



ORDINARY COUNCIL MEETING

Tuesday 28 July 2020

6:00pm

Via Zoom:

AGENDA

Item	Title	Page
1.	Commencement of Meeting, Welcome and Opening Prayer	
2.	Apologies	
3.	Leave of Absence	
4.	Disclosures of Conflicts of Interest	
5.	Confirmation of the Minutes of the Previous Council Meeting	2
6.	Reports from Committees	
6.1	Noting of the Approved Minutes of Special Committee meetings and Advisory Committee meetings.	4
7.	Petitions Nil	
8.	Officer Reports	
8.1	ASSEMBLIES OF COUNCILLORS	6
8.2	PRIORITY PROJECTS PLAN 2020-21 – ADVOCACY DOCUMENT	9
8.3	INSTRUMENT OF DELEGATION COUNCIL TO CHIEF EXECUTIVE OFFICER	12
8.4	COMMUNITY SATISFACTION SURVEY RESULTS 2020	15
8.5	AUDIT AND RISK COMMITTEE CHARTER	18
9.	Use of Common Seal Nil	
10.	Notices of Motion Nil	
11.	Urgent Business	
12.	Confidential Business Nil	
13.	Meeting Close	

5 CONFIRMATION OF THE MINUTES OF PREVIOUS COUNCIL MEETINGS

Author: Governance Officer

Responsible Officer: Chief Executive Officer

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

SUMMARY/PURPOSE

To present for confirmation the minutes of the Council Meeting held on 23 June 2020.

LEGISLATION AND POLICY CONTEXT

Central Goldfields Shire Council's Council Plan 2017-2021 (2018 Refresh) – Our Organisation

Outcome: Central Goldfields Shire is proactive, well governed, professional and financially sustainable organisation.

4.3 Objective: Provide leadership in governance and Council decision making

BACKGROUND INFORMATION

The minutes of meetings remain unconfirmed until the next meeting of Council.

REPORT

Council keeps minutes of each meeting of the Council and Special Committees, and those minutes are submitted to the next appropriate meeting for confirmation.

CONSULTATION/COMMUNICATION

Once confirmed minutes become available, they will replace the unconfirmed minutes currently on the Council's website.

FINANCIAL & RESOURCE IMPLICATIONS

Costs included in the Governance and communications budgets.

RISK MANAGEMENT

This report addresses Council's strategic risk Governance - Failure to transparently govern and embrace good governance practices. This process conforms to the requirements of the Local Government Act 1989. Although the relevant section has been repealed from the Local Government Act 1989, Council has not finalised its Governance Rules which will detail the form and availability of meeting records. Publication of the minutes increases transparency and reduces the risk of maladministration.

CONCLUSION

The unconfirmed minutes of the Council Meeting held on 23 June 2020 are presented for confirmation.

ATTACHMENTS

1. Unconfirmed Minutes of Council Meeting held 23 June 2020.

RECOMMENDATION

That Council confirms the Minutes of the Council Meeting held on 23 June 2020.



MEETING OF COUNCIL MINUTES

Tuesday 23 June 2020

6:00pm

Via Zoom:

MEMBERSHIP

Administrator Noel Harvey
Administrator Karen Douglas
Administrator Hugh Delahunty

To be confirmed at the Council Meeting
scheduled for 28 July 2020

UNCONFIRMED MINUTES

1. COMMENCEMENT OF MEETING AND WELCOME

The meeting commenced at 6.00pm

The Chair, Administrator Noel Harvey read the Council Prayer and acknowledgement of country.

IN ATTENDANCE via videoconference Zoom

Administrator Noel Harvey
Administrator Hugh Delahunty
Administrator Karen Douglas

Chief Executive Officer, Lucy Roffey
General Manager Corporate Performance, Paul Brumby
General Manager Community Wellbeing, Martin Collins
General Manager Infrastructure Assets and Planning, Rebecca Stockfeld

2. APOLOGIES

Nil

3. LEAVE OF ABSENCE

Nil

4. DISCLOSURES OF CONFLICTS OF INTEREST

Nil

5. CONFIRMATION OF THE MINUTES OF THE PREVIOUS COUNCIL MEETING

To present for confirmation the minutes of the Council Meeting held on 26 May 2020.

Council Resolution

That Council confirms the Minutes of the Council Meeting held on 26 May 2020.

Moved Administrator Delahunty
Seconded Administrator Douglas

CARRIED

6. REPORTS FROM COMMITTEES

Nil

7. PETITIONS

Nil

8. OFFICER REPORTS

8.1 ASSEMBLIES OF COUNCILLORS

The purpose of this report was to provide the record of any assembly of councillors, which has been held since the last council meeting, so that they are recorded in the minutes of the formal council meeting.

UNCONFIRMED MINUTES

Council Resolution

That Council note the record of assemblies of councillors for the period 16 May 2020 to 16 June 2020.

Moved Administrator Douglas
Seconded Administrator Delahunty

CARRIED

8.2 TALBOT CARAVAN PARK

The purpose of this report is to advise Council on progress made since December 2019 in addressing issues of non-compliance with health and safety guidelines at the Talbot Caravan Park. The report provides Council with information to support its decision on the future registration of the park. The report also provides a recommended course of action for the future governance of the Park should Council agree to re-register for a further two years from December 2020.

Council Resolution

1 In the event that Talbot Football and Netball Club carries out all of the necessary improvements to the site in line with the Schedule of Works as determined by Council, that Council agrees to the re-registration of Talbot Caravan Park for two years from December 31 2020 to December 31 2022.

2 In the event that Talbot Football and Netball Club does not carry out all of the necessary improvements to the site in line with the Schedule of Works as determined by Council, that Council notes a further report will be tabled at a future Council meeting presenting options on the future registration of the Park;

3 In the event that Talbot Caravan Park is re-registered for a further two years from December 2020, that Council notes the requirement for an independent rental market valuation to be undertaken to inform the Council's market strategy for the future operation of the Park.

Moved Administrator Delahunty
Seconded Administrator Douglas

CARRIED

8.3 SMALL BUSINESS FRIENDLY CHARTER

The purpose of this report is to present the Small Business Friendly Charter for adoption.

The purpose of the Small Business Friendly Charter is to provide a framework to assist councils to create a fair and competitive trading environment for small businesses.

Council Resolution

That Council resolve to sign the Small Business Friendly Charter and authorise officers to implement the commitments within it.

Moved Administrator Delahunty
Seconded Administrator Douglas

CARRIED

UNCONFIRMED MINUTES

8.4 PLANNING APPLICATION 146/17 FOR THE USE AND DEVELOPMENT OF THE LAND FOR MINING (GOLD EXTRACTION) AND ASSOCIATED BUILDINGS AND WORKS

The purpose of this report is to brief the Council on planning permit application 146/17 for the use and development of the land for mining (gold extraction) and associated buildings and works within the Rural Conservation Zone and Land Subject to Inundation Overlay. The application is recommended to be refused for failure to provide sufficient information to Council.

Public notice of the application has been given and no objections were received.

The Application has been assessed against the Planning Scheme and it is considered that the proposed application did not supply adequate evidence for the Planning Officer to make an informed decision.

Council Resolution.

That Council issue a notice to refuse planning permit application 146/17 for the use and development of the land for mining (gold extraction) and associated buildings and works within the Rural Conservation Zone and Land Subject to Inundation Overlay at Crown Allotment 24 Section 7 otherwise known as 104 Parkers Road, Moliagul; based on the following grounds of refusal:

- 1. Failure to provide evidence as required by the Aboriginal Heritage Act 2006 and Aboriginal Heritage Regulation 2018 to adequately allow an informed determination on whether significant ground disturbance has occurred on the site.*
- 2. Failure to provide sufficient information to allow the proposal to be assessed against the Rural Conservation Zone.*

Moved Administrator Douglas
Seconded Administrator Delahunty

CARRIED

8.5 PLANNING APPLICATION 147/17 FOR THE USE AND DEVELOPMENT OF THE LAND FOR MINING (GOLD EXTRACTION) AND ASSOCIATED BUILDINGS AND

The purpose of this report is to brief the Council on planning permit application 147/17 for the use and development of the land for mining (gold extraction) and associated buildings and works within the Rural Conservation Zone and Land Subject to Inundation Overlay. This report to Council recommends the application be refused for failure to provide sufficient information to enable full assessment of the planning application.

Public notice of the application has been given and no objections were received.

The application has been assessed against the Planning Scheme and other relevant acts and it is considered that application did not contain the adequate information to allow the Planning Officer to make an informed decision.

Council Resolution

That Council issue a notice to refuse planning permit application 147/17 for the use and development of the land for mining (gold extraction) and associated buildings and works within the Rural Conservation Zone and Land Subject to Inundation Overlay at Crown

UNCONFIRMED MINUTES

Allotment 24 Section 7 otherwise known as 104 Parkers Road, Moliagul; based on the following grounds of refusal:

- 1. Failure to provide evidence as required by the Aboriginal Heritage Act 2006 and Aboriginal Heritage Regulation 2018 to adequately allow an informed determination on whether significant ground disturbance has occurred on the site.*
- 2. Failure to provide sufficient information to allow the proposal to be assessed against the Rural Conservation Zone.*

Moved Administrator Douglas
Seconded Administrator Delahunty

CARRIED

8.6 PROPOSED SALE OF LAND - 17 MAJORCA RD & 40 GILLIES ST, MARYBOROUGH

The purpose of this report is to recommend that Council advertise its intention to sell the land located at 17 Majorca Road and 40 Gillies Street, Maryborough, and seek submissions from the community about this proposal.

Council Resolution

That Council:

- 1. Gives public notice under Sections 189, 82A and 223 of the Local Government Act 1989 of the proposed sale of land in the appropriate newspapers and on Council's website, and state in the notice that Council proposes to sell the land located at 17 Majorca Road, also known as part of 40 Gillies Street, Maryborough.*
- 2. Receives public submissions during the 28 day notice period ending 5.00pm on 24 July 2020.*
- 3. That a submission hearing on the proposed sale of land be held on Tuesday 11 August 2020 at 5:30pm, if required.*

Moved Administrator Delahunty
Seconded Administrator Douglas

CARRIED

8.7 PROCUREMENT POLICY REVIEW

The purpose of this report is to present the updated draft Procurement Policy to Council for adoption.

Council Resolution

That Council adopt the updated Procurement Policy.

Moved Administrator Douglas
Seconded Administrator Delahunty

CARRIED

8.8 PRIVACY POLICY REVIEW

The purpose of this report is to present the updated draft Privacy Policy to Council for adoption.

UNCONFIRMED MINUTES

Council Resolution

That Council adopt the updated Privacy Policy.

Moved Administrator Delahunty
Seconded Administrator Douglas

CARRIED

8.9 PUBLIC INTEREST DISCLOSURE PROCEDURES REVIEW

The purpose of this report is to present the updated draft Public Interest Disclosure Procedures to Council for adoption.

Council Resolution

That Council:

- 1. Adopt the updated Public Interest Disclosure Procedures; and*
- 2. Revoke the Protected Disclosure Policy.*

Moved Administrator Delahunty
Seconded Administrator Douglas

CARRIED

8.10 MAY FINANCIAL REPORT

The purpose of this report is to brief Council on its financial performance for the year to date and how it is tracking against the adopted budget.

Council Resolution

That Council receives and notes the attached 31 May 2020 Financial Report showing progress against the budget.

Moved Administrator Douglas
Seconded Administrator Delahunty

CARRIED

8.11 2020-2021 PROPOSED BUDGET

The purpose of this report is to present to Council the Proposed Budget 2020-2021 for community consultation.

Council Resolution

- 1. That Council in accordance with Section 129 of the Local Government Act 1989 give public notice of the 2020-2021 Proposed Budget including the Strategic Resource Plan and the Proposed Rates, Fees and Charges and place the attached document on public display for a period of at least 28 days as required under the Act.*
- 2. That Council invites submissions on the 2020-2021 Proposed Budget including the Strategic Resource Plan and the Proposed Rates, Fees and Charges in accordance with Section 223 of the Local Government Act 1989.*

UNCONFIRMED MINUTES

3. *That submissions on the 2020-2021 Proposed Budget be received until close of business on at 5.00pm on Friday 24 July 2020.*
4. *That a submission hearing on the 2020-2021 Proposed Budget be held on Tuesday 4 August 2020 at 5:30pm.*
5. *That the Proposed Budget including the Strategic Resource Plan, and the Proposed Rates, Fees and Charges prepared for the 2020-2021 financial year for the purposes of Section 126 and 127 of the Local Government Act 1989 be presented to an additional Meeting of Council for consideration on Tuesday 11 August 2020 at 6.00 pm.*

Moved **Administrator Douglas**
Seconded **Administrator Delahunty**

CARRIED

9 DOCUMENTS FOR SEALING CONFIRMATION REPORT

Nil

10 NOTICES OF MOTION

Nil

11 URGENT BUSINESS

Nil

12 CONFIDENTIAL BUSINESS

Nil

13 MEETING CLOSURE

The Chair, Administrator Noel Harvey declared the meeting closed at 7.11pm

To be confirmed at the Council Meeting
to be held on 28 July 2020.

Chair, Administrator Noel Harvey

6.1 NOTING OF THE APPROVED MINUTES OF SPECIAL COMMITTEE MEETINGS AND ADVISORY COMMITTEE MEETINGS

Author: Governance Officer

Responsible General Manager: Chief Executive Officer

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

SUMMARY/PURPOSE

To present for noting the confirmed minutes of Council's Special Committees established under section 86 of the *Local Government Act 1989* and the confirmed minutes of the Audit and Risk Committee established in accordance with section 139 of the *Local Government Act 1989*.

POLICY CONTEXT

Central Goldfields Shire Council's Council Plan 2017-2021 (2018 Refresh) – Our Organisation

Outcome: Central Goldfields Shire is proactive, well governed, professional and financially sustainable organisation.

4.3 Objective: Provide leadership in governance and Council decision making

BACKGROUND INFORMATION

In accordance with section 86 of the *Local Government Act 1989*, Council has established Special Committees.

The Terms of Reference for the Special Committees require the minutes to be presented to Council for noting.

Minutes of Special Committees are confirmed/approved at the next scheduled meeting of that Special Committee.

REPORT

The following special and advisory committees of Council have provided confirmed minutes from their meeting as follows:

- Dunolly Historic Precinct Committee Meeting 24 February 2020

RESOURCE IMPLICATIONS

There are no resource implications involved in the preparation of this report.

RISK MANAGEMENT

This report addresses Council's strategic risk Governance - Failure to transparently govern and embrace good governance practices. This process conforms to the requirements of the Local Government Act 1989. The requirement for reporting provides increased transparency of declarations of conflict of interest.

CONCLUSION

Recently received, confirmed minutes of Council's special and advisory committees are presented to Council for noting.

ATTACHMENTS

1. Dunolly Historic Precinct Committee Meeting 24 February 2020

RECOMMENDATION

That Council notes the confirmed minutes of the Dunolly Historic Precinct Committee Meeting 24 February 2020.

Minutes of the meeting of the Dunolly Historic Precinct Committee held on Monday, 24 February 2020, in the Town Hall at 1pm

Present: Jan Ford, Judy Meldrum, Fiona Lindsay, Marion Da Costa

Apologies: Kath Ryan, Joe Eddy, Jenny Scott

Declaration of Interests

No interests declared.

Minutes of the last meeting

Taken as read. Marion Moved that the minutes of the meeting on 25 November 2019 be accepted.
Second Judy. Carried

Business Arising

Community theatre performance- afternoon tea

Wonderland will be performed in the Town Hall on Saturday April 4 at night. It is a one act play of 50 minutes. Judy has spoken with the producer and will write an article for the Welcome Record which Marion will post on the website. The Committee will provide supper for a gold coin donation. Tickets can be reserved at the RTC.

Judy will contact Brad to check the lighting.

Correspondence

In Draft tender for the library

Final library drawings

Out

CGSC-Committee as reference group for public spaces

Fiona expressed concern that there has been no response to emails with suggestions for public spaces and changes to Gordon Gardens ie uses of tennis pavilion.

Treasurer's Report

See attached

Agenda

Library

The draft drawings were discussed and various suggestions made:

- There appears no space for a staff area
- ? carpet tiles to be used. Prevent the vinyl being damaged with the installation of carpet.
- Committee would like to sign off the final plans
- Ensure complimentary building materials
- Appears to be space under the front windows ?children's' shelving here
- Remind the Shire re cleaning and rental of \$50
- Work done to ensure reinstatement

Marion to write to Shire.

DL Town Brochure

Only a couple of bundles left. Marion to obtain re-printing price from Jane for 5000. Changes required are: Add Precinct web address, change Town Hall and Court House committee to Precinct. Committee, include museum's Facebook address.

General Business

Andrew Bayles continues to use the Town Hall on a regular basis. To be invited to a special event at some stage.

Sculpture

Deborah Halpern's sculpture remains outside the court house. Marion to write to Shire and suggest it's moved to the skate park in Maryborough.

Next Meeting

Monday 23 March, 2020

1pm in the Town Hall

8. OFFICER REPORTS

8.1 ASSEMBLIES OF COUNCILLORS

Author: **Manager Governance Property and Risk**

Responsible Officer: **Chief Executive Officer**

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

SUMMARY/PURPOSE

The purpose of this report is to provide the record of any assembly of councillors, which has been held since the last council meeting, so that it can be recorded in the minutes of the formal council meeting.

LEGISLATION AND POLICY CONTEXT

Central Goldfields Shire Council's Council Plan 2017-2021 (2018 Refresh) – Our Organisation

Outcome: Central Goldfields Shire is a proactive, well governed, professional and financially sustainable organisation.

4.3 Objective Provide leadership in governance and Council decision making

Section 80A of the Local Government Act 1989 requires the record of any assembly of councillors to be reported to the next practicable council meeting and recorded in the minutes and to include the names of all administrators and council staff attending, the matters considered and any conflicts of interest recorded.

BACKGROUND INFORMATION

The Local Government Act provides a definition of an assembly of councillors where conflicts of interest must be disclosed.

A meeting will be an assembly of councillors if it considers matters that are likely to be the subject of a council decision, or, the exercise of a council delegation and the meeting is:

1. A planned or scheduled meeting that includes at least half the councillors and a member of council staff; or
2. An advisory committee of the council where one or more councillors are present.

REPORT

Outlined below are the details of assemblies of councillors:

Date	23 June 2020	Meeting:	Briefing Meeting
Councillor Attendees	Noel Harvey (Chief Administrator), Karen Douglas (Administrator), Hugh Delahunty (Administrator)		
Council Staff Attendees	Lucy Roffey (CEO);		
Guests			
Conflict of interest disclosures:	NIL		
Matters Considered	Pre-meeting briefing		

Date	14 July 2020	Meeting:	Briefing Meeting
Councillor Attendees	Noel Harvey (Chief Administrator), Karen Douglas (Administrator), Hugh Delahunty (Administrator)		
Council Staff Attendees	Lucy Roffey (CEO); Megan Kruger (A/g GMCP); Rebecca Stockfeld (GMIAP); Martin Collins (GMCW); Kym Murphy, Manager Community Partnerships; Philip Schier, Manager Strategy and Economic Development		
Guests	Helen Foster, Chief Risk and Resilience Officer, Bureau of Meteorology		
Conflict of interest disclosures:	NIL.		
Matters Considered	<ul style="list-style-type: none"> • Recreation and Open Space Strategy • Development and Community Safety Report • Capital Works Status Update • Operations Work Order Report • Risk Appetite Statement workshop • Governance Rules for public consultation • Public Transparency Policy for public consultation • Council Instrument of Delegation to CEO LGA 2020 • Priority Projects Update 		

CONSULTATION/COMMUNICATION

Assemblies of Councillors reported to Council and minuted thereby informing the community of any reportable assemblies.

FINANCIAL & RESOURCE IMPLICATIONS

Costs included in the Governance budget.

RISK MANAGEMENT

This report addresses Council's strategic risk Governance - Failure to transparently govern and embrace good governance practices. This process conforms to the requirements of the Local Government Act 1989 and provides increased transparency of declarations of conflict of interest.

CONCLUSION

All assemblies of councillors are reported as required under the Act.

ATTACHMENTS

NIL

RECOMMENDATION

That Council note the record of assemblies of councillors for the period 17 June 2020 to 17 July 2020.

8.2 PRIORITY PROJECTS PLAN 2020-21 – ADVOCACY DOCUMENT

Author: **Manager Strategy and Economic Development**

Responsible Officer: **Chief Executive Officer**

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

SUMMARY/PURPOSE

The purpose of this report is to present the Priority Projects Plan advocacy document for Council to consider for adoption.

The purpose of the document is to assist in council advocacy to state and federal funding agencies for investment in key projects in Central Goldfields Shire.

LEGISLATION AND POLICY CONTEXT

Central Goldfields Shire Council's Council Plan 2017-2021 (2018 Refresh) – Our Built and Natural Environment

Outcome: Our Shire celebrates the rich built and natural heritage and a sustainable environment.

Objective 3.1: Ensure investment in roads, footpaths and buildings meet community needs now and in the future

Due to the wide range of community benefits that may result from delivery of these priority projects, numerous other outcomes and objectives within the Council Plan also apply.

LOCAL GOVERNMENT ACT 2020 - SECT 9

Overarching governance principles and supporting principles

(2) The following are the overarching governance principles—

- (b) priority is to be given to achieving the best outcomes for the municipal community, including future generations;
- (c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;
- (f) collaboration with other Councils and Governments and statutory bodies is to be sought;
- (g) the ongoing financial viability of the Council is to be ensured.

BACKGROUND INFORMATION

Council's previous Priority Projects document was effective in helping to secure funding for a range of key projects that are now completed or underway. A more recent 'rapid response' identification of potential projects enabled the attraction of substantial government stimulus funding at short notice in response to the impacts of the Covid-19 epidemic.

It is now timely to adopt a new document that showcases current priority projects aligned with the Council Plan and draft 2020-21 Budget. This will assist in advocating for investment in Central Goldfields Shire if further stimulus funding becomes available and when regular funding streams are open for applications.

REPORT

The attached document captures key priority projects requiring investment over the coming years. It includes subsequent stages to complete some projects that are already underway, as well as proposed new projects that have been identified in recently adopted strategies and plans.

The nine priority projects identified in the document are:

- Maryborough Railway Station Activation
- Carisbrook Levee
- Wastewater for a growing Talbot
- Developing a pathway network
- Central Goldfields Art Gallery upgrade – Stage 2 and 3
- Carisbrook Recreation Reserve Stage 2
- Deledio Recreation Reserve Dunolly
- Maryborough Splash Park
- Central Goldfields Youth Hub

Each project has been through sufficient preliminary planning and strategic processes to meet the criteria usually applied in government funding processes. In some cases, the projects have already met criteria for early stage funding and are ready to progress to subsequent stages. This 'shovel readiness' is often critical in securing support when applications are made, often at short notice to meet externally imposed deadlines.

CONSULTATION/COMMUNICATION

As an advocacy tool, it is proposed that the Priority Projects document be used in communications with State and Federal Government ministers and local Members of Parliament, as well as government agencies and regional bodies that are potential sources of investment in key projects.

The document may also be made publicly available to inform the Central Goldfields community of Council's advocacy on its behalf and to maintain and focus local support for the identified projects.

FINANCIAL & RESOURCE IMPLICATIONS

Minor costs in terms of staff time and graphic design services have been incurred in developing the document itself.

The projects identified in the document are substantial cost items by nature but no commitment to spending is incurred as a result of them being identified in the document. The projects may require co-investment by Council in order to secure funding from other levels of government. These will be subject to normal Council budget processes and cost-benefit assessments on a case-by-case basis.

RISK MANAGEMENT

This report addresses Council's strategic risk Government policy changes - change in government policy and/or funding resulting in significant impact on the delivery of critical services by ensuring that Council maximises opportunities to secure funding for key projects as they arise.

This well-presented summary document will be helpful in bringing long-term benefit to the community through securing external investment in local infrastructure and avoiding the risk of missing opportunities.

CONCLUSION

Officers have prepared a document that profiles nine current priority projects as an advocacy tool when seeking funding support from other levels of government. The document is presented to Council for consideration.

ATTACHMENTS

1. Central Goldfields Shire Council - Priority Projects Plan

RECOMMENDATION

That Council adopt the Priority Projects Plan and endorse its use as an advocacy document when seeking funding support from other levels of government.

Priority Projects Plan



Central Goldfields Shire Council is seeking to partner with the Victorian and Commonwealth Governments to deliver nine key projects that will benefit our community, promote recreation and social connection, attract visitation and boost our local economy.

For each of these projects, Central Goldfields Shire Council has already committed funds and completed initial works – all that's needed to begin construction is gap funding.

Contents

Priority Projects Plan	1
Maryborough Railway Station Activation	2
Carisbrook Levee	3
Wastewater for a growing Talbot	4
Developing a pathway network	5
Central Goldfields Art Gallery upgrade – Stage 2 and 3	6
Carisbrook Recreation Reserve Stage 2	7
Deledio Recreation Reserve Dunolly	8
Maryborough Splash Park	9
Central Goldfields Youth Hub	10

Central Goldfield Shire

22 Nolan Street, Maryborough VIC 3465

Phone: 03 5461 0610

Email: mail@cgoldshire.vic.gov.au

www.centralgoldfields.vic.gov.au

Maryborough Railway Station Activation



Council adopted the Economic Development Strategy and Tourism & Events Strategy in March 2020. Both strategies include the Maryborough Railway Station activation project in their lists of 'Transformative Projects' due to its vision of 'an iconic, game changing local and visitor hub that accommodates a mix of tourism, commercial, transport and community uses'.

Council's Economic Response and Recovery Taskforce has also endorsed this project as a priority action in supporting recovery from the economic impacts of the Covid-19 pandemic.

The Station building is one of the most impressive examples of gold rush era architecture in Australia and is perhaps the grandest station in regional Victoria. Upon visiting in 1895, Mark Twain observed: "Don't you overlook that Maryborough station, if you take an interest in governmental curiosities. Why, you can put the whole population of Maryborough into it, and give them a sofa apiece, and have room for more." Located at the heart of the Central Victorian Goldfields World Heritage bid area, the Station can find new life in the 21st Century.

Council has the lease for approximately 1000 square metres of space in the building and is developing a Master Plan for re-activating this space to give it new life as a vital hub of creative enterprise, small business incubation and visitor activity.

Key upgrades required:

Renovations to long-neglected parts of the building

Projected cost:

\$1.5 - \$2 million

An initial grant from the Regional Jobs and Infrastructure Fund is enabling the establishment of a co-working space and small business support centre. Subsequent stages of the project are being refined through a business case process and will require considerable investment to renovate long-neglected parts of the building. This will enable it to accommodate an eclectic mix of functions such as:

- Visitor information centre and regional produce showcase
- Social enterprise café providing training in hospitality
- Artists workshop/studio spaces
- Small business incubator, co-working space and support centre
- Regional market

Carisbrook Levee



Central Victoria was subject to a number of widespread heavy rainfall and flood events in late 2010 and early 2011. Carisbrook was one of the towns hit hardest during this period, and was flooded in September 2010, and again in January 2011 with the majority of the township inundated in the 2011 event. Over 250 properties were inundated during the floods. A number of dwellings required demolition and reconstruction.

The Carisbrook Flood and Drainage Management Plan - developed in partnership with the community in response to the floods - recommends building a levee to protect the town.

Council funding, together with funding from the Natural Disaster Resilience Grants Scheme, has seen the first two stages of the Western Floodway and Levee completed.

External funding is now required to deliver Stages 3 and 4 of the project. The project has been designed, the planning permit has been issued and it is ready to be built.

Key upgrades required:

Funding needed to complete stage 3 and 4 of the Carisbrook Levee

Projected cost:

\$1.8 million

The existing funding is insufficient to complete the final stages of the levee, due to increased land acquisition costs and final cost estimates arising from completed detail design. A recent quantity survey undertaken for the outstanding levee works demonstrated \$1.8 million is needed to complete the works.

Without the funding Carisbrook continues to be at risk of flooding. Council is looking to provide certainty to the community that these works can be completed this year given it is almost 10 years since the floods occurred. The completion of the levee could also provide an economic stimulus to the area as part of post COVID-19 recovery.

Wastewater for a growing Talbot



The Talbot township can't grow and take advantage of economic opportunities while wastewater flows into street drainage. Talbot needs a proper sewerage and wastewater system for residents and businesses.

With a population of nearly 500 at the last census, the Talbot municipality is one of the larger towns in the region without a functioning sewerage and wastewater system, despite increasing demand for new homes.

The increasing popular Talbot Farmers' Market draws crowds from throughout the region. Installing modern wastewater facilities would improve the quality of life for local residents, allow local businesses to expand opportunities including attracting more visitors to the farmers' market.

Studies examining connecting Talbot to a modern sewerage system have been occurring for decades, from an Ozwater report in 2005, an AECOM Study in 2010 and a full business case completed by DELWP the same year. The evidence, economic framework and community support is all in place – all that's needed is a commitment to funding the project.

Key upgrades required:

Connection of Talbot to a reticulated sewerage system

Projected cost:

\$6.5 – 7.5 million

While smaller towns are often able to manage sewerage and wastewater in a sustainable way, Talbot is such a size that the ongoing lack of action is a health risk. Open wastewater flows, particularly during tourist seasons and periods of high economic activity, are not able to be managed appropriately by existing infrastructure.

To ensure the safety and health of Talbot residents, and deliver economic growth, the town needs a modern sewerage system.

Developing a pathway network



Central Goldfields Shire aims to be an active, connected and healthy community where people of all ages and abilities regularly walk and cycle.

Every year Council commits funding for footpaths, bike paths and shared pathways but additional funding is needed to deliver a dedicated program of new pathways across our townships to ensure our community is healthy and connected. As part of the Victorian Government Healthy Heart of Victoria initiative, Central Goldfields Shire participated in the Active Living Census in 2019. More than 1,176 responses were received providing us with a developed dataset to better understand the needs of our community.

Whilst walking was identified as the most common and simple form of exercise in our Shire, the results also told us that 69% of adults living in the Central Goldfields Shire are overweight or obese and just 51% of adults meet the guidelines for physical activity.

Key upgrades required:

Construction of a pathway network in the Shire

Projected cost:

\$500,000

Based on these findings, it is more important than ever for us to provide walking and cycling opportunities that meet the needs of the growing number of older adults and the high percentage of people with disabilities.

Pathways that are safe, well linked, easy to access from homes and provide universal access are a priority. Without a better network, opportunities for our community to walk and cycle from home to the shops, school, work, or to visit friends will be missed.

Central Goldfields Art Gallery upgrade – Stage 2 and 3



The upgrade to the Central Goldfields Art Gallery was identified as a priority project in the Central Goldfields Shire Tourism and Events Strategy 2020 – 2025, adopted in March 2020. Informed by extensive consultation across our municipality, the project was included as one of the key ‘Transformative Projects’ that will support and leverage the local emerging arts and culture sector.

Located in the 1861 historic fire station, the Gallery revitalisation will pave the way for a larger and more varied program of arts to be presented for the local community and visitors to the region.

Stage 1 of the project will be funded via the Regional Infrastructure Fund and includes the activation of the iconic and original fire station doors to create a welcoming entrance, increasing gallery exhibition spaces and installation of improved environmental and climate controls.

Stage 2 and 3 will complete the upgrade with integrated intelligent modern design that will significantly enhance the cultural value of the gallery as a vital arts space of regional significance for social, educational and cultural experiences.

Key upgrades required:

Funding to complete stage 2 and 3 of the Gallery upgrade project

Projected cost:

\$1.15 million

The internal gallery spaces will be remodelled to include:

- improved storage facilities for the shire’s art collection
- improved accessibility and visitor services amenities
- pop-up exhibition space
- enhanced education, community and artist workshop space
- Indigenous Interpretive Garden reflecting the vibrant culture of the Dja Dja Wurrung people and other Aboriginal and Torres Strait Islander artists living and working in central Victoria.

Carisbrook Recreation Reserve Stage 2



The Carisbrook Recreation Reserve Project creates an accessible and inclusive modern sporting facility and community hub for the growing population of Carisbrook and surrounding townships.

Stage Two of the project will deliver two netball change rooms, office space, a new show court with lighting, car parking and a bowls pavilion with a new toilet block. Each of these elements has been planned carefully in collaboration between local sporting clubs, social groups, the local primary school and Central Goldfields Shire Council.

Research undertaken by Netball Victoria in preparing its state-wide facilities strategy indicates that Carisbrook, and the municipality more broadly, has the lowest provision of netball courts per head of population in rural and regional Victoria. The Carisbrook Recreation Reserve Project helps to address this issue and alongside other features of the development, contributes to our ambition to get more people, more active, more often.

Some of the direct benefits of the project include:

- Increased female participation in netball
- All year access to a netball court enabling summer play
- New opportunities for participation
 - clinics, carnivals, hosting of finals events

Key upgrades required:

New netball court, changing facilities, first aid room, car parking and public toilets

Projected cost:

\$1.1 million

- Local access to learning opportunities and skills development for players, administrators, coaches, volunteers and umpires
- Increased opportunities for evening fitness training/activities through improved lighting
- Easy access to an accessible toilet for bowls club members– essential for some older members and members with a disability.
- Enhanced safety through the creation of a dedicated pedestrian zone and parking area

More widely the project will further enhance the improvement works to the Pavilion undertaken through Stage One of the project. The Project in its entirety will provide Carisbrook residents with many more opportunities to stage local events, classes and gatherings.

Deledio Recreation Reserve Dunolly



The Deledio Recreation Reserve facilities in Dunolly are more than a sports pavilion – the complex is a well-loved and well-used resource for community events and gatherings.

With a full kitchen and ample space, the facility is the foundation of many local clubs and societies, which depend on the facilities for many of their activities. However, the buildings on site are rapidly deteriorating, and complete reconstruction is required.

Central Goldfields Shire Council, in collaboration with the Dunolly Recreation Reserves Committee of Management, has developed concept plans for a new building, which create opportunities for more local people to benefit from the facilities.

The concept plans, which form part of Council’s commitment of \$200,000 in forward estimates for the project, offer an ambitious and practical vision of a modern integrated sporting and community hub for Dunolly which prioritises women’s participation in sport and increased accessibility to enable people of all ages and abilities to be more active, more often.

Key upgrades required:

Construction of a new sports pavilion and community facility

Projected cost:

\$2.5 million

The hub includes changing facilities that cater for the increased participation of men and women in sport as well as a much needed expansion of space available in the town to host local events, classes and activities that can be accessed by people of all ages and abilities.

Maryborough Splash Park



The development of a splash park in Maryborough has become a priority for local people and Central Goldfields Shire Council over the past 12 months.

As part of the Central Goldfields Your Community 2030 – 10 year planning project in 2019-20 community plans for eight townships across Central Goldfields Shire were developed. Community members of all ages spoke about the benefits a splash park would bring to local families.

The ambition for a new splash park was also identified by young people during the consultation exercise for the Maryborough Skate and Scooter Park, with concept plans for the park eventually incorporating initial plans for the inclusion of a Splash Park on a nearby site in Princes Park.

The Splash Park will provide a free activity for people of all ages and abilities, and will further enhance the attractiveness of Princes Park to local families and those from further afield. Importantly, the Splash Park will provide more opportunities for social connection and participation in outdoor physical activity.

Key upgrades required:

Design and build of a Splash Park in Maryborough

Projected cost:

\$500,000

This project is a strong example of community empowerment in action in Central Goldfields and Council is committed to working with the local community, and our young people in particular, as we further develop the project to realise their vision.

Central Goldfields Youth Hub



The development of a Youth Hub for Central Goldfields represents the culmination of a major program of collaboration and consultation with young people and youth services from across the Shire and the wider region.

The Youth Hub project was established as a priority through the Youth Alliance – a partnership between local youth providers - supported by the multi-agency Go Goldfields Partnership and more recently through Council’s leadership.

The Hub creates a dedicated space for young people aged 12 to 18 to get together and have fun, learn new skills, develop new interests and have access to services and information on a wide range of subjects including employment pathways, health, alcohol and other drugs, housing and mental health.

A ‘pop-up’ Youth Hub, which commenced operation from Maryborough Town Hall in early 2020 was welcomed enthusiastically by young people from across the Shire with hundreds of young people accessing services in its first few weeks of operation.

The key strength of the Youth Hub model in the Shire is its multi-agency partnership approach. Partners include: Maryborough & District Health Service, Anglicare, Youth Support & Advocacy Service, Cobaw Health, Victoria Police, Head Space, Maryborough Education Centre, Highview,

Key upgrades required:

Design and build of a permanent Youth Hub Facility in Maryborough

Projected cost:

Up to \$3 million

GForce, Central Victoria Primary Care Partnership, Western Victoria Primary Health Network, Goldfields Employment & Learning Centre, Federation University, Bendigo Health and Goldfields Local Learning & Employment Network.

The success of the ‘pop-up’ has led to the Council’s commitment to undertake the next phase of the project; a comprehensive scoping and design project which will support the establishment of a permanent Youth Hub in the Shire.

Young people across Central Goldfields Shire are innovative, smart, resourceful and resilient. The creation of a permanent Youth Hub can provide many of our young people with the space and support they need to channel their potential and achieve amazing things for themselves and their community in the years to come.

8.3 INSTRUMENT OF DELEGATION COUNCIL TO CHIEF EXECUTIVE OFFICER

Author: Governance Officer

Responsible Officer: Chief Executive Officer

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

SUMMARY/PURPOSE

The purpose of this report is to brief Council on the status of Council delegations to the Chief Executive Officer (CEO) under the Local Government Act 2020 and adopt the new instrument of delegation.

LEGISLATION AND POLICY CONTEXT

Central Goldfields Shire Council's Council Plan 2017-2021 (2018 Refresh) – Our Organisation

Outcome: Central Goldfields Shire is a proactive, well governed, professional and financially sustainable organisation.

4.3 Objective: Provide leadership in governance and Council decision making

BACKGROUND INFORMATION

The Local Government Act 2020 (the Act) received Royal Assent on 24 March 2020. Section 11 of the Act allows Council to delegate some of its powers to the Chief Executive Officer. Sub-section 9 states "Unless sooner revoked, a delegation made by a Council under the Local Government Act 1989 continues in force until 1 September 2020."

Council is therefore required to endorse a new Instrument of Delegation under the Act by 1 September 2020.

Maddocks have released an updated Instrument of Delegation from Council to the CEO to reflect the recent changes to the Local Government Act 2020 and references to the Local Government Act 1989 have been updated accordingly.

REPORT

The Act, and a variety of other legislation, make express provision for the appointment of delegates to act on behalf of Councils. Delegation of powers is essential to enable day to day decisions to be made and for the effective operation of the organisation. The Instrument of Delegation from Council to the CEO delegates all of its powers to the CEO with a few exceptions which are detailed in the attached Instrument.

Delegations must be instituted under the Act by 1 September 2020 to maintain the smooth running of Council.

The Instrument reflects Maddocks most recent update from July 2020, to reflect the changes of the Local Government Act 2020, the changes include the addition of the following in relation to powers that are not delegated:

- appointing an Acting Chief Executive Officer for a period exceeding 28 days;
- election of a Mayor or Deputy Mayor;
- granting of a reasonable request for leave under section 35 of the Act;
- making any decision in relation to the employment, dismissal or removal of the Chief Executive Officer;
- adoption or amendment of any policy that Council is required to adopt under the Act;
- adoption or amendment of the Governance Rules;
- borrowing money;
- subject to section 181H(1)(b) of the Local Government Act 1989, declaring general rates, municipal charges, service rates and charges and specified rates and charges.

Other than these changes the Instrument of Delegation contains the same powers and restrictions as the CEO's current Instrument of Delegation.

CONSULTATION/COMMUNICATION

No consultation or communication is necessary as the delegations are a continuation of existing delegations.

FINANCIAL & RESOURCE IMPLICATIONS

Council subscribes to the Delegations and Authorisations service provided by Maddocks Lawyers, the cost of which is provided for in Council's budget. There are no other financial implications.

RISK MANAGEMENT

This report addresses Council's strategic risk Legislative compliance - Failure to manage our compliance with relevant legislative requirements by meeting the requirements of the Local Government Act 2020.

CONCLUSION

To meet the requirement of the Act in regards of the delegation of Council powers to the Chief Executive Officer, an updated Instrument of Delegation is presented and recommended for adoption.

ATTACHMENTS

1. Updated Instrument of Delegation to Chief Executive Officer

RECOMMENDATION

In the exercise of the power conferred by section 11(1)(b) of the Local Government Act 2020, Council resolves that:

- 1. There be delegated to the person holding the position, or acting in or performing the duties, of Chief Executive Officer the powers, duties and functions set out in the attached Instrument of Delegation to the Chief Executive Officer, subject to the conditions and limitations specified in that Instrument.*
- 2. On the coming into force of the instrument all previous delegations to the Chief Executive Officer are revoked.*
- 3. The duties and functions set out in the instrument must be performed, and the powers set out in the instruments must be executed, in accordance with any guidelines or policies of Council that it may from time to time adopt.*

8.4 COMMUNITY SATISFACTION SURVEY RESULTS 2020

Author: Chief Executive Officer

Responsible Officer: Chief Executive Officer

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

SUMMARY/PURPOSE

The purpose of this report is to present the Community Satisfaction Survey Results for 2020 to Council for noting.

The Community Satisfaction Survey is undertaken annually to specifically measure a number of KPIs on Council's performance that are mandated in the Local Government Act and reported in Council's Annual Report. The survey also asks the community to rate a number of Council services in terms of importance and performance.

LEGISLATION AND POLICY CONTEXT

Central Goldfields Shire Council's Council Plan 2017-2021 (2018 Refresh) – Our Organisation

Outcome: Central Goldfields Shire is a proactive, well governed, professional and financially sustainable organisation.

4.3 Objective: Provide leadership in governance and Council decision making

BACKGROUND INFORMATION

Each year Local Government Victoria (LGV) coordinates the State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas.

Participation in the LGV survey is not mandatory however it is the most cost effective way for Councils to collate the information mandated under the Act while collecting information on a broader range of services.

REPORT

The report outlines the following key findings:

Council has largely consolidated the significant gains made in 2019 on overall performance and customer service. This is despite a four point decrease in overall performance this year. Rated performance remains largely in line with 12 months ago across most individual service areas, however ratings have declined significantly on waste management, community consultation and lobbying, particularly among Talbot area residents.

Council performance is rated significantly better than the Small Rural group and State-wide averages for the appearance of public areas, and better than the State-wide average for parking facilities. Council also performs in line with the group average for half of the remaining service areas and on customer service and overall direction.

Council should focus on maintaining and improving performance in service areas that most influence perceptions of overall performance: making decisions in the community's interest, lobbying, community consultation, business, community development and tourism, and enforcement of local laws.

The report shows that Council continues to perform strongly in Appearance of Public Areas (75) and Customer Service (73) which are both higher than the Small Rural and State Wide Averages.

Whilst results for community consultation and engagement declined from the 2019 score, Council has undertaken a significant amount of consultation in 2019/20 with over 4,500 people involved in workshops, forums, online surveys and working groups to develop a range of strategies, policies and plans. This level of engagement and consultation will continue in line with Council's Community Engagement Framework and through the development of a new Council Plan for the new term of Council which will be undertaken in 2021.

CONSULTATION/COMMUNICATION

The survey is conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Central Goldfields Shire Council.

The survey sample is matched to the demographic profile of Central Goldfields Shire Council as determined by the most recent ABS population estimates, and includes up to 40% mobile phone numbers to cater to the diversity of residents within Central Goldfields Shire Council, particularly younger people.

FINANCIAL & RESOURCE IMPLICATIONS

There are no financial or resource implications relevant to this report.

RISK MANAGEMENT

This report addresses Council's strategic risk Community engagement - Inadequate stakeholder management or engagement impacting brand reputation and community satisfaction in Council decision making by measuring and monitoring performance in these areas.

CONCLUSION

The Community Satisfaction Survey is conducted annually as mandated under the Local Government Act.

Council has consolidated gains in a number of key result areas in 2020, and has seen some measures decline. All measures remain above the 2018 results reversing the downward trend from 2015-2018.

ATTACHMENTS

1. Community Satisfaction Survey 2020 Central Goldfields Shire Council

RECOMMENDATION

That Council note the results of the Community Satisfaction Survey 2020.



2020 Local Government Community Satisfaction Survey

Central Goldfields Shire Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils



Contents

<u>Background and objectives</u>	<u>3</u>	<u>Business and community development and tourism</u>	<u>83</u>
<u>Key findings and recommendations</u>	<u>4</u>	<u>Environmental sustainability</u>	<u>87</u>
<u>Detailed findings</u>	<u>11</u>	<u>Detailed demographics</u>	<u>91</u>
<u>Overall performance</u>	<u>12</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>93</u>
<u>Customer service</u>	<u>28</u>	<u>Appendix B: Further project information</u>	<u>98</u>
<u>Communication</u>	<u>37</u>		
<u>Council direction</u>	<u>42</u>		
<u>Individual service areas</u>	<u>46</u>		
<u>Community consultation and engagement</u>	<u>47</u>		
<u>Lobbying on behalf of the community</u>	<u>49</u>		
<u>Decisions made in the interest of the community</u>	<u>51</u>		
<u>Condition of sealed local roads</u>	<u>53</u>		
<u>Condition of local streets and footpaths</u>	<u>55</u>		
<u>Parking facilities</u>	<u>59</u>		
<u>Enforcement of local laws</u>	<u>63</u>		
<u>Recreational facilities</u>	<u>67</u>		
<u>Appearance of public areas</u>	<u>71</u>		
<u>Art centres and libraries</u>	<u>75</u>		



Background and objectives

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

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

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

- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

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

Serving Victoria for 21 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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

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



Key findings and recommendations



Central Goldfields Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Central Goldfields 53



State-wide 58



Small Rural 56

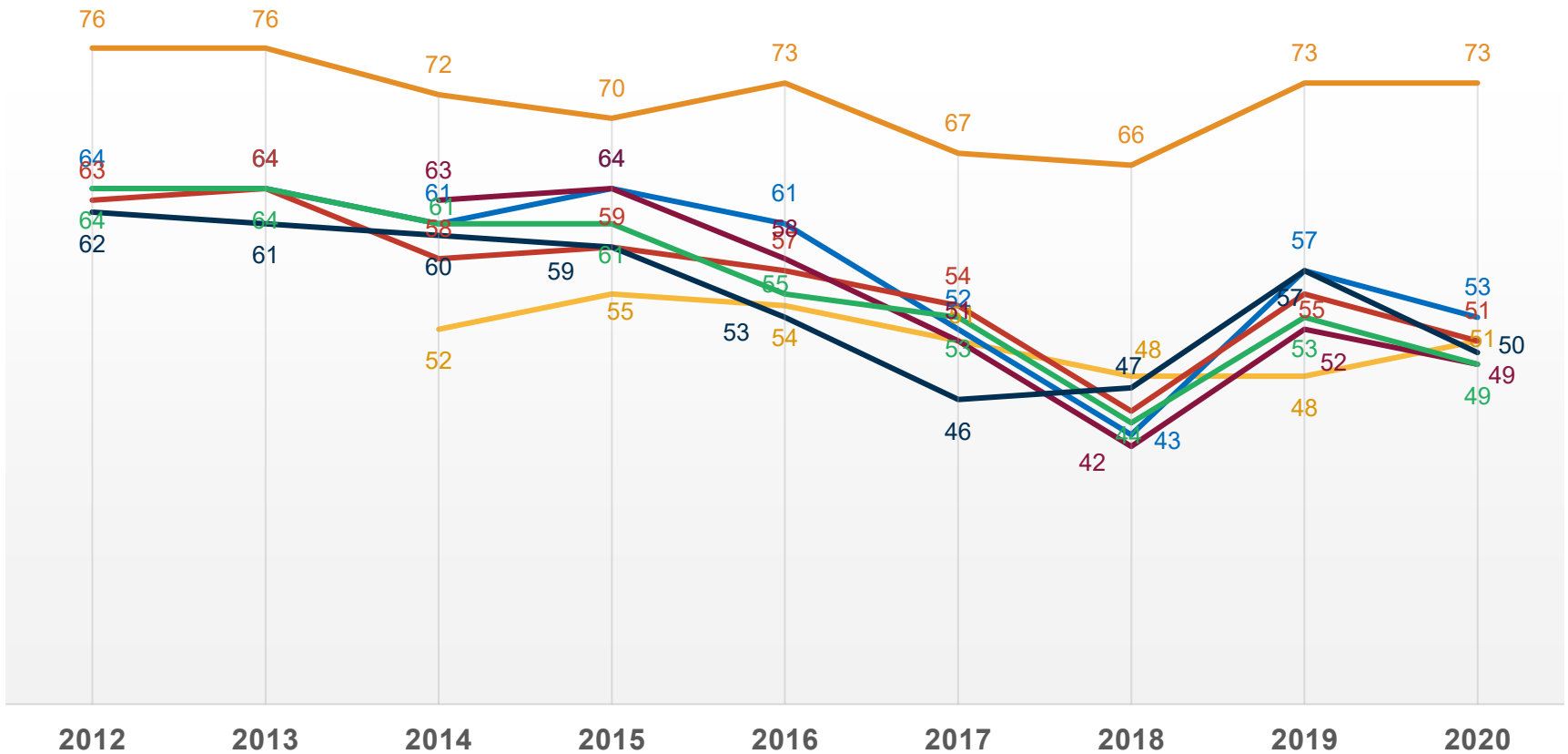
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	<ul style="list-style-type: none"> Parking facilities Appearance of public areas 	<ul style="list-style-type: none"> Local streets & footpaths Bus/community dev./tourism Recreational facilities
Compared to group average	<ul style="list-style-type: none"> Appearance of public areas 	<ul style="list-style-type: none"> Local streets & footpaths Community decisions Bus/community dev./tourism



Summary of core measures

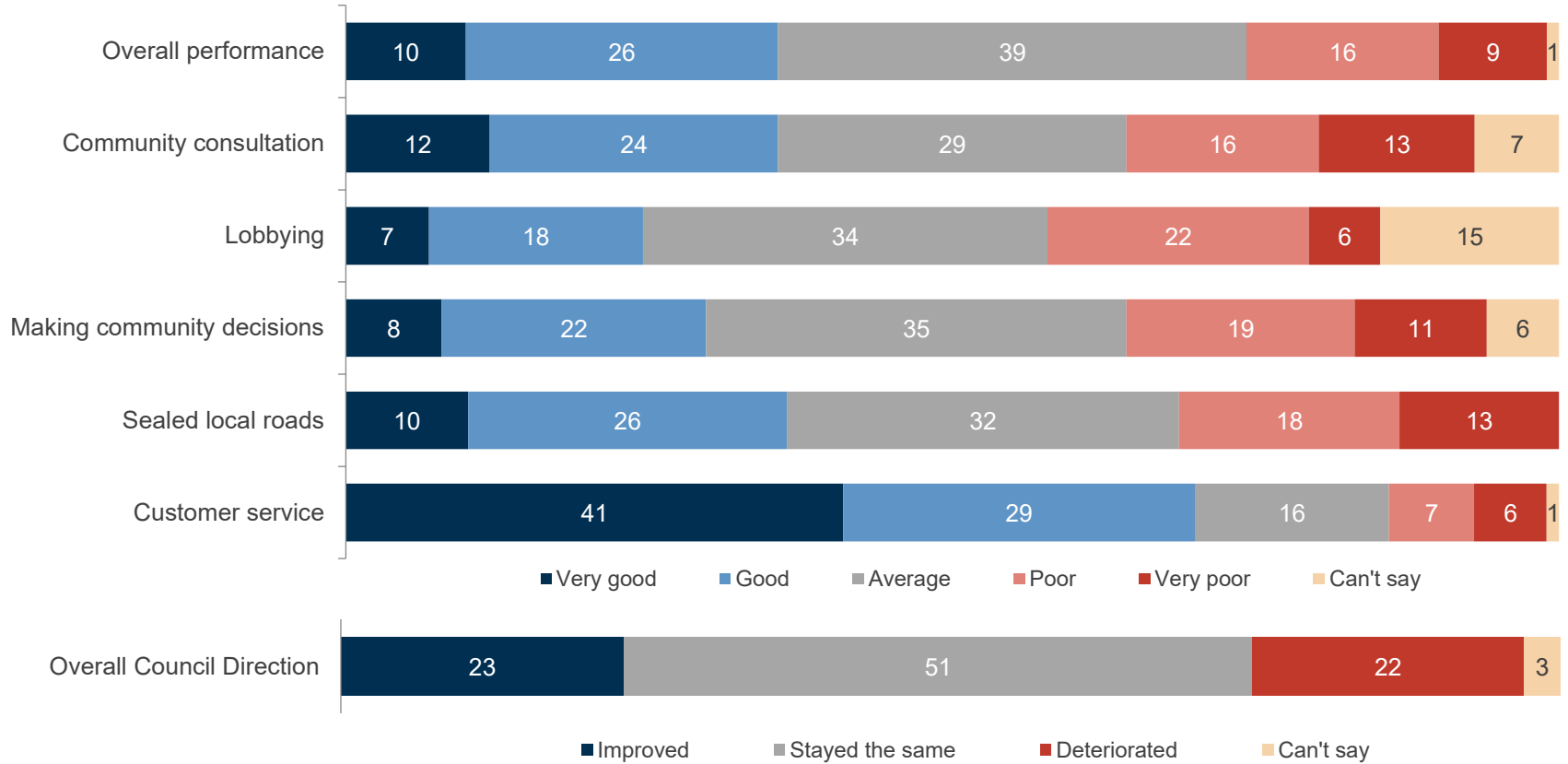
Index scores















Summary of core measures

Core measures summary results (%)











Summary of Central Goldfields Shire Council performance

Services	Central Goldfields 2020	Central Goldfields 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	53	57	56	58	Aged 65+ years, Women	Aged 35-49 years
 Overall council direction	50	57	50	51	Aged 18-34 years	Aged 65+ years
 Customer service	73	73	70	70	Women	Men
 Appearance of public areas	75	75	72	72	Women	Dunolly residents
 Art centres & libraries	71	71	74	74	Aged 65+ years	Aged 18-34 years
 Recreational facilities	65	68	68	70	Aged 65+ years	Aged 35-49 years
 Waste management	63	69	64	65	Aged 65+ years	Talbot residents
 Parking facilities	62	61	60	55	Dunolly residents, Aged 50+ years	Aged 35-49 years
 Enforcement of local laws	62	64	62	63	Aged 18-34 years	Dunolly residents
 Environmental sustainability	57	60	57	60	Aged 18-34 years, Maryborough residents	Talbot residents



Summary of Central Goldfields Shire Council performance

Services		Central Goldfields 2020	Central Goldfields 2019	Small Rural 2020	State-wide 2020	Highest score	Lowest score
	Bus/community dev./tourism	55	-	58	59	Women, Aged 65+ years	Talbot residents, Aged 35-49 years
	Consultation & engagement	51	55	54	55	Aged 65+ years, Women	Talbot residents
	Local streets & footpaths	51	-	57	58	Aged 18-34 years	Talbot residents
	Sealed local roads	51	48	51	54	Aged 65+ years	Talbot residents
	Lobbying	49	53	52	53	Aged 65+ years, Women	Aged 50-64 years
	Community decisions	49	52	53	53	Aged 18-34 years	Aged 35-49 years



Focus areas for the next 12 months

Overview

Central Goldfields Shire Council has largely consolidated the significant gains made in 2019 on overall performance and customer service. This is despite a four-point decrease in overall performance this year. Rated performance remains largely in line with 12 months ago across most individual service areas, however ratings have declined significantly on waste management, community consultation and lobbying, particularly among Talbot area residents.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in service areas that most influence perceptions of overall performance: making decisions in the community's interest, lobbying, community consultation, business, community development and tourism, and enforcement of local laws. These are Council's lower rated performance areas and focused attention, particularly on council decisions, lobbying and community consultation, presents the greatest opportunities to improve overall opinion of Council.

Comparison to state and area grouping

Council performance is rated significantly better than the Small Rural group and State-wide averages for the appearance of public areas, and better than the State-wide average for parking facilities. Council also performs in line with the group average for half of the remaining service areas and on customer service and overall direction. However, it is rated below the group average for other service areas and overall performance and performs below the State-wide average on most areas.

Maintain gains achieved and build upon improvements

Council should look to shore up its customer service and overall performance to further consolidate gains made in 2019. To that end, Council should maintain efforts in its stronger performing service areas of public areas, art centres and libraries and recreational facilities and prevent any further decline in community perceptions of its waste management. Council should also focus on improving its performance in important and influential areas such as community decisions, lobbying and consultation (particularly in the Talbot area).

DETAILED FINDINGS



Overall performance



Overall performance

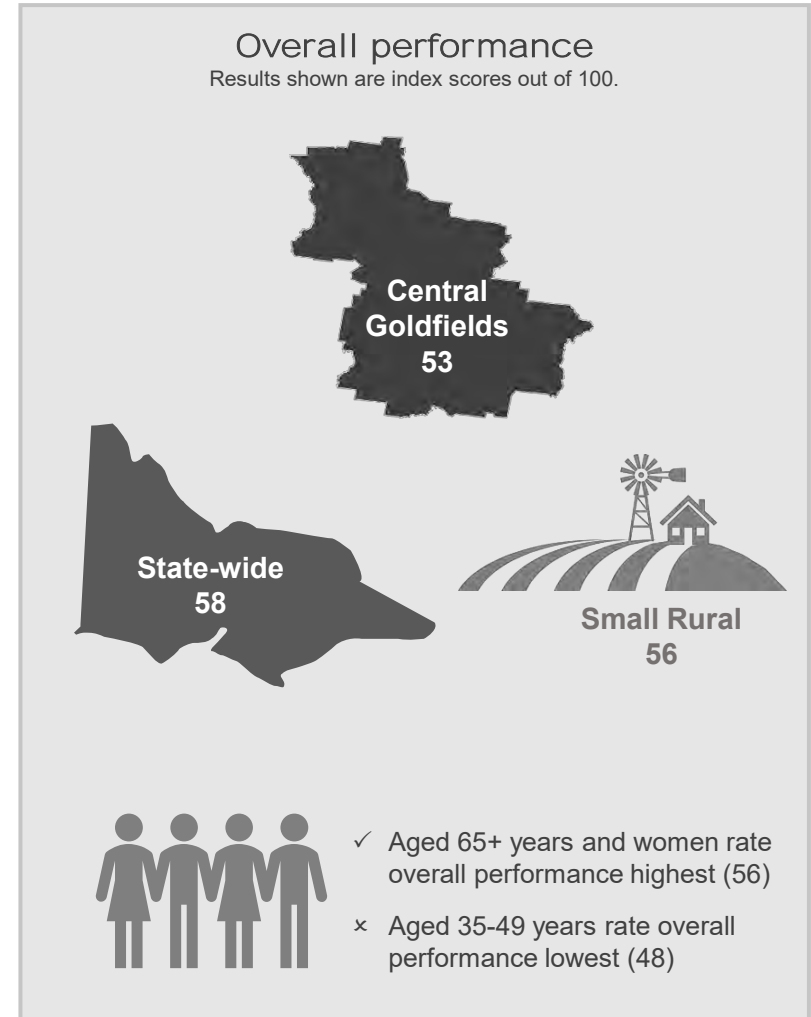
The overall performance index score of 53 for Central Goldfields Shire Council represents a significant four-point decline on the 2019 result.

However, Council had previously increased from a series low of 43 in 2018 to 57 last year and has largely maintained this improvement in 2020. While Council's current rating is in line with 2017 (index score of 52), there is still some way to go to rebuild community perceptions back to their pre-2017 levels (scores of 61 to 64).

- Contributing to this overall decrease are significant declines among men, residents aged 35 to 49 and 65+ years, and Maryborough and Talbot residents.

Council's overall performance is rated statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Small Rural group and State-wide (index scores of 56 and 58 respectively).

More residents rate Central Goldfields Shire Council's overall performance as 'very good' or 'good' (36%) than rate it as 'very poor' or 'poor' (25%), however almost four in ten (39%) sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	60	59	59	59	60	61	60	60
65+	62	48	59	66	68	64	71	69
Women	57	42	52	63	66	65	65	64
Small Rural	58	56	58	57	59	n/a	n/a	n/a
Maryborough	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	57	43	52	61	64	61	64	64
Dunolly	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	52	47	51	60	62	62	64	67
50-64	52	41	52	58	60	58	61	61
Talbot	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	44	53	58	62	57	63	64
35-49	59	34	43	55	64	60	60	58

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

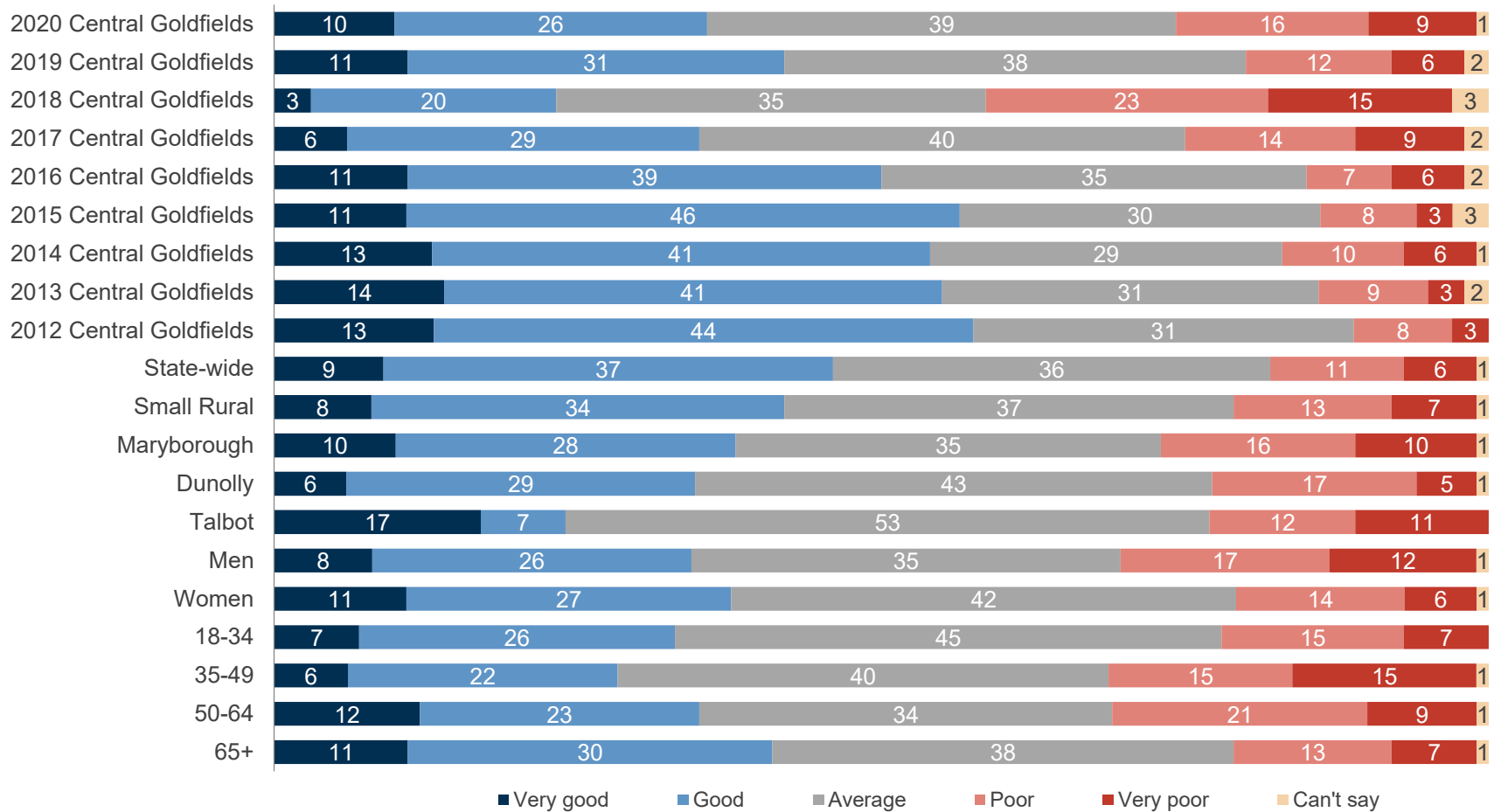
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

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



Overall performance

2020 overall performance (%)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Central Goldfields Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Top performing service areas

The appearance of public areas is where Central Goldfields Shire Council performed best in 2020 (index score of 75, unchanged from 2019).

- This is the only service area where Council rated above both the Small Rural group and State-wide averages (index score of 72 for each).
- Perceptions improved significantly over the past year among residents aged 18 to 34 years (index score of 76, up 10 points).

Art centres and libraries are Council's next most highly rated service area (index score of 71, also unchanged from 2019).

- However, Council rates significantly lower than the Small Rural group and State-wide averages (index score of 74 for each).
- Perceptions among residents aged 18 to 34 years are significantly lower than the Council-wide average for this service area (index score of 64).

Council also continues to be rated well on recreational facilities (index score of 65) and waste management (index score of 63 – but down six points from 2019).

Parks and gardens (8%), recreational / sporting facilities (8%) and waste management (5%) are also mentioned spontaneously by residents as the best things about Council.



Appearance of public areas (index score of 75) is the area where Council performed best in 2020.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of community decisions and lobbying (index score of 49 for each).

Central Goldfields Shire Council rates lowest – relative to its performance in other areas – on community decisions and lobbying (index score of 49 for each).

Council rates significantly below the Small Rural group and State-wide averages for both service areas and has declined significantly on its own 2019 result for lobbying (down four points).

- Contributing to this decrease on lobbying are significant declines over the past year among men (index score of 46, down six points) and Talbot residents (index score of 45, down 15 points).
- Ratings among Talbot residents have also declined significantly on community decisions (index score of 43, down 17 points from 2019), indicating a need for Council to demonstrate efforts to protect the interests of this community.

Further, Council also performs less well on the related area of consultation and engagement, as well as local streets and sealed roads (index score of 51 for each). Perceptions of consultation and engagement have declined significantly overall (down four points) and among Talbot residents (down 15 points) since 2019.

Sealed roads (11%) and community consultation (10%) are also the leading areas mentioned spontaneously by residents as needing improvement.



Individual service area performance

2020 individual service area performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
Appearance of public areas	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Art centres & libraries	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Recreational facilities	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Waste management	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Enforcement of local laws	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Parking facilities	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Environmental sustainability	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Bus/community dev./tourism	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Consultation & engagement	51	55	45	54	57	59	58	64	63
Local streets & footpaths	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Sealed local roads	51	48	48	51	54	55	52	n/a	n/a
Lobbying	49	53	44	53	55	61	61	64	64
Community decisions	49	52	42	51	58	64	63	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

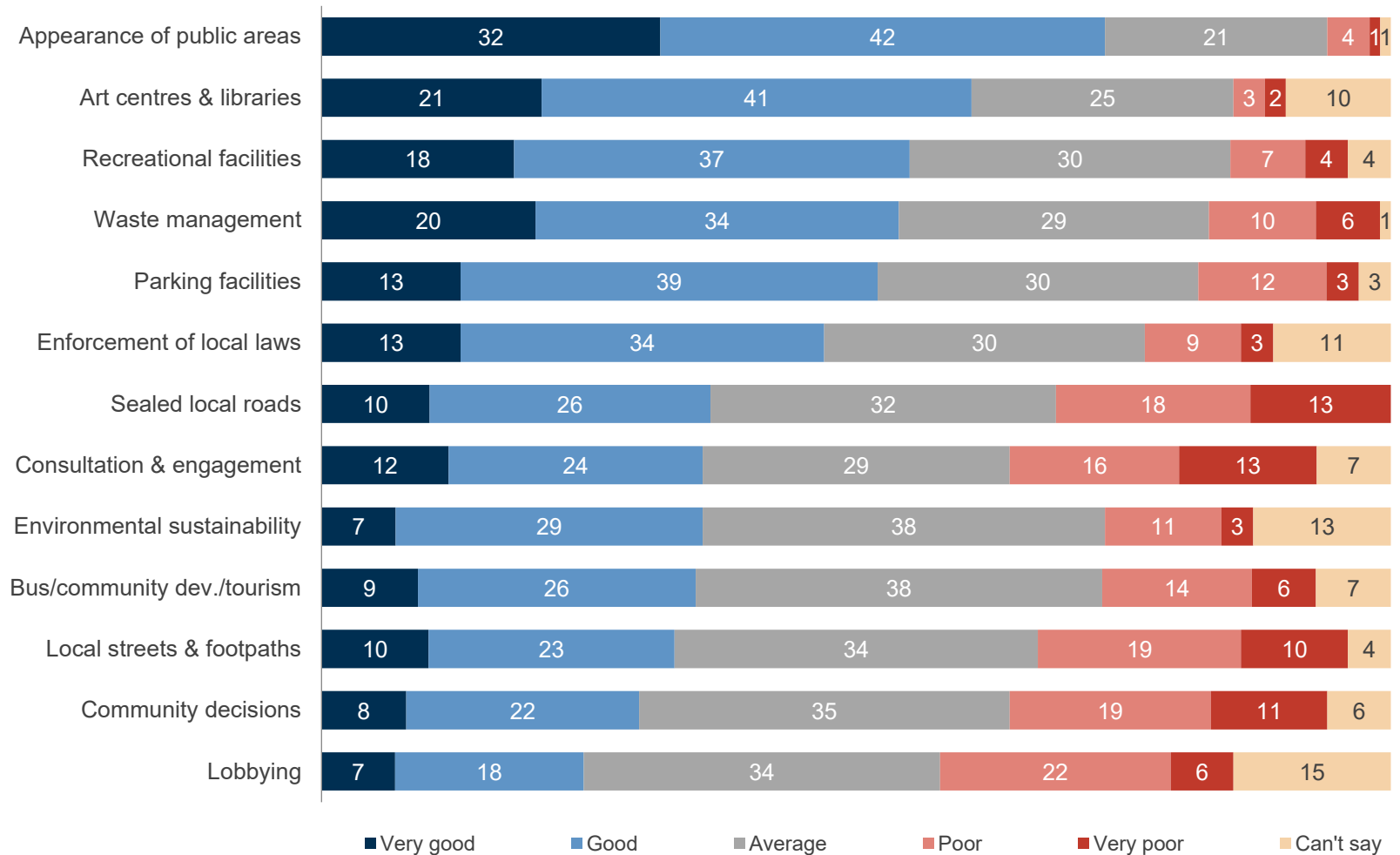
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

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



Individual service area performance

2020 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Individual service area importance

2020 individual service area importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Waste management	79	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Local streets & footpaths	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus/community dev./tourism	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Appearance of public areas	73	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	73	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Environmental sustainability	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parking facilities	69	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	68	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Art centres & libraries	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

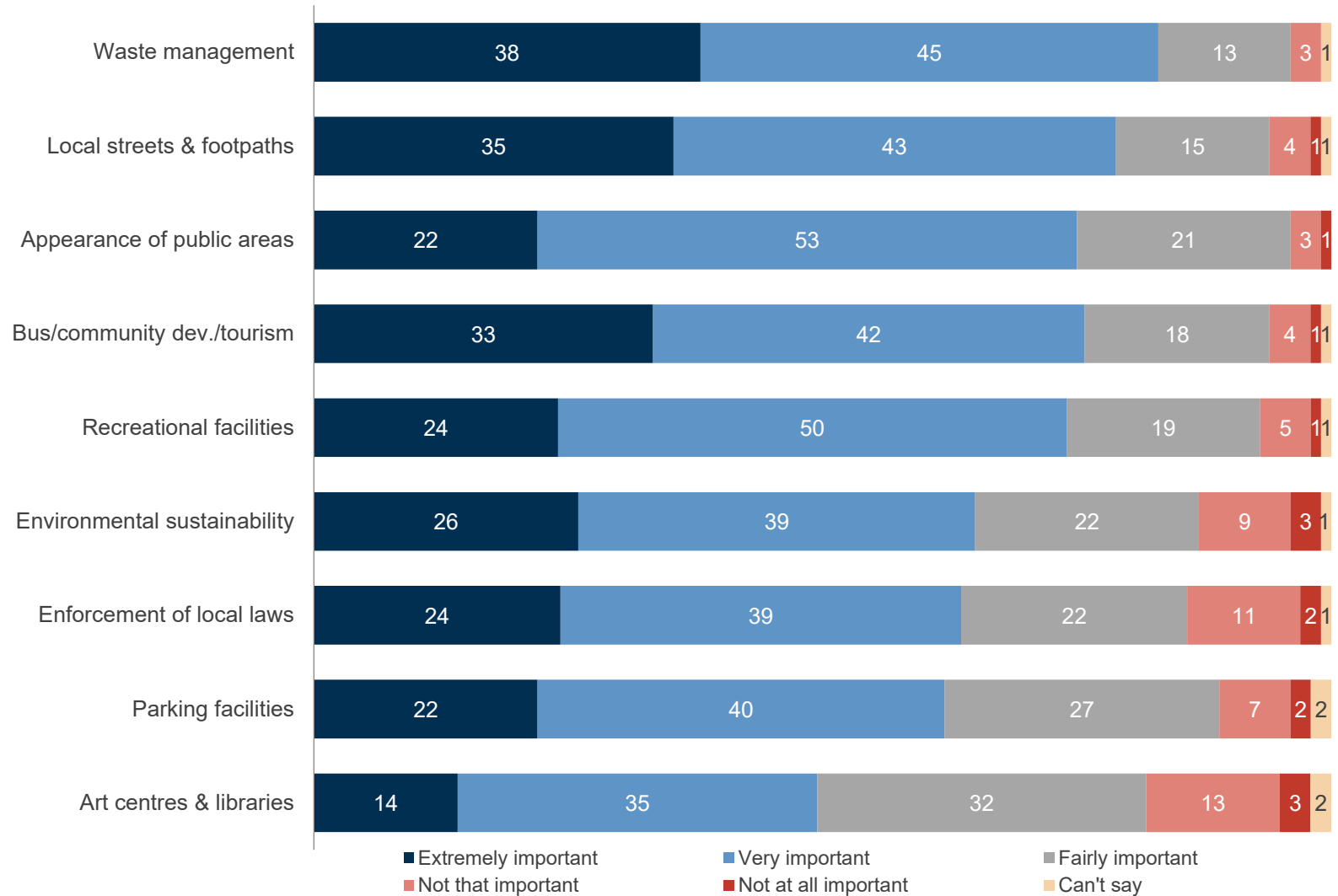
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 6

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



Individual service area importance

2020 individual service area importance (%)

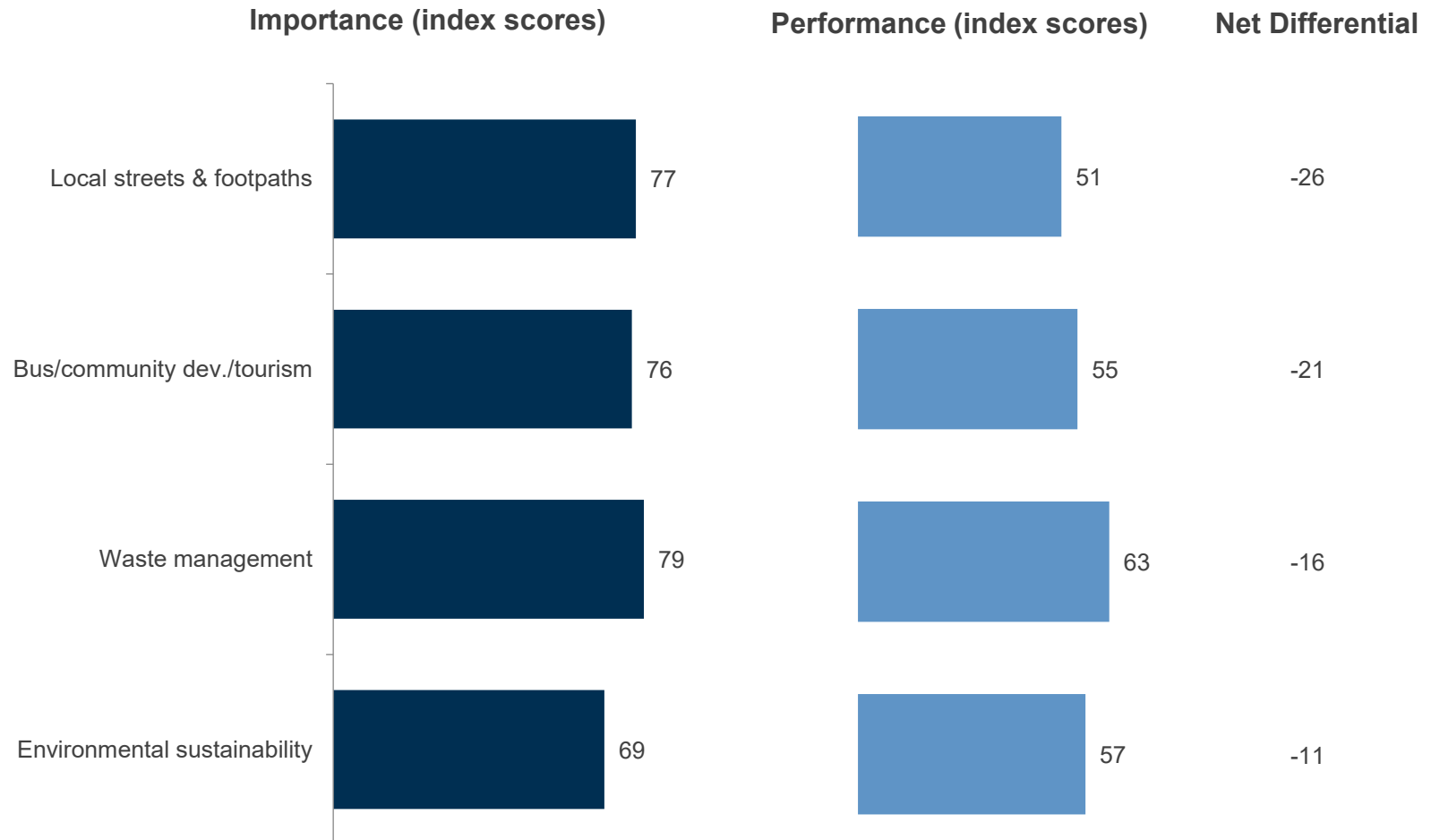


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 6



Individual service areas importance vs performance

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





Influences on perceptions of overall performance

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

- Decisions made in the interest of the community.

Council is currently rated poorly in this area (performance index of 49).

Improved communication and transparency with residents about decisions the Council has made in the community's interest provides the greatest opportunity to improve perceptions of Council's overall performance.

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

- Lobbying on behalf of the community
- Community consultation and engagement
- Business, community development and tourism
- The enforcement of local laws.

Council lobbying is the other key area most in need of attention as it is poorly rated (performance index of 49) and one of the stronger influences on perceptions of overall performance.

Demonstrating Council efforts to advance and defend resident interests will also be important to improving community opinion overall.

Among these more influential service areas, enforcement of local laws has the highest performance index (62) and a moderate positive influence on the overall performance rating, therefore maintaining this positive result should remain a focus.

Other service areas that have a positive influence on overall perceptions but perform relatively less well are business, community development and tourism and community consultation (performance index of 55 and 51 respectively).

It will be particularly important for Council to demonstrate community interest and a willingness to consult residents as part of future business, development and planning decisions, in order to improve overall opinion of Council's performance.



Regression analysis explained

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

In the charts that follow:

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

The regressions are shown on the following two charts.

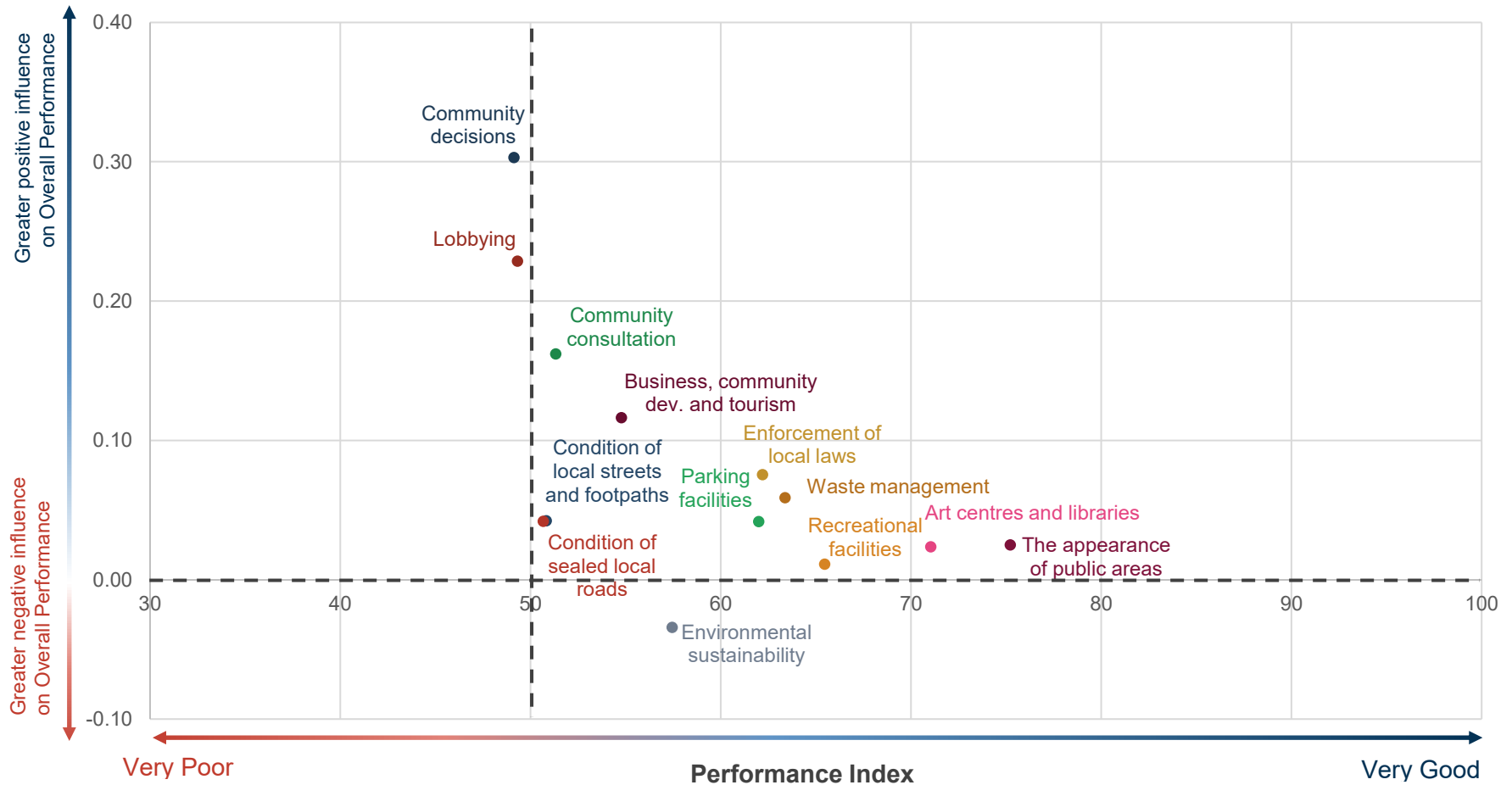
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2020 regression analysis (all service areas)

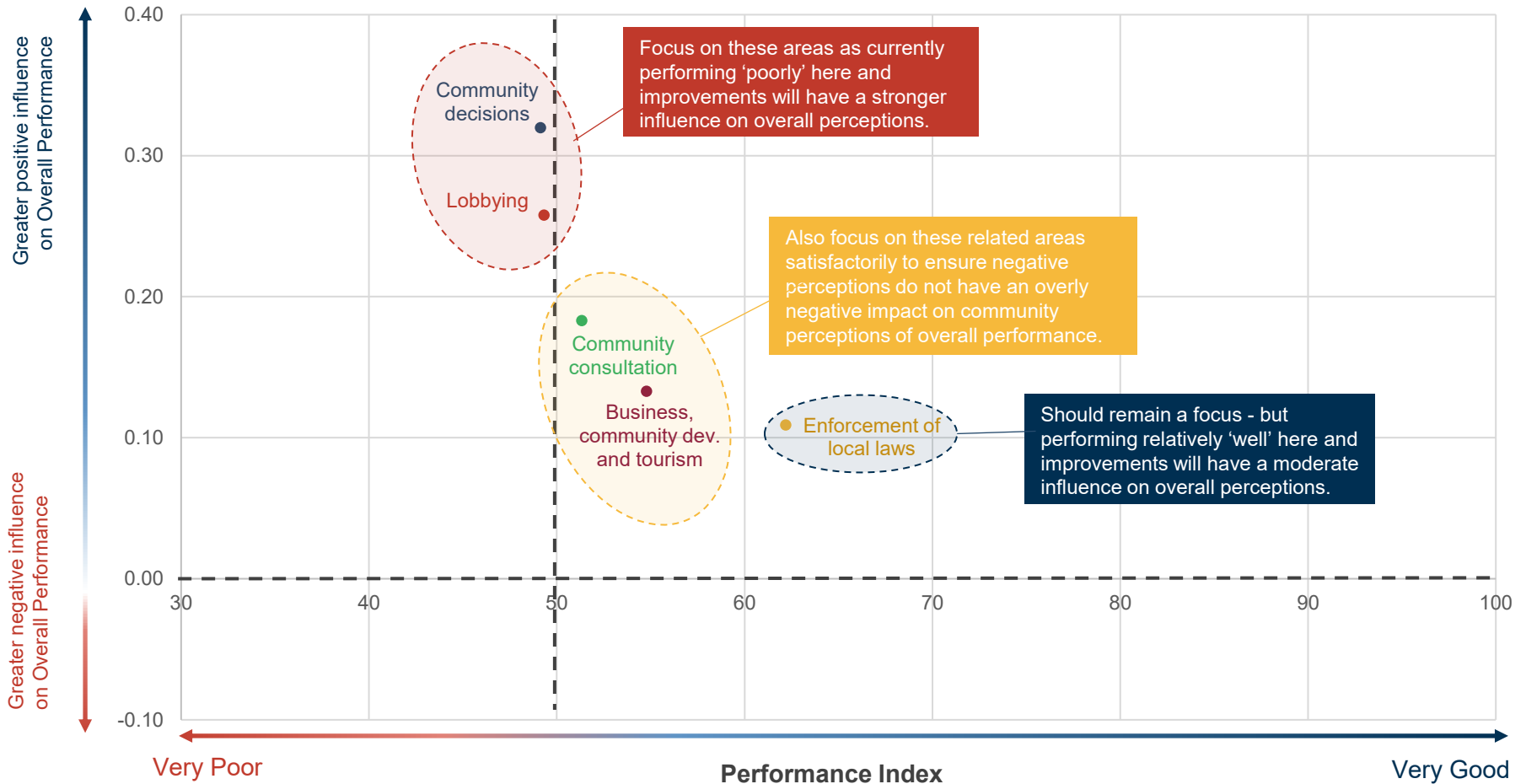


The multiple regression analysis model above (all service areas) has an R-squared value of 0.649 and adjusted R-square value of 0.637, which means that 65% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 54.8$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2020 regression analysis (key service areas)

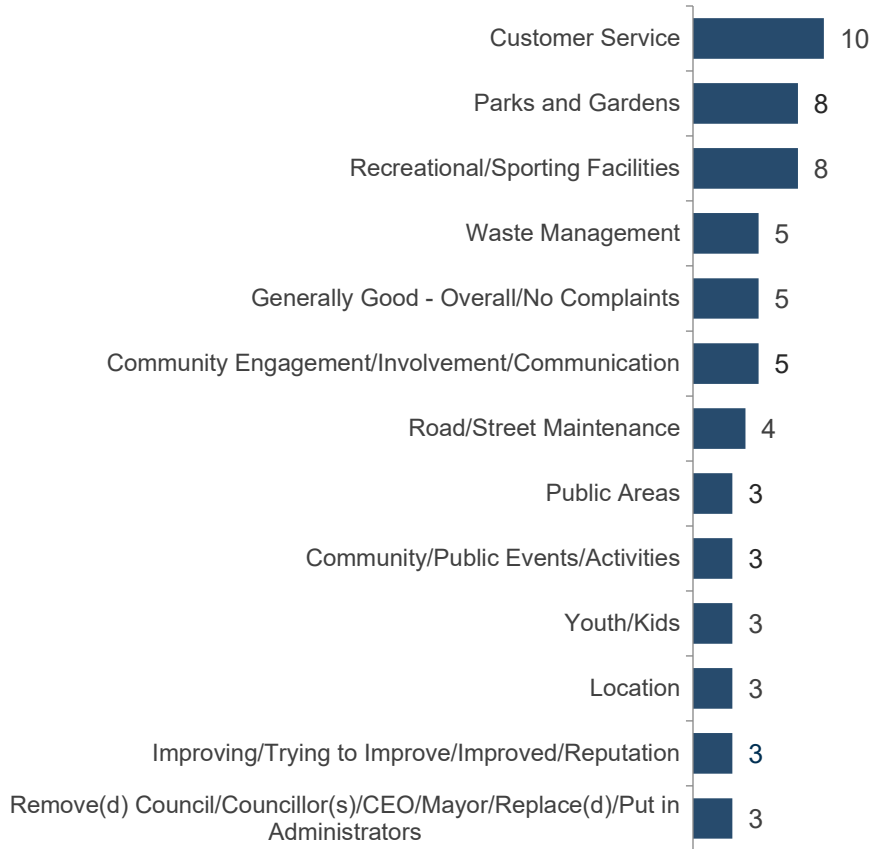


The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.634 and adjusted R-square value of 0.630, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 136.7$.



Best things about Council and areas for improvement

2020 best things about Council (%)
- Top mentions only -



2020 areas for improvement (%)
- Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Central Goldfields Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 5

Q17. What does Central Goldfields Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 11

A verbatim listing of responses to this question can be found in the accompanying dashboard.



Customer service



Contact with council and customer service

Contact with council

Six in ten residents (60%) have had contact with Central Goldfields Shire Council in the last 12 months, unchanged from last year.

In person (43%) and by telephone (28%) continue to be the main methods of contacting Council.



Among those residents who have had contact with Council, 70% provide a positive customer service rating of 'very good' or 'good', including 41% of residents who rate Council's customer service as 'very good'.

Customer service

Central Goldfields Shire Council's customer service index of 73 is unchanged from last year, maintaining the seven-point gain achieved between 2018 and 2019.

Performance is in-line with the Small Rural group and State-wide averages (index score of 70 for each).

Among those residents who have had contact with Council, seven in ten (70%) provide a positive customer service rating of 'very good' or 'good'.

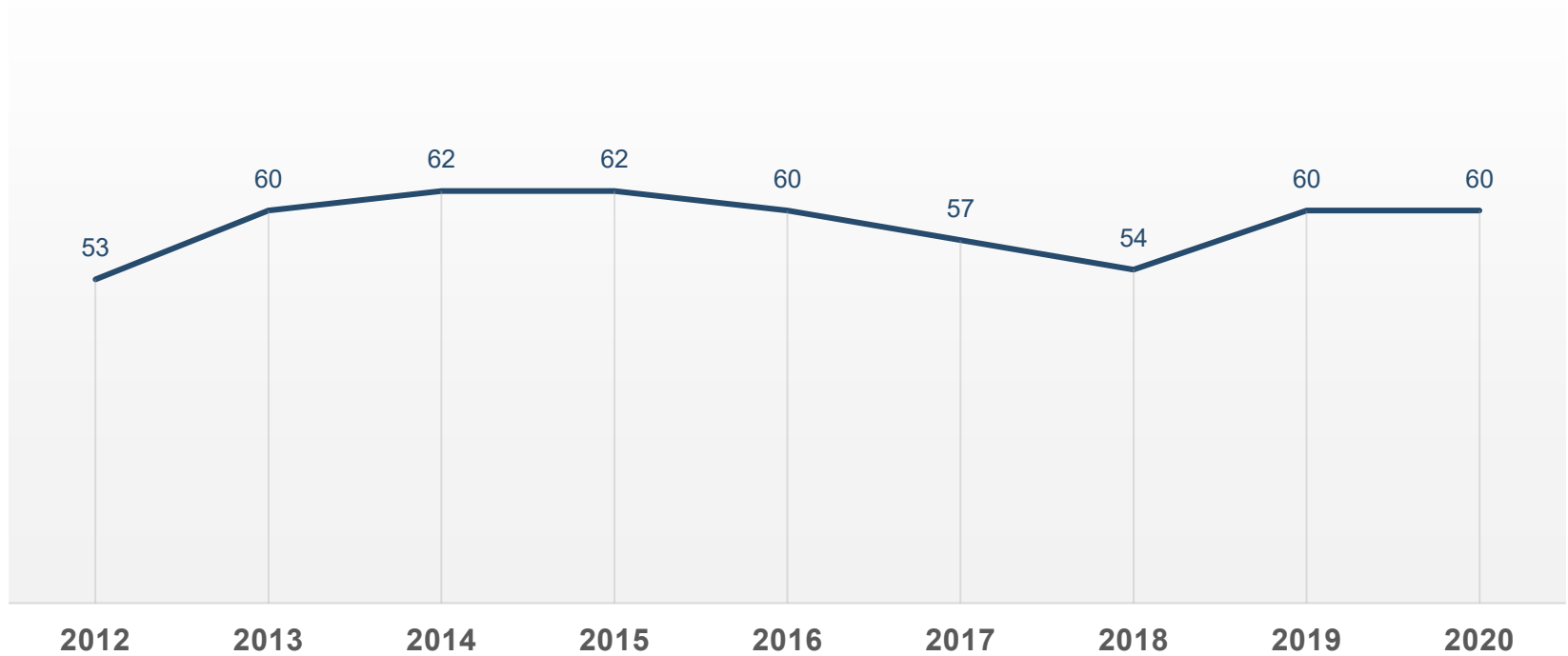
- Perceptions improved significantly in the past year among younger residents aged 18 to 34 years (index score of 75, up 14 points).
- Further, customer service tops the list of areas nominated by residents as the best thing about Council, mentioned by 10% of residents.

Customer service ratings remain highest for those whose most recent contact with Council was in person or by telephone (index score of 78 and 71 respectively). As the most commonly utilised methods of contact, this is a very positive result for Council.



Contact with council

2020 contact with council (%)
Have had contact



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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6



Contact with council

2020 contact with council (%)

	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	66	64	62	61	64	n/a	n/a	n/a
50-64	67	59	55	69	65	61	63	56
State-wide	63	61	58	58	60	61	60	61
Dunolly	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	57	53	51	57	56	56	53	58
Central Goldfields	60	54	57	60	62	62	60	53
Women	60	53	62	58	63	62	62	60
Maryborough	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	61	54	51	61	62	62	57	46
Talbot	49	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	53	49	64	43	65	58	64	30
35-49	68	53	62	68	68	75	63	65

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

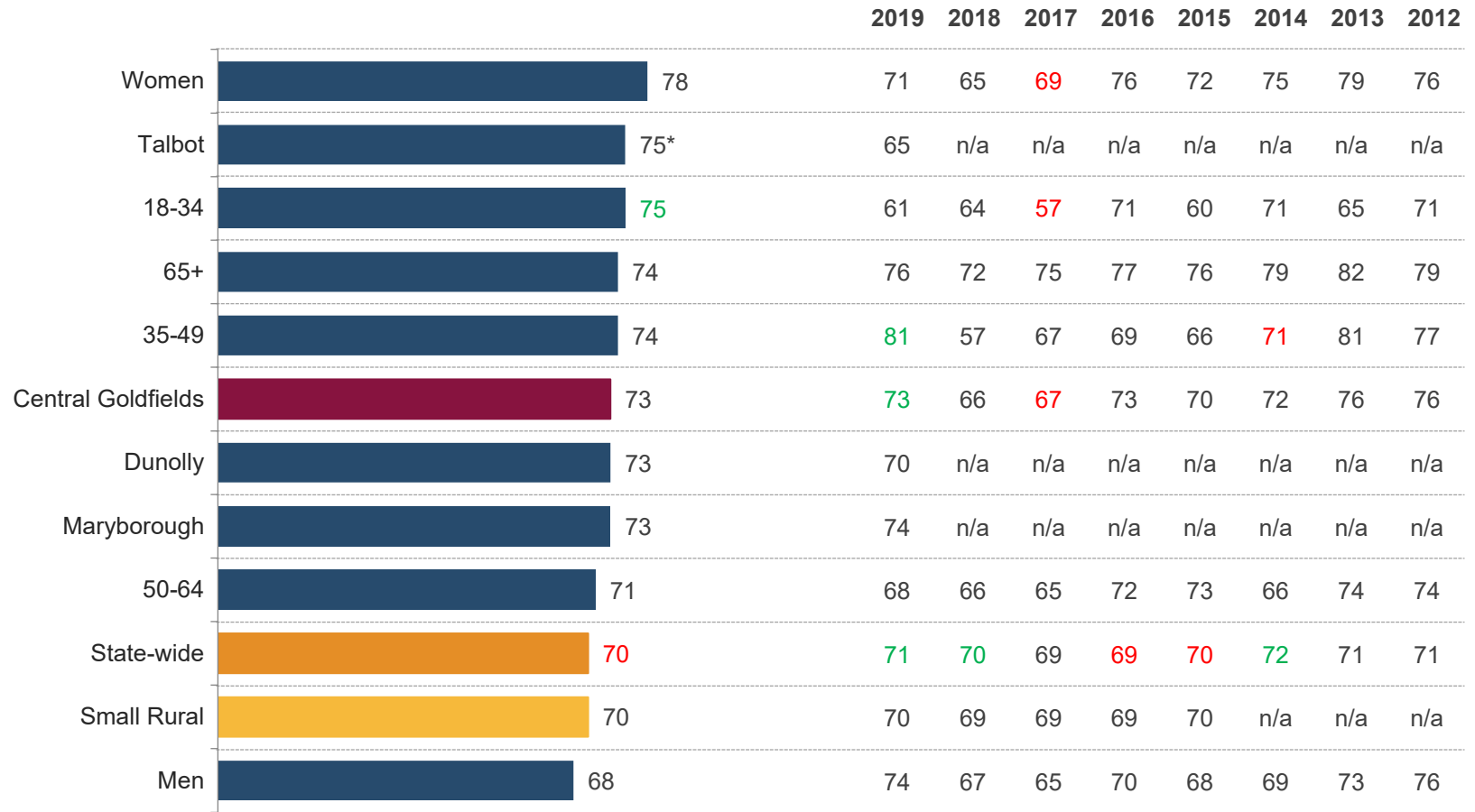
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6

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



Customer service rating

2020 customer service rating (index scores)



Q5c. Thinking of the most recent contact, how would you rate Central Goldfields Shire Council for customer service? Please

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

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

Councils asked state-wide: 62 Councils asked group: 18

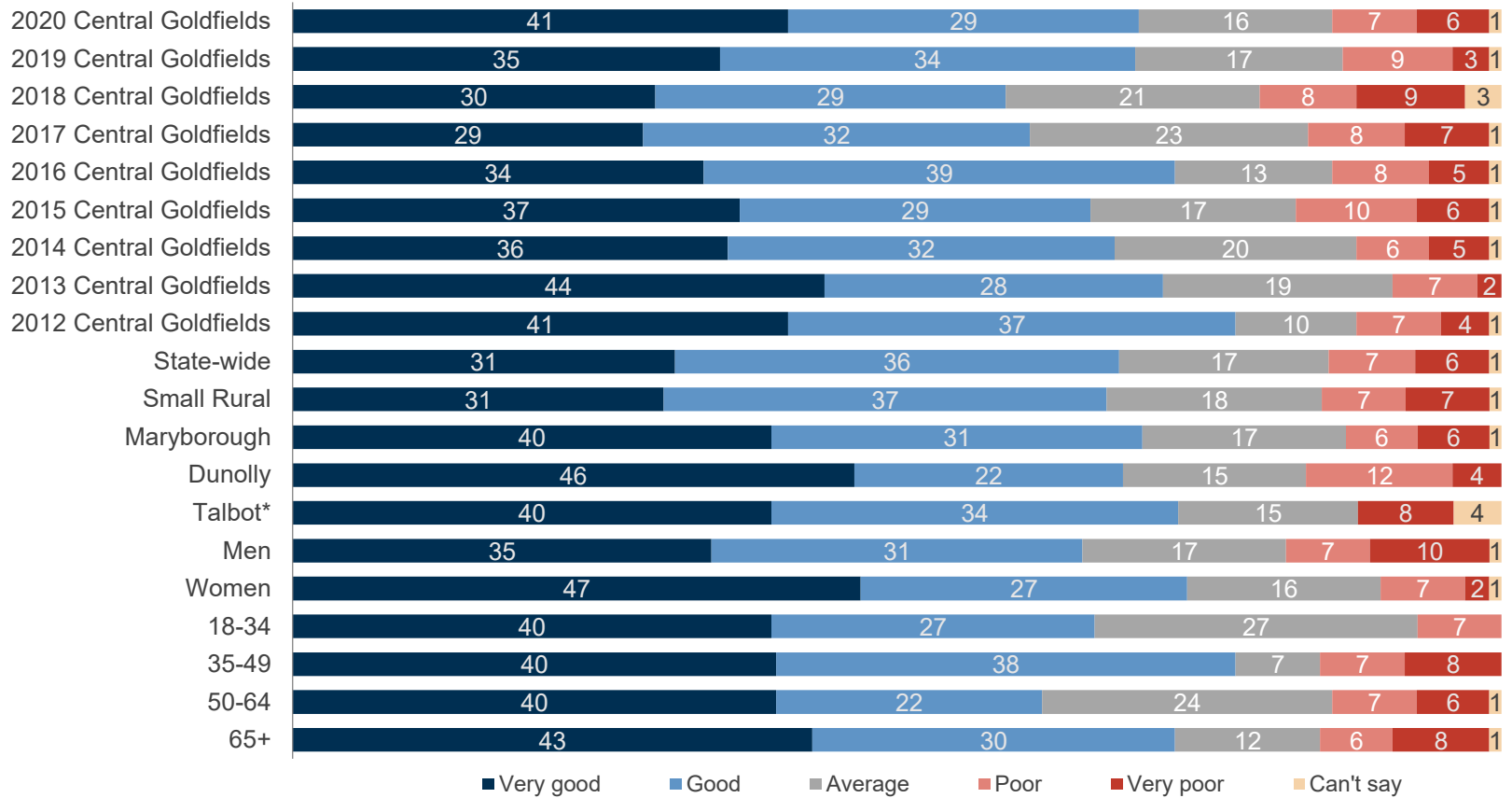
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating

2020 customer service rating (%)

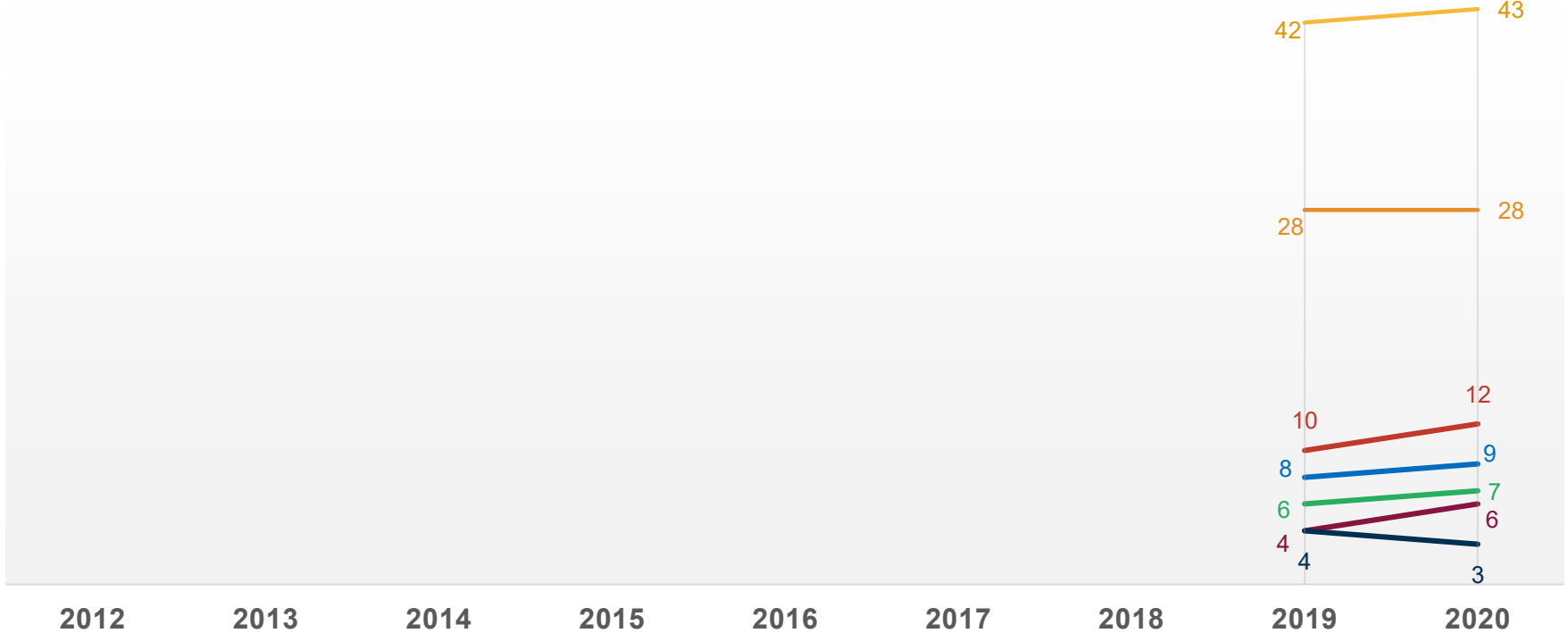


Q5c. Thinking of the most recent contact, how would you rate Central Goldfields Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 62 Councils asked group: 18
 *Caution: small sample size < n=30



Method of contact with council

2020 method of contact (%)



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

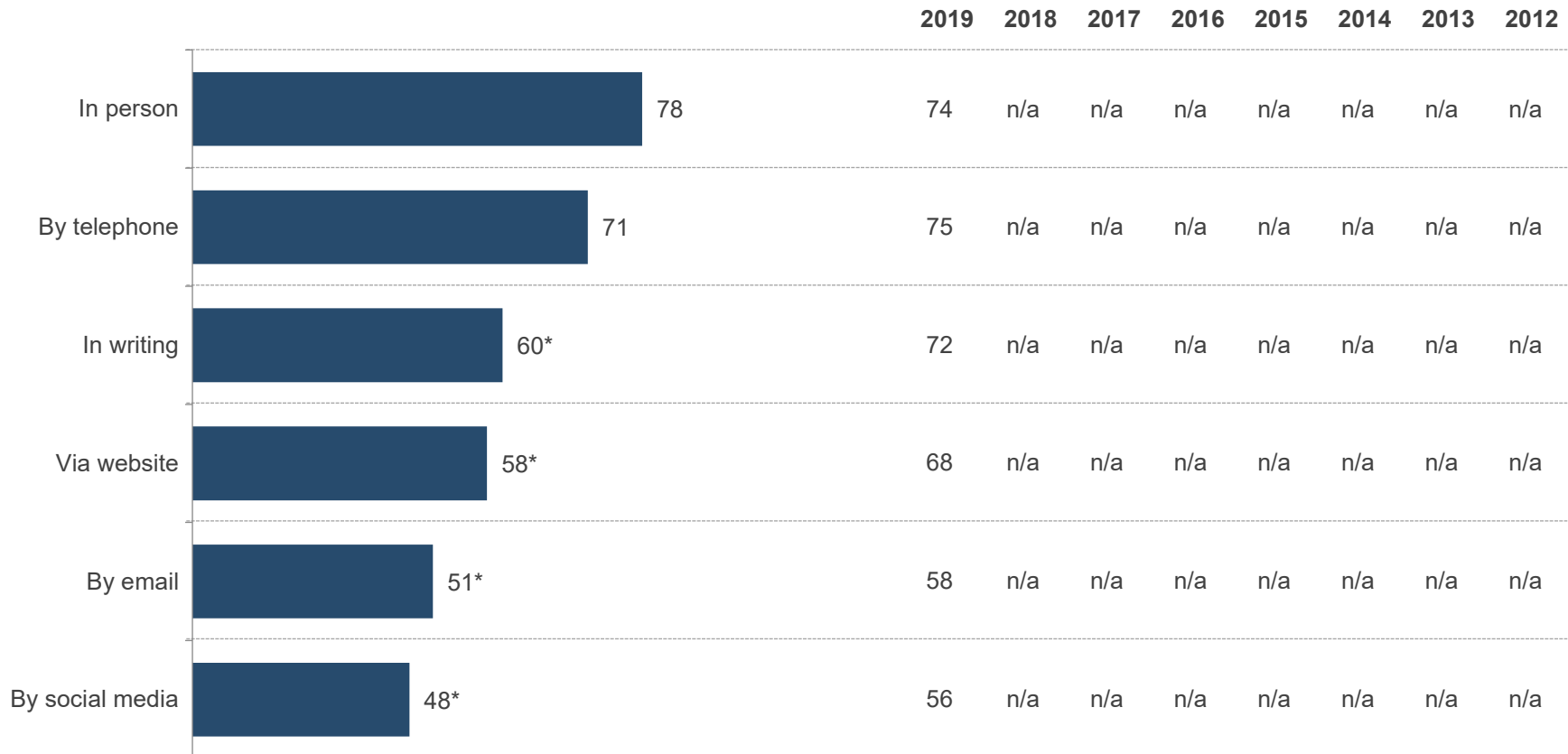
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 6

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



Customer service rating by method of last contact

2020 customer service rating (index score by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Central Goldfields Shire Council for customer service?

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

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

Councils asked state-wide: 26 Councils asked group: 6

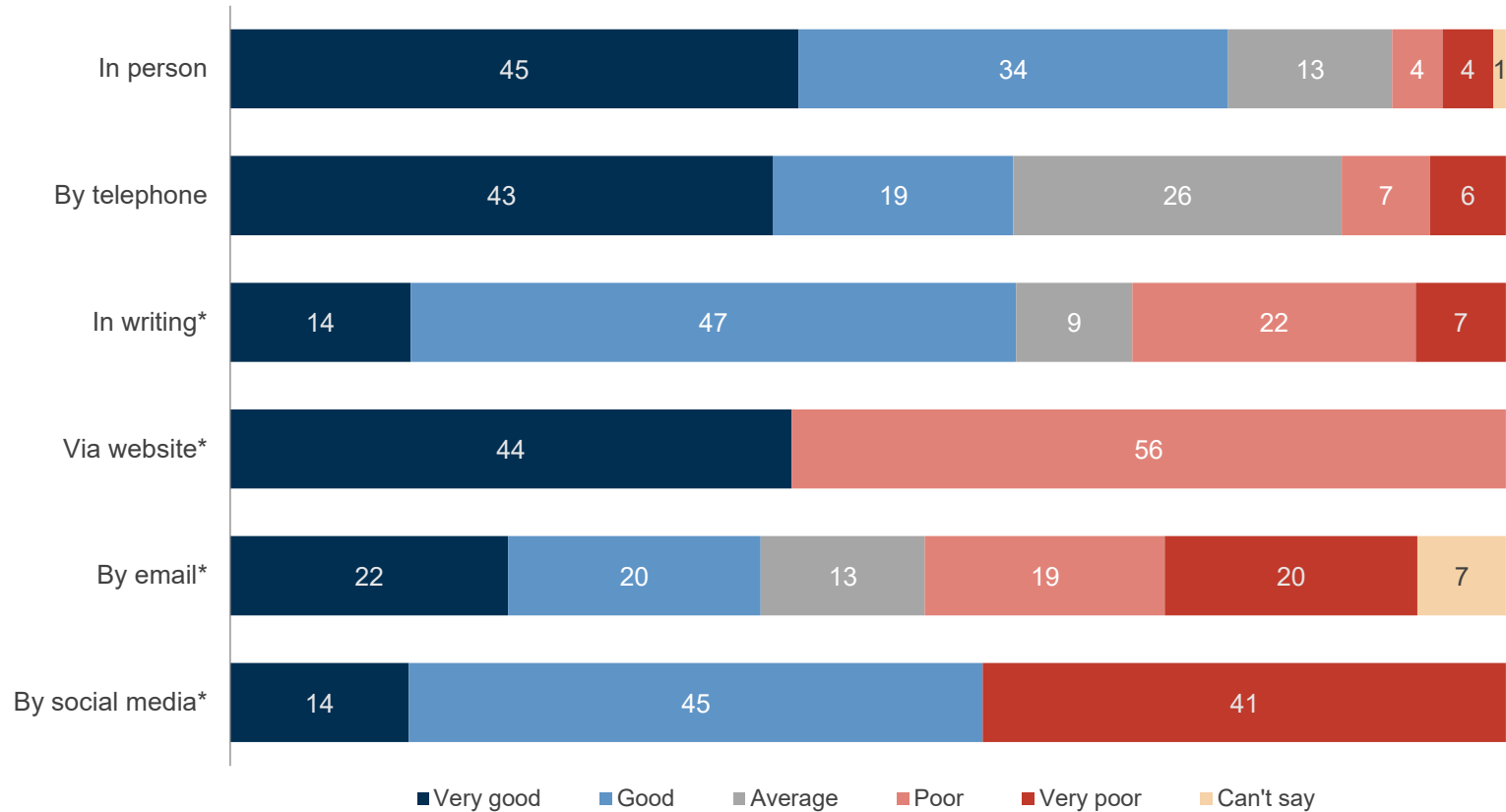
Note: Please see Appendix A for explanation of significant differences.

*Caution: small sample size < n=30



Customer service rating by method of last contact

2020 customer service rating (% by method of last contact)



Q5c. Thinking of the most recent contact, how would you rate Central Goldfields Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

Councils asked state-wide: 26 Councils asked group: 6

*Caution: small sample size < n=30



Communication

Communication

Overall, the preferred forms of communication from Central Goldfields Shire Council remain advertising in local newspapers (26%) and Council newsletters sent via mail (25%).

However, interest in mailed newsletters remains in decline among both younger and older residents.

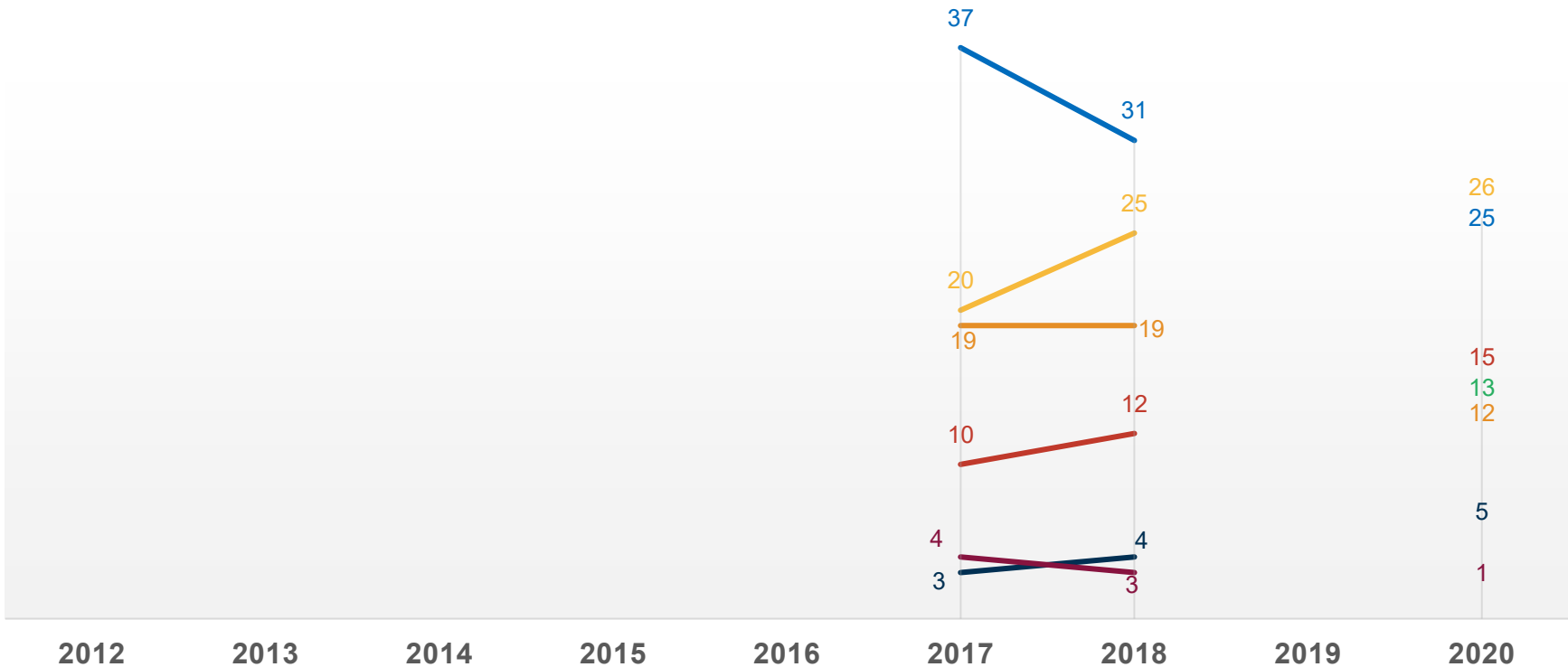
- Preferred forms of communication among the under 50s are social media (27%) and newsletters via email (18%) or mail (18%).
- Preferred form of communication among the over 50s is advertising in local newspapers (33%), overtaking Council newsletters via mail (29%) for the first time.





Best form of communication

2020 best form of communication (%)

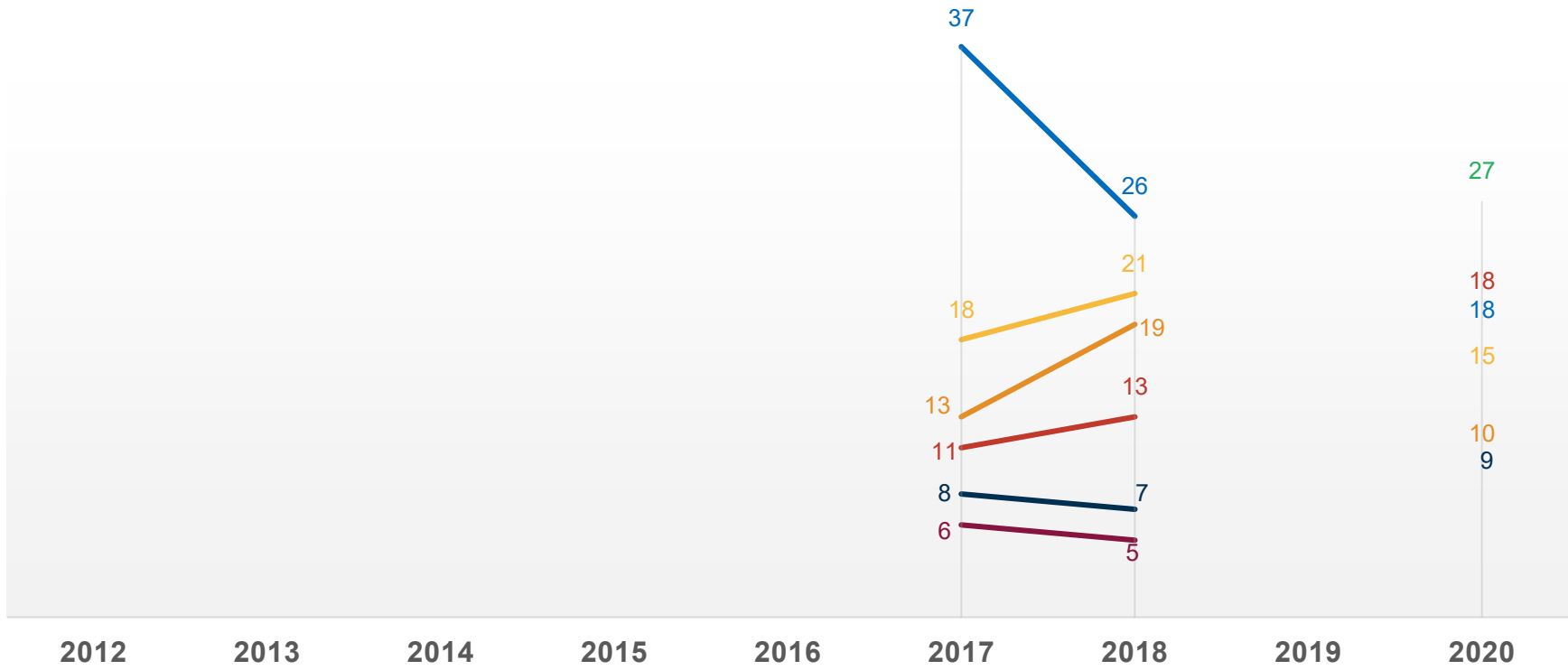


Q13. If Central Goldfields Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2020 under 50s best form of communication (%)

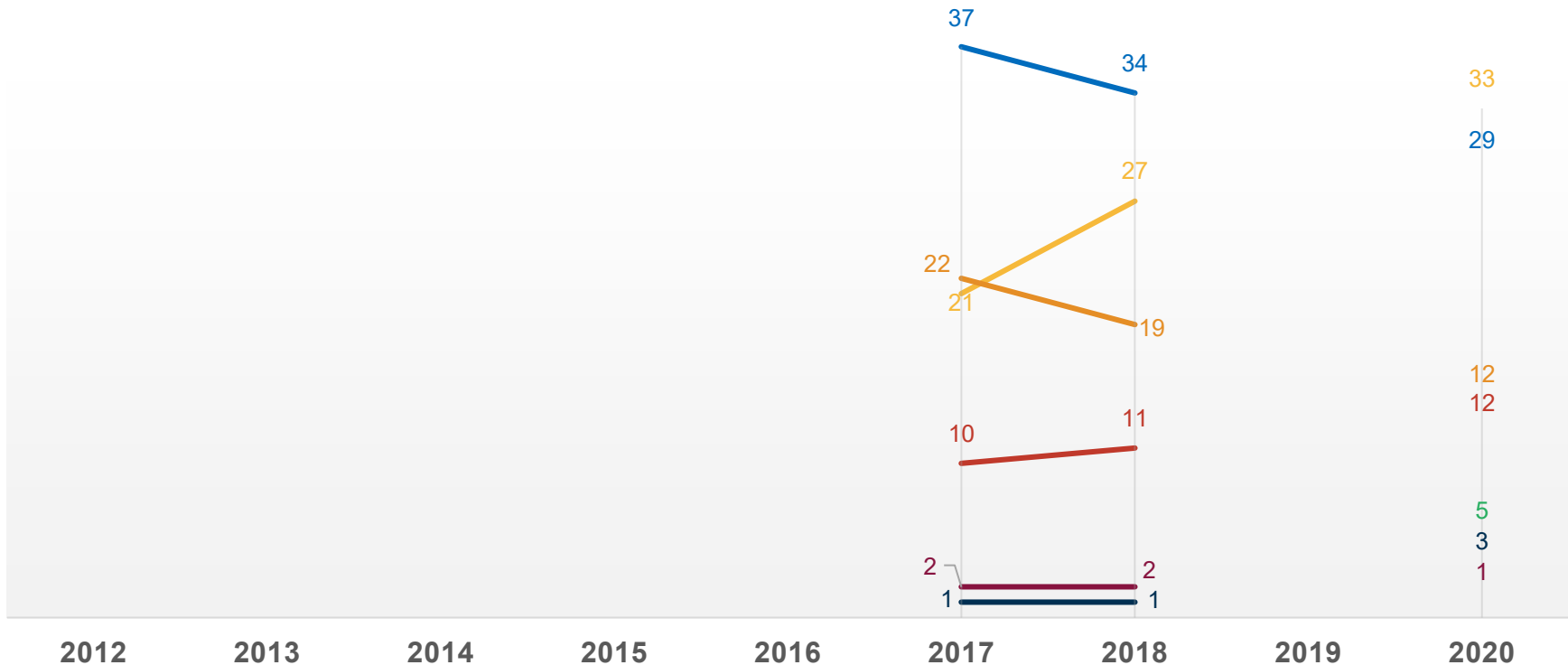


Q13. If Central Goldfields Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2020 over 50s best form of communication (%)



Q13. If Central Goldfields Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked state-wide: 33 Councils asked group: 10
 Note: 'Social Media' was included in 2019.



Council direction



Council direction

Perceptions of the overall direction of Central Goldfields Shire Council performance have declined since last year (index score of 50, down seven points), losing most of the ten-point gain recorded from 2018 to 2019.

Half of residents (51%) believe the direction of Council's overall performance has stayed the same over the past 12 months, up four points on 2019.

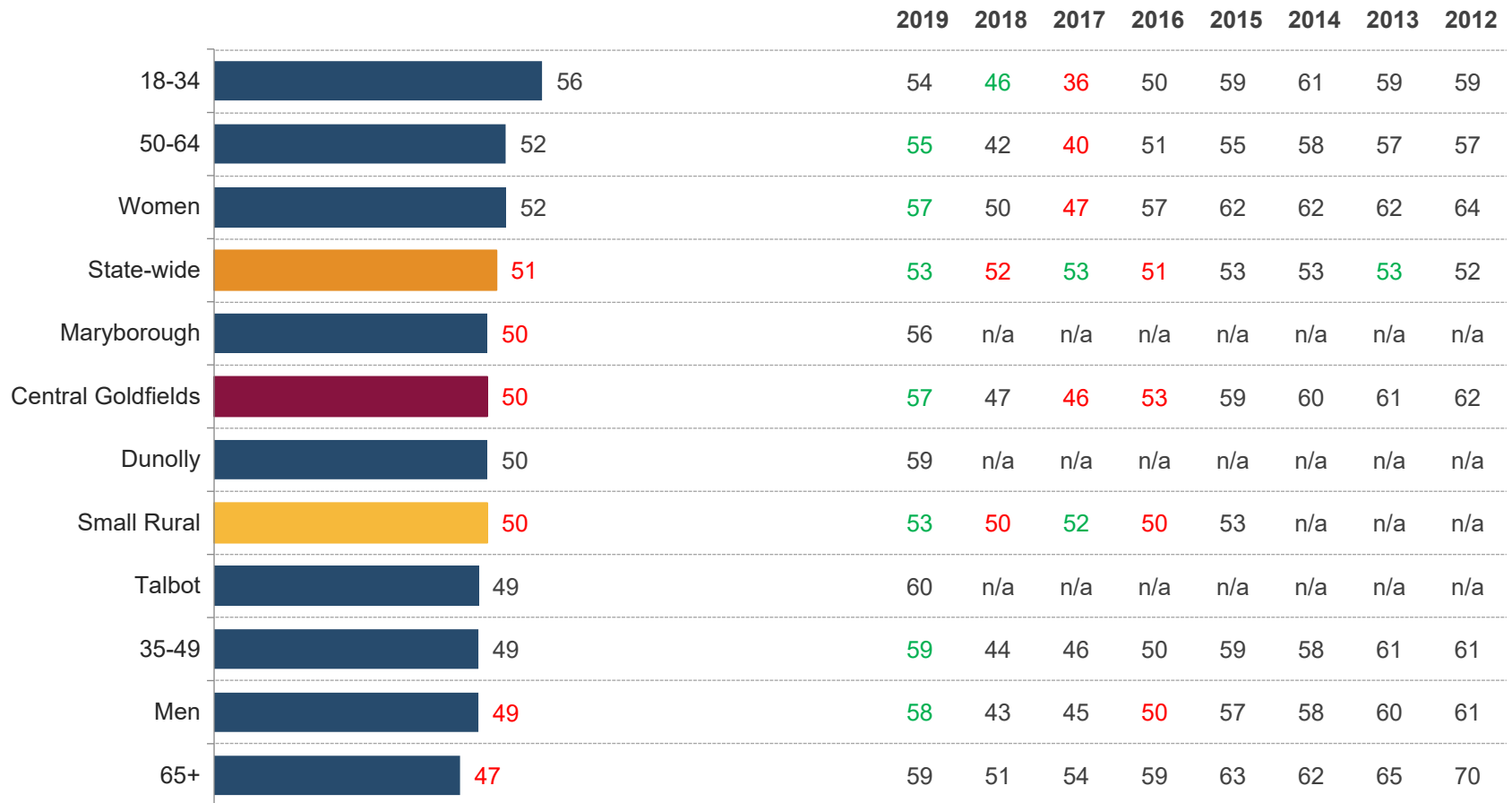
- 23% believe it has improved (down seven points).
- 22% believe it has deteriorated (up five points).
- Perceptions have declined over the past year among men, older adults aged 65+ years and Maryborough residents.
- The most satisfied with the direction of Council performance are residents aged 18 to 34 years.
- The least satisfied with the direction of Council performance are residents aged 65+ years.





Overall council direction last 12 months

2020 overall direction (index scores)



Q6. Over the last 12 months, what is your view of the direction of Central Goldfields Shire Council's overall performance?

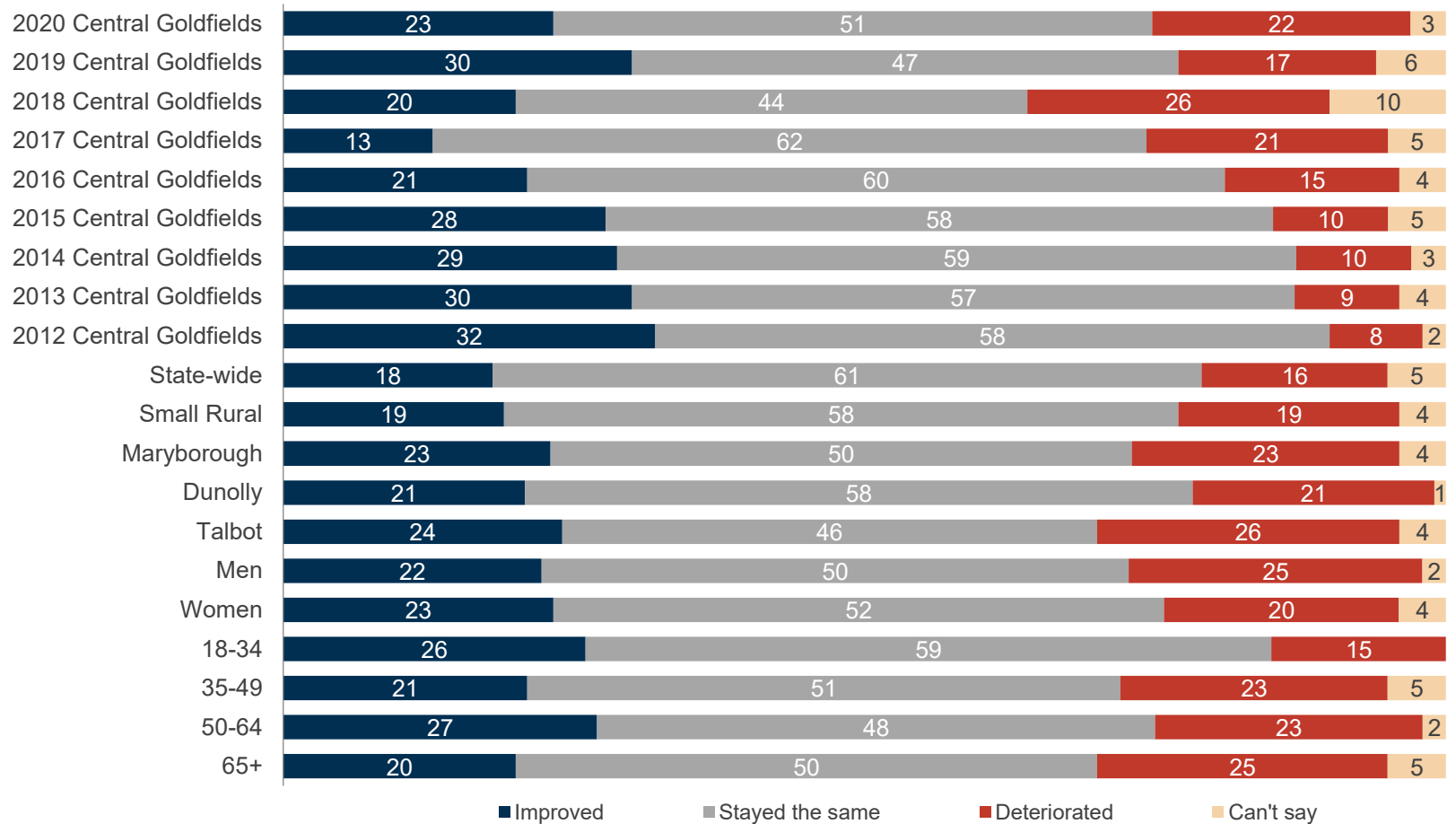
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

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




Overall council direction last 12 months

2020 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Central Goldfields Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

The image features large, dark blue, stylized letters 'JWS' on the right side. The letters are filled with a glowing, intricate network pattern of white and light blue lines, resembling a complex web or data structure. The background is white.

Individual service
areas



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
65+	56	58	52	58	60	63	60	70	65
Women	56▲	57	45	53	61	61	62	65	66
State-wide	55▲	56	55	55	54	56	57	57	57
Small Rural	54	56	54	55	55	56	n/a	n/a	n/a
18-34	54	52	42	56	58	60	65	66	66
Maryborough	54	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	51	55	45	54	57	59	58	64	63
Dunolly	48	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	47	50	39	49	53	52	54	59	60
Men	47	54	44	54	54	56	54	63	60
35-49	44	60	42	50	58	60	53	60	62
Talbot	42	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

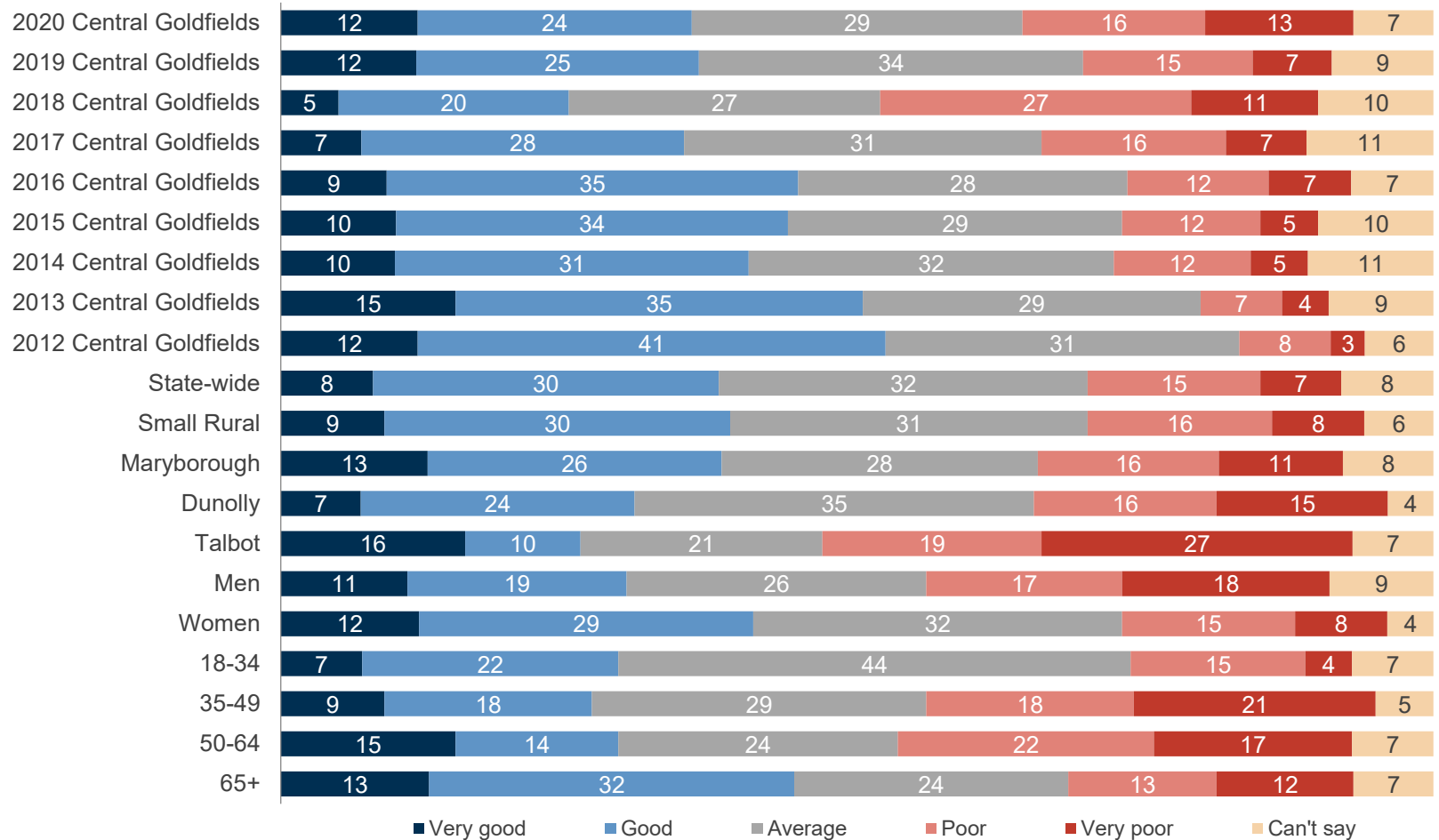
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012	
65+	53	58	49	58	62	64	63	69	67
State-wide	53▲	54	54	54	53	55	56	55	55
Women	53	55	44	51	58	63	65	66	65
Small Rural	52▲	55	53	55	54	56	n/a	n/a	n/a
18-34	50	55	41	52	50	64	65	63	66
Dunolly	50	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	50	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	49	53	44	53	55	61	61	64	64
Men	46	52	43	56	51	60	57	63	63
35-49	45	52	40	50	49	57	58	61	60
Talbot	45	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	44	47	41	49	54	59	57	62	62

Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

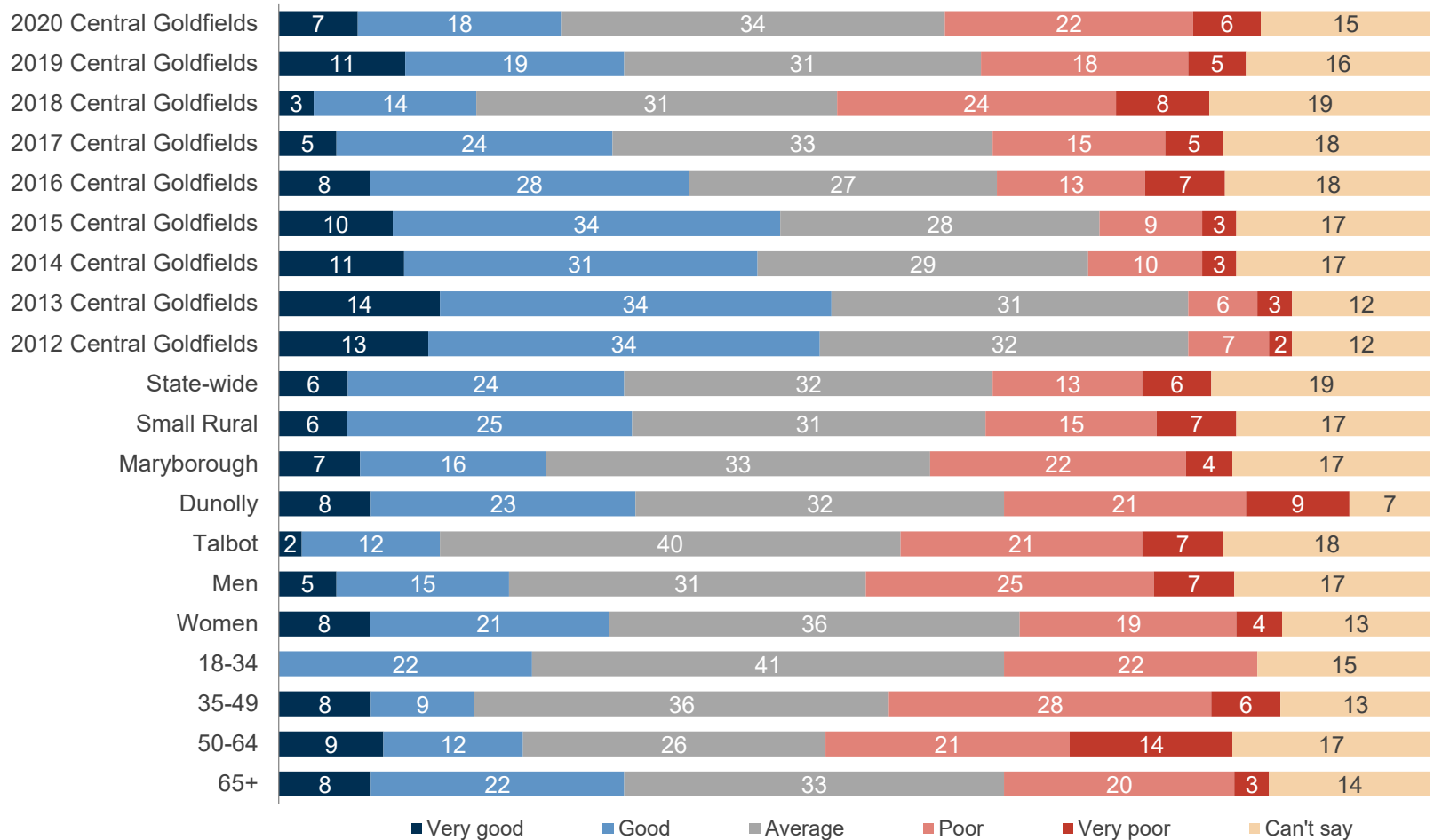
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	49	39	43	55	64	69	n/a	n/a
State-wide	55	54	54	54	55	57	n/a	n/a
Small Rural	55	52	55	53	56	n/a	n/a	n/a
Women	53	41	51	60	66	66	n/a	n/a
65+	57	47	59	63	68	65	n/a	n/a
Maryborough	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	52	42	51	58	64	63	n/a	n/a
50-64	48	40	49	56	59	59	n/a	n/a
Men	50	43	51	56	62	60	n/a	n/a
Talbot	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	49	39	44	52	62	60	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

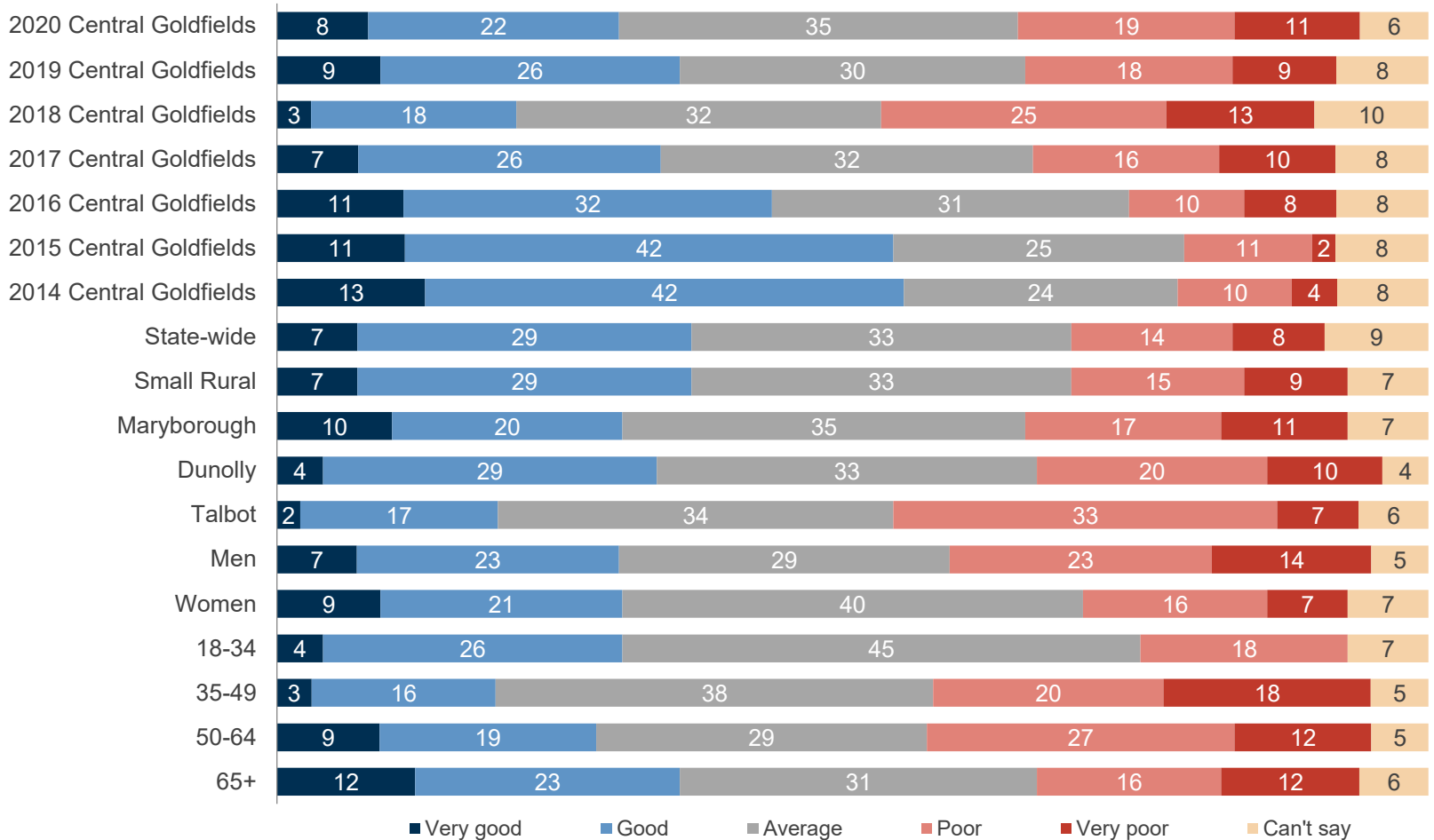
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

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

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	57▲	55	56	61	62	58	n/a	n/a
Maryborough	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	56▲	53	53	54	55	55	n/a	n/a
Women	53	49	52	57	55	55	n/a	n/a
Central Goldfields	51	48	51	54	55	52	n/a	n/a
Small Rural	51	49	50	52	52	n/a	n/a	n/a
Men	48	47	51	51	55	50	n/a	n/a
18-34	47	47	56	51	45	53	n/a	n/a
50-64	46	44	49	50	49	48	n/a	n/a
35-49	44	41	42	51	60	49	n/a	n/a
Dunolly	44▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	38▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

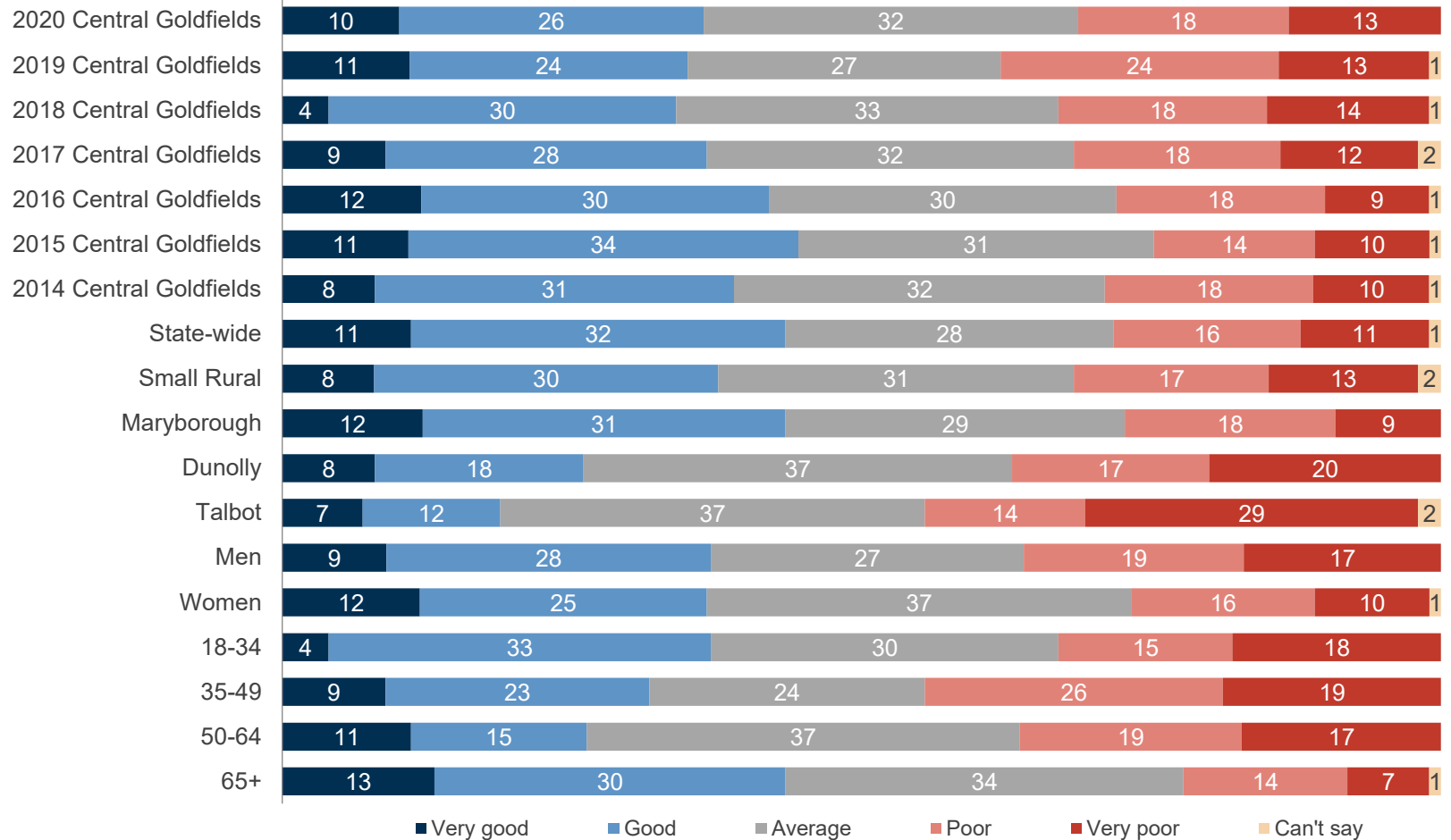
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

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

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)

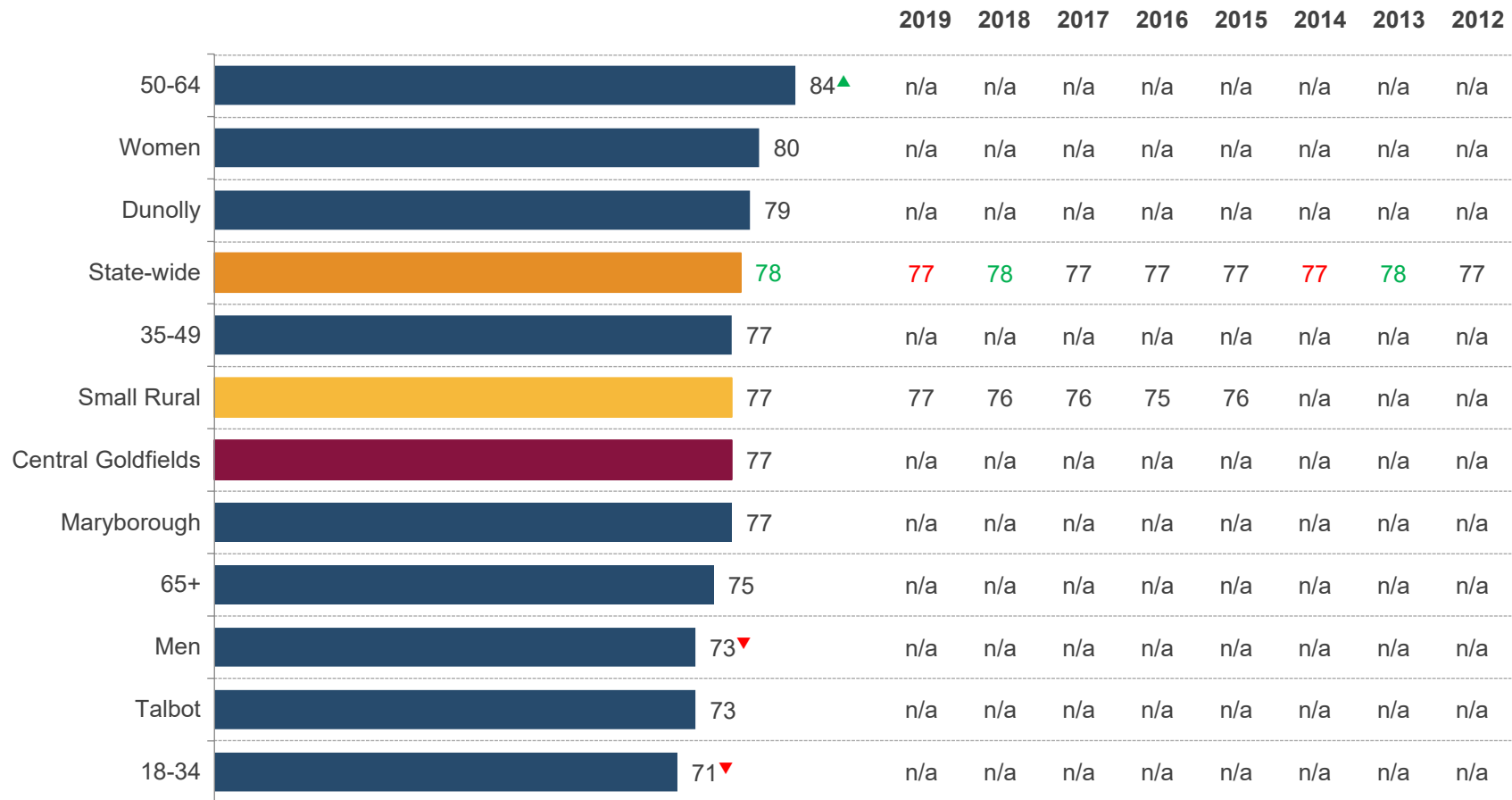


Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (index scores)



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

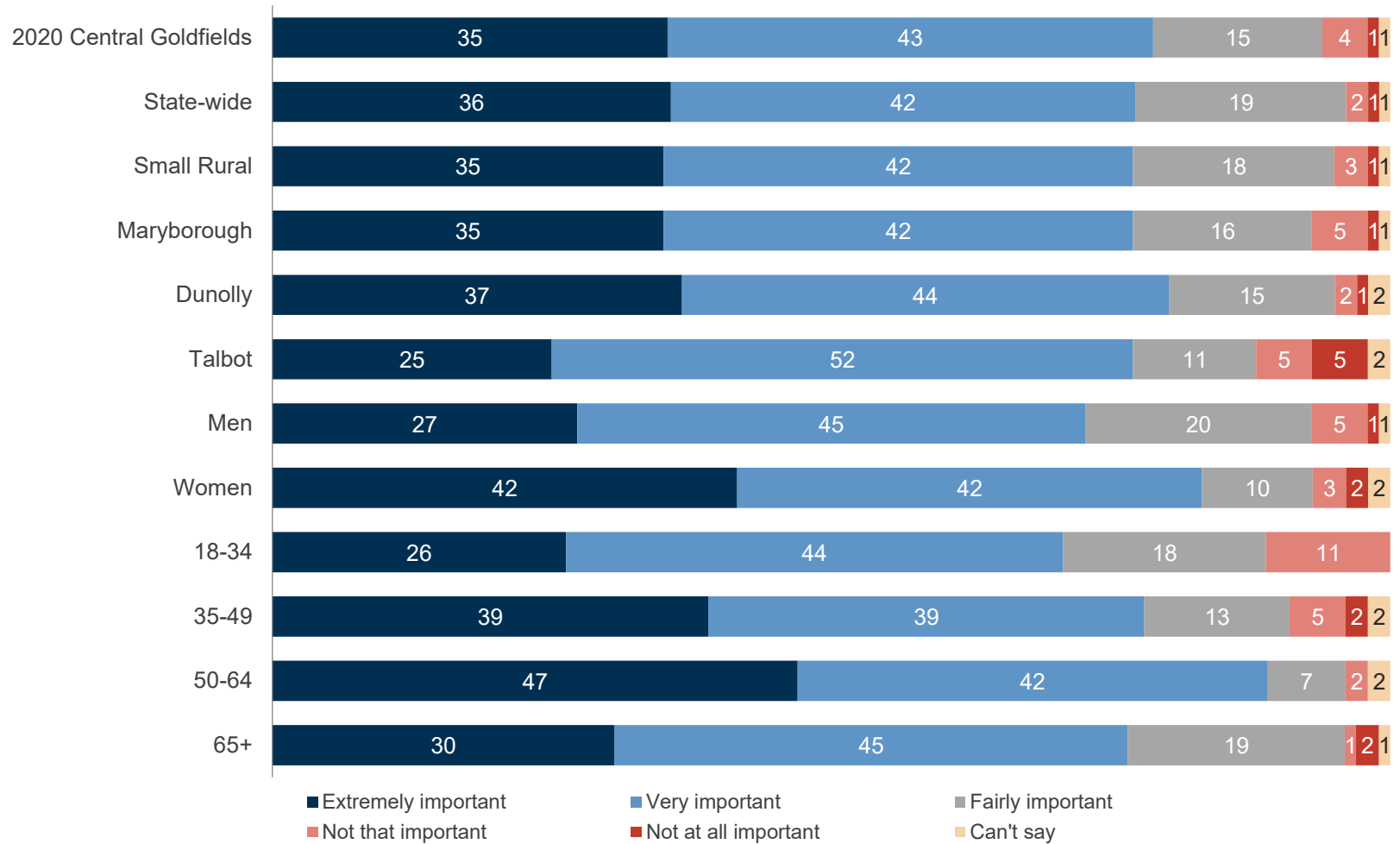
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

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

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	59	58	57	57	58	58	58	57
Small Rural	57	57	57	58	59	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

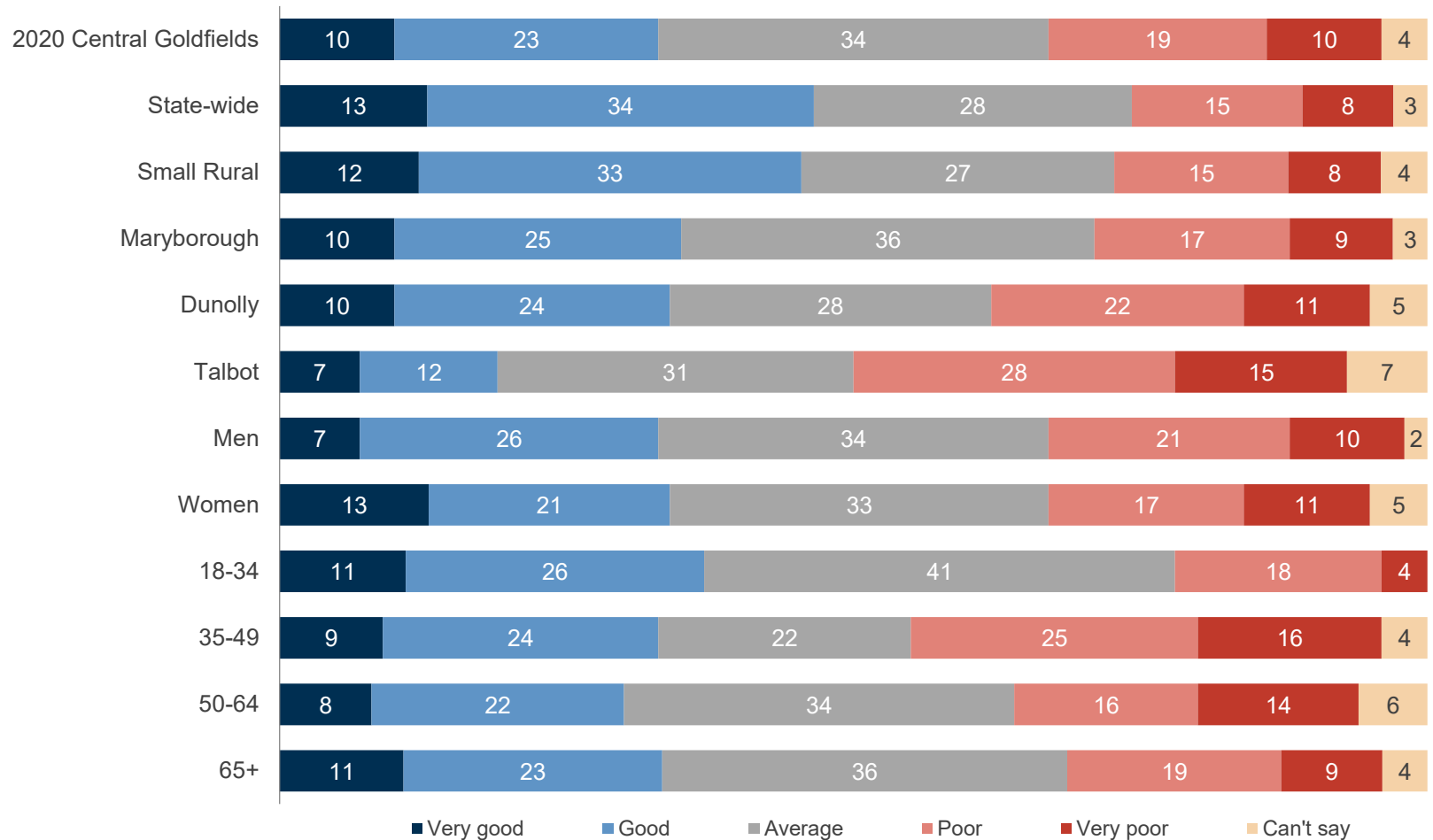
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9

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

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 9



Parking facilities importance



2020 parking importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	71	71	70	70	70	70	71	71
Women	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	66	64	64	65	67	n/a	n/a	n/a
Men	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a

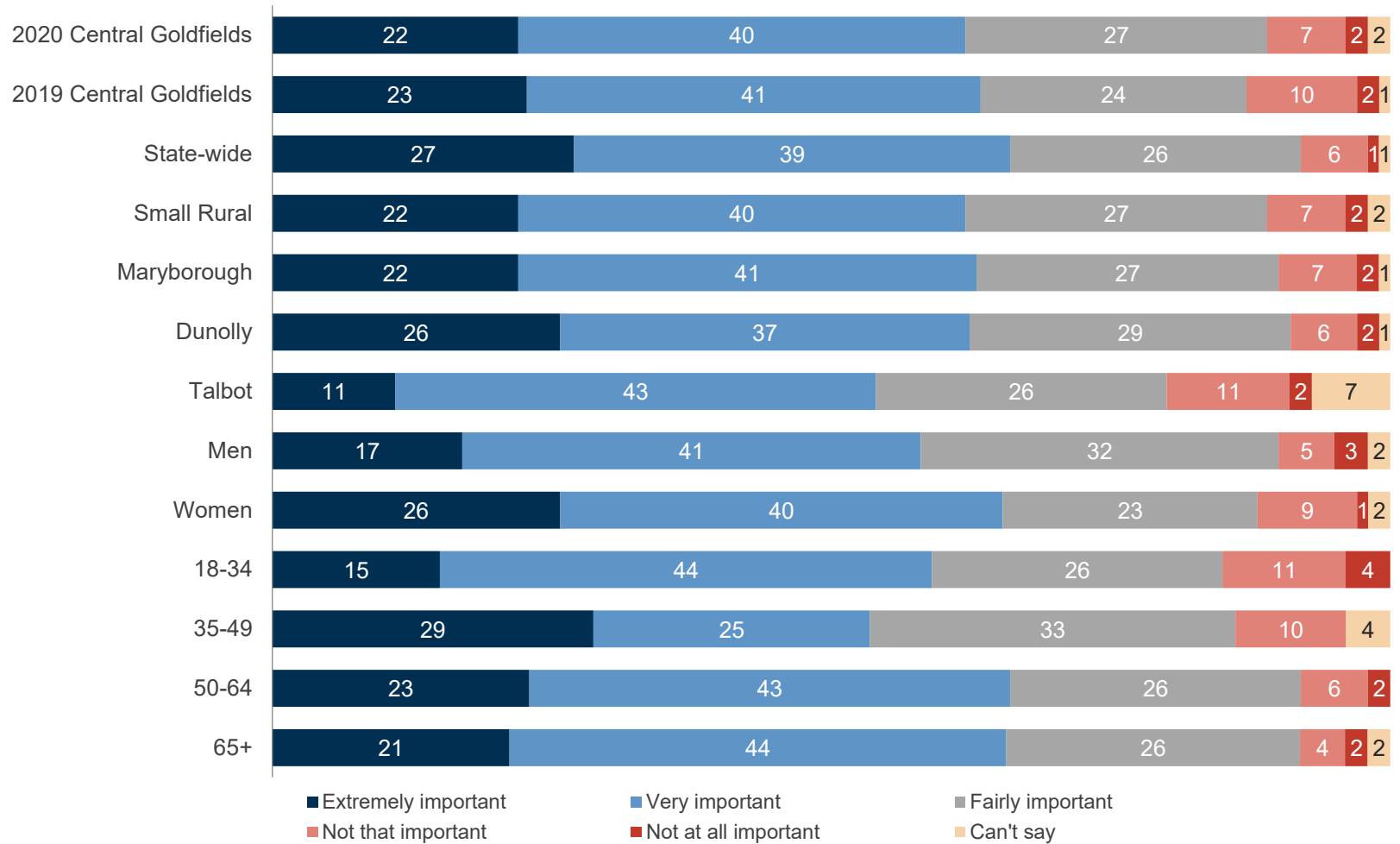
Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 1
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities importance



2020 parking importance (%)



Q1. Firstly, how important should 'Parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 1



Parking facilities performance



2020 parking performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Dunolly	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	60	60	63	61	62	n/a	n/a	n/a
35-49	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	55	56	55	56	57	57	57	56

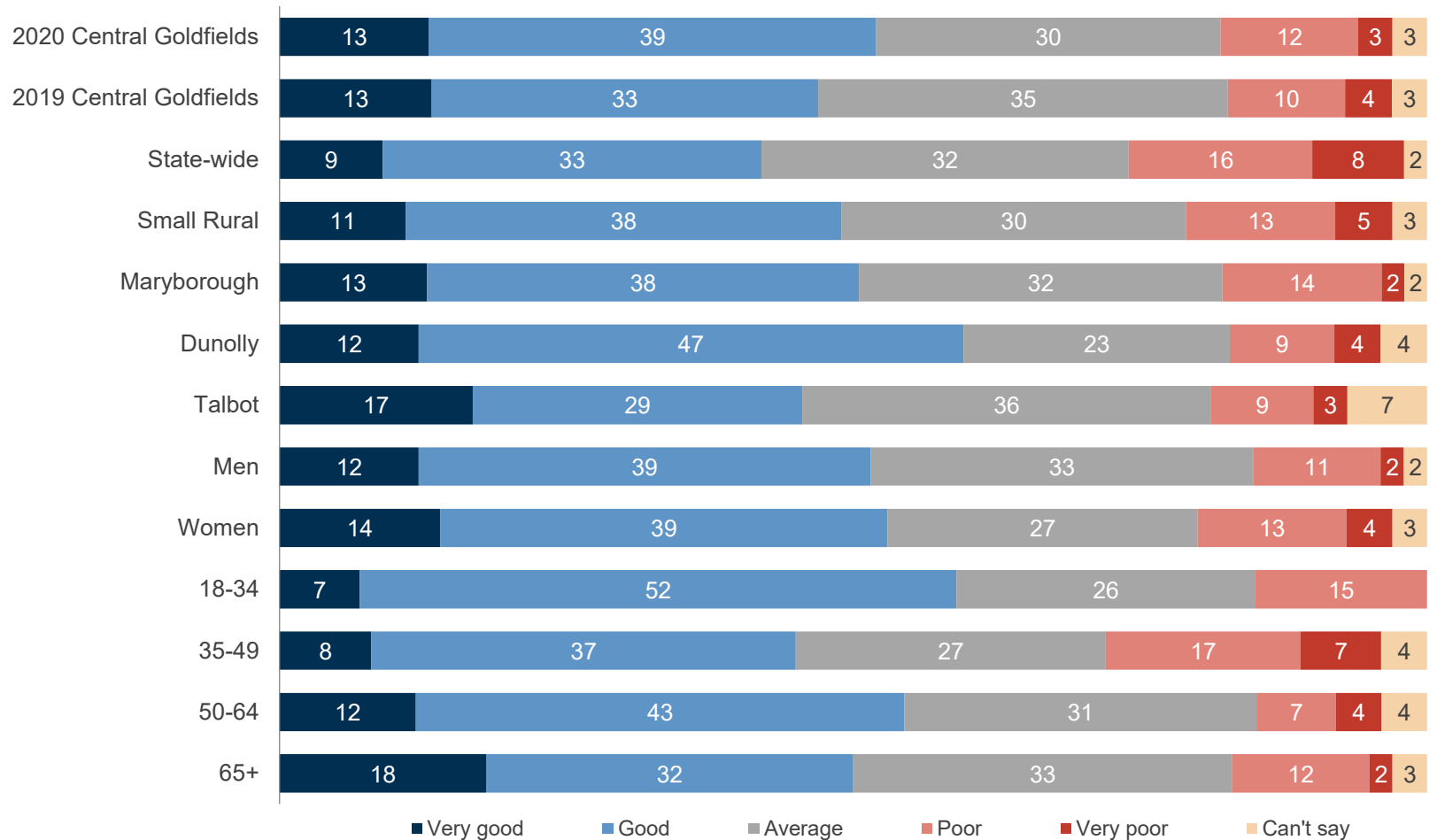
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Parking facilities performance



2020 parking performance (%)



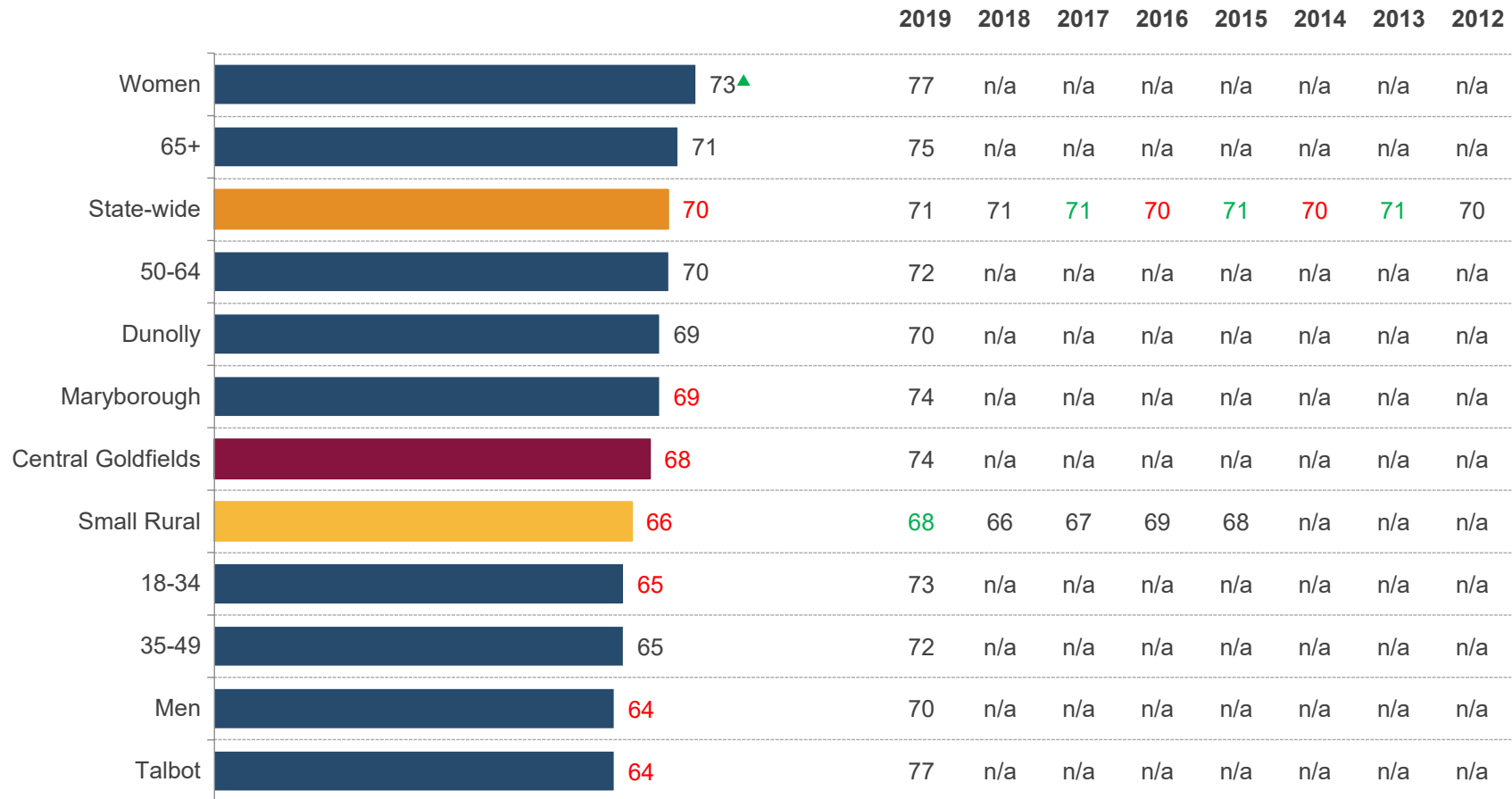
Q2. How has Council performed on 'Parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3



Enforcement of local laws importance



2020 law enforcement importance (index scores)



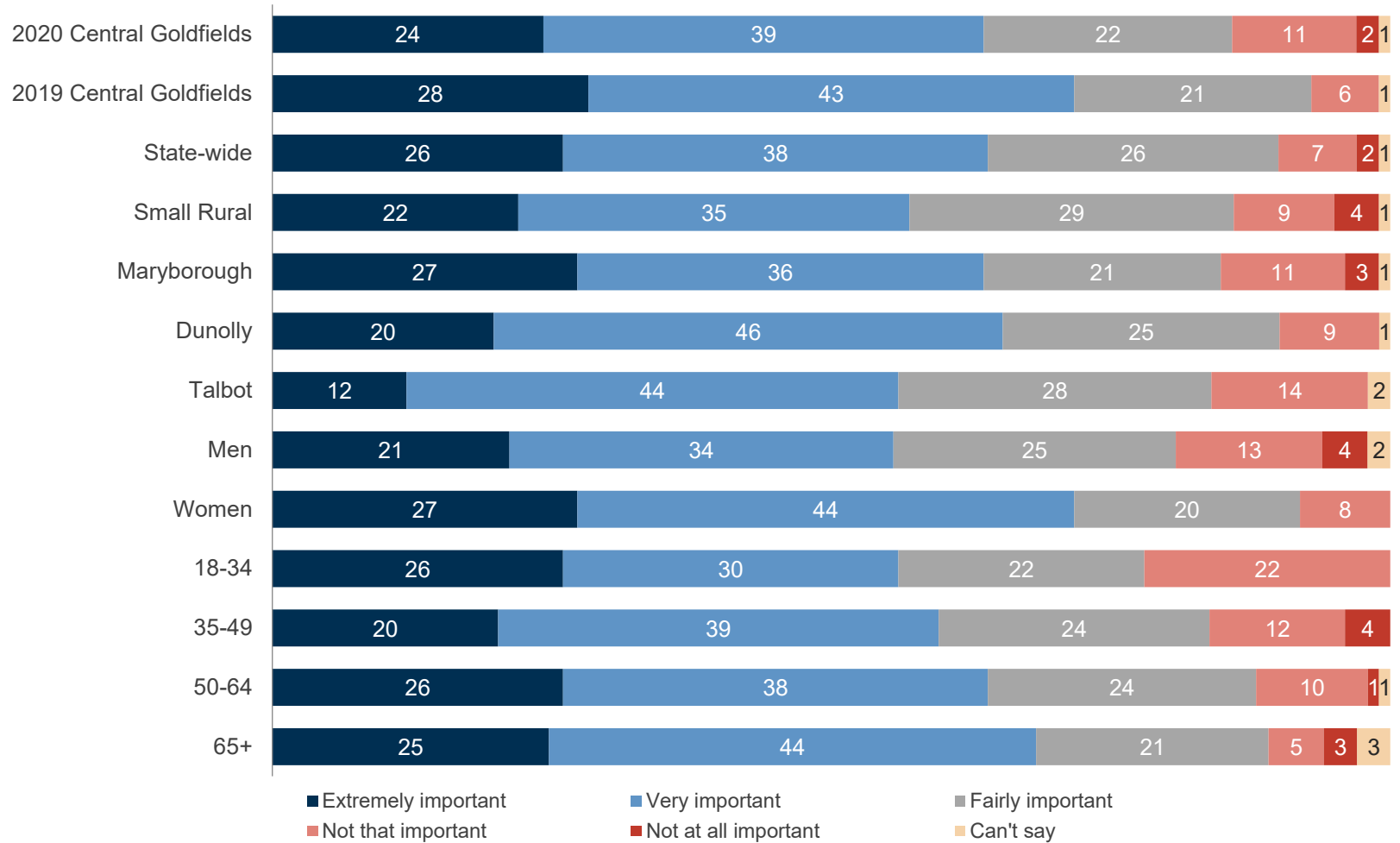
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 4



Enforcement of local laws performance



2020 law enforcement performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	64	64	64	63	66	66	65	65
50-64	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	63	63	65	64	66	n/a	n/a	n/a
65+	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a

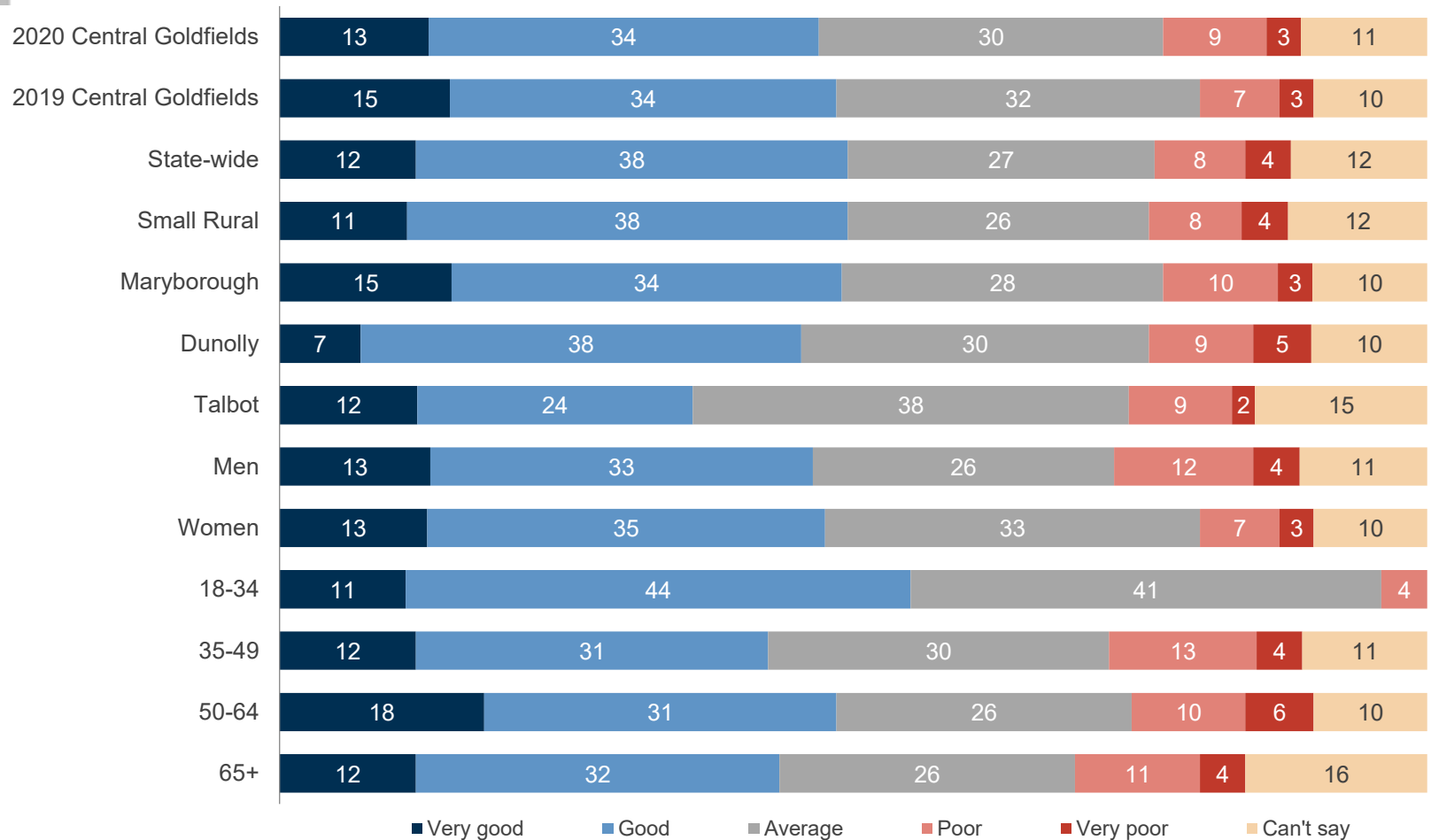
Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 10



Recreational facilities importance



2020 recreational facilities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	80▲	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	76	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	73	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	73	72	72	71	72	73	n/a	n/a	n/a
State-wide	72	72	73	72	73	72	72	72	72
Maryborough	72	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	72	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	71	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a

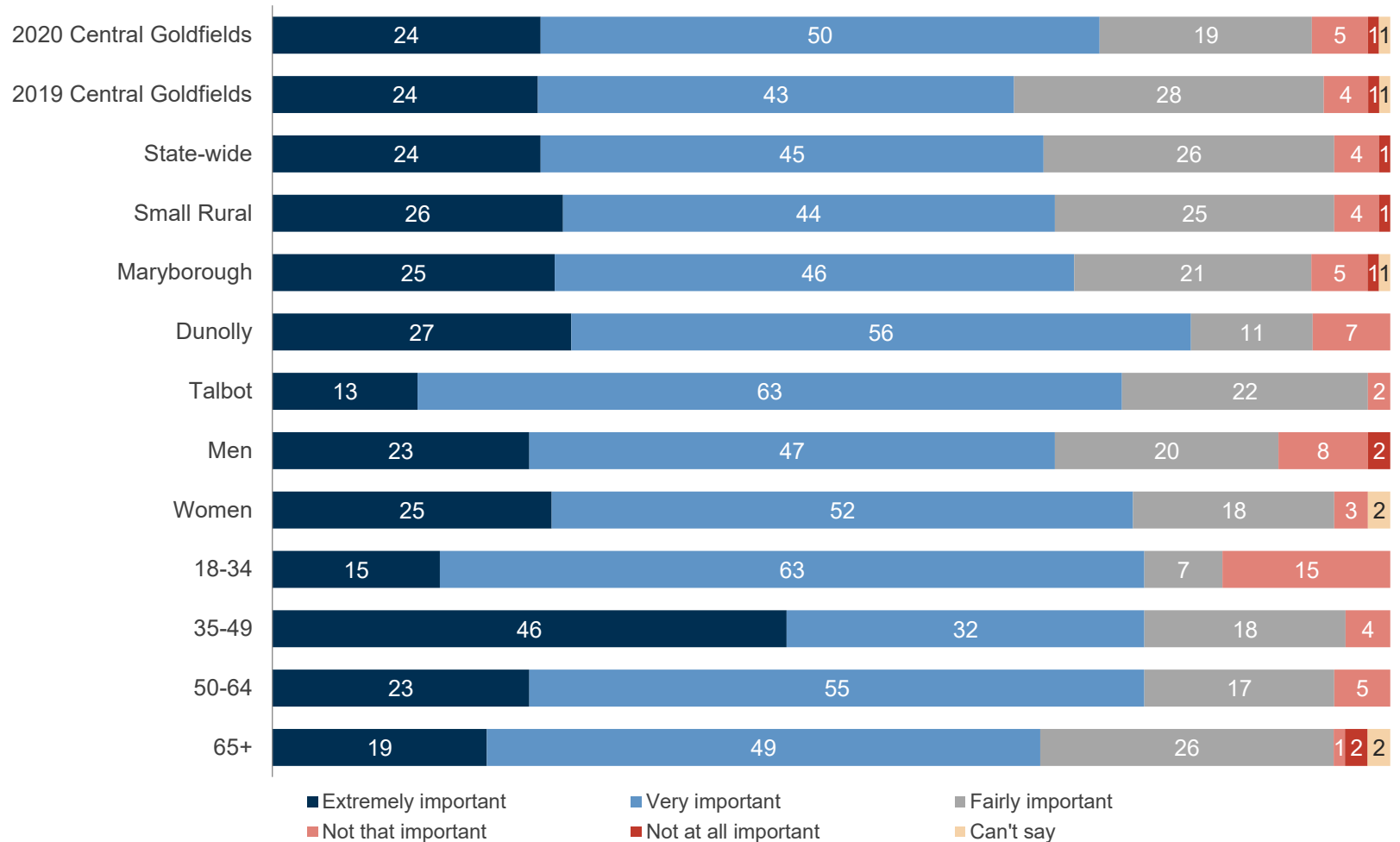
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2020 recreational facilities importance (%)



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



Recreational facilities performance



2020 recreational facilities performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	72▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	70▲	69	70	69	70	71	70	70
Maryborough	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	68▲	69	69	68	70	n/a	n/a	n/a
Men	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	56▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	55▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a

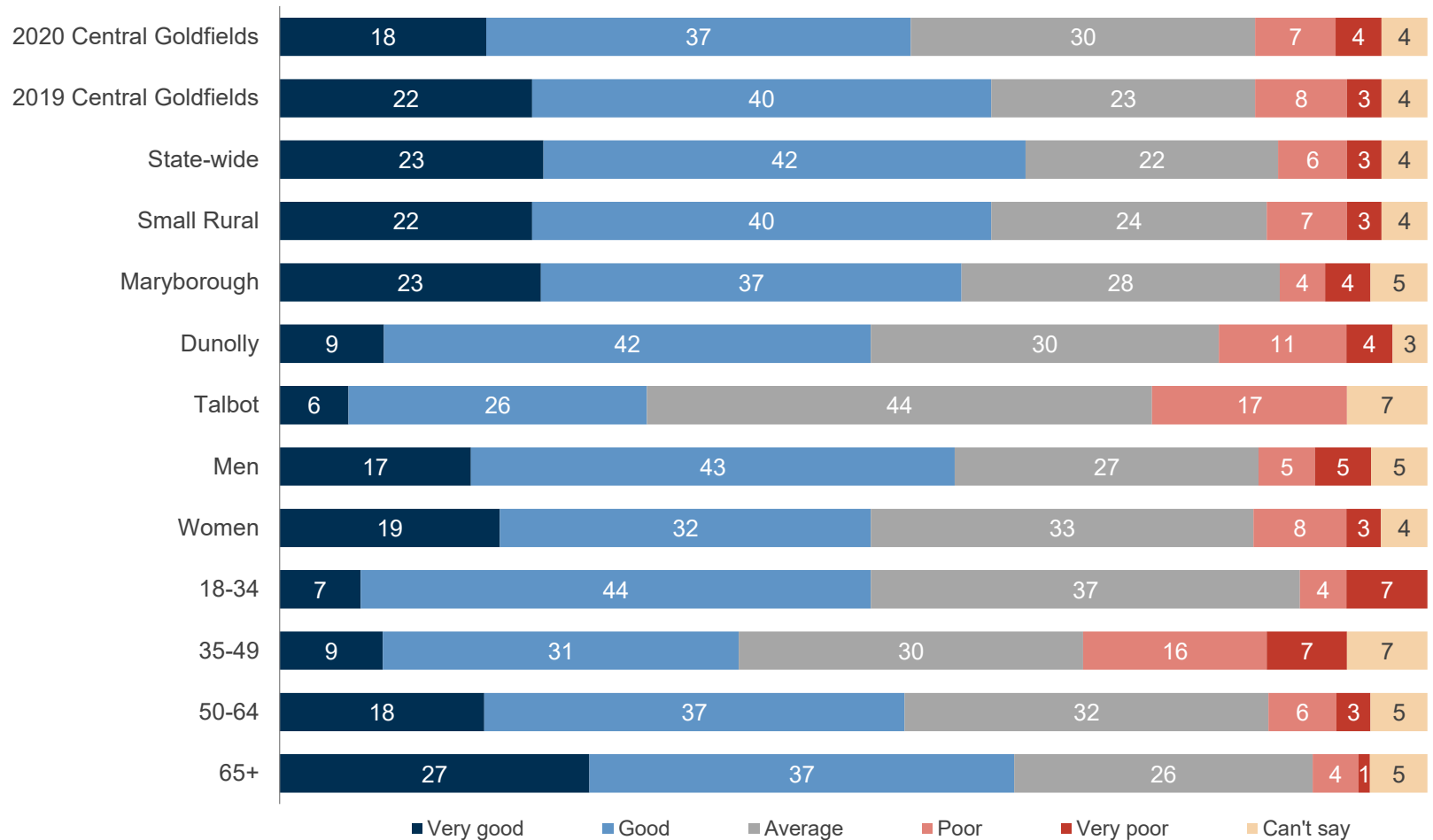
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)



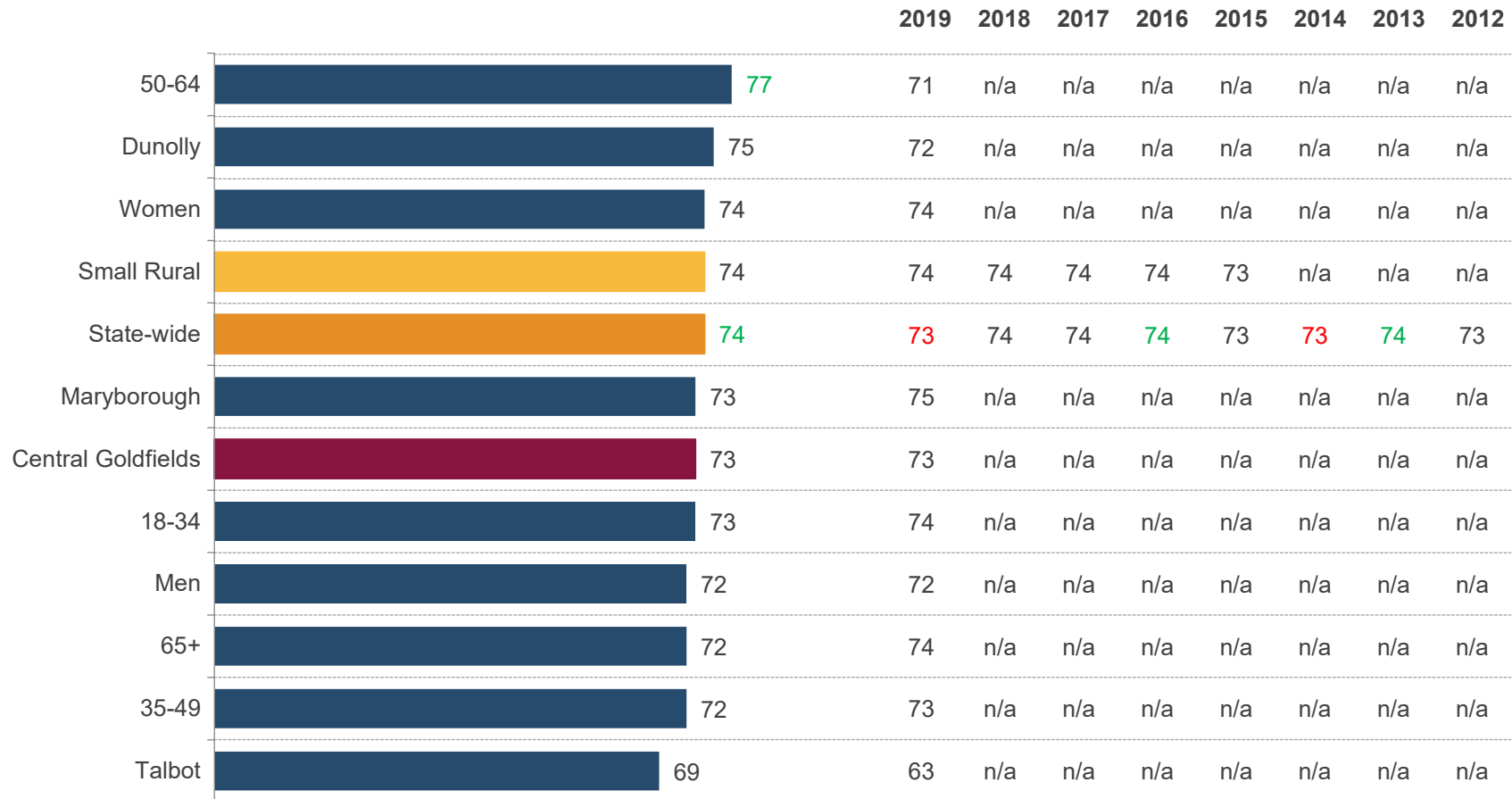
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 39 Councils asked group: 11



The appearance of public areas importance



2020 public areas importance (index scores)



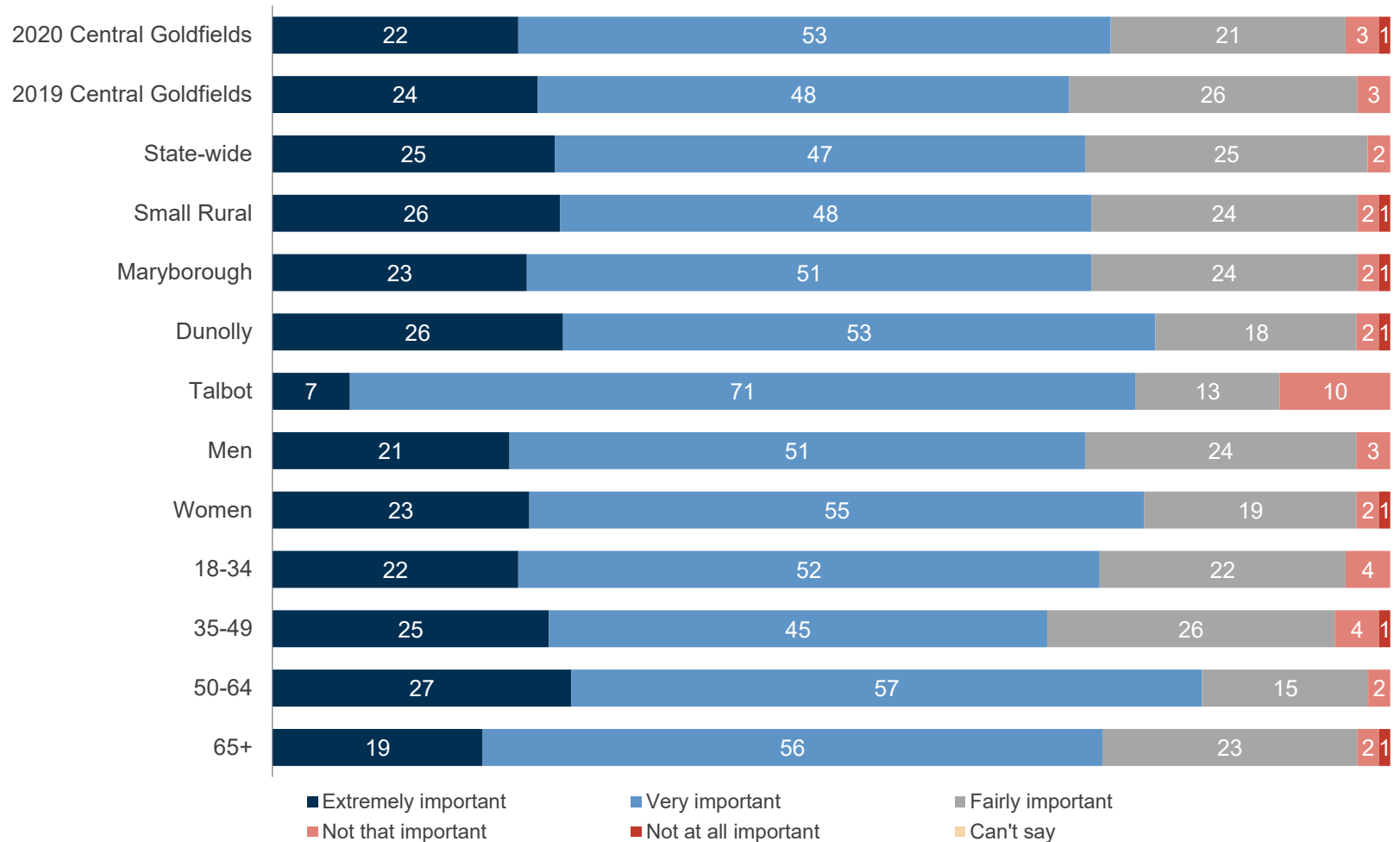
Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2020 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5



The appearance of public areas performance



2020 public areas performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Women	78	75	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	77	76	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	66	n/a	n/a	n/a	n/a	n/a	n/a
65+	76	79	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	75	77	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	75	75	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75	75	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	78	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	72▼	73	72	74	73	74	n/a	n/a
Men	72	75	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	72▼	72	71	71	71	72	72	71
Dunolly	71	72	n/a	n/a	n/a	n/a	n/a	n/a

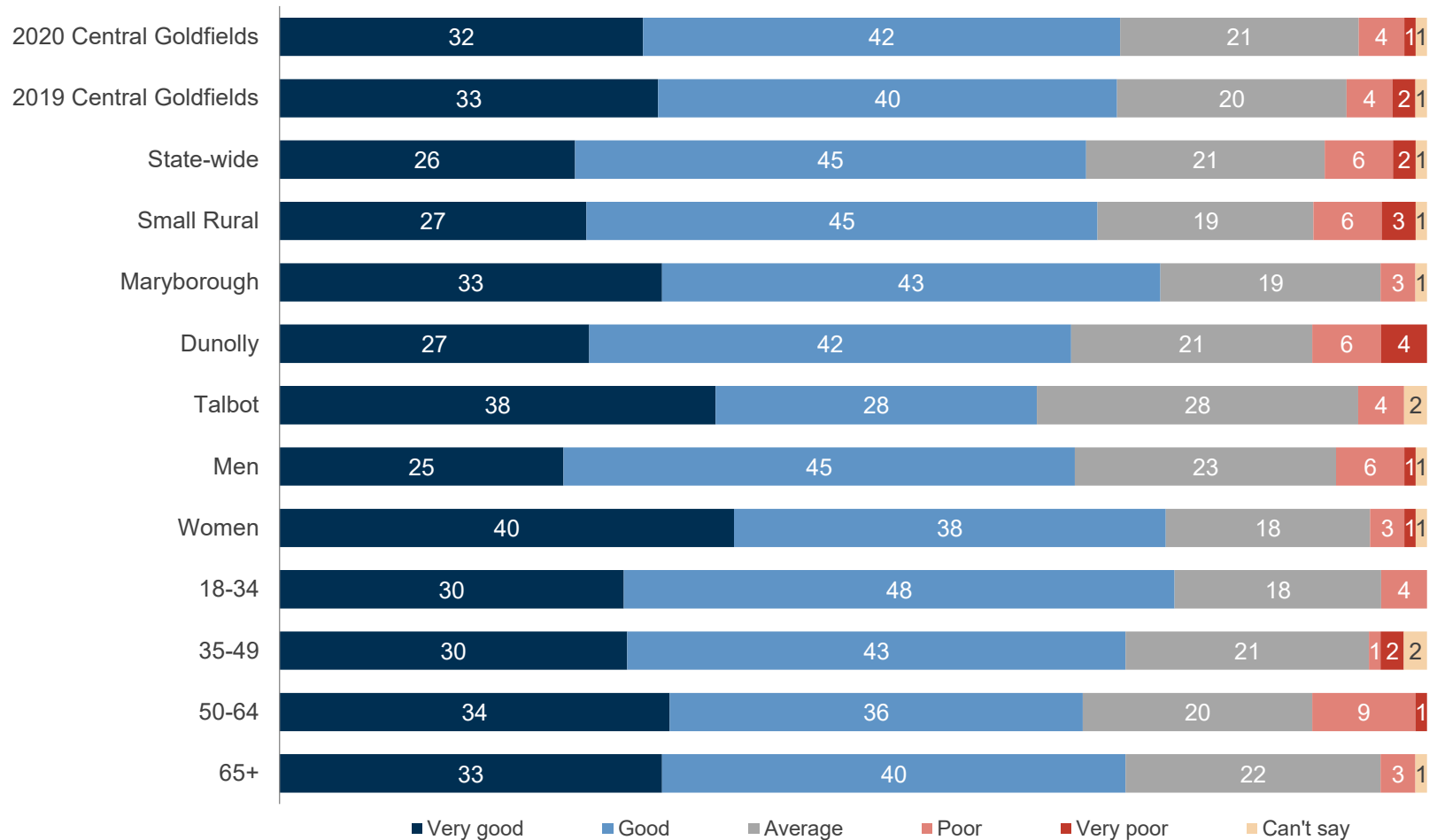
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12
 Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 public areas performance (%)



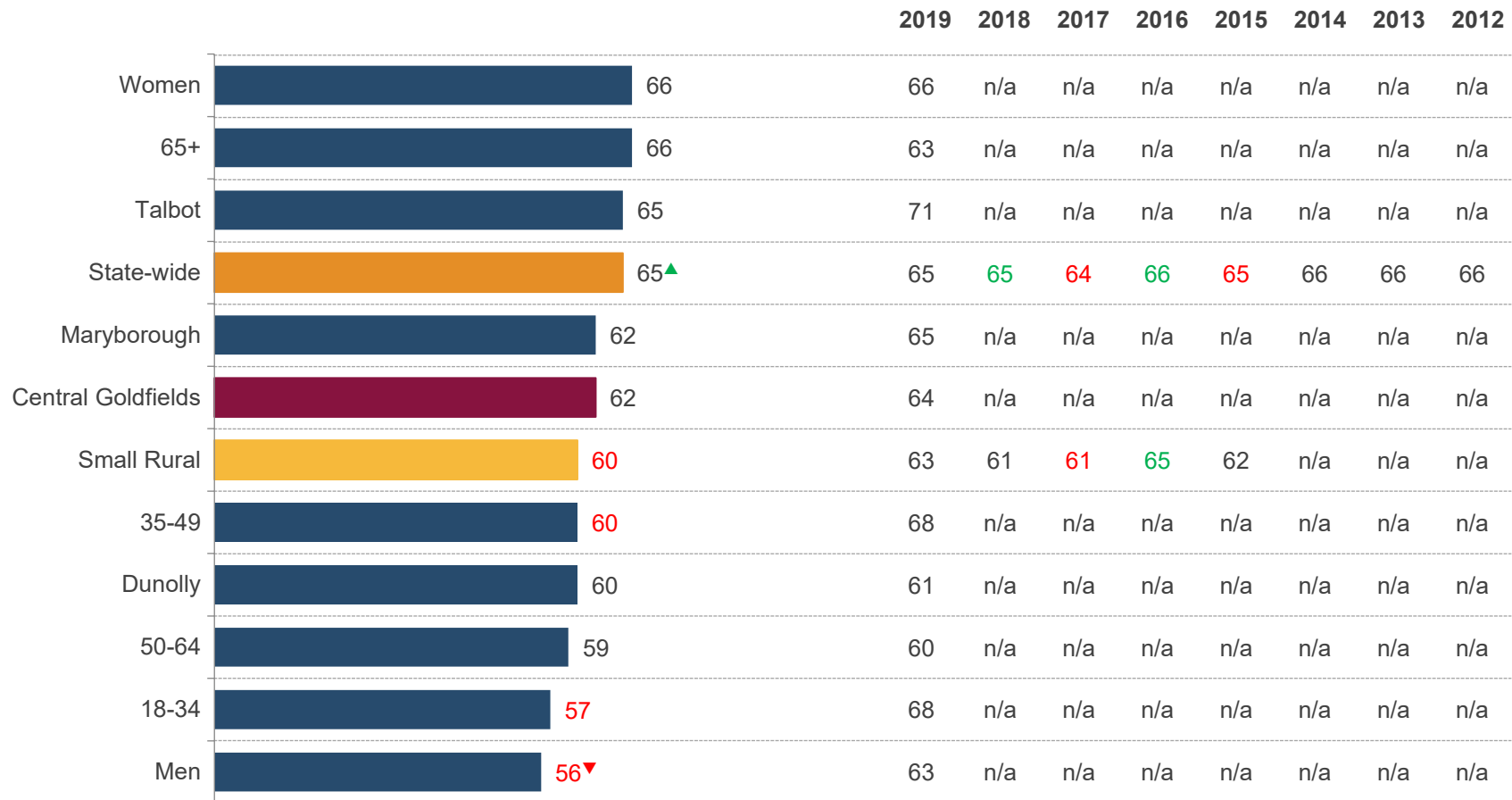
Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 12



Art centres and libraries importance



2020 art centres and libraries importance (index scores)



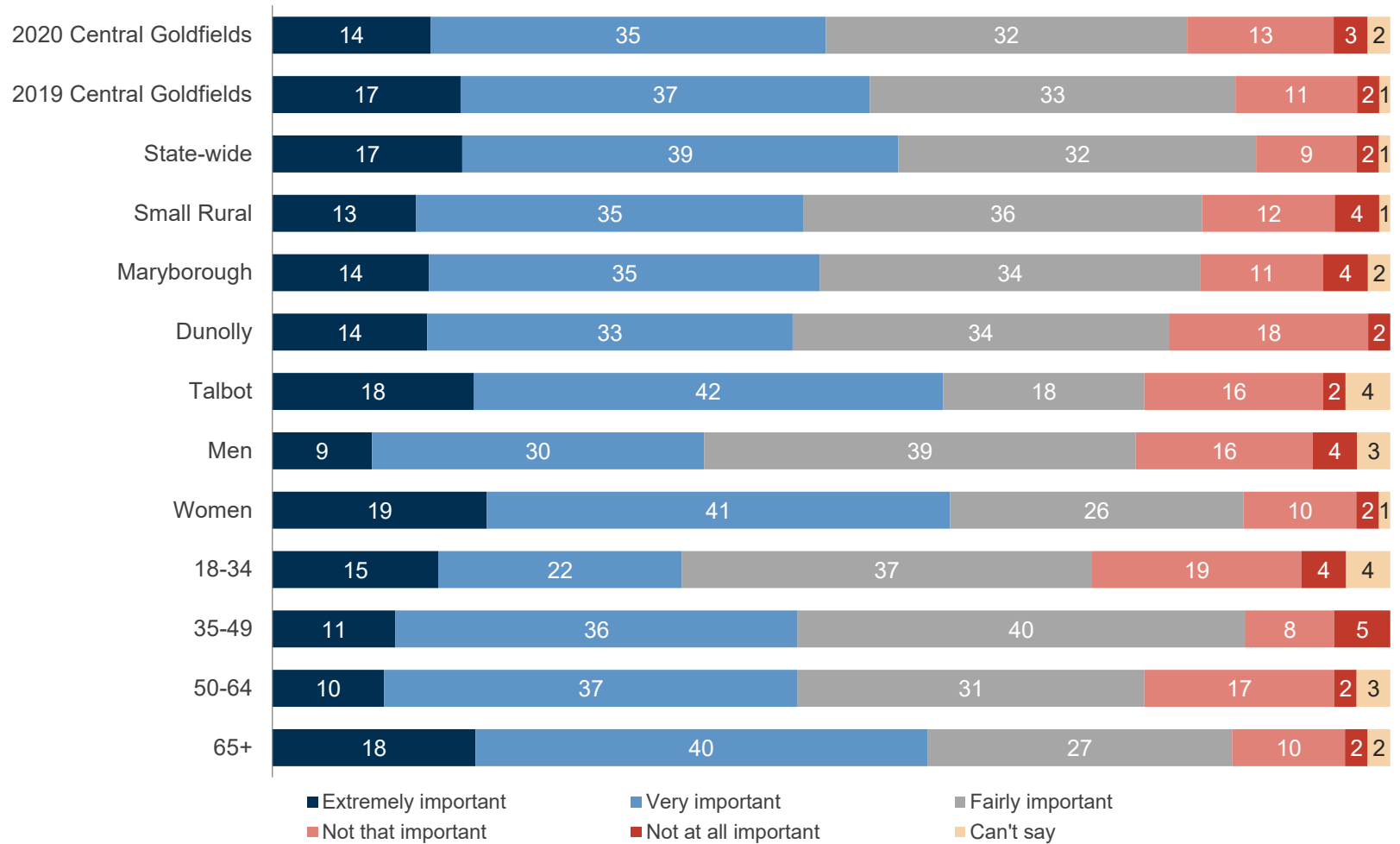
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2020 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2



Art centres and libraries performance



2020 art centres and libraries performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Small Rural	74▲	74	73	72	71	69	n/a	n/a
State-wide	74▲	74	73	72	73	75	73	73
65+	74	76	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	73	73	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	69	n/a	n/a	n/a	n/a	n/a	n/a
35-49	72	76	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	71	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	71	71	n/a	n/a	n/a	n/a	n/a	n/a
Women	71	71	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	68	68	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	67	70	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64▼	61	n/a	n/a	n/a	n/a	n/a	n/a

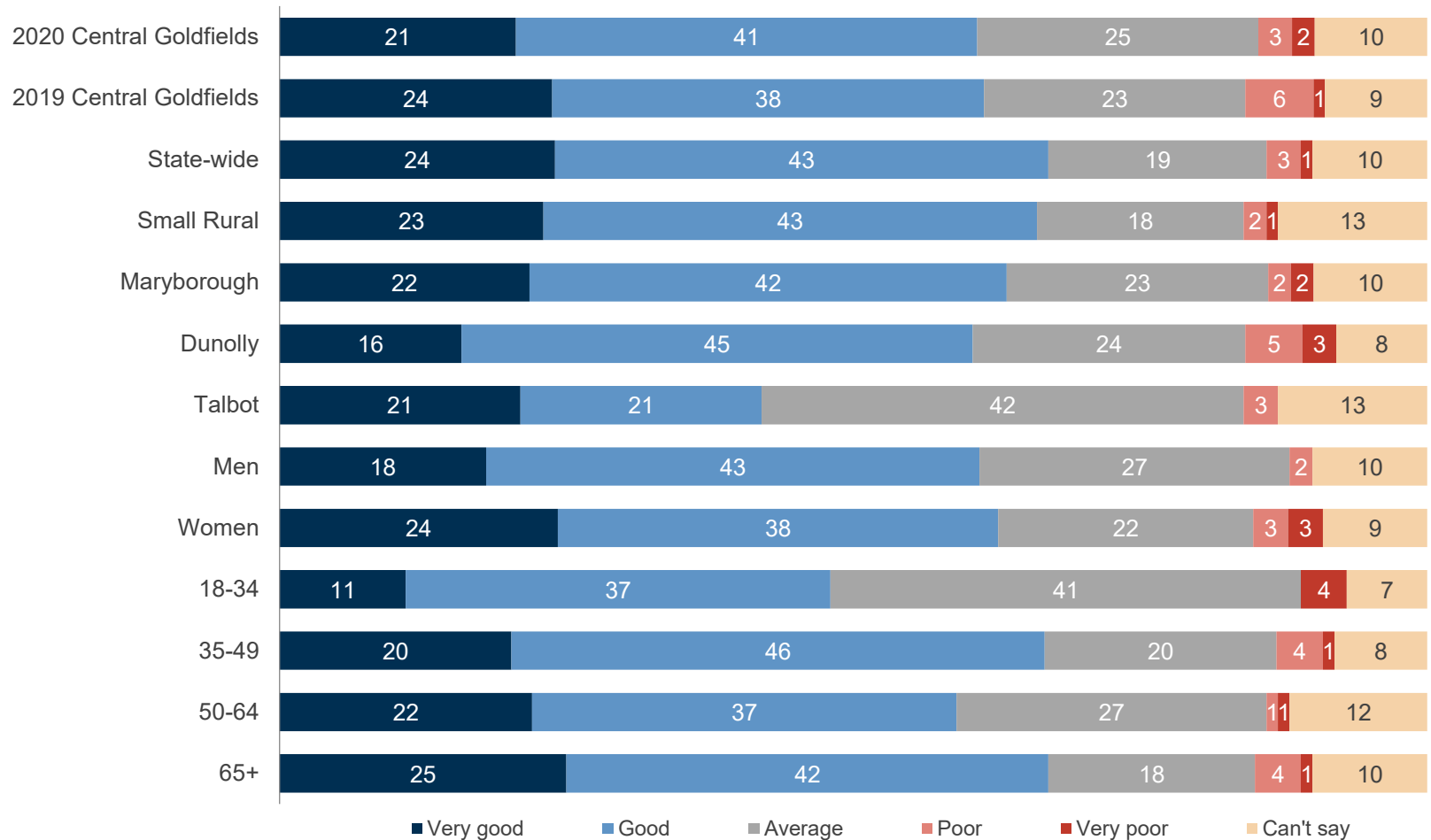
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 art centres and libraries performance (%)



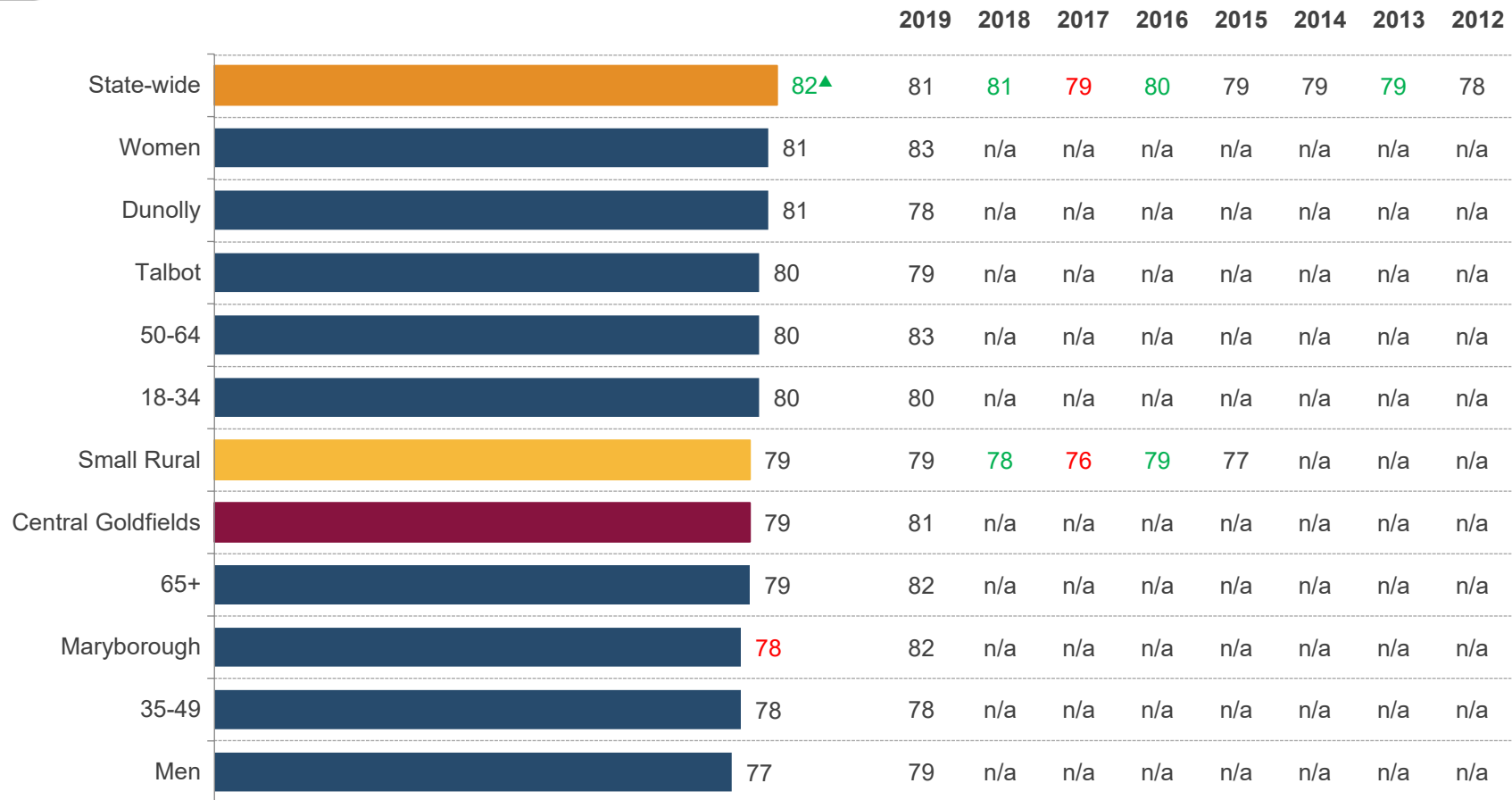
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 5



Waste management importance



2020 waste management importance (index scores)



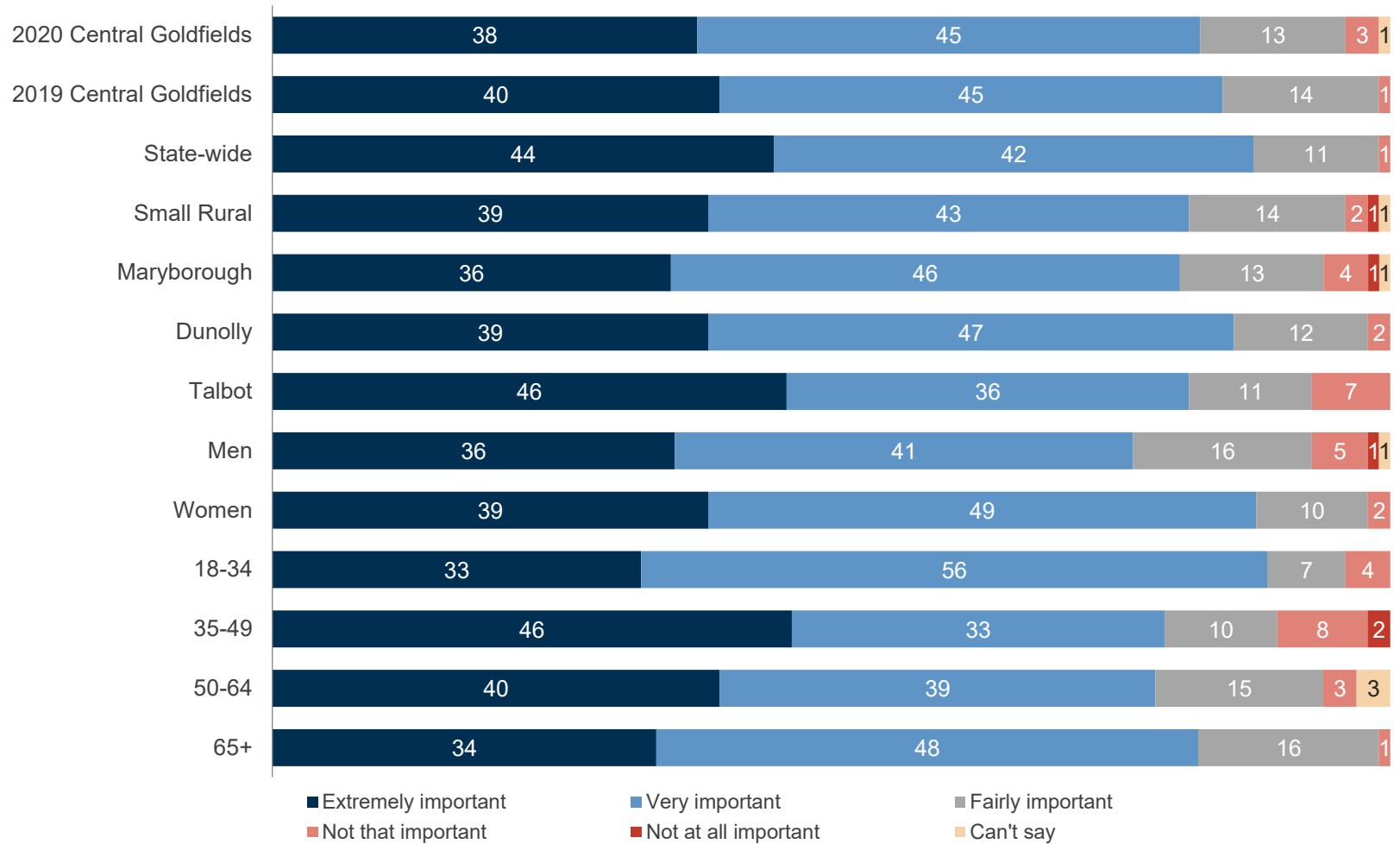
Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2020 waste management importance (%)



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



Waste management performance



2020 waste management performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
65+	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	68	70	71	70	72	73	71	72
50-64	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	66	69	70	69	71	n/a	n/a	n/a
Maryborough	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	68	n/a	n/a	n/a	n/a	n/a	n/a	n/a

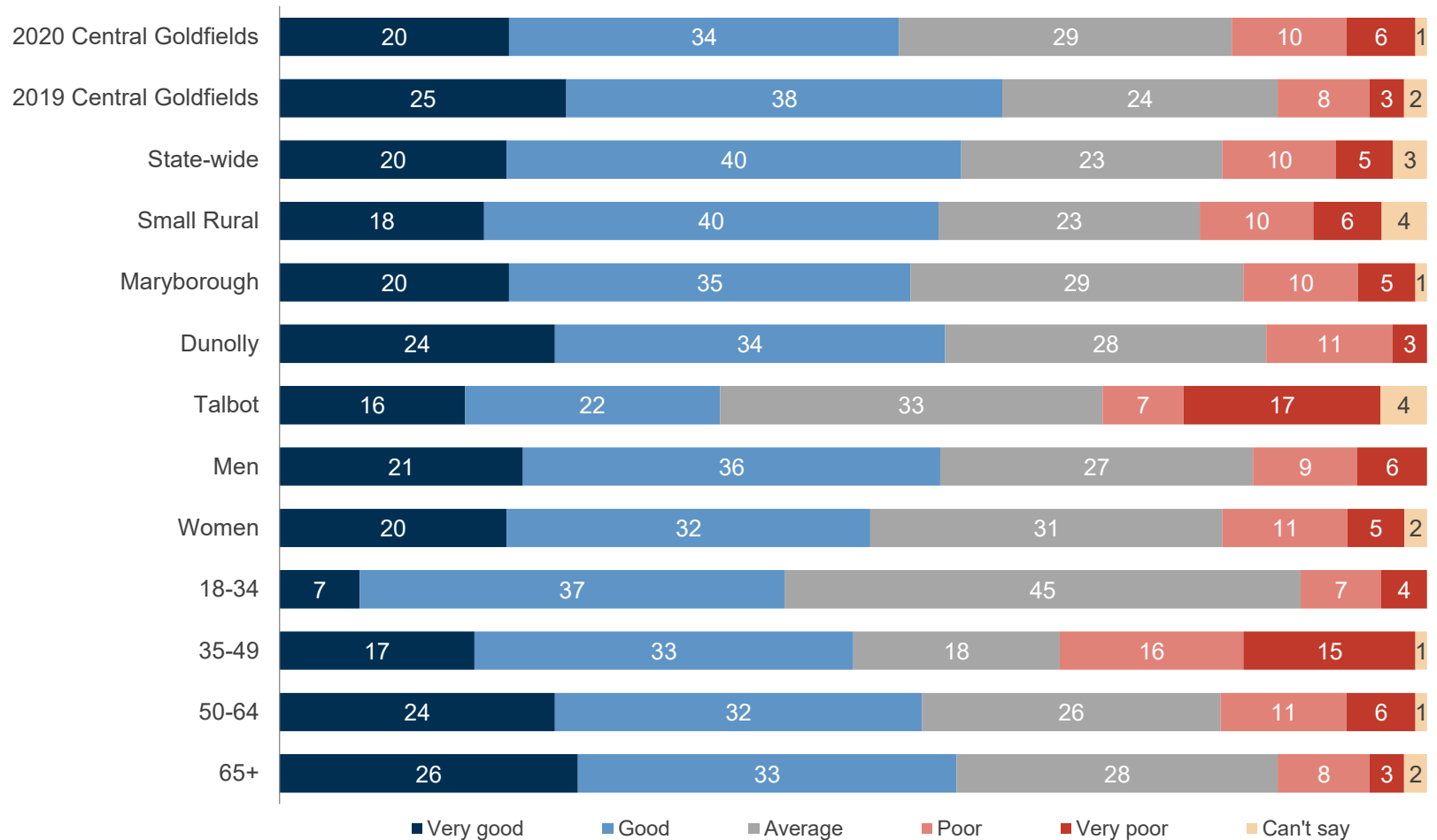
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13

Business and community development and tourism importance



2020 business/development/tourism importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
35-49	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	74	71	71	72	71	70	n/a	n/a
Talbot	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67▼	65	66	67	67	67	67	66

Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?

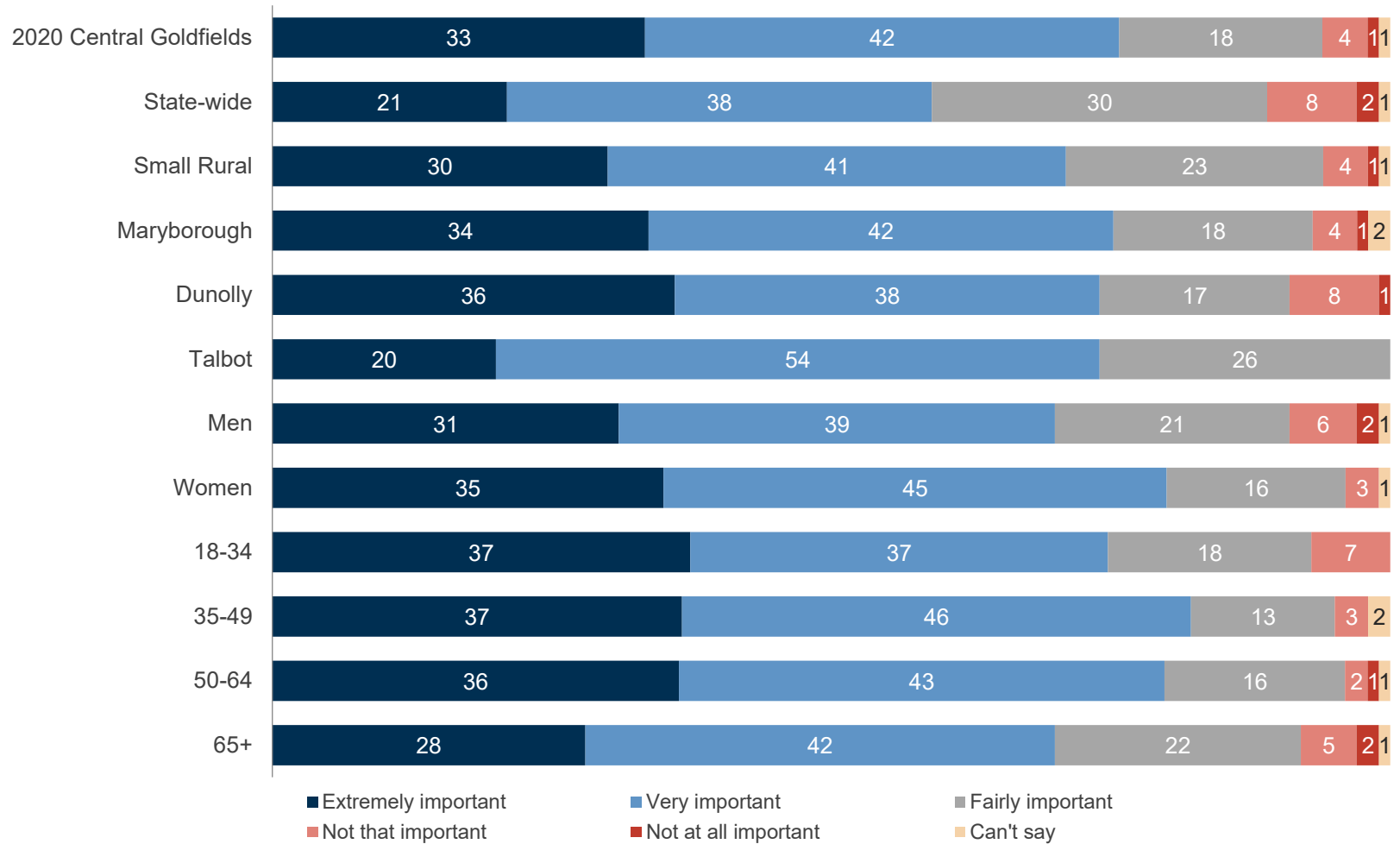
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

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

Business and community development and tourism importance



2020 business/development/tourism importance (%)



Q1. Firstly, how important should 'Business and community development and tourism' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 5

Business and community development and tourism performance



2020 business/development/tourism performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	61	60	61	60	61	62	62	62
Small Rural	59	59	64	61	63	n/a	n/a	n/a
Women	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?

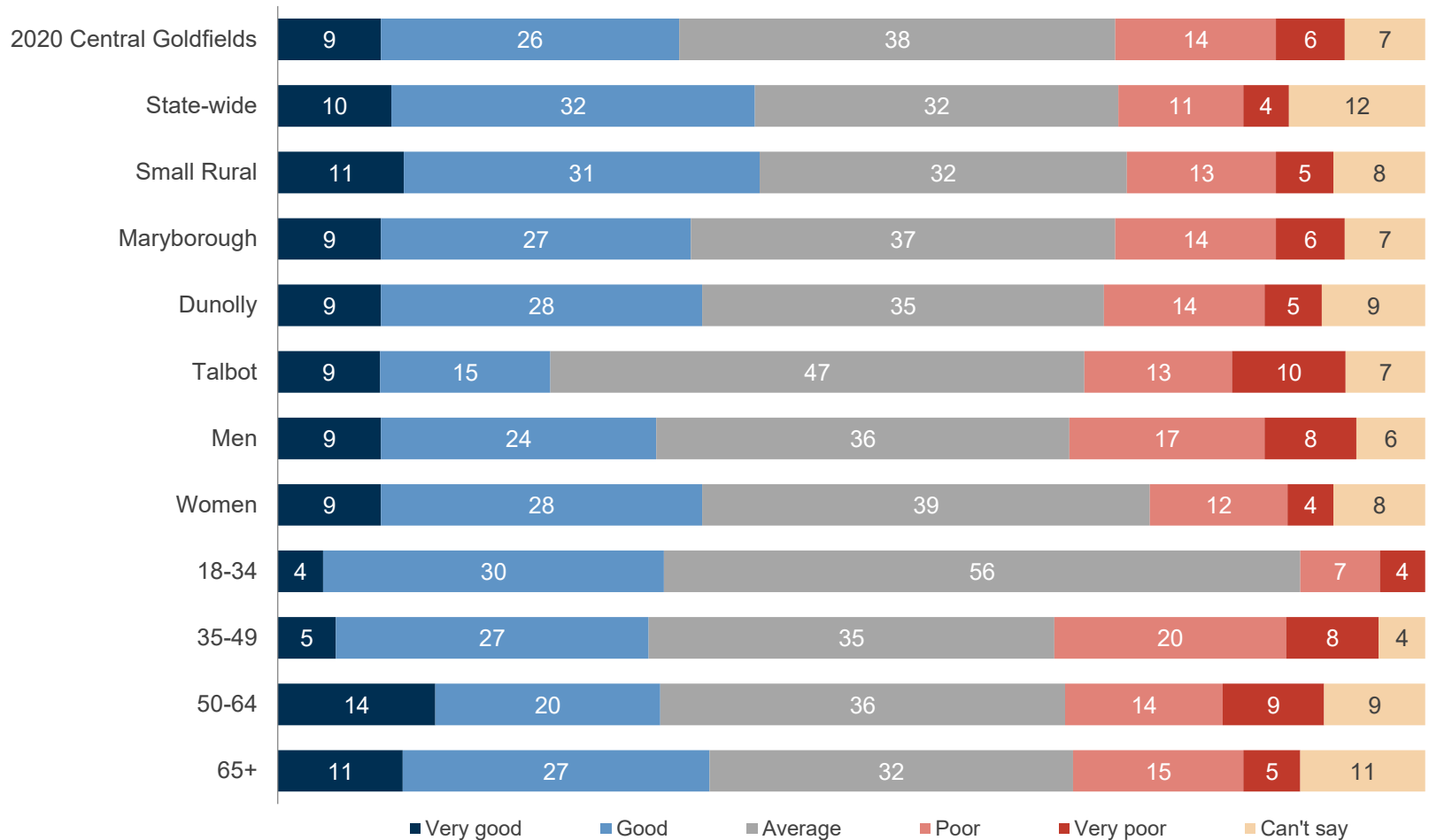
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 7

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

Business and community development and tourism performance



2020 business/development/tourism performance (%)



Q2. How has Council performed on 'Business and community development and tourism' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 7



Environmental sustainability importance



2020 environmental sustainability importance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
Talbot	75	77	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▲	74	73	72	73	73	72	71
35-49	74	72	n/a	n/a	n/a	n/a	n/a	n/a
Women	74▲	77	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	70	72	70	70	74	77	n/a	n/a
Maryborough	70	72	n/a	n/a	n/a	n/a	n/a	n/a
50-64	70	74	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	69	73	n/a	n/a	n/a	n/a	n/a	n/a
65+	68	71	n/a	n/a	n/a	n/a	n/a	n/a
18-34	66	79	n/a	n/a	n/a	n/a	n/a	n/a
Men	64▼	69	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	64	75	n/a	n/a	n/a	n/a	n/a	n/a

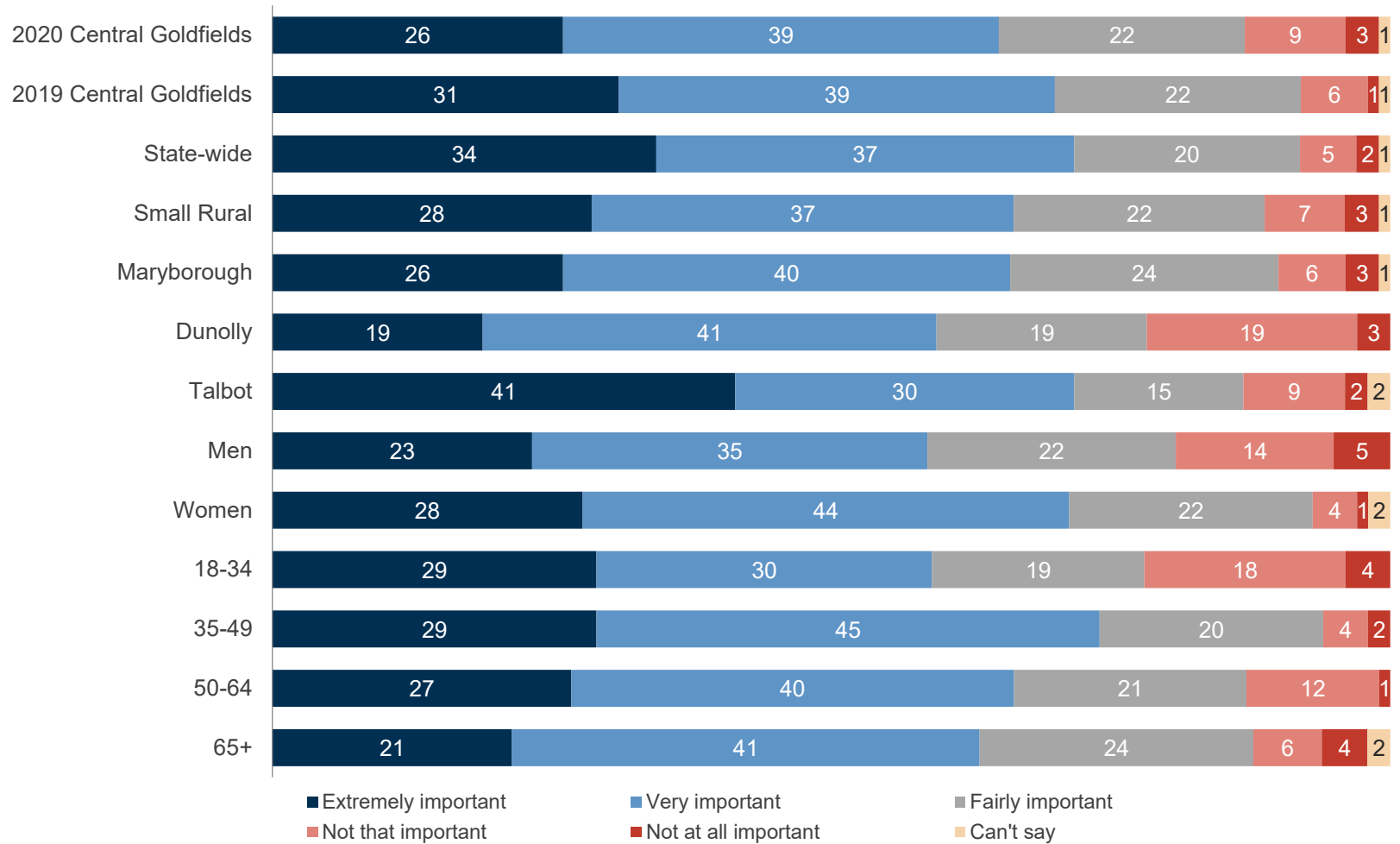
Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2020 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4



Environmental sustainability performance



2020 environmental sustainability performance (index scores)

	2019	2018	2017	2016	2015	2014	2013	2012
18-34	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Maryborough	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	60▲	62	63	64	63	64	64	64
65+	59	60	n/a	n/a	n/a	n/a	n/a	n/a
Men	58	62	n/a	n/a	n/a	n/a	n/a	n/a
Central Goldfields	57	60	n/a	n/a	n/a	n/a	n/a	n/a
Women	57	58	n/a	n/a	n/a	n/a	n/a	n/a
Small Rural	57	59	62	63	61	63	n/a	n/a
50-64	56	57	n/a	n/a	n/a	n/a	n/a	n/a
Dunolly	56	56	n/a	n/a	n/a	n/a	n/a	n/a
35-49	53	62	n/a	n/a	n/a	n/a	n/a	n/a
Talbot	43▼	68	n/a	n/a	n/a	n/a	n/a	n/a

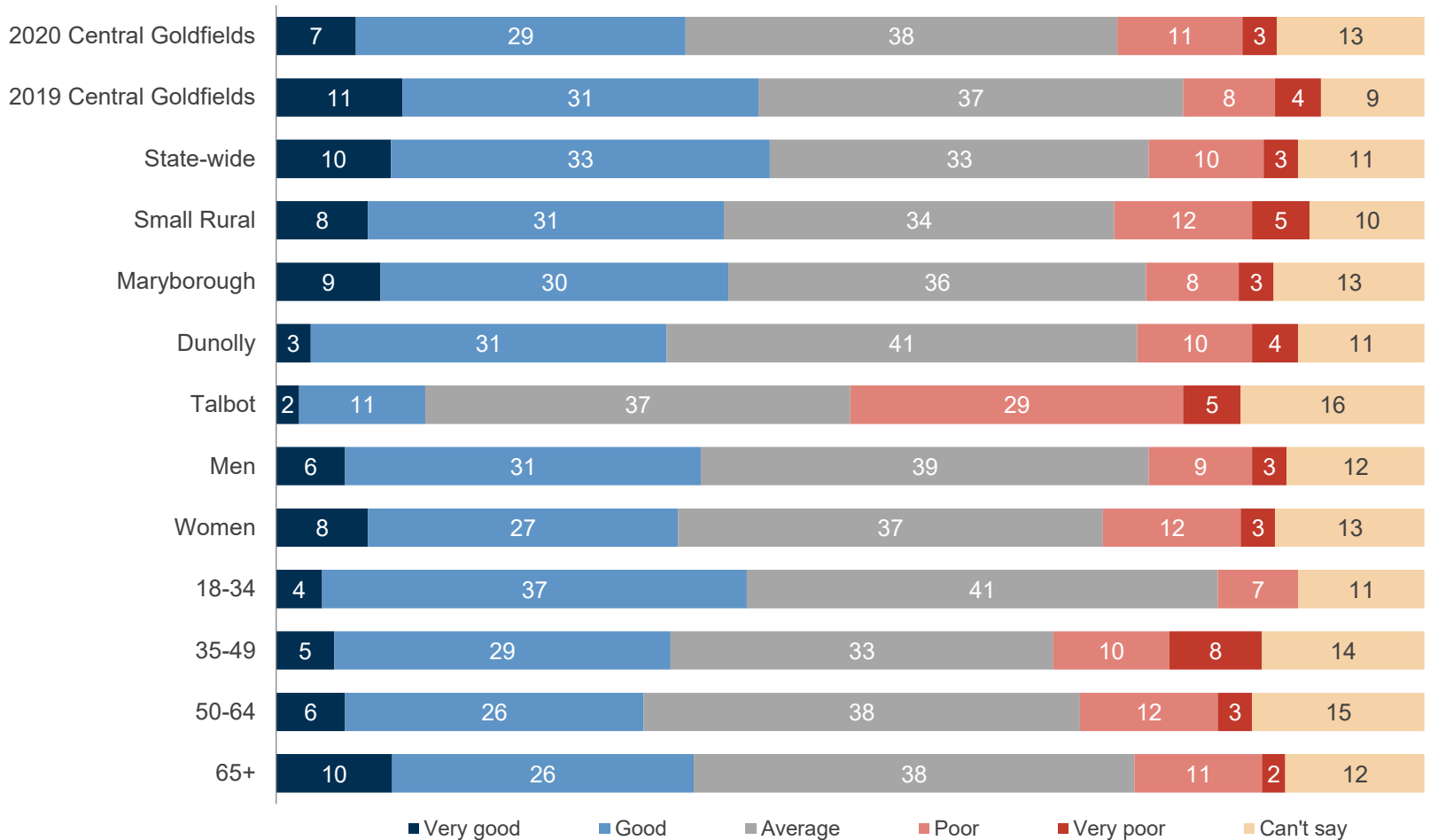
Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2020 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 5



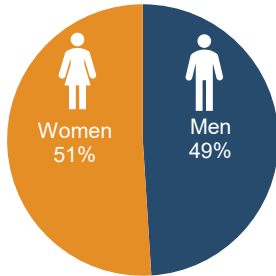
Detailed demographics



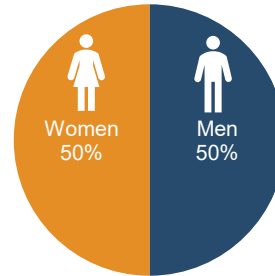
Gender and age profile

2020 gender

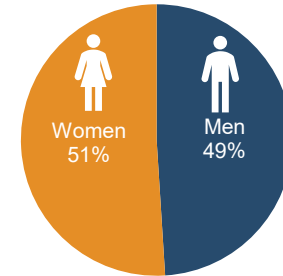
Central Goldfields



Small Rural

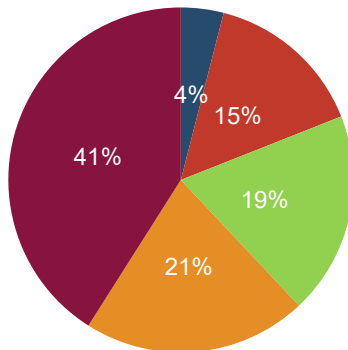


State-wide

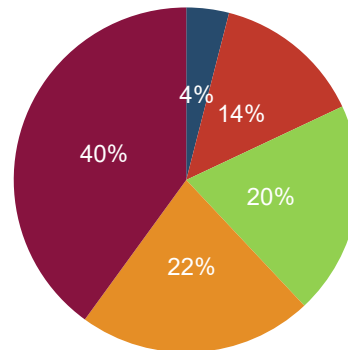


2020 age

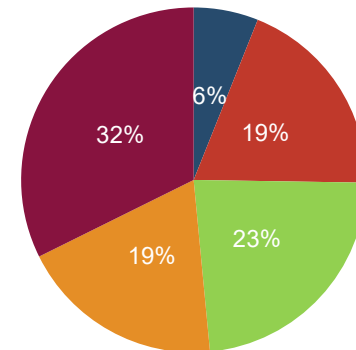
Central Goldfields



Small Rural



State-wide




■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 18
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

A large, dark blue, stylized letter 'N' graphic that spans the right side of the page. Inside the 'N', there are faint, light blue background graphics of various data charts, including bar charts, line graphs, and a grid pattern.

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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2020 State-wide Local Government Community Satisfaction Survey for Central Goldfields Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 10,700 people aged 18 years or over for Central Goldfields Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Central Goldfields Shire Council	400	400	+/-4.8
Men	186	197	+/-7.1
Women	214	203	+/-6.6
Maryborough	275	274	+/-5.8
Dunolly	89	90	+/-10.4
Talbot	36	36	+/-16.5
18-34 years	27	76	+/-19.2
35-49 years	60	75	+/-12.7
50-64 years	104	83	+/-9.6
65+ years	209	166	+/-6.7



Appendix A: Significant difference reporting notation

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

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

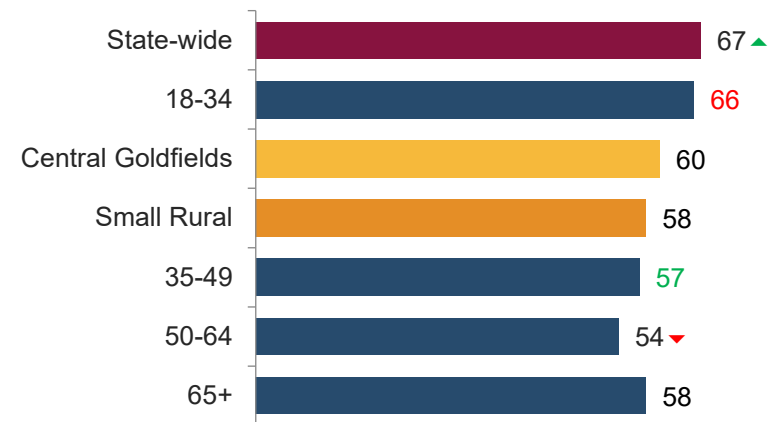
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2019.

Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

**Overall Performance – Index Scores
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

A large, dark blue, stylized letter 'W' graphic dominates the right side of the page. Inside the 'W', there are faint, light blue background graphics of data charts, including line graphs and bar charts, suggesting a research or analytical theme.

Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2020 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

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

A total of n=400 completed interviews were achieved in Central Goldfields Shire Council. Survey fieldwork was conducted in the period of 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2020 vary slightly.

Council Groups

Central Goldfields Shire Council is classified as a Small Rural council according to the following classification list:

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

Councils participating in the Small Rural group are:

- Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

Wherever appropriate, results for Central Goldfields Shire Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Appendix B: 2012 survey revision

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



Appendix B: Core, optional and tailored questions

Core, optional and tailored questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2020 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2020 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix B: Analysis and reporting

Reporting

Every council that participated in the 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

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



Appendix B: Glossary of terms

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

CSS: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

Statewide average: The average result for all participating councils in the State.

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

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

THERE ARE
OVER
6 MILLION
PEOPLE IN
VICTORIA...

FIND OUT
WHAT THEY'RE
THINKING.



Contact us
03 8685 8555



Follow us
[@JWSResearch](https://twitter.com/JWSResearch)

John Scales
Founder
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com



8.5 AUDIT AND RISK COMMITTEE CHARTER

Author: Manager Governance Property and Risk

Responsible Officer: General Manager Corporate Performance

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

SUMMARY/PURPOSE

The purpose of this report is to recommend that Council establish an Audit and Risk Committee in accordance with section 35 of the Local Government Act 2020, present the updated Audit and Risk Committee Charter for adoption and recommend the reconfirmation of the current Committee members.

LEGISLATION AND POLICY CONTEXT

Central Goldfields Shire Council's Council Plan 2017-2021 (2018 Refresh) – Our Organisation

Outcome: Central Goldfields Shire is a proactive, well governed, professional and financially sustainable organisation.

4.3 Objective: Provide leadership in governance and Council decision making

BACKGROUND INFORMATION

Section 53 of the Local Government Act 2020 (the Act) requires councils to establish an Audit and Risk Committee and section 54 of the Act requires council to prepare and approve an Audit and Risk Committee Charter.

An Audit and Risk Committee must:

- include members who are Councillors of the Council;
- consist of a majority of members who are not Councillors of the Council and who collectively have—
 - expertise in financial management and risk; and
 - experience in public sector management; and
- not include any person who is a member of Council staff of the Council.

Further to this the chairperson of an Audit and Risk Committee must not be a Councillor of the Council.

An Audit and Risk Committee Charter must specify the functions and responsibilities of the Audit and Risk Committee including:

- monitor the compliance of Council policies and procedures with:
 - the overarching governance principles; and
 - this Act and the regulations and any Ministerial directions;
- monitor Council financial and performance reporting;

- monitor and provide advice on risk management and fraud prevention systems and controls;
- oversee internal and external audit functions.

The Act also states that an Audit and Risk Committee must:

- adopt an annual work program.
- undertake an annual assessment of its performance against the Audit and Risk Committee Charter; and
- provide a copy of the annual assessment to the Chief Executive Officer for tabling at the next Council meeting.
- prepare a biannual audit and risk report that describes the activities of the Audit and Risk Committee and includes its findings and recommendations; and
- provide a copy of the biannual audit and risk report to the Chief Executive Officer for tabling at the next Council meeting.

A Council must approve the first Audit and Risk Committee Charter and establish the first Audit and Risk Committee on or before 1 September 2020.

REPORT

Before the requirements of the Act, Council had both an Audit and Risk Committee, and an Audit and Risk Committee Charter. The current Charter was adopted by Council on 28 April 2020.

The current Charter contains many of the requirements under the Act. The following items have been added to the version adopted on 28 April 2020, to ensure that it is fully compliant with the new legislation and its requirements:

Additional functions and responsibilities are required to be provided for in the Charter, below is a brief outline of the changes to the Charter:

- Updating all sections which referred to the Local Government Act 1989 sections to refer to the Local Government Act 2020 sections;
- Inclusion of the functions and responsibilities of the Committee from the Act;
- Expansion of clause 3.8 in relation to insurance to include the previous indemnity protection that was offered to the Committee members under the Local Government Act 1989;
- Merging of sections 5 and 6 in relation to confidentiality, conflict of interest and returns of interest into one new section called 'Committee Member Obligations'. A new Appendix 1 has been added to the Charter to explain the Committee Members obligations under the Act in more details;
- Inclusion of the requirement for Committee Members to continue to complete Personal Interest Returns, although this is not a requirement of the Act.

The appointment of the Committee members was resolved at Council's Meeting on 28 April 2020 as follows:

- 1) *Appoint John Watson to be an Independent Member and the Chair of the Audit and Risk Committee for a further term of three years, ending on 23 May 2023;*

- 2) *Appoint Robert Tommasini to be an Independent Member of the Audit and Risk Committee for a further term of two years, ending on 23 May 2022;*
- 3) *Appoint Cheryl Fitzgerald to be an Independent Member of the Audit and Risk Committee for a further term of one year, ending on 23 May 2021; and*
- 4) *Appoint Administrators Hugh Delahunty and Karen Douglas to the Audit and Risk Committee for the remainder of their term as Administrators of the Central Goldfields Shire Council.*

It is recommended that the updated Charter be adopted by Council and the Committee Membership reconfirmed to comply with the Act.

CONSULTATION/COMMUNICATION

Discussion was had at the Committee meeting on 1 June 2020 as to the inclusion of the few additional matters from the Act which has not been included in the April 2020 update of the Charter, as well as the inclusion of the indemnity provisions and personal interest returns which were specified in the Local Government Act 1989, but have not been included in the Local Government Act 2020.

The updated Charter will be placed on Council's website once adopted.

FINANCIAL & RESOURCE IMPLICATIONS

There are no financial or resource implications relating to the updating of the Audit and Risk Committee Charter.

RISK MANAGEMENT

This report addresses Council's strategic risk Legislative compliance - Failure to manage our compliance with relevant legislative requirements by meeting the requirements of the Act.

CONCLUSION

The Local Government Act 2020 sets requirements with regard to Audit and Risk Committees and Audit and Risk Committee Charters. It is recommend that Council establish an Audit and Risk Committee in accordance with section 35 of the Local Government Act 2020, present the updated Audit and Risk Committee Charter for adoption and recommend the reconfirmation of the current Committee members.

ATTACHMENTS

1. Draft Audit and Risk Committee Charter

RECOMMENDATION

That Council:

1. *Establish an Audit and Risk Committee in accordance with section 53 of the Local Government Act 2020*
2. *Approve the attached draft Audit and Risk Committee Charter in accordance with Section 54 of the Local Government Act 2020.*
3. *Reconfirm the membership of the Audit and Risk Committee as resolved at its Meeting on 28 April 2020 as follows:*
 - a. *Appoint John Watson to be an Independent Member and the Chair of the Audit and Risk Committee for a further term of three years, ending on 23 May 2023;*
 - b. *Appoint Robert Tommasini to be an Independent Member of the Audit and Risk Committee for a further term of two years, ending on 23 May 2022;*
 - c. *Appoint Cheryl Fitzgerald to be an Independent Member of the Audit and Risk Committee for a further term of one year, ending on 23 May 2021; and*
 - d. *Appoint Administrators Hugh Delahunty and Karen Douglas to the Audit and Risk Committee for the remainder of their term as Administrators of the Central Goldfields Shire Council.*

Central Goldfields Shire Council Audit and Risk Committee Charter



1. Background

Section 53 of the Local Government Act 2022 (“the Act”) requires all councils to establish an audit and risk committee. Central Goldfields Shire Council (“Council”) has constituted an Audit and Risk Committee (“the Committee”) to meet this requirement. Section 54 of the Act requires that councils must prepare and approve an Audit and Risk Committee Charter.

This Charter has been developed to comply with the Act and facilitate the operation of the Committee and sets out its functions and responsibilities, authority, composition, remuneration, meetings, responsibilities, publically available information and review.

2. Functions and Responsibilities

The Committee’s functions and responsibilities are to:

- Monitor the compliance of Council policies and procedures with:
 - The overarching governance principles;
 - The Local Government Act 2020 and the regulations and any Ministerial directions.
- Monitor Council financial and performance reporting;
- Monitor and provide advice on risk management and fraud prevention systems and controls;
- Have an annual work program (detailed in section 7 below);
- Undertake an annual assessment of its performance against the Charter, and provide a copy of the assessment to the CEO;
- Enhance the credibility and the objectivity of the financial reporting of Council;
- Support the identification and management of enterprise wide material risks of Council;
- Advise Council on systems and processes designed to ensure compliance with the Act and other relevant laws and regulations and consistency of best practice guidelines;
- Advise Council on the establishment, effectiveness and maintenance of controls and systems to safeguard financial and physical resources, and mitigation of risks that may adversely affect achievement of Council objectives;
- Advise Council on the establishment, effectiveness and maintenance of controls and systems to safeguard its governance obligations and promote a culture of accountability and transparency;
- Advise Council on the systems and processes which protect against fraud, corruption and irregularities.

The Committee has no executive role. It is independent of management and reports to the Council providing advice to facilitate Council decision making.

The Committee has the authority to:

- Endorse the external auditor’s proposed audit scope and approach, including coordination of audit effort with internal audit activity;
- Review and endorse the strategic audit plan and annual internal audit plan and recommend any changes to the plans;

- Conduct enquiries or authorise investigations into any matters within its scope of responsibility or as otherwise referred by Council;
- Subject to consultation with, and approval of, the Chief Executive Officer (CEO), retain independent counsel, accountants, or others to advise the Committee or assist in the conduct of an investigation;
- Seek any information it requires from Council, Council staff and external parties;
- Meet with the CEO, council staff, internal and external auditors, or other parties, as necessary.

3. Composition

- The Committee will consist of three Independent Members and two Councillors;
- The Mayor cannot be a member of the Committee;
- The membership of the Committee must consist of a majority of Independent Members;
- The Council will appoint Committee members and the Committee Chair. The Chair of the Committee must be an Independent Member;
- Councillor member/s of the Committee will be appointed annually;
- Each Committee member must be financially literate, at least one member must have financial expertise, and at least one member must have specialist skill in strategic risk management;
- The Independent Members must have:
 - Expertise in financial management and risk; and
 - Experience in public sector management;
- Council staff cannot be members of the Committee.

3.1 Quorum

A quorum shall comprise two Independent Members and one Councillor.

3.2 Recruitment and Selection

- On the retirement or resignation of an Independent Member, a skills matrix will be used to identify the skills and/or experience to be sought in a new Independent Member;
- An advertisement seeking a new Independent Member will be published in a newspaper generally circulating in Victoria identifying any specific skills and experience sought by the Committee;
- Applications for the vacancy will be reviewed and shortlisted by the CEO or delegate, in consultation with the Chair, or if the Chair is not available, an Independent Member of the Committee;
- A panel will be convened to interview and recommend to Council a candidate's appointment. The panel will comprise of the following:
 - The Chair, or an Independent member if the Chair is unavailable;
 - One Councillor member of the Committee; and
 - The CEO or delegate(s).

3.3 Terms

Councillor member/s of the Committee will be appointed annually.

Independent Members will be appointed for a term of not less than one (1) year and not more than three (3) years by negotiation and agreement. Terms of Independent Members are to be staggered so that only one Independent Member's term ends each year.

Council is able to appoint an Independent Member for a second term without publically advertising the position. Following the completion of an Independent Member's second term the position must be publically advertised, although the Independent Member is able to apply for the position again.

3.4 Induction

All Independent Members are to be provided with an induction to Council and the Committee. The induction material must include, but is not limited to:

- Relevant financial reports;
- Audit reports;
- Minutes of the last four Committee meetings;
- The internal auditors reports from the previous 12 months;
- Reports on any relevant investigations;
- Council's risk registers;
- Relevant Council policies and procedures; and
- The Committee Charter.

If the Independent Member/s require a one on one induction, Council officers, as directed by the CEO, will undertake the induction for the new Independent Member/s.

All Councillors are provided with the Committee Charter, Minutes of the last four Committee Meetings and details of the qualifications and experience of the Independent Members of the Committee as part of the Councillor induction program.

3.5 Role of the Chair

The role of the Chair is to:

- In consultation with the CEO, or delegate, set the matters to be included on the agenda for each meeting of the Committee;
- Chair all meetings of the Committee and oversee how the meetings are conducted;
- Determine the actions to be taken in relation to items discussed at the meeting;
- Participate in the appointment of the internal auditor;
- Lead the annual assessment of the performance of the Committee and provide a copy of the annual assessment to the CEO for tabling at the next Council Meeting.
- Having regard to 7.6, develop the Audit and Risk Committee's Annual Report for inclusion in the Council Annual Report.

3.6 Decision making out of session

The Chair of the Committee has authority to refer any matter for a discussion and decision making out of session, e.g. via email. Any decisions made out of session will need to be ratified at the next Committee Meeting.

3.7 Remuneration

Section 53(6) of the Act allows for the payment of a fee to Independent Members of the Committee.

Council will pay a sitting fee to the Chair and Independent Members of the Committee. This fee will be reviewed as part of Council's annual budget process, and will be subject to annual CPI indexation.

In addition, each Independent Member will be entitled to claim up to \$500.00 per annum in travel expense based on the per kilometre rate set by the Commissioner of Taxation.

3.8 Insurance and Indemnity

Council must indemnify and keep indemnified each member of the Committee, exercising any function or power on behalf of a Council against all actions or claims (whether arising during or after the term of office or employment of that Councillor or member) in respect of any act or thing done or omitted to be done in good faith in the exercise or purported exercise of any function or power conferred on the Committee or member of the Committee under this or any other Act.

Council's insurance policies shall cover members of the Committee while engaged in the business of the Committee.

4. Meetings

- The Committee will meet at least four times a year, with the ability to convene additional meetings, as circumstances require;
- All Committee members are expected to attend each meeting, in person or via teleconference;
- The Committee may invite members of management, auditors or others to attend meetings and provide pertinent information, as necessary;
- The Committee may hold private meetings with the auditors if required;
- Meeting agendas and related papers will be prepared and provided to members, five (5) days in advance of meetings (wherever possible);
- Minutes of meetings will be kept and action items recorded and monitored;
- The CEO, General Manager Corporate Performance, General Manager Infrastructure Assets and Planning, General Manager Community Wellbeing and Manager Governance Property and Risk will attend the meetings in an "ex officio" capacity. On the direction of the CEO, other Council officers may attend the Committee in an "ex officio" capacity, or at the request of the Committee;
- Any Councillors may attend meetings in an "ex officio" capacity.

5. Committee Member Obligations

Committee members are expected to be aware of their obligations under Section 53 of the Act. These obligations relate to misuse of position as a member of the Committee (Section 123), confidential information (Section 125) and conflict of interest (Sections 126 to 131). Details about these obligations are included in Appendix 1 to this Charter.

Upon appointment, Independent Members are required to sign a confidentiality agreement (Appendix 2).

Committee Members must comply with Council's Confidentiality Policy. Committee members shall not directly or indirectly release or make available to any person any information relating to the work or discussions of the Committee, except in accordance with any direction of the Council.

Failure to comply with the provisions of the Act with regard to conflicts of interest may result in the Member's appointment being terminated.

The Committee members are also required to complete Personal Interest Returns within 30 days of becoming a Member of the Committee and Biannual Personal Interest Return every six months.

In addition to any declarations made in a Return of Interest, members of the Committee must declare any past or current relationships that may or may be perceived to, impair their independence. This is required even if these relationships would not be considered a conflict of interest under the relevant sections of the Act. Such relationships include (but are not limited to) employment, consulting, advisory, supplier or contractual roles or relationships.

6. Responsibilities of the Committee

6.1 External reporting

- Review the draft annual financial statements, and consider whether they are complete and transparent, consistent with information known to the Committee, and reflect appropriate accounting principles;
- Review significant accounting and reporting issues, complex or unusual transactions, high risk areas, significant accounting estimates, and changes to accounting, professional, regulatory or legislative requirements and understand their effect on the financial statements;
- Review with management and the external auditors the results of the audit including significant adjustments, any difficulties encountered and matters required to be communicated to the Committee under the Australian Auditing Standards;
- Review the draft annual performance statement and consider whether it is complete, open and transparent, consistent with information known to the Committee and reflects appropriate reporting principles;
- Review the report of operations in the annual report, including the governance and management checklist, and any related regulatory requirements before release, and consider the accuracy and completeness of the information;
- Recommend that Council approve 'in principle' the financial statements and performance statement, or provide other advice as considered appropriate;
- Recommend that Council approve the governance and management checklist for inclusion in the report of operations.

6.2 External audit

- Review the external auditor's proposed audit strategy prior to the commencement of the audit including the scope, approach, and any reliance on internal audit activity;
- Review recommendations arising out of the external audit and discuss management's response;
- Monitor management's implementation of the external auditor's recommendations;
- Meet with the external auditor to discuss any matters the Committee or the external auditor believes should be discussed privately;
- Monitor the performance of the external auditor.

6.3 Internal audit

- Recommend to Council the most appropriate method for the provision of the internal audit function including scope, level of resources and activities;
- Review the specification for the provision of internal audit services and participate in the tender evaluation process;
- Review and approve the strategic internal audit plan and annual internal audit plan ensuring they cover over a 3 year period; the internal controls over significant areas of risk identified through the risk management framework; internal controls over revenue, expenditure, assets and liabilities processes; efficiency and effectiveness of Council operations; and compliance with relevant policies, procedures and regulations;
- Monitor the progress of the strategic internal audit plan and annual internal audit plan;
- Review recommendations arising out of internal audit reports and discuss management's response;
- Monitor management's implementation of the internal auditor's recommendations.
- Monitor processes and practices to ensure the independence of the internal audit function is maintained;
- Meet with the internal auditor to discuss any matters the Committee or the internal auditor believes needs to be discussed privately;
- Review on an annual basis the performance of the internal auditor including compliance with relevant auditing standards.

6.4 Internal Controls, Compliance, Fraud and Corruption

- Review management's approach to maintaining a sound and effective—internal control framework, including advice received on security and controls, including cyber security;
- Review the effectiveness of the system for monitoring compliance with legislation and regulations and the results of management's investigation and follow-up (including disciplinary action) of any instances of non-compliance;
- Review the findings of any examinations by regulatory agencies, and any associated auditor (internal or external) observations;
- Obtain regular updates from management on legal and regulatory compliance matters including investigation of any suspected cases of fraud and corruption;
- Consider the findings and recommendations of any relevant Performance Audits undertaken by the Victorian Auditor-General or other regulatory body and-monitor Council's implementation of relevant recommendations.

6.5 Risk Management

- Ensure Council's Risk Management Framework addresses Council's exposure to both strategic and operational risks;
- Monitor the effectiveness of the Risk Management Framework through regular reviews and reporting;
- Regularly review the strategic risks and risk registers to check that risks are being managed in accordance with the Risk Management Framework.
- Receive assurance that an operational risk register is in place and regularly reviewed.

6.6 Reporting

- Report regularly to Council providing a summary of the Committee's work and results, as soon as possible following each Committee meeting;
- Provide Council with any recommendations of the Committee for consideration;
- Report annually to stakeholders via Council's report of operations in the annual report, describing the Committee's composition, discharge of responsibilities, and any other information required by legislation or regulation;
- Report to Council on any specific issues, as requested by Council.
- Prepare a biannual audit and risk report that describes the activities of the Audit and Risk Committee and includes its findings and recommendations and provide with report to the CEO for tabling at the next Council meeting.

7. Information Available to the Public

Information regarding the Committee will be made publicly available via:

7.1 Annual Report

The Annual Report will include information on the Committee's roles and responsibilities, and membership, and its principal activities during the year.

The following material will be included in the corporate governance section of the Report of Operations in the Annual Report:

- Details of the names and qualifications of those appointed to the Committee;
- The number of meetings held by the Committee and the attendance record of members;
- Information about the audit processes and the results of work completed by the internal and external auditor;
- The annual review of the Committee's Charter and its achievement of the Charter;
- Other matters the Committee believes need to be reported.

7.2 Website

The following information will be made publicly available on the Central Goldfields Shire Council website in a clearly marked Governance section:

- The Committee Charter;
- Description of the roles and responsibilities of the Committee;
- Names of Committee members, professional background and qualifications.

8. Annual Review

The Committee will:

- Annually review and assess the adequacy of the Committee Charter, requesting Council approval for proposed enhancement or updates required by legislation or regulation;
- Confirm annually that all responsibilities outlined in this Charter have been carried out;
- Evaluate the Committee's performance annually.

9. Control Information

Author	Manager Governance, Property and Risk
Responsible Officer	General Manager Corporate Performance
Date adopted by Council:	27 June 2007
Revision History	March 2011 November 2013 June 2015 March 2017 (Version 2) March 2019 March 2020 July 2020
Next Review	March 2021

Appendix 1

Guidance to Members

LGA Section	LGA Requirement
Misuse of Position	
123(1)	A Committee member must not intentionally misuse their position to: <ul style="list-style-type: none"> a) Gain or attempt to gain, directly or indirectly, an advantage for themselves or for any other person; or b) Cause, or attempt to cause, detriment to the Council or another person
123(3)	Circumstances involving misuse of a position by a member of the Committee include: <ul style="list-style-type: none"> a) Making improper use of information acquired as a result of being a member of the Committee; or b) Disclosing information that is confidential information; or c) Directing or improperly influencing, or seeking to direct or improperly influence, a member of Council staff; or d) Exercising or performing, or purporting to exercise or perform, a power, duty or function that the person is not authorised to exercise or perform; or e) Using public funds or resources in a manner that is improper or unauthorised; or f) Participating in a decision on a matter in which the member has a conflict of interest.
Confidential Information	
125	A member of the Committee must not intentionally or recklessly disclose information that the member knows, or should reasonably know, is confidential information. There are some exemptions to this requirement, the key one being that if the information disclosed by the member has been determined by Council to be publicly available.
Conflicts of Interest	
126	A member of the Committee has a conflict of interest if the member has: <ul style="list-style-type: none"> a) A general conflict of interest as described in Section 127; or b) A material conflict of interest as described in Section 128.
127	A member of the Committee has a general conflict of interest in a matter if an impartial, fair-minded person would consider that the members private interests could result in that member acting in a manner that is contrary to their public duty as a member of the Committee.
128	A member of the Committee has a material conflict of interest in a matter if an affected person would gain a benefit or suffer a loss depending on the outcome of the matter.
<p>Please Note</p> <p><i>The above guidance is not verbatim from the Act and does not include all details as explained in Part 6, Division 1 of the Act. For a full understanding of the requirements of the Act in relation to the matters summarised above, members are expected to make themselves fully aware of the requirements of the Act.</i></p>	

Appendix 2



AUDIT AND RISK COMMITTEE CONFIDENTIALITY AGREEMENT

THIS AGREEMENT is made the _____ day of _____ 20_____

BETWEEN

AND CENTRAL GOLDFIELDS SHIRE COUNCIL

I herewith agree that I must not, whether during or after my membership of the Central Goldfields Shire Council Audit and Risk Committee, unless expressly authorised by the Chief Executive Officer or in accordance with the law, make any disclosure or use of:

- a. Any information or trade secrets of the Council;
- b. The position of the Council or any Councillor or Council Officer on any confidential matter;
- c. Any other information whatsoever, the disclosure of which may be detrimental to the interest of the Council or of any other person who has provided it to the Council on a confidential basis; unless I am required to disclose the information by law.

The termination or expiry of my membership of the Committee, for whatever reason, does not affect or derogate from my obligations of confidentiality set out above.

Signed by:

.....

Name:

AUDIT AND RISK COMMITTEE MEMBER

Signed for and on behalf of Central Goldfields Shire Council

.....

Lucy Roffey

CHIEF EXECUTIVE OFFICER