less than 3.6 metres high.
Eaves can also encroach up to 2.5 metres into the front setback.



## **Standard B2-2** Building height

**Why this is important**

Building height is an important aspect of both character and amenity in residential areas. The standard protects the amenity of properties near new development and ensures that excessive building height does not diminish the character of neighbourhoods.

**Building height objective**

To ensure that the height of buildings respond to the existing or preferred neighbourhood character.

**Standard B2-2**

The maximum building height does not exceed the maximum height specified in the zone, schedule to the zone or an overlay that applies to the land.

If no maximum height is specified in the zone, schedule to the zone or an overlay, the maximum building height does not exceed 9 metres, unless the slope of the natural ground level at any cross section wider than 8 metres of the site of the building is 2.5 degrees or more, in which case the maximum building height does not exceed 10 metres.

**Decision Guidelines**

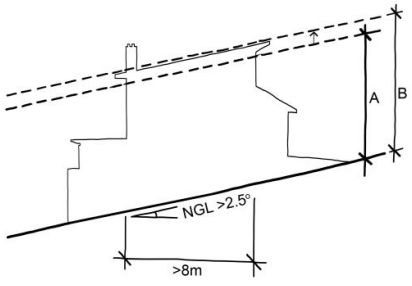
Before deciding on an application, the responsible authority must consider:

- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- Any maximum building height specified in the zone, a schedule to the zone or an overlay applying to the land.
- The design response
- The effect of the slope of the site on the height of the building.
- The relationship between the proposed building height and the height of existing adjacent buildings.
- The visual impact of the building when viewed from the street and from adjoining properties.

## Applying the standard

The slope of land is measured through any cross section (greater than 8 metres) of the building.

If the slope of the land is greater than 2.5 degrees through the cross section, the maximum building height may be up to 10 metres (B).




**Working out the slope of a building site**

Where the slope of the ground is 2.5° or more across an 8 metre cross section of the building site, this is equal to a ratio of 1:23 or 350 mm (when expressed as a rise or fall over an 8 metre cross section).

**Supporting documents**

The natural ground level and maximum building height should be clearly shown on elevations and sections. The Australian Height Datum (AHD) of natural ground level and maximum building height should be clearly shown on plans.

Any area greater than 8 metres with a slope greater than 2.5 degrees should be clearly shown on the plans and sections as relevant.

## **Standard B2-3** Side and rear setbacks

**Why this is important**

This standard ensures adequate separation between dwellings and small second dwellings on adjacent lots, particularly above ground floor level. Adequate setbacks ensure privacy, sufficient daylight, and enhanced amenity.

**Side and rear setbacks objective**

To ensure that the height and setback of a building from a boundary responds to the existing or preferred neighbourhood character and limits the impact on the amenity of existing dwellings or small second dwellings.

**Standard B2-3**

A new building not on or within 200mm of a boundary is set back from side or rear boundaries in accordance with either B2-3.1 or B2-3.2.

Standard B2-3 is met if the building is set back in accordance with either B2-3.1 or B2-3.2, rather than needing to comply with both of these provisions:

- B2-3.1:

  The building is set back at least 1 metre, plus 0.3 metres for every metre of height over 3.6 metres up to 6.9 metres, plus 1 metre for every metre of height over 6.9 metres.

- B2-3.2:

  If the boundary is not to the south of the building, the building is set back at least 3 metres up to a height not exceeding 11 metres and at least 4.5 metres for a height over 11 metres.

  If the boundary is to the south of the building, the building is set back at least 6 metres up to a height not exceeding 11 metres and at least 9 metres for a height over 11 metres between south 30 degrees west to south 30 degrees east.

Sunblinds, verandahs, porches, eaves, facias, gutters, masonry chimneys, flues, pipes, domestic fuel or water tanks, and heating or cooling equipment or other services may encroach not more than 0.5 metres into the side and rear setbacks.

Landings that have an area of not more than 2 square metres and less than 1 metre high, stairways, ramps, pergolas, shade sails and carports may encroach into the side and rear setbacks.

**Diagram B2-3.1 Side and rear setbacks**

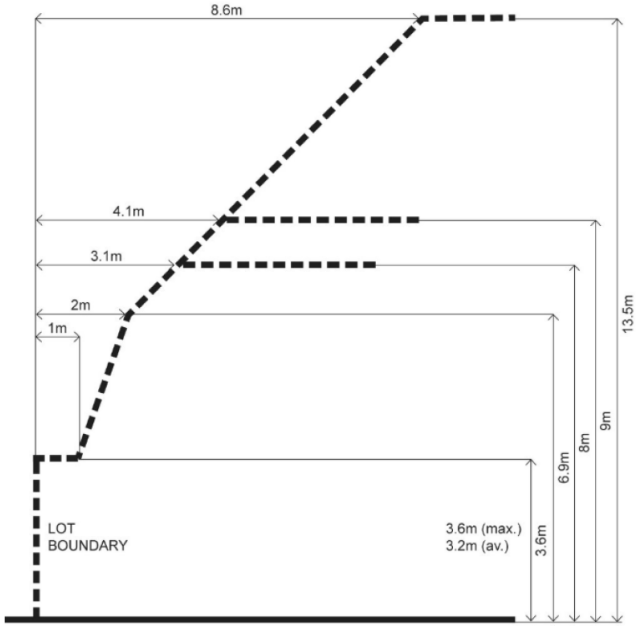
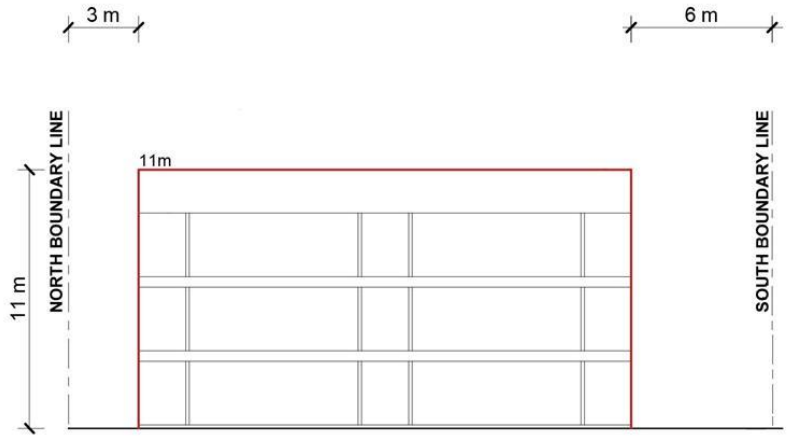



**Diagram B2-3.2 Side and rear setbacks**



**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- The design response.
- The impact on the amenity of the habitable room windows and private open space of existing dwellings or small second dwellings.
- Whether the wall is opposite an existing or simultaneously constructed wall built to the boundary.
- Whether the wall abuts a side or rear lane.
- Whether a different setback in a rear yard affects the ability to retain or plant canopy trees.

## Applying the standard

New buildings must be designed to meet either setback B2-3.1 or B2-3.2. A building cannot apply one setback requirement to one boundary, and the other setback requirement to other boundaries.

**Standard B2-3.1**

Where the wall height is between 3.6 metres and 6.9 metres, the formula for calculating side and rear setbacks is:

**1m + [0.3m x (h – 3.6m)]**

(h = wall height)

Where the wall height is greater than 6.9 metres, the formula is:

**1m + [0.3m x (6.9m – 3.6m)] + [1m x (h – 6.9m)]**

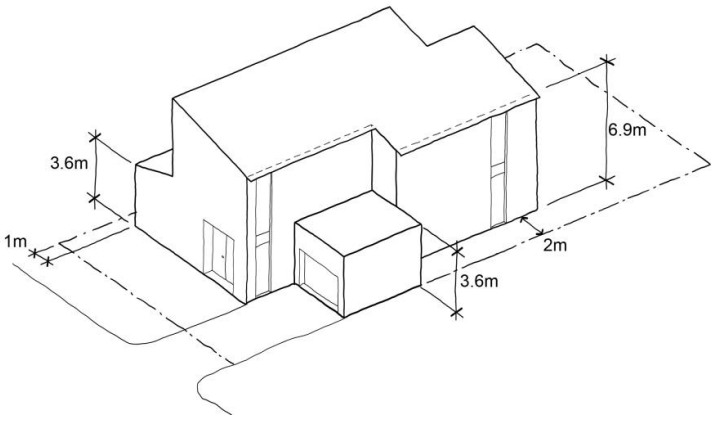
Using the above example, if the wall height is 6.9 metres, the required setback is calculated as follows:

**1 m + [0.3 x (6.9 m – 3.6 m)]**

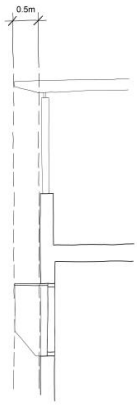
= 1 m + [0.3 x 3.3 m]

**= 1 m + 0.99 m**

**= 1.99 m (rounded up to 2 m) setback**




**Allowable encroachments**



**Standard B2-3.2**

*Boundary not to the South (e.g., North, East, or West)*

For the northern boundary, the building is set back at least 3 metres for heights up to 11 metres. If the building exceeds 11 metres, the upper levels are stepped back to maintain a minimum 4.5 metre setback.

Example:

For a 13-metre-high building

Up to 11 metres high the building is set back 3 metres from the boundary.

From 11 – 13 metres high the building is set back 4.5 metres from the boundary.

*Boundary to the South*

For the southern boundary, stricter setbacks apply to minimise overshadowing. The building is set back at least 6 metres for heights up to 11 metres and at least 9 metres for heights over 11 metres between south 30 degrees west to south 30 degrees east.

Example:

A 9-metre-high section is set back 6 metres from the southern boundary.

A 12-metre-high section is set back 9 metres from the southern boundary.

**Supporting documents**

Side and rear setbacks (including the natural ground level at site boundary, setback distances, and wall heights) should be clearly shown on plans, elevations and sections.

## **Standard B2-4** Walls on boundaries

**Why this is important**

This standard limits the height and length of walls on lot boundaries, to reduce the amenity impact of housing on neighbouring properties. The length and height of walls on lot boundaries also impacts neighbourhood character.

**Walls on boundaries objective**

To ensure that the location, length and height of a wall on a boundary responds to the existing or preferred neighbourhood character and limits the impact on the amenity of existing dwellings and small second dwellings.

**Standard B2-4**

A new wall constructed on or within 200mm of a side or rear boundary of a lot or a carport constructed on or within 1 metre of a side or rear boundary of a lot does not abut the boundary for a length that exceeds the greater of the following distances:

- 10 metres plus 25 per cent of the remaining length of the boundary of an adjoining lot, or
- The length of existing or simultaneously constructed walls or carports abutting the boundary on an abutting lot.

A new wall or carport may fully abut a side or rear boundary where slope and retaining walls or fences would result in the effective height of the wall or carport being less than 2 metres on the abutting property boundary.

A building on a boundary includes a building set back up to 200mm from a boundary.

The height of a new wall constructed on or within 200mm of a side or rear boundary or a carport constructed on or within 1 metre of a side or rear boundary does not exceed an average of 3.2 metres with no part higher than 3.6 metres unless abutting a higher existing or simultaneously constructed wall.

**Design Guidelines**

Before deciding on an application, the responsible authority must consider:

- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- The design response.
- The extent to which walls on boundaries are part of the neighbourhood character.
- The impact on the amenity of existing dwellings or small second dwellings.
- The opportunity to minimise the length of walls on boundaries by aligning a new wall on a boundary with an existing wall on a lot of an adjoining property.
- The orientation of the boundary that the wall is being built on.
- The width of the lot.
- The extent to which the slope and retaining walls or fences reduce the effective height of the wall.
- Whether the wall abuts a side or rear lane.
- The need to increase the wall height to screen a box gutter.

## Applying the standard

When applying the standard, 'new wall' means the total length of any existing and proposed wall when calculating the length of a wall on a boundary.

**Walls on boundaries where there is one adjoining lot**

The formula for calculating walls on boundaries is:

**10 m + [(length of boundary of an adjoining lot – 10 m) x 0.25]**

This formula is separately applied to each boundary of the lot to determine the permissible walls on each boundary of the lot.

On a lot of 44 metres in length, the walls on boundaries along this boundary are calculated as follows:

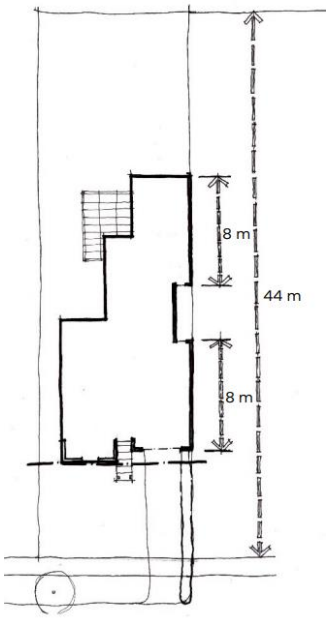
**10m + [(44m – 10m) x 0.25]**

**10m + [34m x 0.25]**

**10m + 8.5m**

**18.5m permissible wall on boundary**

This example complies as it has less walls on boundaries than permissible under the standard. Other considerations such as neighbourhood character may be the reason for not using the maximum allowable walls on boundaries




**Walls on boundaries where there is more than one adjoining lot**

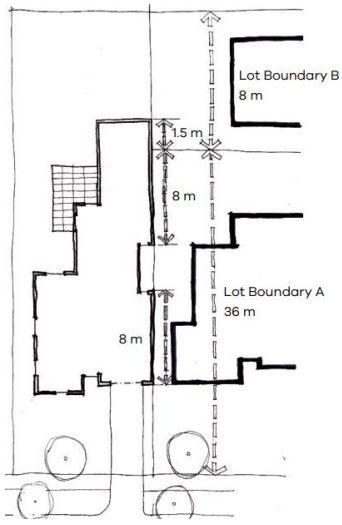
Where there is more than one adjoining lot along a boundary, walls on the boundary may be constructed up to 10 metres plus 25 per cent of the remainder of the adjoining boundary abutting the lot, for each adjoining boundary.

The walls on boundaries permitted along the boundary are:

- 16.5 metres along the adjacent lot boundary A
- 8 metres along the adjacent lot boundary B.

As can be seen in this example, while the length of the boundary of the lot is the same as in the previous example (44 metres), a longer wall along this boundary is possible because of the abuttal to two properties.

The standard is applied to each adjacent lot boundary individually.

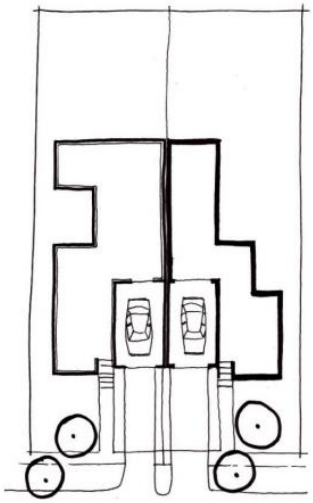


**Walls on boundaries where there is an existing or simultaneously constructed wall on the boundary**

Where there is an existing wall on the adjoining boundary, the length of the permissible wall on the boundary is able to exceed 10 metres plus 25 per cent of the remainder of the boundary provided that it is the same or a lesser length of the existing wall on the boundary.

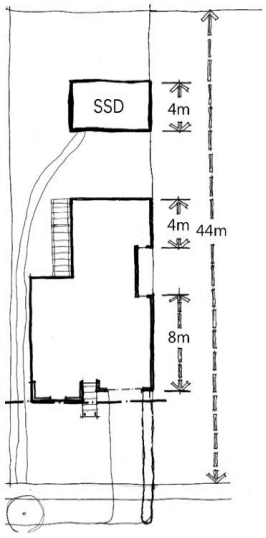
To meet the standard, no part of the new wall on the boundary can be built to extend beyond the extent of the existing wall on the boundary, even though the new wall may be the same length as the existing wall on the boundary.

To meet the standard, simultaneously constructed walls on the boundary must be the same length and cannot be staggered.



**Walls on boundaries where there is a small second dwelling.**

Where there is a small second dwelling (SSD) on a lot, the same walls on boundaries calculations are applied and the small second dwelling is included in the total walls on boundary calculation.

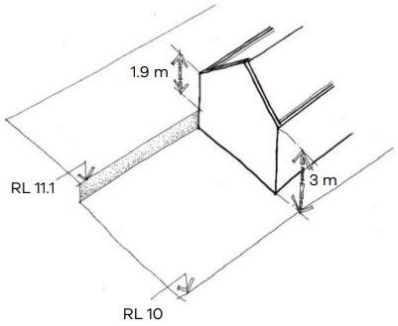



**Effective wall height**

Effective wall height means the height of the wall from the top of the wall to the ground measured on the boundary from the adjoining property.

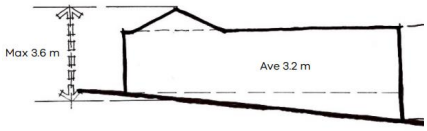
In this example, cutting and filling of the cross slope has resulted in an effective wall height of less than 2 metres on the boundary for the wall constructed on the boundary.

Where the effective wall height is less than 2 metres on the boundary, the building may abut the full length of the boundary.



**Height of wall on boundary**

When calculating the average height of a wall on a boundary the formula is:




**Average height = Area of wall divided by Length of wall**

It is important to include all aspects of the wall on the boundary in the calculation, including the wall above and below the internal floor and ceiling heights of the wall.

**Supporting documents**

Walls on boundary dimensions (including the natural ground level at site boundary, wall heights, lengths and average heights) should be clearly shown on plans, elevations and sections.

## **Standard B2-5** Site coverage

**Why this is important**

The standard limits the proportion of any lot that can be built on, to provide outdoor space for residents and to protect the amenity and character of neighbourhoods.

**Site coverage objective**

To ensure that the site coverage responds to the existing or preferred neighbourhood character and responds to the features of the site.

**Standard B2-5**

The site area covered by buildings does not exceed:

- The maximum site coverage specified in a schedule to the zone; or
- If no maximum site coverage is specified in a schedule to the zone, the percentage specified in Table B2-5.

If the maximum site coverage is specified in a schedule to a zone, it must be greater than the percentage specified in Table B2-5.

**Table B2-5 Site coverage**

| Zone | Area |
|---|---|
| Neighbourhood Residential Zone<br>Township Zone | 60 per cent |
| General Residential Zone | 65 per cent |
| Residential Growth Zone<br>Mixed Use Zone<br>Housing Choice and Transport Zone | 70 per cent |

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- The design response.
- The existing site coverage and any constraints imposed by existing development or the features of the site.
- The site coverage of adjacent properties.
- The effect of the visual bulk of the building and whether this is acceptable in the neighbourhood.
- Whether a different area of site coverage affects the ability to retain or plant canopy trees.

## Applying the standard

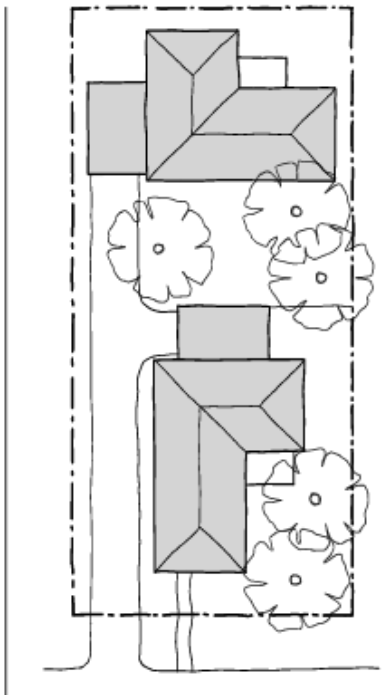
**Site coverage (%) = Total building area multiplied by 100 divided by Total site area.**

The definition of a building includes a dwelling, a small second dwelling, a garage or carport, a verandah and any other roofed building such as a garden shed. When calculating site coverage, if the upper storey projects

over the ground floor, that part of the upper storey is also added onto the ground floor area. This does not include an underground basement that is constructed wholly underground.

Outdoor paving, driveways, pathway or building eaves are not included when calculating the amount of site coverage.

When calculating site coverage, the total building area includes both dwellings, both garages and the garden shed for the second dwelling. Where there are two or more dwellings on a lot, the total site area for all the dwellings is included when calculating site coverage.



The new development must meet the garden area requirements specified in a residential zone as required.

**Supporting documents**

Site area and coverage should be clearly identified on plans.

## Standard B2-6 Access

**Why this is important**

This standard regulates the width of accessways for vehicles entering and exiting a site to protect trees, allow for landscaping, enhance pedestrian safety and minimise the loss of on-street parking.

**Access objective**

To ensure the number and design of vehicle crossovers responds to the neighbourhood character.

**Standard B2-6**

The width of accessways or car spaces (other than to a rear lane) does not exceed:

- 33 per cent of the street frontage; or
- 40 per cent of the street frontage if the width of the street frontage is less than 20 metres.

The number of access points to a road in a Transport Zone 2 or a Transport Zone 3 is not increased.

The location of a vehicle crossover or accessway does not encroach the tree protection zone of an existing tree, that is proposed to be retained in a road by more than 10 per cent.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- The design response.
- The reduction of on-street car parking spaces.
- Whether a different accessway width, number of access points or encroachment of an existing tree affects the ability to retain or plant canopy trees on the site or footpath.

## Applying the standard

**Example Townhouse Development on a 15-Metre-Wide Lot**

A proposed three-townhouse development is planned on a 15-metre-wide site to the street frontage. To comply with the accessway width requirements:

- The maximum allowable accessway width is 40% of 15 metres = 6 metres (since the frontage is less than 20 metres).
- A shared 5.5-metre-wide driveway is proposed for access to all three townhouses, less than the 6-metre limit.
- Only one crossover is used, avoiding an increase in access points to the road.

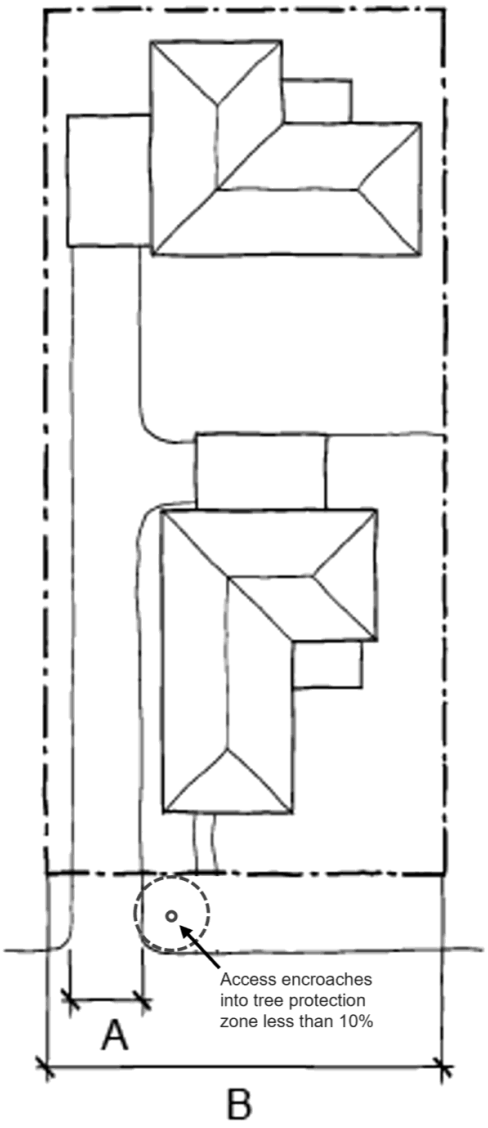
To protect an existing street tree with a tree protection zone of 3 metres, the crossover is positioned at least 2.7 metres from the tree, ensuring that encroachment does not exceed 10% of the TPZ.

**Example Apartment Development on a 24-Metre-Wide Lot**

A medium-density apartment building is proposed on a 24-metre-wide site with underground parking. To comply with the accessway width requirements:

- The maximum allowable accessway width is 33% of 24 metres = 7.92 metres.
- A 7-metre-wide basement entry driveway is proposed.

- No additional access points are created on a Transport Zone 2 road.
- The crossover is positioned outside the 4 metre tree protection zone of a protected tree, ensuring encroachment does not exceed 10% (0.4 metres).




By limiting accessway widths, using shared driveways, and protecting existing trees, these example developments comply with the standard, maintain the streetscape character, enhance pedestrian safety, and increase the availability of on-street parking.

| Driveway width (A) | Frontage width (B) |
|---|---|
| 33 per cent of street frontage | < 20 metres |
| 40 per cent of street frontage | > 20 metres |

**Supporting documents**

Side and rear setbacks (including the natural ground level at site boundary, setback distances, and wall heights) should be clearly shown on plans, elevations and sections.

## **Standard B2-7** Tree canopy

**Why this is important**

This standard encourages canopy cover in residential areas to enhance quality of life. Tree canopies provide shade, reduce the urban heat island effect, and improve the streetscape by creating an attractive environment that complements neighbourhood character.

**Tree canopy objectives**

To provide tree canopy that responds to the neighbourhood character of the area and reduces the visual impact of buildings on the streetscape.

To preserve existing canopy cover and support the provision of new canopy cover.

To ensure new canopy trees are climate responsive, support biodiversity, wellbeing and amenity, and help reduce urban heat.

**Standard B2-7**

Provide a minimum canopy cover as specified in Table B2-7.1.

**Table B2-7.1 Canopy cover**

| Site area | Canopy cover |
|---|---|
| **1000 square metres or less** | 10% of site area |
| **More than 1000 square metres** | 20% of site area |

Existing trees to be retained meet all of the following:

- Has a height of at least 5 metres,
- Has a trunk circumference of 0.5 metres or greater at 1.4 metres above ground level,
- Has a trunk that is located at least 4 metres from proposed buildings.

The minimum canopy cover is met using any combination of trees specified in Table B2-7.2.

Existing trees that are retained can be used in calculating canopy cover.

**Table B2-7.2 Tree type, canopy cover, deep soil and planter requirements**

| Tree type | Minimum canopy diameter at maturity | Minimum height at maturity | Minimum mature canopy cover | Tree in deep soil<br>Area of deep soil | Tree in planter<br>Volume of planter | Minimum depth of planter soil |
|---|---|---|---|---|---|---|
| A | 4 metres | 6 metres | 12.6 sqm | 12 square metres<br>(min. plan dimension 2.5 metres) | 12 cubic metres<br>(min. plan dimension 2.5 metres) | 0.8 metre |
| B | 8 metres | 8 metres | 50.3 sqm | 49 square metres | 28 cubic metres | 1 metre |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | | (min plan dimension 4.5 metres) | (min. plan dimension 4.5 metres) | |
| C | 12 metres | 12 metres | 113.1 sqm | 121 square metres<br>(min plan dimension 6.5 metres) | 64 cubic metres<br>(min. plan dimension 6.5 metres) | 1.5 metre |

Provide at least one new or retained tree in the front setback and the rear setback.

Trees are located in either:

- An area of deep soil as specified in Table B2-7.2; or
- A planter as specified in Table B2-7.2.

Any tree required to be planted under this standard must be of species to the satisfaction of the responsible authority, having regard to the location and relevant geographic factors.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- The site context and design response.
- The extent to which the existing and proposed canopy trees contribute to a greener environment and reduce urban heat.
- Whether the growth characteristics of existing trees and proposed canopy trees will provide the required canopy cover.
- The suitability of the planting location, deep soil areas and planter soil volume for proposed canopy trees.
- Whether the species of canopy tree is suited to the soil conditions of the site.

## Applying the standard

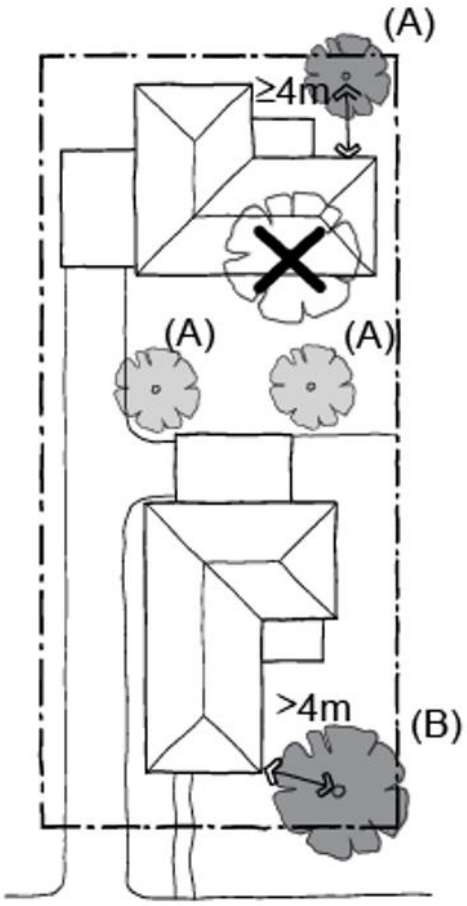
Provision of tree canopy should be an integral part of a development's design and planning phase, rather than an after-thought when space for landscaping and solar access is constrained.

New trees are approved species, considering local climate and geography. To determine the typical tree size category at maturity for the chosen species, refer to tree planting guidance issued by relevant local council or use the authoritative online guide: Which Plant Where website at www.whichplantwhere.com.au.

At least one new or retained tree is to be provided in the front setback of the lot boundary and the rear setback of the lot boundary, not to each dwelling.

Table A details what 'canopy cover' includes and does not include.

**Example: 860 square metre site with 10% tree canopy**

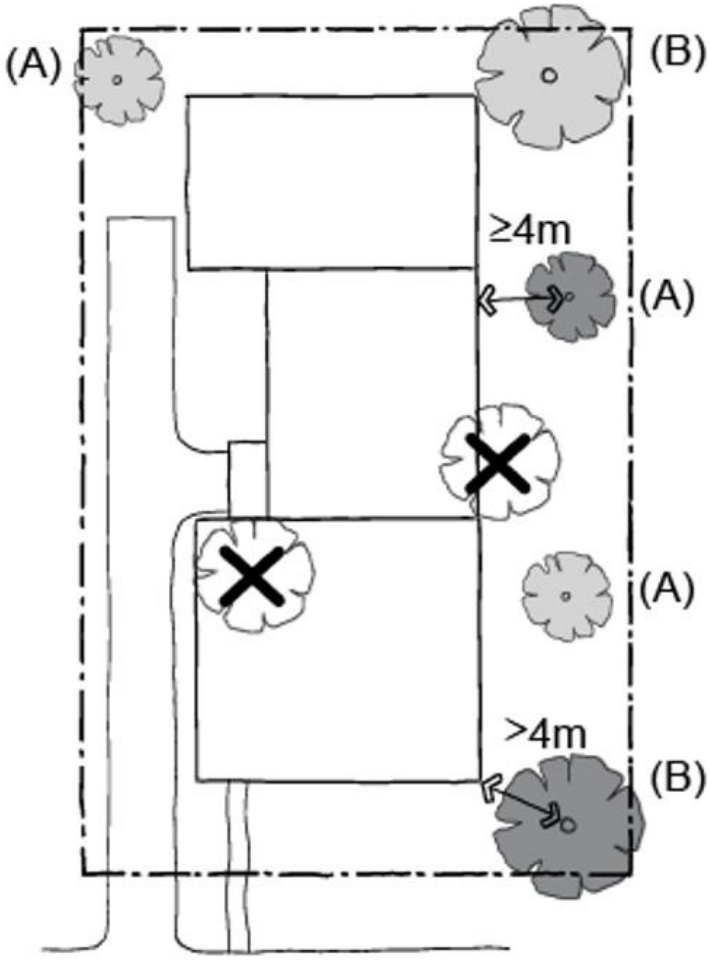



10% tree canopy is met through:

- One retained Type B tree with a trunk located more than 4 metres from the development
- One retained Type A tree with a trunk located 4 metres from the development
- Two new Type A trees

An existing tree located less than 4 metres from the development will be removed.

**Example: 1500 square metre site with 20% tree canopy**




20% tree canopy is met through:

- One retained Type B tree with a trunk located more than 4 metres from the development
- One new Type B tree with a trunk located more than 4 metres from the development
- One retained Type A tree with a trunk located 4 metres from the development
- Two new Type A trees

Two existing trees located less than 4 metres from the development will be removed.

**The following is a suggested method to meet the standard.**

| Step | Method |
|---|---|
| 1 | Identify existing trees that will be retained on-site and locations for any new tree. |
| 2 | The space requirements for canopy trees and deep soil can be calculated using the steps below. |

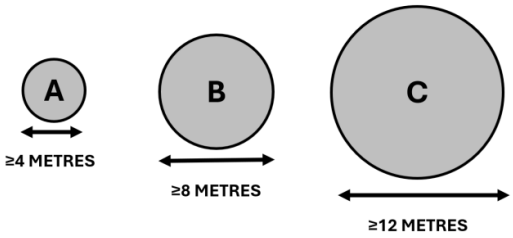
| Step | Example |
|---|---|
| a) Determine the site area | The example site is 1,501 square metres |
| b) Calculate the square metreage of canopy cover required (Table B2-7.1) | The site requires 300.2 square metres of canopy cover (20% of 1,501 square metres) |
| c) Determine the canopy tree requirements (Table B2-7.2) | To meet the required canopy cover (300.2 sqm) the proposal could provide a range of tree types (A, B and C) that meet the minimum canopy diameter at maturity and minimum height at maturity specified in Table B2-7.2, columns 2 & 3. Table B2-7.2, column 4 provides the mature canopy cover (sqm) for each tree type. |
| d) Determine the canopy tree plan dimensions | The image below shows the dimensions diagrammatically   |
| e) Determine the size of canopy trees needed to achieve the required canopy cover<br>If trees are located close together, any area of canopy overlap must be counted only once when calculating canopy cover | 300.2 square metres of canopy cover is required.<br>Six Type B canopy trees of 8 metres will provide at least 50.3 x 6 = 301.8 square metres mature canopy cover area (using Table B2-7.2) |

**Table A: Canopy cover inclusions and exclusions**

| Canopy cover includes | Canopy cover does not include |
|---|---|
| The area of the canopy of an existing retained tree on the site | Built structures (such as roofs, eaves, awnings and roofed or textile-covered shade structures) |
| The area of the mature canopy of a new canopy tree to be planted within the title boundary of the site | Ground covers, shrubs and climbing plants on vertical surfaces including green walls or green façades |
| The area of the mature canopy of a new canopy tree planted in a raised planter | A tree planted outside the title boundary of the subject site including on public land |
| | Any area of canopy cover below a cantilevered or overhanging built form or structure |
| | Any area of canopy cover that overlaps with the canopy of another tree that has already been included in the calculation of canopy cover |

***Note:*** *Areas of canopy cover provided by mature canopy trees are described in Table B below.*

**Table B: Deep soil area requirements for canopy trees**

| Tree Size | Mature canopy diameter[1] | Mature canopy cover area | Minimum deep soil area required | Minimum soil plan dimension |
|---|---|---|---|---|
| **TYPE A** | 4–4.9 metres | 12.6–19.6 square metres | 12 square metres | 2.5 metres |
| | 5–5.9 metres | 19.7–28.2 square metres | 16 square metres | 3 metres |
| | 6–6.9 metres | 28.3–38.4 square metres | 25 square metres | 3.5 metres |
| | 7–7.9 metres | 38.5–50.2 square metres | 36 square metres | 4 metres |
| **TYPE B** | 8–8.9 metres | 50.3–63.5 square metres | 49 square metres | 4.5 metres |
| | 9–9.9 metres | 63.6–78.4 square metres | 64 square metres | 5 metres |
| | 10–10.9 metres | 78.5–94.9 square metres | 81 square metres | 5.5 metres |
| | 11–11.9 metres | 95.0–113.0 square metres | 100 square metres | 6 metres |
| **TYPE C** | 12–12.9 metres | 113.1–132.6 square metres | 121 square metres | 6.5 metres |
| | 13–13.9 metres | 132.7–153.8 square metres | 136 square metres | 7 metres |
| | 14 metres and greater | Above 153.9 square metres | 144 square metres | 7.5 metres |

***Note***

1. *If using the radius rather than the diameter to calculate the mature canopy cover area, use the formula area = 3.14*r2: the radius is half the diameter. For example, for a diameter of 4 metres, use area = 3.14*2*2 = 12.56.*

**Table C: Planter soil volume requirements for canopy trees**

| Tree Size | Mature canopy diameter | Minimum required planter soil volume[1] | Minimum soil plan dimension | Minimum planter soil depth[2] |
|---|---|---|---|---|
| **TYPE A** | 4m–4.9 metres | 7.54 cubic metres | 2.5 metres | 0.8 metres |
| | 5m–5.9 metres | 11.78 cubic metres | 3 metres | 0.8 metres |
| | 6m–6.9 metres | 16.96 cubic metres | 3.5 metres | 0.8 metres |
| | 7m–7.9 metres | 23.09 cubic metres | 4 metres | 0.8 metres |
| **TYPE B** | 8m–8.9 metres | 30.16 cubic metres | 4.5 metres | 1.0 metres |
| | 9 metres–9.9 metres | 38.17 cubic metres | 5 metres | 1.0 metres |
| | 10m–10.9 metres | 47.12 cubic metres | 5.5 metres | 1.0 metres |
| | 11m–11.9 metres | 57.02 cubic metres | 6 metres | 1.0 metres |
| **TYPE C** | 12m–12.9 metres | 67.86 cubic metres | 6.5 metres | 1.5 metres |
| | 13m–13.9 metres | 79.64 cubic metres | 7 metres | 1.5 metres |
| | 14m and greater | 92.36 cubic metres | 7.5 metres | 1.5 metres |

***Notes***

1. *To calculate the required soil volume for a planter, use the formula Soil required in cubic metres = Canopy cover area. For example, for a canopy tree with a mature diameter of 7 metres, soil required = (from Table B column 3) 38.5*.6 = 23.1 cubic metres.*
2. *The minimum planter soil depth excludes any drainage layers provided within the planter structure.*

**Table D: Reduction in soil areas for clusters of trees**

| No. of trees | % soil reduction | Example |
|---|---|---|
| **1** | 0% | There are two Type B canopy trees and one Type A clustered in an area of deep soil.<br>These trees need 100 square metres, 64 square metres & 36 square metres of deep soil respectively (using Table B) for a total soil requirement of 200 square metres<br>Three trees means a 10% reduction = 20 square metre reduction, so the total required soil area is 180 square metres |
| **2** | 5% | |
| **3** | 10% | |
| **4** | 15% | |
| **5** | 20% | |

| No. of trees | % soil reduction | Example |
|---|---|---|
| **6 or more** | 25% | The largest tree is 11-metre canopy, so the minimum soil plan dimension is 6 metres (using Table B) |

**Supporting documentation**

***Architectural and tree canopy drawings***

Architectural and tree canopy drawings should be consistent and demonstrate compliance with the standard.

The architectural drawings need to show how the structure will accommodate the tree canopy.

***What should be shown on the drawings***

Architectural drawings should include:

- A site plan that indicates:
  - the required canopy tree(s) including retained and proposed canopy trees and their size in diameter.
  - the location of existing trees 5 metres in height or greater, with a trunk circumference of 0.5 metres or greater at 1.4 metres above ground level, on the site to be retained (as required by the Site description)
  - deep soil areas and planters
  - sections indicating the location and dimensions of the required canopy trees, deep soil areas and planters
- A development summary table which includes:
  - the site area
  - the required canopy cover for the site
  - the number of canopy trees on the site and their size in diameter and the total amount of canopy cover provided for the site
  - the required deep soil area for the site, the amount provided and/or the planter soil volumes provided.
  - the tree species selected having regard to the location and relevant geographic factors.

**Design response landscape plan**

In addition to this standard, the design response requires preparation of a landscape plan that details the proposed:

- Retention and planting of canopy trees,
- Planting of other vegetation including location, species, number and size at maturity of vegetation,
- Where required, areas of deep soil and root barriers,
- Irrigation system to support existing and planted vegetation including details of any alternative water supply sources,

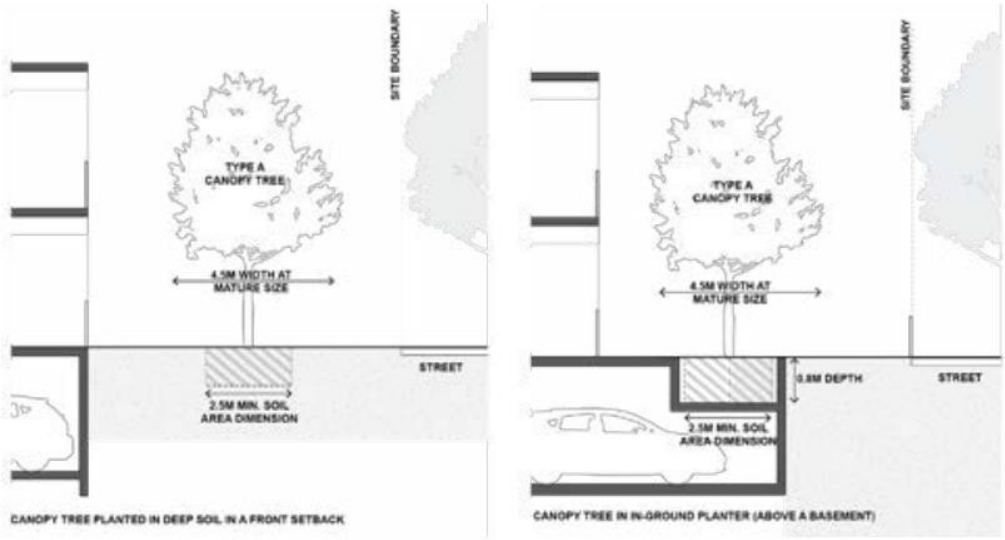
- Selection of vegetation that responds to the site's environment and geographic factors,
- A plan showing the location of site services, clothes drying and storage.

When preparing the design response and landscape plan consider:

- Locating canopy trees;
  - where they will receive solar access (as they will perform better)
  - within deep soil areas (as they will have access to groundwater and nutrients)
- Plan the form of the development around the location of these canopy trees, as well as any requirements for setbacks from boundaries and allocations for communal or private open space.
- If deep soil areas are not available, use constructed planters.

**Example site plans**

Canopy trees located in deep soil in a suburban context achieve the required canopy cover



## Standard B2-8 Front fences

**Why this is important**

This standard provides for front fences to be lower than other fences, so that houses and vegetation can be seen from the street and contribute to the streetscape.

**Front fences objective**

To encourage front fence design that responds to the existing or preferred neighbourhood character.

**Standard B2-8**

A front fence within 3 metres of a street is:

- The maximum height specified in a schedule to the zone, or
- If no maximum height is specified in a schedule to the zone, the maximum height specified in Table B2-8.

**Table B2-8 Maximum front fence height**

| Street context | Maximum front fence height |
|---|---|
| Streets in a Transport Zone 2 | 2 metres |
| Other streets | 1.5 metres |

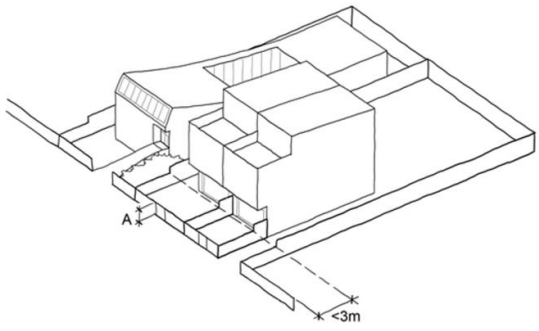
**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- The design response.
- The setback, height and appearance of front fences on adjacent properties.
- The extent to which slope and retaining walls reduce the effective height of the front fence.
- Whether the fence is needed to minimise noise intrusion.

## Applying the standard

A front fence includes any fence within 3 metres of the street. The fence height (A) should not exceed the maximum fence height specified in Table B2-8.




**Supporting documents**

Fence heights must be clearly shown on elevations.

## 55.03 LIVEABILITY

### Standard B3-1 Dwelling diversity

**Why this is important**

This standard promotes a variety of dwelling sizes and types to accommodate the diverse needs of households. The standard promotes inclusivity by providing housing choices for individuals and families at different stages of life to create a vibrant, mixed community.

**Dwelling diversity objective**

To encourage a range of dwelling sizes and types in developments of ten or more dwellings.

**Standard B3-1**

Developments include at least:

- One dwelling that contains a kitchen, bath or shower, bedroom and a toilet and wash basin at ground floor level for every 10 dwellings.
- One dwelling that includes no more and no less than 2 bedrooms for every 10 dwellings.
- One dwelling that includes no more and no less than 3 bedrooms for every 10 dwellings.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider whether the development provides a range of dwelling sizes and types to meet diverse household needs.

### Applying the standard

The number of diverse dwellings required is calculated in multiples of 10.

For example:

A residential development consisting of 32 dwellings needs to include:

- 3 dwellings with a kitchen, bath or shower, bedroom, toilet, and wash basin at ground floor level (1 per 10 dwellings).
- 3 dwellings with 2 bedrooms (1 per 10 dwellings).
- 3 dwellings with 3 bedrooms (1 per 10 dwellings).

A residential development consisting of 39 dwellings needs to include:

- 3 dwellings with a kitchen, bath or shower, bedroom, toilet, and wash basin at ground floor level (1 per 10 dwellings).
- 3 dwellings with 2 bedrooms (1 per 10 dwellings).
- 3 dwellings with 3 bedrooms (1 per 10 dwellings).

A residential development consisting of 42 dwellings needs to include:

- 4 dwellings with a kitchen, bath or shower, bedroom, toilet, and wash basin at ground floor level (1 per 10 dwellings).
- 4 dwellings with 2 bedrooms (1 per 10 dwellings).
- 4 dwellings with 3 bedrooms (1 per 10 dwellings).

There is no requirement on the number and configuration of the remaining dwellings in the proposed development in each of the examples.

**Supporting documentation**

The location of dwellings must be shown on plans. The dwelling types (including number of bedrooms) must be documented in a development summary.

## **Standard B3-2** Parking location

**Why this is important**

This standard seeks to reduce the impact of vehicular noise and overall amenity impact on residents within developments.

**Parking location objective**

To minimise the impact of vehicular noise within developments on residents.

**Standard B3-2**

Habitable room windows with sill heights of less than 3 metres above ground level are setback from accessways and car parks by at least:

- 1.5 metres; or
- If there is a solid fence with a height of at least 1.5 metres between the accessway or car park and the window, 1 metre; or
- 1 metre where window sills are at least 1.5 metres above ground level.

This standard is met if an accessway or relevant car parking space is used exclusively by the resident of the building with the habitable room.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider the design response.

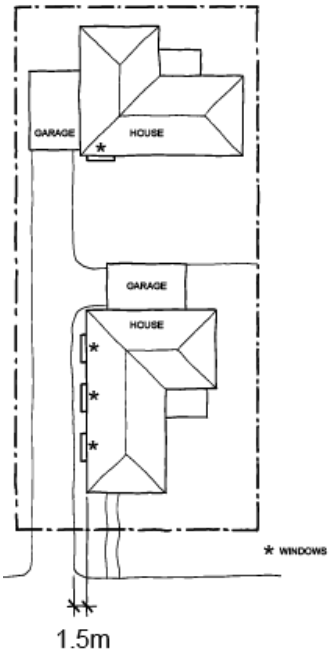
### Applying the standard

Plans should dimension the distance between car parks and habitable room windows and window sill heights from Natural Ground Level.

If the car park and accessway are exclusively used by the resident of the habitable room, and for example are within 1 metre, the standard is met, and no additional setback or solid fence is required.

**Supporting documents**

Dimensions between habitable room windows and accessways and car parks must be identified on plans and elevations.



## **Standard B3-3** Street integration

**Why this is important**

This standard promotes innovative, high-quality design outcomes that enhance safety and the amenity of residents. The standard encourages passive surveillance and external lighting, while ensuring that site services do not dominate the development's frontage.

**Street integration objective**

To integrate the layout of development with the street to support the safety and amenity of residents.

**Standard B3-3**

Where a development fronts a street, a vehicle accessway or abuts public open space:

- Passive surveillance is provided by a direct view from a balcony or a habitable room window to each street, vehicle accessway and public open space.
- The total cumulative width of all site services to be located within 3 metres of a street, do not take up more than 20 per cent of the width of the frontage and are screened from view from the street or located behind a fence. Screens or fences are to provide no more than 25 per cent transparency.

Lighting is provided to all external accessways and paths.

Mailboxes are provided for each dwelling and can be communally located.

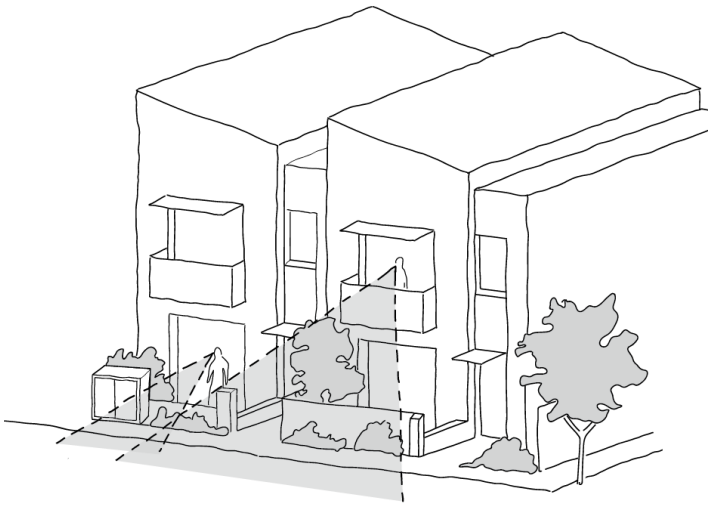
**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

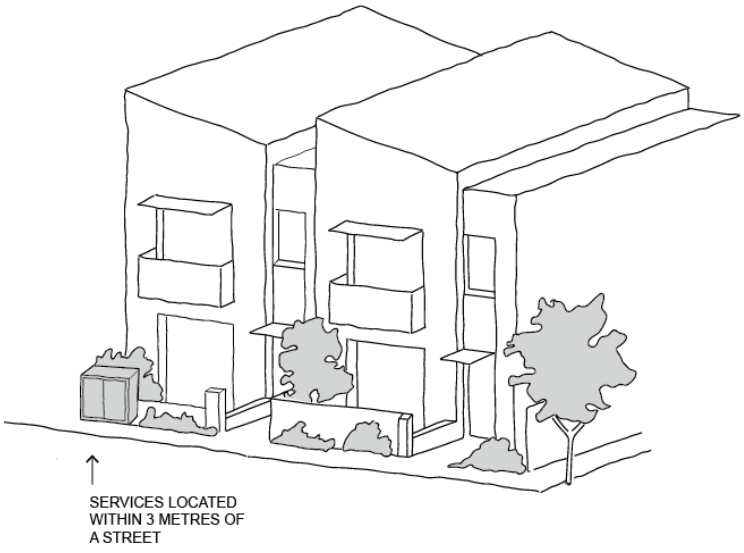
- Any relevant neighbourhood character objective, policy or statement set out in this scheme.
- The design response.

## Applying the standard

Any adjoining streets, vehicle accessways and public open space should be clearly visible from adjoining balconies or habitable room windows.



Locate and arrange utility service installations to minimise their impact on the building's frontage.




**Supporting documents**

The location of windows, balconies, site services, lighting, footpaths and mailboxes must be shown on plans and elevations.

## **Standard B3-4** Entry

**Why this is important**

This standard ensures each dwelling's entrance is identifiable, sheltered and provides a sense of address and a transitional space around the entry for accessibility and usability.

**Entry objectives**

To provide each dwelling, apartment development or residential building with its own sense of identity.

To provide entries with weather protection, safe design, natural light and ventilation.

**Standard B3-4**

**Dwellings (other than a dwelling in or forming part of an apartment development) and residential buildings**

Each dwelling and each residential building has a ground level entry door that:

- Has a direct line of sight from a street, accessway or shared walkway.
- Is not accessed through a garage.
- Has an external covered area of at least 1.44 square metres with a minimum dimension of least 1.2 metres over the entry door.

**Apartment development and residential building with a shared entry**

An apartment development and each residential building has:

- A ground level entry door, gate or walkway with a direct line of sight from a street, accessway or shared walkway.
- An external covered area of at least 1.44 square metres with a minimum dimension of least 1.2 metres over the entry door to the building.
- Shared corridors and common areas have at least one source of natural light and natural ventilation.

**Decision guidelines**

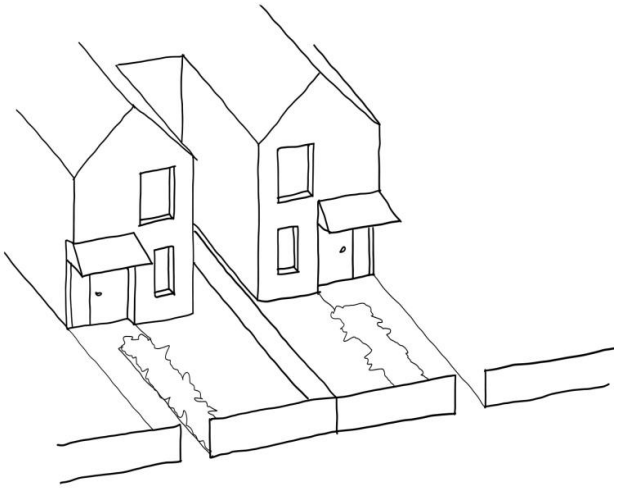
Before deciding on an application, the responsible authority must consider:

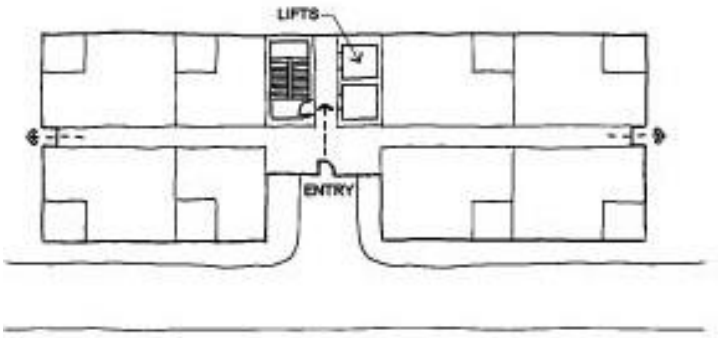
- Whether the entry is visible and easily identifiable from streets and other public areas.
- Whether the entry provides shelter, a sense of address and a transitional space around the entry.

## Applying the standard

- Locate the main pedestrian entry to provide a sense of address by being clearly visible and accessible from the street.
- Building entrances help visitors orient themselves. Entries and foyers should be comfortable, sheltered, safe, convenient and visible during the day and night.
- Emphasise residential entry lobbies with prominent design features, signage or landscape treatments.
- Provide a sense of identity to individual dwellings with an internal entry that can be easily recognised.
- Provide clear sightlines from the foyer to the street so people can see both in and out when entering or leaving the building.

- Where ground floor dwellings face the street, individual entrances can assist in promoting a sense of personal address and activate the street.
- Where ground level units are raised above street level, achieve level access via the main apartment entry door off the circulation corridor.
- Separate the pedestrian and vehicle entries to the buildings.
- Separating vehicle entries from pedestrian entries enhances pedestrian safety.
- Vehicle entries that are designed to be less prominent or recessive improve the streetscape.






**Supporting documentation**

Identify building entrances on plans and elevations.

## **Standard B3-5** Private open space

**Why this is important**

This standard ensures that all residents of new dwellings have usable and adequate private open space accessible from living areas. Private open space offers residents an exclusive area for relaxation and recreation, enhancing the overall functionality and liveability of a dwelling and contributes to the character of residential areas.

**Private open space objectives**

To provide adequate private open space for the reasonable recreation and service needs of residents.

**Standard B3-5**

A dwelling or residential building has private open space of an area and dimensions specified in a schedule to the zone.

If no area or dimension is specified in a schedule to the zone, a dwelling or residential building has private open space with direct access from a living area, dining area or kitchen consisting of:

- An area of 25 square metres of secluded private open space, with a minimum dimension of 3 metres width; or
- A balcony with at least the area and dimensions specified in Table B3-5; or
- An area on a podium or similar of at least 15 square metres, with a minimum dimension of 3 metres width; or
- An area on a roof of at least 10 square metres, with a minimum dimension of 2 metres width.

If the area and dimensions of the private open space or secluded private open space is specified in a schedule to the zone;

- The area and dimensions specified in the schedule must be 25 square metres or less; and
- The area and dimensions specified for a podium, balcony or an area on a roof must be less than the area and dimensions specified in this standard.

If a cooling or heating unit is located in the secluded private open space or private open space the required area is increased by 1.5 square metres.

Where ground level private open space is provided an area for clothes drying is provided.

**Table B3-5 Private open space for a balcony**

| Orientation of dwelling | Dwelling type | Minimum area | Minimum dimension |
|---|---|---|---|
| **North (between north 20 degrees west to north 30 degrees east)** | All | 8 square metres | 1.7 metres |
| **South (between south 30 degrees west to south 20 degrees east)** | All | 8 square metres | 1.2 metres |

| Orientation of dwelling | Dwelling type | Minimum area | Minimum dimension |
|---|---|---|---|
| **Any other orientation** | Studio or 1 bedroom dwelling | 8 square metres | 1.8 metres |
| | 2 bedroom dwelling | 8 square metres | 2 metres |
| | 3 bedroom dwellings | 12 square metres | 2.4 metres |

**Decision guidelines**

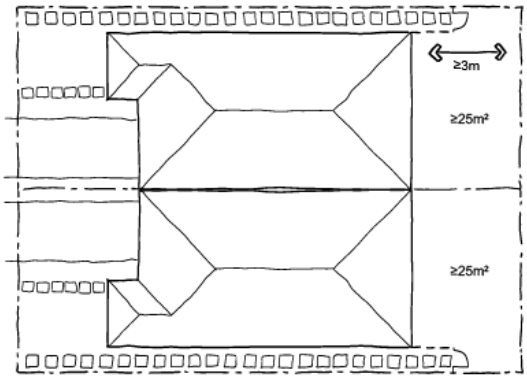
Before deciding on an application, the responsible authority must consider:

- The design response.
- The useability of the private open space, including its size and accessibility.
- The availability of and access to public or communal open space.
- The orientation of the lot to the street and the sun.

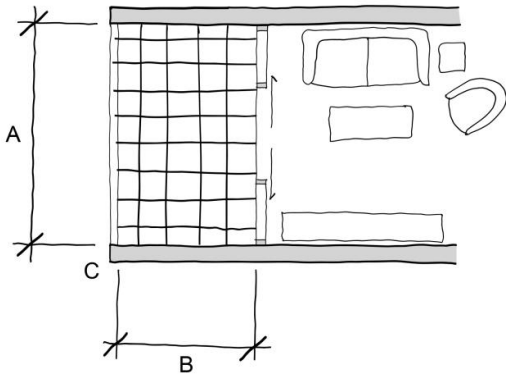
## Applying the standard

**Private open space areas with direct access from a living area, dining area or kitchen consisting of:**

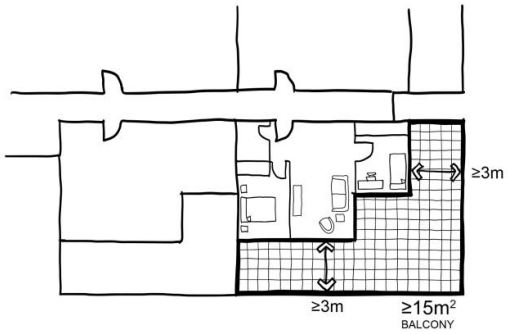
- An area of 25 square metres of secluded private open space, with a minimum dimension of 3 metres width; or



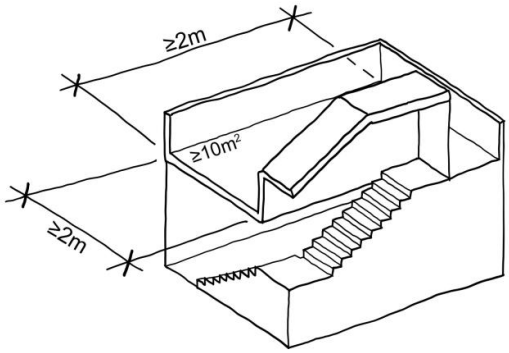

- A balcony with at least the area and dimensions specified in Table B3-5; or

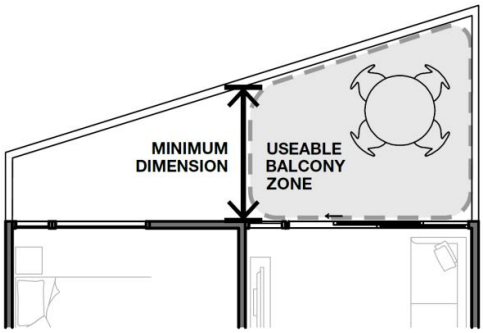


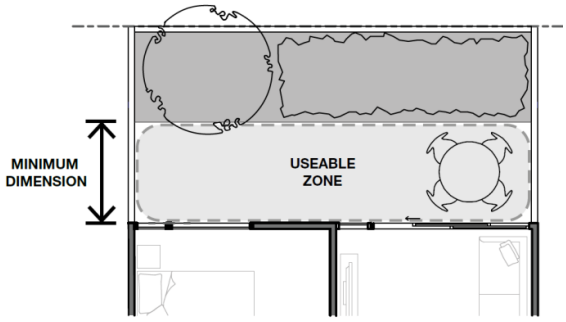
An area on a podium or similar of at least 15 square metres, with a minimum dimension of 3 metres width; or




An area on a roof of at least 10 square metres, with a minimum dimension of 2 metres width.




Where planting areas are included in ground floor, podium or rooftop private open spaces, provide a clear usable space which meets the minimum dimensions and areas included in Table B3-5.

The minimum area must be provided in a single usable space. Other balcony areas may be provided in addition.

The additional area for an air conditioning unit does not need to meet the minimum balcony dimension.

Storage integrated into balcony design is not included in the minimum area requirements.

Where irregular shaped balconies are proposed, only the portion of the balcony which meets the minimum dimension will be calculated towards the minimum area.

Design solutions include:

- Continuous overhanging balconies to shade windows from direct summer sun.
- Inset balconies to allow living rooms to be located at the building edge increasing daylight to the room.
- Limiting the depth of south facing balconies where they are located to the front of living spaces.
- Inset or semi screened balconies, rather than projecting balconies, to provide greater wind protection.
- Locate balconies to avoid exposure to noise sources.

**Supporting documentation**

Provide minimum dimensions and areas to all private open spaces

## **Standard B3-6** Solar access to open space

**Why this is important**

This standard is a key amenity requirement that ensures all secluded private open spaces receive adequate sunlight, enhancing their usability throughout the day. Solar access improves overall amenity and supports healthy outdoor living environments.

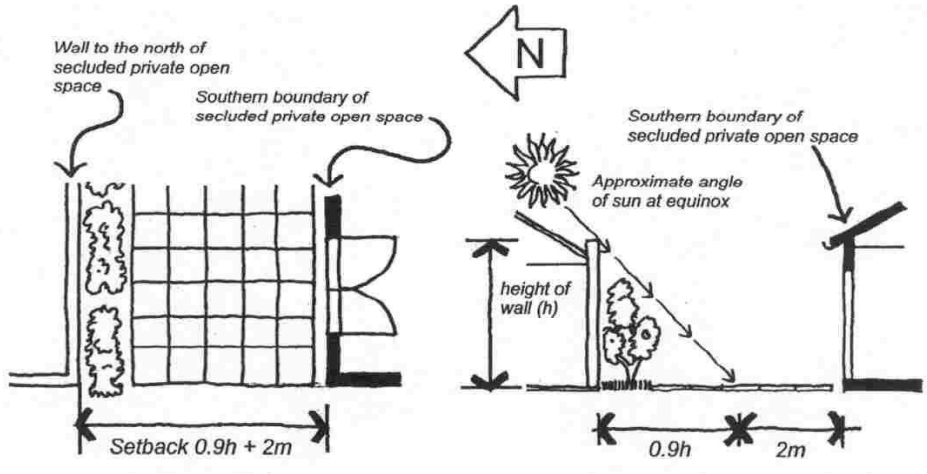
**Solar access to open space objective**

To allow solar access into the secluded private open space of new dwellings and residential buildings.

**Standard B3-6**

The southern boundary of secluded private open space is set back from any wall on the north of the space at least (2 + 0.9h) metres, where 'h' is the height of the wall.

**Diagram B3-6 Solar access to open space**




**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response.
- The useability and amenity of the secluded private open space based on the sunlight it will receive.

## Applying the standard

The standard requires the southern boundary of the secluded private open space (SPOS) to be set back at least 2m+0.9m(h) metres from any wall on the north, where h is the height of the wall.

Formula: **2m+0.9m(h)**

Where the height of the wall on the north is 6.5m (h) this is the formula:

**Required setback = 2m+0.9m(6.5m)**

**= 2m+(0.9m×6.5m)**

**=2m+5.85m**

**=7.85 metres**

If a dwelling has its SPOS located directly south of a 6.5m tall northern wall, the southern boundary of this space must be at least 7.85 metres away from the northern wall to comply with the standard.

**Supporting documentation**

Identify wall heights and setbacks on plans, elevations and setbacks.

## Standard B3-7 Functional layout

**Why this is important**

This standard promotes adaptable layouts that accommodate future household changes, ensuring the longevity of the housing stock. A diverse range of housing types is essential to meet the long-term needs of the community, catering to people of various ages, backgrounds, and requirements.

**Functional layout objective**

To ensure dwellings provide functional areas that meet the needs of residents.

**Standard B3-7**

Bedrooms:

- Meet the minimum internal room dimensions specified in Table B3-7.1; and
- Provide an additional area of at least 0.8 square metres to accommodate a wardrobe.

**Table B3-7.1 Bedroom dimensions**

| Bedroom type | Minimum width | Minimum depth |
|---|---|---|
| Main bedroom | 3 metres | 3.4 metres |
| All other bedrooms | 3 metres | 3 metres |

Living areas (excluding dining and kitchen areas) meet the minimum internal room dimensions specified in Table B3-7.2.

**Table B3-7.2 Living area dimensions**

| Dwelling type | Minimum width | Minimum area |
|---|---|---|
| Studio and 1 bedroom dwelling | 3.3 metres | 10 square metres |
| 2 or more-bedroom dwelling | 3.6 metres | 12 square metres |

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response.
- The useability and amenity of habitable rooms.

## Applying the standard

There is no restriction on how the width and depth dimensions are applied to a bedroom layout.

Demonstrate usability and functionality of room configurations by including furniture layouts with realistically scaled furniture and adequate circulation space.

Arrange rooms with efficient circulation and appropriate privacy between spaces.

Provide kitchen layouts with sufficient space for cooking, cleaning, food preparation and storage. Where dining is included within a kitchen, adequate bench space should be provided.

Apartment layouts which propose irregularly shaped or atypical spaces, need to demonstrate functionality and usability of the design with realistically scaled furniture and circulation.

Use standard bed sizes and allow for a functional circulation path.

Demonstrate that areas for dining provide for functional seating arrangements appropriate to the apartment size and number of bedrooms.

**Supporting documentation**

Provide dimensioned plans showing minimum depth, width and area outline of bedrooms and the living room.

## **Standard B3-8** Room depth

**Why this is important**

This standard emphasises the importance of adequate quality of daylight into single-aspect habitable rooms, based on room depth and height. Quality daylight minimises the need for artificial lighting, enhancing energy efficiency and creating a more comfortable living environment.

**Room depth objective**

To allow adequate daylight into single aspect habitable rooms.

**Standard B3-8**

The depth of a single aspect habitable room does not exceed 2.5 times the ceiling height measured from the external surface of the habitable room window to the rear wall of the room.

The depth of a single aspect, open plan, habitable room may be increased to 9 metres if all the following requirements are met:

- The room combines the living area, dining area and kitchen; and
- The kitchen is located furthest from the window; and
- The ceiling height is at least 2.7 metres measured from finished floor level to finished ceiling level, this excludes where services are provided above the kitchen; and
- An overhang extends no more than 2m beyond the window of the single aspect habitable room.

In Clause 55.03-8 a single aspect habitable room is a habitable room with windows on only one wall.

**Decision guidelines**

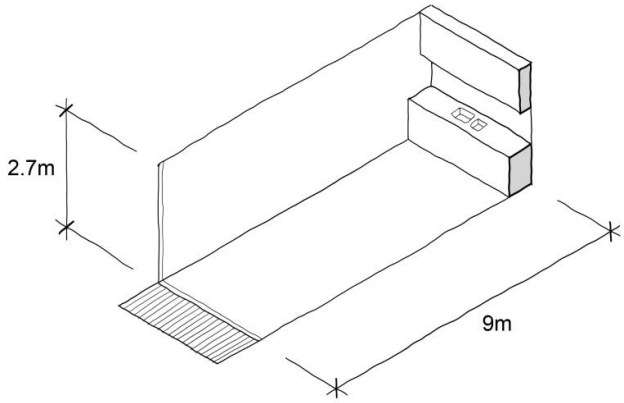
Before deciding on an application, the responsible authority must consider:

- The design response.
- The extent to which the habitable room is provided with reasonable daylight access through the number, size, location and orientation of windows.
- The useability, functionality and amenity of the dwelling based on the layout, siting, size and orientation of habitable rooms.
- Any overhang above habitable room windows that limits daylight access.

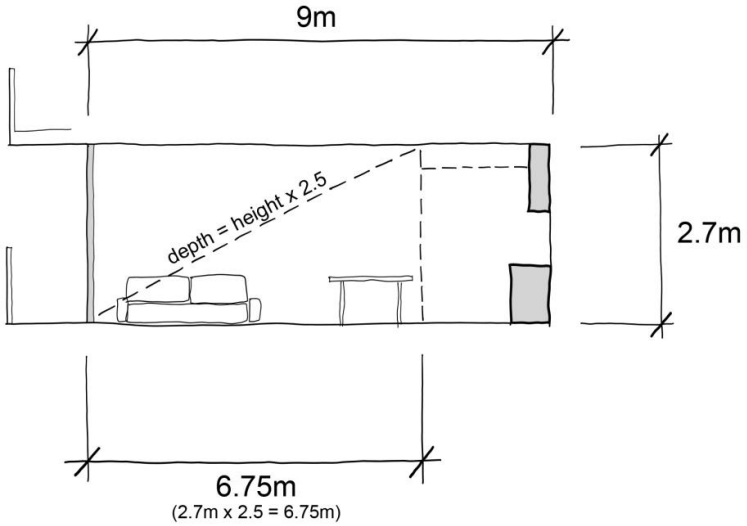
## Applying the standard

Depth is measured at the deepest point of the room where a room has an irregular shape.

The depth of cupboards should be included within the room depth dimension.




Where a habitable room is an open plan layout (combined living area, dining area and kitchen) with a ceiling height of 2.7m, the room depth can be extended to 9m as described in the standard above.




Where habitable rooms have a ceiling height of 2.4m the maximum room depth is 6m (2.5 x 2.4m).

Where habitable rooms have a ceiling height of 2.7m the maximum room depth is 6.75m (2.5 x 2.7m).

Increase the size and head height of windows to improve the daylight penetration into the depth of the room.

Allow for sufficient structural floor to floor heights to achieve required ceiling heights for the room depth.

Allow space for services and insulation between the ceiling and structure.

Configure balconies to suit the orientation of the apartment and increase daylight while controlling sunlight.

Large continuous overhangs beyond a single aspect room of 9m depth should be avoided.

**Supporting documentation**

Provide dimensions of habitable room depths on plans.

Provide dimensions of habitable room floor-to-ceiling heights on sections.

## **Standard B3-9** Daylight to new windows

**Why this is important**

This standard is a fundamental amenity standard that ensures that all new windows of habitable rooms receive adequate daylight. Quality daylight minimises the need for artificial lighting, enhancing energy efficiency and creating a more comfortable living environment.

**Daylight to new windows objective**

To allow adequate daylight into new habitable room windows.

**Standard B3-9**

**Dwelling (other than a dwelling in or forming part of an apartment development)**

A window in an external wall of the building is provided to all habitable rooms.

Habitable rooms in a dwelling have a window that faces:

- An outdoor space clear to the sky or a light court with a minimum area of 3 square metres and minimum dimension of 1 metre clear to the sky, not including land on an abutting lot; or
- A verandah provided it is open for at least one third of its perimeter; or
- A carport provided it has two or more open sides and is open for at least one third of its perimeter.

**Dwelling in or forming part of an apartment development**

A window in an external wall of the building is provided to all habitable rooms.

Where daylight to a bedroom is provided from a smaller secondary area within the bedroom, the secondary area is to have:

- A minimum width of 1.2 metres.
- A maximum depth of 1.5 times the width, measured from the external surface of the window.
- A window clear to the sky.

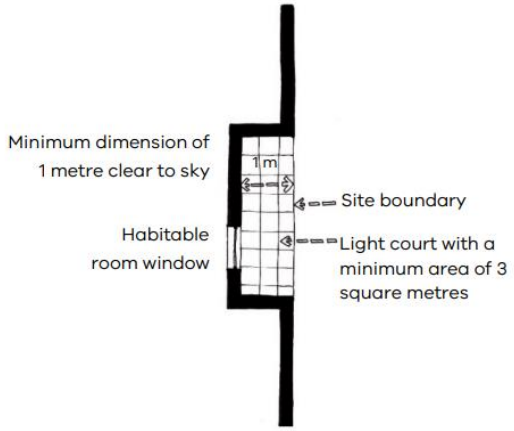
**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

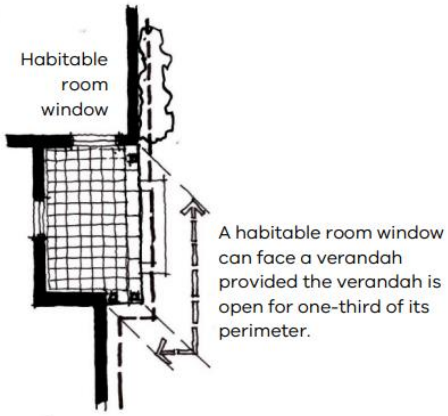
- The design response.
- The extent to which habitable rooms are provided with reasonable daylight access through the number, size, location and orientation of windows.
- The useability and amenity of the dwelling based on the layout, siting, size and orientation of habitable rooms.
- Whether there are other windows in the habitable room which have access to daylight.

## Applying the standard

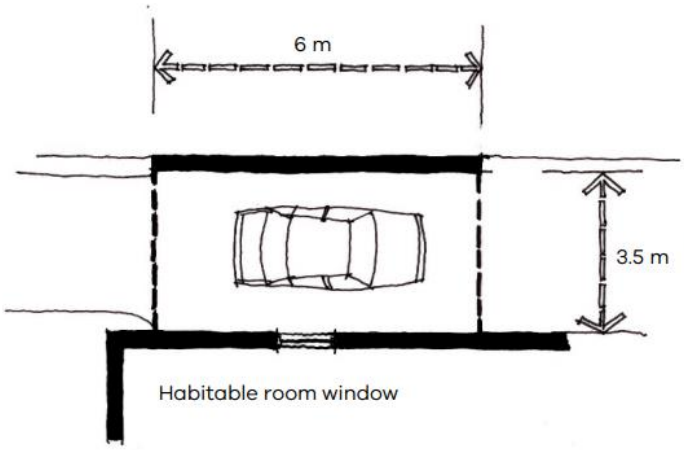
**Window facing open space clear to the sky**




**Window facing a verandah**




**Window facing a carport**




A habitable room window can face a carport provided the carport is open on two or more sides and is open for one-third of its perimeter.

**Supporting documentation**

Identify widths and heights of structures adjoining habitable room windows.

## **Standard B3-10** Natural ventilation

**Why this is important**

This standard ensures occupants can effectively manage the natural ventilation of their dwellings to improve air quality, reduce the build-up of indoor pollutants and regulate indoor temperatures.

**Natural ventilation objectives**

To encourage natural ventilation of dwellings.

To allow occupants to effectively manage natural ventilation of dwellings.

**Standard B3-10**

**Dwelling (other than a dwelling in or forming part of an apartment development)**

Dwellings have openable windows, doors or other ventilation devices in external walls of the building that provide:

- A maximum breeze path through the dwelling of 18 metres.
- A minimum breeze path through the dwelling of 5 metres.
- Ventilation openings with approximately the same size.

The breeze path is measured between the ventilation openings on different orientations of the dwelling.

**Dwelling in or forming part of an apartment development**

At least 40 per cent of dwellings in or forming part of an apartment development have openable windows, doors or other ventilation devices in external walls of the building that provide:

- A maximum breeze path through the dwelling of 18 metres.
- A minimum breeze path through the dwelling of 5 metres.
- Ventilation openings with approximately the same size.

The breeze path is measured between the ventilation openings on different orientations of the dwelling.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response.
- The size, orientation, slope and wind exposure of the site.

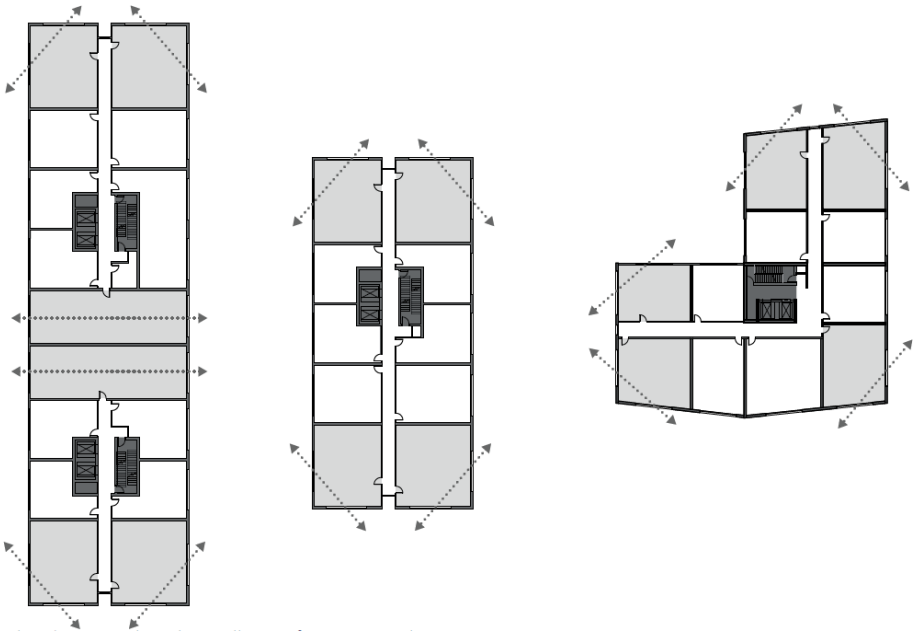
## Applying the standard

A breeze path is measured as a sequence of straight line segments measured from the centreline of openings.

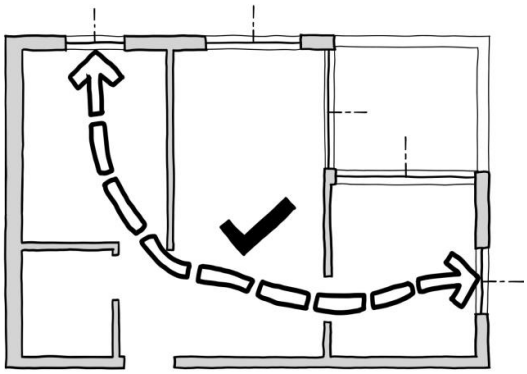
A minimum of one breeze path needs to be nominated.

Refer to the National Construction Code further guidance for minimum ventilation requirements.

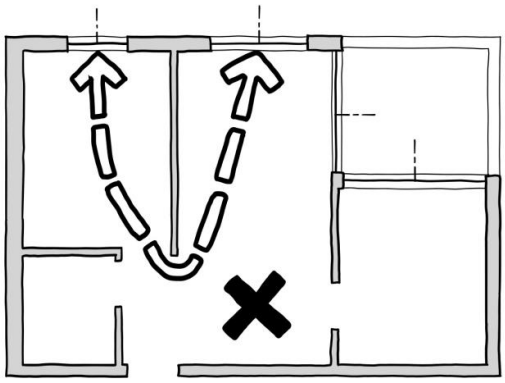
Configure floorplates with corner or through apartments to achieve effective cross ventilation.



Windows must be located on different orientations of a dwelling.

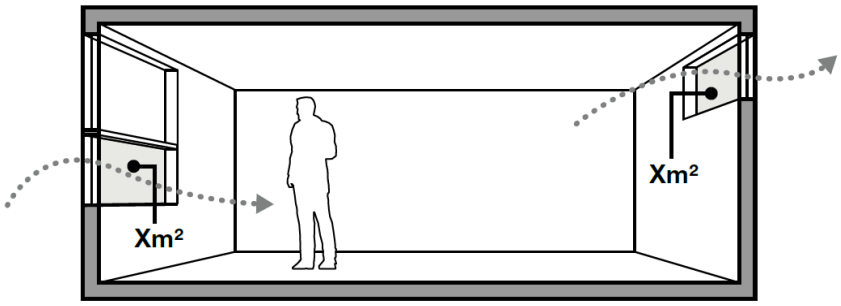


This breeze path meets the standard as it measures 15 metres between the centre of similar sized windows on different orientations of the apartment.



This breeze path does not meet the standard as it is between two windows on the same orientation.

Effective cross ventilation is achieved when the inlet and outlet have approximately the same area allowing air to be drawn through the apartment using opposite air pressures on each side of the building.



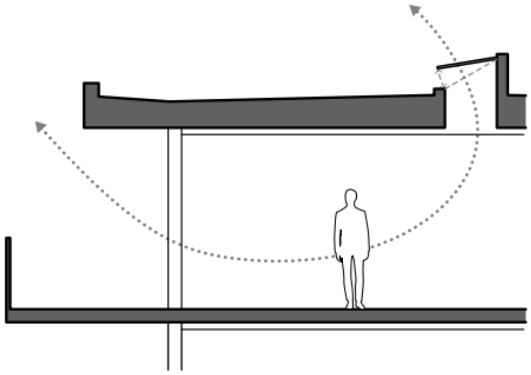

An effective breeze path should minimise the number of doors and obstructions along the breeze path.

Wherever possible, provide openable windows or doors into habitable rooms to achieve natural air flow.

Effective natural ventilation is influenced by:

- the clear openable area of varied window types
- prevailing wind conditions and air pressures
- temperature differentials
- the surrounding built environment
- the length of breeze path and number of obstructions through an apartment.

An adequately sized operable roof light in a single aspect apartment may achieve cross ventilation where adequate air flow can be demonstrated by engineering analysis.



Roof lights should be designed to be weather protected, secure and maintain good thermal performance.

**Supporting documentation**

Nominate on a plan which dwellings are cross ventilated and illustrate the location and length of the breeze path, or provide a ventilation report for an alternative solution.

## **Standard B3-11** Storage

**Why this is important**

This standard ensures that dwellings provide adequate, usable, and functional storage space. Adequate storage promotes efficient use of space and contributes to overall comfort and convenience.

**Storage objective**

To provide adequate storage facilities for each dwelling.

**Standard B3-11**

**Dwelling (other than a dwelling in or forming part of an apartment development)**

Each dwelling has exclusive access to at least 6 cubic metres of externally accessible storage space.

**Dwelling in or forming part of an apartment development**

Each dwelling has exclusive access to storage at least the total minimum storage volume that is specified in Table B3-11.

**Table B3-11 Storage**

| Dwelling type | Total minimum storage volume | Minimum storage volume within the dwelling |
|---|---|---|
| **Studio** | 8 cubic metres | 5 cubic metres |
| **1 bedroom dwelling** | 10 cubic metres | 6 cubic metres |
| **2 bedroom dwelling** | 14 cubic metres | 9 cubic metres |
| **3 or more bedroom dwelling** | 18 cubic metres | 12 cubic metres |

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response.
- The useability, functionality and location of storage facilities provided for the dwelling.

## Applying the standard

The total minimum storage volume in Table B-11 includes the minimum storage volume within a dwelling.

Whitegoods and appliances such as refrigerators, ovens, dishwashers and washing machines should have dedicated spaces and are not included in the calculation of storage.

Spaces for bicycle and car parking are additional to the storage space requirements in Table B3-11.

Provide practical arrangement of storage appropriate to each space within the dwelling.

A minimum of 1.8 metres of robe length for the main bedroom and a 1.5 metres for all other bedrooms is practical for clothes storage.

As a rule of thumb, storage volumes (m3) per linear metre of cupboards are as follows:

For 600mm deep cupboards

750mm bench height = 0.45m3

2400mm full height = 1.44m3

For 300mm deep cupboards

750mm overhead cupboard = 0.225m3

Long term storage provided externally to an apartment can be provided in basements and car parking areas, or in a common area convenient to the apartment.

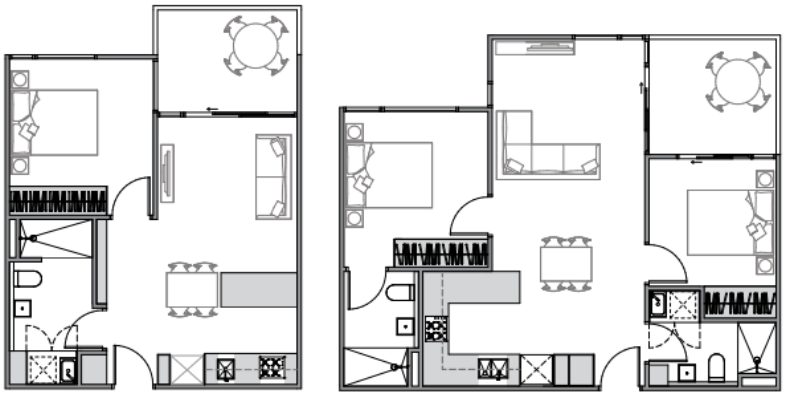
Dedicated storage rooms can make use of areas within the floor plate which have limited access to natural light and ventilation

Locate lockable storage in locations with good informal surveillance to improve security as they are prone to theft

Dedicated storage lockers in basements are preferred as they provide easier access when compared to over car bonnet storage

Make storage enclosures a functional shape and size to suit various needs such as storing bulky items.

**Examples of storage areas in typical 1 bed and 2 bed layouts**



**Supporting documentation**

Provide a schedule with a breakdown of minimum internal and external storage provisions for each dwelling and apartment type.

## Standard B3-12 Accessibility for apartment developments objective

**Why this is important**

This standard ensures the design of dwellings meets the needs of people with limited mobility, families with young children and older people to live comfortably and navigate dwellings easily and safely.

**Accessibility for apartment developments objective**

To ensure the design of dwellings meets the needs of people with limited mobility.

**Standard B3-12**

At least 50 per cent of dwellings in or forming part of an apartment development have:

- A clear opening width of at least 850mm at the entrance to the dwelling and main bedroom.
- A clear path with a minimum width of 1.2 metres that connects the dwelling entrance to the main bedroom, an adaptable bathroom and the living area.
- A main bedroom with access to an adaptable bathroom.
- At least one adaptable bathroom that meets all of the requirements of either Design A or Design B specified in Table B3-12.

**Table B3-12 Bathroom design**

| | **Design option A** | **Design option B** |
|---|---|---|
| **Door opening** | A clear 850mm wide door opening. | A clear 820mm wide door opening located opposite the shower. |
| **Door design** | Either:<br>– A slide door, or<br>– A door that opens outwards, or<br>– A door that opens inwards that is clear of the circulation area and has readily removable hinges. | Either:<br>– A slide door, or<br>– A door that opens outwards, or<br>– A door that opens inwards and has readily removable hinges. |
| **Circulation area** | A clear circulation area that is:<br>– A minimum area of 1.2 metres by 1.2 metres.<br>– Located in front of the shower and the toilet.<br>– Clear of the toilet, basin and the door swing.<br>– The circulation area for the toilet and shower can overlap. | A clear circulation area that is:<br>– A minimum width of 1 metre.<br>– The full length of the bathroom and a minimum length of 2.7 metres.<br>– Clear of the toilet and basin.<br>– The circulation area can include a shower area. |

| | Design option A | Design option B |
|---|---|---|
| **Path to circulation area** | A clear path with a minimum width of 900mm from the door opening to the circulation area. | Not applicable. |
| **Shower** | A hobless (step-free) shower. | A hobless (step-free) shower that has a removable shower screen and is located on the furthest wall from the door opening. |
| **Toilet** | A toilet located in the corner of the room. | A toilet located closest to the door opening and clear of the circulation area. |

## Applying the standard

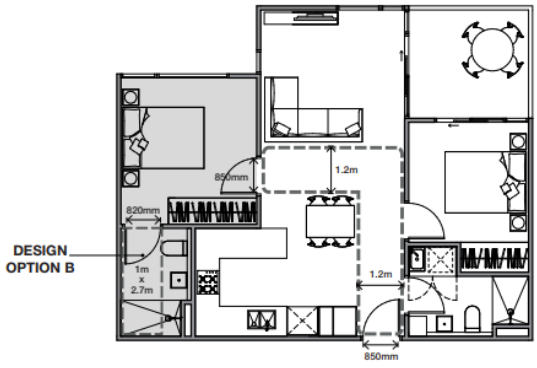
To meet the design options specified in Table B3-12 all the requirements of either option A or option B must be met.

For bathroom design option A, a corner of the bathroom is achieved where a nib wall is provided which can be fitted with a grab rail.

**Locate the main bedroom with convenient access to the adaptable bathroom.**

Where the main bedroom has an ensuite, it should be nominated as the adaptable bathroom.

**An adaptable bathroom convenient to the larger bedroom.**

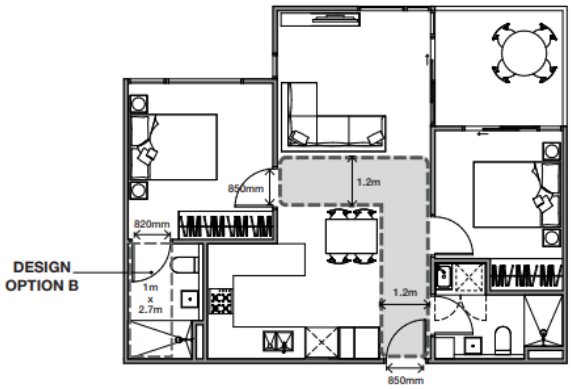



2 BEDROOM DWELLING ACCESSIBILITY

**Configure spaces to achieve clear access paths while allowing for functional furniture arrangements.**

Design openings and the path of travel so that turning movements into bedrooms and bathrooms are minimised.

**Clear access paths between entry, living and larger bedroom.**

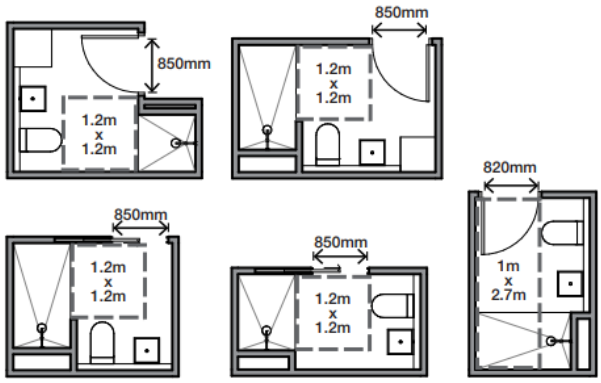



2 BEDROOM DWELLING ACCESSIBILITY

When providing an adaptable bathroom to meet either option A or option B make use of the typical configurations illustrated or demonstrate that the standard is met with an alternative layout.

A step free shower should have a maximum 5mm height level change between adjacent surfaces with a bevelled or rounded edge with falls to the waste outlet.

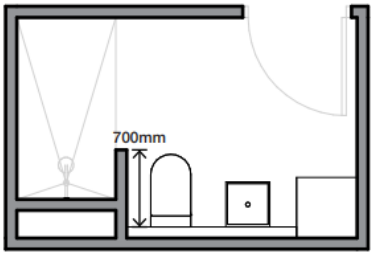
**Typical bathroom configurations to comply with Table B3-12.**




**When applying bathroom design option A, if the toilet cannot be located in the corner of the room, include a nib wall adjacent to the toilet**

A nib wall adjacent to a toilet needs to be 700mm long to enable future fitting of a grab rail.

**A nib wall adjacent to a toilet.**




**Supporting documentation**

Identify apartments which have been designed to meet the accessibility requirements.

Provide dimensions for clear openings, pathways and the adaptable bathrooms.

## 55.04 EXTERNAL AMENITY

### Standard B4-1 Daylight to existing windows

**Why this is important**

This standard ensures that all new dwellings provide adequate daylight to existing windows. Maximising daylight is important for energy efficiency and comfort of indoor spaces.

**Daylight to existing windows objective:**

To allow adequate daylight into existing habitable room windows.

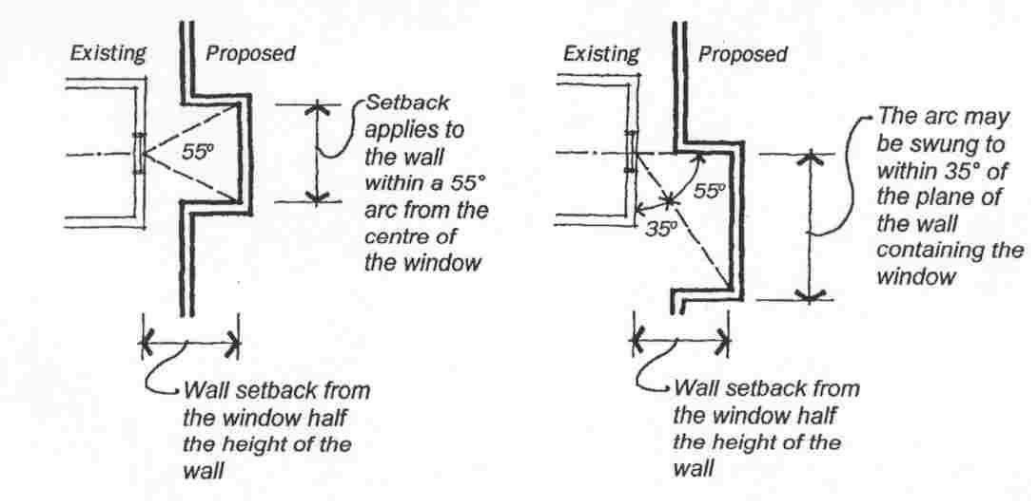
**Standard B4-1**

Buildings opposite an existing habitable room window provide for a light court to the existing window that has a minimum area of 3 square metres and minimum dimension of 1 metre clear to the sky. The calculation of the area may include land on the abutting lot.

Walls or carports more than 3 metres in height opposite an existing habitable room window are set back from the window at least 50 per cent of the height of the new wall if the wall is within a 55 degree arc from the centre of the existing window. The arc may be swung to within 35 degrees of the plane of the wall containing the existing window.

Where the existing window is above ground floor level, the wall height is measured from the floor level of the room containing the window.

**Diagram B4-1 Daylight to existing windows**



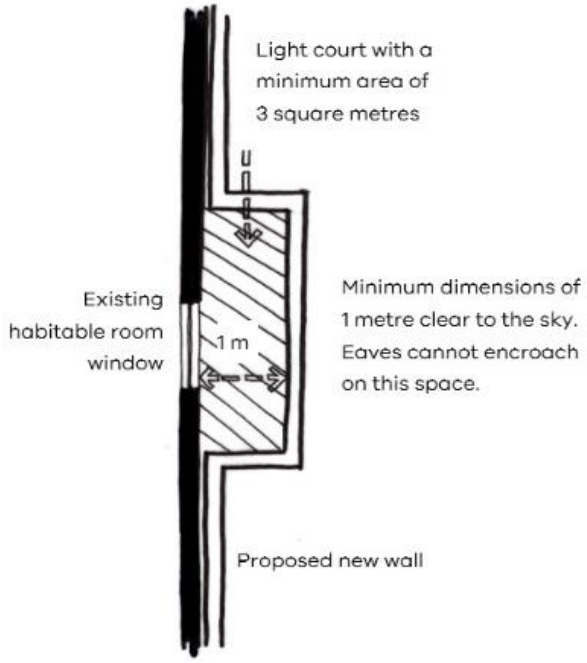

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

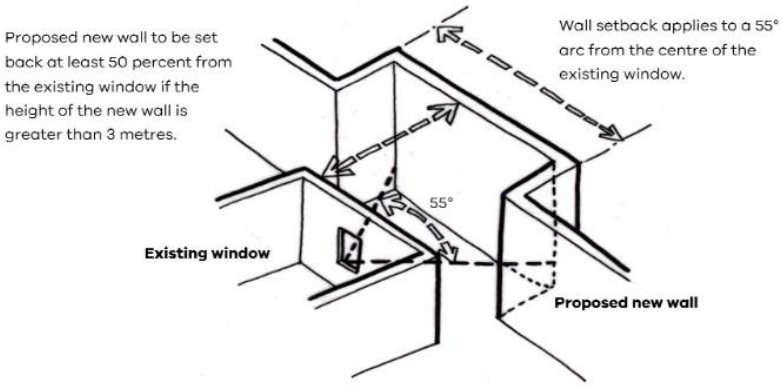
- The design response.
- The extent to which the existing dwelling or small second dwelling has provided for reasonable daylight access to its habitable rooms through the siting and orientation of its habitable room windows.
- The impact on the amenity of existing dwellings or small second dwellings.

## Applying the standard

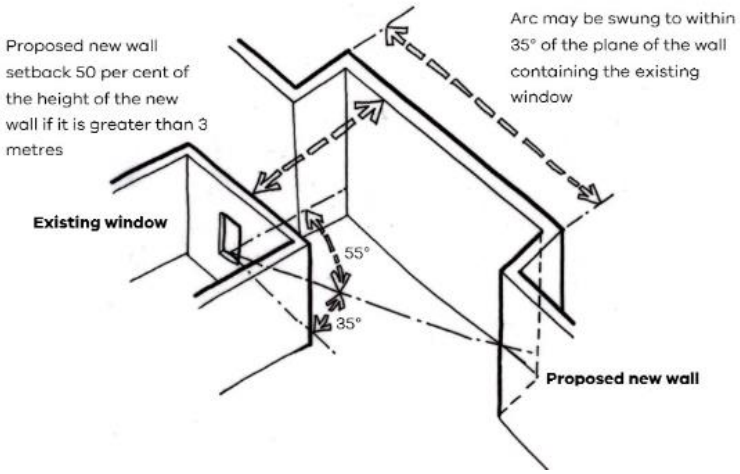
**Building opposite an existing habitable room window**




**55-degree arc from centre of an existing window**




**35 degree arc from plane of an existing window**




**Supporting documentation**

Identify widths and heights of built form proposed adjoining existing habitable room windows.

## **Standard B4-2** Existing north-facing windows

**Why this is important**

This standard protects the energy efficiency of existing dwellings or small second dwellings which use north-facing windows for passive solar heating.

**Existing north-facing windows objective**

To allow adequate solar access to existing north-facing habitable room windows.

**Standard B4-2**

Where a north-facing habitable room window of a neighbouring dwelling or small second dwelling is within 3 metres of a boundary on an abutting lot:

- A new building is to be set back from the boundary by at least 1 metre, plus 0.6 metres for every metre of height over 3.6 metres up to 6.9 metres, plus 1 metre for every metre of height over 6.9 metres. This setback is to be provided for a distance of at least 3 metres from the edge of each side of the window.
- For new buildings that meet the Standard B2-3.2 setback, the building is set back from the boundary by at least 6 metres up to a height not exceeding 11 metres and at least 9 metres for a height over 11 metres between south 30 degrees west to south 30 degrees east. This setback is to be provided for a distance of at least 3 metres from the edge of each side of the window.

For this standard a north-facing window is a window with an axis perpendicular to its surface oriented from north 20 degrees west to north 30 degrees east.

**Diagram B4-2.1 North-facing windows**

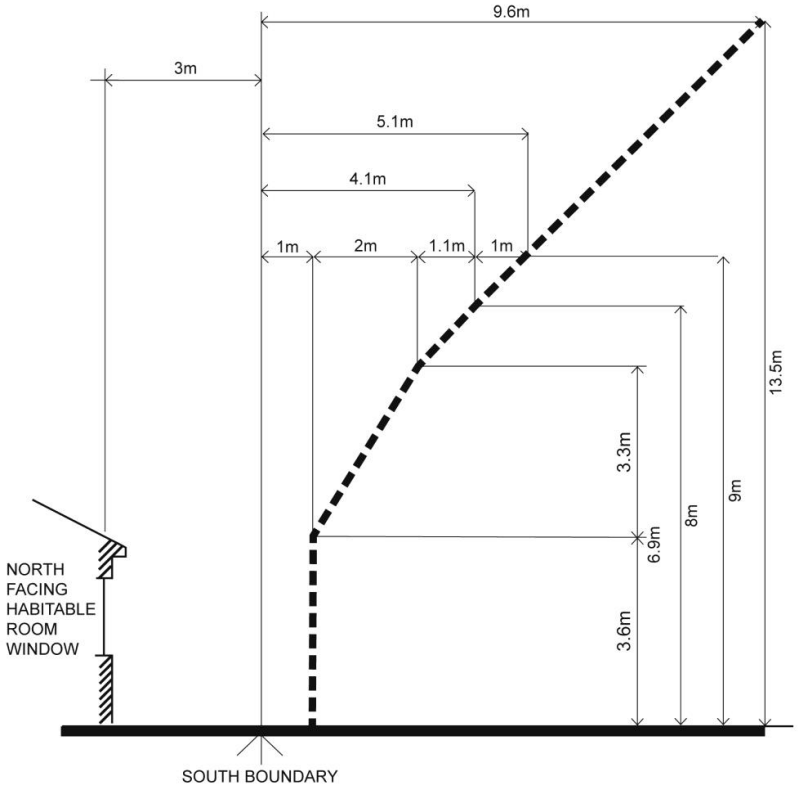
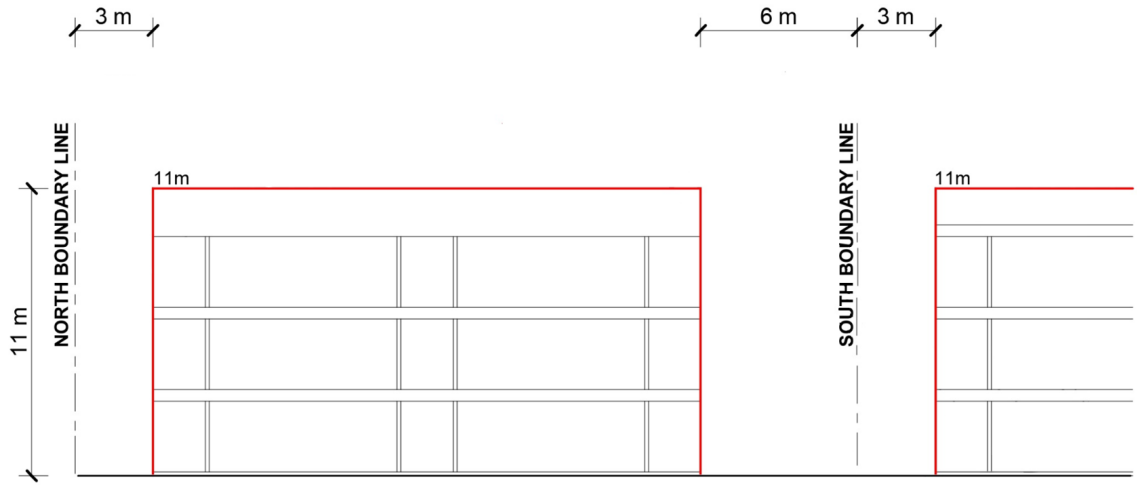


**Diagram B4-2.2 North facing windows**




**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response.
- Existing sunlight to the north-facing habitable room window of the existing dwelling or small second dwelling.
- The impact on the amenity of existing dwellings or small second dwellings

## Applying the standard

The formula for calculating the required setback for new buildings that meet the Standard B2-3.1 where the building height is between 3.6 metres and 6.9 metres is:

***1m + [0.6m x (h – 3.6m)] (h is the wall height)***

If the wall height is greater than 6.9 metres, the formula is:

***1m + [0.6m x (6.9m – 3.6m)] + [1m x (h – 6.9m)]***

Applying the formula to the same dwelling used in the side and rear setbacks standard example above (see Standard B2-1), the upper storey will need to be set back a further 1 metre from the southern boundary to protect sunlight to north-facing windows on an existing dwelling located to the south.

***1 m + [0.6 x (6.9m – 3.6m)]***

***= 1m + [0.6 x 3.3m]***

***= 1m + 1.98m***

***= 2.98m (rounded up to 3m) setback***

**Supporting documentation**

Identify wall heights and setbacks on plans, elevations and setbacks.

## **Standard B4-3** Overshadowing secluded open space objective

**Why this is important**

This standard protects existing secluded private open space from overshadowing from new developments. Secluded private open space areas should receive adequate natural light for the comfort of residents and to promote the use of the space.

**Overshadowing secluded open space objective**

To ensure buildings do not significantly overshadow existing secluded private open space.

**Standard B4-3**

The area of secluded private open space that is not overshadowed by the new development is greater than 50 per cent, or 25 square metres with a minimum dimension of 3 metres, whichever is the lesser area, for a minimum of five hours between 9 am and 3 pm on 22 September.

If existing sunlight to the secluded private open space of an existing dwelling or small second dwelling is less than the requirements of this standard, the amount of sunlight will not be further reduced.

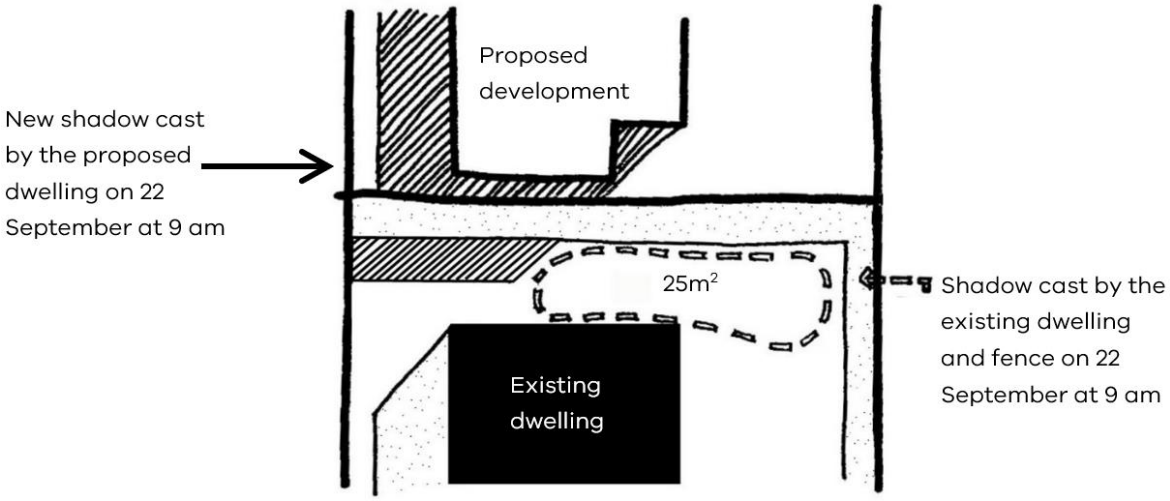
**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

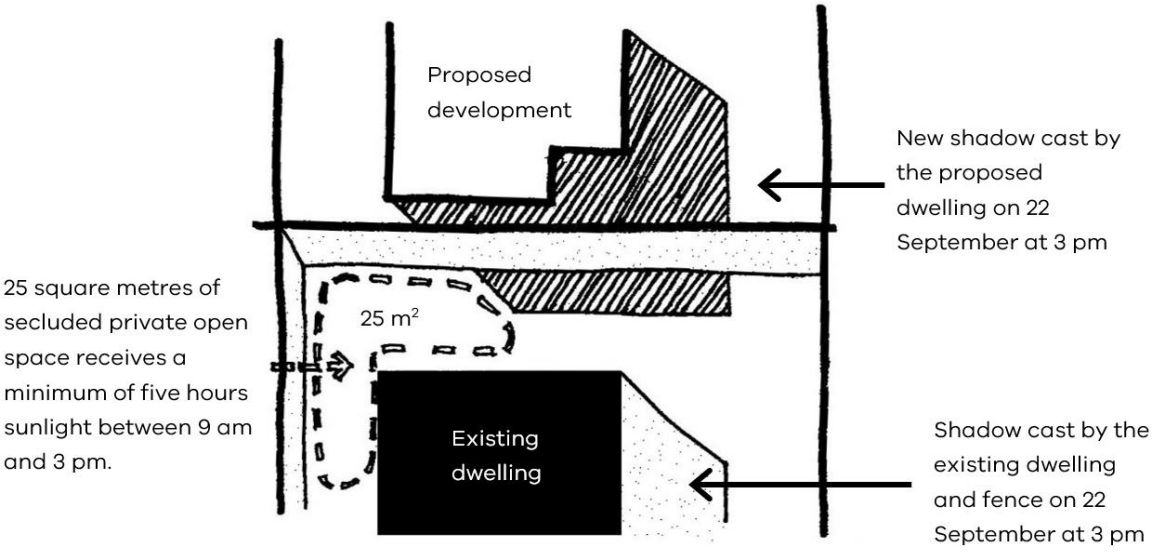
- The design response.
- The impact on the amenity of existing dwellings or small second dwellings.
- Existing sunlight penetration to the secluded private open space of the existing dwelling or small second dwelling.
- The time of day that sunlight will be available to the secluded private open space of the existing dwelling or small second dwelling.
- The effect of a reduction in sunlight on the existing use of the existing secluded private open space.

## Applying the standard

**Overshadowing at 9am**



**Overshadowing at 3pm**

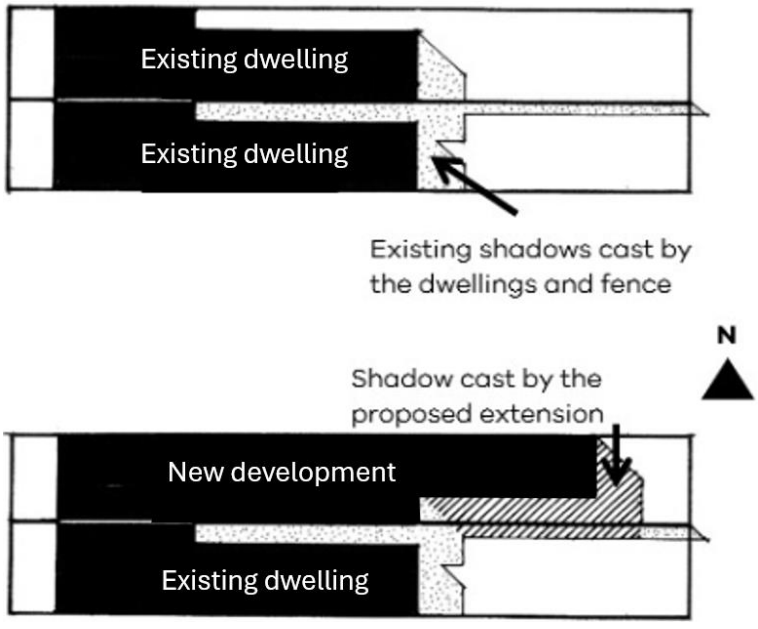



**Existing overshadowing greater than allowed by the standard**

In a typical inner city scenario many private open spaces have existing overshadowing greater than allowed by the requirements of this standard.

In these instances, the amount of sunlight should not be further reduced.

This example shows how Development A can be extended without further reducing the amount of sunlight to the private open space of Development B by designing for the shadow of the proposed extension to fall within the shadow of the existing fence.



**Length of shadow on 22 September**

| Time | Sun altitude (degrees) | Shadow length of a 1 metre high post (m) |
|---|---|---|
| **9.00 am** | 32° | 1.60 |
| **10.00 am** | 41° | 1.15 |
| **11.00 am** | 49° | 0.87 |
| **12.00 noon** | 52° | 0.78 |
| **1.00 pm** | 50° | 0.84 |
| **2.00 pm** | 45° | 1.00 |
| **3.00 pm** | 36° | 1.38 |

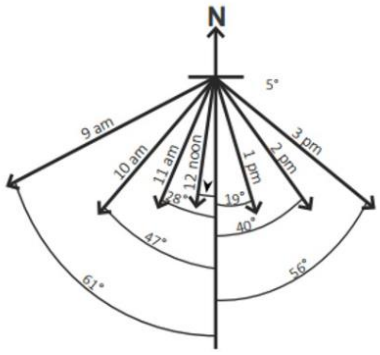
As a simple guide, the table above gives an indication of shadow lengths at various times of the day based on the height of a 1 metre post and assuming flat ground.

To roughly calculate the length of shadow cast by a 4.5 metre high wall at 9:00 am, you simply multiply 4.5 metres x 1.6 metres = 7.2 metres (shadow length).

**Sunlight to private open space**

There are a range of commercial packages available to assist in measuring and producing overshadowing diagrams.

**Angle of shadow 22 September**




**Supporting documentation**

Provide existing and proposed shadow diagrams.

## **Standard B4-4** Overlooking

**Why this is important**

This standard protects existing windows and private open spaces from overlooking, ensuring privacy, security, and the overall amenity of a space for the well-being and usability of its occupants.

**Overlooking objective**

To limit views into existing secluded private open space and habitable room windows.

**Standard B4-4**

In Clause 55.04-4 a habitable room does not include a bedroom.

A habitable room window, balcony, podium, terrace, deck or patio is located and designed to avoid direct views into the secluded private open space of an existing dwelling or small second dwelling within a horizontal distance of 9 metres (measured at ground level) of the window, balcony, terrace, deck or patio. Views are measured within a 45 degree angle from the plane of the window or perimeter of the balcony, terrace, deck or patio, and from a height of 1.7 metres above floor level.

A habitable room window, balcony, terrace, deck or patio that is located with a direct view into a habitable room window of an existing dwelling or small second dwelling within a horizontal distance of 9 metres (measured at ground level) of the window, balcony, terrace, deck or patio:

- Is offset a minimum of 1.5 metres from the edge of one window to the edge of the other; or
- Has sill heights of at least 1.7 metres above floor level; or
- Has fixed, obscure glazing in any part of the window below 1.7 metre above floor level; or
- Has permanently fixed external screens to at least 1.7 metres above floor level and be no more than 25 per cent transparent; or
- Has fixed elements that prevent the direct view, such as horizontal ledges or vertical fins.

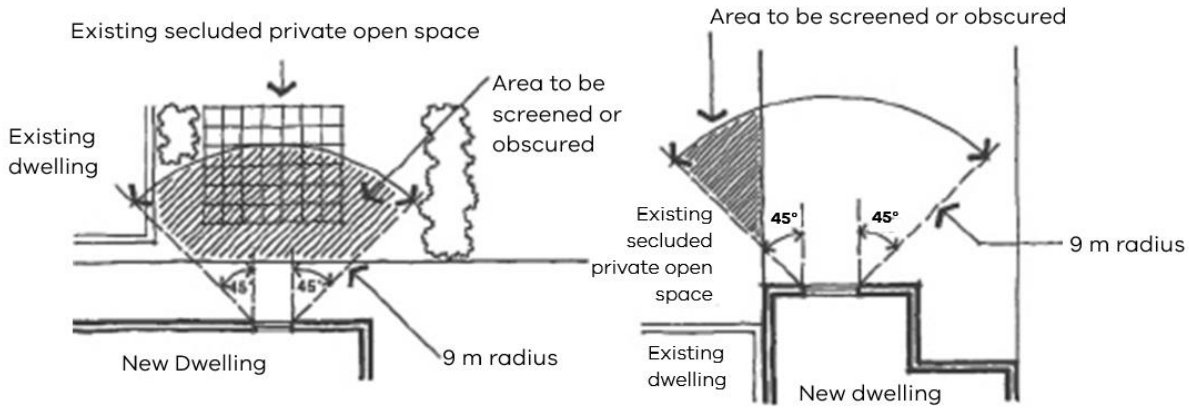
Obscure glazing in any part of the window below 1.7 metres above floor level may be openable provided that there are no direct views as specified in this standard.

Screens used to obscure a view are:

- Perforated panels or trellis with a maximum of 25 per cent openings or solid translucent panels.
- Permanent, fixed and durable.
- Designed and coloured to blend in with the development.

This standard does not apply to a new habitable room window, balcony, terrace, deck or patio which faces a property boundary where there is a visual barrier at least 1.8 metres high and the floor level of the habitable room, balcony, terrace, deck or patio is less than 0.8 metres above ground level at the boundary.

**Diagram B4-4 Overlooking**




**Decision guidelines**

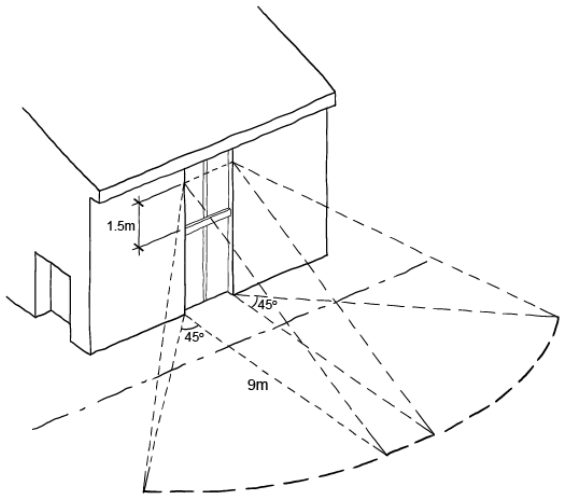
Before deciding on an application, the responsible authority must consider:

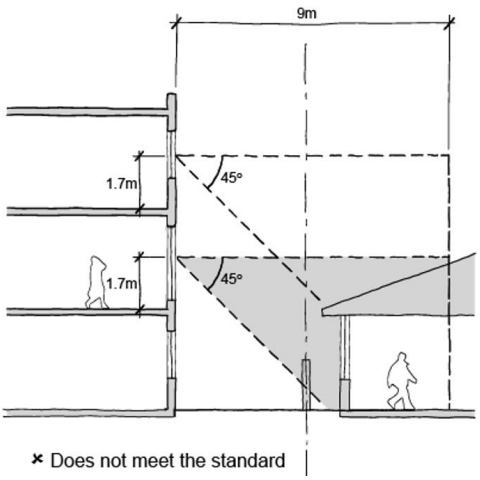
- The design response.
- The impact on the amenity of the secluded private open space or habitable room window.
- The existing extent of overlooking into the secluded private open space and habitable room windows of existing dwellings or small second dwellings.
- The internal daylight to and amenity of the proposed dwelling, residential building or small second dwelling.

## Applying the standard

**Overlooking into secluded private open space**

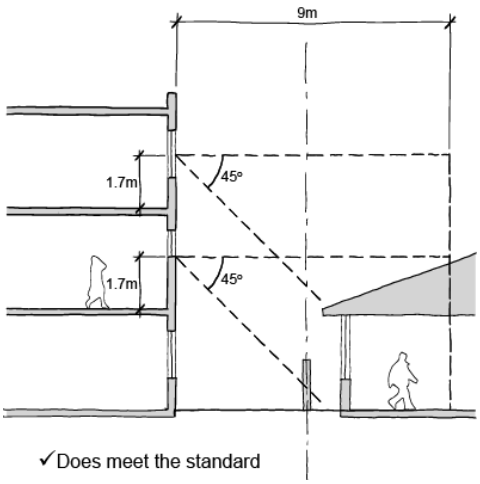
You should only consider any direct line of sight within the defined area of view when considering overlooking from a proposed habitable room window into neighbouring secluded private open space.






× Does not meet the standard

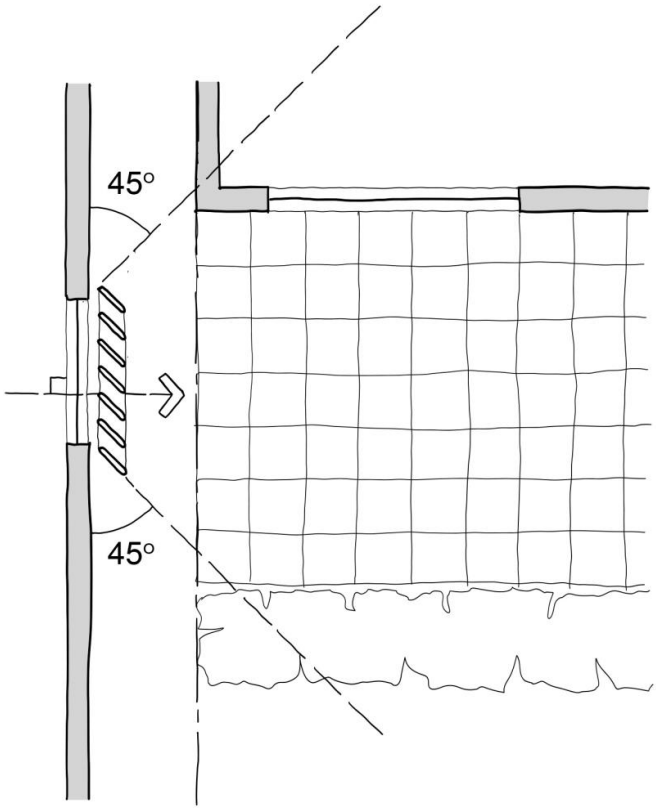
Overlooking available into neighbouring secluded private open space and habitable room windows




✓Does meet the standard

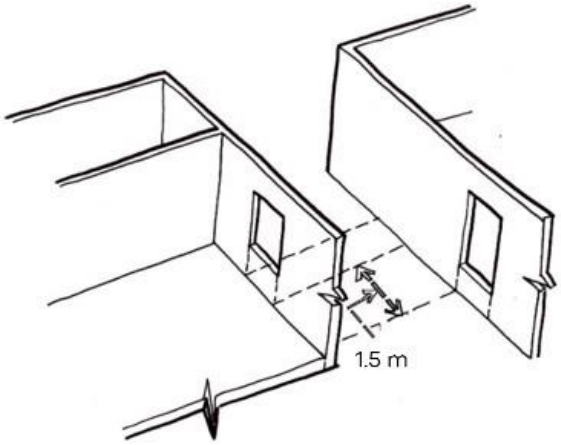
Windows elevated to restrict views into neighbouring secluded private open space and habitable room windows

Fixed elements that prevent direct views, such as angled vertical fins can be used to restrict views.



**Offsetting a new window**

A new habitable room window should be offset 1.5 metres from the edge of an existing window.




**Supporting documentation**

Identify existing habitable windows on site plan.

Demonstrate overlooking is mitigated in accordance with standard on plans, elevations and sections, as relevant.

## **Standard B4-**5 Internal views

**Why this is important**

This standard limits views into the secluded private open spaces and habitable room windows of dwellings and residential buildings within a development to ensure privacy.

**Internal views objective**

To limit views into the secluded private open space and habitable room windows of dwellings and residential buildings within a development.

**Standard B4-5**

In Clause 55.04-5 a habitable room does not include a bedroom.

Within the development, a habitable room window, balcony, terrace, deck or patio that is located with a direct view into the secluded private open space of another dwelling:

- Is offset a minimum of 1.5 metres from the edge of the secluded private open space; or
- Has a sill height of at least 1.7 metres above floor level; or
- Has a fixed, visually obscure balustrade to at least 1.7 metre above floor level; or
- Has permanently fixed external screens to at least 1.7 metres above floor level; or.
- Has fixed elements that prevent the direct view, such as horizontal ledges or vertical fins.

Direct views are measured at a height of 1.7 metres above floor level and within:

- A 45 degree horizontal angle from the edge of the new window or balcony.
- A 45 degree angle in the downward direction.

Screens provided for overlooking are no more than 25 per cent transparent. Screens may be openable provided that this does not allow direct views as specified in this standard.

**Decision guideline**

Before deciding on an application, the responsible authority must consider the design response.

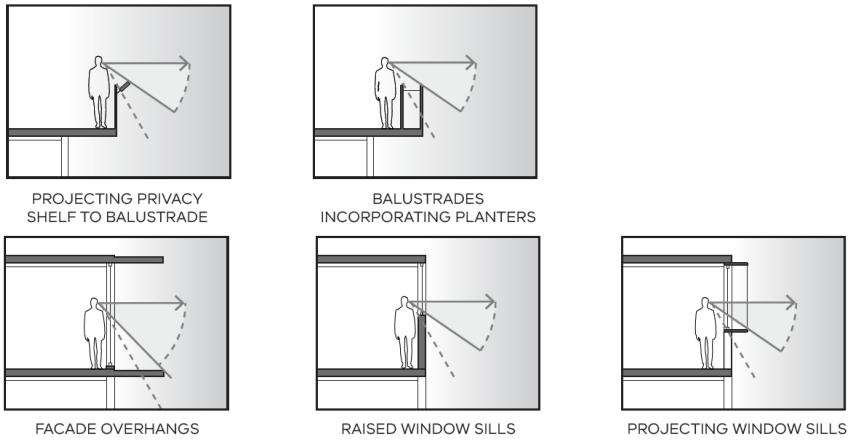
## Applying the standard

Use building setbacks and the relationship between buildings on a site, as the primary method of limiting views into secluded private open spaces and habitable room windows of dwellings.

Adjust building form, façade shape and window locations to further limit views into secluded private open spaces and habitable room windows of dwellings while protecting access to daylight and outlook.

In addition to building setbacks, design techniques for privacy include:

- Creating oblique and controlled views such as bay windows.
- Limiting lengths of facades that direct views towards the adjoining habitable rooms and secluded private open spaces by shaping, staggering or realigning facades.
- Using sill and balustrade heights and depths to limit direct views downwards.




Using pergola and shading devices to screen views to dwellings and secluded private open spaces on lower levels.

When secluded private open spaces and habitable room windows in separate dwellings directly face each other, generally provide greater building separations than where one dwelling faces the side of another dwelling.

**Supporting documentation**

Nominate all minimum building setbacks.

## 55.05 SUSTAINABILITY

### Standard B5-1 Permeability and stormwater management

**Why this is important**

This standard limits the amount of hard surfaces that can surround a new development and requires stormwater management that maximises the retention and reuse of stormwater.

These measures help to make best use of all water sources, reduce pollution of waterways, minimise the contribution of stormwater runoff to localised flooding and support cooling and greening of urban environment in the face of a changing climate.

**Permeability and stormwater management objective**

To reduce the impact of increased stormwater run-off on the drainage system and downstream waterways.

To facilitate on-site stormwater infiltration.

To encourage stormwater management that maximises the retention and reuse of stormwater.

To contribute to urban cooling.

**Standard B5-1**

The site area covered by the pervious surfaces is at least 20 percent of the site.

The development includes a stormwater management system designed to:

- Meet the best practice quantitative performance objectives for stormwater quality specified in the Urban stormwater management guidance (EPA Publication 1739.1, 2021) of:
    - Suspended solids 80% reduction in mean annual load.
    - Total phosphorus and Total Nitrogen 45% reduction in mean annual load.
    - Litter 70% reduction of mean annual load.

      **Note:**

      A certificate generated from a stormwater assessment tool including Stormwater Treatment Objective- Relative Measurement (STORM), Model for Urban Stormwater Improvement Conceptualisation (MUSIC) or an equivalent product accepted by the responsible authority may be used to demonstrate the performance objectives for stormwater quality are met.
- Direct flows of stormwater into treatment areas, garden areas, tree pits and permeable surfaces, with drainage of residual flows to the legal point of discharge.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response.
- The capacity of the site to incorporate stormwater retention and reuse.
- The existing site coverage and any constraints imposed by existing development.
- The capacity of the drainage network to accommodate additional stormwater.

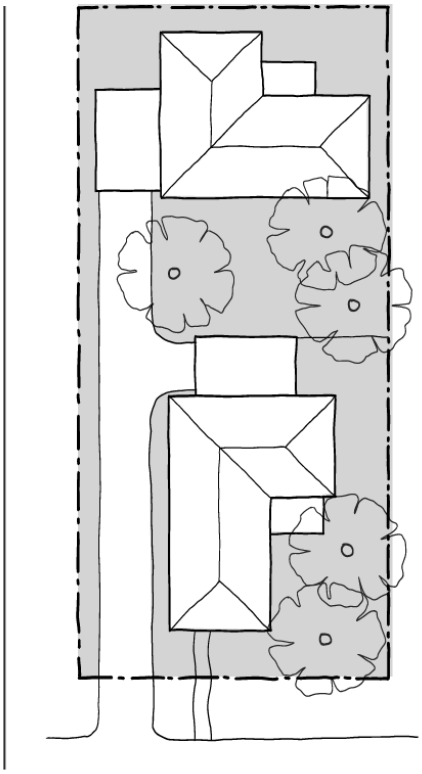
## Applying the standard

**Permeability**

Permeability is calculated as the total pervious area multiplied by 100 divided by total site area.

Water cannot penetrate an impervious surface. An impervious surface includes a dwelling, a small second dwelling, a garage or carport, a verandah, a garden shed, a path, a swimming pool, outdoor paved areas, a driveway or any other sealed surface.

At least 20 per cent of the site should have surfaces that can allow penetration of water to deep soil such as garden beds, lawn and other unsealed surfaces. This can include driveways, pathways and outdoor entertaining areas, provided the materials used for their construction are pervious.



At least 20 per cent of the site should have permeable surfaces

**Stormwater**

Compliance with the standard can be demonstrated through a certificate generated from an industry recognised assessment tool accepted by the responsible planning authority. Larger projects which use sophisticated modelling tools such as MUSIC should be prepared by a suitably qualified consultant. Melbourne Water provides helpful advice on the use of current Stormwater assessment tools: *STORM and MUSIC tools | Melbourne Water*.

Details of a stormwater management system and evidence that the design features meet quantitative performance objectives for stormwater quality as set out in Standard B5-1 will typically include the following elements:

| Site features and stormwater management responses | Modelling and compliance |
|---|---|
| 1: Show the site boundary, dimensions, and total site area on the site layout plan.<br><br>2: Provide a site layout plan showing all building roofs and covered areas, pervious (unsealed) surface areas and impervious (sealed) surface areas with dimensions. These details must be consistent with the plans and other documents lodged with the planning application.<br><br>3: Show the legal point of discharge.<br><br>4: Specify the area draining to each downpipe, treatment and legal point of discharge – includes both impervious and pervious areas.<br><br>5: Show the location, type and surface area (sqm) of the proposed WSUD treatment systems on a plan, including how each internal catchment area to be treated will be connected to a WSUD element (e.g. roof to rainwater tank, driveway to raingarden). Show how piped connections will be made within the site and to the legal point of discharge and clearly annotate any impervious areas not being treated by a WSUD element.<br><br>6: Indicate the expected volume of on-site stormwater reuse and how this has been calculated.<br><br>7: Indicate the expected volume of on-site stormwater reuse and how this has been calculated. | 1: STORM (or approved equivalent) report with a minimum 100% rating or MUSIC (or other acceptable modelling) results that meets best practice meet quantitative performance objectives for stormwater quality (pollutant load reductions) objectives: TSS 80%; TP 45%; TN 45%; Litter 70%.<br><br>2: Summary of model input parameters, including each WSUD treatment system.<br><br>3: Screen print of model analysis (e.g. STORM report) or a schematic of the model (e.g. MUSIC).<br><br>4: If MUSIC: Check MUSIC file using the MUSIC auditor (https://www.musicaud itor.com.au/).<br><br>5: The applicant should submit a copy of the MUSIC file (.sqz) used to generate treatment performance. |

**Supporting documentation**

Provide a site plan demonstrating permeability.

Provide a stormwater assessment.

## **Standard B5-2** Overshadowing domestic solar energy systems

**Why this is important**

This standard ensures that reasonable solar access is provided to existing domestic solar energy systems on the roofs of buildings.

**Overshadowing domestic solar energy systems objective**

To ensure that the height and setback of a building from a boundary allows reasonable solar access to existing domestic solar energy systems on the roofs of buildings.

**Standard B5-2**

Any part of a new building that will reduce the sunlight at any time between 9am and 4 pm on 22 September to an existing domestic solar energy system on the roof of a building on an adjoining lot be set back from the boundary to that lot by at least 1 metre at 3.6 metres above ground level, plus 0.3 metres for every metre of building height over 3.6 metres up to 6.9 metres, plus 1 metre for every metre of height over 6.9 metres.

This standard applies to an existing building in a Township Zone, General Residential Zone or Neighbourhood Residential Zone.

In Clause 55.05-2 domestic solar energy system means a domestic solar energy system that existed at the date the application was lodged.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider whether the domestic solar energy system has been sited to optimise efficiency and protection from overshadowing.

## Applying the standard

To comply with this standard, a new building must be designed to minimise overshadowing of any existing solar energy system on a neighbouring lot. The building should be set back from the boundary at increasing distances as its height increases.

Where the new building height is 3.6 metres above ground level, the set back from the boundary is 1 metre.

Where the new building height is between 3.6 metres and 6.9 metres, the formula is:

**1 m + [0.3 m x (h – 3.6 m)]**

*(h = wall height)*

Where the wall height is greater than 6.9 metres, the formula is:

**1 m + [0.3 m x (6.9 m – 3.6 m)] + [1 m x (h – 6.9 m)]**

*(h = wall height)*

Using the above example, if the new building height is 8.5 metres, the required setback is calculated as follows:

**1 m + [0.3 x (6.9 m – 3.6 m)]**

**= 1 m + [0.3 x 3.3 m]**

**= 1 m + 0.99 m**

**= 1.99 m (rounded up to 2 m) plus**

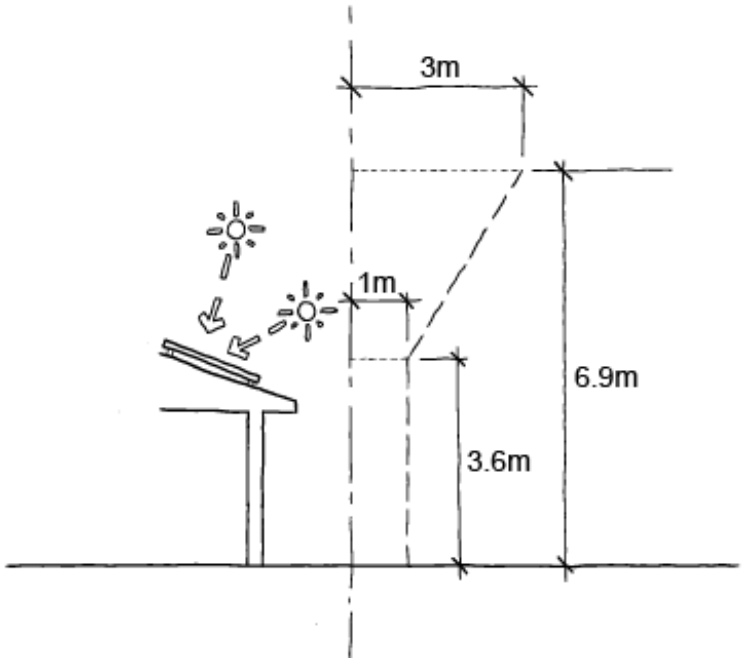
**= 1 m x (8.5 m – 6.9 m)**

**= 1 m x 1.6 m**

**= 1.6 m**

**2 m + 1.6 m = 3.6 metres total setback of building height at 8.5 metres**

**New building setback from the boundary of an existing domestic solar energy system on the roof of a building on an adjoining lot**




**Supporting documentation**

Identify existing domestic solar energy systems on the roofs of buildings on the existing context plan.

Demonstrate setbacks on plans and elevations.

## **Standard B5-3** Rooftop solar energy generation area

**Why this is important**

This standard supports the future installation of appropriately sited rooftop solar energy systems for a dwelling. Rooftop solar panels allow occupants to generate their own electricity, reducing dependence on external energy providers and decrease greenhouse gas emissions, reduce air pollution, and help combat climate change.

**Rooftop solar energy generation area objective**

To support the future installation of appropriately sited rooftop solar energy systems for a dwelling.

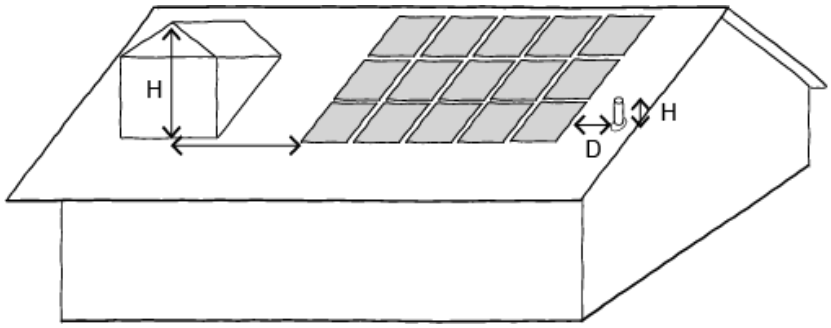
**Standard B5-3**

In Clause 55.05-3 rooftop solar energy area means an area provided on the roof of a dwelling to enable the future installation of a solar energy system.

An area on the roof is capable of siting a rooftop solar energy area for each dwelling which:

- Has a minimum dimension of 1.7 metres.
- Has a minimum area in accordance with Table B5-3.
- Is oriented to the north, west or east.
- Is positioned on the top two thirds of a pitched roof.
- Can be a contiguous area or multiple smaller areas.
- Is free of obstructions on the roof of the dwelling within twice the height of each obstruction (H), measured horizontally (D) from the centre point of the base of the obstruction to the nearest point of the rooftop solar energy area.

**Diagram B5-3 Allowable distance between obstructions and the rooftop solar energy area**




Obstructions located south of all points of the rooftop solar energy area are not subject to the horizontal distance requirements.

**Table B5-3 Minimum rooftop solar energy generation area**

| Number of bedrooms | Minimum roof area |
|---|---|
| 1 bedroom dwelling | 15 square metres |
| 2 or 3 bedroom dwelling | 26 square metres |
| 4 or more bedroom dwelling | 34 square metres |

This standard does not apply to apartments and residential buildings.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response.
- The size and orientation of the building.
- The availability of solar access to the rooftop.
- The extent to which the rooftop solar energy generation area is overshadowed by existing buildings, other permanent structures or equipment on the rooftop.

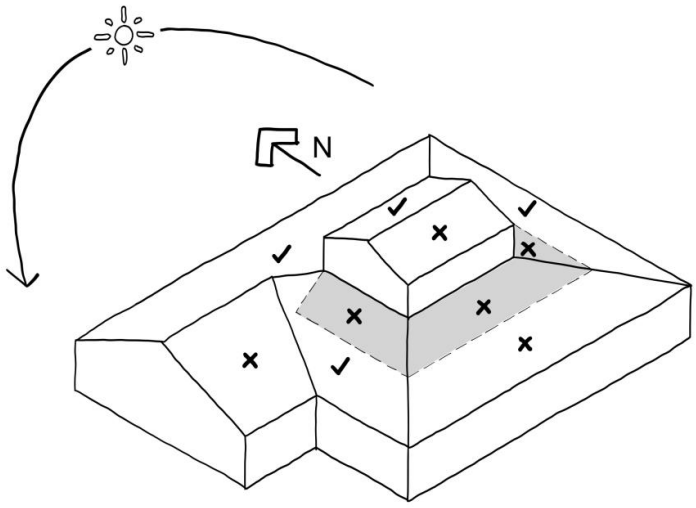
## Applying the standard

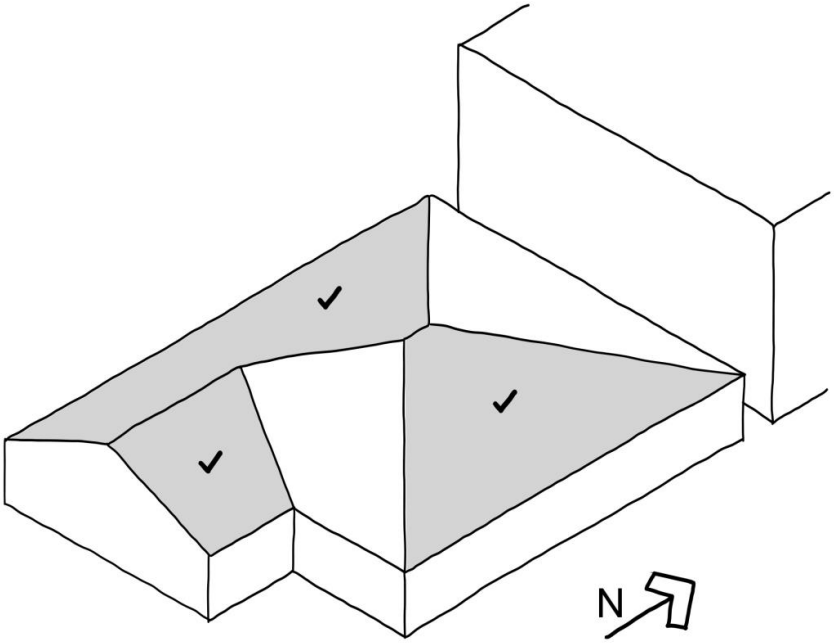
A rooftop solar energy generation area must be provided with a minimum area specified in Table B5-3 and minimum dimension of 1.7 metres.

The rooftop solar energy generation area must be:

- Orientated north, west or east.
- Positioned high on the roofline.
- Free of obstructions.

If an existing building overshadows the building from the North, the East and West will be better locations for energy generation.






**Supporting documentation**

Identify location of the rooftop solar energy generation area on plans, as relevant.

## **Standard B5-4** Solar protection to new north-facing windows

**Why this is important**

This standard ensures that north facing windows are designed to optimise solar access and thermal comfort.

**Solar protection to new north-facing windows objective**

To encourage external shading of north facing windows to minimise summer heat gain.

**Standard B5-4**

North facing windows are shaded by eaves, fixed horizontal shading devices or fixed awnings with a minimum horizontal depth of 0.25 times the window height.

**Decision Guidelines**

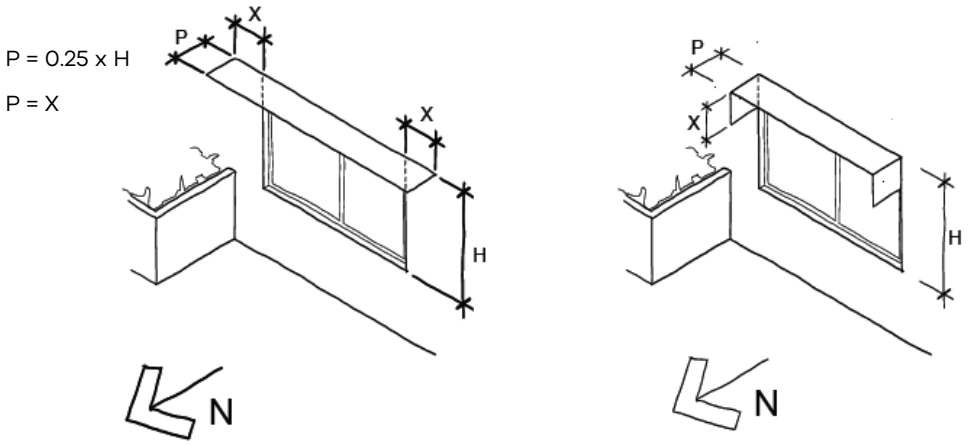
Before deciding on an application, the responsible authority considers:

- The design response.
- The size and orientation of the lot.
- The type and use ability of external solar shading devices, including alternative design responses.

## Applying the standard

External fixed sun shading and solar control devices should be integrated into the building design where possible.

North facing sun shading should be designed to allow winter sun and shade summer sun.




**Supporting documentation**

Show solar protection to north-facing windows on plans, elevations and sections.

## **Standard B5-5** Waste and recycling

**Why this is important**

This standard ensures that waste and recycling facilities are accessible and are of sufficient size to manage organic and general waste, and mixed and glass recycling. It ensures that dwellings facilitate waste recycling effectively. Good waste management promotes recycling, protects the environment and addresses health and safety risks. Developments with good waste management facilities minimise the impacts of waste on the health and wellbeing of occupants and the amenity of the public realm.

**Waste and recycling objectives**

To ensure dwellings are designed to facilitate waste recycling.

To ensure that waste and recycling facilities are accessible and are of sufficient size to manage organic and general waste, and mixed and glass recycling.

To ensure that waste and recycling facilities are designed and managed to minimise impacts on residential amenity.

**Standard B5-5**

**Dwelling (other than a dwelling in or forming part of an apartment development)**

The development includes an individual bin storage area for each dwelling, or a shared bin storage area for use by each dwelling, of at least the applicable area, depth and height specified in Table B5-5.1.

**Table B5-5.1 Bin storage**

| Type of bin storage area | Minimum area | Minimum depth | Minimum height |
|---|---|---|---|
| Individual bin storage area for a dwelling. | 1.8 square metres | 0.8 metre | 1.8 metres |
| Shared bin storage area for 3 dwellings or less. | 5.4 square metres | 0.8 metre | 1.8 metres |
| Shared bin storage area for 4 or more dwellings. | 1 square metre per dwelling plus 4 square metres | 0.8 metres | 1.8 metres |

If the development includes a shared bin storage area:

- The shared bin storage area:
  - Is located within 40 metres of a kerbside collection point.
  - Includes a tap for bin washing.
- There is a continuous path of travel free of steps and obstructions from dwellings to the bin storage area.

Where access is provided for private bin collection on the land the design of access ways must allow the vehicle to enter and exit in a forward direction.

Each dwelling includes an internal waste and recycling storage space of at least 0.07 cubic metres with a minimum depth of 250 millimetres.

**Dwelling in or forming part of an apartment development**

The development includes a shared bin storage area for use by each dwelling of at least the applicable area, depth and height specified in Table B5-5.2.

**Table B5-5.2 Apartment bin storage**

| Number of dwellings | Minimum area | Minimum depth | Minimum height |
|---|---|---|---|
| **15 or less dwellings** | 0.7 square metres per dwelling in a shared waste storage area | 0.8 metres | 2.7 metres |
| **16 to 55 dwellings** | 0.5 square metres per dwelling, plus 5 square metres in a shared waste storage area. | 1 metre | 2.7 metres |
| **56 or more dwellings** | 0.5 square metres per dwelling in a shared waste storage area. | 1 metres | 2.7 metres |

Enclosed bin storage areas are ventilated by:

- Natural ventilation openings to the external air with an area of at least 5 per cent of the area for bin storage area; or
- A mechanical exhaust ventilation system.

A tap and drain is provided to wash bins.

A continuous path of travel is provided from each dwelling to bin storage areas.

Each dwelling includes an internal waste and recycling storage space of at least 0.07 cubic metres with a minimum depth of 250 millimetres.

**Decision guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response, including a Waste Management Plan.
- Any relevant waste and recycling objective, policy or statement set out in this planning scheme.
- The functionality and accessibility of waste and recycling facilities, including for people with limited mobility.
- Whether facilities are provided for on-site reuse or management of food and garden organics through composting or other waste recovery.
- Whether waste and recycling facilities are designed to meet the better practice design options specified in Waste management and recycling in multi-unit developments (Sustainability Victoria, 2019).

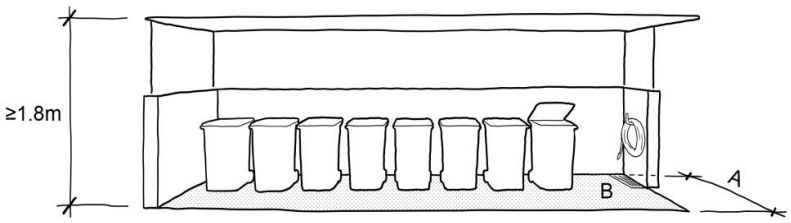
## Applying the standard

For dwellings not part of an apartment development (e.g. dual-occupancy or townhouse developments), the area for bin storage must have:

a minimum height of 1.8 metres

a minimum depth of 0.8 metres (A)

a minimum area specified in Table B5-5.1 (B)

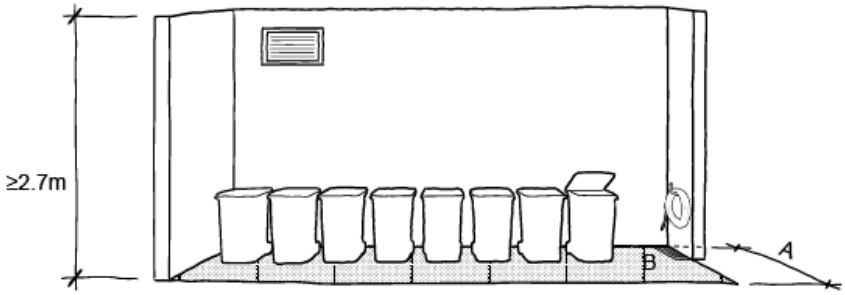



For dwellings part of an apartment development, the bin storage area must have:

a minimum height of 2.7 metres

a minimum depth specified in Table B5-5.2 (A)

a minimum area specified in Table B5-5.2 (B)




The minimum areas specified in Table B5-5.3 are based on storage containers for four waste streams. Developments with over 16 dwellings typically use larger large capacity communal receptacles.

Demonstrating compliance with the standard can be supported with a waste management plan that provides a clear method for storage, collection, and disposal of household waste and recyclables. In addition, an WMP can also incorporate management of eWaste and hard waste.

Large multi-unit developments can present greater complexity and design challenges for waste management. A waste management plan should be prepared by a suitably qualified waste consultant. The typical contents of a WMP are outlined under the supporting documentation. The Waste management plan checklist (Appendix 13) included in the *Waste Management and Recycling in Multi-unit Developments – Beter Practice Guide (Sustainability Victoria, 2019)* provides helpful information on suitable information to include in such plans.

Where access is provided for private bin collection use swept path analysis is helpful to determine if a design will meet the manoeuvring requirements of the collection vehicle. It will also inform design responses to limit reversing of trucks and associated noise from reversing alarms.

Adequate clearance should be provided above collection points taking into account the height of collection vehicles while lifting bins.

Providing a bin wash down area will allow bins to be cleaned will prevent the generation of odours.

Ensure drainage of a shared waste storage area (including a bin room) does not lead to stormwater pollution. Wash areas should be designed in accordance with relevant EPA requirements.

Where residents must access the basement or common storage areas to dispose of waste or recyclables, ensure that these areas are accessible for residents with limited mobility. Providing a continuous path of travel free of steps and obstructions from dwellings to the bin storage area supports this objective.

In addition, to support effective design outcomes on floors where there are apartments that comply with the accessibility standards, common storage areas for waste and recyclables should also be accessible for residents with limited mobility.

Bin rooms, waste compactors, waste chutes (where provided) waste collection points should be located to minimise noise impacts for residents and uses adjacent to the site. Use acoustic insulation as necessary to reduce noise impacts.

**Supporting documentation**

A Waste Management Plan prepared by a suitably qualified person.

Locate and dimension waste storage facilities on plans.

## **Standard B5-6** Noise impacts

**Why this is important**

This standard minimises the impact of mechanical plant noise located within the development by ensuring the shared mechanical plant is appropriately located. Reducing internal and external noise impacts is important to occupant wellbeing and amenity.

**Noise impacts objective**

To minimise the impact of mechanical plant noise located in the development.

**Standard B5-6**

Mechanical plant, including mechanical car storage and lift facilities are not located immediately adjacent to bedrooms of new or existing dwellings or small second dwellings, unless a solid barrier is in place to provide a line-of-sight barrier to transmission of noise and the location of all relevant bedrooms**.**

**Decision guideline**

Before deciding on an application, the responsible authority must consider:

- The design response.
- Whether the impact of potential noise sources within a development have been mitigated through design, location and siting.
- Whether an alternative design meets the relevant objectives having regard to the amenity of the dwelling or small second dwelling and the site context.

## Applying the standard

Use building siting, layout and design of dwellings to reduce the impact of noise to new and existing dwellings. Design techniques to mitigate noise include:

- Locating mechanical plants (including lift cores and mechanical car storage) away from bedrooms.
- Utilising screening to external and rooftop plant and services.
- Utilising fencing or screens to provide barrier to existing dwellings external to the site.

Suitable materials for fencing or screens could include:

- A solid brick or concrete wall
- A solid high density timber fence that is at least 20 millimetres thick constructed with overlapping planks and no clearance gap at the base.
- Locating mechanical car storage in basements.

There should not be any line-of-sight exposure between an open topped enclosure to noise sensitive areas such as bedrooms.

Advice to mitigate noise impacts may be a sought from a suitably qualified person.

**Supporting documentation**

Plans should show the location of mechanical plant, immediately adjacent to bedrooms of new or existing dwellings or small second dwellings and the solid barrier in place to provide a line-of-sight barrier to transmission of noise and the location of all relevant bedrooms. Including details of the material and structure of the solid barrier.

## **Standard B5-7** Energy efficiency for apartment developments

**Why this is important**

This standard complements the energy efficiency provision of the National Construction Code to support energy efficiency and thermal comfort of new apartments. Dwellings that are energy efficient through passive design provide good thermal comfort and reduce energy costs. With the ongoing effects of climate change, ensuring the thermal performance of apartments over summer will become increasingly important. Reducing energy costs is important for housing affordability.

**Energy efficiency for apartment developments objectives**

To achieve energy efficient dwellings and buildings.

To ensure dwellings achieve adequate thermal efficiency.

**Standard B5-7**

Dwellings in or forming part of an apartment development located in a climate zone identified in Table B5-7 do not exceed the maximum NatHERS annual cooling load.

**Table B5-7 Cooling load**

| **NatHERS climate zone** | **NatHERS maximum cooling load**<br>**MJ/M² per annum** |
|---|---|
| **Climate zone 21 Melbourne** | 30 |
| **Climate zone 22 East Sale** | 22 |
| **Climate zone 27 Mildura** | 69 |
| **Climate zone 60 Tullamarine** | 22 |
| **Climate zone 62 Moorabbin** | 21 |
| **Climate zone 63 Warrnambool** | 21 |
| **Climate zone 64 Cape Otway** | 19 |
| **Climate zone 66 Ballarat** | 23 |

**Note:**

Refer to NatHERS zone map, Nationwide House Energy Rating Scheme (Commonwealth Department of Environment and Energy).

**Decision Guidelines**

Before deciding on an application, the responsible authority must consider:

- The design response.
- The size, orientation and layout of the site.
- The availability of solar access to north-facing windows on the site.
- The annual cooling load for each dwelling.

## Applying the standard

From 1 May 2024, National Construction Code (NCC) 2022 changes come into effect that are different to the energy efficiency (cooling load) standards for apartment developments in planning schemes. The lower cooling load requirement (MJ/M2 per annum) in either planning or building system must be complied with.

Responsible authorities should seek to ensure that decisions on planning permit applications for apartment developments do not result in any inconsistencies with the NCC's accessibility and cooling load requirements which could be considered non-compliant.

This means that where cooling loads in the NCC have a lower cooling load requirement (MJ/M2 per annum) for a climate zone compared to Table B5-7, the NCC cooling load figure should apply. Where the cooling load figure in Table B5-7 has a lower cooling load requirement (MJ/M2 per annum) for a climate zone compared to the NCC, that figure should apply for the purposes of lodging and assessing a planning permit application.

For further information refer to the: Fact-sheet-Minium-requirements-for-design-compliance-with-accessibility-and-energy-efficiency-provisions.pdf

The different cooling loads reflect the varied climatic contexts across Victoria. The relevant NatHERS climate zone maps are available at http://www.nathers.gov.au.

**Supporting documentation**

Provide the standard outputs from existing NatHERS tools. The NatHERS certificate provides verification of the cooling load performance.

VICTORIA State Government | Department of Transport and Planning

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WARRNAMBOOL
CITY COUNCIL

# WARRNAMBOOL CITY COUNCIL

# INSTRUMENT OF DELEGATION

# S6 INSTRUMENT OF DELEGATION - MEMBERS OF STAFF

02 JULY 2025

Warrnambool City Council

# Preamble

Instrument of Delegation

In exercise of the powers conferred by the legislation referred to in the attached Schedule, the Council:

1. delegates each duty and/or function and/or power described in column 1 of the Schedule (and summarised in column 2 of the Schedule) to the member of Council staff holding, acting in or performing the duties of the office or position described opposite each such duty and/or function and/or power in column 3 of the Schedule;

2. record that references in the Schedule are as follows:

[#insert here table of abbreviations, for example:

"COG" means Co-ordinator of Governance#]

3. declares that:

3.1 this Instrument of Delegation is authorised by [#insert "a resolution" or "resolutions"#] of Council passed on [#date#] [#add "and [date]", if appropriate#]; and

3.2 the delegation:

3.2.1 comes into force immediately when the common seal of Council is affixed to this Instrument of Delegation or where the Chief Executive Officer of Council is authorised under resolution, the Chief Executive Officer executes the Instrument of Delegation;

3.2.2 remains in force until varied or revoked;

3.2.3 is subject to any conditions and limitations set out in sub-paragraph 3.3, and the Schedule; and

3.2.4 must be exercised in accordance with any guidelines or policies which Council from time to time adopts; and

3.3 the delegate must not determine the issue, take the action or do the act or thing:

3.3.1 if the issue, action, act or thing is an issue, action or thing which Council has previously designated as an issue, action, act or thing which must be the subject of a Resolution of Council;

3.3.2 if the determining of the issue, taking of the action or doing of the act or thing would or would be likely to involve a decision which is inconsistent with a

(a) policy; or

(b) strategy

adopted by Council;

3.3.3 if the determining of the issue, the taking of the action or the doing of the act or thing cannot be the subject of a lawful delegation; or

3.3.4 the determining of the issue, the taking of the action or the doing of the act or thing is already the subject of an exclusive delegation to another member of Council staff or delegated committee.

Warrnambool City Council

##Insert Council seal

##OR, where a Council resolution authorises the CEO to sign the instrument, insert:

Signed by the Chief Executive Officer of Council
in the presence of:
)
)

.....
Witness

Date: ……

## Delegation Sources

- Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2024
- Cemeteries and Crematoria Act 2003
- Domestic Animals Act 1994
- Food Act 1984
- Heritage Act 2017
- Local Government Act 1989
- Planning and Environment Act 1987
- Residential Tenancies Act 1997
- Road Management Act 2004
- Cemeteries and Crematoria Regulations 2015
- Planning and Environment Regulations 2015
- Planning and Environment (Fees) Regulations 2016
- Road Management (General) Regulations 2016
- Road Management (Works and Infrastructure) Regulations 2015

## Positions

| Abbreviation | Position | Name |
|---|---|---|
| Chief Executive Officer | Chief Executive Officer | |
| Construction Supervisor | Construction Supervisor | Damian Clarke |
| Coordinator City Development | Coordinator City Development | Nick Legoe |
| Coordinator City Strategy | Coordinator City Strategy | Robert Wandell |
| Coordinator Engineering Design | Coordinator Engineering Design | Daniel Selman |
| Coordinator Environmental Health | Coordinator Environmental Health | James Habel |
| Coordinator Infrastructure Management | Coordinator Infrastructure Management | Paul Cugley |
| Coordinator Local Laws & Emergency Management | Coordinator Local Laws & Emergency Management | Tim Brosowsky |

Warrnambool City Council

| Abbreviation | Position | Name |
|---|---|---|
| Coordinator Strategic Assets Management | Coordinator Strategic Assets Management | Mark Waters |
| Director City Futures | Director City Futures | Luke Coughlan |
| Director City Infrastructure & Environment | Director City Infrastructure & Environment | David Leahy |
| Environmental Health Officer | Environmental Health Officer | James Pigdon |
| Manager Asset & Project Planning | Manager Asset & Project Planning | Julie Anderson |
| Manager City Growth | Manager City Growth | Julie McLean |
| Manager City Safety | Manager City Safety | |
| Manager Infrastructure Services | Manager Infrastructure Services | Abel Farrell |
| N/A | Not Applicable | |
| Not Delegated | Not Delegated | |
| Senior Statutory Planner | Senior Statutory Planner | Bronwyn Mellor |

Warrnambool City Council

# S6 Instrument of Delegation - Members of Staff

| Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2024 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r 7 | Power to enter into a written agreement with a caravan park owner | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 10 | Function of receiving application for registration | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 11 | Function of receiving application for renewal of registration | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 12(1) | Duty to grant the registration if satisfied that the caravan park complies with these regulations | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 12(1) | Power to refuse to grant the registration if not satisfied that the caravan park complies with these regulations | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 12(2) | Duty to renew the registration if satisfied that the caravan park complies with these regulations | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |

| Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2024 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r 12(2) | Power to refuse to renew the registration if not satisfied that the caravan park complies with these regulations | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 12(3) | Duty to have regard to matters in determining an application for registration or an application for renewal of registration | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 12(4) & (5) | Duty to issue certificate of registration | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 14(1) | Function of receiving notice of transfer of ownership. | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 14(3) | Power to determine where notice of transfer is displayed | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 15(1) | Duty to transfer registration to new caravan park owner | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 15(2) | Duty to issue a certificate of transfer of registration | Manager City Safety, Coordinator Environmental Health, Environmental Health | |

| Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2024 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Officer | |
| r 15(3) | Power to determine where certificate of transfer of registration is displayed | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 16(1) | Power to determine the fee to accompany applications for registration or applications for renewal of registration | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 17 | Duty to keep register of caravan parks | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 21(1) | Duty to notify a caravan park owner of the relevant emergency services agencies for the caravan park, on the request of the caravan park owner | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 21(2) | Duty to consult with relevant emergency services agencies | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 22 | Power to determine places in which caravan park owner must display a copy of emergency procedures | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |

| Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2024 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r 23 | Power to determine places in which caravan park owner must display copy of public emergency warnings | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 24(2) | Power to consult with relevant floodplain management authority | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 26(b)(i) | Power to approve system for the discharge of sewage and wastewater from a movable dwelling | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 38 | Function of receiving notice of proposed installation of unregistrable movable dwelling or rigid annexe | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 38(b) | Power to require notice of proposal to install unregistrable movable dwelling or rigid annexe | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 39(3) | Function of receiving installation certificate | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |
| r 45(3) | Power to determine places in which caravan park owner must display name and telephone number | Manager City Safety, Coordinator Environmental Health, Environmental Health | |

| Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2024 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | of an emergency contact person | Officer | |
| r 45(5) | Power to determine places in which caravan park owner must display the certificate of registration or certificate of renewal of<br>registration, the plan of the caravan park and a copy of the caravan park rules | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 8(1)(a)(ii) | Power to manage one or more public cemeteries | N/A | Where Council is a Class B cemetery trust |
| s 12(1) | Function to properly and efficiently manage and maintain each public cemetery for which responsible and carry out any other function conferred under this Act | N/A | Where Council is a Class B cemetery trust |
| s 12(2) | Duty to have regard to the matters set out in paragraphs (a ) - (c) in exercising its functions | N/A | Where Council is a Class B cemetery trust |
| s 12A(1) | Function to do the activities set out in paragraphs (a) - (n) | N/A | Where Council is a Class A cemetery trust |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | |
| s 12A(2) | Duty to have regard to matters set out in paragraphs (a) -<br>(e) in exercising its functions | N/A | Where Council is a Class A cemetery trust |
| s 13 | Duty to do anything necessary or convenient to enable it to carry out its functions | N/A | |
| s 14 | Power to manage multiple public cemeteries as if they are one cemetery. | N/A | |
| s 15(4) | Duty to keep records of delegations | N/A | |
| s 17(1) | Power to employ any persons necessary | N/A | |
| s 17(2) | Power to engage any professional, technical or other assistance considered necessary | N/A | |
| s 17(3) | Power to determine the terms and conditions of employment or engagement | N/A | Subject to any guidelines or directions of the Secretary |
| s 18(3) | Duty to comply with a direction from the Secretary | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | |
| s 18B(1) & (2) | Duty to establish governance committees within 12 months of becoming a Class A cemetery trust and power to establish other governance committees from time to time | N/A | Where Council is a Class A cemetery trust |
| s 18C | Power to determine the membership of the governance committee | N/A | Where Council is a Class A cemetery trust |
| s 18D | Power to determine procedure of governance committee | N/A | Where Council is a Class A cemetery trust |
| s 18D(1)(a) | Duty to appoint community advisory committee for the purpose of liaising with communities | N/A | Where Council is a Class A cemetery trust |
| s 18D(1)(b) | Power to appoint any additional community advisory committees | N/A | Where Council is a Class A cemetery trust |
| s 18D(2) | Duty to establish a community advisory committee under section 18D(1)(a) within 12 months of becoming a Class A cemetery trust. | N/A | Where Council is a Class A cemetery trust |
| s 18D(3) | Duty to include a report on the activities of the community advisory committees in its | N/A | Where Council is a Class A cemetery trust |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | report of operations under Part 7 of the Financial Management Act 1994 | | |
| s 18F(2) | Duty to give preference to a person who is not a funeral director of a stonemason (or a similar position) when appointing a person to a community advisory committee | N/A | Where Council is a Class A cemetery trust |
| s 18H(1) | Duty to hold an annual meeting before 30 December in each calendar year | N/A | Where Council is a Class A cemetery trust |
| s 18I | Duty to publish a public notice of annual meeting in a newspaper, a reasonable time before the date of the annual meeting | N/A | Where Council is a Class A cemetery trust |
| s.18J | Duty to provide leadership, assistance and advice in relation to operational and governance matters relating to cemeteries (including the matters set out in s 18J(2) | N/A | Where Council is a Class A cemetery trust |
| s 18L(1) | Duty to employ a person as the chief executive officer (by whatever title called) of the Class A cemetery trust | N/A | Where Council is a Class A cemetery trust |
| s 18N(1) | Duty to prepare an annual plan for each financial year that specifies the items set out in paragraphs (a)-(d) | N/A | Where Council is a Class A cemetery trust |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 18N(3) | Duty to give a copy of the proposed annual plan to the Secretary on or before 30 September each year for the Secretary's approval | N/A | Where Council is a Class A cemetery trust |
| s 18N(5) | Duty to make amendments as required by the Secretary and deliver the completed plan to the Secretary within 3 months | N/A | Where Council is a Class A cemetery trust |
| s 18N(7) | Duty to ensure that an approved annual plan is available to members of the public on request | N/A | Where Council is a Class A cemetery trust |
| s 18O(1) | Duty to prepare a strategic plan and submit the plan to the Secretary for approval | N/A | Where Council is a Class A cemetery trust |
| s 18O(4) | Duty to advise the Secretary if the trust wishes to exercise its functions in a manner inconsistent with its approved strategic plan | N/A | Where Council is a Class A cemetery trust |
| s 18O(5) | Duty to ensure that an approved strategic plan is available to members of the public on request | N/A | Where Council is a Class A cemetery trust |
| s 18Q(1) | Duty to pay an annual levy on gross earnings as reported in the annual financial statements for the previous financial year. | N/A | Where Council is a Class A cemetery trust |

Warrnambool City Council

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | |
| s 19 | Power to carry out or permit the carrying out of works | N/A | |
| s 20(1) | Duty to set aside areas for the interment of human remains | N/A | |
| s 20(2) | Power to set aside areas for the purposes of managing a public cemetery | N/A | |
| s 20(3) | Power to set aside areas for those things in paragraphs (a) - (e) | N/A | |
| s 24(2) | Power to apply to the Secretary for approval to alter the existing distribution of land | N/A | |
| s 36 | Power to grant licences to enter and use part of the land or building in a public cemetery in accordance with s 36 | N/A | Subject to the approval of the Minister |
| s 37 | Power to grant leases over land in a public cemetery in accordance with s 37 | N/A | Subject to the Minister approving the purpose |
| s 40 | Duty to notify Secretary of fees and charges fixed under s 39 | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | |
| s 47 | Power to pay a contribution toward the cost of the construction and maintenance of any private street adjoining or abutting a cemetery | N/A | Provided the street was constructed pursuant to the Local Government Act 1989 |
| s 52 | Duty to submit a report to the Secretary in relation to any public cemetery for which the cemetery trust is responsible for each financial year in respect of which it manages that cemetery | N/A | |
| s 57(1) | Duty to submit a report to the Secretary every financial year in respect of powers and functions under the Act | N/A | Report must contain the particulars listed in s 57(2) |
| s 59 | Duty to keep records for each public cemetery | N/A | |
| s 60(1) | Duty to make information in records available to the public for historical or research purposes | N/A | |
| s 60(2) | Power to charge fees for providing information | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 64(4) | Duty to comply with a direction from the Secretary under s 64(3) | N/A | |
| s 64B(d) | Power to permit interments at a reopened cemetery | N/A | |
| s 66(1) | Power to apply to the Minister for approval to convert the cemetery, or part of it, to a historic cemetery park | N/A | The application must include the requirements listed in s 66(2)(a)-(d) |
| s 69 | Duty to take reasonable steps to notify of conversion to historic cemetery park | N/A | |
| s 70(1) | Duty to prepare plan of existing places of interment and make a record of any inscriptions on memorials which are to be removed | N/A | |
| s 70(2) | Duty to make plans of existing place of interment available to the public | N/A | |
| s 71(1) | Power to remove any memorials or other structures in an area to which an approval to convert applies | N/A | |
| s 71(2) | Power to dispose of any memorial or other structure removed | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | |
| s 72(2) | Duty to comply with request received under s 72 | N/A | |
| s 73(1) | Power to grant a right of interment | N/A | |
| s 73(2) | Power to impose conditions on the right of interment | N/A | |
| s 74(3) | Duty to offer a perpetual right of interment | N/A | |
| s 75 | Power to grant the rights of interment set out in s 75(a) and (b) | N/A | |
| s 76(3) | Duty to allocate a piece of interment if an unallocated right is granted | N/A | |
| s 77(4) | Power to authorise and impose terms and conditions on the removal of cremated human remains or body parts from the place of interment on application | N/A | |
| s 80(1) | Function of receiving notification and payment of transfer of right of interment | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 80(2) | Function of recording transfer of right of interment | N/A | |
| s 82(2) | Duty to pay refund on the surrender of an unexercised right of interment | N/A | |
| s 83(2) | Duty to pay refund on the surrender of an unexercised right of interment | N/A | |
| s 83(3) | Power to remove any memorial and grant another right of interment for a surrendered right of interment | N/A | |
| s 84(1) | Function of receiving notice of surrendering an entitlement to a right of interment | N/A | |
| s 84F(2)(d) | Function of receiving notice of decision to vary or force the surrender of a right of interment under s 84C(2), (3) or (5) | N/A | |
| s 84H(4) | Power to exercise the rights of a holder of a right of interment | N/A | |
| s 84I(4) | Power to exercise the rights of a holder of a right of internment | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 84I(5) | Duty to pay refund to the previous holder or holders of the right of interment | N/A | |
| s 84I(6)(a) | Power to remove any memorial on the place of interment | N/A | |
| s 84I(6)(b) | Power to grant right of interment under s 73 | N/A | |
| s.85(1) | Duty to notify holder of 25 year right of interment of expiration at least 12 months before expiry | N/A | The notice must be in writing and contain the requirements listed in s 85(2) |
| s 85(2)(b) | Duty to notify holder of 25 year right of interment of expiration of right at least 12 months before expiry | N/A | Does not apply where right of internment relates to remains of a deceased veteran. |
| 85(2)(c) | Power to leave interred cremated remains undistributed in perpetuity and convert right of interment to perpetual right of internment or;<br>remove interred remains and re-inter at another location within cemetery grounds and remove any memorial at that place and re-establish at new or equivalent location. | N/A | May only be exercised where right of interment relates to cremated human remains of a deceased identified veteran, if right of internment is not extended or converted to a perpetual right of interment |
| s 86 | Power to remove and dispose of cremated human remains and remove any memorial if no action taken by right holder within time specified | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 86(2) | Power to leave interred cremated human remains undisturbed or convert the right of internment to a perpetual right of interment | N/A | |
| s 86(3)(a) | Power to leave interred cremated human remains undisturbed in perpetuity and convert the right of interment to a perpetual right of interment | N/A | |
| s 86(3)(b) | Power to remove interred cremated human remains and take further action in accordance with s 86(3)(b) | N/A | |
| s.86(4) | Power to take action under s.86(4) relating to removing and re-interring cremated human remains | N/A | |
| s.86(5) | Duty to provide notification before taking action under s.86(4) | N/A | |
| s 86A | Duty to maintain place of interment and any memorial at place of interment, if action taken under s 86(3) | N/A | |
| s 87(3) | Duty, if requested, to extend the right for a further 25 years or convert the right to a perpetual right of interment | N/A | |
| s 88 | Function to receive applications to carry out a lift and re-position procedure at a place of interment | N/A | |
| s 91(1) | Power to cancel a right of interment in | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | accordance with s 91 | | |
| s 91(3) | Duty to publish notice of intention to cancel right of interment | N/A | |
| s 92 | Power to pay refund or grant a right of interment in respect of another place of interment to the previous holder of the cancelled right of interment | N/A | |
| s 98(1) | Function of receiving application to establish or alter a memorial or a place of interment | N/A | |
| s 99 | Power to approve or refuse an application made under s 98, or to cancel an approval | N/A | |
| s 99(4) | Duty to make a decision on an application under s 98 within 45 days after receipt of the application or within 45 days of receiving further information where requested | N/A | |
| s 100(1) | Power to require a person to remove memorials or places of interment | N/A | |
| s 100(2) | Power to remove and dispose a memorial or place of interment or remedy a person's | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | failure to comply with s 100(1) | | |
| s 100(3) | Power to recover costs of taking action under s 100(2) | N/A | |
| s 101 | Function of receiving applications to establish or alter a building for ceremonies in the cemetery | N/A | |
| s 102(1) | Power to approve or refuse an application under section 101, if satisfied of the matters in (b) and (c) | N/A | |
| s 102(2) & (3) | Power to set terms and conditions in respect of, or to cancel, an approval granted under s 102(1) | N/A | |
| s 103(1) | Power to require a person to remove a building for ceremonies | N/A | |
| s 103(2) | Power to remove and dispose of a building for ceremonies or remedy the failure to comply with s 103(1) | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 103(3) | Power to recover costs of taking action under s 103(2) | N/A | |
| s 106(1) | Power to require the holder of the right of interment of the requirement to make the memorial or place of interment safe and proper or carry out specified repairs | N/A | |
| s 106(2) | Power to require the holder of the right of interment to provide for an examination | N/A | |
| s 106(3) | Power to open and examine the place of interment if s 106(2) not complied with | N/A | |
| s 106(4) | Power to repair or - with the approval of the Secretary - take down, remove and dispose any memorial or place of interment if notice under s 106(1) is not complied with | N/A | |
| s 107(1) | Power to require person responsible to make the building for ceremonies safe and proper or carry out specified repairs | N/A | |
| s 107(2) | Power to repair or take down, remove and dispose any building for ceremonies if notice under s 107(1) is not complied with | N/A | |

Warrnambool City Council

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 108 | Power to recover costs and expenses | N/A | |
| s 109(1)(a) | Power to open, examine and repair a place of interment | N/A | Where the holder of right of interment or responsible person cannot be found |
| s 109(1)(b) | Power to repaid a memorial or, with the Secretary's consent, take down, remove and dispose of a memorial | N/A | Where the holder of right of interment or responsible person cannot be found |
| s 109(2) | Power to repair the building for ceremonies or, with the consent of the Secretary, take down, remove and dispose of a building for ceremonies | N/A | Where the holder of right of interment or responsible person cannot be found |
| s 110(1) | Power to maintain, repair or restore a memorial or place of interment from other funds if unable to find right of interment holder. with consent of the Secretary | N/A | |
| s 110(1A) | Power to maintain, repair or restore the place of interment if unable to find any of the other holders after diligent inquiries and with the consent of the Secretary | N/A | |
| s 110(2) | Power to maintain, repair or restore any building for ceremonies from other funds if unable to find responsible person and with consent of the Secretary | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | |
| s 110A | Power to use cemetery trust funds or other funds for the purposes of establishing, maintaining, repairing or restoring any memorial or place of interment of any deceased identified veteran | N/A | |
| s 111 | Power to enter into agreement with a holder of the right of interment to maintain a memorial or place of interment | N/A | |
| s 112 | Power to sell and supply memorials | N/A | |
| s 116(4) | Duty to notify the Secretary of an interment authorisation granted | N/A | |
| s 116(5) | Power to require an applicant to produce evidence of the right of interment holder's consent to application | N/A | |
| s 118 | Power to grant an interment authorisation if satisfied that the requirements of Division 2 of Part 8 have been met | N/A | |
| s 119 | Power to set terms and conditions for interment authorisations | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 131 | Function of receiving an application for cremation authorisation | N/A | |
| s 133(1) | Duty not to grant a cremation authorisation unless satisfied that requirements of s 133 have been complied with | N/A | Subject to s 133(2) |
| s 145 | Duty to comply with an order made by the Magistrates' Court or a coroner | N/A | |
| s 146 | Power to dispose of bodily remains by a method other than interment or cremation | N/A | Subject to the approval of the Secretary |
| s 147 | Power to apply to the Secretary for approval to dispose of bodily remains by a method other than interment or cremation | N/A | |
| s 149 | Duty to cease using method of disposal if approval revoked by the Secretary | N/A | |
| s 150 & 152(1) | Power to authorise the interment or cremation of body parts if the requirements of Division 1 of Part 11 are met | N/A | |
| s 151 | Function of receiving applications to inter or | N/A | |

| Cemeteries and Crematoria Act 2003 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | cremate body parts | | |
| s 152(2) | Power to impose terms and conditions on authorisation granted under s 150 | N/A | |
| sch 1 cl 8(3) | Power to permit members to participate in a particular meeting by telephone, closed-circuit television or any other means of communication | N/A | |
| sch 1 cl 8(8) | Power to regulate own proceedings | N/A | Subject to cl 8 |
| sch 1A cl 8(3) | Power to permit members to participate in a particular meeting by telephone, closed-circuit television or any other means of communication | N/A | Where Council is a Class A cemetery trust |
| sch 1A cl 8(8) | Power to regulate own proceedings | N/A | Where Council is a Class A cemetery trust<br>Subject to cl 8 |

| Domestic Animals Act 1994 |
|---|

| Provision | Power and Functions Delegated | Delegate | Conditions and Limitations |
|---|---|---|---|
| s 41A(1) | Power to declare a dog to be a menacing dog | Manager City Safety, Coordinator Local Laws & Emergency Management | Council may delegate this power to a Council authorised officer |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 19(2)(a) | Power to direct by written order that the food premises be put into a clean and sanitary condition | Coordinator Environmental Health, Environmental Health Officer | If s 19(1) applies |
| s 19(2)(b) | Power to direct by written order that specified steps be taken to ensure that food prepared, sold or handled is safe and suitable | Coordinator Environmental Health, Environmental Health Officer | If s 19(1) applies |
| s 19(3) | Power to direct by written order that the food premises not be kept or used for the sale, or handling for sale, of any food, or for the preparation of any food, or for any other specified purpose, or for the use of any specified equipment or a specified process | Coordinator Environmental Health, Environmental Health Officer | If s 19(1) applies<br><br>Only in relation to temporary food premises or mobile food premises |
| s 19(4)(a) | Power to direct that an order made under s 19(3)(a) or (b), (i) be affixed to a conspicuous part of the premises, (ia) displayed at any point of sale, (ib) be published on the food business's Internet site and (ii) inform the public by notice in a published newspaper, on the Internet site or otherwise | Coordinator Environmental Health, Environmental Health Officer | If s 19(1) applies |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | |
| s 19(6)(a) | Duty to revoke any order under section 19 if satisfied that an order has been complied with | Coordinator Environmental Health, Environmental Health Officer | If s 19(1) applies |
| s 19(6)(b) | Duty to give written notice of revocation under section 19(6)(a) if satisfied that an order has been complied with | Coordinator Environmental Health, Environmental Health Officer | If s 19(1) applies |
| s 19AA(2) | Power to direct, by written order, that a person must take any of the actions described in (a)-(c). | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19AA(4)(c) | Power to direct, in an order made under s 19AA(2) or a subsequent written order, that a person must ensure that any food or class of food is not removed from the premises | Coordinator Environmental Health, Environmental Health Officer | Note: the power to direct the matters under s 19AA(4)(a) and (b) not capable of delegation and so such directions must be made by a Council resolution<br>Only in relation to temporary food premises or mobile food premises |
| s 19AA(7) | Duty to revoke order issued under s 19AA and give written notice of revocation, if satisfied that that order has been complied with | Coordinator Environmental Health, | Where Council is the registration authority |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Environmental Health Officer | |
| s 19CB(4)(b) | Power to request copy of records | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19E(1)(d) | Power to request a copy of the food safety program | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19EA(3) | Function of receiving copy of revised food safety program | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19FA(1) | Power to direct a proprietor of a food premises to revise the food safety program for the premises or comply with any requirements specified in the food safety program | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority<br>Subject to s 19FA(2), which requires a time limit for compliance to be specified |
| s 19FA(3)(a) | Power to refuse to approve an application for registration or renewal of the premises, where a proprietor of a food premises fails to comply with a direction given under s 19FA(1) | Manager City Safety, Coordinator Environmental Health, Environmental | Where Council is the registration authority<br>Refusal to grant or renew the registration of a food premises must be ratified by Council or the CEO |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Health Officer | (see s 58A(2)) |
| s 19FA(3)(b) | Power to revoke a registration granted in respect of premises, where a proprietor of a food premises fails to comply with a direction given under s 19FA(1) | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19FA(3)(c) | Power to suspend the registration of the premises, where a proprietor of a food premises fails to comply with a direction given under s 19FA(1) | Manager City Safety, Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19GB | Power to request proprietor to provide written details of the name, qualification or experience of the current food safety supervisor | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s19IA(1) | Power to form opinion that the food safety requirements or program are non-compliant. | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19IA(2) | Duty to give written notice to the proprietor of the premises | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority<br>Note: Not required if Council has taken other appropriate action in |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | relation to deficiencies (see s 19IA(3)) |
| s 19M(4)(a) & (5) | Power to conduct a food safety audit and take actions where deficiencies are identified | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19N(2) | Function of receiving notice from the auditor | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19NA(1) | Power to request food safety audit reports | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19U(3) | Power to waive and vary the costs of a food safety audit if there are special circumstances | Coordinator Environmental Health, Environmental Health Officer | |
| s 19UA | Power to charge fees for conducting a food safety assessment or inspection | Coordinator Environmental Health, Environmental Health Officer | Except for an assessment required by a declaration under s 19C or an inspection under ss 38B(1)(c) or 39. |
| s 19W | Power to direct a proprietor of a food premises to comply with any requirement under Part IIIB | Coordinator Environmental | Where Council is the registration authority |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Health, Environmental Health Officer | |
| s 19W(3)(a) | Power to direct a proprietor of a food premises to have staff at the premises undertake training or instruction | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 19W(3)(b) | Power to direct a proprietor of a food premises to have details of any staff training incorporated into the minimum records required to be kept or food safety program of the premises | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| | Power to register or renew the registration of a food premises | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority<br><br>Refusal to grant or renew the registration of a food premises must be ratified by Council or the CEO (see s 58A(2)) |
| s 36A | Power to accept an application for registration or notification using online portal | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 36B | Duty to pay the charge for use of online portal | Coordinator Environmental | Where Council is the registration authority |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Health, Environmental Health Officer | |
| s 38AA(5) | Power to (a) request further information; or (b) advise the proprietor that the premises must be registered if the premises are not exempt | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38AB(4) | Power to fix a fee for the receipt of a notification under s 38AA in accordance with a declaration under s 38AB(1) | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38A(4) | Power to request a copy of a completed food safety program template | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38B(1)(a) | Duty to assess the application and determine which class of food premises under s 19C the food premises belongs | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38B(1)(b) | Duty to ensure proprietor has complied with requirements of s 38A | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38B(2) | Duty to be satisfied of the matters in s 38B(2)(a)-(b) | Coordinator | Where Council is the |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Environmental Health, Environmental Health Officer | registration authority |
| s 38D(1) | Duty to ensure compliance with the applicable provisions of s 38C and inspect the premises if required by s 39 | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38D(2) | Duty to be satisfied of the matters in s 38D(2)(a)-(d) | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38D(3) | Power to request copies of any audit reports | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38E(2) | Power to register the food premises on a conditional basis | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority<br><br>not exceeding the prescribed time limit defined under s 38E(5) |
| s 38E(4) | Duty to register the food premises when conditions are satisfied | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |

| Food Act 1984 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 38F(3)(b) | Power to require proprietor to comply with requirements of this Act | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38G(1) | Power to require notification of change of the food safety program type used for the food premises | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38G(2) | Function of receiving notice from proprietor if there is a change of the food safety program type used for the food premises | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 38G(4) | Power to require the proprietor of the food premises to comply with any requirement of the Act | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 39(2) | Duty to carry out an inspection of the premises during the period of registration before the registration of the food premises is renewed | Coordinator Environmental Health, Environmental Health Officer | |
| s 39A | Power to register, or renew the registration of a food premises despite minor defects | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority<br><br>Only if satisfied of |

| Food Act 1984 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | matters in s 39A(2)(a)-(c) |
| s 39A (6) | Duty to comply with a direction of the Secretary | Coordinator Environmental Health, Environmental Health Officer | |
| s 40(1) | Duty to give the person in whose name the premises is to be registered a certificate of registration | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 40(2) | Power to incorporate the certificate of registration in one document with any certificate of registration under Part 6 of the Public Health and Wellbeing Act 2008 | Coordinator Environmental Health, Environmental Health Officer | |
| s 40C(2) | Power to grant or renew the registration of food premises for a period of less than 1 year | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 40D(1) | Power to suspend or revoke the registration of food premises | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 40E | Duty to comply with direction of the Secretary | Coordinator Environmental Health, | |

| Food Act 1984 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Environmental Health Officer | |
| s 40F | Power to cancel registration of food premises | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 43 | Duty to maintain records of registration | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 43F(6) | Duty to be satisfied that registration requirements under Division 3 have been met prior to registering or renewing registration of a component of a food business | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |
| s 43F(7) | Power to register the components of the food business that meet requirements in Division 3 and power to refuse to register the components that do not meet the requirements | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority<br>Refusal to grant or renew the registration of a food premises must be ratified by Council or the CEO (see s 58A(2)) |
| s 45AC | Power to bring proceedings | Coordinator Environmental Health, Environmental Health Officer | |

| Food Act 1984 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 46(5) | Power to institute proceedings against another person where the offence was due to an act or default by that other person and where the first person charged could successfully defend a prosecution, without proceedings first being instituted against the person first charged | Coordinator Environmental Health, Environmental Health Officer | Where Council is the registration authority |

| Heritage Act 2017 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 116 | Power to sub-delegate Executive Director's functions, duties or powers | Manager Strategic Community Planning and Policy | Must first obtain Executive Director's written consent<br><br>Council can only sub-delegate if the Instrument of Delegation from the Executive Director authorises sub-delegation |

| Local Government Act 1989 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 185L(4) | Power to declare and levy a cladding rectification charge | Chief Executive Officer | |

| Planning and Environment Act 1987 |
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| Provision | Power and Functions Delegated | Delegate | Conditions and Limitations |
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| s 4B | Power to prepare an amendment to the Victorian Planning Provisions | Manager City Growth | If authorised by the Minister |
| s 4G | Function of receiving prescribed documents and a copy of the Victorian Planning Provisions from the Minister | Manager City Growth | |
| s 4H | Duty to make amendment to Victoria Planning Provisions available in accordance with public availability requirements | Manager City Growth | |
| s 4I(2) | Duty to make and copy of the Victorian Planning Provisions and other documents available in accordance with public availability requirements | Manager City Growth | |
| s 8A(2) | Power to prepare amendment to the planning scheme where the Minister has given consent under s 8A | Manager City Growth | |
| s 8A(3) | Power to apply to Minister to prepare an amendment to the planning scheme | Manager City Growth | |
| s 8A(5) | Function of receiving notice of the Minister's decision | Manager City Growth | |
| s 8A(7) | Power to prepare the amendment | Manager City | |

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| | specified in the application without the Minister's authorisation if no response received after 10 business days | Growth | |
| s 8B(2) | Power to apply to the Minister for authorisation to prepare an amendment to the planning scheme of an adjoining municipal district | Manager City Growth | |
| s 12(3) | Power to carry out studies and do things to ensure proper use of land and consult with other persons to ensure co-ordination of planning scheme with these persons | Manager City Growth | |
| s 12B(1) | Duty to review planning scheme | Manager City Growth | |
| s 12B(2) | Duty to review planning scheme at direction of Minister | Manager City Growth | |
| s.12B(5) | duty to report findings of review of planning scheme to Minister without delay | Manager City Growth | |
| s 14 | Duties of a Responsible Authority as set out in s 14(a) to (d) | Manager City Growth | |
| s 17(1) | Duty of giving copy amendment to the planning scheme | Manager City Growth, Coordinator City Strategy, | |

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| | | Coordinator City Development | |
| s 17(2) | Duty of giving copy s 173 agreement | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 17(3) | Duty of giving copy amendment, explanatory report and relevant documents to the Minister within 10 business days | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 18 | Duty to make amendment etc. available in accordance with public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Until the proposed amendment is approved or lapsed |
| s 19 | Power to give notice, to decide not to give notice, to publish notice of amendment to a planning scheme and to exercise any other power under s 19 to a planning scheme | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 19 | Function of receiving notice of preparation of an amendment to a planning scheme | Manager City Growth, Coordinator City Strategy, Coordinator City | Where Council is not the planning authority and the amendment affects land within Council's municipal district; or |

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| | | Development | Where the amendment will amend the planning scheme to designate Council as an acquiring authority. |
| s 20(1) | Power to apply to Minister for exemption from the requirements of s 19 | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a planning authority |
| s 21(2) | Duty to make submissions available in accordance with public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Until the end of 2 months after the amendment comes into operation or lapses |
| s 21A(4) | Duty to publish notice | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 22(1) | Duty to consider all submissions received before the date specified in the notice | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Except submissions which request a change to the items in s 22(5)(a) and (b) |
| s 22(2) | Power to consider a late submission<br>Duty to consider a late submission, if directed by the Minister | Manager City Growth, Coordinator City Strategy, Coordinator City | |

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| | | Development | |
| s 23(1)(b) | Duty to refer submissions which request a change to the amendment to a panel | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 23(2) | Power to refer to a panel submissions which do not require a change to the amendment | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 24 | Function to represent Council and present a submission at a panel hearing (including a hearing referred to in s 96D) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 26(1) | Power to make report available for inspection in accordance with the requirements set out in s 197B of the Act | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 26(2) | Duty to keep report of panel available in accordance with public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | During the inspection period |

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| s 27(2) | Power to apply for exemption if panel's report not received | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 28(1) | Duty to notify the Minister if abandoning an amendment | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Note: the power to make a decision to abandon an amendment cannot be delegated |
| s 28(2) | Duty to publish notice of the decision on Internet site | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 28(4) | Duty to make notice of the decision available on Council's Internet site for a period of at least 2 months | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 30(4)(a) | Duty to say if amendment has lapsed | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 30(4)(b) | Duty to provide information in writing | Manager City | |

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| | upon request | Growth, Coordinator City Strategy, Coordinator City Development | |
| s 32(2) | Duty to give more notice if required | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 33(1) | Duty to give more notice of changes to an amendment | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 36(2) | Duty to give notice of approval of amendment | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 38(5) | Duty to give notice of revocation of an amendment | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 39 | Function of being a party to a proceeding commenced under s 39 and duty to comply with determination by | Manager City Growth, Coordinator | and power to sign consent orders |

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| | VCAT | City Strategy, Coordinator City Development | at the direction of VCAT |
| s 40(1) | Function of lodging copy of approved amendment | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 41(1) | Duty to make a copy of an approved amendment available in accordance with the public availability requirements during inspection period | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 41(2) | Duty to make a copy of an approved amendment and any documents lodged with it available in person in accordance with the requirements set out in s 197B of the Act after the inspection period ends | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 42(2) | Duty to make copy of planning scheme available in accordance with the public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46AAA | Duty to prepare an amendment to a planning scheme that relates to Yarra River land that is not inconsistent with anything in a Yarra Strategic Plan which is expressed to be binding on the | N/A | Where Council is a responsible public entity and is a planning authority |

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| | responsible public entity | | |
| s 46AW | Function of being consulted by the Minister | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a responsible public entity |
| s 46AX | Function of receiving a draft Statement of Planning Policy and written direction in relation to the endorsement of the draft Statement of Planning Policy<br>Power to endorse the draft Statement of Planning Policy | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a responsible public entity |
| s 46AZC(2) | Duty not to prepare an amendment to a declared area planning scheme that is inconsistent with a Statement of Planning Policy for the declared area that is expressed to be binding on the responsible public entity | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a responsible public entity |
| s 46AZK | Duty not to act inconsistently with any provision of the Statement of Planning Policy that is expressed to be binding on the public entity when performing a function or duty or exercising a power in relation to the declared area | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a responsible public entity |
| s 46GI(2)(b)(i) | Power to agree to a lower rate of standard levy for a class of development of a particular type of land than the rate specified in a Minister's direction | Manager City Growth, Coordinator City Strategy, Coordinator City | Where Council is the planning authority, the municipal Council of the municipal district in which the land is located and/or the development agency |

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| | | Development | |
| s 46GJ(1) | Function of receiving written directions from the Minister in relation to the preparation and content of infrastructure contributions plans | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GK | Duty to comply with a Minister's direction that applies to Council as the planning authority | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GN(1) | Duty to arrange for estimates of values of inner public purpose land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GO(1) | Duty to give notice to owners of certain inner public purpose land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GP | Function of receiving a notice under s 46GO | Manager City Growth, Coordinator City Strategy, Coordinator City | Where Council is the collecting agency |

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| | | Development | |
| s 46GQ | Function of receiving a submission from an affected owner who objects to the estimated value per hectare (or other appropriate unit of measurement) of the inner public purpose land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GR(1) | Duty to consider every submission that is made by the closing date for submissions included in the notice under s 46GO | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GR(2) | Power to consider a late submission<br>Duty to consider a late submission if directed to do so by the Minister | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GS(1) | Power to accept or reject the estimate of the value of the inner public purpose land in a submission made under s 46GQ | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GS(2) | Duty, if Council rejects the estimate of the value of the inner public purpose land in the submission, to refer the matter to the valuer-general, and notify the affected owner of the rejection and that the matter has been referred to the valuer-general | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 46GT(2) | Duty to pay half of the fee fixed by the valuer-general for arranging and attending the conference | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GT(4) | Function of receiving, from the valuer-general, written confirmation of the agreement between the planning authority's valuer and the affected owner's valuer as to the estimated value of the inner public purpose land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GT(6) | Function of receiving, from the valuer-general, written notice of a determination under s 46GT(5) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GU | Duty not to adopt an amendment under s.29 to an infrastructure contributions plan that specifies a land credit amount or a land equalisation amount that relates to a parcel of land in the ICP plan area of the plan unless the criteria in s 46GU(1)(a) and (b) are met | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GV(3) | Function of receiving the monetary component and any land equalisation amount of the infrastructure contribution<br><br>Power to specify the manner in which the payment is to be made | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency |

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| s 46GV(3)(b) | Power to enter into an agreement with the applicant | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency |
| s 46GV(4)(a) | Function of receiving the inner public purpose land in accordance with s 46GV(5) and (6) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency |
| s 46GV(4)(b) | Function of receiving the inner public purpose land in accordance with s 46GV(5) and (6) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency |
| s 46GV(7) | Duty to impose the requirements set out in s 46GV(3) and (4) as conditions on the permit applied for by the applicant to develop the land in the ICP plan area | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46GV(9) | Power to require the payment of a monetary component or the provision of the land component of an infrastructure contribution to be secured to Council's satisfaction | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency |
| s 46GX(1) | Power to accept works, services or | Manager City | Where Council is the collecting |

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| | facilities in part or full satisfaction of the monetary component of an infrastructure contribution payable | Growth, Coordinator City Strategy, Coordinator City Development | agency |
| s 46GX(2) | Duty, before accepting the provision of works, services or facilities by an applicant under s 46GX(1), to obtain the agreement of the development agency or agencies specified in the approved infrastructure contributions plan | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency |
| s 46GY(1) | Duty to keep proper and separate accounts and records | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency |
| s 46GY(2) | Duty to keep the accounts and records in accordance with the Local Government Act 2020 | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency |
| s 46GZ(2)(a) | Duty to forward any part of the monetary component that is imposed for plan preparation costs to the planning authority that incurred those costs | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan<br><br>This duty does not apply where Council is that planning authority |
| s | Function of receiving the monetary | Manager City Growth, | Where the Council is the planning |

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| 46GZ(2)(a) | component | Coordinator City Strategy, Coordinator City Development | authority<br><br>This duty does not apply where Council is also the collecting agency |
| s 46GZ(2)(b) | Duty to forward any part of the monetary component that is imposed for the provision of works, services or facilities to the development agency that is specified in the plan,as responsible for those works, services or facilities | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan<br><br>This provision does not apply where Council is also the relevant development agency |
| s 46GZ(2)(b) | Function of receiving the monetary component | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency under an approved infrastructure contributions plan<br><br>This provision does not apply where Council is also the collecting agency |
| s 46GZ(4) | Duty to use any land equalisation amounts to pay land credit amounts under s 46GZ(7), except any part of those amounts that are to be forwarded to a development agency under s 46GZ(5) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan |
| s 46GZ(5) | Duty to forward any part of a land equalisation amount required for the acquisition of outer public purpose land | Manager City Growth, Coordinator | Where Council is the collecting agency under an approved infrastructure contributions plan |

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| | by a development agency specified in the approved infrastructure contributions plan to that development agency | City Strategy, Coordinator City Development | This provision does not apply where Council is also the relevant development agency |
| s 46GZ(5) | Function of receiving any part of a land equalisation amount required for the acquisition of outer public purpose land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency specified in the approved infrastructure contributions plan<br><br>This provision does not apply where Council is also the collecting agency |
| s 46GZ(7) | Duty to pay to each person who must provide an infrastructure contribution under the approved infrastructure contributions plan any land credit amount to which the person is entitled under s 46GW | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan |
| s 46GZ(9) | Duty to transfer the estate in fee simple in the land to the development agency specified in the approved infrastructure contributions plan as responsible for the use and development of that land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | If any inner public purpose land is vested in Council under the Subdivision Act 1988 or acquired by Council before the time it is required to be provided to Council under s 46GV(4)<br><br>Where Council is the collecting agency under an approved infrastructure contributions plan<br><br>This duty does not apply where Council is also the development |

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| | | | agency |
| s 46GZ(9) | Function of receiving the fee simple in the land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency under an approved infrastructure contributions plan<br><br>This duty does not apply where Council is also the collecting agency |
| s 46GZA(1) | Duty to keep proper and separate accounts and records | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency under an approved infrastructure contributions plan |
| s 46GZA(2) | Duty to keep the accounts and records in accordance with the Local Government Act 2020 | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a development agency under an approved infrastructure contributions plan |
| s 46GZB(3) | Duty to follow the steps set out in s 46GZB(3)(a) – (c) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a development agency under an approved infrastructure contributions plan |
| s 46GZB(4) | Duty, in accordance with requirements of the VPA, to report on the use of the infrastructure contribution in the development agency's annual report and | Manager City Growth, Coordinator City Strategy, | If the VPA is the collecting agency under an approved infrastructure contributions plan |

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| | provide reports on the use of the infrastructure contribution to the VPA | Coordinator City Development | Where Council is a development agency under an approved infrastructure contributions plan |
| s 46GZD(2) | Duty, within 6 months after the date on which the approved infrastructure contributions plan expires, to follow the steps set out in s 46GZD(2)(a) and (b) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency under an approved infrastructure contributions plan |
| s 46GZD(3) | Duty to follow the steps set out in s 46GZD(3)(a) and (b) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan |
| s 46GZD(5) | Duty to make payments under s 46GZD(3) in accordance with ss 46GZD(5)(a) and 46GZD(5)(b) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan |
| s 46GZE(2) | Duty to forward the land equalisation amount back to the collecting agency within 6 months after the expiry date if any part of a land equalisation amount paid or forwarded to a development agency for acquiring outer public purpose land has not been expended by the development agency to acquire that land at the date on which the approved infrastructure contributions plan expires | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency under an approved infrastructure contributions plan<br><br>This duty does not apply where Council is also the collecting agency |

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| s 46GZE(2) | Function of receiving the unexpended land equalisation amount | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan<br><br>This duty does not apply where Council is also the development agency |
| s 46GZE(3) | Duty, within 12 months after the date on which the approved infrastructure contributions plan expires, to follow the steps set out in s 46GZE(3)(a) and (b) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan |
| s 46GZF(2) | Duty, within 12 months after the date on which the approved infrastructure contributions plan expires, to use the public purpose land for a public purpose approved by the Minister or sell the public purpose land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency under an approved infrastructure contributions plan |
| s.46GZF(3) | Duty, if land is sold under s.46GZF(2)(b), to follow the steps in s.46GZF(3)(a) and (b) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency under an approved infrastructure contributions plan |
| s 46GZF(3) | Function of receiving proceeds of sale | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collection agency under an approved infrastructure contributions plan<br><br>This provision does not apply where Council is also the |

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| | | | development agency |
| s 46GZF(4) | Duty to divide the proceeds of the public purpose land among the current owners of each parcel of land in the ICP plan area and pay each current owner a portion of the proceeds in accordance with s 46GZF(5) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan |
| s 46GZF(6) | Duty to make the payments under s 46GZF(4) in accordance with s 46GZF(6)(a) and (b) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan |
| s 46GZH | Power to recover the monetary component, or any land equalisation amount of the land component, payable under Part 3AB as a debt in any court of competent jurisdiction | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the collecting agency under an approved infrastructure contributions plan |
| s 46GZI | Duty to prepare and give a report to the Minister at the times required by the Minister | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a collecting agency or development agency |
| s 46GZK | Power to deal with public purpose land which has vested in, been acquired by, or transferred to, Council | Manager City Growth, Coordinator City Strategy, Coordinator City | Where Council is a collecting agency or development agency |

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| | | Development | |
| s 46LB(3) | Duty to publish, on Council's Internet site, the payable dwelling amount for a financial year on or before 1 July of each financial year for which the amount is adjusted under s 46LB (2) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46N(1) | Duty to include condition in permit regarding payment of development infrastructure levy | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46N(2)(c) | Function of determining time and manner for receipt of development contributions levy | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46N(2)(d) | Power to enter into an agreement with the applicant regarding payment of development infrastructure levy | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46O(1)(a) & (2)(a) | Power to ensure that community infrastructure levy is paid, or agreement is in place, prior to issuing building permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 46O(1)(d) & (2)(d) | Power to enter into agreement with the applicant regarding payment of community infrastructure levy | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46P(1) | Power to require payment of amount of levy under s 46N or s 46O to be satisfactorily secured | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46P(2) | Power to accept provision of land, works, services or facilities in part or full payment of levy payable | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46Q(1) | Duty to keep proper accounts of levies paid | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46Q(1A) | Duty to forward to development agency part of levy imposed for carrying out works, services, or facilities on behalf of development agency or plan preparation costs incurred by a development agency | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46Q(2) | Duty to apply levy only for a purpose | Manager City | |

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| | relating to the provision of plan preparation costs or the works, services and facilities in respect of which the levy was paid etc | Growth, Coordinator City Strategy, Coordinator City Development | |
| s 46Q(3) | Power to refund any amount of levy paid if it is satisfied the development is not to proceed | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Only applies when levy is paid to Council as a 'development agency' |
| s 46Q(4)(c) | Duty to pay amount to current owners of land in the area if an amount of levy has been paid to a municipal council as a development agency for plan preparation costs incurred by the Council or for the provision by the Council of works, services or facilities in an area under s 46Q(4)(a) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Must be done within six months of the end of the period required by the development contributions plan and with the consent of, and in the manner approved by, the Minister |
| s 46Q(4)(d) | Duty to submit to the Minister an amendment to the approved development contributions plan | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Must be done in accordance with Part 3 |
| s46Q(4)(e) | Duty to expend that amount on other works etc. | Manager City Growth, Coordinator City Strategy, Coordinator City Development | With the consent of, and in the manner approved by, the Minister |
| s 46QC | Power to recover any amount of levy | Manager City Growth, | |

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| | payable under Part 3B | Coordinator City Strategy, Coordinator City Development | |
| s 46QD | Duty to prepare report and give a report to the Minister | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a collecting agency or development agency |
| s 46V(3) | Duty to make a copy of the approved strategy plan (being the Melbourne Airport Environs Strategy Plan) and any documents lodged with it available in accordance with the public availability requirements, during the inspection period | N/A | |
| s 46V(4) | Duty to make a copy of the approved strategy plan (being the Melbourne Airport Environs Strategy Plan) and any documents lodged with it available in accordance with s 197B of the Act and on payment of the prescribe fee, after the inspection period | N/A | |
| s 46V(5) | Duty to keep a copy of the approved strategy plan incorporating all amendments to it | N/A | |
| s 46V(6) | Duty to make a copy of the approved strategy plan incorporating all amendments to it available in accordance with the public available requirements | N/A | |

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| s 46Y | Duty to carry out works in conformity with the approved strategy plan | N/A | |
| s 47 | Power to decide that an application for a planning permit does not comply with that Act | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 49(1) | Duty to keep a register of all applications for permits and determinations relating to permits | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 49(2) | Duty to make register available for inspection in accordance with the public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 50(4) | Duty to amend application | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 50(5) | Power to refuse to amend application | Manager City Growth, Coordinator City Strategy, Coordinator | |

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| | | City Development | |
| s 50(6) | Duty to make note of amendment to application in register | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 50A(1) | Power to make amendment to application | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 50A(3) | Power to require applicant to notify owner and make a declaration that notice has been given | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 50A(4) | Duty to note amendment to application in register | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 51 | Duty to make copy of application available for inspection in accordance with the public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City | |

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| | | Development | |
| s 52(1)(a) | Duty to give notice of the application to owners/occupiers of adjoining allotments unless satisfied that the grant of permit would not cause material detriment to any person | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 52(1)(b) | Duty to give notice of the application to other municipal council where appropriate | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 52(1)(c) | Duty to give notice of the application to all persons required by the planning scheme | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 52(1)(ca) | Duty to give notice of the application to owners and occupiers of land benefited by a registered restrictive covenant if may result in breach of covenant | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 52(1)(cb) | Duty to give notice of the application to owners and occupiers of land benefited by a registered restrictive covenant if application is to remove or vary the covenant | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 52(1)(d) | Duty to give notice of the application to other persons who may be detrimentally effected | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s.52(1AA) | Duty to give notice of an application to remove or vary a registered restrictive covenant | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 52(3) | Power to give any further notice of an application where appropriate | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 53(1) | Power to require the applicant to give notice under s 52(1) to persons specified by it | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 53(1A) | Power to require the applicant to give the notice under s 52(1AA) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 54(1) | Power to require the applicant to provide | Manager City | |

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| | more information | Growth, Coordinator City Strategy, Coordinator City Development, Senior Statutory Planner | |
| s 54(1A) | Duty to give notice in writing of information required under s 54(1) | Manager City Growth, Coordinator City Strategy, Coordinator City Development, Senior Statutory Planner | |
| s 54(1B) | Duty to specify the lapse date for an application | Manager City Growth, Coordinator City Strategy, Coordinator City Development, Senior Statutory Planner | |
| s 54A(3) | Power to decide to extend time or refuse to extend time to give required information | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 54A(4) | Duty to give written notice of decision to extend or refuse to extend time under s | Manager City Growth, | |

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| | 54A(3) | Coordinator City Strategy, Coordinator City Development | |
| s 55(1) | Duty to give copy application, together with the prescribed information, to every referral authority specified in the planning scheme | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 57(2A) | Power to reject objections considered made primarily for commercial advantage for the objector | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 57(3) | Function of receiving name and address of persons to whom notice of decision is to go | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 57(5) | Duty to make a copy of all objections available in accordance with the public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 57A(4) | Duty to amend application in accordance with applicant's request, subject to s 57A(5) | Manager City Growth, Coordinator City Strategy, | |

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| | | Coordinator City Development | |
| s 57A(5) | Power to refuse to amend application | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 57A(6) | Duty to note amendments to application in register | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 57B(1) | Duty to determine whether and to whom notice should be given | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 57B(2) | Duty to consider certain matters in determining whether notice should be given | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 57C(1) | Duty to give copy of amended application to referral authority | Manager City Growth, Coordinator City Strategy, Coordinator City | |

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| | | Development | |
| s 58 | Duty to consider every application for a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 58A | Power to request advice from the Planning Application Committee | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 60 | Duty to consider certain matters | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 60(1A) | Duty to consider certain matters | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 60(1B) | Duty to consider number of objectors in considering whether use or development may have significant social effect | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 61(1) | Power to determine permit application, either to decide to grant a permit, to decide to grant a permit with conditions or to refuse a permit application | Manager City Growth, Coordinator City Strategy, Coordinator City Development | The permit must not be inconsistent with a cultural heritage management plan under the Aboriginal Heritage Act 2006<br><br>Notwithstanding Clause 55 matters, where a planning application is subject to seven (7) or more objections, council officers do not have delegation to determine on the matter.<br><br>Where a planning application is subject to zero (0) or one (1) objections, the decision to determine an application is made by the Coordinator City Development, and/or Coordinator City Strategy, and where a planning application is subject to between two (2) to six (6) objections, the decision to determine an application is made by the Manager City Growth.<br><br>Where a planning application receives one (1) or more objections AND where Clause 55 of the Warrnambool Planning Scheme is the only assessable provision AND no other permit triggers or relevant assessable criteria apply, the decision to determine an application is made by the Manager City Growth. |
| s 61(2) | Duty to decide to refuse to grant a permit if a relevant determining referral authority objects to grant of permit | Manager City Growth, Coordinator City Strategy, Coordinator City | |

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| | | Development | |
| s 61(2A) | Power to decide to refuse to grant a permit if a relevant recommending referral authority objects to the grant of permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 61(3)(a) | Duty not to decide to grant a permit to use coastal Crown land without Minister's consent | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 61(3)(b) | Duty to refuse to grant the permit without the Minister's consent | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 61(4) | Duty to refuse to grant the permit if grant would authorise a breach of a registered restrictive covenant | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 62(1) | Duty to include certain conditions in deciding to grant a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 62(2) | Power to include other conditions | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 62(4) | Duty to ensure conditions are consistent with paragraphs (a),(b) and (c) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 62(5)(a) | Power to include a permit condition to implement an approved development contributions plan or an approved infrastructure contributions plan | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 62(5)(b) | Power to include a permit condition that specified works be provided on or to the land or paid for in accordance with s 173 agreement | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 62(5)(c) | Power to include a permit condition that specified works be provided or paid for by the applicant | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 62(6)(a) | Duty not to include a permit condition | Manager City | |

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| | requiring a person to pay an amount for or provide works except in accordance with ss 46N(1), 46GV(7) or 62(5) | Growth, Coordinator City Strategy, Coordinator City Development | |
| s 62(6)(b) | Duty not to include a permit condition requiring a person to pay an amount for or provide works except a condition that a planning scheme requires to be included as referred to in s 62(1)(a) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 63 | Duty to issue the permit where made a decision in favour of the application (if no one has objected) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 64(1) | Duty to give notice of decision to grant a permit to applicant and objectors | Manager City Growth, Coordinator City Strategy, Coordinator City Development | This provision applies also to a decision to grant an amendment to a permit - see s 75 |
| s 64(3) | Duty not to issue a permit until after the specified period | Manager City Growth, Coordinator City Strategy, Coordinator City Development | This provision applies also to a decision to grant an amendment to a permit - see s 75 |
| s 64(5) | Duty to give each objector a copy of an exempt decision | Manager City Growth, Coordinator | This provision applies also to a decision to grant an amendment to |

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| | | City Strategy, Coordinator City Development | a permit - see s 75 |
| s 64A | Duty not to issue permit until the end of a period when an application for review may be lodged with VCAT or until VCAT has determined the application, if a relevant recommending referral authority has objected to the grant of a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | This provision applies also to a decision to grant an amendment to a permit - see s 75A |
| s 65(1) | Duty to give notice of refusal to grant permit to applicant and person who objected under s 57 | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 66(1) | Duty to give notice under s 64 or s 65 and copy permit to relevant determining referral authorities | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 66(2) | Duty to give a recommending referral authority notice of its decision to grant a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | If the recommending referral authority objected to the grant of the permit or the responsible authority decided not to include a condition on the permit recommended by the recommending referral authority |
| s 66(4) | Duty to give a recommending referral authority notice of its decision to refuse a permit | Manager City Growth, Coordinator City Strategy, | If the recommending referral authority objected to the grant of the permit or the recommending referral authority recommended |

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| | | Coordinator City Development | that a permit condition be included on the permit |
| s 66(6) | Duty to give a recommending referral authority a copy of any permit which Council decides to grant and a copy of any notice given under s 64 or 65 | Manager City Growth, Coordinator City Strategy, Coordinator City Development | If the recommending referral authority did not object to the grant of the permit or the recommending referral authority did not recommend a condition be included on the permit |
| s 69(1) | Function of receiving application for extension of time of permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 69(1A) | Function of receiving application for extension of time to complete development | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 69(2) | Power to extend time | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 70 | Duty to make copy permit available for inspection in accordance with the public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City | |

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| | | Development | |
| s 71(1) | Power to correct certain mistakes | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 71(2) | Duty to note corrections in register | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 73 | Power to decide to grant amendment subject to conditions | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 74 | Duty to issue amended permit to applicant if no objectors | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 76 | Duty to give applicant and objectors notice of decision to refuse to grant amendment to permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 76A(1) | Duty to give relevant determining referral authorities copy of amended permit and copy of notice | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 76A(2) | Duty to give a recommending referral authority notice of its decision to grant an amendment to a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | If the recommending referral authority objected to the amendment of the permit or the responsible authority decided not to include a condition on the amended permit recommended by the recommending referral authority |
| s 76A(4) | Duty to give a recommending referral authority notice of its decision to refuse a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | If the recommending referral authority objected to the amendment of the permit or the recommending referral authority recommended that a permit condition be included on the amended permit |
| s 76A(6) | Duty to give a recommending referral authority a copy of any amended permit which Council decides to grant and a copy of any notice given under s 64 or 76 | Manager City Growth, Coordinator City Strategy, Coordinator City Development | If the recommending referral authority did not object to the amendment of the permit or the recommending referral authority did not recommend a condition be included on the amended permit |
| s 76D | Duty to comply with direction of Minister to issue amended permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 83 | Function of being respondent to an appeal | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 83B | Duty to give or publish notice of application for review | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 84(1) | Power to decide on an application at any time after an appeal is lodged against failure to grant a permit | Not Delegated | |
| s 84(2) | Duty not to issue a permit or notice of decision or refusal after an application is made for review of a failure to grant a permit | Not Delegated | |
| s 84(3) | Duty to tell principal registrar if decide to grant a permit after an application is made for review of its failure to grant a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 84(6) | Duty to issue permit on receipt of advice within 3 business days | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 84AB | Power to agree to confining a review by the Tribunal | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 86 | Duty to issue a permit at order of Tribunal within 3 business days | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 87(3) | Power to apply to VCAT for the cancellation or amendment of a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 90(1) | Function of being heard at hearing of request for cancellation or amendment of a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 91(2) | Duty to comply with the directions of VCAT | Manager City Growth, Coordinator City Strategy, Coordinator City Development | And power to sign consent orders at the direction of VCAT. |
| s 91(2A) | Duty to issue amended permit to owner | Manager City | |

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| | if Tribunal so directs | Growth, Coordinator City Strategy, Coordinator City Development | |
| s 92 | Duty to give notice of cancellation/amendment of permit by VCAT to persons entitled to be heard under s 90 | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 93(2) | Duty to give notice of VCAT order to stop development | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 95(3) | Function of referring certain applications to the Minister | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 95(4) | Duty to comply with an order or direction | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 96(1) | Duty to obtain a permit from the Minister to use and develop its land | Manager City Growth, Coordinator | |

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| | | City Strategy, Coordinator City Development | |
| s 96(2) | Function of giving consent to other persons to apply to the Minister for a permit to use and develop Council land | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 96A(2) | Power to agree to consider an application for permit concurrently with preparation of proposed amendment | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 96C | Power to give notice, to decide not to give notice, to publish notice and to exercise any other power under s 96C | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 96F | Duty to consider the panel's report under s 96E | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 96G(1) | Power to determine to recommend that a permit be granted or to refuse to recommend that a permit be granted and power to notify applicant of the determination (including power to give | Manager City Growth, Coordinator City Strategy, Coordinator | |

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| | notice under s 23 of the Planning and Environment (Planning Schemes) Act 1996 | City Development | |
| s 96H(3) | Power to give notice in compliance with Minister's direction | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 96J | Duty to issue permit as directed by the Minister | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 96K | Duty to comply with direction of the Minister to give notice of refusal | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 96Z | Duty to keep levy certificates given to it under ss 47 or 96A for no less than 5 years from receipt of the certificate | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97C | Power to request Minister to decide the application | Manager City Growth, Coordinator City Strategy, | |

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| | | Coordinator City Development | |
| s 97D(1) | Duty to comply with directions of Minister to supply any document or assistance relating to application | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97G(3) | Function of receiving from Minister copy of notice of refusal to grant permit or copy of any permit granted by the Minister | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97G(6) | Duty to make a copy of permits issued under s 97F available in accordance with the public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97L | Duty to include Ministerial decisions in a register kept under s 49 | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97MH | Duty to provide information or assistance to the Planning Application Committee | Manager City Growth, Coordinator City Strategy, Coordinator City | |

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| | | Development | |
| s 97MI | Duty to contribute to the costs of the Planning Application Committee or subcommittee | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97O | Duty to consider application and issue or refuse to issue certificate of compliance | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97P(3) | Duty to comply with directions of VCAT following an application for review of a failure or refusal to issue a certificate | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97Q(2) | Function of being heard by VCAT at hearing of request for amendment or cancellation of certificate | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 97Q(4) | Duty to comply with directions of VCAT | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 97R | Duty to keep register of all applications for certificate of compliance and related decisions | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 98(1)&(2) | Function of receiving claim for compensation in certain circumstances | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 98(4) | Duty to inform any person of the name of the person from whom compensation can be claimed | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 101 | Function of receiving claim for expenses in conjunction with claim | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 103 | Power to reject a claim for compensation in certain circumstances | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s.107(1) | Function of receiving claim for | Manager City | |

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| | compensation | Growth, Coordinator City Strategy, Coordinator City Development | |
| s 107(3) | Power to agree to extend time for making claim | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 113(2) | Power to request a declaration for land to be proposed to be reserved for public purposes | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 114(1) | Power to apply to the VCAT for an enforcement order | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 117(1)(a) | Function of making a submission to the VCAT where objections are received | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 120(1) | Power to apply for an interim enforcement order where s 114 | Manager City Growth, Coordinator | |

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| | application has been made | City Strategy, Coordinator City Development | |
| s 123(1) | Power to carry out work required by enforcement order and recover costs | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 123(2) | Power to sell buildings, materials, etc salvaged in carrying out work under s 123(1) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Except Crown Land |
| s 125(1) | Power to apply to any court of competent jurisdiction or to the tribunal for an injunction restraining any person from contravening an enforcement order or an interim enforcement order. | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Section 123 of the Victorian Civil and Administrative Tribunal Act 1998 applies on an application to the Tribunal. |
| s 129 | Function of recovering penalties | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 130(5) | Power to allow person served with an infringement notice further time | Manager City Growth, Coordinator City Strategy, Coordinator | |

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| | | City Development | |
| s 149A(1) | Power to refer a matter to the VCAT for determination | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 149A(1A) | Power to apply to VCAT for the determination of a matter relating to the interpretation of a s.173 agreement | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 149B | Power to apply to the Tribunal for a declaration. | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 156 | Duty to pay fees and allowances (including a payment to the Crown under s 156(2A)), and payment or reimbursement for reasonable costs and expenses incurred by the panel in carrying out its functions unless the Minister directs otherwise under s 156(2B)power to ask for contribution under s 156(3) and power to abandon amendment or part of it under s 156(4) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the relevant planning authority |
| s 171(2)(f) | Power to carry out studies and commission reports | Manager City Growth, Coordinator City Strategy, | |

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| | | Coordinator City Development | |
| s 171(2)(g) | Power to grant and reserve easements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 172C | Power to compulsorily acquire any outer public purpose land that is specified in the approved infrastructure contributions plan | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a development agency specified in an approved infrastructure contributions plan |
| s 172D(1) | Power to compulsorily acquire any inner public purpose land that is specified in the plan before the time that the land is required to be provided to Council under s 46GV(4) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is a collecting agency specified in an approved infrastructure contributions plan |
| s 172D(2) | Power to compulsorily acquire any inner public purpose land, the use and development of which is to be the responsibility of Council under the plan, before the time that the land is required to be provided under s 46GV(4) | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is the development agency specified in an approved infrastructure contributions plan |
| s 173(1) | Power to enter into agreement covering matters set out in s 174 | Chief Executive Officer | |
| s 173(1A) | Power to enter into an agreement with | Manager City | Where Council is the relevant |

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| | an owner of land for the development or provision of land in relation to affordable housing | Growth | responsible authority |
| | Power to decide whether something is to the satisfaction of Council, where an agreement made under s 173 of the Planning and Environment Act 1987 requires something to be to the satisfaction of Council or Responsible Authority | Manager City Growth | |
| | Power to give consent on behalf of Council, where an agreement made under s 173 of the Planning and Environment Act 1987 requires that something may not be done without the consent of Council or Responsible Authority | Manager City Growth | |
| s 177(2) | Power to end a s 173 agreement with the agreement of all those bound by any covenant in the agreement or otherwise in accordance with Division 2 of Part 9 | Manager City Growth | |
| s 178 | power to amend a s 173 agreement with the agreement of all those bound by any covenant in the agreement or otherwise in accordance with Division 2 of Part 9 | Manager City Growth | |
| s 178A(1) | Function of receiving application to amend or end an agreement | Manager City Growth | |
| s 178A(3) | Function of notifying the owner as to whether it agrees in principle to the proposal under s 178A(1) | Manager City Growth | |

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| s 178A(4) | Function of notifying the applicant and the owner as to whether it agrees in principle to the proposal | Manager City Growth | |
| s 178A(5) | Power to propose to amend or end an agreement | Manager City Growth | |
| s 178B(1) | Duty to consider certain matters when considering proposal to amend an agreement | Manager City Growth | |
| s 178B(2) | Duty to consider certain matters when considering proposal to end an agreement | Manager City Growth | |
| s 178C(2) | Duty to give notice of the proposal to all parties to the agreement and other persons who may be detrimentally affected by decision to amend or end | Manager City Growth | |
| s 178C(4) | Function of determining how to give notice under s 178C(2) | Manager City Growth | |
| s 178E(1) | Duty not to make decision until after 14 days after notice has been given | Manager City Growth | |
| s.178E(2)(a) | Power to amend or end the agreement in accordance with the proposal | Manager City Growth | If no objections are made under s 178D |

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| | | | Must consider matters in s 178B |
| s 178E(2)(b) | Power to amend or end the agreement in a manner that is not substantively different from the proposal | Manager City Growth | If no objections are made under s 178D<br><br>Must consider matters in s 178B |
| s 178E(2)(c) | Power to refuse to amend or end the agreement | Manager City Growth | If no objections are made under s 178D<br><br>Must consider matters in s 178B |
| s 178E(3)(a) | Power to amend or end the agreement in accordance with the proposal | Manager City Growth | After considering objections, submissions and matters in s 178B |
| s 178E(3)(b) | Power to amend or end the agreement in a manner that is not substantively different from the proposal | Manager City Growth | After considering objections, submissions and matters in s 178B |
| s.178E(3)(c) | power to amend or end the agreement in a manner that is substantively different from the proposal | Manager City Growth | After considering objections, submissions and matters in s.178B |
| s 178E(3)(d) | Power to refuse to amend or end the agreement | Manager City Growth | After considering objections, submissions and matters in s 178B |
| s 178F(1) | Duty to give notice of its decision under s 178E(3)(a) or (b) | Manager City Growth | |
| s 178F(2) | Duty to give notice of its decision under | Manager City | |

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| | s 178E(2)(c) or (3)(d) | Growth | |
| s 178F(4) | Duty not to proceed to amend or end an agreement under s 178E until at least 21 days after notice has been given or until an application for review to the Tribunal has been determined or withdrawn | Manager City Growth | |
| s 178G | Duty to sign amended agreement and give copy to each other party to the agreement | Manager City Growth | |
| s 178H | Power to require a person who applies to amend or end an agreement to pay the costs of giving notices and preparing the amended agreement | Manager City Growth | |
| s 178I(3) | Duty to notify, in writing, each party to the agreement of the ending of the agreement relating to Crown land | Manager City Growth | |
| s 179(2) | Duty to make copy of each agreement available in accordance with the public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 181 | Duty to apply to the Registrar of Titles to record the agreement | Manager City Growth, Coordinator City Strategy, Coordinator | |

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| | | City Development | |
| s 181(1A)(a) | Power to apply to the Registrar of Titles to record the agreement | Manager City Growth | |
| s 181(1A)(b) | Duty to apply to the Registrar of Titles, without delay, to record the agreement | Manager City Growth | |
| s 182 | Power to enforce an agreement | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 183 | Duty to tell Registrar of Titles of ending/amendment of agreement | Manager City Growth | |
| s 184F(1) | Power to decide to amend or end an agreement at any time after an application for review of the failure of Council to make a decision | Manager City Growth | |
| s 184F(2) | Duty not to amend or end the agreement or give notice of the decision after an application is made to VCAT for review of a failure to amend or end an agreement | Manager City Growth | |
| s 184F(3) | Duty to inform the principal registrar if the responsible authority decides to amend or end an agreement after an | Manager City Growth | |

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| | application is made for the review of its failure to end or amend the agreement | | |
| s 184F(5) | Function of receiving advice from the principal registrar that the agreement may be amended or ended in accordance with Council's decision | Manager City Growth | |
| s 184G(2) | Duty to comply with a direction of the Tribunal | Manager City Growth | |
| s 184G(3) | Duty to give notice as directed by the Tribunal | Manager City Growth | |
| s 185B(1) | Duty to comply with a request from the Minister to provide the name, address, email address or telephone number of any person to whom the Minister is required to give notice | Manager City Growth | |
| s 198(1) | Function to receive application for planning certificate | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 199(1) | Duty to give planning certificate to applicant | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

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| s 201(1) | Function of receiving application for declaration of underlying zoning | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 201(3) | Duty to make declaration | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| | Power to decide, in relation to any planning scheme or permit, that a specified thing has or has not been done to the satisfaction of Council | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| | Power, in relation to any planning scheme or permit, to consent or refuse to consent to any matter which requires the consent or approval of Council | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| | Power to approve any plan or any amendment to a plan or other document in accordance with a provision of a planning scheme or condition in a permit | Manager City Growth, Coordinator City Strategy, Coordinator City Development, Coordinator Infrastructure | Coordinator Infrastructure Management – limited to infrastructure related items, including stormwater management plans. |

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| | | Management | |
| | Power to give written authorisation in accordance with a provision of a planning scheme | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 201UAB(1) | Function of providing the Victoria Planning Authority with information relating to any land within municipal district | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| s 201UAB(2) | Duty to provide the Victoria Planning Authority with information requested under s 201UAB(1) as soon as possible | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |

| **Residential Tenancies Act 1997** | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 518F | Power to issue notice to caravan park regarding emergency management plan if determined that the plan does not comply with the requirements | Manager City Growth, Coordinator Environmental Health, Environmental Health Officer | |
| s 522(1) | Power to give a compliance notice to a person | Manager City Growth, Coordinator Environmental | |

| Residential Tenancies Act 1997 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Health, Environmental Health Officer | |
| s 525(2) | Power to authorise an officer to exercise powers in s 526 (either generally or in a particular case) | Manager City Growth, Coordinator Environmental Health, Environmental Health Officer | |
| s 525(4) | Duty to issue identity card to authorised officers | Manager City Growth | |
| s 526(5) | Duty to keep record of entry by authorised officer under s 526 | Manager City Growth, Coordinator Environmental Health, Environmental Health Officer | |
| s 526A(3) | Function of receiving report of inspection | Manager City Growth, Coordinator Environmental Health, Environmental Health Officer | |
| s 527 | Power to authorise a person to institute proceedings (either generally or in a particular case) | Director City Futures, Manager City Growth | |

| Road Management Act 2004 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 11(1) | Power to declare a road by publishing a | Chief Executive Officer, | Obtain consent in |

| Road Management Act 2004 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | notice in the Government Gazette | Director City Infrastructure & Environment, Manager Infrastructure Services | circumstances specified in s 11(2) |
| s 11(8) | Power to name a road or change the name of a road by publishing notice in Government Gazette | Director City Infrastructure & Environment | |
| s 11(9)(b) | Duty to advise Registrar | Director City Infrastructure & Environment | |
| s 11(10) | Duty to inform Secretary to Department of Environment, Land, Water and Planning of declaration etc. | Director City Infrastructure & Environment | Subject to s 11(10A) |
| s 11(10A) | Duty to inform Secretary to Department of Environment, Land, Water and Planning or nominated person | Director City Infrastructure & Environment | Where Council is the coordinating road authority |
| s 12(2)(b) | Function of providing consent to the Head, Transport for Victoria for the discontinuance of a road or part of a road | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | |
| s 12(10) | Duty to notify of decision made | Director City Infrastructure & Environment, Manager Infrastructure Services | Duty of coordinating road authority where it is the discontinuing body |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | Does not apply where an exemption is specified by the regulations or given by the Minister |
| s 13(1) | Power to fix a boundary of a road by publishing notice in Government Gazette | Director City Infrastructure & Environment, Manager Infrastructure Services | Power of coordinating road authority and obtain consent under s 13(3) and s 13(4) as appropriate |
| s 14(4) | Function of receiving notice from the Head, Transport for Victoria | Director City Infrastructure & Environment | |
| s 14(7) | Power to appeal against decision of the Head, Transport for Victoria | Director City Infrastructure & Environment | |
| s 15(1) | Power to enter into arrangement with another road authority, utility or a provider of public transport to transfer a road management function of the road authority to the other road authority, utility or provider of public transport | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 15(1A) | Power to enter into arrangement with a utility to transfer a road management function of the utility to the road authority | Director City Infrastructure & Environment, Manager Infrastructure Services | |

| Road Management Act 2004 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 15(2) | Duty to include details of arrangement in public roads register | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 16(7) | Power to enter into an arrangement under s 15 | Director City Infrastructure & Environment, Manager Infrastructure Services, Coordinator Strategic Assets Management | |
| s 16(8) | Duty to enter details of determination in public roads register | Director City Infrastructure & Environment, Manager Infrastructure Services, Coordinator Strategic Assets Management | |
| s 17(2) | Duty to register public road in public roads register | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | Where Council is the coordinating road authority |
| s 17(3) | Power to decide that a road is reasonably required for general public use | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | Where Council is the coordinating road authority |
| s 17(3) | Duty to register a road reasonably required for general public use in public roads register | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | Where Council is the coordinating road authority |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 17(4) | Power to decide that a road is no longer reasonably required for general public use | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | Where Council is the coordinating road authority |
| s 17(4) | Duty to remove road no longer reasonably required for general public use from public roads register | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | Where Council is the coordinating road authority |
| s 18(1) | Power to designate ancillary area | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | Where Council is the coordinating road authority, and obtain consent in circumstances specified in s 18(2) |
| s 18(3) | Duty to record designation in public roads register | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | Where Council is the coordinating road authority |
| s 19(1) | Duty to keep register of public roads in respect of which it is the coordinating road authority | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | |
| s 19(4) | Duty to specify details of discontinuance in public roads register | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project | |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Planning | |
| s 19(5) | Duty to ensure public roads register is available for public inspection | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | |
| s 21 | Function of replying to request for information or advice | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning, Coordinator Infrastructure Management, Coordinator Strategic Assets Management | Obtain consent in circumstances specified in s 11(2) |
| s 22(2) | Function of commenting on proposed direction | Director City Infrastructure & Environment | |
| s 22(4) | Duty to publish a copy or summary of any direction made under s 22 by the Minister in its annual report. | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | |
| s 22(5) | Duty to give effect to a direction under s 22 | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 40(1) | Duty to inspect, maintain and repair a public road. | Director City Infrastructure & Environment, Manager Infrastructure Services | |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 40(5) | Power to inspect, maintain and repair a road which is not a public road | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 41(1) | Power to determine the standard of construction, inspection, maintenance and repair | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 42(1) | Power to declare a public road as a controlled access road | Director City Infrastructure & Environment | Power of coordinating road authority and sch 2 also applies |
| s 42(2) | Power to amend or revoke declaration by notice published in Government Gazette | Director City Infrastructure & Environment | Power of coordinating road authority and sch 2 also applies |
| s 42A(3) | Duty to consult with Head, Transport for Victoria and Minister for Local Government before road is specified | Director City Infrastructure & Environment | Where Council is the coordinating road authority<br><br>If road is a municipal road or part thereof |
| s 42A(4) | Power to approve Minister's decision to specify a road as a specified freight road | Director City Infrastructure & Environment | Where Council is the coordinating road authority<br><br>If road is a municipal road or part thereof and where road is to be specified a freight |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | road |
| s 48EA | Duty to notify the owner or occupier of land and provider of public transport on which rail infrastructure or rolling stock is located (and any relevant provider of public transport) | Director City Infrastructure & Environment | Where Council is the responsible road authority, infrastructure manager or works manager |
| s 48M(3) | Function of consulting with the relevant authority for purposes of developing guidelines under s 48M | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 49 | Power to develop and publish a road management plan | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 51 | Power to determine standards by incorporating the standards in a road management plan | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 53(2) | Power to cause notice to be published in Government Gazette of amendment etc of document in road management plan | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 54(2) | Duty to give notice of proposal to make a road management plan | Director City Infrastructure & Environment | |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 54(5) | Duty to conduct a review of road management plan at prescribed intervals | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 54(6) | Power to amend road management plan | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 54(7) | Duty to incorporate the amendments into the road management plan | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 55(1) | Duty to cause notice of road management plan to be published in Government Gazette and newspaper | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 63(1) | Power to consent to conduct of works on road | Director City Infrastructure & Environment, Manager Infrastructure Services, Coordinator Infrastructure Management, Coordinator Engineering Design, Construction Supervisor | Where Council is the coordinating road authority |
| s 63(2)(e) | Power to conduct or to authorise the conduct of works in, on, under or over a road in an emergency | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the infrastructure manager |
| s 64(1) | Duty to comply with cl 13 of sch 7 | Director City Infrastructure & Environment, Manager | Where Council is the infrastructure |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Infrastructure Services | manager or works manager |
| s 66(1) | Power to consent to structure etc | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| s 67(2) | Function of receiving the name & address of the person responsible for distributing the sign or bill | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| s 67(3) | Power to request information | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| s 68(2) | Power to request information | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| s 71(3) | Power to appoint an authorised officer | Chief Executive Officer, Director City Infrastructure & Environment | |
| s 72 | Duty to issue an identity card to each authorised officer | Director City Infrastructure & Environment | |
| s 85 | Function of receiving report from authorised officer | Director City Infrastructure & Environment, Manager Infrastructure Services | |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| s 86 | Duty to keep register re s 85 matters | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 87(1) | Function of receiving complaints | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 87(2) | Duty to investigate complaint and provide report | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 96 | Power to authorise a person for the purpose of instituting legal proceedings | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 112(2) | Power to recover damages in court | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 116 | Power to cause or carry out inspection | Director City Infrastructure & Environment, Manager Infrastructure Services, Manager Asset & Project Planning | |
| s 119(2) | Function of consulting with the Head, Transport for Victoria | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 120(1) | Power to exercise road management functions on an arterial road (with the consent of the Head, Transport for | Director City Infrastructure & Environment, Manager | |

| Road Management Act 2004 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | Victoria) | Infrastructure Services | |
| s 120(2) | Duty to seek consent of the Head, Transport for Victoria to exercise road management functions before exercising power in s 120(1) | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 121(1) | Power to enter into an agreement in respect of works | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 122(1) | Power to charge and recover fees | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | |
| s 123(1) | Power to charge for any service | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | |
| sch 2 cl 2(1) | Power to make a decision in respect of controlled access roads | Director City Infrastructure & Environment | |
| sch 2 cl 3(1) | Duty to make policy about controlled access roads | Director City Infrastructure & Environment | |
| sch 2 cl 3(2) | Power to amend, revoke or substitute policy about controlled access roads | Director City Infrastructure & Environment | |

| Road Management Act 2004 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | |
| sch 2 cl 4 | Function of receiving details of proposal from the Head, Transport for Victoria | Director City Infrastructure & Environment | |
| sch 2 cl 5 | Duty to publish notice of declaration | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| sch 7 cl 7(1) | Duty to give notice to relevant coordinating road authority of proposed installation of non-road infrastructure or related works on a road reserve | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the infrastructure manager or works manager |
| sch 7 cl 8(1) | Duty to give notice to any other infrastructure manager or works manager responsible for any non-road infrastructure in the area, that could be affected by any proposed installation of infrastructure or related works on a road or road reserve of any road | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the infrastructure manager or works manager |
| sch 7 cla 9(1) | Duty to comply with request for information from a coordinating road authority, an infrastructure manager or a works manager responsible for existing or proposed infrastructure in relation to the location of any non-road infrastructure and technical advice or assistance in conduct of works | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the infrastructure manager or works manager responsible for non-road infrastructure |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| sch 7 cl 9(2) | Duty to give information to another infrastructure manager or works manager where becomes aware any infrastructure or works are not in the location shown on records, appear to be in an unsafe condition or appear to need maintenance | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the infrastructure manager or works manager |
| sch 7 cl 10(2) | Where Sch 7 cl 10(1) applies, duty to, where possible, conduct appropriate consultation with persons likely to be significantly affected | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the infrastructure manager or works manager |
| sch 7 cl 12(2) | Power to direct infrastructure manager or works manager to conduct reinstatement works | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 12(3) | Power to take measures to ensure reinstatement works are completed | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 12(4) | Duty to ensure that works are conducted by an appropriately qualified person | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 12(5) | Power to recover costs | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 13(1) | Duty to notify relevant coordinating road authority within 7 days that works have | Director City Infrastructure & Environment, Manager | Where Council is the works manager |

| Road Management Act 2004 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | been completed, subject to sch 7 cl 13(2) | Infrastructure Services | |
| sch 7 cl 13(2) | Power to vary notice period | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 13(3) | Duty to ensure works manager has complied with obligation to give notice under sch 7 cl 13(1) | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the infrastructure manager |
| sch 7 cl 16(1) | Power to consent to proposed works | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 16(4) | Duty to consult | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority, responsible authority or infrastructure manager |
| sch 7 cl 16(5) | Power to consent to proposed works | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 16(6) | Power to set reasonable conditions on consent | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 16(8) | Power to include consents and conditions | Director City Infrastructure & Environment, Manager | Where Council is the coordinating road |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | Infrastructure Services | authority |
| sch 7 cl 17(2) | Power to refuse to give consent and duty to give reasons for refusal | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl18(1) | Power to enter into an agreement | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch7 cl 19(1) | Power to give notice requiring rectification of works | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 19(2) & (3) | Power to conduct the rectification works or engage a person to conduct the rectification works and power to recover costs incurred | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7 cl 20(1) | Power to require removal, relocation, replacement or upgrade of existing non-road infrastructure | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| sch 7A cl 2 | Power to cause street lights to be installed on roads | Director City Infrastructure & Environment, Manager Infrastructure Services | Power of responsible road authority where it is the coordinating road authority or responsible road authority in respect of the road |

| Road Management Act 2004 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| sch 7 cl 3(1)(d) | Duty to pay installation and operation costs of street lighting - where road is not an arterial road | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the responsible road authority |
| sch 7A cl 3(1)(e) | Duty to pay installation and operation costs of street lighting - where road is a service road on an arterial road and adjacent areas | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the responsible road authority |
| sch 7A cl (3)(1)(f) | Duty to pay installation and percentage of operation costs of street lighting - for arterial roads in accordance with cls 3(2) and 4 | Director City Infrastructure & Environment, Manager Infrastructure Services | Duty of Council as responsible road authority that installed the light (re: installation costs) and where Council is relevant municipal council (re: operating costs) |

| Cemeteries and Crematoria Regulations 2015 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r 24 | Duty to ensure that cemetery complies with depth of burial requirements | N/A | |
| r 25 | Duty to ensure that the cemetery complies with the requirements for | N/A | |

| Cemeteries and Crematoria Regulations 2015 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | interment in concrete-lined graves | | |
| r 27 | Power to inspect any coffin, container or other receptacle if satisfied of the matters in paragraphs (a) and (b) | N/A | |
| r 28(1) | Power to remove any fittings on any coffin, container or other receptacle if the fittings may impede the cremation process or damage the cremator | N/A | |
| r 28(2) | Duty to ensure any fittings removed of are disposed in an appropriate manner | N/A | |
| r 29 | Power to dispose of any metal substance or non-human substance recovered from a cremator | N/A | |
| r 30(2) | Power to release cremated human remains to certain persons | N/A | Subject to any order of a court |
| r 31(1) | Duty to make cremated human remains available for collection within 2 working days after the cremation | N/A | |
| r 31(2) | Duty to hold cremated human remains for at least 12 months from the date of cremation | N/A | |
| r 31(3) | Power to dispose of cremated human remains if no person gives a direction within 12 months of the date of cremation | N/A | |
| r 31(4) | Duty to take reasonable steps notify relevant people of intention to dispose of remains at expiry of 12 month period | N/A | |
| r 32 | Duty to ensure a mausoleum is constructed in accordance with | N/A | |

| Cemeteries and Crematoria Regulations 2015 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | paragraphs (a)-(d) | | |
| r 33(1) | Duty to ensure that remains are interred in a coffin, container or receptacle in accordance with paragraphs (a)-(c) | N/A | |
| r 33(2) | Duty to ensure that remains are interred in accordance with paragraphs (a)-(b) | N/A | |
| r 34 | Duty to ensure that a crypt space in a mausolea is sealed in accordance with paragraphs (a)-(b) | N/A | |
| r 36 | Duty to provide statement that alternative vendors or supplier of monuments exist | N/A | |
| r 40 | Power to approve a person to play sport within a public cemetery | N/A | |
| r 41(1) | Power to approve fishing and bathing within a public cemetery | N/A | |
| r 42(1) | Power to approve hunting within a public cemetery | N/A | |
| r 43 | Power to approve camping within a public cemetery | N/A | |
| r 45(1) | Power to approve the removal of plants within a public cemetery | N/A | |
| r 46 | Power to approve certain activities under the Regulations if satisfied of regulation (1)(a)-(c) | N/A | |
| r 47(3) | Power to approve the use of fire in a public cemetery | N/A | |

| Cemeteries and Crematoria Regulations 2015 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r 48(2) | Power to approve a person to drive, ride or use a vehicle on any surface other than a road, track or parking area | N/A | |
| | Note: Schedule 2 contains Model Rules – only applicable if the cemetery trust has not made its own cemetery trust rules | N/A | |
| sch 2 cl 4 | Power to approve the carrying out of an activity referred to in rules 8, 16, 17 and 18 of sch 2 | N/A | See note above regarding model rules |
| sch 2 cl 5(1) | Duty to display the hours during which pedestrian access is available to the cemetery | N/A | See note above regarding model rules |
| sch 2 cl 5(2) | Duty to notify the Secretary of, (a) the hours during which pedestrian access is available to the cemetery; and (b) any changes to those hours | N/A | See note above regarding model rules |
| sch 2 cl 6(1) | Power to give directions regarding the manner in which a funeral is to be conducted | N/A | See note above regarding model rules |
| sch 2 cl 7(1) | Power to give directions regarding the dressing of places of interment and memorials | N/A | See note above regarding model rules |
| sch 2 cl 8 | Power to approve certain mementos on a memorial | N/A | See note above |

| Cemeteries and Crematoria Regulations 2015 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | regarding model rules |
| sch 2 cl 11(1) | Power to remove objects from a memorial or place of interment | N/A | See note above regarding model rules |
| sch 2 cl 11(2) | Duty to ensure objects removed under sub rule (1) are disposed of in an appropriate manner | N/A | See note above regarding model rules |
| sch 2 cl 12 | Power to inspect any work being carried out on memorials, places of interment and buildings for ceremonies | N/A | See note above regarding model rules |
| sch 2 cl 14 | Power to approve an animal to enter into or remain in a cemetery | N/A | See note above regarding model rules |
| sch 2 cl 16(1) | Power to approve construction and building within a cemetery | N/A | See note above regarding model rules |
| sch 2 cl 17(1) | Power to approve action to disturb or demolish property of the cemetery trust | N/A | See note above regarding model rules |

| Cemeteries and Crematoria Regulations 2015 | | | |
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| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| sch 2 cl 18(1) | Power to approve digging or planting within a cemetery | N/A | See note above regarding model rules |

| Planning and Environment Regulations 2015 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r.6 | function of receiving notice, under section 19(1)(c) of the Act, from a planning authority of its preparation of an amendment to a planning scheme | Chief Executive Officer | where Council is not the planning authority and the amendment affects land within Council's municipal district; or<br>where the amendment will amend the planning scheme to designate Council as an acquiring authority. |
| r.21 | power of responsible authority to require a permit applicant to verify information (by statutory declaration or other written confirmation satisfactory to the responsible authority) in an application for a permit or to amend a permit or any information provided under section 54 of the Act | Manager City Growth, Coordinator City Strategy, Coordinator City Development | |
| r.25(a) | Duty to make copy of matter considered under section | Manager City | Where Council is the |

| Planning and Environment Regulations 2015 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | 60(1A)(g) in accordance with the public availability requirements | Growth, Coordinator City Strategy, Coordinator City Development | responsible authority |
| r.25(b) | Function of receiving a copy of any document considered under section 60(1A)(g) by the responsible authority and duty to make the document available in accordance with the public availability requirements | Manager City Growth, Coordinator City Strategy, Coordinator City Development | Where Council is not the responsible authority but the relevant land is within Council's municipal district |
| r.42 | function of receiving notice under section 96C(1)(c) of the Act from a planning authority of its preparation of a combined application for an amendment to a planning scheme and notice of a permit application | Chief Executive Officer | where Council is not the planning authority and the amendment affects land within Council's municipal district; or<br>where the amendment will amend the planning scheme to designate Council as an acquiring authority. |

| Planning and Environment (Fees) Regulations 2016 |
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| Provision | Power and Functions Delegated | Delegate | Conditions and Limitations |
|---|---|---|---|
| r 19 | Power to waive or rebate a fee relating to an amendment of a planning scheme | Manager City Growth | |
| r 20 | Power to waive or rebate a fee other than a fee relating to an amendment to a planning scheme | Manager City Growth | |
| r 21 | Duty to record matters taken into account and which formed the basis of a decision to waive or rebate a fee under r 19 or 20 | Manager City Growth | |

| Road Management (General) Regulations 2016 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r 8(1) | Duty to conduct reviews of road management plan | Director City Infrastructure & Environment | |
| r 9(2) | Duty to produce written report of review of road management plan and make report available | Director City Infrastructure & Environment, Manager Infrastructure Services, Coordinator Strategic Assets Management | |
| r 9(3) | Duty to give notice where road management review is completed and no amendments will be made (or no amendments for which notice is required) | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road |

| Road Management (General) Regulations 2016 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| | | | authority |
| r.10 | Duty to give notice of amendment which relates to standard of construction, inspection, maintenance or repair under s 41 of the Act | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| r 13(1) | Duty to publish notice of amendments to road management plan | Director City Infrastructure & Environment, Manager Infrastructure Services | where Council is the coordinating road authority |
| r 13(3) | Duty to record on road management plan the substance and date of effect of amendment | Director City Infrastructure & Environment, Manager Infrastructure Services | |
| r 16(3) | Power to issue permit | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| r 18(1) | Power to give written consent re damage to road | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |

| Road Management (General) Regulations 2016 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r 23(2) | Power to make submission to Tribunal | Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| r 23(4) | Power to charge a fee for application under s 66(1) Road Management Act | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |
| r 25(1) | Power to remove objects, refuse, rubbish or other material deposited or left on road | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the responsible road authority |
| r 25(2) | Power to sell or dispose of things removed from road or part of road (after first complying with regulation 25(3) | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the responsible road authority |
| r 25(5) | Power to recover in the Magistrates' Court, expenses from person responsible | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | |

| Road Management (Works and Infrastructure) Regulations 2015 | | | |
|---|---|---|---|
| **Provision** | **Power and Functions Delegated** | **Delegate** | **Conditions and Limitations** |
| r 15 | Power to exempt a person from requirement under cl 13(1) of sch 7 of the Act to give notice as to the completion of those works | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority and where consent given under s 63(1) of the Act |
| r 22(2) | Power to waive whole or part of fee in certain circumstances | Manager City Safety, Director City Infrastructure & Environment, Manager Infrastructure Services | Where Council is the coordinating road authority |

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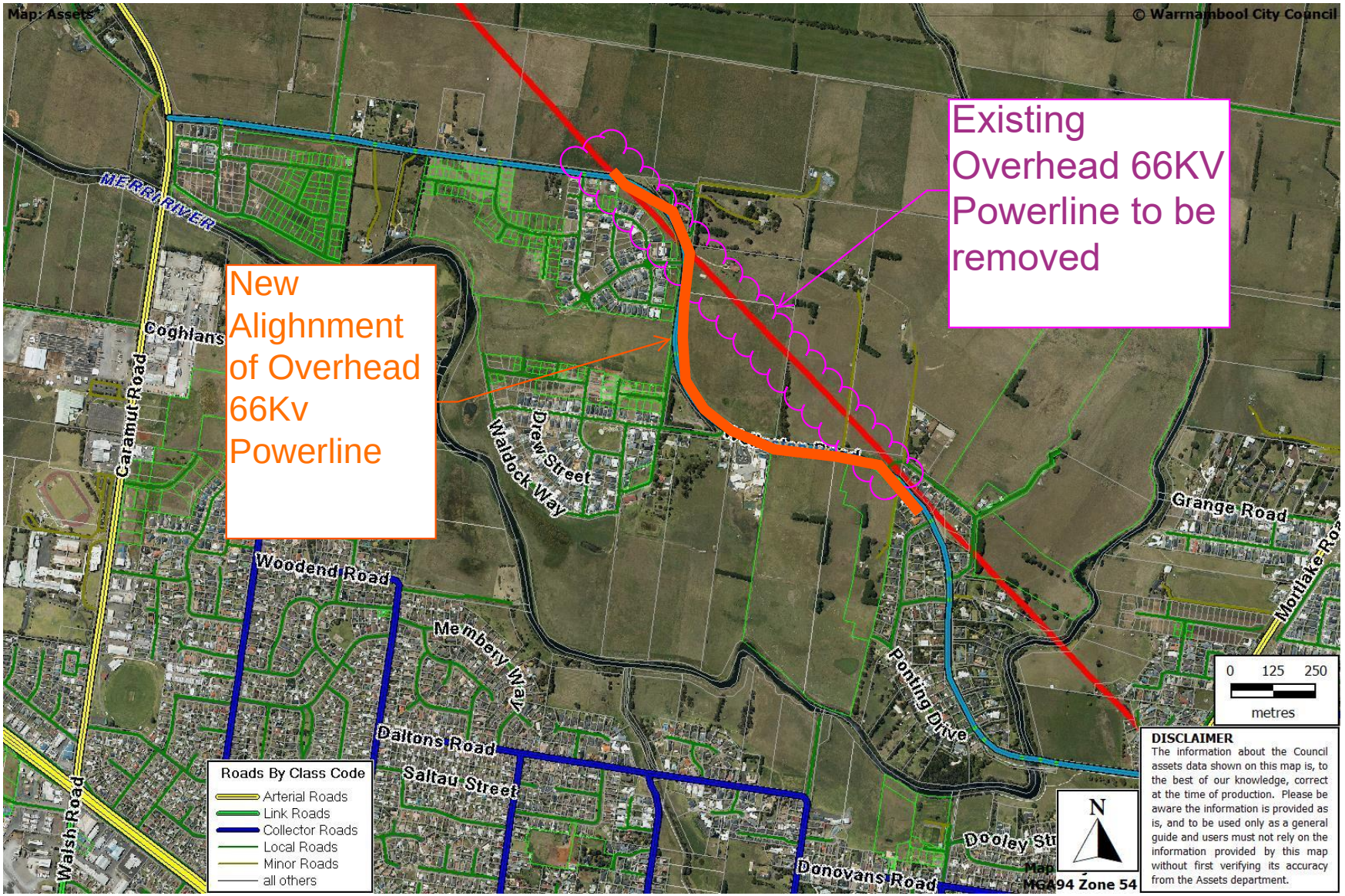

# Informal Meeting of Council Record

| | |
|---|---|
| **Name of committee or group (if applicable):** | Informal Meeting of Council (Councillor Briefing) |
| **Date of meeting:** | 10 June 2025 |
| **Time meeting commenced:** | 2.00pm |
| **Councillors in attendance:** | Cr. B. Blain, Mayor<br>Cr. D. Arnott<br>Cr. W. Benter<br>Cr. B. Edis<br>Cr. V. Jellie AM<br>Cr. M. Walsh (online)<br>Cr. R. Ziegeler |
| **Council officers in attendance:** | Andrew Mason, Chief Executive Officer<br>Peter Utri, Director Corporate Services<br>David Leahy, Direct City Infrastructure & Environment<br>Luke Coughlan, Director City Futures<br>Brooke Love, Director City Wellbeing<br>James Plozza, Manager Governance<br>Julie Anderson, Manager Assets and Project Planning<br>Julie McLean, Manager City Growth |
| **Other persons present:** | • Alistair Parker – Chief Executive Officer.<br>• Phil Currie – Regional Engagement Manager for Barwon South West.<br>• Liz Everist – Senior Regional Engagement Officer for Barwon South West. |
| **Apologies** | Nil. |
| **Matters considered:** | • VicGrid Presentation: Victorian Transmission Plan.<br>• GORCAPA Regional Trails Strategy 2025-2035.<br>• Open Space Policy - Review and Update.<br>• Department Briefing – Assets and Projects Planning. |
| **Council and officer items raised** | • Mayor and CEO – upcoming Parliamentary visit.<br>• Mayor and CEO – Regional Cities Victoria AGM.<br>• Community Satisfaction Survey.<br>• 93 Nicholson Street – addition consultation.<br>• Planning and Environment Committee.<br>• Possible summer music event.<br>• Brierly Sports & Community Hub.<br>• Grace Avenue.<br>• Emergency Management Relief and Recovery Collaboration Great South West.<br>• Allansford Bridge consultation.<br>• Aged Care Act implementation deferred to 1 November.<br>• Hopkins River mouth opening.<br>• Enterprise Agreement update.<br>• South Warrnambool Flood Study.<br>• Related Party Disclosures.<br>• Website image consistency.<br>• Warrnambool Gift Card sponsorship.<br>• Food & Fibre Great South Coast contribution.<br>• Mayoral Panel with Local Government Minister.<br>• West facing parking meters – UV damage on screens.<br>• Midde Island Committee unable to access island.<br>• Cat traps availability. |
| **Councillor Conflicts of Interest disclosures:** | |
| **Councillor/officer name:** Nil | |
| **Meeting close time:** | 4.20pm |
| **Record completed by:** | Brooke Love, Director City Wellbeing |

# Informal Meeting of Council Record

| | |
|---|---|
| **Name of committee or group (if applicable):** | Informal Meeting of Council (Councillor Briefing) |
| **Date of meeting:** | 16 June 2025 |
| **Time meeting commenced:** | 2.00pm |
| **Councillors in attendance:** | Cr. B. Blain, Mayor<br>Cr. D. Arnott<br>Cr. W. Benter<br>Cr. B. Edis (online)<br>Cr. V. Jellie AM<br>Cr. M. Walsh<br>Cr. R. Ziegeler |
| **Council officers in attendance:** | Andrew Mason, Chief Executive Officer<br>Peter Utri, Director Corporate Services<br>David Leahy, Direct City Infrastructure & Environment<br>Luke Coughlan, Director City Futures<br>Brooke Love, Director City Wellbeing<br>James Plozza, Manager Governance<br>Peter Russell, Manager Community Strengthening (2.37pm – 3.30pm)<br>Julie McLean, Manager City Growth (3.30pm – 3.50pm)<br>Nick Legoe, Coordinator City Development (3.30pm – 3.50pm) |
| **Other persons present:** | • Nicole Newman, Chief Executive Officer, Food & Fibre Great South Coast.<br>• Shirley Groot Zevert, Board Member, Food & Fibre Great South Coast |
| **Apologies** | Nil. |
| **Matters considered:** | • Food & Fibre Great South Coast Presentation.<br>• Child Safety and Wellbeing Policy 2025.<br>• Citizenship Ceremony Australia Day Discussion Paper.<br>• Healthy Warrnambool Plan 2025-2029 - Development Plan.<br>• EMAC & Gunditjmara Quarterly Meeting.<br>• Customer Service & Community Engagement Report<br>• Planning & Environment Act Review 1987.<br>• Amendment VC286 - Deletion of Clause 52.27 (Licenced Premises). |
| **Council and officer items raised** | • SES flood guide.<br>• ALGA next week.<br>• Mayor and CEO advocacy trip to Melbourne.<br>• Geelong Cats AFLW camp.<br>• Merrivale Recreation Reserve turf disease.<br>• Winter Solstice this weekend.<br>• Regional Cities Forum.<br>• EB under vote<br>• Flags.<br>• Mayoral Panel.<br>• Update on traders' movements.<br>• Construction at Russells Creek, Marrakai Wetlands walking track. |
| **Councillor Conflicts of Interest disclosures:** | |
| **Councillor/officer name:** Nil. | |
| **Meeting close time:** | 4.40pm. |
| **Record completed by:** | Brooke Love, Director City Wellbeing |

# Informal Meeting of Council Record

| | |
|---|---|
| **Name of committee or group (if applicable):** | Informal Meeting of Council (Councillor Briefing) |
| **Date of meeting:** | 23 June 2025 |
| **Time meeting commenced:** | 2.00pm |
| **Councillors in attendance:** | Cr. B. Blain, Mayor<br>Cr. D. Arnott<br>Cr. W. Benter<br>Cr. B. Edis<br>Cr. V. Jellie AM<br>Cr. M. Walsh<br>Cr. R. Ziegeler |
| **Council officers in attendance:** | Andrew Mason, Chief Executive Officer<br>Peter Utri, Director Corporate Services<br>David Leahy, Direct City Infrastructure & Environment<br>Luke Coughlan, Director City Futures<br>Brooke Love, Director City Wellbeing<br>James Plozza, Manager Governance<br>Rachel Edwards, Coordinator Mental Health Services (2.00pm–2.23pm)<br>Nick Higgins, Manager Communications (2.29pm – 2.42pm)<br>Julie McLean, Manager City Growth (2.58pm – 3.26pm)<br>Nick Legoe, Coordinator City Development (3.03pm – 3.19pm)<br>Paul Cugley, Coordinator Development Engineering (3.15pm – 3.22pm)<br>Rob Wandell, Coordinator Strategic Planning (3.17pm – 3.26pm)<br>Peter Russell, Manager Community Strengthening (3.28pm – 3.38pm)<br>Lauren Edney, Manager Recreation and Culture (3.40pm – 3.57pm)<br>Rod Sanderson, Service Manager Warrnambool Stadium (3.40pm – 3.57pm)<br>Julie Perry, Manager Environment Sustainability & Compliance (3.48pm – 4.05pm) |
| **Other persons present:** | • Ben Mansfield, Co-Founder and Executive, Terra Rossa Impact Advisors (2.00pm– 2.23pm)<br>• Ali Ozeer, Co-Founder and Senior Partner, Terra Rossa Impact Advisors (2.00pm – 2.23pm) |
| **Apologies** | Nil. |
| **Matters considered:** | • Key Worker and Affordable Housing (KWAAH) Scenarios and Draft Investment Information Presentation.<br>• Community Satisfaction Survey 2025.<br>• Audit & Risk Committee Biannual Report: July - December 2024.<br>• Warrnambool City Council 2024 Local Government Election Report.<br>• Council Internal Resolution Procedure 2025.<br>• Planning Advisory Committee - Expressions of Interest.<br>• Amendment VC267 - The Townhouse and Low Rise Code.<br>• Acceptance of Powercor Offer Wollaston Road Power Line Relocation.<br>• North Merri Open Space Landscape Master Plan.<br>• Aged Care Legislative and Regulatory Update.<br>• Warrnambool Stadium Service Update.<br>• Department Briefing – Environment. |
| **Council and officer items raised** | • Simon's Waterfront restaurant.<br>• 30 June Informal Meeting cancelled.<br>• South Warrnambool and Dennington Flood Study.<br>• Visit to Parliament.<br>• South West Victoria Alliance.<br>• Winter Solstice.<br>• Brauerander Park.<br>• Find Your Voice sponsorship. |

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| | • Related Party Disclosures.<br>• Harrington Road south – parking issue.<br>• Whale viewing platform condition with dog mess.<br>• West Warrnambool Neighbourhood House – Youth event. |
| **Councillor Conflicts of Interest disclosures:** | |
| **Councillor/officer name:**<br>• Cr Ziegeler – Officer Items: Flood Study – Material Conflict of Interest – Left the room at 4.11pm and returned to room at 4.48pm. | |
| **Meeting close time:** | 5.17pm. |
| **Record completed by:** | Brooke Love, Director City Wellbeing |