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AGENDA

Council meeting to be held
at Darebin Civic Centre,
350 High Street Preston
on Monday, 3 October 2016
at 7.00 pm.



ACKNOWLEDGEMENT OF DAREBIN'S ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITY

**(Council adopted this Acknowledgment on 1 July 2013 in order
to confirm the commitment of Council to the process of
Reconciliation)**

Darebin City Council acknowledges the Wurundjeri people and the Kulin Nations as the traditional landowners and the historical and contemporary custodians of the land on which the City of Darebin and surrounding municipalities are located.

Council recognises, and pays tribute to, the diversity of Darebin's Aboriginal and Torres Strait Islander community, valuing the unique and important role Aboriginal and Torres Strait Islander community members play in progressing reconciliation, respect and the building of mutual understanding across the City, amongst its people, and in the achievement of shared aspirations. Council recognises and pays tribute to, and celebrates, Darebin's long standing Aboriginal and Torres Strait Islander culture and heritage.



Italian

Questo è l'ordine del giorno della riunione del Consiglio Comunale di Darebin per la data che compare sulla prima pagina di questo documento. Se desiderate informazioni in lingua italiana sugli argomenti dell'ordine del giorno, siete pregati di chiamare la Linea Telefonica Multilingue del Comune al 8470 8888.

Greek

Αυτή είναι η ημερήσια διάταξη για τη συνεδρίαση του Δημοτικού Συμβουλίου Darebin, για την ημερομηνία που φαίνεται στο εξώφυλλο αυτού του εγγράφου. Αν θα θέλατε πληροφορίες στα Ελληνικά σχετικά με τα θέματα σ' αυτή την ημερήσια διάταξη, παρακαλούμε καλέστε την Πολυγλωσσική Τηλεφωνική Γραμμή του Δήμου στον αριθμό 8470 8888.

Chinese

這是一份戴瑞濱市議會議程表，其開會日期顯示於此文件之封面。如果您欲索取有關此議程表的中文資料，敬請致電 8470 8888 聯絡市議會的多語種電話專線。

Arabic

هذا هو جدول أعمال اجتماع مجلس بلدية داربيبن والذي سيحدد في التاريخ الوارد في الصفحة الأولى من هذه الوثيقة. إذا أردت الحصول على مزيد من المعلومات في اللغة العربية حول المواضيع المذكورة في جدول الأعمال، فيرجى الاتصال برقم هاتف البلدية المتعدد اللغات 8470 8888

Macedonian

Ова е дневниот ред за состанокот на Општината на Градот Даребин, која ќе биде на датумот покажан на предната корица од овој документ. Ако Вие сакате некои информации на Македонски јазик, за предметите на овој дневен ред, Ве молиме повикајте ја Општинската Повеќејазична Телефонска Линија на 8470 8888.

Vietnamese

Đây là nghị trình cho cuộc họp của Hội đồng Thành phố Darebin; ngày họp có ghi ở trang bìà tài liệu này. Muốn biết thêm về chương trình nghị sự bằng Việt ngữ, xin gọi cho Đường dây Điện thoại Đa Ngôn ngữ của Hội đồng Thành phố qua số 8470 8888.

Bosnian

Ovo je dnevni red za sastanak Gradske općine Darebin čiji je datum održavanja naznačen na prvoj strani ovog dokumenta. Ako želite više informacija o tačkama ovog dnevnog reda na bosanskom jeziku, molimo nazovite općinsku višjejezičnu telefonsku službu na 8470 8888.

Croatian

Ovo je dnevni red sastanka u Darebin City Council za dan koji je naveden na prednjem ovitku ovog dokumenta. Ako želite informacije o tačkama ovog dnevnog reda na hrvatskom jeziku, molimo da nazovete Council Multilingual Telephone Line (Višjejezičnu telefonsku liniju) na 8470 8888.

Portuguese

Esta é a pauta para a reunião da Câmara Municipal de Darebin a ser realizada na data que consta na capa deste documento. Se você deseja informação em Português sobre os itens desta pauta, por favor ligue para a Linha Telefônica Multilíngue da Câmara no 8470 8888.

Serbian

Ово је дневни ред за састанак Darebin City Council-а (Градско веће Darebin) који ће се одржати на дан који је наведен на насловној страни овог документа. Ако желите информације на српском о тачкама дневног реда, молимо вас да назовете Council Multilingual Telephone Line (Вишејезичку телефонску линију Већа), на 8470 8888.

Somali

Kuwani waa qodobada shirka lagaga wada hadli doono ee Degmada Degaanka Darebin ee taariikhda lagu xusey boga ugu sareeya ee qoraalkan. Haddii aad doonysid wararka ku saabsan qodobadan oo ku qoran Af-Somali, fadlan ka wac Khadka Taleefanka Afafka ee Golaha oo ah 8470 8888.

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Agenda

1. MEMBERSHIP

Cr. Vince Fontana (Mayor) (Chairperson)

Cr. Gaetano Greco

Cr. Tim Laurence

Cr. Bo Li

Cr. Trent McCarthy

Cr. Steven Tsitas

Cr. Angela Vilella

Cr. Oliver Walsh

Cr. Julie Williams

2. APOLOGIES

3. DISCLOSURES OF CONFLICTS OF INTEREST

4. CONFIRMATION OF THE MINUTES OF COUNCIL MEETINGS

Recommendation

That the Minutes of the Ordinary Meeting of Council held on 3 October 2016 be confirmed as a correct record of business transacted.

5. PUBLIC QUESTION TIME

In accordance with Council's Election Period Policy 2016, 'Public Question Time' is suspended and will **NOT** be held at this meeting.

6. CONSIDERATION OF REPORTS

6.1 FINANCIAL COUNSELLING PROGRAM

Author: Acting Manager Families, Diversity and Community Wellbeing

Reviewed By: Director Community Development

Report Background

This report is in response to the Council Resolution from the Council meeting on the 15 September 2014 and provides an update on the Generalist Financial Counselling services provided to Darebin residents as part of the service partnership with Kildonan Uniting Care.

Previous Council Resolution

At its meeting on the 15 September 2014, Council resolved:

'That Council:

- (1) Note this report on the Financial Counselling Program.*
- (2) Receives a further report in 12 months-time assessing the Darebin Kildonan Agreement to ensure it is serving the financial assistance needs of Darebin residents'*

Previous Briefing(s)

This matter has not previously been to a Councillor briefing.

Council Plan Goal/Endorsed Strategy

Goal Two: Healthy and Connected Community

Darebin Early Years Strategy 2011-2021

Summary

This report provides an update on the Generalist Financial Counselling services provided to Darebin residents as part of the service partnership with Kildonan Uniting Care. This service delivery model was implemented in July 2014 following a state wide review of the previous forty-two programs funded by Consumer Affairs Victoria (CAV). The expanded service model delivered by Kildonan Uniting Care enables a holistic, wide reaching and coordinated model of service provision to be delivered across the region. The model continues to support a large number of Darebin residents and has enabled residents to access financial counselling in an inclusive and effective manner.

Darebin Council will continue to work in partnership with Kildonan through the active promotion of the services available at Kildonan Uniting Care and referring eligible clients to their service site located at 648 High Street, Reservoir.

Recommendation

That Council note this report on the Financial Counselling Program.

Introduction

Darebin Council's Financial Counselling Program was previously delivered as a component of the Family Support Services Unit in the Family and Children Department, funded principally by Consumer Affairs Victoria. CAV provided funding to deliver Financial Counselling programs and the telephone information and referral program referred to as 'MoneyHelp'.

In August 2012, CAV reviewed the programs with the aim of developing an effective and efficient integrated service delivery model. Council was actively involved in this review. The review identified that service providers had a clear understanding of the principles of financial counselling; however the strength to which these principles translated into practice varied across service providers. As a result service provision across the state was inconsistent, ad-hoc and at times confusing for people accessing the service.

In response to the review the CAV proposed a new service model that:

- Integrated the state wide phone service and the community based funded agencies;
- Prioritised those Victorians who are experiencing financial difficulties who are most vulnerable and financially disadvantaged;
- Provided the sector with tools to assess, prioritise and refer in a consistent manner; and
- Defined key services, best practice indicators and referral pathways for the program.

The revised service model was implemented in July 2014.

Issues and Discussion

The new service model integrates all of the previous forty-two (42) programs funded by CAV, namely the Financial Counselling and MoneyHelp programs, to ensure complimentary service provision as well as a consistent, efficient and effective service delivery.

The service model reduced the number of funded service agreements across the State to seventeen (17) and aligns these with the service areas used by the Department of Health and Human (DHHS). CAV has a funding and service agreement with a single agency in each of these 17 DHS service areas to ensure coverage of all areas.

North Eastern Melbourne Catchment Lead Agency

Darebin City Council sits within the North Eastern Melbourne catchment which also includes the municipalities of Banyule, Nillumbik, Yarra and Whittlesea. CAV identified Kildonan Uniting Care as the Key Lead Agency in the North Eastern Melbourne catchment. In July 2014 funding for all Financial Counselling programs within this catchment was transferred to Kildonan Uniting Care for administration and management.

Darebin City Council and Kildonan Arrangement

In discussion with Kildonan Uniting Care, Council entered into a service partnership with the agency to ensure that Darebin residents continued to receive a high quality financial counselling service that was integrated with access to other support services. Council's role in the revised model was to actively promote the services available at Kildonan Uniting Care and refer eligible clients to Kildonan's service site located at 648 High Street, Reservoir.

Since the transition to the new model, Kildonan has continued to expand on the range of services provided to clients. In addition to Generalist Financial Counselling, Kildonan also offers an outreach service to the Aborigines Advancement League, Hospital Based Financial Counselling for parents of unwell children, home visits to clients in financial hardship referred by Utility Companies, and a No Interest Loan Scheme for those on low incomes or for those that require funds to re-establish themselves after leaving a family violence situation.

The Kildonan United Care program continues to be a program readily accessed by Darebin community members. In the 2015/2016 financial year Kildonan United Care provided financial counselling and support to just under 900 Darebin residents. The support was provided by a range of programs including Financial Counselling, Utility Visits, Microfinance and Kildonan's wrap around service 'CareRing'. CareRing provides clients with an extensive range of support services through a centralised, co-ordinated point of contact. The service is accessed by clients for a variety of reasons, with family violence a key factor in women's access to financial counselling programs.

The programs offered by Kildonan under the current model continue to provide significant support to Darebin residents, and are beyond the scope and capacity which Council could provide under the previous funding model. Further to this, Kildonan United Care programs such as CareRing support clients with a holistic model of support that aims to improve the clients overall economic and wellbeing outcomes.

Options for Consideration

That Council note the current service provision provided by Kildonan United Care and continue to actively promote this program to the community and refer eligible clients.

Financial and Resource Implications

There are no financial implications for Council associated with the provision of this program. The funding formerly allocated to the Generalist Financial Counselling program by the State Government has been redirected to Kildonan Uniting Care as the regional service provider.

Risk Management

There is minimal risk for Council associated with this program which is managed and coordinated by Kildonan United Care. Kildonan Uniting Care is funded by CAV as the Key Lead Agency for their ability to provide high quality, inclusive and professional financial counselling to the region.

Policy Implications

Economic Development

There are no factors in this report which impact upon economic development.

Environmental Sustainability

There are no factors in this report which impact upon environmental sustainability.

Human Rights, Equity and Inclusion

The Financial Counselling Program provides an inclusive and respectful service to families and individuals in the municipality with complex financial needs. The program works with all cultures, gender and sexual preferences, location, family type and socioeconomic circumstances.

Other

Access to financial counselling is often associated with and a symptom of other issues which impact on individuals and families' health and wellbeing, such as low income, unemployment or the experience of family violence. As a result, this partnership supports Council's broader objectives to address disadvantage and improve community wellbeing.

Future Actions

- Ongoing implementation of the service relationship between Darebin City Council and Kildonan Uniting Care for the provision of financial counselling to Darebin residents.

Consultation and Advocacy

- Kildonan Uniting Care
- Anglicare Victoria

Related Documents

- Council Minutes – 15 September 2014

Disclosure of Interest

Section 80C of the *Local Government Act 1989* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any direct or indirect interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

6.2 AGE-FRIENDLY VICTORIA DECLARATION

Author: Acting Manager Aged and Disability

Reviewed By: Director Community Development

Report Background

This report seeks Council's endorsement to sign the Age-Friendly Declaration (**Appendix A**).

Previous Council Resolution

This matter is not the subject of a previous Council resolution.

Previous Briefing(s)

This matter has not previously been to a Councillor briefing.

Council Plan Goal/Endorsed Strategy

- Active and Healthy Ageing 2011 – 2021 Vision: *“Council’s overall objective in the development of the Strategy and in its implementation over the ten year timeframe is to facilitate a Darebin Age Friendly City.”*
- Council Plan 2013 – 2017 (Goal 2: A Healthy and Connected Community) *“provide the opportunity for isolated residents to connect socially and physically to the wider community via access to social networks, active transport and safe and accessible public spaces and networks.”*

Summary

The Victorian Government report *‘Ageing is everyone’s business: a report on isolation and loneliness among senior Victorians’* highlights that at least ten per cent of Victoria’s older population experiences loneliness at any one time. In response the Age-Friendly Victoria initiative was launched to encourage active ageing and optimise opportunities for good health, social and community participation for Victorian seniors.

The initiative will deliver \$2.2 million over four years for age-friendly projects led by local government.

In addition the Victorian Government with the Municipal Association of Victoria (MAV) signed an Age-Friendly Declaration on 14 April 2016 (**Appendix A**). To date, ten Victorian Councils have signed the Declaration including Yarra and Nillumbik.

The Declaration outlines the seven commitments that directly correlate with areas of the Active and Healthy Ageing Strategy 2011 – 2021 and the Council Plan 2013 - 2017.

Recommendation

That Council reaffirms its commitment to an Age Friendly Darebin by signing the Age-Friendly Declaration attached to this report as **Appendix A**.

Introduction

On 14 April 2016 the Victorian Government released their report 'Ageing is everyone's business: a report on isolation and loneliness among senior Victorians.' The report highlights that at least ten per cent of Victoria's older population experiences loneliness at any one time. In response to this report the Age-Friendly Victoria initiative was launched.

Age-friendly communities encourage active ageing and optimise opportunities for good health, social and community participation for Victorian seniors. The initiative calls for the inclusion of older people, businesses and community leaders in planning for the needs of seniors and to enhance the quality of life for people as they age.

Issues and Discussion

The Age Friendly Declaration

The Declaration (**Appendix A**) is one action of the Aged Friendly Initiative and sets out seven commitments which support the following vision:

The vision of the Victorian Government and the Municipal Association of Victoria in signing this Declaration is for better state and local planning for the creation of age-friendly communities. This is the focus of our shared activities on common goals and directions.

If Council agrees to sign the declaration they will join the Victorian Government, the Municipal Association of Victoria (MAV), a number of agencies and ten Councils (including Yarra and Nillumbik) who have already signed the declaration. The full list of Age Friendly Declaration signatories are listed in **Appendix B**.

Completed Declarations are posted on a publicly accessible website titled the Age-Friendly Virtual Wall <https://www.seniorsonline.vic.gov.au/get-involved/age-friendly-victoria/age-friendly-virtual-wall>. This posting can be used by Council means to direct people to the Darebin website, as well as a platform for promotion of Council's services and support for older citizens.

If signed, the Declaration is returned via email with a brief description about Council including what Darebin is already doing to create an age-friendly community. Council will also receive information and resources to support continued efforts to create an age-friendly Darebin.

Links between the Declaration and Councils Current Plans and Strategies

The commitments outlined in the Declaration directly correlate with areas of the Active and Healthy Ageing Strategy 2011 – 2021 and the Council Plan 2013 - 2017. Examples include:

Age-Friendly Declaration	Active and Healthy Ageing Strategy 2011 - 2021
<p>Valuing stakeholder engagement and working together to promote and strengthen partnerships with peak bodies, community organisations, business, retailers and council-run facilities.</p>	<p>Strategic Policy Statement 5 Council Role: Community Capacity Facilitator</p> <ul style="list-style-type: none"> - The wellbeing of older people is inextricably linked to their engagement with others and Council's role in community capacity building will therefore aim to increase connectedness, partnership development and collaboration.

Age-Friendly Declaration	Active and Healthy Ageing Strategy 2011 - 2021
Supporting state and local planning processes to create age-friendly communities	Strategic Policy Statement 3 Council Role: Partnership Builder. <ul style="list-style-type: none"> - Council will develop internal structures to ensure a whole of Council approach to ageing. - Council will foster strategic alliances with other key service providers and community members in the implementation of an Age Friendly Darebin.

As such, these are areas that Council is already addressing in its commitment to an Age Friendly Darebin within current policies and resources.

Options for Consideration

1. Council signs and returns the Declaration.
2. Council does not sign the Declaration.

Financial and Resource Implications

The overall Aged Friendly initiative will deliver \$2.2 million over four years for age-friendly projects led by local government that Council can seek to apply for. Beyond this potential there are no financial or resource implications from the signing of the Declaration.

Risk Management

There are no risk issues associated with the signing of the Declaration.

Policy Implications

Economic Development

There are no factors in this report which impact upon economic development.

Environmental Sustainability

There are no factors in this report which impact upon environmental sustainability.

Human Rights, Equity and Inclusion

The signing of the declaration would reaffirm Council's support for older community members and supports the City of Darebin Equity and Inclusion Policy 2012-2015, the Access and Inclusion Plan 2015-2019, Darebin Human Rights Action Plan 2012-2015.

Other

There are no other factors which impact on this report.

Future Actions

If resolved Council will sign the Age-Friendly Declaration.

Consultation and Advocacy

- Marketing and Community Engagement Officer

Related Documents

- Age Friendly Victoria Declaration (**Appendix A**)
- Age Friendly Declaration signatories (**Appendix B**)

Disclosure of Interest

Section 80C of the *Local Government Act 1989* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any direct or indirect interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

AGE-FRIENDLY VICTORIA

DECLARATION

Vision

The vision of the Victorian Government and the Municipal Association of Victoria in signing this Declaration is for better state and local planning for the creation of age-friendly communities. This is the focus of our shared activities on common goals and directions.

Population ageing is a world-wide phenomenon as a consequence of increasing life expectancy. In Victoria, people are living longer and many of today's young Victorians will live beyond 90, even 100, years. We need to create communities that respond to this significant social change and better support people as they age.

It is vital that governments focus on the opportunities as well as the challenges of an ageing population. While older people contribute significantly to our communities, there is more to be done to support and develop the roles and contributions of older people. Ageing populations require actions that promote quality of life and wellbeing, value the contributions that older people make to their communities, remove barriers to participation, and enable people to 'age in place' and maintain local connections and community belonging.

Age-friendly communities encourage active ageing and optimise opportunities for good health, social and economic participation and personal security. They recognise the great diversity of our older population, promote inclusion of older people and respect their decisions and lifestyle choices. They involve service providers, businesses, community leaders and older people in planning to meet ageing-related needs. They enhance quality of life for people as they age, and benefit the whole community.

Local government plays a key role in planning and establishing age-friendly communities and has been assisted in this by the Victorian Government in collaboration with the Municipal Association of Victoria. The Victorian approach is informed by the World Health Organization's *Age-friendly Cities* framework, and the experience of councils' use of World Health Organization's information and tools.

Experience shows that the best way to strengthen the age-friendly capacity of local communities is through partnerships between seniors, governments, communities, businesses, services and support agencies. In partnership with the Municipal Association of Victoria, the Victorian Government has been supporting local government since 2006 with initiatives aimed at improving their capacity to plan for and support seniors, and to create communities that better accommodate their ageing populations.

This partnership approach has raised the awareness of ageing across both levels of government, improved knowledge and understanding of international age-friendly cities and communities, and created local age-friendly initiatives. This Declaration builds on these strengths and furthers the partnership between state and local government to continue to support and assist Victorian councils to create age-friendly communities.



Martin Foley MP
Minister for Housing, Disability and Ageing

Date: 14 April 2016



Cr Bill McArthur
President, Municipal Association of Victoria

Commitment

The Victorian Government and the Municipal Association of Victoria will build the age-friendly capacity of local communities by:

1. **promoting an age-friendly Victoria** through the role and achievements of local government in creating age-friendly communities and providing leadership to encourage local councils and stakeholders to develop the principles of the age-friendly cities and community directions
2. **supporting** state and local planning processes to create age-friendly communities and using the knowledge, information and tools available through the World Health Organization's Global Network of Age-friendly Cities
3. **providing** local councils with leading advice, expertise, access to networks, policy information and other support to encourage local age-friendly initiatives
4. **empowering** seniors' involvement in local age-friendly initiatives by assisting councils to develop active engagement structures and models of localised seniors community input
5. **encouraging** seniors to get involved in areas they see as important such as local community transport, volunteering, community participation, diversity of housing options, seniors safety, technology access and lifelong learning
6. **addressing** the built environment, transport, housing, social participation, respect and social inclusion, civic participation and employment, communication, and community support and health services for age-friendly communities as listed in the 2008 World Health Organization's *Age-friendly Cities: A Guide*
7. **valuing** stakeholder engagement and working together to promote and strengthen partnerships with peak bodies, community organisations, businesses, retailers and council-run facilities.

The undersigned council endorses and supports the intention and commitments of this Declaration.

Mayor

Council

Date

Appendix B: Age-Friendly Declaration signatories

1. AGL Policy and Sustainability
2. Alzheimer's Australia Vic
3. Arthritis and Osteoporosis Victoria
4. Australian Unity
5. Banyule City Council
6. Boroondara City Council
7. Cardinia City Council
8. Carers Victoria
9. Centre for Applied Policy in Positive Ageing
10. Council on the Ageing (COTA) Victoria
11. Golden Days Radio
12. City of Greater Dandenong
13. Holy Trinity Anglican Church
14. City of Kingston
15. Knox City Council
16. Life Activities Club Victoria - Croydon
17. Life Activities Clubs Victoria
18. Maroondah City Council
19. Nillumbik Shire Council
20. Old Colonists' Association of Victoria
21. Public Libraries Network
22. Surf Coast Shire
23. Telstra Country Wide
24. Transdev Melbourne
25. Transport Accident Commission
26. Work for the Soul
27. Yarra City Council
28. Yarra Ranges Shire Council

More information on the Age-Friendly wall can be found at:

<https://www.seniorsonline.vic.gov.au/get-involved/age-friendly-victoria/age-friendly-virtual-wall>

6.3 PROJECT APPLICATIONS - SPORT AND RECREATION VICTORIA COMMUNITY SPORTS INFRASTRUCTURE FUND GRANTS 2017/2018

Author: Manager Leisure and Community Facilities

Reviewed By: Director Community Development

Report Background

The Sport and Recreation Victoria (SRV) Community Sports Infrastructure Fund (CSIF) is an annual State Government funding program that provides funding to Councils to support the development of community sporting facilities. It presents an opportunity to deliver sport and leisure infrastructure improvements at a reduced cost to Council. This report details the projects successful in progressing through to the full application stage and those which were unsuccessful and the proposed future actions.

Previous Council Resolution

At its meeting on 1 August 2016 Council resolved to:

‘.....

(2) *Submit applications to Sport and Recreation Victoria for the following categories and projects:*

- *Minor Facilities category – installation of sports field lighting systems at Bundoora Park and Pitcher Park*
- *Major Facilities category - redevelopment of Bill Lawry Oval pavilion*
- *Cricket Facilities category – redevelopment of Preston City Oval cricket practice nets*

.....

(4) *Receive a further report once the applications have been finalised.’*

Previous Briefing(s)

Councillor Briefing – Monday 11 July 2016

Council Plan Goal/Endorsed Strategy

- **Council plan 2013 – 2017 strategies** - 2.6 Community health and fitness; and access to opportunities; 2.10 Social and physical connectedness; 2.13 equitable access for all; 2.15 equity in sport; 5.2 access and inclusion
- **Darebin Health and Wellbeing Plan 2013 – 2017** – Goal 4 – build healthy, safe and accessible places for people to play and connect; goal 5 protect and promote Darebin people’s physical health (5.3 – increase regular physical activity for all)
- **Darebin Leisure Strategy and Leisure Services Action Plan 2015 - 2020**

Summary

Advice was received from SRV that the sports field lighting projects from the Minor Facilities category were successful in progressing to the full application stage. These applications have now been finalised and lodged. Should both sports lighting applications be successful, Council will receive \$200,000 of grant funding. A co-contribution in the order of \$419,500 (ex. GST) will be required from Council's 2017/2018 capital works budget.

The redevelopment projects for the Bill Lawry Oval pavilion and cricket practice nets at Preston City Oval were not successful in progressing to the full application stage.

Council officers will further develop the Bill Lawry Oval pavilion project in consultation with club and sporting peak body stakeholders and look to submitting an application in the next round of the CSIF for projects commencing in 2018/2019.

The development of the cricket practice nets at Preston City Oval will be assessed alongside other potential projects when applications open for the next round of CSIF funding for projects that commence in 2018/2019.

Recommendation

That Council:

- (1) Notes that SRV grants present an opportunity to deliver Leisure infrastructure improvements at a reduced cost to Council.
- (2) Notes that two applications that were successful in proceeding to full application, and have now been lodged; these being the upgrade of sports field lighting systems at Bundoora Park and Pitcher Park.
- (3) Notes the required Council co-contribution of approximately \$419,500 and the obligation to include the required co-contribution to these projects in the 2017/2018 capital works budget if applications are successful.

Introduction

The SRV CSIF grants are an annual State Government grants program that provides funding to Councils to support the development of high quality community sporting facilities. Four projects were identified as most critical to increase participation in sport and physical activity, were strongly aligned to Council's strategic priorities and most likely to meet the criteria for funding for the 2017/2018 grants:

Major Facilities category

- Redevelopment of Bill Lawry Oval pavilion

Minor Facilities category

- Installation of sports field lighting system at Bundoora Park
- Installation of sports field lighting Pitcher Park

Cricket Facilities category

- Redevelopment of Preston City Oval cricket practice nets.

Project Proposals were submitted to the SRV, who are part of the Department of Health and Human Services (DHHS), for each project.

Issues and Discussion

Advice was received from DHHS in late July 2016 that the two sports field lighting projects from the Minor Facilities category were successful in progressing to the full application stage.

Preliminary lighting designs and independent cost estimates were completed by lighting consultants Irwinconsult. These were included to support the full application for each project. Both applications were submitted to DHHS on 30 August 2016. Details are as follows:

1. Pitcher Park sports field lighting upgrade – estimated total project cost of \$344,000. Club contribution of \$5,000 confirmed, required Council contribution of \$239,000. The cost estimate has been revised on the basis of the advice and amended design by Irwinconsult to minimise light spill and glare to neighbouring residents surrounding the park.
2. Bundoora Park (Snake Gully) sports field lighting upgrade – estimated total project cost of \$288,000. Club contribution of \$7,500 confirmed, required Council contribution of \$180,500. The cost estimate has been revised on the basis of technical advice and preliminary design by Irwinconsult.

Likely funding announcements and notification of outcomes for these two projects will occur around November 2016.

The redevelopment projects for the Bill Lawry Oval pavilion and cricket practice nets at Preston City Oval were not successful in progressing to full application. Feedback has been sought from SRV and Council officers will continue to further develop the Bill Lawry Oval pavilion project in consultation with club and sporting peak body stakeholders and look to submitting an application in the next round of the CSIF for projects commencing in 2018/2019. A design budget has been approved by Council as part of their 2016/2017 and design work is now underway. Council will be further briefed on progress and key developments.

The development of the cricket practice nets at Preston City Oval will be assessed alongside other potential projects when applications open for the next round of CSIF funding for projects commencing in 2018/2019.

Key points to note:

- Should both sports lighting applications be successful, Council will receive \$200,000 of grant funding. A co-contribution in the order of \$419,500 (ex. GST) will be required from Council's 2017/2018 capital works budget.
- Although to be confirmed, it is anticipated that potential external contributions towards the Bill Lawry Oval pavilion redevelopment may total over \$1 million. This includes a contribution of \$200,000 from the tenant clubs; \$650,000 from SRV (if the future application is successful); and up to \$500,000 from AFL Victoria and Cricket Victoria. This project presents an opportunity to attract significant external funding to invest in Council's facilities which require substantial upgrade.

Options for Consideration

- Council to consider approval of funding for projects as part of the 2017/2018 capital works budget process.

Financial and Resource Implications

Should both sports lighting applications be successful, Council will receive \$200,000 of grant funding. A co-contribution in the order of \$419,500 (ex. GST) will be required from Council's 2017/2018 capital works budget.

Risk Management

Risks will be identified, monitored and managed through risk management and mitigation plans for each respective project.

Policy Implications

Economic Development

Council endorsement to proceed with the projects identified above will result in increased opportunities for the Darebin community to participate in physical activity, healthier, happier and more productive communities.

Environmental Sustainability

Environmental sustainability considerations will be made in development of detailed plans for each project.

Human Rights, Equity and Inclusion

Whilst the major focus of the CSIF is to broadly increase participation in sport and recreation activities, improving access to those groups traditionally disadvantaged, including women and girls, young people, culturally and linguistically diverse (CALD) communities, indigenous people, people with a disability and people of low socio economic status, is also a significant priority and will be considered throughout project development and implementation.

Other

There are no other impacts related to this report.

Future Actions

- Funding announcements and notification of outcomes expected from DHHS from November 2016.
- Funding applications to Council's 2017/2018 capital works round to be submitted for consideration on the basis of grant outcomes.

Consultation and Advocacy

- The tenant sporting clubs - Parkside Sporting Club, Bundoora Junior Football Park and Bundoora Park Cricket Club are strongly supportive of these projects.

Related Documents

Council Minutes – 1 August 2016

Disclosure of Interest

Section 80C of the *Local Government Act 1989* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any direct or indirect interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

6.4 SPORTING FEES, CHARGES AND OCCUPANCY AGREEMENT POLICY IMPLEMENTATION UPDATE

Author: Manager Leisure and Community Facilities

Reviewed By: Director Community Development

Report Background

This paper provides Council with an update on the application and implementation of Darebin Sporting Fees, Charges and Occupancy Agreement Policy 2014 (**Appendix A**) in accordance with the Council resolution of 6 October 2014. It also responds to a Council resolution from the meeting held on 6 June 2016 relating to the policy's impact on micro clubs.

Previous Council Resolution(s)

At its meeting on 6 October 2014 Council adopted the Darebin Sporting Fees, Charges and Occupancy Agreement (SFCOA) Policy 2014 and resolved:

'That officers provide 6 monthly reports on outcomes and issues arising from the implementation of the policy.'

Further, at its meeting on 6 June 2016, Council resolved:

'That officers report back with a report on the costs and benefits to put in place extra fee relief for micro clubs.'

Previous Briefing(s)

1 February 2016, 16 May 2016 and 12 September 2016.

Council Plan Goal/Endorsed Strategy

Council Plan 2013–2017 - 2.6 Community health and fitness; and access to opportunities; 2.10 Social and physical connectedness; 2.13 equitable access for all; 2.15 equity in sport; 5.2 access and inclusion

Darebin Health and Wellbeing Plan 2013–2017 Goal 4 – build healthy, safe and accessible places for people to play and connect; Goal 5 – protect and promote Darebin people's physical health (5.3 – increase regular physical activity for all)

Darebin Leisure Strategy (2010–2020) and Leisure Services Action Plan 2015-2020

Summary

- Implementation of the Darebin Sporting Fees, Charges and Occupancy Agreement Policy commenced in 2014. The policy aims for transparency and equity in the levying of fees and is strongly focussed toward increasing participation and participant diversity.
- There have been significant increases in female and junior participation across many sports including cricket, Australian Rules football and soccer in the reporting period and more broadly during the Council's term of office.

- Establishment of a comprehensive database and standardised methods of data collection is a priority project for Leisure Services in 2016/2017 given the difficulties collecting and reporting accurate and meaningful participation data.
- Actions on the issue of additional support for micro clubs will focus on ascertaining clubs eligibility for existing support programs. Reclassification of de-commissioned sporting venues to community venues will also be investigated as a way to reduce access fees for smaller clubs.

Recommendation

That Council:

- (1) Note this six monthly report on the outcomes and issues arising from the implementation of the Sporting Fees, Charges and Occupancy Agreement policy.
- (2) Endorse updates to the Sporting Fees, Charges and Occupancy Agreement policy as detailed within the report.

Introduction

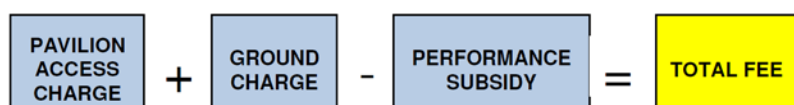
The Darebin Sporting Fees, Charges and Occupancy Agreement (SFCOA) Policy was adopted in October 2014. The broad objectives of the policy are:

- To provide greater transparency and correspondence between the fees that are levied and the venue facilities provided;
- To provide incentives for sporting clubs to achieve increased participation, social equity and inclusion, good governance and financial sustainability targets;
- To balance the need for sustainable and equitable revenue collection with incentives to achieve participation targets;
- To encourage shared use of sporting infrastructure by other community groups; and
- To reflect the organisation's capacity to generate revenue, and make sustainable payments for venue access, and to encourage capital co-contributions.

The fee structure for seasonal access and licence club access to Council sporting facilities is based on a Pavilion Access Charge (calculated at 0.15% of building's insurable value) and a Ground Charge (see Table 2 of policy document). Fees may be reduced by up to 50% pending application of a performance subsidy which is detailed in the SFCOA policy and is based on the following three principals:

1. Social inclusion and growth
2. Good governance
3. Council / community engagement

The diagram below shows how sporting facility fees are calculated:



Issues and Discussion

Participation and Inclusion

A key focus for Leisure Services has been to achieve greater equity for women and girls participation in organised sports. An integrated approach to increasing women's participation is underway. Since the current Council took office in 2012 there has been significant increases in female and junior participation across many sports including cricket, Australian Rules football and soccer. Highlights from 2015/2016 include:

- Football Federation Victoria reported women's participation in soccer in Darebin was 9.4% higher than the state average in 2015. This is largely due to the success of the junior program at the Darebin Women's Sports Club growing to 280 participants.
- AFL Victoria reported a 46% increase in youth girls' Australian Rules football teams in our local competition, from 25 in 2015 to 41 in 2016. The Northern Football League has proposed an inaugural senior women's grade in 2017. The Darebin Women's Sports Club established a junior Auskick program in 2016 with 40 young participants.
- A women's cricket competition was established in the North Metro Cricket Association in 2015/2016. This saw the establishment of two women's cricket teams in Darebin. Eight clubs have expressed interest in fielding teams in the coming 2016/2017 summer season.

Collecting and reporting accurate and meaningful participation data has proven difficult. This is primarily due to the reliance on timely and accurate information from sporting clubs. Gaps in data provision have resulted in an incomprehensive baseline information database that does not allow meaningful data reporting and comparison.

Leisure Services will commence a data collection project in 2016/2017 to establish a more reliable baseline database and standardise collection methodology. Recently installed online club management software will assist in improving the process of collection, collation and reporting of participation data.

Collection of accurate and meaningful participation data is also difficult for traditionally marginalised groups such as socio-economic disadvantage, new and emerging communities, people with a disability and LGBTIQ people. This is complicated by privacy legislation requirements and reluctance by sporting clubs to potentially breach privacy laws if identifying and providing report data on these individuals or groups.

The SFCOA provides clubs with the opportunity to identify community engagement activities they undertake that support and encourage participation by marginalised groups. Examples of community engagement activities and events undertaken by clubs include White Ribbon, Pink Ribbon, and RU OK Day. Many clubs provide fee assistance for members under financial pressure, though are reluctant to formalise and report on these initiatives. Conducting community engagement activities assist clubs to become eligible for fee subsidies.

Performance Subsidies

Fee performance subsidies were accessed by 62% of winter seasonal clubs during the 2016 winter season. This presents an increase from approximately 40% of clubs who participated in this process in 2015.

Minor amendments have been made to performance criteria to better measure club performance (see **Appendix A**) and prioritise the participation of women and juniors; as well as engagement with Council and club involvement with community initiatives, such as White Ribbon Day.

Leisure Services officers will promote and advise clubs on how to improve their performance subsidy application via a club development workshop to be held in 2016/2017.

Issue – Impact on Micro Clubs

Currently only clubs who are incorporated and competing in a registered sporting competition are eligible for Council support under the SFCOA policy. In order to be eligible for the City of Darebin Community Grants program applicants must:

- Be an incorporated or formally recognised Not-for-Profit organisation / group
- Have a bank account with at least two signatories
- Supply current public liability insurance

Example - Australian Federation of Hellenic Gymnastics and Athletics Association

The Australian Federation of Hellenic Gymnastics and Athletics Association have requested Council support, claiming a limited capacity to raise revenue to cover access fees and utilities at the Leamington Street old netball pavilion. This Association and a number of other recreational and hobby clubs previously enjoyed nominal sporting fees under the previous fee structure.

Existing avenues for Council support such as the Community Support Program and Sporting Fees, Charges and Occupancy Agreement (SFOCA) policy performance subsidies have not previously been accessed by the Association. The Association's current governance structure and practices, incorporation status and insurance coverage are unclear.

Leisure Services has written to the Association requesting to meet with the committee to ascertain their eligibility for Council support through the Darebin Community Support Program or the SFOCA policy performance subsidy process.

As outlined above it is unclear if the Australian Federation of Hellenic gymnastics and Athletics Association comply with above conditions of respective Council funding programs.

The newly formed Leisure and Community Facilities Department will, in addition, investigate the feasibility of reclassifying the venue the Association occupies as a Community Facility. This may afford the group cheaper venue access, with the potential to add the netball pavilion to the list of facilities eligible for venue hire subsidy through the Darebin Community Support Program.

Summary of changes to the sporting fees, charges and occupancy agreement policy (2014)

Throughout the second year of implementation, the SFCOA policy has seen much social change enacted through sport. Minor updates to the policy are proposed as follows:

- Updated Casual access fees to reflect 2016–2017 prices (plus CPI).
- Inserted at clause 3.1 'Applicant must be registered with and play within a competition run or sanctioned by the relevant State Sporting Association (SSA).'
- Updated 'Ground charge schedule per season for sporting reserves in Darebin' to reflect 2016–2017 prices (plus CPI).
- Inserted at clause 3.5 'Council may re-classify grounds to Regional Level and levy the associated ground fees where facilities are required to be prepared to premier state level competition standards – i.e. (National Premier League (NPL), Victorian Football League (VFL) and Victorian Premier Cricket (VPC).'

- Updated table 3 'performance subsidy assessment criteria' to better measure club performance and prioritise the participation of women and juniors; as well as engagement with Council and club involvement with community initiatives, such as White Ribbon Day.
- Updated clause 4.1 to include reference to the online club management system, IMS.

Options for Consideration

- Council to endorse or reject the proposed updates to the Sporting Fees, Charges and Occupancy Agreement (SFOCA) policy.

Financial and Resource Implications

The recommended actions in this report will be undertaken with existing resources.

Risk Management

No significant risks have been identified in relation to proposed actions in this report.

Policy Implications

Economic Development

There are no Economic Development impacts related to this report.

Environmental Sustainability

There are no Environmental Sustainability impacts related to this report.

Human Rights, Equity and Inclusion

The Equity and Inclusion Planning and Audit Tool (EIPAT) was applied in the development of the policy. The policy is strongly focussed on broadening diversity in organised sport.

Other

There are no other factors which impact on this report.

Future Actions

- Council officers to meet with the committee of the Australian Federation of Hellenic Gymnastics and Athletics Association to determine eligibility for further support.
- A club development workshop to be conducted in 2016/2017 to assist clubs with completing successful applications for performance subsidies and grants.
- Officers will report back to Council in April 2017 as to the continued effects of the SFCOA Policy.

Consultation and Advocacy

- Community Development Officer
- Aged and Disability
- Leisure Planning and Policy Officer
- Coordinator Leisure Services

Related Documents

- Darebin Sporting Fees, Charges and Occupancy Agreement Policy (**Appendix A**)
- Council Minutes – 6 October 2014 and 6 June 2016

Disclosure of Interest

Section 80C of the *Local Government Act 1989* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any direct or indirect interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

APPENDIX A

Sporting Fees, Charges and Occupancy Agreement Policy

2014

Version Control

Version	Date	Author
V1	October 2014	DN
V2	December 2014	DN
V3	July 2015	DN
V4	August 2015	DN
V5	August 2016	DN

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1. INTRODUCTION

Darebin City Council caters to a wide range of sports and currently maintains a diverse portfolio of outdoor sporting venues. These include:

- 29 outdoor sporting reserves comprising servicing outdoor sports such as cricket, Australian rules football, soccer and rugby
- Three lawn bowling facilities
- One outdoor asphalt track cycling velodrome and one indoor timber international velodrome
- Ten tennis facilities comprising 39 separate courts
- One X six lane athletic track with provision for jumps, javelin and shot-put field events
- One baseball facility with one hard surface and one turf diamond
- One hockey facility with synthetic pitch

In 2013 Council resolved to formulate a new policy for fees, charges and occupancy agreements for Council owned sporting and recreational venues based on the following broad objectives:

- To provide greater transparency and correspondence between the fees that are levied and the venue facilities provided;
- To provide incentives for sporting clubs to achieve increased participation, social equity and inclusion, good governance and financial sustainability targets;
- To balance the need for sustainable and equitable revenue collection with incentives to achieve participation targets;
- To encourage shared use of sporting infrastructure by other community groups;
- To reflect the organisation's capacity to generate revenue, and make sustainable payments for venue access, and to encourage capital co-contributions.

To achieve these objectives the Sporting Fees, Charges and Occupancy Agreement Policy was developed and is based on the size and quality of the venue provided and incorporates performance subsidies targeting increased social inclusion and participation, whilst rewarding good governance and financial sustainability.

The Sporting Fees, Charges and Occupancy Agreement Policy (2014) sets out the fees applicable for the hire of all sports and leisure facilities, pavilions and ovals within the City of Darebin.

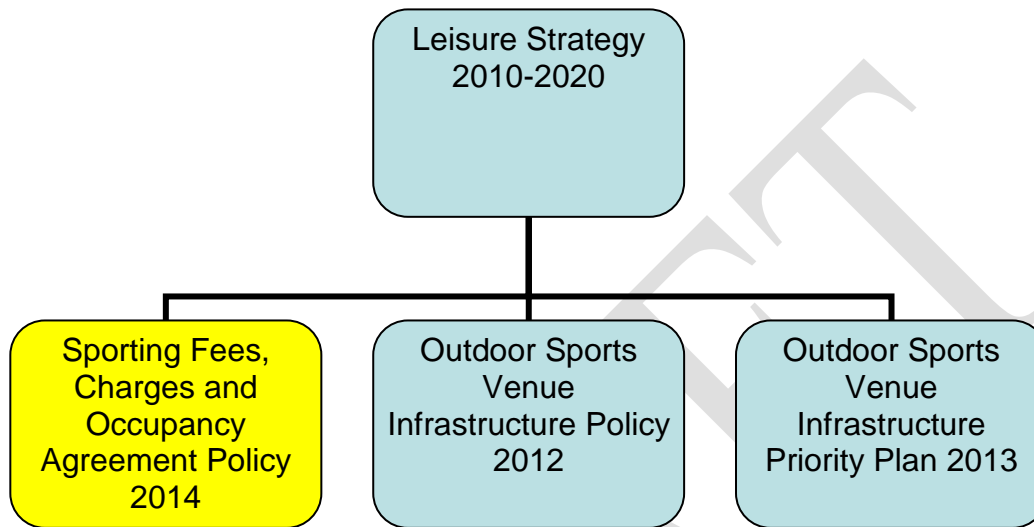
The sports ground fee structure currently in use assumes the recovery of a percentage (approximately 15%) of the maintenance costs for the reserve. This has been used as a basis for the new fees and charges policy.

A suite of occupancy agreements have been created to meet the needs of user groups while providing the Council with a level of monitoring and control with respect to user performance and community access.

1.1 Strategic framework

The Sporting Fees, Charges and Occupancy Agreement Policy complements other key strategies for the delivery of leisure opportunities across the municipality. These include:

- Darebin Leisure Strategy 2010 – 2020
- Outdoor Sports Venue Infrastructure Policy 2012
- Outdoor Sports Venue Infrastructure Priority Plan 2013



2. CASUAL OCCUPANCY AGREEMENTS

Casual use agreements allow persons or organisations to use parkland, buildings and sporting facilities for a one-off or limited number of daily usages.

2.1 Casual access eligibility criteria

To be eligible for a casual occupancy agreement:

- Applicant must be an incorporated body with an appropriate level of public liability insurance;
- Access must be for the purposes of sport and recreation or other use deemed appropriate by Council.

2.2 Key access conditions

- Access between 9.00am and 4.00pm unless otherwise approved in writing by an appropriate Council officer;
- Access to grounds will be subject to ground condition, relevant ground usage caps and availability;
- Access to the playing surface and public toilets only;
- No access to change rooms and amenities unless negotiated with the tenant club.
- Approved casual access will also be subject to Sporting Reserves Conditions of Use Casual Ground Hire.

2.3 Fees for casual access

Table 1 below shows the fee structure for casual access. It should be noted that:

- Synthetic surface charges reflect the higher replacement and maintenance costs associated with these venues and are in line with similar fees charges by other Councils;
- Fees will be reviewed annually in accordance with CPI.

Table 1 Casual access fees for 2016 - 2017

Venue type	Community group fee	Commercial/elite fee
Neighbourhood & Local level turf venues	Local schools – no charge. Others - \$\$90 per day	\$180 per day
District level turf venues	\$329 per day	\$658 per day
Regional level turf venues	\$658 per day	\$1,314 per day
Edwardes Lake Athletics track - synthetic	Local schools – no charge. Others - \$329 per day	\$658 per day
Hardiman Reserve hockey pitch - synthetic	Local schools – no charge. Others - \$329 per day	\$658 per day

3. SEASONAL OCCUPANCY AGREEMENTS

Seasonal agreements allow persons or organisations to use parkland, buildings and sporting facilities for the duration of a winter and/or summer season of competition over a period of approximately six to twelve months. Seasonal changeover occurs annually in March (summer to winter) and September (winter to summer).

The seasonal agreement is the preferred base arrangement for sporting club access to facilities in Darebin.

3.1. Seasonal access eligibility criteria

To be eligible for a seasonal occupancy agreement:

- Applicant must be an incorporated body with an appropriate level of public liability insurance;
- Applicant's previous utilisation of facilities must have conformed to Council's behavioural, maintenance, waste and litter management expectations, strategic priorities and Club Kit Conditions of Use;
- Applicant must have no unpaid user charges. This includes utilities, ground fees and overdue capital co-contributions;
- Applicant must be registered with and play within a competition run or sanctioned by the relevant State Sporting Association (SSA);

Applications by junior development or foundation programs (e.g Auskick, Milo cricket) may be submitted and processed under the umbrella of an affiliate tenant club.

3.2. Priority for allocation of seasonal access agreements

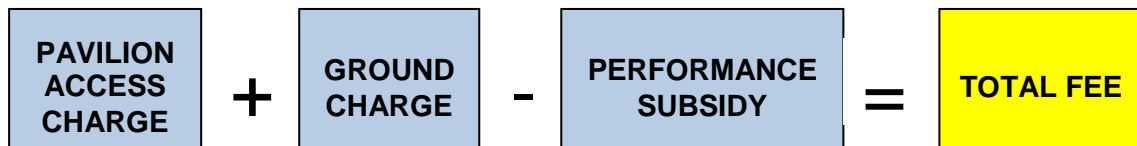
Where there is competing demand for access to a particular facility, allocation will be determined by a panel of Council officers determined by the Manager Leisure Services and Public Realm. Allocation will be guided by the following criteria:

- Proportion of participants residing in Darebin. This criterion will attract a weighting of 35%.
- Demonstrated inclusive practice and increasing participation of target groups from the Darebin Equity and Inclusion Policy. This criterion will attract a weighting of 50%.
- Capital contributions made to developing and improving the facility within the last four seasons. This criterion will attract a weighting of 15%.
- Not-for-profit community groups will be given priority of access over any commercial applicants.

Ground allocations encourage sharing of resources where demand for facilities is strong.

3.3. Fees for seasonal access

The fee structure for seasonal access is based on three components – a pavilion access charge plus a ground charge that form the base fee. The base fee may be reduced by a performance subsidy component. The diagram below demonstrates how seasonal fees are calculated.



3.4. Pavilion Access charge

The pavilion access charge establishes a link between the fees paid by the user group and the quality, amenities and size of the pavilion.

A figure of 0.15 per cent of the building's insurable value has been calculated to retain revenue recoup of approximately 15 per cent of maintenance. Larger, better appointed facilities record a higher value and therefore attract a higher pavilion access charge.

User groups accessing sporting pavilions on a seasonal basis will pay 50 per cent of the annual pavilion access charge where access is limited to a summer or winter season.

To further encourage sharing of pavilion facilities, the pavilion access charge will be apportioned between sharing parties where pavilion facilities are co-tenanted in the same season. Apportionment will be on the basis of the number of user groups using the facility simultaneously.

The insurable value of Council owned buildings is reviewed annually by the City Valuer.

3.5. Ground charge

Ground charges reflect the levels of amenity and support infrastructure at each category level of the reserve hierarchy. All grounds in the city of Darebin have been assigned a ground rating by Council as part of the Outdoor Sports Venues Infrastructure Policy 2012.

Table 2. Ground charge schedule per season for sporting reserves in Darebin (community sporting clubs) 2016/17

Ground Rating	\$ Sole use	\$ Shared use (75% sole use)	\$ Additional Oval Sole use (50% of sole use)	\$ Additional Oval Shared use (38% sole use)
Regional	\$7,898	\$5,925	\$3,951	\$3,001
District	\$1,564	\$1,067	\$783	\$594
Local	\$1,422	\$1,051	\$711	\$540
Neighbourhood	\$948	\$711	\$474	\$361

Council may re-classify grounds to Regional Level and levy the associated ground fees where facilities are required to be prepared to premier state level competition standards – i.e. (National Premier League (NPL), Victorian Football League (VFL) and Victorian Premier Cricket (VPC).

4. PERFORMANCE SUBSIDIES

Upon clubs meeting certain performance requirements, they become eligible for performance subsidies. The level of performance subsidy applicable is based on the following criteria:

1. Social inclusion and participation growth,
2. Governance,
3. Community/Council relations.

Table 3 - Performance subsidy assessment criteria

Assessment criteria	Performance requirements	Score/100 total
Part 1	In this section clubs can provide evidence on their social inclusion and diversity.	
Social inclusion and participation growth	Registered women's participation	20 points
	Registered junior teams	20 points
	Inclusion activities for people with disabilities or socio economic disadvantage or Aboriginal, Torres Strait Islanders; or gay, lesbian, bisexual, transgendered, Intersex, Queer (GLBTIQ) people or older people; or new and emerging communities (please provide evidence)	10 points
	In this section clubs can provide evidence of new teams and participation	
	Evidence of new team(s) registration OR Evidence of >10% per cent increase in participants for non-team based activities	10 points
	In this section clubs can demonstrate women in sports administration	
	Current serving female committee member(s).	10 points
Part 2	In this section clubs can demonstrate principals of good governance and strategic planning	
Governance	Club constitution in place (please provide evidence)	5 points
	Strategic plan in place endorsed by the committee (please provide evidence)	5 points
Part 3	In this section clubs can demonstrate a record of community and Council engagement, with participation in community development events, programs or projects targeting the environment and Council club development events	
Community/ Council engagement	Attendance at 2 or more Sports Development events E.G Sports Club Breakfast or sports development workshops Or Club representative is an active member of the Darebin Women in Sport Network (attends at least 2 meetings per year)	10 points
	Club involvement in community initiatives E.G White Ribbon Campaign, Pink Ribbon Campaign, Fair Go Sport	10 points
	Please state any other activities or events your club has implemented that you believe should be taken into consideration	

4.1. Sporting fee performance subsidy application process

User groups will be annually assessed for performance subsidies based on the criteria presented in Table 3 (above). Clubs will be required to complete a sporting fee performance subsidy application form to determine the performance subsidy applicable for each season.

The Darebin City Council Leisure Services team will appraise club performance against the criteria to determine fees payable for a given season. Evidence must be provided where required. Darebin City Council Leisure Services maintain the final right of authority in determining the fees due. All membership data must relate to the current playing season. Any activities recorded must have been undertaken in the past 12 months.

Note – it the responsibility of each club to annually complete the sporting fee performance subsidy application form on the IMS system by the specified due date. Late applications will not be accepted.

4.2. Scoring

Based on the assessment criteria detailed in Table 3 user groups will receive a total score, and the level of performance subsidy for which the group may be eligible will depend on the number of points gained. The levels of performance subsidy discount are shown in Table 4 below.

Table 4. Levels of fee subsidies

Level	Score	Fee subsidy
Gold	85 plus	50%
Silver	70 - 84	25%
Bronze	55 - 69	10%

3.9 Eligibility for subsidies

Community groups with seasonal, licence or lease sporting occupancy agreements with the Council are eligible. Only not-for-profit community groups are eligible to apply for, and receive, performance subsidies.

5. LICENCE AGREEMENTS

A licence is a form of permission to enter and use land or a facility for an agreed purpose for a stated period. The licensee does not have exclusive use of the facility allowing Council to allocate to other user groups at different times and for access by the general public.

5.1. Licence Agreement access eligibility criteria

A licence will be the preferred arrangement where user groups:

- Have an exemplary access history over at least five seasons;
- Wish to secure a longer period of tenancy in exchange for a partnership program or capital contribution to develop a facility Capital contributions made by the club towards a project, must be paid in full prior to the commencement of the project;

- Demonstrate financial resources to ensure continued operational viability and sustainability.

Not-for-profit community groups will be given priority of access over any commercial applicants.

5.2. Length of tenure

Licence agreements will be for a standard period of three years, with options to extend for a further one or two periods of three years (3x3 or 3x3x3). This will depend on the duration of the partnership program and/or extent of capital contribution.

The following contribution thresholds will be used to determine the length of tenure for longer term licence agreements:

Capital contribution	Length of agreement
<\$10,000	Season
\$10,000 - <\$50,000	3 years
\$50,000 - \$100,00	6 years
Over \$100,000	9 years

Where clubs negotiate longer term agreements based on participation partnership programs, the tenure of the agreement would match the expected duration of the participation program.

5.3. Fees for licensed access

Fees for licenced access will be the same as those for seasonal access detailed in Section 3 above.

6. LEASE AGREEMENTS

A Lease is a contract under which a tenant (or lessee) is granted exclusive possession of property for an agreed period in return for rental fees.

Leases will be restricted to a relatively small number of venues where single users such as tennis, or bowls clubs have exclusive use or management responsibilities for the entire year. Leases are subject to relevant laws and regulations, in particular:

- The *Local Government Act 1989* that legislates restrictions on the maximum duration of leases and specifies advertising requirements for leases of 10 years or more and for properties with rental fee value of more than \$50,000 per annum and;
- The *Retail Leases Act 2003* that controls leases for premises that are used wholly or predominantly for retail goods and services.

6.1. Lease agreement access criteria

Eligibility for the granting of lease agreements will be determined by the following:

- Where the facility is occupied by one user group exclusively;
- That the organisation is a legal entity registered under appropriate legislation such as the Associations Incorporations Act 1981;

- That the organisation has an Australian Business Number (ABN);
- That the organisation is financially viable, with annual financial statements provided to Council, audited according to relevant legislative requirements;
- That the organisation complies with relevant legislation governing its activities, and holds any licenses or registration certificates required for continued operation;
- That the organisation has a committee or team of management and appropriate governance arrangements with established accountability and reporting methods to Council, its members and/or to the community;
- That the organisation has a business plan for the period of the lease detailing current and projected access hours, participation and memberships, social inclusion initiatives, revenue and expenditure forecasts;
- That there are reasonable grounds to believe a need or demand exists for the service or activity to be provided;
- That the facility use is consistent with Council's vision, mission and goals as stated in the Council Plan;
- That the service or activity can be accessed by groups targeted in the Darebin Equity and Inclusion Policy, with strategies in place to review and remove barriers to participation;
- That the proposed use of the facility is suitable for the nature and location of the site.

6.2. Length of tenure

Length of tenure will be negotiated taking into account the particular circumstances of the facility and tenant, including capital investment and long term planning, and the intended use of the facility in line with the vision and goals of the Council Plan and Leisure Strategy. Length of tenure will be guided by the following principles:

- The preferred lease term will be five years. Terms longer than five years may be offered where a prospective tenant invests or has invested significantly in a fixed asset (such as a building or playing surface) and/or assumes a portion of maintenance of the asset. The term offered will be calculated with reference to the projected asset life and the capital contribution by the tenant.
- Options to extend will be broken into periods of no longer than five years with options for the tenant to review on the same terms and conditions dependent on meeting community benefit criteria and continued demand for the activity and service.
- Terms up to ten years or longer may be offered for categories of tenants who do not meet these criteria but who are identified by Council from time to time as requiring long term planning certainty.

6.3. Fees for lease access

The rental fees for lease access will be calculated as per the following table

Category	User type	Basis for rental calculation
Category 1	Lease for Commercial purposes only – no Community Benefit	Market rental plus 50 per cent for loss of community benefit.
Category 2	Lease for commercial purposes with Community Benefit	Market rental – no discount
Category 3	Lease for non-profit community use	As per Seasonal and Licence Agreements

6.4. Leases for tennis club and users of synthetic playing surfaces

Where leases are proposed at tennis or other venues that have synthetic or hard court surfaces, the contribution to a replacement sinking fund may be negotiated as part of the lease. Tennis clubs are responsible for 50 per cent of resurfacing costs in accordance with Darebin Council's Outdoor Sports Venue Infrastructure Policy 2012.

Replacement costs will be determined by values within the Rawlinson's Construction Cost Guide current at the time of lease negotiation.

7. MISCELLANEOUS CHARGES

7.1. Utility Charges

All tenant clubs will continue to be responsible for the payment of utilities in accordance with the occupancy agreement terms and conditions.

7.2. Security Bonds

A key security bond of \$50 will be payable for casual users wishing to be issued key to public toilets attached to pavilions repayable on the return of keys

A security bond of \$400 per season will be payable by seasonal and licence agreement holders as an incentive for user groups to maintain venues in good order. The bond will be repaid at the completion of the season following the return of all keys, an inspection of the venue and review of the club's record of behaviour.

Where a security bond is revoked due to behavioural issues, non-return of keys or unsatisfactory cleaning or maintenance, the bond will be increased by \$100 in the following season. Clubs with a continual poor record may be denied a ground allocation in the following season.

6.5 SPRINGTHORPE ESTATE RESIDENTIAL PARKING PERMIT POLICY

Author: Acting Manager Transport and Public Places

Reviewed By: Director Future City and Assets

Report Background

In May 2016, the Springthorpe Owners Corporation wrote to Council seeking the development of a car parking policy for the Springthorpe Estate. The policy was considered necessary by the Owners Corporation to address the following issues:

- Parking pressures being externally generated.
- The need to ensure all residents are able to access on-street parking.
- Nearby developments, together with increases in university staff and student numbers, will continue to generate a significant impact on traffic volume, road safety and car parking in the area.

Further to the above, the Owners Corporation considered that a parking policy could include time restricted parking in affected areas of the Estate and a review of existing access to parking permits for residents. In developing the policy, the Owners Corporation has identified that the process would require:

- Consultation with residents in order to canvas options and co-develop the best possible solutions.
- Consideration of a Council budget submission to fund the implementation strategy.

This report considers the need for a specific parking policy for the Springthorpe Estate and the process that would be followed in developing one.

Previous Council Resolution

This matter is not the subject of a previous Council resolution.

Previous Briefing(s)

Council briefing 12 September 2016

Council Plan Goal/Endorsed Strategy

Development of a Residential Parking Permit Policy relates to Council Plan Goal of Sustainable and Resilient Neighbourhoods.

Summary

Treatments to address parking concerns within the Springthorpe Estate have been to install 'No Stopping' and timed parking restrictions. This approach has simply relocated the parking issues. Implementing timed restrictions, coupled with Darebin's existing parking permit policy, has not been able to meet the needs of that community.

In response to ongoing parking challenges and a submission by the Springthorpe Owners Corporation, this report proposes the creation of a Residential Parking Permit Policy for the Springthorpe Estate.

This policy would be developed in conjunction with the Springthorpe community to identify appropriate restrictions and access to permits. It is anticipated that a new parking policy for the Springthorpe Estate would improve safety and amenity in the area.

Recommendation

That Council develop a Springthorpe Estate Parking Policy in line with the future actions described in this report.

Introduction

The Springthorpe Owners Corporation has requested a tailored residential parking permit policy for the Springthorpe Estate. The Owners Corporation hopes that a parking policy would address ongoing concerns of residents regarding the ongoing intrusion of non-local vehicles associated with Latrobe University and the resultant declining availability of on-street parking. Figure 1 shows the Latrobe University campus and Springthorpe Estate.

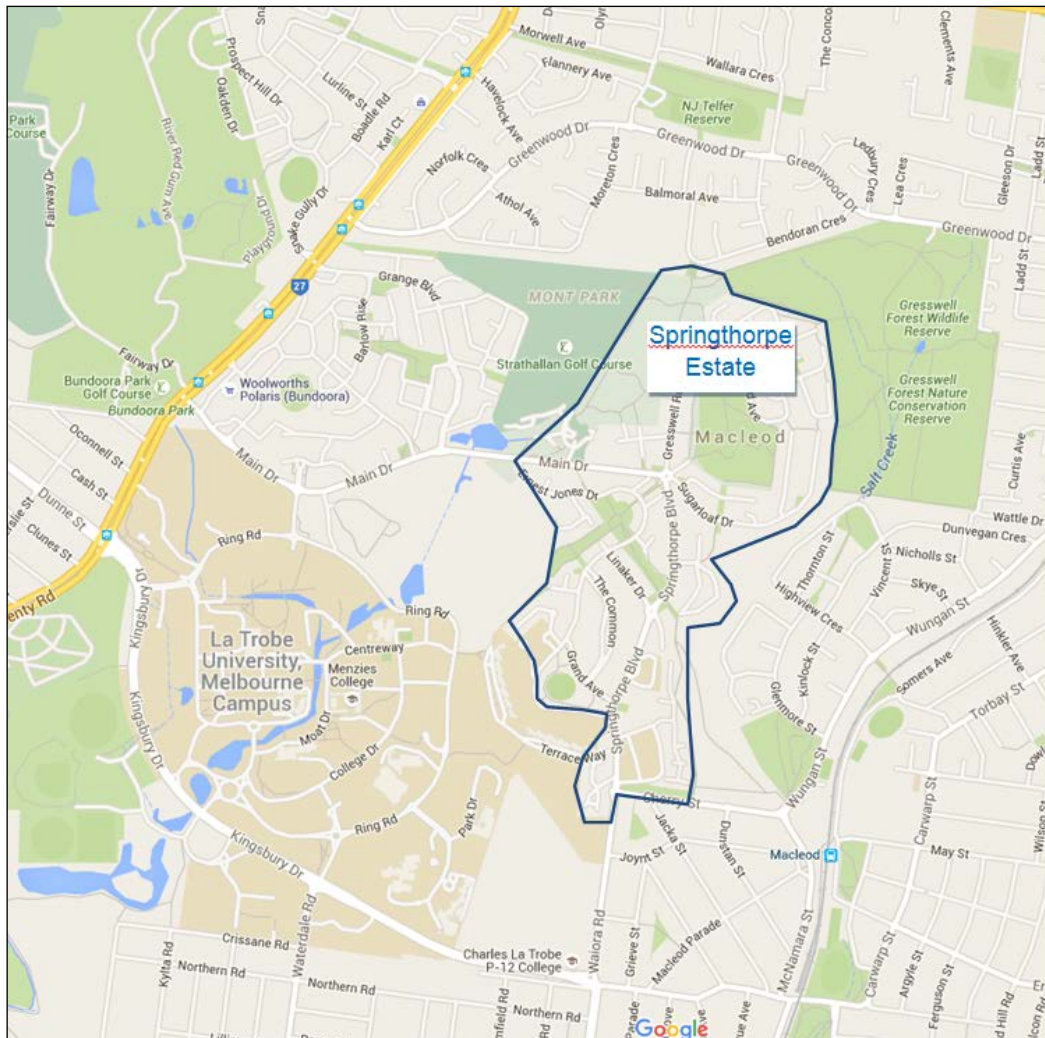


Figure 1: Map of Springthorpe Estate

There have been numerous attempts to address intrusive parking from La Trobe University and its associated uses through various parking restrictions. Previous treatments have included:

- 'No Stopping' signs on both sides of Main Drive between Ernest Jones Drive and Springthorpe Boulevard.
- 'No Stopping' parking restrictions in the south side of Ernest Jones Drive between Main Drive and Linaker Drive.
- 'No Stopping' parking restrictions in Ernest Jones Drive near Grand Avenue.

However, these treatments have relocated the issue to other streets in the area. As a result, a request has been received from the Springthorpe Owners Corporation for the creation of a specific residential parking policy and management plan for the Springthorpe Estate to address this issue holistically.

In order to develop a policy, it is expected that a range of community engagement sessions would need to be undertaken to determine the extent of any parking measures and how access to permits would be managed to ensure that the policy would resolve the existing issues and suit residents' needs.

Issues and Discussion

The following provides an appraisal on need and considers the potential for an area specific parking policy to create an unmanageable precedent and proposes a number of next steps that would be taken to develop a policy in conjunction with the community.

Need for a Policy

Council received numerous complaints and concerns from the community in relation to intrusion of non-local vehicles parking within the local Springthorpe Estate roads. These concerns have been associated with both loss of access to on-street parking for residents and safety concerns resulting from vehicles parking inappropriately.

To address these concerns, a variety of parking restrictions were implemented. These have simply relocated the issues to other locations and staff and students from Latrobe University have continued to park in many of the surrounding residential streets. This problem is exacerbated by the free Latrobe University 'Glider' bus that circulates through the Estate picking up students and staff, enabling people to park in a number of locations around the bus stops.

The proximity of the Springthorpe Estate to Latrobe University represents a unique set of circumstances that is not replicated within Darebin. Unlike most areas of Darebin where parking pressure is created through incremental development within the individual streets, these demands are externally generated and without these demands, sufficient parking would exist for all dwellings within the Estate (including townhouses and apartments). On this basis, it is considered that there is merit in developing a specific parking policy to address these challenges for the Springthorpe Estate.

Does this create a precedent?

The development of individual parking policies for individual areas across Darebin is not preferred as it would be extremely time consuming to establish and challenging to administer. There may also be confusion for the community in relationship to what policy applied to their particular area.

The establishment of a unique parking policy for the Springthorpe Estate is not considered to create an unusual precedent by which other neighbourhoods would request a variation from the broader policy. The unique characteristics of this estate, through its proximity to a major educational facility and limited internal growth, represent an individual set of circumstances not replicated across the municipality.

It is considered that challenges experienced in other parts of the municipality could be addressed through standard management techniques and the existing parking policy.

Development of a policy

In developing a specific policy for the Springthorpe Estate, the following activities are proposed:

- Residents to be notified about the outcome of this report.
- In conjunction with the Springthorpe Owners Corporation, undertake a series of workshops to develop draft policy including the location and type of parking restrictions and access to residential permits.
- Advise residents of the draft policy and seek feedback.
- Update the policy to reflect feedback received.
- Seek Council endorsement of the Policy.
- Install parking restriction in line with policy and issue residential parking permits as necessary.
- Enforce restrictions within the Estate.

Options for Consideration

Option 1 – do nothing

Council could opt not to develop a parking policy for the Springthorpe Estate. This is likely to result in ongoing parking challenges for the community with either an ongoing intrusion of non-local traffic or parking being prohibited to existing townhouse / apartment occupants as they would not get access to resident permits under the existing policy.

Option 2 – create specific policy (recommended)

As described in this report, the creation of a specific parking policy for the Springthorpe Estate would allow Council, in collaboration with the community, to develop a policy that address the unique circumstances faced.

Option 3 – amend existing Municipal policy

Council could consider revising the existing municipal - wide policy to reflect the needs of the Springthorpe community. This option is not preferred as any alterations to the existing policy should be done through extensive consultation with broader municipality and it is unlikely that this approach would result in an outcome that could address the issues occurring within the Springthorpe Estate.

Financial and Resource Implications

There are no financial or resource implications at this time. Any measures required to act on a new policy would be referred to the 2017/2018 budget process where necessary.

Risk Management

There are minor risks involved with consulting the community, implementation of parking restriction signs and enforcement. These issues can be managed in line with Council's risk management framework.

Policy Implications

Economic Development

There are no factors in this report which impact upon economic development.

Environmental Sustainability

A Springthorpe Estate Residential Parking Permit Policy may reduce the number of staff or students driving to La Trobe University. Therefore, this may impact positively on the choice of sustainable transport modes.

Human Rights, Equity and Inclusion

There are no factors in this report which impact on human rights, equity and inclusion.

Other

There are no other factors which impact on this report.

Future Actions

- Residents to be notified about the outcome of this report
- Development of Springthorpe Residential Parking Permit Policy in collaboration with Springthorpe Owners Corporation
- Take Policy to Council for endorsement.
- Engage the Residents of Springthorpe Estate on the location and type of parking restrictions in their streets
- Install timed parking restriction area
- Residential parking permits to be made available to residents in Springthorpe Estate in line with the endorsed policy
- Traffic enforcement in the Estate.

Consultation and Advocacy

Springthorpe Owners Corporation and residents of the Estate will be consulted in the development of a new policy and any future changes to parking restrictions.

Related Documents

- Council Minutes 21 July 2008, 4 May 2009, 19 April 2010, 4 June 2012, 3 September 2012, 4 February 2013, 2 April 2013 and 15 September 2014.

Disclosure of Interest

Section 80C of the *Local Government Act 1989* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any direct or indirect interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

6.6 PROCUREMENT POLICY

Author: Coordinator Procurement and Contracting

Reviewed By: Director Civic Governance and Performance

Report Background

In accordance with section 186A (7) of the *Local Government Act 1989* (the Act) there is a requirement for Council, on an annual basis, to review the procurement policy.

The current policy and guidelines were endorsed by Council dated 23 November 2015.

A recent review of those policy and guidelines enables Council to adopt a streamlined and efficient approach to the way in which procurement is undertaken at Darebin Council and incorporates the Darebin Industry Participation Policy principles.

Previous Council Resolution

This matter is not the subject of a previous Council resolution.

Previous Briefing(s)

This matter has not previously been to a Councillor briefing.

Council Plan Goal/Endorsed Strategy

Goal 6 – Open and Accountable Democracy

Summary

On an annual basis Council is required to review its procurement policy and submit it to Council for approval.

The report sets out the amendments made to the previous procurement policy dated November 2015.

Recommendation

That Council:

- (1) Note the outcomes of the procurement policy review.
- (2) Adopt the City of Darebin Procurement Policy October 2016, as required under section 186A of the *Local Government Act 1989*, attached as **Appendix A** to this report.

Introduction

In accordance with section 186A (7) of the *Local Government Act 1989* (the Act) there is a requirement for Council, on an annual basis, to review the procurement policy.

Issues and Discussion

The attached policy excludes the guidelines, which form a detailed framework for procurement processes across Darebin Council and therefore allows the guidelines to continually evolve as new operational processes are adopted or new systems introduced, without impact on the policy.

Changes to the Procurement Policy include:

Item 3.2 – Inclusion of Gifts and Hospitality section

Item 4.3 – Inclusion of PAC approval for Procurement Policy Exemptions prior to financial delegation approval.

Item 4.5 – A reduction in categories not requiring a purchase order

The policy continues to meet all requirements of the Act and defines the following key areas:

- Policy compliance and controls
- Governance
- Methods of undertaking procurement
- Purchasing thresholds
- Probity
- Financial delegations
- Purchase orders
- Local business framework
- Contract variations

Options for Consideration

Nil

Financial and Resource Implications

The policy will support Council's financial plan by ensuring procurement activities are undertaken in a consistent and appropriate manner. By adopting best practice principles, the policy will enhance the achievement of objectives in value for money which in turn will ensure public monies are spent in the best interest of the community and generating support for the local economy and the wider community.

Risk Management

Nil

Policy Implications

Economic Development

The procurement policy continues to include the following, which will be taken into consideration, where appropriate, with all procurement activities.

- Local Business Framework
- Darebin Industry Participation Policy

Environmental Sustainability

The procurement policy continues to include the following, which will be taken into consideration, where appropriate, with all procurement activities.

- Environmental Purchasing Code

Human Rights, Equity and Inclusion

The procurement policy continues to include the following, which will be taken into consideration, where appropriate, with all procurement activities

- Corporate Social Responsibility
- Disability Access and Inclusion Policy

Other

There are no other factors which impact on this report.

Future Actions

- The amended Procurement policy (including links to other related policies) is uploaded onto the intranet for internal use.
- Procurement policy uploaded on Council's internet for public access and be made available at Customer Services Centres.
- The policy be reviewed and reported to Council annually.
- Continued assistance to local business and employment by promoting economic activity in collaboration with the Business Development team.

Consultation and Advocacy

- Chief Executive
- Executive Manager City Growth

Related Documents

- *Local Government Act 1989*
- Darebin Industry Participation Policy
- Local Business Framework
- Environmental Purchasing Code
- Disability Access and Inclusion Policy
- Contract Guidelines
- Procurement Guidelines
- Excellence in Governance @ Darebin, Code of Conduct

Disclosure of Interest

Section 80C of the *Local Government Act 1989* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any direct or indirect interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.



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PROCUREMENT POLICY

October 2016

Document Review Status			
Version	Date	Next review date	Review type
No.1	October 2009	November 2010	Annual review - S186(a) - Compliance requirement
No.2	November 2010	November 2011	Annual review - S186(a) - Compliance requirement
No.3.1	November 2011	November 2012	Annual review - S186(a) - Compliance requirement
No. 4	November 2012	November 2013	Annual review - S186(a) - Compliance requirement
No. 5	November 2013	November 2014	Annual review - S186(a) - Compliance requirement
No. 6	September 2014	September 2015	Annual review- S186(a) - Compliance requirement and Council resolution changes
No. 7	November 2015	November 2016	Annual review- S186(a) Compliance requirement and Council resolution changes
No. 8	October 2016	November 2017	Annual review – S186(a) – Compliance requirement

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1 BACKGROUND

Darebin Council's Procurement policy is made under Section 186A of the *Local Government Act 1989* (the Act). Section 186A of the Act requires the Council to prepare, approve, review annually and comply with a Procurement Policy encompassing the principles, processes and procedures applied to all purchases of goods, services and works by the Council.

2 APPLICATION

This policy applies to all procurement and contracting activities undertaken by the Darebin City Council (Council) and is binding upon the Council and its officers, temporary employees, contractors and consultants while engaged by the Darebin City Council.

3 POLICY

Council has adopted elements of best practice applicable to Darebin Council procurement, they incorporate:

- Best practice procurement principles, policies, procedures for all goods, services and works by Council, will enhance the achievement of Council objectives set out in the Council Plan;
- Supporting the Council's corporate strategies, aims and objectives including, but not limited to those related to sustainability, protection of the environment and corporate social responsibility;
- Considering economic development to generate and support business in the local and wider community.
- Broad principles covering ethics, value for money, responsibilities and accountabilities;
- Guidelines giving effect to those principles;
- A system of delegations (i.e. the authorisation of officers to approve and undertake a range of functions in the procurement process);
- Procurement processes, with appropriate procedures covering minor, simple procurement to high value, more complex procurement.

3.1 POLICY COMPLIANCE AND CONTROL

All Council officers, temporary employees, contractors and consultants while engaged by Council undertaking procurement activities will do so in an ethical manner and of the highest integrity.

All procurement processes will be undertaken in a Commercial-in-Confidence manner and be able to withstand the closest possible audit scrutiny.

Council, where applicable, will integrate the following into all procurement processes:

- Corporate Social Responsibility;
- Local Business Framework;
- Environmental Purchasing Code;
- Disability Access and Inclusion Policy; and
- Local Industry Participation Policy.

All tender processes, including contract management, shall be conducted in accordance with the requirements of this policy and any associated procedures, relevant legislation, relevant Australian Standards and the Act.

3.2 GIFTS AND HOSPITALITY

Council is committed to being open and transparent in its procurement activities to reduce adverse effect on its public endeavours and to promote trust within the community. Staff responsibilities are:

- At all times be ethical, fair and honest when conducting procurement activities.
- Be accountable and responsible for your actions and ensure methods and processes used to arrive at decisions are beyond reproach and withstand any audit process or proper scrutiny.
- Do not seek, solicit or use your position to obtain gifts or benefits from external organisations or individuals.
- Ensure that a person, company or organisation is not placed in a position to offer gifts or hospitality to secure or retain Council business.
- Report any incidence where a bribe is offered

4 GOVERNANCE

Council has established a framework of policy and general requirements that are applicable to purchasing decisions regardless of the value of the purchase or the particular method selected to procure goods or services. This ensures accountability over the lifecycle of the procurement process and is flexible enough to purchase in a timely manner the diverse range of goods, services and works required by the Council.

To ensure transparency, all contracts awarded over \$100,000 incl. GST will be published on Council's webpage.

4.1 METHODS

The Council's approved standard methods adopted by Council for purchasing goods, services and works shall be by some or all of the following methods:

- Purchase order following a quotation process from suppliers for goods or services that represent best value for money under directed quotation thresholds;
- Under contract following a tender process;
- Using aggregated purchasing arrangements, regardless of value, with other Councils, Victorian Government, or other bodies;
- Through the use of Corporate credit cards; or
- Other arrangements authorised by the Council or the CEO on a needs basis as required by abnormal circumstances such as emergencies.

4.2 PROCUREMENT PROCESS AND THRESHOLDS

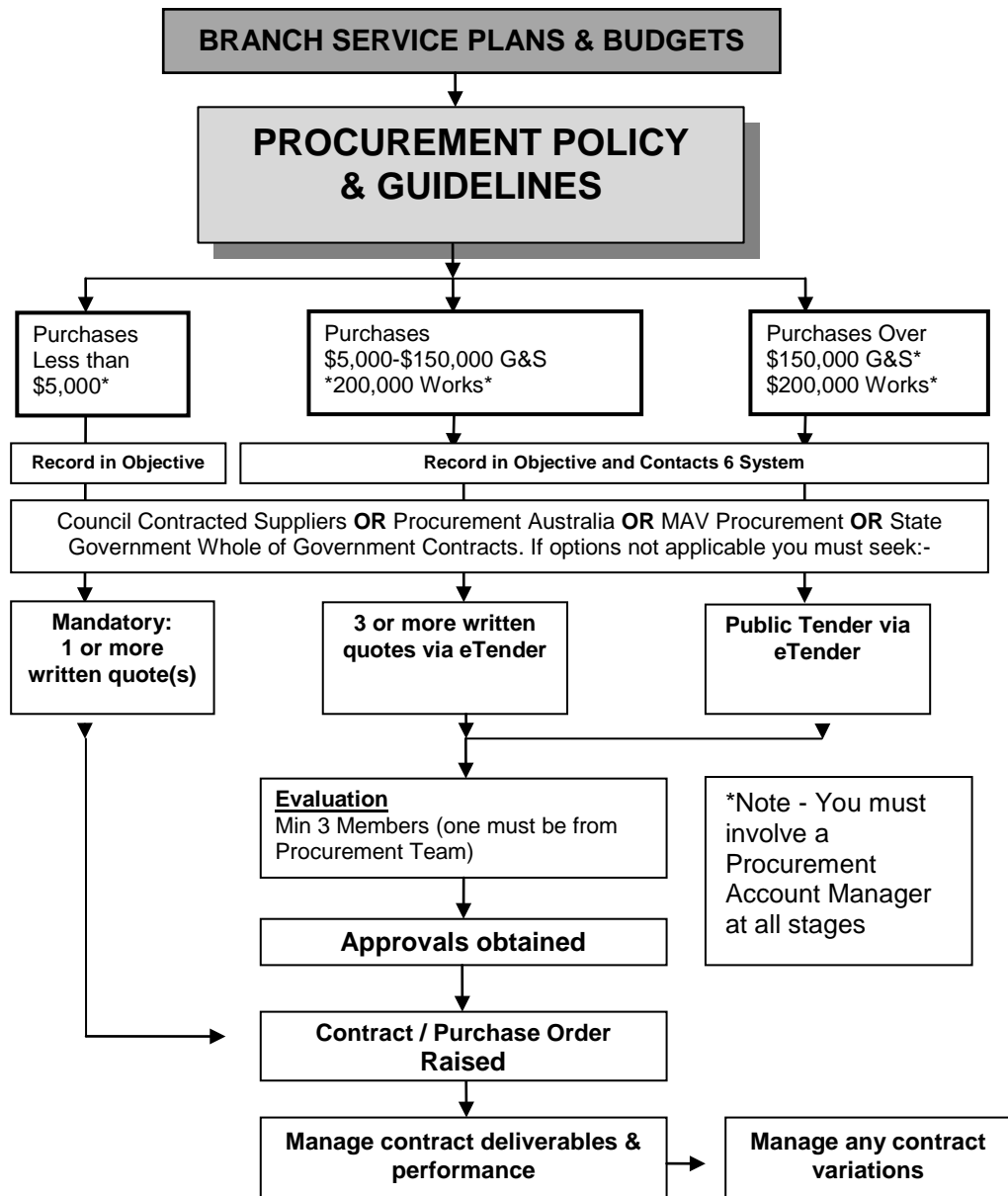
Council procurement processes are based on the following principles:

- Best value
- Open and fair competition

- Accountability
- Risk management
- Probity and transparency

Council has a common Quotation and Tender closing date and time that must be noted on all Expression of Interest, Tender or Quotation documents.

The diagram below summarises the approved purchasing methods and processes, based on the value of the purchase, adopted by Council for all staff to adhere to.



4.3 PURCHASING ACCREDITATION COMMITTEE

Council has established the Purchasing Accreditation Committee (PAC) to provide expert oversight for the procurement processes associated with any purchases equal to or above \$100,000 (incl. GST).

All procurement activities equal to or greater than \$100,000 (incl. GST) must have PAC endorsement prior to financial delegation approval and contract execution.

All procurement activities for purchases equal to or greater than \$500,000 (incl. GST) must have PAC endorsement on all strategic procurement plans, probity plans and tender documents prior to the tender being released.

Any request for exemption from the procurement policy where the value is greater than \$5,000 (incl. GST) and less than the tendering threshold must go through PAC for endorsement prior to seeking quotes and obtaining financial delegation approval.

The Chief Executive can, at his discretion, approve an exemption for an amount under the tendering thresholds, however it does not exempt officers from seeking a quote and undertaking the expenditure approval process.

4.4 CONTRACT VARIATIONS

Approval of a financial variation is the responsibility of the financial delegate, and or in accordance with procedures adopted by Council.

A variation, in excess of the CEO's delegation will require approval by Council.

It is the value of the variation, either a single amount or cumulative amounts, exclusive of the initial contract value, that will determine the process for variation approval. A case for variation approval is to note all cumulative variations. Financial examples include changes to the price/cost, quantity, nature of the deliverables, and term of the contract (which increases the value).

Approval of any change in scope that is deemed an additional asset above \$10,000 is required to be endorsed by PAC and approved by the Chief Executive prior to the implementation of the contract changes.

Only after approval has been given by the appropriate financial delegate is Council in a position to implement the contract changes for which approval was sought.

Approval of an administrative variation, which does not change the financial details of a contract, is the responsibility of the project/contract manager, or in accordance with procedures adopted by Council. Examples include changes to the billing address, personnel assigned to the contract, sequencing of work, delivery schedule, and arrangements permitted by specific contract provisions.

4.5 PURCHASE ORDERS

Council's requirement is for any purchase greater than \$50.00 (incl. GST) to have a purchase order raised unless it falls under one of the following purchase order exemptions:

- Utility charges or reimbursement of gas, water, electricity or telephone usage;
- Newspaper notices through The Age and Leader news publications;
- Postage costs to Australia Post;
- Public Liability payments to 3rd parties, but for Council assets a Purchase Order is to be raised;
- Pre-employment and medical costs relating to workcover;
- Maintenance agreements (copy counts) for photocopiers, but leasing arrangements still require Purchase Order;
- Legal or governance services;
- Civic Amenities Department and Darebin Arts Centre catering purchases, all other departments require a Purchase Order;
- Payments for work placement (eg work experience students);
- Purchases made using a corporate credit card;
- In the event of an emergency;
- Travel and related travel expenses;
- Urgent purchases under \$1,000, and without a purchase order, are required to be approval by the appropriate Director/General Manager;
- Urgent purchases greater than \$1,000, and without a purchase order are required to be approved by the Chief Executive;
- Discretionary purchases under \$1,000 are required to have prior approval from the appropriate Director/General Manager; and
- Discretionary purchases greater than \$1,000 are required to have prior approval, outlining the justification for seeking such approval, from the Chief Executive.

Standard payment conditions for Purchase Orders are 28 Days and matching tolerances have a variance of 10% +/- for Purchase Orders for both quantity and price. If the variance is outside of this tolerance the responsible contact will be notified and a new PO will be raised.

4.6 PROBITY

Conflicts of interest were redefined in the Act in December 2008 and the new legislative provisions impose statutory obligations on Councillors, members of special (and audit) committees, members of Council staff and contractors engaged to provide advice or services to Council.

Under the Act, a conflict of interest arises if a 'relevant person' has a 'direct interest' (as defined in the Act) or an 'indirect interest' (as defined in the Act) in a matter.

One of the key requirements of Probity is to identify and address potential conflicts of interest of any person who will be involved in the Tender process.

It is mandatory for all Council staff involved in a procurement process, including evaluation panel members, to sign a conflict of interest declaration form at the commencement of each quotation or tender process.

A probity advisor and/or probity auditor must be engaged for any major project that is valued at \$1 million or greater.

4.7 PROBITY AWARENESS

It is mandatory at the commencement of any major project of \$1 million or greater, and prior to any Request for Tender or Expression of Interest being released to the public, that a probity awareness session is held for all members of the Decision making Process as outlined in clause 7. This session will be extended to the Executive Management Team and all Councillors, if required.

The awareness session must outline the process for lodging any perceived or known conflict of interest in relation to the Request for Tender or Expression of Interest process.

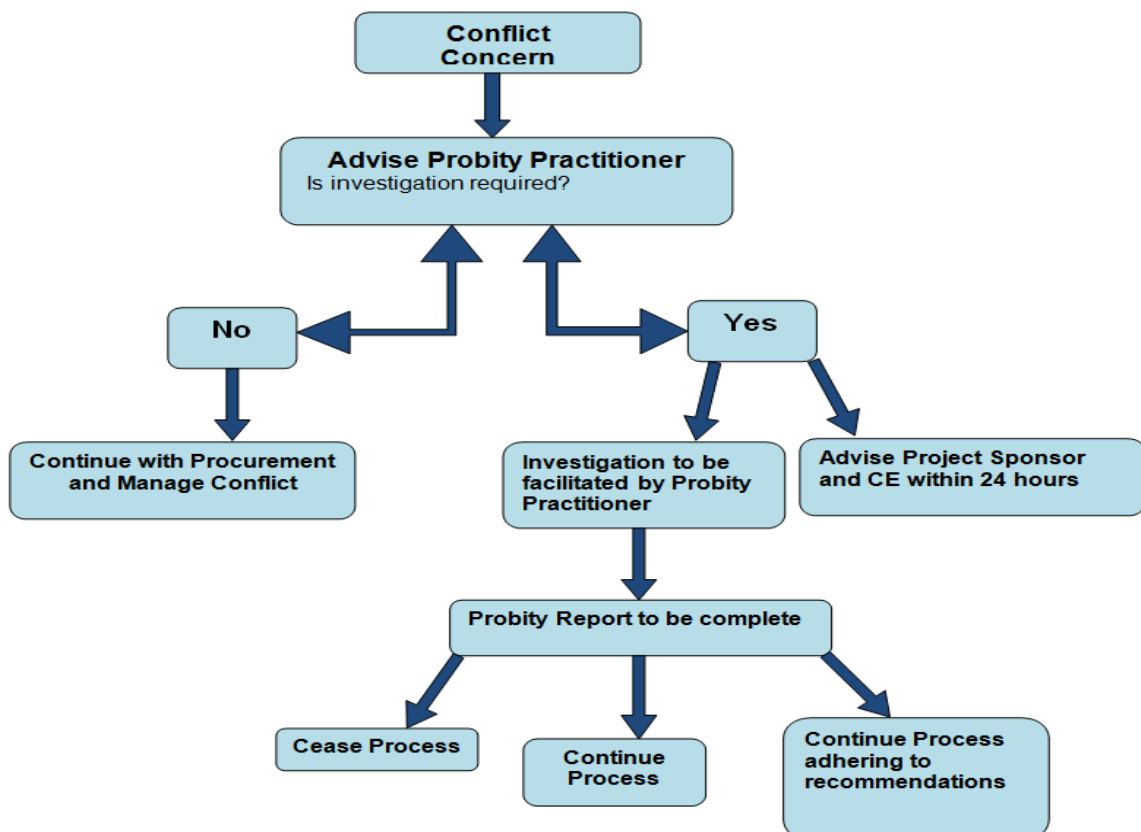
In the first instance any perceived or known conflict of interest must be lodged with the nominated probity practitioner. It is the responsibility of the probity practitioner to determine:

1. Whether a formal investigation is required; if so arrange to undertake
2. Whether the procurement process is put on hold; if so to advise project sponsor and the Chief Executive
3. Whether the procurement process should cease; if so to advise the project manager and the Chief Executive
4. Keep the Project Sponsor informed of any investigation

If a perceived or known conflict of interest is lodged with the Chief Executive or any other member outlined in the Decision Making Process structure, they must within 24 hours arrange to hand over the concern(s) to the probity practitioner for action.

*The Investigation Process, excluding protected or confidential information, must form part of the final Procurement approval documentation/ Council Report.

The Flowchart below outlines the process:



4.8 DELEGATION OF AUTHORITY

In the exercise of power conferred by Section 98 of the Local Government Act 2004 the process is defined for a Council delegating its powers, duties and functions to a member of its staff.

Commitments and processes which exceed the CEO's delegation and which must be approved by the Council are:

- Initial signing and sealing of contract documents;
- Tender recommendations and contract approval for all expenditure that exceed the CEO's delegation for goods and services and works; and
- Financial variations to existing contracts that exceed CEO's delegation or where Council has approved the original engagement and optional extension period(s) are required to be exercised.

5 LOCAL BUSINESS FRAMEWORK

Council recognises it has a role in the economic development of the community and is committed to assisting local industry to do business with Council. Local business in this context means suppliers based within Darebin and the immediate neighboring municipalities (the "Darebin Plus" area) which includes the adjoining Councils of Banyule, Hume, Moreland, Nillumbik, Whittlesea and Yarra.

Council have mandated the requirement to obtain one quote from a local supplier, if available, for any purchase less than \$5,000 and at least one quote from a local supplier where available, for purchases over \$5,000 but less than the tender threshold.

Where practicable to do so, Council will obtain quotes from Indigenous companies and corporations so as to assist and encourage our Indigenous community to do business with Council.

In addition, a minimum tender evaluation weighting of 10% will be assigned for local business where a weighting evaluation criteria is used.

6 SOCIAL PROCUREMENT

Social Procurement involves using procurement processes and purchasing power to generate positive social outcomes in addition to the delivery of efficient goods, services and works. Social procurement builds on the initiatives already undertaken by Council in enhancing sustainable and strategic procurement practice, enabling procurement to effectively contribute to building stronger communities and meeting the social objectives of Council.

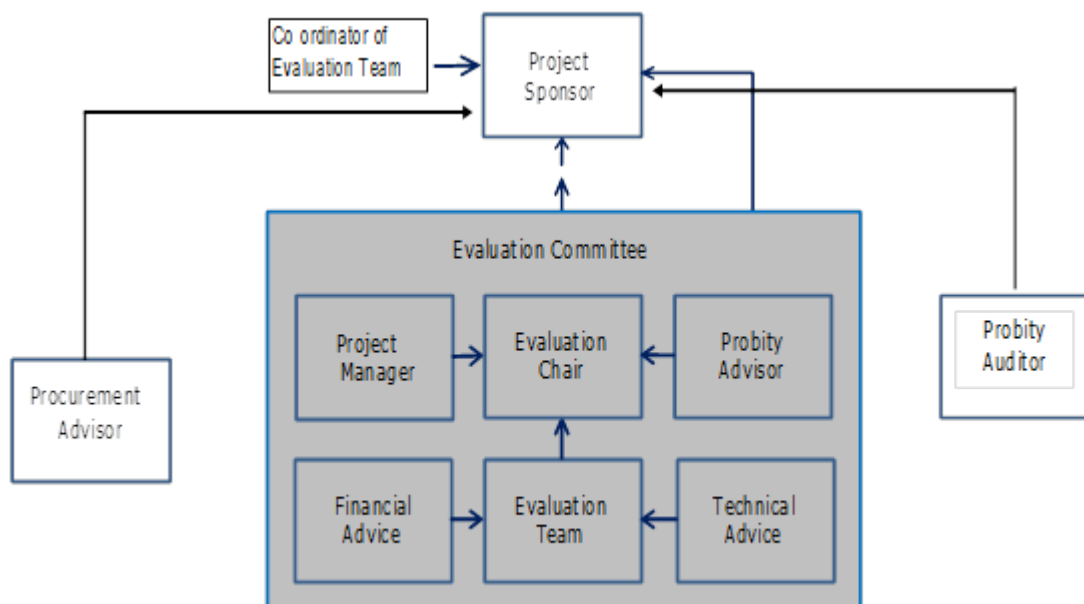
Where practicable to do so, Council will strive to in the first instance to purchase ethical and fair trade goods to support local industries, national and international trade, engage in procurement with Social Enterprises and create local employment opportunities through clauses and specifications in council contracts.

7 REVIEW PROCESS

Council endeavours to continually improve its procurement performance such that all relevant policies, guidance and training are continually reviewed and updated to ensure there is continuity in meeting Council's wider strategic objectives.

8 DECISION MAKING PROCESS

The organisational structure for the project is outlined in the following chart:



**This chart can be altered depending on project and in consultation with the Procurement and Contracting Team*

Responsibilities

Chair:

The Chairperson is responsible for:

- chairing meetings of the Evaluation Team, signing all documents issued on behalf of the team
- advising successful tenderer(s) of their success in winning the tender
- advising unsuccessful tenderers of their lack of success and debriefing them on the reasons when requested
- ensuring there is financial approval for the contracts

Some of the above roles can be delegated to other team members with the team's consent.

Procurement Advisor:

The Procurement Advisor is responsible for:

- ensuring records are kept of all meetings, significant decisions and events
- ensuring the security of all EOJ/RFT documents
- maintaining files for all documents arising out of the Evaluation Team's activities
- acting as the single channel of communication between the team and other parties

- ensuring all Evaluation Team members have signed conflict of interest statements and confidentiality agreements where appropriate

All team members:

All team members are responsible for:

- Establishing a probity plan for the tender process
- Preparing a tender process plan identifying key tasks and deadlines for the team
- Establishing a checklist, spreadsheets and other tools to evaluate responses including the evaluation criteria and method of evaluation in the RFT
- Endorsing all RFT documents before referring to the Procurement Accreditation Committee for final endorsement and before inviting offers
- Ensuring that there is a process for the proper receipt and recording of offers, and dealing with late tenders
- Ensuring that the process and procedures will withstand public scrutiny and all decisions and activities resulting from the evaluation and selection are auditable and defensible
- maintaining confidentiality and high ethical standards at all times
- Observing all policies and procedures applying to tendering and contracting
- Advising of any potential conflict of interest during the evaluation process as soon as it arises
- Checking compliance of tenders with the RFT
- Selecting a short list of tenderers to be interviewed where necessary
- Evaluating and scoring responses to the tender, including analysis of cost
- Where a probity auditor is appointed, ensure that the auditor
 - Endorses the probity plan
 - Sets out his or her expectations in detail; and
 - Sets out what he or she regards as potential problems
- Participating in interviews and contract negotiations with short listed tenderers.
- Identifying important problems or issues arising throughout the tender process and document how and by whom they are to be dealt with
- Arranging for conducting referee checks of tenderers where appropriate
- Maintaining file notes for any significant communications with people outside the team

Project Manager:

The Project Manager as a team member is responsible for the additional duties detailed below:

- Ensuring contract administration procedures or manuals are prepared for users
- Undertaking the post award tasks such as arranging the execution of a contract, issuing contract management guidelines, obtaining certificates of insurance and financial securities
- Using Council endorsed systems to monitor and manage the life of the contract

9 CENTRALISED PROCUREMENT

Effective 1 August 2014, Council implemented a centralised approach to all procurement and contracting, where the value is equal to or greater than \$5,000 incl. GST. This includes the requirement for the Procurement and Contracts team to either undertake or assist Business Units in the undertaking of all procurement steps up to and including contract execution.

- Any procurement equal to or greater than \$5,000 (incl. GST) must be in conjunction with a member from the Procurement and Contracting Team
- Includes all process up to contract execution but does not include the management of the Contract
- Non-compliance with the centralised system will not be tolerated, and will be considered a failure to comply with the Excellence in Governance Employee Code of Conduct.

A centralised procurement model will deliver the following advantages for the organisation:

- Significantly minimise risk around non-compliance with Section 186 of the Local Government Act 1989
- Allow more accurate monitoring and reporting on:
 - Contract Spend
 - Contract Dates/Contract Extensions
 - Monitor Insurance
 - Contracts entered into by Council
- Streamlined approach to procurement
- Capture of smaller engagements consistently with the same provider
- Allow for a range of Panel arrangements to be established and used across Council
- Potential to identify services that could be tendered for with other Councils surrounding the municipality
- Greater buying power resulting in savings
- Value for money

6.7 ANNUAL REPORT 2015/2016

Author: Coordinator Council Plan and Performance

Reviewed By: Director Civic Governance and Performance

Report Background

The *Local Government Act 1989* and regulations require each Council in Victoria to prepare an Annual Report for each financial year containing a report of operations and audited standard, financial and performance statements.

The Minister for Local Government was provided a copy of the Annual Report on Thursday 15 September 2016. Within one month of providing the Minister with a copy of the Annual Report, Council must also present their Annual Report at a Council meeting. Council resolved 'in principle' to endorse the Statements and authorised two councillors to sign the statements post audit committee – Council Meeting 5 September 2016.

Previous Council Resolution

There are no previous Council resolutions relating to this item.

Previous Briefing(s)

Nil

Council Plan Goal/Endorsed Strategy

Goal 6 - Open and Accountable Democracy

Summary

The 2015/2016 Annual Report includes information relating to:

- Council's progress against the goals, priority actions and performance indicators contained in the Council Plan 2013 – 2017, over the course of 2015/2016.
- Council's financial performance for the 2015/2016 financial year, which is documented in the audited standard, financial and performance statements.
- Council's performance against the performance measures included in the Local Government Performance Framework.
- A comprehensive review of Council's operations carried out during the financial year.
- Information about the City of Darebin Councillors and committees.
- Corporate governance and other statutory information.

Recommendation

That Council:

- (1) Note the City of Darebin Annual Report 2015/2016, attached at **Appendix A**.
- (2) Note the Annual Report was submitted to the Minister for Local Government on 15 September 2016.

- (3) Note a copy of the Annual Report 2015/2016 was made available for public inspection at the Customer Service Centre two weeks prior to this meeting, compliant with section 133(2) of the *Local Government Act 1989*.
 - (4) Note in compliance with section 134(2)(b) of the *Local Government Act 1989* a Public Notice featured in The Age, 17 September 2016, Preston Leader, 20 September 2016, and Northcote Leader 21 September 2016, advising the Annual Report will be discussed at the Council meeting of 3 October 2016 and the place where copies of the Annual Report can be obtained.
 - (5) Note the Annual Report has been presented to Council within one month of providing the Annual Report to the Minister for Local Government, satisfying section 134(2)(a) of the *Local Government Act 1989*, and Section 22(1) of the Local Government (Planning and Reporting) Regulations 2014.
 - (6) Note this report was prepared in accordance with all relevant legislation including the *Local Government Act 1989*, the *Local Government Amendment (Performance Reporting and Accountability) Act 2014*, and the Local Government (Planning and Reporting) Regulations 2014.
-

Introduction

The 2015/2016 City of Darebin Annual Report (including audited financial and performance statements) is being presented to Council for noting.

Issues and Discussion

A Public Notice alerting the community to the completion of the Annual Report appeared in The Age newspaper on Saturday 17 September 2016, the Preston Leader on 20 September 2016 and the Northcote Leader 21 September 2016. The Annual Report has been available for inspection at Darebin's Preston customer service centre since Friday 16 September 2016.

A summary of the information contained within the 2015/2016 Annual Report is provided below:

- Highlights summary that provide a list of achievements of 2015/2016 organised by Council Plan goal.
- Our strategic framework – introduces the Darebin Council Plan 2013 – 2017 which outlines our key priorities and actions over four years.
- About Darebin – provides an overview of the key demographic and statistical features of the City of Darebin.
- Messages from key staffers – contains a reflection of the year from the Mayor and Chief Executive, as well as a financial summary.
- The Council – provides information about Darebin's Councillors and the wards they represent.
- Workplace report – outlines Darebin's workforce and workplace policies and procedures.
- Operational report – outlines Council performance against the six Council Plan goals, priority actions and performance indicators for 2015/2016. This section also contains speciality reports on the environment, diversity, technology, consultation and engagement, and advocacy.
- Corporate governance – provides comprehensive corporate information on a number of areas including Councillors, committees, audits, documents for inspection and

freedom of information. This section also contains the Governance and Management Checklist and the results of our performance in accordance with the Local Government Performance Reporting Framework.

- Statutory reports – prescribed information that is required by Parliamentary Acts, Regulations and Ministerial directions.
- Financial and Performance Statements – details Council's financial situation, contains statements audited by the Victorian Auditor General and a copy of his audit opinion.

The City of Darebin Annual Report 2015/2016 is currently being graphically designed and professionally printed and will be available from late October 2016.

Options for Consideration

Financial and Resource Implications

Production and printing of the City of Darebin Annual Report 2015/2016 will be completed within the Civic Governance and Performance operational budget.

Risk Management

Much of the content as well as the submission date of the Annual Report is prescribed in the *Local Government Act 1989*. The attached document has been checked as compliant with the required regulations as part of general risk management process.

Policy Implications

Economic Development

The Annual Report 2015/2016 reports on economic development activities undertaken by Council during the financial year. In particular, Council Plan Goal One 'Vibrant city and innovative economy' comprehensively summarises economic development activities and achievements in the City during 2015/2016.

Environmental Sustainability

Some Local Governments choose not to print their Annual Report for environmental reasons. Darebin Council has chosen to print the Annual Report 2015/2016 in an attempt to keep the document accessible to the whole community. This also enables us to provide hard copies upon request, as is preferred by the Municipal Association of Victoria. The Annual Report will be printed on recycled paper and print runs will be limited to reduce waste.

The preferred method of distribution for the Annual Report 2015/2016 is via our website, where the document is available for download.

Human Rights, Equity and Inclusion

Language translations, Multilingual Telephone Line details, and National Relay Service information is listed on the back cover of the Annual Report. The Annual Report is available in hardcopy and electronic format, in an attempt to make it accessible to, Councillors and all members of the Darebin community.

This document has applied the Equity and Inclusion Planning and Audit Tool (EIPAT), which considers accessibility for various population groups.

Other

The Annual Report 2015/2016 fulfils the requirements of the *Local Government Act 1989*, the *Local Government Amendment (Performance Reporting and Accountability) Act 2014*, and the Local Government (Planning and Reporting) Regulations 2014.

Future Actions

Council officers have commissioned a graphic designer to work on preparing a public version of the Annual Report document and it is planned to promote the report more widely (i.e. post it on internet, the graphically designed document made available at Customer Service Centres, promoted through Council's social media channels, etc.)

A letter will be sent to the Minister for Local Government advising when the graphically designed and printed report is available.

Consultation and Advocacy

Please see each individual report for the staff consulted. Each report was compiled by the relevant responsible officer, department manager and director.

Related Documents

- City of Darebin Annual Report 2015/2016 (**Appendix A**)
- Council Meeting Minutes – 5 September 2016

Disclosure of Interest

Section 80C of the *Local Government Act 1989* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any direct or indirect interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

CITY OF DAREBIN
ANNUAL REPORT 2015/2016



Our Vision:

DAREBIN, THE PLACE TO LIVE

Our Mission:

Working with our diverse community to build a sustainable and liveable city

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2015/2016 HIGHLIGHTS

	HIGHLIGHTS	RESULTS	LOOKING AHEAD
<p>GOAL 1</p> <p>A vibrant city and innovative economy</p> <p>(pages 54-61)</p>	<p>We hosted 43 business events that were attended by 2,177 people.</p> <p>The Ruthven Community Pavilion was completed and officially launched on 6 April 2016.</p> <p>Successfully advocated for the retention of trees and widening of the shared path as part of Melbourne Water's water-main upgrade along St Georges Road.</p>	<p>% of bins collected on the scheduled day</p> <p>99.9%</p> <p>% of Capital Works Projects completed by the end of each financial year</p> <p>92%</p>	<p>Four large State Government projects will be proceeding in Darebin. Three Railway Crossing Grade Separations will greatly improve transport, and planning will continue for the Chandler Highway Bridge Widening, which will improve access for all users including public transport, cyclists and pedestrians.</p> <p>We will make planning information and services easier to access online.</p>
<p>GOAL 2</p> <p>A healthy and connected community</p> <p>(pages 62-75)</p>	<p>5,097 (92.6%) children aged five years and younger were immunised. 3,167 secondary students were vaccinated.</p> <p>As part of our Capital Works program sportsfield lighting systems were installed at AH Capp Reserve and WH Robinson Reserve, and the Ruthven Community Pavilion was completed.</p> <p>Get Active in Darebin, which offers a range of free community-based exercise sessions and low-cost social sport opportunities, grew 150 per cent in 2015/2016.</p>	<p>% of Library Budget allocated to LOTE (Language Other Than English) resources</p> <p>23%</p> <p>% of survey respondents who were satisfied with our services for families</p> <p>86.2%</p>	<p>A Multi-Sports Stadium will be constructed at John Cain Memorial Park. This is an exciting project that provides much-needed facilities to encourage the participation of women and girls in sport.</p> <p>Supporting people in our community who are under 65 years of age and eligible for the National Disability Insurance Scheme (NDIS) will be key in 2016/2017.</p>

	HIGHLIGHTS	RESULTS	LOOKING AHEAD
<p>GOAL 3</p> <p>Sustainable and resilient neighbourhoods</p> <p>(pages 76-85)</p>	<p>Almost 1,400 trees were planted in streets across Darebin. An additional 300 trees were planted in parks as part of the Urban Forest Strategy. More than 3,000 trees were given to residents and community groups.</p> <p>The three-year Energy Efficient Street Lighting Project was completed in 2015/2016. 9,440 lights were upgraded, which reduced annual costs by more than \$550,000 and greenhouse emissions by 3,800 tonnes per year.</p> <p>We launched the second Solar \$aver program and expanded it to include not-for-profit organisations, low income rental properties and community organisations.</p>	<p>Increase length of bike and shared paths to improve cycling and pedestrian facilities</p> <p>30.1km</p> <p>% of community survey respondents who were satisfied with our maintenance of parks, reserves and open spaces</p> <p>88.5%</p>	<p>We will be reviewing the Edwardes Lake Park Master Plan and the opportunities it presents for the long-term development and care of this significant site.</p> <p>Our Climate Change Action Plan targets, actions and community outcomes will be reviewed in the coming year.</p>
<p>GOAL 4</p> <p>A thriving and creative culture</p> <p>(pages 86-91)</p>	<p><i>Separation Street</i> presented at Northcote Town Hall by Polyglot Theatre won the 2015 Green Room Award for Innovation in Contemporary Performance for Young People.</p> <p>Aboriginal arts featured strongly in 2015/2016. We presented <i>Hot Brown Honey</i>, Ilbjerri's <i>Which Way Home</i>, and the Next Wave Festival.</p> <p>Capital improvements to the Darebin Arts and Entertainment Centre included new projection systems, audio desk upgrades, installation of LED lighting in the car park, new carpet, and painting the theatre.</p>	<p>Number of attendees at arts and cultural venue-based events</p> <p>163,459</p> <p>% of community survey respondents who were satisfied with our arts and cultural activities</p> <p>95.9%</p>	<p>An Arts Precinct Coordinator will be appointed as the first step towards a long-term strategic and planned approach to arts precincts in Darebin.</p> <p>The catalogue of the Darebin indoor and outdoor art collection will be digitised to provide full access to our community and increase awareness of and engagement with these important items.</p>

	HIGHLIGHTS	RESULTS	LOOKING AHEAD
<p>GOAL 5 Excellent service (pages 92-99)</p>	<p>A Customer Service Model Review was completed to highlight strengths and opportunities for improvement.</p> <p>Responded to recommendation of the Victorian Ombudsman to develop Darebin Complaint Handling Framework and Policy.</p> <p>Improved public question time by enabling attendees to submit questions directly to Councillors at Council Meetings via a tablet device.</p>	<p>Telephone enquiries to customer service resolved at the first point of contact</p> <p>87.4%</p> <p>Our continuous improvement approach to Workplace Health and Safety resulted in a 29% reduction of the 2015/2016 WorkCover Premium.</p>	<p>We are working on even more ways for our community to contact and engage with us and we are continually seeking to improve our online options.</p> <p>An online interactive budget simulator will be introduced to enable Darebin ratepayers to provide input during the development phase of the 2017/2018 budget and provide feedback on the level of funding that should be allocated to the delivery of services.</p>
<p>GOAL 6 Open and accountable democracy (pages 100-108)</p>	<p>A customised Mapping Inspections Compliance System improved the productivity of Local Laws staff when performing fire hazard inspections. The number of property inspections increased from 800 in 2014/2015 to 1,300 in 2015/2016.</p> <p>Introduction of an iPad kiosk at Bundoora Farm enabled continuous monitoring and improvement of customer experience.</p> <p>Received a Silver Award from the Australasian Reporting Awards for our 2014/2015 Annual Report.</p>	<p>% of community survey respondents who were satisfied with our campaigning on behalf of the community</p> <p>83.1%</p> <p>% of community survey respondents who were satisfied with our communication</p> <p>85.5%</p>	<p>We will be improving computer facilities to provide residents with more online and self-service options.</p> <p>Together with our new Councillors we will be developing the Council Plan 2017-2021 to set priorities and directions for the next four years.</p>

For more details about our performance in 2015/2016 go to the Performance section of this report, which starts on page 52. You can read the Council Plan 2013-2017 on our website www.darebin.vic.gov.au/CouncilPlan

INTRODUCTION

Welcome

We are proud to present the City of Darebin Annual Report 2015/2016.

The Annual Report presents a snapshot of how we served our community and how we performed in the 2015/2016 financial year. We hope you find it informative and useful.

Acknowledgement of Darebin's Aboriginal and Torres Strait Islander Community

Darebin City Council acknowledges the Wurundjeri people and the Kulin Nations as the traditional landowners and the historical and contemporary custodians of the land on which the city of Darebin and surrounding municipalities are located.

Darebin's Diversity Statement

The City of Darebin is home to people of diverse races, ethnicities, faiths and beliefs, abilities, talents and aspirations, sexualities, sex and gender identities, ages, occupations, incomes and lifestyles.

Darebin City Council acknowledges the history and contributions of the various communities, migrants and refugees that have settled in the municipality and made it their home. Their endeavours have enriched the economic, social, cultural, artistic, community and civic character of the city and created a cosmopolitan locality where variety and difference are welcomed and encouraged.

The purpose of the Annual Report

The Annual Report reviews our strategic, operational and financial performance for the financial year 1 July 2015 to 30 June 2016. It is an important document that tells our community how we performed and whether we did what we promised we would. This report compares our achievements with our strategic objectives and the goals we set out in our Council Plan 2013-2017. www.darebin.vic.gov.au/CouncilPlan

Along with keeping Darebin's residents and ratepayers up-to-date, this report provides important information to our stakeholders including local businesses, non-government organisations, our partners, and other government departments and agencies. It also provides valuable feedback to our staff so they can see how their efforts are helping us to meet our goals.

The Annual Report also provides specific information that the Victorian Government requires.

How to read this report

There is a lot of technical information in this report. We have put summaries of the facts and figures towards the front of the report and placed more detailed information, such as the financial and statutory reports, towards the back. The summaries give you an overview and if you would like to know more you can follow the links to other sections of the report and to our website.

The year in review (page 17) gives a general overview of 2015/2016 and includes messages from our Mayor and the Chief Executive. You will also find summaries of our services, our achievements, sustainability, and a calendar of events.

Our city (page 27) has information about the City of Darebin, introduces our Councillors and gives an overview of how local government works.

Our people (page 39) tells the story of our organisation and the people who lead it. It also has information about our employees and workplace culture, and acknowledgement of the work done by our fantastic volunteers.

Our performance (page 52) is where you can find out how we performed against the goals set out in our Council Plan 2013-2017. You can also read about the technology we are using, our diversity, our environmental work and the different ways we interacted with our community.

Corporate information and governance (page 109) provides information about our governing processes, Council meetings, Council committees, privacy and information required by the Victorian Government.

Annual financial report and performance statement (page 141) contains the audited performance and financial statements that we are required by law to provide. The Annual Report 2015/2016 was prepared in accordance with all the statutory requirements of the *Local Government Act 1989* and its associated regulations.

Our stakeholders

We have a diverse range of stakeholders and we engage with them in many ways to understand and respond to their views on the issues that are most important to them.

Turn to page 106 for more information about how we consulted and engaged with our stakeholders in 2015/2016.

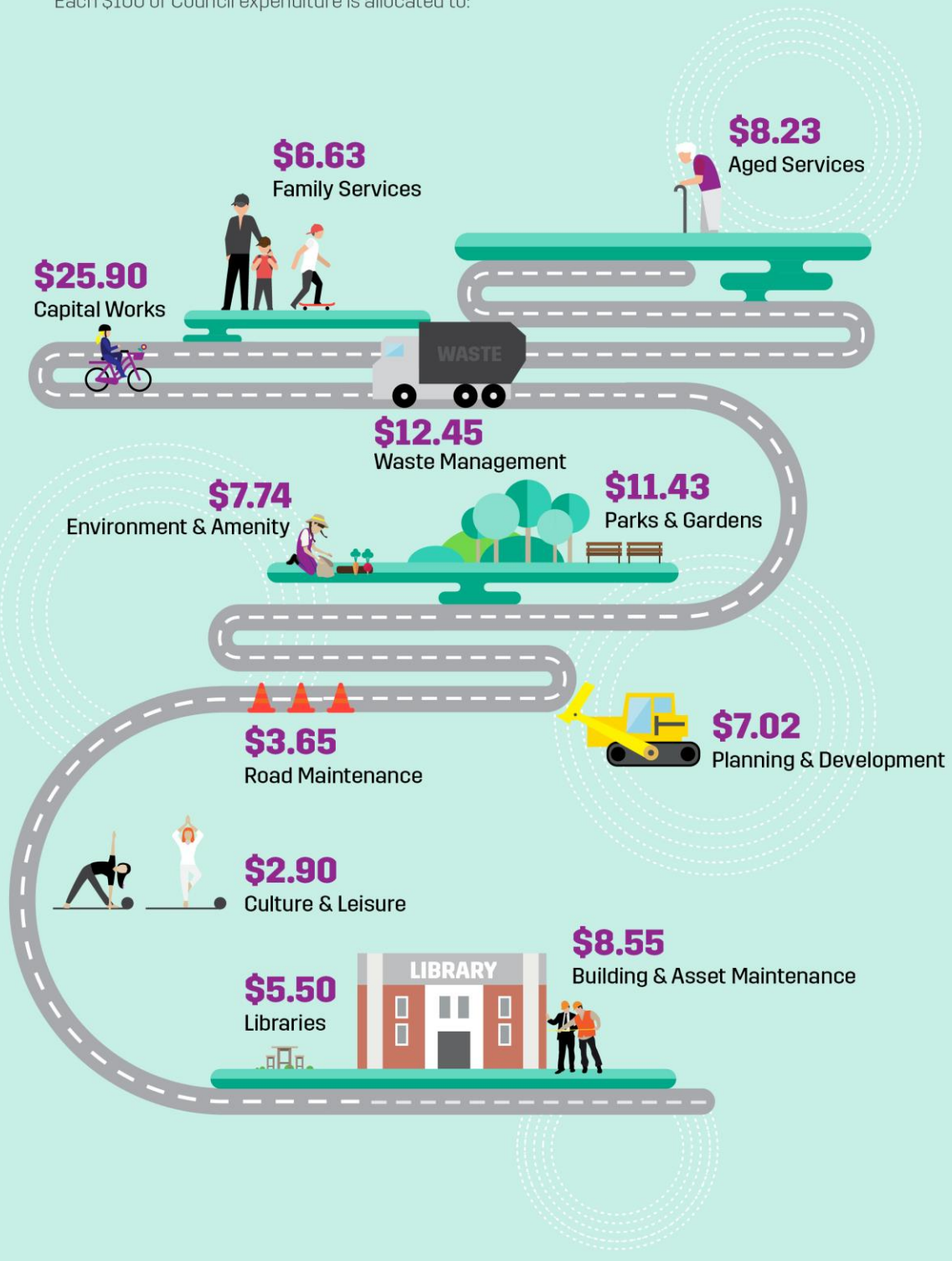
In the table below, we identify our stakeholders, why they are important to us, why we are important to them, and the ways we engage with them.

Stakeholders	They are important to us because they...	We are important to them because we...	We engage with this group via...
Community groups and volunteers	connect us with our community; encourage community participation; help with planning and advocacy; contribute to the development of strategies, policies and programs.	provide support and resources; develop services, strategies, policies and programs in response to advice; build social inclusion and environmental sustainability; enhance the wellbeing of Darebin residents.	advisory committees and reference groups; workshops; community meetings; forums; face-to-face meetings; online.
Government – State, Federal and other councils	provide resources, guidance, legislation and regulations; support, partnerships, networks, and economies of scale.	provide local services; drive local economic growth; reduce unemployment; create networks; stimulate tourism; provide local data and information.	formal legislative reporting; partnerships; meetings; briefings; networking events; correspondence.
Ratepayers	provide funding for local services and infrastructure; give feedback about local issues; guide our values; use the services we provide.	provide services and infrastructure; encourage local economic growth; consult widely to find out what is most important to them.	rates notices; community forums; publications; our website; the Annual Report; mail outs; consultation sessions; customer service centres; face-to-face meetings; telephone.
Residents	give feedback about local services and infrastructure; guide our values; use the services we provide; tell us which issues are most important to them.	provide services, infrastructure, leadership and representation; encourage local economic growth and links to local jobs; welcome and encourage diversity.	forums; community surveys; our website; publications; social media; the Annual Report; mail outs; consultation sessions; customer service centres; local newspapers; door-to-door interviews.

Stakeholders	They are important to us because they...	We are important to them because we...	We engage with this group via...
Local businesses	invigorate the local economy; create jobs.	support job creation; encourage new businesses; organise development and education sessions; host networking events; issue permits.	our Business Development Unit; our business incubator; trade associations; consultation sessions; networking events; surveys; face-to-face meetings.
Visitors to Darebin	invigorate the local economy by visiting, shopping or studying in Darebin.	provide good quality products, services and facilities.	events; publications; our website.
Suppliers	provide quality goods and services.	purchase their goods and services; provide business opportunities.	contract management; face-to-face visits; public notices; networking groups; our online tender and quotation process.
Media	help us communicate with our community and raise awareness of services, facilities and events.	provide local data and information.	press releases; briefings; interviews; social media; Council meetings; briefings with CALD media.
Customers	use our services and facilities and provide feedback for improvement.	provide services and facilities; host events.	customer surveys; face-to-face customer service; our website; publications; our telephone call centre.
Partners	share their knowledge, innovation, experience and resources; allow for economies of scale.	provide leadership; share knowledge, innovation, experience and resources; create local jobs.	networking; meetings; contract management.
Employees and their representatives	are crucial to our delivery of services; bring experience and knowledge to our organisation.	provide a challenging and rewarding work environment; training; career progression; equal opportunity employment; work-life balance.	newsletters; staff intranet; email; meetings; surveys; performance reviews; events; meetings with union representatives.

A summary of how we spent your rates in 2015/2016

Your rates help fund services across your local community. Each \$100 of Council expenditure is allocated to:



Financial summary

Darebin is a place where the community's present needs are met without compromising the needs of future generations. Our community expects and deserves an efficient and productive administration that can deliver excellent service and value for money. We must deliver the basics well and ensure that all of our diverse community has access to, and inclusion in, high-quality and excellent services.

We must also demonstrate social inclusion, fairness and equity in the way revenue is raised and allocated to the services we deliver and to the community infrastructure of which we are custodians.

Revenue

\$161.35 million

Expenses

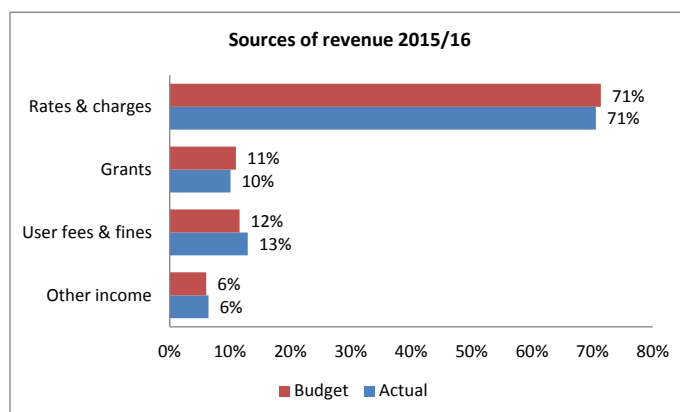
\$141.29 million

Surplus

\$20.06 million

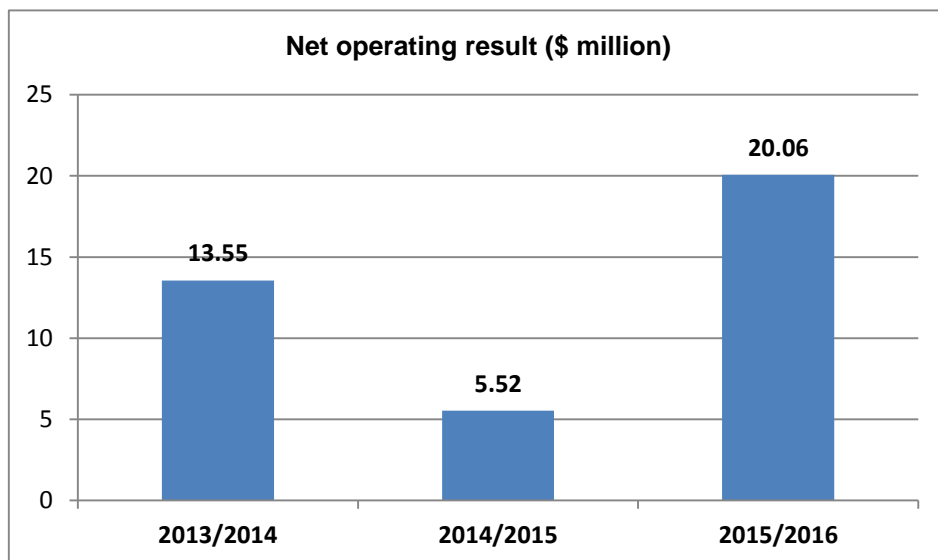
In brief

- \$20.06 million surplus, which includes the reversal of the recognition of Council's obligation under the previous Darebin Development Contributions Plan of \$6.49 million, which was first recognised in 2014/2015.
- \$161.35 million revenue with 71 per cent coming from rates and charges.
- \$141.29 million expenditure with 54 per cent attributable to employee costs and 32 per cent for materials and services.
- \$1.22 billion net assets, comprising community facilities and infrastructure.
- \$64.61 million holdings of cash and other financial assets, which is \$13.70 million more than last year.



Operating result

The operating result is an important figure used to assess our financial performance. It is calculated by deducting the total expenses for the year from total revenues. While we are a not-for-profit organisation, we should nonetheless generate a surplus to ensure future financial sustainability.



For the year ended 30 June 2016, we achieved an operating surplus of \$20.06 million which was a \$14.54 million increase from the 2014/2015 result. The major contributing factor to the increase in the operating surplus was the reversal of the recognition of our obligation under the previous Darebin Development Contributions Plan of \$6.49 million, which was first recognised in 2014/2015.

This information relates to the Financial Statements contained in the Annual Financial Report, which starts on page 141.

Darebin's major projects

Darebin Road Resurfacing Program

Transport is one of the major priorities of our community and the Darebin Road Resurfacing Program ensures that our local roads stay in good condition. This is of benefit to adjacent properties and the travelling public but is also good road management practice. The Program generally provides a new surface of between 50 to 100 sections of road each year, at a cost of approximately \$2.50 million.

Road resurfacing is a complex project as we often need to reconstruct sections of kerb and channel, patch sinking or failed areas of road, modify pits and drains, and adjust water authority valves prior to the surface being laid.

This project has been extremely successful over the past few years. The use of a new type of asphalt resulted in thinner layers that provide significantly better value for money and a more durable surface. It also produces a quieter ride for vehicles that is quite noticeable for motorists.

Total Investment	\$2,374,000
Darebin Contribution	\$2,374,000

Ruthven Community Pavilion

The Ruthven Community Pavilion is a new multi-purpose facility for use both as a sports pavilion and community space. The Pavilion is located at the WR Ruthven VC Reserve in East Preston and was officially opened on 6 April 2016.

The 500 square metre contemporary designed building includes many environmentally sustainable and accessible design features. Sporting clubs have access to modern change rooms, large multi-use community spaces and kitchen facilities that can be shared with community groups. Patrons can view in comfort the oval and surrounds from the community room or the large undercover area. The opportunity to include flexible community spaces in Council facilities was a key design feature.

Total Investment	\$2,300,000
Darebin Contribution	\$2,300,000

Sportsfield Lighting Program.

The Darebin Leisure Strategy Action Plan 2015-2020 includes a Success Measure of continuing to improve the functionality, flexibility and accessibility of sporting and recreational infrastructure in Darebin. To meet that imperative a target of completing a minimum of two sportsfield lighting projects is set for each year.

The installations at the sportsfields at AH Capp Reserve and the WH Robinson Reserve, both in Halwyn Crescent, Preston, were completed in 2015/2016.

Total Investment	\$419,750
Darebin Contribution	\$309,750
Sport and Recreation Victoria	\$100,000
Darebin Women's Sport Club Contribution	\$10,000

Scott Grove Bridge Replacement.

The footbridge in Scott Grove, Kingsbury, was replaced in 2015/2016. The laminated timber bridge had reached the end of its useful life and was replaced with a galvanised steel footbridge. Construction was completed during the autumn months. The bridge now reinforces the connection between Scott Grove on the east side of Darebin Creek and Winter Crescent to the west. It is also provides a valuable link within the Darebin Creek Trail.

Total Investment	\$374,000
Darebin Contribution	\$374,000

THE YEAR IN REVIEW

Charter of good governance

Darebin's Charter of Good Governance tells the community what it can expect from us in the way we govern the city. The Charter outlines six principles of good governance and they are central to the way we do business. The principles are embedded in the culture of our organisation and are evident within all the services and leadership we provide to our community.

Transparency

Information relating to Council decisions and actions is freely available, easily understood and accessible, especially to those who are most affected by such decisions, and is respectful of privacy principles.

Accountability

Council takes responsibility for the outcomes of the decisions it makes and actions it takes.

Equity and inclusion

Council's actions and decision-making are proactively responsive to and inclusive of Darebin's diverse community needs and aspirations. Council's services and resources are equitably distributed and accessed by those that need them the most.

Effectiveness and efficiency

Council plans and delivers services that achieve their intended outcomes, are sustainable and make the most of available resources.

Community engagement

Council meaningfully involves the community in its decision-making processes and in shaping the future vision and aspirations of the city.

Ethical decision making

Decisions made by Council are based on clearly defined rules and regulations, with consideration of community impact and feedback and in the best interest of Darebin community.

Our values

Our values provide a framework for our culture, they motivate us, create an understanding of acceptable behaviour and have become the standards against which we assess ourselves, our actions and our performance.

Collaboration

Working together to improve partnerships and services across Council and for the community.

Accountability

Taking responsibility for our actions when carrying out our duties for Council, consistently providing efficient and effective services and protecting public resources.

Respect

Through open communication we take care of our peers, our community, assets and the environment.

Integrity

We act consistently, fairly and do what we say we will do.

Message from the Mayor



[photo caption: “My favourite place in Darebin is Preston Oval – the home of the Northern Blues. I have a long connection with this sporting ground as I used to play here for Preston’s VFA team in the 80s.”]

I am pleased to present the 2015/2016 City of Darebin Annual Report. I have served 18 years on Council and three terms as Mayor and I am proud of our many achievements and the way that Darebin is working to meet current needs while preparing for the future.

The role of Council

Council plays a significant role in the Darebin community. We provide essential services and infrastructure, take the lead on a broad range of issues including sustainability and equality, offer support to local businesses, and reach out to some of the more vulnerable groups in our community, such as the aged, youth, and refugees who have come to Darebin to make a new start.

This year I had the opportunity to attend eight citizenship ceremonies and confer citizenship on 828 residents. We embrace the diversity of our community in Darebin and welcome people from all cultures and backgrounds.

Employment in Darebin

We continue to focus on creating a vibrant, thriving local economy that encourages people to live, work, study and play here. In 2015/2016 we hosted 43 business events that were attended by more than 2,000 people. We also secured high speed internet for Darebin businesses while advocating for the early implementation of the NBN. We are serious about nurturing a business environment that encourages innovation, job creation and employment.

Our award-winning Active Spaces program provides a range of creative business options in vacant shops and properties, encouraging short-term occupancy, which leads to long-term leases. It brings people and activity to properties that may have been vacant for a long time and invigorates the economy in those areas. Active Spaces launched five businesses in 2015/2016. Since the start of the program four years ago, Active Spaces has generated over \$300,000 in rent and created more than 100 jobs.

Major projects

We achieved great success with a number of major projects that were completed in 2015/2016. I was thrilled to attend the opening of the redeveloped Ruthven Community Pavilion in April this year, along with the Honourable Robin Scott, Member for Preston, officials from local sporting clubs, and Darebin RSL representatives. Sporting and community facilities are integrated in the

Pavilion, which features modern change rooms, a large multi-use community space, and new kitchen facilities.

As part of our Capital Works program, sportsfield lighting systems were installed at AH Capp Reserve and WH Robinson Reserve. The Darebin Women's Sports Club, Sport and Recreation Victoria and Darebin Council contributed funding for this project, which greatly improves the facilities at Capp and Robinson Reserves and encourages women and girls' participation in sports. Sport is crucial to the health of our community and providing greater access to sport for everyone is particularly close to my heart. There's more information about our Major Projects on page 15.

The year ahead

Advocacy and partnerships

2016 started on a fantastic note as the Victorian Government announced the removal of three railway level crossings in Darebin. Construction will begin in 2018 and we can bid farewell to the crossings at Grange Road, Alphington, Bell Street, Preston, and High Street, Reservoir. Removal of the crossings will improve traffic flow and safety, create jobs, stimulate the local economy and provide better service on the South Morang train line. We advocated strongly for this outcome and we are looking forward to working with the State Government on these significant projects.

Animal welfare is of great importance to Darebin residents and we are pleased to announce that we entered into a joint venture with Moreland and Whittlesea City Councils to build and operate a regional pound in Epping. This will give us greater control over pound management, improve animal welfare, create local jobs and volunteering opportunities, and reduce euthanasia rates for impounded cats and dogs. To read more about our advocacy work, go to page 107.

Rate capping

The introduction by the State Government of Fair Go rates (rates capping) for the 2016/2017 year and beyond will put great pressure on our ongoing financial sustainability and capacity to continue to meet the community's expectations relating to infrastructure and the range of services we deliver. In 2015/2016 we met the rate capping figure of 2.5 per cent with no impact on services and no job losses within Council but this will become more difficult to achieve in future years.

2015/2016 marks the end of the current Council's four-year term. A Council election will be held on 22 October 2016. I would like to thank my fellow Councillors for their support during my term as Mayor and for their input and experience throughout the past four years.

I am pleased and proud to have represented the people of Darebin for the past 18 years. It has been a pleasure to work with and for my community.

**Councillor Vince Fontana
Mayor of the City of Darebin**

Message from the Chief Executive



[photo caption: My favourite place in Darebin: “I love High Street Northcote for its vibrancy and young, customer-focused workforce, and Bundoora Park for the serene environment it offers while being so close to the city.”]

I am pleased to present this year’s Annual Report, which tells the story of 2015/2016 in Darebin; our highlights and achievements and the challenges we encountered. Throughout the report we also look to the future and share the plans and strategies that will continue to make Darebin the place to live.

The 2015/2016 year was the third of our four-year Council Plan, and was a year of significant achievement through the successful delivery of services, projects and support for our community. All due Council Plan Priority Actions were completed and we are significantly ahead on others. We again achieved good results from the annual Local Government Satisfaction Survey of 18 metropolitan councils. We scored higher than the metropolitan Melbourne average and performed well in the Local Government Performance Reporting Framework measures. These results were achieved through the dedication and hard work of our staff in all areas of Council and the commitment of Councillors towards community satisfaction.

Importantly, our staff continued to deliver excellent service and through working with the community and partners there was a reduction to the impact of crime, improved perceptions of safety, and promotion of freedom from all forms of discrimination and violence. The level of satisfaction from users of our Aged and Disability services also showed extremely positive results; as was the community’s satisfaction with our overall environmental performance. Both of these results were well above the targets set for the year.

Managing our organisation

Council continues to be a financially sustainable organisation, shown through our ongoing positive financial results, negligible debt and our ability to enter into a rate capping environment in 2016 without disruption to services or community outcomes. For us it is business as usual and our focus is on making the organisation as efficient as possible and to further improve the experience of interacting with us at Council.

Good governance remained a top priority in 2015/2016. Over the year we implemented a number of reforms and improvements to our governance systems and tools, further strengthening our internal governance processes and organisational culture. This resulted in efficient meetings, improved Councillor briefings, and extensive governance training. For more detailed information, refer to our governance overview on page 109.

We take the health, safety and wellbeing of our employees extremely seriously and significant resources have been committed to provide strategic, operational and procedural advice and

support to create a safe workplace free from harm. I am proud to say that over the past four years in particular we have successfully embedded health and safety into our work practices and at the forefront of our thinking. This resulted in a significant reduction of 29 per cent for our WorkCover premium in 2015/2016 and a further 39 per cent for our 2016/2017 premium.

Some of our successes

Darebin continues to be the only council in Australia with a full-time staff member working in the area of family violence prevention. Along with the many programs, meetings and events we host for our community, we are also determined to ensure that our staff members are safe. In 2015/2016 we trained senior leaders within Darebin Council to help staff members who may be experiencing family violence. In 2014, we developed a 'Say NO to Racism' training package that is used extensively across our organisation and other municipalities.

2015/2016 was also a significant year for the delivery of major projects and advocacy effort, which is now paying dividends for our community. For example, the opening of the Reservoir Community and Learning Centre in August 2015 was a major milestone for the City, and provides integrated library, youth and family services, with accessible function and meeting rooms. 2015 also saw the commencement of the development planning for Darebin's Multi-Sports Stadium Facility, located at John Cain Memorial Park, which will support and increase female participation in sport.

Council's advocacy efforts through 2015/2016 were extensive. This included sustained advocacy for the removal of dangerous level crossings in Darebin. The reward for this effort culminated in a State Government commitment to remove and grade separate level crossings at Grange Road Fairfield, Bell Street Preston and High Street Reservoir. These works are scheduled to commence in 2018 and the outcomes will be transformative for the City, reconnecting our communities and relieving traffic congestion. You can find more details about this project in our Advocacy Report on page 107.

Looking ahead

As our City continues to grow, our number one aim is to continue to serve our community well and to ensure that we plan and deliver the outcomes and support our community wants and needs. To assist, in the latter part of 2016 a new organisation structure will come into effect. Designed with the future in mind, the revised structure will enable us to put our community at the centre of everything we do and position us to respond to change while ensuring that we continue to provide relevant, effective services.

On 1 July 2016, changes to the way Aged Services are supported by the Australian and Victorian Governments will be introduced. In light of this, we undertook a great deal of work to ensure that those affected would be informed about the changes and their impacts. To that end, we held information sessions, community consultations and an online forum. These changes will mean that Council will not be providing direct services under the National Disability Insurance Scheme (NDIS). Rather, we will focus on advocating for people with a disability and helping them navigate the new system. To assist with this change, we allocated increased resources to our Aged and Disability department to enable us to continue to support people with a disability, their carers and their families. While this represents change for some of our community, we will continue to provide the support we can for those affected.

We are looking forward to ongoing and an unprecedented level of Victorian Government support in the near future, to enable us to meet the challenges and capitalise on the opportunities as our City continues to grow.

I would like to thank our Councillors, Council staff, and the entire Darebin community for their contributions throughout 2015/2016 and for helping make Darebin the place to live!

Our services

As well as governing the municipality and providing local leadership, we provided a broad range of services to keep our City healthy and thriving.

For older people and people with disabilities

- Assessment for aged and disability services
- Social support
- Home and personal care
- Meals on wheels
- Dementia care
- Community transport
- Home maintenance

For businesses

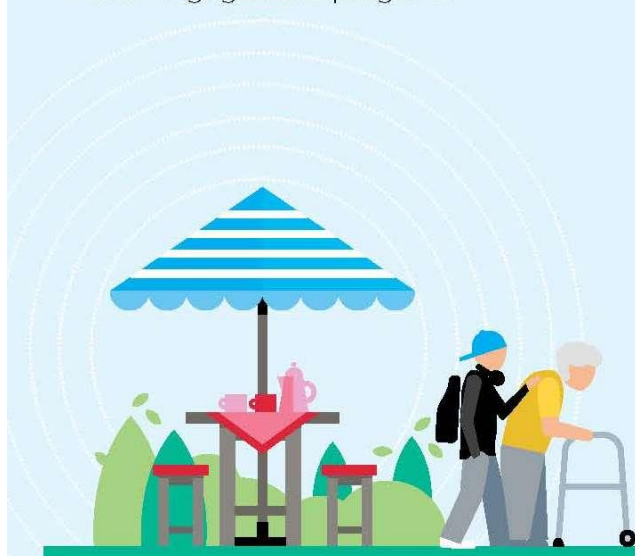
- Food and health business registrations and regulation
- Food safety regulation programs
- Education courses and sessions
- Tobacco control
- Trading permits
- Parking permits and enforcement

For families

- Maternal and child health services
- Parent education sessions and open days
- Kindergartens
- Immunisation
- Youth engagement programs

For the whole community

- Pet registration
- Building and planning permits
- Libraries
- Maintain parks, gardens and play equipment
- Local law enforcement
- Parking permits
- Information about pests and pollution
- Arts events, programs and festivals
- School crossing supervisors
- Publications including Darebin Community News
- Street lighting and signage
- Sporting facilities
- Collection of waste and recycling
- Citizenship ceremonies
- Maintain local amenities and plant trees
- Provide education and lead the way on environmental sustainability
- Provide training and education to encourage more local businesses and jobs
- Road and footpath maintenance
- Provide leisure facilities
- Raise awareness of gender equity and violence against women
- Actively engage with newly arrived populations, migrants and refugees
- Support sustainable food and environment initiatives
- Graffiti removal and prevention
- Encourage and provide increased opportunities for sustainable transport
- Community events and festivals



Sustainability at Darebin

At Darebin City Council we integrate sustainability into all aspects of our work. Along with acting in an environmentally sustainable way, we consider the social and financial impacts of our activities and ensure that they are also sustainable.

Social Sustainability

To be socially sustainable, we aim to develop processes and infrastructure that meet the current needs of our community and also those of future generations. We are fostering a socially sustainable community that is equitable, diverse, connected and democratic and provides good quality of life.

We offer a range of initiatives to support the health and wellbeing of the Darebin community. Policies, strategies and programs are in place to help our ageing population, address disadvantage, increase physical activity, ensure public health, improve food security, and prevent violence against women and children. These activities are supported by our Advisory Committees (you can read more about them from page 119) and our Community Support Program (page 121). You can find out more about how we are building a safe, inclusive and equitable community in our Diversity Report on page 72 and on our website <http://www.darebin.vic.gov.au/HealthandWellbeing>

Providing a safe and healthy environment for our staff is also a major focus. We aim to provide a good work/life balance and offer flexible work options. Policies and procedures are in place for topics such as health and wellbeing, learning and development, human rights, diversity and inclusion, equal employment opportunity, and code of conduct policies. Refer to our Workplace Report on page 42 for more information.

Environmental Sustainability

We have maintained a strong position on environmental issues since 1998. Back then, we were focused on reducing greenhouse emissions and addressing climate change. Now, our goals are the same but we have a lot more research, technology and experience to help ensure we are always taking environmental sustainability into account.

We embed sustainability principles into all areas of our work. This includes sustainable planning, transport, design, food production, handling of waste, and the way we do business.

Our Environmental Report on page 83 details our many environmental sustainability initiatives.

Economic Sustainability

We are consistently working towards a healthy and resilient local economy. Part of this involves leading by example and ensuring the financial sustainability of our own organisation.

To support economic sustainability and the resilience of the Darebin economy we have developed a range of strategies and programs. They encompass issues of sustainable growth, infrastructure, housing and business development.

The Darebin Digital Strategy, in particular, is designed to prepare and guide us and our community so we can get the most out of participating in the rapidly increasing national digital economy.

Goal 1 of our Council Plan 2013-2017 focuses on creating a vibrant city and innovative economy. We are operating in a dynamic economic environment and our plans and strategies are designed to help existing industries cope with change, and encourage new-economy industries to secure jobs for current and future generations. Further information about the work we are doing to ensure the sustainability of the Darebin economy is in Goal 1, which starts on page 54.

As well as our focus on the external economy, we pay a lot of attention to our own financial sustainability. We apply sustainability principles to procurement, financial planning, and asset management, and implement strategies and policies to ensure the long-term viability of the Council. For more information about the work we are doing to ensure financial sustainability please refer to our Financial Report, which starts on page 141.

A full list of our strategies, plans and policies is on our website www.darebin.vic.gov.au/strategies

Outstanding achievements

In 2015/2016 we were recognised for our work across a number of areas.

Theatre presentation

Separation Street by Polyglot Theatre won the 2015 Green Room Award for Innovation in Contemporary Performance for Young People. The show was presented by Darebin Arts Loud Mouth at Northcote Town Hall during the spring school holidays.

Mapping Inspections Compliance System

Information Services developed a customised application, integrated with GIS, to improve the productivity of Local Laws staff when performing fire hazard inspections. The changes led to a drop in the number of working days spent inspecting fire hazards from 12 to four and an increase in the number of annual property inspections from 800 to 1,300. The project was nominated for the MAV Technology Awards.

2014/2015 Annual Report

Silver Award from the Australasian Reporting Awards.

Inclusive Communications Charter

Finalist in the LGPro Communications Award.

Darebin website redevelopment

Finalist in the LGPro Communications Award.

Workplace Prevention of Violence Against Women Program

Finalist in the VicHealth Awards.

HART Awards (Helping Achieve Reconciliation Together)

Local Government finalist for the Stolen Generations Marker *Empty Coolamon*, which was created by artist Robyn Latham.

Calendar of events

2015

July	August	September	October	November	December
5-12 NAIDOC Week	3-9 Wurundjeri Week	10 Jobs for Youth launch	Darebin Seniors' Month	5 Darebin Citizenship Ceremony	11 Carols in All Nations
29 Darebin Citizenship Ceremony	6 Lunch with Rosie - Family Violence is Everyone's Business	17 Ganesh Festival	1 United Nations International Day of Older Persons	18 Darebin Citizenship Ceremony	
	10 Reservoir Community and Learning Centre opened	17 Darebin Citizenship Ceremony	8 Reservoir Village Festive Day for Seniors	21-29 Backyard Harvest Festival	
			14 Ride 2 Work Day	25 White Ribbon Day	
			17 Great Edwardes Lake Park Walk		
			23 Jobs for Youth Expo		
			23 Oct - 1 Nov Darebin Music Feast		

2016

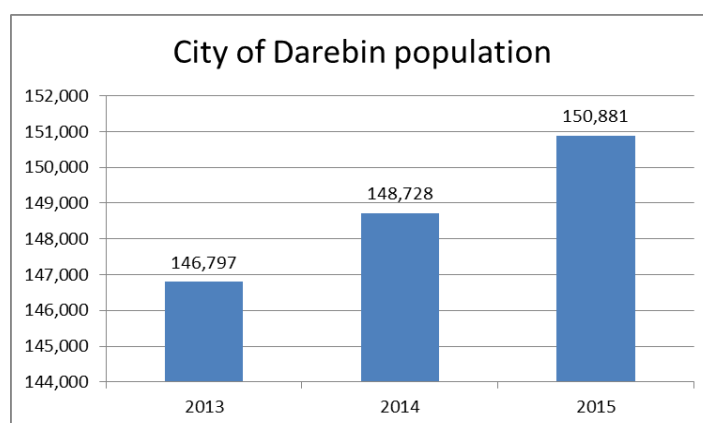
January	February	March	April	May	June
17 Midsumma Carnival	4 World Interfaith Harmony Week	8 International Women's Day	2 Sustainable Living Expo	9-15 Homemade Food & Wine Festival	15 Darebin Citizenship Ceremony
21 Australia Day Awards and Darebin Citizen of the Year Award	11 Vietnamese Cultural Night	3 Understanding Islam Presentation	4 Darebin Citizenship Ceremony	14 Launch of Darebin Community Canteen	19-25 Refugee Week
23 Jan - 1 Feb Summer Jamboree	17 Darebin Citizenship Ceremony	10 Molly Hadfield Social Justice Oration	6 Opening of Ruthven Community Pavilion	15 Darebin Children's Day	20 World Refugee Day
26 Darebin Citizenship Ceremony	23 Darebin Tourism Strategy Industry Forum	16 Cultural Diversity Week Morning Tea	12 Koorie Pride Youth Festival	17 International Day Against Homophobia, Biphobia, and Transphobia	23 Darebin Business Leaders' Lunch
28 Scottish Cultural Night	20 World Day of Social Justice	20 Darebin Community & Kite Festival	14 Thai Cultural Night	26 National Sorry Day	
31 Pride March		29 Navigating Child Care in Darebin Forum	15 Women in Business networking lunch	27 May - 3 June Reconciliation Week	

OUR CITY

About Darebin

The City of Darebin is situated between five and 15 kilometres north of Melbourne's central business district and has been home to the Wurundjeri people for many thousands of years. It covers 53 square kilometres of land, which stretches from Melbourne's inner northern suburbs of Northcote and Fairfield out to Reservoir and Bundoora.

150,881 people call Darebin home (2015 Australian Bureau of Statistics Estimated Resident Population) and this number is expected to increase to 192,142 over the next 20 years. We have 62,746 residential properties and 4,707 business properties. Approximately 20,000 people visit, work or study in the City each working day.



Darebin City Council owns, controls, manages or maintains 509km of roads, 78.5km of rights of way, 30.1km of shared paths, 1,036km of footpaths, 333 buildings, 13 road bridges, 51 foot bridges, 30 gross pollutant traps (structures that trap solid waste such as litter), 23,370 stormwater pits, 614km of stormwater pipe drains and 930 hectares of open space (including parks and gardens).

We are home to one of the largest, most diverse communities in Victoria in terms of culture, language (148 languages are spoken), religion, socio-economic background, employment status, occupation and housing need.

Our largest industries include education and training, retail, manufacturing, health care and social assistance.

While the social and economic prosperity of Darebin is changing and more residents are earning higher incomes, there are many people in Darebin who experience disadvantage. In March 2016, Darebin's unemployment rate was 6.9 per cent, which was higher than the Victorian figure of 5.8 per cent.

The 2014 Darebin Household Survey indicated that 5.8 per cent of respondents aged 16 years and over identified as bisexual, gay, lesbian or 'other' sexuality. This represents only a fraction of the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) community in Darebin as it is likely that there is under-reporting of same-sex relationships.

Darebin has one of the largest populations of Aboriginal and Torres Strait Islander (ATSI) residents of the 31 local government areas in metropolitan Melbourne, and Darebin's Aboriginal community is among the largest in Victoria. 5.8 per cent of all ATSI Melburnians live in the City of Darebin. This equates to a total of 1,155 ATSI residents who make up 0.8 per cent of our total population.

According to the 2011 Census, one in five Darebin residents were affected by a disability of some kind, including physical disabilities and medical conditions, psychological and intellectual conditions, or learning disabilities. This included people of all ages. Of the residents with a disability, almost one-third require assistance. The 2014 Darebin Household Survey found that disability had increased from seven per cent in 1999 to 21.1 per cent in 2014.

This information gives a snapshot of the diversity that exists within the City of Darebin. More detailed information can be found in the Diversity Report on page 72 of this report.

Who lives in Darebin?



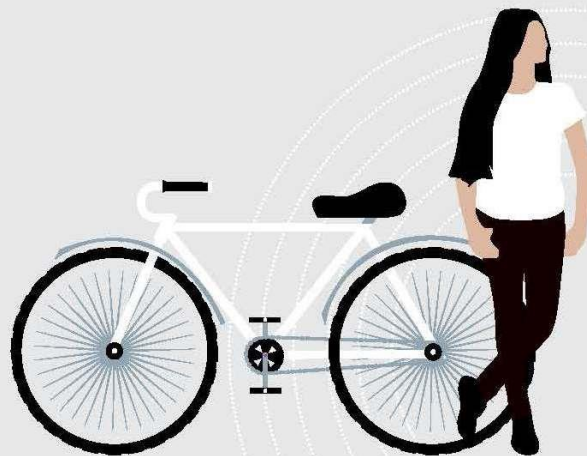
- Men **49**
- Women **51**
- People with a disability **20**
- International students **5**
- Christians **53**
- Muslims **4**
- Buddhists **3**
- Hindus **2**
- With no religion **26**
- Aboriginal **1**
- Born in a non-English speaking country **29**
- Speak a language other than English at home **39**
- Don't speak English well or at all **8**
- Speak Italian **8**
- Speak Greek **7**
- Speak Arabic **3**
- Speak Mandarin **3**
- Speak Vietnamese **2**
- Speak Macedonian **2**
- Speaks Cantonese **1**
- Speaks Punjabi **1**
- Speaks Hindi **1**
- Aged over 60 **19**
- Aged under 12 **14**



- Unemployed **7**
- With income of less than \$600 a week **41**
- Homeless person **1**
- Owning a home **32**
- Renting a home **34**
- With a mortgage **27**
- Primary carers **11**
- Providing unpaid childcare to children other than their own **6**
- Volunteers **14**
- Travelling to work by car **50**
- Travelling to work by public transport **22**

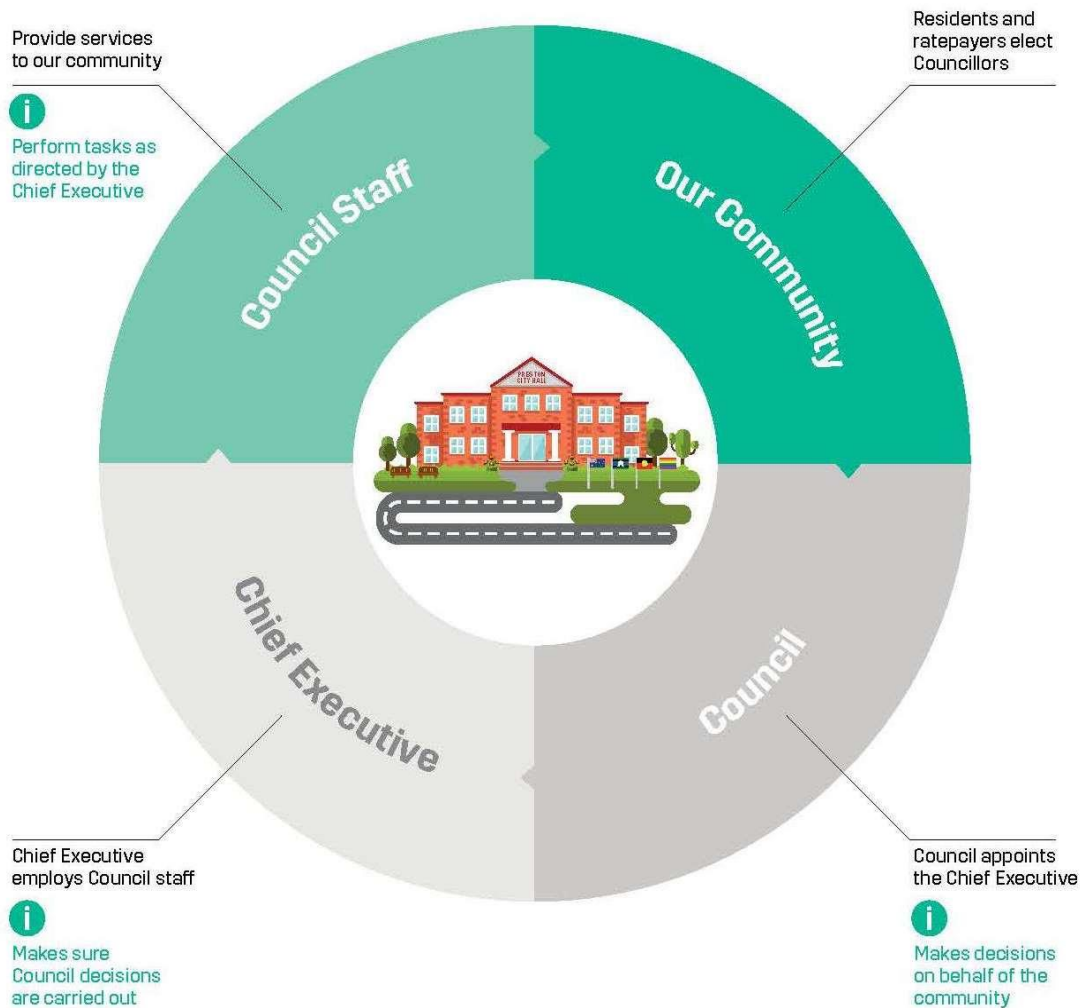


- Paying high loan repayments of \$2600 or more a month **25**
- With just one person **28**
- With one-parent families **10**
- With couples with children **28**
- With couples without children **24**
- With a same-sex couple **1**
- Below the poverty line **24**
- Without an internet connection **23**
- Separate houses **65**



3. OUR CITY

Our Council



Government in Australia is made up of three levels: federal, state and local. Darebin is one of 79 local councils that represent more than 5.5 million people in Victoria. Local governments manage local issues and plan for the needs of their communities.

The Darebin City Council has nine democratically elected Councillors. As the locally elected representatives they advocate for and represent residents and communities and undertake tasks including approving the Council Plan and the Council Budget. They have a responsibility to manage the city's assets, provide services and facilities, and ensure finances are allocated in the best interests of the whole community.

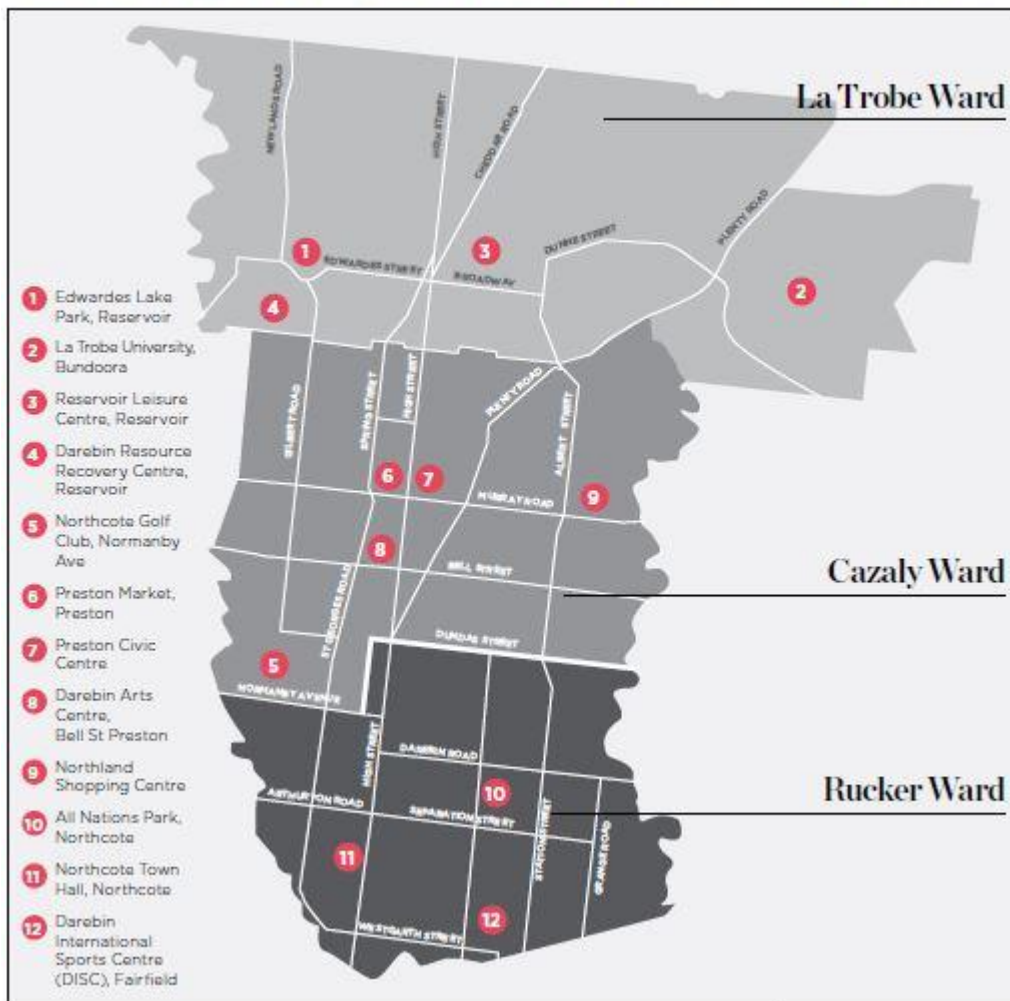
Councillors are bound by a Code of Conduct that outlines the legislative requirements and expectations of Councillors when representing their Council and in their dealings with the community, Council staff and each other.

The Councillors set Council's direction by making decisions on key issues and policies. Council is responsible for making statutory decisions, adopting policy, advocacy and the appointment of the Chief Executive. Councillors work closely with the Chief Executive to make important decisions and determine service priorities.

Each year the Councillors elect a Mayor. The Mayor chairs Council meetings and is Darebin's representative at civic, business and government meetings and events.

Our City

The City of Darebin is made of up three Council wards: Rucker, Cazaly and La Trobe.



The City of Darebin includes the following suburbs:

- Alphington
- Bundoora
- Coburg
- Fairfield
- Kingsbury
- Macleod
- Northcote
- Preston
- Reservoir
- Thornbury

Our Councillors

Rucker Ward



Cr Steven Tsitas

Steven-Tsitas@cr.darebin.org

Ph: 0419 750 035

Cr Tsitas was first elected to represent the La Trobe Ward in 1996 and since 2004 has represented the Rucker Ward. Cr Tsitas is strongly focused on community and the enhancement of services while ensuring that Council maintains a strong financial position.

After 17 years of service Cr Tsitas has announced his retirement from Council at the coming election. He leaves a proud legacy of achievement for the Darebin community.

Committees

Audit Committee (July 2015 – November 2015)

Darebin Environmental Reference Group

Hearing of Submissions Committee

Planning Committee

Councillor Terms

1996-1997, 1998-2002, 2004-2008, 2008-2012, 2012-2016.

Terms as Mayor

2011-2012, 2014-2015.



Cr Oliver Walsh

Oliver-Walsh@cr.darebin.org

Ph: 0467 781 846

Cr Walsh was elected to Council in 2012 and served as Deputy Mayor in 2015. Cr Walsh aims to give residents a real voice and encourages policies to support small businesses and industries to create local jobs. He also believes in strong financial accountability and community consultation.

Committees

Audit Committee (November 2015 – June 2016)
Darebin Disability Advisory Committee (proxy)
Darebin Youth Advisory Group (proxy)
Hearing of Submissions Committee
Planning Committee

Councillor Terms

2012-2016.



Cr Trent McCarthy

Trent-McCarthy@cr.darebin.org

Ph: 0419 750 604

Cr McCarthy was elected to Council in 2008. He has been involved with policy development in relation to the environment, arts and music, and our diverse population, including LGBTIQ communities, people with disabilities, older citizens and low income residents. Cr McCarthy is focused on encouraging greater resident participation in Council decision-making.

Committees

Darebin Arts Ambassadors
Darebin Bicycle Advisory Committee
Darebin Child Friendly City
Darebin Domestic Animal Management Reference Group
Darebin Environmental Reference Group
Hearing of Submissions Committee
Sexuality, Sex and Gender Diversity Advisory Committee
Planning Committee

Councillor Terms

2008-2012, 2012-2016.

Cazaly Ward



Cr Vince Fontana (Mayor)

Vince-Fontana@cr.darebin.org

Ph: 9484 6254

Cr Fontana was first elected to Darebin Council in 1998 and was appointed to his third term as Mayor at the end of 2015. He is focused on community issues and assisting youth, families, traders, older residents and disadvantaged people. Cr Fontana is committed to open and democratic government and places the interests of the community first.

Committees

Audit Committee (November 2015 – June 2016)

Darebin Aboriginal Advisory Committee

Darebin Australia Day Committee

Hearing of Submissions Committee

Municipal Emergency Management Planning Committee

Northland Structure Plan Steering Committee

Planning Committee

Councillor Terms

1998-2002, 2002-2004, 2004-2008, 2008-2012, 2012-2016.

Terms as Mayor

2002-2003, 2009-2010, 2015-2016.



Cr Julie Williams

Julie-Williams@cr.darebin.org

Ph: 0419 750 152

Cr Williams was elected to Council in 2012. As a parent of a young family, Cr Williams is passionate about youth unemployment, NDIS, health and wellbeing issues. She is a member of the Australian Local Government Women's Association and encourages and acknowledges women's participation in a range of activities.

Committees

Active and Healthy Ageing Community Board
Darebin Child Friendly City
Darebin Disability Advisory Committee
Darebin Domestic Animal Management Reference Group
Darebin Women's Advisory Committee
Hearing of Submissions Committee
Northland Structure Plan Steering Committee
Planning Committee
Preston Business Advisory Committee

Councillor Terms

2012-2016.



Cr Bo Li

Bo-Li@cr.darebin.org

Ph: 0419 750 192

Cr Li was elected to represent the Cazaly Ward in 2012. He has extensive experience in community and policy development and wants to create healthy environments for all residents. Cr Li is keen to ensure that a balance is struck between planning and development and heritage and environmental concerns.

Committees

Darebin Bicycle Advisory Committee
Darebin Education Committee
Hearing of Submissions Committee
Northland Structure Plan Steering Committee
Planning Committee
Preston Business Advisory Committee
Sexuality, Sex and Gender Diversity Advisory Committee

Councillor Terms

2012-2016.

La Trobe Ward



Cr Gaetano Greco

Gaetano-Greco@cr.darebin.org

Ph: 9489 5468

Cr Greco has been representing La Trobe Ward since 2008. He is committed to social justice, cultural diversity, appropriate development, good governance and improving services (particularly for Darebin's older residents). Cr Greco is looking to improve street/footpath maintenance, childcare services, hard rubbish collection and traffic control.

Committees

Active and Healthy Ageing Community Board
Bundoora Homestead Board of Management
Darebin Aboriginal Advisory Committee
Darebin Disability Advisory Committee
Darebin Education Committee
Darebin Housing Committee
Darebin Interfaith Council
Edwardes Lake Park Reference Group
Hearing of Submissions Committee
Planning Committee
Reservoir Structure Plan Community Reference Group

Councillor Terms

2008-2012, 2012-2016.

Terms as Mayor

2013-2014.



Cr Tim Laurence

Tim-Laurence@cr.darebin.org

Ph: 0419 750 234

Cr Laurence was first elected to Darebin Council in 1996 and has served two terms as Mayor. He is proud of past improvements at Edwardes Lake Park, Bundoora Park, and sports venues including the Darebin Community Sports Stadium.

Committees

Audit Committee (July 2015 – November 2015)
Bundoora Homestead Board of Management
Darebin Housing Committee
Darebin Interfaith Council
Edwardes Lake Park Reference Group
Hearing of Submissions Committee
Planning Committee
Reservoir Structure Plan Community Reference Group

Councillor Terms

1996-1997, 1998-2002, 2008-2012, 2012-2016.

Terms as Mayor

2000-2001, 2012-2013.



Cr Angela Vilella

Angela-Vilella@cr.darebin.org
Ph: 0419 764 245

Angela Vilella has been a Councillor since 2012. She is a strong believer in grassroots participation in decision-making and would love to see the Council chamber filled to capacity at every Council meeting with residents from across Darebin asking questions and holding Council to account. Cr Vilella believes communication is key and it is up to Council to empower and inform residents.

Committees

Bundoora Homestead Board of Management
Darebin Arts Ambassadors
Darebin Women's Advisory Committee
Darebin Youth Advisory Group
Edwardes Lake Park Reference Group
Hearing of Submissions Committee
Planning Committee
Reservoir Structure Plan Community Reference Group

Councillor Terms

2012-2016.

Council meetings

Council meetings are usually held on the first and third Mondays of each month at Preston Town Hall. Meetings are open to the public unless confidential items are being considered. In addition to Council business, there is an opportunity for members of the community to ask questions in public question time.

Information about Councillor attendance at meetings is available in the Corporate Information and Governance section of this report, which starts on page 109. To see the schedule of Council meetings or watch meetings online go to our website www.darebin.vic.gov.au/Meetings

Briefing sessions

In addition to regular meetings, Council holds briefing sessions where Council staff make presentations on important issues.

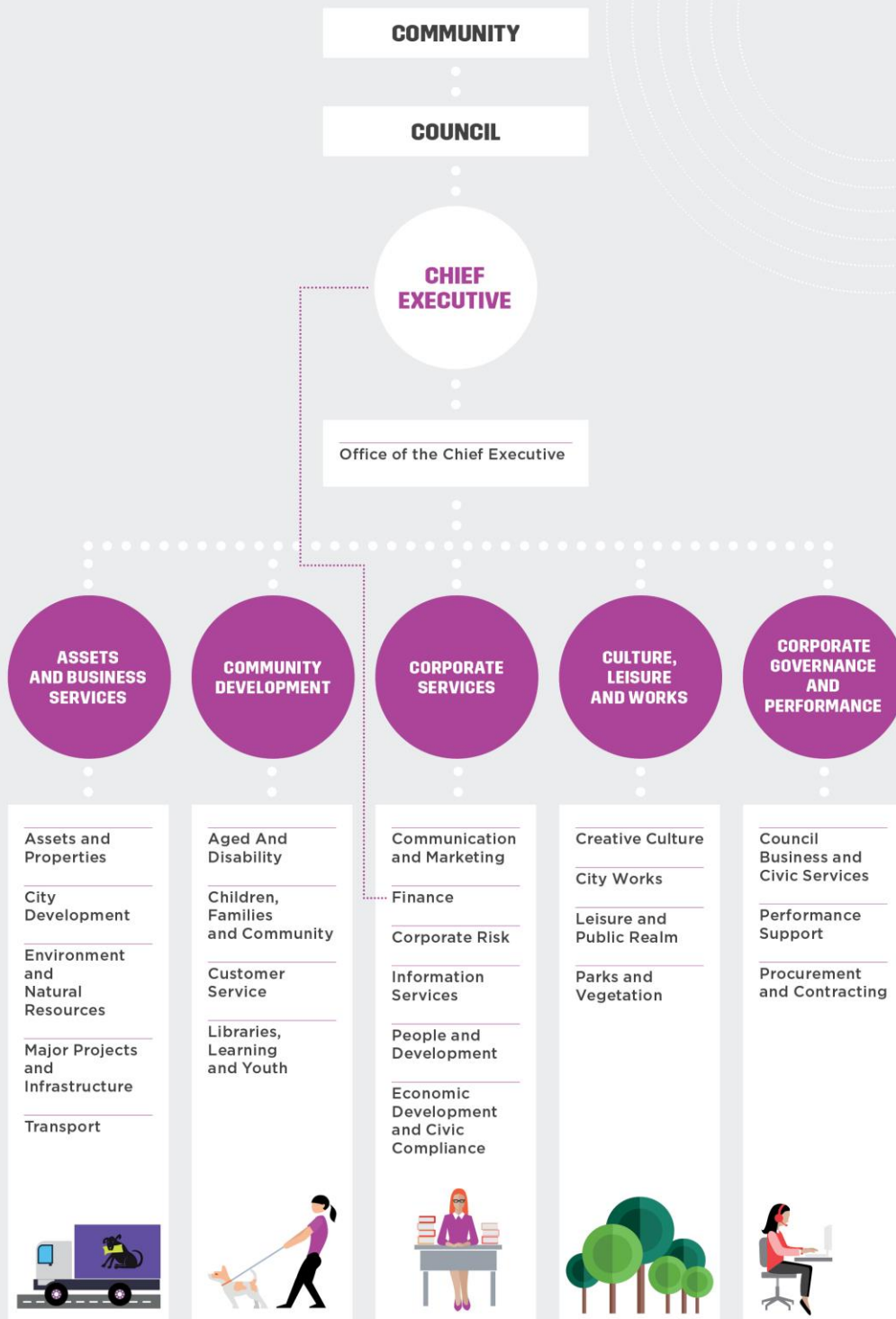
Briefing sessions are not decision-making forums. They simply provide information on significant matters that will come up for formal consideration in the Council chamber.

You can read more about Council meetings on page 112. For more information about how Council works, head to our website www.darebin.vic.gov.au/HowCouncilWorks

OUR PEOPLE

Organisation structure

as at 30 June 2016



www.darebin.vic.gov.au/Organisation

Our Executive Management Team

Darebin City Council is managed by an experienced Executive Management Team (EMT), which is led by the Chief Executive. The EMT meets weekly to plan, coordinate and monitor the progress of Council's strategic direction and goals. Guided by the Charter of Good Governance, the EMT operates in accordance with our values of accountability, respect, integrity and collaboration.



Rasiah Dev
Chief Executive

Rasiah's experience in local government spans 30 years and he became Chief Executive of Darebin City Council in 2010. As Chief Executive, he is accountable to the Council for the effective and efficient operations of the organisation and delivery of the actions identified in the Council Plan. Rasiah holds several university degrees and postgraduate qualifications including a Master of City Planning and a Bachelor of Science (Engineering).

At 30 June 2016 the City of Darebin's four Directors were:



Steve Hamilton
Director, Assets and Business Services
Bachelor of Applied Science, Master of Engineering, Diploma (Company Directors)

Steve was appointed Director of Assets and Business Services in 2014. Prior to this, he held various executive positions across the private and government sectors. Steve's directorate includes the following departments: Assets and Properties; City Development; Environment and Natural Resources; Major Projects and Infrastructure; and Transport.



Katrina Knox

Director, Community Development

Diploma of Librarianship, Master of Business Administration, Graduate Member – Australian Institute of Company Directors

Katrina was appointed Director of Community Development in August 2013. Prior to this, she was the Group Manager of Community Services and the Manager of Darebin's Library Service. The Community Development portfolio includes: Aged and Disability; Children, Families and Community; Customer Service; and libraries, Learning and Youth.



Gavin Cator

Director, Corporate Services

Bachelor of Civil Engineering, Member – Australian Institute of Company Directors

Gavin was appointed Director of Corporate Services on 5 October 2015. He has more than 20 years' experience in local government and prior to this position he was the CEO of the City of Greater Shepparton. Tiffany White was Acting Director from 1 July 2015 until Gavin's commencement.

Position Vacant

Director, Culture, Leisure and Works

From 1 July 2015 until 5 October 2015, Sally Jones was Acting Director of Culture, Leisure and Works. Patti Wenn held the position from 5 October 2015 until 23 March 2016. At 30 June 2016 the position was vacant and a recruitment process was underway. Responsibility for the departments within this directorate was divided among the other directors from 23 March 2016 until 30 June 2016.

Workplace report

All figures below are correct as at 30 June 2016.

The Darebin City Council workforce at a glance

At 30 June 2016 we employed 894 permanent full-time and part-time employees. This equated to 698 full-time equivalent (FTE) employees.

	2013/2014	2014/2015	2015/2016
FTE Employees	715	701	698

Number of permanent Darebin City Council employees by gender			
	Full-time	Part-time	Total
Female	223	316	539
Male	287	68	355
Total permanent workforce at 30 June 2016			894

Total number of Darebin City Council employees (includes part-time, casual and temporary staff)			
	2013/2014	2014/2015	2015/2016
Darebin City Council employees	1,268	1,254	1,283

Employee count by directorate (includes part-time, casual and temporary staff)			
	2013/2014	2014/2015	2015/2016
Office of the Chief Executive	3	24	4
Corporate Services	187	99	236
Assets and Business Services	178	249	118
Culture, Leisure and Works	380	392	393
Community Development	520	490	494
Corporate Governance and Performance*	N/A	N/A	38
Total	1,268	1,254	1,283

*Note: In October 2015 Corporate Governance and Performance, which was previously part of the Office of the Chief Executive, was made a separate Directorate.

Number of permanent staff (part-time and full-time only) by directorate			
	2013/2014	2014/2015	2015/2016
Office of the Chief Executive	3	20	4
Corporate Services	139	75	170
Assets and Business Services	136	185	102
Culture, Leisure and Works	220	220	218
Community Development	392	381	381
Corporate Governance and Performance	N/A	N/A	19
Total	890	881	894

*Note: In October 2015 Corporate Governance and Performance, which was previously part of the Office of the Chief Executive, was confirmed as a separate Directorate.

Casual employees of Council in 2015/2016 by directorate			
	Casual Males	Casual Females	Total
Office of the Chief Executive	0	0	0
Corporate Services	18	41	59
Assets and Business Services	2	8	10
Culture, Leisure and Works	69	97	166
Community Development	29	71	100
Corporate Governance and Performance	5	11	16
Total	123	228	351

Number of staff by salary classification in 2015/2016

Employees by classification (permanent employees)		
Classification	Female	Male
Band 1	30	29
Band 2	6	4
Band 3	167	112
Band 4	55	38
Band 5	96	51
Band 6	83	50
Band 7	36	37
Band 8	17	10
Immunisation Nurse Level 2	5	0
Maternal and Child Health Nurses 2 nd year	1	0
Maternal and Child Health Nurses 3 rd year	3	0
Maternal and Child Health Nurses 4 th year	18	0
Senior Executive Officer	11	12
Senior Officer	11	12
Total	539	355

Employees by classification (all employees, including part-time, casual and temporary staff)		
Classification	Female	Male
Band 1	56	43
Band 2	31	19
Band 3	279	188
Band 4	76	50
Band 5	124	60
Band 6	99	57
Band 7	43	39
Band 8	18	10
Immunisation Nurse Level 2	5	0
Immunisation Nurse Grade 3B Year 1	4	0
Maternal and Child Health Nurses 1 st year	3	0
Maternal and Child Health Nurses 2 nd year	4	0
Maternal and Child Health Nurses 3 rd year	8	0
Maternal and Child Health Nurses 4 th year	20	0
Senior Executive Officer	12	12
Senior Officer	11	12
Total	793	490

Changes to our structure in 2015/2016

During 2015/2016, Corporate Governance and Performance was confirmed as a directorate. The move to a directorate supported organisational efforts to improve governance, transparency, compliance and accountability across Council.

We restructured the Aged and Disability department to enable it to better meet the challenges of Aged Care Reforms.

We restructured Youth Services to improve effectiveness and efficiency, and ensure that key roles support a range of programs and activities and improve the experience of young people across Darebin.

The organisation structure at 30 June 2016 is on page 39.

Understanding employees

During 2015/2016 we undertook an employee alignment and engagement survey. The survey assessed employee opinions about the alignment of the organisation's long-term goals and day-to-day operations. Employee engagement assessed and measured how engaged our employees felt in their day-to-day environments. Our employees openly shared their views on Council's long-term direction, team effectiveness, senior leadership, communication, and investment in people. When compared to other benchmarked organisations the survey results confirmed that we were positioned well in terms of alignment and engagement. The results also confirmed that team leaders were setting good examples, and a strong community focus and understanding of team goals was driving team effectiveness.

During 2016/2017 we will advise departments of the survey results, develop action plans, and support teams to improve alignment, engagement and communication across our organisation.

We continued to build a solid foundation for long-term cultural, social and financial sustainability through ongoing investment in learning and development, and working within teams to develop and implement strategies designed to improve performance and productivity.

Values and competencies continue to be a key component of our performance planning and review process with employee performance assessed against our values and agreed competencies.

To continue to embed our values of collaboration, accountability, respect, and integrity throughout 2015/2016, we facilitated Council's 'Making a Difference' (MAD) Awards. The Awards recognised employees and teams who positively reinforced our values, encouraged innovation, delivered outstanding customer service, demonstrated exceptional leadership and performance, and contributed to the ongoing success of Council. We received more than 40 nominations celebrating employee achievements.

Social inclusion and employment programs

The Pathways to Employment Committee met four times in 2015/2016. Members considered various work placement programs, including secondary and tertiary-level work experience, overseas-qualified programs, and Indigenous and disability placements. We supported 130 community members with work experience, volunteering, and casual employment opportunities in 2015/2016.

We continued our strong relationship with the Overseas Qualified Unit at Melbourne Polytechnic and provided work placement opportunities for 15 students, some of whom progressed into permanent paid employment as a direct result.

We worked closely with Croxton School, and implemented a structured work placement program that supported six Victorian Certificate of Applied Learning (VCAL) students with a disability to undertake placements annually in various locations across our organisation.

Through strong relationships with APlus, Mission Australia and Matchworks we sourced candidates for two Aboriginal Traineeships in 2015/2016. Both trainees are expected to complete a Certificate III in Business Administration by late 2016.

Industrial relations

During 2015/2016 we held 10 consultative committee meetings with management and union representatives to continue working towards delivering the commitment and initiatives in the Darebin City Council 'The Way Forward' Enterprise Agreement 2013-2017. During 2015/2016 we maintained industrial harmony, which is directly attributed to constructive relationships between management, employees and unions.

Equal employment opportunity (EEO)

We strive to provide a workplace where employees are valued, respected and free from all forms of discrimination, harassment, bullying, occupational violence and victimisation. The diversity of our workforce is recognised as a key factor that enables us to meet the needs of our community. All employees are required to undertake EEO training every two years. During 2015/2016 our learning and development program included a number of Human Rights workshops, Say No to Racism training, and family violence training.

Our EEO policies were reviewed and updated to ensure compliance with current legislation and emphasise our commitment to EEO.

Learning and development

Our commitment to the professional and personal development of our employees and leaders continued to be a high priority during 2015/2016. We reviewed our Learn, Develop and Study @ Darebin Policy. The policy enables us to develop a culture of continuous learning and deliver our vision and goals of innovation in leadership, excellent service, and good governance practices.

During 2015/2016 a key focus was compliance. We delivered 2,414 e-Learning modules, 86 per cent of which were compliance modules relating to EEO, governance, fraud awareness and privacy training. We facilitated 20 leadership programs including leading with emotional intelligence, facilitating difficult conversations, and creating positive and effective work environments. We held 48 corporate training programs, which included personal productivity, advanced business writing and services excellence.

Our workplace diversity profile

Aboriginal or Torres Strait Islander (ATSI) background – Percentage of permanent Council staff (part-time and full-time only) who identify as being from an ATSI background

Year	2014	2015	2016
Percentage	1.7%	1.5%	0.9%

Non-English speaking background – Percentage of Council staff who identify as being from a non-English speaking background (born in a non-English speaking country)

Year	2014	2015	2016
Percentage	23.1%	14.0%	14.5%

Darebin City Council staff countries of birth

Country of birth	%		Country of birth	%
Australia	57.0		Greece	0.7
Italy	2.0		China	0.6
Britain	1.6		Not disclosed	24.0
India	1.2		Other	12.0
Macedonia	0.9			

'Other' countries of birth include Argentina, Bangladesh, Bosnia, Canada, Colombia, Croatia, Cuba, Cyprus, Egypt, Fiji, France, Germany, Hong Kong, Indonesia, Iraq, Ireland, Laos, Lebanon, Malaysia, Malta, Mauritius, New Zealand, Nigeria, Pakistan, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Samoa, Scotland, Serbia, Singapore, Somalia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Taiwan, Turkey, United States, Vietnam, Yugoslavia.

Health, safety and wellbeing

We take the health, safety and wellbeing of our employees seriously and significant resources have been committed to provide strategic, operational and procedural advice and support to create a safe workplace free from harm.

Our health, safety and risk compliance standards are at the highest level and are achieved through programs and activities that empower employees to take control of their health and wellbeing. In 2015/2016 we provided education and support to develop occupational health and safety (OHS), and implemented injury prevention and risk management systems to meet our legal obligations.

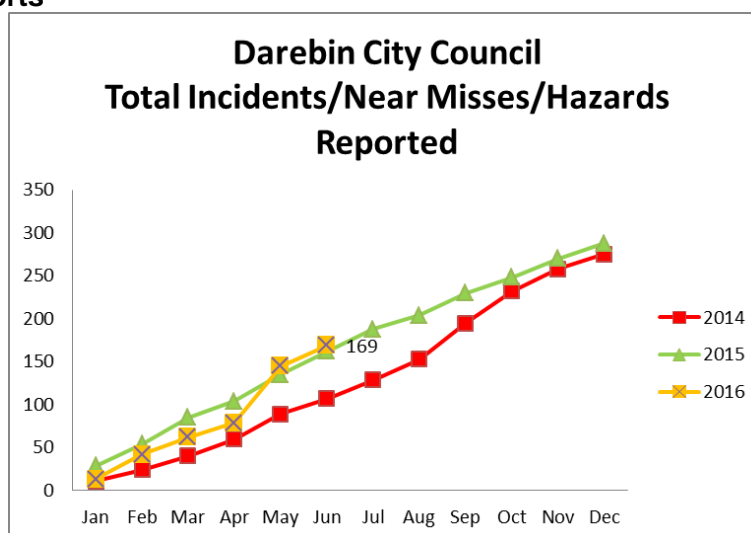
OHS training provided

Training Course	Attendees
Warden eLearning	26
Chief Warden	10
Mental Health First Aid	2
HSR Refresher	38
Five-day initial course in OHS for HSR	12
First Aid Refresher/Level two	55
OHS training for leaders	24
Emergency drills	Completed
Role of Return to Work Coordinator	3

Health and safety committees

The foundation of our proactive safety culture is our team of elected Health and Safety Representatives (HSRs). HSRs form part of four OHS Committees that meet monthly together with management representatives in accordance with the *Occupational Health and Safety Act 2004*. In addition to the OHS Committees, we run a Corporate OHS and Policy Forum made up of management, HSRs and key stakeholders from across Council. The Forum reviews and monitors our OHS Strategy, key preventative programs, high-level policies, statistical data and performance.

Total incident reports

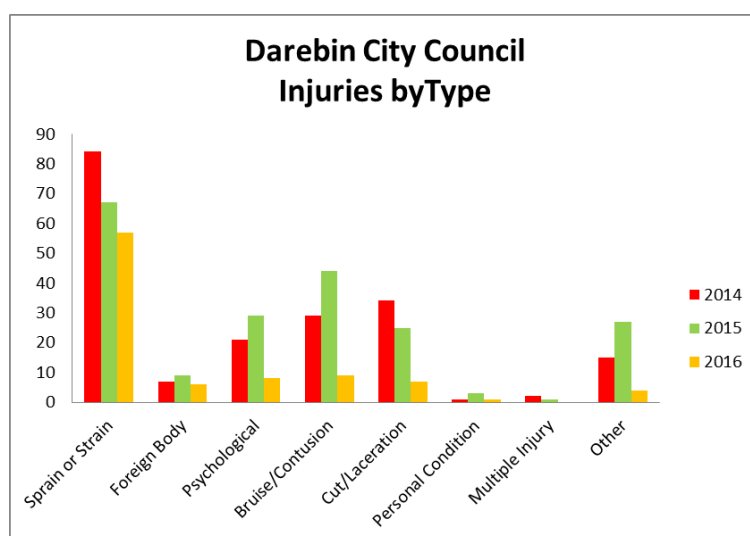


*Note: 2016 data includes figures up to 30 June.

Types of incidents/near misses/hazards by year

	2014	2015	2016
Manual handling	36	37	36
Impact with object	65	52	14
Slip, trip or fall	35	43	19
Psychological	31	29	4
Foreign body	9	11	5
Abuse/assault	23	34	31
Ergonomic	18	17	6
Overuse	10	7	4
Driving vehicles	23	20	4
Chemical exposure	9	17	32
Exposure to noise	0	0	0
Other	16	21	14
Total	275	288	169

Injuries by type



*Note: 2016 data include figures up to 30 June.

*Note: 'Other' includes burns, headaches, dislocations, needle-stick injuries, and non-categorisable.

Lost time

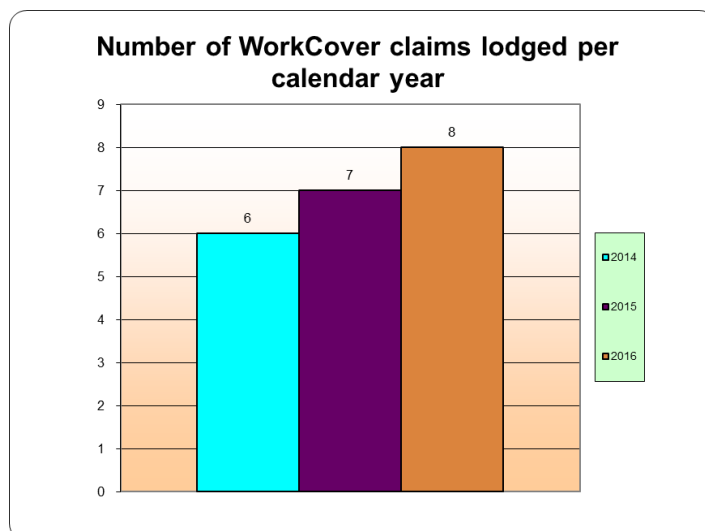
Information relating to Lost Time was not available in 2015/2016 because of an issue with our data collection software. Our program is being fixed and reporting will resume as soon as possible.

Health and wellbeing programs

The Corporate Health and Wellbeing Program was remodelled according to the needs of staff and industry best practice. Programs included:

- Ice/Methamphetamine drug awareness sessions.
- Yoga classes.
- Massages.
- Meditation sessions.
- Wellness and safety month – four weeks of events and information seminars including: nutrition information, back care and manual handling, men's health, and Sunsmart workplace education programs.
- Back on Track Expo – a one-day event including: soft tissue treatments, life health checks, education seminars, and yoga classes.
- 13 automated external defibrillators were purchased and installed.

WorkCover claims



The graph above displays the number of standard claims that were lodged and accepted by the Victorian WorkCover Authority claims agent CGU. The 2016 figure includes data up to 30 June.

WorkCover premium

The WorkCover premium for 2015/2016 was \$1,326,149; a reduction of \$540,890 (or 29 per cent) compared to the previous year's premium.

The table below demonstrates our performance against the rest of our industry. Our goal is to better the industry average of <1.0. Our current rating is 1.02.

WorkCover premium and performance rating

Year	Premium (ex. GST)	Employer Performance Rating (<1 indicates better than the industry)
2013/2014	\$2,887,041	2.42
2014/2015*	\$1,867,039 (reduced by \$1,020,002)	1.64
2015/2016	\$1,326,149 (reduced by \$540,890)	1.02

* The premium for 2014/2015 differs from what was stated in the 2014/2015 Annual Report due to an adjustment by the Victorian WorkCover Authority.

Risk management

The Corporate Risk department continued to enhance the awareness of enterprise risk management across the organisation through an increased presence and proactive involvement at high-level project planning meetings, event planning, leadership forums and various high-risk departmental meetings.

Regular reporting of risk exposures, claims management, performance and strategies improved as a result of presentations to the Executive Management Team (EMT), Audit Committee, Governance, Risk and Corporate Performance Committee, and the Business Continuity Committee.

A thorough review of our strategic and operational risks was undertaken and applied to our Integrated Risk Management System ensuring that regular monitoring and review was undertaken quarterly by our senior management team, in line with our business reporting requirements. As part of this review the Annual Strategic and Operational Risk Review Process was developed and revised to ensure that the process aligned with the service and budget planning cycles. To further support the Process, a Risk Progress Reporting Framework was developed to ensure progress reporting was maintained at EMT, Audit Committee and the Governance, Risk and Corporate Performance Committee.

We participated in the biennial JMAPP Property Risk Audit in May 2016. The audit examined various areas attributed to effective property risk management and focused on:

- Property inspections - physical inspection of assets to assess potential risk exposures and proactive inspections and maintenance records. There were three assessment sites selected by our insurer.
- Incident reporting procedures - relevant investigations/analysis conducted for all applicable losses (insurance claims) to mitigate similar future losses.
- Business continuity - practices and documentation for Business Continuity Plans and testing of plans.

We performed exceptionally well in all three key areas of the audit. The observations and recommendations were all addressed and implemented.

An Audit Manager module was purchased from CAMMS Software towards the end of the financial year to improve the way internal and external audits were managed. It allows us to register and track any type of review activity in an interactive and real-time environment and is an extension to the Integrated Risk Manager module, which has been in place for almost five years.

Scoping and configuration was undertaken to ensure that the system met our needs and our reporting capabilities to the Audit Committee. The system was in test phase until key components were addressed, with the intent of going live early in 2016/2017.

Our Business Continuity Plan was reviewed and enhanced following a test scenario undertaken in October 2015.

Looking forward to 2016/2017

In the coming year we will continue to implement innovative and interesting programs and initiatives to increase awareness and empower employees to take control of their health and wellbeing. Targeted quarterly campaigns will focus on special interest areas such as finance, heart and skin health, career development and mental health. Campaigns will include activities, competitions, demonstrations, staff discounts and events.

Preventing and minimising injuries to employees will continue to be of great importance. We will investigate engaging a contractor for onsite injury prevention and management to offer best early intervention, effective WorkCover claims management, reduce workers' compensation costs, and improve staff engagement and wellbeing. The contractor would provide onsite care with an emphasis on treating employees with early warning symptoms.

An increased focus will be applied to a key organisational risk, our Motor Fleet. The Corporate Risk department will develop and implement a Motor Vehicle Risk Management Program to build employee awareness of road safety and improve attitudes and behaviour on the road. We will participate in Vero's Motor Fleet Risk Review, which will help by identifying and mitigating existing and potential risk exposures within our fleet.

Celebrating Darebin's volunteers

We are fortunate to have some wonderful people helping us achieve our goals. We value and recognise the fantastic and diverse contribution volunteers make to our community.

The Darebin Information Volunteer Resource Service (DIVRS) is a not-for-profit volunteer-driven organisation that delivers free services and programs for vulnerable people in Darebin. We are pleased to provide funding and support to this fantastic organisation.

There are also many volunteers who work directly with community agencies in Darebin. Highlights of the contributions volunteers made to the Darebin community in 2015/2016 include supporting food security and social inclusion programs, and participation in community groups and Council Advisory Committees.

Food security and social inclusion

Darebin Community Canteen is a free meals program that was established to address food security in Darebin. The program is a partnership between the Anglican Parish of Jika Jika, Secondbite, and Darebin City Council. The aim is to provide healthy and nutritious meals for people in need.

Every Saturday a team of 6-8 volunteers cook and serve a healthy lunch, supporting the physical and social wellbeing of those who attend. A variety of fresh produce is provided for guests to take home. More than 95 per cent of the ingredients are donated and many Darebin businesses give surplus fresh produce to Secondbite. This also promotes environmental sustainability by reducing food waste.

The program was launched on Saturday 14 May 2016 and is supported by almost 40 registered volunteers. On average, 30 people attend lunch every Saturday and many of them help with set-up and cleaning. The program provides access to nutritious food in a social environment and many guests increase their confidence and community connections each week.

L2P Learner Driver Mentor Program

Since July 2010, Darebin Information, Volunteer and Resource Services (DIVRS) has helped financially and socially disadvantaged young adults who do not have access to a supervising driver or a suitable car to gain 120 hours' driving experience. To date, 98 young people have completed more than 11,260 hours with volunteer mentors and gained their provisional licences.

Darebin was one of the first Councils to take up funding from the Transport Accident Commission (TAC) and, together with DIVRS, deliver the L2P program.

The L2P program recruits volunteer mentors and provides them with formal training. The mentors are then matched with an unlicensed learner driver. DIVRS has almost 50 registered mentors.

Using one of DIVRS's three vehicles, the learner and the volunteer mentor undertake over 120 hours of supervised learner driving experience as a precursor to the learner sitting for their licence. This can sometimes take up to a year.

Our volunteer mentors are comfortable working with young people from various cultural, social and economic backgrounds. They have made a real difference to young people in Darebin, not just by teaching them to drive and helping them get their driving licences, but by mentoring them throughout their journey and encouraging them to become engaged members of our community.

L2P mentors are a great support to young people, especially anyone who has extra needs, such as single parents, or young people with disabilities.

The L2P program makes it easier for disadvantaged people to access opportunities and improve their quality of life. Getting a licence can make it easier to get a job, access education and training, or care for family members.

We would like to thank all volunteers, whose generosity and commitment help make Darebin a healthy and connected community.

OUR PERFORMANCE

Report of operations

The Report of Operations measures our 2015/2016 performance against the six goals, 58 priority actions and 38 performance indicators that we committed to in the Council Plan 2013-2017. It also shows how we're progressing with the Major Initiatives outlined in the Council Budget.

Reporting on the City of Darebin Council Plan 2013-2017

The Council Plan describes the vision, mission, goals and actions that guide our work until 2017. It sets out six goals that are at the heart of the work we do. They reflect the shared priorities of our diverse community and were developed after extensive consultation with our community and other stakeholders.

- Goal 1 – Vibrant city and innovative economy
- Goal 2 – Healthy and connected community
- Goal 3 – Sustainable and resilient neighbourhoods
- Goal 4 – Thriving and creative culture
- Goal 5 – Excellent service
- Goal 6 – Open and accountable democracy

We monitor our Council Plan priority actions and performance indicators quarterly and the results are presented in this Report of Operations.

For each goal we have included:

- Highlights and achievements.
- Details about the services we provide.
- The Council Plan priority actions and our progress.
- The Council Plan performance indicators and our results.
- Major initiatives from the Council Budget.
- The challenges we encountered in 2015/2016.
- Looking to the future.

There is more information about the Council Plan on our website www.darebin.vic.gov.au/CouncilPlan

Priority Actions reporting legend

Complete – Item completed. Requires no further action.

Ongoing – Annual objectives have been met.

On track – On track to be completed in 2017.

Behind schedule – Work is running behind schedule.

How does the Annual Report integrate with the Council Plan?

The diagram below illustrates how the Annual Report and the Council Plan are integrated with our business planning cycle.



The **Council Plan** describes the vision, mission, goals (strategic objectives) and actions that guide our work for a four-year period. It is reviewed annually. The **Strategic Resource Plan** describes how the key actions and objectives for the year will be resourced. The **Annual Budget** sets out funding for projects and services to be undertaken throughout the year. It also outlines the **Major Initiatives** for the year. The Major Initiatives directly contribute to the achievement of our Council Plan goals. **Service Plans** include business management plans and set out key performance indicators. The **Annual Report** shows our progress in achieving goals and reports the results at the end of each financial year.

Our performance in the third year of the Council Plan 2013-2017

2015/2016 was the third year of the Council Plan 2013-2017 and we are significantly ahead of schedule. The majority of Priority Actions are complete and we are on track to finalise the remaining four in 2016/2017.

Goal 1 – Vibrant city and innovative economy

Our goal is to promote an innovative, vibrant and thriving economy with physical infrastructure that is both well maintained and appropriately regulated.

36% of our budget was allocated to achieving this goal.

Highlights and achievements

- We hosted 43 business events that were attended by 2,177 people.
- Our award-winning Active Spaces program was presented at the International Cities, Town Centres National Conference. In 2015/2016 the program launched five creative businesses. Since the start of the program four years ago, Active Spaces has generated over \$300,000 in rent and created more than 100 jobs.
- The road resurfacing program used an innovative asphalt product that saved approximately 10 per cent within a \$2 million program and reduced road noise for adjacent properties.
- The Ruthven Community Pavilion was completed and officially launched.
- Enhancements to the stormwater drainage were completed in Fulham Road, Alphington, to relieve flooding that impacted the local community.
- Successfully advocated for the retention of trees and widening of the shared path as part of Melbourne Water's water-main upgrade along St Georges Road.
- The Council Plan target for domestic waste bin collection of 99 per cent was exceeded with a final result of 99.89 per cent of bins collected on nominated collection days. In 2015/2016, we made more than 5.42 million collections.
- The Booked Hard Waste service made 2,040 collections (178 tonnes of waste). Our Annual Hard Waste collection picked up 2,110 tonnes of material of which 442 tonnes were recycled.
- We ran our first digital campaign for Darebin residents. The project used social media to encourage people to shop locally. #darebinxmas received 333 posts on Instagram and 177 posts on Facebook. 182 businesses promoted the program.

Services

While all departments contribute to the achievement of each of our goals, these services specifically relate to Goal 1.

		Cost of providing this service in 2015/2016
		\$'000
Economic Development	Develop and implement strategies and activities to foster and promote a sustainable business sector to provide local employment. Work with local trader and business associations to help them improve business performance, and also with neighbouring municipalities to develop and implement regional economic growth.	1,190
Civic Compliance	Responsible for Council's environmental health service (enforcement of the Food Act, Health Act, Tobacco Act and Environment Protection Act), Animal Management, Local Laws, Planning Enforcement, Traffic Enforcement and the School Crossings Supervision Service.	530
Assets and Properties	Responsible for improving the way the City's assets are managed. Activities include planning and management of roads, drains and bridges, property management, and implementation and ongoing management of the Asset Management System.	5,645
City Development	Provides support and advice to Council with respect to the Darebin Planning Scheme, ensures compliance with Building Legislation and industry standards, and administers the Darebin Planning Scheme. The Building Services Unit enforces statutory requirements for the built form and public safety.	3,678
Major Projects and Infrastructure	Policy development and project management services across areas including activity centres, transport management and safety, major facility development, engineering, facilities maintenance and the management of capital works projects. Responsibility for engineering and infrastructure project management services. The majority of Council's capital works budget is managed by this Department.	1,442
Transport	Provides advice and policy for Council on all traffic management and transport planning matters, including development of transport strategies and initiatives encouraging sustainable transport choices, safety, access and mobility.	1,268
City Works	Responsible for collecting domestic garbage and recyclables, green waste and dumped rubbish, street and right-of-way cleansing, hard waste collection, and management of the contract for the operation of the waste transfer station in Reservoir. Responsible for purchase and maintenance of Council's vehicle, plant and equipment. Ongoing maintenance of roads, footpaths, drains and Council's extensive network of street, directional, parking, regulatory and advisory signs.	17,697

Complete – Item completed. Requires no further action.

Ongoing – Annual objectives have been met

On track – On track to be completed in 2017

Behind schedule – Work is running behind schedule

Four-year priority actions – what we committed to in the Council Plan 2013-2017

ACTION	STATUS	HIGHLIGHTS
1. Invest in the City of Darebin’s leisure and recreation activities, venues and open spaces, including the renewal of Council’s extensive network of off-road bicycle paths, pedestrian spaces and networks; and upgrade various sportsgrounds and playgrounds.	Complete	<ul style="list-style-type: none"> - In line with our strategies, the nominated upgrades and beautification projects were completed. - All works outlined in the Shared Path and Footpath Renewal Programs were completed.
2. Continue to implement and monitor the roll-out of internet accessibility in the City of Darebin.	Complete	<ul style="list-style-type: none"> - Met with NBN representative. - Liaised with two internet providers to secure high speed internet in lieu of NBN on behalf of Darebin businesses. - Provided Wi-Fi in four major shopping centres (Fairfield, Preston, Northcote and Reservoir).
3. Undertake regular reviews of land use planning policies of the City of Darebin Planning Scheme to ensure that they continue to support local manufacturing, commercial activity and affordable housing. Ensure that they are consistent with all relevant Supporting Strategies.	Complete	<ul style="list-style-type: none"> - The approval of Amendment C138 (Darebin Planning Scheme Review) completed this Priority Action.
4. Complete, implement and monitor the Darebin Integrated Housing Strategy and the Darebin Economic Land Use Strategy. Complete or update land use structure plans and action plans for all major activity centres located in the city. Implement a revised Municipal Strategic Framework Plan. Develop and implement a strategic planning framework that supports the introduction of the State Government’s new residential, business and commercial zones, while respecting local amenity and character.	Complete	<ul style="list-style-type: none"> - The Darebin Housing Strategy was adopted and formally incorporated into the Darebin Planning Scheme. - The Darebin Economic Land Use Strategy was adopted in 2014.
5. Develop, implement, monitor and/or review (where appropriate) the Parking Management Strategic Framework and the Road Management Plan. Consider further policies to promote the allocation of appropriate and safe road space for all modes of transport, including cycling and pedestrian movement.	On Track	<ul style="list-style-type: none"> - The draft Traffic Management and Walking Strategies were almost complete and ready for Council review. - The draft Parking Management Strategic Framework was completed in January and presented to EMT and Council for feedback.

ACTION	STATUS	HIGHLIGHTS
6. Implement and monitor Going Places – the Darebin Transport Strategy 2007-2027, the Safe Travel Strategy 2010-2015, the Darebin Cycling Strategy 2013-2018 and all associated Action Plans.	Ongoing	<ul style="list-style-type: none"> - The Going Places review and update was provided to Council in November 2015. - The Safe Travel Strategy Achievements Report was provided to Council in June 2016 and will be updated in 2016/2017.
7. Work with major institutional stakeholders to develop land use master plans where expansion is considered likely, including La Trobe University, Northland Shopping Centre and the Preston Market.	Ongoing	<ul style="list-style-type: none"> - Meetings were held with La Trobe University, Preston market, Level Crossing Removal Authority, Public Transport Victoria, Department of Environment, Land, Water and Planning, VicTrack and Members of Parliament. - Assessments of the benefits of rail grade separation in Preston, Reservoir and Alphington were completed.
8. Review Council's Asset Management Strategy 2005 and Asset Management Policy 2003. Implement and monitor a centralised capital works project management system.	Complete	<ul style="list-style-type: none"> - The Asset Management Strategy was adopted in May 2015. - The Asset Management Policy was adopted in 2013.
9. Implement, monitor or review (where appropriate) all Supporting Strategies and Action Plans, including the Business Development and Employment Strategy 2012-2015, the Green Business Attraction Strategy 2012-2015 and the Darebin Digital Strategy 2013-2018.	Complete	<ul style="list-style-type: none"> - Positioning paper, 'Digital Darebin', was developed. - We completed our first digital campaign #darebinxmas. - Darebin's Digital Business Program 'Pitch IT' was delivered. - The Sustainable Living Expo showcasing sustainable Darebin businesses and organisations was attended by over 300 people. - Completed 13 LightSmart retrofits. - Distributed 36 'We are Greening our Business' stickers and certificates. - Launched Sustainable Leaders in Manufacturing Program, which included businesses participating in the GreenLight Program. - Received 63 applications for the Business Solar \$aver Program. - Hosted two Green Business Network Events.

Council plan performance indicators/targets – how we measure up

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Traffic Management	The percentage of respondents who rate Council's performance in traffic management at six or more on a 10-point scale.	≥ 75%	75.8%	73.7%	73.9%
Comments	Target not met In response to concerns raised by our community via the municipal-wide traffic survey last year, we reviewed every road in Darebin to identify where speeding, accidents and high traffic volumes were regularly observed. This information is being used to implement works that will make our streets safer.				
Asset Renewal	The amount of capital expenditure budgeted for asset renewal projects (excluding carry-forward works), expressed as a percentage of depreciation, as reported in the most recently published Budget report.	> 69%	62%	62.6%	91.2%
Comments	Target met				
Employment	Number of new jobs within the City of Darebin annually.	Net increase in number of jobs by >333 per annum	573	516	485
Comments	Target met				
Completed Capital Works Projects within Budget	Percentage of Capital Works Projects completed within +/- 10% of approved budget.	95%	53%	63%	62%
Comments	Target not met Any project that was completed over or under budget by more than 10% was not considered met under this indicator. While a small number of projects went over budget by more than 10%, most were well under budget and generated considerable savings. If this indicator included all projects that came in under budget, the success rate would be 95%.				
Completed Capital Works	Percentage of Capital Works Projects completed by the end of each financial year.	90%	85%	92%	92%
Comments	Target met				
Bin Collection	Percentage of bins collected on the scheduled day.	> 99%	99.9%	99.9%	99.9%
Comments	Target met				

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Housing	Percentage of social and affordable housing included in new development.	Up to 10%	0%	0%	0%
Comments	Target not achievable. All capital funding for social and affordable housing previously allocated by the Australian Government has been frozen since 2013. This indicator will remain difficult for us to satisfy.				

Major initiatives from our Annual Budget

Program	Description	Progress
Traffic and Transport Management	This program seeks to continue to address traffic and transport priorities in a strategic manner across the municipality and construct a number of traffic management and road safety works to address concerns and priorities raised by the community. Projects include: further advance works regarding grade separations across Darebin, implementing a range of road safety programs, maintenance works, speed reduction programs, and partnership works with key transport stakeholders. These will include widespread engagement with the Darebin community.	77% Projects that were not delivered have progressed to detailed design with many under contract for delivery early in 2016/2017.
Cycling initiatives	Delivery of actions from the Darebin Cycle Strategy 2013-2018 which aims to create a culture of cycling in Darebin. Projects include the improvement and construction of shared paths, extension to the shimmy bicycle network and on-road cycle facilities.	97% The majority of this program was delivered resulting in significant improvements to the safety of cyclists. Improvements to St Georges Road shared path were delayed as a result of external approvals and the need to reflect future requirements. Scheduled to be completed in early 2016/17.
Footpath Renewal Program	Provision for footpath renewal works throughout the entire city to make walking safer and to meet the standards set out in the Road Management Plan. Locations are selected on the basis of footpath condition and level of use.	100%
Walking Initiative	This program delivers key projects prioritised within the walking technical report that was completed for the development of the Walking Strategy. Actions aim to improve the safety and amenity of walking in Darebin, to address issues faced by an ageing and diverse community and also to reduce car dependency.	90% The majority of this program was delivered on time and on budget. Some projects were delayed due to the need for external approvals.
Shopping Strip Infrastructure and Business Support	Provision for beautification, upgrade and improvement works in minor and major shopping strips across the municipality. Works include strategic review of retail centres and their infrastructure, repairs to street infrastructure and assets bill postering bollards in shopping strips, signage and branding, intensive cleaning of footpaths, rubbish bins and recycling stations.	100%

Challenges

Unprecedented levels of residential development activity coupled with a relatively low percentage of the municipality under the protection of the Neighbourhood Residential Zone is a continuing challenge for our City. Unlike neighbouring municipalities, such as Moreland and Yarra that have close to 70 per cent of their residential areas in Neighbourhood Residential Zones, Darebin has just 10.5 per cent of the municipality under the same level of protection. We sought to address this with a request to the Minister for Planning for the approval of amendment C152 to the Darebin Planning Scheme. This proposal would have provided 60 per cent of the municipality with better protection from inappropriate development. For more information about the work we are doing in this area, see our Advocacy Report on page 107.

Darebin is forecast to grow from a current population of 151,000 to 189,100 in 2031 (Victoria in Future, 2015). This equates to 2,400 new residents each year and a requirement for almost 1,000 new dwellings each year. This is translating into a shift in the types of housing being built in Darebin, with new dwellings increasingly being apartments.

Understandably, the community is nervous about the pace and extent of change occurring in Darebin, which led to an increase in the number of objections to planning applications. Challenges between the need to provide more housing while preserving the lifestyle expected by residents will arise. The number of applications considered by Council's Planning Committee dramatically increased, with more matters considered in the first six months of 2016 (112) than any previous calendar year.

During the past 12 months we received our highest number of planning applications (1,532). This compares with 1,465 in 2014/2015. In the past 12 months we decided on more planning applications than any previous year, with 1,362 decisions issued. (Not all applications are considered by the Planning Committee.) In the 2014/2015 financial year 1,340 planning applications were decided.

Looking to the future

We will make planning information and services more easily accessible online.

The first wave of localised traffic management and road safety initiatives, as identified by the extensive traffic management consultation in 2015, will be implemented.

Four large State Government projects will be proceeding in Darebin. Three Railway Crossing Grade Separations will greatly improve transport, and planning will continue for the Chandler Highway Bridge Widening, which will improve access for all users including public transport, cyclists and pedestrians.

The Safe Travel Strategy will be updated in 2016 and we will be implementing the new Footpath Trading Policy.

We are looking forward to making further progress with the Northland Urban Renewal Precinct Project, which will transform the area from a declining industrial sector to a vibrant mixed-use precinct including new housing and employment. We are working on options to ensure that environmental best

practice is used in the design and development of the Precinct. The Joint Community Infrastructure Plan was completed in partnership with the Victorian Government, Latrobe University, and Darebin Community Health. It provides a plan for infrastructure requirements for the Precinct. A tram feasibility study is underway and will investigate the possibility of bringing light rail into the Precinct to support an estimated 10,000 new residents and 10,000 new jobs in the next 20 years.

Goal 2 – Healthy and connected community

Our goal is to: develop a strong physical, social and economic environment that supports and enhances the health and wellbeing of all Darebin residents.

Build a safe, inclusive and equitable community where all feel socially well connected, respected and valued.

24% of our budget was allocated to achieving this goal.

Highlights and achievements

- National Disability Insurance Service (NDIS) information sessions were conducted in partnership with other local governments, the Department of Health and Human Services, and the National Disability Insurance Agency. As a result, we will be increasing our services for people with a disability, their families and carers. Our new services will include greater access to information, advocacy, and support particularly for people who are vulnerable.
- Hosted Reservoir Village Festive Day for Seniors with the aim of creating an age-friendly shopping precinct, in partnership with the Department of Health and Human Services and the Reservoir Village Business Association.
- 5,097 (92.6%) children aged five years and younger were immunised. 3,167 vaccinations were administered to secondary students.
- 2,078 birth notifications were received by the Maternal and Child Health Program and 98 per cent of families were visited at home. 307 New Parent sessions were attended by 1,842 parents.
- We endorsed marriage equality and the Safe Schools Coalition.
- Following the June 2016 mass shooting in Orlando, Florida, an all-inclusive community Iftar (the breaking of the fast during the holy month of Ramadan) was held, bringing together Darebin's lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) and Muslim communities.
- Football Federation Victoria reported that women's participation in soccer in Darebin was 9.4 per cent higher than the Victorian average in 2015. AFL Victoria reported an increase in girls' football teams in our local competition, from 25 in 2015 to 41 in 2016. The North Metro Cricket Association established an inaugural women's grade in 2015/2016.
- As part of our Capital Works program two sportsfield lighting systems were installed at AH Capp Reserve and WH Robinson Reserve; new cricket nets were built at Moore Park, Ruthven and Zwar Reserves; the Ruthven Community Pavilion was completed; and safety fencing was installed at John Hall Reserve.
- Get Active in Darebin, which offers a range of free community-based exercise sessions and low cost social sport opportunities, grew 150 per cent in 2015/2016. Average attendances increased from 790 in 2014/2015 to 1,200 in 2015/2016.
- We were named a local government finalist in the HART Awards (Helping Achieve Reconciliation Together) for the Stolen Generations Marker *Empty Coolamon*, which was created by artist Robyn Latham.

- As part of our Citywide Beautification Program we undertook works including: planting on the Cheddar Road median strip; improvements to the entrance of Darebin Parklands; tree planting in streets and parks; commissioning of street art; replanting garden beds; streetscape upgrades in Reservoir and Preston; and installation of street furniture in response to community requests.
- Darebin Libraries launched the Solus app in April 2016. We had 7,800 launches from more than 1,600 devices to June 2016.
- More than 186,000 visitors attended the Reservoir Community and Learning Centre between when it opened on 10 August 2015 and 30 June 2016.

Services

While all departments contribute to the achievement of each of our goals, these services specifically relate to Goal 2.

		Cost of providing this service in 2015/2016
		\$'000
Aged and Disability	Provides a range of services to help older people and people with a disability and their carers who wish to live independently and remain active in the community. Services and activities include general home care, personal care, respite care, home maintenance, housing support, dementia care, meals and community transport.	8,086
Community Planning	Responds to the diverse needs and aspirations of the Darebin community by providing strategic policy and planning expertise.	2,474
Family and Children	Responsible for a mix of service delivery, policy and community partnership projects that target Darebin's children and their families. It includes the management of primary school holiday programs, early childhood resource and liaison, help for services to include children with additional needs, a pre-school enrolment service, centralised child care waiting list, support to play groups, a toy library, maternal and child health services, and an immunisation program. This department also includes a family services team that works with families in need across Darebin.	4,187
Leisure and Public Realm	Provides a range of leisure and recreation facilities, programs, projects and services. Undertakes recreation policy, planning and programming; facility management; sports development and liaison; specialist recreation programming for disadvantaged groups and individuals; and information provision. Plans and develops Darebin's open space and provides landscape and urban design advice. Responsible for recreation facilities at the Darebin Community Sports Stadium, Darebin International Sports Centre, Northcote Aquatic and Recreation Centre, and the Reservoir Leisure Centre.	1,212

Libraries, Learning and Youth	Responsible for the libraries at Fairfield, Northcote, Preston and Reservoir and our virtual library at www.darebinlibraries.vic.gov.au This department also operates a youth service that manages programs through the Northland Youth Centre, Darebin Youth Resource Centre and Decibels Youth Music Centre. They also manage Yute, which is a mobile youth outreach program that aims to improve safety and social and economic disadvantage in East Reservoir and East Preston, and an African access program delivering health promotion programs and after school holiday and summer camping program.	4,994
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Complete – Item completed. Requires no further action.

Ongoing – Annual objectives have been met

On track – This performance indicator is on track to be completed in 2017

Behind schedule – Work on this indicator is running behind schedule

Four-year priority actions – what we committed to in the Council Plan 2013-2017

ACTION	STATUS	WHAT WE'VE DONE...
1. Develop, implement, monitor and review the Community Health and Wellbeing Plan.	Complete	<ul style="list-style-type: none"> - A wide range of initiatives were undertaken and health and wellbeing principles were integrated across the organisation. - Focus on consultation and development of a Food Security and Nutrition Action Plan, improving food choices at our leisure centres, and literature about healthy eating
2. Develop services for the Lancaster Gate site to provide a range of innovative early years services and programs for the community. Complete the redevelopment of Reservoir Library and Reservoir Civic Centre and realise the Keon Park Children's Hub.	Complete	<ul style="list-style-type: none"> - Keon Park Children's Hub and Darebin North East Community Hub (formerly known as Lancaster Gate) completed and operational.
3. Conduct and evaluate expos, exhibitions and events that support community health and wellbeing goals.	Complete	<ul style="list-style-type: none"> - Health literacy materials translated into four languages. - Establishment of the Darebin Community Canteen partnership with SecondBite and Jika Jika Parish. - Recruitment of Health Promotion Graduate after successful application of Victorian Aboriginal Population Health Recruit Program. - 55 people completed the Youth Mental Health First Aid course. - Two East Preston Family Movie Nights attended by more than 600 residents. - Draft Food Security and Nutrition Action Plan 2016-2020 developed.
4. Continue to provide and support equitable access to community facilities, including to local neighbourhood houses, sporting grounds and venues, leisure and recreation facilities and libraries across Darebin.	Complete	<ul style="list-style-type: none"> - Get Active attendances increased by 150% compared to 2014/2015. - Active April had a great impact on the usability of our sporting areas. - Implementation of Exercise Stations in parks throughout Darebin was a great success.

ACTION	STATUS	WHAT WE'VE DONE...
5. Strengthen the capacity of the Darebin Intercultural Centre (DIC) to meet community needs for intercultural engagement and anti-racism initiatives.	Complete	<ul style="list-style-type: none"> - Darebin Intercultural Centre applied for funding to roll out Say No to Racism training to school and sporting groups in Darebin.
6. Support initiatives that: (1) encourage language learning opportunities for new settlers and members of the community who are not proficient in English; (2) support the learning of languages other than English (LOTE) within the wider community; (3) encourage residents and visitors to appreciate our diversity; (4) provide learning opportunities for disadvantaged groups within our community with the aim of increasing their knowledge base, skills and employability.	Complete	<ul style="list-style-type: none"> - Conversation Café was successfully conducted by Darebin Libraries for newly-arrived communities. - Further development of the Darebin Inclusive Communications Charter and the Diversity Research Project. - Diversity Capabilities staff training was provided. - Development of a Communications Plan for Embrace Diversity campaign linking up with libraries. - Strategic promotion of diversity messages e.g. included in Councillor speeches, print/electronic media, program collateral, campaign/advocacy work and inclusive design of spaces and places. - Intercultural Centre provided free weekly events to promote health, wellbeing, culture and information exchange. - The number of English as a Second Language classes offered at the Intercultural Centre increased from 103 in 2014/2015 to 328 in 2015/2016. - 38 events supported learning and diversity through a shared program in our library spaces. Highlights included: the launch of the Aboriginal honours roll; introduction of Chinese e-books; sharing migrant stories during Cultural Diversity Week; and National Simultaneous Storytime in Woi Wurrung.

ACTION	STATUS	WHAT WE'VE DONE...
<p>7. Develop, monitor, review or implement (where appropriate) all Supporting Strategies and Action Plans, including the Home and Community Care (HACC) Diversity Plan, the Food Security Strategy, the Leisure Strategy, the Community Safety Strategy, the Graffiti Management Action Plan, the Library Strategy, the Lifelong Learning Strategy, the Early Years and Middle Years Strategies and various local Neighbourhood Renewal plans.</p>	<p>Complete</p>	<ul style="list-style-type: none"> - The Library Strategy was completed. Highlights included works undertaken at Fairfield, and rejuvenated spaces at Northcote and Preston Libraries that improve accessibility and extend meeting room availability. - Graffiti Management Strategy – 26,520m² of graffiti removed. - 20 street parties were supported across Darebin. - Six Darebin Domestic Violence Network meetings were held and Week Without Violence Self-care Day was attended by more than 40 women and children who were escaping/survivors of family violence. - Four Darebin Community Safety Reference Group meetings were held. - Four street art projects were completed. - Five Northland Precinct Action Group meetings were held. The CCTV project along Darebin Creek was completed. - Article in CiVic Magazine promoted the success of the Northland Precinct Action Group Crime Prevention Project. Police reported an overall reduction in crime around Northland Shopping Centre. - Three events were held in Community Safety Month: Edwardes Lake Park Walk to Say No to Violence Against Women (200 people attended); Dispute Resolution Forum in East Reservoir; and a community event at Walker Street Housing Estate (150 people attended). - Continued relationship with Victoria Police and traders to implement the Darebin Alcohol Accord and alcohol restricted areas. - Leisure Action Plan – endorsed by Council in 2015. - New Sporting Fees, Charges and Occupancy Agreement was implemented.

ACTION	STATUS	WHAT WE'VE DONE...
<p>8. Develop, monitor, review or implement (where appropriate) Action Plans stemming from the Equity and Inclusion Policy, including but not limited to: the Human Rights Action Plan; the Multicultural Strategy; the Sex, Sexuality and Gender Diverse Action Plan; the Darebin Anti-Racism Strategy; the Aboriginal Strategy and Action Plan; the Darebin Disability Action Plan; the Gender Equity Action Plan; and the Preventing Violence Against Women Action Plan.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> - Human Rights Action Plan – screened human rights films at the Intercultural Centre and provided diversity training needs analyses as part of the Diversity Capabilities Framework. - Multicultural Action Plan – finalised the Darebin Ethnic Communities Council (DECC) community monument. Advocated on the issue of refugee and asylum seeker communities and children in detention. Community engagement via the Darebin Interfaith Committee, Mosque Committee and attendance at DECC meetings. - Sex, Sexuality and Gender Diverse Action Plan – participation in the Midsumma Carnival and Pride March under our 'Coming Out' banner. We became a Safe Schools Coalition supporter. - Darebin Anti-Racism Strategy – a Service Agreement was reached with the South Australian Government for the delivery of our Say No to Racism training. - Aboriginal Action Plan – the Aboriginal Employment Strategy was in development. The Darebin Aboriginal Advisory Committee advised on matters including the Bundoora Homestead Arts Program, development of a First Owners Curriculum, and the DECC community monument. - The Darebin Disability Action and Inclusion Plan was launched. - Gender Equity Action Plan – progressed through: the activities of the Darebin Women's Advisory Committee; the International Women's Day Molly Hadfield Oration; collaboration with other councils through Gender Equity in Local Government; and submission on the State Government Gender Equity Strategy. - Preventing Violence Against Women Action Plan – finalist in the VicHealth Awards; presentation at a NSW local government forum; submission to the Parliamentary inquiry into domestic violence and gender inequality; Business Lunch with Rosie Batty to highlight the role of businesses in addressing family violence (160 attendees).

Council plan performance indicators/targets – how we measure up

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Aged and Disability services	Percentage of service user respondents who are satisfied or very satisfied with our Aged and Disability services.	>60%	87.70%	88.40%	86.20%
Comments	Target met				
Family Support services	Percentage of service user respondents who are satisfied or very satisfied with our services for families.	>49%	87.1%	78.3%	82.20%
Comments	Target met				
Response to Cultural Diversity	Difference in overall satisfaction between respondents from households that speak “English Only” and other households (on a 100-point scale).	<5	0.5	1.7	0.7
Comments	Target met				
Response to Locational Disadvantage	Difference in overall satisfaction between respondents from the highest scoring precinct and those from the lowest scoring precinct (on a 100-point scale).	<5	7.8	7.2	8.5
Comments	Target not met The purpose of this indicator is to ensure that we meet the needs of the most disadvantaged parts of our community. While the target has not been met, satisfaction has actually been higher in the parts of Darebin (northern precincts) with greater disadvantage, which suggests that the general intent of the measure has been met. We will continue to work to solve the concerns of all Darebin residents.				
Maternal and Child Health	Percentage of children attending Maternal and Child Health Service at two-year-old key ages and stages visit.	>75%	73%	72.4%	Unavailable
Comments	Due to a statewide software issue we are unable to report on this indicator				
Sports Grounds	Percentage of sports grounds delivered ready for competition use on time.	95%	96.5%	100%	100%
Comments	Target met				
Address Cultural and Linguistically Diverse (CALD) needs for Literacy and Learning	Percentage of Library Budget allocated to LOTE (Language Other Than English) resources.	20%	19%	20%	23%

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Comments	Target met				
Equity in Sport	Percentage of Council-funded sporting groups that make a public commitment to support and increase the participation of children, young women, migrants and persons of all physical abilities in their club's sporting and social activities.	100%	26%	40.4%	53%
Comments	Target not met The 2015/2016 result reflects a 13% increase in clubs who meet this indicator, up from 40% in 2014/2015. Continued implementation of the Sporting Fees and Charges Policy will likely see further improvements in future years.				
LGBTIQ access to Council services	The percentage of respondents who rate at six or more on a ten-point scale Council's efforts to provide services that are inclusive of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) residents.	>70%	89.3%	92.4%	85.5%
Comments	Target met				

Major initiatives from our Annual Budget

Program	Description	Progress
Women's Sports and Regional High Ball Facility	Development of an indoor/outdoor high ball facility to support the provision and participation of women's sports within the City. The project will include indoor and outdoor courts, including an indoor show court, amenities and facilities, car parking and lighting. External funding to be sought from Netball Victoria, Basketball Victoria and the State Government. The location for this facility is yet to be determined. Total anticipated cost of the project is \$12.4m over a three-year period covering consultation, design and construction.	25% This is a multi-year project spanning three years. It is on track for completion in 2019.
Citywide Beautification Projects	Funding for the implementation of a program of citywide beautification works as per a beautification plan to be approved by Council in locations including Preston, Reservoir, Northland precinct and Northcote.	100%
Play spaces: Minor Neighbourhood Design and Implementation	The Play Space Strategy notes that at least two major play spaces will be designed and consulted each financial year in preparation for implementation in the following financial year. Design and construct over two years so that the community has ample time to be involved in all stages of design. Locations include Breavington Reserve, Bridge Park, Broomfield Reserve, Newman/Showers Reserve and WR Ruthven Reserve.	85% Expected to complete in September 2016.
East Preston Neighbourhood House (Location to be determined)	Project identified as part of the Participatory Budget process (i.e. Citizen Jury) in 2014/2015. Proposal for the establishment of a Neighbourhood House in the East Preston area. Location of facility is yet to be determined. Total project cost of \$865,000 over two years.	50% We took a lease on a property at 7 Newtown Street, Reservoir. To meet the functional requirements of a neighbourhood house, it requires an upgrade and minor building extension. The facility will be available for community use in 2017.
Darebin Library Resources	Purchase of books, audio visual, magazines, newspapers, online, e-books and downloadable products in English and language other than English across the four branches of Darebin Libraries, for the Darebin community.	100%
Pocket Parks Renewal Program	Renewal and upgrade of park infrastructure in Council's smallest parks. Locations in 2015/2016 included: Leslie Reserve, Nisbett Reserve, Mendip Reserve, Andrew Boyd Reserve and Peters Reserve.	100%

Challenges

The Introduction of Federal legislation for No Jab No Play/Pay increased our immunisation workload with individual client meetings and catch up schedules developed. The legislation also impacted adolescents up to 19 years of age and larger cohorts of families engaged with the Immunisation Service.

As more customers move to digital formats for library resources, Darebin Libraries must balance the promotion of and investment in both physical and digital collections to meet the changing needs of customers. Increased digital usage may result in fewer physical visits to our branches.

Youth Services experienced more challenges in referring young people in crisis to appropriate services. Increased waiting lists and the referral process itself created challenges.

Looking to the future

Council resolved to construct a Multi-Sports Stadium (MSS) at John Cain Memorial Park, which is expected to open in 2019. Project planning and detailed design for the MSS will be completed in 2016/2017. This is an exciting project that provides much needed facilities to encourage the participation of women and girls in sport.

Supporting people in our community who are under 65 years of age and eligible for the National Disability Insurance Scheme (NDIS) will be key in 2016/2017.

Work relating to the Commonwealth Home Support Program, which is for people over 65 years of age, will be a priority as we help our clients understand the new system and the changes.

An Older Persons' Wellbeing Hub will be created in 2016/2017. Its aim is to encourage active ageing, and improve health and wellbeing, and stimulate economic activity. Key design options include: a café to encourage socialising; a reflective garden; consulting rooms; and community service and activity spaces.

We will work with the Wurundjeri Land Council and our community on renaming Batman Park. Consultation sessions will be scheduled to listen to ideas and suggestions.

The Action Plan for the Darebin Child Friendly City Framework will be developed and implemented in the coming year.

Customers will be able to borrow digital devices from at least one library branch in 2016/2017. This will provide enhanced learning opportunities for residents.

2.1 Diversity report

We are well known for our diversity in Darebin and our community is characterised by great cultural and linguistic diversity, as well as diversity in religion, age, gender, socio-economic background, employment status, housing needs and sexual orientation.

We demonstrate our commitment to diversity by implementing inclusive and equitable policies and strategies and by ensuring that our programs and services are accessible and responsive to our community's needs.

We are proud of our diversity as a community and as an organisation. In recognising and embracing such diversity we support a more equitable, healthy and harmonious community for all.

(Plans and policies referred to below that were due to end in 2015 were extended to align with the timeframe of the Council Plan 2013-2017. A full review will take place during 2015/2016 and new plans will be developed.)

Equity and inclusion policy

Darebin's Equity and Inclusion Policy 2012-2015 (www.darebin.vic.gov.au/Strategies) provides an overarching framework that guides Darebin's diversity commitments within our organisation through the services and programs we deliver and through our focus on community relations and capacity building.

The policy is underpinned by six principles: (1) social justice, (2) human rights, (3) accountability, (4) participation, (5) empowerment, and (6) diversity. Diversity is considered through the application of the Equity and Inclusion Planning and Audit Tool across all of our work.

Some of the communities our work supports include:

Aboriginal and Torres Strait Islander Community (ATSI)

Approximately 1,165 people, or 0.8 per cent of the Darebin population, are of an ATSI background.

Council actively supports the ATSI community through the Darebin Aboriginal Action Plan 2012-2015 (www.darebin.vic.gov.au/AboriginalActionPlan) and the Darebin Aboriginal Advisory Committee (see pages 119-121).

Culturally and Linguistically Diverse (CALD) Community

In the City of Darebin 46,030 people, or 33.7 per cent of the population, were born overseas and 52,877 people, or 38.7 per cent of the population, speak a language other than English at home.

Council supports our diverse community through the Darebin Multicultural Action Plan 2012-2015 www.darebin.vic.gov.au/Strategies

Communication in Languages Other than English (LOTE)

Eight per cent, or 10,697 people, of the Darebin population speak English "not well" or "not at all". We provide an in-house Language Aid Service that employs 21 officers who provide face-to-face and telephone interpreting, written translation, and support at Council events.

You can read the Darebin Inclusive Communications Charter on our website www.darebin.vic.gov.au/CommunicationsCharter

Low income community

According to the 2011 Census, 43,910 (38.4 per cent) of Darebin residents earn a low income of less than \$400 a week. Over the past 10 years Darebin has become relatively more affluent, moving from the 12th most disadvantaged council of the 79 Victorian councils in 2001 to 39th in 2011. However, large pockets of disadvantage remain and there is an increasing disparity between our richest and poorest areas. In October 2014 Council endorsed Neighbourhood Action Plans to address disadvantage.

Homeless people and housing stress

In Darebin, 12.4 per cent of all rented households and 8.2 per cent of mortgaged households were under or at risk of housing stress. In these households, 30 per cent or more of their income went towards rent or a mortgage (ABS 2011). The Australian Institute of Health and Welfare estimated that the rate of homelessness in Darebin is around 40 in every 10,000 residents. This means that over 500 people could be homeless on any given night.

You can read the Darebin Responding to Housing Stress Action Plan 2013-2017 on our website (www.darebin.vic.gov.au/Housing). For information about the Darebin Housing Advisory Committee see pages 119-121.

Children 0-4 years 'at risk'

In 2011, 6.5 per cent of Darebin's population was under four years of age. Council's Early Years Strategy 2011-2021 responds particularly to the needs of vulnerable children in Darebin (www.darebin.vic.gov.au/Strategies).

Lesbian, Gay, Bisexual, Transgender, Intersex, Queer (LGBTIQ)

Darebin is home to a significant LGBTIQ community. Nearly six per cent of our population identifies as LGBTIQ but this figure is likely to be an underestimate. The LGBTIQ community, while strong and resilient, is subject to higher than average levels of violence, harassment and discrimination. We recognise that action to address exclusionary practices and discriminatory attitudes within our organisation, services and the community is necessary.

Council developed and implemented a Sexuality, Sex and Gender Diversity (SSGD) Action Plan 2012-2015 (www.darebin.vic.gov.au/Strategies). For information about the work of our SSGD Advisory Committee see pages 119-121.

Gender equity

Darebin supports women's participation and leadership and the eradication of violence against women. We have established a number of platforms to enable women to participate in and influence our decision-making, including the Darebin Women's Advisory Committee (see more on pages 119-121) and the Darebin Women in Sports Network.

The Darebin Women's Equity Strategy 2012-2015 is on our website www.darebin.vic.gov.au/Strategies

People with a disability and their carers

One in five people living in Darebin have a temporary or permanent disability and just over 50 per cent of people with a disability are over the age of 55. There are also 12,446 residents in Darebin who provide voluntary care for somebody who has a disability, chronic illness or age-related condition.

For information on the work of the Committee and its achievements see pages 119-121. Read about our Disability Access and Inclusion Plan on pages 129-130. Statistics are drawn from the Australian Bureau of Statistics 2011 Census.

Projects and initiatives to support diversity

Examples of the work we undertook in 2015/2016 to support and respond to the diverse needs of the Darebin Community are below.

- We hosted the Molly Hadfield Social Justice Oration, which featured guest speaker, Aboriginal feminist writer, Celeste Liddle. More than 150 women attended this celebration of International Women's Day.
- We encouraged women's participation in civic and political leadership through the GoWomenLG 2016 project, which supports women to stand for local government elections.
- Each year we support community walks along the Spiritual Healing Trail in the Darebin Parklands. In 2015/2016 we expanded the schools program. The theme of the trail and of the walks is reconciliation – walking together, sharing and learning together and connecting with Aboriginal history, culture and spirituality.
- We presented a statewide masterclass for Aboriginal women, 'Your Community, Country and Council', delivered in partnership with VLGA and Oxfam. The aim was to equip the participants with tools, tips, information, advice and support networks to consider becoming a civic leader in our community.
- Along with our community, we participated in LGBTIQ events including Midsumma Carnival, Pride March and International Day against Homophobia, Biphobia and Transphobia.
- We were proactive in addressing legal and human rights issues facing LGBTIQ communities, and became official supporters for marriage equality and for the Safe Schools Coalition.
- Council officers provided and supported programs in areas of socioeconomic disadvantage, including the Darebin Creek Festival in East Preston, and the East Reservoir End of Year Festival. Two free family movie nights were held at Northland Shopping centre and attracted over 600 people. Free exercise programs, events and activities were held at public housing estates across Darebin
- The Darebin Intercultural Centre hosted a diverse range of programs and activities including 'Say NO to Racism' training sessions for community members.
- Community events were held to mark World Harmony Day, International Human Rights Day, Reconciliation Week and World Refugee Week.
- Darebin Libraries successfully extended Preston's Conversation Café program to Reservoir Community and Learning Centre to enable community members to practice their English conversation skills in a relaxed environment.
- As part of Cultural Diversity Week, Darebin Libraries and Intercultural Centre celebrated with readings of *My Journey, My Lucky Country* to celebrate diverse stories of migration.
- With a view to aiding smooth settlement of refugees into our community, we hosted a Syrian Refugee Settlement in the Northern Region of Melbourne information session. Five speakers talked about the demographics of Syria, the impact of war on children, local statistical data of refugees being settled in Victoria, the settlement of refugees with a focus on women and children, and conditions surrounding settlement.

A diverse workforce

Darebin strives to employ a workforce that reflects our diverse community. A 2014 census of Council staff indicated that our staff were born in 30 different non-English speaking countries and that 12.5 per cent of permanent staff spoke a language other than English at home. For more information see our Workplace Report on page 42.

Total number of calls received by the multilingual telephone line

Year	2013/2014	2014/2015	2015/2016
Number	1,764	1,635	1,760

Aged and disability services delivered

Total hours of assistance provided for Domestic Assistance; Personal Care; Child, Adult and Flexible Respite Care; Property Maintenance; Dementia Care; and Community Transport services.

Year	2013/2014	2014/2015	2015/2016
Total hours	179,000	182,000	170,507

Library loans of non-English speaking books and materials

Number of loans from the Darebin Libraries' collection of books and other materials published in a language other than English.

Year	2013/2014	2014/2015	2015/2016
Number of loans	116,493	85,271	85,792

Large Print or Audio Library Loans

Number of loans from the Darebin Libraries' Large Print and Audio Book Collection.

Year	2013-2014	2014-2015	2015-2016
Number of loans	54,865	58,202	105,586

Home Library Service Patronage

Number of patrons receiving the Darebin Home Library Service at 30 June each year.

Year	2014	2015	2016
Number of patrons	63	71	61

Note: This figure does not include deliveries to aged care facilities. In 2015/2016 there were 12 aged care facilities receiving deliveries.

Goal 3 – Sustainable and resilient neighbourhoods

Our goal is to lead and work with our community and partners to achieve a rapid transition to an environmentally sustainable city.

13% of our budget was allocated to achieving this goal.

Highlights and achievements

- Almost 1,400 trees were planted in streets across the municipality. An additional 300 trees were planted in parks as part of the Urban Forest Strategy. More than 3,000 trees were given to residents and community groups.
- We achieved compliance in electrical line clearance in April 2016, three months ahead of schedule. This achievement significantly reduces the risk to electrical infrastructure and residents.
- We provided advice, plants and mulch to the Merri Stationeers. The group developed the area around Merri Station and Merri Common into a well-maintained sustainable landscape. We also supported the establishment of the Dennis Stationeers. Their planting and landscape improvement program began in June 2016.
- The three-year Energy Efficient Street Lighting Project was completed in 2015/2016. 9,440 lights were upgraded, which reduced annual costs by more than \$550,000 and greenhouse emissions by 3,800 tonnes per year.
- The Waste and Litter Strategy 2015-2025 was adopted.
- We launched the second Solar \$aver program and expanded it to include not-for-profit organisations, low income rental properties and community organisations.
- The Natural Heritage strategy was adopted.
- Education Programs at Bundoora Park Farm were extremely well attended. 8,176 children were involved, which is the highest number recorded for a financial year.
- The total length of shared path within Darebin increased to 30.1km with the addition of 238m of new shared path.
- All of Darebin's traffic signals have been upgraded to energy efficient LED lights with immediate savings in maintenance and power use.
- 102 Darebin businesses proudly display 'We are Greening our Business' stickers and 80 of these also have 'We are Greening our Business' certificates.

Services

While all departments contribute to the achievement of each of our goals, these services specifically relate to Goal 3.

		Cost of providing this service in 2015/2016 \$'000
Parks and vegetation	Responsible for the management and maintenance of approx. 930ha of open space including 90 playgrounds, 60 sporting facilities, several wetlands, landscaped areas, pathways, seating, garden beds, 700 traffic management devices, waterways, bridges, catchments, dams and in excess of 65,000 street trees and 100,000 trees in parks and reserves. Management of bushland conservation and parkland areas along approx. 40km of waterways. Maintenance of Bundoora Park and the Northcote and Bundoora Golf Courses.	9,861
Environment and natural resources	Develops and implements policies and programs that contribute to sustainability within Council operations and the community. Responsible for the Climate Change Action Plan, Sustainable Water Strategy, Stormwater Management Plan, Sustainable Water Use Plan and the Waste Management Strategy.	1,086

Complete – Item completed. Requires no further action.

Ongoing – Annual objectives have been met

On track – This performance indicator is on track to be completed in 2017

Behind schedule – Work on this indicator is running behind schedule

Four-year priority actions – what we committed to in the Council Plan 2013-2017

ACTION	STATUS	WHAT WE'VE DONE...
1. Review the Darebin Waste Management Strategy with a focus on the reduction and recovery of food waste and improvements to the hard waste collection program that will increase recycling and reuse.	Complete	- The Darebin Waste and Litter Strategy 2015-2025 was adopted.
2. Develop, implement and monitor, in a way that is consistent with risk management principles, the Darebin Urban Forest Strategy to increase tree coverage on public lands by 25% or more over 15 years. Develop, implement and monitor a Natural Heritage Strategy to protect, enhance or improve biodiversity and cultural heritage assets.	Ongoing	- Darebin Urban Forest Strategy – data collection on tree canopy undertaken. Planting projects on Cheddar Road and Westgarth Gateway completed. - The Natural Heritage Strategy was adopted.

ACTION	STATUS	WHAT WE'VE DONE...
3. Implement, monitor and evaluate energy efficiency and education programs to businesses and households. Investigate the feasibility of improving the energy efficiency of local street lighting, in partnership with other levels of government, to reduce greenhouse emissions and costs.	Ongoing	<ul style="list-style-type: none"> - The second Solar \$aver program expanded to include not-for-profit organisations, disadvantaged renters, and community buildings. - The Energy Efficient street lighting program was completed. 9,440 streetlights were upgraded to energy efficient lights over three years. Annual street lighting costs were reduced by \$566,000 and greenhouse gas emissions were reduced by 3,800 tonnes per year.
4. Deliver, support and evaluate public engagement and education programs that promote sustainable behaviour and suggest ways in which the public can influence wider environmental aims.	Ongoing	<ul style="list-style-type: none"> - 2,100 people attended 59 environmental events and activities including the Mayor's Event, composting, food know-how, gardening, energy and biodiversity workshops, stalls, and leadership forums. - Four Sustainability News editions were distributed to 2,589 subscribers.
5. Promote Environmentally Sustainable Design (ESD) in land use planning while advocating for effective State Government controls in Planning Schemes through strategic alliances with groups such as the Council Alliance for a Sustainable Built Environment (CASBE).	On Track	<ul style="list-style-type: none"> - Darebin Council was a member and active participant in CASBE. - Amendment GC 56 to the Darebin Planning Scheme was developed to encourage targeted ESD measures. It will be formally adopted in 2016/2017.
6. Help to promote pedestrian and cycling initiatives by providing bike parking facilities and/or by encouraging local businesses to supply on-street bike facilities, spaces and connecting networks, where appropriate. Encourage large businesses to promote cycle commuting and fleet bikes for work-related journeys.	Ongoing	<ul style="list-style-type: none"> - 71 bike hoops were installed across Darebin, including 16 through developer contributions. - 23 workplaces hosted Ride to Work Day breakfasts. - Three bike stands were installed outside the Reservoir Childcare centre. - Installed a bike repair station on St Georges Road. - Advised local schools and organisations about cycle and parking options.

ACTION	STATUS	WHAT WE'VE DONE...
7. Implement, review, evaluate or monitor (where appropriate) all Local Laws, Supporting Strategies and Action Plans, including the Sustainable Water Strategy, the Food Security Strategy, the Domestic Animal Management Plan 2013-2015, Local Laws 2015, the Green Business Strategy and the Environment Policy.	Ongoing	<ul style="list-style-type: none"> - The Water Strategy and Waste and Litter Strategies were reviewed and 10-year strategies adopted. - The 2016 Climate change Strategy Review started. - Signed an agreement with Whittlesea and Moreland to construct and operate an animal pound facility in Epping. - Fenced Dog Park Project completed. - Replaced signage in parks with designated dog off-lead areas in accordance with the new Public Realm and Leisure Facilities Signage Strategy. - Implemented new General Local Law No 1 2015. - Footpath Trading Policy – conducted commercial precinct street patrols regarding education and enforcement of occupation of Council land. Report on Footpath Trading Policy approved by Council. Training was provided to all officers. A Local Law Implementation Guideline was distributed to businesses.
8. Review the Sustainable Water Strategy with a focus on the development of a Water Sensitive City, including water sensitive urban design (WSUD).	Ongoing	<ul style="list-style-type: none"> - Our new Water Strategy, Watershed: Towards a Water Sensitive Darebin, for 2015-2025 was adopted in 2015 and implemented in 2015/2016. - Water Sensitive Urban Design capital projects, Water Suites and Transforming Darebin, were completed.

Council plan performance indicators/targets – how we measure up

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Environmental Performance	The percentage of respondents who rate their personal level of satisfaction with our overall environmental performance at six or more on a 10-point scale.	>75%	91.6%	91.2%	91.1%
Comments	Target met				
Reduction in Greenhouse Emissions	The percentage of respondents who rate our performance in supporting a reduction in community greenhouse emissions at six or more on a 10-point scale.	>75%	82.3%	82.5%	81.5%
Comments	Target met				
Parks and Open Space	The percentage of respondents who rate their personal level of satisfaction with our maintenance of parks, reserves and open spaces at six or more on a 10-point scale.	>75%	91.1%	89.7%	88.5%
Comments	Target met				
Waste Diversion	The percentage of waste collected diverted from landfill.	50%	48%	48.3%	47.4%
Comments	Target not met The figure is slightly down on last year. The result is due to seasonal variations affecting green waste and the uptake of digital media replacing newspapers.				
Bicycle Paths, Shared Routes and New Facilities	Increase length of bike and shared paths to improve cycling and pedestrian facilities.	> the length of paths of the previous year	25.78km	26.3km	30.1km
Comments	Target met				

Major initiatives from our Annual Budget

Program	Description	Progress
Pavilion Redevelopment Projects (CH Sullivan and WR Ruthven)	Completion of the redevelopment works to CH Sullivan reserve (\$260,000). Works commenced in 2014/2015 and will be completed in 2015/2016 within a total budget of \$940,000. Completion of reconstruction works at WR Ruthven VC Reserve. Works commenced in 2013/2014 within a total budget of \$2.32m over three years.	100%
Energy Efficient Street Lighting Program	Ongoing replacement of inefficient 80W Mercury Vapour lights with energy efficient lights. It is expected to reduce annual greenhouse gas emissions by around 3,800 tonnes. Project estimated cost is \$4.35 million with net saving over \$9.7 million repaid within 20 years. Commonwealth funding of \$1.85 million has been provided which reduces the payback to Council from this project to an estimated five-year period.	100%
Green Streets Tree Planting Program	Council's Street Tree Planting Strategy has provided valuable direction for the delivery of the street tree planting program for many years. The program planted 1,500 new trees in 2015/2016.	100%
Sports Field Practice Nets and Fencing	Upgrade of sports field practice nets and fencing in accordance with the Outdoor Sports Venues Infrastructure Policy. Location in 2015/16 is WR Ruthven and JE Moore Reserve in Preston.	100%
Solar \$aver program extension	Extension of the Solar \$aver project across the municipality, building on the achievements of the 2014/2015 program. The scope of the project is yet to be determined.	50% Expected completion in 2016/2017. The scope of the project was determined and will include pensioners, low income rental and not for profit organisations.

Challenges

Government regulations and incentives are not supportive of sustainable community infrastructure such as solar panels. We are advocating for increased solar Feed-in Tariffs to boost renewables in our community.

Darebin received significant Australian Government grants of \$875,800 for energy efficiency works at our two aquatic centres and 1.85 million for our three-year energy efficient street light project. The Australian Government no longer offers these types of project grants that benefit the community financially and environmentally so we will need to find other ways of funding similar projects.

Looking to the future

The expanded tree planting program will lead to an increase in maintenance costs. All newly planted trees are maintained for two years to give them the best chance of survival. The trees that were planted in 2015/2016 will need to be maintained, which will lead to a drop in the number of trees we are able to plant in 2016/2017.

Completion of the tree data collection for all trees on public land in Darebin is scheduled for 2016/2017. This information will provide a database covering species, health, age, risk and expected life span of all trees in the city, which will allow us to make informed decisions in our tree maintenance and planting programs.

We will be reviewing the Edwardes Lake Park Master Plan and the opportunities it presents for the long-term development and care of this significant site.

Our Climate Change Action Plan targets, actions and community outcomes will be reviewed in the coming year.

A Stormwater Prioritisation Project is scheduled to identify and prioritise the stormwater management infrastructure that will achieve best water quality and potable water outcomes for the Darebin community.

3.1 Environmental report

Our commitment

We are committed to action that moves our City, community and services towards environmental sustainability; influencing and inspiring other governments and communities with our action. We aim to make Darebin a great place to live, work and play, both now and into the future.

Climate change, energy and adaptation

Since 1998 Darebin has maintained a strong leadership position on reducing greenhouse pollution and addressing climate change. We demonstrated that significant greenhouse pollution reductions are possible by achieving our 2010 greenhouse pollution 20 per cent reduction target for Council operations (based on 1995 levels). We are now aiming for carbon neutrality by 2020. We are also supporting the Darebin community to reach zero emissions by 2020.

Highlights of 2015/2016

- Completion of the three-year Green Light Energy Efficient Streetlight Project. We upgraded 9,440 residential street lights, thereby reducing greenhouse emissions by 3,800 tonnes per year and annual costs by over \$550,000.
- The award-winning Solar Saver Program was expanded to include low income rental, not for profit and community organisations. This program enables low income households to install solar on their homes through a special rates scheme.
- The commencement of the Climate Change Action Plan Review

Climate change and peak oil

Our Climate Change and Peak Oil Adaptation Plan puts us on the front foot when identifying and planning for risks in relation to climate change and peak oil. It contains more than 100 immediate, medium-term, and long-term actions and focuses on areas where we can provide community support, advocacy, and cooperation with other levels of government.

Waste, recycling and litter

The Waste and Litter Strategy 2015-2025 was adopted in July. The Strategy focuses on achieving excellent social, economic and environmental outcomes.

Key actions in 2015/2016

- The Food Know How Program involved website, popular cooking, information, and compost/worm farm sessions attracting over 280 participants focused on avoiding food waste.
- A variety and number of waste and/or litter related events included the Community Recycling Stations Program, Bright Sparks small appliance recycling program, DeTox Your Home Drop off Day, Plastic-free July, Spring into compost, and Clean Up Australia Day.

Sustainable Planning and Transport

Increased development and its associated transport demands are fundamental issues for sustainable communities. Darebin's population is increasing, with greater density, smaller households and a growth in car ownership.

The transport sector accounts for approximately 15 per cent of Australia's emissions so we promote alternate transport options to encourage a shift from private vehicles to sustainable transport. We spent approximately \$1.2 million on programs and projects designed to promote and improve access to walking, cycling and public transport, and to improve the sustainability of our roads and paths.

We encourage the best possible environmental standards in development and use Environmentally Sustainable Design (ESD) assessment tools to assess and guide planning decisions.

Significant integrated land use and transport planning work in the Northland and Preston Junction areas was undertaken in 2015/2016 and many ESD initiatives were incorporated. Integrated Water Cycle Management Study and Design, and Environmental Performance Modelling were completed for the Northland Urban Renewal Precinct. A Transport and Movement Strategy and pre-feasibility study of a light-railway service will be conducted for the precinct in the coming year.

The Junction Urban Master Plan proposes adding 270 square metres of garden beds and more than 16,000 plants; using permeable pavements in the central median; repurposing the Oakover Road slip lane into a green space; retaining the bike lane; and creating pedestrian refuges at Oakover Road and Seymour Street. Detailed designs were developed in 2015/2016 and construction is expected to be complete in 2016/2017.

Highlights from sustainable transport programs in 2015/2016

- 23 Darebin workplaces held Ride to Work Day breakfast events.
- 71 new bicycle parking spaces were created.
- 10 primary schools held Walk to School Month events.
- Three new bicycle repair stations were installed.
- Six new car share spaces were created.
- A solar powered bicycle counter was installed on St Georges Road shared path.
- 19 bike education courses for adults.
- Supported five teachers at three schools to be trained in Bike Education and six schools ran Bike Education programs.
- Worked with local communities to support their Drive with Your Heart community building and active travel activities.
- Provided an additional 238m of new shared path increasing the total length of shared path within Darebin to 30.1km.
- Reduced speed limits from 60km/hr to 50km/hr on Arthurton Road, Northcote; Miller Street, Preston; Regent Street, Gilbert Road and Edwardes Street, Reservoir; and from 50km/hr to 40km/hr in the Northcote precinct between Clarke Street, Victoria Road and the Merri Creek to improve safety for pedestrians, bike riders and vehicle occupants.
- Reviewed the safety and amenity of the Darebin Creek Trail.
- Constructed four new refuges to allow pedestrians and bike riders to cross main roads safely on popular walking and bike routes, and a contra flow bike lane on Tyler Street to allow bike riders to ride west between High Street and Plenty Road in Preston.

Water and waterways

The two key environmental issues concerning water use in cities are:

- Conserving and using water efficiently to prevent wastage, maintain adequate water supply, and avoid the construction of new dams.
- Ensuring the quality and quantity of water that enters our drains does not have a negative impact on our creeks, the bay and the oceans or the plants and animals they support.

Our new Water Strategy, Watershed: Towards a Water Sensitive Darebin, for 2015-2025 was implemented. The Strategy ensures that Darebin develops as a water sensitive city that values and manages water wisely to enhance liveability, support a healthy environment, and build resilience to drought and climate change; a city where people want to live.

Water Sensitive Urban Design (WSUD) has been adopted across capital projects and integrated into community developments. Five successful grant applications resulted in \$248,000 funding from the Melbourne Water Living Rivers fund for part-funding of WSUD treatments and strategic work.

Green space and biodiversity

Almost 1,400 trees were planted in streets across the municipality. An additional 300 trees were planted in parks as part of the Urban Forest Strategy. More than 3,000 trees were given to residents and community groups.

Approximately 14 per cent of land in Darebin is open space and almost half of this is conservation reserve ranging from wetlands to protected bushland, grasslands and creeks. The re-vegetation of the Darebin and Merri Creeks created the opportunity for city dwellers to appreciate the peace and beauty of the creeks, and provided connectivity for the movement and spread of native plants and animals.

The Natural Heritage Strategy was adopted in October. The Strategy guides how we manage Darebin's Natural Heritage for the next ten years. It will work in concert with Darebin's Urban Forest Strategy, and the GreenStreets Streetscape Strategy 2012–2020.

Sustainable Food

Implementation of the Urban Food Production Strategy started with establishing an internal working group, finalising community garden guidelines finalised, and running two Sustainable Food Leaders' Forums.

Other highlights included:

- The successful Darebin Backyard Harvest Festival, with 21 events including open garden tours and workshops held over two weeks in November. This festival promotes and shares the fabulous food producing gardens and expertise in Darebin. Sustainable food workshops were also held in conjunction with the Homemade Food and Wine Festival in May.
- A community garden was established as a partnership arrangement with the Pavilion School and a keen community group formed to manage and nurture the garden. The garden will be planted and launched in the coming year.
- Two community gardens were designed and are being installed for two public housing estates in consultation with the residents.

Community and engagement

Our community is our biggest asset when it comes to improving Darebin's environmental sustainability. Thousands of people were engaged in Darebin's environmental programs over the year, including:

- The Sustainable Homes Program partnership with Banyule held four Darebin workshops and graduated the third class of Community Leaders in Sustainability.
- 59 events and activities were held, engaging over 2,100 participants.
- There are over 2,500 subscribers to Darebin's quarterly Sustainability Newsletter.
- The Darebin Environmental Reference Group continued to provide excellent advice to improve our community engagement.

Green Business

We adopted a Green Business Attraction strategy in September 2012. Key highlights included:

- 22 businesses and organisations participated in the Sustainable Living Expo.
- We hosted two Darebin Green Business Network events.
- 102 Darebin businesses proudly display 'We are Greening our Business' stickers and 80 of these also have 'We are Greening our Business' certificates.

19 businesses retrofitted their lights through the Light\$mart Program during 2015/2016 bringing the total number of businesses to 123. This equates to 9,613 lights and savings of over \$312,000 per year. Collectively, 2,169 tonnes of greenhouse gases are being saved, which equates to taking 585 cars off the road.

Goal 4 – Thriving and creative culture

Our goal is to: foster inspiration, celebrations, innovation, creativity and diversity in Darebin’s arts and culture and encourage it to thrive, entertain, challenge and delight.

Promote initiatives that support the economic prosperity of local creative industries.

Support arts and culture festivals that enhance social connection and inclusion, pride of place, a sense of belonging and cultural tourism.

3% of our budget was allocated to achieving this goal.

Highlights and achievements

- Capital improvements to the Darebin Arts and Entertainment Centre included new projection systems, audio desk upgrades, installation of LED lighting in the car park, new carpet, and painting the theatre.
- Box office sales exceeded \$1 million for the second year in a row.
- Our Loud Mouth program, which provides quality, contemporary and creative programming specifically designed for children and families, attracted 3,000 people across four sell-out seasons.
- Won a Green Room Award for Polyglot Theatre’s *Separation Street*. The show was presented by Darebin Arts Loud Mouth at Northcote Town Hall.
- Aboriginal arts featured strongly in 2015/2016. Our Speakeasy program hosted Hot Brown Honey, Ilbjerri’s Which Way Home, and the Next Wave Festival. Bundoora Homestead exhibited Revisioning Histories and acquired works by Yhonnice Scarce, Steaphan Paton and Megan Cope.

Services

While all departments contribute to the achievement of each of our goals, these services specifically relate to Goal 4.

		Cost of providing this service in 2015/2016
		\$'000
Arts, culture and venues	Provides a program of arts and cultural events and activities and develops policies and strategies to facilitate arts practice. The arts and cultural projects, programs, services and facilities provided by Council contribute significantly to the creativity, physical and mental wellbeing, economic development and social cohesiveness of our community. Management of the Bundoora Homestead Art Centre and the Darebin Art and History Collection. Coordination of Darebin Arts and Entertainment Centre and Northcote Town Hall.	2,731

Complete – Item completed. Requires no further action.

Ongoing – Annual objectives have been met

On track – This performance indicator is on track to be completed in 2017

Behind schedule – Work on this indicator is running behind schedule

Four-year priority actions – what we committed to in the Council Plan 2013-2017

ACTION	STATUS	WHAT WE'VE DONE...
1. Review the existing Darebin Arts and Cultural Development Plan and develop, implement and monitor a new Darebin Arts Strategy.	Complete	<ul style="list-style-type: none"> - The second year of the Darebin Arts Strategy 2014-2020 was implemented. - Highlights included: Creative Spark sector engagement workshop and forum series; N-SCRIBE annual publication celebrating Darebin's literary community; Mayor's Writing Award; Public exhibitions and workshops program at the Bundoora Homestead Gallery; and Art in Public Spaces Commissions related to Master Plans at Donath Dole Reserve, JUMP Master Plan and Reservoir Streetscape Master Plan. - 39 Artworks were audited. - A Public Art Discovery Map was developed.
2. Investigate options for implementing a Paint the City program that engages a diversity of artistic expressions, including murals and street art, and discourages illegal tagging.	Complete	<ul style="list-style-type: none"> - Four pieces of street art were commissioned in 2015/2016.

ACTION	STATUS	WHAT WE'VE DONE...
3. Support a diverse community arts festival and events program that reflects the changing needs of our community and its diverse character, including festivals and events such as: Midsumma, Darebin Community and Kite Festival, Darebin Backyard Harvest Festival, Darebin Homemade Food and Wine Festival, True North, Carols in All Nations, Ganesh Chaturthi event and the Koorie Pride Youth Festival.	Complete	<ul style="list-style-type: none"> - Planning and delivery of: the Homemade Food and Wine Festival; the Inaugural Dance Affair; True North Festival; Darebin Music Feast 2015; Darebin Community and Kite Festival;.
4. Increase the participation of newly arrived migrant communities in our festivals and events. Investigate options for a community arts project celebrating the role migration has played in Darebin. Continue to support the True North festival that celebrates the uniqueness of Reservoir.	Complete	<ul style="list-style-type: none"> - A number of participatory arts projects focused on the engagement of children and families. - Proactive strategies were formulated with a specific focus on True North and the Community and Kite Festival to ensure engagement and participation with people from CALD backgrounds. - Organisational partnerships such as 100 Story Building were developed.
5. Increase attendances, particularly from young families, for arts programs at the Northcote Town Hall, Darebin Arts and Entertainment Centre and Bundoora Homestead Art Centre.	Complete	<ul style="list-style-type: none"> - Our families programming, Loudmouth, increased the number of events and attendees at all three arts facilities.
6. Commission and install a new major public art work by July 2014 and promote and improve the Peace Poles site as an iconic feature of the City.	Complete	<ul style="list-style-type: none"> - Peace Poles featured in community events hosted at the Darebin Intercultural Centre as an initial place of gathering. In 2015/2016 Peace Poles was highlighted as part of World Harmony Day.
7. Restore the Koorie Mural and complete and launch the Stolen Generations Marker public art project.	Complete	<ul style="list-style-type: none"> - Restoration of the Koorie Mural was completed in 2013/2014. - The Stolen Generations Marker, <i>Empty Coolamon</i>, was launched on Sorry Day, 26 May 2015.
8. Develop, promote and monitor a signature festival, Darebin Music Feast, as a key cultural asset.	Complete	<ul style="list-style-type: none"> - Darebin Music Feast 2015 was held from 23 October – 1 November. - We started planning for the 20-year anniversary of Darebin Music Feast in 2016. Community engagement was via a series of stakeholder engagement workshops seeking ideas and input into the design of the festival.
9. Host a public forum on arts and cultural activity with the community and industry stakeholders.	Complete	<ul style="list-style-type: none"> - A public forum called 'What's Your Big Idea?' was held in August 2013 at the Darebin Arts and Entertainment Centre. The forum focused on community ideas around arts and creativity and the development of the new Arts Strategy.

ACTION	STATUS	WHAT WE'VE DONE...
10. Support and assist local art galleries and collaborate with the arts community.	Complete	<ul style="list-style-type: none"> - A list of visual arts galleries in Darebin was compiled and shared with the City of Melbourne as part of their Cultural Infrastructure Study of Metropolitan Melbourne. - Arts sector partnerships, developments and co-productions included: Darebin Arts' Loud Mouth and Polyglot Theatre presentation of Separation Street, which won the 2015 Green Room Award for Innovation in Contemporary Performance for Young People; Darebin Arts Development Program supported arts development and mentoring; Speakeasy enabled 14 partnerships and creative collaborations with arts festivals, arts organisations and companies; and Darebin Arts Presents (DAEC series) enabled 16 co-productions and performances. - Bundoora Homestead secured over \$110,000 in external funding to support public programming at the Gallery.
11. Investigate the feasibility of introducing a developer contribution levy or special rate to fund new public works of art.	Complete	<ul style="list-style-type: none"> - This is not achievable under the legislation and supporting guidelines for development contributions.
12. Initiate a Cultural Tourism Development Strategy to promote the value of cultural assets, heritage sites and facilities, and to coordinate major festivals and events.	Complete	<ul style="list-style-type: none"> - The Cultural Tourism Development Strategy was incorporated into the broader Tourism Strategy project.
13. Evaluate the impact of local arts and culture industries on the local economy.	Complete	<ul style="list-style-type: none"> - An external contractor assessed the economic value and social impact of the arts in the City of Darebin. - The creative and cultural industries support more than 2,500 jobs or nearly 5% of Darebin's employment. The industry contributes over \$400m in gross regional product, a contribution of 7.5% of Darebin's economic value. The live music scene contributes an estimated \$32m to Darebin's economy, with patronage estimated at over 700,000 in 2015. - Council's contribution to the creative economy in Darebin is estimated at \$4.8 million. Our direct expenditure is \$3.38 million and the contribution generates more than 45 jobs and an economic uplift estimated at \$1.45 million.

Council plan performance indicators/targets – how we measure up

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Festivals and Events	The percentage of respondents who rate their personal level of satisfaction with our festivals and events at six or more on a 10-point scale.	>75%	90.1	92.4%	95.5%
Comments	Target met				
Arts and Cultural Activities	The percentage of respondents who rate their personal level of satisfaction with our arts and cultural activities at six or more on a 10-point scale.	>75%	95.3%	91.6%	95.9%
Comments	Target met				
Street Art Projects	Number of street art projects completed.	Up to 10	26	14	4
Comments	Target met				
Arts and Cultural Venues	Number of attendances at arts and cultural venue-based events.	116,000 by 2015	200,345	183,343	163,459
Comments	Target met				
Arts and Cultural Businesses	Number of residents who work as professional artists	1,200 by 2017	N/A	N/A	N/A
Comments	Data on this indicator is not available until the release of ABS 2016 Census data in 2017.				
Visitors Attending Festivals and Events	Number of visitors from outside Darebin attending arts and cultural events.	3,000 by 2015	10,076	27,836	9,931
Comments	Target met				

Major initiatives from our Annual Budget

Program	Description	Progress
Northcote Town Hall Works	Conservation and repair works to the façade of the building, including protection and preservation works for the building (\$437,000). Completion of works regarding the installation of theatre truss systems including theatre lighting, sound systems, drapes and curtain rails (156,000).	100%
Art in Public Places	The Art in Public Places program is a central feature of Council's Public Art Strategy. It seeks to create and install art work of community and civic significance in public places and to actively engage members of the community in this process. This is a rolling 2 year program. Additionally, this includes the provision for the refurbishment and renewal of all art works in Council's public art collection. The Arts in Public Places program has been in place for fourteen years and has produced over twenty works of art. Annual inspections of the whole collection are undertaken to identify maintenance requirements.	100%

Challenges

Supporting and enabling arts precincts across the municipality. Determining how best to activate and grow the three primary arts venues that we manage.

Looking to the future

An Arts Precinct Coordinator position will be created to replace the former Coordinator, Arts Venues. This will be the first step towards a long-term strategic and planned approach to arts precincts in Darebin.

The catalogue of the Darebin indoor and outdoor art collection will be digitised to provide full access to our community and increase awareness of and engagement with these important items.

Goal 5 – Excellent Service

Our goal is to provide an efficient and productive administration that delivers excellent customer service that is responsive, accessible and inclusive.

8% of our budget was allocated to achieving this goal.

Highlights and achievements

- Customer Service staff were trained to use Hootsuite software to deliver quicker responses to customer requests lodged via social media.
- A Customer Service Model Review was completed using Best Value Principles to highlight strengths and opportunities for improvement.
- Our continuous improvement approach to Workplace Health and Safety resulted in a 29 per cent reduction of our 2015/2016 WorkCover premium.
- We achieved an underlying surplus of \$7.11 million despite the challenges created by the freezing of indexation of the Financial Assistance Grants and cost shifting from other levels of government.
- We assigned 2,414 e-learning modules; scheduled over 322 training programs; helped 116 employees attend conferences; and conducted 84 learning and development/career consultations.
- New leadership/corporate courses included 'Leading with Emotional Intelligence'.
- We coordinated 130 placements in 2015/2016, including 12 overseas-qualified placements and implemented a pilot program that supported six students with a disability to undertake placements. We also supported four ATSI trainees to undertake a Business Administration Certificate III – two have successfully completed and the other two will complete in 2016/2017.
- We sponsored and volunteered at the Real Industry Job Interviews for local Darebin secondary schools; participated at a careers expo; reviewed the Real Industry Job Interview Resource; and assisted with the delivery of the updated Resource to teachers from Moreland, Yarra and Darebin City Councils at their Professional Development day.
- Improved public question time by enabling attendees to submit questions directly to Councillors at Council Meetings via a tablet device.
- Responded to recommendation of the Victorian Ombudsman to develop Darebin Complaint Handling Framework and Policy.

Services

While all departments contribute to the achievement of each of our goals, these services specifically relate to Goal 5.

		Cost of providing this service in 2015/2016
		\$'000
Customer Service	Provides the customer interface for a number of service units and a wide range of transactions. Service is delivered via customer service centres, a telephone call centre, internet site and an after-hours emergency service.	2,003
Corporate Risk Management	Responsible for implementing strategies, policies and operational procedures to minimise or eliminate the exposure of Council to risk. Services include administration of insurance claims, assisting with risk audits and providing risk management training.	1,023
Finance	Provides financial services and support to both internal and external customers. Management of finances, raising and collection of rates and charges, and valuation of properties.	2,352
People and Development	Provides support to the organisation on strategic issues such as change management, leadership development and organisation development. Services include employee relations, industrial relations, occupational health and safety, injury management, employment programs, recruitment, workers compensation and training and development.	1,923

Complete – Item completed. Requires no further action.

Ongoing – Annual objectives have been met

On track – This performance indicator is on track to be completed in 2017

Behind schedule – Work on this indicator is running behind schedule

Four-year priority actions – what we committed to in the Council Plan 2013-2017

ACTION	STATUS	WHAT WE'VE DONE...
1. Implement and monitor the Customer Service Excellence customer service system and the Customer Feedback Policy to ensure we meet all needs to deliver high quality services to the community in an accessible and inclusive manner.	Ongoing	<ul style="list-style-type: none"> - Provided Customer Service inductions to all new frontline Customer Service. - Recruited a Customer Service Enhancement Officer to support the delivery of the Ombudsman Complaint Handling System.
2. Provide regular feedback to the community on service and organisational performance.	Complete	<ul style="list-style-type: none"> - Information on Council performance was reported to the public via the Annual Report. - Darebin Community News published an update on Performance Indicators from the Annual Report and another article that related to rate capping.
3. Facilitate a process of Best Value reviews of our existing services and operations, with a focus on selected services in each year, to ensure continuous improvement.	Complete	<ul style="list-style-type: none"> - The final report on the Customer Service Review was completed. - The review of Family Services was conducted. - The Performance Support unit assisted with a review of Youth Services. - Preparations began for the implementation of process mapping software.
4. Advocate to the Federal Government on the roll-out of NBN to ensure all residents and local businesses have equal access and benefit to this critical resource.	Complete	<ul style="list-style-type: none"> - Met with NBN representatives who advised that rollout of the NBN in Darebin would commence in 2017. - NBN co-partnered in the delivery of the Darebin Digital Business Program.
5. Monitor, expand and continuously improve e-services by facilitating rate payments by credit card, implementing rate payment reminders via SMS, providing online facilities with additional transaction types and investigating the feasibility of rewarding customers who make early payments of rates and charges.	Complete	<ul style="list-style-type: none"> - Options to streamline existing processes to allow customers to update their payment preferences were considered. - Increased use of SMS communication provided an ongoing good response.

ACTION	STATUS	WHAT WE'VE DONE...
6. Implement and monitor the introduction of an improved Occupational Health and Safety (OHS) Management System.	Complete	<ul style="list-style-type: none"> - A number of key strategies and training courses were implemented. - Work started on the First Aid Policy Review. - Incident reporting policy changes were updated. - A policy for the Prevention of Occupational Violence towards employees was drafted. - Collation of policies relating to Drug and Alcohol management from other councils in Victoria began with a view to redeveloping our Drug and Alcohol Policy.
7. Consider the Diversity Capabilities Framework (DCF) in all of our professional development programs and training.	Complete	<ul style="list-style-type: none"> - Diversity Capabilities Framework Competencies were considered during the development of corporate training programs. - All facilitators were asked to incorporate competencies within their sessions in programs relating to Recruitment and Selection, Performance Management, Corporate Induction, Family Violence, Human Rights, Gender Equity and the Prevention of Violence against Women.
8. Develop, implement and monitor a recruitment strategy that values diverse capabilities.	On Track	<ul style="list-style-type: none"> - A Workforce Planning Strategy was developed with a focus on current and emerging needs, rate capping and its effect, critical roles, leadership and change.
9. Develop, implement and monitor an effective induction process for new employees or those transferring to new roles.	Complete	<ul style="list-style-type: none"> - Our induction process was reviewed and improved. - Policy and checklists were updated in accordance with audit requirements. - 76 employees attended corporate induction sessions in 2015/2016.
10. Review and/or implement and monitor (where appropriate) policies, strategies and frameworks associated with the Supporting Strategic framework.	Complete	<ul style="list-style-type: none"> - The strategies library was updated on the intranet and internet monthly. - A library of current policies was developed.

Council plan performance indicators/targets – how we measure up

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Financial Sustainability	The result of the most recent published financial sustainability risk assessment undertaken by the Victorian Auditor General's Office following its review of the audited statements.	Low risk	Medium risk	Low risk	Low Risk
Comments	Target met				

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Underlying Surplus	The budgeted underlying surplus reported in the most recently published Budget report.	>\$0	\$44,000	\$35,000	\$5,809,000
Comments	Target met				
Customer Service	The percentage of respondents who have contacted us in the previous 12 months who rate our performance in ease of contact, helpfulness of staff, speed of response and attitude of staff at six or more on a 10-point scale.	>75%	83.1%	86.2%	81.5%
Comments	Target met				
Employee Turnover	The equivalent full-time number of staff resigning or retiring in a given year expressed as a percentage of the overall number of equivalent full-time staff.	<10%	7.4%	9.8%	5.1%
Comments	Target met				
Telephone Enquiries	Telephone enquiries to customer service resolved at the first point of contact.	75%	90%	89.9%	87.4%
Comments	Target met				
WorkCover	Reduce WorkCover premium from current levels after allowing for government adjustments and health CPI increases.	<2%	10%	(31.8%)	(29.0%)
Comments	Target met				

Major initiatives from our Annual Budget

Program	Description	Progress
Darebin Broadband Project	Provision of funding to assist Council to respond to the rollout of the National Broadband Network to facilitate greater economic development throughout the City. Locations in 2015/2016 included Preston and Northcote. This also included provision for wireless network access.	100%

Program	Description	Progress
IT and Communication Equipment Renewal	Upgrade of PCs, laptops, monitors, printers (including multi-function devices), digital cameras, projectors, phones (fixed line and mobile), and other end user devices in line with operational policy and a four-yearly lifecycle. This covers IT and communication equipment for all Council areas except the libraries in line with the IT Strategy.	100%
IT Server, Disk Storage and Communication Systems Upgrade	This project addresses the need to maintain and improve the backend IT infrastructure which underpins many of the services delivered by Council. This work will increase the speed, flexibility and capacity of the infrastructure which may include upgrades to disk storage systems, network infrastructure, internet connectivity, servers, backup and disaster recovery mechanisms in line with the IT Strategy.	100%

Challenges

While we are looking forward to another decrease in our WorkCover premium in 2016/2017 (39%), an increase in WorkCover claims in 2016 will affect the premium for 2017/2018. Early intervention before injuries result in claims will help reduce the impact that claims have on the premium.

The introduction by the State Government of Fair Go rates (rates capping) for the 2016/2017 year and beyond will put great pressure on our ongoing financial sustainability and capacity to continue to meet the community's expectations relating to infrastructure and the range of services we deliver.

Looking to the future

We are working on even more ways for our community to contact and engage with us and we are continually seeking to improve our online options.

New injury intervention processes will be implemented with the aim of reducing claims and retaining staff. A Driver Education Program will be introduced to decrease the number of motor vehicle incidents and the associated costs.

An online interactive budget simulator will be introduced to enable Darebin ratepayers to provide input during the development phase of the 2017/2018 budget and provide feedback on the level of funding that should be allocated to the delivery of services.

Ongoing service reviews will be undertaken to ensure that: service delivery aligns with community needs; services are being delivered as efficiently as possible; and we are able to maintain service delivery while ensuring long-term financial sustainability.

We will negotiate the next enterprise agreement, which will help us improve responsiveness to our community and remain viable and sustainable. An ATSI Employment Strategy will be launched in 2016 and we will appoint an ATSI Employment Officer.

5.1 Technology report

Our Technology Report details how we updated our systems and services to keep pace with fast-moving technological changes. We recognise and embrace the use of new and emerging technology to ensure our services and programs are accessible, equitable, inclusive and responsive to the needs of our community.

Online facilities

- Implemented a variety of customer-facing online facilities to provide more convenient options for the community.
- Improved look and feel and various other facilities for planning applications.
- Implemented online Animal Registrations module.
- Transport management applications for cycle parking and car share bays.

Mobile facilities

Implemented various hardware and software facilities to improve mobile access for several Council Departments. The mobile facilities enable Council staff members to report issues faster via real-time links which, in turn, speeds up the Council's response to the community.

Some examples are:

- Implemented Fire Inspections Module (nominated for MAV Technology Awards).
- Extended the types of devices which can be used.
- Extended the use of mobile devices for Aged & Disability Community Support Workers and Intake & Assessment staff members.

Upgrade of our business systems

During 2015/2016, we replaced or upgraded many computer based business systems in order to provide better facilities for staff members and, consequently, the community. Some of the upgrades were:

- Interface between the Property and Rates System and the Electronic Document Management System to enable staff to more easily collate information related to a property and, especially, planning applications.
- Geographical Information System which assists staff with planning applications and local laws issues.
- Property and Rates System, which manages many of Council's major activities.
- Electronic Document Management System, which stores over three million documents.
- Introduced a Print Management System to improve monitoring of Council's document printing and copying.
- Contracts and Tendering Systems.
- Child Immunisation System.
- Replaced Maternal and Child Health System.
- Assets Management System which manages many council assets such as roads, footpaths, drains and trees.
- Vehicle Maintenance System.
- Council Agendas & Minutes System.
- Upgraded telecommunications software.

Upgrade of IT infrastructure

Installation and commissioning of a new Storage Area Network (disk space) was completed. This hardware provides Council with the capability of storing more data, to retrieve the data faster and, consequently, the ability to meet community requests more efficiently and comprehensively. In addition to this important upgrade, many other infrastructure improvements were made to improve data security and to ensure that staff members were supplied with appropriate equipment so they could more efficiently service community requirements. For example:

- Deployed 150+ PCs to Council staff members to replace ageing equipment;
- Rolled out video phones and cameras to improve video conferencing facilities and reduce the need for travelling from site to site.

Goal 6 – Open and accountable democracy

**Our goal is to: encourage active community engagement in Council decision-making.
Advocate for equity and social inclusion and to always act responsibly and in the best interests of the whole Darebin community.**

Govern in accordance with Darebin City Council’s Charter of Good Governance.

14% of our budget was allocated to achieving this goal.

Highlights and achievements

- A new Social Media Strategy was implemented and it increased engagement with our community. More than 50 per cent of the potential Darebin social media audience engaged with us.
- The Darebin Community News evaluation showed high respondent satisfaction: 86.3 per cent were satisfied or highly satisfied; 82.1 per cent rated the importance of information good or very good; and 89.6 per cent rated the quality of information good or very good.
- A customised Mapping Inspections Compliance System was developed to improve the productivity of Local Laws staff when performing fire hazard inspections. Tangible benefits included a reduction in time spent from at least 12 working days to four working days and an increase in the number of property inspections from 800 to 1,300 per year. Other improvements include reduced times to produce reports and collate follow-up data, and greater confidence in data accuracy. This project was nominated for the MAV Technology Awards.
- Various new application systems were developed and implemented. They included integration of aerial photography with other software to enable more efficient access to property information; a new IT Helpdesk System; Print Management Software to enable more secure printing and better cost accounting; Council Agenda and Minutes System; and replacement of the Maternal and Child Health System.
- Introduction of an iPad kiosk at Bundoora Farm allowed continuous monitoring and improvement of customer experience.
- Received a Silver Award from the Australasian Reporting Awards for our 2014/2015 Annual Report.

Services

While all departments contribute to the achievement of each of our goals, these services specifically relate to Goal 6.

		Cost of providing this service in 2015/2016
		\$'000
Mayor and Council	The Mayor and Councillors are responsible for the governance and leadership of the Council, and for providing strategic direction to the organisation.	534
Organisational and Corporate Governance	This service provides direct administrative support to the Mayor and Councillors, coordination of Council and Committee meetings, and includes the Chief Executive, Executive Management Team, administrative and policy support staff, and a number of Council officers with cross-functional responsibilities who report directly to a Director.	5,616
Communication and Marketing	Works with local media, undertakes advertising, manages the website and social media and creates publications including the Darebin News. Runs civic events including Citizenship Ceremonies, Australia Day and an annual government briefing.	1,715
Information Services	Responsible for the delivery of computer software and hardware support to the organisation and management of the integrated Asset Information Management and Customer Request Tracking System.	4,090

Complete – Item completed. Requires no further action.

Ongoing – Annual objectives have been met

On track – This performance indicator is on track to be completed in 2017

Behind schedule – Work on this indicator is running behind schedule

Four-year priority actions – what we committed to in the Council Plan 2013-2017

ACTION	STATUS	WHAT WE'VE DONE...
1. Update our website to support improved governance by publishing a summary of Councillor expenses on a quarterly basis, investigate the possibility of streaming Council meetings live, and consider a centralised page with hyperlinks to all key adopted policies and strategies.	Complete	- Expenses and reimbursements were updated on our web page www.darebin.vic.gov.au/Governance
2. Review key governance policies, including the Governance Local Law, Councillor Code of Conduct and Councillor Support and Expenses Policy.	Complete	- The Councillor Code of Conduct Interaction Protocol was updated. - The Procurement Policy was adopted. - The Councillor Code of Conduct was adopted.

ACTION	STATUS	WHAT WE'VE DONE...
3. Implement, monitor and evaluate our Equity and Inclusion Planning, Audit Tool (EIPAT) and the Community Engagement Framework to help ensure we consult with and plan for all our citizens.	Complete	<ul style="list-style-type: none"> - Community Engagement Framework – a practical tool-kit was developed for use with the framework. Re-engagement of the Framework across Council was supported by training and promotion of the tool-kit. - Equity and Inclusion Planning and Audit Tool – EIPAT processes were reviewed to improve uptake and application. This led to greater integration of Human Rights and Health and Wellbeing considerations as part of the assessment process. - The first half-year report on Advisory Committees was presented to Council in July. Detailed information on Advisory Committees was included in the Annual Report.
4. Develop, implement and monitor an annual Corporate Communications Strategy that targets specific community priorities and ensures consistent delivery of key messages relating to the priorities across a range of communication channels.	Ongoing	<ul style="list-style-type: none"> - Key deliverables included web enhancements, implementation of a new social media strategy, and implementation of a new brand strategy. - Media coverage ratio was tracking above the 80% target.
5. Develop up-to-date, research-based tools and channels to communicate effectively with all members of our diverse community, including Culturally and Linguistically Diverse (CALD) audiences, people with disabilities and other groups who experience barriers to mainstream communication.	Ongoing	<ul style="list-style-type: none"> - A research project commenced to determine CALD communication preferences. Research questions were included in our community survey to assess the ease of access to Council communication. The results showed that 89.8% rated ease of finding required information as 'easy' with no discernible difference between demographic groups, including CALD.
6. Ensure that human rights principles and commitments are considered in all relevant policies, strategies, plans, actions and initiatives.	Complete	<ul style="list-style-type: none"> - Our Human Rights Officer provided monitoring and support through the Equity and Inclusion Audit and Planning Tool Process.
7. Ensure that all major projects that involve issues of strategic significance include a specific communication plan.	Ongoing	<ul style="list-style-type: none"> - Plans commenced or completed included: Budget 2016/2017; Batman Park renaming project; level crossing removal consultation; federal candidate forum; Northland Urban Renewal Project; Employee Communication and Engagement Survey (internal); asbestos safety works (internal); Junction Urban Master Plan; Libraries Strategy; Darebin North East Community Hub; Reservoir Streetscape Master Plan; launch of Inclusive Communications Charter; Customer Service Review; Stolen Generations Marker; launch of Education Inquiry Report; Local Law Review; Multi-sports stadium consultation; transport forum; community-wide survey; and Toy Library changes.

ACTION	STATUS	WHAT WE'VE DONE...
8. Participate in relevant Local, State and Federal Government forums and networks to help raise our profile as a leader in Local Government affairs.	Complete	<ul style="list-style-type: none"> - In October we participated in a workshop on the Local Government Act reform. - In collaboration with other Councils, community forums were held in October on the impact of NDIS. - In April we held a workshop about online community engagement. It was attended by almost 30 staff from various councils.
9. Advocate, and form strategic alliances with other stakeholders to advocate, on issues of regional, state or national strategic significance.	Complete	<ul style="list-style-type: none"> - Alliances were formed in the following areas: Local Government Review, rate capping implications, and Aged and Disability funding changes. - Advocacy work was undertaken in relation to major projects and issues e.g. railway crossing removal, purchase of Ruthven and Lakeside Schools, and the Junction Urban Master Plan.
10. Support all Advisory Groups and Committees and ensure that such bodies comply with all relevant Council policies, strategies and plans.	On Track	<ul style="list-style-type: none"> - Regular reports from the Advisory Committees were presented to Council throughout the year. See pages 119-121 for more information about our Advisory Committees. - A Statutory Meeting was held in November, which included allocation of Advisory Committees to Councillors.

Council plan performance indicators/targets – how we measure up

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Advocacy and Lobbying	The percentage of respondents who rate our performance lobbying on behalf of the community at six or more on a ten-point scale.	>75%	81.4%	82.9%	83.1%
Comments	Target met				
Consultation and Engagement	The percentage of respondents who rate our performance in engaging with the community at six or more on a ten-point scale.	>75%	79.2%	79.1%	79.1%
Comments	Target met				

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Councillor Leadership	The total number of Councillors in attendance at Council Meetings, Special Council Meetings and Standing Committee Meetings, divided by the number of Councillors expected to attend, expressed as a percentage. Councillors who have been formally granted a leave of absence are not included in the calculation.	>85%	89%	96.2%	92.5%
Comments	Target met				
Communication	The percentage of respondents who rate their personal level of satisfaction with our communication at six or more on a ten-point scale.	>75%	83.4%	85.9%	85.5%
Comments	Target met				
Equity and Inclusion	Projects that require consideration by Council assessed in accordance with the Darebin Equity and Inclusion Planning and Audit Tool.	100%	100%	100%	100%
Comments	Target met				

Major initiatives from our Annual Budget

Program	Description	Progress
Darebin City Council Website Enhancements	The 2013 website review identified a need to coordinate and consolidate Darebin's satellite web presences to provide a seamless brand and user experience for residents. This project provides for satellite sites (e.g. DAEC, Bundoora Park, RLC) to move onto the corporate content management system, Sitecore, enabling the sites to be mobile responsive, enhanced with smart forms and on-brand.	Deferred to 2016/2017. Phase Three website enhancements – consolidating satellite websites – were not started in 2015/2016 due to delays completing Phase Two and inadequate resources to run the two projects concurrently.

Challenges

We will need to develop new ways to deliver local information effectively as local news media declines.

Maintaining an appropriate balance between digital and traditional communication and media channels and keeping up with community trends and preferences within a limited budget will be a challenge.

We aim to become fully digital and paperless, which necessitates enhancing our planning processes. Eight problem areas related to this issue were identified, of which six have been resolved.

Looking to the future

Further website enhancements will provide a balanced and tailored experience across both desktop and mobile. Satellite websites (e.g. Reservoir Leisure Centre and Bundoora Park) will be consolidated and updated.

Comprehensive investigation and analysis of Customer Service requirements will be undertaken with a view to implementing improved computer system facilities to provide residents with more online and self-service capabilities.

Together with our new Councillors we will be developing the Council Plan 2017-2021 to set priorities and directions for the next four years.

The development of a comprehensive IT Strategy for 2017-2021 will coincide with the new Council Plan.

6.1 Consultation and engagement summary

A great community can only be built with the assistance of our residents, businesses and rate payers. As set out in our Charter of Good Governance (page 17) we aim to meaningfully involve the community in our decision-making processes and in shaping the future vision and aspirations of the City. Community engagement is a key step in forming decisions, policies and services that are relevant and responsive to changing needs and expectations. Below are some of the ways that we engaged with the Darebin community in 2015/2016.

National Disability Insurance Scheme (NDIS)

Through information sessions held in partnership with other local governments, the Department of Health and Human Services, and the National Disability Insurance Agency we were able to prepare our community for changes brought about by the NDIS.

The Darebin 'OurSay' community consultation process and online forum, along with the work of our Advisory Committees, enabled us to gather information about how our community saw Council's role under the NDIS. This helped us make a decision not to continue to provide direct services beyond 1 July 2016 and, instead, focus on building capacity, advocating for people with a disability, and helping people to navigate the new service system.

In deciding not to be a provider under the NDIS, we committed to provide additional resources to our Aged and Disability Department. These resources will be used to respond to ideas that people with a disability, their families and carers contributed at consultations held in early 2016. They included access to information, advocacy and support, particularly for people who are vulnerable.

Introduction of myCAV and impacts on incorporated older adult groups

Consumer Affairs Victoria introduced myCAV, which is an online reporting tool developed for incorporated associations. We held a number of workshops for senior citizens' groups to build their capacity and understanding of the new requirements with regard to their annual reporting. Online reporting presents many challenges for the older population, who may have limited access to computers, or where English is their second language. We worked closely with Consumer Affairs Victoria to gain a greater understanding of the barriers to older people using myCAV.

Draft Tourism Strategy 2016-2021

Innovative consultation methods were employed to engage our community and seek feedback during the development of our draft Tourism Strategy 2016-2021. Methods included:

- A Facebook campaign using video testimony featuring local business operators.
- Advertisements in local Chinese newspapers.
- An online community survey.

Community Satisfaction Survey

Four times every year, we randomly select Darebin households to survey using a door-knock interview approach. In 2015/2016 we increased the number of households we consult to 1,000 per year. The data provides an objective, timely and consistent picture of the community's perception of our performance and helps us improve service provision. The survey also allows us to find out what the most important issues are and what our community would like addressed in the next 12 months.

Engagement on environmental issues

Along with the engagement strategies highlighted in our Environmental Report on page 83, we held six Waterwatch events, which highlighted the importance of our waterways and the water quality in our creeks. In June 2016 we presented the Darebin Climate Forum at the Northcote Town Hall. Discussions focused on the climate situation, why we should be taking action, and what local governments, other government bodies and individuals could do to address climate change.

6.2 Advocacy in Darebin

Advocacy involves identifying and responding to issues that impact the wellbeing of our community. These issues include infrastructure services and programs that address health, social justice, housing, travel, access, safety, sustainability and education. Our aim is to address disadvantage in our community and improve health and wellbeing for all.

Our advocacy work is underpinned by Victoria's Charter of Human Rights and Responsibilities 2006 (read more about the Charter on page 17) and the City of Darebin Advocacy Framework.

Successful advocacy means the Darebin community's priorities are 'on the radar' to influence the Australian and Victorian Governments and other stakeholders to gain support, resources and funding to implement projects, programs and policies.

Train Level crossing removals in Reservoir, Preston and Fairfield

A major advocacy success in the past year was the State Government's commitment to remove rail crossings at three key intersections in Darebin: Bell Street Preston, High Street Reservoir and Grange Road Alphington. Our sustained advocacy on the issue of grade separation, both through public campaigning and targeted discussions with political representatives, significantly influenced this outcome. Work will begin in 2018.

Separating the road from the rail network at critical junctions will enable more frequent rail services to run to and from the city, reduce road congestion, allow for future public transport upgrades and release land for regeneration, development and public open space.

St Georges Road Shared Path Upgrade

The St Georges Road shared path, otherwise known as the Great Northern Bikeway, is Darebin's busiest bicycle route (and the sixth busiest in Australia) and is heavily used by people riding bikes to and from the city. As well as being a popular commuting route for cyclists, the shared path is frequently used by pedestrians.

Improving this path was the second most important issue raised by those living in the south of Darebin in the 2014/2015 Traffic and Transport survey.

In 2015, we advocated strongly for Melbourne Water to retain the trees planted along the bike path as part of their pipeline upgrade work. Our advocacy was successful and in early 2016 Melbourne Water announced that the trees would be kept and the shared path widened.

Joint Animal Pound Facility

In 2015 we partnered with neighbouring councils Moreland and Whittlesea to investigate the feasibility of building and operating a joint animal pound facility to serve all three municipalities in an efficient shared service arrangement. Jointly owning and operating an animal pound presented an opportunity to further embed the policies and goals of Darebin's Domestic Animal Management Plan (read more on page 128) in day-to-day pound practice. The project is now a reality and the new pound site in Whittlesea is expected to be operational by mid-2017.

Improving access to sport for women and girls

On 21 September 2015 Council endorsed the construction of a regional Multi-Sport Stadium (MSS) specifically targeting grass-roots women's sports in Darebin. This key piece of sporting infrastructure will provide much-needed facilities for a range of court-sports including netball, basketball, volleyball and badminton. One of the key outcomes expected from this project is to increase participation in sport and physical activity, in particular for women who experience a lack of access to quality sports facilities in Darebin.

We are working with a number of stakeholders to make this facility a reality, including the State and Federal Governments and sporting associations such as Basketball Victoria, Netball Victoria and Football Federation Victoria.

We successfully applied to the State Government for approval to use the balance of the obligation related to developer contribution funds collected over ten years to build the MSS. The funds will contribute over \$6 million to the total project cost of \$13 million. This will be the first time developer contribution funds have been used for a single, whole-of-municipality project and it is an excellent outcome for Darebin residents. We will continue to advocate to government for the remaining funds and have made an application for federal funding.

Development pressures and implementation of new residential zones

Darebin continues to be challenged by unprecedented levels of residential development activity coupled with a relatively low percentage of the municipality under the protection of Neighbourhood Residential Zones. Unlike neighbouring municipalities such as Moreland and Yarra with close to 70 per cent of their residential areas in a Neighbourhood Residential Zone, Darebin has just 10.5 per cent of the municipality under the same level of protection. Council sought to address this during 2015/2016 via a request to the Minister for Planning for the approval of amendment C152 to the Darebin Planning Scheme. This proposal would have seen Darebin provided with 60 per cent of the municipality being better protected from inappropriate development.

Recognising the urgency of the situation Council worked with the Department of Environment, Water, Land and Planning to prepare a further planning scheme amendment that ensured approximately 30 per cent of the municipality was included in the Neighbourhood Residential Zone. This proposal is currently with the Minister for Planning awaiting consideration.

Further planning and advocacy work (beyond the proposal with the Minister Planning) is required to ensure that Darebin's residential areas are better protected and development encouraged in areas supported by our Municipal Strategy.

Council Plan advocacy and lobbying

Activity	Measure	Four-year target	Year 1 2013/2014	Year 2 2014/2015	Year 3 2015/2016
Advocacy and Lobbying	The percentage of respondents who rate our performance lobbying on behalf of the community at six or more on a ten-point scale.	>75%	81.4%	82.9%	83.1%

To find out more about our advocacy projects and progress, go to www.darebin.vic.gov.au/Advocacy

CORPORATE INFORMATION AND GOVERNANCE

1. An overview of our governance in 2015/2016

During 2015/2016, governance practices were significantly enhanced through a number of reforms that provided positive outcomes across the organisation and for the community. The reforms were successfully implemented at the conclusion of the work undertaken by the Chief Executive, Executive Management Team, Mayor and Councillors with the assistance of the two appointed Special Municipal Inspectors. Some of the noticeable improvements were to the structure and management of Council meetings, which resulted in finishing times well before 10pm. This was also a result of the reduction in speaking times during meetings, Councillors being well informed of officer reports coming to Council for consideration, and the receipt of agendas seven days prior to scheduled meetings.

To ensure Councillors were well-informed on current issues and prior to making decisions in the Chamber, Councillor briefings were held weekly with additional strategic briefing nights held for major projects that had an impact on Council and the broader community. The Chief Executive met monthly with the Mayor and Councillors to inform them of any issues and to receive any questions or concerns Councillors may have had.

Council recognises the need for ongoing commitment and monitoring of all the reforms implemented to ensure the high level of good governance is consistently maintained throughout the coming years.

Councillors and officers received extensive governance training, in particular on the *Local Government Act 1989* reforms, improper direction of staff, and the disclosure of confidential information. A Confidentiality Policy: Handling of Confidential Information by Councillors was adopted in April 2016. To strengthen accountability and transparency Council also amended and adopted its Councillor Support and Expenses policy and provided a range of additional information under the transparency page on the Council website. www.darebin.vic.gov.au/Governance

In preparation for the new Councillors and Council term to be decided by the community on 22 October 2016 work has commenced on the 2017-2020 Council Plan and Councillor Induction program to ensure the new Councillors are adequately equipped with all the necessary skills and tools to fulfil their roles as elected representatives.

2. Councillor allowances

The allowance paid to Councillors was set by the State Government in an Order-In-Council and specified as \$92,333 for the Mayor and \$28,907 for Councillors. The Mayor and Councillors also received an additional 9.5 per cent being an amount equivalent to the Superannuation Guarantee.

Councillor Tsitas was Mayor from 1 July 2015 until 12 November 2015. Councillor Fontana was Mayor from 12 November 2015 until 30 June 2016.

3. Councillor expenses

Councillors incur expenses in the course of fulfilling their roles as elected representatives. Expenditure is regulated by the Councillor Support and Expenses Policy, as endorsed by Council and consistent with Section 75 of the *Local Government Act 1989*. A summary of Councillor expenses is reported every quarter on our website www.darebin.vic.gov.au/Governance

Councillor expenses – 1 July 2015 to 30 June 2016										
	Cr Fontana	Cr McCarthy	Cr Tsitas	Cr Greco	Cr Laurence	Cr Walsh	Cr Li	Cr Williams	Cr Vilella	Total
Day-to-day activities	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Mobile	462	536	226	507	602	3,220	380	1,096	359	7,388
Landline	410	-	529	404	419	-	-	411	401	2,574
Internet	763	240	240	483	240	240	-	240	240	2,686
Travel	-	-	197	260	-	3,770	830	171	-	5,228
Family care	-	-	-	-	-	-	21	1,050	-	1,071
Conferences/training	-	23	-	-	-	-	2,529	-	-	2,552
Functions/events	225	-	375	375	375	470	375	40	40	2,275
Approved by Council resolution	-	-	-	-	-	-	-	-	-	
Other	-	-	-	-	-	-	31	-	-	31
Net expenses	1,860	799	1,567	2,029	1,636	7,700	4,166	3,008	1,040	23,805
Reimbursements to Council	(23)			(359)	(1)	(855)	(814)	(39)	(308)	(2,399)
Total net expenses	1,837	799	1,567	1,670	1,635	6,845	3,352	2,969	732	21,406

More information about our Councillors is available on pages 32-37 of this report.

4. Councillor and staff interaction protocols

Darebin Council follows Councillor and Staff Interaction Protocols that apply whenever a Councillor and Council staff member interact. The Protocols cover requests for information on strategic and service issues, and discussions or other communications (including verbal discussions, emails and SMS communications) that take place outside a formal meeting (e.g. where a Councillor approaches a staff member for clarification in relation to a report) and involve an issue affecting Council.

These protocols are in place throughout the organisation and are incorporated in both the Councillor Code of Conduct and Excellence in Governance and the Darebin City Council Employee Code of Conduct. All staff are provided with training, which forms part of the organisational corporate induction process.

5. Conflict of interest declaration

In accordance with the *Local Government Act 1989*, during 2015/2016 there were 23 Conflicts of Interest declared by Councillors and one Conflict of Interest declared by a Council Officer.

6. Assemblies of Councillors

The *Local Government Act 1989* provides for 'Assemblies of Councillors'. An Assembly of Councillors is a scheduled meeting, briefing or workshop involving at least half of the Councillors and one member of Council staff. Matters are considered that are intended to or likely to be the subject of a Council decision, or subject to the exercise of a function, duty or power of the Council under delegation by a Special Committee or a member of Council staff. The following section provides information on Assemblies of Councillors during 2015/2016.

An Advisory Committee with at least one Councillor present is also an Assembly of Councillors. Councillors at such Assemblies are required to disclose conflicts of interest in accordance with the provisions of the Act and to leave the meeting prior to discussions about those particular agenda items.

In 2015/2016 there were 81 Assemblies of Councillors convened, including Councillor Briefing Sessions and Strategic Workshops, which take place twice a month.

7. Council meetings

Council meetings are usually held on the first and third Mondays of each month. The times and venues of Council meetings are fixed annually and advertised in Darebin's local newspapers and on our website www.darebin.vic.gov.au/meetings

Meetings of the Council are generally open to the public. Council is committed to transparent governance and meetings are only closed when considering confidential reports. During 2015/2016, 32 Council reports were considered confidential matters.

In addition to considering reports at Council meetings, the community is invited to ask or submit questions during public question time. In 2015/2016, 139 questions were submitted for public question time.

The record of Councillor attendance at Ordinary meetings of Council and Special Council meetings held during 2015/2016 is shown in the table below.

Date	Ordinary Meeting	Special Meeting	Number of Reports	Confidential Items	Questions from the Gallery	Notices of Motion	Cr Laurence	Cr Walsh	Cr Fontana	Cr Williams	Cr Li	Cr McCarthy	Cr Villella	Cr Greco	Cr Tsitas
6/07/2015	1		11	1	11	5	1	1	1	1	1	1	1	1	LoA
20/07/2015	1		8	0	8	4	1	1	1	1	1	1	1	1	LoA
3/08/2015	1		7	2	7	3	1	1	1	1	1	1	1	1	LoA
17/08/2015	1		11	0	5	8	1	1	1	1	1	1	1	LoA	1
3/09/2015		1	0	1	0	0	1	1	1	1	1	1	1	1	1
7/09/2015	1		14	0	8	8	1	1	1	LoA	1	1	1	1	1
21/09/2015	1		8	0	5	3	1	1	1	1	Ap	1	1	1	1
5/10/2015	1		12	1	7	4	1	1	1	1	Ap	LoA	1	1	1
19/10/2015	1		6	1	7	10	Ap	1	1	1	1	1	1	1	1
9/11/2015		1	6	0	0	0	1	1	1	1	1	1	1	1	1
23/11/2015	1		18	2	10	6	1	1	1	1	1	1	Ap	1	1
7/12/2015	1		17	2	14	1	1	1	1	1	1	1	1	1	1
1/02/2016	1		11	3	16	1	1	1	1	1	1	1	1	1	1
15/02/2016	1		6	2	13	1	1	1	1	1	1	1	Ap	1	1
16/02/2016		1	0	1	0	0	1	1	1	1	1	1	1	1	1
22/02/2016		1	0	1	0	0	1	1	1	1	1	1	1	1	1
7/03/2016	1		10	3	4	8	1	1	1	1	1	1	1	1	1
21/03/2016	1		11	2	2	5	1	1	1	Ap	1	Ap	1	1	1
4/04/2016	1		4	1	4	1	Ap	1	1	1	1	1	1	LoA	1
18/04/2016	1		12	4	2	1	1	1	1	1	1	1	1	1	1
2/05/2016	1		3	2	3	3	1	1	1	1	1	1	1	1	1
16/05/2016	1		9	1	4	4	1	1	1	1	1	1	1	1	1
6/06/2016	1		7	1	5	2	1	1	1	1	1	1	1	1	1
20/06/2016	1		10	1	4	4	1	1	1	1	1	LoA	Ap	1	1
27/06/2016		1	3	0	0	0	1	1	1	1	1	1	1	1	1
28/06/2016		1	3	0	0	0	1	Ap	1	1	1	Ap	1	LoA	1
	20	6	207	32	139	82	24	25	26	25	24	24	23	26	26

LoA: Approved leave of absence

Ap: Apology

8. Our Council committees

Darebin City Council has four Standing Committees, known as Special Committees, to facilitate efficient and effective decision-making processes. Our Special Committees are the Hearing of Submissions Committee, the Planning Committee, the Bundoora Homestead Board of Management, and the Audit Committee. The Planning Committee is the only Committee that can make decisions on behalf of Council and manage a service or facility on behalf of Council. The other Committees make recommendations to Council.

Darebin City Council also has a number of Community Advisory Committees that provide specialist advice or recommendations to Council. They differ from Special Committees in that they do not have formal delegated authority from Council to make decisions or exercise the power conferred on them.

Information about all of our committees is available on our website at www.darebin.vic.gov.au/Committees

9. Hearing of Submissions Committee

The Hearing of Submissions Committee is a Special Committee appointed pursuant to section 86 of the *Local Government Act 1989* to hear and report to Council on submissions received in accordance with section 223 of the Act.

The Committee comprises all Councillors and meets as required to hear submissions in relation to many of Council's powers under various Acts. The statutory procedures require Council to give public notice of each proposal and invite public submissions in relation to the proposal.

The Committee has delegated authority to hear any person who has requested to be heard in support of their written submission made under section 223 of the Act. The Committee reports as required to a subsequent Council meeting. A separate report on each specific matter heard by the Committee is submitted for formal determination by the Council.

9.1 Hearing of Submissions Committee membership and attendance in 2015/2016

Date	Hearing of Submissions Committee	Cr Laurence	Cr Walsh	Cr Fontana	Cr Williams	Cr Li	Cr McCarthy	Cr Villella	Cr Greco	Cr Tsitas
28/09/2015	1	1	1	1	1	Ap	LoA	1	1	1
15/03/2016	1	1	1	1	Ap	1	1	Ap	1	1
9/06/2016	1	1	1	1	1	1	1	1	1	Ap
	3	3	3	3	2	2	3	2	3	2

LoA: Approved leave of absence

Ap: Apology

9.2 The year in review for the Hearing of Submissions Committee

The Hearing of Submissions Committee met three times during 2015/2016 to hear submissions in relation to:

- Proposed discontinuance and acquisition of title of right-of-way, rear 185 Westgarth Street and adjoining 1 Bower Street, Northcote.
- Johnson Park proposed dog off-lead area.
- Proposed budget 2016/2017.

10. Planning Committee

The Planning Committee is a Special Committee appointed pursuant to section 86 of the *Local Government Act 1989* to assist Council in urban planning matters. It also deals with applications for permits under the *Planning and Environment Act 1987*.

Planning Committee meetings are held on the second and fourth Mondays of each month to consider and determine:

- Applications that receive five or more objections, fail to meet the objectives of adopted Council policy, or raise major policy implications and applications for major development and change of use.
- Minor amendments to development plans that can be determined by the Planning Committee.

The Planning Committee has delegated authority to determine applications and has discretion to refer matters to full Council when appropriate.

10.1 Planning Committee membership and attendance 2015/2016

All Councillors were members of the Committee. Cr Tsitas (Mayor from 10 November 2014 to 8 November 2015) and Cr. Fontana (Mayor from 9 November 2015 to 21 October 2016) were the Chairpersons during those respective periods. Councillor attendance at Planning Committee meetings is shown in the table below.

Date	Planning Committee Meeting	Number of Reports	Cr Laurence	Cr Walsh	Cr Fontana	Cr Williams	Cr Li	Cr McCarthy	Cr Vilella	Cr Greco	Cr Tsitas
13/07/2015	1	4	1	1	1	1	1	1	1	1	LoA
27/07/2015	1	3	Ap	1	1	1	1	1	Ap	1	LoA
10/08/2015	1	4	1	1	1	1	1	Ap	Ap	LoA	1
24/08/2015	1	6	1	1	1	1	1	1	1	LoA	1
14/09/2015	1	4	1	1	1	LoA	Ap	1	Ap	1	1
28/09/2015	1	3	1	1	1	1	Ap	LoA	1	1	1
12/10/2015	1	4	1	1	1	1	Ap	1	1	1	1
26/10/2015	1	3	Ap	1	1	1	1	1	1	1	1
30/11/2015	1	9	1	1	1	1	1	1	1	1	1
14/12/2015	1	12	1	1	1	Ap	1	1	1	1	1
8/02/2016	1	4	1	1	1	1	1	1	1	1	1
22/02/2016	1	9	1	1	1	1	1	1	1	1	1
15/03/2016	1	9	1	1	1	1	1	1	Ap	1	1
29/03/2016	1	9	1	1	1	1	1	1	Ap	Ap	1
11/04/2016	1	17	1	1	1	Ap	1	1	1	1	1
26/04/2016	1	7	1	1	1	1	1	1	1	1	1
9/05/2016	1	14	1	1	1	1	1	1	1	1	1
23/05/2016	1	8	1	1	1	Ap	1	1	1	1	1
14/06/2016	1	19	Ap	1	1	1	1	1	1	1	Ap
27/06/2016	1	12	1	1	1	1	1	1	1	1	1
	20	160	17	20	20	17	17	18	14	18	18

LoA: Approved leave of absence

Ap: Apology

10.2 The year in review for the Planning Committee

The Planning Committee considered reports on planning applications during the year. The Committee also received reports on:

- Details of recent and upcoming appeals at the Victorian Civil and Administrative Tribunal.
- The progress of significant planning applications.
- Specific matters of interest or statutory planning matters that were required to be reported to Council.
- New and amended development plans for future redevelopment areas in Northcote and Bundoora.
- Submissions from objectors and applicants for planning permits where the item was being considered by the Planning Committee.

Key issues in 2015/2016

The Planning Committee dealt with a number of large and complex planning applications, including:

- A six-storey mixed use development at 472 High Street Preston (refused).
- A five-storey residential development at 154 High Street, Northcote.
- An 18-storey and a 14-storey mixed use development at 63-71 Plenty Road, Preston (both refused).
- A five-storey mixed use development at 72a Station Street, Fairfield.
- A six-storey mixed use development at 501-503 Plenty Road, Preston (refused).
- A five-storey mixed use development at 466 High Street, Preston.
- A five-storey mixed use development at 752 High Street, Thornbury (refused).
- A six-storey mixed use development at 712-716 High Street, Thornbury (refused).
- A six-storey residential development at 481-485 St Georges Road, Thornbury (refused).
- A six-storey mixed use development at 518 High Street Preston (refused).

Challenges

The Planning Committee functioned efficiently and made decisions on 160 applications in 2015/2016 compared with 86 in 2014/2015 and 73 in 2013/2014. This included consideration of a number of major development applications. The number of objections lodged regarding planning applications sharply increased in the City of Darebin during 2015/2016. This highlights the challenge for Council in managing the growth pressures and increasing demand for different forms of housing such as apartments.

11. Bundoora Homestead Board of Management

The Bundoora Homestead Board of Management is a Special Committee appointed pursuant to section 86 of the *Local Government Act 1989* to manage the operation of Bundoora Homestead Art Centre, the public art gallery within the City of Darebin. The Board is made up of nominated Councillors and community representatives and has delegated authority from the Council to manage Bundoora Homestead.

11.1 Bundoora Homestead Board of Management membership and attendance 2015/2016

Date	Bundoora Homestead Board of Management	Cathy Dodson	Sally Jones	Craig Barrie	Megan Williams	Tahila Azaria	Cr Laurence	Cr Vilella	Cr Greco
22/07/2015	1	Ap	Ap	1	1	1	Ap	1	1
	1	0	0	1	1	1	0	1	1

LoA: Approved leave of absence

Ap: Apology

N/A: Not applicable

11.2 The year in review for the Bundoora Homestead Board of Management

Bundoora Homestead highlights of 2015/2016 included:

- Education Programs at Bundoora Park Farm were extremely successful. 8,176 children were involved, which is the highest recorded number for a financial year.

- Strong volunteer and work experience/placement programs. This included 35 volunteers per semester contributing to Bundoora Park Farm on a weekly basis and 30 different work experience placements.
- The annual number of people visiting Bundoora Park farm continued to impress with an estimated 80,000 people visiting in 2015/2016.
- Construction of animal shelters in paddocks and new chicken and cockatoo enclosures.
- Darebin Children's Day in May was attended by more than 6,000 families. They enjoyed free access to the Bundoora Farm and Cooper's Settlement and were entertained with face painting, pony rides, interactive art activities, puppet shows, local bands and information stalls.

11.3 Bundoora Homestead Board of Management outlook for 2016/2017

- Confirm and finalise exhibitions, public programs and events for 2016/2017.
- Continue to work on the digitisation of the Art and History Collection.
- Approve acquisitions for the City of Darebin Art and History Collection.

You can find more information about Bundoora Homestead on our website www.darebin.vic.gov.au/BundooraHomestead

12. Audit Committee

The Audit Committee is an Advisory Committee appointed in accordance with section 139 of the *Local Government Act 1989*. The Audit Committee assists Council in fulfilling its responsibilities relating to risk management, financial management, control and reporting.

The scope of its activity is to help:

- Enhance the credibility and objectivity of internal and external financial reporting.
- Effectively manage financial and other risks and protect Council assets.
- Comply with laws and regulations and use best practice guidelines.
- Ensure that the internal audit function operates effectively.
- Provide an effective means of communication between the external auditor, internal auditor, management and Council.

The Audit Committee has no delegated powers and its decisions become recommendations to be considered at Council meetings.

The Audit Committee consists of two Councillors and three external members. External members are appointed by Council and contribute additional local government regulatory knowledge along with finance, audit or management experience. The external members are appointed for two-year terms with an option to extend for another two years by mutual consent.

The Audit Committee met on five occasions in 2015/2016:

- 31 August 2015
- 5 October 2015
- 7 December 2015
- 7 March 2016
- 6 June 2016

Audit Committee Members

Name	Role	Period	Attendance
Mr Michael Said	Chairperson	July 2015 – June 2016	5 of 5 meetings
Certified Practising Accountant; Registered Company Auditor.			
Dr Bruce Carroll	Deputy Chairperson	July 2015 – March 2016	4 of 4 meetings
Doctor of Philosophy; Master of Education; Graduate Diploma; Bachelor of Arts; Member – Australian Institute of Company Directors; Member – Australian Human Resource Institute.			
Mr Terry Richards	Independent External Member	July 2015 – June 2016	5 of 5 meetings
Certified Practising Accountant; Bachelor of Business (Accounting); Postgraduate Diploma in Arts (Criminology); Diploma of Government (Fraud Control); Diploma of Government (Investigation).			
Cr. Tim Laurence	Internal Member	July 2015 – November 2015	2 of 2 meetings
Cr. Steven Tsitas	Internal Member	July 2015 – November 2015	2 of 2 meetings
Cr. Vince Fontana*	Internal Member	November 2015 – June 2016	3 of 3 meetings
Cr. Oliver Walsh*	Internal Member	November 2015 – June 2016	3 of 3 meetings

*At the Special Council meeting on 12 November 2015, Cr Fontana and Cr Walsh were appointed to the Audit Committee as new members.

12.1 Audit Committee attendance 2015/2016

Councillors attended all meetings in 2015/2016. The June 2016 meeting was attended by two external Committee Members as Dr Bruce Carroll's term had finished and a third external member had not been appointed.

The Chief Executive and Director of Corporate Services attended all Audit Committee meetings held in 2015/2016 and each of Council's Directors attended as required to brief the Committee on the activities of their respective divisions.

13. The audits we undertake here at Darebin Council

During the 2015/2016 financial year the following internal audits were conducted and reports tabled at Audit Committee meetings for endorsement:

- Follow-Up of Selected Higher Risks Matters Raised in Prior Internal Audit Reports.
- Internal Audit Progress Reports.
- Privacy Management.
- Procurement – over the tender threshold.
- Strategic Internal Audit Plans.
- VicRoads Information Protection Agreement.
- GST Compliance Review.
- City Works and Parks and Gardens.
- Core Financial Functions.
- Councillor Expense Claims.
- Information Technology General Controls Review.
- Information Technology Strategy Review.

- Risk Management Framework.
- Community Grants Process Review.
- FBT Compliance.
- Gifts and Donations for Councillors and Staff.

13.1 Internal audit processes

The Audit Committee has the following internal audit responsibilities:

- Review with management and the internal auditor the charter, activities, staffing and organisation structure of the internal audit function.
- Review and recommend the annual audit plan for approval by the Darebin City Council and all major changes to the plan.
- Monitor processes and practices to ensure that the appropriateness and independence of the internal audit function is maintained.
- As part of the Audit Committee's annual assessment of performance, determine level of satisfaction with the internal audit function having consideration of the Institute of Internal Auditors' International Standards for the Professional Practice of Internal Auditing.
- Monitor that the internal auditor's annual plan is linked with and covers the material business risks.
- Provide an opportunity for the Audit Committee to meet with the internal auditors to discuss private matters.

Council's internal audit function provides independent and objective assurance that the appropriate processes and controls are in place across Council.

- Internal audit is provided by Crowe Horwath, an organisation with extensive local government experience. A risk-based three-year strategic internal audit plan is revised annually to ensure the audit resources remain focused on the appropriate areas. The review process considers Council's risk framework; the Council Plan; the impact of any change on operations, systems or the business environment; prior audit coverage; and outcomes and management input. The strategic internal audit plan is reviewed and approved by the Audit Committee annually.
- The internal auditors attend each Audit Committee meeting to report on the status of the internal audit plan, provide an update on the implementation of audit recommendations and present findings of completed reviews. The responsible director and manager for each area reviewed are required to attend the Audit Committee meeting to respond to questions in relation to the review.
- All audit issues identified are risk rated. Recommendations are assigned to the responsible manager. Managers provide quarterly status updates that are reviewed by the internal auditor and reported to the Audit Committee.
- Quality assurance is measured through client satisfaction surveys, the annual Audit Committee self-assessment and completion of the internal audit plan.

13.2 External audit processes

The Audit Committee has the following external audit responsibilities:

- Note the external auditor's proposed audit scope and approach, including any reliance on internal auditor activity.
- Provide an opportunity for the Audit Committee to meet with the external auditors to discuss private matters.

For the 2015/2016 financial year, Council's financial and standard statements and performance statement were externally audited by The Victorian Auditor General.

The external auditors attend the March and June Audit Committee meetings to present the annual audit plan and independent audit report. The external audit management letter and responses are also provided to the Audit Committee.

14. Darebin Community Advisory Committees

Council relies upon a number of Community Advisory Committees to facilitate community participation and provide input into policy and service development. Community Advisory Committees typically include one Councillor and a proxy, Council officers, and a number of community representatives.

The community representatives can be local residents or representatives of service authorities, support agencies or community organisations. Advisory Committee representatives are appointed through an expression of interest process. Council reviews the committees' terms of reference annually before the Councillor representatives are appointed (usually at the statutory meeting of Council in November). Each committee has a Council officer who supports the operation of the committee. Community Advisory Committees report to Council on their special areas of expertise and interest biannually and their advice contributes to the development and evaluation of Council strategies, policies and programs.

14.1 A list of the Darebin Community Advisory Committees in 2015/2016

Below is a list of all Darebin Community Advisory Committees. This information is also available on our website www.darebin.vic.gov.au/Committees

Community Advisory Committee	Appointments for 2015/2016
Active and Healthy Ageing Community Board	Cr. J. Williams (Chair) Cr. G. Greco (proxy)
Darebin Aboriginal Advisory Committee	Cr. V. Fontana Cr. G. Greco (proxy)
Darebin Arts Ambassadors	Cr. T. McCarthy (Chair) Cr. A. Villella (proxy)
Darebin Australia Day Committee	Cr. V. Fontana
Darebin Bicycle Advisory Committee	Cr. B. Li (Chair) Cr. T. McCarthy (proxy)
Darebin Child Friendly City	Cr. J. Williams (Chair) Cr. T. McCarthy (proxy)
Darebin Disability Advisory Committee	Cr. J. Williams (Chair) Cr. G. Greco (proxy) Cr. O. Walsh (proxy)
Darebin Domestic Animal Management Reference Group	Cr. J. Williams Cr. T. McCarthy (proxy)
Darebin Education Committee	Cr. B. Li (Chair) Cr. G. Greco (proxy)
Darebin Environmental Reference Group	Cr. T. McCarthy (Chair) Cr. S. Tsitas (proxy)
Darebin Housing Committee	Cr. T. Laurence (Chair) Cr. G. Greco (proxy)
Darebin Interfaith Council	Cr. G. Greco (Chair) Cr. T. Laurence (proxy)
Darebin Women's Advisory Committee	Cr. J. Williams (Chair) Cr. A. Villella (proxy)

Community Advisory Committee	Appointments for 2015/2016
Darebin Youth Advisory Group	Cr. A. Villella (Chair) Cr. O. Walsh (proxy)
Edwardes Lake Park Reference Group	Cr. G. Greco Cr. T. Laurence Cr. A. Villella
Municipal Emergency Management Planning Committee	Cr. V. Fontana (Chair)
Northland Urban Renewal Precinct Steering Committee	Cr. V. Fontana Cr. B. Li Cr. J. Williams (Co-Chairs)
Preston Business Advisory Committee	Cr. J. Williams (Chair) Cr. B. Li (proxy)
Reservoir Structure Plan Community Reference Group	Cr. G. Greco Cr. T. Laurence Cr. A. Villella (Co-Chairs)
Sexuality, Sex and Gender Diversity Advisory Committee	Cr. B. Li (Chair) Cr. T. McCarthy (proxy)

14.2 Some highlights from our Advisory Committees

- The Active and Healthy Ageing Community Advisory Board assisted in the planning and delivery of the Reservoir Village Festive Day for Seniors and hosted the Darebin Seniors' Expo during the Victorian Seniors' Festival in October.
- The Darebin Aboriginal Advisory Committee was involved in the consultation process for renaming Batman Park and the Federal Electorate of Batman; provided advice regarding Darebin Council's Aboriginal Employment Strategy; and gave feedback on the Darebin Aboriginal Employment Strategy process.
- The Darebin Australia Day Committee organised a successful Australia Day Awards event on 21 January 2016, with approximately 300 attendees.
- Darebin Bicycle Advisory Committee members provided feedback and suggestions on a range of cycling projects including: bicycle provision at Miller Street and St Georges Road intersection; the alignment of the Great Western Shimmy bicycle route; bicycle provision at Miller Street and High Street intersection; and the Tyler Street contraflow bike lane.
- The Darebin Disability Advisory Committee led the implementation of the Darebin Disability Access and Inclusion Plan 2015-2019 and remained updated and engaged in issues relating to the NDIS and Aged Care Reforms.
- The Darebin Domestic Animal Management Reference Meeting guided the implementation of Council's Animal Rescue Program, which saved the lives of more than 1,000 animals.
- The Darebin Education Committee led a successful pilot project to promote the Darebin Spiritual Healing Trail as a local resource to teach Aboriginal history, culture and emotional wellbeing.
- The Darebin Environmental Reference Group assisted with the preparation and promotion of Council's environmental events including the Sustainable Living Expo and the Darebin Climate Forum. The Reference Group also provided community feedback in relation to the Natural Heritage, Water, and Waste and Litter strategies and the Solar \$aver project.
- The Darebin Interfaith Council supported the World Interfaith Harmony Week 'Stories of Hope' youth event, which exceeded expectations as participants listened to young speakers from the Baha'i, Islam, Christian, Jewish, Buddhist, Sikh and Hindu faiths.
- Darebin Women's Advisory Committee members provided advice on: the extension of the Women's Equity Strategy, Gender Equity Action Plan, and Preventing Violence Against

Women Action Plan beyond 2015; and women’s leadership and participation, notably, ways for Council to support women to run for local elections.

- The Preston Business Advisory Committee delivered five promotional events, four of which were uniquely designed for Preston Central and included the Race to Preston Market. The Committee planned Christmas Decorations and entertainment; and sponsored the Northern Blues annual Leukaemia Lunch and the Darebin Homemade Food and Wine Festival.
- The Darebin Sexuality, Sex And Gender Diversity Advisory Committee provided advice to Council regarding activities and support for older and isolated LGBTIQ residents. Members also participated in events marking International Day against Homophobia, Biphobia and Transphobia 2016; consulted with MIND Australia on the scoping of a new LGBTIQ mental health support service in Darebin; and provided advice in relation to scoping for a new LGBTIQ Indigenous support group.

14.3 Newly-established Advisory Committees

There were no new Advisory Committees formed in 2015/2016.

15. Community Support Program

Every year Darebin City Council provides funds and assistance to not-for-profit groups and organisations through the Darebin Community Support Program (CSP)

www.darebin.vic.gov.au/CSP

The program helps our communities to develop and implement programs and activities that build thriving and creative cultures; environmentally sustainable and resilient neighbourhoods; healthy and connected communities that promote access, inclusion and human rights; and provide people who live, study and work in Darebin with a chance to participate fully in community life.

Council also funds a Quick Response Program, which is available throughout the year for groups who missed the annual funding round. Sixteen venue hire subsidy applications requesting a total of \$22,144.67 were submitted under the Quick Response Program. Of these, 12 applicants were approved a total of \$4,709.91.

Summary of applications received and recommendations for the 2015/2016 funding round

Program	Applications Received	Applications Approved	% Approved	Amount Requested	Amount Approved
Cash Grants	161	121	75%	\$662,216	\$226,010
Facility Hire Subsidy Grants	52	48	92%	\$88,132	\$74,529
Total	213	169	79%	\$750,348	\$300,539

Annual Cash Grant applications by funding streams

Funding Stream	Applications Received	Applications Approved	% Approved	Amount Requested	Amount Approved
Arts and Culture	29	21	72%	\$126,678	\$57,400
Sport and Recreation	21	16	76%	\$93,864	\$24,700
Environment	12	10	83%	\$59,400	\$21,000
Community Development	99	74	75%	\$382,274	\$122,910
Total	161	121	75%	\$662,216	\$226,010

Annual facility hire subsidy applications by venue

Funding Stream	Applications Received	Applications Approved	% Approved	Amount Requested	Amount Approved
Preston City and Shire Halls	16	16	100%	\$24,166	\$24,143
Northcote Town Hall	10	9	90%	\$14,005	\$10,932
Darebin Arts and Entertainment Centre	4	1	25%	\$9,978	\$993
Intercultural Centre	9	9	100%	\$20,191	\$20,191
Libraries' Meeting Rooms	7	7	100%	\$13,258	\$12,598
Reservoir Civic Centre	2	2	100%	\$2,754	\$2,754
Donald Street Community Hall	1	1	100%	\$984	\$984
Clyde Street Community Hall	2	2	100%	\$1,102	\$1,102
Fairfield Community Hall	1	1	100%	\$832	\$832
Total Subsidies	52	48	92%	\$87,270	\$74,529

Further information about the Community Support Program is available on our website www.darebin.vic.gov.au/CSP

16. Freedom of Information

The *Freedom of Information Act 1982* grants the community the right to access certain Council documents. This general right of access is limited by exceptions and exemptions that have been prescribed to protect public interests, and the private and business affairs of people about whom Council holds information.

The Act has four main functions:

- To provide a general right of access to documents.
- To enable individuals to amend incorrect information about them held by agencies.
- To provide rights of appeal in relation to the previous two functions.
- To require agencies to publish certain details about themselves and their functions.

Written requests for documents under the *Freedom of Information Act 1982* must be addressed to the:

Freedom of Information Officer
Darebin City Council
PO Box 91
Preston 3072

The table below outlines the Freedom of Information requests that Council has received over the past four years.

FOI requests received	2012/2013	2013/2014	2014/2015	2015/2016
New requests	30	33	31	35
Access granted in full	3	11	0	0
Access granted in part	13	6	18	17
Access denied in full	3	1	2	0
Requests not finalised at the end of the reporting period	4	4	2	4
Withdrawn	0	0	2	8
Requests outside the Act	0	0	2	0
Requests, no documents existed	5	4	1	3
Others: Not processed, Not proceeded with, Act did not apply	2	7	4	4
Application fees collected	\$702	\$819	\$817	\$867.60
Charges collected	\$497	\$534	\$501	\$706.00

17. Information privacy

Council believes that the responsible handling of personal information is a key aspect of good corporate governance and is strongly committed to protecting an individual's right to privacy. Council will take the necessary steps to ensure that personal information customers and residents share with us remains confidential.

Council is committed to ensuring that personal information received by the organisation is collected and handled in a responsible manner and in accordance with the Information Privacy Principles incorporated within the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001*. Council's Information Privacy Policy and Health Privacy Policy are available on our website www.darebin.vic.gov.au/Privacy

Darebin City Council received two privacy complaints in 2015/2016.

18. Protected Disclosures

The *Protected Disclosure Act 2012* (PDA) facilitates disclosures of improper conduct by the Council or its employees and provides protection for people who make disclosures. Darebin City Council has a high regard for transparency and accountability and fully supports the PDA.

18.1 Disclosures

A protected disclosure:

- about a Councillor must be referred to the Independent Broad-based Anti-corruption Commission (IBAC) or the Ombudsman; or
- about a Council officer/employee can be made either to the Council's Protected Disclosure Coordinator (PDC) or directly to the IBAC.

On receipt of a disclosure (via a Protected Disclosure form) the PDC will determine if it is made in accordance with the PDA, i.e. whether the disclosure shows or tends to show that a person, public officer or public body:

- has engaged, is engaging or proposes to engage in improper conduct; or
- has taken, is taking or proposes to take detrimental action against a person in contravention of the PDA.

Detrimental action includes:

- action causing injury, loss or damage; or
- intimidation or harassment; or
- discrimination, disadvantage or adverse treatment in relation to a person's employment, career, profession, trade or business, including the taking of disciplinary action.

If the disclosure falls within the meaning of the PDA, Council must within 28 days:

- refer the disclosure to IBAC for determination as to whether it is a protected disclosure; and
- notify the person who made the disclosure that IBAC will determine whether an investigation will occur and who will conduct the investigation.

If Council determines that the disclosure does not meet the requirements of the PDA to be considered a protected disclosure, the complainant must be informed of the decision and of their entitlement to make the disclosure directly to IBAC.

From 1 July 2015 to 30 June 2016 there were 2 protected disclosures reported.

Further information about applying the PDA is available from the Protected Disclosure Coordinator and from our website www.darebin.vic.gov.au/Governance

19. Documents available for inspection

In accordance with regulation 12 of the Local Government (General) Regulations 2015, the following are prescribed documents that are available for public inspection during office hours at the Darebin Civic Centre, 274 Gower Street, Preston. Copies of the documents can be obtained for the purposes of section 222 of the *Local Government Act 1989* at the Darebin Civic Centre.

- A document containing details of overseas or interstate travel (other than interstate travel by land for less than three days) undertaken in an official capacity by any Councillor or member of council staff in the previous 12 months.
- The agendas for, and minutes of, ordinary and special meetings held in the previous 12 months which are kept under section 93 of the Act, other than those agendas and minutes relating to a part of a meeting which was closed to members of the public under section 89 of the Act and are confidential information within the meaning of section 77(2) of the Act.
- The minutes of meetings of special committees established under section 86 of the Act and held in the previous 12 months, other than those minutes relating to a part of a meeting which was closed to members of the public under section 89 of the Act and are confidential information within the meaning of section 77(2) of the Act.
- A register of delegations kept under sections 87(1) and 98(4) of the Act, including the date on which the last review took place under sections 86(6) and 98(6), respectively, of the Act.
- A document containing details of all leases involving land which were entered into by the Council as lessor, including the lessee and the terms and the value of the lease.
- A register maintained under section 224(1A) of the Act of authorised officers appointed under that section.
- A list of donations and grants made by the Council in the previous 12 months, including the names of persons who, or bodies which, have received a donation or grant and the amount of each donation or grant.

20. Other information available for inspection

- General Local Law No. 1 of 2015 and Governance Local Law 2013.
- The program for applying Best Value principles, together with any quality or cost standards adopted by Council.
- The Council Plan, Strategic Resource Plan, Council Budget and Annual Report.
- The Councillor Code of Conduct.
- The Councillor Support and Expenses Policy.

- Election campaign donation returns by candidates at the previous Council election.
- Council's Procurement Policy.
- Certified voters' roll.
- Names of Councillors who submitted returns of interest during the financial year.
- Names of Council officers who were required to submit a return of interest during the financial year.
- Register of Delegations to Special Committees and to members of Council staff – including date of last review.

Requests about the information available for inspection should be directed to the Executive Manager Corporate Governance and Performance.

21. Contracts

During 2015/2016 Council did not enter into any contracts valued at \$150,000 or more for goods or services or \$200,000 or more for works of a kind specified in section 186(5)(a) and (c) of the Act. It also did not enter into any other contracts valued at \$150,000 or more for goods or services or \$200,000 or more for works without engaging in a competitive process.

22. Report against the *Road Management Act (2004)*

In its role as a road authority, Council must comply with the requirements of the *Road Management Act 2004*. The aim of the Act is to provide a safe and efficient road network via a coordinated approach and a legal framework for the management of public roads.

The Act gives road authorities the option of developing a Road Management Plan (RMP). The RMP provides a policy defence against claims for damages from road users and articulates the intervention levels that will be implemented to maintain the integrity of Council's road assets, ensuring that these assets are safe for all road users.

The RMP:

- Establishes a management system for the road management functions of Council that is based on policy, operational objectives and available resources.
- Establishes the relevant standards or policies in relation to the discharge of duties in the performance of those road management functions.
- Details the management systems that Council proposes to implement in the discharge of its duty to inspect, maintain and repair those public roads for which Council is responsible.

Council adopted its initial RMP in 2004, revised it in 2009 and adopted the latest plan on 1 July 2013. Under section 54(5) of the RMA "a road authority must in accordance with the regulations conduct a review of its Road Management Plan at prescribed intervals". Regulation 301 of the Road Management (General) Regulations 2005 requires Council to complete its review of the RMP within six months after each general election or by the next 30 June, whichever is later.

We have four mobile tablet devices that enable us to collect live data in the field. This data is collected by our Inspection Officer and is uploaded directly into our asset management system. This information is used to produce a GPS record of the inspection, a temporary repairs works request and the permanent repair works request if required.

23. Risk Management Attestation

I, Rasiah Dev, Chief Executive, can attest that Darebin City Council has met its obligations under Council's adopted Risk Management Policy and Framework and in line with Australian/New Zealand Standard AS/NSZ ISO 31000:2009.

Strategic and Operational Risk registers are reviewed annually and monitored on a quarterly basis to ensure new and evolving risk exposures are considered and treated appropriately and timely. A dedicated Corporate Risk department provides risk management advice, guidance and support across the organisation to effectively manage risks, mitigate exposures and protect the organisation from potential litigation.

Compliance can be verified through regular reporting to the Executive Management Team, Governance, Risk and Corporate Performance Committee and the Audit Committee.

Rasiah Dev
Chief Executive

24. Statutory Reports

24.1 Darebin Best Value Report 2015/2016

The *Local Government Act 1989* requires that all councils comply with a series of Best Value principles and report to communities on how they have achieved this.

The principles are based on:

- Quality and cost standards
- Responsiveness to community needs
- Accessibility
- Continuous improvement
- Community consultation
- Reporting to the community

To ensure the principles were given effect, the Darebin City Council implemented a program of continuous improvement characterised by a regular cycle of business planning and reporting.

Achievements within the Continuous Improvement Framework for 2015/2016 were:

- The annual business planning and evaluation process applied the Best Value principles.
- Local Government Performance indicators and service indicators were incorporated into the Continuous Improvement Framework and benchmarked against previous results.
- A scorecard showing Council's progress against the targets in the Council Plan was published in the Darebin Community News and delivered to every household.

In addition, there were a number of programs and projects that addressed the Best Value principles. A selection of these is shown below:

- A report on progress against Council's strategies was reported to Council and posted on our website.
- A Quality and Continuous Improvement Framework was adopted by the Aged and Disability department to ensure the highest standards in policies and procedures.
- The Kindergarten Centralised Waiting List was reviewed to simplify the application process and prepare for an online portal.
- The Street Cleaning team carried out 89 'special needs' hard waste collections. This is where the resident cannot access the booked or annual collection for various reasons such as age, disability, etc.
- The Equity and Inclusion Planning and Audit Tool ensured that every significant Council project addressed the needs of our diverse community – particularly those in danger of social exclusion.
- Between January and June 2016 Youth Services undertook a detailed service review that was based on the Best Value principles.
- After extensive consultation with the community, recommendations for improvements to service were included in the Customer Service Model Review.

24.2 National Competition Policy – Local Government Compliance Statement

In accordance with reporting guidelines issued by Local Government Victoria, we certify that we:

- Are compliant with respect to the requirements of trade practices legislations.
- Applied the competition test to all new local laws made in 2015/2016.
- Applied competitive neutrality measures to all significant businesses.

24.3 Domestic Animal Management

Darebin's Domestic Animal Management Plan (DAMP) 2013-2017 aims to guide Council and the community towards the goal of responsible animal ownership and management. The Plan was developed in accordance with the *Domestic Animals Act 1994*.

Key highlights and achievements in 2015/2016 included:

- A commitment to develop a Regional Animal Management Facility with Moreland and Whittlesea City Councils.
- The third annual Darebin Pet Expo in March 2016.
- Hosting a Facebook page to help find/rehome lost animals [facebook.com/darebinlostanimals](https://www.facebook.com/darebinlostanimals)
- Providing \$50,000 to rescue groups for the provision of veterinary care, including de-sexing pets to be rehomed.
- The appointment of 1.7 (EFT equivalent) positions dedicated to rehoming animals.
- Providing an extra 24-48 hours in addition to the statutory holding period so that rescue groups were more likely to rehome animals.
- Building stronger links with foster care and rescue groups.
- Reviewing cat management and trapping processes.
- Encouraging responsible pet ownership through community education focused on de-sexing, microchipping, registrations and general animal welfare. This included running a pet expo, advertising and regular articles in our publications.
- Promoting animal fostering to 16,000 pet owners via registration notice renewals.
- Discounted de-sexing, registration and microchipping programs for healthcare card holders.
- A pet registration amnesty and doorknocking neighbourhoods to increase animal registration.

Dogs	2015/2016	2014/2015	2013/2014
Number of dogs impounded	551	615	645
Returned to owner by Council	23	55	48
Number returned to owner	439 (80%)	551 (90%)	545 (84%)
Number rehoused	18 (3%)	48 (8%)	58 (9%)
Number transferred to rescue	17	21	18
Surrendered directly to rescue	3	1	1
Number euthanased	9 (2%)	24 (4%)	39 (6%)
Cats			
	2015/2016	2014/2015	2013/2014
Number of cats impounded	728	950	732
Returned to owner by Council	2	4	5
Number returned to owner	53 (7%)	68 (8%)	71 (10%)
Number rehoused	78 (11%)	88 (9%)	60 (9%)
Number transferred to rescue	262	464	126
Surrendered directly to rescue	16	45	34
Number euthanased	200 (27%)	268 (28%)	341 (47%)

24.4 Charter of Human Rights and Responsibilities

The *Victorian Charter of Human Rights and Responsibilities Act 2006* sets out the rights, freedoms and responsibilities of all Victorians. Government departments and public bodies must observe the rights set out in the Act when creating laws, developing policy and providing services. This means that the State Government, local councils, Victoria Police and others are required to act in a way that is consistent with the rights protected under the Charter.

During 2015/2016 some of the activities that occurred under the Charter included:

- Screening of films from the Human Rights Film Festival archive with facilitated human rights conversations for International Women's Day, Reconciliation Week, World Environment Day and Refugee Week.
- Six Spiritual Healing Trail guided community walks for reconciliation as part of Senior's Month.
- Coordination of professional development as part of the Darebin Diversity Capabilities Framework included training needs analyses and training coordination for staff in teams with significant community interface.
- Support to Melbourne Polytechnic students for a human rights flash mob at Preston Market.
- Input to State Government's annual reporting on Charter of Human Rights and Responsibilities implementation including provision of case studies.

During 2015/2016 no complaints relating to Darebin City Council's implementation of the *Charter of Human Rights and Responsibilities Act 2006* were received by Council or the Victorian Ombudsman.

Further information relating to Council's ongoing implementation of the *Human Rights and Responsibilities Act 2006* can be obtained from our Children, Families and Community department.

24.5 Disability Access and Inclusion Plan

Over the past 12 months Council continued its strong legacy of leadership in access and inclusion by running programs and activities designed to enhance access in the City of Darebin and the wider community.

Council has been working closely with government departments, disability agencies, community groups, people with a disability and carers to develop the fourth Access and Inclusion Plan 2015-2019. The new Plan supports the *Disability Discrimination Act 1992* and the *Disability Act 2006*.

Highlights from the 2015/2016 year include:

- Publication of the Darebin Access and Inclusion Plan 2015-2019, with promotion publically and throughout Council.
- Continuation of the Darebin Aboriginal Disability Network.
- Provision of information sessions for the community about the National Disability Insurance Scheme (NDIS) in anticipation of the rollout of the scheme in Darebin from 1 July 2019.
- Community engagement and consultation sessions delivered in partnership with OurSay to discuss Council decisions regarding service provision under the NDIS.
- Support of 'sensory friendly' festival initiatives at the Darebin Children's Festival, including the provision of a chill out tent, and support staff.
- Lodging submissions on behalf of Darebin City Council and the Darebin Disability Advisory Committee regarding sector inquiries and review. This included the Victorian Government Inquiry into services for people with Autism Spectrum Disorder, and consultation regarding the Victorian State Disability Plan.
- Delivery of supported placements at Council for Croxton Specialist School students with the provision of Disability Awareness Training for Communication and Marketing, Civic Services, and Bushland Management teams.

It is a requirement of Section 38(3) of the *Disability Act 2006* that Council reports on the progress of its Access and Inclusion Plan in the Annual Report and at a public Council meeting. For further information relating to Darebin's Access and Inclusion Plan contact Council's Aged and Disability department.

24.6 Carers Recognition Act 2012

Council takes all practicable measures to comply with its responsibilities as outlined in the *Carers Recognition Act 2012*. Council is in the process of promoting the principles of the Act to people in care relationships who receive Council services.

Council ensures that staff, Council agents and volunteers working for Council are informed about the principles and obligations of the Act by including information on the care relationship in:

- Council induction and training programs for staff working in home and community care and disability services.
- Council induction and training programs for staff working in front line positions with the general community.

Council has begun to review and modify policies, procedures and supports to include recognition of the carer relationship.

Further information relating to the *Carers Recognition Act 2012* can be obtained from Council's Children, Families and Community department.

25. Victorian Local Government Indicators

The Victorian Local Government Indicators program is designed to provide a range of indicators of Council's performance in a manner that allows comparisons between municipalities across Victoria. Every council in Victoria is required to include this information in its Annual Reporting for 2015/2016.

Darebin City Council includes many of these indicators in its Performance Statement and, as a result, they are subject to independent audit. For the sake of simplicity, these indicators are reproduced here, as well as being contained in the Performance Statement.

Indicator	Definition	2013/2014	2014/2015	2015/2016
Overall performance	Community satisfaction rating for overall performance generally of Council	68*	69*	67*
Advocacy	Community satisfaction rating for Council's lobbying on behalf of the community	64*	67*	67*
Community consultation	Community satisfaction rating for Council's community consultation and engagement	64*	67*	66*
All Rates	Average rates and charges per assessment	\$1,545	\$1,603	\$1,677
Residential rates	Average residential rates and charges per assessment	\$1,315	\$1,381	\$1,448
Operating costs	Average operating expenditure per assessment	\$2,225	\$2,290	\$2,087
Capital expenditure	Average capital expenditure per assessment	\$473	\$504	\$317
Infrastructure	Renewal gap	0.68	0.60	0.66
Infrastructure	Renewal and maintenance	0.78	0.72	0.75
Debts	Average liabilities per assessment	\$481	\$573	\$476
Operating result	Operating result per assessment	\$209	\$83	\$296

*Since 2013/2014 Darebin City Council has sourced the 'overall performance', 'advocacy' and 'community consultation' indexed means from its own Darebin community satisfaction survey program. Previous years' performance indexed means were sourced from the Victorian Government's local government satisfaction survey program in which Darebin City Council no longer participates.

Local Government Performance Reporting Framework Indicators

Service Performance Indicators Service/ <i>indicator/measure</i>	2015 Results	2016 Results	Material Variations and Comments
Aquatic Facilities			
Satisfaction			
<i>User satisfaction with aquatic facilities (optional)</i>	76.20	0.00	A survey was not carried out in 2015/2016.
[User satisfaction with how council has performed on provision of aquatic facilities]			
Service standard			
<i>Health inspections of aquatic facilities</i>	1.00	1.50	Three health inspections were carried out at Darebin aquatic facilities this year.
[Number of authorised officer inspections of Council aquatic facilities / Number of Council aquatic facilities]			
Health and Safety			
<i>Reportable safety incidents at aquatic facilities</i>	3.00	1.00	Council has upgraded the health and safety policies and procedures at its leisure centres which led to a decrease in the number of notifiable incidences for 2015/2016.
[Number of WorkSafe reportable aquatic facility safety incidents]			
Service cost			
<i>Cost of indoor aquatic facilities</i>	-\$0.47	-\$0.71	Council made 71 cents in revenue per visit to our indoor centres. Last year's result was reported incorrectly - in fact Council earned 47 cents per visit in 2014/2015.
[Direct cost of indoor aquatic facilities less income received / Number of visits to indoor aquatic facilities]			
Service Cost			
<i>Cost of outdoor aquatic facilities</i>	\$0.00	\$0.00	Council does not have a facility that fits into this category.
[Direct cost of outdoor aquatic facilities less income received / Number of visits to outdoor aquatic facilities]			
Utilisation			
<i>Utilisation of aquatic facilities</i>	6.31	5.55	Attendances at multi-use aquatic and leisure facilities have slowly been declining possibly due to an increase in private fitness centres. Council is reviewing its service delivery to meet this and other challenges.
[Number of visits to aquatic facilities / Municipal population]			
Animal Management			
Timeliness			
<i>Time taken to action animal management requests</i>	0.00	1.84	This indicator was measured for the first time in 2015/2016
[Number of days between receipt and first response action for all animal management requests / Number of animal management requests]			
Service standard			
<i>Animals reclaimed</i>	36.00%	38.47%	This indicator only measures Darebin's rate of reclaimed (returned to their homes) animals, and does not include rehomed animals (those where a new home is found). Darebin has been successful in reducing euthanasia rates.
[Number of animals reclaimed / Number of animals collected] x100			
Service cost			
<i>Cost of animal management service</i>	\$67.97	\$64.51	Darebin's Animal Management service is focused on reducing the animal euthanasia rate by working collaboratively with rescue groups to find new homes for lost animals. This is a resource-intensive activity. The actual cost figure for 2014/2015 was \$67.97 so the result for this year is a marginal improvement.

[Direct cost of the animal management service / Number of registered animals]			
Health and safety			
<i>Animal management prosecutions</i>	11.00	3.00	The result is due to a large increase in park patrols, an upgrade of signage, two new fenced 'off-lead' areas as well as education programs in schools.
[Number of successful animal management prosecutions]			
Food Safety			
Timeliness			
<i>Time taken to action food complaints</i>	0.00	1.50	The indicator was measured for the first time in 2015/2016.
[Number of days between receipt and first response action for all food complaints / Number of food complaints]			
Service standard			
<i>Food safety assessments</i>	96.00%	90.21%	Due to the large number of new businesses to inspect (an additional 74 in 2015 and 48 in 2014) all assessments were completed by 31 March 2016 rather than December 2015. A significant number of complex and lengthy litigations were also carried out during the year.
[Number of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment in accordance with the Food Act 1984 / Number of registered class 1 food premises and class 2 food premises that require an annual food safety assessment in accordance with the Food Act 1984] x100			
Service cost			
<i>Cost of food safety service</i>	\$535.14	\$537.75	No material variations.
[Direct cost of the food safety service / Number of food premises registered or notified in accordance with the Food Act 1984]			
Health and safety			
<i>Critical and major non-compliance outcome notifications</i>	98.00%	100.00%	Over the course of the year, every critical or major non-compliance outcome notification was followed up.
[Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises] x100			
Governance			
Transparency			
<i>Council decisions made at meetings closed to the public</i>	11.00%	5.14%	
[Number of Council resolutions made at ordinary or special meetings of Council, or at meetings of a special committee consisting only of Councillors, closed to the public / Number of Council resolutions made at ordinary or special meetings of Council or at meetings of a special committee consisting only of Councillors] x100			
Consultation and engagement			
<i>Satisfaction with community consultation and engagement</i>	66.80	66.00	The result comes from Darebin's Community Survey. For the full report visit www.darebin.vic.gov.au
Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement			
Attendance			
<i>Councillor attendance at council meetings</i>	96.00%	92.63%	This figure represents a decrease in the number of Special Meetings in addition to Ordinary Council Meetings called by Council in comparison to 2014/2015.
[The sum of the number of Councillors who attended each ordinary and special Council meeting / (Number of ordinary and special Council meetings) x (Number of Councillors elected at the last Council general election)] x100			
Service cost			
<i>Cost of governance</i>	\$61,947.22	\$59,183.11	No material variations
[Direct cost of the governance service / Number of Councillors elected at the last Council general election]			
Satisfaction			

<i>Satisfaction with council decisions</i>	67.80	66.90	Residents maintained a high level of satisfaction with Council decision-making. The result comes from Darebin's Community Survey. For the full report visit www.darebin.vic.gov.au
[Community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community]			
Home and Community Care (HACC)			
Timeliness			
<i>Time taken to commence the HACC service</i>	0.00	28.08	This figure includes weekends and public holidays. There are currently no clients on the waiting list.
[Number of days between the referral of a new client and the commencement of HACC service / Number of new clients who have received a HACC service]			
Service standard			
<i>Compliance with Community Care Common Standards</i>	94.00%	94.44%	No material variations
[Number of Community Care Common Standards expected outcomes met / Number of expected outcomes under the Community Care Common Standards] x100			
Service cost			
<i>Cost of domestic care service</i>	\$0.00	\$69.69	The service model is based on client preferences and is highly individualistic. This indicator was measured for the first time in 2015/2016.
[Cost of the domestic care service / Hours of domestic care service provided]			
Service cost			
<i>Cost of personal care service</i>	\$0.00	\$36.47	The service model is based on client preferences and is highly individualistic. This indicator was measured for the first time in 2015/2016.
[Cost of the personal care service / Hours of personal care service provided]			
Service cost			
<i>Cost of respite care service</i>	\$0.00	\$48.47	The service model is based on client preferences and is highly individualistic. This indicator was measured for the first time in 2015/2016.
[Cost of the respite care service / Hours of respite care service provided]			
Participation			
<i>Participation in HACC service</i>	18.70%	19.57%	There are a large number of agencies offering home care in Darebin and therefore some eligible residents seek assistance elsewhere. Last year's result for this measure was incorrect and should have been 18.70% so participation slightly increased in 2015/2016. A lot of work by our Home and Community Care Team is not included in this measure.
[Number of people that received a HACC service / Municipal target population for HACC services] x100			
Participation			
<i>Participation in HACC service by CALD people</i>	17.90%	18.51%	There are a large number of agencies offering home care in Darebin and therefore some eligible residents seek assistance elsewhere. Last year's result for this measure was incorrect and should have been 17.90% so participation slightly increased in 2015/2016. A lot of work by our Home and Community Care Team is not included in this measure.
[Number of CALD people who receive a HACC service / Municipal target population in relation to CALD people for HACC services] x100			
Libraries			
Utilisation			

<i>Library collection usage</i>	6.10	5.92	This reporting year includes e-books for the first time. In addition to these items, a further 58,690 digital items (such as music) were borrowed through Darebin libraries but sourced from other digital collections.
[Number of library collection item loans / Number of library collection items]			
Resource standard			
<i>Standard of library collection</i>	70.00%	72.70%	Investment by Council resulted in a relevant up-to-date collection across a wide form of media
[Number of library collection items purchased in the last 5 years / Number of library collection items] x100			
Service cost			
<i>Cost of library service</i>	\$7.66	\$8.12	Darebin Council invested increased funds into this service to support changing customer needs and expectations.
[Direct cost of the library service / Number of visits]			
Participation			
<i>Active library members</i>	16.00%	16.02%	Darebin Council increased investment into this service by expanding the digital collection and ensuring libraries are an engaging and vital public space.
[Number of active library members / Municipal population] x100			
Maternal and Child Health (MCH)			
Satisfaction			
<i>Participation in first MCH home visit</i>	104.00%	0.00%	LGV provided an extension for the MCH indicators until the end of October 2016 due to a statewide software issue.
[Number of first MCH home visits / Number of birth notifications received] x100			
Service standard			
<i>Infant enrolments in the MCH service</i>	100.00%	0.00%	LGV provided an extension for the MCH indicators until the end of October 2016 due to a statewide software issue.
[Number of infants enrolled in the MCH service (from birth notifications received) / Number of birth notifications received] x100			
Service cost			
<i>Cost of the MCH service</i>	\$0.00	\$74.18	The Maternal and Child Health program provided 40,231 hours of assistance in this financial year. As well as working with families, the program also cared for 6,512 children.
[Cost of the MCH service / Hours worked by MCH nurses]			
Participation			
<i>Participation in the MCH service</i>	76.00%	0.00%	LGV provided an extension for the MCH indicators until the end of October 2016 due to a statewide software issue.
[Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100			
Participation			
<i>Participation in the MCH service by Aboriginal children</i>	60.00%	0.00%	LGV provided an extension for the MCH indicators until the end of October 2016 due to a statewide software issue.
[Number of Aboriginal children who attend the MCH service at least once (in the year) / Number of Aboriginal children enrolled in the MCH service] x100			
Roads			
Satisfaction of use			
<i>Sealed local road requests</i>	45.91	27.21	Over the past 12 months we had an increase in capital funding allocated to these works, along with a reduction in our Road Management Plan timeframes and intervention levels.

[Number of sealed local road requests / Kilometres of sealed local roads] x100			
Condition			
<i>Sealed local roads below the intervention level</i>	99.00%	99.81%	No material variations
[Number of kilometres of sealed local roads below the renewal intervention level set by Council / Kilometres of sealed local roads] x100			
Service cost			
<i>Cost of sealed local road reconstruction</i>	\$0.00	\$151.00	This year, Council delivered 8,060m ² of local road reconstruction across four diverse projects.
[Direct cost of sealed local road reconstruction / Square metres of sealed local roads reconstructed]			
Service Cost			
<i>Cost of sealed local road resealing</i>	\$21.10	\$28.54	This year, Council completed 73,960m ² of local road resealing. This kind of asphalt is more expensive in the short term but we expect to see longer term savings.
[Direct cost of sealed local road resealing / Square metres of sealed local roads resealed]			
Satisfaction			
<i>Satisfaction with sealed local roads</i>	69.30	70.80	The results come from Darebin's Community Survey. For the full report visit www.darebin.vic.gov.au
[Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads]			
Statutory Planning			
Timeliness			
<i>Time taken to decide planning applications</i>	107.00	103.00	This result continues to be impacted by the large and complex nature of many applications.
[The median number of days between receipt of a planning application and a decision on the application]			
Service standard			
<i>Planning applications decided within 60 days</i>	45.00%	40.01%	This result is partly due to an increase in the number of objections lodged and therefore the number of applications that need to be reported to Council's Planning Committee.
[Number of planning application decisions made within 60 days / Number of planning application decisions made] x100			
Service cost			
<i>Cost of statutory planning service</i>	\$2,234.93	\$2,351.37	No material variations.
[Direct cost of the statutory planning service / Number of planning applications received]			
Decision making			
<i>Council planning decisions upheld at VCAT</i>	45.00%	60.32%	Despite a growing number of complex planning applications, in 2015/2016 60% of Council's decisions were supported by VCAT compared with 45% last year.
[Number of VCAT decisions that did not set aside council's decision in relation to a planning application / Number of VCAT decisions in relation to planning applications] x100			
Waste Collection			
Satisfaction			
<i>Kerbside bin collection requests</i>	126.48	116.65	This result is slightly lower than last year as a result of the replacement of old Preston area bins.
[Number of kerbside garbage and recycling bin collection requests / Number of kerbside bin collection households] x1000			
Service standard			
<i>Kerbside collection bins missed</i>	9.88	9.51	No material variations.
[Number of kerbside garbage and recycling collection bins missed / Number of scheduled kerbside garbage and recycling collection bin lifts] x10,000			
Service cost			

<i>Cost of kerbside garbage bin collection service</i>	\$95.71	\$97.03	No material variations.
[Direct cost of the kerbside garbage bin collection service / Number of kerbside garbage collection bins]			
Service cost			
<i>Cost of kerbside recyclables collection service</i>	\$25.14	\$25.55	No material variations.
[Direct cost of the kerbside recyclables bin collection service / Number of kerbside recyclables collection bins]			
Waste diversion			
<i>Kerbside collection waste diverted from landfill</i>	48.00%	47.42%	This figure is slightly down on last year's result of 48%. The result is due to seasonal variations affecting green waste and the uptake of digital media replacing newspaper.
[Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100			

WORKFORCE DATA										
Structure	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7	Band 8	Other	Total
Classification	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE	FTE
Permanent Full-time - Female	0	0	5	30	67	55	26	15	25	223
Permanent Full-time - Male	0	2	91	35	44	44	37	10	24	287
Permanent Part-time - Female	30	6	162	25	29	28	10	2	24	316
Permanent Part-time - Male	29	2	21	3	7	6	0	0	0	68
Casual - Female	26	25	111	19	22	7	1	0	17	228
Casual - Male	15	14	76	12	3	1	2	0	0	123
TOTAL	100	49	466	124	172	141	76	27	90	1,245

**LOCAL GOVERNMENT (PLANNING AND REPORTING) REGULATIONS 2014 -
SCHEDULE 1**

**ANNUAL REPORT—GOVERNANCE AND MANAGEMENT CHECKLIST IN
REPORT OF OPERATIONS**

August 2016 – Darebin City Council

<i>Column 1</i>	<i>Column 2</i>
<i>Governance and Management Items</i>	<i>Assessment</i>
1 Community engagement policy (policy outlining Council's commitment to engaging with the community on matters of public interest)	Policy: Yes Date of operation of current policy: 20/08/2012
2 Community engagement guidelines (guidelines to assist staff to determine when and how to engage with the community)	Guidelines: Yes Date of operation of current guidelines: 20/08/2012.
3 Strategic Resource Plan (plan under section 126 of the Act outlining the financial and non-financial resources required for at least the next 4 financial years)	Adopted in accordance with section 126 of the Act Date of adoption: 27/06/2016
4 Annual budget (plan under section 130 of the Act setting out the services to be provided and initiatives to be undertaken over the next 12 months and the funding and other resources required)	Adopted in accordance with section 130 of the Act Date of adoption: 27/06/2016
5 Asset management plans (plans that set out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Plans: Yes Date of operation of current plans: Road Management Plan 07/07/2013 Drainage Asset Management Plan 21/05/2007 Road Asset Management Plan 20/06/2016 Property and Asset Management Strategy 19/05/2014 Asset Management Strategy 18/05/2015 Asset Management Policy 06/11/2013 Building Asset Management Plan 07/08/2007
6 Rating strategy (strategy setting out the rating structure of Council to levy rates and charges)	Strategy: Yes Date of operation of current strategy: 30/04/2016
7 Risk policy (policy outlining Council's commitment and approach to minimising the risks to Council's operations)	Policy: Yes Date of operation of current policy: 1/11/2014

<i>Column 1</i>	<i>Column 2</i>
<i>Governance and Management Items</i>	<i>Assessment</i>
8 Fraud policy (policy outlining Council's commitment and approach to minimising the risk of fraud)	Policy: Yes Date of operation of current policy: 20/04/2016
9 Municipal emergency management plan (plan under section 20 of the <u>Emergency Management Act 1986</u> for emergency prevention, response and recovery)	Prepared and maintained in accordance with section 20 of the <u>Emergency Management Act 1986</u> Date of preparation: 21/10/2013
10 Procurement policy (policy under section 186A of the <u>Local Government Act 1989</u> outlining the matters, practices and procedures that will apply to all purchases of goods, services and works)	Prepared and approved in accordance with section 186A of the <u>Local Government Act 1989</u> Date of approval: 23/11/2015
11 Business continuity plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster)	Plan: Yes Date of operation of current plan: 10/03/2016
12 Disaster recovery plan (plan setting out the actions that will be undertaken to recover and restore business capability in the event of a disaster)	Plan: Yes Date of operation of current plan: 11/01/2015
13 Risk management framework (framework outlining Council's approach to managing risks to the Council's operations)	Framework: Yes Date of operation of current framework: 1/11/2014
14 Audit Committee (advisory committee of Council under section 139 of the Act whose role is to oversee the integrity of a Council's financial reporting, processes to manage risks to the Council's operations and for compliance with applicable legal, ethical, and regulatory requirements)	Established in accordance with section 139 of the Act Date of establishment: 9/11/2015
15 Internal audit (independent accounting professionals engaged by the Council to provide analyses and recommendations aimed at improving Council's governance, risk and management controls)	Engaged: Yes Date of engagement of current provider: 01/05/2015
16 Performance Reporting framework (a set of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 131 of the Act)	Plan: Yes Date of operation of current plan: 28/06/2016

<i>Column 1</i>	<i>Column 2</i>
<i>Governance and Management Items</i>	<i>Assessment</i>
17 Council Plan reporting (report reviewing the performance of the Council against the Council Plan, including the results in relation to the strategic indicators, for the first six months of the financial year)	Report: Yes Date of report: 05/03/2016
18 Financial reporting (quarterly statements to Council under section 138 of the Act comparing budgeted revenue and expenditure with actual revenue and expenditure)	Statements presented to Council in accordance with section 138(1) of the Act Dates statements presented: 07/09/2015, 23/11/2015, 15/02/2016, 16/05/2016
19 Risk reporting (six-monthly reports of strategic risks to Council's operations, their likelihood and consequences of occurring and risk minimisation strategies)	Reports: Yes Date of reports: Audit Committee meet 4 times a year with Risk Management being a standard item on the agenda : 05/10/2015, 7/12/2015, 07/03/2016, and 06/06/2016
20 Performance reporting (six-monthly reports of indicators measuring results against financial and non-financial performance, including the performance indicators referred to in section 131 of the Act)	Reports: Yes Date of reports: 19/10/2015, 26/04/2016
21 Annual report (annual report under sections 131, 132 and 133 of the Act to the community containing a report of operations and audited financial and performance statements)	Considered at meeting of the Council in accordance with section 134 of the Act Date of consideration: 19/10/2015
22 Councillor Code of Conduct (Code under section 76C of the Act setting out the conduct principles and the dispute resolution processes to be followed by Councillors)	Reviewed in accordance with section 76C of the Act Date reviewed: 28/06/2016
23 Delegations (a document setting out the powers, duties and functions of Council and the Chief Executive Officer that have been delegated to members of staff)	Reviewed in accordance with section 98(6) of the Act Date of review: 7/06/2016

<i>Column 1</i>	<i>Column 2</i>
<i>Governance and Management Items</i>	<i>Assessment</i>
24 Meeting procedures (a local law governing the conduct of meetings of Council and special committees)	Meeting procedures local law made in accordance with section 91(1) of the Act Date local law made: 19/08/2013

I certify that this information presents fairly the status of Council's governance and management arrangements.

Signature of Chief Executive Officer:

Date: 31/8/2016

Signature of Mayor:

Date: 31/8/2016

ANNUAL FINANCIAL REPORT AND PERFORMANCE STATEMENT

Guide to the financial statements

For the year ended 30 June 2016

This guide provides an overview of each of the statements including the 2015/2016 financial statements for the Darebin City Council and the key financial results. The guide is best read in conjunction with the financial overview.

Financial Statements

The Financial Statements report on how the Council performed financially during the year and the overall financial position at the end of the year. The Financial Statements include five main statements:

- Comprehensive Income Statement
- Balance Sheet
- Statement of Changes in Equity
- Statement of Cash Flows
- Statement of Capital Works

The Financial Statements also contain 37 Notes, which set out Council's accounting policies and details of the line item amounts contained in each of the five main statements.

Comprehensive Income Statement

The Comprehensive Income Statement measures Council's financial performance for the year ending 30 June 2016 and shows the value of revenues, such as rates, that Council earned and the value of expenses, such as employee costs, Council incurred in delivering services. These expenses only relate to the operations of Council and do not include the costs associated with the purchase, renewal, upgrade or expansion of Council assets.

This statement is prepared on an 'accrual' basis and includes both cash and non-cash items. All revenue and expenses for the year are reflected in the statement even though some revenue may not yet be received (such as fees invoiced but not yet received) and some expenses may not yet be paid (such as supplier invoices not yet paid for goods and services already received).

The surplus or deficit for the year is the key figure to look at in the Comprehensive Income Statement to assess Council's financial performance. It is calculated by deducting the total expenses for the year from total revenues. While Council is a not-for-profit organisation, it should nonetheless generate a surplus to ensure future financial sustainability. A surplus means revenue was greater than expenses.

For the 2015/2016 year the Darebin City Council recorded a surplus of \$20.06 million.

Balance Sheet

The Balance Sheet is a one-page summary providing a snapshot of the financial situation of Council as at 30 June 2016. It details Council's net worth and discloses owned assets such as cash, investment, building, land, parks, roads and drains, what it owes as liabilities such as amounts owed to creditors, and the equity. The bottom line of this statement is net assets. This is the net worth of Council built up over many years.

The assets and liabilities are separated into current and non-current. Current refers to assets or liabilities that will fall due in the next 12 months or that cannot be deferred for greater than 12 months. Non-current are all those assets and liabilities that are held for a longer term than 12 months.

The net current assets, or working capital, is an important measure of Council's ability to meet debts as and when they fall due. The equity section of the Balance Sheet shows Council's reserves and the total of all the surpluses that have accumulated over the years. The total of the equity section represents the net financial worth of Council.

At 30 June 2016 the Balance Sheet shows Council to be in a healthy financial position, with \$64.61 million in cash and financial assets and a net worth of \$1.27 billion. Council's liquidity or current ratio is 2.3:1 (current assets:current liabilities). This means that for every \$1.00 of current liabilities, the Darebin City Council has \$2.30 of current assets to settle these liabilities. This demonstrates that Darebin City Council has sufficient funds on hand to pay liabilities as they fall due.

Statement of Changes in Equity

The Statement of Changes in Equity shows the changes that happened during the year for each of the amounts shown in the equity section of the Balance Sheet. The main reasons for such changes in equity include:

- A surplus (profit) or deficit (loss) recorded in the Comprehensive Income Statement;
- The use of monies from reserves set aside in cash and investments for future replacement of specific types of assets or a specific purpose; and
- An increase in the value of non-current assets resulting from the revaluation of those assets.

At 30 June 2016 the Statement of Changes in Equity shows an increase in equity, or net worth, of \$89.02 million during the 2015/2016 financial year, representing the recorded comprehensive result for the year.

Cash Flow Statement

The Cash Flow Statement shows all cash amounts received and all cash payments made during the year. It also shows the change in Council's bank balance during the year and the balance at the end of the year. The cash flows are separated into three different activities.

Cash flows from operating activities are those cash receipts and payments arising from delivering the various services of Council. The net cash provided from operating activities is an important result in the Statement, as it shows the ability of the Council to generate a cash surplus that can be used to fund the purchase or construction of long-term assets such as property and infrastructure. If this amount is negative, it means that Council will be unable to fund future capital expenditure or pay its debts as and when they fall due.

Cash flows from investing activities are those cash receipts and payments arising from the purchase and sale of Council's non-current assets.

Cash flows from financing activities are those cash receipts and payments arising from the raising of new borrowings and the repayment thereof.

The Cash Flow Statement shows that in 2015/2016 Council generated a \$36.10 million cash inflow from operating activities. A cash outflow of \$37.29 million was incurred on investing activities and financing activities incurred a \$0.18 million cash outflow. Total cash balances decreased by \$1.37 million during the year to \$45.44 million at 30 June 2016

Statement of Capital Works

The statement of capital works details all amounts expended on capital works by asset class and by type of asset expenditure. The Statement of Capital Works shows that in 2015/2016 \$21.44 million was expended on capital works.

Notes to the Financial Statements

The Financial Statements contain 37 notes that form an important and informative section of the report. To enable readers to understand the basis on which the values shown in the statements are established, it is necessary to detail Council's accounting policies. These are described in Note 1.

Apart from the accounting policies, the notes also give details behind many of the summary figures contained in the statements.

It is important that the notes be read at the same time as the statements. To assist readers, where additional information in a statement is included in a note, the number of the note is shown next to that value. For example, in the Comprehensive Income Statement, a reference to Note 3 is shown next to Rates and Charges. Note 3 shows a number of items that make up the Rates and Charges value for the current and previous year.

Performance Statement

The Victorian Government developed a new performance reporting framework to ensure that all councils across Victoria measure and report their performance in a consistent way. The framework became mandatory from 1 July 2014 and this Performance Statement is a required part of all councils' 2015/2016 Annual Reports.

The Performance Statement contains information about the performance of Council for the financial year and is a key section of the Annual Report whereby Council makes itself accountable to the community.

The primary purpose of the Performance Statement is to communicate Council's performance to the community in the context of prior performance and for the financial performance indicators, in the context of forecast performance.

Certifications by the Principal Accounting Officer, Councillors and Chief Executive

The Certification of the Principal Accounting Officer is made by the person responsible for the financial management of Council and is made separately in respect of each Statement. The person must state whether in their opinion, the Statements have met all the statutory and professional reporting requirements.

The Certification of Councillors is made by two Councillors on behalf of Council and the Chief Executive, and is made separately in respect of each Statement. The Councillors and the Chief Executive must state that in their opinion, the Statements are fair and not misleading or inaccurate.

Independent Audit Reports

The Independent Audit Report is the external and independent opinion of the Victorian Auditor-General and provides the reader with a totally independent view about Council's compliance with statutory and professional requirements as well as the fairness aspects of the Statements.

The Victorian Auditor-General issues two Audit Reports – a combined Report on the Financial Statements and a separate Report on the Performance Statement. Each of the Audit Reports is addressed to the Councillors of the Darebin City Council.

Financial report overview

Our financial performance for 2015/2016 reflects the careful financial management and strategies that have been developed in the context of our long-term financial planning.

The Major Projects Program for 2015/2016 included the following:

- Completion of upgrade works to the Ruthven Community Pavilion.
- Completion of the Energy Efficient Street Light Replacement Program.
- Upgrades to Darebin's play spaces.
- Upgrades to Darebin's library facilities.

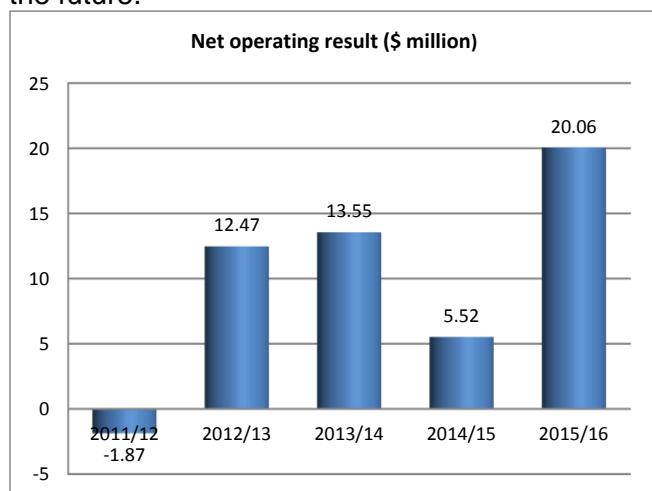
In brief

The following information relates to the Financial Statements contained in the Annual Financial Report:

- \$20.06 million surplus, which includes the reversal of the recognition of Council's obligation under the previous Darebin Development Contributions Plan of \$6.49 million, which was first recognised in 2014/2015.
- \$161.35 million revenue with 70.56 per cent coming from rates and charges.
- \$141.29 million expenditure with 54.04 per cent attributable to employee costs and 32.37 per cent for materials and services.
- \$1.22 billion net assets, comprising community facilities and infrastructure.
- \$64.61 million holdings of cash and other financial assets, \$13.70 million more than last year.

Operating result

The operating result is a key figure to assess Council's financial performance. It is calculated by deducting the total expenses for the year from total revenues. While Council is a 'not-for-profit' organisation, it should nonetheless generate a surplus in order to ensure financial sustainability in the future.

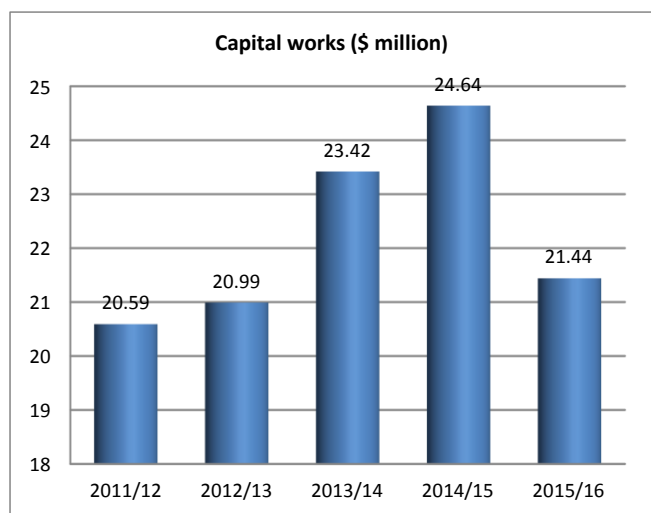


Note: the 2011/2012 result was due to the recognition of the unexpected \$14 million call up of unfunded superannuation.

The Strategic Resource Plan (SRP), which expresses the strategic objectives, plans and strategies in financial terms, was adopted by Council in June 2016 and shows surpluses will continue to be achieved in all years while maintaining existing service delivery except for 2018/2019 when it is forecast that there will be a \$0.03 million deficit. These surpluses are critical as they are the primary source of funding for the renewal, replacement and upgrade of community infrastructure through Council's capital works program that will average \$34.10 million per annum over the four years to 30 June 2020.

Capital works

The delivery of the capital works program is an essential part of Council's stewardship role in managing the assets required to provide services to the community. A capital works program is essential to Council's effective management of its infrastructure assets to maintain community access to services and facilities and to support the delivery of Council services to the community. The Statement of Capital Works details the \$21.44 million of capital works expenditure across Darebin for 2015/2016. This includes \$13.64 million on asset renewal, \$4.66 million on asset upgrade, \$5.74 million on asset expansion, and \$1.70 million on new assets.



Cash flow

Cash and cash equivalents decreased by \$1.37 million to \$45.44 million. The main movements during the year were a cash inflow from operating activities of \$36.10 million, offset by a cash outflow from investing activities of \$37.29 million from investing activities and financing cash outflows of \$0.18 million. Council continues to hold an appropriate level of cash to ensure liquidity. Council undertook no borrowings during 2015/2016 and had no outstanding borrowings at 30 June 2016.

Financial Stewardship

Each quarter, and as part of the annual reporting process, Council's key officers were required to complete a detailed questionnaire validating financial data and providing an opportunity to flag impaired assets, contingent liabilities and other relevant items. This process increases accountability across the organisation and provides strong financial stewardship.

Our future

It is important that the 2015/2016 results are looked at in the context of the long-term financial strategic objectives that are reflected in the Council Plan 2013-2017 and articulated in the Strategic Resource Plan.

The key principles in Council's Strategic Resource Plan that underpin long term financial planning are:

- Maintenance of the scope and standard of ongoing services provided to the Darebin community and a flexibility to address changing community needs with innovative services and facilities.
- A focus on renewing community assets such as roads, footpaths, open space and buildings to ensure they are maintained at an appropriate standard to meet required service levels.
- Generation of sufficient ongoing income to fund Council services and capital works commitments over the longer term.
- Holding of sufficient cash and other assets in order to meet Council's payment obligations to suppliers and employees.

Council has forecast rate increases at 2.5 per cent for the term of the current Strategic Resource Plan. This is in line with the rate cap introduced by the State Government for the 2016/2017 financial year.

We will need to undertake the essential conversation with our community on how Council's adopted Council Plan, the related services and infrastructure development may best be revised in light of the introduction of rate capping. The City of Darebin community has a number of diverse social and economic challenges. These factors may enable Council to make an application to vary the rate cap to continue to achieve the vision for Darebin to be 'The Place to Live'.

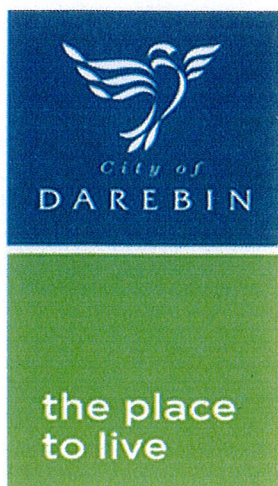
Darebin is one of the most financially sustainable councils in Victoria, yet we also depend heavily on rate revenue to deliver our services. The introduction of rate capping has had a significant impact on our Strategic Resource Plan and Long Term Financial Plan.

Our financial accounts were audited and have been issued an unqualified audit opinion by the Victorian Auditor-General.

Our careful financial strategies and balanced long-term planning has enabled us to limit the rate rise in 2016/2017 to 2.5 per cent while keeping the pensioner rate of rebate at \$150.

Darebin City Council Annual Financial Report

For the Year Ended 30 June 2016



Darebin City Council
Financial Report
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Comprehensive Income Statement
For the Year Ended 30 June 2016

	Notes	2016 \$'000	2015 \$'000
Income			
Rates and charges	3	113,848	107,761
Statutory fees and fines	4	7,103	6,767
User fees	5	13,762	13,145
Grants - operating	6	13,178	18,265
Grants - capital	6	3,068	4,380
Contributions - monetary	7	5,764	4,105
Contributions - non-monetary assets	7	144	364
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	8	(33)	(96)
Fair value adjustments for investment property	22	61	(976)
Other income	9	4,452	4,089
Total Income		161,347	157,804
Expenses			
Employee costs	10 (a)	76,355	72,723
Materials and services	11	45,731	47,711
Bad and doubtful debts	12	1,002	1,172
Depreciation and amortisation	13	20,973	20,605
Borrowing costs	14	8	16
Unspent DCP contributions	24	(6,485)	6,485
Other expenses	15	3,704	3,572
Total expenses		141,288	152,284
Surplus / (Deficit) for the year		20,059	5,520
Other comprehensive income			
Items that will not be classified to surplus or deficit in future periods			
Net asset revaluation increment/(decrement)	28	68,760	(2,396)
Total comprehensive result		88,819	3,124

The above comprehensive income statement should be read with the accompanying notes.

Balance Sheet
As at 30 June 2016

	Notes	2016 \$'000	2015 \$'000
Assets			
Current assets			
Cash and cash equivalents	16	45,441	46,806
Trade and other receivables	17	12,647	12,131
Other financial assets	18	19,164	4,103
Inventories	19	65	94
Other assets	20	1,809	1,469
Total current assets		79,126	64,603
Non-current assets			
Trade and other receivables	17	114	114
Property, infrastructure, plant and equipment	21	1,221,142	1,152,310
Investment property	22	2,867	2,806
Intangible assets	23	811	746
Other financial assets	18	236	236
Total non-current assets		1,225,170	1,156,212
Total assets		1,304,296	1,220,815
Liabilities			
Current liabilities			
Trade and other payables	24	10,771	18,103
Trust funds and deposits	25	5,390	4,868
Provisions	26	18,730	17,385
Interest bearing loans and borrowings	27	0	136
Total current liabilities		34,891	40,492
Non-current liabilities			
Provisions	26	1,705	1,406
Interest bearing loans and borrowings	27	0	36
Total non-current liabilities		1,705	1,442
Total liabilities		36,596	41,934
Net assets		1,267,700	1,178,881
Equity			
Accumulated surplus		506,524	495,445
Reserves	28	761,176	683,436
Total equity		1,267,700	1,178,881

The above balance sheet should be read with the accompanying notes.

Statement of Changes in Equity
For the Year Ended 30 June 2016

	Notes	Total \$'000	Accumulated Surplus \$'000	Revaluation Reserve \$'000	Other Reserves \$'000
2016					
Balance at beginning of the financial year		1,178,881	495,445	673,397	10,039
Surplus / (deficit) for the year		20,059	20,059	0	0
Net asset revaluation increment/(decrement)	28	68,760	0	68,760	0
Transfers to other reserves	28	0	(12,091)	0	12,091
Transfers from other reserves	28	0	3,111	0	(3,111)
Balance at end of financial year		1,267,700	506,524	742,157	19,019

		Total \$'000	Accumulated Surplus \$'000	Revaluation Reserve \$'000	Other Reserves \$'000
2015					
Balance at beginning of the financial year		1,175,757	490,577	675,793	9,387
Surplus / (deficit) for the year		5,520	5,520	0	0
Net asset revaluation increment/(decrement)	28	(2,396)	0	(2,396)	0
Transfers to other reserves	28	0	(3,906)	0	3,906
Transfers from other reserves	28	0	3,254	0	(3,254)
Balance at end of financial year		1,178,881	495,445	673,397	10,039

The above statement of changes in equity should be read with the accompanying notes.

Statement of Cash Flows
For the Year Ended 30 June 2016

	Notes	2016 Inflows/ (Outflows) \$'000	2015 Inflows/ (Outflows) \$'000
Cash flows from operating activities			
Rates and charges		114,185	106,506
Statutory fees and fines		6,532	6,208
User fees (inclusive of GST)		14,149	14,808
Grants - operating		13,442	18,143
Grants - capital		3,068	4,380
Contributions - monetary		5,764	3,906
Other income		2,050	1,865
Employee costs		(74,230)	(72,286)
Materials and services (inclusive of GST)		(56,859)	(58,529)
Net FSPL refund / payment		11	196
Interest		1,868	1,837
Trust funds and deposits		511	373
Net GST refund		5,611	6,178
Net cash provided by/(used in) from operating activities	29	<u>36,102</u>	<u>33,585</u>
Cash flows from investing activities			
Proceeds from sales of property, plant and equipment		346	715
Payments for property, infrastructure, plant and equipment		(22,612)	(25,816)
Repayment of loans and advances		41	64
Proceeds from sales of other financial assets		0	0
Proceeds from / (payments) for other financial assets		(15,061)	10,727
Net cash provided by/(used in) investing activities		<u>(37,286)</u>	<u>(14,310)</u>
Cash flows from financing activities			
Finance costs		(9)	(17)
Repayment of interest bearing loans and borrowings		(172)	(128)
Net cash provided by/(used in) financing activities		<u>(181)</u>	<u>(145)</u>
Net increase/(decrease) in cash and cash equivalents		(1,365)	19,130
Cash and cash equivalents at the beginning of the financial year		<u>46,806</u>	<u>27,676</u>
Cash and cash equivalents at the end of the financial year	16	<u><u>45,441</u></u>	<u><u>46,806</u></u>
Financing arrangements	30		
Restrictions on cash assets	16		

The above statement of cash flows should be read with the accompanying notes.

Statement of Capital Works
For the Year Ended 30 June 2016

	Notes	2016 \$'000	2015 \$'000
Capital expenditure areas			
Property			
Land			
Buildings		4,319	9,460
Total buildings		<u>4,319</u>	<u>9,460</u>
Total property		<u>4,319</u>	<u>9,460</u>
Plant and equipment			
Plant, machinery and equipment		2,203	3,275
Fixtures, fittings and furniture		237	268
Computers and telecommunications		1,282	1,039
Library books		702	682
Total plant and equipment		<u>4,424</u>	<u>5,264</u>
Infrastructure			
Roads		4,766	3,673
Bridges		326	0
Footpath and cycleways		1,927	2,087
Drainage		737	599
Land improvements		919	507
Parks, open space and streetscapes		3,944	2,949
Off street car parks		80	103
Total infrastructure		<u>12,699</u>	<u>9,918</u>
Total capital works		<u>21,442</u>	<u>24,642</u>
Represented by:			
New asset expenditure		1,696	658
Asset renewal expenditure		13,638	12,198
Asset expansion expenditure		1,452	5,737
Asset upgrade expenditure		<u>4,656</u>	<u>6,049</u>
Total capital works		<u>21,442</u>	<u>24,642</u>

The above statement of capital works should be read with the accompanying notes.

Introduction

The Darebin City Council was established by an Order of the Governor in Council on 22 June 1994 and is a body corporate. Council's main office is located at 274 Gower Street, Preston.

Statement of compliance

These financial statements are a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Planning and Reporting) Regulations 2014*.

Note 1 Significant accounting policies

(a) Basis of accounting

The accrual basis of accounting has been used in the preparation of these financial statements, whereby assets liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of Australian Accounting Standards that have significant effects on the financial statements and estimates relate to:

- the fair value of land, buildings, infrastructure, plant and equipment (refer to Note 1 (m))
- the determination of depreciation for buildings, infrastructure, plant and equipment (refer to Note 1 (n))
- the determination of employee provisions (refer to Note 1 (u))

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

(b) Changes in accounting policies

There have been no changes in accounting policies from the previous period.

(c) Principles of consolidation

The consolidated financial statements of Council incorporate all entities controlled by Council as at 30 June 2016, and their income and expenses for that part of the reporting period in which control existed.

Subsidiaries are all entities over which Council has control. Council controls an entity when it is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the activities of the entity. Subsidiaries are fully consolidated from the date on which control is transferred to Council. They are deconsolidated from the date that control ceases.

Where dissimilar accounting policies are adopted by entities and their effect is considered material, adjustments are made to ensure consistent policies are adopted in these financial statements.

In the process of preparing consolidated financial statements all material transactions and balances between consolidated entities are eliminated.

This financial report covers Darebin City Council. There are no controlled entities.

Note 1 Significant accounting policies

(d) Committees of management

All entities controlled by Council that have material revenues, expenses, assets or liabilities, such as committees of management, have been included in this financial report. Any transactions between these entities and Council have been eliminated in full.

(e) Accounting for investments in associates and joint arrangements

Associates

Associates are all entities over which Council has significant influence but not control or joint control. Investments in associates are accounted for using the equity method of accounting, after initially being recognised at cost.

Joint arrangements

Investments in joint arrangements are classified as either joint operations or joint ventures depending on the contractual rights and obligations each investor has, rather than the legal structure of the joint arrangement.

(i) Joint operations

Council recognises its direct right to the, and its share of jointly held assets, liabilities, revenues and expenses of joint operations. These have been incorporated in the financial statements under the appropriate headings.

(ii) Joint ventures

Interests in joint ventures are accounted for using the equity method. Under this method, the interests are initially recognised in the consolidated balance sheet at cost and adjusted thereafter to recognise Council's share of the post-acquisition profits or losses and movements in other comprehensive income in profit or loss and other comprehensive income respectively.

(f) Revenue recognition

Income is recognised when Council obtains control of the contribution or the right to receive the contribution, it is probable that the economic benefits comprising the contribution will flow to Council and the amount of the contribution can be measured reliably.

(i) Rates and Charges

Annual rates and charges are recognised as revenues when Council issues annual rates notices. Supplementary rates are recognised when a valuation and reassessment is completed and a supplementary rates notice issued.

(ii) Statutory fees and fines

Statutory fees and fines (including parking fees and fines) are recognised as revenue when the service has been provided, the payment is received, or when the penalty has been applied, whichever first occurs.

(iii) User fees

User fees are recognised as revenue when the service has been provided or the payment is received, whichever first occurs.

(iv) Grants

Grant income is recognised when Council obtains control of the contribution. This is normally obtained upon their receipt (or acquittal) or upon earlier notification that a grant has been secured, and are valued at their fair value at the date of transfer.

Where grants or contributions recognised as revenues during the financial year were obtained on condition that they be expended in a particular manner or used over a particular period and those conditions were undischarged at balance date, the unused grant or contribution is disclosed in Note 6. The note also discloses the amount of unused grant or contribution from prior years that was expended on Council's operations during the current year.

(v) Contributions

Monetary and non-monetary contributions are recognised as revenue when Council obtains control over the contributed asset.

Note 1 Significant accounting policies

(vi) Sale of property, infrastructure, plant and equipment

The profit or loss on sale of an asset is determined when control of the asset has irrevocably passed to the buyer.

(vii) Interest

Interest is recognised as it is earned.

(viii) Dividends

Dividend revenue is recognised when Council's right to receive payment is established.

(ix) Other Income

Other income is measured at the fair value of the consideration received or receivable and is recognised when Council gains

(g) Fair value measurement

Council measures certain assets and liabilities at fair value where required or permitted by Australian Accounting Standards. AASB 13 Fair value measurement, aims to improve consistency and reduce complexity by providing a definition of fair value and a single source of fair value measurement and disclosure requirements for use across Australian Accounting Standards.

AASB 13 defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. Fair value under AASB 13 is an exit price regardless of whether that price is directly observable or estimated using another valuation technique.

All assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within a fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

Level 1 — Quoted (unadjusted) market prices in active markets for identical assets or liabilities;

Level 2 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable; and

Level 3 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For the purpose of fair value disclosures, Council has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.

In addition, Council determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

(h) Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of 90 days or less, net of outstanding bank overdrafts.

(i) Trade and other receivables

Receivables are carried at amortised cost using the effective interest rate method. A provision for doubtful debts is recognised when there is objective evidence that an impairment has occurred.

(j) Other financial assets

Other financial assets are valued at fair value, being market value, at balance date. Term deposits are measured at amortised cost. Unlisted shares are valued at the lower of cost and net realisable amount. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

(k) Inventories

Inventories held for distribution are measured at cost adjusted when applicable for any loss of service potential. Inventories are measured at the lower of cost and net realisable value.

All other inventories, including land held for sale, are measured at the lower of cost and net realisable value. Where inventories are acquired for no cost or nominal consideration, they are measured at current replacement cost at the date of acquisition.

Note 1 Significant accounting policies

(l) Non-current assets classified as held for sale

A non-current asset classified as held for sale (including disposal groups) is measured at the lower of its carrying amount and fair value less costs to sell, and are not subject to depreciation. Non-current assets, disposal groups and related liabilities and assets are treated as current and classified as held for sale if their carrying amount will be recovered through a sale transaction rather than through continuing use. This condition is regarded as met only when the sale is highly probable and the asset's sale (or disposal group sale) is expected to be completed within 12 months from the date of classification.

(m) Recognition and measurement of property, plant and equipment, infrastructure, intangibles

(i) Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the amount for which the asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

Where assets are constructed by Council, cost includes all materials used in construction, direct labour, borrowing costs incurred during construction, and an appropriate share of directly attributable variable and fixed overheads.

In accordance with Council's policy, the threshold limits detailed in Note 1(n) have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

(ii) Revaluation

Subsequent to the initial recognition of assets, non-current physical assets, other than plant and equipment, are measured at their fair value, being the amount for which the assets could be exchanged between knowledgeable willing parties in an arm's length transaction. Subsequent to the initial recognition of assets, non-current physical assets, other than plant and equipment, are measured at their fair value, being the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. At balance date, Council reviewed the carrying value of the individual classes of assets measured at fair value to ensure that each asset materially approximated its fair value. Where the carrying value materially differed from the fair value at balance date, the class of asset was revalued.

Fair value valuations are determined in accordance with a valuation hierarchy. Changes to the valuation hierarchy will only occur if an external change in the restrictions or limitations of use on an asset result in changes to the permissible or practical highest and best use of the asset. Further details regarding the fair value hierarchy are disclosed at Note 21, Property, infrastructure, plant and equipment.

In addition, Council undertakes a formal revaluation of land, buildings, and infrastructure assets on a regular basis ranging from 2 to 3 years. The valuation is performed either by experienced council officers or independent experts.

Where the assets are revalued, the revaluation increments are credited directly to the asset revaluation reserve except to the extent that an increment reverses a prior year decrement for that class of asset that had been recognised as an expense in which case the increment is recognised as revenue up to the amount of the expense. Revaluation decrements are recognised as an expense except where prior increments are included in the asset revaluation reserve for that class of asset in which case the decrement is taken to the reserve to the extent of the remaining increments. Within the same class of assets, revaluation increments and decrements within the year are offset.

(iii) Land under roads

Council recognises land under roads it controls at fair value.

Note 1 Significant accounting policies

(n) Depreciation and amortisation of property, infrastructure, plant and equipment and intangibles

Buildings, land improvements, plant and equipment, infrastructure, and other assets having limited useful lives are systematically depreciated over their useful lives to Council in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Where assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

Road earthworks are not depreciated on the basis that they are assessed as not having a limited useful life.

Straight line depreciation is charged based on the residual useful life as determined each year.

Depreciation periods used are listed below and are consistent with the prior year unless otherwise stated.

Asset recognition thresholds and depreciation periods	Depreciation Period	Threshold Limit	\$
Property			
land	-	5,000	
land improvements	50 years	5,000	
Buildings			
heritage buildings	50 - 80 years	5,000	
buildings	50 - 80 years	5,000	
building improvements	50 - 80 years	5,000	
leasehold improvements	Life of lease	5,000	
Plant and Equipment			
vehicles	3 to 10 years	1,000	
plant, machinery and parks equipment	5 - 20 years	1,000	
fixtures, fittings and furniture	10 years	1,000	
computers and telecommunications	3 - 5 years	1,000	
library books, tapes & videos	3 - 8 years	All	
Infrastructure			
road pavements and seals	20 - 30 years	All	
road substructure	80 - 120 years	All	
road kerb, channel and minor culverts	40 - 60 years	All	
bridges deck	50 - 100 years	All	
bridges substructure	50 - 100 years	All	
footpaths and cycleways	30 - 50 years	All	
drainage			
- pipes, pits & gross pollutant traps	100 - 120	5,000	
recreational, leisure and community facilities	10 - 50 years	5,000	
parks, open space and streetscapes	10 - 50 years	5,000	
off street car parks	10 - 50 years	5,000	
Intangible assets			
software & system development costs	3 - 5 years	1,000	

Note 1 Significant accounting policies

(o) Repairs and maintenance

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

(p) Investment property

Investment property are held to generate long-term rental yields. Investment property is measured initially at cost, including transaction costs. Costs incurred subsequent to initial acquisition are capitalised when it is probable that future economic benefit in excess of the originally assessed performance of the asset will flow to Council. Subsequent to initial recognition at cost, investment property is carried at fair value, determined annually by independent valuers. Changes to fair value are recorded in the comprehensive income statement in the period that they arise. Rental income from the leasing of investment properties is recognised in the comprehensive income statement on a straight line basis over the lease term.

(q) Impairment of assets

At each reporting date, Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

(r) Trade and other creditors

Trade and other creditors are unsecured and interest free. Settlement generally occurs within 30 days of invoice receipt except for deposits which are settled at the satisfactory completion of works or services.

(s) Trust funds and deposits

Amounts received as deposits and retention amounts controlled by Council are recognised as trust funds until they are returned, transferred in accordance with the purpose of the receipt, or forfeited (refer to Note 25).

(t) Borrowings

Borrowings are initially measured at fair value, being the cost of the interest bearing liabilities, net of transaction costs. The measurement basis subsequent to initial recognition depends on whether Council has categorised its interest-bearing liabilities as either financial liabilities designated at fair value through the profit and loss, or financial liabilities at amortised cost. Any difference between the initial recognised amount and the redemption value is recognised in net result over the period of the borrowing using the effective interest method.

The classification depends on the nature and purpose of the interest bearing liabilities. Council determines the classification of its interest bearing liabilities at initial recognition.

(i) Borrowing costs

Borrowing costs are recognised as an expense in the period in which they are incurred, except where they are capitalised as part of a qualifying asset constructed by Council. Except where specific borrowings are obtained for the purpose of specific asset acquisition, the weighted average interest rate applicable to borrowings at balance date, excluding borrowings associated with superannuation, is used to determine the borrowing costs to be capitalised.

Borrowing costs include interest on bank overdrafts, interest on borrowings, and finance lease charges.

Note 1 Significant accounting policies

(u) Employee costs and benefits

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date:

(i) Wages and salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits, annual leave and accumulated sick leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

(ii) Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits.

Current Liability - unconditional LSL is disclosed as a current liability even when Council does not expect to settle the liability within 12 months because it will not have the unconditional right to defer settlement of the entitlement should an employee take leave within 12 months.

The components of this current liability are measured at :

- present value - component that is not expected to be wholly settled within 12 months.
- nominal value - component that is expected to be wholly settled within 12 months.

(iii) Personal gratuity leave

Liabilities for personal gratuity leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

(iv) Superannuation

A liability is recognised in respect of Council's present obligation to meet the unfunded obligations of defined benefit superannuation schemes to which its employees are members. The liability is defined as the Council's share of the scheme's unfunded position, being the difference between the present value of employees' accrued benefits and the net market value of the scheme's assets at balance date. The liability also includes applicable contributions tax of 15%.

The superannuation expense for the reporting period is the amount of the statutory contribution Council makes to the superannuation scheme, which provides benefits to its employees together with any movements (favourable/unfavourable) in the position of any defined benefits schemes. Details of these arrangements are set out in Note 10(b).

(v) Classification of employee costs

Non-current liability - conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non - current liability. There is an unconditional right to defer settlement of the entitlement until the employee has completed the requisite years of service.

This non-current LSL liability is measured at present value.

(v) Leases

(i) Operating leases

Lease payments for operating leases are required by the accounting standard to be recognised on a straight line basis, rather than expensed in the years in which they are incurred.

(ii) Leasehold improvements

Leasehold improvements are recognised at cost and are amortised over the unexpired period of the lease or the estimated useful life of the improvement, whichever is the shorter. At balance date, leasehold improvements are amortised over a 15 year period.

Note 1 Significant accounting policies

(w) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the Statement of Cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(x) Financial guarantees

Financial guarantee contracts are not recognised as a liability in the balance sheet unless the lender has exercised their right to call on the guarantee or Council has other reasons to believe that it is probable that that right will be exercised. Details of guarantees that Council has provided, that are not recognised in the balance sheet are disclosed at Note 38 Contingent Liabilities and Contingent Assets.

(y) Contingent assets and contingent liabilities and commitments

Contingent assets and contingent liabilities are not recognised in the Balance Sheet, but are disclosed by way of a note and, if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value by way of note and presented inclusive of the GST payable.

(z) Pending accounting standards

Certain new Australian Accounting Standards have been issued that are not mandatory for the 30 June 2016 reporting period. Council has assessed these pending standards and has identified that no material impact will flow from the application of these standards in future reporting periods.

(aa) Rounding

Unless otherwise stated, amounts in the financial report have been rounded to the nearest thousand dollars. Figures in the financial statement may not equate due to rounding.

Note 2 Budget comparison

The budget comparison notes compare Council's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. Council has adopted a materiality threshold of 10 percent or where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by Council on 22 June 2015. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. Council sets guidelines and parameters for revenue and expense targets in this budget in order to meet Council's planning and financial performance targets for both the short and long-term. The budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

(a) Income and Expenditure

	Budget 2016 \$'000	Actual 2016 \$'000	Variance 2016 \$'000	Variance 2016 %	Ref
Income					
Rates and charges	113,858	113,848	(10)	0%	
Statutory fees and fines	6,607	7,103	496	8%	I1
User fees	11,852	13,762	1,910	16%	I2
Grants - operating	15,632	13,178	(2,454)	-16%	I3
Grants - capital	1,862	3,068	1,206	65%	I4
Contributions - monetary	5,500	5,764	264	5%	
Contributions - non-monetary assets	0	144	144	100%	I5
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	(259)	(33)	226	-87%	I6
Fair value adjustments for investment property	0	61	61	100%	I7
Other income	4,442	4,452	10	0%	
Total income	159,494	161,347	1,853		
Expenses					
Employee costs	78,530	76,355	2,175	3%	E1
Materials and services	47,412	45,731	1,681	4%	E2
Bad and doubtful debts	802	1,002	(200)	-25%	E3
Depreciation and amortisation	22,243	20,973	1,270	6%	
Borrowing costs	23	8	15	65%	E4
Unspent DCP contributions	0	(6,485)	6,485	100%	E5
Other expenses	3,607	3,704	(97)	-3%	
Total expenses	152,617	141,288	11,329		
Surplus/(deficit) for the year	6,877	20,059	13,182		

Note 2 Budget comparison

(i) Explanation of material variations

Var Ref	Item	Explanation
I1	Statutory fees and fines	Statutory fees and fines were exceeded due to an increase in health registrations (\$0.1 million) and fees for building services (\$0.4 million).
I2	User fees and fines	User fees and fines were exceeded due to an increase in hospitality income at Darebin Arts & Entertainment Centre (\$0.4 million), environmental program fees (\$0.3 million), right of way income (\$0.3 million), local laws miscellaneous fines (\$0.2 million) .
I3	Grants - operating	Operating grants were not achieved due to the early receipt of the 1st and 2nd quarter 2015/16 Victorian Grants Commission funding (\$2.5 million) received last year.
I4	Grants - capital	Capital grants and contributions were exceeded due to new funding being received for water harvesting and flood mitigation works at DISC (\$0.7 million) and additional Roads to Recovery grants (\$0.4 million).
I5	Contributions - non-monetary assets	Contributions - non-monetary assets were exceeded due to contributed infrastructure assets from development received during the year. Contributed assets are not budgeted for during the year.
I6	Net (loss) on disposal of property, infrastructure, plant and equipment	Net loss on disposal of property, infrastructure, plant and equipment was not achieved due to a change in the change over policy for the replacement of Council's light fleet which resulted in fewer vehicles being replaced during the year.
I7	Fair value adjustments for investment property	Fair value adjustment for investment property was exceeded due to an increase in fair value of the Sullivan Reserve stadium. Fair value movements in investment property are not budgeted for during the year.
E1	Employee costs	Employee costs was not achieved due to a reduction in WorkCover levy achieved through better injury management (\$0.7 million) and vacant positions not being filled during the year.
E2	Materials and services	Materials and services was not achieved due to reduced waste disposal and tipping charges associated with environmental operations (\$0.8 million) and delays in procurement of solar panels for residents under the Solar \$aver program (\$0.9 million).
E3	Bad and doubtful debts	Bad and doubtful debts was exceeded mainly due to a higher provision for doubtful debts required for animal registrations and miscellaneous local law fines (\$0.2 million) .
E4	Borrowing costs	Borrowing costs was not achieved as proposed borrowings for the new Multisports stadium were not undertaken as construction had not yet commenced at year end.
E5	Unspent DCP Funds	See Note 24 - This item was exceeded due to a payable being provided for unspent developer contribution no longer required under our Darebin Planning Scheme Amendment C148 (\$6.4 million).

Note 2 Budget comparison (cont)

(b) Capital Works

	Budget 2016 \$'000	Actual 2016 \$'000	Variance 2016 \$'000	Variance 2016 %	Ref
Property					
Buildings	5,678	4,187	(1,491)	-26%	CW1
Building improvements	174	234	60	34%	CW2
Total Buildings	5,852	4,421	(1,431)		
Total Property	5,852	4,421	(1,431)		
Plant and Equipment					
Plant, machinery and equipment	2,326	2,211	(115)	-5%	
Fixtures, fittings and furniture	130	217	87	67%	CW3
Computers and telecommunications	1,491	1,245	(246)	-16%	CW4
Library books	732	702	(30)	-4%	
Total Plant and Equipment	4,679	4,375	(304)		
Infrastructure					
Roads	4,449	4,308	(141)	-3%	
Transport & road safety	1,900	440	(1,460)	-77%	CW5
Bridges	374	255	(119)	-32%	CW6
Footpaths and cycleways	1,596	1,903	307	19%	CW7
Drainage	740	737	(3)	0%	
Land improvements	-	65	65	+100%	CW8
Recreational, leisure and community facilities	507	515	8	2%	
Parks, open space and streetscapes	7,315	4,301	(3,014)	-41%	CW9
Off street car parks	42	42	-	0%	
Other infrastructure	85	80	(5)	-6%	
Total Infrastructure	17,008	12,646	(4,362)		
Total Capital Works Expenditure	27,539	21,442	(6,097)		
Represented by:					
New asset expenditure	4,417	1,696	(2,721)		
Asset renewal expenditure	13,855	13,638	(217)		
Asset expansion expenditure	2,236	1,452	(784)		
Asset upgrade expenditure	7,031	4,656	(2,375)		
Total Capital Works Expenditure	27,539	21,442	(6,097)		

Note 2 Budget comparison (cont)

(i) Explanation of material variations

Var Ref	Item	Explanation
CW1	Buildings	The budget for buildings was not achieved largely due to delays completing works on the Multisports Stadium (\$1.3 million), East Preston Neighbourhood House (\$0.8 million) and relocatable kindergarten (\$0.2 million) Offsetting this was the completion of the Reservoir Community & Learning Centre (\$0.2 million) and the WC Ruthven Reserve Community Centre (\$0.4 million) which were both carried over from the previous year.
CW2	Building improvements	The budget for building improvements was exceeded largely due to improvement works at Darebin Arts & Entertainment Centre and Northcote Town Hall being originally allocated as maintenance(\$0.2 million).
CW3	Fixtures, fittings and furniture	The budget for fixtures, fittings and furniture was exceeded due to the completion of the Reservoir Community & Learning Centre fit-out (\$0.2 million).
CW4	Computers and telecommunications	The budget for computers and telecommunications was not achieved due to delays in the implementation of the venue management system (\$0.1 million) and planned website enhancements (\$0.1 million).
CW5	Transport & road safety	The budget for transport & road safety was not achieved due to delays in the tender evaluation of the Junction urban masterplan project (\$1.1 million) and Merri Pde safe crossing project which was cancelled due to loss of external funding (\$0.2 million).
CW6	Bridges	The budget for Bridges was not achieved due to savings on the completion of the Scott Grove pedestrian bridge (\$0.1 million).
CW7	Footpaths and cycleways	The budget for footpath and cycleways was exceeded due to works associated with the improving cycling facilities project originally being allocated as maintenance (\$0.4 million).
CW8	Land improvements	The budget for land improvements was exceeded due to the Merrilands tennis court refurbishment being allocated as maintenance (\$0.1 million).
CW9	Parks, open space and streetscapes	The budget for parks, open space and streetscapes was not achieved largely due to delays completing works including city wide beautification works (\$1.9 million), Reservoir streetscape (\$0.1 million), shopping strip infrastructure (\$0.5 million) and the big park and Batman Park master plans (\$0.5 million).

	2016 \$'000	2015 \$'000
Note 3 Rates and charges		
General rates	110,207	103,738
Cultural and recreational properties	26	25
Green waste services	2,173	2,044
Supplementary rates and rate adjustments	1,118	789
Special rates and charges	324	1,165
Total rates and charges	113,848	107,761

Council uses Capital Improved Value as the basis of valuation of all properties within the municipal district. Capital Improved Value means the sum which land and all its improvements might be expected to realise at the time of valuation, if offered for sale on any reasonable terms and conditions.

The valuation base used to calculate general rates for 2015/16 was \$39,252,793,101 (2014/15: \$38,792,263,601).

The 2015/16 rate in the capital improved value (CIV) dollar for;

Residential properties was 0.258933 (2014/15: 0.246603).

Business properties was 0.453133 (2014/15: 0.431555).

Cultural and recreational properties was 0.226566 (2014/15: 0.215778).

The date of the latest general revaluation of land for rating purposes within the municipal district was 1 January 2016, and the valuation was first applied in the rating year commencing 1 July 2016.

The date of the previous general revaluation of land for rating purposes within the municipal district was 1 January 2014, and that valuation applied to the rating periods commencing 1 July 2013 and 1 July 2014.

Note 4 Statutory fees and fines

Animal registration	630	594
Building services	1,023	661
Environmental health	640	600
Statutory planning	1,031	998
Traffic enforcement	2,938	3,089
Infringement court recoveries	824	808
Other planning and developer fees	17	17
Total statutory fees and fines	7,103	6,767

Note 5 User fees

Aged and health services	1,350	1,575
Arts and culture	2,571	2,315
Family, children and community programs	216	346
Golf course attendance	990	1,060
Leisure centres and recreation	3,921	3,665
Library	201	205
Recycling	711	724
Registrations and other permits	3,052	2,583
Right of ways	662	532
Other fees and charges	88	140
Total user fees	13,762	13,145

	2016 \$'000	2015 \$'000
Note 6 Grants		
Grants were received in respect of the following:		
Summary of grants		
Commonwealth funded grants	4,014	11,998
State funded grants	12,231	10,647
Total grants	16,245	22,645
Grants for operating purposes		
<i>Recurrent - Commonwealth Government</i>		
Community aged care	0	325
Diesel fuel rebate scheme	79	75
Holiday program	5	25
Victorian Grants Commission - general purpose *	1,856	6,106
Victorian Grants Commission - local roads *	453	1,340
<i>Recurrent - State Government/Other</i>		
Dementia care	342	384
Disability resource	149	147
Family support	409	387
HACC aboriginal liaison	34	99
HACC support services	1,001	944
Health & safety	112	109
Home help	5,150	4,509
Immunisation	138	139
Libraries	916	890
Maternal and child health	1,126	1,077
Meals on wheels	247	551
Metro access	127	122
Playgroup Initiatives	193	0
Property maintenance	142	246
School crossings	286	280
Senior citizens	81	80
Youth services	39	38
Other programs	23	30
Total recurrent operating grants	12,908	17,903
<i>Non-recurrent Commonwealth Government</i>		
Other programs	20	15
<i>Non-recurrent State Government / Other</i>		
VASP Vulnerable Households project	0	90
Other programs	250	257
Total non-recurrent operating grants	270	362
Total operating grants	13,178	18,265
Grants for capital purposes		
<i>Recurrent - Commonwealth Government</i>		
Roads to recovery	1,247	437
Total recurrent capital grants	1,247	437
<i>Non-recurrent Commonwealth Government</i>		
Energy efficient street lights	355	512
Reservoir Community & Learning Centre	0	2,562
Reservoir Leisure Centre Cogeneration	0	167
Resource Efficient projects	0	288
<i>Non-recurrent State Government / Other</i>		
Aged & disability system replacement	80	50
Minor works	180	67
DISC stormwater harvest and flood mitigation	650	0
Reservoir Laneway Revitalisation	0	46
Reservoir Streetscape Masterplan	0	100
Safe travel projects	38	0
Sportsfield Lighting	80	0
Sport & recreation grants	251	76
Water Sensitive Urban Design	187	75
Total non-recurrent capital grants	1,821	3,943
Total capital grants	3,068	4,380
Total grants	16,246	22,645

	2016 \$'000	2015 \$'000
Note 6 Grants (continued)		
Unspent grants received on condition that they be spent in a specific manner		
Balance at start of year	3,312	464
Received during the financial year and remained unspent at balance date *	2,022	3,312
Received in prior years and spent during the financial year	3,312	464
Balance at end of year	<u>2,022</u>	<u>3,312</u>

Conditions on grants

Grants recognised as revenue during the year that were obtained on condition that they be expended in a specified manner that had not occurred at balance date were: *	2,022	3,312
Grants which were recognised as revenues in a previous reporting period which were expended during the current year in the manner specified by the grantor were:	3,312	464
Net increase/(decrease) in restricted assets resulting from grant revenues for the year:	<u>(1,290)</u>	<u>2,848</u>

Note: * In 2015, 50% of 2015/16 Victorian Grants Commission funding (\$2.48 million) was received in advance.

Note 7 Contributions

(a) Monetary

Drainage and open space	5,606	3,906
Other capital and minor works	158	199
	<u>5,764</u>	<u>4,105</u>

(b) Non-monetary assets

Contributions of non-monetary assets were received in relation to the following asset classes.

Land under roads	13	81
Roads	30	62
Drainage	101	221
	<u>144</u>	<u>364</u>
Total contributions	<u>5,908</u>	<u>4,469</u>

Non-monetary assets

The non-monetary assets in the current year relate to assets received from developers who have undertaken developments within the municipality.

Note 8 Net gain/(loss) on disposal of property, infrastructure, plant and equipment

Proceeds of sale	334	726
Write down value of assets disposed	(367)	(822)
Total net gain/(loss) on disposal of property, infrastructure, plant and equipment	<u>(33)</u>	<u>(96)</u>

Note 9 Other income

Interest on investments, loans and advances and rates	1,941	1,789
Property rental and leases	461	435
Workers compensation insurance recovery	327	337
Insurance recovery	100	187
Parental leave scheme recovery	138	158
Recovery of costs	1,485	1,183
Total other income	<u>4,452</u>	<u>4,089</u>

	2016 \$'000	2015 \$'000
Note 10 (a) Employee costs		
Wages, salaries and related oncosts	61,372	58,402
Casual staff	5,651	4,879
Superannuation	7,619	6,937
Personal gratuity leave	62	162
WorkCover	1,228	1,912
Fringe benefits tax	423	431
Total employee costs	76,355	72,723

Note 10 (b) Superannuation

Council makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in Comprehensive Income Statement when they are made or due.

Council made contributions to the following funds:

Defined benefit fund

Council does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of Council in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	1,038	1,173
Employer contributions payable at reporting date.	8	0

Accumulation funds

The Fund's accumulation categories, Vision MySuper/Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2016, this was 9.5% required under Superannuation Guarantee legislation (for 2014/15, this was 9.5%)).

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	4,896	4,524
Employer contributions - other funds	1,686	1,240
	6,582	5,764
Employer contributions payable at reporting date.	533	481

Note 11 Materials and services

Advertising, marketing and promotions	532	625
Apprentices and trainees	492	499
Banking fees and charges	389	369
Consultants	1,476	1,403
Contract payments for goods and services	21,583	21,478
Facility rental and hire	172	158
Fleet parts, consumables and registration	752	760
Fuel and oil	916	1,047
Insurances and excess	1,419	1,434
License fees	163	194
Materials and consumables	2,653	2,611
Memberships and subscriptions	283	281
Minor equipment purchases	397	300
Non-capitalised major maintenance	7,081	8,865
Office administration	3,120	2,983
Repairs and maintenance	254	298
Other supplies and services	589	419
Utilities	3,460	3,987
Total materials and services	45,731	47,711

	2016 \$'000	2015 \$'000
Note 12 Bad and doubtful debts		
Parking fine debtors	133	299
Parking related debtors - PERIN Court	375	461
Other debtors	494	412
Total bad and doubtful debts	1,002	1,172

Note 13 Depreciation and amortisation

Property	5,524	5,311
Plant and equipment	4,267	4,042
Infrastructure	10,833	10,884
Total depreciation	20,624	20,237
Intangibles	349	368
Total depreciation and amortisation	20,973	20,605

Refer to Note 21 & 23 for a more detailed breakdown of depreciation and amortisation charges

Note 14 Borrowing costs

Interest - Borrowings	8	16
Less capitalised borrowing costs on qualifying assets	0	0
Total borrowing costs	8	16

Note 15 Other expenses

Auditors' remuneration - VAGO - audit of the financial statements, performance statement and grant acquitals	76	64
Auditors' remuneration - internal audit	160	174
Community grants and other contributions	1,532	1,487
Councillors' emoluments	342	342
Fire services levies	118	105
Lease payments	130	109
Legal expenses	810	874
Perin court costs	117	109
Special rate payments	309	302
Write off of property, infrastructure and plant and equipment	110	6
Total other expenses	3,704	3,572

	2016 \$'000	2015 \$'000
Note 16 Cash and cash equivalents		
Cash on hand	21	27
Cash at bank	3,995	3,841
Money market call accounts	12,910	8,435
Term deposits	28,515	34,503
	<u>45,441</u>	<u>46,806</u>

Restrictions

Council's cash and cash equivalents are subject to external restrictions that limit amounts available for discretionary use. These include:

Developer contribution scheme	6,310	0
Drainage development reserve	23	23
Public resort and recreation reserve	12,459	9,789
Fire Services Property Levy payable	744	733
Contractor and security deposits (see Note 25)	4,645	4,135
Total restricted funds	<u>24,181</u>	<u>14,680</u>
Total unrestricted cash and cash equivalents	<u>21,260</u>	<u>32,126</u>

Intended allocations

Although not externally restricted the following amounts have been allocated for specific future purposes by Council:

Cash held to fund carried forward capital works	6,464	7,974
Car park development reserve	227	227
Total funds subject to intended allocations	<u>6,691</u>	<u>8,201</u>

Refer also to Note 18 for details of other financial assets held by Council.

Note 17 Trade and other receivables

Current

Rates receivable	6,858	7,022
Special rate assessment	785	955
Parking infringement debtors	4,425	3,854
Less: Provision for doubtful debts - parking	(3,257)	(2,907)
Other debtors	3,758	3,154
Less: Provision for doubtful debts - other	(1,108)	(1,118)
GST receivable	1,186	1,130
Loans and advances	0	41
Total current trade and other receivables	<u>12,647</u>	<u>12,131</u>

Non-current

Loans and advances	114	114
Total trade and other receivables	<u>12,761</u>	<u>12,245</u>

(i) Ageing of Receivables

At balance date, other debtors representing financial assets were past due but not impaired. These amounts relate to a number of independent customers for whom there is no recent history of default. The ageing of the Council's trade and other receivables (excluding statutory receivables) was:

Current (not yet due)	864	609
Past due by up to 30 days	467	875
Past due between 31 and 60 days	144	61
Past due between 61 and 90 days	209	175
Past due above 90 days	2,074	1,434
Total trade and other receivables	<u>3,758</u>	<u>3,154</u>

	2016 \$'000	2015 \$'000
Note 17 Trade and other receivables (continued)		

The Council does not hold any collateral in relation to these receivables.

(ii) Movement in Provision for Doubtful Debts

Balance at the beginning of the year	4,025	5,050
Provision for impairment recognised during the year	778	1,119
Debtors written-off during the year as uncollectable	(438)	(2,144)
Unused amount reversed	0	0
Balance at end of year	4,365	4,025

(iii) Ageing of individually impaired Trade and Other Receivables

At balance date, other debtors representing financial assets with a nominal value of \$1,355,000 (2015: \$1,275,000) were impaired. The amount of the impairment assessed against these debtors was \$1,108,000 (2015: \$1,118,000). The ageing of these receivables is as follows:

Over 3 months	1,355	1,275
Total trade and other receivables	1,355	1,275

Note 18 Other financial assets

Current

Term deposits	19,164	4,103
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Non-current

Unlisted shares in corporations at cost	236	236
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Total other financial assets	19,400	4,339
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Bank and other Authorised Deposit-taking Institutions (ADI) term deposits of greater than 3 months duration but less than 12 months duration.

The shares in unlisted corporations reflect Council's holdings in Maps Group Limited, Regional Kitchen Pty Ltd, and RFK Pty Ltd.

Note 19 Inventories

Inventories held for distribution	32	79
Inventories held for sale	33	15
Total inventories	65	94

Note 20 Other assets

Accrued income	1,356	923
Prepayments	453	546
Total other assets	1,809	1,469

Note 21 Property, infrastructure, plant and equipment

Summary of property, infrastructure, plant and equipment

	At Fair Value 30 June 2016	Accumulated Depreciation	WDV 30 June 2016	At Fair Value 30 June 2015	Accumulated Depreciation	WDV 30 June 2015
Land	612,730	0	612,730	550,249	0	550,249
Buildings	352,851	(159,298)	193,553	332,811	(146,217)	186,594
Plant and equipment	60,069	(40,257)	19,812	57,912	(37,654)	20,258
Infrastructure	658,194	(264,007)	394,187	644,443	(253,327)	391,116
Work in progress	860	0	860	4,093	0	4,093
	1,684,704	(463,562)	1,221,142	1,589,508	(437,198)	1,152,310

Summary of Work in Progress

	Opening WIP	Additions	Transfers	Write-offs	Closing WIP
Buildings	2,351	304	(2,265)	-	390
Plant and equipment	404	174	(404)	-	174
Infrastructure	1,338	247	(1,289)	-	296
	4,093	725	(3,958)	-	860

Note 21 Property, infrastructure plant and equipment (continued)

	Notes	Land - specialised	Land - non specialised	Total Land	Buildings - heritage	Buildings - specialised	Buildings - non specialised	Work in progress	Total Buildings	Total Property
Land and Buildings										
At fair value 1 July 2015		524,706	25,543	550,249	41,736	280,571	10,504	2,351	335,162	885,411
Accumulated depreciation at 1 July 2015		-	-	0	(25,987)	(114,252)	(5,978)	-	(146,217)	(146,217)
Movements in fair value		524,706	25,543	550,249	15,749	166,319	4,526	2,351	188,945	739,194
Acquisition of assets at fair value		13	-	13	761	5,430	-	304	6,495	6,508
Revaluation increments/decrements		57,080	5,388	62,468	(363)	13,678	534	-	13,849	76,317
Fair value of assets disposed		-	-	-	-	-	-	-	-	-
Impairment losses recognised in operating result		-	-	-	-	-	-	(2,265)	(2,265)	(2,265)
Transfers		-	-	-	-	-	-	(1,961)	18,079	80,560
		57,093	5,388	62,481	398	19,108	534	(1,961)	18,079	80,560
Movements in accumulated depreciation										
Depreciation and amortisation		0	0	0	(268)	(5,073)	(183)	-	(5,524)	(5,524)
Revaluation increments/decrements		0	0	0	(811)	(7,004)	258	-	(7,557)	(7,557)
Accumulated depreciation of disposals		-	-	-	-	-	-	-	-	-
Impairment losses recognised in operating result		-	-	-	-	-	-	-	-	-
Transfers		-	-	-	-	-	-	-	-	-
		0	0	0	(1,079)	(12,077)	75	-	(13,081)	(13,081)
At fair value 30 June 2016		581,799	30,931	612,730	42,134	299,679	11,038	390	353,241	965,971
Accumulated depreciation at 30 June 2016		-	-	0	(27,066)	(126,329)	(5,903)	-	(159,298)	(159,298)
		581,799	30,931	612,730	15,068	173,350	5,135	390	193,943	806,673

Note 21 Property, infrastructure plant and equipment (continued)

	Notes	Plant machinery and equipment	Computers and telecomms	Fixtures and fittings and furniture	Library books	Artwork & historical collections	Other	Work in progress	Total plant and equipment
Plant and Equipment									
At fair value 1 July 2015		16,524	19,966	7,262	7,182	1,694	5,284	404	58,316
Accumulated depreciation at 1 July 2015		(6,323)	(16,106)	(6,567)	(4,691)	-	(3,967)	-	(37,654)
		10,201	3,860	695	2,491	1,694	1,317	404	20,662
Movements in fair value									
Acquisition of assets at fair value		1,500	1,505	237	702	46	259	174	4,423
Revaluation increments/decrements		-	-	-	-	-	-	-	-
Fair value of assets disposed		(1,048)	(1,044)	-	-	-	-	-	(2,092)
Impairment losses recognised in operating result		-	-	-	-	-	-	-	-
Transfers		-	-	-	-	-	-	(404)	(404)
		452	461	237	702	46	259	(230)	1,927
Movements in accumulated depreciation									
Depreciation and amortisation		(2,103)	(1,182)	(119)	(665)	-	(198)	-	(4,267)
Revaluation increments/decrements		-	-	-	-	-	-	-	-
Accumulated depreciation of disposals		624	1,040	-	-	-	-	-	1,664
Impairment losses recognised in operating result		-	-	-	-	-	-	-	-
Transfers		(1,479)	(142)	(119)	(665)	-	(198)	-	(2,603)
		16,976	20,427	7,499	7,884	1,740	5,543	174	60,243
At fair value 30 June 2016		(7,802)	(16,248)	(6,686)	(5,356)	-	(4,165)	-	(40,257)
Accumulated depreciation at 30 June 2016		9,174	4,179	813	2,528	1,740	1,378	174	19,986

Note 21 Property, infrastructure plant and equipment (continued)

	Roads	Footpaths and cycleways	Bridges	Drainage	Land impr'ments	Parks, open spaces and streetscapes	Off street car parks	Work in progress	Total Infrastructure
Infrastructure									
At fair value 1 July 2015	278,186	101,293	7,781	173,411	46,950	28,550	8,272	1,338	645,781
Accumulated depreciation at 1 July 2015	(99,409)	(49,582)	(3,136)	(70,904)	(14,003)	(12,120)	(4,173)	-	(253,327)
Movements in fair value	178,777	51,711	4,645	102,507	32,947	16,430	4,099	1,338	392,454
Acquisition of assets at fair value	5,272	1,927	327	810	983	4,554	79	247	14,200
Revaluation increments/decrements	-	-	-	-	-	-	-	-	-
Fair value of assets disposed	-	-	(128)	-	-	(73)	-	-	(201)
Impairment losses recognised in operating result	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	(1,289)	(1,289)
	5,272	1,927	199	810	983	4,481	79	(1,042)	12,709
Movements in accumulated depreciation									
Depreciation and amortisation	(4,547)	(2,025)	(95)	(1,448)	(876)	(1,706)	(136)	-	(10,833)
Revaluation increments/decrements	-	-	-	-	0	-	-	-	-
Accumulated depreciation of disposals	-	-	80	-	-	73	-	-	153
Impairment losses recognised in operating result	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
	(4,547)	(2,025)	(15)	(1,448)	(876)	(1,633)	(136)	-	(10,680)
At fair value 30 June 2016	283,458	103,220	7,980	174,221	47,933	33,031	8,351	296	658,490
Accumulated depreciation at 30 June 2016	(103,956)	(51,607)	(3,151)	(72,352)	(14,879)	(13,753)	(4,309)	-	(264,007)
	179,502	51,613	4,829	101,869	33,054	19,278	4,042	296	394,483

Note 21 Property, infrastructure plant and equipment (continued)

Valuation basis

Non-specialised land and non-specialised buildings

The valuations of non-specialised land and non-specialised buildings were determined by Mr D Archer, AAPI, the City Valuer. The valuations for specialised land were performed as at 30 June 2016 on the basis of fair value, using the market based direct comparison method adjusted for restrictions in use. To the extent that non-specialised land and non-specialised buildings do not contain significant unobservable adjustments, these assets are classified as level 2 under the market based direct comparison approach.

Specialised land and specialised buildings

The valuations of specialised land and specialised buildings were determined by Mr D Archer, AAPI, the City Valuer. The valuations for specialised buildings including Council's leisure and aquatic centres, Bundoora Park, Darebin Arts & Entertainment Centre and other cultural historical sites were determined by an independent valuer, Mrs B Stephen, AAPI. The valuation was performed using either the market based direct comparison method or depreciated replacement cost, adjusted for restrictions in use. The effective date of the valuation is 30 June 2016.

Land under roads

Land under roads acquired on or after 1 July 2008 is recognised at cost.

Details of the Council's land, land improvements and buildings and information about the fair value hierarchy as at 30 June 2016 are as follows:

	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	Total \$'000
2016				
Assets measured at fair value				
Land	0	30,931	581,799	612,730
Buildings	0	5,135	188,808	193,943
	0	36,066	770,607	806,673

No transfers between levels occurred during the year

Valuations of infrastructure

Infrastructure includes road surface and substructures, footpaths, kerb and channel, traffic devices parking bays, offstreet car parks, drainage pipes, pits, gross pollutant traps and bridges. The valuations for infrastructure assets were determined by Mr S Hamilton, B Eng (Civil), Manager Major Projects, Engineering & Transport. The valuations were performed as at 30 June 2015 on the basis of fair value being the current replacement cost less accumulated depreciation at the date of the valuation.

Road and offstreet car park replacement cost is calculated with reference to a representative range of unit costs received from contractors and other relevant sources. Accumulated depreciation has been assessed with reference to the AUSTRROADS National Pavement Condition Indicators and road condition surveys.

Bridge replacement cost is based on the major components of the structure and sourced from representative bridge construction projects. Accumulated depreciation has been assessed based on knowledge of Council's bridge network and industry standards.

Drainage replacement cost is calculated with reference to a representative range of unit costs received from contractors and other relevant sources. Accumulated depreciation has been assessed based on knowledge of Council's drainage network and industry standards.

Land improvements are valued using the depreciated replacement cost method. This cost represents the replacement cost of the building/component after applying depreciation rates on a useful life basis. replacement costs relate to costs to produce the property to an "as new" standard. Economic obsolescence has also been factored into the depreciated replacement cost calculation.

Land improvements includes playing surfaces, retarding basins and other land improvements. The valuations for land improvements were determined by Mr D Archer, AAPI, the City Valuer. The valuations were performed as at 30 June 2015 on the basis of fair value being the current replacement cost less accumulated depreciation at the date of the valuation.

The next scheduled full revaluation for this purpose will be conducted in 2017/18.

There were no changes in valuation techniques throughout the period 30 June 2016.

For all assets measured at fair value, the current use is considered the highest and best use.

Note 21 Property, infrastructure plant and equipment (continued)

Valuations of infrastructure (continued)

Details of the Council's infrastructure and information about the fair value hierarchy as at 30 June 2016 are as follows:

	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	Total \$'000
2016				
Assets measured at fair value				
Roads	0	0	179,798	179,798
Footpaths & cycleways	0	0	51,613	51,613
Bridges	0	0	4,829	4,829
Drainage	0	0	101,869	101,869
Land improvements	0	0	33,054	33,054
Parks, open spaces and streetscapes	0	0	19,278	19,278
Offstreet carparks	0	0	4,042	4,042
	<u>0</u>	<u>0</u>	<u>394,483</u>	<u>394,483</u>

No transfers between levels occurred during the year

2016	2015
\$'000	\$'000

Reconciliation of specialised land

Land under roads	990	977
Community facilities	48,792	44,573
Council administration & depots	24,894	26,286
Offstreet carparks	11,243	8,703
Parks and reserves	495,880	444,167
Total specialised land	<u>581,799</u>	<u>524,706</u>

Description of significant unobservable inputs into level 3 valuations

Non-specialised land and non-specialised buildings

Non-specialised land and non-specialised buildings are valued using the market based direct comparison method. Under this method, the assets are compared to recent comparable sales or sales of comparable assets which are considered to have nominal or no added improvement value.

Specialised land, land improvements and land under roads

Specialised land and land under roads is valued using a market based direct comparison technique. Significant unobservable inputs include the extent and impact of restriction of use and the market cost of land per square metre. The extent and impact of restrictions on use varies and results in a reduction to surrounding land values between 10% and 80%. The market value of land varies significantly depending on the location of the land and the current market conditions. Currently land values range between \$20 and \$2,644 per square metre.

Specialised buildings

Specialised buildings are valued using a depreciated replacement cost technique. Significant unobservable inputs include the current replacement cost and remaining useful lives of buildings. Current replacement costs is calculated on a square metre basis and ranges from \$500 to \$7,200 per square metre. The remaining useful lives of buildings are determined on the basis of the current condition of buildings and vary from 50 years to 100 years. Replacement cost is sensitive to changes in market conditions, with any increase or decrease in cost flowing through to the valuation. Useful lives of buildings are sensitive to changes in expectations or requirements that could either shorten or extend the useful lives of buildings.

Infrastructure

Infrastructure assets are valued based on the depreciated replacement cost. Significant unobservable inputs include the current replacement cost and remaining useful lives of infrastructure. The remaining useful lives of infrastructure assets are determined on the basis of the current condition of the asset and vary from 30 years to 120 years. Replacement cost is sensitive to changes in market conditions, with any increase or decrease in cost flowing through to the valuation. Useful lives of infrastructure are sensitive to changes in use, expectations or requirements that could either shorten or extend the useful lives of infrastructure assets. Current replacement cost for infrastructure is calculated as follows;

Roads and offstreet car parks range between \$28 to \$398 per square metre.

Shared paths and cycleways range between \$48 to \$233 per square metre.

Drainage assets range between \$115 to \$1,890 per unit.

Bridge assets range vary depending on construction type.

	2016 \$'000	2015 \$'000
Note 22 Investment property		
At fair value		
Balance at beginning of financial year	2,806	3,782
Net gain / (loss) from fair value adjustment	61	(976)
Balance at end of financial year	<u>2,867</u>	<u>2,806</u>

Investment property

The valuations were determined by Mr D Archer, AAPI, the City Valuer, who has recent experience in the location and category of the property being valued. The valuation is at fair value, based on the current market value for the property. The valuations were performed as at 30 June 2016 (2015: 30 June 2015).

Note 23 Intangible assets

Software and system development costs	684	648
Water access rights	127	98
Total Intangible assets	<u>811</u>	<u>746</u>

	Software \$'000	Water rights \$'000	Total \$'000
Gross carrying amount			
Balance at 1 July 2014	3,490	73	3,563
Additions from internal developments	-	-	0
Other	565	25	590
Balance at 1 July 2015	4,055	98	4,153
Additions from internal developments	-	-	0
Other	385	29	414
Balance at 30 June 2016	<u>4,440</u>	<u>127</u>	<u>4,567</u>
Accumulated amortisation and impairment			
Balance at 1 July 2014	(3,039)		(3,039)
Amortisation expense	(368)		(368)
Balance at 30 June 2015	(3,407)	0	(3,407)
Amortisation expense	(349)		(349)
Balance at 30 June 2016	<u>(3,756)</u>	<u>0</u>	<u>(3,756)</u>
Net book value at 30 June 2015	648	98	746
Net book value at 30 June 2016	<u>684</u>	<u>127</u>	<u>811</u>

Note 24 Trade and other payables

Trade creditors	9,431	10,847
Other creditors		
Employee costs	1,090	610
GST payable	169	128
Unearned revenue	81	33
Unspent developer contributions	0	6,485
Total other payables	<u>1,340</u>	<u>7,256</u>
Total trade and other payables	<u>10,771</u>	<u>18,103</u>

Note: In 2015, Council recorded a liability as a result of an obligation under the previous Darebin Development Contributions Plan (DCP) which had significant 'unspent' funds which, including net interest was estimated at \$6.49 million. Council has now received approval via Darebin Planning Scheme Amendment C148 to allow for the delivery of a further project to allocate the unspent Developer Contribution Scheme funds to the construction of a multi-purpose sports stadium to be built at John Cain Reserve. As a consequence of the approval the liability recognised in the previous year has been reversed, with funds now available for the construction of the multi-purpose sports stadium.

Note	25	Trust funds and deposits	2016 \$'000	2015 \$'000
		Contractor and security deposits	4,407	3,845
		Fire Services Property Levy payable	744	733
		Retention amounts	239	290
		Total trust funds and deposits	5,390	4,868

Purpose and nature of items

Contractor and security deposits - Refundable deposits are taken by council as a form of surety in a number of circumstances, including in relation to asset protection, tender deposits, contract deposits and the use of civic facilities and other Council assets.

Fire Services Property Levy - Council is the collection agent for fire services levy on behalf of the State Government. Council remits amounts received on a quarterly basis. Amounts disclosed here will be remitted to the State Government in line with that process.

Retention amounts - Council has a contractual right to retain certain amounts until a contractor has met certain requirements or a related warrant or defect period has elapsed. Subject to the satisfactory completion of the contractual obligations, or the elapsing of time, these amounts will be paid to the relevant contractor in line with Council's contractual obligations.

Note 26 Provisions

	Annual leave \$'000	Long service leave \$'000	Personal Gratuity \$'000	Other \$'000	Total \$'000
2016					
Balance at beginning of the financial year	5,673	10,993	2,080	45	18,791
Additional provisions	4,443	2,256	130	0	6,829
Amounts used	(3,987)	(1,063)	(62)	0	(5,112)
Increase / (decrease) in the discounted amount arising because of time and the effect of any changes in the discount rate	(29)	(82)	38	0	(73)
Balance at the end of the financial year	6,100	12,104	2,186	45	20,435
2015					
Balance at beginning of the financial year	5,602	11,072	1,855	45	18,574
Additional provisions	4,003	1,422	329	0	5,754
Amounts used	(3,974)	(1,564)	(162)	0	(5,700)
Increase / (decrease) in the discounted amount arising because of time and the effect of any changes in the discount rate	42	63	58	0	163
Balance at the end of the financial year	5,673	10,993	2,080	45	18,791

	2016 \$'000	2015 \$'000
Note 26 Provisions (continued)		
Employee provisions		
Current employee provisions expected to be settled within 12 months measured at nominal value		
Annual leave	3,626	3,380
Long service leave	1,280	1,367
Personal gratuity	255	240
	<u>5,161</u>	<u>4,987</u>
Current employee provisions expected to be settled after 12 months measured at present value		
Annual leave	2,474	2,293
Long service leave	9,119	8,220
Personal gratuity	1,931	1,840
	<u>13,524</u>	<u>12,353</u>
Other provisions		
Other	45	45
Total current provisions	<u>18,730</u>	<u>17,385</u>
Non-current		
Long service leave representing less than 7 years of continuous service measured at present value		
Employee provisions		
Long service leave	1,705	1,406
Total non-current provisions	<u>1,705</u>	<u>1,406</u>
Aggregate carrying amount of employee provisions:		
Current	18,730	17,385
Non-current	1,705	1,406
Total aggregate carrying amount of employee provisions	<u>20,435</u>	<u>18,791</u>
The following assumptions were adopted in measuring present values of employee benefits:		
	%	%
Weighted average rates of increase in employee costs	4.1	4.4
Weighted average discount rates	1.7	2.4
	Years	Years
Weighted average settlement period		
Long Service Leave	3.5	3.7
Annual Leave	2.8	2.7

Note 27 Interest bearing loans and borrowings

Current		
Bank loan - secured	0	136
	<u>0</u>	<u>136</u>
Non-current		
Bank loan - secured	0	36
	<u>0</u>	<u>36</u>
Total interest bearing loans and borrowings	<u>0</u>	<u>172</u>

(1) Borrowings are secured by the Commonwealth Bank of Australia over the rate revenue of the City.

(a) The maturity profile for Council's borrowings is:

Bank loan - secured		
Not later than one year	0	136
Later than one year and not later than five years	0	36
	<u>0</u>	<u>172</u>

Note 28 Reserves

	Balance at beginning of reporting period \$'000	Reval Increm (Decrem) \$'000	Transfers		Balance at end of reporting period \$'000
			From Accum Surplus \$'000	To Accum Surplus \$'000	
2016					
(a) Asset revaluation					
Property					
Land	432,624	62,468	0	0	495,092
Buildings	70,077	6,292	0	0	76,369
	502,701	68,760	0	0	571,461
Plant and equipment					
Other	6,143	0	0	0	6,143
Infrastructure					
Roads	94,360	0	0	0	94,360
Drainage	66,756	0	0	0	66,756
Bridges	3,437	0	0	0	3,437
	164,553	0	0	0	164,553
Total asset revaluation reserves	673,397	68,760	0	0	742,157
(b) Other reserves					
Drainage development	23	0	0	0	23
Car park development	228	0	0	0	228
Public open space and recreation	9,788	0	5,606	2,936	12,458
Developer contribution scheme	0	0	6,485	175	6,310
Total other reserves	10,039	0	12,091	3,111	19,019
Total reserves	683,436	68,760	12,091	3,111	761,176
2015					
(a) Asset revaluation					
Property					
Land	432,210	414	0	0	432,624
Buildings	70,077	0	0	0	70,077
	502,287	414	0	0	502,701
Plant and equipment					
Other	6,143	0	0	0	6,143
Infrastructure					
Roads	104,430	(10,070)	0	0	94,360
Drainage	60,444	6,312	0	0	66,756
Bridges	2,489	948	0	0	3,437
	164,873	(2,810)	0	0	164,553
Total asset revaluation reserves	675,793	(2,396)	0	0	673,397
(b) Other reserves					
Drainage development	22	0	1	0	23
Car park development	228	0	0	0	228
Public open space and recreation	7,854	0	3,905	1,971	9,788
Developer contribution scheme	1,283	0	0	1,283	0
Total other reserves	9,387	0	3,906	3,254	10,039
Total reserves	685,180	(2,396)	3,906	3,254	683,436

Nature and purpose of reserves

Reserve required under accounting standards:

Asset revaluation

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in accounting policy Note 1(m).

Note 28 Reserves (continued)

Nature and purpose of reserves

Statutory and discretionary reserves:

Drainage development

The drainage development reserve is used to provide partial funding for the replacement of Council's drainage network. Funding is provided from developer contributions for drainage which is initially recognised in the Income Statement and then transferred to the reserve from accumulated surplus to facilitate separate tracking of the total funds received but not yet spent.

Car park development

The car park development reserve is used to provide funding for future development and ongoing maintenance of car parks within the municipality. Funding is derived from unspent contributions from commercial developers for cash in lieu of constructed car parks. This funding is initially recognised in the Income Statement and then transferred to the reserve from accumulated surplus to facilitate separate tracking of the total funds received but not yet spent.

Public open space and recreation

The public open space and recreation reserve is used to provide funding for future purchases and improvements of open space. Funding is provided from developers' contributions for open space which is initially recognised in the Income Statement and then transferred to the reserve from accumulated surplus to facilitate separate tracking of the total funds received but not yet spent.

Developer contribution scheme

The developer contribution reserve is used to provide for the future funding of Council's asset base. These assets include community facilities, parkland, and the drainage and road networks. Funding is provided by way of a developer's contribution, whereby the developer funds only the renewal of assets from that location. This funding is initially recognised in the Income Statement and then transferred to the reserve from accumulated surplus to facilitate separate tracking of the total funds received but not yet spent.

	2016 \$'000	2015 \$'000
Note 29 Reconciliation of cash flows from operating activities to surplus		
Surplus / (Deficit) for the year	<u>20,059</u>	<u>5,520</u>
Depreciation and amortisation	20,973	20,605
Net (gain)/loss on disposal of property, infrastructure, plant and equipment	33	96
Bad and doubtful debts	1,002	1,172
Fair value adjustments for investment property	(61)	976
Contributions - non-monetary assets	(144)	(364)
Write-off of property, plant and equipment	110	6
Finance costs	8	16
	<u>21,921</u>	<u>22,507</u>
Change in operating assets and liabilities		
Decrease (increase) in trade and other receivables	(1,559)	(2,658)
Decrease (increase) in inventories	29	(7)
Decrease (increase) in accrued income	(445)	109
Decrease (increase) in prepayments	93	(171)
Increase (decrease) in trade and other payables	(6,151)	7,694
Increase (decrease) in trust funds and deposits	511	373
Increase (decrease) in provisions	1,644	218
	<u>(5,878)</u>	<u>5,558</u>
Net cash provided by/(used in) operating activities	<u>36,102</u>	<u>33,585</u>

Note 30 Financing arrangements

Credit card facility	<u>43</u>	<u>90</u>
Used facilities	<u>29</u>	<u>30</u>
Unused facilities	<u>14</u>	<u>60</u>

The Council had no access to a bank overdraft facility at balance date.

Note 31 Commitments

Capital and other expenditure commitments

Commitments for capital and other expenditure contracted for at the end of the year but not recognised in the accounts as liabilities are payable as follows:

	1 year or less \$'000	Later than 1 and not later than 2 years \$'000	Later than 2 and not later than 5 years \$'000	Over 5 years \$'000	Total \$'000
2016					
Operational					
Animal control services	2,115	0	0	0	2,115
Information systems & technology	1,075	0	0	0	1,075
Collection & processing of recyclable waste (i)	1,745	1,546	258	0	3,549
Collection & processing of hard waste (i)	474	472	0	0	945
Cleaning contracts for council buildings	793	272	0	0	1,065
Golf course management & maintenance	482	484	83	0	1,050
Insurance	1,177	0	0	0	1,177
Electoral services	554	0	0	0	554
Tree management	619	604	0	0	1,223
Internal Audit	161	210	0	0	371
Capital					
Construction works	2,400	0	0	0	2,400
	11,595	3,588	341	0	15,524
2015					
Operational					
Provision of meals (i)	815	0	0	0	815
Animal control services	316	132	0	0	448
Information systems & technology	817	0	0	0	817
Collection & processing of recyclable waste (i)	1,603	1,403	2,014	0	5,020
Collection & processing of hard waste (i)	473	472	472	0	1,417
Cleaning contracts for council buildings	794	794	202	0	1,790
Golf course management & maintenance	483	484	484	0	1,451
Insurance	1,189	0	0	0	1,189
Valuations	63	0	0	0	63
Home maintenance	30	0	0	0	30
Tree management	667	619	604	0	1,890
Internal Audit	163	163	223	0	549
Capital					
Construction works	1,712	0	0	0	1,712
	9,125	4,067	3,999	0	17,191

Note (i): All or part of these commitments are calculated based on a contracted rate multiplied by estimated level of service consumption.

	2016 \$'000	2015 \$'000
Note 32 Operating leases		

At the reporting date, Council had the following obligations under non-cancellable operating leases for the lease of buildings, office and gym equipment with terms ranging from 3 - 5 years (these obligations are not recognised as liabilities).

(a) Operating lease commitments

Commitments under non-cancellable operating leases at the end of the year are payable as follows :

Not later than one year	190	102
Later than one year but not later than 5 years	436	89
	50	67
	676	258

(b) Operating lease receivables

Council has entered into commercial property leases on its investment property, consisting of surplus freehold buildings. These properties held under operating leases have remaining non-cancellable lease terms of between 1 and 75 years. All leases include a CPI based revision of the rental charge annually.

Future minimum rentals receivable under non-cancellable operating leases at the end of the year are as follows :

Not later than one year	370	227
Later than one year but not later than 5 years	270	462
Later than 5 years	108	127
	749	816

Note 33 Superannuation

Council makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Income Statement when they are made or due.

Accumulation

The Fund's accumulation categories, Vision MySuper/Vision Super Saver, receive both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2016, this was 9.5% as required under Superannuation Guarantee legislation).

Defined Benefit

Council does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of Council in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

Funding arrangements

Council makes employer contributions to the defined benefit category of the Fund at rates determined by the Trustee on the advice of the Fund's Actuary.

As at 30 June 2015, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which Council is a contributing employer was 102.0%. To determine the VBI, the fund Actuary used the following long-term assumptions:

Net Investment Return	7.0% p.a.
Salary Inflation	4.25% p.a.
Price Inflation	2.5% p.a.

Note 33 Superannuation (continued)

Vision Super has advised that the VBI for the LASF Defined Benefit sub-plan is 102.0% as at 30 June 2016. The VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the 2015 interim actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions

Regular contributions

On the basis of the results of the 2015 interim actuarial investigation conducted by the Fund Actuary, Council makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2016, this rate was 9.5% of members' salaries (9.5% in 2014/2015). This rate will increase in line with any increase to the contribution rate. In addition, Council reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

Funding calls

If the defined benefit category is in an unsatisfactory financial position at actuarial investigation or the defined benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the defined benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including Council) are required to make an employer contribution to cover the shortfall. Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up. If there is a surplus in the Fund, the surplus cannot be returned to the participating employers. In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

2015 Interim actuarial investigation surplus amounts

The Fund's interim actuarial investigation as at 30 June 2015 identified the following in the defined benefit category of which Council is a contributing employer:

- A VBI surplus of \$130.8 million; and
- A total service liability surplus of \$239 million.

The VBI surplus means that the market value of the Fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2015.

The total service liability surplus means that the current value of the assets in the Fund's defined benefit category plus expected future contributions exceeds the value of expected future benefits and expenses.

Council was notified of the 30 June 2016 VBI during August 2016.

Future superannuation contributions

The expected contributions to be paid to the defined benefit category of Vision Super for the year ending 30 June 2017 is \$1,045,000.

Note 34 Contingent liabilities

Superannuation

Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined in Note 34. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

Former landfill sites

Council has responsibility for a number of facilities contained on former landfill sites. Council may have to carry out site rehabilitation works in the future. At balance date, Council is unable to accurately assess the financial implications of such works.

Legal matters

The Council is presently involved in several confidential legal matters, which are being conducted through Council's solicitors. As these matters are yet to be finalised, and the financial outcomes are unable to be reliably estimated, no allowance for these contingencies has been made in the financial report.

Note 35 Financial instruments

(a) Objectives and policies

The Council's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in Note 1 of the financial statements. Risk management is carried out by senior management under policies approved by the Council. These policies include identification and analysis of the risk exposure to Council and appropriate procedures, controls and risk minimisation.

(b) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Council's exposures to market risk are primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Our interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes us to fair value interest rate risk. Council does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Council has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rate.

Investment of surplus funds is made with approved financial institutions under the Local Government Act 1989. We manage interest rate risk by adopting an investment policy that ensures:

- diversification of investment product,
- monitoring of return on investment,
- benchmarking of returns and comparison with budget.

There has been no significant change in the Council's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on the Council's year end result.

(c) Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our balance sheet. To help manage this risk:

- we have a policy for establishing credit limits for the entities we deal with;
- we may require collateral where appropriate; and
- we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

Receivables consist of a large number of customers, spread across the ratepayer, business and government sectors. Credit risk associated with the Council's financial assets is minimal because the main debtor is secured by a charge over the rateable property.

There are no material financial assets which are individually determined to be impaired.

Council may also be subject to credit risk for transactions which are not included in the balance sheet, such as when we provide a guarantee for another party. Details of our contingent liabilities are disclosed in Note 35.

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. Council does not hold any collateral against these financial assets.

Note 35 Financial instruments (continued)

(d) Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements or we will not have sufficient funds to settle a transaction when required, we will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks Council:

- have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- have readily accessible standby facilities and other funding arrangements in place;
- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;
- monitor budget to actual performance on a regular basis; and
- set limits on borrowings relating to the percentage of loans to rate revenue and percentage of loan principal repayments to rate revenue.

The Council's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed in the face of the balance sheet and the amounts related to financial guarantees disclosed in Note 35, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in Council's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

With the exception of borrowings, all financial liabilities are expected to be settled within normal terms of trade. Details of the maturity profile for borrowings are disclosed at Note 27.

(e) Fair value

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

Fair value hierarchy

Council's financial assets and liabilities are not valued in accordance with the fair value hierarchy, Council's financial assets and liabilities are measured at amortised cost.

(f) Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Council believes the following movements are 'reasonably possible' over the next 12 months (Base rates are sourced from Reserve Bank of Australia):

- A parallel shift of +0.5% and -0.5% in market interest rates (AUD) from year-end rates.

Net surplus for the year would have changed by \$280,000 (-50 basis points) \$279,000 (+50 basis points) (2015 - change of -100 / +100 basis points: -50 \$413,000 +50 \$413,000 change), mainly as a result of lower/higher interest income from money market at call and term deposit investments. Equity would have been lower/higher by a corresponding amount.

Note 36 Related party transactions

(i) Responsible Persons

Names of persons holding the position of a Responsible Person at the Council at any time during the year are as follows:

Councillors

Vince Fontana (Mayor 9/11/2015 - Current)
Tim Laurence
Trent McCarthy
Angela Vilella
Julie Williams

Gaetano Greco
Bo Li
Steven Tsitas (Mayor 10/11/2014 - 9/11/2015)
Oliver Walsh

Chief Executive Officer

Rasiah Dev

(ii) Remuneration of Responsible Persons

The numbers of Responsible Persons, whose total remuneration from Council and any related entities fall within the following bands:

			2016	2,015
			Number	Number
\$30,000	-	\$39,999	7	7
\$50,000	-	\$59,999	1	1
\$60,000	-	\$69,999	1	0
\$70,000	-	\$79,999	0	1
\$370,000	-	\$379,999	1	0
\$390,000	-	\$399,999	0	1
			10	10

\$'000 \$'000

Total remuneration for the year for Responsible Persons included above amounted to:

722 732

Remuneration reported above includes normal salary payments along with superannuation payments, motor vehicle and other one off amounts such as back pay relating to the previous year.

Note 36 Related party transactions (continued)

(iii) Senior Officers Remuneration

A Senior Officer other than a Responsible Person, is an officer of Council whose total annual remuneration was greater than \$139,000 (2015: \$136,000), or if remuneration is less than \$139,000 has management responsibilities and reports directly to the Chief Executive Officer.

The number of Senior Officers other than the Responsible Persons, are shown below in their relevant income bands:

	2016 Number	2015 Number
* < \$139,000	0	2
\$139,000 - \$139,999	1	0
\$140,000 - \$149,999	4	4
\$150,000 - \$159,999	3	4
\$160,000 - \$169,999	4	5
\$170,000 - \$179,999	7	3
\$180,000 - \$189,999	3	2
\$210,000 - \$219,999	0	1
\$230,000 - \$239,999	1	1
\$270,000 - \$279,999	1	0
	<u>24</u>	<u>22</u>

Note: * Senior Officer departed during the year

Total remuneration for the year for Senior Officers included above amounted to:

<u>\$'000</u>	<u>\$'000</u>
<u>4,135</u>	<u>3,631</u>

Remuneration reported above includes normal salary payments along with other one off amounts such as leave entitlements.

(iv) Responsible persons retirement benefits

The aggregate amount paid during the reporting period by Council in connection with the retirement of responsible persons was \$0 (2015: Nil).

(v) Loans to responsible persons

No loans have been made, guaranteed or secured by the Council to a Responsible Person of the Council during the year.

(vi) Transactions with responsible persons

No transactions other than remuneration payments or the reimbursement of approved expenses were entered into by Council with Responsible Persons or Related Parties of such Responsible Persons during the reporting year (2015: Nil).

Cr Bo Li is an Ordinary Director of Regional Kitchen Pty Ltd.

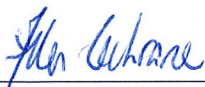
Regional Kitchen Pty Ltd is a Local Government owned meals production facility in which Council is a current shareholder. Community Chef, a meals production company closely related to Regional Kitchen (through co-location and rental of Regional Kitchen assets), provides meals under contract to Council for recipients of delivered meals service. In 2015/16 Council procured 62,643 meals from Community Chef at a cost of \$806,000 (2014/15 78,937, \$886,000).

Note 37 Events occurring after balance date

There have been no events occurring after the balance date that have a material impact on the financial report.

Certification of the Financial Statements

In my opinion, the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.



Allan Cochrane CPA
Principal Accounting Officer

Melbourne
5th September 2016

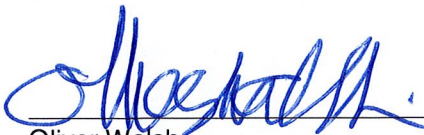
In our opinion, the accompanying financial statements present fairly the financial transactions of the Darebin City Council for the year ended 30 June 2016 and the financial position of the Council as at that date.

As at the date of signing, we are not aware of any circumstance which would render any particulars in the financial report to be misleading or inaccurate.

We have been authorised by the Council and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the financial statements in their final form.



Vince Fontana
Councillor



Oliver Walsh
Councillor



Steve Hamilton
Acting Chief Executive Officer

Melbourne
5th September 2016

INDEPENDENT AUDITOR'S REPORT

To the Councillors, Darebin City Council

The Financial Report

I have audited the accompanying financial report for the year ended 30 June 2016 of the Darebin City Council which comprises the comprehensive income statement, balance sheet, statement of changes in equity, statement of cash flows, statement of capital works, notes comprising a summary of the significant accounting policies and other explanatory information, and the certification of the financial statements.

The Councillors' Responsibility for the Financial Report

The Councillors of the Darebin City Council are responsible for the preparation and the fair presentation of the financial report in accordance with Australian Accounting Standards, and the financial reporting requirements of the *Local Government Act 1989*.

The Councillors are responsible for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the *Audit Act 1994* and the *Local Government Act 1989*, my responsibility is to express an opinion on the financial report based on the audit, which has been conducted in accordance with Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Councillors, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independent Auditor's Report (continued)

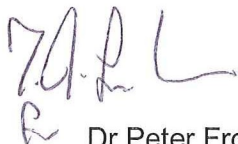
Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, I and my staff and delegates complied with the applicable independence requirements of the Australian Auditing Standards and relevant ethical pronouncements.

Opinion

In my opinion the financial report presents fairly, in all material respects, the financial position of the Darebin City Council as at 30 June 2016 and of its financial performance and its cash flows for the year then ended in accordance with applicable Australian Accounting Standards, and the financial reporting requirements of the *Local Government Act 1989*.

MELBOURNE
9 September 2016


Dr Peter Frost
Acting Auditor-General

Darebin City Council Performance Statement

For the Year Ended 30 June 2016



Darebin City Council
Performance Statement
For the Year Ended 30 June 2016

Description of municipality

The City of Darebin (Darebin) is situated over an area between 5 and 15 kilometres north of Melbourne's Central Business District. This area covers 53 square kilometres of land and stretches from Melbourne's inner northern suburbs of Northcote and Fairfield out to the traditional middle-ring suburbs of Reservoir and Bundoora. Darebin has a population of 150,881 which is projected to increase to 190,335 over the next 20 years. Darebin is home to one of the largest, most diverse communities in Victoria in terms of cultures, languages (148 languages are spoken), religions, socio-economic backgrounds, employment status, occupation and housing needs. Darebin's largest industries include education, training, retail trade, health care and social assistance.

Darebin City Council
 Service Performance Indicators
 For the Year Ended 30 June 2016

Service/indicator/measure		Results		Material Variations
		2015	2016	
Aquatic Facilities Utilisation				
AF6	Utilisation of aquatic facilities [Number of visits to aquatic facilities / Municipal population]	6.3	5.6	Attendances at multi-use aquatic and leisure facilities have slowly been declining possibly due to an increase in private fitness centres. Council is reviewing its service delivery to meet this and other challenges.
Animal Management Health & safety				
AM4	Animal management prosecutions [Number of successful animal management prosecutions]	11	3	The result is due to a large increase in park patrols, an upgrade of signage, two new fenced 'off-lead' areas as well as education programs in schools.
Food Safety Health & safety				
FS4	Critical and major non-compliance notifications [Number of critical non-compliance notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance notifications and major non-compliance notifications about food premises] x100	98.0%	100.0%	Over the course of the year, every critical or major non-compliance outcome notification was followed up.
Governance Satisfaction				
G5	Satisfaction with council decisions [Community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community]	67.8	66.9	Residents maintained a high level of satisfaction with Council decision making. The result comes from Darebin's Community Survey. For the full report visit www.darebin.vic.gov.au
Home and Community Care Participation				
HC6	Participation in HACC service [Number of CALD people who receive a HACC service / Municipal target population for HACC services] x100	22.4%	19.6%	A lot of work by our Home and Community Care Team is not included in this measure. There are also a large number of agencies offering home care in Darebin and therefore some eligible residents seek assistance elsewhere.
HC7	Participation in HACC service by CALD people [Number of CALD people who receive a HACC service / Municipal target population in relation to CALD people for HACC services] x100	21.1%	18.5%	A lot of work by our Home and Community Care Team is not included in this measure. There are a large number of agencies offering home care in Darebin and therefore some eligible residents seek assistance elsewhere.
Libraries Participation				
LB4	Active library members [Number of active library members / Municipal population] x100	16.2%	16.0%	Darebin Council has increased investment into this service by expanding the digital collection and ensuring libraries are an engaging and vital public space.
Maternal & Child Health Participation				
MC4	Participation in the MCH service [Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100	75.9%	N/A	LGV has provided an extension for the MCH indicators until the end of October 2016 due to a statewide software issue

MC5	Participation in the MCH service by Aboriginal children [Number of Aboriginal children who attend the MCH service at least once (in the year) / Number of Aboriginal children enrolled in the MCH service]x100	60.5%	N/A	LGV has provided an extension for the MCH indicators until the end of October 2016 due to a statewide software issue
Roads Satisfaction				
R5	Satisfaction with sealed local roads [Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads]	69.3	70.8	No variation/comment
Statutory Planning Decision making				
SP4	Council planning decisions upheld at VCAT [Number of VCAT decisions that did not set aside council's decision in relation to a planning application /Number of VCAT decisions in relation to planning applications] x100	45.3%	60.3%	Despite a growing number of complex planning applications, in 2015-2016 60% of Council's decisions were supported by VCAT compared with 45% last year.
Waste Collection Waste diversion				
WC5	Kerbside collection waste diverted from landfill [Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100	48.3%	47.4%	This figure is slightly down on last year's result of 48%. The result is due to seasonal variations effecting green waste as well as the uptake of digital media replacing newspaper.

Definitions

"Aboriginal child" means a child who is an Aboriginal person

"Aboriginal person" has the same meaning as in the Aboriginal Heritage Act 2006

"active library member" means a member of a library who has borrowed a book from the library

"annual report" means an annual report prepared by a council under sections 131, 132 and 133 of the Act

"class 1 food premises" means food premises, within the meaning of the *Food Act 1984*, that have been declared as class 1 food premises under section 19C of that Act

"class 2 food premises" means food premises, within the meaning of the *Food Act 1984*, that have been declared as class 2 food premises under section 19C of that Act

"Community Care Common Standards" means the Community Care Common Standards for the delivery of HACC services, published from time to time by the Commonwealth

"critical non-compliance outcome notification" means a notification received by council under section 19N(3) or (4) of the *Food Act 1984*, or advice given to council by an authorized officer under that Act, of a deficiency that poses an immediate serious threat to public health

"food premises" has the same meaning as in the *Food Act 1984*

"HACC program" means the Home and Community Care program established under the Agreement entered into for the purpose of the Home and Community Care Act 1985 of the Commonwealth

"HACC service" means home help, personal care or community respite provided under the HACC program

"local road" means a sealed or unsealed road for which the council is the responsible road authority under the *Road Management Act 2004*

"major non-compliance outcome notification" means a notification received by a council under section 19N(3) or (4) of the *Food Act 1984*, or advice given to council by an authorized officer under that Act, of a deficiency that does not pose an immediate serious threat to public health but may do so if no remedial action is taken

"MCH" means the Maternal and Child Health Service provided by a council to support the health and development of children within the municipality from birth until school age

"population" means the resident population estimated by council

"target population" has the same meaning as in the Agreement entered into for the purposes of the Home and Community Care Act 1985 of the Commonwealth

"WorkSafe reportable aquatic facility safety incident" means an incident relating to a council aquatic facility that is required to be notified to the Victorian WorkCover Authority under Part 5 of the *Occupational Health and Safety Act 2004*.

Darebin City Council
Sustainable Capacity Indicators
 For the Year Ended 30 June 2016

Results

Indicator/measure		2015	2016	Material Variations
Population				
C1	Expenses per head of municipal population [Total expenses / Municipal population]	\$1,024	\$936	Total Expenditure impacted by write-back of \$6.4M payable for unspent DCP funds which is no longer required. (See Note 24 of the Annual Financial Report)
C2	Infrastructure per head of municipal population [Value of infrastructure / Municipal population]	\$3,827	\$4,032	Increase in infrastructure valuation due to 2016 revaluation of buildings.
C3	Population density per length of road [Municipal population / Kilometres of local roads]	291	296	No variation/comment
Own-source revenue				
C4	Own-source revenue per head of municipal population [Own-source revenue / Municipal population]	\$879	\$923	No variation/comment
Recurrent grants				
C5	Recurrent grants per head of municipal population [Recurrent grants / Municipal population]	\$123	\$94	Prior year recurrent grants impacted by advance payment of 50% of the 2015/16 Victorian Grants Commission funding
Disadvantage				
C6	Relative socio-economic disadvantage [Index of Relative Socio-economic Disadvantage by decile]	5.0	5.0	No variation/comment

Definitions

“adjusted underlying revenue” means total income other than —

- (a) non-recurrent grants used to fund capital expenditure; and
- (b) non-monetary asset contributions; and
- (c) contributions to fund capital expenditure from sources other than those referred to in paragraphs (a) and (b)

“infrastructure” means non-current property, plant and equipment excluding land

“local road” means a sealed or unsealed road for which the council is the responsible road authority under the Road Management Act 2004

“population” means the resident population estimated by council

“own-source revenue” means adjusted underlying revenue other than revenue that is not under the control of council (including government grants)

“relative socio-economic disadvantage”, in relation to a municipality, means the relative socio-economic disadvantage, expressed as a decile for the relevant financial year, of the area in which the municipality is located according to the Index of Relative Socio-Economic Disadvantage (Catalogue Number 2033.0.55.001) of SEIFA

“SEIFA” means the Socio-Economic Indexes for Areas published from time to time by the Australian Bureau of Statistics on its Internet website

“unrestricted cash” means all cash and cash equivalents other than restricted cash.

Darebin City Council
 Financial Performance Indicators
 For the Year Ended 30 June 2016

Dimension/indicator/measure		Results		Forecasts				Material Variations
		2015	2016	2017	2018	2019	2020	
Efficiency								
Revenue level								
E1	Average residential rate per residential property assessment [Residential rate revenue / Number of residential property assessments]	\$1,381	\$1,448	\$1,515	\$1,591	\$1,702	\$1,822	No variation/comment
Expenditure level								
E2	Expenses per property assessment [Total expenses / Number of property assessments]	\$2,290	\$2,087	\$2,272	\$2,386	\$2,471	\$2,475	Total Expenditure impacted by write-back of \$6.4M payable for unspent DCP funds which is no longer required. (See Note 24 of the Annual Financial Report)
Workforce turnover								
E3	Resignations and terminations compared to average staff [Number of permanent staff resignations and terminations / Average number of permanent staff for the financial year] x100	9.8%	5.0%	9.3%	9.3%	9.3%	9.3%	Lower than expected terminations and resignations experienced during the year
Liquidity								
Working capital								
L1	Current assets compared to current liabilities [Current assets / Current liabilities] x100	159.5%	226.8%	152.9%	131.9%	126.5%	110.9%	Current liabilities impacted by write-back of \$6.4M payable for unspent DCP funds which is no longer required. (See Note 24 of the Annual Financial Report)
Unrestricted cash								
L2	Unrestricted cash compared to current liabilities [Unrestricted cash / Current liabilities] x100	61.6%	91.5%	69.9%	32.9%	27.6%	12.4%	Unrestricted cash impacted by larger than anticipated carry forward capital works.
Obligations								
Asset renewal								
O1	Asset renewal compared to depreciation [Asset renewal expenses / Asset depreciation] x100	60.3%	66.1%	103.2%	86.5%	81.3%	92.8%	Asset renewal was impacted by delays in completing the 2015/16 capital works program

Loans & borrowings								
O2	Loans and borrowings compared to rates [Interest bearing loans and borrowings / Rate revenue] x100	0.16%	0.00%	0.00%	0.00%	0.00%	0.00%	No variation/comment
O3	Loans and borrowings repayments compared to rates [Interest and principal repayments on interest bearing loans and borrowings / Rate revenue] x100	0.14%	0.16%	0.00%	0.00%	0.00%	0.00%	No variation/comment
Indebtedness								
O4	Non-current liabilities compared to own source revenue [Non-current liabilities / Own source revenue] x100	1.1%	1.2%	1.0%	1.0%	1.0%	0.9%	No variation/comment
Operating Position								
Adjusted underlying result								
OP1	Adjusted underlying surplus (or deficit) [Adjusted underlying surplus (deficit)/ Adjusted underlying revenue] x100	(1.9%)	8.0%	3.7%	(0.3%)	(3.1%)	(2.4%)	Adjusted underlying surplus impacted by write-back of \$6.4M payable for unspent DCP funds which is no longer required. (See Note 24 of the Annual Financial Report)
Stability								
Rates concentration								
S1	Rates compared to adjusted underlying revenue [Rate revenue / Adjusted underlying revenue] x100	71.4%	73.9%	74.3%	74.3%	74.3%	74.5%	No variation/comment
Rates effort								
S2	Rates compared to property values [Rate revenue / Capital improved value of rateable properties in the municipality] x100	0.27%	0.25%	0.30%	0.30%	0.30%	0.30%	No variation/comment

Definitions

"adjusted underlying revenue" means total income other than—

- (a) non-recurrent grants used to fund capital expenditure; and
- (b) non-monetary asset contributions; and
- (c) contributions to fund capital expenditure from sources other than those referred to in paragraphs (a) and (b)

"adjusted underlying surplus (or deficit)" means adjusted underlying revenue less total expenditure

"asset renewal expenditure" means expenditure on an existing asset or on replacing an existing asset that returns the service capability of the asset to its original capability

"current assets" has the same meaning as in the AAS

"current liabilities" has the same meaning as in the AAS

"non-current assets" means all assets other than current assets

"non-current liabilities" means all liabilities other than current liabilities

"non-recurrent grant" means a grant obtained on the condition that it be expended in a specified manner and is not expected to be received again during the period covered by a council's Strategic Resource Plan

"own-source revenue" means adjusted underlying revenue other than revenue that is not under the control of council (including government grants

"population "means the resident population estimated by council

"rate revenue" means revenue from general rates, municipal charges, service rates and service charges

"recurrent grant "means a grant other than a non-recurrent grant

"residential rates" means revenue from general rates, municipal charges, service rates and service charges levied on residential properties

"restricted cash" means cash and cash equivalents, within the meaning of the AAS, that are not available for use other than for a purpose for which it is restricted, and includes cash to be used to fund capital works expenditure from the previous financial year

"unrestricted cash" means all cash and cash equivalents other than restricted cash.

Darebin City Council

Other Information

For the Year Ended 30 June 2016

Note 1 Basis of Preparation

Council is required to prepare and include a performance statement within its annual report. The performance statement includes the results of the prescribed sustainable capacity, service performance and financial performance indicators and measures together with a description of the municipal district and an explanation of material variations in the results. This statement has been prepared to meet the requirements of the Local Government Act 1989 and Local Government (Planning and Reporting) Regulations 2014.

Where applicable the results in the performance statement have been prepared on accounting bases consistent with those reported in the Financial Statements. The other results are based on information drawn from council information systems or from third parties (e.g. Australian Bureau of Statistics).

The performance statement presents the actual results for the current year and for the prescribed financial performance indicators and measures, the results forecast by the council's strategic resource plan. The Local Government (Planning and Reporting) Regulations 2014 requires explanation of any material variations in the results contained in the performance statement. Council has adopted materiality thresholds relevant to each indicator and measure and explanations have not been provided for variations below the materiality thresholds unless the variance is considered to be material because of its nature.

The forecast figures included in the performance statement are those adopted by council in its strategic resource plan on 20 June 2016 and which forms part of the council plan. The strategic resource plan includes estimates based on key assumptions about the future that were relevant at the time of adoption and aimed at achieving sustainability over the long term. Detailed information on the actual financial results is contained in the General Purpose Financial Statements. The strategic resource plan can be obtained by contacting council.

Certification of performance statement

For the Year Ended 30 June 2016

In my opinion, the accompanying performance statement has been prepared in accordance with the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.



Allan Cochrane CPA
Principal Accounting Officer

Melbourne
5th September 2016

In our opinion, the accompanying performance statement of the Darebin City Council for the year ended 30 June 2016 presents fairly the results of council's performance in accordance with the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

The performance statement contains the relevant performance indicators, measures and results in relation to service performance, financial performance and sustainable capacity.

At the date of signing, we are not aware of any circumstances that would render any particulars in the performance statement to be misleading or inaccurate.

We have been authorised by the council and by the *Local Government (Planning and Reporting) Regulations 2014* to certify this performance statement in its final form.



Vince Fontana
Councillor



Oliver Walsh
Councillor



Steve Hamilton
Acting Chief Executive Officer

Melbourne
5th September 2016



Victorian Auditor-General's Office

Level 24, 35 Collins Street
Melbourne VIC 3000
Telephone 61 3 8601 7000
Facsimile 61 3 8601 7010
Email comments@audit.vic.gov.au
Website www.audit.vic.gov.au

INDEPENDENT AUDITOR'S REPORT

To the Councillors, Darebin City Council

The Performance Statement

I have audited the accompanying performance statement for the year ended 30 June 2016 of the Darebin City Council which comprises the statement, the related notes and the certification of the performance statement.

The Councillors' Responsibility for the Performance Statement

The Councillors of the Darebin City Council are responsible for the preparation and fair presentation of the performance statement in accordance with the *Local Government Act 1989* and for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of the performance statement that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the *Local Government Act 1989*, my responsibility is to express an opinion on the performance statement based on the audit, which has been conducted in accordance with Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the performance statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the performance statement. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the performance statement, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the performance statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the overall presentation of the performance statement.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independent Auditor's Report (continued)


Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, I and my staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

Auditor's Opinion

In my opinion, the performance statement of the Darebin City Council in respect of the 30 June 2016 financial year presents fairly, in all material respects, in accordance with the *Local Government Act 1989*.

MELBOURNE
9 September 2016


Dr Peter Frost
Acting Auditor-General

Glossary of financial terms

Term	Definition
Accrual accounting	System of accounting where items are brought to account and included in the financial statements as they are earned or incurred, rather than as they are received or paid.
Accumulated surplus	The value of all net assets accumulated over time.
AIFRS	Australian equivalents to International Financial Reporting Standards.
Assets	Future economic benefits controlled by Council as a result of past transactions or other past events.
Bad and doubtful debts expenditure	Bad debts written off and the movement in the bad debt provision for infringement debtors and sundry debtors.
Balance sheet	A quantitative summary of Council's financial position at 30 June, including assets, liabilities and net equity.
Cash and cash equivalents assets	Cash and investments readily convertible to cash, including cash on hand, cash held in the bank, deposits at call and highly liquid investments.
Contributions income	Contributions received by Council are received for the purpose of providing and improving public open space, provision/improvement of the drainage system and in relation to specific projects.
Current assets	Assets where Council expects to receive the future economic benefit within the next 12 months.
Current liabilities	Liabilities where Council expects to fulfil its obligation within the next 12 months and Council does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date.
Depreciation and amortisation expenditure	An expense that recognises the value of a fixed asset consumed over time.
Employee Costs	Relates to wages and salaries, casual staff payments, annual leave, long service leave, superannuation, fringe benefits tax, WorkCover and redundancy payments.
Equity	The residual interest in Council assets after its liabilities are deducted, which is made up of accumulated surplus and reserves. Total equity is also equal to net assets.
Expense	An outgoing payment made by Council.
Finance costs	Interest paid on borrowings.
Financial Assets	Cash held in term deposits.
Fixed assets	See property, infrastructure, plant and equipment assets.
Grants – non-recurrent income	Grant income received for a 'one off' specific purpose, generally for a particular project.
Grants – recurrent income	Grant income received on a regular basis (i.e. quarterly, annually) and granted to Council by another entity for specific or general purposes.
Comprehensive Income Statement	A financial statement highlighting the accounting surplus or deficit of Council. It provides an indication of whether Council has sufficient revenue to meet expenses in the current year, including non-cash costs such as depreciation and amortisation expenditure. It also includes other comprehensive income items including net asset revaluation increments (decrements) and a share of other comprehensive income of associates and joint ventures accounted for by the equity method to arrive at a 'comprehensive result'. The comprehensive result equates to the movement in net assets or total equity from the prior year.
Intangible assets	Non-current assets held by Council that are not material assets (such as computer software and licences).
Interest and investment income	Includes interest earned on all cash and investment balances, interest earned on rates and unrealised gains on managed fund investments.
Interest bearing loans and borrowings	Council's borrowings.
Inventories	Includes fuel and consumables located at Council's depot and recreation centres.
Investment property assets	Land or buildings held to earn rentals or for capital appreciation or both, rather than for providing services or for administrative purposes.

Term	Definition
Investments in associates accounted for using the equity method	Council's share of the carrying value of its investment in its joint venture partnerships.
Liabilities	Future sacrifices of economic benefits that Council is presently obliged to make to other entities as a result of past transactions or other past events.
Materials and services expenditure	Expenditure incurred in relation to contract payments and trade services, building maintenance, general maintenance, plant and equipment maintenance, utilities, consultants, office and administration, insurance, registration and the Metropolitan Fire Brigade levy, financial and legal costs and information technology costs.
Movement in equity for the period	The net movement in the net surplus (deficit) and asset revaluation increments (decrements). This is also equal to the change in net assets.
Net asset revaluation increment (decrement)	This represents the increase (decrease) between the old valuation and new valuation of property and infrastructure asset classes, which were re-valued during the year.
Net assets	The difference between total assets and total liabilities, which represents Council's net worth. Net assets are also equal to total equity.
Net gain (loss) on disposal of property, plant and equipment, infrastructure	The net of income received in relation to the sale of assets and the carrying amount of assets sold, replaced or disposed of during the year.
Non-current assets	Assets where the future economic benefit is not expected to be received within the next 12 months or where the asset is restricted from being exchanged or used to settle a liability for at least 12 months after the reporting date.
Non-current assets classified as held for sale	Non-current assets that Council intends to sell within the next 12 months.
Non-current liabilities	Liabilities where the obligation is not expected to be fulfilled within the next 12 months or where Council has a right to defer settlement of the liability for at least 12 months after the reporting date.
Other expenses	Includes auditors' remuneration, Councillors' allowances, operating lease rentals, impairment losses, community grants and contributions, training and professional development expenditure, contract settlement expenditure and expenditure incurred in relation to special rate schemes.
Other revenue income	Income received from investment property rental, other rental income, net assets recognised in new entity, waste management, craft markets, local laws and animal management, National Competition Policy dividend, product sales, right-of-way sales, town halls, transport and other sources.
Infringement Court	Refers to Penalty Enforcement by Registration of Infringement Notice – a system established under Schedule 7 of the <i>Magistrates Court Act 1989 (Vic)</i> to deal with unpaid fines.
Prepaid income	Income received by Council in advance of services being performed. This includes prepaid gym memberships at Council's recreation centres.
Prepayments	Payments made by Council in advance of receiving the goods or services.
Property, infrastructure, plant and equipment assets	Often referred to as fixed assets. This is the largest component of Council's asset base or worth and represents the value of all land, buildings, roads, footpaths, drains, bridges, vehicles, plant and equipment and so on that are recorded on Council's asset register.
Provisions	Includes accrued long service leave, annual leave and rostered days off owing to employees at the reporting date.
Rate and charges income	Income received from ratepayers in relation to general rates, garbage rates and special rate schemes.

Term	Definition
Reserves	Includes the asset revaluation reserve and the drainage contributions reserve. The asset revaluation reserve includes the net revaluation increments and decrements arising from revaluing fixed assets in accordance with AASB 1041 'Revaluation of Non-Current Assets'. The drainage contributions reserve includes non-refundable contributions sought from developers to upgrade drainage as a result of development in the municipality.
Revenue	Revenue is the amount of money that Council actually receives from its activities, mostly from rates and services provided to customers and ratepayers.
Right-of-way	Former laneway no longer required for access to surrounding properties.
Share of net profits (losses) of associates and joint ventures accounted for by the equity method	Council's share of the net profit/loss recognised in its joint venture partnerships.
Statutory fees and fines income	Includes parking infringements and costs, infringement court recoveries, town planning fees, land information certificates and trader parking and street furniture permits.
Surplus (deficit)	Represents the difference between total revenues, expenses, net gain (loss) on disposal of property, plant and equipment, infrastructure and share of net profits (losses) of associates and joint ventures accounted for by the equity method.
Trade and other payables	Monies owed by Council to other entities/individuals.
Trade and other receivables	Monies owed to Council by ratepayers and other parties less provisions for doubtful debts.
Trust funds and deposits	Monies received by Council for a specific purpose, which are to be refunded upon a specific event occurring (e.g. Council assets are not damaged). If that specific event does not occur, Council is entitled to recognise these monies as income.
Underlying operating surplus/(deficit)	Represents the surplus/(deficit) after adjusting for capital contributions including donated assets, the timing differences of grant funding and once-off items, such as superannuation funding calls.
User fees	Income received by Council from a variety of fees and charges such as aged and health services fees, animal and local law fines and registrations, building permits and other charges, child care/children's program fees, debt collection recovery charges, election fines, parking meter fees, ticket machine fees, leisure centre and recreation fees, library fines and other charges and tow-away charges.

Global Reporting Initiative (GRI) Index

The Global Reporting Initiative (GRI) enables organisations to measure and understand their impacts on the environment, society and the economy. The guidelines form the basis of globally recognised sustainability reporting.

This report contains Standard Disclosures from the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines. While we are not yet fully compliant with all of the guidelines the Index below lists the location of the indicators we discussed within the Annual Report.

STANDARD DISCLOSURES	SECTION/PAGE/COMMENT
Strategy and analysis	
G4-1 Statement from Council's most senior decision-maker	Mayor and CE Messages
G4-2 Description of key impacts, risks and opportunities	Throughout the report
Organisational profile	
G4-3 Name of the organisation	City of Darebin
G4-4 Primary brands, products and/or services	Throughout the report
G4-5 Location of head office	Inside back cover
G4-6 Areas in which Council operates	Our Council
G4-7 Nature of ownership and legal form	Our Council
G4-8 Sectors served	Ward map, Our Council, Our Stakeholders
G4-9 Scale of Council	Our Council, Financial overview
G4-10 Size and compilation of workforce	Workplace Report
G4-11 Percentage of employees covered by collective bargaining agreements	All staff (excluding senior officers) are covered by Local Area Workplace Agreements
G4-13 Significant changes of size, structure, ownership or supply chain	Organisation Structure, Workplace Report
Organisational profile: commitments to external initiatives	
G4-15 Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.	Throughout the report
G4-16 Memberships in associations and/or national/international advocacy organisations in which the organisation: has positions in governance bodies; participates in projects or committees; provides substantive funding beyond routine membership dues; or views membership as strategic.	Throughout the report
Identified material aspects and boundaries	
G4-17 Organisational entities	Our People, Organisation Structure, Operational and Financial reports
G4-18 Process for defining report content	Reporting framework
G4-20 & G4-21 Boundary of the report. Specific limitations on the scope or boundary of the report. Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organisations.	Our Council, Welcome to the Annual Report, Financial and Standard statements
Stakeholder engagement	
G4-24 List of stakeholder groups engaged by the organisation.	Our Stakeholders
G4-25 Basis for identification and selection of stakeholders with whom to engage.	Throughout the report
G4-26 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Our Stakeholders

G4-27 Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Throughout the report, Consultation & engagement summary
Report profile	
G4-28 Reporting period for information provided	Front cover, throughout report
G4-29 Date of most recent previous report	Annual Report 2014/2015
G4-30 Reporting cycle	Financial year, Throughout report
G4-31 Contact point for questions	Inside back cover, website references
Report profile: GRI index	
G4-32 Table identifying the location of the standard disclosures in the report.	GRI index
Report profile: Assurance	
G4-33 Policy and current practice regarding seeking external assurance for the report.	Audit reports
Governance	
G4-34 & G4-38 Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Our Council, Corporate Information and Governance
G4-39 Indicate whether the Chair of the highest governance body is also an executive officer.	The Mayor is not an executive officer
G4-40 Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	The <i>Local Government Act 1989</i> , Committee Charters
G4-41 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Corporate Information and Governance
G4-45 & G4-47 Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles.	Our Council, Workplace Report, Corporate Information and Governance
G4-51 Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	Compensation for all executive team members is linked to their performance against objectives agreed with Council or the Chief Executive
Ethics and integrity	
G4-56 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance, and the status of their implementation.	Introduction, throughout the report
SPECIFIC STANDARD DISCLOSURES	
Economic	
G4-EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments.	Financial Report
G4-EC3 Coverage of the organisation's defined benefit plan obligations.	Financial Report
G4-EC4 Significant financial assistance received from government.	Financial Report, Major Projects
Environmental	
G4-EN6 Energy saved due to conservation and efficiency improvements.	Environmental Report
G4-EN15 & G4-EN16 Total direct and indirect greenhouse gas emissions by weight.	Environmental Report

G4-EN19 Initiatives to reduce greenhouse gas emissions and reductions achieved.	Environmental Report, Performance Report
G4-EN23 Total weight of waste by type and disposal method.	Environmental Report, Performance Report
G4-EN27 Initiatives to mitigate environmental impacts of products and services, and the extent of impact mitigation.	Environmental Report, Performance Report
G4-EN29 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	No fines or sanctions were received
Social	
G4-LA10 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Workplace Report
G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity.	Workplace Report
G4-SO8 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	Financial statements

CONTACT US

Performance Support Unit
Po Box 91, Preston Victoria 3072
274 Gower Street, Preston Victoria

Telephone: 8470 8888
Facsimile: 8470 8877
After hours: 8470 8889

mailbox@darebin.vic.gov.au
ABN 75 815 980 522

Feedback details

We would love to hear your feedback about this report. Comments, concerns or suggestions should be addressed to the Performance Support Unit.

Council Customer Service Centres

Preston Customer Service Centre

Darebin Civic Centre
274 Gower Street, Preston
Hours: 8:30am – 5:00pm
Monday to Friday

Northcote Customer Service Centre

Northcote Library Complex
32–38 Separation Street, Northcote
Hours: 8:30am – 5:00pm
Monday to Friday

Northland Customer Service Centre

Northland Shopping Centre
Murray Road, Preston
Hours: 8:30am – 5:00pm
Monday to Friday and 9:00am – 12:00pm Saturday

Reservoir Customer Service Centre

Reservoir Community and Learning Centre
23 Edwardes Street, Reservoir
Hours: 10:00am – 5:00pm
Monday to Friday

English

This report contains a summary of the performance of Darebin City Council over the 2014/2015 financial year. If you would like a section of this report translated please call our Multilingual Telephone Line (03) 8470 8470.

Arabic

يتضمن هذا التقرير ملخصاً لأداء مجلس مدينة Darebin خلال السنة المالية 2014/2015. إذا كنت ترغب في الحصول على ترجمة جزء من هذا التقرير يرجى الاتصال بخط الهاتف متعدد اللغات الخاص بنا على الرقم (03) 8470 8470

Chinese

本报告包含戴瑞宾市议会2014/2015财政年度的绩效概要。如果您希望本报告的任一部分翻译成中文，请致电我们的多语种专线 (03) 8470 8470。

Greek

Η έκθεση αυτή περιέχει μια περίληψη των επιδόσεων του Δήμου Darebin κατά το οικονομικό έτος 2014/2015. Αν θέλετε να μεταφραστεί ένα απόσπασμα της παρούσας έκθεσης, παρακαλούμε καλέστε την Πολύγλωσση Τηλεφωνική μας Γραμμή στο (03) 8470 8470.

Italian

Questa relazione contiene un riassunto dell'operato del comune di Darebin City nell'anno finanziario 2014/2015. Se desiderate parte di questa relazione tradotta chiamate la Linea Telefonica Multilingue al numero (03) 8470 8470.

Macedonian

Овој извештај содржи преглед на работењето на Општинскиот совет на Даребин во текот на 2014/2015 финансиска година. Ако сакате дел од овој извештај да ви се преведе ве молиме јавете се на нашата Повеќејазична телефонска линија (03) 8470 8470.

Vietnamese

Báo cáo này có phần tóm tắt hiệu năng của Hội đồng Thành phố Darebin trong năm tài chính 2014/2015. Nếu quý vị muốn đoạn nào trong báo cáo này được dịch ra cho mình, xin quý vị gọi điện thoại cho đường dây đa ngữ của chúng tôi qua số (03) 8470 8470.

Somali

Warbixintan waxaa ku jira soo-koobidda waxqabadka Guddiga Degmada Darebin ee sanad maaliyadeedkii 2015/2016. Haddii aad jeclaan lahayd in qayb ka mid ah warbixintaan la tarjumo fadlan wac Khadkayaga Telefoonka Luqadaha-Badan (03) 8470 8470.

CONTACT US	 National Relay Service TTY dial 133 677 or Speak & Listen 1300 555 727 or iprelay.com.au, then enter 03 8470 8888
274 Gower Street, Preston PO Box 91, Preston, Vic 3072 T 8470 8888 F 8470 8877 E mailbox@darebin.vic.gov.au darebin.vic.gov.au	 Speak Your Language 8470 8470

6.8 2015/2016 ANNUAL SUMMARY OF DAREBIN COMMUNITY SURVEY

Author: Coordinator Community Engagement and Demographics

Reviewed By: Director Civic Governance and Performance

Report Background

The Darebin Community Survey has been commissioned by Council since 1999 and examines the levels of community satisfaction with a range of services and programs conducted by Council. Since March 2007 the survey has been conducted quarterly.

The Community Survey was implemented as part of the Best Value Principles legislative requirement in the *Local Government Act 1989* under section 208B. It is a survey conducted on behalf of Council to regularly assess the community's perceptions throughout each year.

Previous Council Resolution

An Annual Summary is presented to Council every year. The following resolution was made by Council for last year's Annual Summary.

At its meeting held on 21 September 2015, Council resolved:

'That Council note and endorse the 2014/2015 Annual Summary of the Darebin Community Survey attached as Appendix A to this report'.

Previous Briefing(s)

The 2014/2015 Annual Summary of Darebin Community Survey was presented at the Council Briefing Session on 14 September 2015.

Councillor briefing – 3 October 2016.

Council Plan Goal/Endorsed Strategy

This report relates to the Council Plan goal of 'Open and Accountable Democracy' and the Community Engagement Strategy which aims to implement Darebin's Community Engagement Framework.

Summary

The Darebin Community Survey is conducted quarterly and provides Council with a comprehensive analysis of the community's perception of Council's performance in a broad range of services and facilities as well as overall. The survey also measures satisfaction with particular aspects of governance and leadership, customer service, community safety and the community's perception of Council as an organisation.

A section in the survey is also included which enables Council to ascertain the issues that the community perceives to be important and gauge awareness level of advocacy campaigns and local improvements.

The community survey measures indicators from the Council Plan and Local Government Performance reporting Framework.

This paper provides the summary of the 2015/2016 annual results, which is the first year with the increased quarterly sample size of 250 respondents.

Recommendation

THAT Council note and endorse the 2015/2016 Annual Summary of the Darebin Community Survey summary report attached as **Appendix A**.

Introduction

The Darebin Community Survey is a door-to-door quarterly interview style questionnaire survey which combined, provided data from 1,000 Darebin households in 2015/2016.

A sample size of 250 residential households is surveyed every quarter which is made up of approximately 30 surveys from each of the eight planning precincts within the municipality.

The survey provides an analysis of detailed issues relating to specific Council services and the flexibility of the methodology allows quarterly changes to sections of the survey.

The annual summary also enables scrutiny of responses according to demographic factors like age, language spoken, and location of residence.

A review of the Community Survey Program was undertaken in 2014 which resulted in changes to the structure. The new structure aims to monitor service areas which are considered the most important by the community, and be more beneficial for Council operations and service improvement.

Issues and Discussion

Key findings from 2015/2016 Annual Summary

The following results are described as average (mean) scores from 0-10, where scores less than 5.5 are categorised as 'very poor' and scores of 7.75 and above are categorised as 'excellent'

The following are key findings from the Annual Summary:

Overall Performance

- Darebin's overall performance score in 2015/2016 decreased from the previous year, from 6.91 to 6.69.
- Darebin Council's overall performance score in 2015/2016 was 6.69, which compares favourably to the metropolitan Melbourne average results from the 2016 Governing Melbourne Survey and the 2016 Local Government Satisfaction Survey.
- Governing Melbourne is a survey conducted by Metropolis Research Ltd with a sample of 1000 respondents drawn in equal numbers from all Councils in Greater (metropolitan) Melbourne. Local Government Satisfaction Survey is a State Government coordinated survey that enables Councils to collectively measure community satisfaction across various areas and measure statutory indicators.
- Darebin's overall performance score for 2015/2016 is also the same as the overall performance score of Nillumbik Shire Council which is the least disadvantaged Council in the Greater Melbourne Region.

Satisfaction with Governance and leadership aspects

- Satisfaction ratings with all Governance and Leadership aspects have decreased from the previous year. The decrease in satisfaction for 'Services inclusive of LGBTIQ residents' was statistically significant.
- Darebin's 2015/2016 scores for the Local Government Performance Reporting Framework (LGPRF) indicators 'Community consultation and engagement' and 'Making decisions in the interests of the community' were higher than the metropolitan Melbourne average scores for these indicators from the 2016 Local Government Satisfaction Survey, 5.80 and 5.90 respectively.

Satisfaction with Council Services and Facilities

- Satisfaction with 'Maintenance of parks and open spaces' has decreased from the previous year but has increased with the other eight services and facilities that are measured quarterly. The increases with 'Weekly garbage collection', 'Footpath maintenance and repairs', and 'Arts and culture' were statistically significant.
- Satisfaction ratings with six of the nine services and facilities that are measured twice a year have increased from the previous year and fell with the remaining three. None of the increases or decreases were statistically significant.
- Darebin's 2015/2016 score for LGPRF indicator 'Condition of sealed local roads' was higher than the metropolitan Melbourne average score of 6.7 from the 2016 Local Government Satisfaction Survey.

Traffic and Parking

Traffic and Parking aspects were measured twice in 2015/2016 as part of the new survey program.

- Satisfaction ratings with two of the six traffic and parking aspects have increased from the previous year and have decreased with the remaining four.

Planning and Housing Development

Planning and Housing Development aspects were measured twice in 2015/2016 as part of the new survey program.

- Satisfaction ratings with two of the six planning and housing development aspects increased from the previous year and have decreased with the remaining four.

Customer Service

Satisfaction rating with 'Darebin website' has increased from the previous year but has decreased with the other five customer service aspects. However, none of these increases or decreases was statistically significant. It should be noted that 'Darebin website' was rated by only 11 residents over the year.

- Residents from non-English speaking households were less satisfied than residents from English speaking households with the four aspects that were compared.

Community Safety

- Darebin's 'Safety during the day' score for 2015/2016 (8.45) was higher than the previous year but about the same as the 2016 greater Melbourne (metropolitan Melbourne) average (8.48).
- The 2015/2016 Darebin 'Safety at night' score (6.93) was higher than the previous year and slightly higher than the greater Melbourne (metropolitan) average (6.79).

Council as an organisation

- The three statements about Council that residents most commonly agreed with have remained the same from the previous year. These are: 'Provides important services', 'Is trustworthy and reliable' and 'Progressive and "up to date"'.

Issues for Council

Council advocacy campaigns and Improvements in the local area

The two questions which were introduced in the community survey under the section 'Issues for Council' as part of the new structure were: "*Can you please list any Council advocacy campaigns of which you are aware?*" and "*What, if any, improvements have you noticed in your local area in the last twelve months?*"

- A total of 158 Council advocacy campaigns were mentioned by the community in 2015/2016.
- A total of 502 responses were received from the community identifying improvements noticed in the local area in the last twelve months in 2015/2016.
- The most commonly identified improvements related to 'Parks, gardens and open space maintenance', 'Street trees' and 'Roads maintenance and repairs'.

Top issues for Council to address

The community survey explores issues experienced by Darebin residents through the question: *Can you please list what you consider to be the three most important issues for Council to address in the next twelve months?*

- A total of 1,445 issues were mentioned in 2015/2016 and categorised into areas.
- The most commonly identified issue was 'Traffic Management' (24.2% of respondents). The average percentage for 2015/2016 was lower than the previous year.
- The second highest identified issue was 'Building, Planning, Housing and Development' (16.9% of respondents). The average percentage for 2015/2016 was higher than the previous year.
- The third highest identified issue was 'Parking' (7.5% of respondents). The average percentage for 2015/2016 was lower than the previous year.
- The precinct analysis of these issues shows that seven of the eight precincts identified 'Traffic Management' as the highest issue. Thornbury was the only precinct that did not identify 'Traffic Management' as the highest issue.
- All precincts except Reservoir East mentioned the three most commonly identified issues in their top ten issues.
- Respondents who identified the top three issues had a noticeably lower satisfaction rating of overall performance than the municipal average, particularly those who identified 'Building, Planning, Housing and Development' as an issue.

Options for Consideration

The 2015/2016 results show that Council's overall performance has decreased from the previous year. However, the overall performance score remains comparatively favourable to the metropolitan Melbourne average results from the 2016 Governing Melbourne Survey and the 2016 Local Government Satisfaction Survey.

The decrease in Darebin's Governance and Leadership aspects should be considered when making significant decisions in the next year.

Satisfaction with services and facilities are tracking consistently, however, the decrease in satisfaction with customer service should be noted.

The top three issues that the community considers the most important and should be addressed by Council in the next 12 months are: 'Traffic Management', 'Building, Planning and Housing Development' and 'Parking'.

Financial and Resource Implications

The allocated budget for the 2015/2016 community survey program is \$53,000. This includes the funds received from the new initiative application to increase the quarterly sample size to 250.

Risk Management

There were no risks involved with the 2015/2016 Darebin Community Survey Program.

Policy Implications

Economic Development

Aside from measuring the level of community satisfaction with maintenance of shopping areas and gauging community perception on Council's business development programs and services, the Darebin Community Survey program has no direct economic development implications.

Environmental Sustainability

Apart from measuring the level of satisfaction with, and community support for Council's environmental programs and services, the Darebin Community Survey program has no direct environmental implications.

Human Rights, Equity and Inclusion

Some groups are harder to access in opinion surveys, including homeless people, people with lower English proficiency and Aboriginal and Torres Strait Islander people. To ensure the Darebin Community Survey reflects Darebin's diversity as much as possible, survey participants are supported through the use of interpreters and multilingual staff.

Other

In its Council Plan, Darebin makes a commitment to provide regular and accurate reporting to the community. The Community Survey Program measures 14 of the Council Plan performance indicators. A further commitment is made to undertake meaningful community engagement and research. Council's community satisfaction survey supports these commitments.

Future Actions

- The next quarterly survey will be conducted in December 2016.

Consultation and Advocacy

None

Related Documents

- 2015/2016 Annual Community Survey Summary Report (**Appendix A**)
- Council Minutes – 21 September 2015

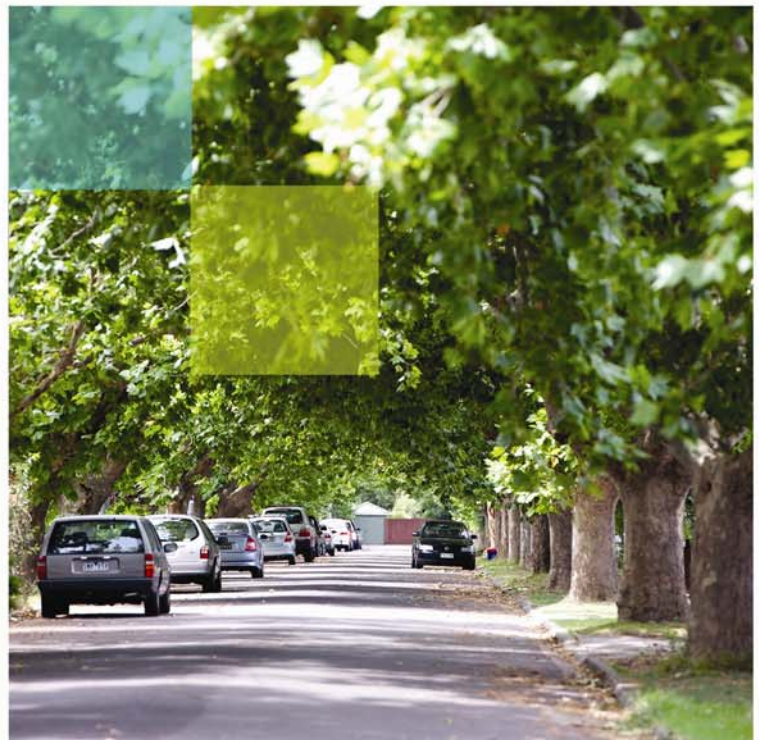
Disclosure of Interest


Section 80C of the *Local Government Act* 1989 requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any direct or indirect interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

2015-16 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

JULY 2016





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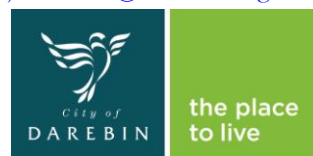


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Introduction

This is the sixteenth year that Metropolis Research has conducted the *Community Survey* program for the City of Darebin. The *Community Survey* has been conducted quarterly since 2007 to provide a regular assessment of the community's perceptions throughout each year. Prior to 2007, the *Community Survey* was conducted annually.

The aim of the survey is to provide Council with a comprehensive picture of the community's perception of Council's performance across eighteen services and facilities, aspects of governance and leadership, aspects of customer service as well as Council's overall performance. In addition, each quarterly survey includes a more detailed investigation of one group of services/facilities.

This survey does not aim to replace satisfaction surveys of individual client based services. It does however provide a broad measure of the community's perception of performance for core services and allows for comparison of services across Council.

In addition to measuring community satisfaction with aspects of Council performance, the *Community Survey* measures community perception of safety in public areas of Darebin. The *Community Survey* also quantifies the issues of importance to the community and examines specific questions as required by Council each quarter.

The sample size and methodology employed in this survey is statistically robust and provides results with a level of statistical significance generally greater than that obtained by other individual service specific surveys. Within the margin of error (as detailed for individual services), the results published in this report are an accurate reflection of the community's perceptions. Readers are advised however to be mindful of the sample size for the quarterly results and treat the results appropriately.

Methodology, response rate and statistical strength

The *Community Survey* program is conducted as a face-to-face interview style survey of approximately fifteen minutes duration, conducted at the door of residential properties located within the City of Darebin. All surveys are conducted daylight hours at weekends to ensure the best opportunity for all residents to participate if invited. The sample is drawn in equal numbers from each of the eight precincts comprising the City of Darebin. The sample has been weighted to ensure that each precinct contributed the correct proportion to the overall results, based on the *2011 Census of Population & Housing*.

A total of approximately 5,870 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 3,160 were unattended when approached, were therefore not invited to participate, and played no further part in the research. 1,710 refused to participate and one thousand completed the survey.

This provides a response rate of 36.9%, which is slightly higher than that 33.9% recorded in 2014-15. This is consistent with the response rate achieved by *Governing Melbourne* across metropolitan Melbourne as well as other municipal *Annual Community Survey* programs conducted by Metropolis Research.

The 95% confidence interval (margin of error) of these results is plus or minus 3.1%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.9% and 53.1%. This is based on a total sample size of one thousand respondents, and an underlying population of the City of Darebin of 150,881. The 95% confidence interval is approximately 6.2% for the precinct level results.



Governing Melbourne

Governing Melbourne is a new service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of one thousand respondents drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of this survey. It is not intended to provide a “league table” for local councils, rather to provide additional context with which to understand the results of this survey.

Glossary of terms

Measurable

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e. the difference is statistically significant. This is due to the fact that survey results are subject to a margin of error or an area of uncertainty.

Statistically significant

Statistically significant is the technical term for a measurable difference as described above. The term “statistically significant” and the alternative term “measurable” describe a quantifiable change or difference between results. They do not describe or define whether the result or change is of a sufficient magnitude to be important in the evaluation of performance or the development of policy and service delivery.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Discernible / observed

Metropolis Research will describe some results or changes in results as being discernible, observable or notable. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevance to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may none-the-less provide some insight.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretive of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context. These categories are designed to be indicative of the level of satisfaction. They are generally defined as follows:

<i>Excellent:</i>	Scores of 7.75 and above are categorised as excellent
<i>Very Good:</i>	Scores of 7.25 to less than 7.75 are categorised as very good
<i>Good:</i>	Scores of 6.5 to less than 7.25 are categorised as good
<i>Solid:</i>	Scores of 6 to less than 6.5 are categorised as solid
<i>Poor:</i>	Scores less than 6 are categorised as poor
<i>Very Poor:</i>	Scores less than 5.50 are categorised as very poor
<i>Extremely Poor:</i>	Scores less than 5 are categorised as extremely poor

Summary of results

The Darebin City Council continues to maintain a good level of community satisfaction with its performance across all areas of responsibility, as well as for many of the individual services and facilities included in the survey program.

Metropolis Research notes that the overall satisfaction score of 6.69 obtained by Darebin City Council is this year measurably higher than the metropolitan Melbourne average of 6.40, and the northern region average of 5.97, as recorded in the 2016 *Governing Melbourne* research conducted independently by Metropolis Research.

Despite a small decline in satisfaction with aspects of governance and leadership in 2015-16, respondents continue to rate highly Council's performance meeting the needs of the multicultural community, and to a lesser extent Council's performance in ensuring that services and facilities are inclusive of the LGBTIQ community.

The majority of respondents again in 2015-16 agreed that Council provides important services, is trustworthy and reliable, is progressive and up-to-date, has a sound direction for the future, and to a lesser extent offers value for money. Respondents have however become more in agreement than last year that Council is bureaucratic and ineffective.

Particular attention is again in 2015-16 drawn to the consistently high level of satisfaction recorded for the waste and recycling services (weekly garbage, recycling, and green waste), all of which obtained excellent satisfaction scores of more than eight out of ten.

Satisfaction with aspects of planning and housing development remains relatively low, with most aspects being rated as poor in 2015-16.

The issues of importance in the community for Council to focus on have consistently been headed by traffic management issues, and this remains true in 2015-16. Almost one-quarter of respondents identified traffic management issues, which is in 2016 a little higher than the average across metropolitan Melbourne. The importance to the community of traffic management issues is further borne out in Darebin by the fact that Council's performance managing traffic was the service with the lowest satisfaction score of all the services and facilities included in the survey. The solid to very poor level of satisfaction with the volume and speed of traffic on local and main roads also reflects its importance.

Satisfaction with the customer service provided by Council to residents contacting Council declined marginally in 2015-16. It remains true however that for both visits in person and contacts made via the telephone, satisfaction with customer service is rated very good to excellent. This is true of respondents from both English and non-English speaking households.

The perception of safety in the public areas of the City of Darebin remains very high and in fact increased a little again in 2015-16.

Key findings

The following are the key findings from the *Darebin City Council – 2015-16 Annual Community Survey*.

Overall performance

- ⊗ Satisfaction with Council’s overall performance decreased 3.2% from 6.91 to 6.69, although it remains at a level best categorised as “good”.
- ⊗ Respondents from Kingsbury-Bundoora were measurably more satisfied than the municipal average, and respondents from Northcote and Thornbury were measurably less satisfied.
- ⊗ This result is measurably higher than the 2016 metropolitan Melbourne average of 6.40 and very significantly higher than the northern region average of 5.97, as recorded in the Metropolis Research independent *Governing Melbourne* research.
- ⊗ More than four-fifths (82.9% down from 85.1%) of respondents providing a response to this question were satisfied with Council’s overall performance, and 8.4% (up from 5.6%) were dissatisfied.

Governance and leadership

- ⊗ Satisfaction with the six aspects of governance and leadership were as follows:
 - Meeting the needs of the multicultural community (7.48 *dn from* 7.51) “very good”
 - Providing services inclusive of LGBTIQ community (7.09 *dn from* 7.40) “good”
 - Communicating its programs and services (6.97 *dn from* 7.01) “good”
 - Lobbying and making representations on key issues (6.70 *dn from* 6.74) “good”
 - Making decisions in the interests of the community (6.69 *dn from* 6.78) “good”
 - Community consultation and engagement (6.60 *dn from* 6.68) “good”.

Council services and facilities

- ⊗ Satisfaction with the eighteen services and facilities included in the 2015-16 quarterly surveys were as follows:
 - Regular recycling (8.40 *up from* 8.35) “excellent”
 - Weekly garbage collection (8.39 *up from* 8.15) “excellent”
 - Green waste collection service (8.28 *dn from* 8.33) “excellent”
 - Arts and culture (*incl. libraries, Homestead, DAEC*) (8.02 *up from* 7.65) “excellent”
 - Council’s festivals and events (7.80 *up from* 7.59) “excellent”
 - Maintenance & repairs of parks, reserves, open spaces (7.37 *dn from* 7.47) “very good”
 - Council’s overall environmental performance (7.25 *up from* 7.21) “very good”
 - Transfer station – tip in Reservoir (7.20 *dn from* 7.36) “good”
 - Maintenance and cleaning of shopping strips (7.16 *up from* 7.09) “good”
 - Condition of storm water drains (7.11 *up from* 7.01) “good”
 - The level of street lighting (7.08 *up from* 6.54) “good”
 - Condition of sealed local roads (7.08 *up from* 6.93) “good”
 - Litter collection in public areas (6.96 *up from* 6.84) “good”
 - Street sweeping (6.87 *dn from* 6.88) “good”
 - Footpath maintenance and repairs (6.81 *up from* 6.57) “good”
 - Performance in assisting community reduce GGE (6.76 *up from* 6.75) “good”
 - The level of dumped rubbish (6.70 *up from* 6.63) “good”
 - The performance of Council managing traffic (6.46 *up from* 6.43) “solid”.

Traffic and parking

- ⊗ Satisfaction with the six aspects of traffic and parking remains relatively low, and can best be summarised as follows:
 - Volume of traffic on local roads (6.04 *dn from* 6.19) “solid”
 - Speed of traffic on main roads (6.08 *dn from* 6.12) “solid”
 - The availability of parking on local roads (6.30 *up from* 5.98) “solid”
 - Speed of traffic on local roads (5.90 *dn from* 5.95) “poor”
 - The availability of parking in, around shopping strips (5.79 *up from* 5.61) “poor”
 - Volume of traffic on main roads (5.41 *dn from* 5.43) “very poor”.

Planning and housing development

- ⊗ Satisfaction with the six aspects of planning and housing development remains relatively low, and can best be summarised as follows:
 - The protection of local heritage (6.10 *up from* 5.83) “solid”
 - Opportunities to participate in planning consultations (5.86 *dn from* 6.22) “poor”
 - Planning decisions respecting local neighborhood character (5.71 *up from* 5.45) “poor”
 - The appearance and quality of new developments (5.52 *dn from* 5.86) “poor”
 - The size, height, set-back of buildings being developed (5.52 *dn from* 5.83) “poor”
 - The number of new developments (5.46 *dn from* 5.48) “very poor”.

Customer service

- ⊗ A little less than half of the respondents (40.4% down from 40.8%) had contact with Council in the last twelve months.
- ⊗ The most common forms of contacting Council remain telephone (62.5% up from 60.2%) and visits in person (15.4% down from 23.1%), and email (10.9% up from 7.4%).
- ⊗ Satisfaction with the six aspects of customer service can best be summarised as follows:
 - Staff understanding of language needs (NESB only) (8.34 *dn from* 8.57) “excellent”
 - Satisfaction with the Darebin website (visitors only) (8.23 *up from* 7.26) “excellent”
 - Ease of contact (7.62 *dn from* 7.95) “very good”
 - Attitude of staff (7.58 *dn from* 7.99) “very good”
 - Helpfulness of the information provided (7.30 *dn from* 7.56) “very good”
 - Speed of service (6.83 *dn from* 7.29) “good”.

Perception of safety in the public areas of the City of Darebin

- ⊗ The perception of safety during the day remains very high, and increased by less than one percent to 8.45.
- ⊗ The perception of safety at night also remains relatively high, and increased by 4.8% to 6.93.

Council as an organisation

- ⊗ Respondents were asked to rate their agreement with six statements about the Darebin City Council as an organisation. The average agreement results remained very consistent in 2015-16 with those recorded in 2014-15.
- ⊗ Agreement with the statements was as follows:
 - Darebin City Council provides important services *(7.16 dn from 7.18)*
 - Is trustworthy and reliable *(6.70 dn from 6.81)*
 - Is progressive and up-to-date *(6.55 dn from 6.70)*
 - Has a sound direction for the future *(6.40 up from 6.23)*
 - Offers value for rates *(5.89 dn from 6.06)*
 - Is bureaucratic and ineffective *(5.49 up from 5.19)*.

Council advocacy campaigns

- ⊗ A total of 158 responses were received from ninety-eight respondents identifying Council advocacy campaigns. Some of the campaigns most commonly identified by respondents related to culture and diversity, refugees, and anti-domestic / family violence campaigns.

Improvements noticed in the local area in the last twelve months

- ⊗ A total of 389 (38.9% up from 37.5%) respondents identified 502 improvements they had noticed in the last twelve months.
- ⊗ The most commonly identified improvements were:
 - Parks, gardens and open space related *(15.4% up from 9.5%)*
 - Street trees *(4.5% up from 4.0%)*
 - Road maintenance and repair related *(3.9% dn from 11.5%)*.

Issues for Council to address in the coming twelve months

- ⊗ A total of 730 respondents (73.0% up from 69.1%) identified 1,445 individual issues, the top five of which were as follows:
 - Traffic management *(24.2% dn from 25.9%)*
 - Building, housing, planning and development related *(16.9% up from 12.3%)*
 - Parking *(7.5% dn from 8.9%)*
 - Parks, gardens and open spaces *(7.4% up from 6.9%)*
 - Road maintenance and repairs *(7.4% up from 4.8%)*.

Overall performance

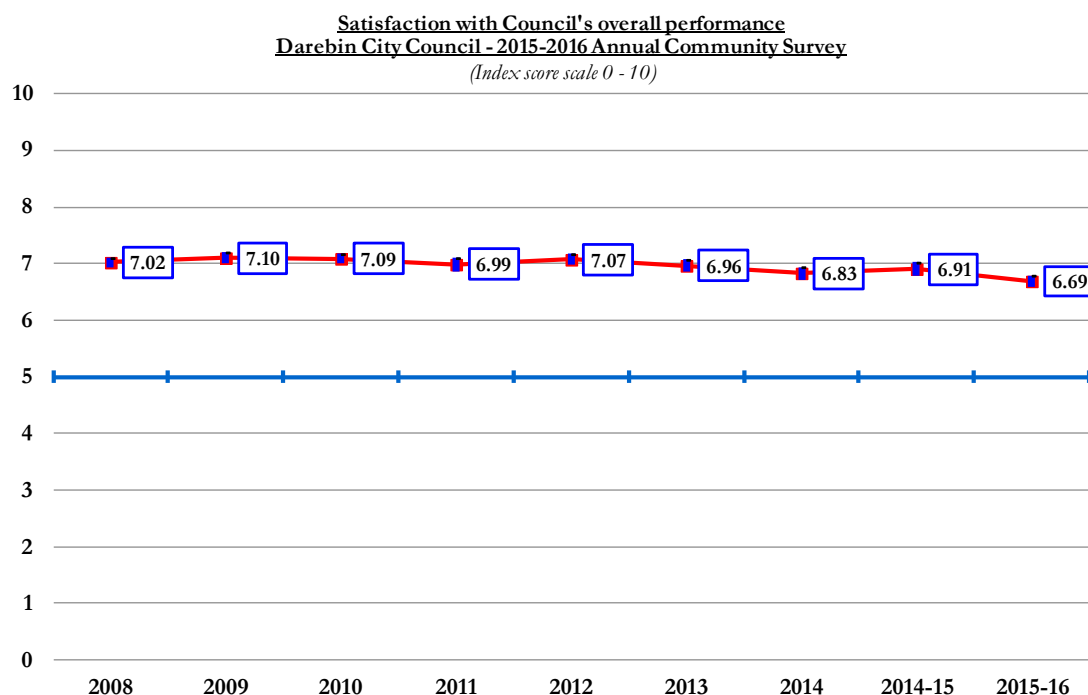
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Council across all areas of responsibility declined 3.2% in 2015-16, down from 6.91 to 6.69. Despite this decline, satisfaction with Council’s overall performance remains at a level best categorised as “good”.

Metropolis Research does note however that satisfaction is at the lowest level recorded for the City of Darebin since the commencement of the quarterly survey program in 2007. Prior to 2007, satisfaction with Council’s overall performance was 6.67 in 2002 and 6.38 in 2005. In all other years since 1999, satisfaction with Council’s overall performance has been at least 6.70.

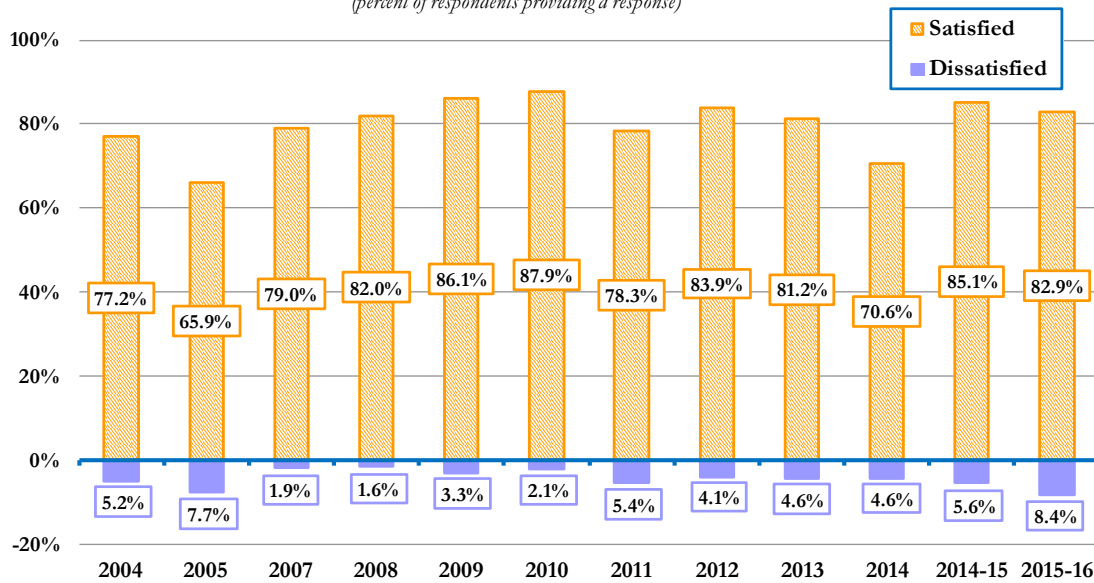
Despite this decline in 2015-16, this result is measurably higher than the 2016 metropolitan Melbourne average of 6.40 and measurably and significantly higher than the northern region average of 5.97, both as recorded in *Governing Melbourne*.



Consistent with the small decline in overall satisfaction, in 2015-16 the proportion of respondents satisfied with Council’s overall performance declined 2.6% from 85.1% to 82.9%, and the proportion dissatisfied increased five percent from 5.6% to 8.4%.

Despite the decline recorded this year, Metropolis Research notes that the overwhelming majority of respondents over a long period of time, are satisfied with the performance of Darebin City Council across all areas of its responsibility.

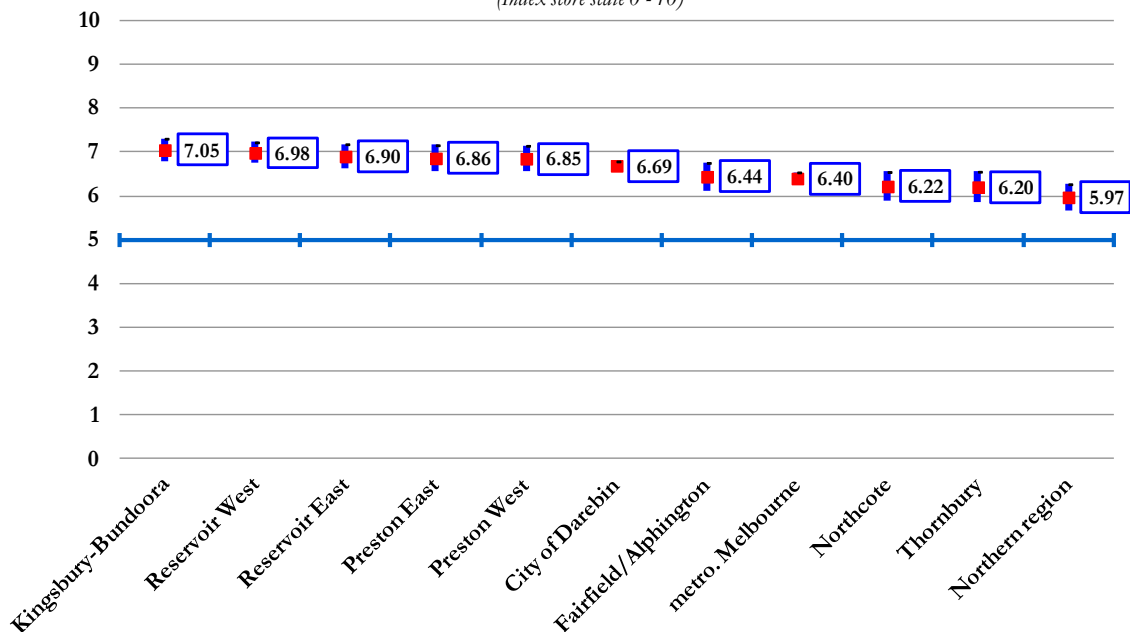
Satisfaction with Council's overall performance
Darebin City Council - 2015-2016 Annual Community Survey
 (percent of respondents providing a response)




There was measurable and significant variation in satisfaction with the performance of Council across all areas of responsibility recorded across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** - respondents were measurably more satisfied than the average.
- ⊗ **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Northcote and Thornbury** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.

Satisfaction with Council's overall performance by precinct
Darebin City Council - 2015-2016 Annual Community Survey
 (Index score scale 0 - 10)





There was some measurable variation in satisfaction with the performance of Council across all areas of responsibility observed by respondent profile, with attention drawn to the following:

- ⊗ *Young adults (20 to 35 years)* – respondents were measurably and significantly more satisfied than the municipal average.
- ⊗ *Middle-aged adults (46 to 60 years)* – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction as “solid”.
- ⊗ *Rental household* – respondents were measurably and significantly more satisfied than the municipal average.
- ⊗ *New residents (less than one year in Darebin)* – were measurably and significantly more satisfied than the municipal average.
- ⊗ *Long-term residents (ten years or more in Darebin)* – were measurably and significantly less satisfied than the municipal average, and rated satisfaction as “solid”.
- ⊗ *Aboriginal and Torres Strait Islander* – respondents were significantly, albeit not measurably (due to the small sample size) more satisfied than the municipal average.
- ⊗ *Households with a member with a disability* – respondents were somewhat, albeit not measurably less satisfied than other respondents, and at a level categorised as “solid”.
- ⊗ There was no meaningful variation between respondents from English speaking households and respondents from non-English speaking households.
- ⊗ There was no meaningful variation between male and female respondents.

These results do suggest that younger and new residents were more satisfied with Council’s overall performance than were older respondents who had lived in Darebin for a long period of time. This basic pattern has been observed by Metropolis Research elsewhere in middle-ring municipalities that are experiencing a degree of housing renewal and development.

Satisfaction with the performance of Council across all areas of responsibility increased in Preston West and decreased in the remaining seven precincts.

The decline in satisfaction with the performance of Council declined measurably and significantly in Northcote, declining 10.1% from 6.92 to 6.22.

Satisfaction with Council's overall performance
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	23	6.58	7.16	7.75
20 - 35 yrs	257	7.04	7.21	7.38
36 - 45 yrs	238	6.50	6.70	6.90
46 - 60 yrs	249	5.99	6.22	6.45
61 - 75 yrs	133	6.09	6.42	6.74
76 yrs and over	65	6.34	6.74	7.14
<i>Housing situation</i>				
Own this home	408	6.25	6.43	6.60
Mortgage	243	6.40	6.59	6.78
Renting this home	268	6.94	7.13	7.31
Renting from Office of Housing	27	6.38	6.98	7.58
<i>Period of residence</i>				
Less than one year	87	6.96	7.23	7.49
One to less than five years	225	6.92	7.10	7.28
Five to less than ten years	147	6.51	6.77	7.04
Ten years or more	507	6.23	6.39	6.55
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	6.22	7.61	8.99
No	947	6.57	6.67	6.78
<i>non-English speaking background</i>				
English speaking	626	6.58	6.70	6.82
Non-English speaking	325	6.43	6.63	6.83
<i>Household member with a disability</i>				
Yes	98	5.92	6.40	6.88
No	861	6.61	6.72	6.82
<i>Gender</i>				
Male	459	6.48	6.64	6.80
Female	498	6.58	6.73	6.87
City of Darebin	966	6.58	6.69	6.79

Satisfaction with Council's overall performance
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

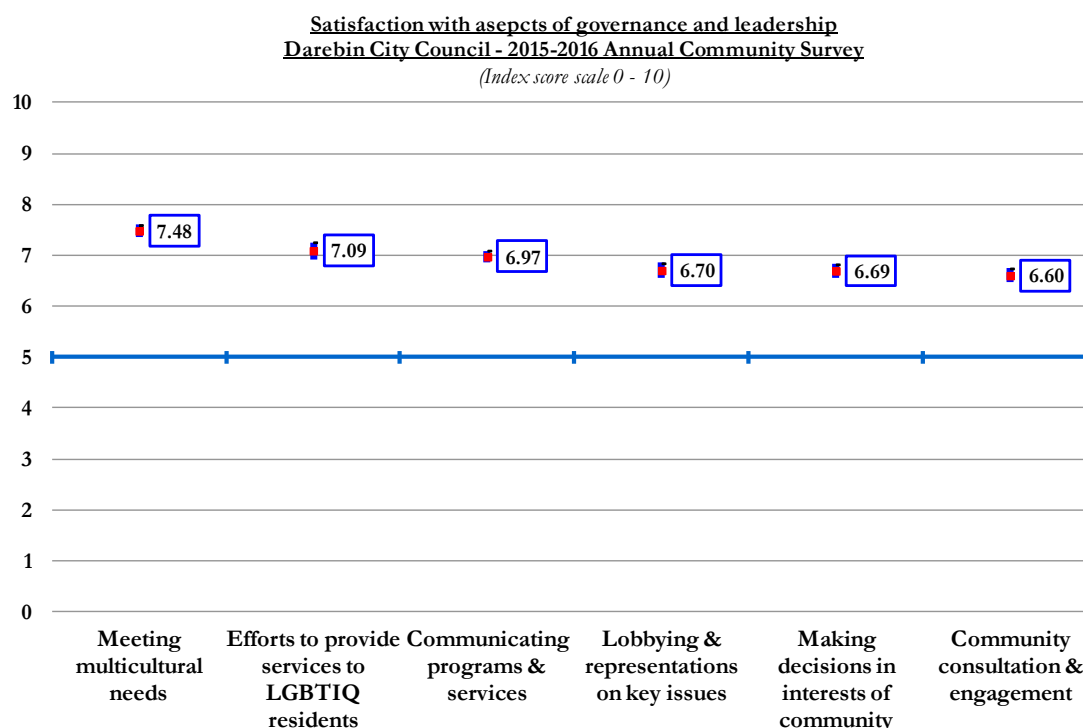
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	39	6.48	6.96	7.43
	2012	91	6.62	6.91	7.21
	2013	89	6.81	7.16	7.51
	2014	86	6.58	6.92	7.25
	2014-15	89	6.79	7.12	7.46
	2015-16	120	6.79	7.05	7.31
Reservoir West	2011	132	6.99	7.25	7.51
	2012	98	6.90	7.13	7.36
	2013	91	6.89	7.18	7.46
	2014	90	6.71	7.01	7.32
	2014-15	91	6.82	7.15	7.49
	2015-16	124	6.74	6.98	7.22
Reservoir East	2011	136	6.73	7.00	7.27
	2012	91	6.69	7.01	7.33
	2013	98	6.85	7.16	7.47
	2014	79	6.54	6.89	7.23
	2014-15	97	6.80	7.10	7.40
	2015-16	123	6.62	6.90	7.18
Preston East	2011	83	6.07	6.48	6.88
	2012	82	7.06	7.38	7.69
	2013	77	6.84	7.08	7.32
	2014	64	6.57	6.97	7.37
	2014-15	85	6.72	7.01	7.30
	2015-16	121	6.56	6.86	7.16
Preston West	2011	77	6.72	7.021	7.33
	2012	93	6.68	7.05	7.42
	2013	92	6.63	6.91	7.20
	2014	73	6.08	6.48	6.88
	2014-15	87	6.46	6.82	7.17
	2015-16	121	6.56	6.85	7.15
Fairfield-Alphington	2011	42	6.67	7.18	7.7
	2012	90	6.47	6.77	7.07
	2013	95	6.01	6.40	6.79
	2014	78	6.41	6.73	7.05
	2014-15	93	6.35	6.63	6.92
	2015-16	118	6.12	6.44	6.76
Northcote	2011	113	6.45	6.78	7.11
	2012	100	6.82	7.09	7.36
	2013	93	6.37	6.67	6.96
	2014	85	6.51	6.78	7.04
	2014-15	92	6.69	6.92	7.16
	2015-16	119	5.89	6.22	6.55
Thornbury	2011	98	6.85	7.17	7.48
	2012	93	6.72	6.98	7.24
	2013	99	6.56	6.87	7.17
	2014	94	6.48	6.72	6.97
	2014-15	91	6.05	6.43	6.80
	2015-16	118	5.85	6.20	6.55

Governance and leadership

The *Darebin City Council – 2015-16 Community Survey* program included six aspects of governance and leadership.

Satisfaction with these six aspects of governance and leadership can best be summarised as follows:

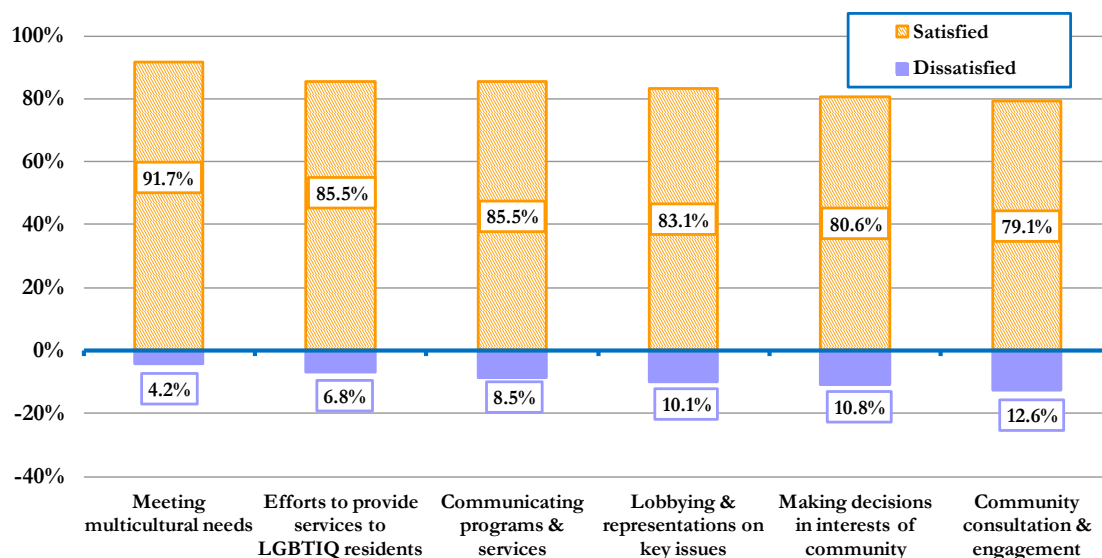
- ⊗ **Very Good** – for Council meeting the needs of the multicultural community.
- ⊗ **Good** – for Council’s efforts to provide services that are inclusive of LGBTIQ residents, Council’s performance in communicating its programs and services, Council’s performance in lobbying and making representations on key issues that affect the community, Council’s performance in making decisions in the interests of the community, and Council’s performance in community consultation and engagement.



It is observed that approximately four-fifths or more of respondents were satisfied with each of the six aspects of governance and leadership (i.e. rated satisfaction six or more out of ten).

Particular attention is however drawn to the fact that ten percent or more of respondents were dissatisfied with Council’s lobbying and making representations on key issues affecting the community, making decisions in the interests of the community, and community consultation and engagement.

Satisfaction with aspects of governance and leadership
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of respondents providing a response)



Satisfaction with aspects of governance and leadership
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total respondents)

Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Meeting multicultural needs	4.2%	4.2%	91.7%	270
Communicating programs & services	8.5%	6.0%	85.5%	116
Community consultation & engagement	12.6%	8.3%	79.1%	194
Efforts to provide services to LGBTIQ residents	6.8%	7.7%	85.5%	553
Making decisions in interests of community	10.8%	8.6%	80.6%	190
Lobbying & representations on key issues	10.1%	6.9%	83.1%	327

Meeting the needs of the multicultural community

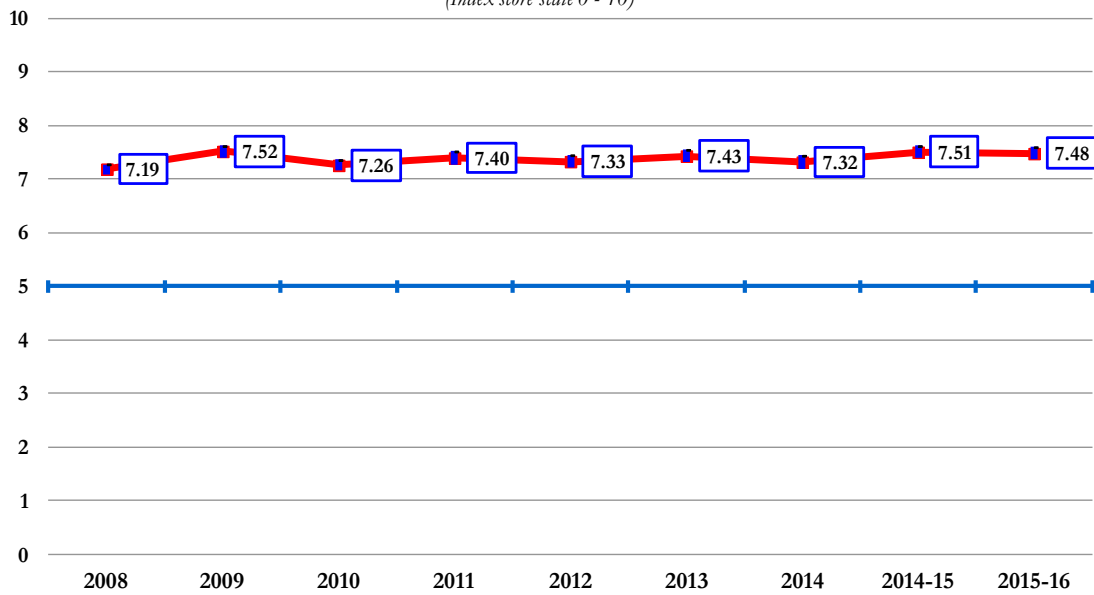
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in meeting the needs of the multicultural community?”

Satisfaction with Council’s performance meeting the needs of the multicultural community has consistently been recorded at levels best categorised as “very good”, with seven of the last eight annual results being categorised as “very good”. 2008 was the last time satisfaction with this aspect of governance and leadership was categorised as “good” rather than “very good”.

Satisfaction with Council’s performance meeting the needs of the multicultural community declined by less than one percent in 2015-16, declining from 7.51 to 7.48. Despite this decline this year, this result is the third highest score recorded since 2008.

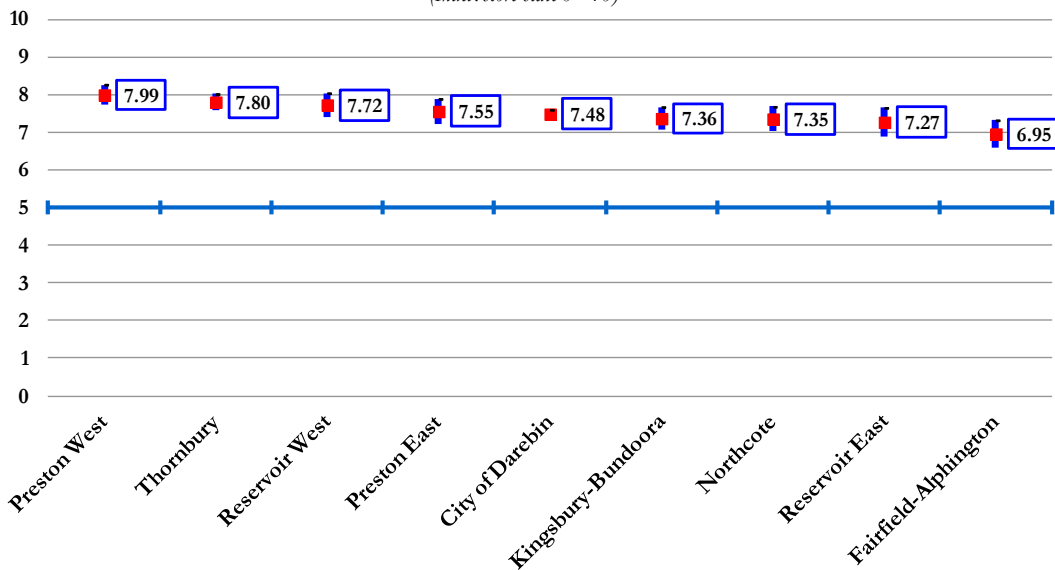
Satisfaction with Council's multicultural performance
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was measurable variation in this result observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

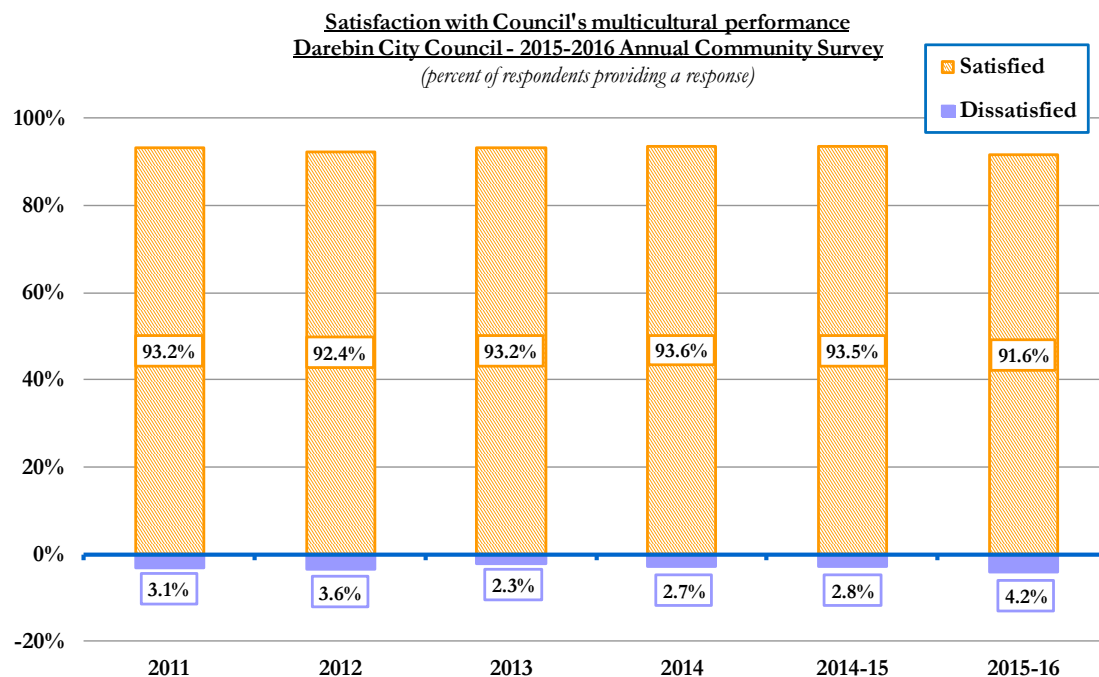
- ⊗ *Preston West* and *Thornbury* – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at levels categorised as “excellent”.
- ⊗ *Fairfield-Alphington* – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.

Satisfaction with Council's multicultural performance by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Consistent with the very high level of satisfaction with Council's performance meeting the needs of the multicultural community, more than ninety percent (91.6%) of respondents were satisfied with this aspect of governance and leadership.

Less than five percent (4.2%) of respondents were dissatisfied with Council's performance meeting the needs of the multicultural community.



There was no statistically significant variation in satisfaction with Council's performance meeting the needs of the multicultural community, although attention is drawn to the following results:

- ⊗ **Young adults (20 to 35 years)** – respondents were somewhat, albeit not measurably more satisfied than the municipal average.
- ⊗ **Older adults (61 to 75 years)** – respondents were somewhat, albeit not measurably less satisfied than the municipal average.
- ⊗ Satisfaction with this aspect of governance and leadership tended to decline for respondents based on their period of residence in the City of Darebin.
- ⊗ **Non-English speaking household** – respondents rated satisfaction marginally but not measurably lower than respondents from English speaking households.
- ⊗ **Households with a member with a disability** – respondents rated satisfaction marginally but not measurably lower than respondents from other households.

Satisfaction with Council's performance meeting the needs of the multicultural community increased in three precincts (Preston West, Thornbury, and Reservoir West) and declined in four precincts (Kingsbury-Bundoora, Northcote, Reservoir East, Preston East, and Fairfield-Alphington). None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's multicultural performance
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	22	6.61	7.35	8.09
20 - 35 yrs	190	7.48	7.69	7.90
36 - 45 yrs	171	7.29	7.52	7.75
46 - 60 yrs	196	7.17	7.42	7.67
61 - 75 yrs	104	6.79	7.14	7.48
76 yrs and over	45	7.15	7.55	7.96
<i>Housing situation</i>				
Own this home	306	7.17	7.36	7.56
Mortgage	181	7.46	7.64	7.82
Renting this home	204	7.34	7.55	7.77
Renting from Office of Housing	23	6.21	7.24	8.27
<i>Period of residence</i>				
Less than one year	62	7.38	7.71	8.03
One to less than five years	162	7.48	7.68	7.88
Five to less than ten years	117	7.14	7.47	7.80
Ten years or more	388	7.20	7.36	7.53
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	6.59	7.81	9.02
No	713	7.36	7.47	7.59
<i>non-English speaking background</i>				
English speaking	462	7.35	7.49	7.63
Non-English speaking	257	7.20	7.42	7.63
<i>Household member with a disability</i>				
Yes	73	6.82	7.33	7.83
No	652	7.38	7.49	7.61
<i>Gender</i>				
Male	349	7.25	7.43	7.61
Female	374	7.37	7.52	7.67
City of Darebin	730	7.36	7.48	7.60

Satisfaction with Council's multicultural performance
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2011	70	6.76	7.12	7.48
	2012	79	7.31	7.67	8.03
	2013	87	7.17	7.45	7.73
	2014	79	6.88	7.27	7.65
	2014-15	78	7.29	7.60	7.92
	2015-16	95	7.71	7.99	8.26
Thornbury	2011	76	7.09	7.49	7.89
	2012	70	7.22	7.54	7.86
	2013	77	7.30	7.57	7.84
	2014	65	6.85	7.19	7.52
	2014-15	79	6.96	7.27	7.57
	2015-16	89	7.58	7.80	8.02
Reservoir West	2011	95	7.03	7.38	7.73
	2012	84	6.87	7.23	7.58
	2013	77	7.26	7.58	7.91
	2014	74	7.03	7.39	7.76
	2014-15	79	7.30	7.62	7.94
	2015-16	93	7.41	7.72	8.04
Preston East	2011	59	7.06	7.413	7.77
	2012	72	7.46	7.75	8.04
	2013	70	6.91	7.20	7.49
	2014	78	6.95	7.33	7.72
	2014-15	84	7.27	7.56	7.85
	2015-16	95	7.22	7.55	7.89
Kingsbury-Bundoora	2011	32	6.89	7.32	7.75
	2012	81	6.70	7.05	7.40
	2013	87	7.40	7.76	8.12
	2014	69	7.20	7.49	7.79
	2014-15	78	7.14	7.49	7.83
	2015-16	90	7.05	7.36	7.67
Northcote	2011	83	7.27	7.46	7.65
	2012	80	7.18	7.44	7.69
	2013	54	6.76	7.22	7.69
	2014	69	7.05	7.33	7.62
	2014-15	77	7.15	7.43	7.71
	2015-16	79	7.02	7.35	7.68
Reservoir East	2011	92	7.21	7.50	7.79
	2012	78	6.50	6.92	7.35
	2013	78	7.21	7.50	7.79
	2014	72	6.98	7.29	7.61
	2014-15	81	7.32	7.65	7.99
	2015-16	97	6.88	7.27	7.65
Fairfield-Alphington	2011	31	6.95	7.449	7.95
	2012	71	6.81	7.17	7.52
	2013	73	6.56	6.89	7.22
	2014	70	6.99	7.39	7.78
	2014-15	76	7.04	7.40	7.75
	2015-16	85	6.59	6.95	7.32

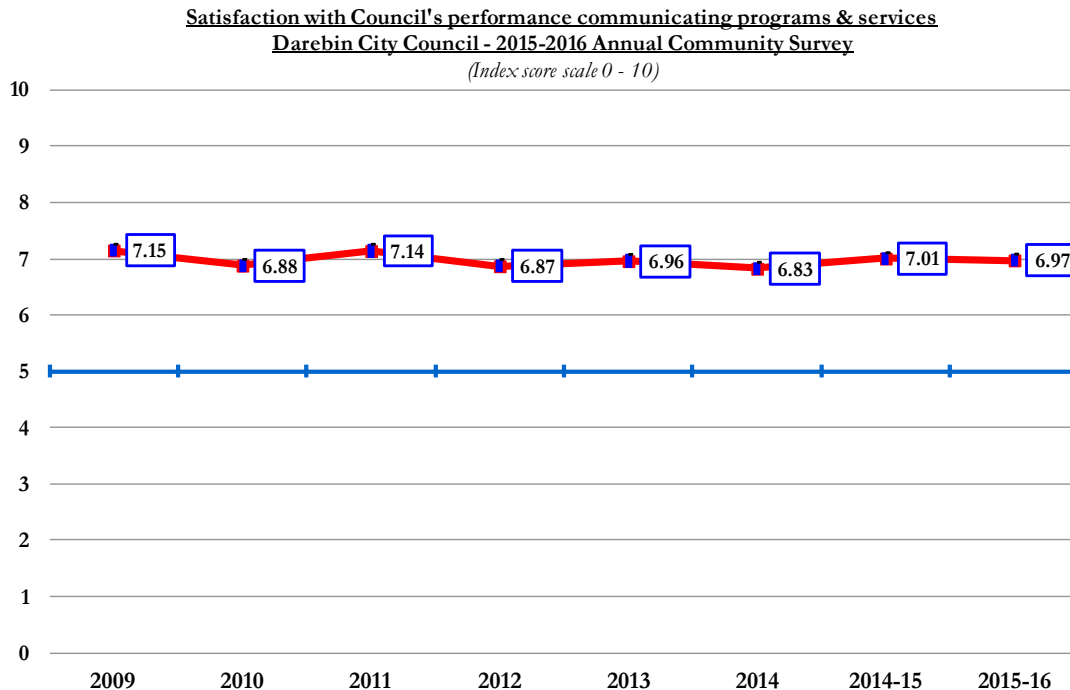
Communicating programs and services

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in communicating its programs and services?”

Satisfaction with Council’s performance communicating its programs and services declined by less than one percent in 2015-16, down from 7.01 to 6.97. Despite this decline, satisfaction with this aspect of governance and leadership remains at a level best categorised as “good”.

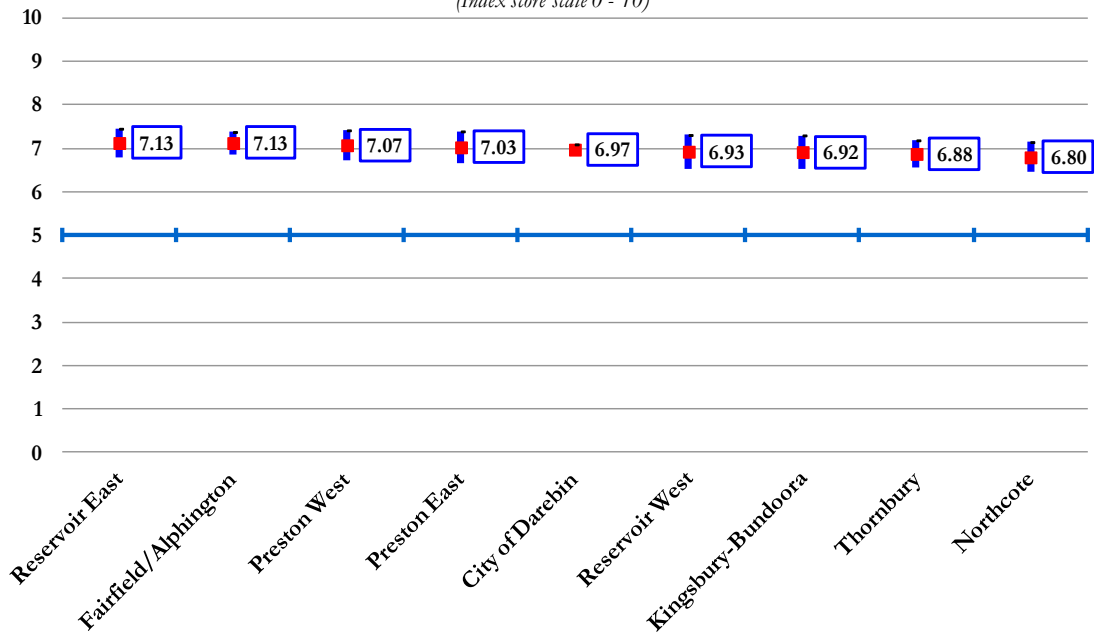
This result is almost identical to the long-term average for this aspect of governance and leadership for the last eight years of 6.98. This result highlights the fact that satisfaction with Council’s performance communicating its programs and services has remained very stable over a long period of time, at a relatively good level of satisfaction.



There was no statistically significant variation in satisfaction with Council’s performance communicating its programs and services observed across the eight precincts comprising the City of Darebin. This is a very positive result, as the aim of service delivery is to ensure a consistent level of service delivery to residents across the municipality, regardless of where within Darebin they reside.

Satisfaction with performance communicating programs & services by precinct
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

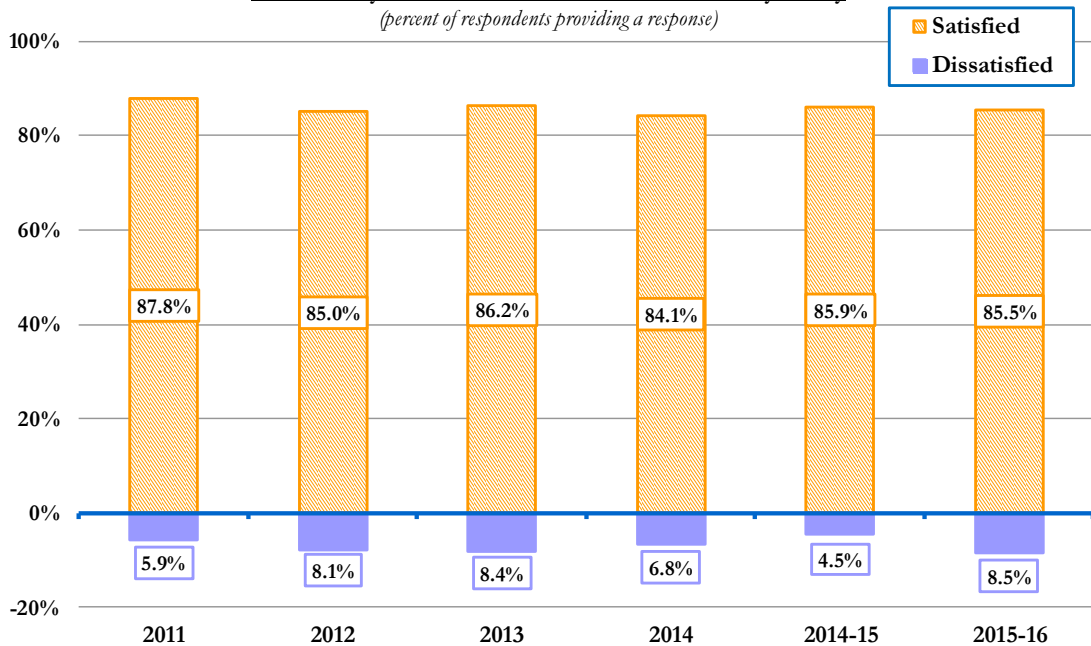


Consistent with the results recorded in recent years, more than four-fifths (85.5%) of respondents were satisfied with Council’s performance communicating its programs and services.

It is noted however that in 2015-16, there was an increase in the proportion of respondents dissatisfied with this aspect of governance and leadership, increasing from 4.5% in 2014-15 to 8.5% in 2015-16. This increase has however had only a marginal impact on the average satisfaction score.

Satisfaction with Council performance communicating programs & services
Darebin City Council - 2015-2016 Annual Community Survey

(percent of respondents providing a response)



There was no statistically significant variation in satisfaction with Council's performance communicating its programs and services. It is noted however that the eleven Aboriginal and Torres Strait Islander respondents rated satisfaction considerably, but not measurably higher than other respondents.

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	22	5.98	6.85	7.71
20 - 35 yrs	227	6.70	6.96	7.23
36 - 45 yrs	221	6.87	7.08	7.29
46 - 60 yrs	232	6.66	6.88	7.11
61 - 75 yrs	122	6.53	6.90	7.27
76 yrs and over	58	6.72	7.13	7.54
<i>Housing situation</i>				
Own this home	373	6.80	6.99	7.17
Mortgage	229	6.78	7.01	7.24
Renting this home	245	6.65	6.89	7.14
Renting from Office of Housing	23	6.20	7.03	7.86
<i>Period of residence</i>				
Less than one year	77	6.52	6.90	7.28
One to less than five years	207	6.75	7.01	7.26
Five to less than ten years	139	6.64	6.94	7.24
Ten years or more	461	6.81	6.98	7.15
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	6.53	7.72	8.92
No	866	6.84	6.96	7.08
<i>non-English speaking background household</i>				
English speaking	588	6.88	7.02	7.16
Non-English speaking	282	6.60	6.84	7.08
<i>Household member with a disability</i>				
Yes	86	6.76	7.24	7.72
No	791	6.82	6.94	7.07
<i>Gender</i>				
Male	415	6.77	6.95	7.12
Female	461	6.83	6.99	7.16
City of Darebin	884	6.85	6.97	7.09

Satisfaction with Council's performance communicating its programs and services increased in four precincts (Reservoir East, Fairfield-Alphington, Preston West, and Thornbury).

Satisfaction remained the same in two precincts (Preston East and Reservoir West), and declined in two precincts (Kingsbury-Bundoora and Northcote). None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	119	7.16	7.41	7.67
	2012	87	6.28	6.70	7.12
	2013	86	6.72	7.14	7.56
	2014	82	6.58	6.90	7.22
	2014-15	91	6.71	6.98	7.25
	2015-16	111	6.80	7.13	7.45
Fairfield-Alphington	2011	42	6.62	7.20	7.79
	2012	93	6.44	6.76	7.09
	2013	92	6.10	6.48	6.85
	2014	92	6.30	6.66	7.03
	2014-15	95	6.52	6.91	7.29
	2015-16	120	6.87	7.13	7.38
Preston West	2011	73	6.87	7.23	7.59
	2012	88	6.63	7.06	7.49
	2013	93	6.76	7.11	7.45
	2014	91	6.26	6.58	6.91
	2014-15	89	6.65	6.97	7.28
	2015-16	108	6.73	7.07	7.42
Preston East	2011	72	6.47	6.88	7.30
	2012	88	7.12	7.44	7.77
	2013	86	6.94	7.23	7.52
	2014	79	6.51	6.91	7.31
	2014-15	85	6.69	7.00	7.31
	2015-16	85	6.69	7.00	7.31
Reservoir West	2011	117	6.72	7.06	7.40
	2012	96	6.32	6.68	7.03
	2013	90	6.31	6.74	7.18
	2014	86	6.72	7.08	7.44
	2014-15	87	6.78	7.10	7.43
	2015-16	87	6.78	7.10	7.43
Kingsbury-Bundoora	2011	35	6.04	6.68	7.32
	2012	89	6.59	6.92	7.25
	2013	96	6.68	7.14	7.59
	2014	87	6.37	6.74	7.10
	2014-15	85	6.80	7.13	7.46
	2015-16	108	6.53	6.92	7.30
Thornbury	2011	96	6.82	7.17	7.53
	2012	91	6.27	6.65	7.03
	2013	89	6.76	7.07	7.37
	2014	77	6.25	6.61	6.97
	2014-15	85	6.34	6.69	7.05
	2015-16	112	6.56	6.88	7.19
Northcote	2011	117	6.89	7.15	7.40
	2012	93	6.73	6.99	7.25
	2013	87	6.33	6.71	7.10
	2014	82	6.47	6.82	7.16
	2014-15	92	6.90	7.22	7.53
	2015-16	108	6.45	6.80	7.15

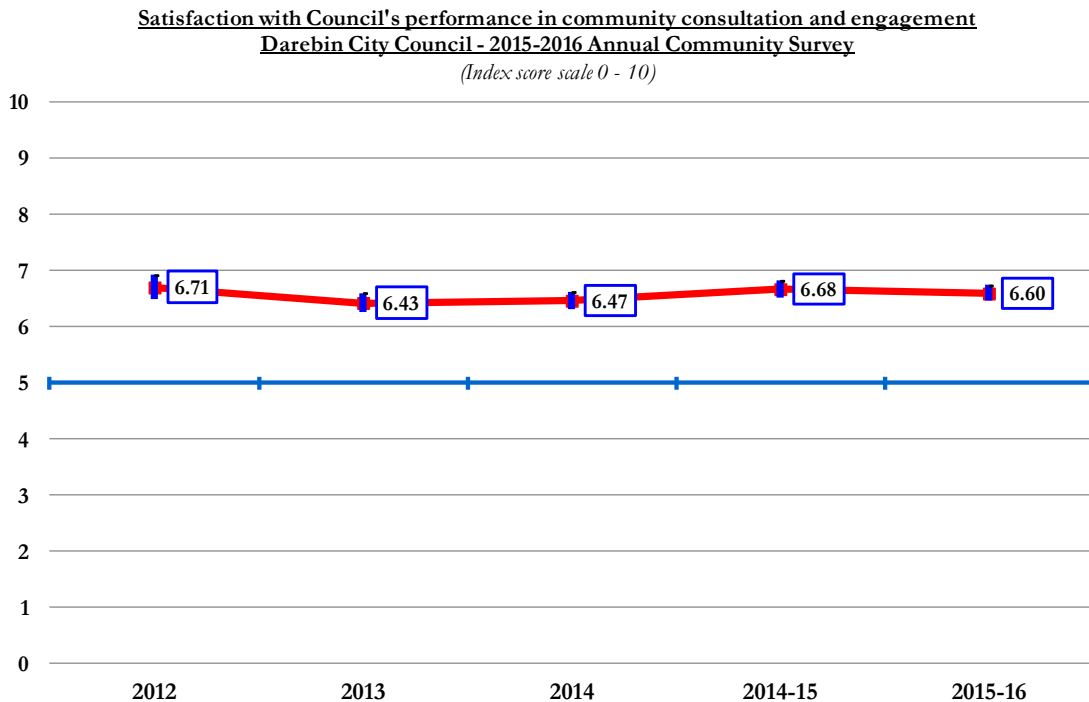
Community consultation and engagement

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in community consultation and engagement?”

Satisfaction with Council’s performance in community consultation and engagement declined by 1.2% in 2015-16, down from 6.68 to 6.60. Despite this decline, satisfaction with this aspect of governance and leadership remains at a level best categorised as “good”.

This result is marginally higher than the long-term average for this aspect of governance and leadership of 6.58.

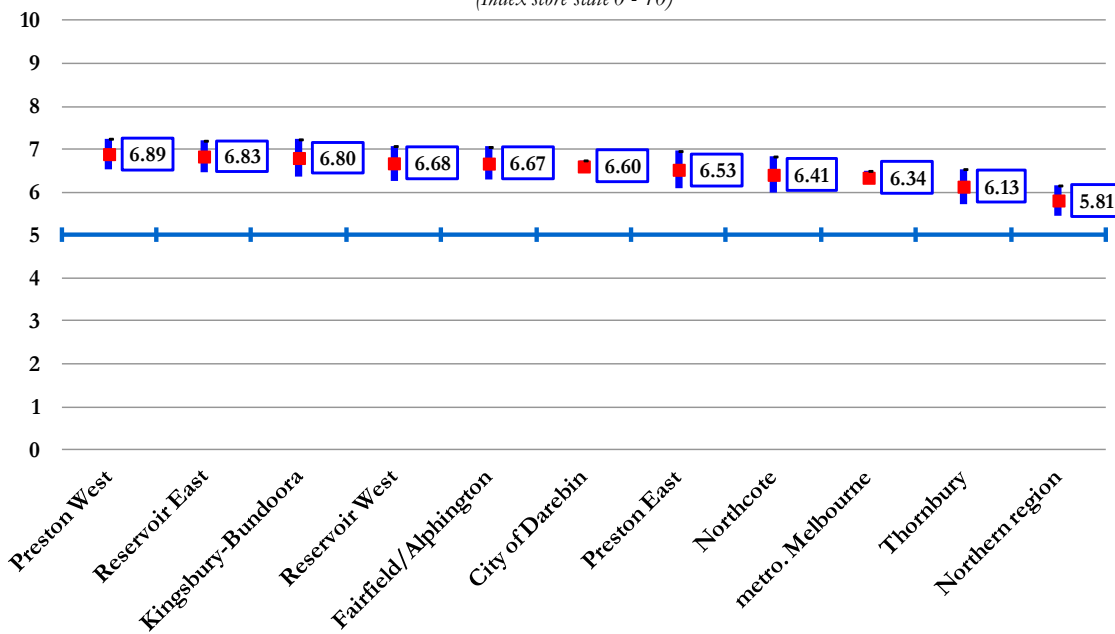


Satisfaction with Darebin Council’s performance in community consultation and engagement was measurably and significantly higher than both the metropolitan Melbourne (6.34, rated as “solid”) and northern region (5.81, rated as “poor”) averages as recorded in the 2016 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with Council’s performance in community consultation and engagement observed across the eight precincts comprising the City of Darebin.

**Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2015-2016 Annual Community Survey**

(Index score scale 0 - 10)

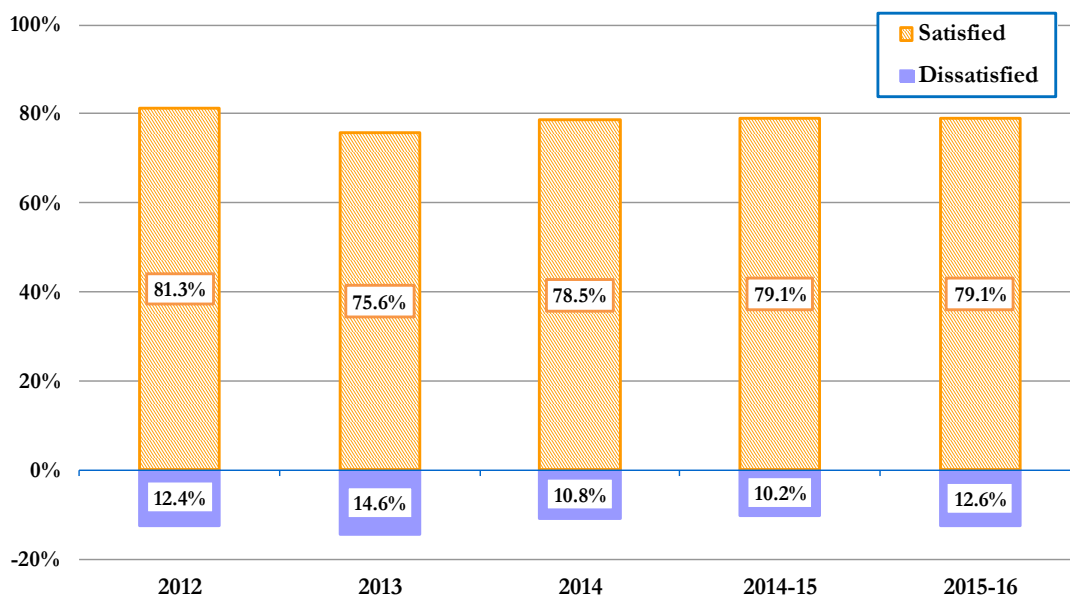


Consistent with the highly stable average satisfaction score for this aspect of governance and leadership, it is observed that approximately four-fifths of respondents were satisfied with Council's performance in community consultation and engagement in each of the last six years in which this question was asked in this format.

It is observed that the proportion of respondents dissatisfied with Council's performance in community consultation and engagement has increased marginally in 2015-16, although this increase is not statistically significant.

**Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2015-2016 Annual Community Survey**

(percent of respondents providing a response)



There was no statistically significant variation in satisfaction with Council's performance in community consultation and engagement. It is observed however that satisfaction tended to decline with the respondents' period of residence. Respondents aged from 46 years also tended to rate satisfaction somewhat, albeit not measurably lower than younger respondents.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	20	6.55	7.37	8.20
20 - 35 yrs	204	6.51	6.80	7.09
36 - 45 yrs	203	6.46	6.74	7.01
46 - 60 yrs	219	6.02	6.30	6.58
61 - 75 yrs	113	6.09	6.45	6.82
76 yrs and over	46	5.97	6.55	7.13
<i>Housing situation</i>				
Own this home	346	6.24	6.46	6.68
Mortgage	209	6.31	6.58	6.84
Renting this home	217	6.51	6.79	7.06
Renting from Office of Housing	23	6.10	6.91	7.73
<i>Period of residence</i>				
Less than one year	60	6.38	6.88	7.38
One to less than five years	184	6.45	6.75	7.06
Five to less than ten years	130	6.25	6.60	6.95
Ten years or more	431	6.31	6.50	6.70
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	5.33	6.99	8.66
No	789	6.46	6.60	6.74
<i>non-English speaking background</i>				
English speaking	536	6.50	6.66	6.82
Non-English speaking	258	6.20	6.48	6.76
<i>Household member with a disability</i>				
Yes	83	5.76	6.30	6.84
No	717	6.49	6.64	6.78
<i>Gender</i>				
Male	390	6.25	6.45	6.66
Female	409	6.55	6.75	6.94
City of Darebin	806	6.46	6.60	6.74

Satisfaction with Council's performance in community consultation and engagement increased in three precincts (Preston West, Reservoir West, and Fairfield-Alphington) and declined in five precincts (Reservoir East, Kingsbury-Bundoora, Preston East, Northcote, and Thornbury). None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2012	37	6.11	6.78	7.46
	2013	81	5.95	6.41	6.87
	2014	76	5.65	6.12	6.59
	2014-15	75	5.91	6.40	6.89
	2015-16	100	6.53	6.89	7.25
Reservoir East	2012	40	6.80	7.35	7.90
	2013	75	6.14	6.67	7.19
	2014	73	6.02	6.48	6.94
	2014-15	86	6.73	7.09	7.45
	2015-16	103	6.47	6.83	7.20
Kingsbury-Bundoora	2012	43	5.50	6.23	6.97
	2013	83	6.32	6.83	7.34
	2014	77	6.03	6.52	7.01
	2014-15	76	6.49	6.95	7.41
	2015-16	85	6.37	6.80	7.23
Reservoir West	2012	50	6.52	7.18	7.84
	2013	76	5.88	6.38	6.89
	2014	78	6.01	6.42	6.84
	2014-15	81	6.23	6.64	7.05
	2015-16	105	6.27	6.68	7.08
Fairfield-Alphington	2012	45	5.35	5.96	6.56
	2013	87	5.57	6.01	6.45
	2014	81	5.74	6.16	6.58
	2014-15	87	6.01	6.45	6.88
	2015-16	109	6.28	6.67	7.06
Preston East	2012	40	5.87	6.53	7.18
	2013	84	6.28	6.70	7.12
	2014	70	6.10	6.53	6.96
	2014-15	77	6.50	6.92	7.34
	2015-16	99	6.09	6.53	6.96
Northcote	2012	45	6.03	6.60	7.17
	2013	79	5.34	5.89	6.44
	2014	67	6.54	6.90	7.25
	2014-15	77	6.38	6.78	7.18
	2015-16	103	5.98	6.41	6.83
Thornbury	2012	42	5.24	5.88	6.52
	2013	89	6.15	6.62	7.08
	2014	70	5.96	6.43	6.89
	2014-15	78	5.67	6.15	6.64
	2015-16	98	5.72	6.13	6.54

Providing services that are inclusive of LGBTIQ residents

Respondents were asked:

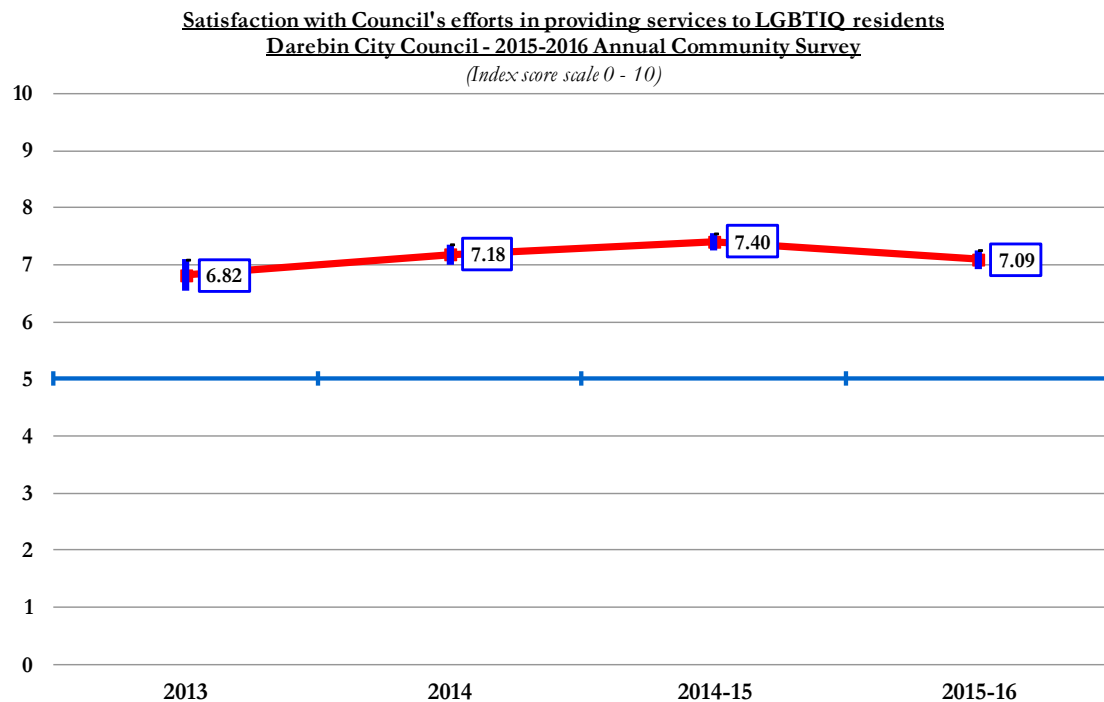
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s efforts to provide services that are inclusive of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) residents?”

Satisfaction with Council’s efforts to provide services that are inclusive of LGBTIQ residents declined 4.2% in 2015-16, down from 7.40 to 7.09. This decline is statistically significant.

This level of satisfaction is best categorised as “good”, a decline on the previous categorisation of “very good”.

The long-term average for satisfaction with this aspect of governance and leadership for the period from 2013 to 2015-16 was 7.12.

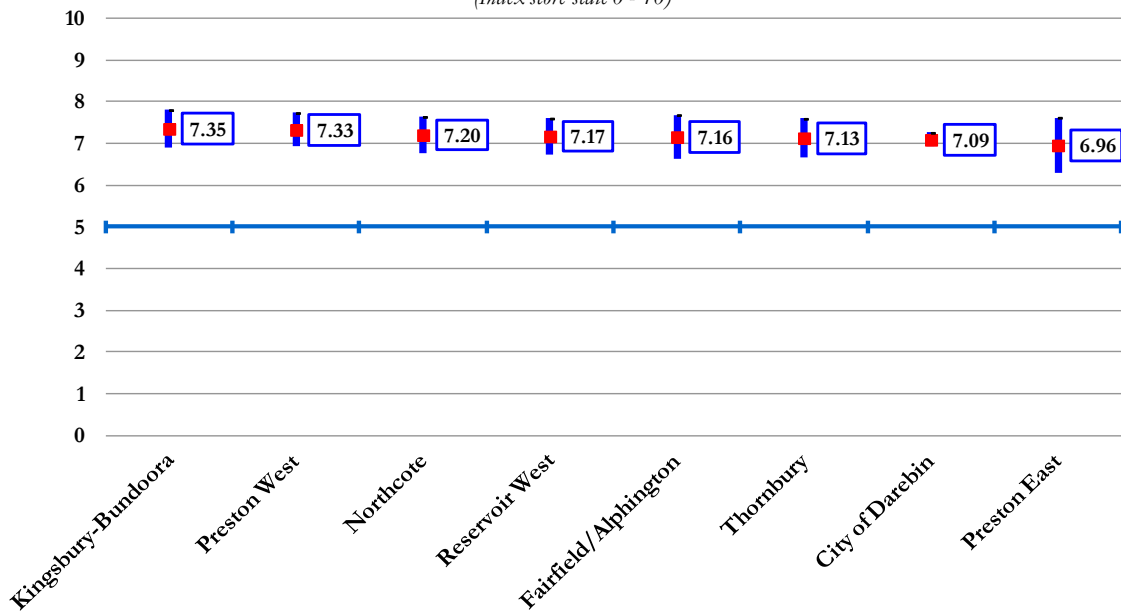
Metropolis Research notes that in 2015-16, less than half (44.7%) of the one thousand respondents over the course of the year were able to provide a satisfaction score for this aspect of governance and leadership. Clearly many in the community do not feel that they have sufficient information about the interaction between Council and the LGBTIQ community to make a judgement about the quality of the interaction. A number of comments were received from respondents to this effect over the course of the four quarterly surveys. Metropolis Research also notes that the *Darebin City Council – 2014 Household Survey* reported that just 5.8% of respondents aged sixteen years and over identified as LGBTIQ.



There was no meaningful or statistically significant variation across the eight precincts comprising the City of Darebin in satisfaction with Council’s efforts in providing services that are inclusive of LGBTIQ residents.

Satisfaction with Council's efforts in providing services to LGBTIQ residents
Darebin City Council - 2015-2016 Annual Community Survey

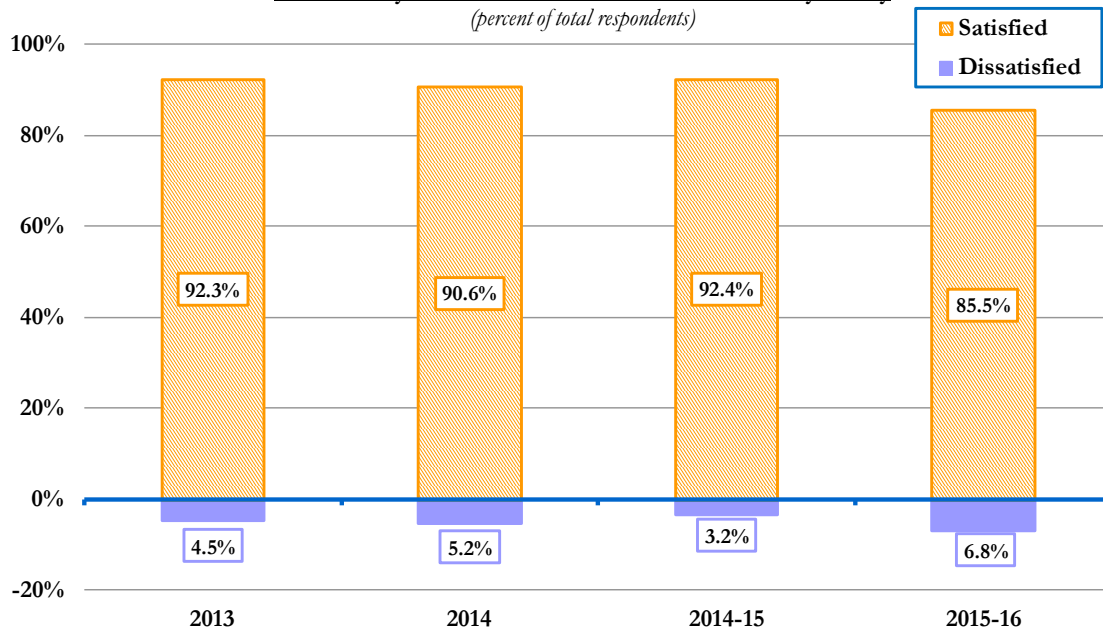
(Index score scale 0 - 10)



Consistent with the decline in average satisfaction with this aspect of governance and leadership in 2015-16, it is observed that the proportion of respondents satisfied with this aspect of governance and leadership declined 12.8% in 2015-16. Conversely the proportion of respondents dissatisfied with this aspect of governance and leadership more than tripled from 3.2% to 10.8%.

Satisfaction with Council's efforts in providing services to LGBTIQ residents
Darebin City Council - 2015-2016 Annual Community Survey

(percent of total respondents)



There was no statistically significant variation in satisfaction with Council's efforts to provide services that are inclusive of LGBTIQ residents.

Satisfaction with Council's efforts in providing services to LGBTIQ residents

Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	18	6.36	7.37	8.38
20 - 35 yrs	117	6.81	7.16	7.51
36 - 45 yrs	120	6.85	7.16	7.47
46 - 60 yrs	112	6.57	6.93	7.29
61 - 75 yrs	62	6.77	7.13	7.48
76 yrs and over	17	5.64	6.68	7.73
<i>Housing situation</i>				
Own this home	161	6.83	7.09	7.34
Mortgage	118	6.78	7.12	7.46
Renting this home	146	6.77	7.07	7.38
Renting from Office of Housing	12	5.59	6.73	7.86
<i>Period of residence</i>				
Less than one year	41	6.45	6.97	7.48
One to less than five years	111	6.82	7.17	7.52
Five to less than ten years	74	6.84	7.31	7.79
Ten years or more	221	6.77	7.00	7.23
<i>Aboriginal and Torres Strait Islander</i>				
Yes	7	5.45	7.65	9.85
No	438	6.91	7.08	7.25
<i>non-English speaking background</i>				
English speaking	303	6.90	7.09	7.28
Non-English speaking	136	6.74	7.09	7.45
<i>Household member with a disability</i>				
Yes	50	6.19	6.84	7.49
No	393	6.94	7.11	7.28
<i>Gender</i>				
Male	195	6.81	7.09	7.37
Female	245	6.90	7.10	7.30
City of Darebin	447	6.92	7.09	7.26

Satisfaction with Council's efforts in providing services that are inclusive of LGBTIQ residents increased in two precincts (Kingsbury-Bundoora and Preston West), and declined in six precincts (Northcote, Reservoir West, Fairfield-Alphington, Thornbury, Preston East, and Reservoir East). None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's efforts in providing services to LGBTIQ residents

Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2013	12	6.64	7.25	7.86
	2014	34	6.25	6.79	7.34
	2014-15	40	6.43	7.10	7.77
	2015-16	51	6.90	7.35	7.81
Preston West	2013	11	4.35	6.09	7.83
	2014	50	5.95	6.60	7.25
	2014-15	43	6.30	6.91	7.51
Northcote	2013	11	5.82	6.73	7.63
	2014	35	7.05	7.46	7.86
	2014-15	45	7.03	7.42	7.81
Reservoir West	2013	9	5.46	6.00	6.54
	2014	42	6.67	7.38	8.09
	2014-15	53	7.38	7.81	8.24
Fairfield-Alphington	2013	12	5.86	6.83	7.80
	2014	48	7.16	7.54	7.92
	2014-15	56	7.12	7.50	7.88
Thornbury	2013	14	6.45	6.93	7.41
	2014	58	6.72	7.05	7.38
	2014-15	60	6.89	7.23	7.57
Preston East	2013	18	6.95	7.28	7.61
	2014	46	7.14	7.57	7.99
	2014-15	58	7.16	7.57	7.98
Reservoir East	2013	5	6.92	7.60	8.28
	2014	42	6.49	7.02	7.56
	2014-15	59	6.94	7.31	7.67
Reservoir East	2015-16	60	6.19	6.70	7.21

Making decisions in the interests of the community

Respondents were asked:

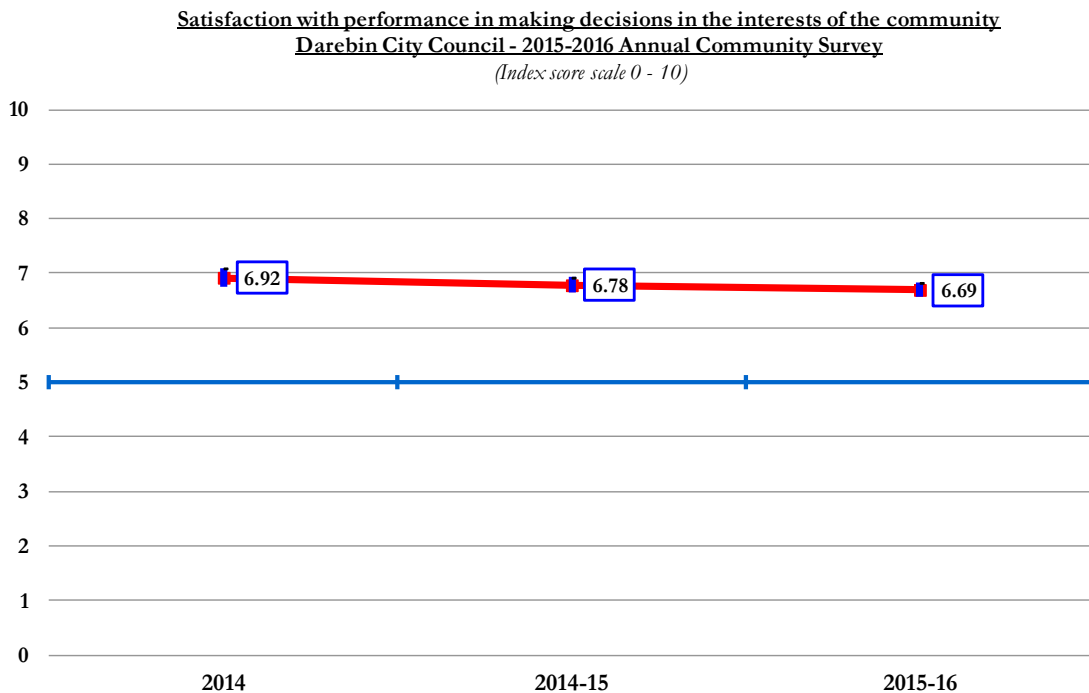
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in making decisions in the interests of the community?”

Satisfaction with Council’s performance making decisions in the interests of the community declined for the second consecutive year, down 1.3% in 2015-16 following on from the two percent decline in 2014-15. Neither of these individual year declines were statistically significant.

Despite the decline in satisfaction with Council’s performance making decisions in the interests of the community, satisfaction remains at a level best categorised as “good”.

Metropolis Research notes that the decline in satisfaction with this aspect of governance and leadership reflects some community concern as to the activities of elected Councillors, as well as some concerns raised over the emmuneration of senior officers of Council.

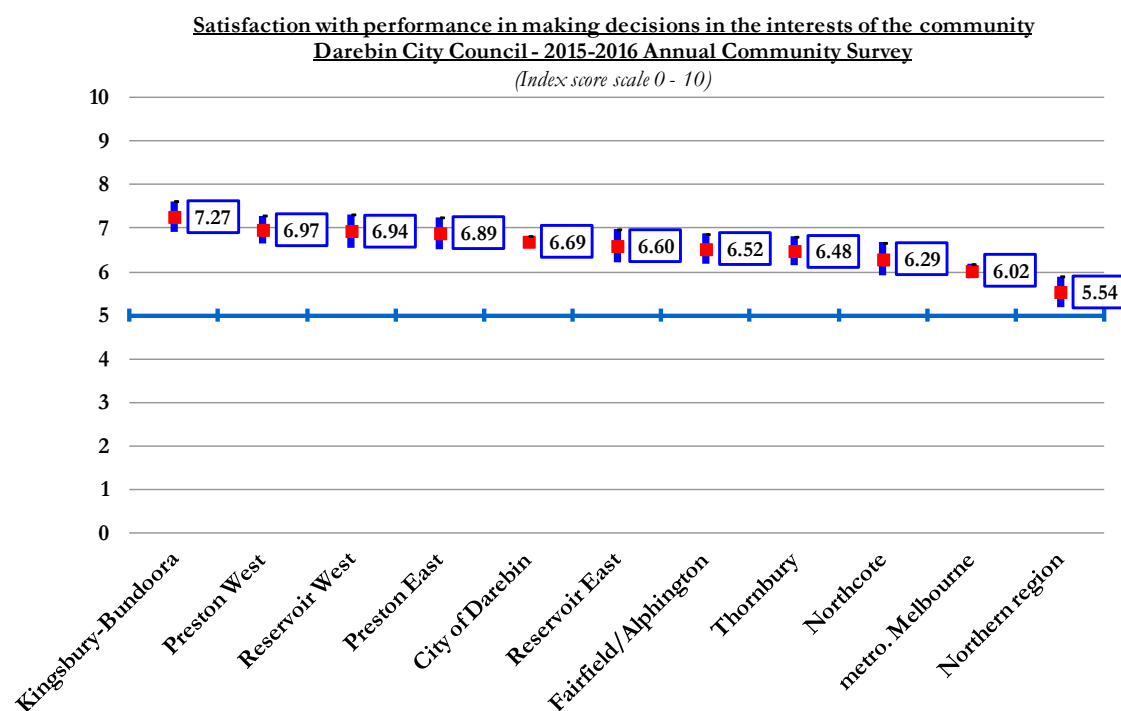
The other significant issue impacting on community satisfaction with this aspect of governance and leadership relates to the issues planning and housing development. Consistent with the results observed in other middle-ring municipalities that are experiencing some increased housing density with new developments, there is some concern in the community as to whether their concerns about housing development and density are being listened to and represented by their local council.



Satisfaction with Darebin Council’s performance in making decisions in the interests of the community was measurably and significantly higher than both the metropolitan Melbourne (6.02, rated “solid”) and northern region (5.54, rated “poor”) averages as recorded in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with Council’s performance in making decisions in the interests of the community observed across the eight precincts comprising the City of Darebin. Attention is drawn to the following:

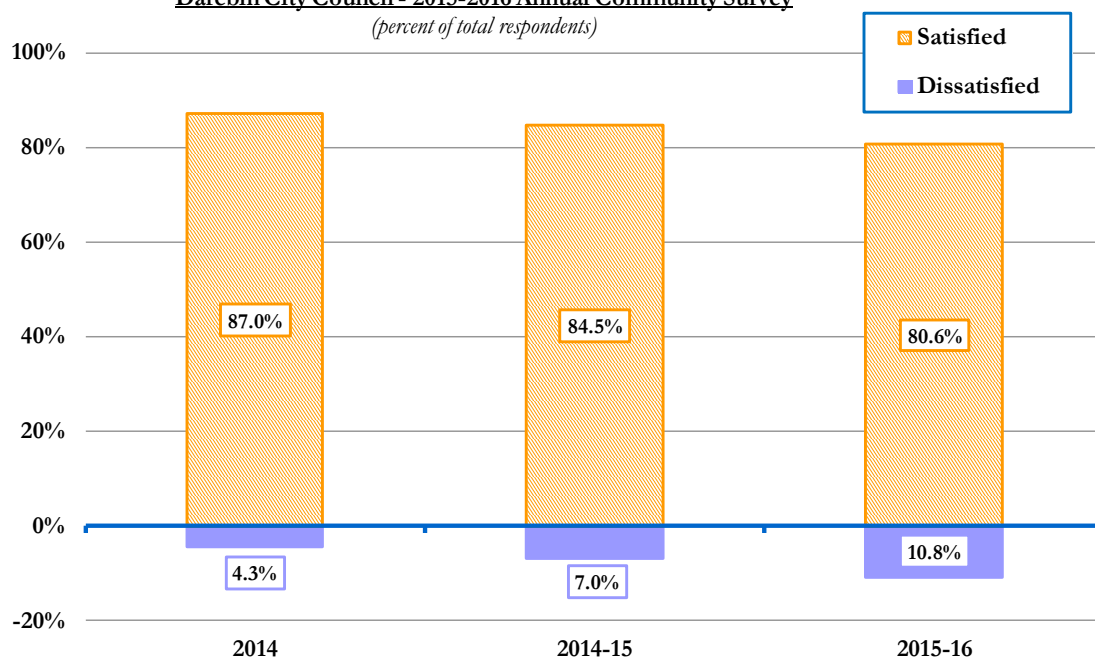
- ⊗ **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ **Thornbury** and **Northcote** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.



For the second consecutive year, there has been a small decline in the proportion of respondents satisfied with Council’s performance making decisions in the interests of the community, and a small increase in the proportion of respondents satisfied with this aspect of governance and leadership.

It is important to note that despite this decline, it remains true that more than four-fifths of respondents in 2015-16 were satisfied with Council’s performance in making decisions in the interests of the community.

Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2015-2016 Annual Community Survey
(percent of total respondents)



There was some measurable variation in satisfaction with Council’s performance making decisions in the interests of the community by respondent profile, with attention drawn to the following:

- ⊗ *Young adults (20 to 35 years)* – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ *Rental household* – respondents were measurably and significantly more satisfied than the municipal average.
- ⊗ *Non-English speaking household* - respondents were somewhat, albeit not measurably more satisfied than respondents from English speaking households.
- ⊗ *Aboriginal and Torres Strait Islander* – respondents were somewhat, albeit not measurably more satisfied than other respondents.
- ⊗ *Household member with a disability* – respondents from households with a member with a disability were somewhat, albeit not measurably less satisfied than other respondents.

Satisfaction with performance in making decisions in the interests of the community

Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	21	6.22	6.85	7.48
20 - 35 yrs	195	7.04	7.27	7.49
36 - 45 yrs	201	6.33	6.60	6.86
46 - 60 yrs	220	6.03	6.30	6.56
61 - 75 yrs	121	6.11	6.48	6.85
76 yrs and over	51	6.58	7.01	7.44
<i>Housing situation</i>				
Own this home	354	6.31	6.52	6.73
Mortgage	203	6.28	6.52	6.76
Renting this home	214	6.89	7.12	7.35
Renting from Office of Housing	23	5.88	6.83	7.79
<i>Period of residence</i>				
Less than one year	60	6.40	6.85	7.30
One to less than five years	179	6.87	7.10	7.34
Five to less than ten years	129	6.54	6.85	7.17
Ten years or more	441	6.27	6.46	6.65
<i>Aboriginal and Torres Strait Islander</i>				
Yes	8	5.91	7.64	9.37
No	796	6.55	6.68	6.81
<i>non-English speaking background</i>				
English speaking	532	6.49	6.64	6.80
Non-English speaking	264	6.55	6.79	7.03
<i>Household member with a disability</i>				
Yes	84	5.79	6.34	6.90
No	721	6.60	6.73	6.86
<i>Gender</i>				
Male	391	6.46	6.66	6.86
Female	412	6.54	6.71	6.88
City of Darebin	810	6.57	6.69	6.82

Satisfaction with Council's performance making decisions in the interests of the community increased in four precincts (Kingsbury-Bundoora, Preston West, Preston East, and Fairfield-Alphington), and declined in four precincts (Reservoir West, Reservoir East, Thornbury, and Northcote).

None of these changes in satisfaction at the precinct level were statistically significant in 2015-16.

Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2014	35	6.16	6.74	7.32
	2014-15	73	6.17	6.63	7.09
	2015-16	94	6.90	7.27	7.63
Preston West	2014	36	5.37	6.14	6.91
	2014-15	66	6.16	6.68	7.20
	2015-16	95	6.64	6.97	7.30
Reservoir West	2014	37	6.54	7.14	7.73
	2014-15	80	6.51	6.95	7.39
	2015-16	103	6.56	6.94	7.32
Preston East	2014	35	6.23	6.86	7.49
	2014-15	78	6.41	6.82	7.23
	2015-16	91	6.52	6.89	7.26
Reservoir East	2014	46	6.63	7.00	7.37
	2014-15	91	6.56	6.88	7.20
	2015-16	104	6.21	6.60	6.98
Fairfield-Alphington	2014	42	6.23	6.67	7.11
	2014-15	81	6.04	6.43	6.83
	2015-16	107	6.18	6.52	6.87
Thornbury	2014	38	6.93	7.29	7.65
	2014-15	72	6.46	6.79	7.12
	2015-16	104	6.15	6.48	6.81
Northcote	2014	34	6.59	6.91	7.24
	2014-15	78	6.52	6.85	7.17
	2015-16	108	5.91	6.29	6.67

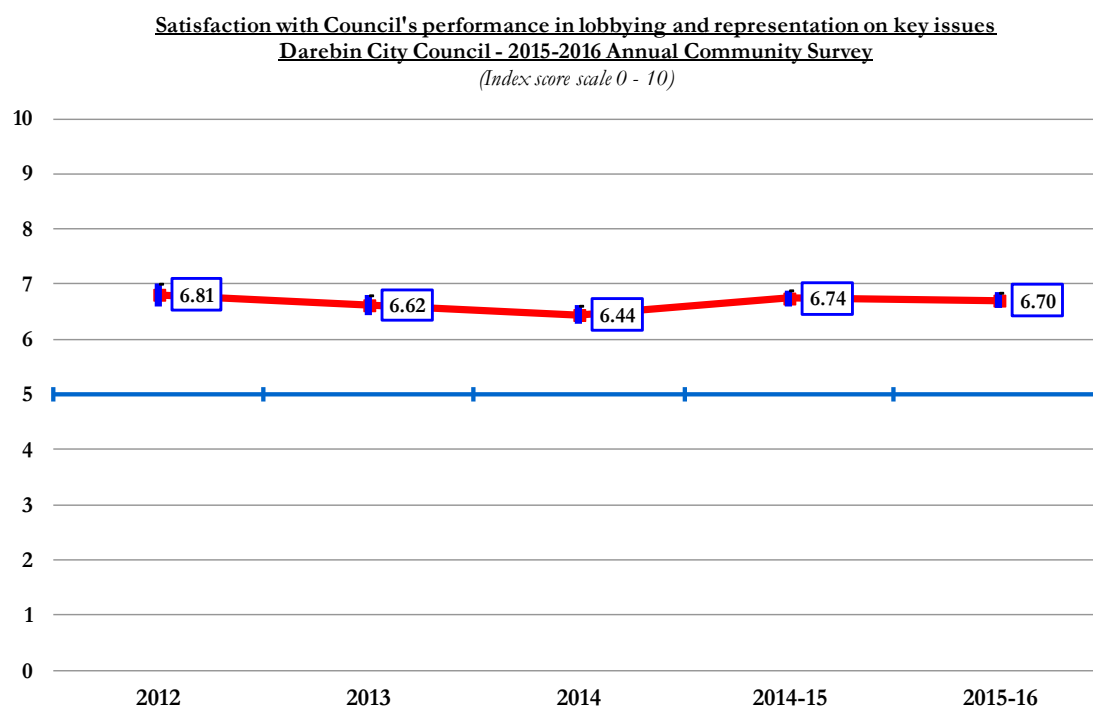
Lobbying and making representation on key issues

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community?”

Satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community declined by less than one percent in 2015-16, down from 6.74 to 6.70. Despite this decline, satisfaction with this aspect of governance and leadership remains at a level best categorised as “good”.

This result is marginally higher than the long-term average for this aspect of governance and leadership recorded since 2012, from when the question was first asked in this format.

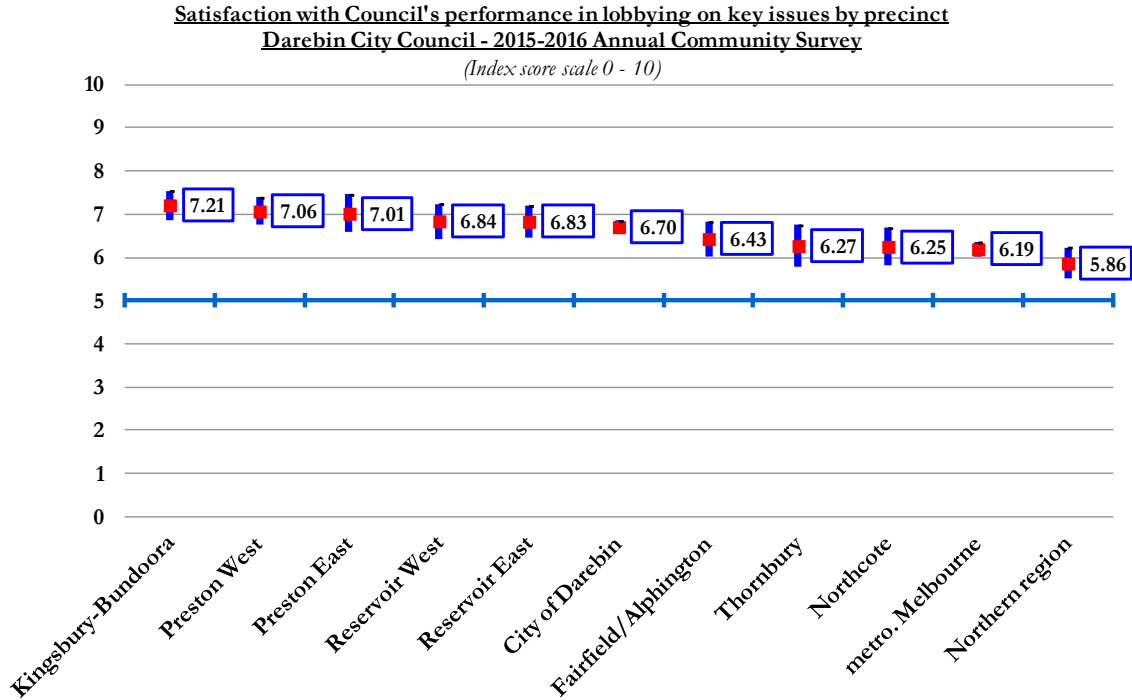


Satisfaction with Darebin Council’s performance in lobbying and making representations on key issues was measurably and significantly higher than both the metropolitan Melbourne (6.19, rated as “solid”) and northern region (5.86, rated as “poor”) averages as recorded in the 2016 *Governing Melbourne* research. *Governing Melbourne* worded this variable somewhat differently to the Darebin survey, asking satisfaction with “Council’s representation, lobbying, and advocacy on behalf of the community”, although this is unlikely to have a significant impact on the comparability of the two results.

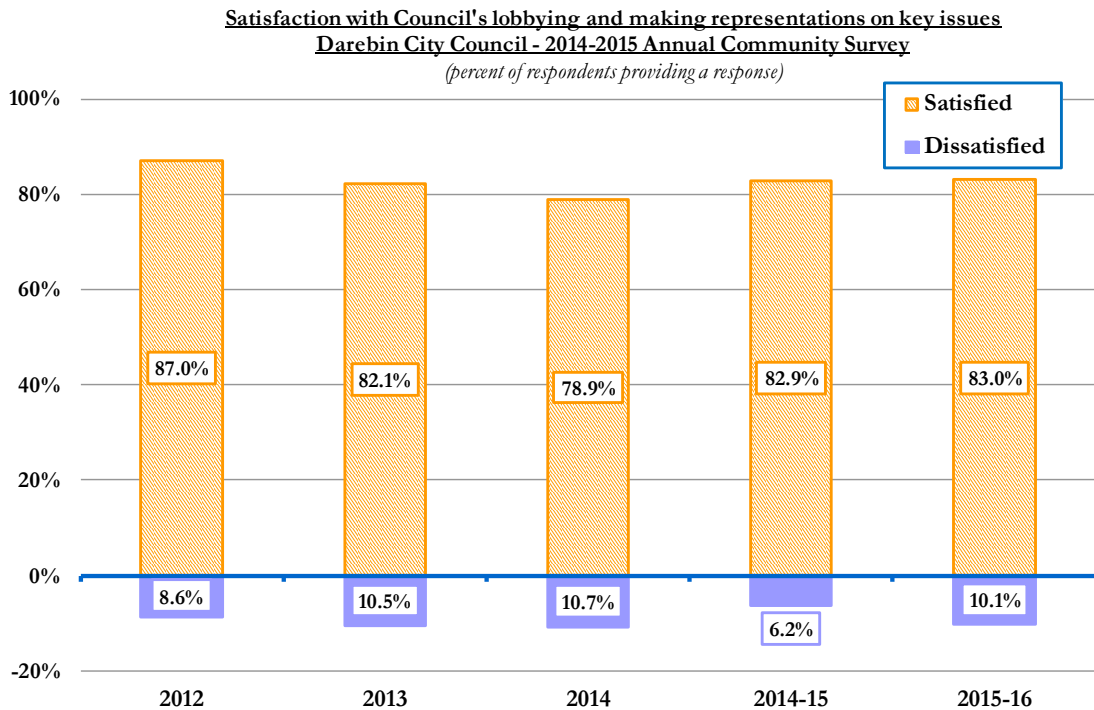
There was measurable and significant variation in satisfaction with this aspect of governance and leadership observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average.

- ⊗ *Fairfield-Alphington, Thornbury, and Northcote* – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and at levels categorised as “solid”.



Despite the marginal decline in satisfaction with Council’s performance in lobbying and making representations on key issues, the proportion of respondents satisfied with this aspect of governance and leadership increased by less than one percent in 2015-16. There was however an increase in the proportion of respondents dissatisfied with Council’s performance in lobbying and making representations on key issues, up from 6.2% to 10.1%.



There was no statistically significant variation in satisfaction with Council's performance in lobbying and making representations on key issues affecting the community by respondent profile. It is however noted that rental household respondents were somewhat, albeit not measurably more satisfied than the municipal average, and respondents who had lived in the City of Darebin for ten years or more were somewhat, albeit not measurably less satisfied.

Satisfaction with Council's performance in lobbying and making representation
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	19	6.30	7.09	7.88
20 - 35 yrs	170	6.88	7.12	7.36
36 - 45 yrs	162	6.38	6.68	6.98
46 - 60 yrs	175	6.10	6.41	6.73
61 - 75 yrs	102	6.14	6.50	6.86
76 yrs and over	43	6.06	6.59	7.11
<i>Housing situation</i>				
Own this home	306	6.44	6.65	6.86
Mortgage	163	6.21	6.52	6.84
Renting this home	180	6.67	6.93	7.19
Renting from Office of Housing	14	5.88	6.77	7.65
<i>Period of residence</i>				
Less than one year	51	6.33	6.79	7.24
One to less than five years	149	6.70	6.99	7.28
Five to less than ten years	102	6.56	6.94	7.32
Ten years or more	370	6.32	6.52	6.71
<i>Aboriginal and Torres Strait Islander</i>				
Yes	8	5.65	7.37	9.09
No	658	6.54	6.68	6.83
<i>non-English speaking background</i>				
English speaking	442	6.53	6.70	6.87
Non-English speaking	218	6.46	6.73	7.00
<i>Household member with a disability</i>				
Yes	74	5.69	6.28	6.87
No	595	6.61	6.75	6.89
<i>Gender</i>				
Male	324	6.44	6.66	6.87
Female	344	6.55	6.74	6.93
City of Darebin	673	6.56	6.70	6.85

Satisfaction with Council's performance in lobbying and making representations on key issues increased in four precincts (Kingsbury-Bundoora, Preston West, Reservoir East, and Fairfield-Alphington), remained the same in Preston East, and declined in Reservoir West, Thornbury, and Northcote.

The decline in satisfaction recorded in Northcote was the only change at the precinct level that was statistically significant.

Satisfaction with Council's performance in lobbying & making representations on key issues
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2012	28	5.86	6.32	6.78
	2013	72	6.33	6.82	7.31
	2014	65	6.23	6.65	7.06
	2014-15	61	6.32	6.79	7.25
	2015-16	82	6.87	7.21	7.54
Preston West	2012	33	6.45	7.06	7.67
	2013	70	6.56	6.89	7.21
	2014	69	5.83	6.33	6.84
	2014-15	62	6.22	6.73	7.23
Preston East	2012	31	5.89	6.68	7.47
	2013	54	6.80	7.07	7.34
	2014	61	6.23	6.64	7.04
	2014-15	73	6.65	7.01	7.37
	2015-16	72	6.58	7.01	7.45
Reservoir West	2012	37	6.97	7.30	7.62
	2013	67	5.75	6.33	6.90
	2014	67	6.12	6.60	7.07
	2014-15	74	6.67	7.08	7.49
	2015-16	86	6.44	6.84	7.24
Reservoir East	2012	34	6.21	6.88	7.55
	2013	55	6.37	6.93	7.49
	2014	70	5.79	6.27	6.75
	2014-15	83	6.28	6.68	7.07
	2015-16	93	6.46	6.83	7.19
Fairfield-Alphington	2012	39	5.67	6.28	6.90
	2013	68	5.62	6.13	6.64
	2014	61	5.45	5.93	6.42
	2014-15	69	5.63	6.13	6.63
	2015-16	94	6.03	6.43	6.82
Thornbury	2012	29	5.48	6.28	7.07
	2013	67	6.18	6.66	7.14
	2014	65	5.81	6.26	6.72
	2014-15	65	5.90	6.40	6.90
	2015-16	83	5.79	6.27	6.74
Northcote	2012	42	6.25	6.79	7.32
	2013	54	5.57	6.17	6.77
	2014	48	6.32	6.77	7.22
	2014-15	69	6.64	6.93	7.21
	2015-16	85	5.81	6.25	6.68

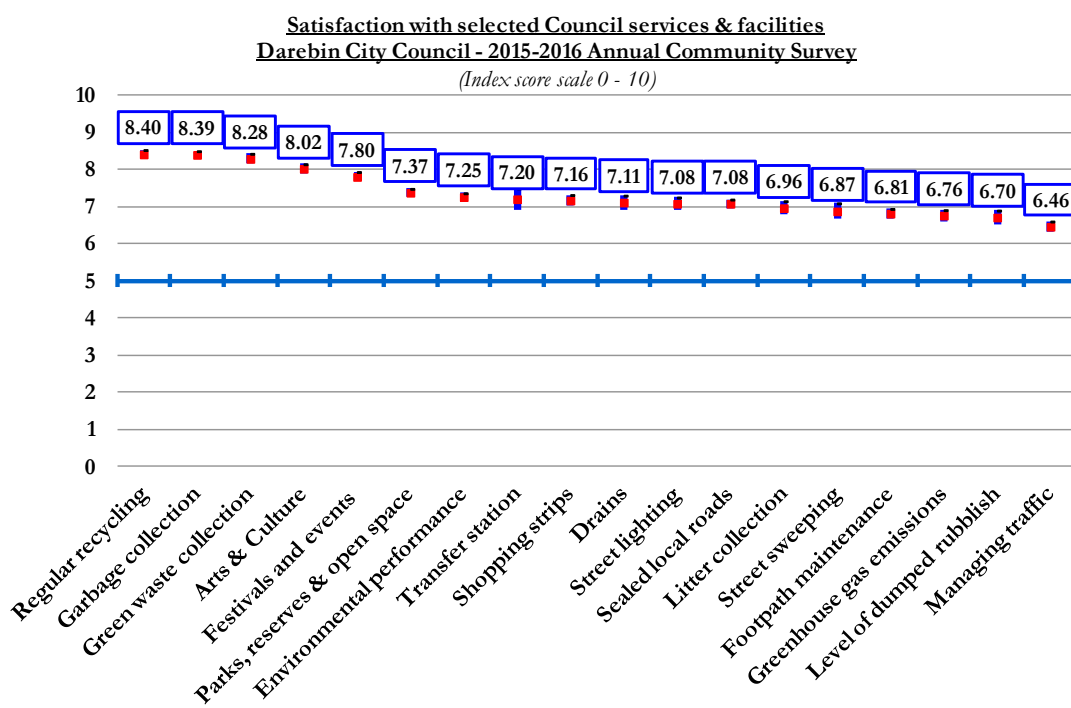
Council services and facilities

There were eighteen services and facilities that were included in the 2015-16 *Annual Community Survey* program. Nine of these services and facilities were included in every quarterly survey, and nine were included in only two of the four quarterly surveys.

The services and facilities included in only two quarters in 2015-16 were regular recycling, green waste collection, the transfer station – Tip in Reservoir, the maintenance and cleaning of shopping strips, drains maintenance and repairs, the level of street lighting, litter collection in public areas, street sweeping, and the level of dumped rubbish.

Satisfaction with these eighteen services and facilities can best be summarised as follows:

- ⊗ **Excellent** – for each of regular recycling, weekly garbage collection, green waste collection service, and arts and culture (including libraries, Bundoora Homestead, and the Darebin Arts and Entertainment Centre), and Council’s festivals and events (including Community and Kite Festival, Homemade Food & Wine Festival and Music Feast).
- ⊗ **Very Good** – for the maintenance of parks, reserves and the open space areas including cutting grass, pruning, play equipment, seating, trees and gardens, and Council’s overall environmental performance.
- ⊗ **Good** – for each of the transfer station – Tip in Reservoir, the maintenance and cleaning of shopping strips (including streets and footpaths), drains maintenance and repairs, the level of street lighting, the condition of sealed local roads, litter collection in public areas, street sweeping, footpath maintenance and repairs, Council’s performance assisting the community to reduce greenhouse gas emissions, and the level of dumped rubbish.
- ⊗ **Solid** – for Council’s performance managing local traffic.



Satisfaction with selected Council services and facilities
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total respondents)

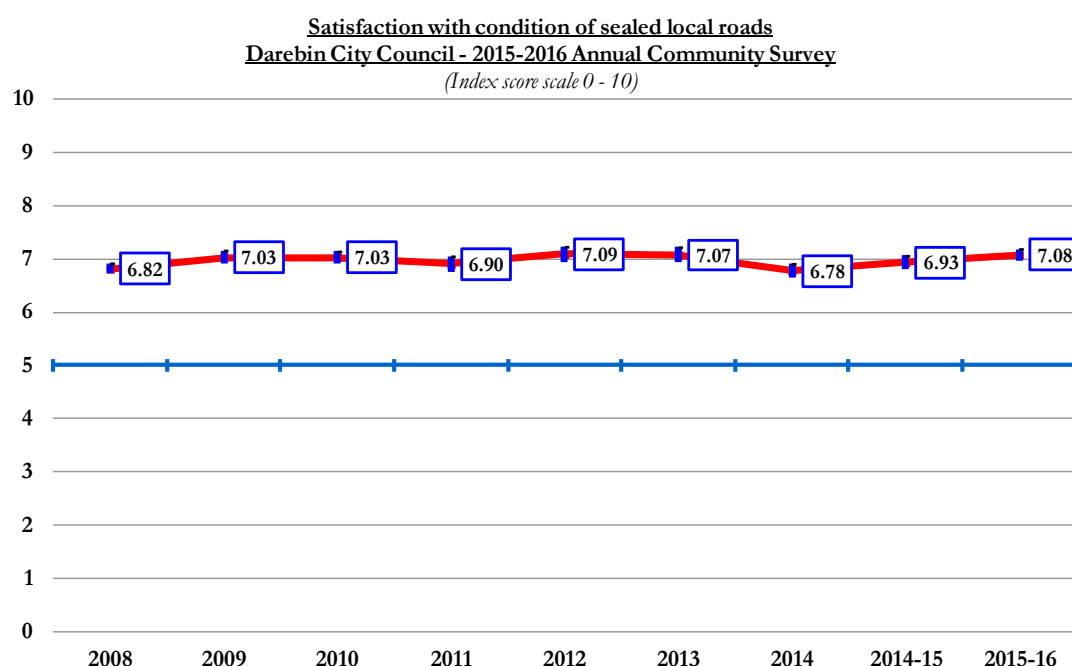
<i>Service / facility</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Condition of sealed local roads	7.7%	8.3%	84.0%	16
Parks, reserves and the open space maintenance	5.7%	5.8%	88.5%	46
Weekly garbage collection	2.9%	2.9%	94.2%	4
Regular recycling	1.0%	2.0%	97.0%	9
Footpath maintenance and repairs	12.6%	9.4%	78.0%	17
Litter collection in public areas	10.2%	8.9%	80.8%	25
Street sweeping	13.2%	8.3%	78.5%	33
Condition of storm water drains	9.3%	5.9%	84.8%	46
Maintenance and cleaning of shopping strips	6.2%	5.3%	88.6%	10
The level of street lighting	8.7%	10.1%	81.2%	10
The level of dumped rubbish	15.3%	6.6%	78.1%	13
Council's overall environmental performance	4.6%	4.4%	91.1%	170
Council's performance in assisting the community reduce greenhouse gas emissions	10.5%	8.0%	81.5%	360
The performance of Council managing traffic	15.6%	10.4%	73.9%	86
Green waste collection service	1.6%	2.9%	95.5%	3
Transfer station - tip in Reservoir	8.9%	8.3%	82.8%	3
Arts and Culture	1.1%	3.0%	95.9%	3
Council's festivals and events	1.2%	3.2%	95.5%	4

Condition of sealed local roads

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the condition of sealed local roads?”

Satisfaction with the condition of sealed local roads increased 2.2% in 2015-16, up from 6.93 to 7.08. Despite this increase, satisfaction with the condition of sealed local roads remains at a level best categorised as “good”, the same categorisation it has obtained in each of the last nine *Annual Community Surveys*.



This result was very marginally, but not measurably higher than the metropolitan Melbourne average of 7.05, as recorded in the 2016 *Governing Melbourne* research.

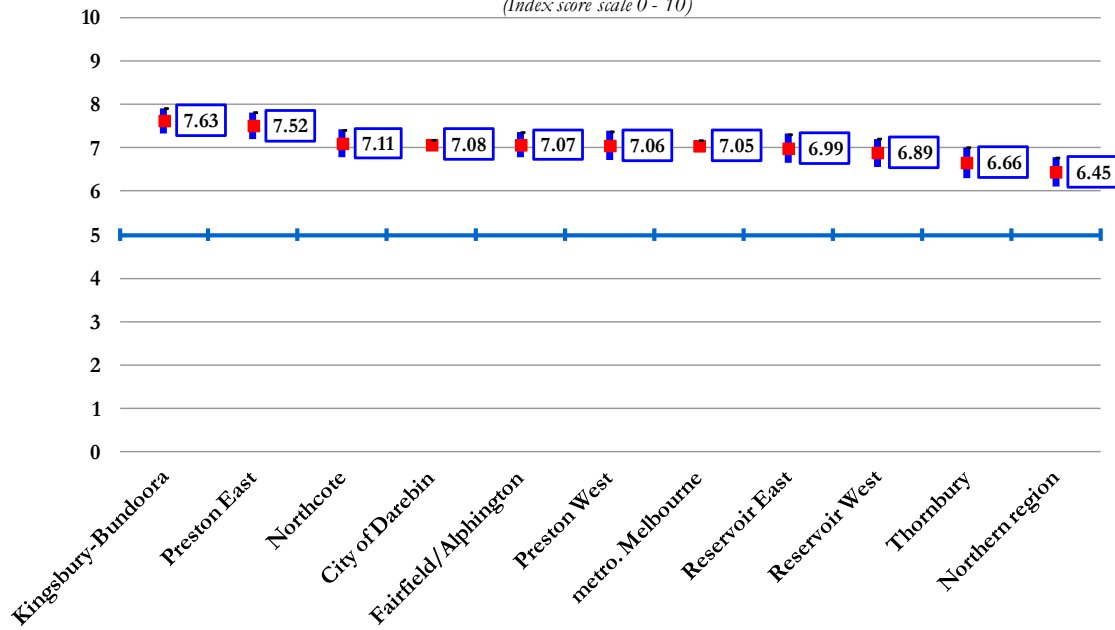
It was however measurably and significantly higher than the northern region average of 6.45 (rated as “solid”).

There was some measurable variation in satisfaction with the condition of sealed local roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** and **Preston East** – respondents were measurably and significantly more satisfied than the municipal average, and at levels categorised as “excellent”.
- ⊗ **Thornbury** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at a level categorised as “solid”.

Satisfaction with condition of sealed local roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey

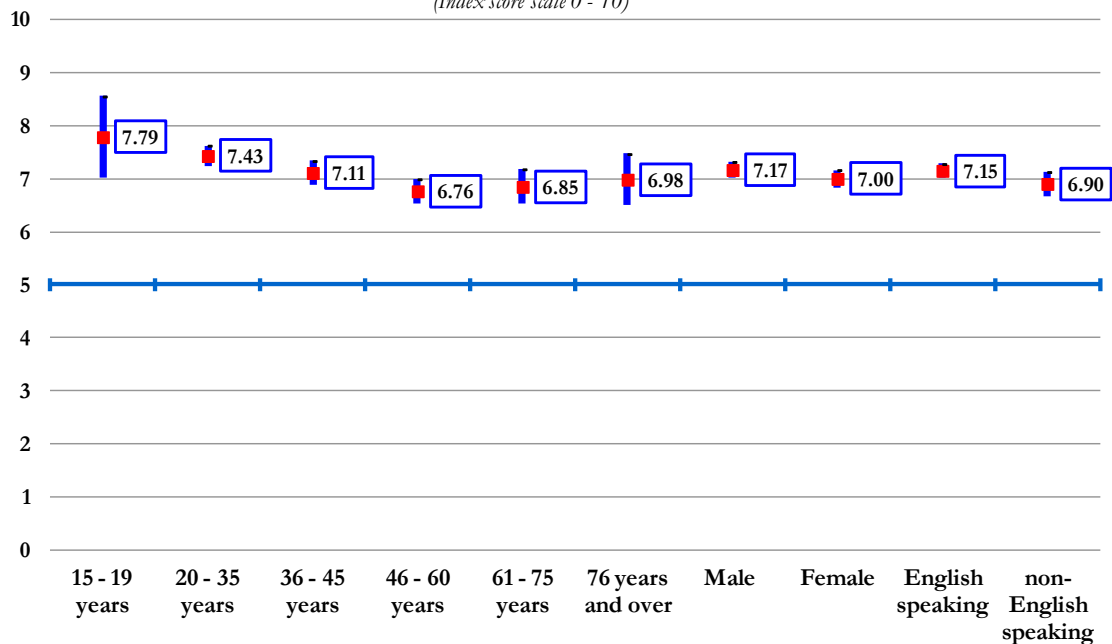
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the condition of sealed local roads observed by respondent profile. Younger respondents (aged less than 36 years) were measurably more satisfied than the municipal average.

Satisfaction with condition of sealed local roads
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the condition of sealed local road increased in six of the eight precincts comprising the City of Darebin, and declined in two precincts (Preston West and Reservoir West). The increase in satisfaction with the condition of sealed local roads of respondents from Kingsbury-Bundoora of 9.1% was statistically significant.

Satisfaction with condition of sealed local roads
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2011	41	6.17	6.75	7.33
	2012	101	6.69	7.12	7.55
	2013	99	6.85	7.28	7.72
	2014	99	6.41	6.78	7.14
	2014-15	100	6.60	6.99	7.38
	2015-16	121	7.34	7.63	7.92
Preston East	2011	89	6.19	6.65	7.10
	2012	96	6.96	7.34	7.73
	2013	97	6.66	7.03	7.40
	2014	100	6.58	6.94	7.30
	2014-15	100	6.73	7.07	7.41
	2015-16	119	7.21	7.52	7.83
Northcote	2011	129	6.34	6.71	7.09
	2012	101	6.84	7.19	7.54
	2013	98	6.00	6.45	6.90
	2014	99	6.49	6.86	7.23
	2014-15	100	6.78	7.08	7.38
	2015-16	122	6.80	7.11	7.42
Fairfield-Alphington	2011	45	6.48	7.12	7.76
	2012	98	6.5	6.86	7.21
	2013	99	6.19	6.606	7.02
	2014	100	6.26	6.64	7.02
	2014-15	99	6.34	6.71	7.08
	2015-16	124	6.78	7.07	7.37
Preston West	2011	83	6.19	6.69	7.19
	2012	100	6.82	7.25	7.68
	2013	100	6.16	6.59	7.02
	2014	100	6.71	7.08	7.45
	2014-15	97	6.77	7.18	7.58
	2015-16	122	6.73	7.06	7.38
Reservoir East	2011	157	6.57	6.94	7.31
	2012	97	6.53	6.98	7.43
	2013	100	7.05	7.43	7.81
	2014	98	5.98	6.40	6.82
	2014-15	97	6.35	6.79	7.23
	2015-16	123	6.67	6.99	7.32
Reservoir West	2011	136	6.64	6.91	7.18
	2012	100	6.73	7.05	7.37
	2013	100	7.15	7.52	7.89
	2014	98	6.40	6.79	7.17
	2014-15	97	6.78	7.10	7.43
	2015-16	122	6.57	6.89	7.22
Thornbury	2011	107	7.02	7.39	7.76
	2012	95	6.49	6.94	7.39
	2013	98	6.82	7.24	7.65
	2014	99	6.54	6.90	7.26
	2014-15	98	6.08	6.49	6.90
	2015-16	124	6.31	6.66	7.02

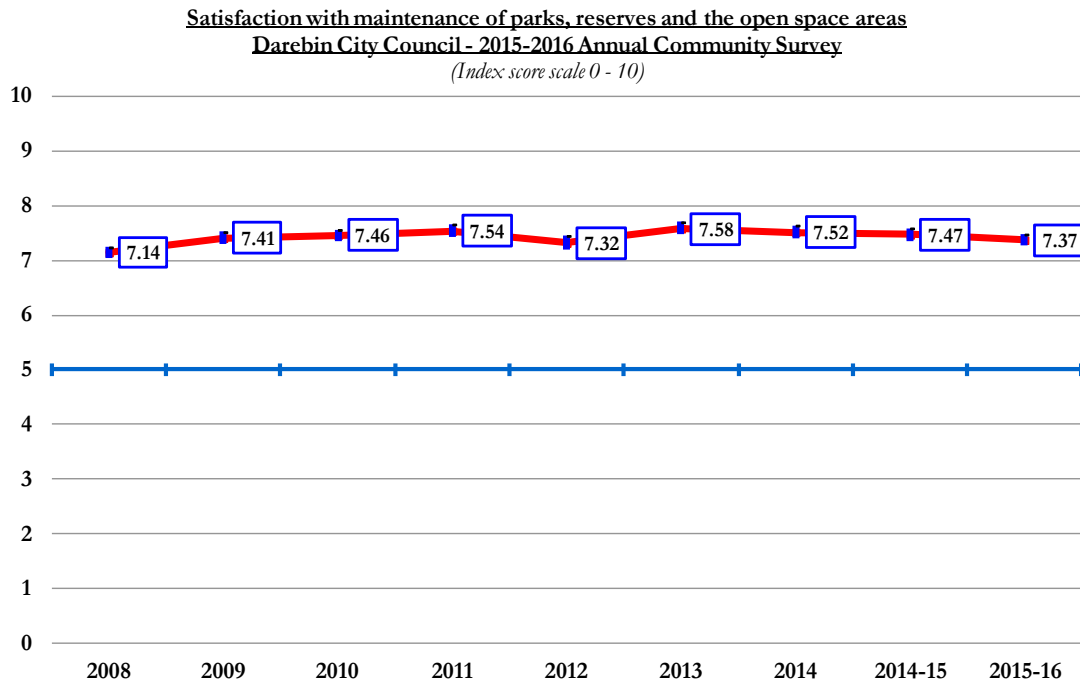
Maintenance of parks, reserves and open space areas

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the maintenance of parks, reserves and open space areas?”

Satisfaction with the maintenance of parks, reserves, and open spaces areas declined 1.3% in 2015-16, down from 7.47 to 7.37. Despite this decline, satisfaction remains at a level best categorised as “very good”.

Metropolis Research notes that satisfaction with the maintenance of parks, reserves and open spaces has been categorised as “very good” in eight of the last nine years of the *Annual Community Survey* program. The long-term average satisfaction was 7.42, marginally but not measurably higher than the 2015-16 result of 7.37.



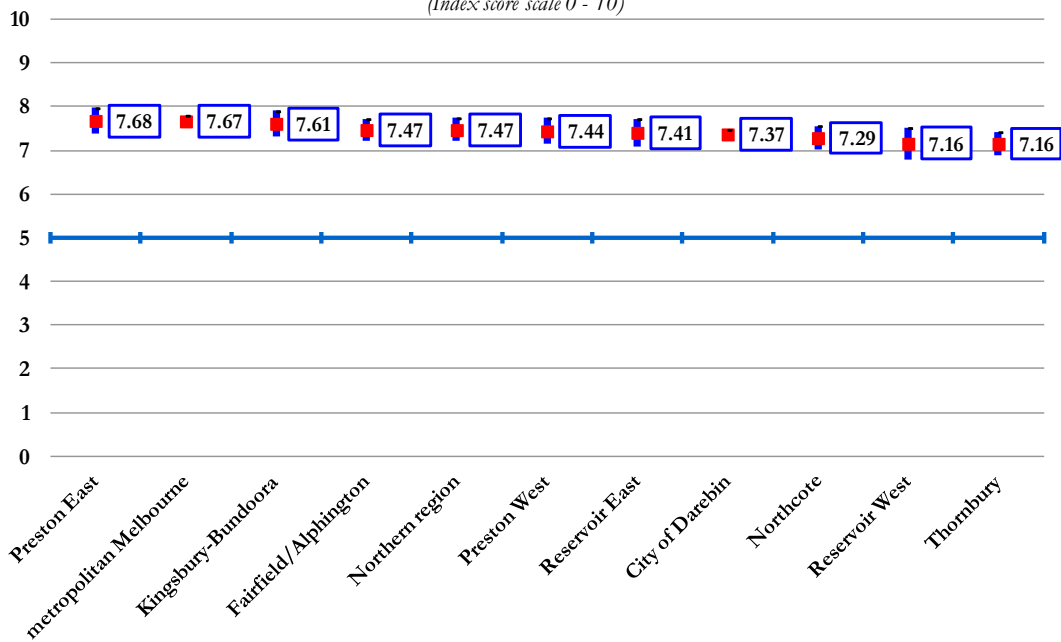
It is observed that satisfaction with the maintenance of parks, reserves and open spaces in the City of Darebin was measurably lower than the metropolitan Melbourne average of 7.67, and marginally lower than the northern region average of 7.47, as recorded in the 2016 *Governing Melbourne*. Both the metropolitan Melbourne and northern region averages were at levels categorised as “very good”.

Metropolis Research notes that *Governing Melbourne* worded this variable somewhat differently than the Darebin survey, asking “satisfaction with the provision and maintenance of parks and gardens”. This variation is unlikely to have a significant impact on the comparability of the results.

There was no meaningful or statistically significant variation in satisfaction with the maintenance of parks, reserves and open spaces observed across the eight precincts comprising the City of Darebin.

Satisfaction with maintenance of parks, reserves and the open spaces by precinct
Darebin City Council - 2015-2016 Annual Community Survey

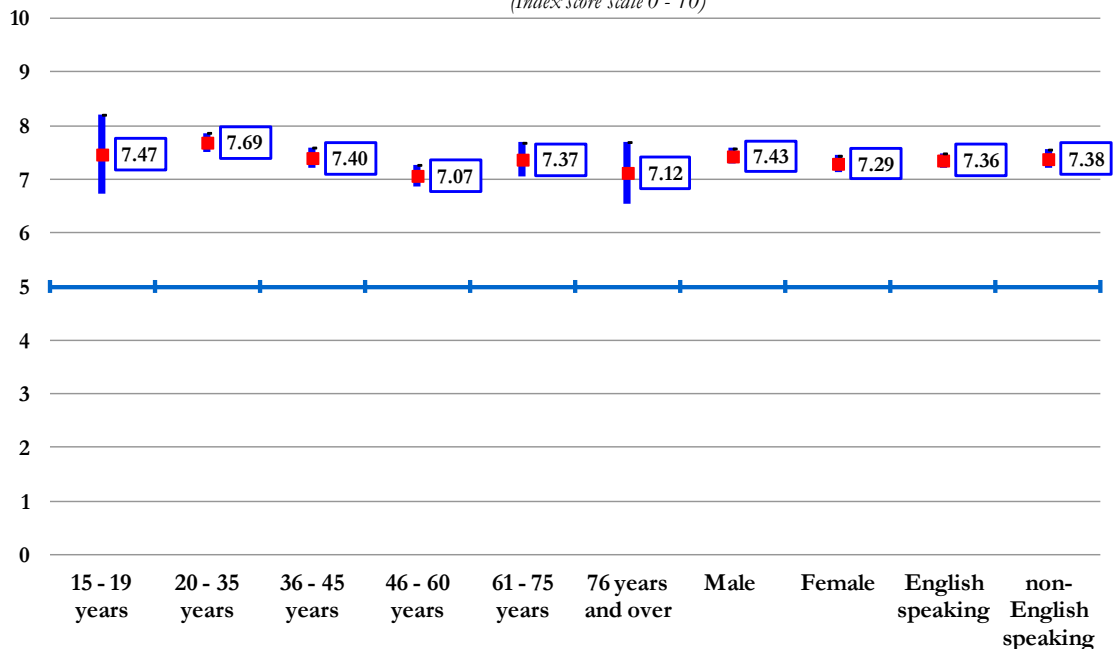
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the maintenance of parks, reserves and open spaces observed by respondent profile.

Satisfaction with maintenance of parks, reserves and open spaces by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the maintenance of parks, reserves and open spaces increased in three precincts in 2015-16 (Preston East, Kingsbury-Bundoora, and Thornbury), and decreased in five precincts (Fairfield-Alphington, Preston West, Reservoir East, Northcote, and Reservoir West). None of these movements at the precinct level were statistically significant in 2015-16.

Satisfaction with maintenance of parks, reserves and open spaces
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2011	88	6.96	7.33	7.71
	2012	98	7.33	7.66	8.00
	2013	92	7.17	7.46	7.75
	2014	91	7.12	7.47	7.83
	2014-15	96	6.98	7.27	7.56
	2015-16	116	7.39	7.68	7.97
Kingsbury-Bundoora	2011	40	6.65	7.237	7.82
	2012	99	6.92	7.27	7.62
	2013	97	7.21	7.64	8.07
	2014	98	7.45	7.77	8.08
	2014-15	99	6.94	7.35	7.77
	2015-16	122	7.33	7.61	7.90
Fairfield-Alphington	2011	43	7.39	7.83	8.28
	2012	96	7.32	7.59	7.87
	2013	92	7.02	7.37	7.72
	2014	98	7.42	7.72	8.03
	2014-15	98	7.35	7.64	7.93
	2015-16	123	7.22	7.47	7.72
Preston West	2011	80	7.04	7.39	7.74
	2012	95	6.67	7.07	7.47
	2013	96	7.14	7.52	7.91
	2014	95	7.00	7.38	7.76
	2014-15	95	7.14	7.50	7.85
	2015-16	120	7.15	7.44	7.74
Reservoir East	2011	143	7.43	7.70	7.97
	2012	94	6.60	7.07	7.55
	2013	93	7.28	7.57	7.86
	2014	94	7.03	7.39	7.75
	2014-15	93	7.09	7.42	7.75
	2015-16	120	7.09	7.41	7.72
Northcote	2011	126	7.17	7.49	7.81
	2012	98	7.11	7.44	7.76
	2013	96	7.53	7.83	8.14
	2014	99	7.37	7.69	8.01
	2014-15	99	7.4	7.73	8.06
	2015-16	122	7.01	7.29	7.56
Reservoir West	2011	128	7.44	7.67	7.91
	2012	97	6.76	7.07	7.38
	2013	96	7.29	7.65	8.01
	2014	89	7.27	7.70	8.12
	2014-15	91	7.41	7.75	8.09
	2015-16	114	6.80	7.16	7.52
Thornbury	2011	102	7.13	7.48	7.83
	2012	93	7.31	7.65	7.98
	2013	98	7.16	7.44	7.72
	2014	98	6.91	7.22	7.54
	2014-15	93	6.65	7.02	7.39
	2015-16	122	6.89	7.16	7.42

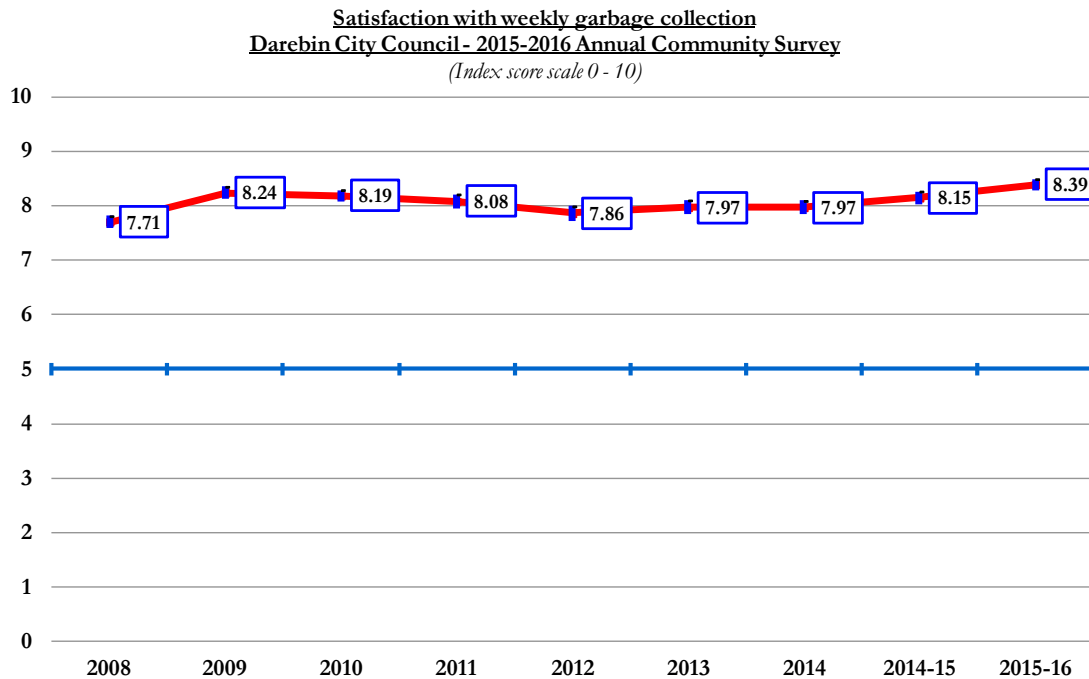
Weekly garbage collection

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the weekly garbage collection?”

Satisfaction with the weekly garbage collection service increased measurably in 2015-16, up by 2.9% to 8.39 out of a potential ten. This level of satisfaction is best categorised as “excellent”, the same categorisation that satisfaction with the weekly garbage collection has obtained in eight of the last nine *Annual Community Surveys*.

Metropolis Research notes that average satisfaction scores of more than eight out of ten are relatively rare and are reflective of a very high level of community satisfaction with the service or facility.



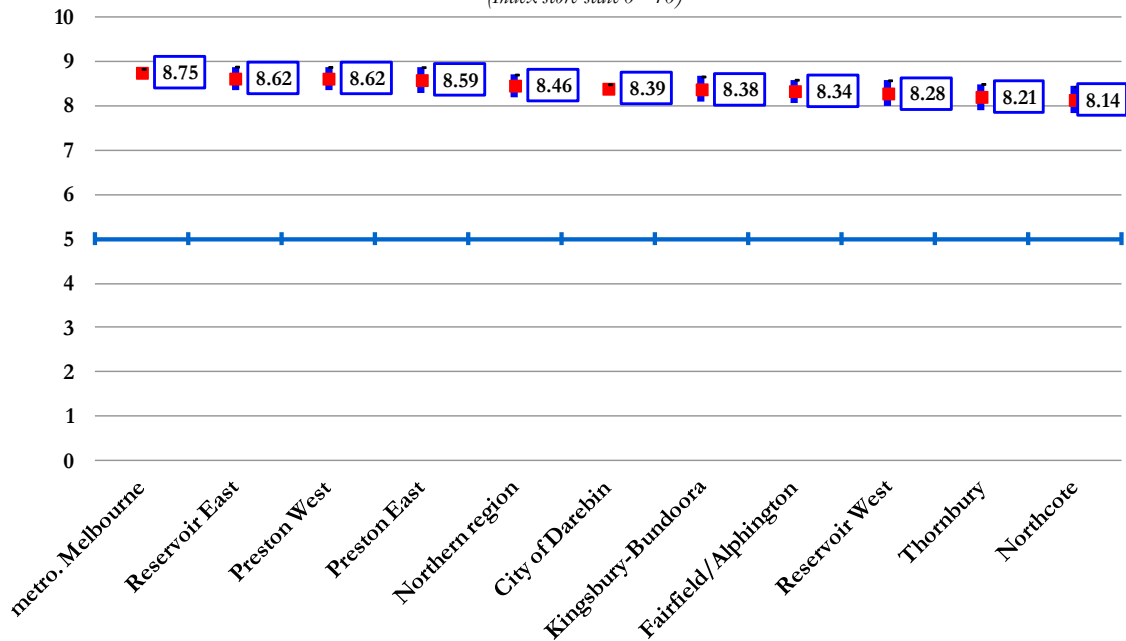
It is observed that satisfaction with the weekly garbage collection was measurably lower than the metropolitan Melbourne average of 8.75, and marginally but not measurably lower than the northern region average of 8.46, as recorded in the 2016 *Governing Melbourne*.

Both the metropolitan Melbourne and northern region averages were at levels categorised as “excellent”, the same categorisation as was recorded for the City of Darebin in 2016.

There was no meaningful or statistically significant variation in satisfaction with the weekly garbage collection service observed across the eight precincts comprising the City of Darebin.

Satisfaction with weekly garbage collection by precinct
Darebin City Council - 2015-2016 Annual Community Survey

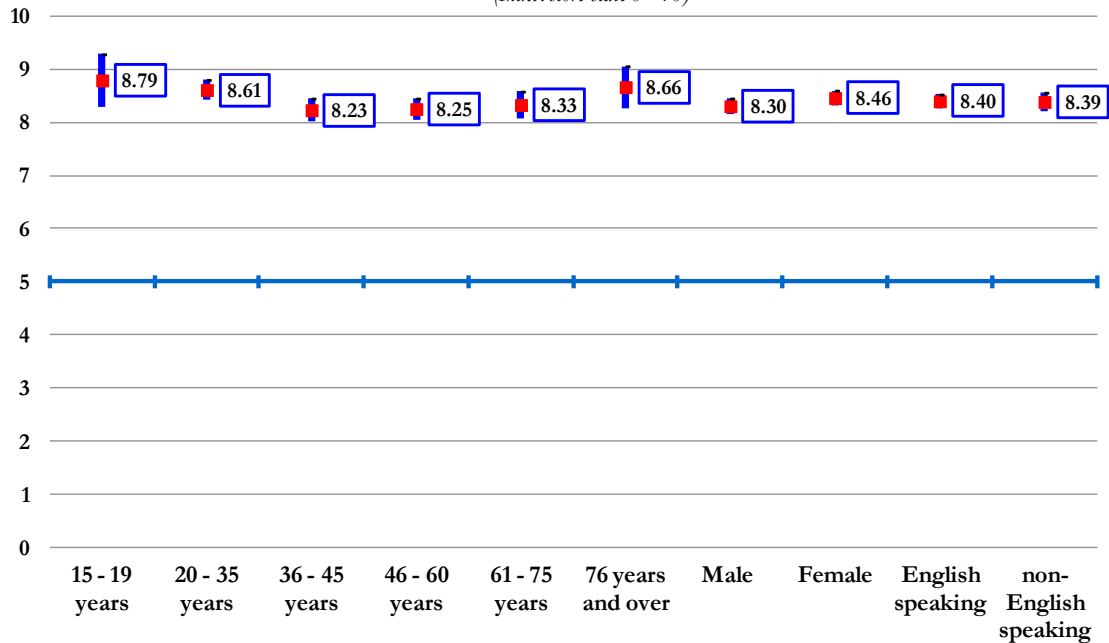
(Index score scale 0 - 10)



There was some variation observed in satisfaction with the weekly garbage collection by respondent profile, with younger respondents (aged less than 36 years) and senior citizens more satisfied than other respondents.

Satisfaction with weekly garbage collection by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the weekly garbage collection increased in six precincts in 2015-16 (Reservoir East, Preston West, Preston East, Kingsbury-Bundoora, Fairfield-Alphington, and Northcote), remained stable in Thornbury, and declined in Reservoir West. None of these changes in satisfaction with the weekly garbage collection at the precinct level were statistically significant in 2015-16.

Satisfaction with weekly garbage collection
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	154	7.92	8.237	8.56
	2012	99	7.41	7.80	8.19
	2013	100	7.19	7.58	7.97
	2014	100	7.15	7.55	7.95
	2014-15	99	7.63	8.02	8.41
	2015-16	126	8.35	8.62	8.89
Preston West	2011	83	7.65	7.99	8.33
	2012	100	7.66	8.10	8.54
	2013	99	7.78	8.13	8.48
	2014	99	7.38	7.75	8.12
	2014-15	100	7.87	8.21	8.55
	2015-16	123	8.35	8.62	8.88
Preston East	2011	93	7.13	7.59	8.04
	2012	99	7.67	8.08	8.50
	2013	100	7.69	8.07	8.45
	2014	99	8.02	8.29	8.57
	2014-15	100	8.10	8.35	8.60
	2015-16	123	8.29	8.59	8.88
Kingsbury-Bundoora	2011	40	7.58	8.08	8.58
	2012	101	7.68	8.01	8.34
	2013	100	7.75	8.12	8.49
	2014	100	7.71	8.03	8.35
	2014-15	99	7.91	8.22	8.54
	2015-16	122	8.09	8.38	8.67
Fairfield-Alphington	2011	45	7.47	8.04	8.61
	2012	100	7.55	7.85	8.15
	2013	100	7.39	7.74	8.09
	2014	100	8.08	8.38	8.68
	2014-15	100	7.72	8.04	8.36
	2015-16	125	8.08	8.34	8.59
Reservoir West	2011	139	7.93	8.22	8.51
	2012	100	7.4	7.78	8.16
	2013	99	8.12	8.46	8.78
	2014	99	7.86	8.22	8.59
	2014-15	100	8.20	8.53	8.86
	2015-16	127	7.99	8.28	8.58
Thornbury	2011	109	8.19	8.50	8.81
	2012	99	7.59	7.97	8.35
	2013	99	7.08	7.46	7.83
	2014	100	7.74	8.01	8.28
	2014-15	100	7.54	7.87	8.20
	2015-16	100	7.54	7.87	8.20
Northcote	2011	129	7.52	7.82	8.11
	2012	101	7.28	7.59	7.91
	2013	100	7.89	8.23	8.57
	2014	100	7.58	7.93	8.28
	2014-15	100	7.78	8.10	8.42
	2015-16	123	7.84	8.14	8.44

Footpath maintenance and repairs

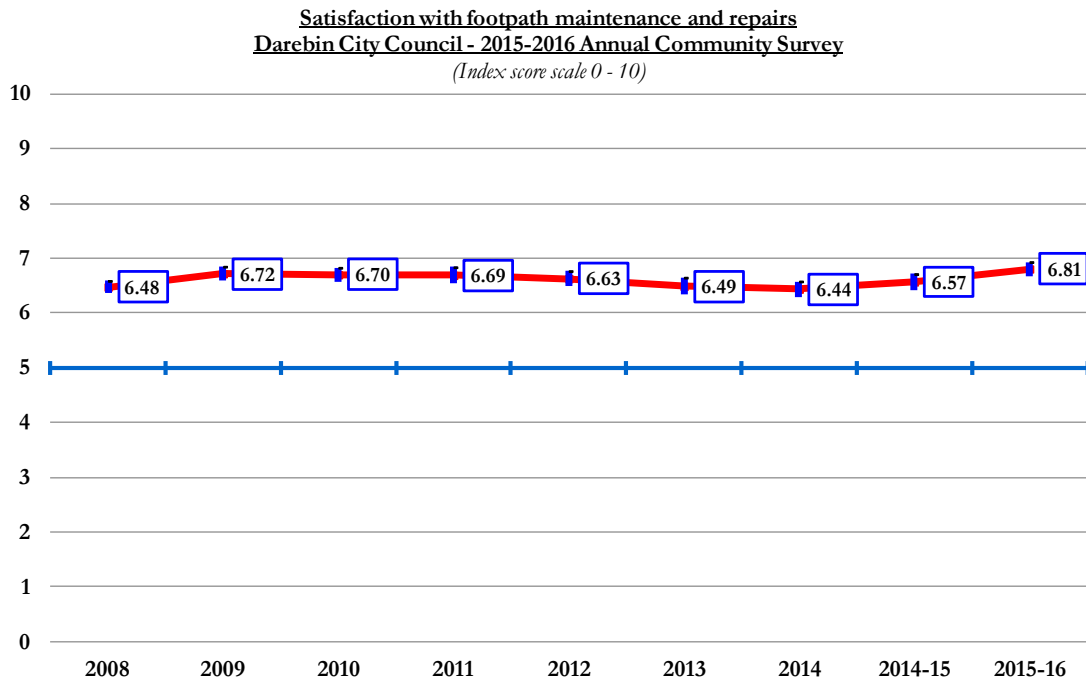
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with footpath maintenance and repairs?”

Satisfaction with footpath maintenance and repairs increased 3.6% in 2015-16, up from 6.57 to 6.81. This increase was statistically significant.

Despite this increase, satisfaction with footpath maintenance and repairs remains at a level best categorised as “good”.

The long-term average satisfaction with footpath maintenance and repairs for the last nine years was 6.61, somewhat lower than this 2015-16 result.



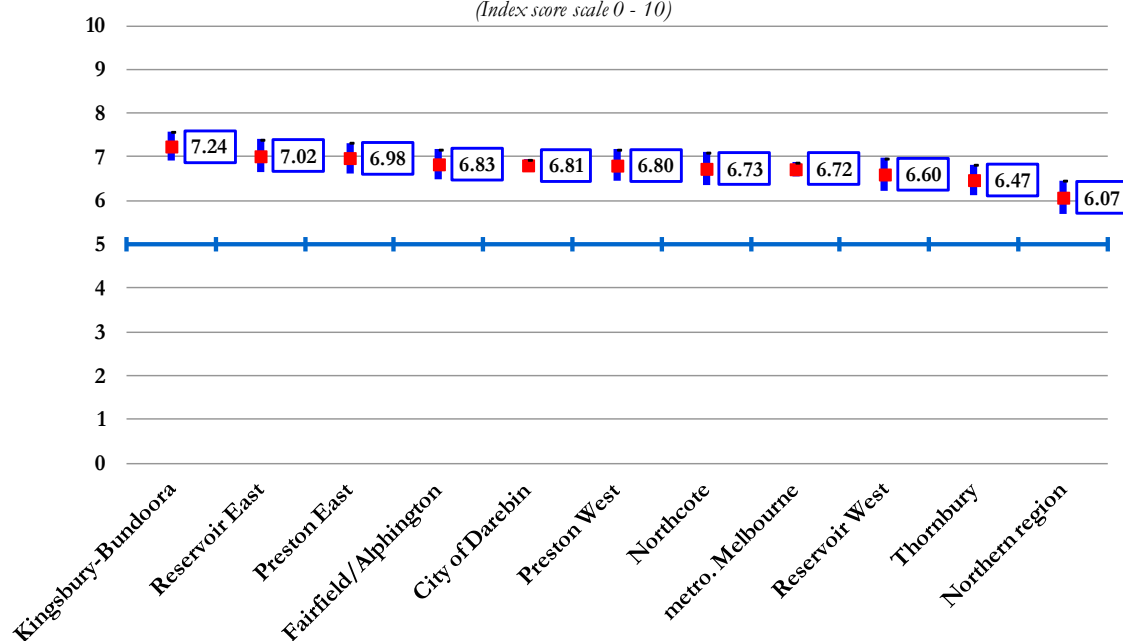
It is observed that satisfaction with the weekly garbage collection was marginally but not measurably higher than the metropolitan Melbourne average of 6.72, but was measurably and significantly higher than the northern region average of 6.07, which was rated as “solid”, both as recorded in the 2016 *Governing Melbourne*.

There was no statistically significant variation in satisfaction with footpath maintenance and repairs observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents were somewhat, albeit not measurably more satisfied than the municipal average.
- ⊗ **Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.

Satisfaction with footpath maintenance and repairs by precinct
Darebin City Council - 2015-2016 Annual Community Survey

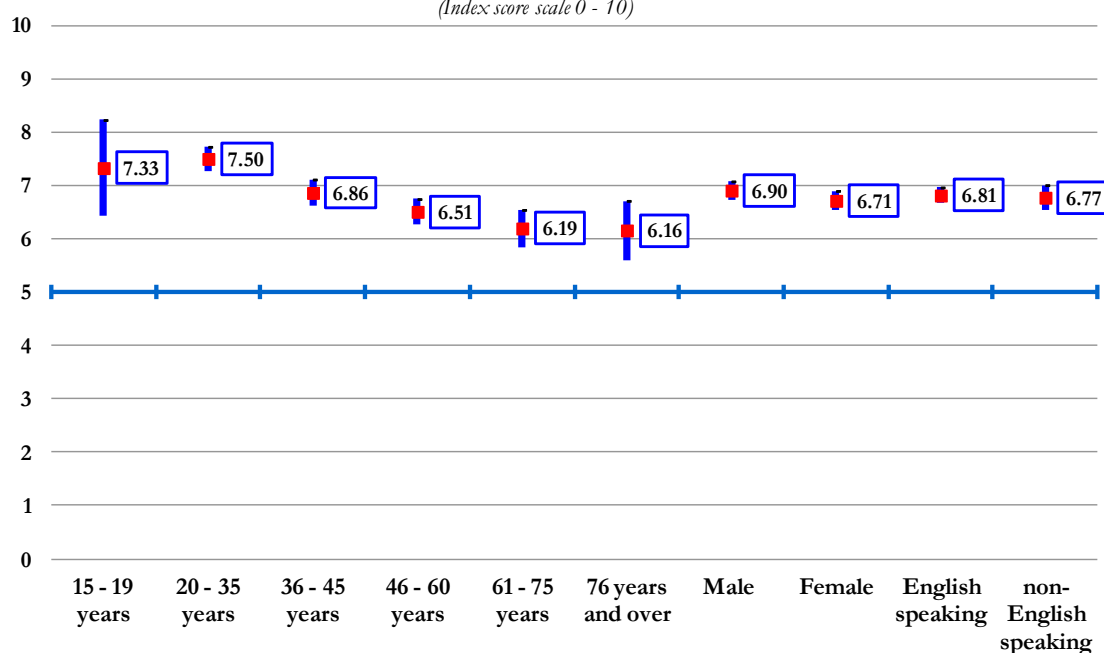
(Index score scale 0 - 10)



There was measurable variation in satisfaction with maintenance and repair of footpaths by respondent profile, with younger respondents (aged less than 36 years) measurably less satisfied than older respondents.

Satisfaction with footpath maintenance and repair by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with footpath maintenance and repairs increased in seven of the eight precincts in 2015-16, whilst respondents from Thornbury rated satisfaction at the same level as recorded in 2014-15. None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with footpath maintenance and repair
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	40	6.02	6.56	7.09
	2012	100	6.54	6.99	7.44
	2013	99	6.33	6.81	7.29
	2014	99	6.05	6.46	6.86
	2014-15	97	6.49	6.93	7.37
	2015-16	125	6.90	7.24	7.58
Reservoir East	2011	155	6.36	6.72	7.09
	2012	97	6.38	6.72	7.06
	2013	98	6.34	6.80	7.25
	2014	98	6.20	6.61	7.02
	2014-15	97	6.35	6.77	7.19
	2015-16	122	6.64	7.02	7.39
Preston East	2011	93	5.86	6.39	6.91
	2012	98	6.46	6.91	7.35
	2013	98	6.11	6.50	6.88
	2014	99	6.57	6.88	7.19
	2014-15	97	6.57	6.91	7.24
	2015-16	122	6.62	6.98	7.33
Fairfield-Alphington	2011	44	6.08	6.80	7.51
	2012	98	5.99	6.36	6.72
	2013	98	5.93	6.34	6.76
	2014	100	5.68	6.11	6.54
	2014-15	97	5.79	6.23	6.67
	2015-16	125	6.50	6.83	7.17
Preston West	2011	82	6.38	6.80	7.21
	2012	99	6.67	7.11	7.55
	2013	98	6.15	6.59	7.02
	2014	100	5.90	6.29	6.68
	2014-15	100	6.31	6.74	7.17
	2015-16	122	6.44	6.80	7.17
Northcote	2011	129	6.13	6.50	6.87
	2012	101	5.82	6.26	6.69
	2013	98	5.11	5.62	6.12
	2014	97	5.88	6.32	6.76
	2014-15	98	6.01	6.40	6.79
	2015-16	122	6.36	6.73	7.10
Reservoir West	2011	136	6.48	6.75	7.01
	2012	99	6.33	6.69	7.04
	2013	99	6.27	6.71	7.15
	2014	99	5.80	6.19	6.59
	2014-15	98	6.03	6.45	6.87
	2015-16	125	6.24	6.60	6.96
Thornbury	2011	108	6.60	6.99	7.38
	2012	99	5.80	6.26	6.72
	2013	99	6.28	6.70	7.12
	2014	100	6.08	6.51	6.94
	2014-15	96	5.99	6.44	6.89
	2015-16	96	5.99	6.44	6.89

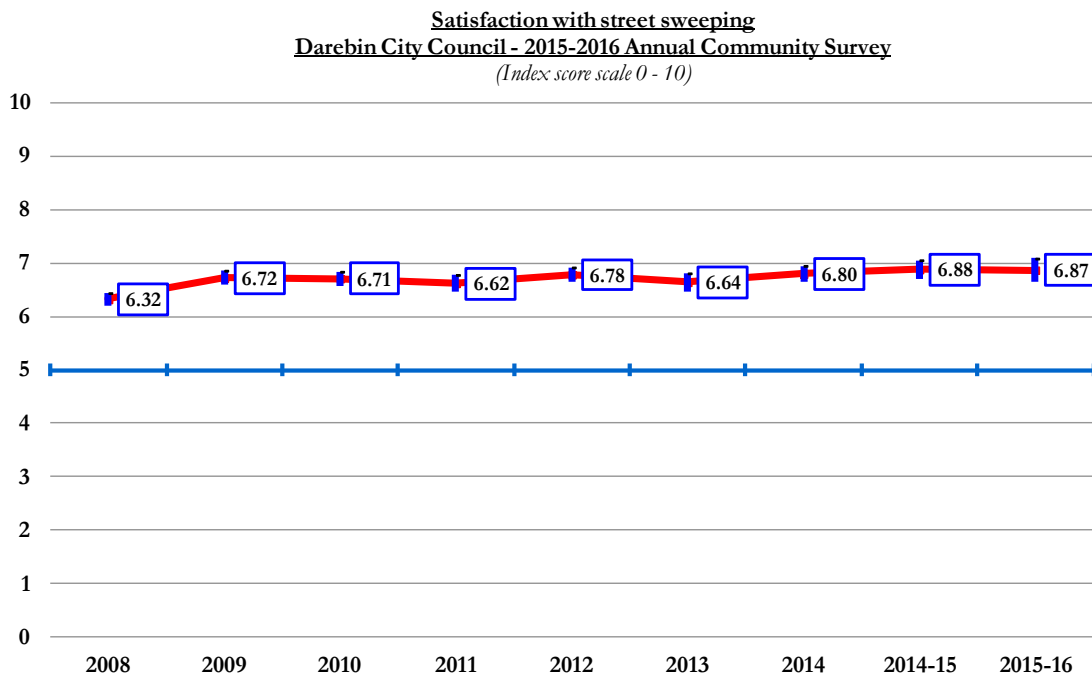
Street sweeping

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with street sweeping?”

Satisfaction with street sweeping declined by less than one percent in 2015-16, down from 6.88 to 6.87. This level of satisfaction remains categorised as “good”, the same categorisation it has recorded for eight of the last nine *Annual Community Surveys*.

The long-term average satisfaction with street sweeping over the last nine years was 6.70, somewhat, albeit not measurably lower than this 2015-16 result.



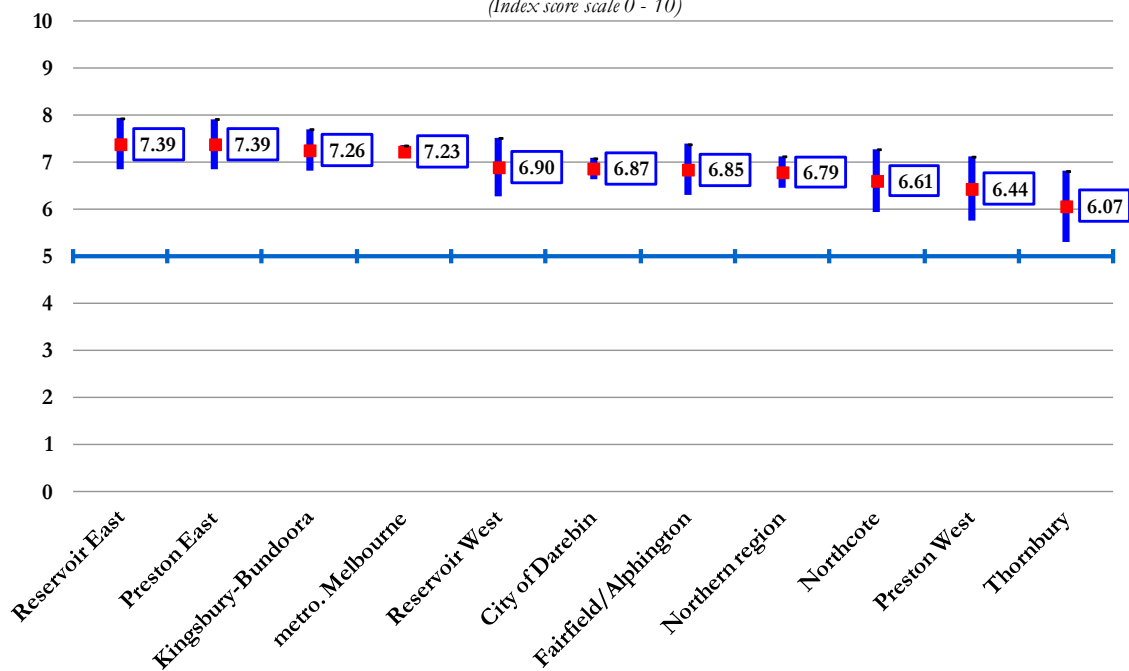
It is observed that satisfaction with street sweeping was measurably and significantly lower than the metropolitan Melbourne average of 7.23, but was marginally but not measurably lower than the northern region average of 6.79, which was rated as “solid”. Both as recorded in the 2016 *Governing Melbourne*.

There was no statistically significant variation in satisfaction with street sweeping observed across the eight precincts comprising the City of Darebin. Attention is however drawn to the following:

- ⊗ **Reservoir East, Preston East, and Kingsbury-Bundoora** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “very good”.
- ⊗ **Preston West and Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.

Satisfaction with street sweeping by precinct
Darebin City Council - 2015-2016 Annual Community Survey

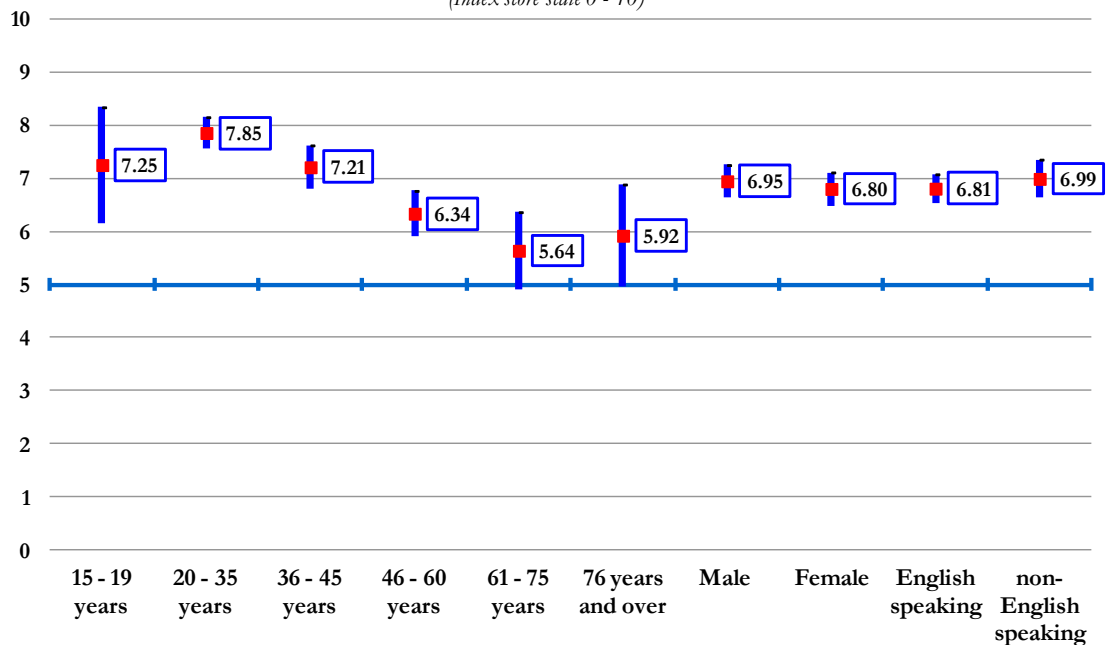
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with street sweeping observed by respondent profile. Older adults and senior citizens (aged 61 years and over) were measurably less satisfied than younger respondents (aged less than 36 years).

Satisfaction with street sweeping by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with street sweeping increased in three precincts in 2015-16 (Preston East, Kingsbury-Bundoora, and Fairfield-Alphington), remained the same in Reservoir East, and declined in four precincts (Reservoir West, Northcote, Preston West, and Thornbury).

None of these changes in satisfaction with street sweeping at the precinct level were statistically significant in 2015-16.

Satisfaction with street sweeping
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	150	6.52	6.86	7.21
	2012	96	6.32	6.75	7.18
	2013	97	6.38	6.85	7.32
	2014	98	6.57	7.02	7.47
	2014-15	73	6.73	7.23	7.73
	2015-16	73	6.73	7.23	7.73
Preston East	2011	91	6.22	6.64	7.05
	2012	99	6.47	6.93	7.39
	2013	98	6.12	6.56	7.00
	2014	99	6.33	6.72	7.11
	2014-2015	73	6.00	6.49	6.99
	2014-2015	57	6.85	7.39	7.92
Kingsbury-Bundoora	2011	40	5.88	6.55	7.23
	2012	98	6.30	6.68	7.07
	2013	99	6.53	6.99	7.45
	2014	98	6.18	6.62	7.07
	2014-15	70	6.70	7.20	7.70
	2015-16	62	6.81	7.26	7.71
Reservoir West	2011	139	6.30	6.64	6.98
	2012	96	6.56	6.90	7.24
	2013	99	6.90	7.30	7.71
	2014	97	6.39	6.80	7.22
	2014-15	74	6.64	7.14	7.63
	2015-16	58	6.27	6.90	7.52
Fairfield-Alphington	2011	44	6.08	6.77	7.45
	2012	98	5.64	6.11	6.58
	2013	98	5.81	6.26	6.70
	2014	99	6.01	6.43	6.86
	2014-15	71	5.95	6.41	6.86
	2015-16	59	6.31	6.85	7.38
Northcote	2011	123	6.05	6.46	6.86
	2012	98	6.35	6.71	7.08
	2013	98	5.60	6.14	6.68
	2014	100	6.23	6.70	7.17
	2014-15	72	6.14	6.68	7.22
	2015-16	56	5.93	6.61	7.28
Preston West	2011	80	5.93	6.46	7.00
	2012	100	6.93	7.27	7.61
	2013	100	5.93	6.38	6.83
	2014	98	5.83	6.29	6.74
	2014-15	68	6.39	6.91	7.43
	2015-16	55	5.75	6.44	7.12
Thornbury	2011	107	6.06	6.53	7.00
	2012	99	6.15	6.56	6.96
	2013	96	5.86	6.38	6.89
	2014	100	6.89	7.24	7.59
	2014-15	72	6.18	6.71	7.24
	2015-16	60	5.32	6.07	6.82

Litter collection in public areas

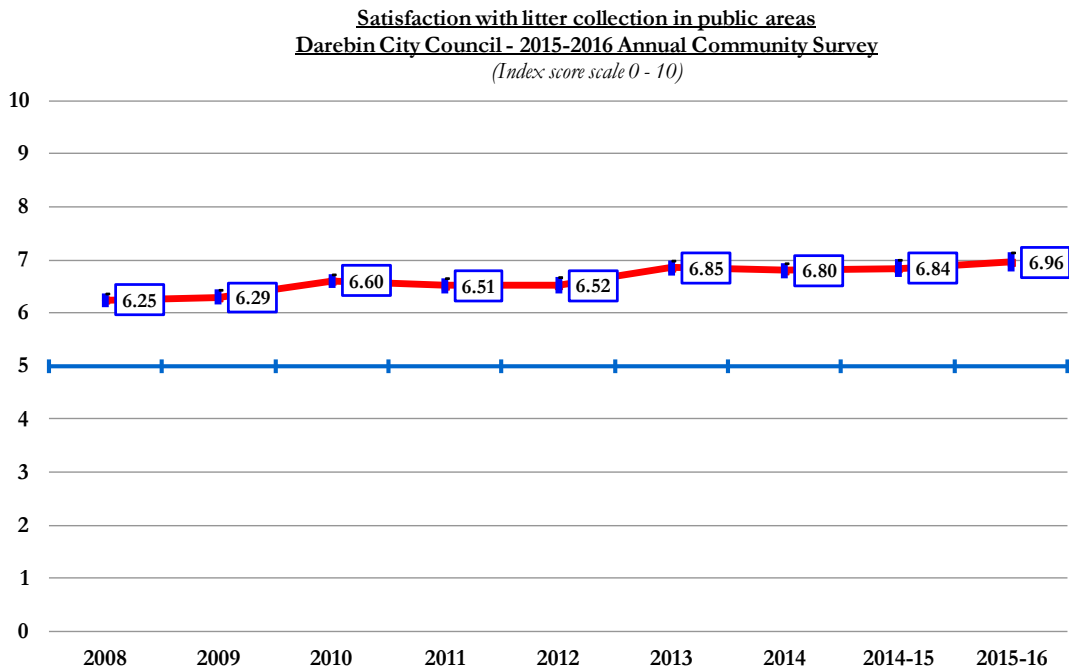
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with litter collection in public areas?”

Satisfaction with litter collection in public areas increased 1.8% in 2015-16, up from 6.84 to 6.96. Despite this increase, satisfaction with litter collection in public areas remains at a level best categorised as “good”. This is the highest annual result for litter collection in public areas recorded since the commencement of the quarterly survey program in 2007.

The long-term average satisfaction with litter collection in public areas over the last nine years of the *Annual Community Survey* program was 6.62, measurably and significantly lower than the 2015-16 result.

Metropolis Research notes that satisfaction with litter collection in public areas has trended strongly higher since 2008, increasing 11.4% from 6.25 in 2008 to 6.96 in 2015-16.

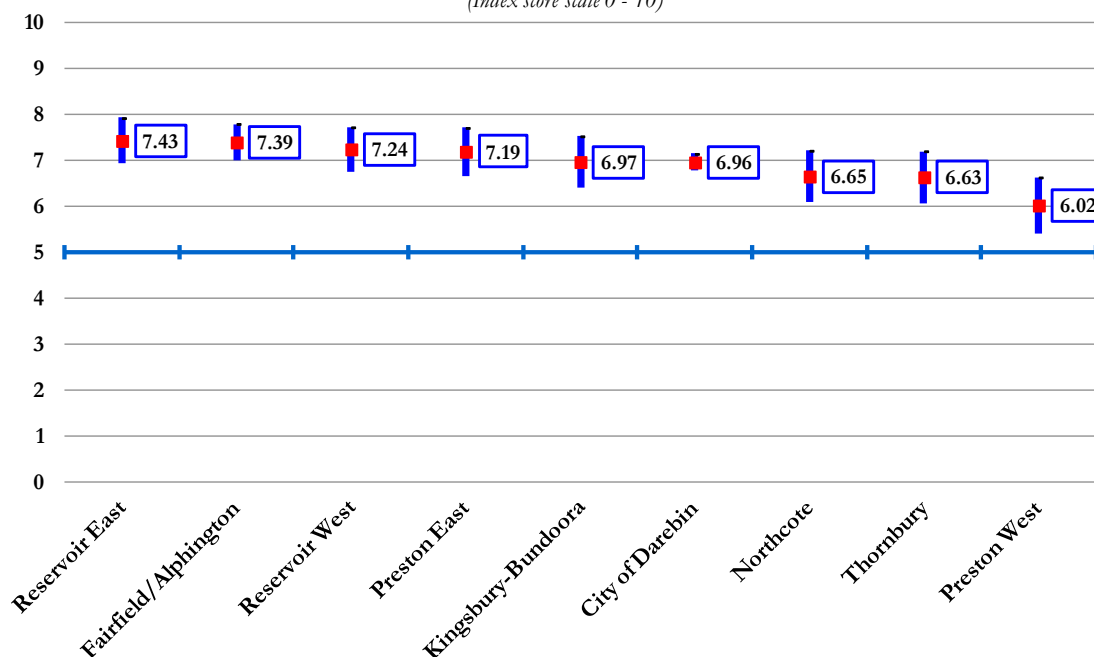


There was measurable variation in satisfaction with litter collection in public areas observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** and **Fairfield-Alphington** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “very good”.
- ⊗ **Preston West** – respondents rated satisfaction measurably and significantly lower than the municipal average, at a level best categorised as “solid”.

Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2015-2016 Annual Community Survey

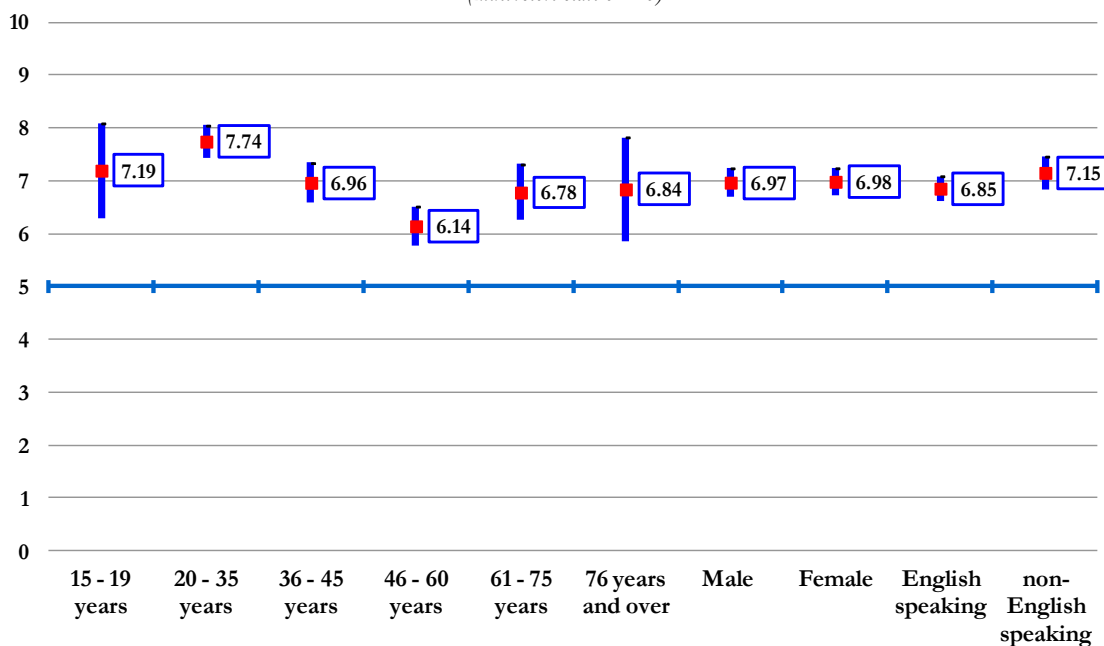
(Index score scale 0 - 10)



There was measurable variation in satisfaction with litter collection in public places observed by respondent profile. Young adults (20 to 35 years) were measurably more satisfied than other respondents, whilst middle aged adults (46 to 60 years) were measurably less satisfied.

Satisfaction with litter collection in public places by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with litter collection in public areas increased in four precincts in 2015-16 (Reservoir East, Fairfield-Alphington, Reservoir West, and Preston East), remained the same in Preston West, and declined in Kingsbury-Bundoora, Northcote, and Thornbury.

The increase in satisfaction with litter collection in public areas by respondents in Fairfield-Alphington was statistically significant, increasing 17.7%.

Satisfaction with litter collection in public places
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	149	6.34	6.66	6.98
	2012	96	6.19	6.67	7.14
	2013	99	6.67	7.06	7.45
	2014	99	6.23	6.71	7.18
	2014-15	73	6.55	7.06	7.56
	2015-16	61	6.93	7.43	7.92
Fairfield-Alphington	2011	44	6.22	6.78	7.33
	2012	98	5.93	6.32	6.70
	2013	99	6.08	6.49	6.89
	2014	98	6.14	6.51	6.88
	2014-15	71	5.81	6.28	6.75
	2015-16	61	6.99	7.39	7.80
Reservoir West	2011	132	6.50	6.84	7.18
	2012	98	6.01	6.46	6.91
	2013	96	6.94	7.34	7.75
	2014	93	6.55	6.96	7.37
	2014-15	71	6.47	6.92	7.36
	2015-16	62	6.76	7.24	7.72
Preston East	2011	90	5.87	6.33	6.78
	2012	96	6.43	6.89	7.34
	2013	92	6.33	6.74	7.15
	2014	98	6.22	6.58	6.94
	2014-15	71	5.90	6.39	6.89
	2015-16	58	6.67	7.19	7.71
Kingsbury-Bundoora	2011	40	5.60	6.27	6.93
	2012	98	6.49	6.89	7.29
	2013	96	6.44	6.88	7.31
	2014	97	6.44	6.87	7.29
	2014-15	71	6.75	7.24	7.73
	2015-16	58	6.40	6.97	7.53
Northcote	2011	125	5.8	6.21	6.62
	2012	99	5.75	6.21	6.67
	2013	97	5.85	6.29	6.73
	2014	99	6.69	7.06	7.43
	2014-15	74	6.73	7.15	7.57
	2015-16	60	6.09	6.65	7.21
Thornbury	2011	106	5.98	6.39	6.8
	2012	95	5.89	6.28	6.67
	2013	100	6.4	6.80	7.2
	2014	96	6.79	7.15	7.50
	2014-15	74	6.18	6.68	7.17
	2015-16	60	6.06	6.63	7.20
Preston West	2011	82	5.99	6.50	7.00
	2012	97	6.22	6.69	7.17
	2013	97	6.51	6.90	7.28
	2014	96	5.80	6.21	6.62
	2014-15	70	6.13	6.67	7.21
	2015-16	70	6.13	6.67	7.21

Condition of storm water drains

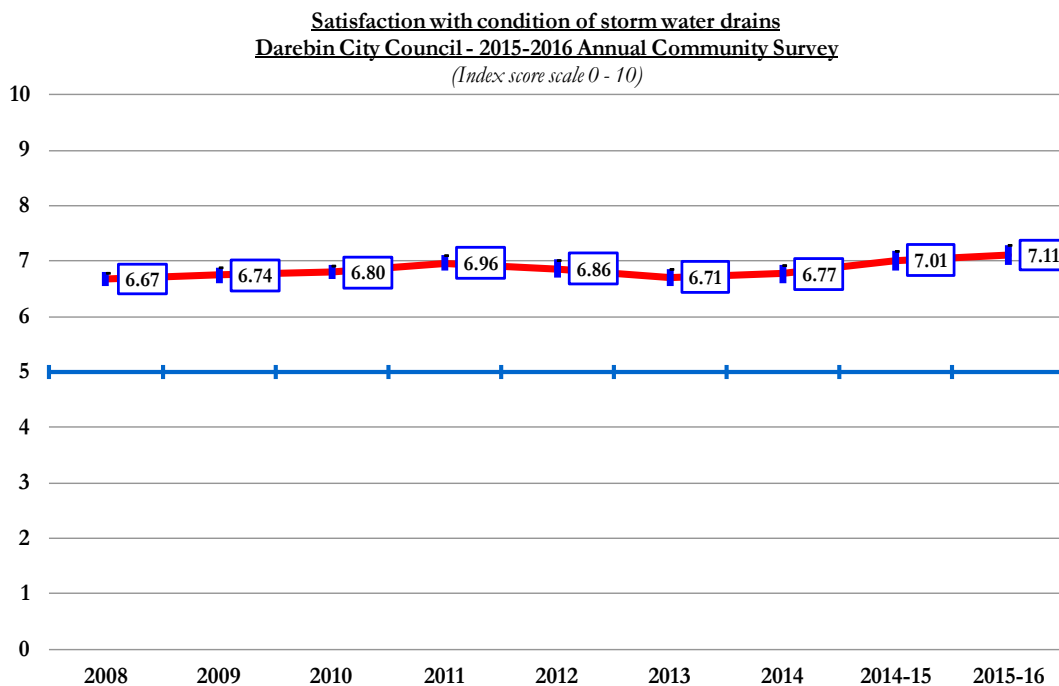
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the condition of storm water drains?”

Satisfaction with the condition of storm water drains increased 1.4% in 2015-16, increasing from 7.01 to 7.11. Despite this increase, satisfaction with the condition of storm water drains remains at a level best categorised as “good”. Satisfaction with the condition of storm water drains has been categorised as “good” in each of the last nine years of the *Annual Community Survey* program.

The long-term average satisfaction over the last nine years with the condition of storm water drains was 6.85, somewhat, albeit not measurably lower than this 2015-16 result.

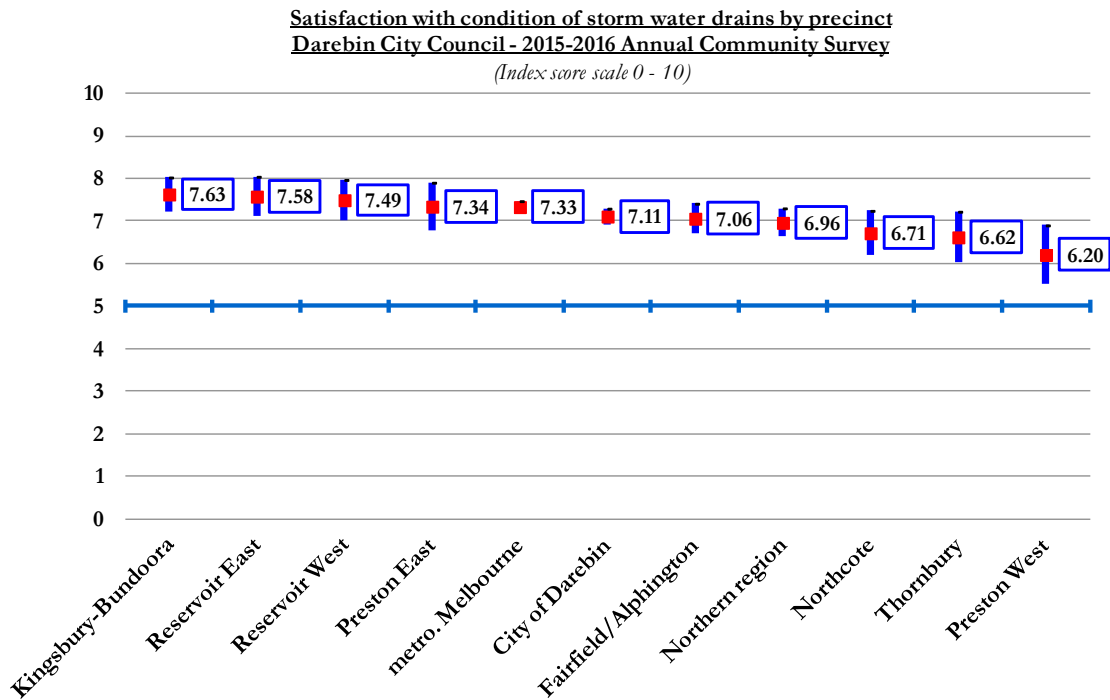
It is noted that satisfaction with the condition of storm water drains has trended marginally higher over the last nine years, increasing 6.6% since 2008.



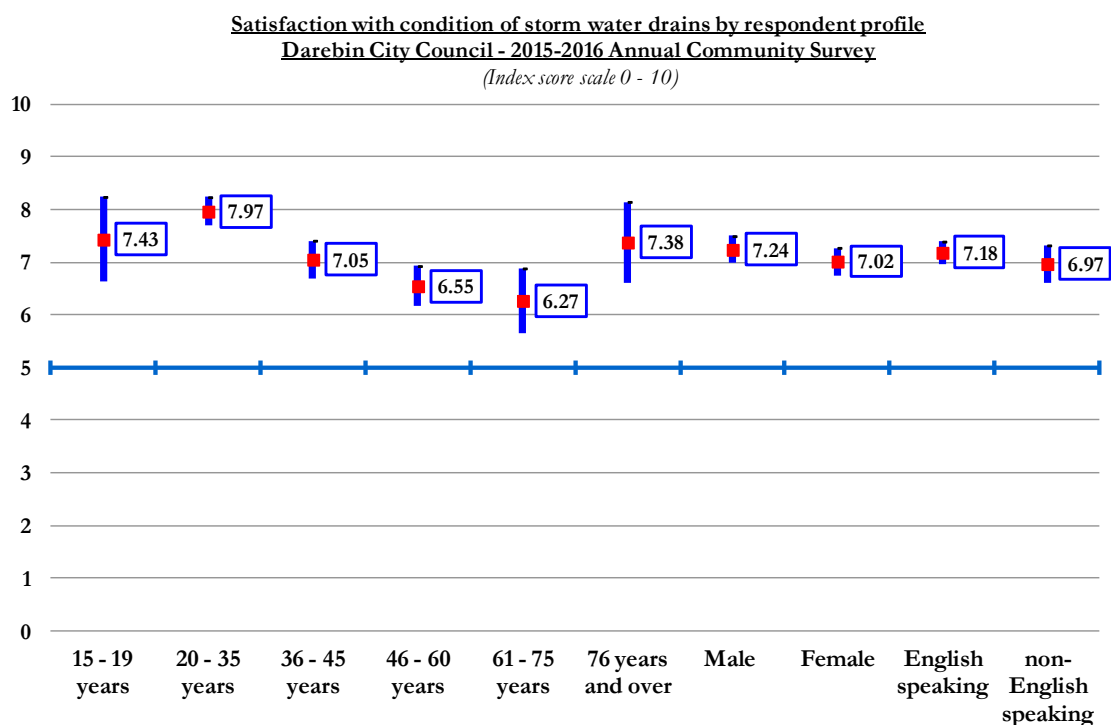
Satisfaction with the condition of storm water drains was marginally but not measurably lower than the metropolitan Melbourne average of 7.33, which was rated “very good”, and marginally but not measurably higher than the northern region average of 6.96. Both as recorded in the 2016 *Governing Melbourne* research. *Governing Melbourne* worded this variable slightly differently to the Darebin survey however, asking satisfaction with “drains maintenance and repairs”. This variation in wording is unlikely to have a significant impact on the comparability of the results.

There was measurable variation in satisfaction with the condition of storm water drains observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ *Kingsbury-Bundoora, Reservoir East, Reservoir West, and Preston East* – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “very good”.
- ⊗ *Preston West* – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “solid”.



There was measurable variation in satisfaction with the condition of storm water drains observed by respondent profile. Young adults (20 to 35 years) were measurably more satisfied than other respondents, whilst older adults (61 to 75 years) were somewhat albeit not measurably less satisfied than other respondents.



Satisfaction with the condition of storm water drains increased in five precincts in 2015-16 (Kingsbury-Bundoora, Reservoir East, Reservoir West, Preston East, and Fairfield-Alphington), and declined in three precincts (Northcote, Thornbury, and Preston West). None of these changes in satisfaction with the condition of storm water drains at the precinct level were statistically significant in 2015-16.

Satisfaction with condition of storm water drains
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	38	6.31	6.93	7.54
	2012	93	6.51	6.94	7.36
	2013	98	6.70	7.15	7.60
	2014	87	6.41	6.87	7.34
	2014-15	66	6.85	7.35	7.85
	2015-16	59	7.23	7.63	8.03
Reservoir East	2011	139	6.77	7.09	7.42
	2012	91	6.61	7.10	7.59
	2013	94	6.51	6.87	7.24
	2014	89	6.56	7.03	7.51
	2014-15	69	6.67	7.17	7.68
	2015-16	59	7.11	7.58	8.04
Reservoir West	2011	120	6.64	6.95	7.26
	2012	92	6.39	6.82	7.24
	2013	92	6.32	6.77	7.22
	2014	83	5.74	6.29	6.84
	2014-15	67	5.94	6.52	7.11
	2015-16	63	7.02	7.49	7.97
Preston East	2011	78	6.43	6.87	7.31
	2012	95	6.35	6.80	7.25
	2013	89	6.48	6.87	7.25
	2014	93	6.20	6.65	7.10
	2014-15	68	6.42	6.94	7.46
	2015-16	53	6.78	7.34	7.90
Fairfield-Alphington	2011	42	6.18	6.83	7.47
	2012	89	6.13	6.52	6.91
	2013	92	5.93	6.45	6.96
	2014	85	6.37	6.78	7.19
	2014-15	66	6.57	6.97	7.37
	2015-16	53	6.70	7.06	7.41
Northcote	2011	115	6.24	6.66	7.08
	2012	89	6.54	6.92	7.30
	2013	88	5.70	6.23	6.76
	2014	90	6.38	6.89	7.40
	2014-15	66	6.96	7.36	7.77
	2015-16	56	6.19	6.71	7.24
Thornbury	2011	94	6.89	7.26	7.62
	2012	89	5.94	6.40	6.87
	2013	88	6.13	6.59	7.05
	2014	91	6.54	6.95	7.35
	2014-15	66	6.49	6.94	7.39
	2015-16	55	6.01	6.62	7.22
Preston West	2011	75	6.57	7.03	7.49
	2012	84	6.80	7.24	7.68
	2013	93	6.43	6.88	7.33
	2014	86	6.21	6.64	7.07
	2014-15	62	6.34	6.89	7.44
	2015-16	54	5.51	6.20	6.90

Maintenance and cleaning of shopping strips

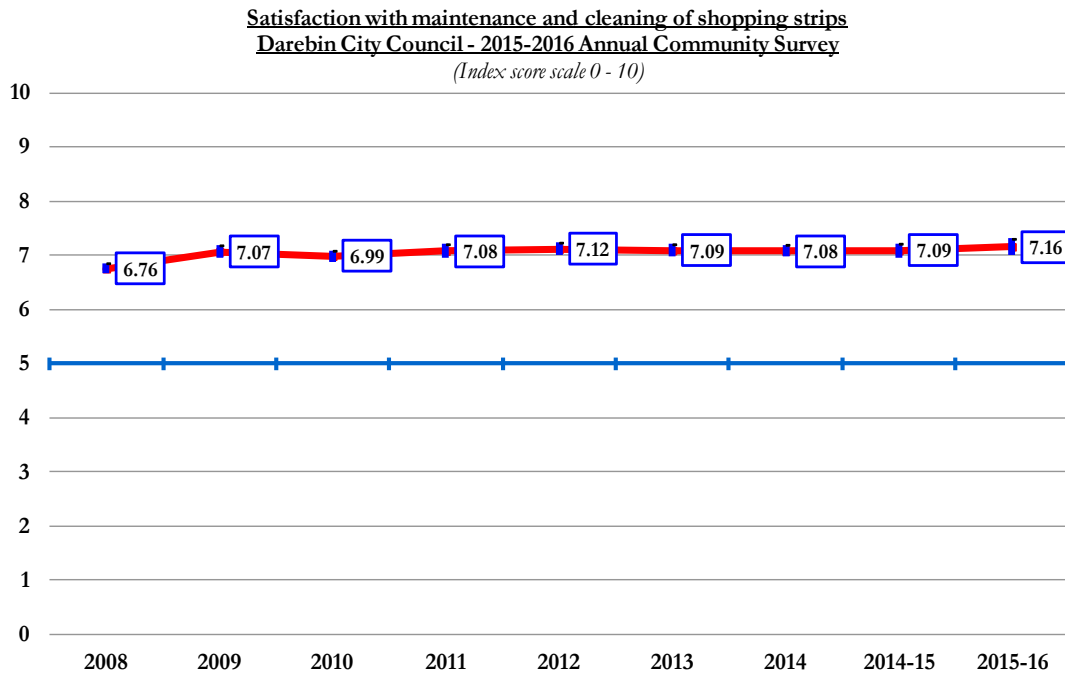
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the maintenance and cleaning of shopping strips?”

Satisfaction with the maintenance and cleaning of shopping strips increased by less than one percent in 2015-16, up from 7.09 to 7.16. This level of satisfaction remains categorised as “good”, the same categorisation that satisfaction with the maintenance and cleaning of shopping strips has obtained in each of the last nine *Annual Community Surveys*.

The long-term average for the last nine years was 7.05, marginally but not measurably lower than the 2015-16 result.

Metropolis Research notes that with the exception of the result for 2008, satisfaction with the maintenance and cleaning of shopping strips has remained very stable at or just above seven out of ten.



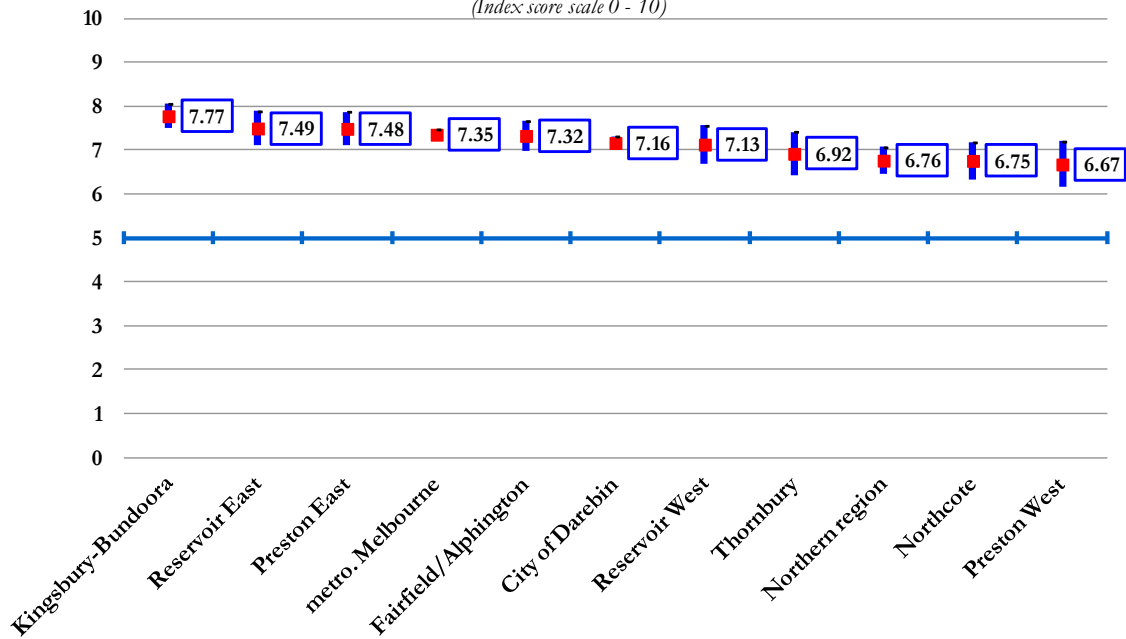
Satisfaction with the maintenance and cleaning of shopping strips was marginally but not measurably lower than the metropolitan Melbourne average of 7.35, which was rated “very good”, and marginally but not measurably higher than the northern region average of 6.76. Both as recorded in the 2016 *Governing Melbourne* research.

There was measurable variation in satisfaction with the maintenance and cleaning of shopping strips observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level categorised as “excellent”.
- ⊗ **Reservoir East, Preston East, and Fairfield-Alphington** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “very good”.

Satisfaction with maintenance and cleaning of shopping strips by precinct
Darebin City Council - 2015-2016 Annual Community Survey

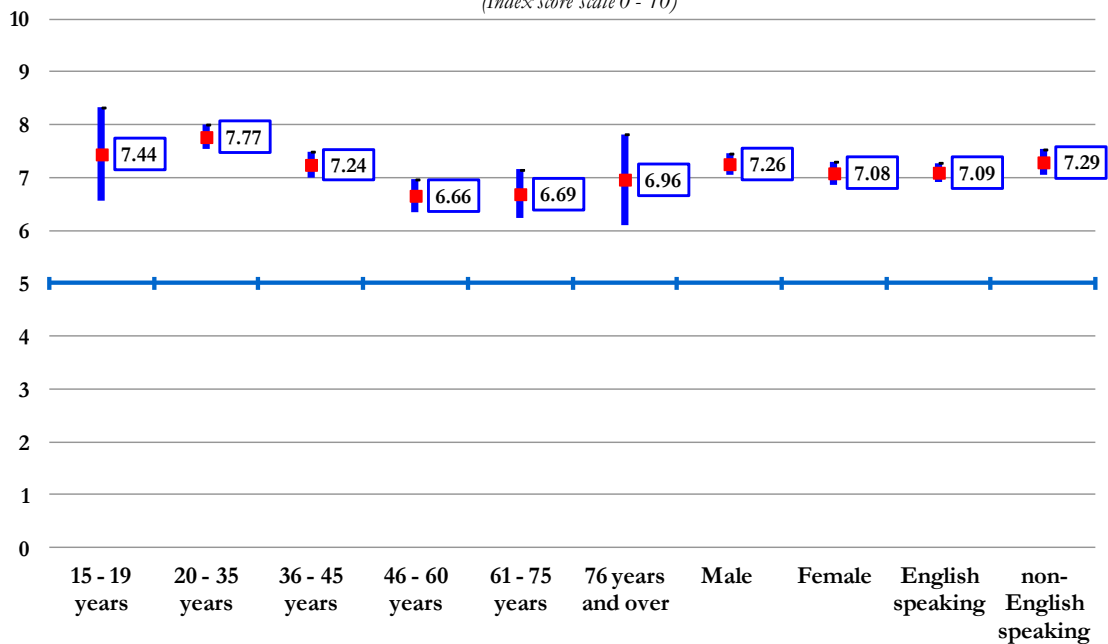
(Index score scale 0 - 10)



There was measurable variation in satisfaction with the maintenance and cleaning of shopping strips observed by respondent profile. Young adults (20 to 35 years) were measurably more satisfied than the municipal average.

Satisfaction with maintenance and cleaning of shopping strips by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the maintenance and cleaning of shopping strips increased in 2015-16 in five precincts (Kingsbury-Bundoora, Reservoir East, Preston East, Fairfield-Alphington, and Thornbury), and declined in three precincts (Reservoir West, Northcote, and Preston West).

None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with maintenance and cleaning of shopping strips
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

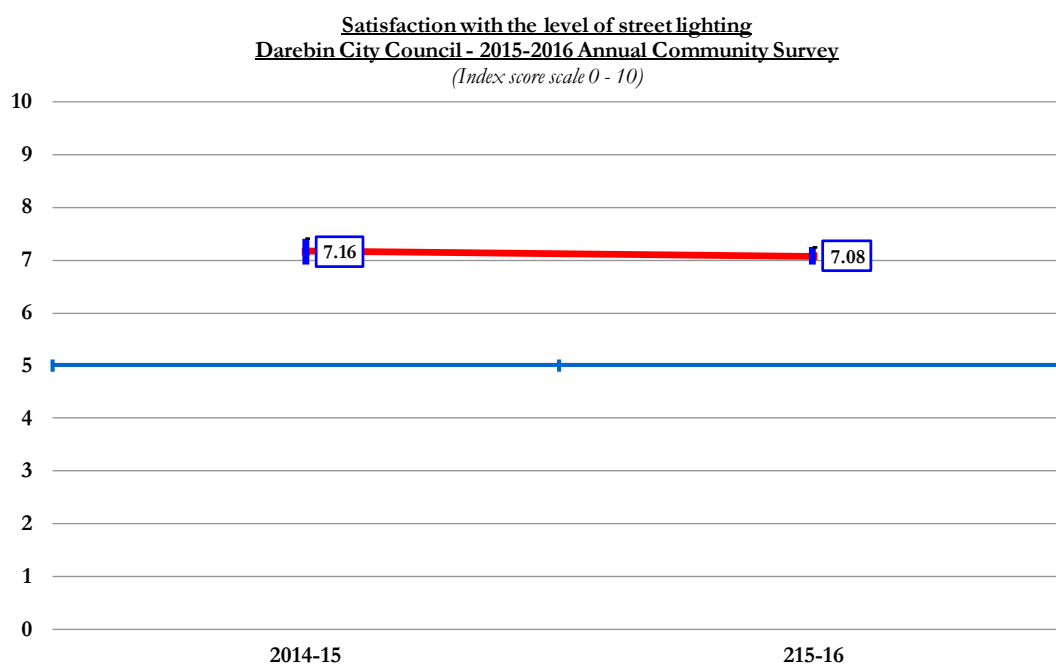
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	40	6.66	7.09	7.52
	2012	98	6.91	7.22	7.54
	2013	97	7.1	7.46	7.83
	2014	93	7.03	7.37	7.70
	2014-15	71	6.84	7.21	7.59
	2015-16	61	7.49	7.77	8.05
Reservoir East	2011	154	6.45	6.77	7.10
	2012	95	6.82	7.22	7.62
	2013	93	6.53	6.90	7.28
	2014	95	6.56	6.92	7.28
	2014-15	73	6.81	7.16	7.52
	2015-16	63	7.10	7.49	7.88
Preston East	2011	87	6.68	7.05	7.43
	2012	98	6.71	7.09	7.47
	2013	95	6.68	7.00	7.32
	2014	95	6.85	7.15	7.44
	2014-15	71	6.62	7.00	7.38
	2015-16	62	7.09	7.48	7.87
Fairfield-Alphington	2011	44	6.43	7.00	7.57
	2012	98	6.84	7.12	7.40
	2013	99	6.75	7.02	7.29
	2014	99	6.71	7.02	7.33
	2014-15	74	6.70	7.03	7.35
	2015-16	62	6.99	7.32	7.66
Reservoir West	2011	138	6.87	7.18	7.50
	2012	94	6.45	6.80	7.15
	2013	97	6.95	7.31	7.67
	2014	91	6.91	7.25	7.59
	2014-15	70	6.82	7.16	7.50
	2015-16	64	6.70	7.13	7.55
Thornbury	2011	103	7.12	7.42	7.72
	2012	95	6.86	7.15	7.43
	2013	96	6.65	7.00	7.35
	2014	99	6.8	7.12	7.44
	2014-15	72	6.43	6.88	7.32
	2015-16	59	6.41	6.92	7.42
Northcote	2011	125	6.93	7.21	7.49
	2012	99	6.92	7.19	7.46
	2013	99	6.95	7.22	7.49
	2014	97	6.83	7.17	7.50
	2014-15	72	6.88	7.24	7.59
	2015-16	61	6.33	6.75	7.17
Preston West	2011	81	6.53	6.95	7.37
	2012	94	6.89	7.26	7.62
	2013	94	6.61	6.94	7.26
	2014	96	6.44	6.78	7.12
	2014-15	72	6.53	6.96	7.38
	2015-16	58	6.15	6.67	7.19

The level of street lighting

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the level of street lighting?”

Satisfaction with the level of street lighting declined by 1.1% in 2015-16, down from 7.16 to 7.08. Despite this decline satisfaction with the level of street lighting remains at a level categorised as “good”.



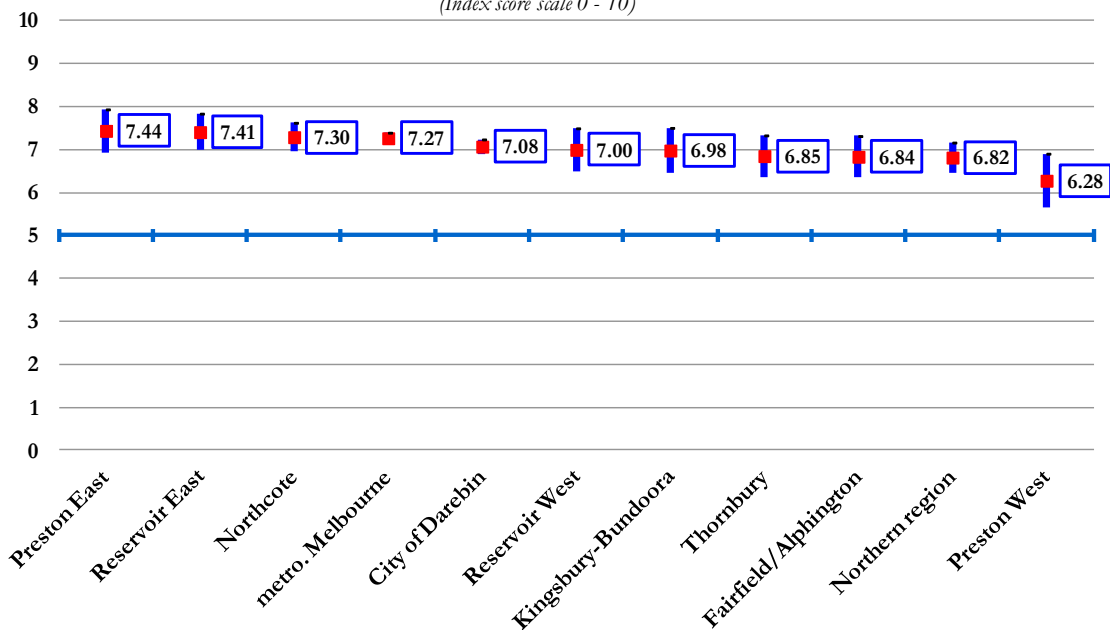
Satisfaction with the level of street lighting was marginally but not measurably lower than the metropolitan Melbourne average of 7.27, which was rated “very good”, and marginally but not measurably higher than the northern region average of 6.82. Both as recorded in the 2016 *Governing Melbourne* research. *Governing Melbourne* worded this variable as “satisfaction with street lighting”, however this variation is unlikely to have a significant impact on the comparability of these results.

There was some variation in satisfaction with the level of street lighting observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Preston East, Reservoir East, and Northcote*** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “very good”.
- ⊗ ***Preston West*** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “solid”.

Satisfaction with the level of street lighting by precinct
Darebin City Council - 2015-2016 Annual Community Survey

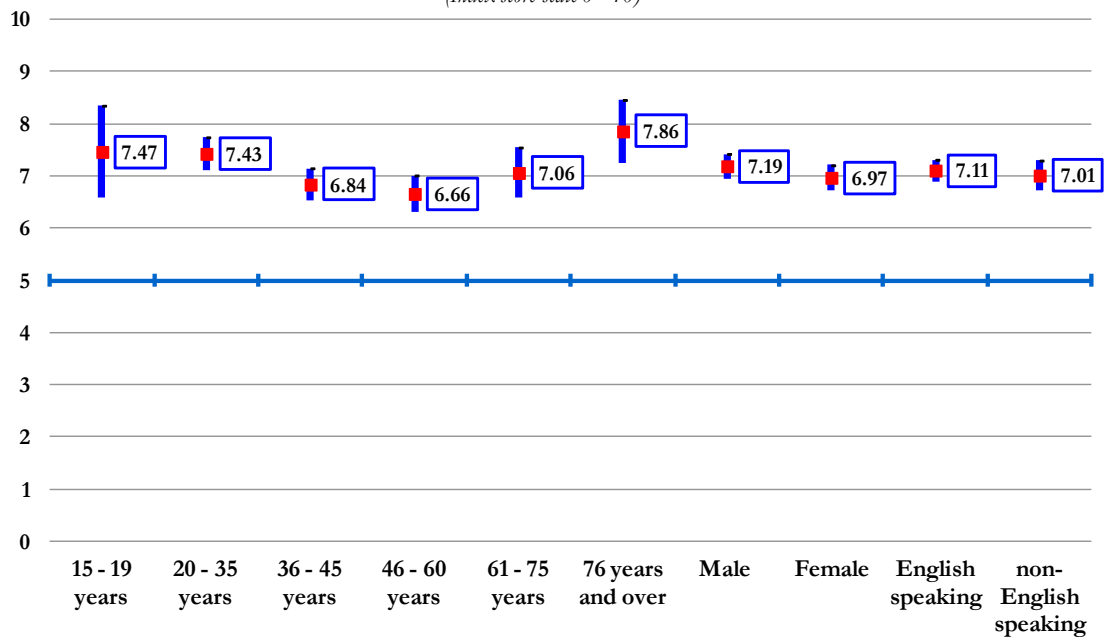
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the level of street lighting observed by respondent profile. Younger adults (aged 20 to 35 years) and senior citizens (aged 76 years and over) were measurably more satisfied than respondents aged from 36 to 60 years.

Satisfaction with the level of street lighting by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the level of street lighting increased in three precincts in 2015-16 (Reservoir East, Northcote, and Thornbury), remained the same in Preston East, and declined in four precincts (Reservoir West, Kingsbury-Bundoora, Fairfield-Alphington, and Preston West).

None of these changes in satisfaction with the level of street lighting at the precinct level were statistically significant in 2015-16.

Satisfaction with the level of street lighting
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2014-15	25	6.75	7.44	8.13
	2015-16	61	6.94	7.44	7.94
Reservoir East	2014-15	25	6.11	7.04	7.97
	2015-16	63	6.98	7.41	7.84
Northcote	2014-15	25	6.48	7.16	7.84
	2015-16	61	6.96	7.30	7.63
Reservoir West	2014-15	25	6.8	7.56	8.32
	2015-16	63	6.50	7.00	7.50
Kingsbury-Bundoora	2014-15	23	6.76	7.44	8.11
	2015-16	62	6.46	6.98	7.51
Thornbury	2014-15	24	5.92	6.54	7.16
	2015-16	62	6.37	6.85	7.34
Fairfield-Alphington	2014-15	24	6.3	6.88	7.45
	2015-16	62	6.36	6.84	7.32
Preston West	2014-15	25	6.63	7.40	8.17
	2015-16	57	5.65	6.28	6.91

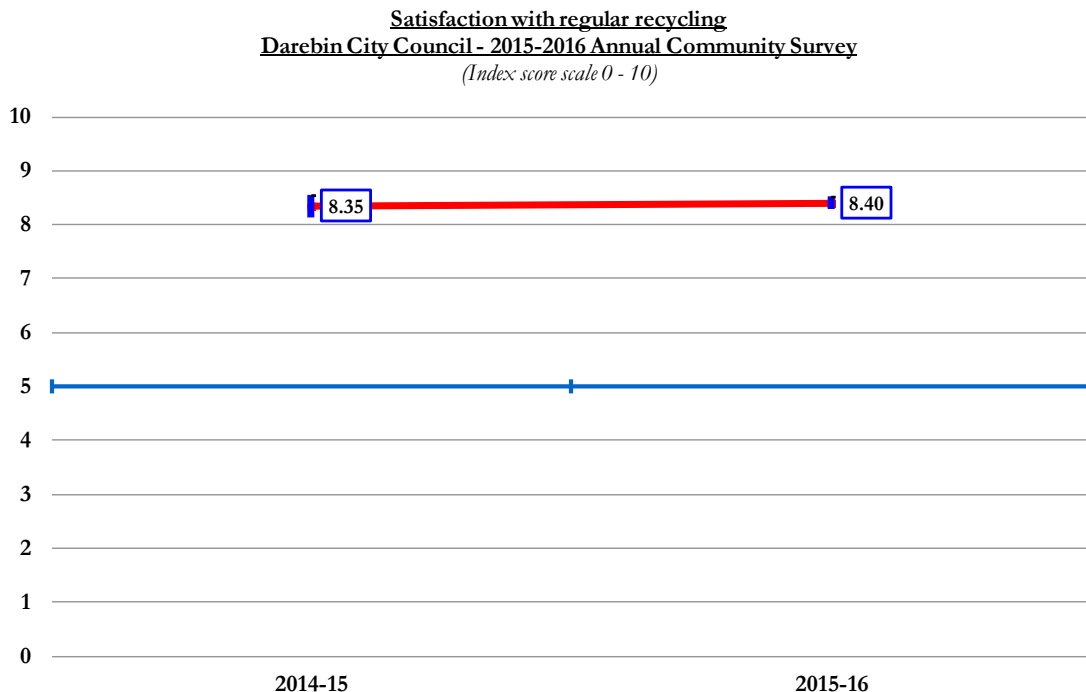
Regular recycling

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with regular recycling?”

Satisfaction with regular recycling increased by less than one percent in 2015-16, up from 8.35 to 8.40, although it remains at a level categorised as “excellent”.

Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare and are reflective of a very high level of community satisfaction with the service or facility.

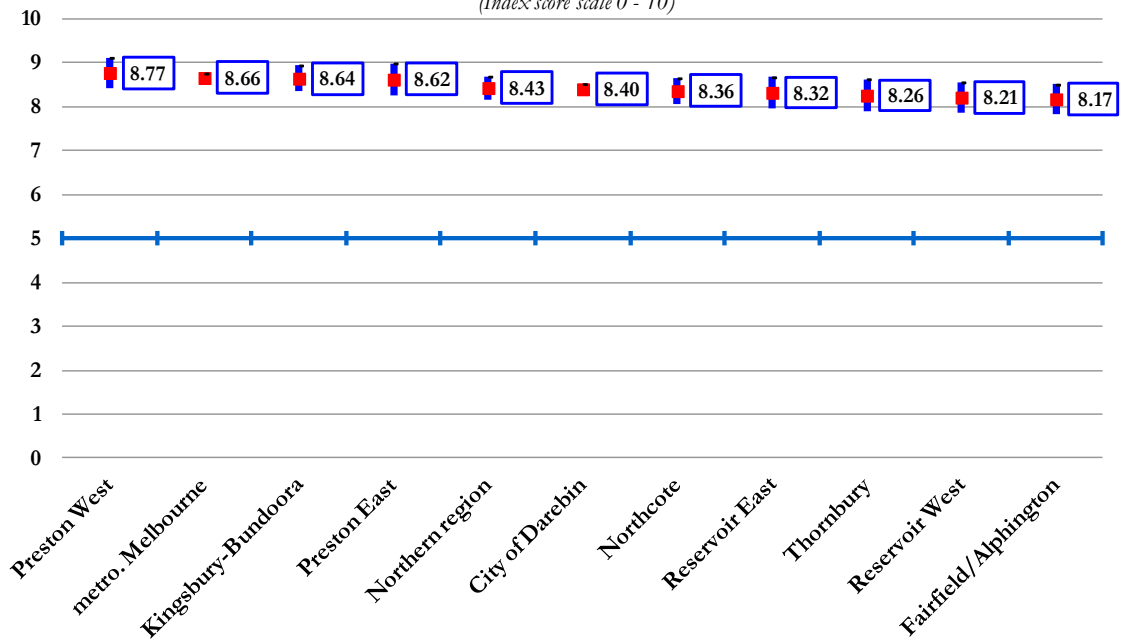


Satisfaction with the level of street lighting was measurably but not significantly lower than the metropolitan Melbourne average of 8.64, and marginally but not measurably lower than the northern region average of 8.43. Both as recorded in the 2016 *Governing Melbourne* research.

Satisfaction with regular recycling was at levels categorised as “excellent” for the City of Darebin, the northern region, and metropolitan Melbourne in 2016.

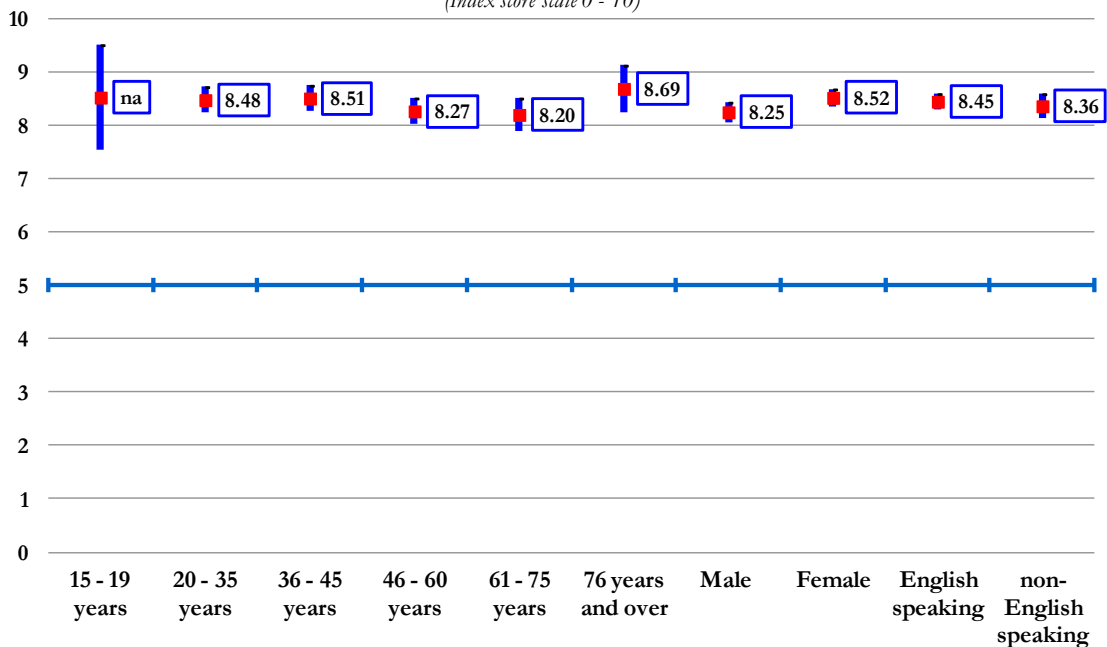
There was no meaningful or statistically significant variation in satisfaction with regular recycling observed across the eight precincts comprising the City of Darebin.

Satisfaction with regular recycling by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with regular recycling observed by respondent profile.

Satisfaction with regular recycling by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with regular recycling increased in 2015-16 in four precincts (Preston West, Kingsbury-Bundoora, Preston East, and Reservoir West), and declined in four precincts (Northcote, Reservoir East, Thornbury, and Fairfield-Alphington).

None of these changes in satisfaction with regular recycling at the precinct level were statistically significant in 2015-16.

Satisfaction with regular recycling
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

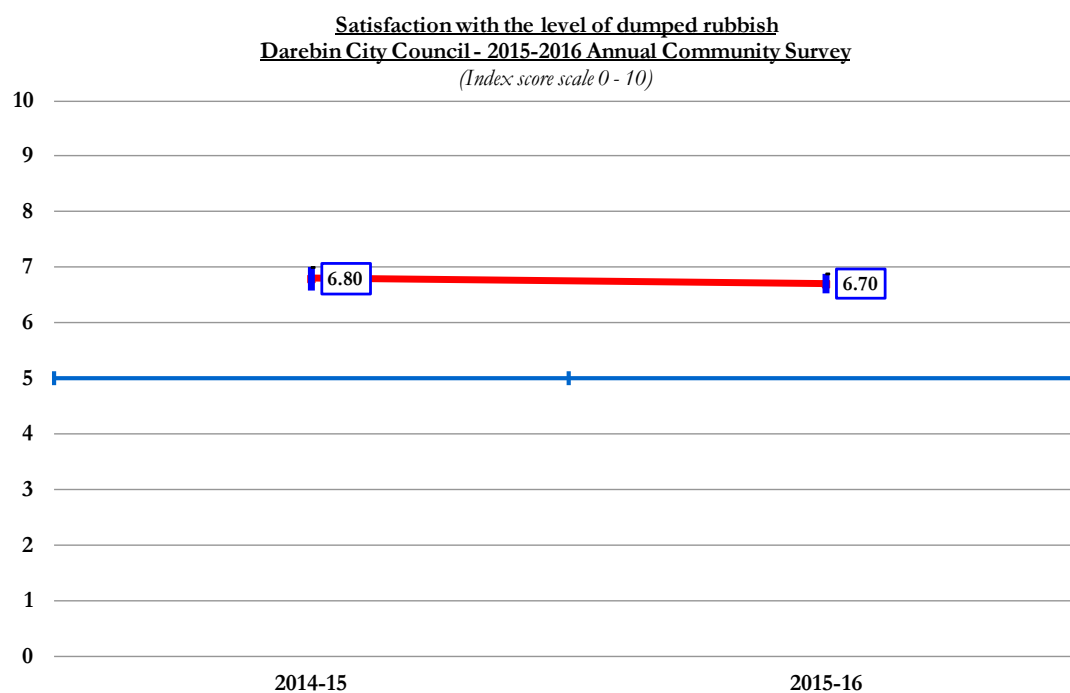
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2014-15	25	7.96	8.56	9.16
	2015-16	62	8.43	8.77	9.12
Kingsbury-Bundoora	2014-15	25	7.67	8.32	8.97
	2015-16	59	8.34	8.64	8.95
Preston East	2014-15	24	7.58	8.25	8.92
	2015-16	61	8.25	8.62	8.99
Northcote	2014-15	23	7.99	8.52	9.06
	2015-16	61	8.07	8.36	8.65
Reservoir East	2014-15	23	7.7	8.48	9.26
	2015-16	62	7.97	8.32	8.68
Thornbury	2014-15	25	7.87	8.36	8.85
	2015-16	62	7.88	8.26	8.63
Reservoir West	2014-15	25	7.49	8.04	8.59
	2015-16	61	7.87	8.21	8.56
Fairfield-Alphington	2014-15	195	8.14	8.35	8.55
	2015-16	63	7.84	8.17	8.51

Level of dumped rubbish

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the level of dumped rubbish?”

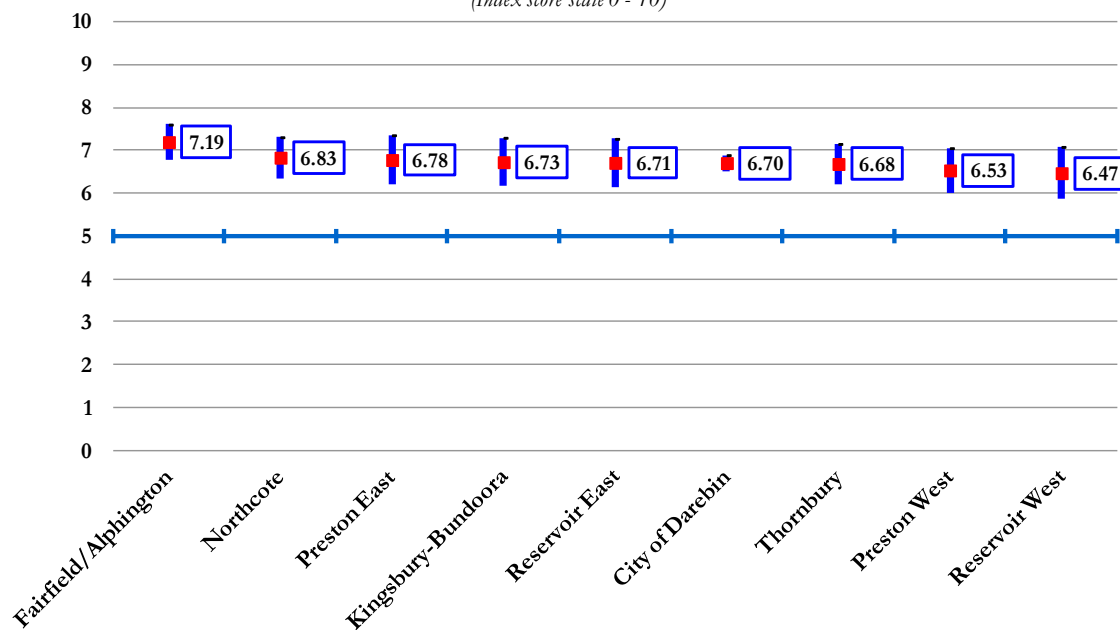
Satisfaction with the level of dumped rubbish declined 1.5% in 2015-16, down from 6.80 to 6.70, although it remains at a level categorised as “good”.



There was measurable variation in satisfaction with the level of dumped rubbish observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

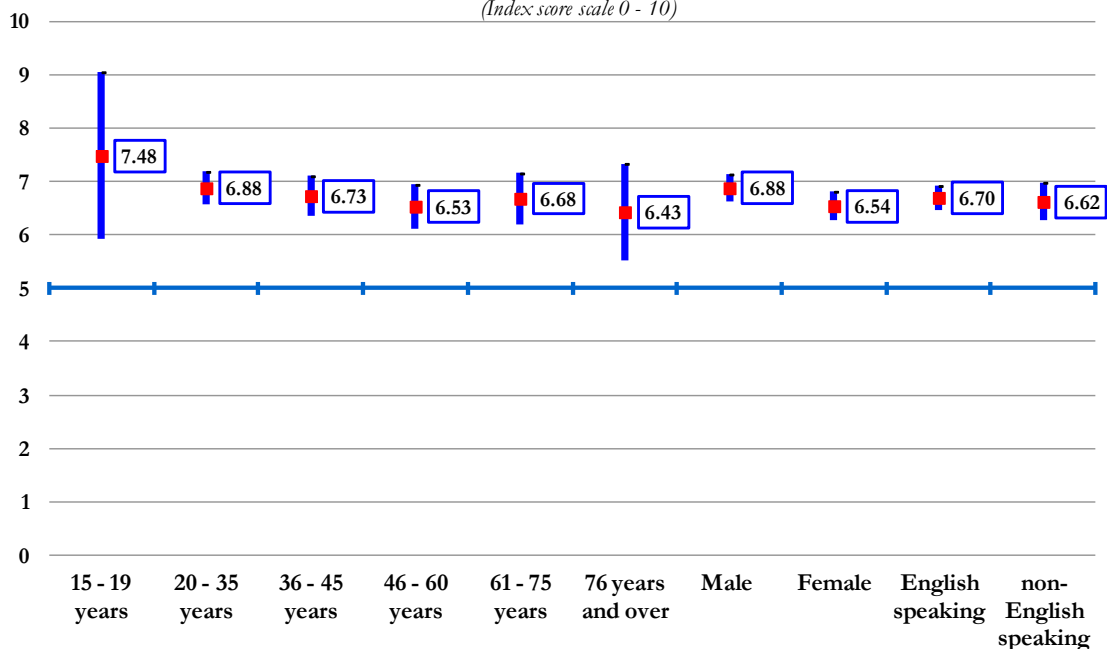
- ⊗ **Fairfield-Alphington** – respondents were measurably and significantly more satisfied than the municipal average.

Satisfaction with the level of dumped rubbish by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the level of dumped rubbish observed by respondent profile.

Satisfaction with the level of dumped rubbish by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with the level of dumped rubbish increased in 2015-16 in Fairfield-Alphington, and decreased in the remaining seven precincts.

None of these changes in satisfaction with the level of dumped rubbish at the precinct level were statistically significant in 2015-16.

Satisfaction with the level of dumped rubbish
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Fairfield-Alphington	2014-15	49	6.08	6.63	7.18
	2015-16	62	6.79	7.19	7.60
Northcote	2014-15	48	6.39	6.92	7.44
	2015-16	59	6.35	6.83	7.31
Preston East	2014-15	48	6.58	7.13	7.67
	2015-16	58	6.20	6.78	7.35
Kingsbury-Bundoora	2014-15	49	6.16	6.80	7.43
	2015-16	62	6.16	6.73	7.29
Reservoir East	2014-15	49	6.07	6.74	7.39
	2015-16	62	6.15	6.71	7.27
Thornbury	2014-15	48	6.08	6.77	7.46
	2015-16	60	6.22	6.68	7.15
Preston West	2014-15	50	6.55	7.08	7.61
	2015-16	60	6.01	6.53	7.05
Reservoir West	2014-15	46	5.99	6.63	7.27
	2015-16	64	5.86	6.47	7.08

The performance of Council managing traffic

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the performance of Council managing traffic?”

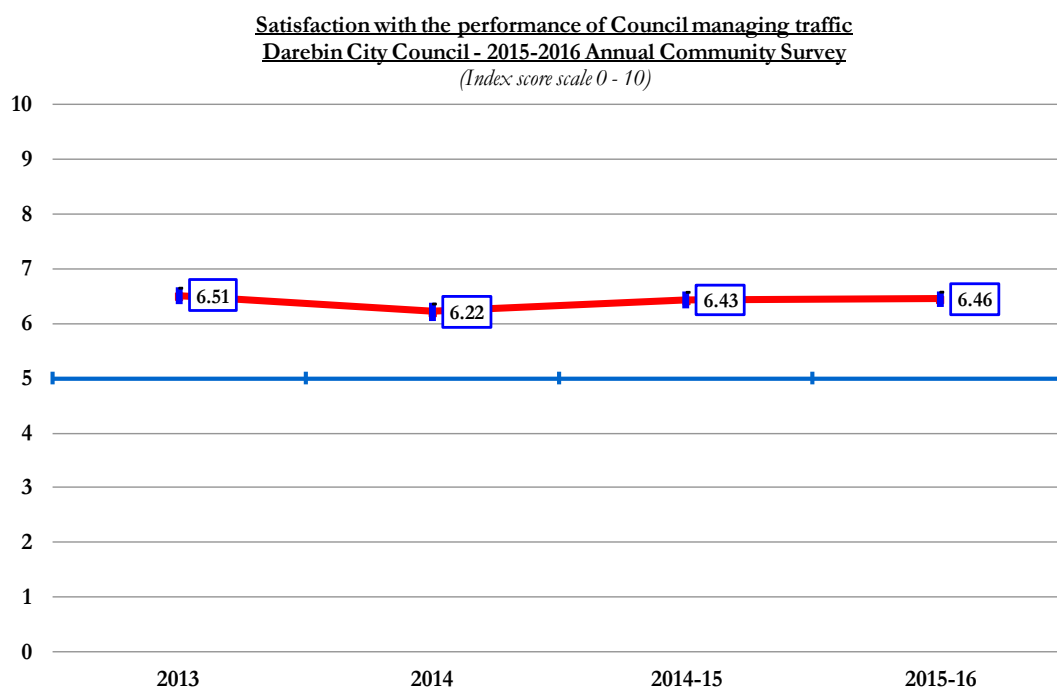
Satisfaction with the performance of Council managing traffic increased by less than one percent in 2015-16, up from 6.43 to 6.46, although it remains at a level categorised as “solid”.

The long-term average satisfaction with the performance of Council managing traffic since 2013 was 6.41, marginally but not measurably lower than the 2015-16 result.

Metropolis Research notes that the performance of Council managing traffic was the service or facility with the lowest level of satisfaction recorded in 2015-16 for the eighteen included Council services and facilities. The performance of Council managing traffic was also the only one of the eighteen included services and facilities with which satisfaction was categorised as “solid”.

This result is consistent with a major theme explored in this report, of the importance to the community of issues around traffic management. This includes the fact that traffic management related issues were the most commonly identified issues for Council to address, and that satisfaction with the volume and speed of traffic on both local and main roads was relatively low.

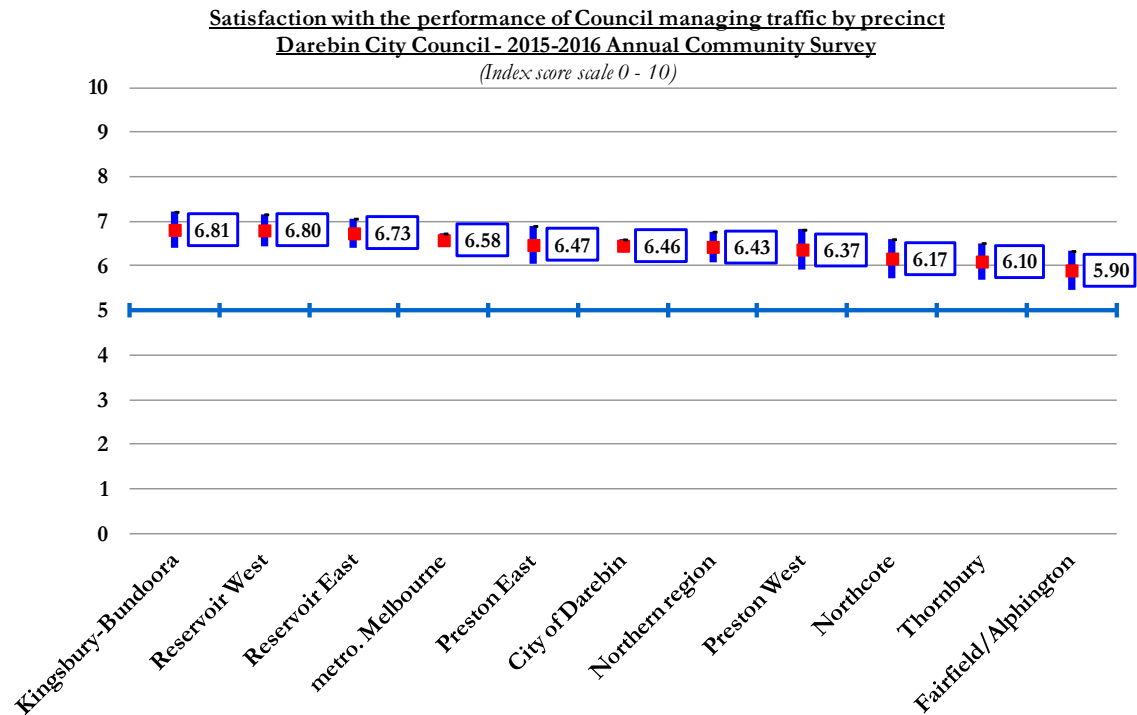
It is noted however that satisfaction with Council’s performance managing traffic was measurably higher than respondent satisfaction with the speed and volume of traffic on both local and main roads.



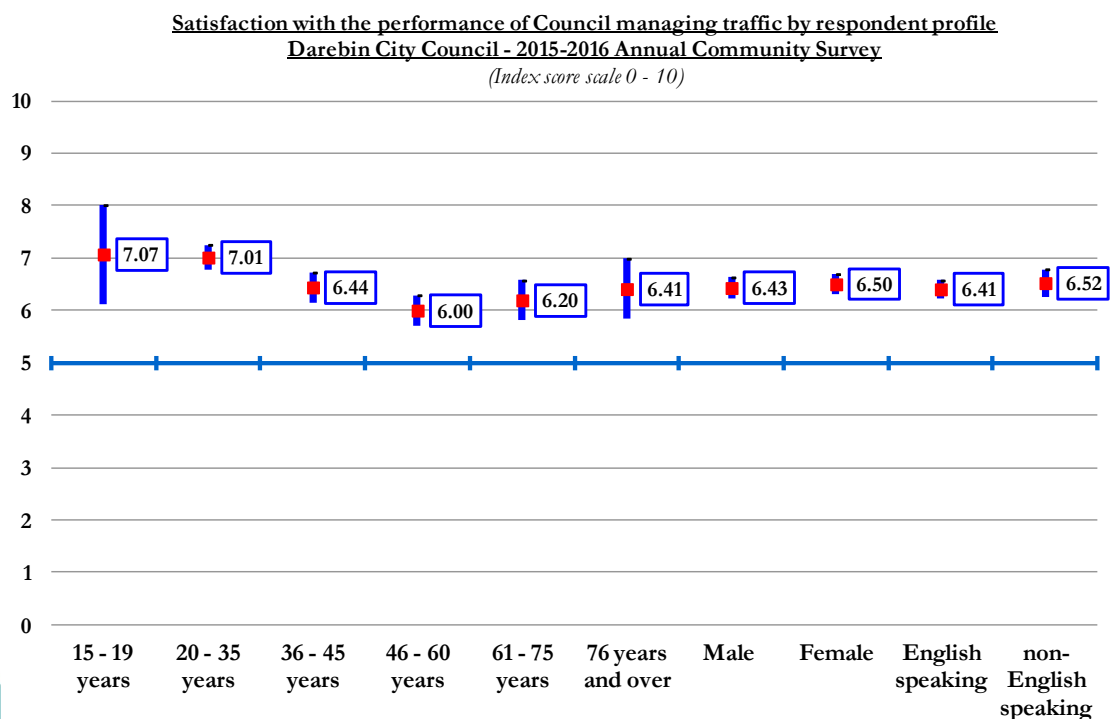
This result was very marginally but not measurably lower than the metropolitan Melbourne average of 6.58, and almost identical to the northern region average of 6.43, both as recorded in the 2016 *Governing Melbourne*. *Governing Melbourne* worded this variable

somewhat differently, as “local traffic management”, which is unlikely to impact significantly on the comparability of these results.

There was no statistically significant variation in satisfaction with the performance of Council managing traffic observed across the eight precincts comprising the City of Darebin.



There was some measurable variation in satisfaction with the performance of Council managing traffic observed by respondent profile. Young adults (aged 20 to 35 years) were measurably more satisfied than respondents aged from 36 to 75 years.



Satisfaction with the performance of Council managing traffic increased in three precincts in 2015-16 (Kingsbury-Bundoora, Reservoir East, and Preston West), and declined in five precincts (Reservoir West, Preston East, Northcote, Thornbury, and Fairfield-Alphington).

None of these changes in satisfaction with the performance of Council managing traffic at the precinct level were statistically significant in 2015-16.

Satisfaction with the performance of Council managing traffic
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2013	95	5.92	6.43	6.94
	2014	80	5.91	6.39	6.87
	2014-15	83	6.16	6.66	7.17
	2015-16	117	6.41	6.81	7.22
Reservoir West	2013	92	6.58	6.99	7.40
	2014	89	5.92	6.46	7.00
	2014-15	85	6.37	6.87	7.37
	2015-16	115	6.44	6.80	7.16
Reservoir East	2013	96	6.32	6.73	7.14
	2014	87	5.76	6.23	6.70
	2014-15	97	5.76	6.25	6.73
	2015-16	120	6.40	6.73	7.06
Preston East	2013	90	6.60	6.94	7.29
	2014	80	6.36	6.79	7.22
	2014-15	87	6.68	7.08	7.48
	2015-16	106	6.04	6.47	6.90
Preston West	2013	95	6.15	6.57	6.99
	2014	90	5.61	6.04	6.48
	2014-15	89	5.86	6.30	6.75
	2015-16	111	5.92	6.37	6.81
Northcote	2013	86	5.07	5.61	6.14
	2014	84	5.45	5.89	6.33
	2014-15	85	5.90	6.29	6.68
	2015-16	113	5.73	6.17	6.60
Thornbury	2013	96	6.10	6.52	6.94
	2014	95	5.64	6.05	6.46
	2014-15	90	5.73	6.18	6.63
	2015-16	118	5.69	6.10	6.51
Fairfield-Alphington	2013	93	5.41	5.80	6.18
	2014	92	5.42	5.83	6.23
	2014-15	88	5.67	6.06	6.44
	2015-16	112	5.47	5.90	6.34

Council's overall environmental performance

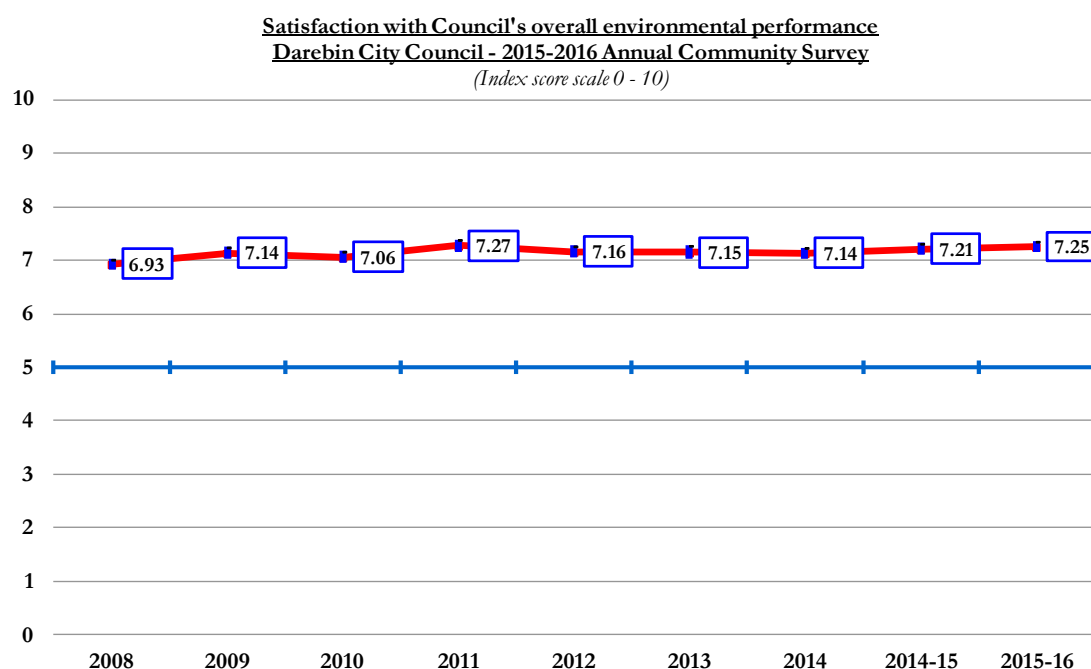
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s overall environmental performance?”

Satisfaction with Council’s overall environmental performance increased by less than one percent in 2015-16 to 7.25, a level of satisfaction categorised as “very good”. This is an improvement over the categorisation of “good” that this service has recorded in each of the last four *Annual Community Surveys*.

The long-term average satisfaction with Council’s overall environmental performance over the last nine years that the *Annual Community Survey* program has been conducted quarterly was 7.15, marginally but not measurably lower than the 2015-16 result.

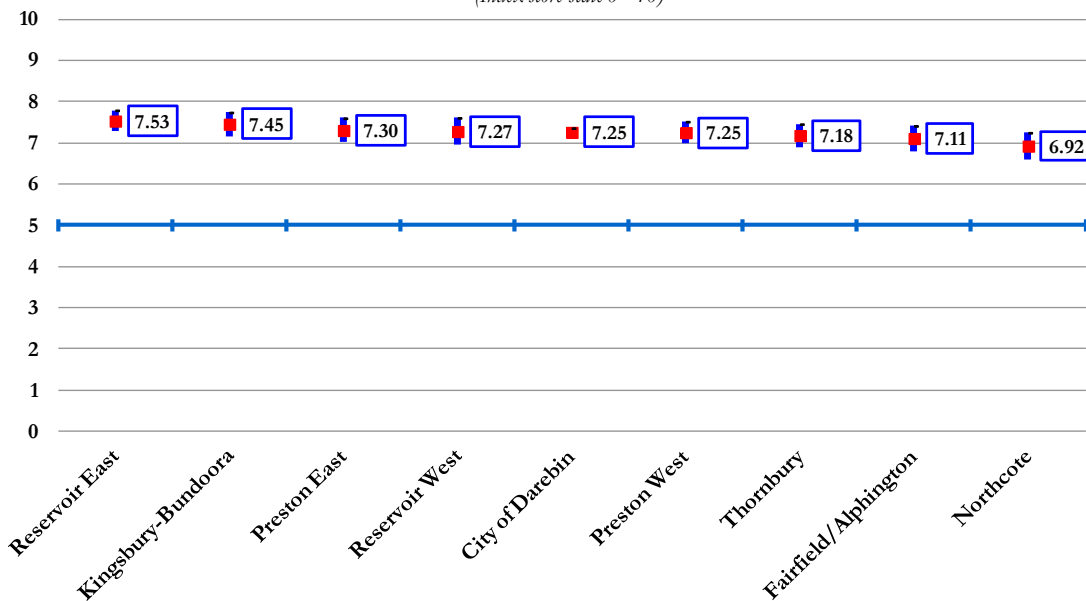
Metropolis Research notes that satisfaction with Council’s overall environmental performance has remained very stable at a little more than seven out of ten for eight of the last nine years.



There was no statistically significant variation in satisfaction with Council’s overall environmental performance observed across the eight precincts comprising the City of Darebin. Attention is however drawn to the following:

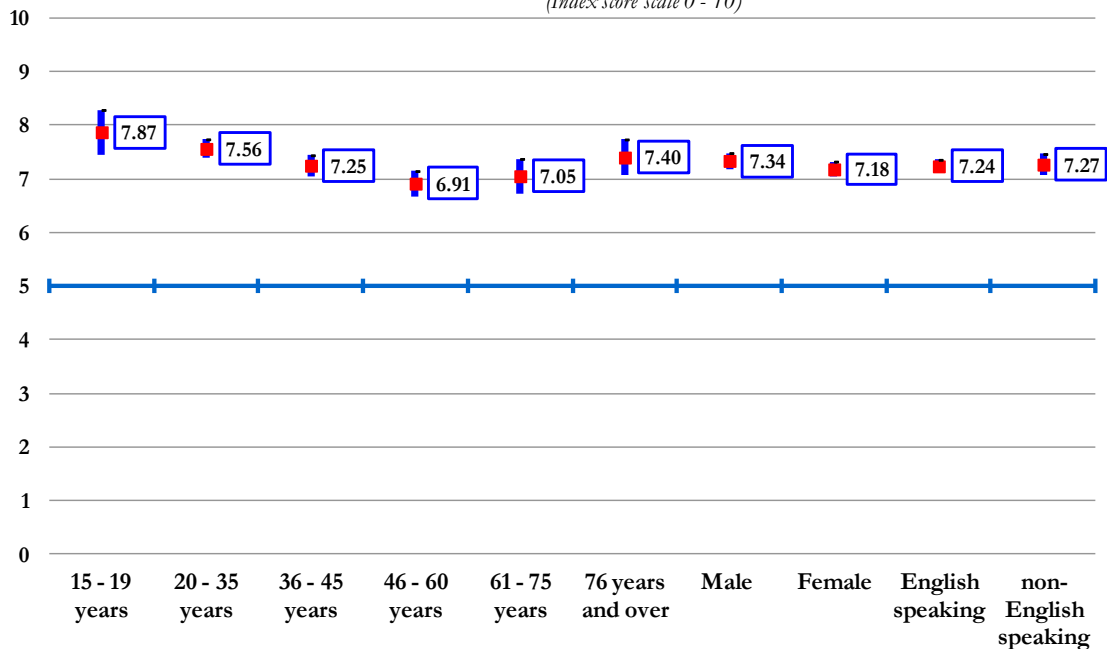
- ⊗ *Thornbury, Fairfield-Alphington, and Northcote* – respondents were marginally but not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “good”.

Satisfaction with Council's overall environmental performance by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the Council's overall environmental performance observed by respondent profile. Younger respondents (aged up to 35 years) were measurably more satisfied than respondents aged from 36 to 75 years.

Satisfaction with Council's overall environmental performance by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with Council's overall environmental performance increased in 2015-16 in four precincts (Reservoir East, Preston East, Preston West, and Thornbury), and decreased in four precincts (Kingsbury-Bundoora, Reservoir West, Fairfield-Alphington, and Northcote).

None of these changes in satisfaction with Council's overall environmental performance at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's overall environmental performance
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	117	7.25	7.47	7.69
	2012	88	6.59	6.99	7.39
	2013	76	6.83	7.18	7.54
	2014	87	6.89	7.22	7.54
	2014-15	90	6.96	7.28	7.59
	2015-16	106	7.27	7.53	7.79
Kingsbury-Bundoora	2011	36	6.62	7.06	7.49
	2012	85	6.98	7.28	7.58
	2013	93	7.21	7.53	7.84
	2014	82	7.02	7.33	7.64
	2014-15	85	7.28	7.55	7.83
	2015-16	113	7.17	7.45	7.74
Preston East	2011	80	6.7	7.07	7.45
	2012	74	7.22	7.55	7.89
	2013	76	6.79	7.11	7.42
	2014	77	6.80	7.16	7.51
	2014-15	86	6.87	7.16	7.46
	2015-16	100	7.00	7.30	7.60
Reservoir West	2011	117	7.1	7.38	7.66
	2012	89	6.78	7.09	7.40
	2013	79	7.30	7.66	8.02
	2014	80	7.20	7.50	7.80
	2014-15	84	7.22	7.49	7.75
	2015-16	102	6.94	7.27	7.61
Preston West	2011	68	6.92	7.24	7.56
	2012	81	7.11	7.43	7.76
	2013	91	6.68	7.00	7.32
	2014	91	6.40	6.75	7.10
	2014-15	93	6.88	7.22	7.55
	2015-16	109	6.98	7.25	7.51
Thornbury	2011	88	7.19	7.51	7.83
	2012	86	6.98	7.26	7.53
	2013	88	6.47	6.90	7.32
	2014	78	6.72	7.00	7.28
	2014-15	83	6.48	6.84	7.21
	2015-16	96	6.90	7.18	7.45
Fairfield-Alphington	2011	39	7.05	7.48	7.92
	2012	86	6.69	7.00	7.31
	2013	82	6.34	6.68	7.02
	2014	82	6.75	7.09	7.42
	2014-15	85	6.96	7.26	7.56
	2015-16	114	6.80	7.11	7.41
Northcote	2011	97	6.59	6.88	7.16
	2012	94	6.64	6.98	7.32
	2013	79	6.57	6.96	7.35
	2014	86	6.74	6.98	7.22
	2014-15	81	6.77	7.04	7.31
	2015-16	101	6.60	6.92	7.24

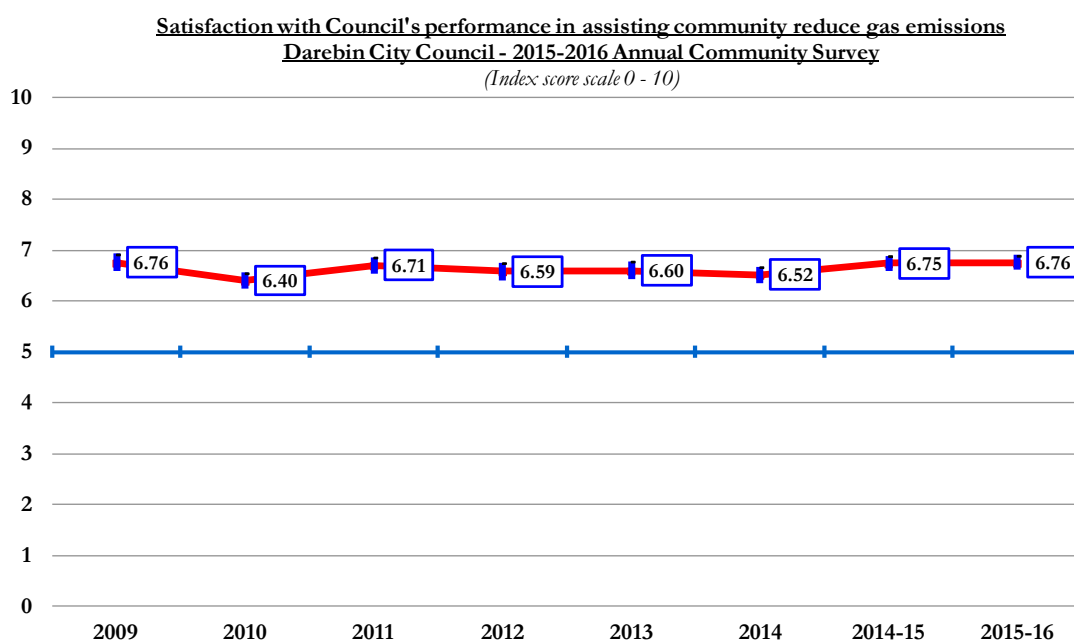
Council's performance in assisting reducing greenhouse gas emissions

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council's performance in assisting the community to reduce greenhouse gas emissions?”

Satisfaction with Council's performance in assisting the community to reduce greenhouse gas emissions increased by less than one percent in 2015-16 to 6.76. This level of satisfaction is categorised as “good”, the same categorisation that this service has obtained in eight of the last nine years of the *Annual Community Survey* program.

This result is marginally but not measurably higher than the long-term average for this service over the last nine years of 6.64.

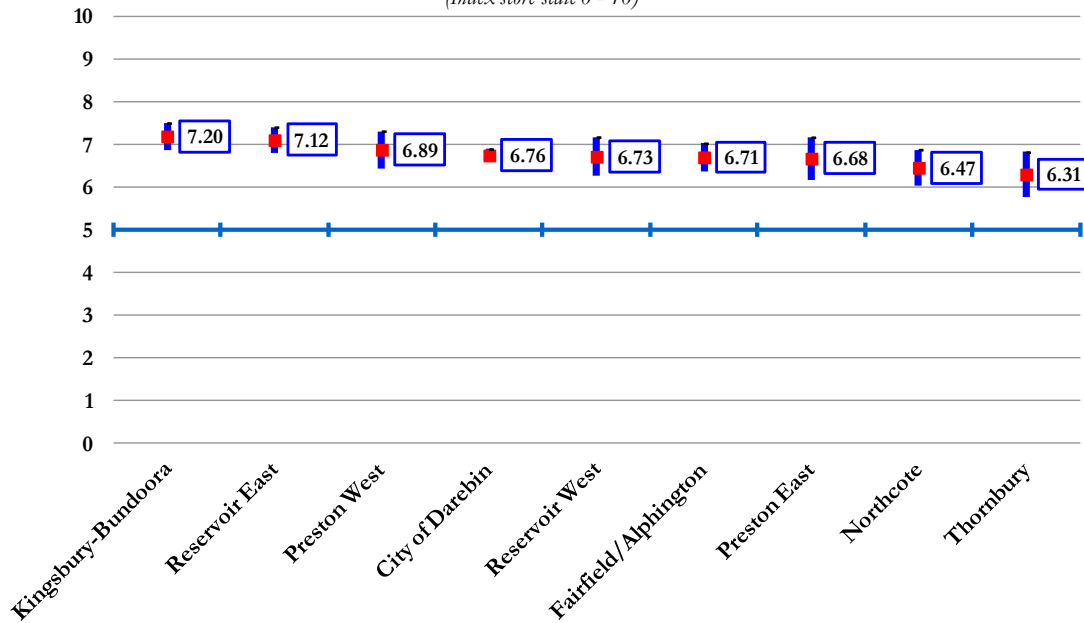


There was no statistically significant variation in satisfaction with Council's performance assisting the community to reduce greenhouse gas emissions observed across the eight precincts comprising the City of Darebin. Attention is however drawn to the following:

- ⊗ **Kingsbury-Bundoora** and **Reservoir East** – respondents were somewhat, albeit not measurably more satisfied than the municipal average.
- ⊗ **Northcote** and **Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.

**Satisfaction with Council's performance in assisting community reduce gas emissions
Darebin City Council - 2015-2016 Annual Community Survey**

(Index score scale 0 - 10)

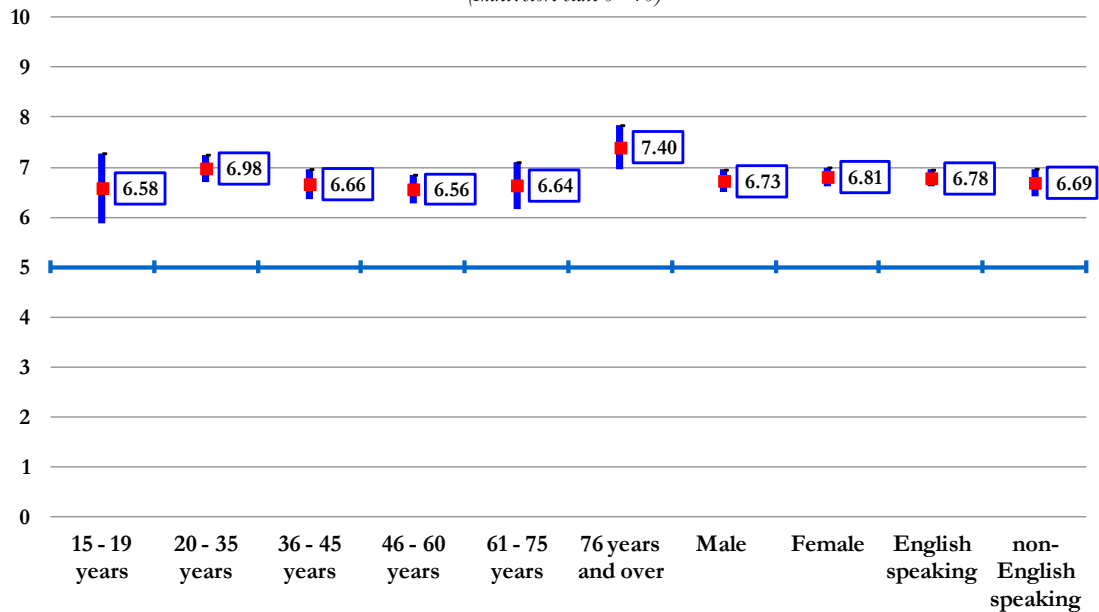


There was no statistically significant variation in satisfaction with Council's performance assisting the community to reduce greenhouse gas emissions observed by respondent profile.

**Satisfaction with Council's performance in assisting community reduce gas emissions by
respondent profile**

Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council's performance in assisting the community to reduce greenhouse gas emissions increased in 2015-16 in two precincts (Reservoir East and Preston West), remained the same in three precincts (Fairfield-Alphington, Northcote, and Thornbury), and declined in three precincts (Reservoir West, Preston East, and Kingsbury-Bundoora).

None of these changes in satisfaction with the performance of Council in assisting the community to reduce greenhouse gas emissions was statistically significant in 2015-16.

Satisfaction with Council's performance in assisting community to reduce gas emissions
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2011	30	5.97	6.63	7.29
	2012	70	6.39	6.79	7.18
	2013	79	6.19	6.72	7.26
	2014	64	6.18	6.67	7.17
	2014-15	59	6.81	7.25	7.70
	2015-16	94	6.89	7.20	7.52
Reservoir East	2011	95	6.44	6.77	7.09
	2012	64	5.98	6.56	7.15
	2013	64	5.84	6.50	7.16
	2014	69	6.12	6.58	7.04
	2014-15	78	6.54	6.91	7.28
	2015-16	78	6.81	7.12	7.42
Preston West	2011	56	6.79	7.18	7.56
	2012	66	6.43	6.94	7.45
	2013	78	5.86	6.41	6.96
	2014	70	5.49	6.00	6.51
	2014-15	75	5.9	6.41	6.92
	2015-16	81	6.45	6.89	7.32
Reservoir West	2011	88	6.3	6.79	7.29
	2012	63	6.07	6.56	7.04
	2013	65	6.71	7.12	7.54
	2014	66	6.25	6.73	7.20
	2014-15	72	6.44	6.88	7.31
	2015-16	80	6.26	6.73	7.19
Fairfield-Alphington	2011	30	6.1	6.82	7.54
	2012	67	5.64	6.13	6.63
	2013	60	5.48	6.00	6.52
	2014	60	6.04	6.52	6.99
	2014-15	66	6.30	6.77	7.24
	2015-16	66	6.30	6.77	7.24
Preston East	2011	54	6.11	6.60	7.08
	2012	62	6.5	7.05	7.60
	2013	65	6.33	6.71	7.09
	2014	56	6.26	6.73	7.20
	2014-15	69	6.47	6.90	7.33
	2015-16	82	6.19	6.68	7.18
Northcote	2011	85	5.98	6.35	6.72
	2012	79	6.03	6.48	6.93
	2013	58	5.63	6.17	6.71
	2014	68	6.14	6.49	6.83
	2014-15	58	6.37	6.71	7.04
	2015-16	58	6.37	6.71	7.04
Thornbury	2011	75	6.15	6.65	7.15
	2012	63	5.73	6.25	6.78
	2013	79	6.29	6.77	7.26
	2014	58	5.93	6.41	6.90
	2014-15	67	5.82	6.33	6.83
	2015-16	67	5.82	6.33	6.83

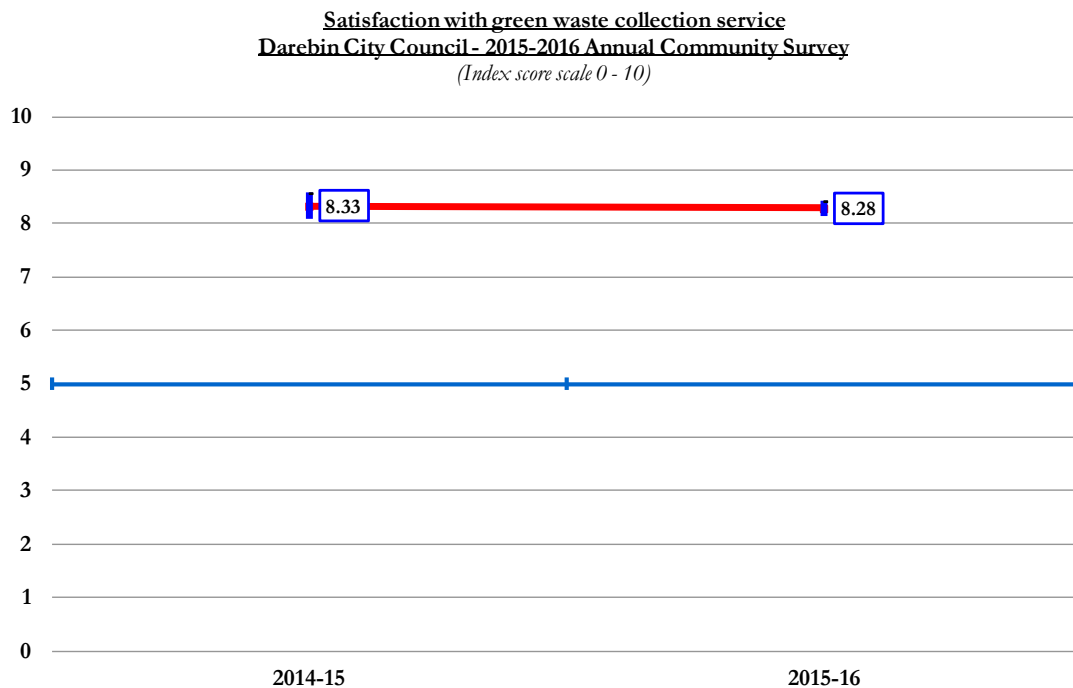
Green waste collection service

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the green waste collection service?”

Satisfaction with the green waste collection service declined by less than one percent in 2015-16 to 8.28, although it remains at a level categorised as “excellent”.

Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare and are reflective of a very high level of community satisfaction with the service or facility.



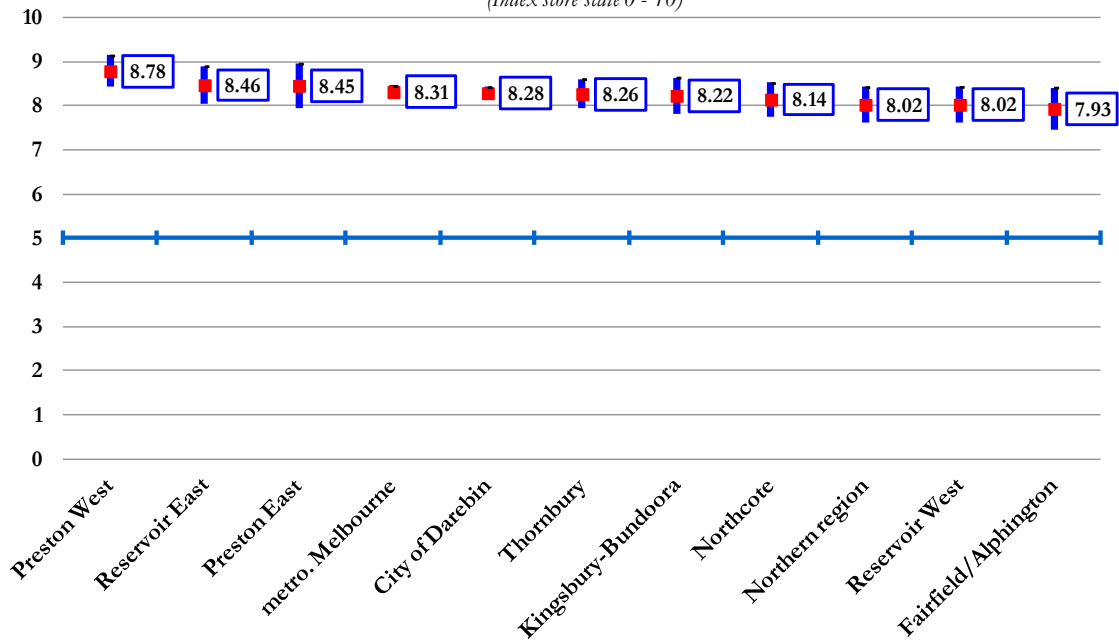
This result was almost identical to the metropolitan Melbourne average of 8.31, and was marginally but not measurably higher than the northern region average of 8.02, both as recorded in *Governing Melbourne*. Both these results were also at levels categorised as “excellent”.

There was measurable variation in satisfaction with the green waste collection service observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Preston West** – respondents were measurably and significantly more satisfied than the municipal average.

**Satisfaction with green waste collection service by precinct
Darebin City Council - 2015-2016 Annual Community Survey**

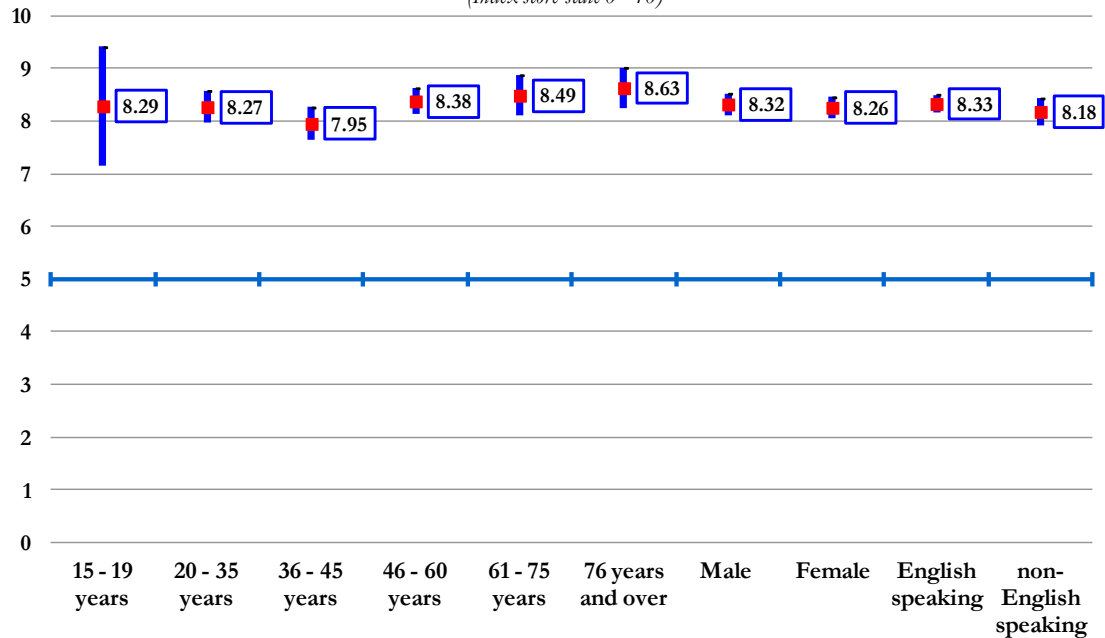
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the green waste collection service observed by respondent profile.

**Satisfaction with green waste collection service by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey**

(Index score scale 0 - 10)



Satisfaction with the green waste collection service increased in 2015-16 in two precincts (Reservoir East and Kingsbury-Bundoora), and declined in six precincts (Preston West, Preston East, Thornbury, Northcote, Reservoir West, and Fairfield-Alphington).

Only the 11.2% decline in satisfaction recorded in Fairfield-Alphington was statistically significant.

Satisfaction with green waste collection service
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2014-15	20	8.45	8.90	9.35
	2015-16	50	8.42	8.78	9.14
Reservoir East	2014-15	21	6.94	7.52	8.11
	2015-16	41	8.03	8.46	8.89
Preston East	2014-15	20	8.36	8.85	9.34
	2015-16	40	7.95	8.45	8.95
Thornbury	2014-15	16	7.62	8.31	9.01
	2015-16	53	7.93	8.26	8.60
Kingsbury-Bundoora	2014-15	16	7.19	8.19	9.18
	2015-16	49	7.81	8.22	8.64
Northcote	2014-15	17	7.47	8.24	9.00
	2015-16	51	7.76	8.14	8.51
Reservoir West	2014-15	21	7.66	8.52	9.38
	2015-16	47	7.62	8.02	8.43
Fairfield-Alphington	2014-15	15	8.44	8.93	9.42
	2015-16	55	7.45	7.93	8.41

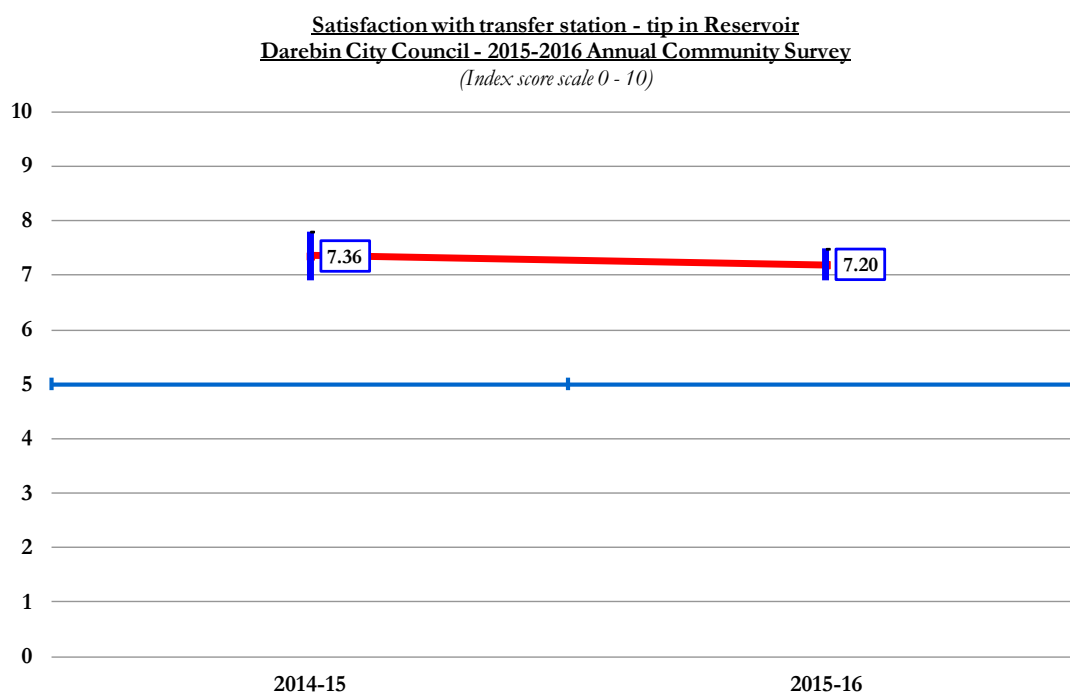
Transfer station – tip in Reservoir

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the transfer station – Tip in Reservoir?”

Satisfaction with the transfer station – Tip in Reservoir declined 2.2% in 2015-16, from 7.36 to 7.20.

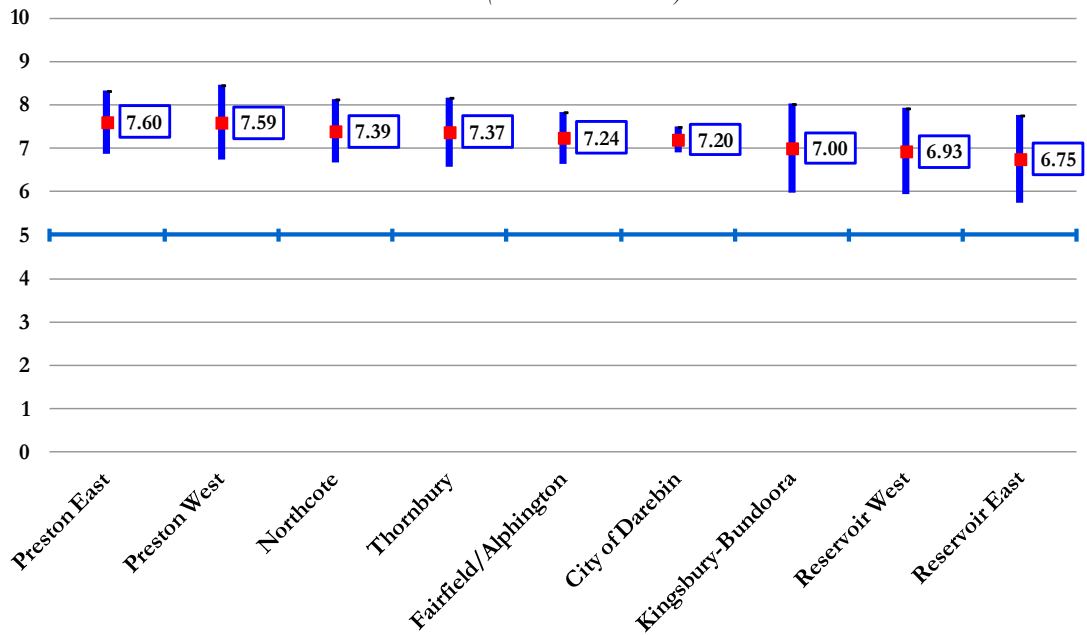
This level of satisfaction is categorised as “good”, a decline on the previous categorisation of “very good”.



There was no statistically significant variation in satisfaction with the transfer station observed across the eight precincts comprising the City of Darebin, although it is observed that:

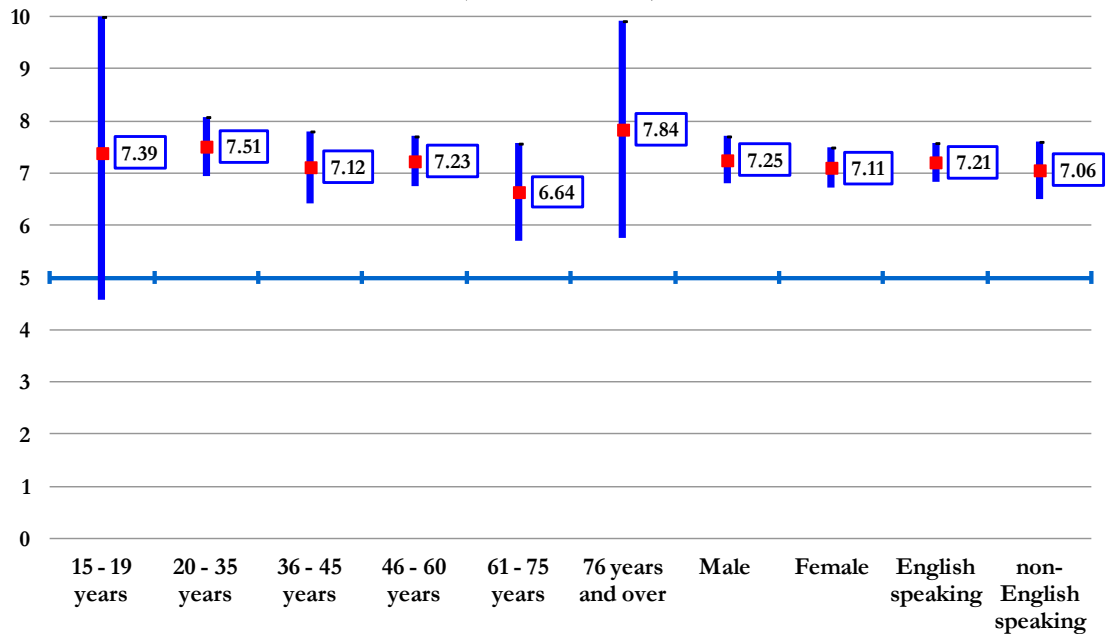
- ⊗ *Preston East, Preston West, Northcote, and Thornbury* – respondents were somewhat albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “very good”.

Satisfaction with transfer station - tip in Reservoir by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the transfer station – tip in Reservoir observed by respondent profile.

Satisfaction with transfer station - tip in Reservoir by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with the transfer station increased in two precincts in 2015-16 (Reservoir West and Kingsbury-Bundoora), and decreased in the remaining six precincts.

None of these changes in satisfaction with the transfer station in 2015-16 at the precinct level were statistically significant.

Satisfaction with transfer station - tip in Reservoir
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2014-15	7	6.40	7.86	9.31
	2015-16	15	6.88	7.60	8.32
Preston West	2014-15	7	6.73	7.86	8.98
	2015-16	22	6.73	7.59	8.45
Northcote	2014-15	9	6.25	7.78	9.30
	2015-16	23	6.66	7.39	8.13
Thornbury	2014-15	4	5.86	8.25	10.00
	2015-16	27	6.58	7.37	8.16
Fairfield-Alphington	2014-15	9	7.56	8.33	9.10
	2015-16	29	6.65	7.24	7.83
Kingsbury-Bundoora	2014-15	6	3.27	5.33	7.40
	2015-16	21	5.98	7.00	8.02
Reservoir West	2014-15	7	4.56	6.86	9.15
	2015-16	28	5.94	6.93	7.92
Reservoir East	2014-15	12	6.28	7.00	7.72
	2015-16	20	5.74	6.75	7.76

Arts and culture

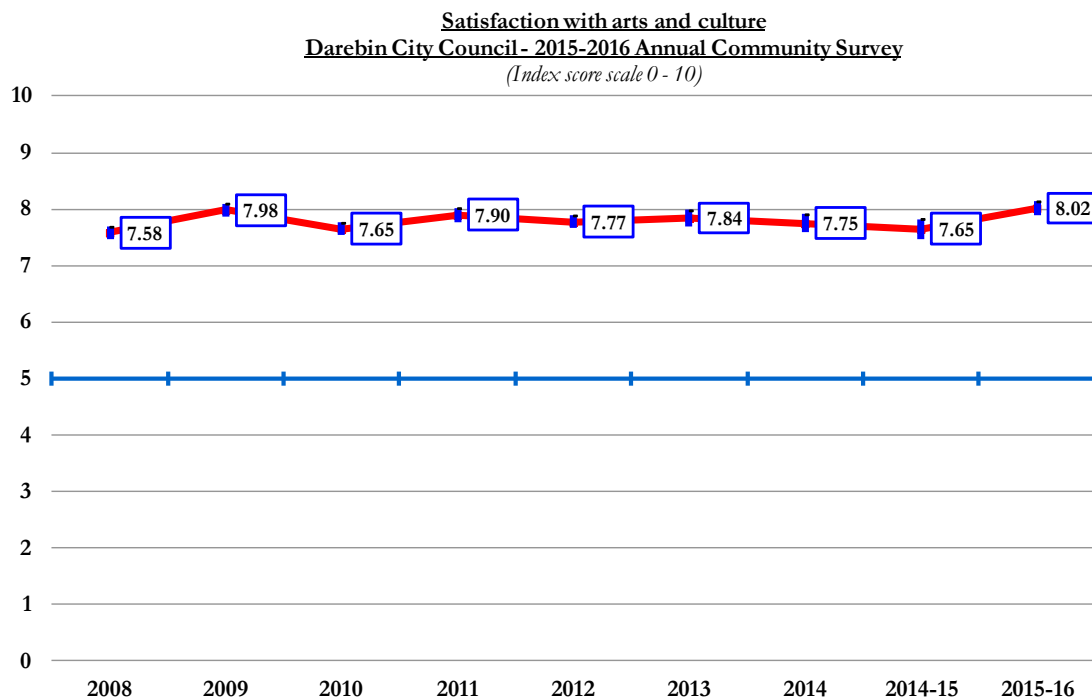
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with arts and culture?”

Satisfaction with arts and culture (including libraries, Bundoora Homestead and the Darebin Arts and Entertainment Centre) increased measurably and significantly in 2015-16, up 4.8% to 8.02. This improves the categorisation of satisfaction with arts and culture from the previous “very good” to “excellent”.

The long-term average satisfaction with arts and culture over the last nine years of the quarterly *Annual Community Survey* program was 7.79, somewhat but not measurably lower than the 2015-16 result.

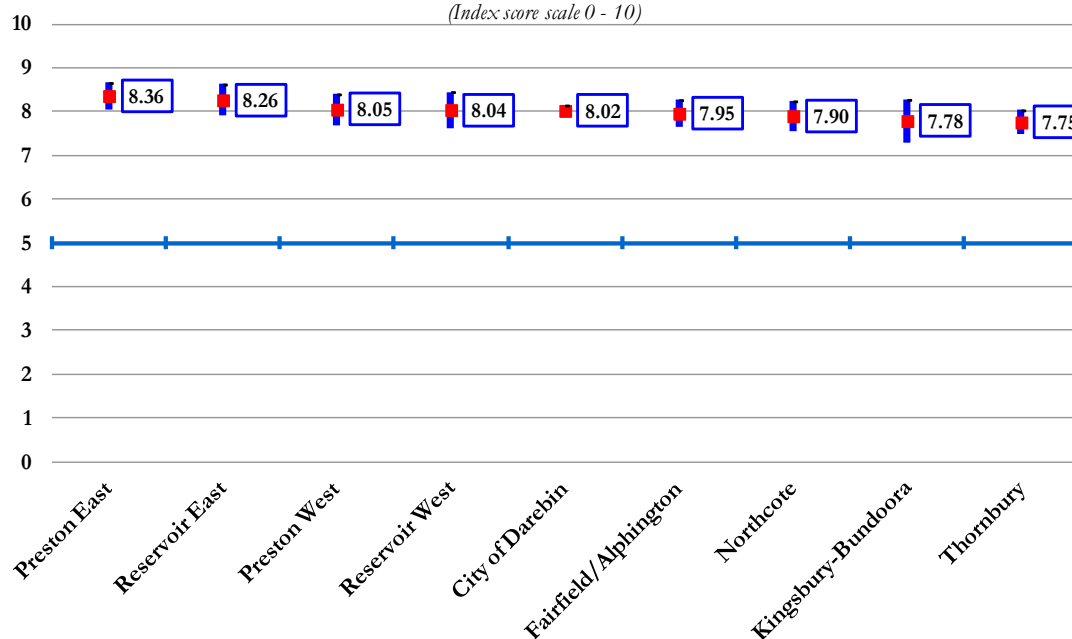
Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare, and are reflective of a very high level of community satisfaction with the service or facility.



There was no statistically significant variation in satisfaction with arts and culture observed across the eight precincts comprising the City of Darebin. Respondents in each of the eight precincts all rated satisfaction with arts and culture at levels best categorised as “excellent”.

Satisfaction with arts and cultural facilities / services by precinct
Darebin City Council - 2015-2016 Annual Community Survey

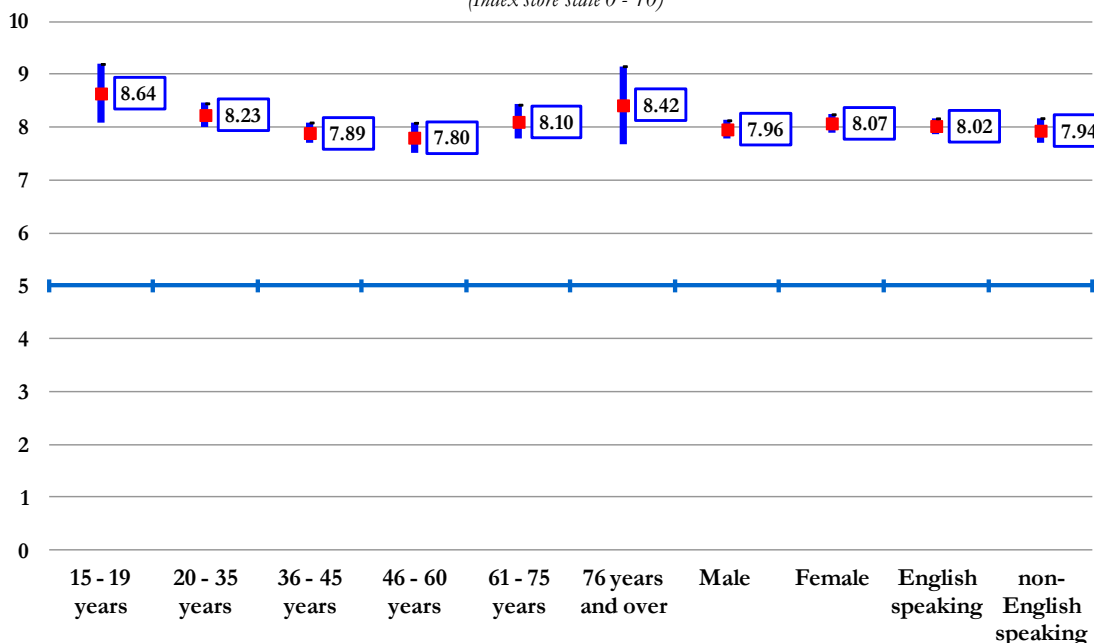
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with arts and culture observed by respondent profile.

Satisfaction with arts and cultural facilities / services by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with arts and culture facilities and services increased in six precincts in 2015-16 (Preston East, Reservoir East, Preston West, Reservoir West, Fairfield-Alphington, and Northcote), and declined in two precincts (Kingsbury-Bundoora and Thornbury). None of these changes in satisfaction with arts and culture were statistically significant in 2015-16.

Satisfaction with arts and cultural facilities/services
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2011	44	7.6	8.02	8.44
	2012	54	8.04	8.35	8.66
	2013	45	7.56	7.93	8.30
	2014	43	7.03	7.54	8.04
	2014-15	56	7.21	7.70	8.19
	2015-16	59	8.06	8.36	8.65
Reservoir East	2011	55	7.81	8.14	8.47
	2012	38	7.15	7.61	8.06
	2013	44	7.27	7.73	8.19
	2014	42	7.30	7.76	8.22
	2014-15	42	7.30	7.83	8.37
	2015-16	54	7.90	8.26	8.62
Preston West	2011	48	7.06	7.48	7.91
	2012	58	7.85	8.16	8.46
	2013	47	6.95	7.36	7.77
	2014	41	7.47	7.90	8.34
	2014-15	45	6.72	7.27	7.82
	2015-16	66	7.70	8.05	8.39
Reservoir West	2011	68	7.48	7.84	8.19
	2012	57	7.35	7.63	7.92
	2013	57	7.50	7.91	8.33
	2014	33	6.89	7.52	8.14
	2014-15	43	6.36	7.05	7.73
	2015-16	56	7.62	8.04	8.45
Fairfield-Alphington	2011	26	7.49	8.05	8.62
	2012	73	7.50	7.81	8.11
	2013	59	7.30	7.61	7.92
	2014	56	7.30	7.70	8.09
	2014-15	48	7.12	7.63	8.13
	2015-16	84	7.64	7.95	8.26
Northcote	2011	88	7.36	7.60	7.84
	2012	72	7.25	7.54	7.84
	2013	63	7.57	7.89	8.21
	2014	43	7.55	7.95	8.36
	2014-15	49	7.49	7.88	8.26
	2015-16	77	7.56	7.90	8.23
Kingsbury-Bundoora	2011	18	7.03	7.64	8.25
	2012	52	6.71	7.13	7.55
	2013	45	7.5	8.09	8.68
	2014	35	6.82	7.43	8.04
	2014-15	45	7.54	7.93	8.33
	2015-16	51	7.30	7.78	8.27
Thornbury	2011	77	8.01	8.3	8.58
	2012	60	7.54	7.90	8.26
	2013	67	7.68	8.03	8.38
	2014	39	7.53	7.92	8.31
	2014-15	42	7.27	7.76	8.26
	2015-16	69	7.48	7.75	8.03

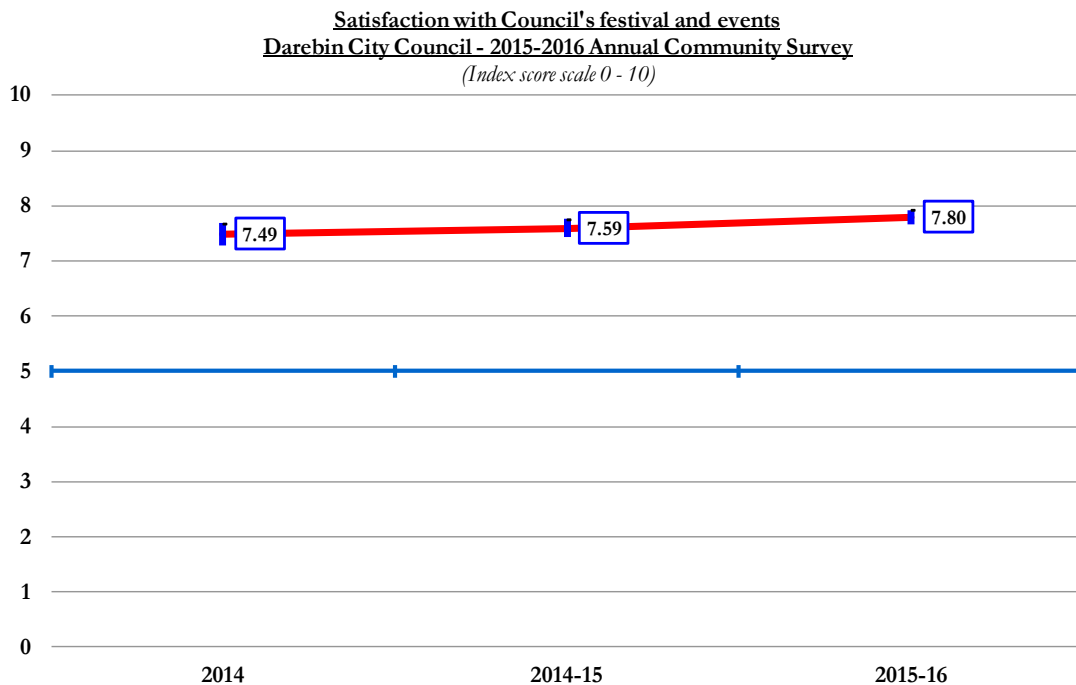
Council's festivals and events

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council's festivals and events?”

Satisfaction with Council's festivals and events increased for the second consecutive year, up 2.8% in 2015-16 to 7.80. This improves the categorisation of satisfaction from the previous “very good” to “excellent”.

It is observed that satisfaction with Council's festivals and events has increased 4.2% since 2014.

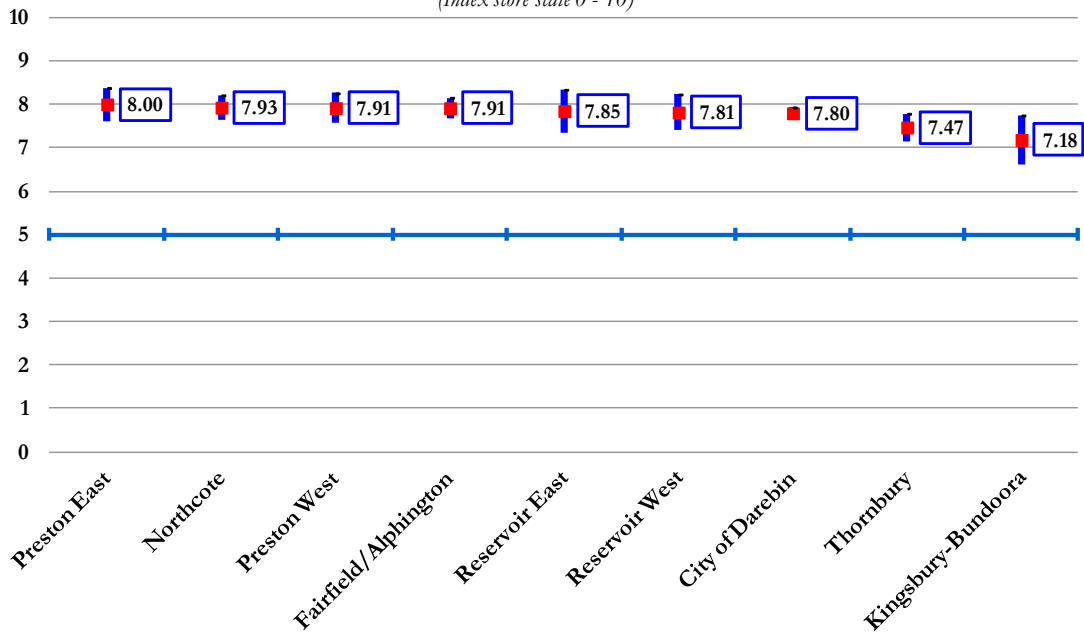


There was no statistically significant variation in satisfaction with Council's festivals and events observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- ⊗ **Thornbury** and **Kingsbury-Bundoora** – respondents rated satisfaction substantially, albeit not measurably lower than the municipal average, and at levels categorised as “good”.

Satisfaction with Council's festivals and events by precinct
Darebin City Council - 2015-2016 Annual Community Survey

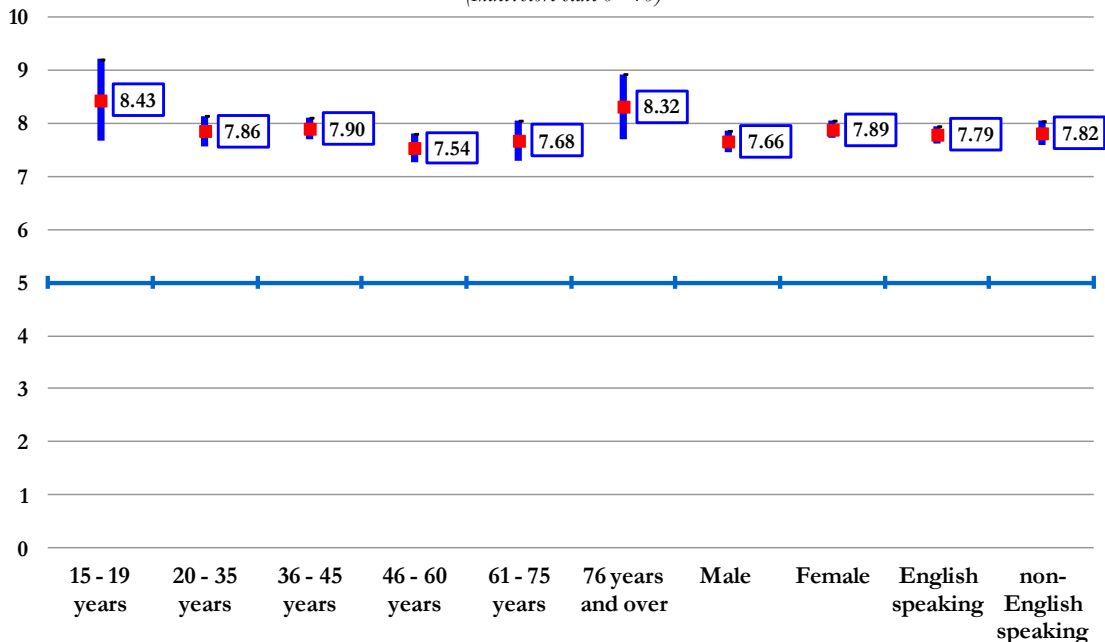
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with Council's festivals and events observed by respondent profile.

Satisfaction with Council's festivals and events by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council's festivals and events increased in six precincts in 2015-16 (Preston East, Northcote, Preston West, Fairfield-Alphington, Reservoir East, and Reservoir West), and declined in two precincts (Thornbury and Kingsbury-Bundoora).

None of these changes in satisfaction with Council's festivals and events was statistically significant in 2015-16.

Satisfaction with Council's festivals and events
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2014	24	6.85	7.46	8.07
	2014-15	35	7.21	7.63	8.05
	2015-16	39	7.62	8.00	8.38
Northcote	2014	39	7.26	7.69	8.12
	2014-15	50	7.45	7.80	8.15
	2015-16	54	7.64	7.93	8.21
Preston West	2014	22	7.18	7.73	8.28
	2014-15	25	6.76	7.24	7.72
	2015-16	47	7.57	7.91	8.25
Fairfield-Alphington	2014	32	6.96	7.53	8.1
	2014-15	31	6.78	7.26	7.73
	2015-16	57	7.67	7.91	8.15
Reservoir East	2014	31	7.11	7.61	8.11
	2014-15	37	7.46	7.84	8.21
	2015-16	39	7.36	7.85	8.34
Reservoir West	2014	32	6.21	6.94	7.66
	2014-15	38	6.62	7.29	7.96
	2015-16	43	7.40	7.81	8.23
Thornbury	2014	23	7.14	7.61	8.07
	2014-15	29	6.95	7.52	8.09
	2015-16	49	7.15	7.47	7.79
Kingsbury-Bundoora	2014	18	6.81	7.50	8.19
	2014-15	33	7.21	7.67	8.12
	2015-16	33	6.62	7.18	7.75

Traffic and parking

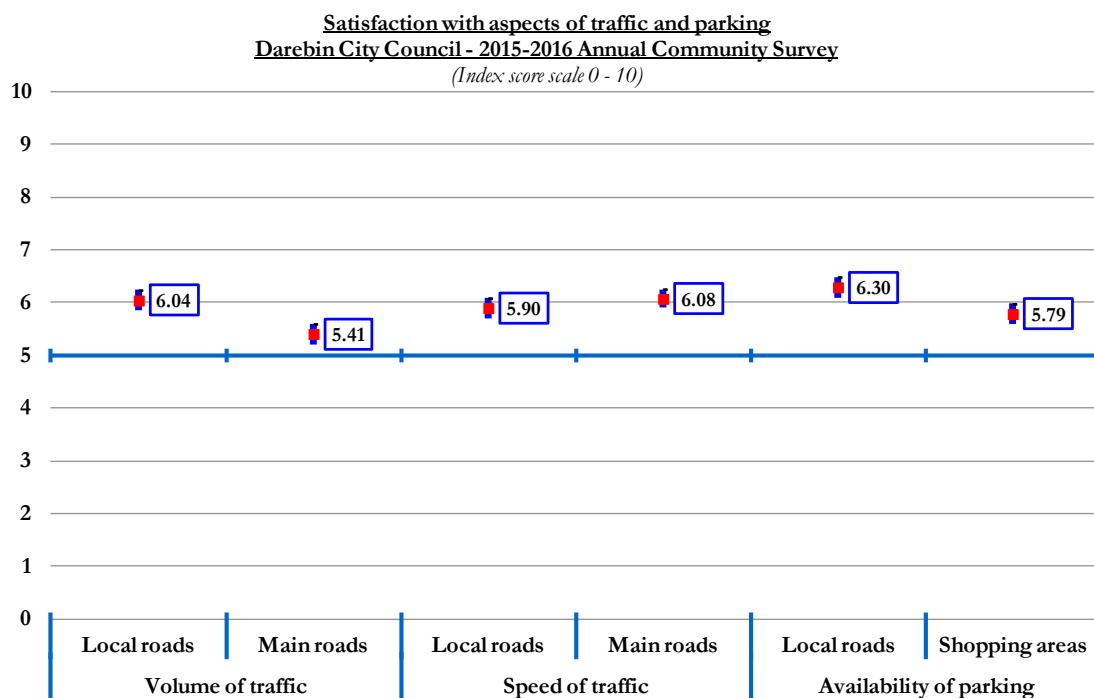
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your satisfaction with the following aspects of traffic and parking in your local area?”

This set of questions relating to satisfaction with aspects of traffic and parking were included in only two of the four quarterly surveys in 2015-16.

Satisfaction with the speed and volume of traffic on local and main roads, as well as the availability of parking on local roads and in and around busy shopping strips and major commercial areas remains relatively low. The results are best summarised as follows:

- ⊗ **Solid** – for the volume of traffic on local roads, the speed of traffic on main roads, and the availability of parking on local roads.
- ⊗ **Poor** – for the speed of traffic on local roads and the availability of parking around busy shopping strips and major commercial areas.
- ⊗ **Very Poor** – for the volume of traffic on main roads.



The 2016 *Governing Melbourne* research conducted by Metropolis Research recorded average satisfaction with aspects of traffic and parking across metropolitan Melbourne as follows:

- ⊗ **Solid** – for the speed of traffic on main roads.
- ⊗ **Poor** – for the volume of traffic on local and main roads, the speed of traffic on local roads, and the availability of parking on both local and main road.

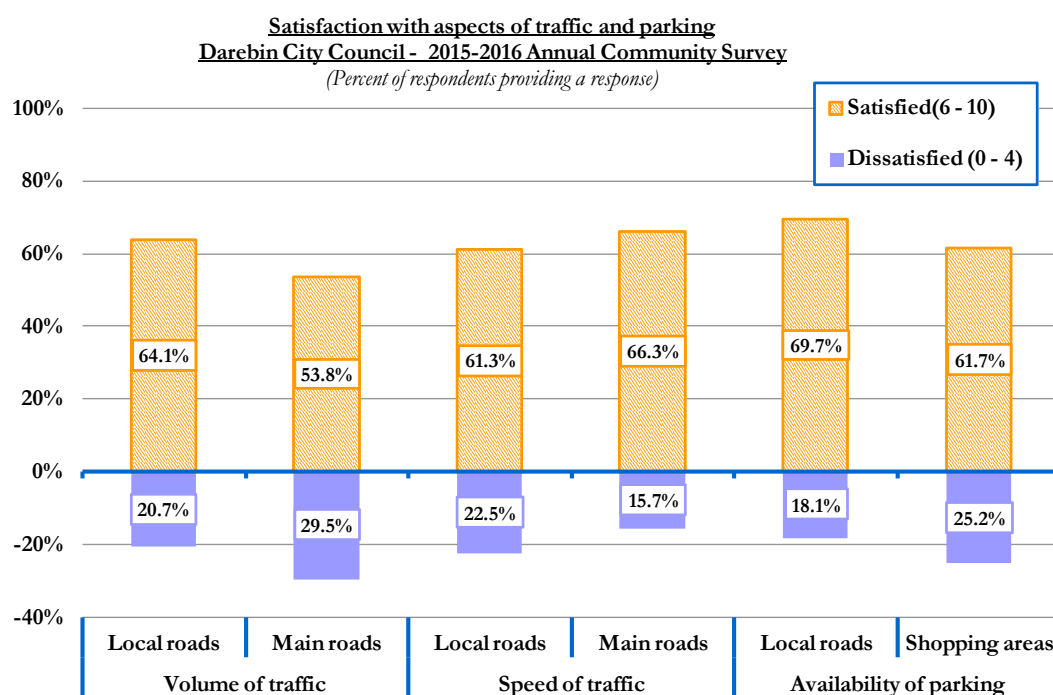
These average satisfaction scores are further borne out by the percentage satisfied and dissatisfied results, as outlined in the following graph.

Consistent with the average satisfaction scores of between approximately 5.5 and 6.3, a majority of respondents were satisfied with each aspect of traffic and parking. Attention is however drawn to the fact that between approximately one-sixth and a little less than one-third of respondents were dissatisfied with each aspect of traffic and parking.

Particular attention is drawn to the fact that 29.5% of respondents were dissatisfied with the volume of traffic on main roads. This is consistent with the fact that 24.9% of respondents identified traffic management issues as the major issue for Council to address in the coming twelve months.

Clearly respondents are focused on traffic management and congestion issues on local but even more so on main roads, and this is a strong theme throughout this report including these traffic and parking satisfaction scores, the issues for Council to address in the coming twelve months, as well as the satisfaction with the performance of Council managing traffic (discussed elsewhere in the report).

These results highlight a role for Council in the advocacy and making representations to state government about traffic congestion in and around the City of Darebin.



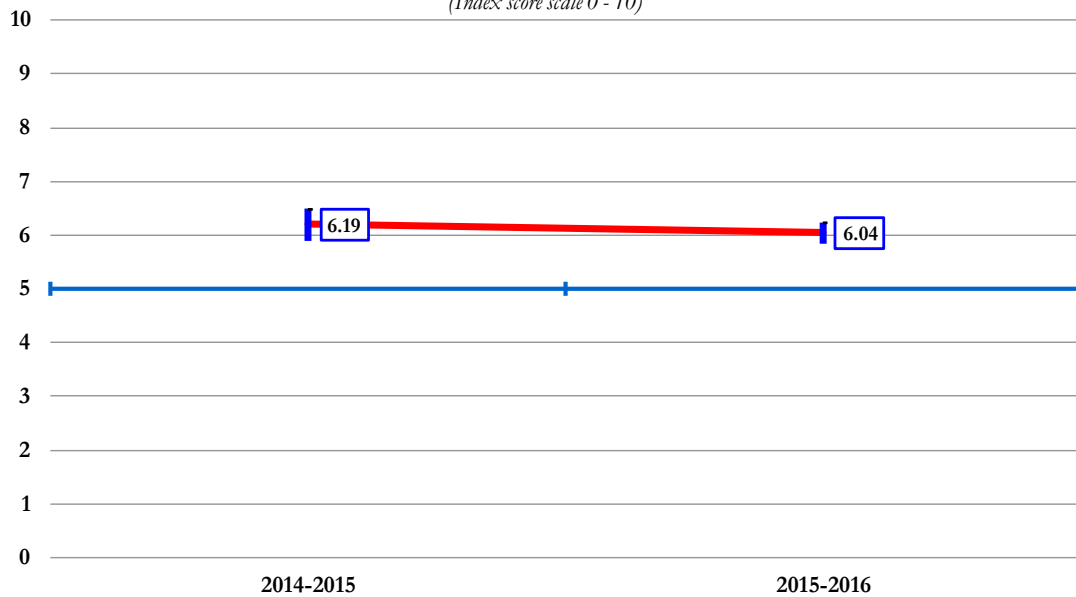
Volume of traffic

Volume of traffic on local roads

Satisfaction with the volume of traffic on local roads declined 2.4% in 2015-16 to 6.04, although it remains at a level best categorised as “solid”.

This result is marginally but not measurably higher than the metropolitan Melbourne average of 5.78, which was rated as “poor”, and measurably and significantly higher than the northern region average of 5.37, which was rated as “very poor”. Both of these results were sourced from the 2016 *Governing Melbourne* research.

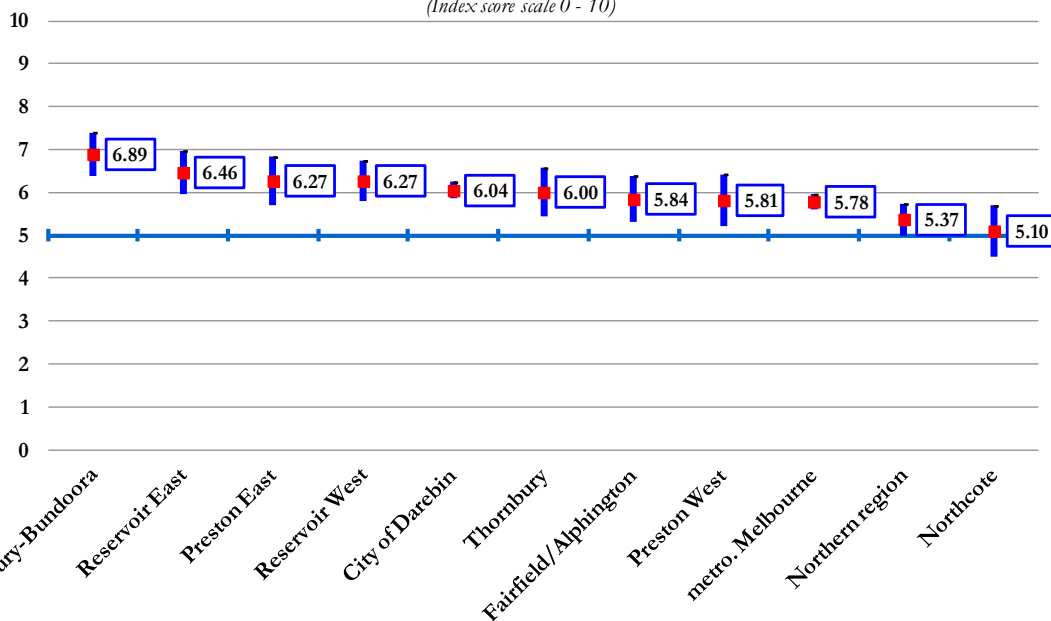
Satisfaction with the volume of traffic on local roads
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with the volume of traffic on local roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

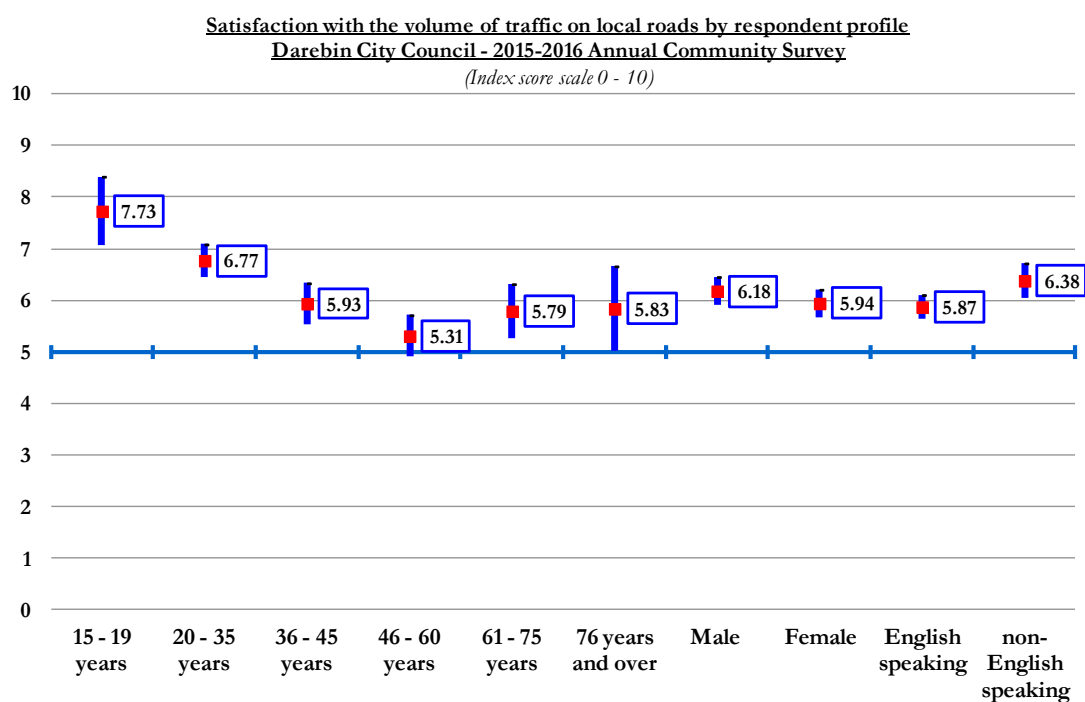
- ⊗ **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ **Fairfield-Alphington** and **Preston West** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “poor”.
- ⊗ **Northcote** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “very poor”.

Satisfaction with the volume of traffic on local roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)

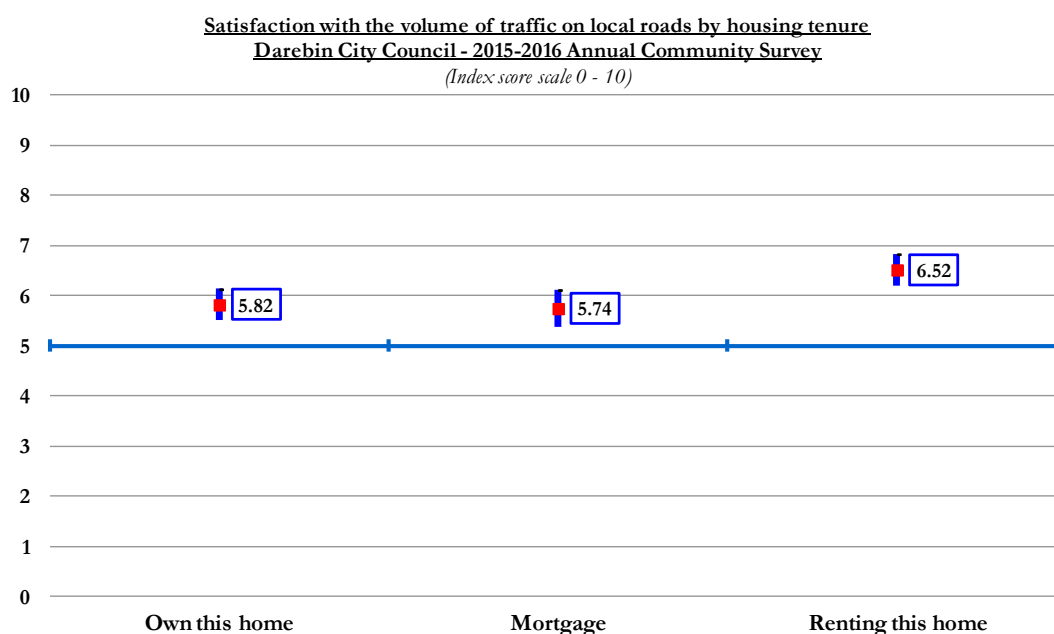


There was measurable and significant variation in satisfaction with the volume of traffic on local roads observed by respondent profile, with attention drawn to the following:

- ⊗ Satisfaction with the volume of traffic on local roads declined measurably with respondents' age structure for respondents aged from 15 to 60 years.
- ⊗ *Non-English speaking household* – respondents were measurably more satisfied than were respondents from English speaking households.

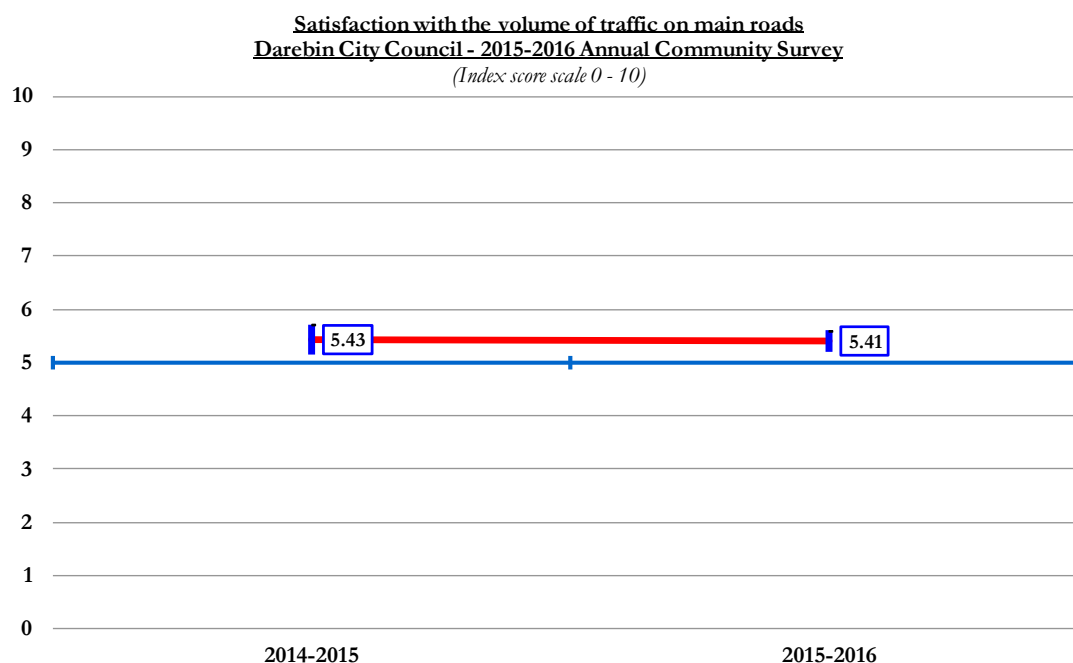


There was some measurable variation in satisfaction with the volume of traffic on local roads observed by housing situation. Rental household respondents (largely private but including a very small number of government rental households) were measurably and significantly more satisfied than home owner and mortgagee household respondents.



Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads declined by less than one percent in 2015-16, although it remains at a level categorised as “very poor”.



This result was marginally but not measurably lower than the metropolitan Melbourne average of 5.62, which was rated as “poor”, but was measurably higher than the northern region average of 4.83, which was rated as “extremely poor”. These results were sourced from the 2016 *Governing Melbourne* research.

Metropolis Research notes that issues with the volume of traffic on main roads has been observed as a very significant issue in some municipalities in the northern region of Melbourne in recent years, at least in part as a result of the extent of new housing development, including most prominently in the City of Whittlesea¹.

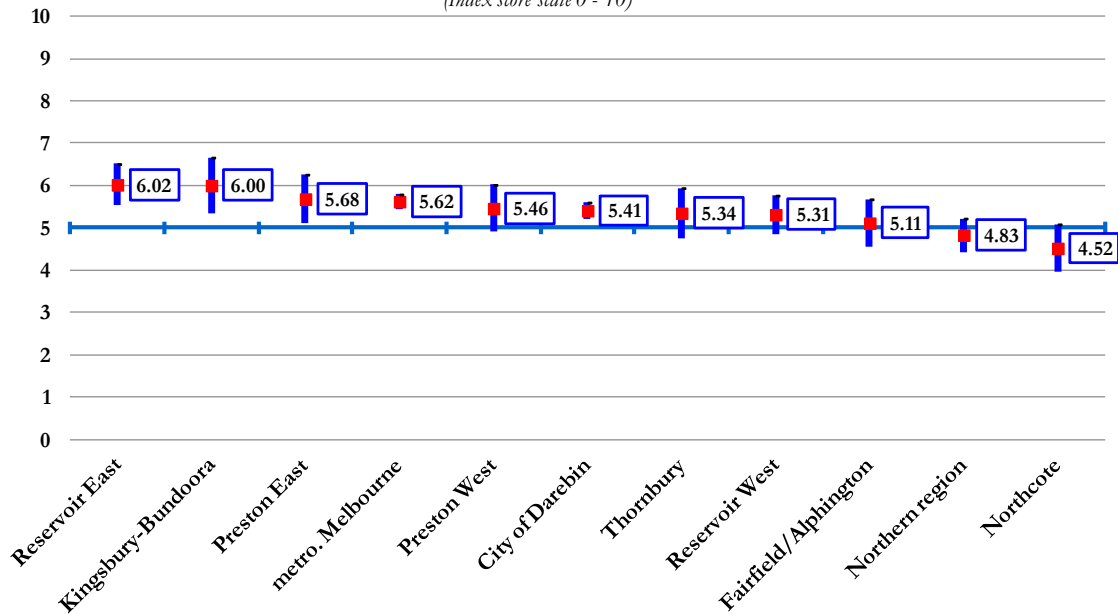
There was measurable and significant variation in satisfaction with the volume of traffic on main roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** and **Kingsbury-Bundoora** – rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “solid”.
- ⊗ **Northcote** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level best categorised as “extremely poor”.

¹ City of Whittlesea, 2016 Household Survey.

Satisfaction with the volume of traffic on main roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

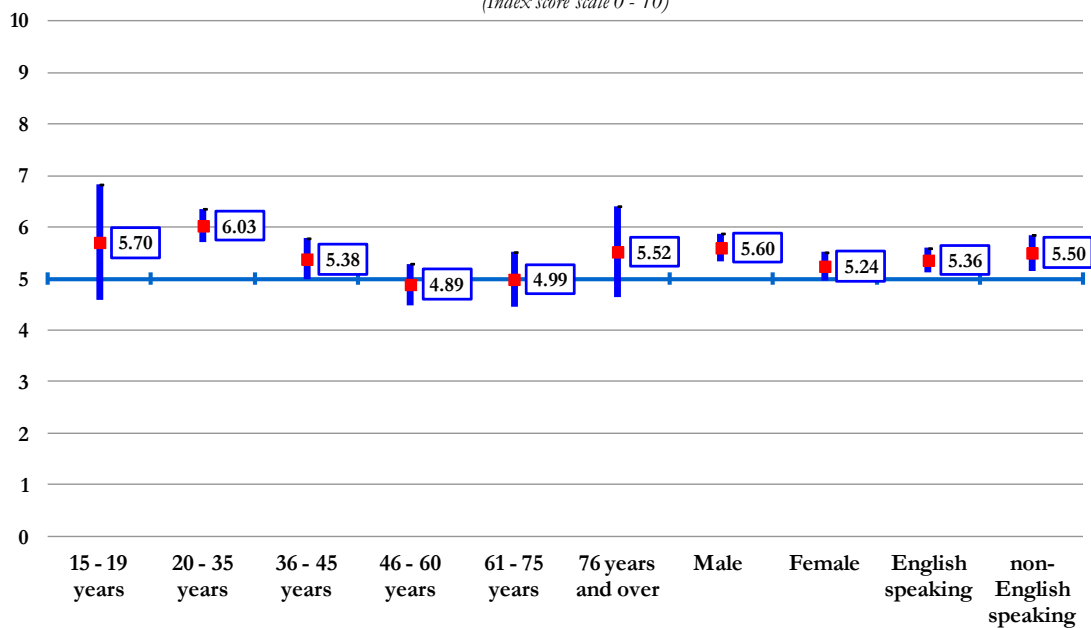


There was some variation in satisfaction with the volume of traffic on main roads observed by respondent profile, with attention drawn to the following:

- ⊗ **Young adults (20 to 35 years)** – were measurably and significantly more satisfied than were adults aged from 36 to 75 years. This is a very significant and important result, as it potentially highlights a variation in attitude to traffic congestion based on the age of respondents.

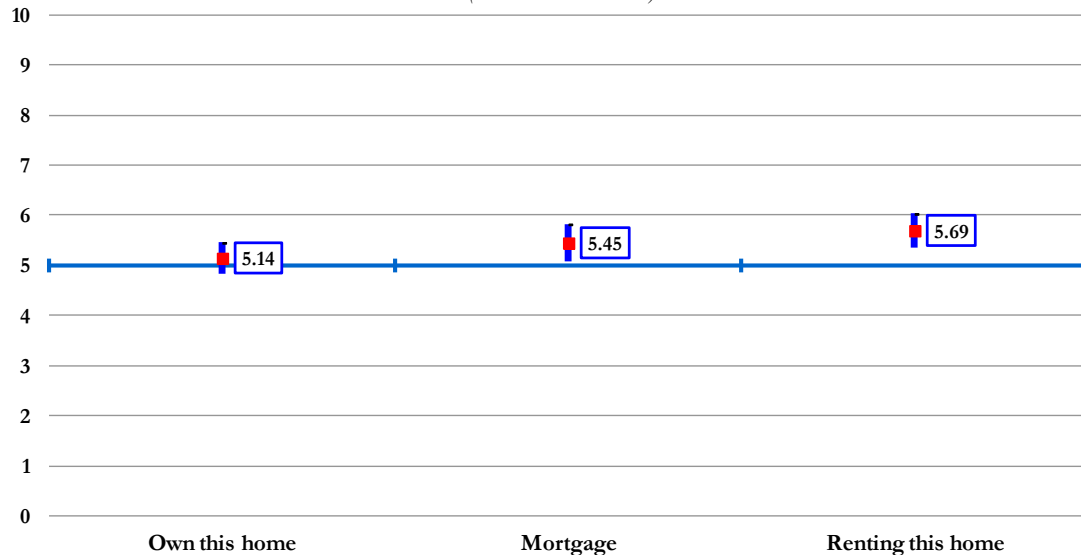
Satisfaction with the volume of traffic on main roads by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the volume of traffic on main roads observed by housing situation. It is observed however that rental household respondents (largely private but including a very small number of government rental households) were marginally, albeit not measurably more satisfied than mortgagee household, and in particular home owner respondents.

Satisfaction with the volume of traffic on main roads by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)

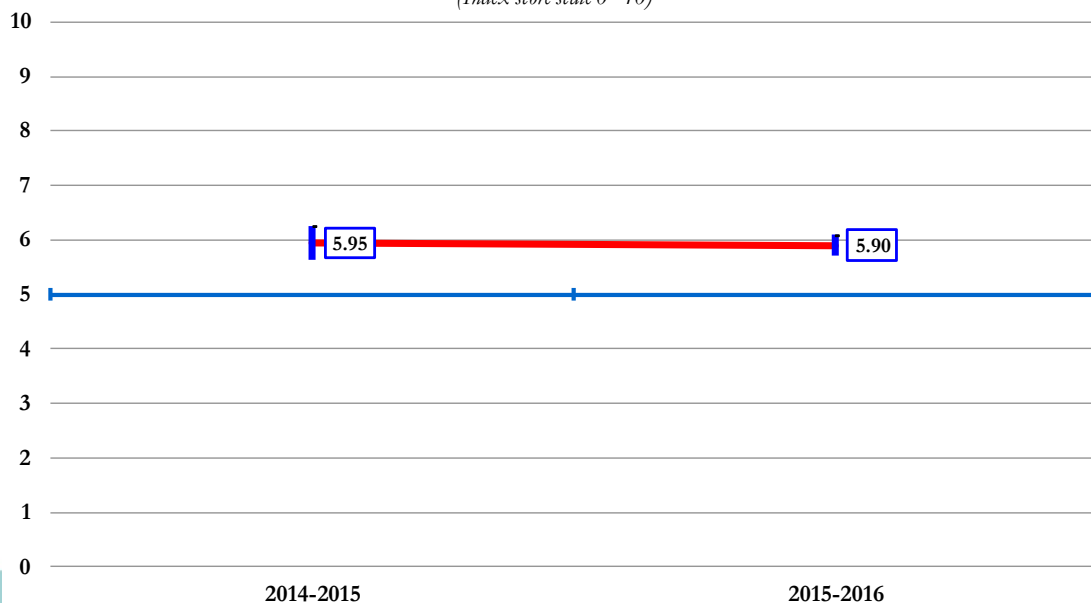


Speed of traffic

Speed of traffic on local roads

Satisfaction with the speed of traffic on local roads declined by less than one percent in 2015-16, although it remains at a level categorised as “poor”.

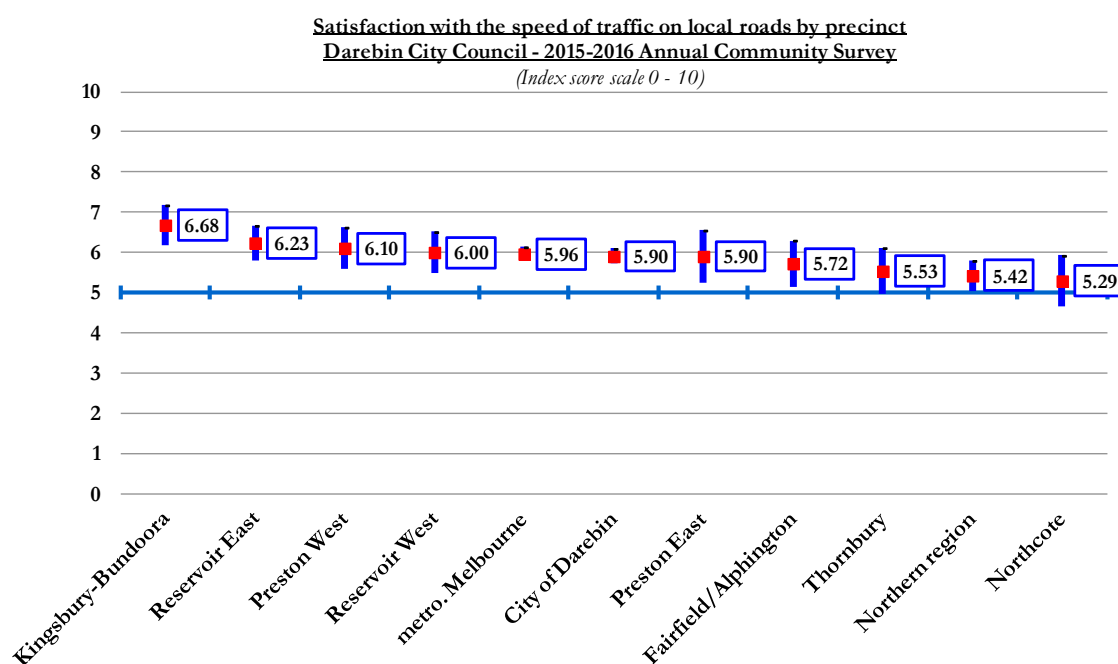
Satisfaction with the speed of traffic on local roads
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



This result is almost identical to the metropolitan Melbourne average of 5.96, although it is noted that it is measurably and significantly higher than the northern region average of 5.42, which was rated as “very poor” in the 2016 *Governing Melbourne* research.

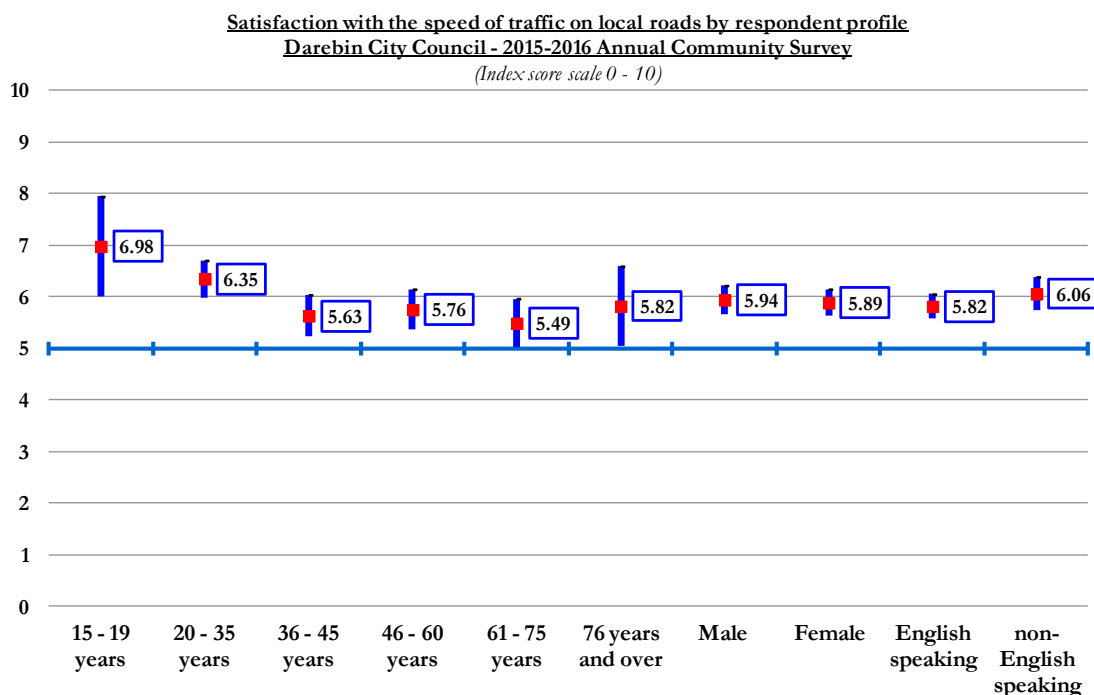
There was measurable and significant variation in satisfaction with the speed of traffic on local roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ **Reservoir East, Reservoir West** and **Preston West** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Northcote** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “very poor”.

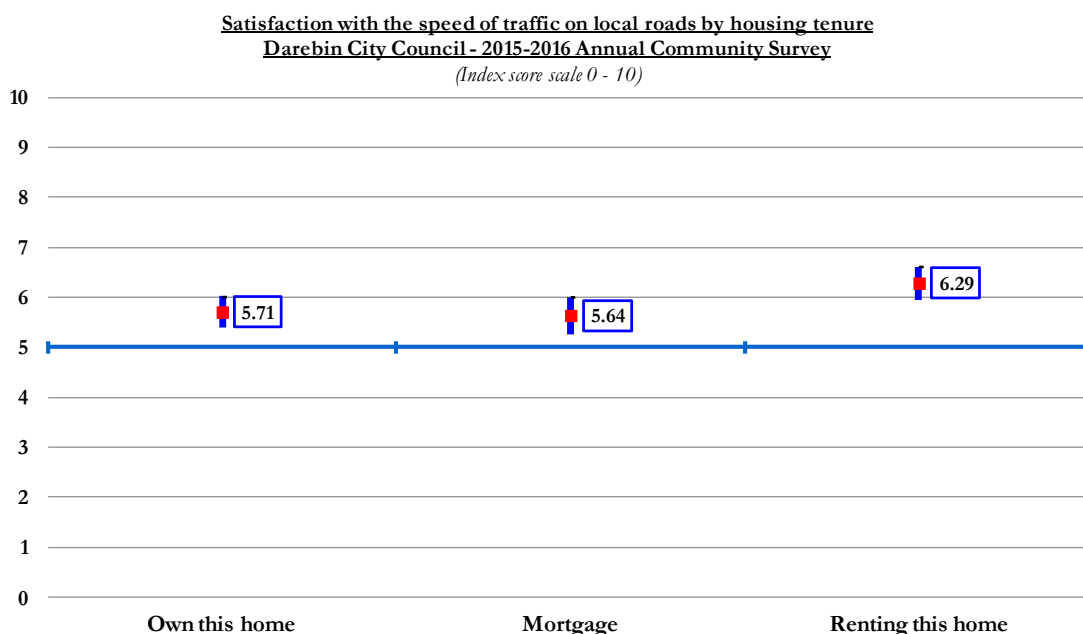


There was measurable and significant variation in satisfaction with the speed of traffic on local roads by respondents' age structure.

- ⊗ *Younger respondents (aged up to 35 years)* were measurably and significantly more satisfied with the speed of traffic on local roads than were respondents aged from 36 to 75 years.

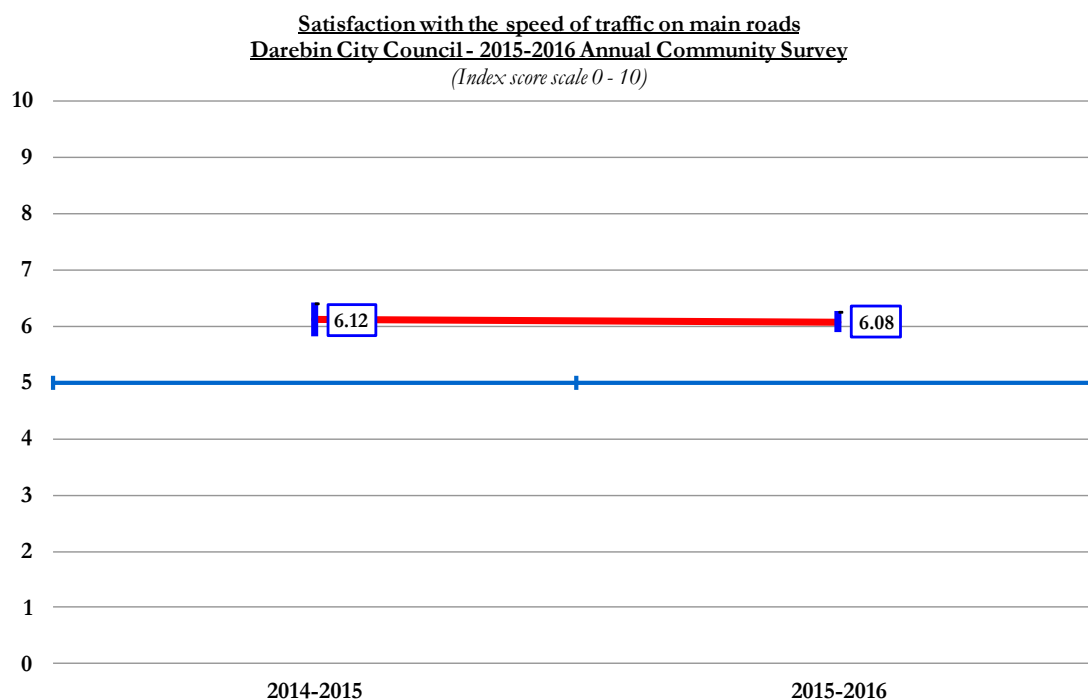


There was some measurable variation in satisfaction with the speed of traffic on local roads observed by housing situation. Rental household respondents (largely private but including a very small number of government rental households) were measurably and significantly more satisfied than home owner and mortgagee household respondents.



Speed of traffic on main roads

Satisfaction with the speed of traffic on main roads declined by less than one percent in 2015-16, although it remains at a level categorised as “solid”.



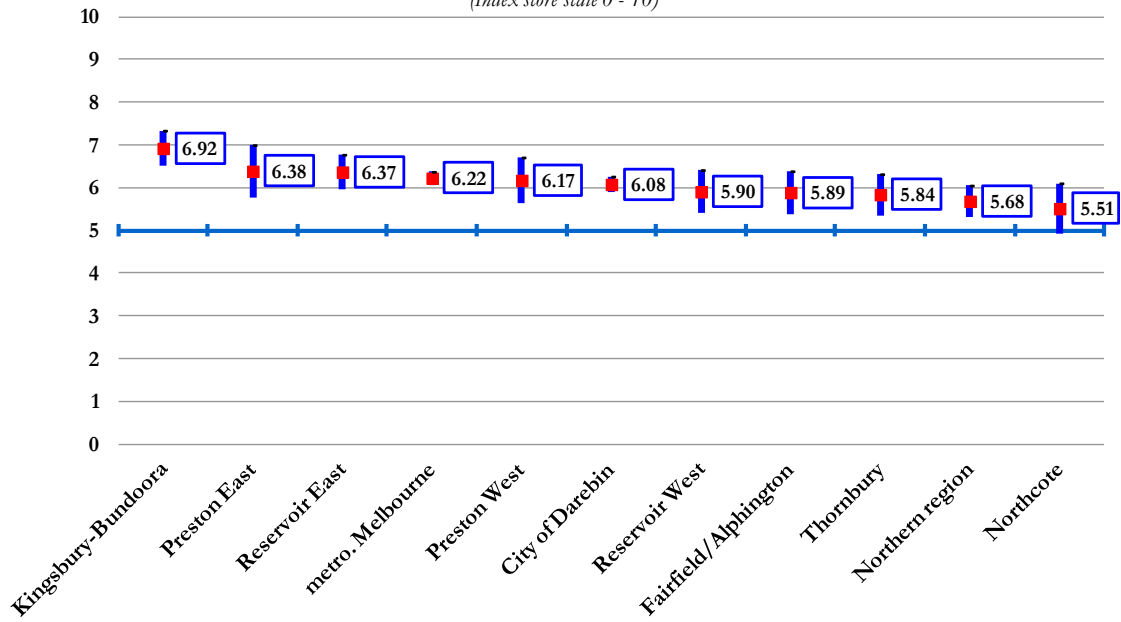
This result is marginally but not measurably lower than the metropolitan Melbourne average of 6.22, and marginally but not measurably higher than the northern region average of 5.68, which was rated as “poor” in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with the speed of traffic on main roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ ***Reservoir West, Fairfield-Alphington*** and ***Thornbury*** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “poor”.
- ⊗ ***Northcote*** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “poor”.

Satisfaction with the speed of traffic on main roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey

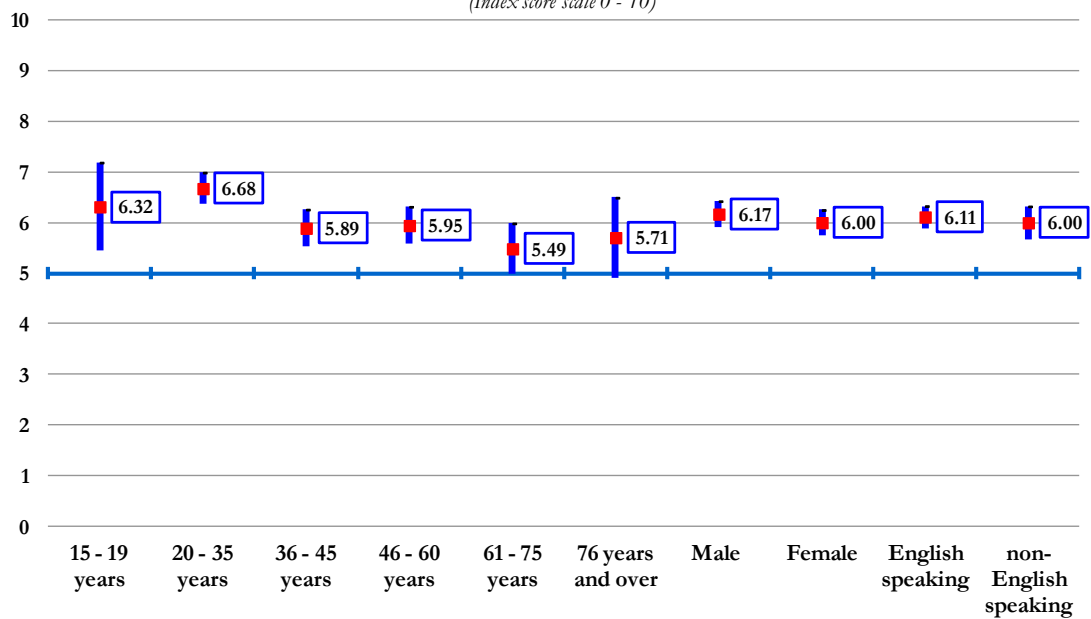
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with the speed of traffic on main roads by respondents' age structure. Young adults (aged 20 to 35 years) were measurably and significantly more satisfied with the speed of traffic on local roads than were respondents aged from 36 years and over.

Satisfaction with the speed of traffic on main roads by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



There was no statistically variation in satisfaction with the speed of traffic on main roads observed by housing situation. It is observed however that rental household respondents (largely private but including a very small number of government rental households) were marginally but not measurably more satisfied than home owner and mortgagee household respondents.



A little more than three-quarters of respondents dissatisfied with the speed of traffic on local roads considered the speed to be “too fast”, whilst a little more than half of the respondents dissatisfied with the speed of traffic on main roads considered the speed to be “too slow”.

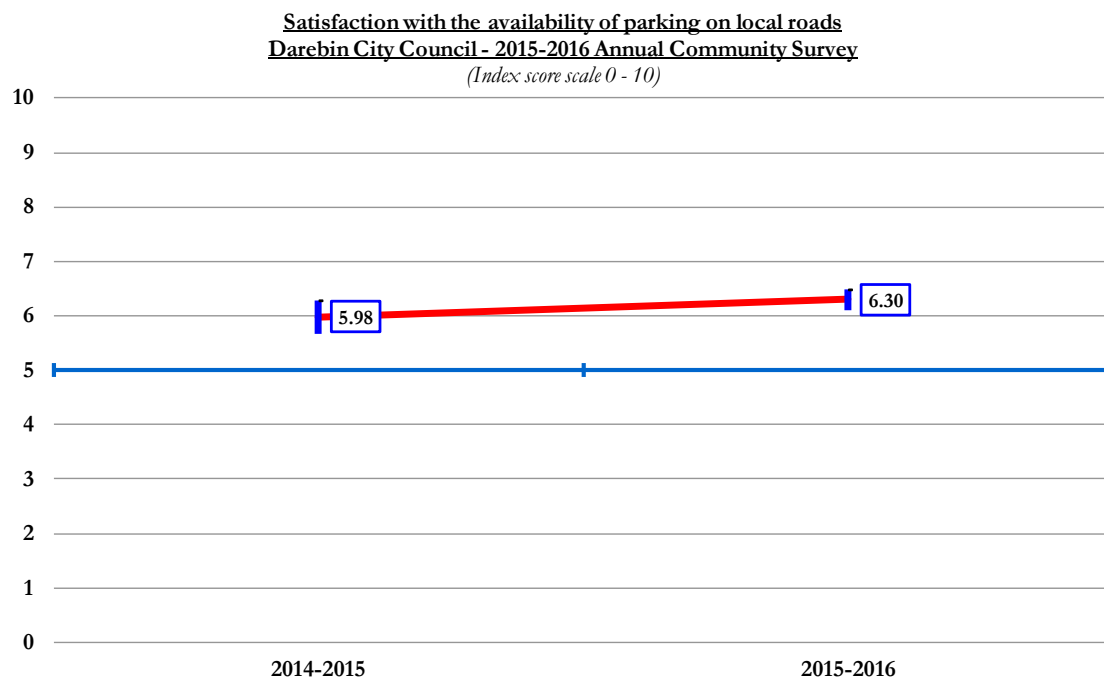
Reasons for dissatisfaction with speed of traffic
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents dissatisfied with speed of traffic)

Response	Local roads		Main roads	
	Number	Percent	Number	Percent
Too fast	80	78.4%	30	43.5%
Too slow	22	21.6%	39	56.5%
Not stated	8		8	
Total	110	100%	77	100%

Availability of parking

Availability of parking on local roads

Satisfaction with the availability of parking on local roads increased 5.3% in 2015-16 to 6.30, a level of satisfaction categorised as “solid”. This is an improvement on the previous categorisation of “poor”.



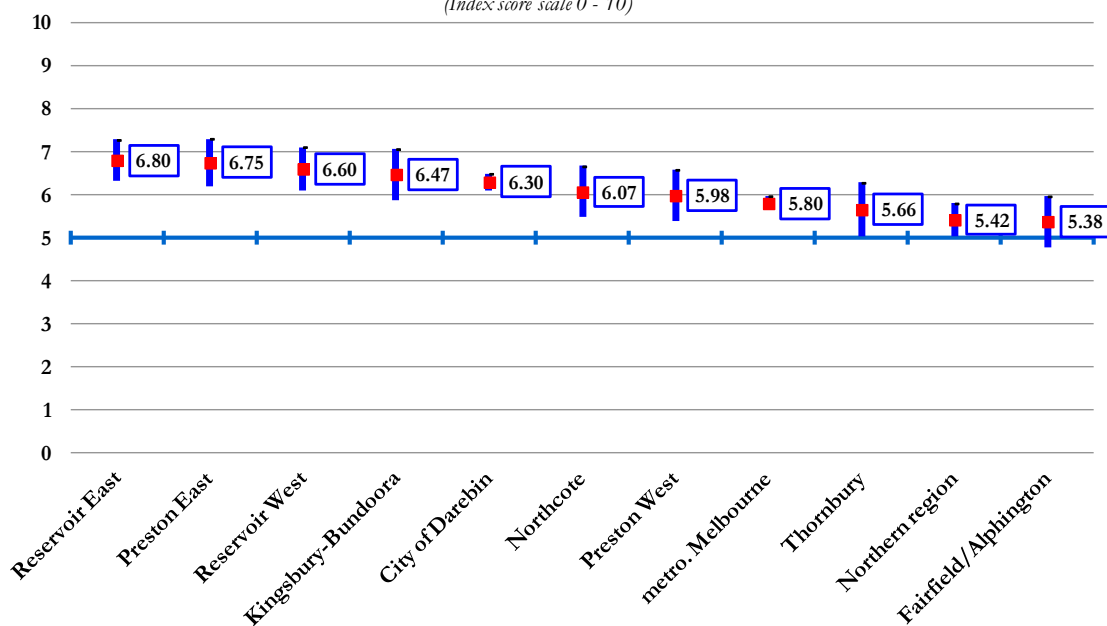
This result is measurably and significantly higher than the metropolitan Melbourne average of 5.80, which was rated as “poor”, and the northern region average of 5.42, which was rated as “very poor” in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with the availability of parking on local roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East, Preston East, and Reservoir West** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “good”.
- ⊗ **Preston West and Thornbury** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “poor”.
- ⊗ **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “very poor”.

Satisfaction with availability of parking on local roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey

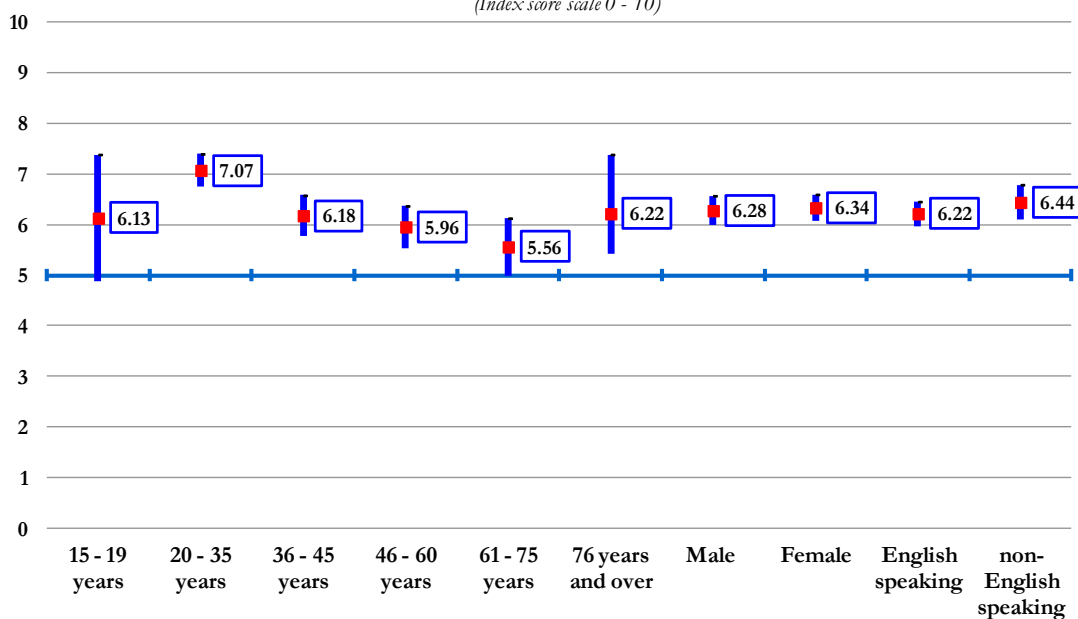
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with the availability of parking on local roads observed by respondents' age structure. Young adults (aged 20 to 35 years) were measurably and significantly more satisfied with the speed of traffic on local roads than were respondents aged from 36 to 75 years.

Satisfaction with availability of parking on local roads by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

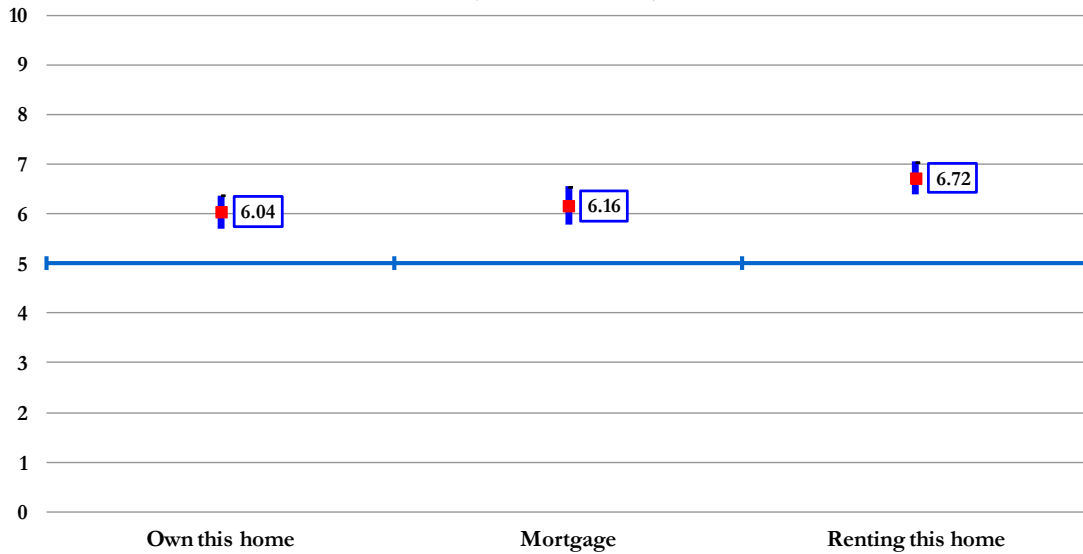
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the availability of parking on local roads observed by housing situation. Rental household respondents (largely private but including a very small number of government rental households) were measurably and significantly more satisfied than home owner and mortgagee household respondents.

Satisfaction with availability of parking on local roads by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

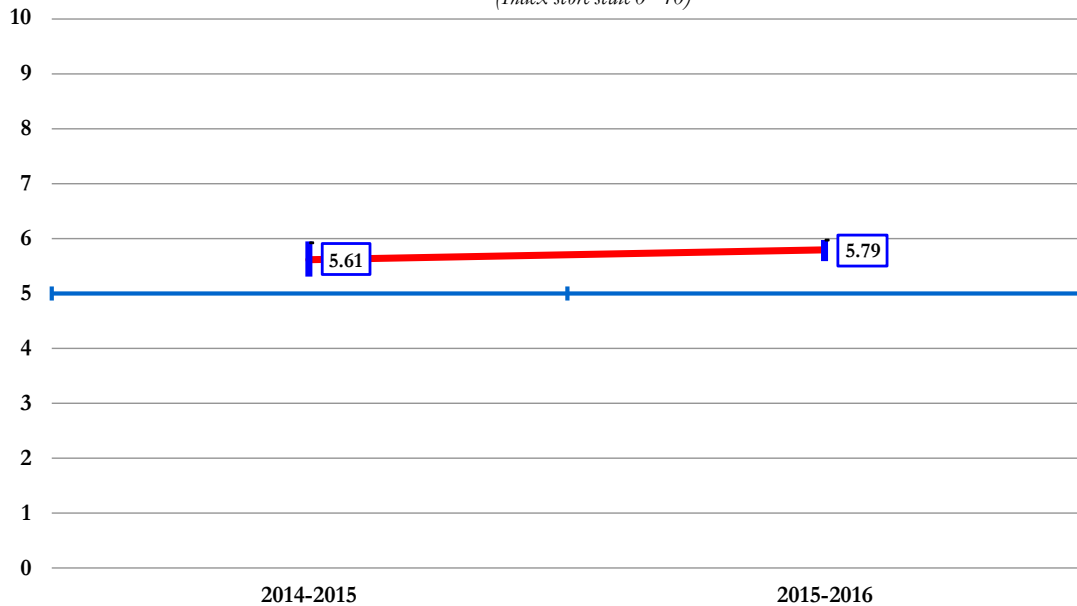


Availability of parking at busy shopping strips and major commercial areas

Satisfaction with the availability of parking at busy shopping strips and major commercial areas increased 3.2% in 2015-16 to 5.79, although it remains at a level categorised as “poor”.

Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2015-2016 Annual community Survey

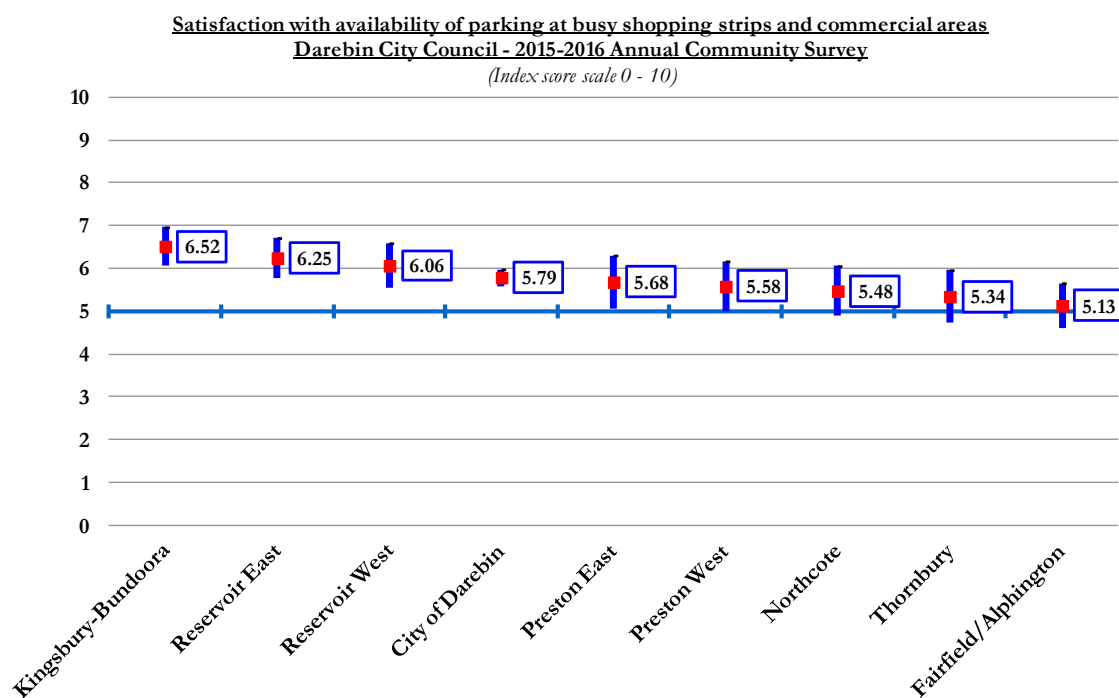
(Index score scale 0 - 10)



Metropolis Research notes that *Governing Melbourne* did not include a question relating to satisfaction with the availability of parking at busy shopping strips and commercial areas.

There was measurable variation in satisfaction with the availability of parking at busy shopping strips and major commercial areas observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level categorised as “good”.
- ⊗ **Reservoir East** and **Reservoir West** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.
- ⊗ **Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at a level categorised as “very poor”.
- ⊗ **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “very poor”.

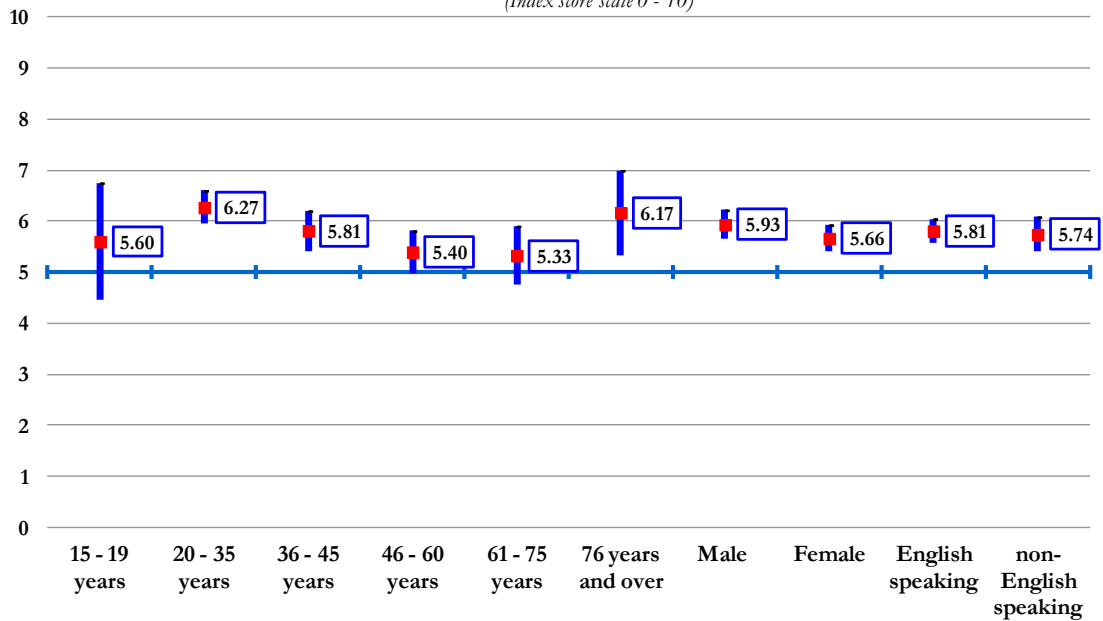


There was measurable and significant variation in satisfaction with the availability of parking at busy shopping strips and major commercial areas observed by respondents’ age structure. Young adults (aged 20 to 35 years) were measurably and significantly more satisfied with the speed of traffic on local roads than were respondents aged from 36 to 75 years.

The lower than average satisfaction of middle aged and older adults appears to be a theme throughout the traffic and parking section.

Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2015-2016 Annual Community Survey

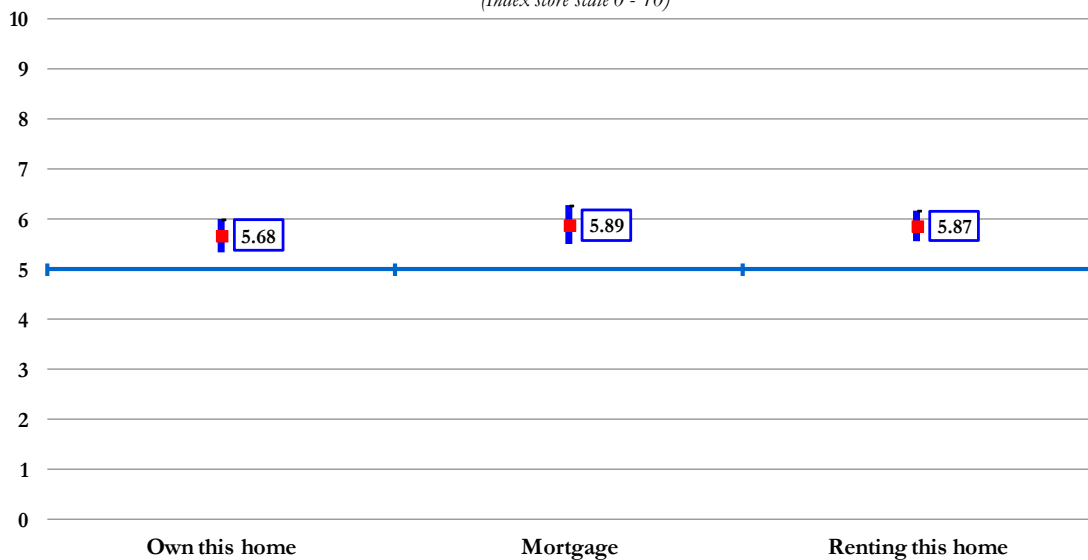
(Index score scale 0 - 10)



There was no measurable or significant variation in satisfaction with the availability of parking at busy shopping strips and commercial areas observed by housing situation. Rental household respondents (largely private but including a very small number of government rental households) were measurably and significantly more satisfied than home owner and mortgagee household respondents.

Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)





Planning and housing development

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning and housing development in your local area?”

Satisfaction with the six included outcomes and aspects of the planning approvals and housing development process remain relatively low in 2015-16, with satisfaction with four of the six aspects declining a little this year.

It is important to bear in mind when exploring these results that these questions were included in only two of the four quarterly surveys, and that consequently the sample size is approximately five hundred respondents, and not one thousand. This is particularly relevant when examining the precinct level results.

Satisfaction with these six aspects and outcomes can best be summarised as follows:

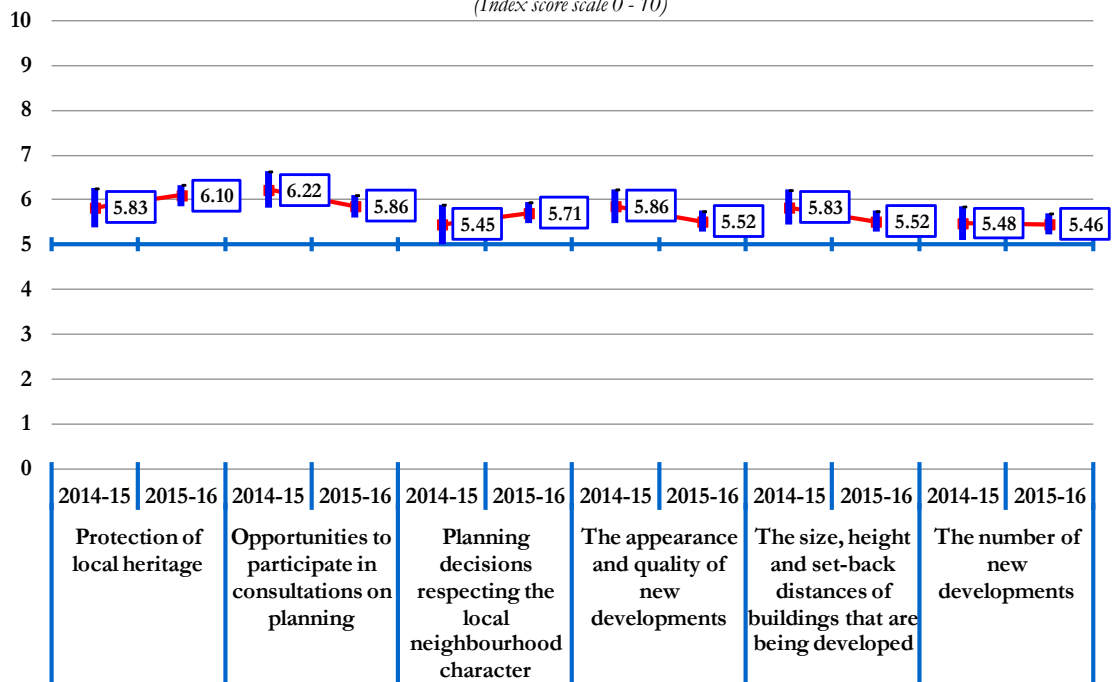
- ⊗ **Solid** – for the protection of local heritage.
- ⊗ **Poor** – for the opportunities to participate in consultations on planning, planning decisions respecting the local neighbourhood character, the appearance and quality of new developments, and the size, height, and set back distances of buildings that are being developed.
- ⊗ **Very Poor** – for the number of new developments.

These results highlight the fact that issues with planning and new housing development are of significant concern to many in the Darebin community. This is further borne out by other results discussed elsewhere in this report, particularly the fact that approximately one-sixth (16.9%) of respondents identified issues with building, housing, planning and development as a major issue for Council to address in the coming twelve months.

The open-ended comments received from some respondents also refer to planning issues as being those that they believe that Council is not adequately representing and advocating on their behalf to state government.

**Satisfaction with selected aspects of planning and housing development
Darebin City Council - 2015-2016 Annual Community Survey**

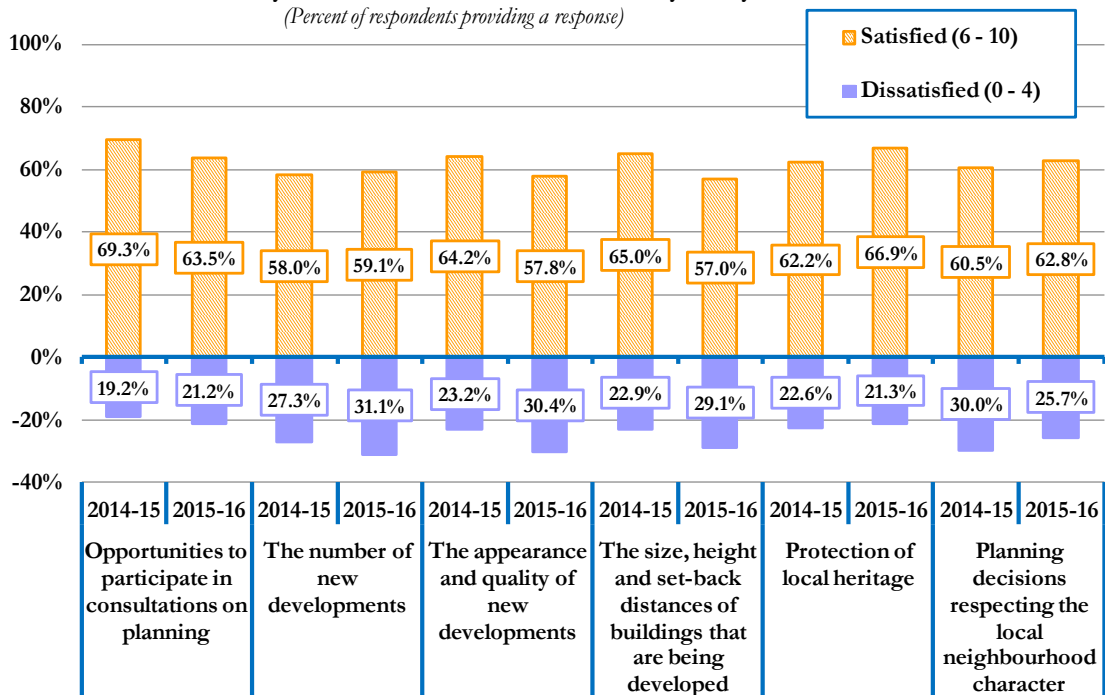
(Index score scale 0 - 10)



The relatively poor average satisfaction scores are further borne out by the fact that between a little more than one-fifth and one-third of respondents were dissatisfied with each of the six outcomes and aspects of the planning and housing development process included in the 2015-16 survey.

**Satisfaction with selected aspects of planning and housing development
Darebin City Council - 2015-2016 Annual Community Survey**

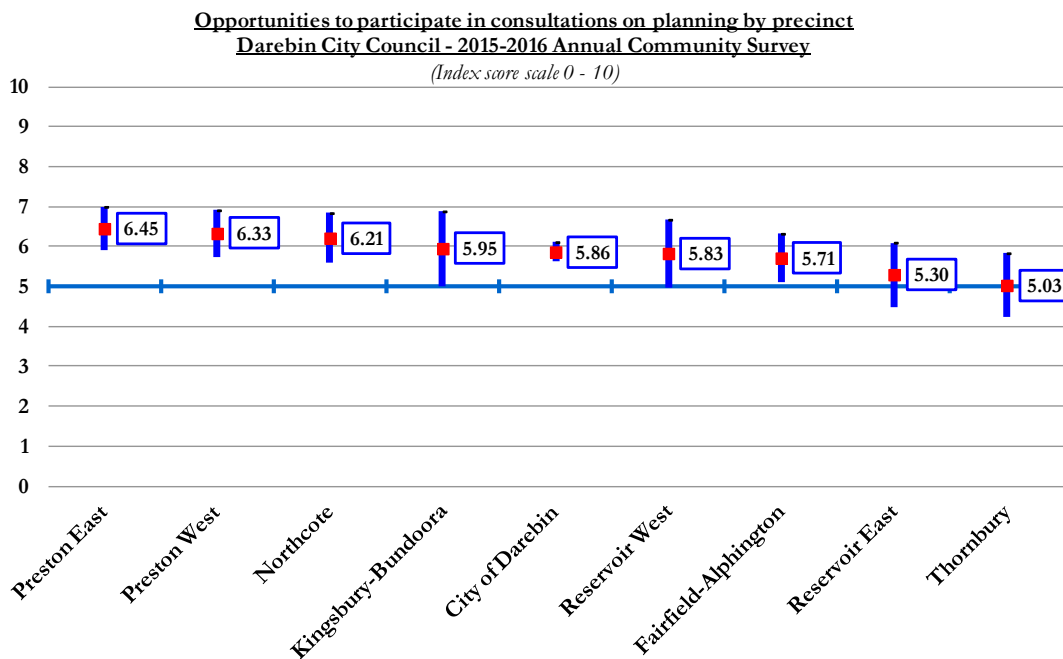
(Percent of respondents providing a response)



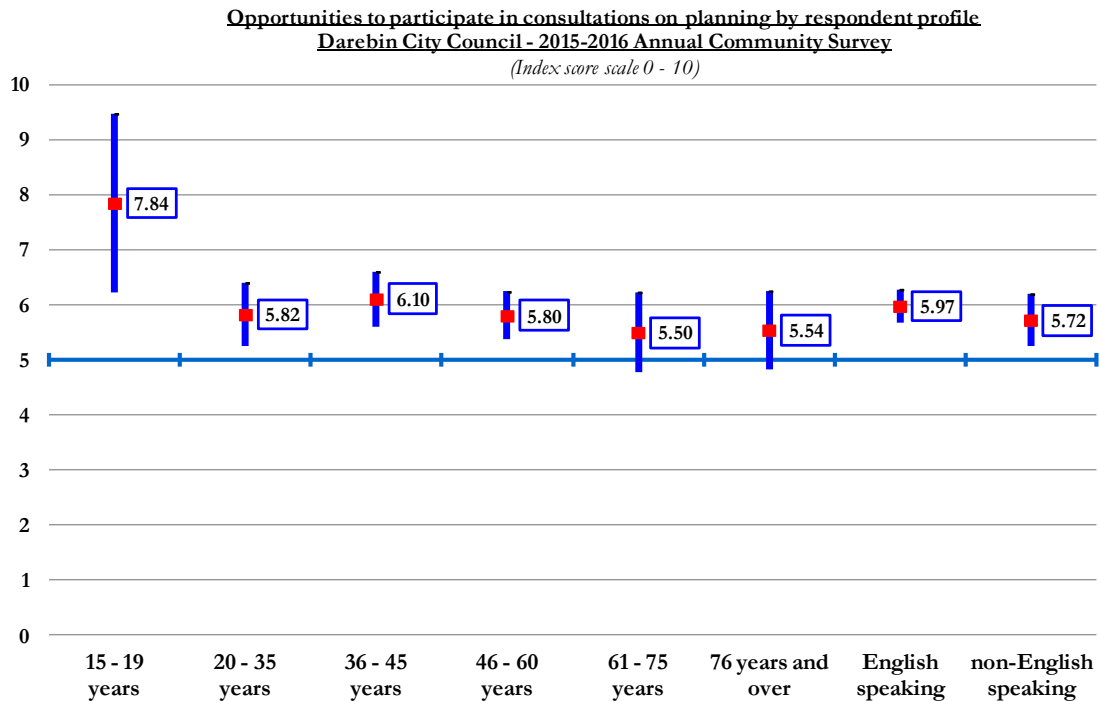
Opportunities to participate in consultations on planning

There was no statistically significant variation in satisfaction with the opportunities to participate in consultations on planning observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

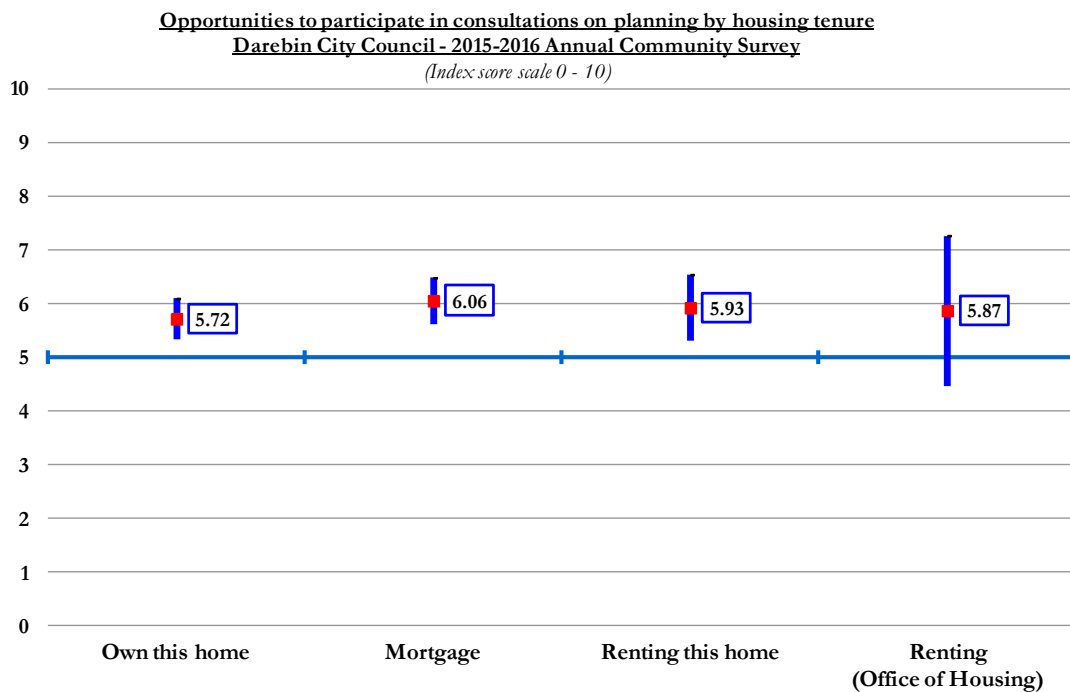
- ⊗ *Preston East, Preston West, and Northcote* – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.
- ⊗ *Reservoir East and Thornbury* – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “very poor”.



With the exception of the small sample of adolescents included in the survey, there was no statistically significant variation in satisfaction with the opportunities to participate in consultations on planning observed by respondent profile.



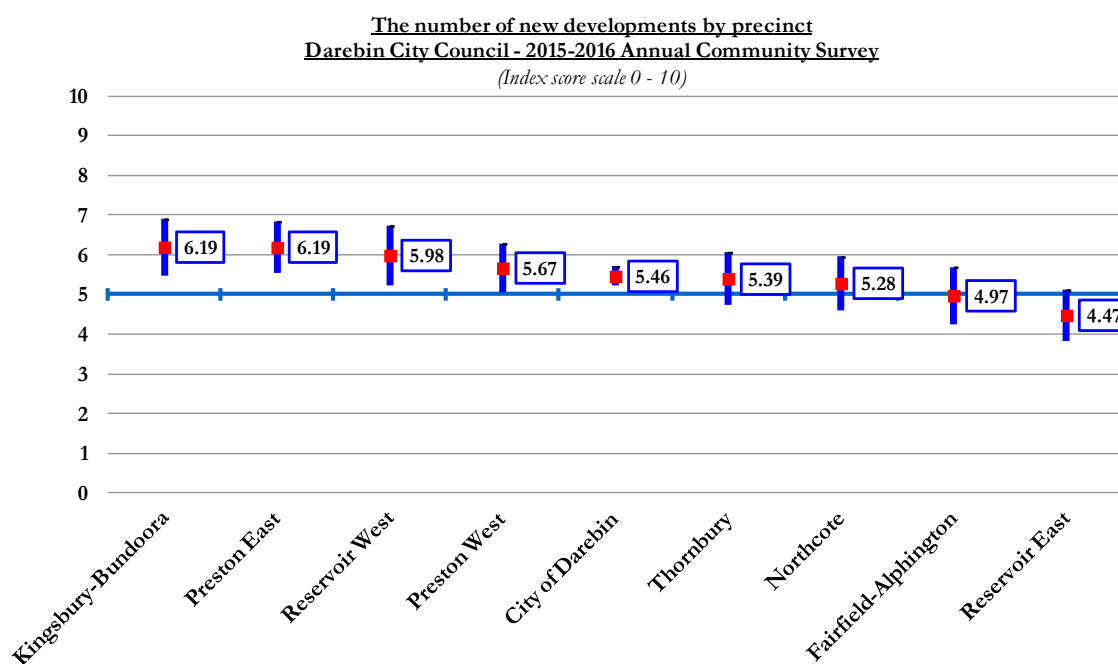
There was no statistically significant variation in satisfaction with the opportunities to participate in consultations on planning observed by respondents' housing situation.



The number of new developments

There was measurable and significant variation in satisfaction with the number of new developments observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

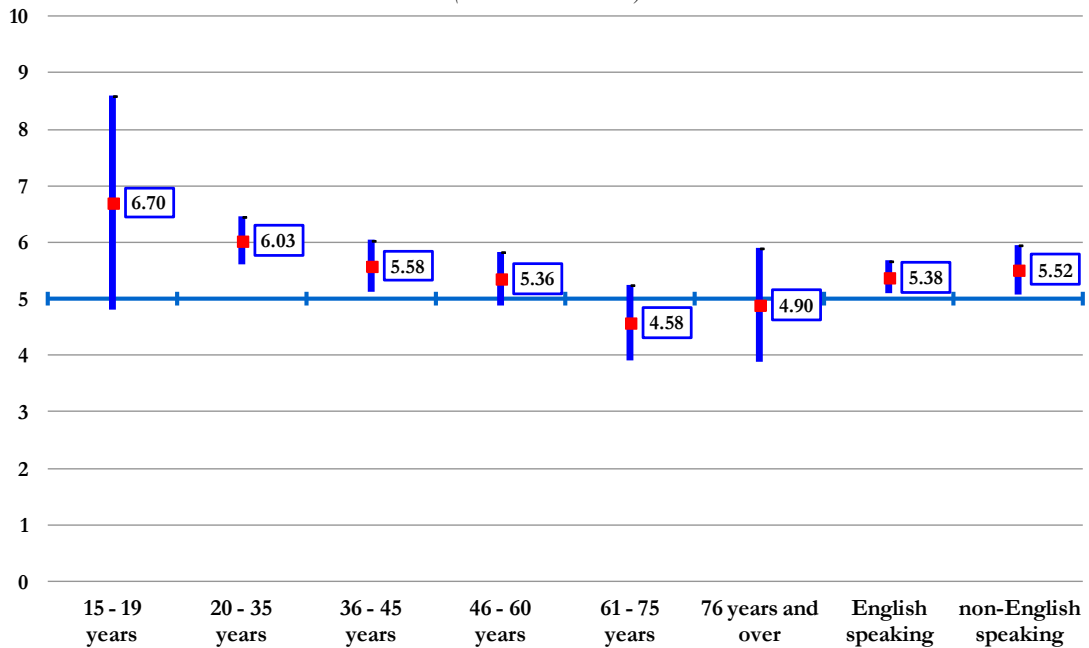
- ⊗ **Kingsbury-Bundoora** and **Preston East** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.
- ⊗ **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at a level categorised as “extremely poor”.
- ⊗ **Reservoir East** – respondents were measurably and significantly less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.



There was measurable and significant variation in satisfaction with the number of new developments observed by respondent profile, with attention drawn to the fact that satisfaction with the number of new developments declines with respondents’ age structure, with older adults (aged 61 to 75 years) the least satisfied.

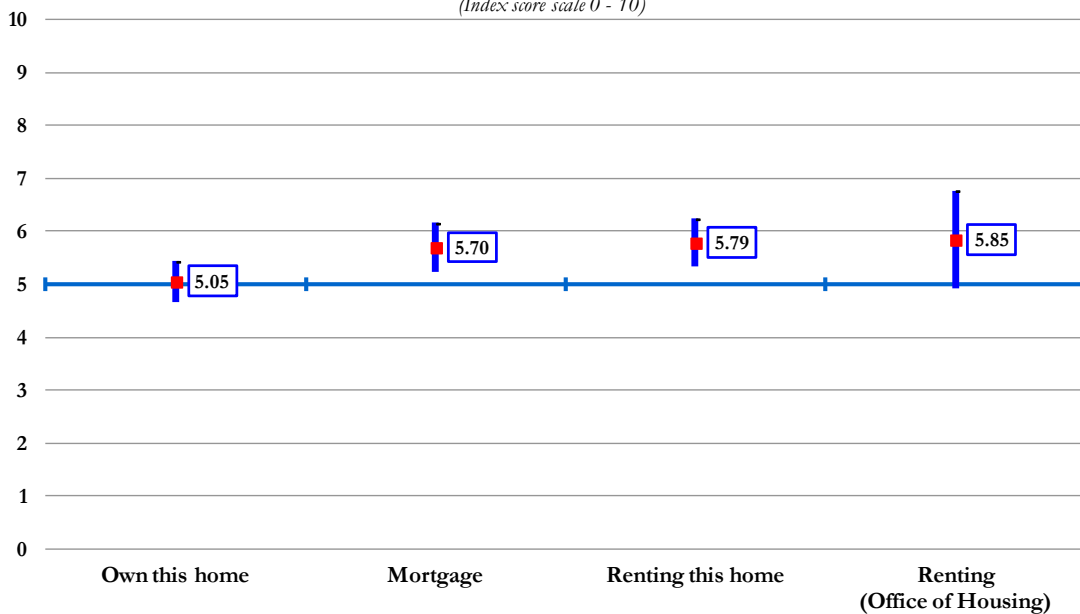
- ⊗ **Older adults (aged 61 to 75 years)** – rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “extremely poor”.

The number of new developments by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Consistent with the age structure analysis discussed above, satisfaction with the number of new developments was measurably and significantly lower for respondents who own their home. These respondents rated satisfaction at a level best categorised as “very poor”, compared to the “poor” categorisation of other respondents.

The number of new developments by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)

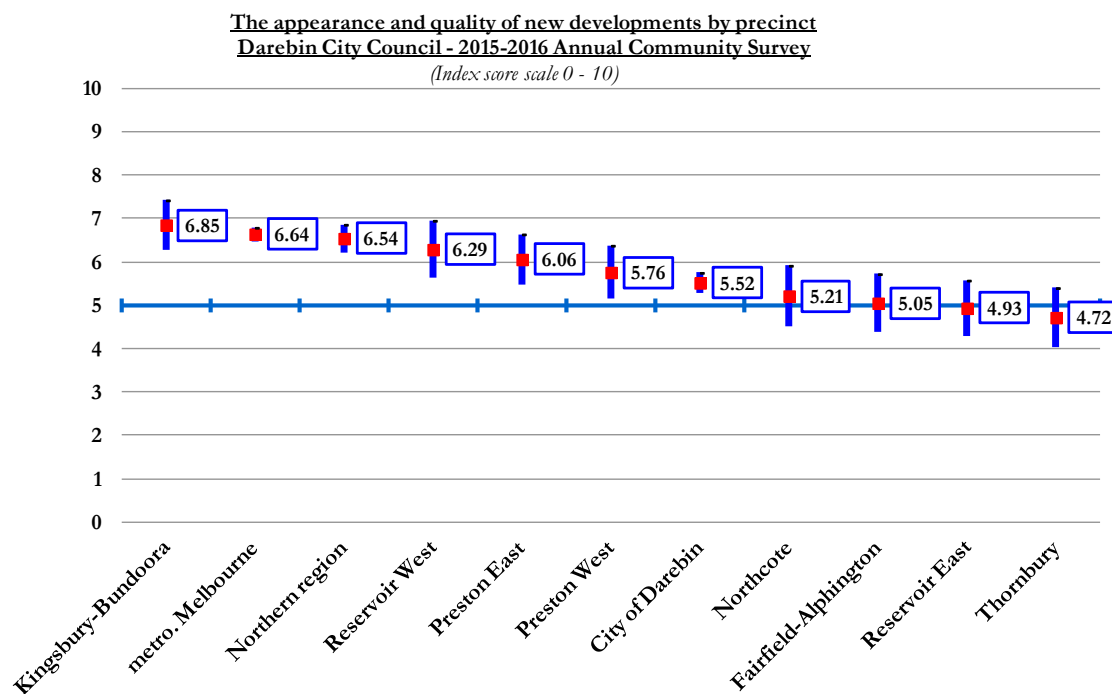


The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments was measurably and significantly lower in the City of Darebin in 2015-16 than either the metropolitan Melbourne (6.64) or the northern region (6.54) averages, both of which reported satisfaction at levels categorised as “good” in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at levels categorised as “good”.
- ⊗ **Reservoir West** and **Preston East** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Northcote** and **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “very poor”.
- ⊗ **Reservoir East** and **Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.



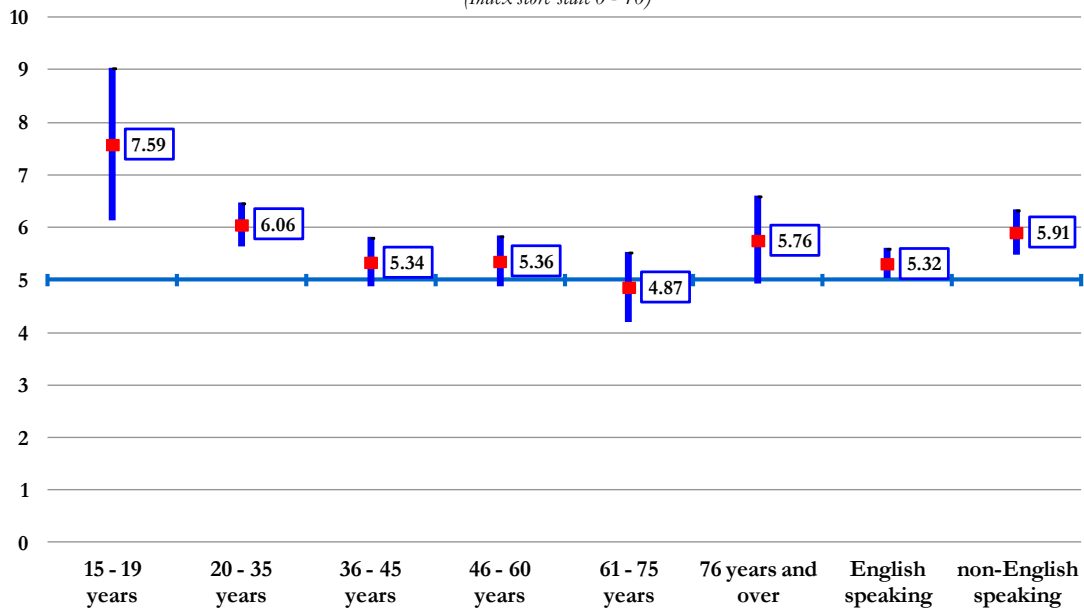
There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile, with attention drawn to the following:

- ⊗ **Younger respondents (aged up to 35 years)** – were measurably and significantly more satisfied than respondents aged from 36 to 75 years.

- ⊗ **Older adults (aged 61 to 75 years)** - rated satisfaction at a level categorised as “extremely poor”.
- ⊗ **English speaking household** – respondents were measurably and significantly less satisfied than were respondents from non-English speaking households, and rated satisfaction at a level categorised as “very poor”.

The appearance and quality of new developments by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

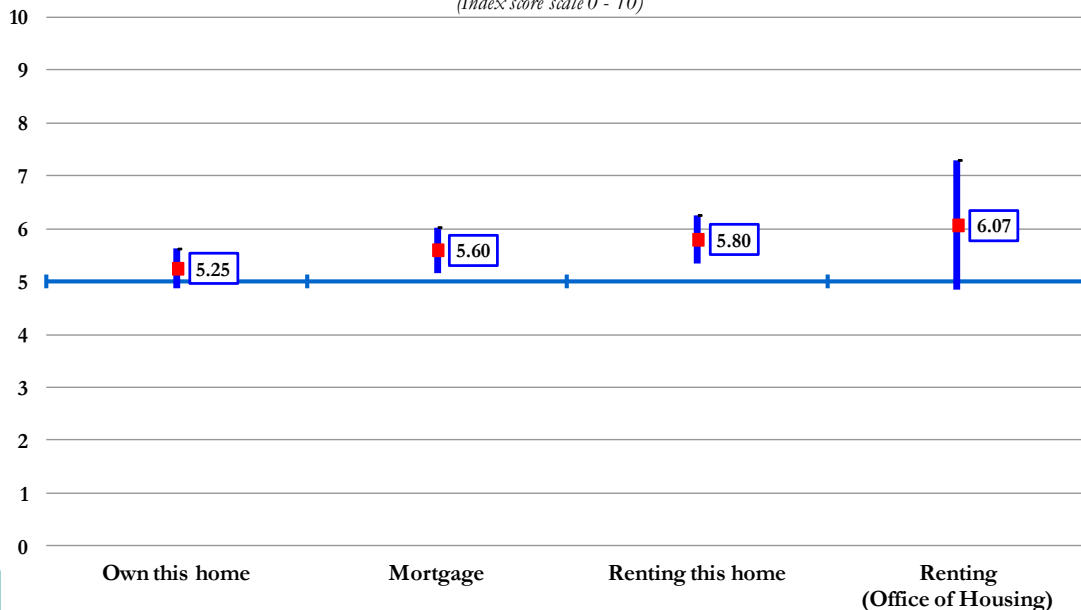


There was no statistically significant variation in satisfaction with the appearance and quality of new developments observed by respondents’ housing situation. It is observed however that:

- ⊗ **Home owner respondents** - rated satisfaction considerably, albeit not measurably lower than mortgage and particularly rental household respondents.

The appearance and quality of new developments by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey

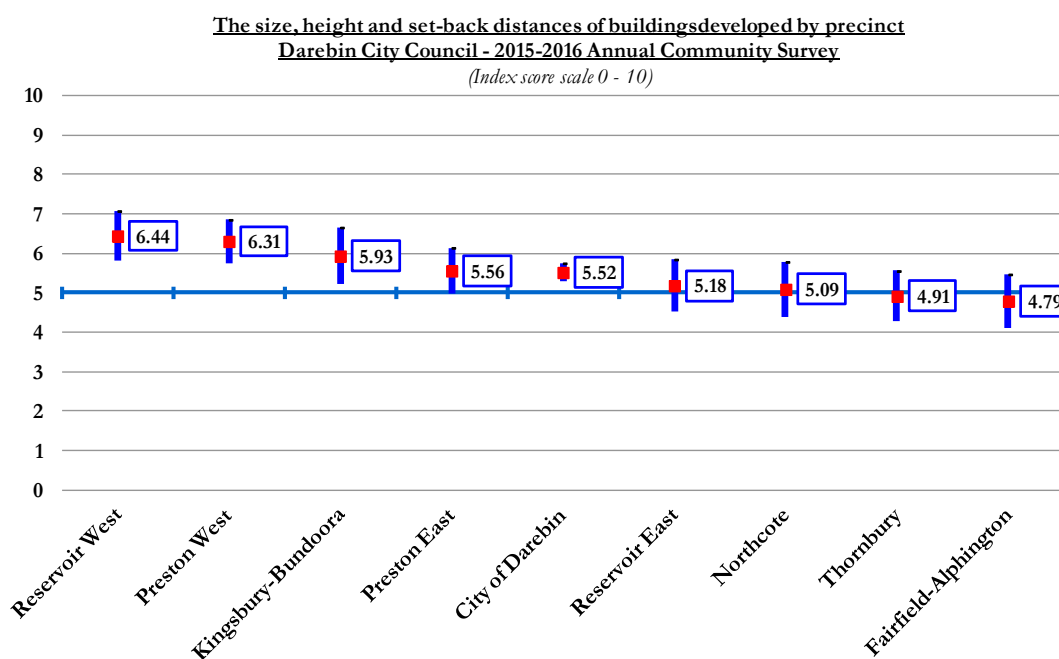
(Index score scale 0 - 10)



The size, height, and set back distance of buildings being developed

There was measurable and significant variation in satisfaction with the size, height and set back distances of buildings being developed observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

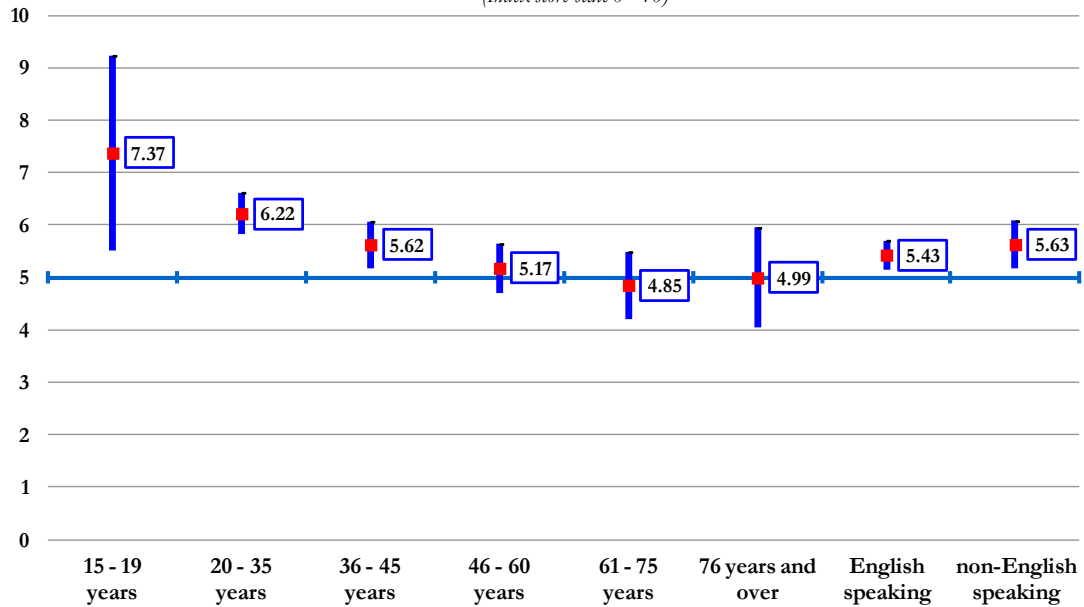
- ⊗ **Reservoir West** and **Preston West** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Reservoir East** and **Northcote** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “very poor”.
- ⊗ **Thornbury** and **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.



There was measurable and significant variation in satisfaction with the size, height, and set-back distances of buildings being developed observed by respondent profile, with attention drawn to the fact that satisfaction declines with respondents' age structure, with older adults (aged 61 to 75 years) the least satisfied.

The size, height and set-back distances of buildings being developed by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

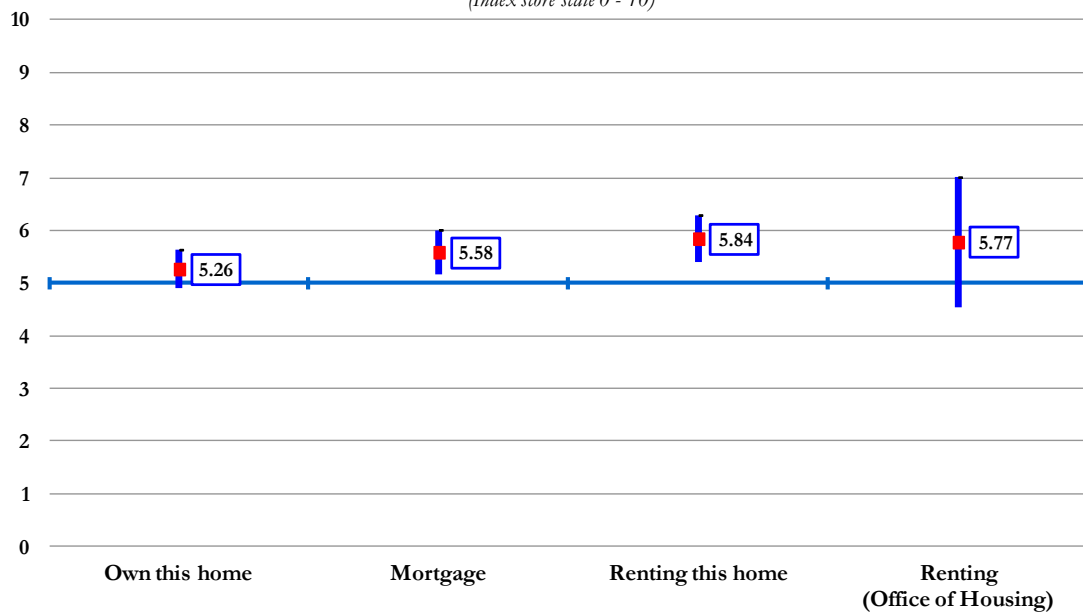
(Index score scale 0 - 10)



Consistent with the age structure analysis discussed above, satisfaction with the size, height, and set-back distances of buildings being developed was somewhat, albeit not measurably lower for home owner respondents compared to mortgagee and in particular in comparison to rental household respondents.

The size, height and set-back distances of buildings being developed by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

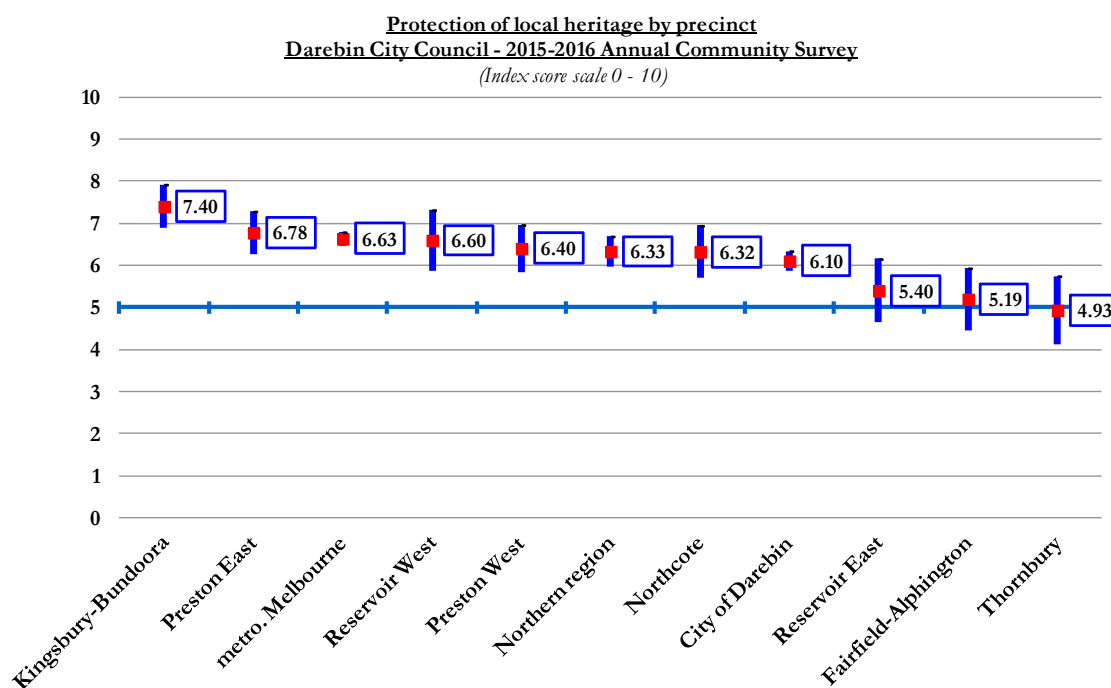


The protection of local heritage

Satisfaction with the protection of local heritage in the City of Darebin in 2015-16 was measurably lower than the metropolitan Melbourne average of 6.63, which was rated as “good”. It was marginally but not measurably lower than the northern region average of 6.33. Both of these comparative results were recorded in the 2016 *Governing Melbourne* research.

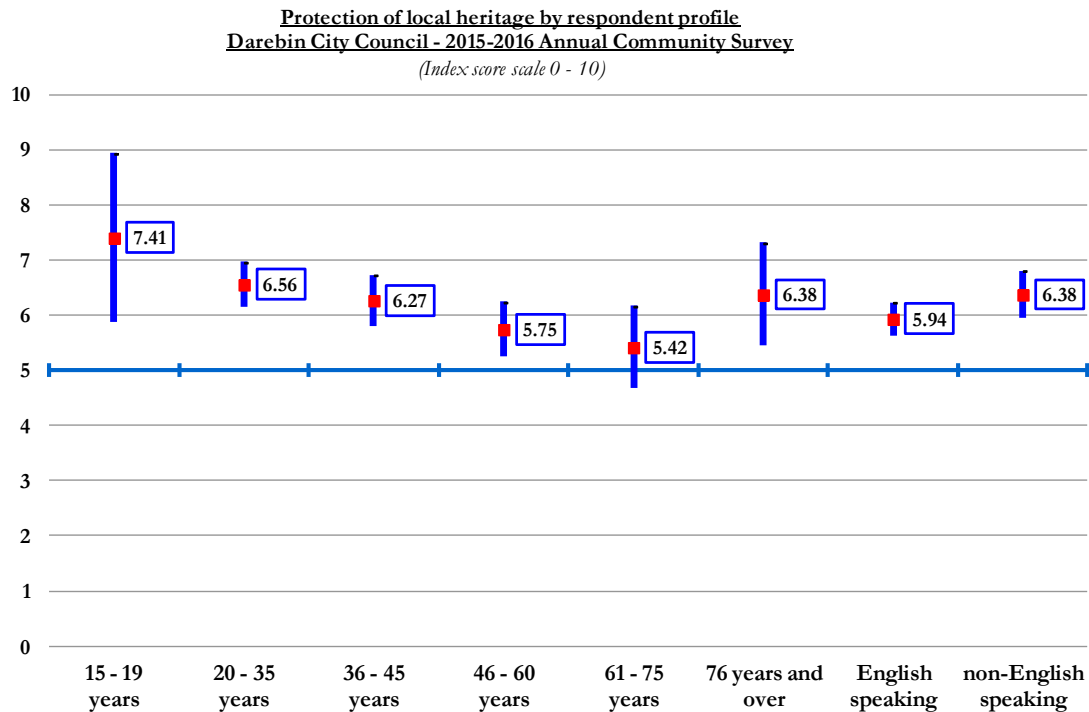
There was measurable and significant variation in satisfaction with the protection of local heritage observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ ***Preston East*** and ***Reservoir West*** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ ***Reservoir East*** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “very poor”.
- ⊗ ***Fairfield-Alphington*** and ***Thornbury*** – respondents were measurably and significantly less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.



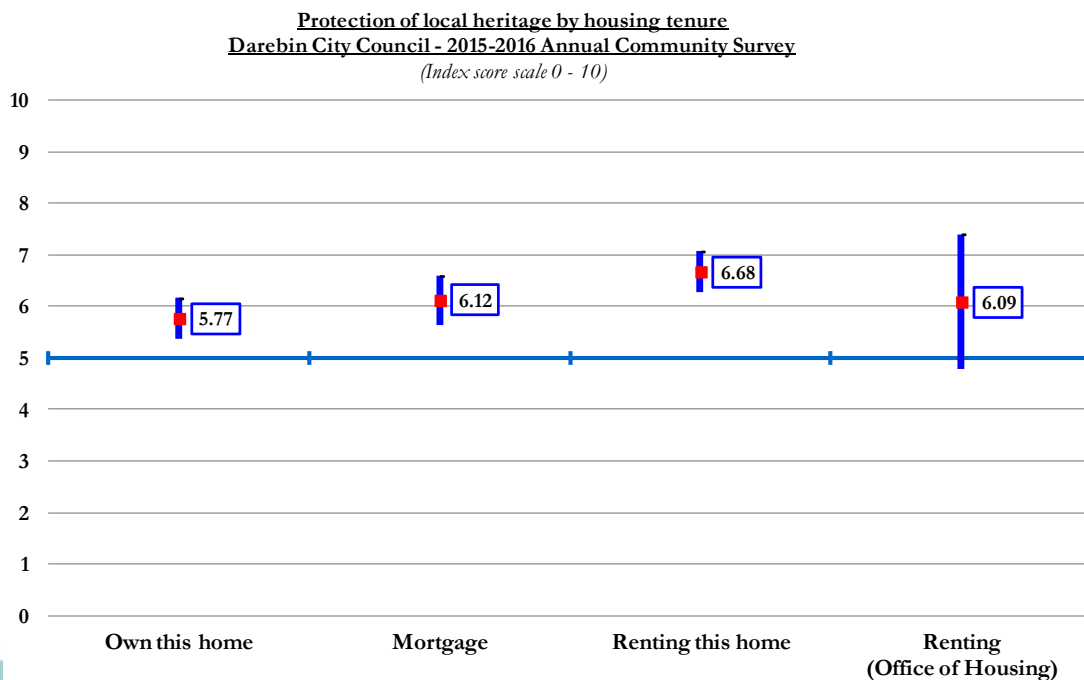
There was measurable and significant variation in satisfaction with the protection of local heritage observed by respondent profile, with attention drawn to the fact that satisfaction declines with respondents’ age structure, with older adults (aged 61 to 75 years) the least satisfied.

It is observed that respondents from English speaking households rated satisfaction with the protection of local heritage somewhat, albeit not measurably lower than respondents from non-English speaking households.



There was measurable and significant variation in satisfaction with the protection of local heritage observed by respondents' housing situation, with attention drawn to the following:

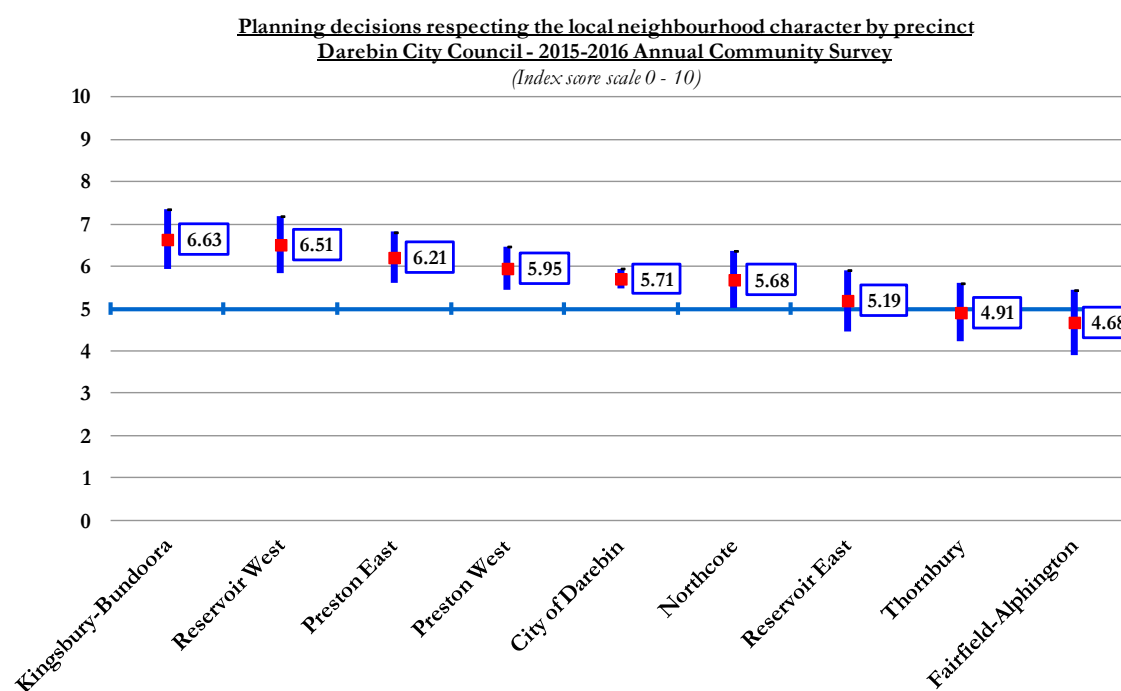
- ⊗ **Home owner** – respondents rated satisfaction measurably and significantly lower than (private) rental household respondents, and rated satisfaction at a level categorised as “poor”.



Planning decisions respecting local neighbourhood character

There was measurable and significant variation in satisfaction with planning decisions respecting the local neighbourhood character observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** and **Reservoir West** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ **Preston East** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Reservoir East** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “very poor”.
- ⊗ **Thornbury** and **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.

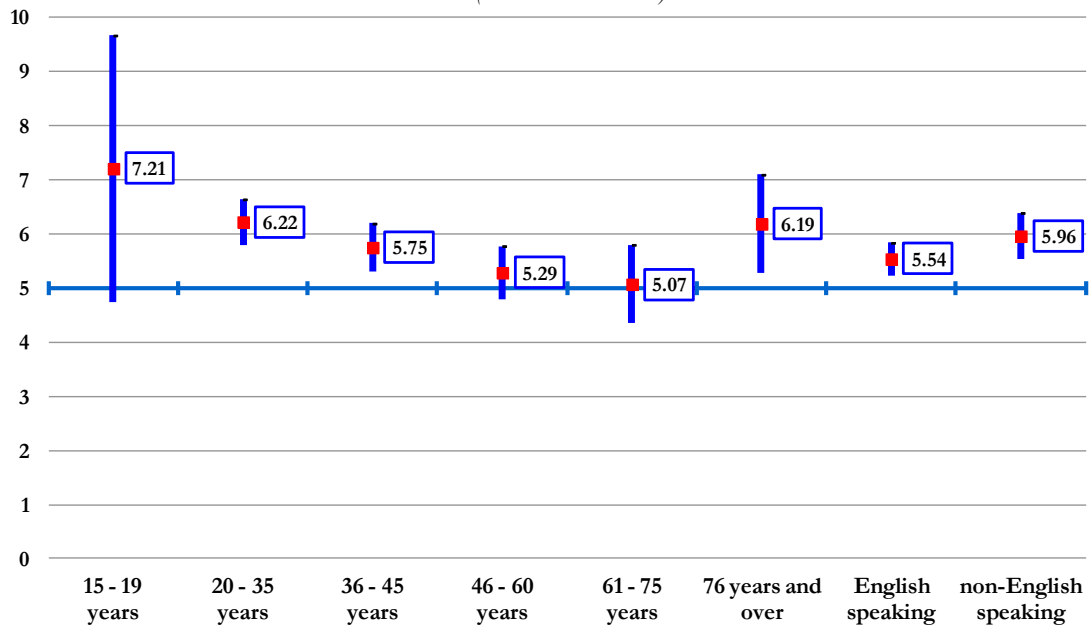


Consistent with satisfaction with many of the aspects and outcomes of planning and housing development discussed in this section of the report, there was measurable and significant variation in satisfaction with planning decisions respecting local neighbourhood character observed by respondent profile, with attention drawn to the following:

- ⊗ **Middle-aged** and **older adults (aged 46 to 60 years)** – rated satisfaction measurably and significantly lower than young adults (aged 20 to 35 year), and at levels categorised as “very poor”. This pattern of declining satisfaction with planning outcomes by respondent age is a consistent theme in the results of the planning section of this report.
- ⊗ **English speaking household** – respondents rated satisfaction somewhat, albeit not measurably lower than respondents from non-English speaking households.

Planning decisions respecting local neighbourhood character by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



There was measurable variation in satisfaction with planning decisions respecting the local neighbourhood character observed by respondents' housing situation, with attention drawn to the following:

- ⊗ **Home owner** – respondents rated satisfaction measurably and significantly lower than rental household respondents, and rated satisfaction at a level categorised as “very poor”, compared to “poor” for mortgagee household respondents and “solid” for rental household respondents.

Planning decisions respecting the local neighbourhood character by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Contact with Council

Contact with Council in last twelve months

Respondents were asked:

“Have you contacted Darebin City Council in the last twelve months?”

In 2015-16, forty percent (40.4%) of respondents reported that they had contacted Council in the last twelve months. This result has proved very stable over the last four years, and is consistent with results observed elsewhere by Metropolis Research. The 2016 *Governing Melbourne* research reported that 41.6% of respondents from across metropolitan Melbourne had contacted their local council in the last twelve months.

Contacted Council in the last 12 months
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2015-2016		2014-15	2014	2013
	Number	Percent			
Yes	403	40.4%	40.8%	42.0%	44.2%
No	595	59.6%	59.2%	58.0%	55.8%
Not stated	2		6	14	46
Total	1,000	100%	800	800	800

Form of contact

Respondents were asked:

“When you last contacted Darebin City Council, did you?”

The most common methods of contacting Council remain calling Council on the telephone (62.5% up from 60.2%) and visits in person (15.4% down from 23.1%).

It is observed that the proportion of respondents contacting Council by electronic means such as email (10.9% up from 7.4%) and the Darebin website (3.2% up from 1.5%) are trending higher slowly over time.

Forms of contact with Council
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents who contacted Council)

Form	2015-2016		2014-15	2014	2013	2012	2011	2010	2009	2008
	Number	Percent								
Telephone	252	62.5%	60.2%	63.0%	65.6%	65.5%	61.0%	62.4%	62.9%	53.3%
Visit in person	62	15.4%	23.1%	19.4%	13.8%	19.7%	25.9%	31.1%	24.0%	27.1%
E-mail	44	10.9%	7.4%	7.3%	7.2%	6.4%	3.1%	2.5%	5.4%	3.9%
Mail	14	3.5%	1.2%	1.2%	2.7%	1.2%	2.6%	0.9%	2.6%	4.6%
Darebin website	13	3.2%	1.5%	na	na	na	na	na	na	na
Multiple methods	16	4.0%	5.6%	7.0%	9.9%	2.6%	1.7%	0.0%	0.6%	2.3%
Can't say	2	0.5%	0.9%	1.8%	0.9%	0.3%	2.0%	0.6%	1.1%	0.7%
Total	403	100%	324	330	334	345	351	322	350	306

There was no statistically significant or meaningful variation in the methods of contacting Council utilised by respondents from English speaking and respondents from non-English speaking households.

Forms of contact with Council by language
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents who contacted Council)

<i>Form</i>	<i>English speaking</i>		<i>Non-English speaking</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Telephone	179	62.6%	73	64.0%
Visit in person	43	15.0%	18	15.8%
E-mail	32	11.2%	11	9.6%
Mail	6	2.1%	7	6.1%
Darebin website	11	3.8%	2	1.8%
Multiple methods	14	4.9%	2	1.8%
Can't say	1	0.3%	1	0.9%
Total	286	100%	114	100%

Satisfaction with customer service

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), with 5 being neutral, how satisfied were you with the following aspects of service when you last contacted Darebin City Council?”

Satisfaction with the six included aspects of customer service remains relatively high in 2015-16, despite the fact that satisfaction with five of the six aspects declined a little this year.

Metropolis Research notes a change in the methodology this year, in that satisfaction with the Darebin website in this section of the report is now limited only to respondents contacting Council by visiting the Council website. The sample of these respondents in 2015-16 is just eleven respondents, so some caution should be exercised in the interpretation of the satisfaction score.

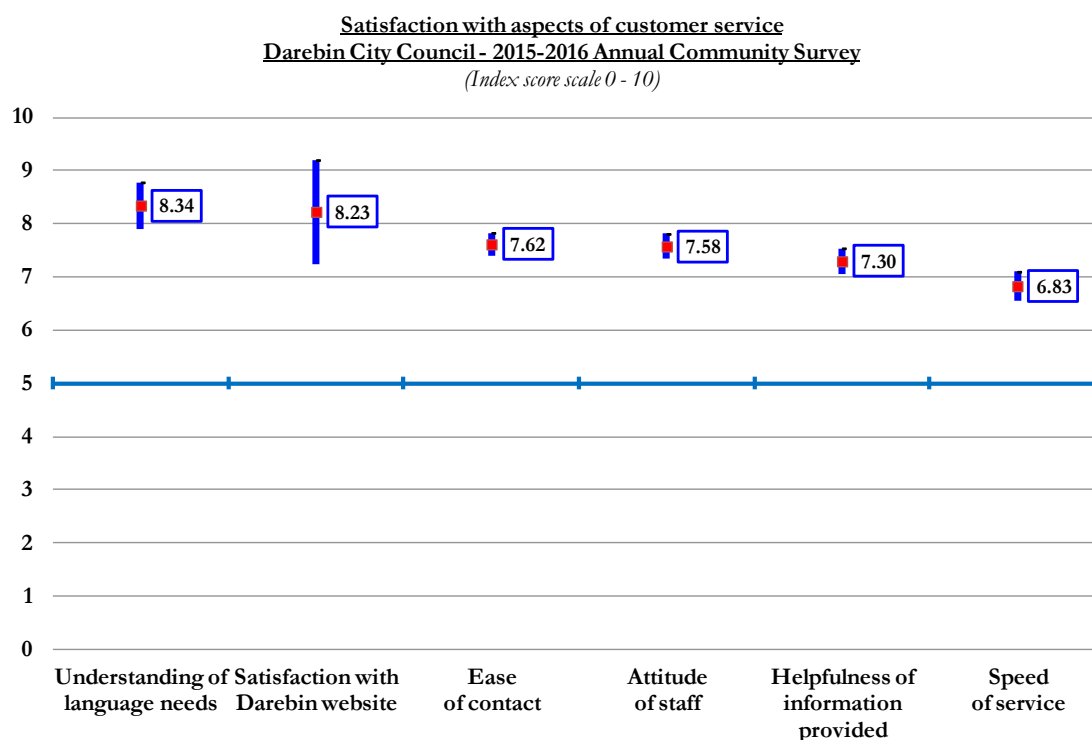
Satisfaction with the six aspects of customer service can best be summarised as follows:

- ⊗ ***Excellent*** – for staff understanding of language needs (respondents from non-English speaking households only), and satisfaction with the Darebin website (respondents contacting Council by visiting the website only).
- ⊗ ***Very Good*** – for ease of contact, the attitude of staff, and the helpfulness of the information provided.
- ⊗ ***Good*** – for the speed of service.

Metropolis Research notes that the 2016 *Governing Melbourne* research included a somewhat different set of aspects of customer service than was included in the Darebin survey.

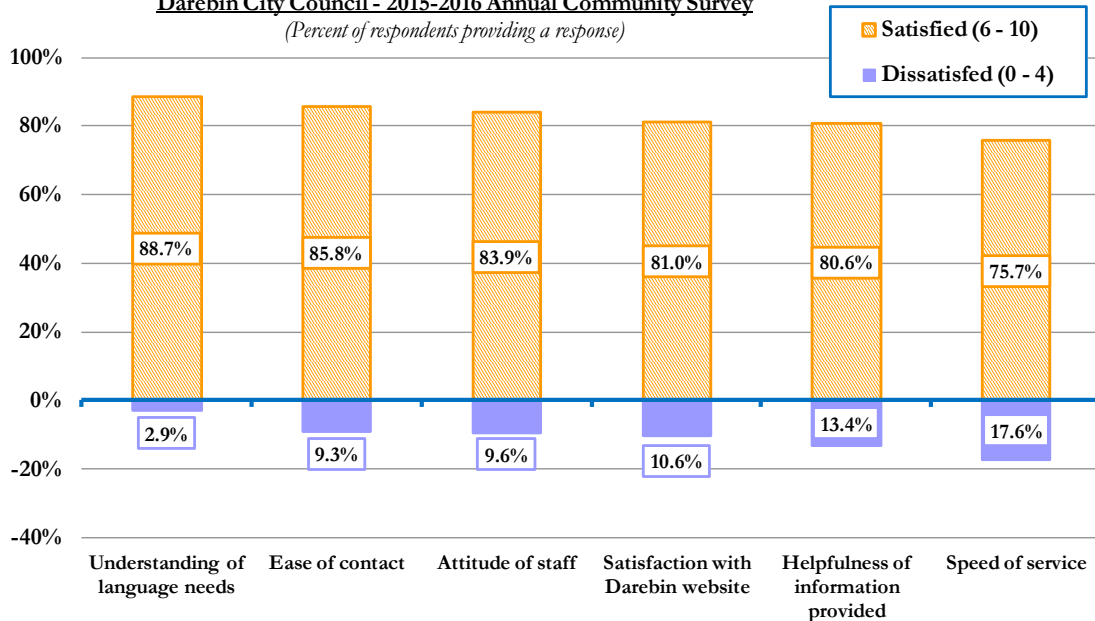
Three aspects were however consistent between the two surveys, with the following comparisons possible:

- ⊗ **Staff understanding language needs** – Darebin respondents (8.34) rated satisfaction marginally but not measurably lower than the metropolitan Melbourne average (8.52).
- ⊗ **Speed of service** – Darebin respondents (6.83) rated satisfaction marginally but not measurably higher than the metropolitan Melbourne average (6.71).
- ⊗ **Attitude of staff** – Darebin respondents (7.58) rated satisfaction very marginally but not measurably lower than the metropolitan Melbourne average (7.63). *Governing Melbourne* worded this variable somewhat differently, asking satisfaction with the “courtesy of service”. The impact of the difference in wording for this variable appears relatively minor.



Consistent with the relatively high average satisfaction with aspects of customer service, more than three-quarters of respondents were satisfied with each of the six aspects. It is observed that approximately one-sixth of respondents were dissatisfied with the speed of service.

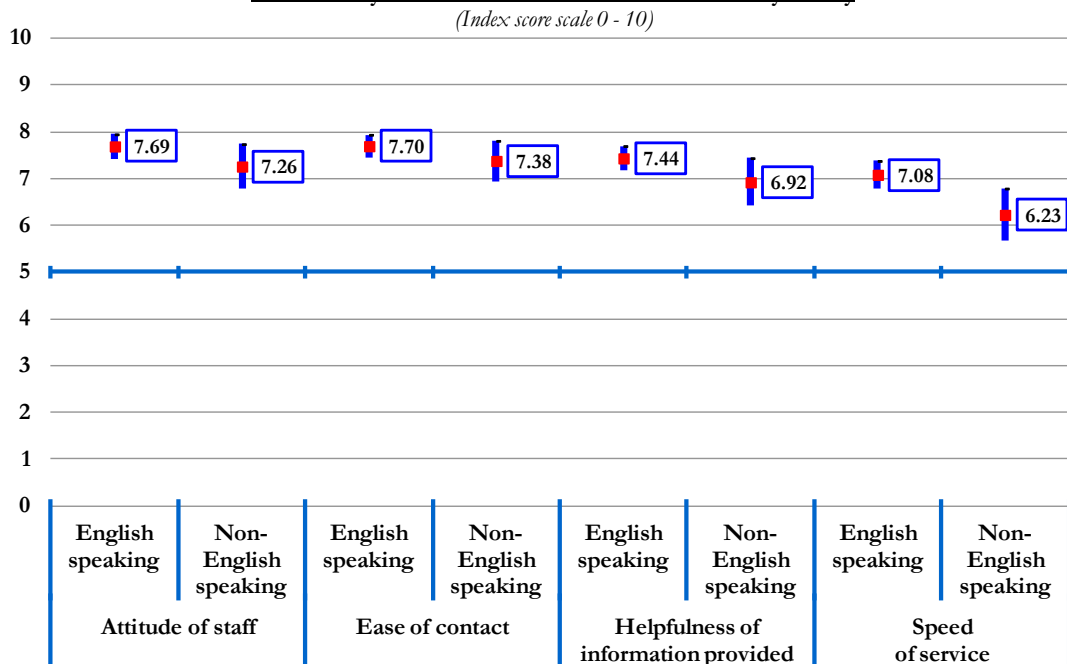
Satisfaction with aspects of customer service
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of respondents providing a response)



The following graph provides a comparison of satisfaction with the four aspects of customer service (excluding the Council website) between respondents from English speaking households, and respondents from non-English speaking households.

It is observed that respondents from English speaking households were somewhat, albeit not measurably more satisfied with three of the four aspects than respondents from non-English speaking households. Respondents from English speaking households were measurably and significantly more satisfied with the speed of service than were respondents from non-English speaking households.

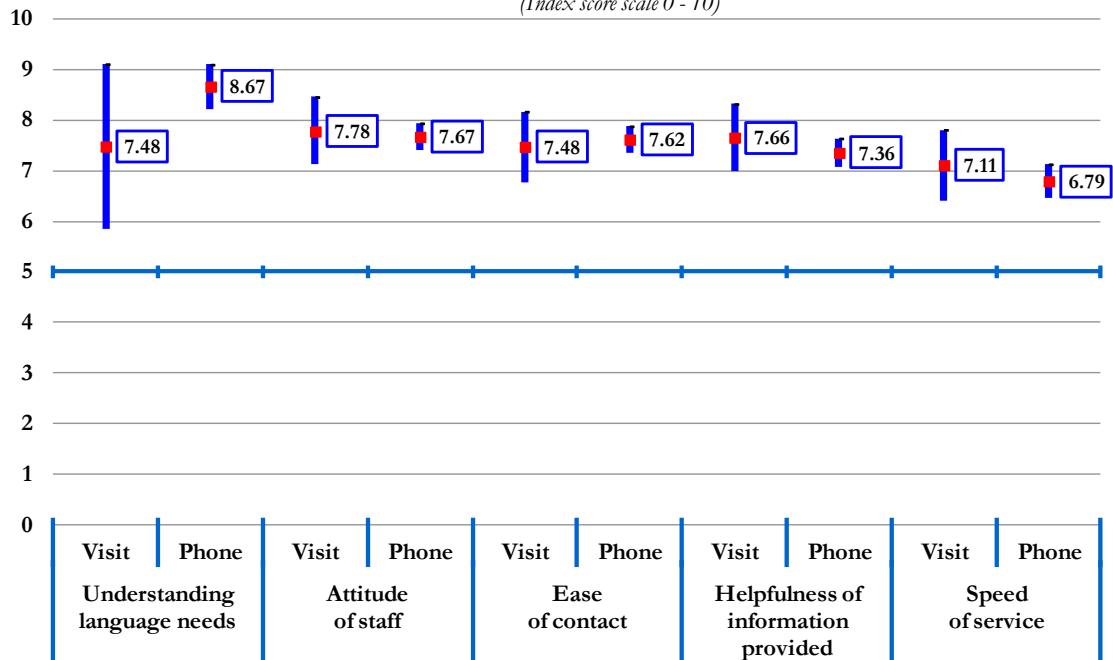
Satisfaction with aspects of customer service by language spoken at home
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



The following graph provides a comparison of satisfaction with the five aspects of customer service (excluding the Council website) between respondents visiting Council in person and those contacting Council by telephone.

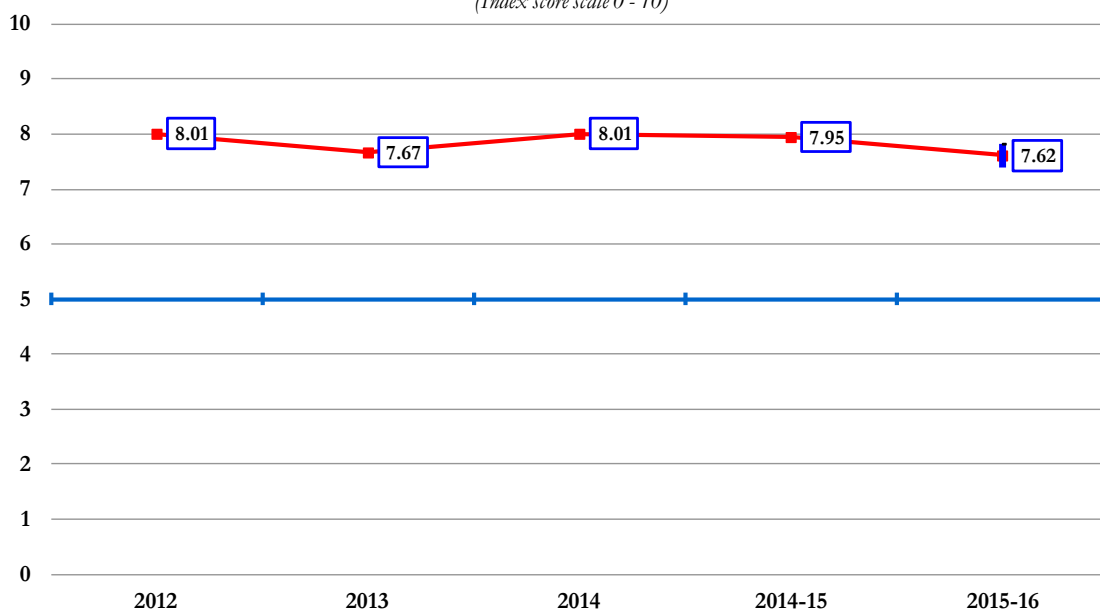
It is observed that respondents visiting Council in person were marginally but not measurably more satisfied with the attitude of staff, the helpfulness of the information provided, and the speed of service, than were respondents contacting Council by telephone. Those contacting Council via telephone were marginally but not measurably more satisfied with the ease of contact, and staff understanding language needs (non-English speaking household respondents only).

Satisfaction with aspects of customer service by method of contact
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)

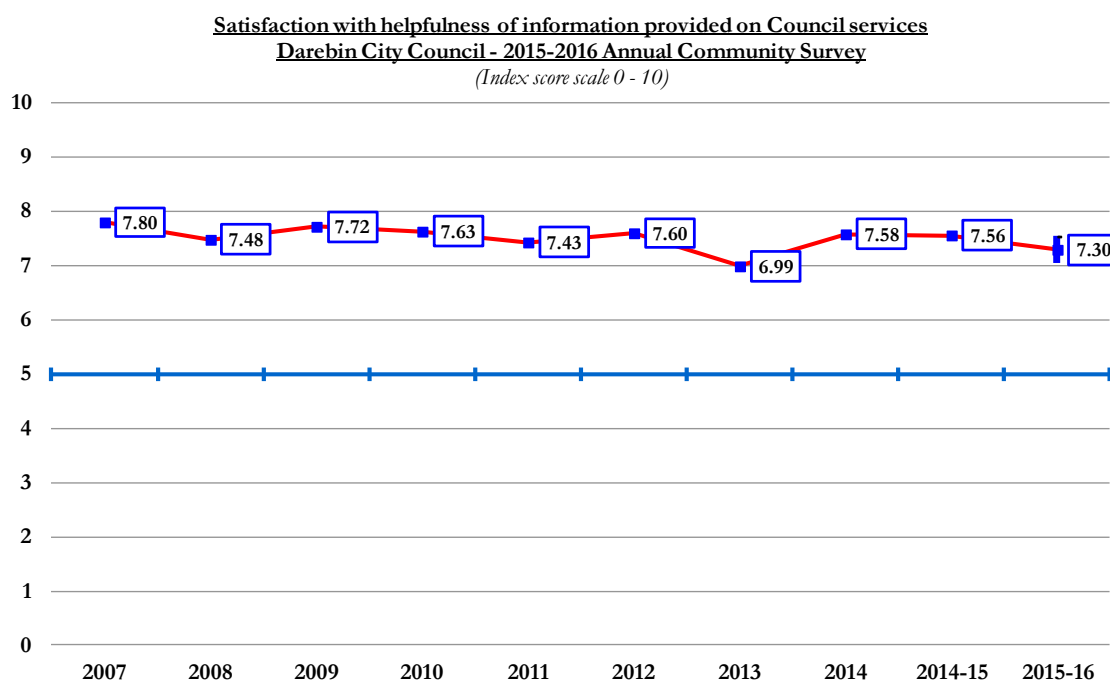


Satisfaction with the ease of contact declined 4.2% in 2015-15 to 7.62, a level of satisfaction categorised as “very good”. This is a decline on its previous categorisation of “excellent”.

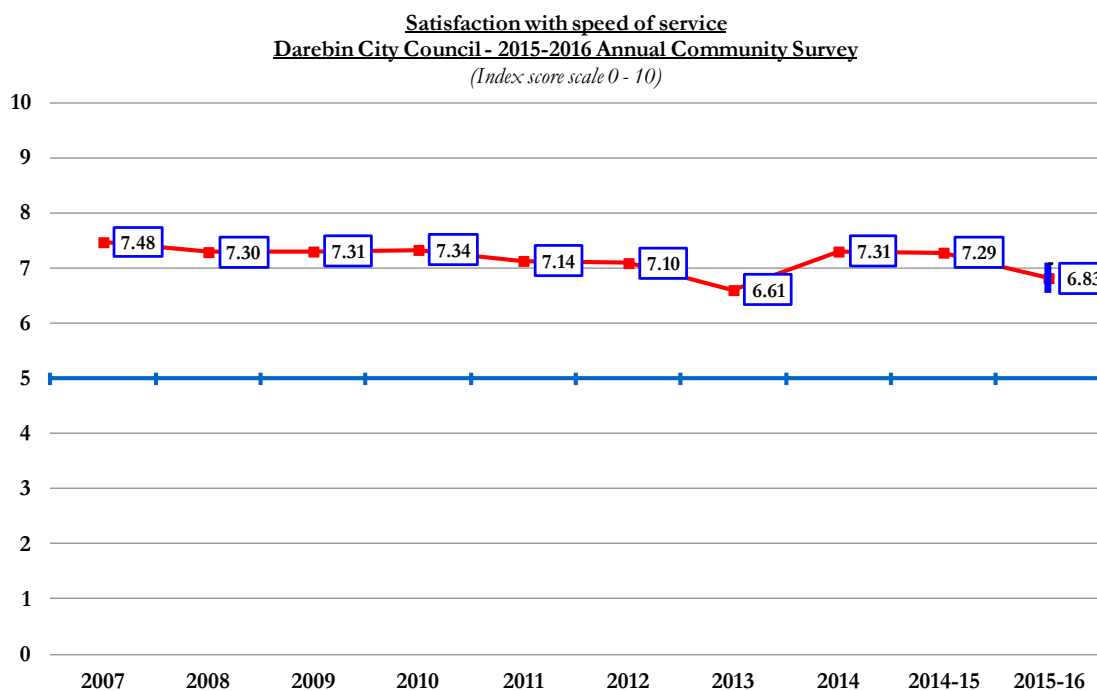
Satisfaction with ease of contact
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



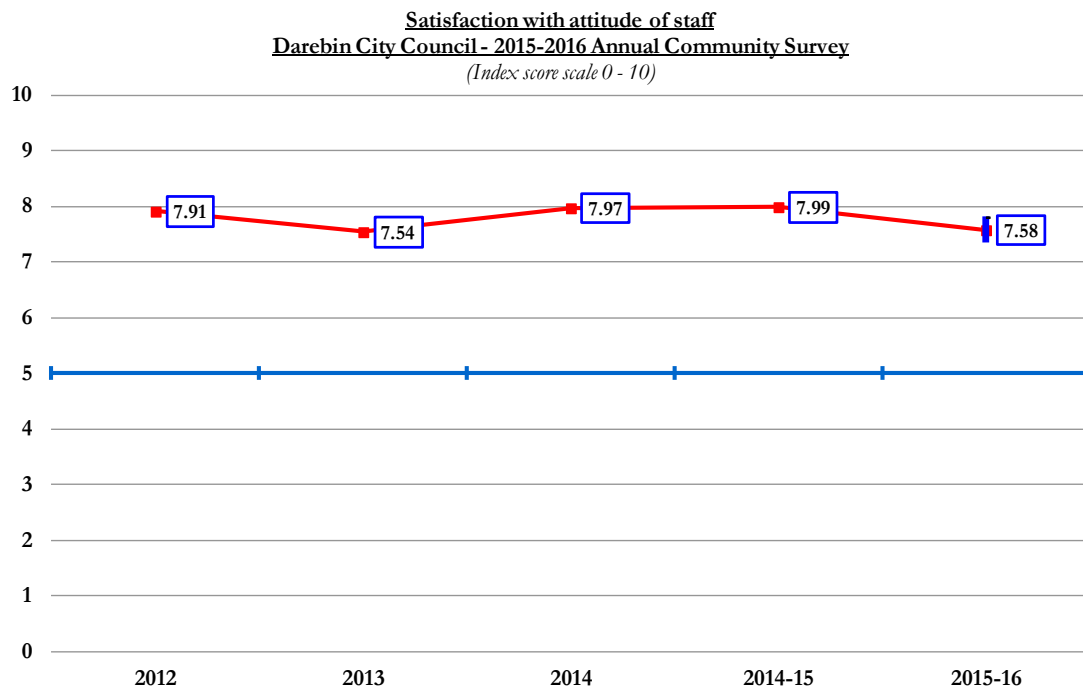
Satisfaction with the helpfulness of information provided on Council services declined 3.4% in 2015-16 to 7.30, although it remains at a level categorised as “very good”.



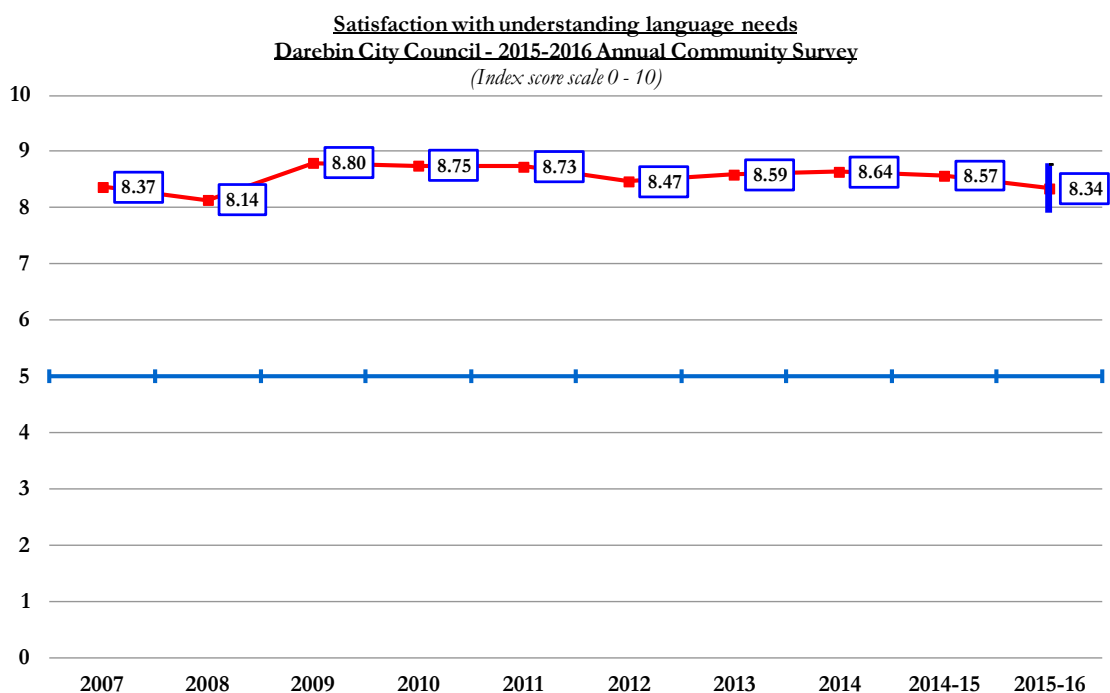
Satisfaction with the speed of service declined 6.3% in 2015-16 to 6.83, a level of satisfaction categorised as “good”. This is a decline on the previous categorisation of “very good”.



Satisfaction with the attitude of staff declined 5.1% in 2015-16 to 7.58, a level of satisfaction categorised as “very good”. This is a decline on the previous categorisation of “excellent”.



Satisfaction with staff understanding language needs declined 2.7% in 2016-16 to 8.34, although it remains at a level categorised as “excellent”. This question was asked only of respondents from non-English speaking households.



Safety in public areas

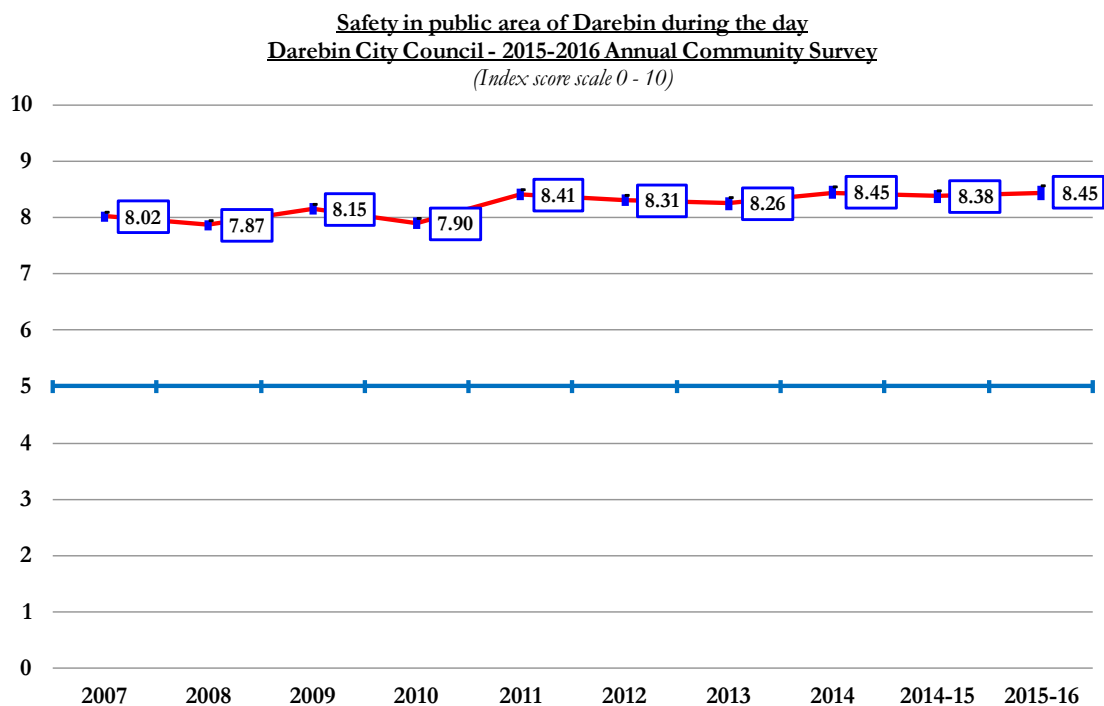
Respondents were asked:

“On a scale of zero (lowest) to ten (highest), how safe do you feel in public areas in the City of Darebin?”

Safety during the day

This section of questions relating to the perception of safety in the public areas of the City of Darebin was included in only two of the four quarterly surveys in 2015-16.

The perception of safety in the public areas of the City of Darebin during the day increased by less than one percent in 2015-16 to 8.45. This result is, in the view of Metropolis Research, a very high perception of safety. It is also noted that the perception of safety in the public areas of the City of Darebin has remained very stable at eight or more out of ten for many years.



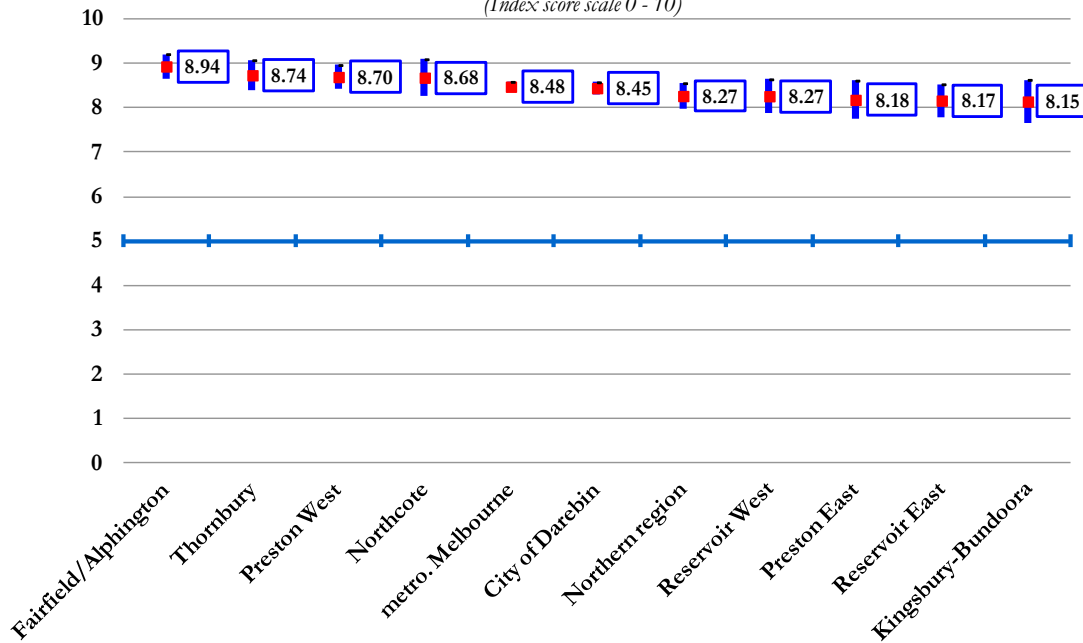
The perception of safety in the public areas of the City of Darebin during the day was almost identical to the metropolitan Melbourne average of 8.48, and marginally but not measurably higher than the northern region average of 6.74, both as recorded in the 2016 *Governing Melbourne* research.

There was some measurable but not significant variation in the perception of safety in the public areas of the City of Darebin during the day observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Fairfield-Alphington** – respondents rated their perception of safety during the day measurably but not significantly higher than the municipal average.

Perception of safety in public areas of Darebin during the day by precinct
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

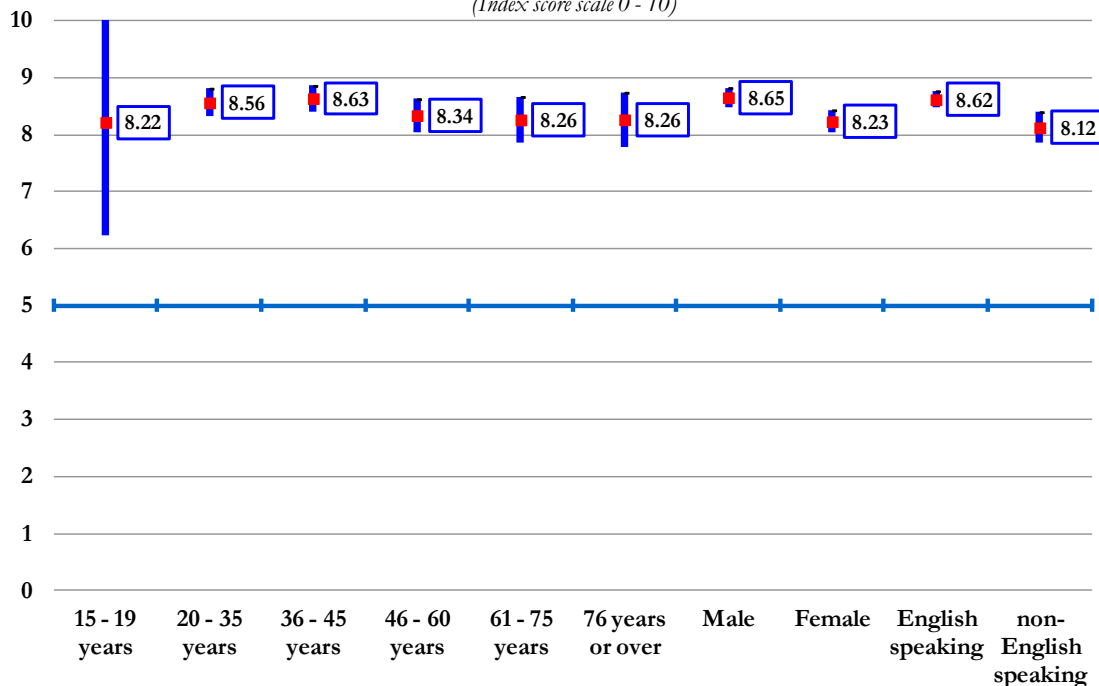


There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin during the day observed by respondents' lifecycle stage. It is observed however that:

- ⊗ **Male respondents** - rated their perception of safety during the day measurably and significantly higher than female respondents.
- ⊗ **English speaking household respondents** – rated their perception of safety during the day measurably and significantly higher than respondents from non-English speaking households.

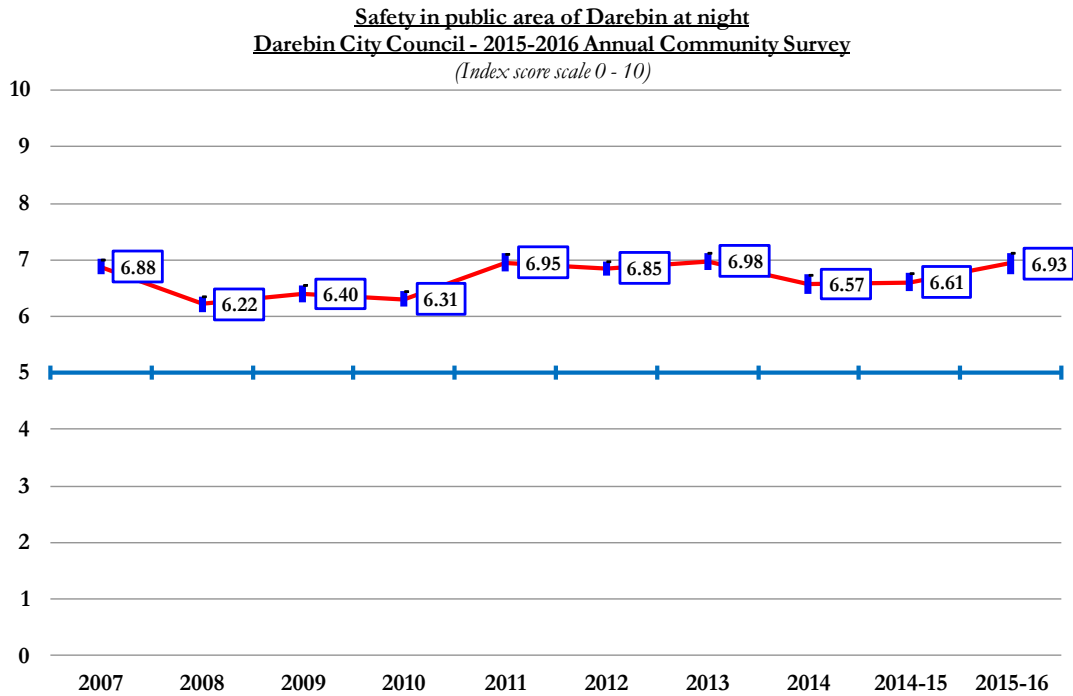
Perception of safety in public areas of Darebin during the day
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Safety at night

The perception of safety in the public areas of the City of Darebin at night increased measurably in 2015-16, up 4.8% from 6.61 to 6.93.

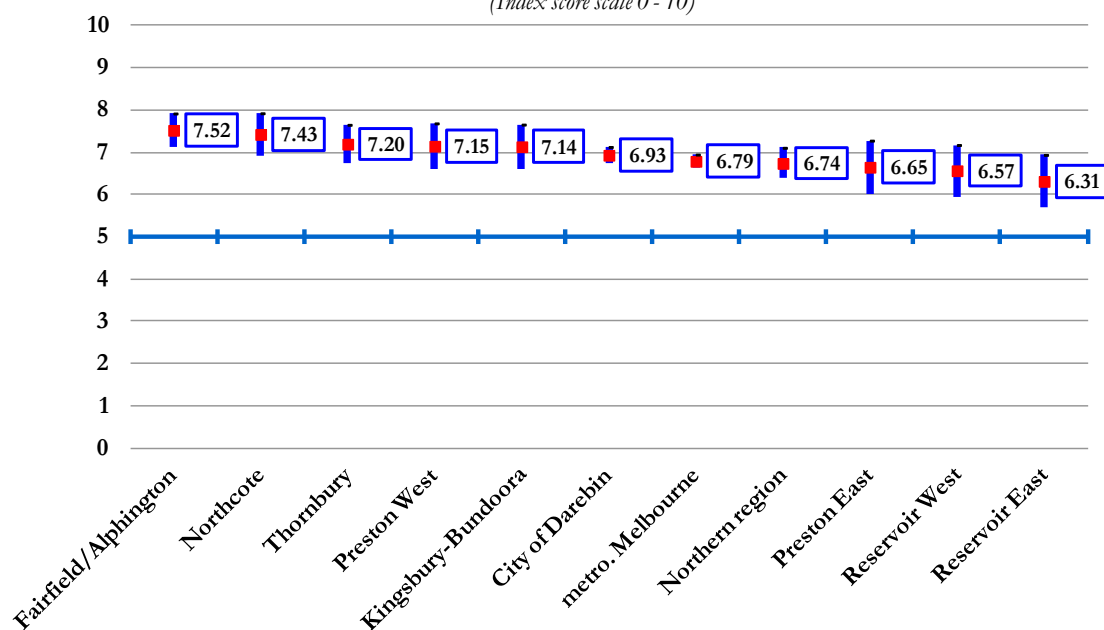


The perception of safety in the public areas of the City of Darebin at night was marginally but not measurably higher than both the metropolitan Melbourne average of 6.79, and the northern region average of 6.74. Both of these comparative results were recorded in the 2016 *Governing Melbourne* research.

There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin at night observed across the eight precincts comprising the City of Darebin. It is however noted that respondents in the southern precincts of Fairfield-Alphington, Northcote and Thornbury rated their perception somewhat higher than average, whilst respondents from Reservoir East and West rated it somewhat lower.

Perception of safety in public areas of Darebin at night by precinct
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

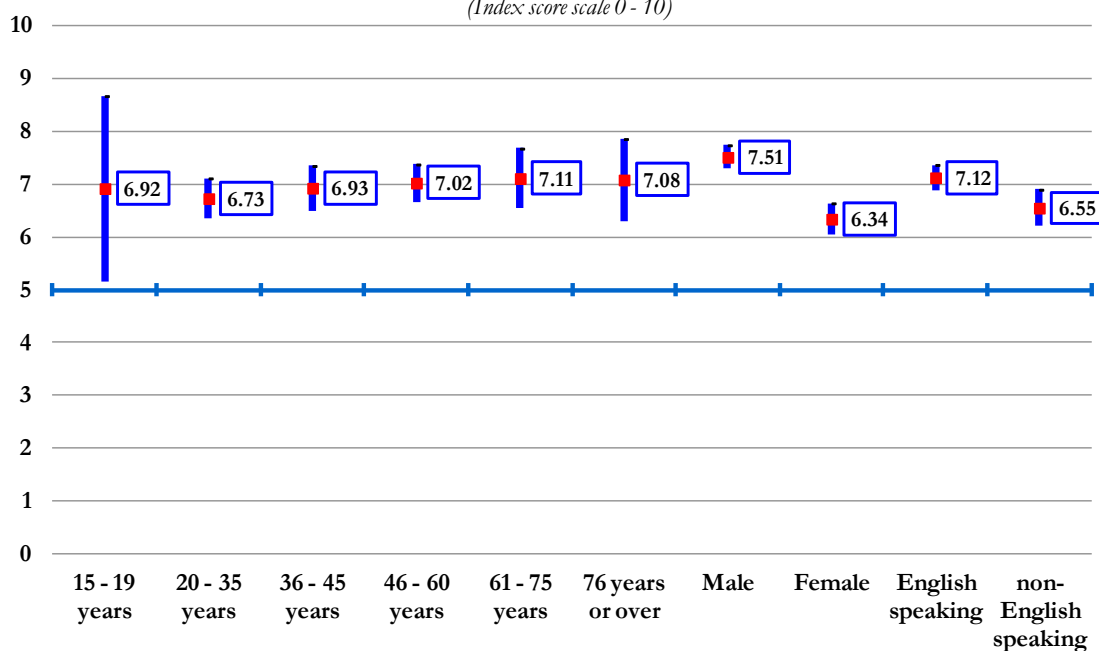


There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin at night observed by respondents' lifecycle stage. Attention is however drawn to the fact that:

- ⊗ **Male respondents** - rated their perception of safety in the public areas of the City of Darebin at night measurably and significantly (18.5%) higher than female respondents.
- ⊗ **English speaking household respondents** – rated their perception of safety in the public areas of the City of Darebin at night measurably and significantly (8.8%) higher than respondents from non-English speaking households.

Perception of safety in public areas of Darebin at night
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Council as an organisation

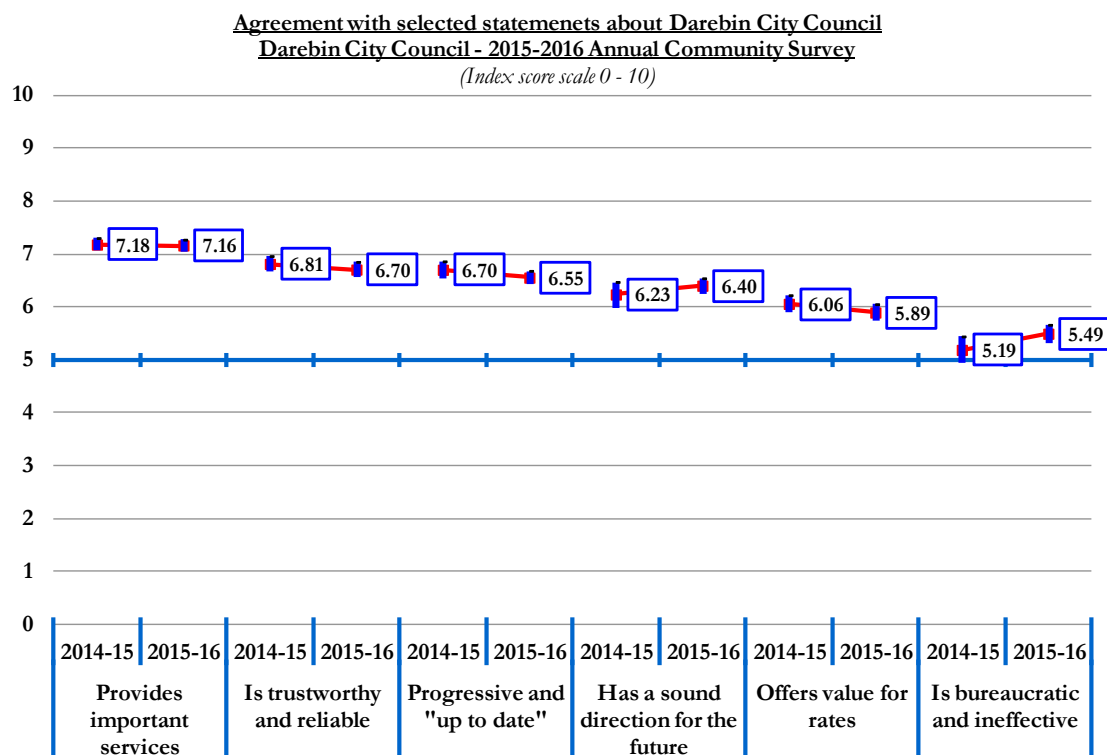
Respondents were asked:

“On a scale of zero (strongly disagree) to ten (strongly agree), please rate your agreement with the following statements regarding Darebin City Council as an organisation.”

Respondents were again in 2015-16 asked to rate their agreement with six statements about Darebin City Council. There were no statistically significant changes in these results in 2015-16, compared to the results from 2014-15.

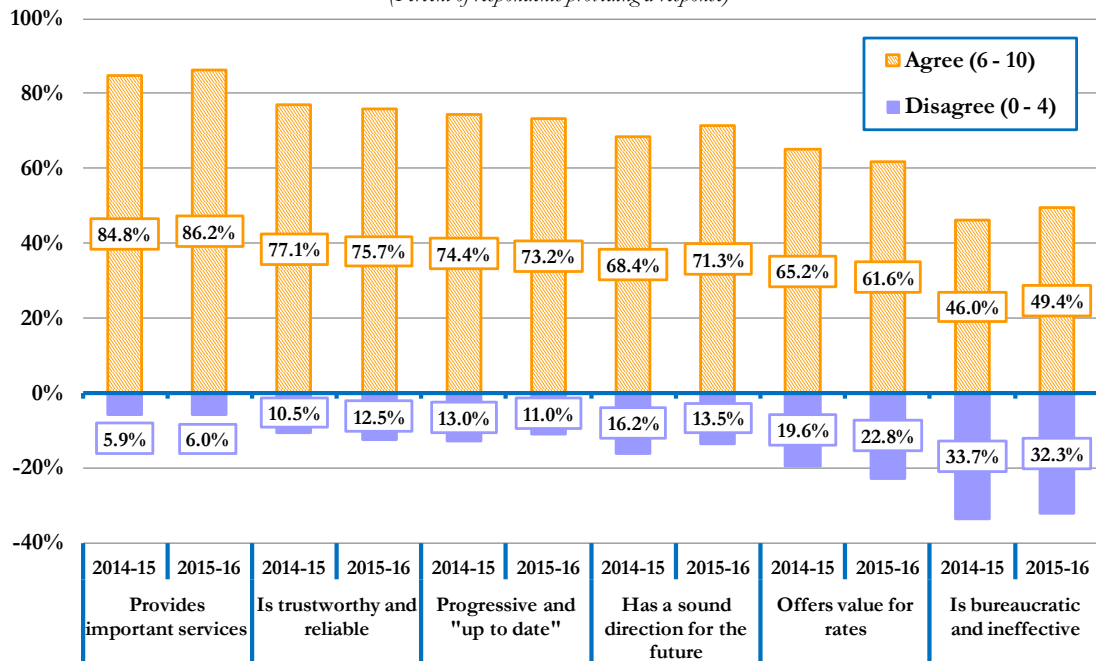
These results reaffirm the general theme discussed in this report of relatively “good” level of satisfaction with the performance of Darebin City Council. Agreement with these statements can best be summarised as follows:

- ⊗ **Strong Agreement** – that Council provides important services.
- ⊗ **Solid Agreement** – that Council is trustworthy and reliable, is progressive and up-to-date, and has a sound direction for the future.
- ⊗ **Mild Agreement** – that Council offers value for rates, and is bureaucratic and ineffective.



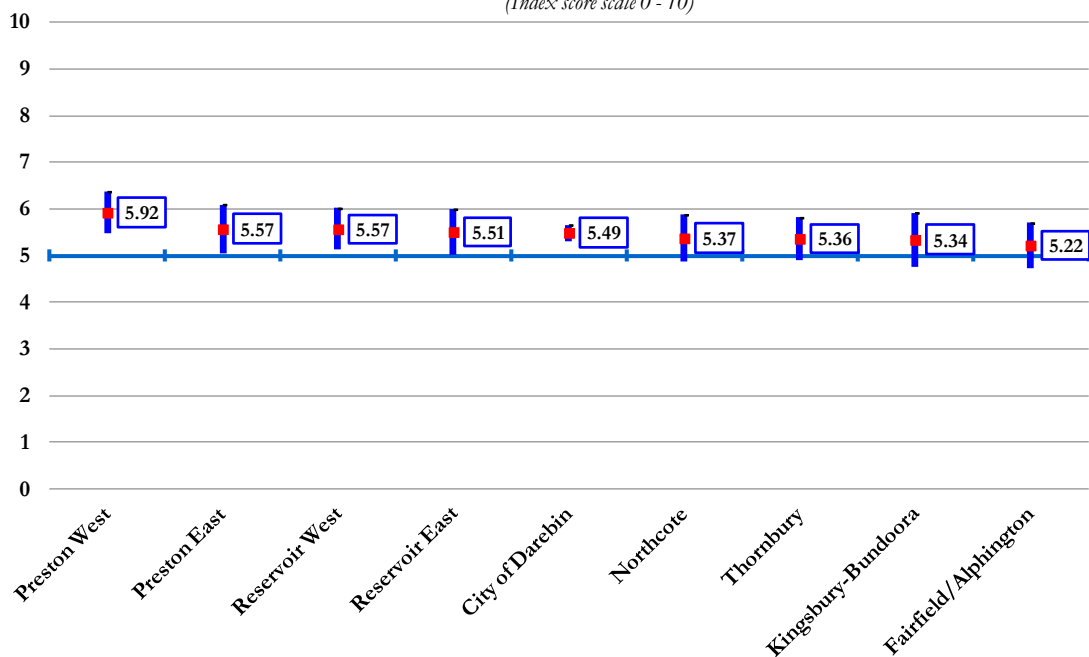
Whilst approximately two-thirds or more of respondents agreed with five of the six statements, a little less than half agreed with the negatively worded statement that “Council is bureaucratic and ineffective”, whilst approximately one-third agreed with this statement.

Agreement with selected statements about Darebin City Council
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of respondents providing a response)



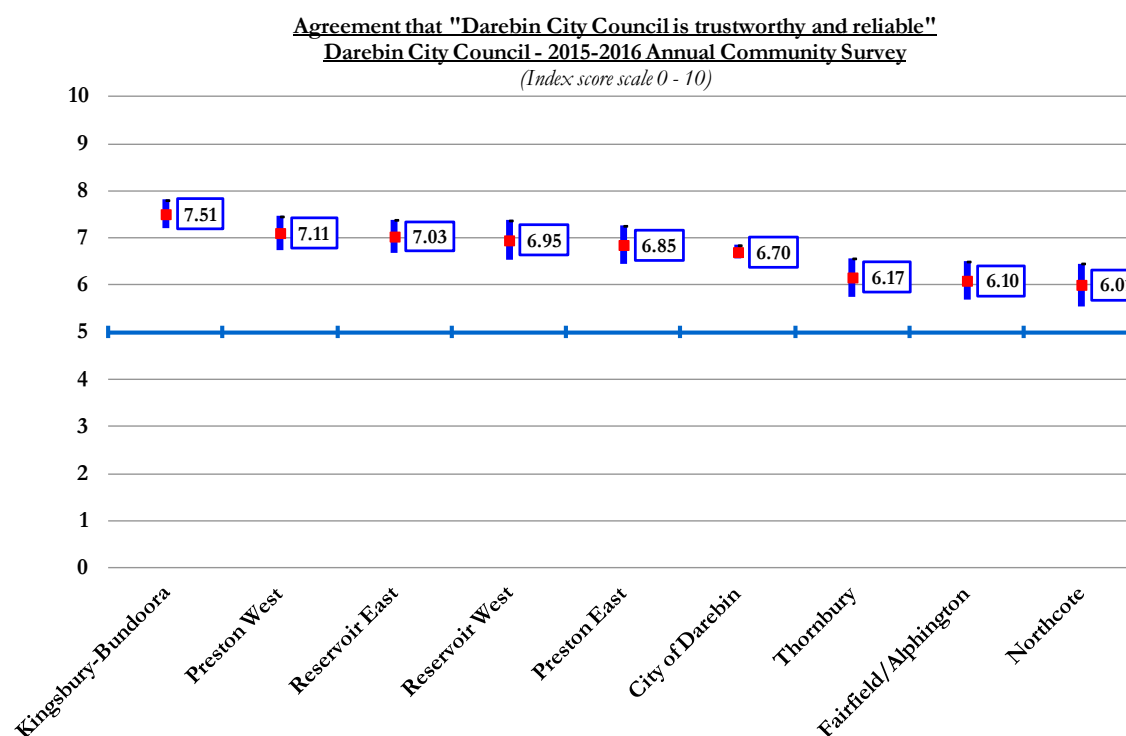
There was no statistically significant variation in agreement that Darebin City Council is bureaucratic and ineffective observed across the eight precincts comprising the City of Darebin.

Agreement that "Darebin City Council is bureaucratic and ineffective"
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was measurable and significant variation in agreement that Darebin City Council is trustworthy and reliable observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Thornbury, Fairfield-Alphington*** and ***Northcote*** – respondents were measurably and significantly less in agreement than the municipal average.

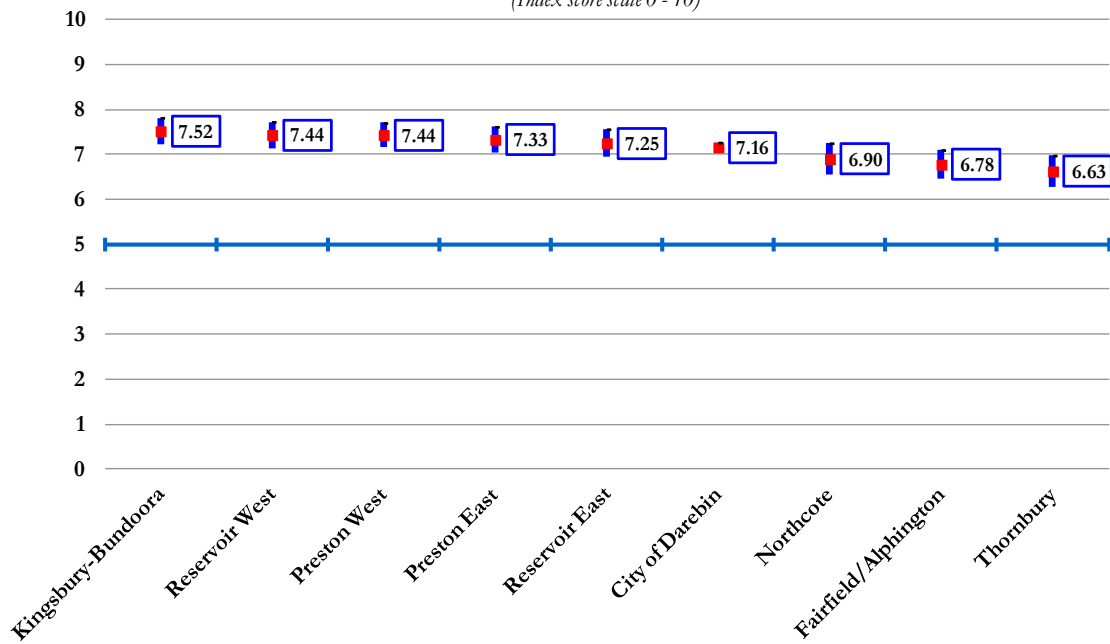


There was measurable and significant variation in agreement that Darebin City Council provides important services observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Northcote*** and ***Fairfield-Alphington*** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ ***Thornbury*** – respondents were measurably and significantly less in agreement than the municipal average.

Agreement that "Darebin City Council provides important services"
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

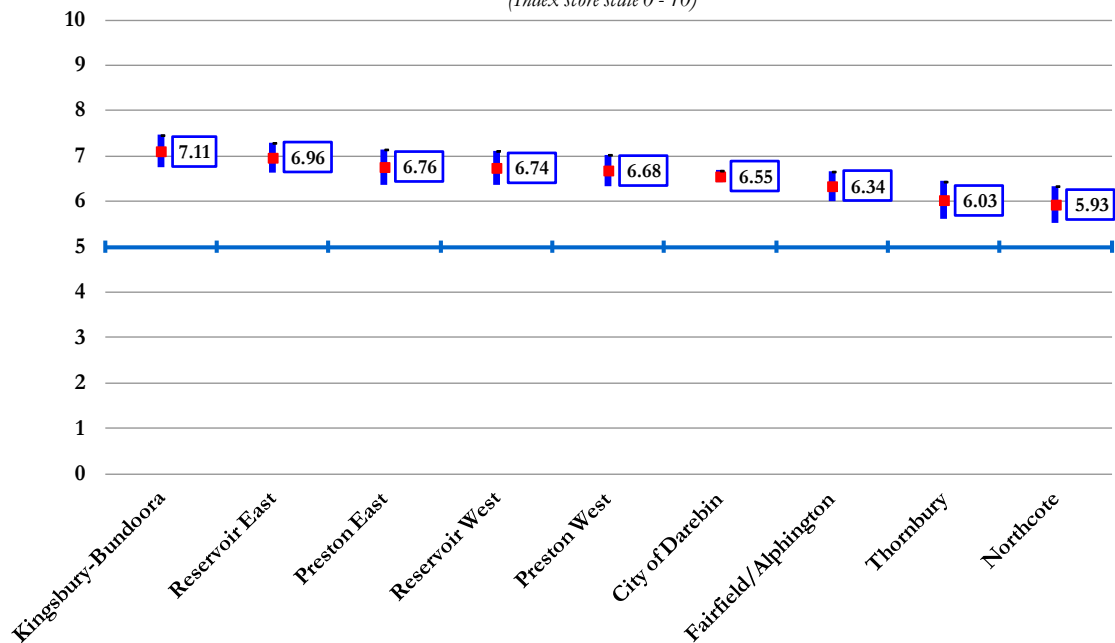


There was measurable and significant variation in agreement that Darebin City Council is progressive and up-to-date observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** and **Reservoir East** – respondents were measurably and significantly more satisfied than the municipal average.
- ⊗ **Thornbury** and **Northcote** - respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.

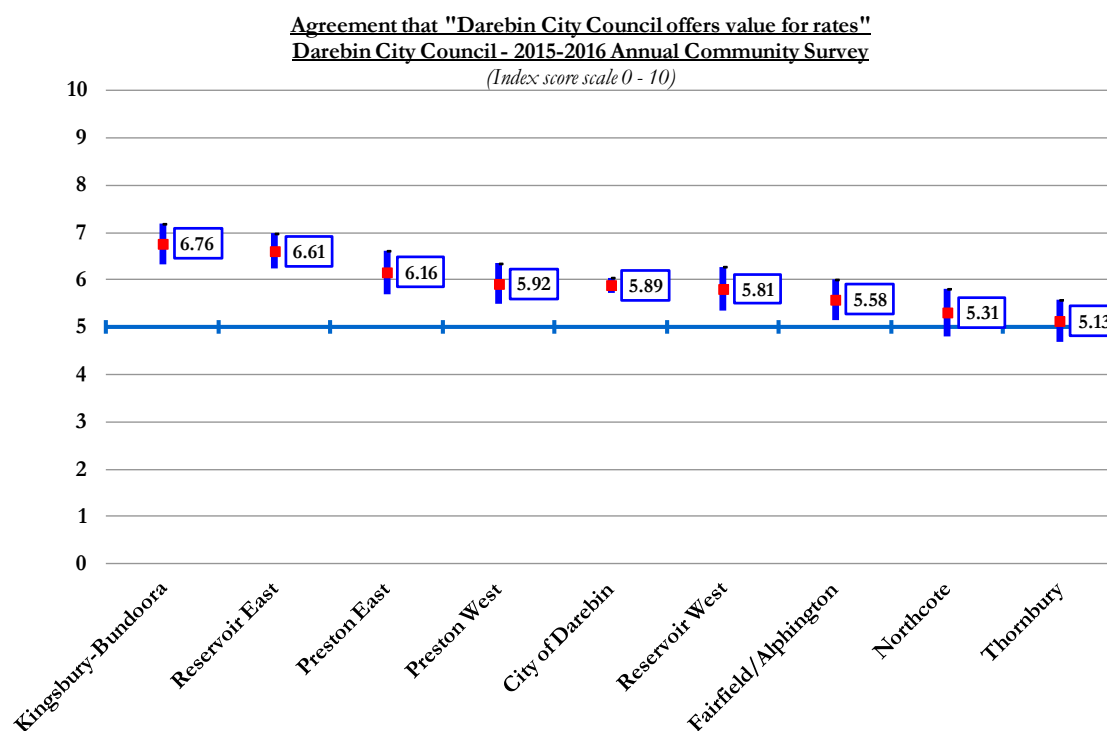
Agreement that "Darebin City Council is progressive and 'up to date'"
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



There was measurable and significant variation in agreement that Darebin City Council offers value for rates observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** and ***Reservoir East*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Northcote*** and ***Fairfield-Alphington*** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ ***Thornbury*** – respondents were measurably and significantly less in agreement than the municipal average.

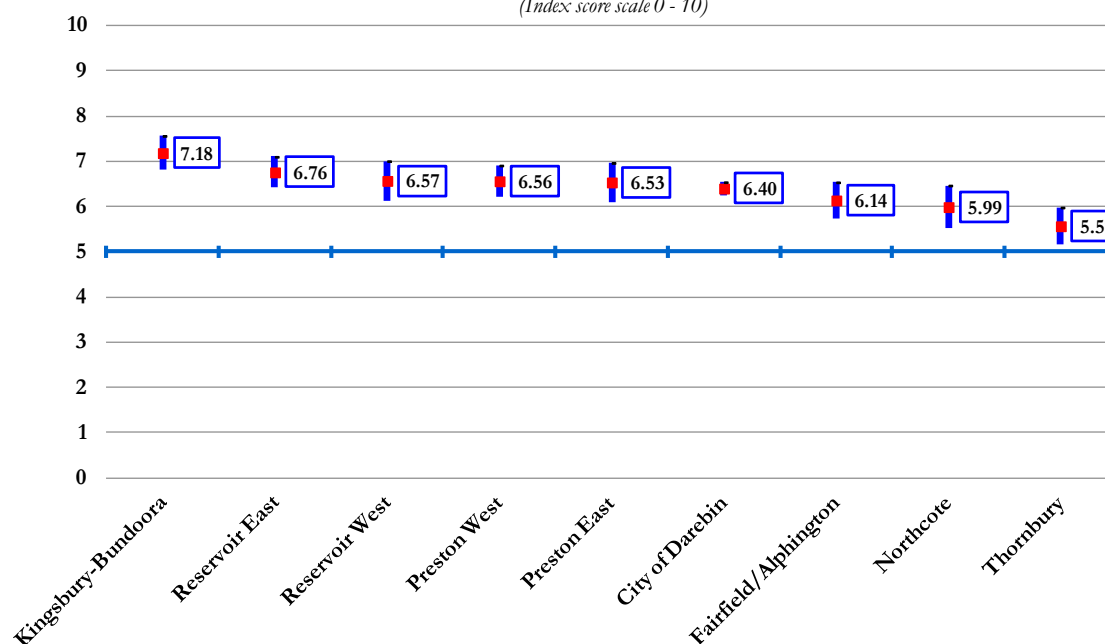


There was measurable and significant variation in agreement that Darebin City Council has a sound direction for the future observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Northcote*** and ***Fairfield-Alphington*** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ ***Thornbury*** – respondents were measurably and significantly less in agreement than the municipal average.

Agreement that "Darebin City Council has a sound direction for the future"
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Issues for Council

Council advocacy campaigns

Respondents were asked:

“Can you please list any Council advocacy campaigns of which you are aware?”

A total of 158 Council advocacy campaigns were identified by ninety-eight respondents (9.8%).

As is clearly evident in the table, respondents identified a wide range of campaigns over the course of 2015-16 of which they were aware.

Some of the campaigns most commonly identified by respondents related to culture and diversity, refugees, and anti-domestic / family violence campaigns.

Metropolis Research notes that many of the campaigns identified by respondents are not in fact advocacy campaigns, rather they are public information campaigns aimed at the community, rather than being aimed at other levels of government.

This result highlights a significant issue in relation to the advocacy and making representation activities of Council, as many in the community are not commonly aware of the activities being undertaken by Council. A recent example of a council advocacy campaign that many in the community became aware of and appreciated the efforts of council observed by Metropolis Research was the *Get Wyndham Moving* campaign conducted by the Wyndham City Council which was advocating to primarily the state government in relation to traffic management and commuting issues for the growing western suburbs of metropolitan Melbourne. It was the public nature of many of the activities undertaken as part of that advocacy campaign that allowed the community to become aware of the actions that the council was taking on behalf of the local community.

Council advocacy campaigns
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2015-2016</i>	
	<i>Number</i>	<i>Percent</i>
Culture and diversity	8	5.1%
Anti-domestic / family violence campaigns	7	4.4%
Refugees	5	3.2%
Solar panels campaign	5	3.2%
Youth engagement / improvement / youth one	5	3.2%
Bike paths and lanes	4	2.5%
Cleanliness and green	4	2.5%
Environmental and sustainability initiatives	4	2.5%
GTBL issues	4	2.5%
Promoting use of bikes	4	2.5%
Public transportation	4	2.5%
Sports stadium	4	2.5%
Advocacy for Reservoir railway line and crossing	3	1.9%
Art campaigns	3	1.9%
Garbage disposal	3	1.9%
New bridge in Chandler Hwy	3	1.9%
Park development	3	1.9%
Peaceful community	3	1.9%
Recyclables / recycling electronic goods	3	1.9%
Removal of the level crossings	3	1.9%
About renewable energy	2	1.3%
Animal welfare	2	1.3%
City Council welcomes refugees	2	1.3%
Disability awareness	2	1.3%
Festivals	2	1.3%
Gather people's view about traffic	2	1.3%
Green walk	2	1.3%
Issues regarding to toilets	2	1.3%
Kite festival	2	1.3%
Park beautification	2	1.3%
Park maintenance	2	1.3%
Recycling	2	1.3%
Tram upgrade	2	1.3%
Activities for ethnic groups - inclusion - bilingual printed info	1	0.6%
Advocacy for spousal protection/safety	1	0.6%
Advocacy in relation to old Alphington Papermills site	1	0.6%
Alcohol and drugs	1	0.6%
Aquatic Centre	1	0.7%
Beautification of the junction of Bell St	1	0.5%
Bridge across Merri Creek on Beavers Rd	1	0.6%
Broadway upgraded	1	0.6%
Bush kinda	1	0.6%

Council advocacy campaigns
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2015-2016</i>	
	<i>Number</i>	<i>Percent</i>
Campaigns about Bundoora Park to save it	1	0.6%
Campaigns about link reserves - playgrounds for children	1	0.6%
Chandler Highway	1	0.6%
Children and aged welfare	1	0.6%
Clean out the waterways	1	0.6%
Community services	1	0.6%
Consultation programs in regards to level crossing on Grange Rd	1	0.6%
Darebin music feast	1	0.6%
Divs - support local welfare organization	1	0.6%
Encouraging to donate to someone in need	1	0.6%
English classes in Edward Street	1	0.6%
Friends of Darebin Creek	1	0.6%
Grateful for Council for street party on Christmas	1	0.6%
Health card dentist	1	0.6%
Keeping health fitness campaigns	1	0.6%
Late night traffic management	1	0.6%
Legal advice	1	0.6%
Library program / oval stories program	1	0.6%
Market	1	0.6%
Mayor Park (green spaces)	1	0.6%
Meals and wheels	1	0.6%
NDIS 3	1	0.6%
Open space issues	1	0.6%
Orderliness	1	0.6%
Preston Junction Master Plan	1	0.6%
Public health	1	0.6%
Public housing	1	0.6%
Railway crossing get fixed - Bell St/High St	1	0.6%
Shop local	1	0.6%
Sober saver or something like that - not sure if that what you mean	1	0.8%
Stolen generation - sculpture and garden	1	0.6%
Streetscapes campaign	1	0.6%
The use of Council funding	1	0.6%
They did something for intergenerations toilets	1	0.6%
Tip	1	0.9%
Transgender youth initiatives	1	0.6%
Trees to be replanted in St Georges Rd	1	0.6%
Violence against women	1	0.6%
Workshop - music / Darebin Music fest, could have been better promoted	1	0.6%
Yoga in the park	1	0.6%
Total	158	100%

Council advocacy campaigns by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

Response	2015-2016	
	Number	Percent
<i>Reservoir East</i>		
Public transportation	2	1.3%
Bike paths	2	1.3%
Broadway upgraded	1	0.6%
Green walk	1	0.6%
Multicultural	1	0.6%
Recyclables	1	0.6%
Refugees - spaces for them	1	0.6%
Tip	1	0.6%
Youth	1	0.6%
<i>Reservoir West</i>		
Anti-domestic violence campaigns	3	1.9%
Railway crossing at Reservoir	3	1.9%
Art campaigns	2	1.3%
Culture and diversity	2	1.3%
GTBL	2	1.3%
Peaceful community	2	1.3%
Animal welfare	1	0.6%
Children and aged welfare	1	0.6%
Clean	1	0.6%
Community services	1	0.6%
English classes in Edward Street	1	0.6%
Kite festival	1	0.6%
Proper waste disposal	1	0.6%
Sober saver or something like that - not sure if that what you mean	1	0.6%
<i>Fairfield/Alphington</i>		
Promoting use of bikes	3	1.9%
Solar panel programs	3	1.9%
Bike paths	2	1.3%
The Chandler Highway bridge	2	1.3%
Activities for ethnic groups - inclusion - bilingual printed info	1	0.6%
Advocacy in relation to old Alphington Papermills site	1	0.6%
Clean out the waterways	1	0.6%
Consultation programs in regards to level crossing on Grange Rd	1	0.6%
Encouraging to donate to someone in need	1	0.6%
Green walk	1	0.6%
Library program / oval stories program	1	0.6%
NDIS 3	1	0.6%
Open space issues	1	0.6%
Public transportation	1	0.6%
Recycling	1	0.6%
Recycling electronic goods	1	0.6%
Shop local	1	0.6%
Sustainability / environment issue	1	0.6%
The use of Council funding	1	0.6%
Workshop - music / Darebin Music fest, could have been better promoted	1	0.6%

Council advocacy campaigns by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2015-2016</i>	
	<i>Number</i>	<i>Percent</i>
<i>Kingsbury-Bundoora</i>		
Cleanliness and green	3	1.9%
Advocacy for spousal protection/safety	1	0.6%
Animals	1	0.6%
Campaigns about Bundoora Park to save it	1	0.6%
Campaigns about link reserves - playgrounds for children	1	0.6%
Culture	1	0.6%
Festivals	1	0.6%
Garbage disposal	1	0.6%
Legal advice	1	0.6%
Orderliness	1	0.6%
Park beautification	1	0.6%
Peaceful community	1	0.6%
<i>Preston East</i>		
Domestic violence campaign	3	1.9%
Bike paths and lanes	1	0.6%
Disability campaigns	1	0.6%
Garbage Disposal	1	0.6%
GTBL campaigns	1	0.6%
Level crossing in Reservoir	1	0.6%
Market	1	0.6%
Park development	1	0.6%
Solar power	1	0.6%
Something about toilets	1	0.6%
Streetscapes campaign	1	0.6%
Tram upgrade	1	0.6%
<i>Preston West</i>		
Refugees	3	1.9%
Environmental campaigns	2	1.3%
Multicultural	2	1.3%
Park maintenance	2	1.3%
Alcohol and drugs	1	0.6%
Beautification of the junction of Bell st.	1	0.6%
Disability awareness	1	0.6%
Friends of Darebin Creek	1	0.6%
Issues regarding to toilets	1	0.6%
Preston Junction Master Plan	1	0.6%
Removal of the level crossings	1	0.6%
Solar panels campaign	1	0.6%
Sports stadium	1	0.6%
Stolen generation - sculpture and garden	1	0.6%
Transgender youth initiatives	1	0.6%
Transport	1	0.6%
Yoga in the park	1	0.6%
Youth	1	0.6%

Council advocacy campaigns by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2015-2016</i>	
	<i>Number</i>	<i>Percent</i>
<i>Thornbury</i>		
Refugees	2	1.3%
Solar panels campaign	2	1.3%
Youth engagement	2	1.3%
Acquatic Centre	1	0.6%
Bush kinda	1	0.6%
Divs - support local welfare organisation	1	0.6%
Festivals	1	0.6%
Gather people's view about traffic	1	0.6%
Health card dentist	1	0.6%
Keeping health fitness campaigns	1	0.6%
Late night traffic management	1	0.6%
Meals and wheels	1	0.6%
Multicultue	1	0.6%
New bridge in Chandler Hwy	1	0.6%
Public health	1	0.6%
Public housing	1	0.6%
Public transportation	1	0.6%
Recycling	1	0.6%
Removal of the level crossings	1	0.6%
Trees to be replanted in st Georges Rd	1	0.6%
Violence against women	1	0.6%
Youth improvement	1	0.6%
<i>Northcote</i>		
Park development	2	1.3%
Promoting use of bikes	2	1.3%
Sports stadium	2	1.3%
Anti-violence	1	0.6%
Art campaigns	1	0.6%
Bridge across Merri Creek on Beavers Rd	1	0.6%
Chandler Highway	1	0.6%
Cultural diversity	1	0.6%
Darebin music feast	1	0.6%
Favor accepting refugees	1	0.6%
Gather people's view about traffic	1	0.6%
Gender issues	1	0.6%
Grateful for Council for street party on Christmas	1	0.6%
Kite festivals	1	0.6%
Mayor Park (green spaces)	1	0.6%
Park beautification	1	0.6%
Sports stadium	1	0.6%
Sustainability initiatives	1	0.6%
They did something for intergenders toilets	1	0.6%
Tram upgrade	1	0.6%
Total	158	100%

Improvements in the local area

Respondents were asked:

“What, if any, improvements have you noticed in your local area in the last twelve months?”

Respondents were again in 2015-16 asked to identify any improvements they had noticed in their local area in the last twelve months.

A little more than one-third (38.9%) of respondents identified at least one improvement they had noticed in their local area in the last twelve months, identifying an average of 1.3 improvements each.

The most commonly identified improvements in 2015-16 are somewhat different to those observed in 2014-15, as follows:

- | | |
|-----------------------------------------------------|-----------------------|
| ⊗ Parks, gardens and open space maintenance related | 15.4% up from 9.5%. |
| ⊗ Street trees related | 4.5% up from 4.0%. |
| ⊗ Road maintenance and repair related | 3.9% down from 11.5%. |

There was some measurable variation in the improvements noticed in the local area in the last twelve months observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** – respondents were somewhat more likely than average to identify improvements to street trees.
- ⊗ **Reservoir West** – respondents were somewhat more likely than average to identify improvements to the library.
- ⊗ **Preston East** – respondents were somewhat more likely than average to identify street trees.
- ⊗ **Preston West** – respondents were somewhat more likely than average to identify parks, gardens, and open space improvements.
- ⊗ **Fairfield-Alphington** – respondents were somewhat more likely than average to identify improvements to parks, gardens, and open spaces, as well as road maintenance and repair related improvements.

Improvements noticed in your local area in the last twelve months

Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of total respondents)

<i>Issue</i>	<i>2015-2016</i>		<i>2014-15</i>
	<i>Number</i>	<i>Percent</i>	
Parks, gardens and open space maintenance	154	15.4%	9.5%
Street trees	45	4.5%	4.0%
Roads maintenance & repairs	39	3.9%	11.5%
Traffic management	26	2.6%	1.0%
Bicycles and bike tracks	21	2.1%	2.0%
Public transport	20	2.0%	3.8%
Footpath maintenance & repairs	19	1.9%	2.3%
Quality & provision of local shops	18	1.8%	1.3%
Sports, recreation & entertainment facilities	16	1.6%	1.0%
Provision & maintenance of general infrastructure	15	1.5%	1.3%
Library services	14	1.4%	0.3%
Aesthetics of local area	13	1.3%	0.5%
Building, housing, planning & development	12	1.2%	1.8%
Facilities and activities for children	12	1.2%	0.0%
Rubbish & waste including garbage collection	10	1.0%	1.5%
Street lighting	9	0.9%	1.0%
Cleanliness & maintenance of areas	9	0.9%	0.0%
Graffiti / vandalism	6	0.6%	0.3%
Street cleaning & maintenance	5	0.5%	1.0%
Safety, policing & crime	4	0.4%	0.8%
Consultation, communication & provision of info	4	0.4%	0.5%
Multicultural issues / cultural diversit	4	0.4%	0.0%
Environment, conservation & climate change	3	0.3%	0.8%
Education and schools	3	0.3%	0.0%
Enforcement of local laws	3	0.3%	0.0%
Community activities & events	3	0.3%	0.3%
Promoting community atmosphere, art & culture	2	0.2%	0.5%
Preston market	2	0.2%	0.0%
Drains maintenance and repairs	1	0.1%	1.0%
Parking	1	0.1%	0.5%
Child care	1	0.1%	0.0%
Living cost / standard	1	0.1%	0.0%
Recycling collection	1	0.1%	0.0%
Public toilets	1	0.1%	0.0%
Other	5	0.5%	1.6%
Total responses	502		198
<i>Total respondents who noticed at least one improvement</i>	<i>389 (38.9%)</i>		<i>148 (37.5%)</i>

Improvements noticed in your local area in the last twelve months by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Parks, gardens, open space	16.7%	Parks, gardens, open space	19.5%
Street trees	8.7%	Libraries	7.0%
Sports, recreation & entertainment facilities	4.8%	Footpath maintenance & repairs	4.7%
Roads maintenance & repairs	4.0%	Provision & maintenance of general infrastructure	3.9%
Traffic management	4.0%	Aesthetics of local area	3.1%
Building, housing, planning & development	3.2%	Traffic management	3.1%
Facilities and activities for children	3.2%	Roads maintenance & repairs	2.3%
Public transport	2.4%	Quality & provision of local shops	2.3%
Aesthetics of local area	2.4%	Cleanliness & maintenance of areas	1.6%
All other issues	14.3%	All other issues	10.2%

Preston East		Preston West	
Parks, gardens, open space	13.0%	Parks, gardens, open space	22.8%
Street trees	9.8%	Street trees	5.7%
Roads maintenance & repairs	5.7%	Roads maintenance & repairs	4.1%
Traffic management	4.9%	Building, housing, planning & development	2.4%
Footpath maintenance & repairs	3.3%	Quality & provision of local shops	2.4%
Bicycles and bike tracks	3.3%	Public transport	1.6%
Environment, conservation & climate change	2.4%	Traffic management	1.6%
Aesthetics of local area	1.6%	Bicycles and bike tracks	1.6%
Street cleaning & maintenance	1.6%	Community activities & events	1.6%
All other issues	11.4%	All other issues	8.9%

Northcote		Thornbury	
Parks, gardens, open space	10.5%	Parks, gardens, open space	11.1%
Public transport	4.0%	Traffic management	3.2%
Roads maintenance & repairs	4.0%	Quality & provision of local shops	3.2%
Bicycles and bike tracks	4.0%	Rubbish & waste including garbage collection	3.2%
Street trees	2.4%	Roads maintenance & repairs	2.4%
Provision & maintenance of general infrastructure	1.6%	Street trees	2.4%
Sports, recreation & entertainment facilities	1.6%	Sports, recreation & entertainment facilities	2.4%
Graffiti / vandalism	1.6%	Public transport	1.6%
Enforcement of local laws	1.6%	Bicycles and bike tracks	1.6%
All other issues	3.2%	All other issues	8.7%

Kingsbury-Bundoora		Fairfield/Alphington	
Parks, gardens, open space	9.6%	Parks, gardens, open space	22.4%
Public transport	3.2%	Roads maintenance & repairs	9.6%
Rubbish & waste including garbage collection	3.2%	Street trees	2.4%
Safety, policing & crime	3.2%	Traffic management	2.4%
Cleanliness & maintenance of areas	2.4%	Provision & maintenance of general infrastructure	2.4%
Building, housing, planning & development	2.4%	Parking	2.4%
Roads maintenance & repairs	2.4%	Facilities and activities for children	1.6%
Street lighting	1.6%	Footpath maintenance & repairs	1.6%
Street trees	1.6%	Bicycles and bike tracks	1.6%
All other issues	9.6%	All other issues	9.6%

Issues for Council to address in the next twelve months

Respondents were asked:

“Can you please list what you consider to be the three most important issues for Council to address in the next twelve months?”

Respondents were provided an open-ended opportunity to identify what they considered to be the three most important issues for Council to address in the coming twelve months.

A total of 730 respondents representing 73.0% (up from 69.1%) of the total sample identified 1,445 separately categorised responses.

It is important to bear in mind when exploring these results to bear in mind that this question is not asking for a list of complaints about the performance of Council, rather it is designed to explore the range of issues of concern to residents that they believe Council should engage with in an attempt to improve outcomes for residents. This is borne out by the fact that many of the issues identified in this question are not specifically issues within the general remit of local government. Many of these are issues that the community may wish that Council would engage in lobbying and making representations to other levels of government in an attempt to improve outcomes for local residents.

The responses have been broadly categorised for ease of interpretation, as outlined in the following tables. The individual responses which have been categorised are however available on request.

In 2015-16, the most important issue identified by respondents in the City of Darebin remains traffic management related issues. This issue was identified by a little less than twice as many respondents as the next most commonly identified issue, that being building, housing, planning and development related issues.

In summary, the top four issues identified by respondents were as follows:

- ⊗ ***Traffic management*** – identified by 24.2% of respondents in 2015-16, down marginally on the 25.9% reported in 2014-15. By way of comparison, the 2016 *Governing Melbourne* reported a metropolitan Melbourne average of 20.1%. This issue is clearly an important issue which is negatively influencing community satisfaction with the performance of Darebin City Council.
- ⊗ ***Building, housing, planning and development*** – identified by 16.9% of respondents in 2015-16, up somewhat on the 12.3% reported in 2014-15. By way of comparison, the 2016 *Governing Melbourne* reported a metropolitan Melbourne average of 9.1%. It is observed that the City of Darebin has consistently reported a higher result for this issue than the metropolitan Melbourne average, a result that is similar to other middle-ring municipalities in metropolitan Melbourne. This issue is clearly an important issue negatively influencing on community satisfaction with the performance of Darebin City Council.
- ⊗ ***Parking*** – identified by 7.5% of respondents in 2015-16, down marginally on the 8.9% reported in 2014-15. By way of comparison, the 2016 *Governing Melbourne* research reported a metro. Melbourne average of 16.5%, a little more than double that of Darebin.
- ⊗ ***Parks, gardens, open space issues*** – identified by 7.4% of respondents in 2015-16, up marginally on the 2014-15 result of 8.9%. By way of comparison the *Governing Melbourne* research reported a similar metropolitan Melbourne average of 7.0% in 2016.

Metropolis Research notes that the proportion of respondents identifying rates as an issue for Council to address declined in 2015-16, down from 4.5% to 3.3%, which is marginally higher than the 2016 metropolitan Melbourne average (2.5%) recorded in *Governing Melbourne*.

Top issues for Council to address in the next twelve months
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total respondents)

Issue	2015-2016		2014-15	2014	2013	2012	2011	metro. Melb.*
	Number	Percent						
Traffic management	242	24.2%	25.9%	21.1%	23.0%	18.0%	18.3%	20.1%
Building, housing, planning & development	169	16.9%	12.3%	10.3%	10.6%	9.5%	6.8%	9.1%
Parking	75	7.5%	8.9%	5.5%	7.4%	5.5%	8.9%	16.5%
Parks, gardens, open space maintenance issues	74	7.4%	6.9%	8.3%	7.8%	10.8%	6.6%	7.0%
Roads maintenance and repairs	74	7.4%	4.8%	6.0%	5.5%	7.9%	9.1%	7.2%
Footpath maintenance and repairs	66	6.6%	4.4%	6.9%	5.3%	6.5%	4.0%	8.4%
Environment, conservation and climate change	63	6.3%	6.6%	7.0%	4.8%	6.6%	7.0%	1.3%
Street trees	57	5.7%	3.9%	7.8%	11.8%	8.1%	8.4%	7.1%
Safety, policing and crime	53	5.3%	5.5%	3.5%	3.5%	4.8%	12.3%	8.6%
Bicycles and bike tracks	46	4.6%	3.9%	2.4%	3.3%	4.6%	2.6%	2.0%
Public transport	41	4.1%	3.9%	4.6%	2.8%	3.0%	4.4%	4.1%
Rates	33	3.3%	4.5%	5.6%	5.6%	4.1%	3.6%	2.5%
Rubbish and waste including garbage collection	32	3.2%	5.3%	3.6%	6.6%	5.8%	7.1%	4.1%
Street lighting	31	3.1%	2.9%	2.9%	4.4%	3.9%	6.0%	6.9%
Cleanliness of area	29	2.9%	3.3%	3.8%	2.3%	7.3%	3.3%	3.8%
Consultation, comm. & prov. of information	27	2.7%	5.6%	4.8%	3.6%	4.5%	3.1%	0.9%
Street cleaning	26	2.6%	3.1%	3.9%	7.1%	5.1%	3.4%	2.8%
Multicultural issues	21	2.1%	1.4%	0.9%	1.0%	1.6%	2.5%	0.0%
Childcare	19	1.9%	0.6%	0.8%	0.8%	2.6%	4.9%	0.0%
Provision & maintenance of general infrastructure	16	1.6%	1.3%	1.0%	2.8%	2.8%	2.3%	1.0%
Hard rubbish collection	15	1.5%	3.0%	3.9%	2.6%	7.5%	7.4%	4.4%
Sports and recreation facilities	15	1.5%	1.5%	1.6%	1.4%	1.4%	1.9%	1.6%
Graffiti	15	1.5%	1.1%	1.1%	0.8%	1.1%	1.8%	1.8%
Council management and governance	14	1.4%	1.4%	0.8%	2.1%	1.9%	2.3%	0.8%
Promoting community atmosphere, arts & culture	14	1.4%	0.6%	0.4%	1.1%	1.8%	1.8%	0.8%
Community activities and events	13	1.3%	2.0%	2.0%	0.6%	0.6%	0.8%	0.0%
Education and schools	13	1.3%	0.8%	0.5%	2.0%	1.4%	1.3%	1.1%
Aesthetics of area	11	1.1%	0.9%	0.6%	1.8%	0.9%	0.5%	0.5%
Services and facilities for the elderly	10	1.0%	1.5%	1.5%	2.6%	3.5%	3.8%	0.5%
Drains maintenance and repairs	8	0.8%	0.9%	1.4%	4.1%	2.6%	2.9%	2.9%
Services and facilities for persons with a disability	8	0.8%	0.9%	0.4%	0.4%	1.1%	0.6%	1.4%
Libraries	8	0.8%	0.5%	0.5%	0.5%	0.6%	2.0%	0.8%
Animal management	8	0.8%	0.5%	0.1%	1.3%	1.4%	1.5%	1.8%
Public housing / homeless issues	7	0.7%	0.8%	0.8%	na	na	na	0.6%
Council financial management	7	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
Public toilets	7	0.7%	0.1%	0.1%	0.5%	0.4%	1.8%	2.1%
Quality and provision of local shops	6	0.6%	0.4%	0.4%	2.1%	0.4%	0.6%	1.9%
LGBTIQ issues	5	0.5%	0.3%	0.3%	na	na	na	0.0%
Housing affordability	4	0.4%	0.3%	0.1%	0.4%	1.4%	1.1%	0.0%
Quality and provision of Council services	4	0.4%	0.6%	0.4%	1.8%	2.3%	1.5%	0.6%
Employment and job creation	4	0.4%	0.4%	0.3%	0.8%	0.4%	1.0%	0.0%
Activities and facilities for youth	4	0.4%	0.1%	0.4%	na	1.1%	0.8%	1.5%
Drug and alcohol issues	4	0.4%	0.1%	0.6%	1.3%	1.8%	1.1%	1.0%
All other issues	47	4.7%	4.3%	4.1%	8.3%	7.5%	10.1%	9.2%
Total responses	1,445		1,122	1,089	1,277	1,332	1,391	1,385
<i>Total respondents providing a response</i>		<i>730 (73.0%)</i>	<i>552</i>	<i>535</i>	<i>609</i>	<i>606</i>	<i>611</i>	<i>653</i>

(*) 2016 *Governing Melbourne*



There was some variation in the top issues for Council to address results observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Preston East*** – respondents were marginally more likely than the municipal average to identify environment, conservation and climate change related issues and issues with safety, policing and crime.
- ⊗ ***Preston West*** – respondents were marginally more likely than the municipal average to identify environment, conservation and climate change related issues.
- ⊗ ***Northcote*** – respondents were marginally more likely than the municipal average to identify environment, conservation and climate change related issues.
- ⊗ ***Thornbury*** – respondents were measurably more likely than average to identify issues with building, housing, planning and development, and marginally more likely than average to identify environment, conservation, and climate change related issues.
- ⊗ ***Kingsbury-Bundoora*** – respondents were somewhat more likely than average to identify parking issues, and issues with rubbish and waste including garbage collection.
- ⊗ ***Fairfield-Alphington*** – respondents were measurably and significantly more likely than average to identify traffic management, building, housing, planning and development, and parking issues, and somewhat more likely than average to identify issues with parks, gardens and open spaces.

Top ten issues for Council by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	19.0%	Traffic management	28.9%
Building, housing, planning & development	13.5%	Footpath maintenance & repairs	10.9%
Roads maintenance & repairs	9.5%	Roads maintenance & repairs	10.2%
Footpath maintenance & repairs	7.1%	Building, housing, planning & development	9.4%
Safety, policing & crime	6.3%	Parks, gardens, open space	7.8%
Street lighting	5.6%	Safety, policing & crime	6.3%
Parks, gardens, open space	4.8%	Public transport	5.5%
Street trees	4.8%	Street trees	5.5%
Cleanliness & maintenance of areas	4.0%	Parking	4.7%
All other issues	54.8%	All other issues	50.0%

Preston East		Preston West	
Traffic management	17.9%	Traffic management	22.8%
Building, housing, planning & development	16.3%	Building, housing, planning & development	18.7%
Environment, conservation & climate change	9.8%	Environment, conservation & climate change	10.6%
Parks, gardens, open space	8.9%	Street trees	8.9%
Footpath maintenance & repairs	8.9%	Parks, gardens, open space	8.1%
Safety, policing & crime	8.9%	Roads maintenance & repairs	7.3%
Roads maintenance & repairs	7.3%	Parking	6.5%
Street trees	7.3%	Safety, policing & crime	5.7%
Parking	5.7%	Rubbish & waste including garbage collection	5.7%
All other issues	46.3%	All other issues	59.3%

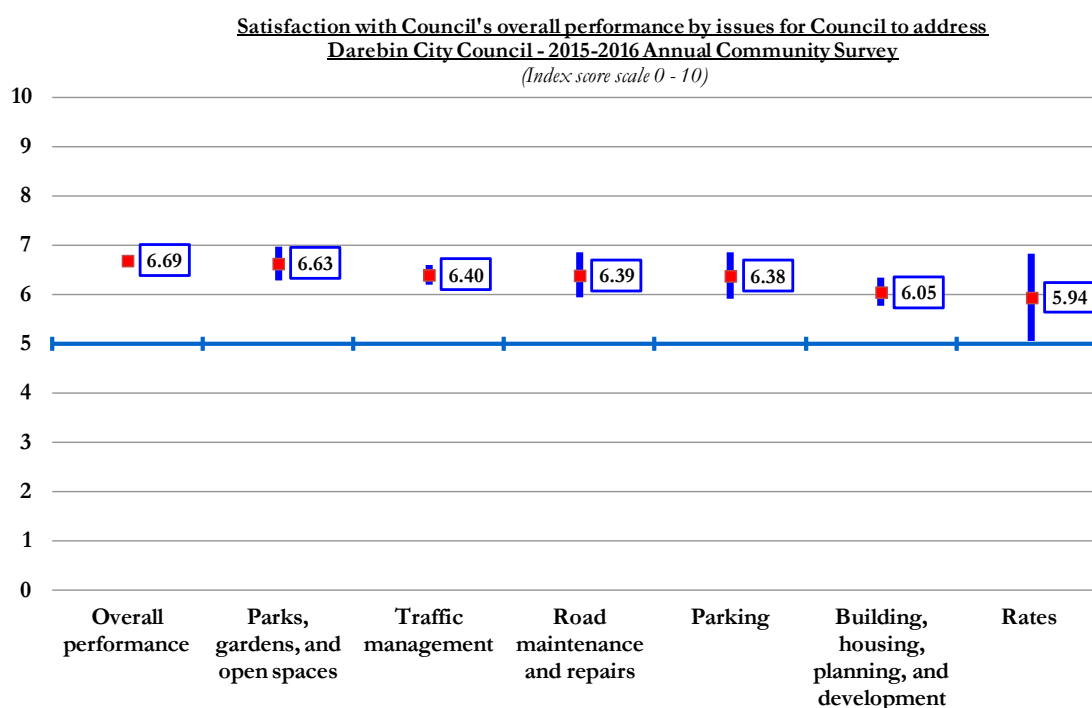
Northcote		Thornbury	
Traffic management	24.2%	Building, housing, planning & development issues	27.8%
Building, housing, planning & development	17.7%	Traffic management	22.2%
Environment, conservation & climate change	8.1%	Environment, conservation & climate change	10.3%
Parking	7.3%	Roads maintenance & repairs	10.3%
Parks, gardens, open space	6.5%	Parking	9.5%
Footpath maintenance & repairs	6.5%	Parks, gardens, open space maintenance and provi	7.9%
Bicycles and bike tracks	6.5%	Bicycles and bike tracks	7.1%
Public transport	4.8%	Footpath maintenance & repairs	5.6%
Street trees	4.8%	Street trees	5.6%
All other issues	52.4%	All other issues	57.9%

Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	25.6%	Traffic management	43.2%
Parking	16.0%	Building, housing, planning & development	29.6%
Building, housing, planning & development	8.8%	Parking	18.4%
Rubbish & waste including garbage collection	8.0%	Parks, gardens, open space	13.6%
Safety, policing & crime	7.2%	Street trees	7.2%
Street lighting	6.4%	Environment, conservation & climate change	6.4%
Parks, gardens, open space	5.6%	Rates	5.6%
Cleanliness & maintenance of areas	5.6%	Public transport	5.6%
Roads maintenance & repairs	4.8%	Street cleaning & maintenance	5.6%
All other issues	44.0%	All other issues	56.0%

Correlation between issues and satisfaction with overall performance

The following graph provides a comparison of the average satisfaction with the performance of Council across all areas of responsibility for respondents identifying each of the top five issues, as well as for those identifying issues with Council rates.

It is important to bear in mind the sample size underpinning these results, which are as follows: traffic management (242 respondents), building, housing, planning and development (169), parking (75), parks, gardens and open space issues (74), road maintenance and repairs (74), and rates (33).



As is clearly evident in the graph, respondents identifying issues around parks, gardens, and open spaces were almost equally as satisfied with the performance of Council across all areas of responsibility as the average of all respondents. This does imply that these issues around parks, gardens and open spaces are not exerting a strong positive or negative influence on respondent satisfaction with the performance of Council across all areas of responsibility.

Respondents identifying the major issues around traffic management, road maintenance and repairs as well parking, on average rated their satisfaction with the performance of Council across all areas of responsibility, somewhat, and for traffic management measurably lower than the average of all respondents. These results do suggest that these issues have exerted a somewhat negative influence on respondent satisfaction with the performance of Council across all areas of responsibility.

Respondents identifying issues around building, housing, planning and development, and the small number identifying rates, on average rated satisfaction with the performance of Council across all areas of responsibility measurably and significantly lower than the average of all respondents. This does very strongly suggest that these issues are exerting a negative influence on these respondents' perception of the performance of Council across all areas of responsibility. This is consistent with some of the open-ended comments received from respondents over the course of the four quarterly surveys.

Respondent profile

Demographic information is collected as a means of checking the validity of the sample annually as well as providing detail by which questions can be analysed. Metropolis Research notes the extremely strong degree of stability in the sample over many years.

Age

Lifecycle stage
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents providing a response)

Lifecycle stage	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
15 - 19 years	24	2.4%	2.6%	2.8%	2.5%	1.3%	2.4%	2.4%	1.8%
20 - 35 years	267	26.7%	28.0%	26.7%	24.1%	29.0%	27.4%	22.9%	26.6%
36 - 45 years	243	24.3%	24.2%	25.9%	27.2%	30.7%	26.2%	29.8%	27.9%
46 - 60 years	259	25.9%	26.3%	26.8%	27.4%	21.7%	23.4%	26.2%	22.5%
61 - 75 years	138	13.8%	15.7%	13.8%	13.9%	11.0%	13.3%	11.2%	14.3%
76 years and over	68	6.8%	3.1%	4.0%	4.9%	6.3%	7.4%	7.5%	7.0%
Not stated	1		6	2	2	3	1	1	1
Total	1,000	100%	800	800	800	800	800	799	798

Gender

Gender
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2015-2016		2014-15	2014	2013	2012	2011	2010
	Number	Percent						
Male	478	48.1%	47.5%	49.6%	51.6%	49.1%	47.9%	45.3%
Female	514	51.8%	52.4%	50.3%	48.4%	50.9%	52.1%	54.7%
Other	1	0.1%	0.1%	0.1%	na	na	na	na
Not stated	7		10	6	4	3	2	22
Total	1,000	100%	800	800	800	800	800	799

Aboriginal or Torres Strait Islander

Identify as Aboriginal or Torres Strait Islander Darebin City Council - 2015-2016 Annual Community Survey

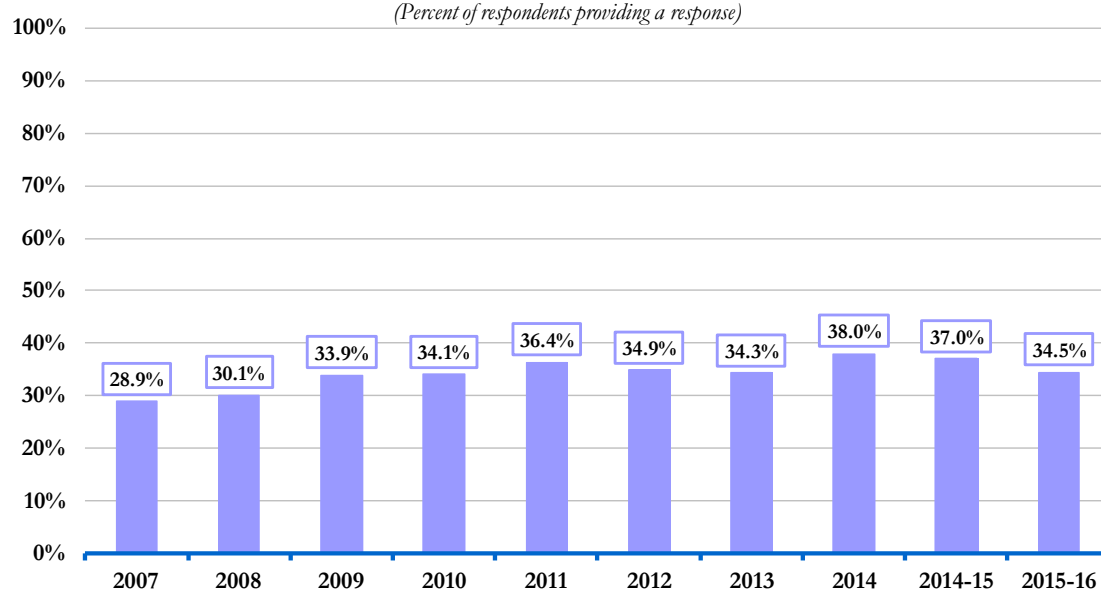
(Number and percent of respondents providing a response)

Response	2015-2016		2014-15
	Number	Percent	
Yes	11	1.1%	0.9%
No	981	98.9%	99.1%
Not stated	8		11
Total	1,000	100%	800

Language

Non-English speaking background household Darebin City Council - 2015-2016 Annual Community Survey

(Percent of respondents providing a response)



Language spoken at home
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
English	646	65.6%	63.0%	61.8%	65.7%	65.1%	63.6%	65.9%	65.4%
Italian	66	6.7%	8.6%	9.3%	6.5%	7.4%	8.3%	11.8%	10.9%
Greek	51	5.2%	5.5%	5.7%	6.0%	7.2%	6.4%	4.1%	6.8%
Chinese n.f.d.	19	1.9%	0.9%	1.7%	4.7%	1.7%	2.6%	2.0%	1.3%
Vietnamese	16	1.6%	1.5%	2.0%	3.0%	1.0%	1.9%	0.4%	0.8%
Hindi	15	1.5%	3.0%	3.2%	1.3%	2.8%	2.2%	1.4%	2.2%
Arabic	15	1.5%	1.9%	2.4%	1.7%	1.9%	1.5%	2.3%	2.0%
Mandarin	15	1.5%	1.9%	1.3%	0.5%	1.5%	0.8%	1.3%	1.4%
Macedonian	13	1.3%	1.0%	1.0%	1.2%	1.7%	0.6%	0.9%	0.9%
Spanish	7	0.7%	1.0%	1.4%	0.5%	0.5%	1.4%	1.3%	0.3%
German	7	0.7%	0.3%	0.5%	0.2%	0.9%	0.3%	0.6%	0.9%
Tamil	6	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
French	5	0.5%	0.6%	0.8%	0.3%	0.0%	0.4%	0.9%	0.9%
Japanese	5	0.5%	0.3%	0.1%	0.7%	0.4%	0.3%	0.1%	0.1%
Tagalog (Filipino)	5	0.5%							
Persian	5	0.5%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Somali	4	0.4%	0.4%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Urdu	4	0.4%							
Thai	3	0.3%							
Maltese	3	0.3%							
Sinhalese	3	0.3%	0.3%	0.3%	0.3%	0.0%	0.0%	0.0%	0.4%
Bengali	3	0.3%	0.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Russian	3	0.3%	0.4%	0.0%	0.2%	0.1%	0.1%	0.4%	0.0%
Swedish	2	0.2%							
Turkish	2	0.2%							
Polish	2	0.2%							
Punjabi	2	0.2%	0.9%	0.6%	0.0%	0.6%	0.0%	0.3%	0.6%
Cantonese	2	0.2%	0.5%	0.6%	0.8%	0.9%	0.8%	1.3%	0.5%
Portugese	2	0.2%	0.1%	0.1%	0.5%	0.0%	0.1%	0.1%	40.0%
Nepali	2	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hungarian	1	0.1%	0.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Gujarati	1	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Assyrian	0	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Indonesian		0.0%	0.3%	0.4%	0.0%	0.3%	0.4%	0.0%	0.0%
Croatian		0.0%	0.4%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Multiple	24	2.4%	1.7%	1.3%	1.0%	0.6%	0.9%	0.0%	0.0%
All other languages	27	2.7%	2.4%	3.6%	2.2%	3.0%	3.8%	1.6%	1.5%
Not stated	15		13	15	2	20	13	11	17
Total	1,000	100%	800	800	800	799	799	799	798

Disability

Household members identified as having a disability Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of respondents providing a response)

Disability	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
Yes	101	10.2%	9.7%	15.9%	8.1%	11.8%	12.0%	10.9%	12.8%
No	892	89.8%	90.3%	84.1%	90.8%	87.6%	87.6%	89.1%	87.2%
Not stated	7		8	19	9	5	3	13	4
Total	1,000	100%	800	817	800	800	799	799	798

Current housing situation

Housing situation Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of respondents providing a response)

Situation	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
Own this home	421	42.5%	44.6%	41.2%	48.7%	43.9%	43.1%	44.5%	39.7%
Mortgage	252	25.5%	20.7%	26.7%	25.5%	26.3%	24.8%	28.6%	29.8%
Renting this home	279	28.2%	30.2%	27.6%	24.5%	28.1%	27.7%	24.7%	26.5%
Renting (<i>Office of Housing</i>)	28	2.8%	3.7%	3.8%	1.0%	0.9%	3.3%	0.5%	3.9%
Other arrangement	10	1.0%	0.9%	0.6%	0.4%	0.8%	1.1%	1.7%	0.0%
Not stated	10		11	18	15	17	12	3	9
Total	1,000	100%	800	800	800	800	799	799	798

Period of residence

Period of residence in the City of Darebin Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of respondents providing a response)

Period	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
Less than 1 year	94	9.4%	12.2%	10.0%	7.5%	6.7%	8.8%	5.9%	7.2%
1 to less than 5 years	232	23.2%	23.2%	23.5%	21.0%	24.7%	23.9%	23.2%	21.7%
5 to less than 10 years	152	15.2%	17.0%	17.5%	14.8%	19.6%	16.6%	23.2%	18.1%
10 years or more	521	52.2%	47.6%	48.9%	56.7%	49.0%	50.8%	47.7%	53.1%
Not stated	1		4	1	1	3	2	2	1
Total	1,000	100%	800	800	800	800	799	799	798



City of
DAREBIN

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Ελληνικά Soomalii
हिंदी Tiếng Việt

**7. CONSIDERATION OF RESPONSES TO NOTICES OF MOTION
AND GENERAL BUSINESS**

Nil

8. NOTICES OF MOTION

Nil

9. URGENT BUSINESS

10. GENERAL BUSINESS

Nil

11. PETITIONS

12. RECORDS OF ASSEMBLIES OF COUNCILLORS

12.1 ASSEMBLIES OF COUNCILLORS HELD

An Assembly of Councillors is defined in section 3 of the *Local Government Act 1989* to include Advisory Committees of Council if at least one Councillor is present or, a planned or scheduled meeting attended by at least half of the Councillors and one Council Officer that considers matters intended or likely to be the subject of a Council decision.

Written records of Assemblies of Councillors must be kept and include the names of all Councillors and members of Council staff attending, the matters considered, any conflict of interest disclosures made by a Councillor attending, and whether a Councillor who has disclosed a conflict of interest leaves the assembly.

Pursuant to section 80A (2) of the Act, these records must be, as soon as practicable, reported at an ordinary meeting of the Council and incorporated in the minutes of that meeting.

An Assembly of Councillors record was kept for:

- Darebin Bicycle Advisory Committee – 24 May 2016
- Darebin Bicycle Advisory Committee – 23 August 2016
- Councillors Strategic workshop – 5 September 2016
- Bundoora Homestead Board of Management Workshop – 10 September 2016
- Councillor Briefing Session – 12 September 2016
- Councillors Strategic workshop – 19 September 2016

Recommendation

That the record of the Assembly of Councillors held on 24 May, 23 August, 5, 10, 12 and 19 September 2016 be noted and incorporated in the minutes of this meeting.



ASSEMBLY OF COUNCILLORS PUBLIC RECORD

ASSEMBLY DETAILS:	Title:	Darebin Bicycle Advisory Committee
	Date:	Tuesday 24 May 2016
	Location:	Function Room, Darebin Council Offices
PRESENT:	Councillors:	Cr. Bo Li
	Council Staff:	Melanie Del Monaco, Che Sutherland
	Other:	Representatives of the Darebin Bicycle Advisor Group.
APOLOGIES:		

The Assembly commenced at approximately 7.40 pm
(Cr. Li arrived part way through meeting)

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	St Georges Rd principles	No disclosures were made.
2	Level Crossings in Darebin Update	No disclosures were made.
3	Chandler Highway Update	No disclosures were made.
4	Tyler Street contraflow	No disclosures were made.
5	Capital Projects update	No disclosures were made.
6	Cycle Training Courses update	No disclosures were made.
7	Be Bright at Night Campaign	No disclosures were made.
8	Bikes on buses trial	No disclosures were made.
9	Active Paths launch	No disclosures were made.
10	St Georges Rd Counter weblink	No disclosures were made.
11	Darebin Climate Forum – 15 June	No disclosures were made.
12	Resilient Melbourne	No disclosures were made.
13	Victoria Cycling Strategy Update	No disclosures were made.

The Assembly concluded at 8.40 pm

RECORD COMPLETED BY:	Officer Name:	Melanie Del Monaco
	Officer Title:	Acting Sustainable Transport Officer



ASSEMBLY OF COUNCILLORS PUBLIC RECORD

ASSEMBLY DETAILS:	Title:	Darebin Bicycle Advisory Committee
	Date:	Tuesday 23 August 2016
	Location:	Conference Room, Darebin Council Offices
PRESENT:	Councillors:	Cr. Bo Li
	Council Staff:	Anna Haygreen, Che Sutherland, Jim Barrett
	Other:	Representatives of the Darebin Bicycle Advisor Group.
APOLOGIES:		

The Assembly commenced at approximately 6.35 pm

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Development of Council Plan	No disclosures were made.
2	Plenty Road alternate cycling routes	No disclosures were made.
3	St Georges Road works and east west connections	No disclosures were made.
4	Level Crossing removals / Grade separations	No disclosures were made.
5	Capital Projects update	No disclosures were made.
6	Program updates	No disclosures were made.
7	Darebin Creek Trail Review	No disclosures were made.
8	Northern Regional Trail Network launch	No disclosures were made.
9	Bike Ed volunteers	No disclosures were made.
10	Thornbury Masterplan	No disclosures were made.

The Assembly concluded at 8.40 pm

RECORD COMPLETED BY:	Officer Name:	Che Sutherland
	Officer Title:	Team Leader Transport Strategy



ASSEMBLY OF COUNCILLORS PUBLIC RECORD

ASSEMBLY DETAILS:	Title:	Councillors Strategic Workshop
	Date:	Monday 5 September 2016
	Location:	Function Room, Darebin Civic Centre
PRESENT:	Councillors:	Cr. Vince Fontana, Cr. Gaetano Greco, Cr. Bo Li, Cr. Tim Laurence, Cr. Trent McCarthy, Cr. Angela Villella, Cr. Julie Williams, Cr. Steven Tsitas (from 6.30 pm).
	Council Staff:	Steve Hamilton, Allan Cochrane, Katrina Knox, Jacinta Stevens, Libby Hynes.
	Other:	
APOLOGIES:		Cr. Oliver Walsh.

The Assembly commenced at 6.05 pm

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Election Period Policy	No disclosures were made.
2	Negotiations for Surplus Victorian Government Land – Department of Education Sites at Ruthven and Lakeside	No disclosures were made. Cr. Villella absent from 6.41 pm to 6.44 pm. Cr. Tsitas left the meeting at 6.40 pm.

The Assembly concluded at 6.45 pm

RECORD COMPLETED BY:	Officer Name:	Katrina Knox
	Officer Title:	Director Community Development



ASSEMBLY OF COUNCILLORS PUBLIC RECORD

ASSEMBLY DETAILS:	Title:	Bundoora Homestead workshop
	Date:	Saturday 10 September 2016
	Location:	Bundoora Homestead Art Centre
PRESENT:	Councillors:	Cr. Gaetano Greco
	Council Staff:	Ella Hinkley, Gallery Manager
	Other:	Members of the Bundoora Homestead Board of Management
APOLOGIES:		Cr. Tim Laurence, Cr. Angela Villella, Katrina Knox, Vicky Guglielmo

The Assembly commenced at 9:30 am

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Strategic planning and directions for Bundoora Homestead Art Centre	No disclosures were made

The Assembly concluded at 1.00 pm

RECORD COMPLETED BY:	Officer Name:	Ella Hinkley
	Officer Title:	Gallery Manager



ASSEMBLY OF COUNCILLORS PUBLIC RECORD

ASSEMBLY DETAILS:	Title:	Councillor Briefing Session
	Date:	Monday 12 September 2016
	Location:	Function Room, Darebin Civic Centre
PRESENT:	Councillors:	Cr Vince Fontana, Cr Gaetano Greco, Cr Oliver Walsh, Cr Julie Williams, Cr Trent McCarthy, Cr Angela Villella, Cr Tim Laurence (6.50 pm), Cr Bo Li (from 6.05 pm)
	Council Staff:	Steve Hamilton, Jacinta Stevens, Libby Hynes, Chris Meulblok (6.04 pm), Mike Said (from 5.55 pm to 6.33 pm), Michael O'Riordan (from 5.55 pm to 6.33 pm)
	Other:	NIL
APOLOGIES:		Cr Steve Tsitas, Katrina Knox, Allan Cochrane, Rasiah Dev (Annual Leave)

The Assembly commenced at 5.55 pm

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Financials Update	No disclosures were made. Cr Angela Villella absent from 6.29 pm to 6.30 pm
2	Principles for Parking on Narrow Streets	No disclosures were made.
3	Asset Performance	No disclosures were made. Mayor absent from 6.49 pm to 6.54 pm.
4	Darebin Business Award for Community Contribution (Ex-Community Awards Program)	No disclosures were made.
5	Springthorpe Estate – On Street Parking	No disclosures were made.
6	Status Report on Outstanding Reports and GB's	No disclosures were made.

The Assembly concluded at 6.58 pm

RECORD COMPLETED BY:	Officer Name:	Jacinta Stevens
	Officer Title:	Director Civic Governance and Performance



ASSEMBLY OF COUNCILLORS PUBLIC RECORD

ASSEMBLY DETAILS:	Title:	Councillors Strategic Workshop
	Date:	Monday 19 September 2016
	Location:	Function Room, Darebin Civic Centre
PRESENT:	Councillors:	Cr Gaetano Greco, Cr Bo Li, Cr Trent McCarthy, Cr Julie Williams, Cr Steven Tsitas, Cr Oliver Walsh (from 6.27 pm), Cr Tim Laurence (from 6.43 pm).
	Council Staff:	Rasiah Dev, Katrina Knox, Libby Hynes, Blaga Naumoski (from 6.15 pm to 6.38 pm). Steve Hamilton, Jacinta Stevens (from 6.15 pm to 6.57 pm.) Mandy Bathgate, Nick Matteo (from 6.15 pm to 6.37 pm).
	Other:	
APOLOGIES:		Cr Angela Villella, Cr Vince Fontana (Mayor)

The Assembly commenced at 6.15 pm

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Renaming Batman Electorate and Batman Park Strategy - Verbal	No disclosures were made. Cr Tsitas absent from 6.15 pm to 6.25 pm.
2	Personnel Matter – Response from Local Government Inspectorate	Rasiah Dev declared a conflict citing the matter related to the CEO contract. Rasiah left the briefing at 6.35pm Katrina Knox, Libby Hynes, Blaga Naumoski left the briefing at 6.35pm due to the matter being a personnel matter. Cr Tsitas absent from 6.52 pm to 6.56 pm

The Assembly concluded at 6.57 pm

RECORD COMPLETED BY:	Officer Name:	Katrina Knox
	Officer Title:	Director Community Development

13. REPORTS BY MAYOR AND COUNCILLORS

Recommendation

That Council note the Reports by Mayor and Councillors.

14. CONSIDERATION OF REPORTS CONSIDERED CONFIDENTIAL

Nil

15. CLOSE OF MEETING

