

## **COUNCIL MEETING**

**Tuesday 19 March, 2024  
6.30pm**

**Community Hall  
Braybrook Community Hub  
107–139 Churchill Avenue  
Braybrook**

## **AGENDA**

<b>Item</b>	<b>Title</b>	<b>Page</b>
<b>1.</b>	<b>Commencement of Meeting and Welcome</b>	
<b>2.</b>	<b>Apologies</b>	
<b>3.</b>	<b>Leave of Absence</b>	
<b>4.</b>	<b>Disclosures of Conflicts of Interest</b>	
<b>5.</b>	<b>Public Question Time</b>	
<b>6.</b>	<b>Confirmation of Minutes of Meeting</b>	
6.1	Confirmation of the Minutes of the Council Meeting - 20 February 2024	3
<b>7.</b>	<b>Reports from Committees</b>	
<b>8.</b>	<b>Petitions</b>	
<b>9.</b>	<b>Officer Reports</b>	
9.1	Annual Community Survey 2023	35
9.2	Review of Election Period Policy	278
9.3	Review of Public Transparency Policy, Privacy Policy, Livestreaming and Recording of Meetings Policy, Health Records Policy and Public Interest Disclosures Procedure	299
9.4	Community Recovery Committee Review and Revised Terms of Reference	357
9.5	Nomination of Councillor Representatives and Endorsement of Industry Representatives to the Maribyrnong Business, Economic Development and Innovation Advisory Panel	430
9.6	Australian Local Government Association - 2024 National General Assembly Motions	436
9.7	Municipal Association of Victoria - May 2024 State Council Motions	441
9.8	Councillor Support and Expenses October to December 2023	446
9.9	Governance Report - February 2024	450

9.10	Reappointment of Independent Member of Chief Executive Officer Employment Matters Advisory Committee	455
<b>10.</b>	<b>Notice of Motion</b>	
10.1	Notice of Motion: 2024/04 - Western Lawn Footscray Park	459
<b>11.</b>	<b>Councillor Question Time</b>	
<b>12.</b>	<b>Urgent Business</b>	
<b>13.</b>	<b>Confidential Business</b>	
<b>14.</b>	<b>Meeting Closure</b>	

**Agenda Item 6.1**

**CONFIRMATION OF THE MINUTES OF THE COUNCIL MEETING - 20 FEBRUARY 2024**

**Director:** Lisa King  
Director Corporate Services

**Author:** Phil McQue  
Manager Governance and Commercial Services

---

**PURPOSE**

To present for confirmation the minutes of the Council Meeting held on 20 February 2024.

**ISSUES SUMMARY**

- The Maribyrnong City Council Governance Rules requires Council to keep minutes of each meeting of the Council and Delegated Committees, and for minutes to be submitted to the next appropriate meeting for confirmation.

**ATTACHMENTS**

1. Unconfirmed Minutes of the Council Meeting Tuesday 20 February, 2024

**OFFICER RECOMMENDATION**

**That Council confirms the minutes of the 20 February 2024 Council Meeting.**

## **Agenda Item 6.1**

### **BACKGROUND**

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

### **DISCUSSION/KEY ISSUES**

#### **1. Key Issues**

Council's Governance Rules requires Council to confirm its minutes at the next appropriate meeting.

#### **2. Council Policy/Legislation**

##### **Council Plan 2021-2025**

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Ethical leadership - lead our changing city using strategic foresight, innovation, transparent decision making and well-planned, effective collaboration to support economic growth during the ongoing challenges of the pandemic and beyond.

##### **Legislation**

*Local Government Act 2020*

##### **Conflicts of Interest**

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

##### **Human Rights Consideration**

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

#### **3. Engagement**

Nil

#### **4. Resources**

Nil

#### **5. Environment**

Nil

### **CONCLUSION**

The unconfirmed minutes of the Council Meeting held on 20 February 2024 are presented for confirmation.



---

**Agenda Item 6.1**

## **Agenda Item 6.1 - Attachment 1**



**Maribyrnong City Council**

### **COUNCIL MEETING MINUTES**

**Tuesday 20 February, 2024  
6.30pm**

**Community Hall  
Braybrook Community Hub  
107–139 Churchill Avenue  
Braybrook**

#### **MEMBERSHIP**

Councillor Cuc Lam (Chair)  
Councillor Sarah Carter  
Councillor Michael Clarke  
Councillor Simon Crawford  
Councillor Jorge Jorquera  
Councillor Bernadette Thomas  
Councillor Anthony Tran

To be confirmed at the Council Meeting  
to be held on 19 March, 2024

## Agenda Item 6.1 - Attachment 1

### TABLE OF CONTENTS

<b>1. Commencement of Meeting and Welcome .....</b>	<b>5</b>
<b>2. Apologies.....</b>	<b>5</b>
<b>3. Leave of Absence.....</b>	<b>5</b>
<b>4. Disclosures of Conflicts of Interest.....</b>	<b>5</b>
<b>5. Public Question Time.....</b>	<b>7</b>
<b>6. Confirmation of Minutes of Previous Meeting .....</b>	<b>21</b>
6.1. Confirmation of the Minutes of the Council Meeting - 12 December 2023 ....	21
<b>7. Reports from Committees .....</b>	<b>21</b>
<b>8. Petitions .....</b>	<b>22</b>
8.1. Petition: Introduce a Cat Curfew in Maribyrnong .....	22
8.2. Petition: Improve Joseph Road Precinct, Footscray .....	22
8.3. Petition: Jack's Magazine Reserve .....	23
<b>9. Officer Reports .....</b>	<b>23</b>
9.1. Quarterly Performance and Financial Report - Period ending 31 December 2023.....	23
9.2. Nature Strip Landscape Policy and Guidelines Review .....	24
9.3. Climate Emergency Community Advisory Committee - Terms of Reference.....	24
9.4. Arts Advisory Committee - Terms of Reference.....	25
9.5. Awarding of Contract No 1256-24 Provision of Cowper Street Capital Improvement Plan.....	25
9.6. Awarding of Contract No 1257-24 Provision Of Joseph Road - Hopkins Street To Heavenly Queen Temple - Reconstruction Project.....	26
9.7. Governance Report - December 2023.....	26
<b>10. Notices of Motion .....</b>	<b>27</b>
10.1. Notice of Motion: 2024/01 Speed Limit on Hopkins Street, Footscray .....	27
10.2. Notice of Motion: 2024/02 Treaty with First Nations People .....	28
10.3. Notice of Motion: 2024/03 Activity Centre Amenity .....	29
<b>11. Councillor Question Time.....</b>	<b>29</b>
<b>12. Urgent Business.....</b>	<b>29</b>
<b>13. Confidential Business.....</b>	<b>29</b>

**Agenda Item 6.1 - Attachment 1**

<b>14. Meeting Closure .....</b>	<b>29</b>
----------------------------------	-----------

**Agenda Item 6.1 - Attachment 1**

## Agenda Item 6.1 - Attachment 1

### 1. COMMENCEMENT OF MEETING AND WELCOME

The meeting commenced at 6.34pm.

The Chair, Cr Cuc Lam made the following acknowledgement statement:

*"We acknowledge that we are on the traditional lands of the Kulin Nation. We offer our respect to the Elders of these traditional lands, and through them to all Aboriginal and Torres Strait Islander peoples, past and present".*

#### PRESENT

Councillor Cuc Lam (Chair)  
Councillor Sarah Carter  
Councillor Michael Clarke  
Councillor Simon Crawford  
Councillor Jorge Jorquera  
Councillor Bernadette Thomas (Online)  
Councillor Anthony Tran

#### IN ATTENDANCE

Chief Executive Officer, Celia Haddock  
Director Community Services, Lucas Gosling  
Director Infrastructure Services, Patrick Jess  
Director Corporate Services, Lisa King  
Acting Director Planning and Environment, Ashley Minniti  
Manager Governance and Commercial Services, Phil McQue  
Governance Officer, Jessica Abela

### 2. APOLOGIES

Nil.

### 3. LEAVE OF ABSENCE

Nil.

### 4. DISCLOSURES OF CONFLICTS OF INTEREST

Nil.

#### SUSPENSION OF STANDING ORDERS

A motion was moved by Cr Jorge Jorquera, seconded by Cr Michael Clarke, that Council suspend standing orders.

**CARRIED**

*Standing Orders were suspended at 6.39pm*

## Agenda Item 6.1 - Attachment 1

*Council acknowledged the passing of Joan Coxsedg, former member of the Victorian Legislative Council and Francine Riches, former Maribyrnong Citizen of the year and local aboriginal elder. Two significant individuals within the Maribyrnong community who have passed away.*

*Francine Riches was an artist and respected local aboriginal elder born and raised in the Western Kimberley coast in Western Australia. Francine was the Maribyrnong Citizen of the Year 2014. Francine was also a Co-Health indigenous worker and a passionate community and First Nations Church activist.*

*Francine assisted numerous organisations in establishing reconciliation plans including Co-Health, Maribyrnong Secondary College and Maribyrnong City Council. Her contribution will be remembered and provides an example for the whole community.*

*Joan Coxsedg was a professional artist who served as a board member of the Footscray Community Arts Centre from 1980-1989 and chaired the Board from 1990 – 1993, and also a board member of West Theatre from 1989 – 1990. Joan joined the Labor Party in 1967, a leading figure in the left wing of the Victorian ALP. Joan was heavily involved in the Save our Sons movement which opposed conscription in the Vietnam War.*

*In 1979, Joan was the first women elected to the Victorian Legislative Council. Whilst in Parliament she produced the newsletter "Hard Facts for Hard Times". A lifelong social justice campaigner, Joan leaves a beautiful legacy behind for us all.*

### **RESUMPTION OF STANDING ORDERS**

A motion was moved by Cr Sarah Carter, seconded by Cr Anthony Tran, that Council resume standing orders.

**CARRIED**

*Standing Orders resumed at 6.43pm.*

## Agenda Item 6.1 - Attachment 1

### 5. PUBLIC QUESTION TIME

Public Question Time commenced at 6.44pm and 39 questions were received.

#### **Chris Evans asked the following questions:**

On Tuesday 13 February 2024, six high-voltage transmission lines collapsed in a storm at Anakie near Geelong. Those collapses cut power to 500,000 homes and disconnected the Loy Yang A Power Station from the grid.

On Friday 16 February 2024, The Age newspaper reported that there were 13,000 such towers across Victoria. It also reported that some 8000 towers would reach their 70-year use-by date within the next decade.

On Saturday 17 February 2024, The Age reported that AusNet had failed to properly prioritise maintenance along high-voltage transmission lines.

There are four high-voltage transmission towers in Maribyrnong township, shown in Melway map 28 as: T18 (opposite 87 Chifley Drive), T19 (behind 44 The Esplanade), T20 (at 39 The Esplanade) and T21 (at 10 Oakland Street).

1. How many other such towers are there elsewhere in Maribyrnong City?

#### **Response:**

*The Chief Executive Officer noted that this would be a question for AusNet as this infrastructure is not the responsibility of Council.*

2. What has Maribyrnong City Council done to satisfy itself that all of these towers have been and are being properly maintained and that Aus Net will remove or replace the towers when or before they reach 70 years of age?

#### **Response:**

*The Chief Executive Officers noted against that this would be AusNet's responsibility, and Council does not have the risk auditing process for these tower and a question more appropriately directed to the Local MP.*

3. Has Council considered undertaking a risk assessment involving a collapse scenario at T21? a scenario which would involve total tramway and traffic disruption on the intersection of Raleigh Road and Van Ness Avenue, likely damage to adjacent houses and commercial premises, and a massive loss of power to surrounding suburbs and the entire Highpoint precinct?

#### **Response:**

*The Chief Executive Officer advised that this question would be more appropriately addressed to AusNet.*



## Agenda Item 6.1 - Attachment 1

### **Fendi Liwang asked the following question:**

1. While acknowledging the tragedy in Israel and Palestine, will Council commit to not unilaterally cancel contracts with businesses that only have tenuous links to a country far beyond the reach of this level of government. During this cost of living crisis, Maribyrnong Council ratepayers must not bear the financial burden of contract breaches and a smaller pool of suppliers from which to draw upon. Israeli innovation and technology are embedded in many of the goods and services we need to address the climate emergency, improve future employability of our residents and liveability of our local area.

### **Response:**

*The Chief Executive Officer advised that Council officers are currently reviewing and determining next steps in regards to this action from the Notice of Motion.*

*A future report will be presented to Council once Officers have completed their investigation into current contacts.*

### **Samantha Meredith asked the following questions:**

1. What measures does the council plan to implement to address the lack of safe crossings and pathways on Whitehall Street, Hallenstein Street, Warde Street, Joseph Road, Neilson Place, Wightman Street, and Hopkins Street?

### **Response:**

*The Chief Executive Officer advised that Council Officers have prepared a program of works to address traffic and safety issues in both the immediate and longer term, as the Joseph Road Precinct experiences growth and change with ongoing development activities. These treatments include but are not limited to pedestrian crossings, signage, and on-road painting and linemarking.*

*We will continue to work closely with the Joseph Road Action Group and other stakeholders in the Precinct to deliver remedial solutions, including those raised in your question.*

2. What steps is the Council currently taking to address the safety concerns for pedestrians in the Joseph Road Precinct?

## Agenda Item 6.1 - Attachment 1

### **Response:**

*The Chief Executive Officer advised that Council is committed to enhancing the precinct with a range of improvements, including road upgrades, pedestrian paths, traffic signals, bike lanes, landscaping, and drainage. To minimise disruptions, the current works program will be staged starting from March/April. Stage 1 involves reconstructing Joseph Road, expected to finish by late December 2024. Stage 2 will address drainage and footpaths on Hopkins Street.*

*Lilardia Park improvements are slated for completion by June this year. Council continue to work with the Department of Transport and Planning and the Local Police to improve safety along Hopkins Street.*

3. Are there plans to install traffic lights and pedestrian crossings at Hopkins Street and Hallenstein Street, as well as upgrade signals at Hopkins Street and Whitehall Street?

### **Response:**

*The Chief Executive Officer advised that Council officers are working with the Department of Transport and Planning (DTP) to progress design submissions and approvals for intersection upgrades at both Joseph's Road and the Hallenstein Street / Moreland Road / Hopkins Street intersections, and have met with DTP to discuss safety issues along Hopkins Street, including the reduction of speed limit to 40kph. These discussions have been positive and are progressing well.*

### **Ash Brown asked the following questions:**

1. The Council bicycle strategy outlines major projects (protected bike lanes) to be built 2020-2025. By now 6 major projects should be built or underway (page 54). These projects would form a basic network, making cycling in the city less dangerous, and therefore enabling greater numbers of people to feel comfortable to ride. None of these projects are built or being constructed. How does the Council plan to break the current deadlock in getting major projects built, so it can recover the schedule, complete the bicycle strategy as planned within the 10-year period?

## Agenda Item 6.1 - Attachment 1

### **Response:**

*The Director Infrastructure Services advised that Council's Bicycle Strategy was prepared in 2019 with feedback incorporated in consultation in late 2019. The onset of the COVID-19 Pandemic started in March 2020 and the final Bicycle Strategy was adopted in May 2020. The COVID-19 pandemic significantly impacted the City of Maribyrnong, altering commuting patterns, finances, and priorities for project delivery.*

*In the face of these challenges, Council remains steadfast in transforming our city into a safe, cycle-friendly municipality.*

*At the 17 October 2023 Council Meeting, Council resolved to request Officers to progress the review and update of Council's Integrated Transport Strategy.*

*This approach signals a strategic review to ensure that our cycling infrastructure enhancements are not viewed in isolation but considered as part of a comprehensive plan to improve mobility across all modes of transport.*

2. The bicycle strategy expects a public mid-program review in 2024 to assess the effectiveness of major projects built to date, and to determine projects for 2026-2030 (page 28). How will this review assess progress without any major projects being completed, and then determine which projects to build in the second half of the strategy period?

### **Response:**

*The Director Infrastructure Services advised that the Bicycle Strategy mid-program review will be incorporated into the review and update of Council's Integrated Transport Strategy.*

*This will allow for a comprehensive evaluation of transport initiatives to guide future project selection and prioritisation, considering changing transport patterns and preferences, what's been achieved to date, and future transport demand trends and funding.*

3. One of the tasks within the bicycle strategy is for Council to publish major project progress annually, tracked against the strategy targets and budget (page 29). Does the Council publish this, and if so, where can I find it?

### **Response:**

*The Director Infrastructure Services advised that Council recognises the importance of transparency and accountability in the delivery of Active Transport and is committed to keeping the community informed about our progress. Officers will be briefing Councillors with an update by June 2024.*

*In addition, the Chief Executive Officer advised each year in our annual report Council reports on the progress and expenditure in several areas and lists completed projects.*

## Agenda Item 6.1 - Attachment 1

### **Stephanie Cockayne asked the following questions:**

1. What is the hold up for delivering the rest of the pop up bicycle lanes? Council passed a resolution for the DTP works to be delivered but only half have been completed? Many of these routes are in the bicycle strategy and DTP had conducted the consultation but nothing happened. The Coroner recommended that Hyde Street should be upgraded after a bike fatality with a truck on the parallel Whitehall Street over six years ago so it is disappointing to see that Council has done nothing on their local road.

*Councillor Clarke left the meeting at 6.55pm*

### **Response:**

*The Director Infrastructure Services advised that the Department of Transport and Planning trialled almost 100 kilometres of new and improved pop-up bike routes across key inner-Melbourne suburbs. The trial is now completed.*

*Almost 13 kilometres of new and improved pop-up bike routes around Footscray, Seddon, and Yarraville were included in the trial to provide better local connections in and around central Footscray and make it easier for bike riders to get to and from Melbourne's CBD.*

*Council continues to work with the Department on exploring how these bike network improvements can be implemented on a permanent basis following the trial period.*

*The Hyde Street bike lane upgrade was proposed, but not delivered in the trial. Changed transport movements resulting from the West Gate Tunnel Project and the new cycleway will impact the design, budget and timing of the Hyde street upgrade.*

*Council continues to investigate road safety issues across the City with our Transport Partners and implement recommendations from the Coroner and location specific Road Safety Audits.*

2. When will the pop-up bike lanes be made permanent? There were rolled out around two years ago, the routes are safer for bikes, there appears to be less cars rat-running and residents still have access to their properties. When will the trial end and the bike lanes become permanent?

## Agenda Item 6.1 - Attachment 1

### **Response:**

*The Director Infrastructure Services advised that Council will continue to work with the Department of Transport and Planning on evaluating the trial and exploring how the pop-up bike network improvements can be implemented on a permanent basis following the trial period.*

*Council's commitment is to create a cycling-friendly environment that benefits all members of our community, and we look forward to continuing this progress.*

*Councillor Clarke returned to the meeting at 6.57pm.*

3. When are the Dempster Street bike path and Moreland Street bike lane going to be implemented? Dempster Street (route from railway path to creek trail) had consultation a year ago but not further action appears to have happened. There is no other safe or practical route to ride to Tottenham Station. Moreland Street has seen an increase in cyclists due to the Footscray Road closure and with delay in the delivery of the Hopkins Street path. It would be great to see this built so bikes can get from Bunbury/Hyde St to the Dynon Road path.

### **EXTENSION OF PUBLIC QUESTION TIME**

A motion was moved by Cr Sarah Carter, seconded by Cr Anthony Tran, That Council extend Public Question Time for a further 15 minutes.

**CARRIED**

*Public Question Time was extended at 6.58pm.*

### **Response:**

*The Director Infrastructure Services advised that Dempster Street is in the design phase and an Council are progressing design options and approvals with the Department of Transport and Planning. We are working through options which minimise environmental impact, preserve trees, consider the impacts on individual properties and service infrastructure, and ensure safe local traffic environments with clear lines of sight.*

*In regard to Moreland Street, Council are progressing design options which need to take account current land developments along Moreland Street, the pop-up bike lane trial and future installation of traffic signals at the Hopkins Street intersection.*

*Both projects will be considered for delivery in future capital budgets.*

## Agenda Item 6.1 - Attachment 1

### **Pierre Vairo asked the following questions:**

1. The eastern end of Hopkins Street has retained its historical 60km/h speed limit despite the area's transformation from industrial to residential in the past five years. Thousands of people now call it home and thousands more will do so over the next five. Does Council support reducing the speed limit on this street to 40km/h to ensure the safety of the people who live & travel through the area? Noting that the street recently claimed the life of 22-year-old Frances Jeyann Ramirez who was killed attempting to cross the road on her way home.

### **Response:**

*The Director Infrastructure Services advised that Council supports the reduction of the speed limit on Hopkins Street from 60kph to 40kph.*

*In late January 2024, Mayor Cr Cuc Lam reached out to Minister Melissa Horne, Minister for Roads and Road Safety advocating for the reduction of the speed limit to 40kph as an important measure to enhance road safety in light of the area's transformation.*

*Council officers and the Department of Transport and Planning are currently examining traffic management strategies and speed limit options, ensuring a holistic approach to safety and mobility in this changing precinct.*

2. The speed limit on Whitehall Street outside St Monica's primary school is 60km/h. The school has recently resorted to petitioning government for safety improvements on Whitehall. Whitehall's is set to become more residential with apartments slated for the old Ryco site. Does Council support a reduction of the speed limit to 40km/h on Whitehall Street between Hopkins & Bunbury?

### **Response:**

*The Director Infrastructure Services advised that Council Officers, in collaboration with the Department of Transport Planning, are actively exploring measures to implement a reduced speed limit of 40km/h on Whitehall Street, particularly in the stretch near St Monica's School.*

*It is proposed to establish a "remote school zone" on Whitehall Street and to officially classify the area as a 40km/h zone. Implementation is subject to Budget allocation.*

*In the interim, the Department of Transport Planning are addressing safety concerns raised by the school by delivering signage and line marking improvements on Whitehall Street to highlight the existing Pedestrian Operated Signal crossing. This is anticipated to be completed by the end of June 2024.*

## Agenda Item 6.1 - Attachment 1

3. There are no direct and safe connections from Footscray towards the city with cyclists either needing to brave Hopkins Road with heavy vehicles or take a circuitous route via Seddon. Does Council have any plans to build the Franco Cozzo cycling link on Hopkins Street between the Maribyrnong River and Footscray's CBD? (either in its entirety or in-part). If so, what is Council's anticipated timeframe for construction?

**Response:**

*The Director Infrastructure Services advised this is a partnership discussion with the Department of Transport and Planning on Council's road network and safety issues across the City.*

*This has included the Popup bike lane trials in Hopkins Street and adjoining local roads. We will continue to plan, deliver and assess road network changes to meet the needs of all road users across the City.*

**Christopher Xuereb asked the following questions:**

1. Last year Council endorsed plans to improve the streetscape of Barkly St in West Footscray, do council have plans to improve the streets and amenity in Footscray CBD? If not why is this the case since Footscray CBD is showing the most obvious signs of an area needing TLC in the City Of Maribyrnong.

**Response:**

*The Acting Director Planning and Environment advised that Council has undertaken several public realm improvements in the Footscray CBD in the past and plans to continue incremental upgrades subject to available budget. Projects completed last financial year include upgrades to Byron Plaza – with new lighting, seating and landscaping, Dalmahoy Street – with a complete reconstruction of the road as a shared space with seating and tree planting and installation of the Nicholson Street Playspace – a temporary installation to attract families with small children to the area. This financial year there will be upgrades to Blackstone Lane to provide a more inviting pedestrian space with a new lighting installation in Nicholson Street, between Paisley and Irving Streets.*

*In terms of longer term projects, Council is working with the State Government to centralise buses in the Footscray CBD along Irving Street, allowing direct connections between buses, trains and trams. Once buses are removed from Paisley Street a complete reconstruction of the street can take place, including new drainage, extended footpaths and more greening. This project is subject to State Government funding be provided for the relocation of buses. Council is also working with the State Government on the upgrade of the Route 82 Tram, which will provide opportunities along the route for more pedestrian friendly streets and tree planting.*

## Agenda Item 6.1 - Attachment 1

2. Back in February 2020 I received an email from council in response to my email regarding the atrocious state of Paisley St Footscray particular after rain causes the uneven footpath to pool causing problems for people especially with mobility issues.

The email from council stated that the job was earmarked to be renewed in 2021/2022 subject to approval from relevant authority. It's now 2024 and still nothing has changed why was this job not renewed in 2021/2022? How much longer do our community have to accept facilities that don't meet basic minimum standards?

### **Response:**

*The Director Infrastructure Services advised that Council officers have prepared a detailed design to address the drainage issues on Paisley Street.*

*The works will entail regrading and renewal of the footpath in similar materials, improving the drainage and stormwater runoff, and lifting the level of service pits as required.*

*Officers are currently looking to procure a contractor for the works. Once a contractor is engaged we will be in a better position to provide a detailed program of their works and service authority alterations. Our preferred option is to undertake works at night to minimise disruption to traders and the general public.*

*We are hoping for these works to be completed in the next few months.*

### **Brian Sanderson asked the following questions:**

1. Late last year Council approved a motion to cancel contracts with companies, businesses and individuals who support Israel. Can the CEO please outline what progress has been made regarding this action, how many contracts have been cancelled and if there have been any challenges from this businesses regarding a breach of contract?

### **Response:**

*The Chief Executive Officer advised that the Council resolution was in fact to investigate which contracts Council had with Israeli related companies and to report back to Council.*

*Council officers are currently reviewing and determining next steps in regards to this action from the Notice of Motion. A future report will be presented to Council once Officers have completed their investigation into current contracts.*



## Agenda Item 6.1 - Attachment 1

2. Further to the above, what steps is Council taking to support Israeli and Jewish citizens and employees to feel safe and supported given the current conflict and pro-Palestinian rhetoric of Councillors?

**Response:**

*The Director Community Services advised that Council is committed to supporting all members of the community to have a culturally safe and inclusive Municipality. To this end, Council recently adopted the Maribyrnong Intercultural cities Strategy, which sets out Council's commitment to improving inclusion, supporting diversity and addressing racism and discrimination in all forms by:*

- 1. Raising awareness of racism and how it affects individuals and the broader community.*
- 2. Identifying, promoting, and building on positive programs to prevent and reduce racism.*
- 3. Empower communities and individuals to build resilience and take action to prevent and reduce racism and to seek help when it occurs.*

*Council's adopted Notice of Motion from 21 November included a statement condemning all forms of racism, including Islamophobia and Anti-Semitism.*

*From an organisational perspective senior Council officers have enacted cultural and psychological safety plans for staff who may be affected by the current conflict including those of Jewish heritage, of which Council has a number of staff. In addition to a clear and inclusive staff code of conduct, support includes regular management check ins, modified duties where required and access to the Employee Assistance program.*

3. On 26 January Council posted on its Instagram a photo of five Councillors in front of the flags at half-mast. Can the two Councillors not in attendance please explain why they did not attend this important ceremony?

**Response:**

*The two Councillors advised that they were both on leave at the time and unable to attend.*

**Warren Penna asked the following question:**

2. Does Council have a planting strategy or policy for Footscray Gardens to boost its botanical diversity into the future to coexist with the Masterplan? Would Council actively develop a partnership with the Royal Botanic Gardens or The Growing Friends of the Botanical Gardens to ensure, botanical diversity, rare and threatened plants and uniquely interesting flora is represented alongside current garden maintenance?

## Agenda Item 6.1 - Attachment 1

### **Response:**

*The Director Infrastructure Services advised that Council operates within the heritage guidelines for Footscray Gardens to retain its Edwardian gardens with annual planting and maintenance programs, these plantings are not dedicated by a policy or strategy within the organisation.*

*With respect to point two Council would become greater community involvement in the site.*

### **EXTENSION OF PUBLIC QUESTION TIME**

A motion was moved by Cr Sarah Carter, seconded by Cr Michael Clarke, That Council extend Public Question Time for a further 15 minutes.

**CARRIED**

*Public Question Time was extended at 7:13pm*

Council received 17 questions in relation to the Footscray Park Western Lawn and provided a single response to address the queries raised.

### **Diana Valencia asked the following questions:**

1. When the Western Lawn dog park will reopen for public use?
2. According to the Masterplan 2011, the Western Lawn is expected to remain as an off-leash dog area. Why are parts of the lawn being paved?

### **Scott Lyon asked the following questions:**

1. Why has the community not been consulted in relation to this significant change to the Footscray Park Masterplan 2011?
2. By what authority has Council made a significant unendorsed change to the Footscray Park Masterplan 2011?
3. What process did Council go through to seek a significant change to the Footscray Park Masterplan 2011?

### **Warren Penna asked the following question:**

1. The renovation of Footscray Park's Western Lawn has seen the scope of the work go beyond the vision of the Masterplan, to include a path system that leads nowhere and serves little purpose. This decision has gone against all community consultation recommendations. How did this happen, how will Council ensure such decisions are not made into the future and how do Council plan to fix the problem?

## Agenda Item 6.1 - Attachment 1

### **Rafaela Lopez asked the following questions:**

1. How can Council make decisions related to the Pond and Gardens, as well as constructing a compact gravel path around the edges of the Western Lawn of the park, without any kind of community consultation at all?
2. How are will these changes affect the heritage nature of Footscray Park?

### **Maree Pardy asked the following questions:**

1. Is there a governance problem at MCC? How does it happen that Council officers (and presumably Chief Executive Officer) can approve expenditure for works that violate Council endorsed commitments? I ask this in relation to the decision to construct a gravel path on the edge of Footscray Park Western Lawn. It is well known that this proposal was previously rejected by council, and it deviates significantly from the existing Masterplan. Yet works have been contracted and are underway, degrading the heritage values of the park and smuggling in potential for alternative priorities for the use of the western lawn. Can officers simply overturn council decisions?
2. As a matter of procedure, could you please inform the community about whether the brief to consultants or contractors for upgraded turf works on the Western Lawn aligned with the Footscray Park's Community Advisory Panel's Report which serves as the council endorsed guide to the future development of the western lawn; and why did council choose not to publicly display plans for the Western Lawns?
3. How quickly can these works be stopped, and the turf upgrade be continued as per the Master Plan, and in accordance with the already endorse Council commitments to the park as minuted in previous council meetings and resolutions? I am sorry that this may incur costs, but the intangible costs of running roughshod over the heritage values and future benefit of the park will ensure greater long term costs. The long term costs of lack of trust in council decisions, Councillor authority and council offers accountability, may be even greater for our community. When can the work be stopped?

### **Sharon Schwab asked the following questions:**

1. In relation to Footscray Park's western lawn, was the design consultant asked to include, and/or did Council suggest to include, any items that do not form part of the Footscray Masterplan 2011? If yes, what were those items and who authorised this?

## Agenda Item 6.1 - Attachment 1

2. Installation of drainage and irrigation systems, plus aeration, fertilisation, scarifying, herbicide and top soiling of high grade turf, plus line markings on grass is being used by Council as an effective way to manage and maintain 'high functioning open spaces', without a track. This maintenance and management approach can be seen at Johnson Reserve, Henry Turner Reserve South and Yarraville Gardens, just to name a few. Can council use these ground maintenance and management approaches on Footscray Park's western lawn?
3. Footscray Park's western lawn is designated for use by residents for informal recreation and play and off leash dogs. What area of the western lawn is being permanently allocated for resident's use benefits, separate to organised sporting use, where clubs receive priority use in all peak use periods?

**Wendy Davidson asked the following questions:**

1. Did Council disclose or release the design plans for Footscray Park's western lawn to community or any council staff member, including councillors, outside of the immediate project team? If so, when?
2. Are plans and / or works to Footscray Park's western lawn subject to, or have they ever been subject to, confidentiality? If so when and by whom?
3. Is or will council conduct an investigation of its upper management in relation to poor management and maintenance of Footscray Park's playground and water gardens, and now the commissioning and progressing of plans outside of the scope of the Footscray Park Masterplan?

## Agenda Item 6.1 - Attachment 1

### **Response:**

*The Chief Executive Officer acknowledged that she was disappointed that the community were not informed about the plans for Western Lawn and that this was an oversight which should not have happened.*

*The Chief Executive Officer advised that Council will be reviewing its processes to ensure that this will never happen again.*

*The granitic sand path around the perimeter of the newly upgraded Western Lawn was made based on three key criteria:*

- 1. Community access and functionality*
- 2. Asset management and maintenance*
- 3. Heritage Impact*

*The Western Lawn when complete, will be used for a range of uses including community events, informal use such as an off lead dog area and formal walking as well as community sports. It is expected to be a highly utilised space.*

*When in use for the previously mentioned activities, the path will provide access for alternative uses such as walking or running, and will be accessible for those requiring wheel chair access, and for example, parents pushing a pram. Walking is the number one recreational pursuit among Maribyrnong residents and the path enables this activity to occur even when the western lawn is in use, greatly increasing participation opportunities and the return on Councils \$8M investment for the community to upgrade the Western Lawn.*

*The inclusion of the path aligns with the strategic priorities in the Council Plan, the Municipal Public Health and Wellbeing Plan – in particular healthy and active outcomes, and Councils recently adopted Walking Strategy.*

*In regards to asset management and maintenance, the newly laid turf is a high quality couch grass able to withstand high levels of wear and tear. The existing turf outside of the Western Lawn is a different grass species that if not controlled, will take over the new turf area. The path provides a physical barrier allowing protection of the new turf and enabling for more efficient and cost effective maintenance. You will see this turf being used in neighbouring municipalities such as Werribee Mansion.*

*The new Western Lawn area has been engineered with a highly technical drainage system. The existing turf outside the Western Lawn area does not have existing drainage infrastructure. This means that in the case of rain events the grassed area outside of the new Western Lawn surface would be largely unusable. Without the granitic path there will be no access for wheelchairs, prams and all ability people to exercise outside the western lawn.*

## Agenda Item 6.1 - Attachment 1

*In regards to the decision making process, as a Master Plan is implemented it is subject to change as required at the time of detailed design investigation and site due diligence. This has been the case with the Western Lawn upgrade, and at its December meeting of 2022 Council awarded the contract with the inclusion of the perimeter path.*

*The Council resolved to undertake the works on the Western Lawn in its budget and in October 2022 when we found issues with the site, that were not known at the time of the masterplan, had to return to Council with an increased figure for the cost.*

*The path is considered an operational requirement aligned with Councils strategic imperatives, and within Councils decision making remit as the land manager. The designs were also approved through relevant external authorities such as Melbourne Water and Heritage Victoria, being respectful of the sites historical significance.*

*The Western Lawn is expected to be open for community use from June 2024.*

The Chair, Cr Cuc Lam, declared Public Question Time closed at 7.26pm

### **6. CONFIRMATION OF MINUTES OF PREVIOUS MEETING**

#### **6.1. Confirmation of the Minutes of the Previous Council Meeting - 12 December 2023**

To present for confirmation, the minutes of the Council Meeting held on 12 December 2023.

#### **Council Resolution**

*That Council confirms the minutes of the Council Meeting held on 12 December 2023.*

Moved: Cr Sarah Carter  
Seconded: Cr Simon Crawford

**CARRIED**

### **7. REPORTS FROM COMMITTEES**

Nil

## Agenda Item 6.1 - Attachment 1

### 8. PETITIONS

#### 8.1. Petition: Introduce a Cat Curfew in Maribyrnong

The purpose of this report is to table a Petition: Introduce a Cat Curfew in Maribyrnong.

##### Council Resolution

*That Council:*

- 1. Receives and notes the Petition: Introduce a Cat Curfew in Maribyrnong; and*
- 2. Requests the Chief Executive Officer to consider the petition and determine the appropriate response.*

Moved: Cr Michael Clarke  
Seconded: Cr Simon Crawford

**CARRIED**

#### 8.2. Petition: Improve Joseph Road Precinct, Footscray

The purpose of this report is to table a Petition: Improve Joseph Road Precinct.

##### Council Resolution

*That Council:*

- 1. Receives and notes the Petition: Improve Joseph Road Precinct, Footscray; and*
- 2. Requests the Chief Executive Officer to consider the petition and determine the appropriate response.*

Moved: Cr Michael Clarke  
Seconded: Cr Simon Crawford

**CARRIED**

## Agenda Item 6.1 - Attachment 1

### 8.3. Petition: Jack's Magazine Reserve

The purpose of this report is to table a Petition: Jack's Magazine Reserve

#### Council Resolution

*That Council:*

- 1. Receives and notes the Petition: Jack's Magazine Reserve; and*
- 2. Requests the Chief Executive Officer to consider the petition and determine the appropriate response.*

Moved: Cr Anthony Tran  
Seconded: Cr Simon Crawford

**CARRIED**

## 9. OFFICER REPORTS

### 9.1. Quarterly Performance and Financial Report - Period ending 31 December 2023

The purpose of this report is to present the Quarterly Performance and Financial Report for the period ending 31 December 2023.

#### Council Resolution

*That Council:*

- 1. Notes the 2023/2024 Second Quarter Performance and Financial Report and that a revised budget pursuant to section 97 (3) of the Local Government Act 2020 is not required; and*
- 2. Notes the continuing impact of the October 2022 flooding event and subsequent financial hardship to affected residents of the Maribyrnong community and resolves, in accordance with Section 169 of the Local Government Act 1989, to continue to provide financial relief to identified residents by offering a rebate of 50% on the 23/24 third and fourth instalments of the Rates and Municipal Charge, upon application (noting this rebate does not apply for the State Government Fire Service Levy).*

Moved: Cr Michael Clarke  
Seconded: Cr Anthony Tran

**CARRIED**



## Agenda Item 6.1 - Attachment 1

### 9.2. Nature Strip Landscape Policy and Guidelines Review

To present the findings from the first phase of the review of the Nature Strip Landscape Policy and Guidelines and seek approval to release the draft Policy and Guidelines for community consultation.

#### Council Resolution

*That Council:*

- 1. Note the feedback received from the community that informed the revision of the existing Nature Strip Landscape Policy and Guidelines; and*
- 2. Endorse the release of the draft Nature Strip Planting Policy and draft Nature Strip Planting Guidelines for community consultation.*

Moved: Cr Bernadette Thomas  
Seconded: Cr Anthony Tran

**CARRIED**

### 9.3. Climate Emergency Community Advisory Committee - Terms of Reference

To seek Council approval to establish a Climate Emergency Advisory Committee to provide advice to Council on issues and barriers relevant to achieving the goals and objectives of Council's Climate Emergency Strategy.

#### Council Resolution

*That Council:*

- 1. Establish the Climate Emergency Advisory Committee;*
- 2. Approve the Terms of Reference for the Maribyrnong Climate Emergency Advisory Panel, shown in Attachment 1; and*
- 3. Note that an Expression of Interest process for membership of the Maribyrnong Climate Emergency Advisory Panel will be conducted, with a further report to be presented to Council to recommend the selection of Committee members.*

Moved: Cr Simon Crawford  
Seconded: Cr Bernadette Thomas

**CARRIED**

*Councillor Crawford left the meeting at 7.50pm.*

## Agenda Item 6.1 - Attachment 1

### 9.4. Arts Advisory Committee - Terms of Reference

To seek Council approval for the Terms of Reference for the Maribyrnong Arts Advisory Committee, formally known as the Maribyrnong Arts Ambassadors Committee.

#### Council Resolution

*That Council:*

- 1. Establish the Maribyrnong Arts Advisory Committee;*
- 2. Adopt the Maribyrnong Arts Advisory Committee Terms of Reference, shown at Attachment 1; and*
- 3. Note that an Expression of Interest process for membership of the Maribyrnong Arts Advisory Committee will be conducted, with a further report to be presented to Council to recommend the selection of Committee members.*

Moved: Cr Sarah Carter  
Seconded: Cr Michael Clarke

**CARRIED**

*Councillor Crawford returned to the meeting at 7.53pm.*

*Councillor Tran left the meeting at 7.55pm.*

### 9.5. Awarding of Contract No 1256-24 Provision of Cowper Street Capital Improvement Plan

To seek Council approval to award Contract No 1256-24 Provision of Cowper Street Capital Improvement Plan (CIP) to Grampians Excavations Pty Ltd.

#### Council Resolution

*That Council:*

- 1. Awards Contract No 1256-24 Provision of Cowper Street Capital Improvement Project to Grampians Excavations Pty Ltd. for the total contract sum of \$6,908,909.64 (Exc. GST); and*
- 2. Authorises the Chief Executive Officer to execute Contract No 1256-24 Provision of Cowper Street Capital Improvement Project to Grampians Excavations Pty Ltd.*

Moved: Cr Simon Crawford  
Seconded: Cr Michael Clarke

**CARRIED**

## Agenda Item 6.1 - Attachment 1

*Councillor Tran returned to the meeting at 7.58pm.*

### **9.6. Awarding of Contract No 1257-24 Provision Of Joseph Road - Hopkins Street To Heavenly Queen Temple - Reconstruction Project**

To seek Council approval to award Contract No 1257-24 Provision of Joseph Road - Hopkins Street to Heavenly Queen Temple - Reconstruction Project to GP Bluestone Pty Ltd.

#### **Council Resolution**

*That Council:*

- 1. Awards Contract No 1257-24 Provision of Joseph Road - Hopkins Street to Heavenly Queen Temple - Reconstruction Project to GP Bluestone Constructions Pty Ltd for the total contract sum of \$6,245,323 (Exc. GST); and*
- 2. Authorises the Chief Executive Officer to execute Contract No 1257-24 Provision of Joseph Road - Hopkins Street to Heavenly Queen Temple - Reconstruction Project to GP Bluestone Pty Ltd.*

Moved: Cr Michael Clarke  
Seconded: Cr Simon Crawford

**CARRIED**

### **9.7. Governance Report - December 2023**

The purpose of this report is to receive and note the record of informal meetings of Councillors and Councillor delegates' for December 2023, as well as other statutory compliance and governance matters as they arise. It is noted that Council was in recess in January 2024, with no Governance report issued for this period

#### **Council Resolution**

*That Council notes the Governance Report containing the record of informal meetings of Councillors for December 2023, which will be made available on Council's website for the term of the current Council.*

Moved: Cr Sarah Carter  
Seconded: Cr Michael Clarke

**CARRIED**

## Agenda Item 6.1 - Attachment 1

### 10. NOTICES OF MOTION

#### 10.1. Notice Of Motion: 2024/01 Speed Limit on Hopkins Street, Footscray

##### Council Resolution

*That Council:*

- 1. Notes that the Mayor wrote to the Minister for Roads and Road Safety on 23 January 2024 advocating for a reduction of the current speed limit of 60kmph on Hopkins Street, Footscray (between Moore Street and the Hopetoun Bridge over the Maribyrnong River that connects to Dynon Road in West Melbourne);*
- 2. Acknowledges that in response to the Mayor's letter to the Minister for Roads and Road Safety, the Minister has asked the appropriate Department to meet with Council officers to identify opportunities to address safety concerns within the precinct; and*
- 3. Requests the Chief Executive Officer provide a report to the April 2024 Council Meeting outlining the actions to be taken to address safety concerns within the precinct.*

Moved: Cr Michael Clarke  
Seconded: Cr Simon Crawford

**CARRIED**

## Agenda Item 6.1 - Attachment 1

### 10.2. Notice Of Motion: 2024/02 Treaty with First Nations People

#### Council Resolution

*That Council:*

- 1. Reaffirms its support for the Uluru Statement from the Heart as part of Council's ongoing commitment to reconciliation;*
- 2. Notes that residents of the City of Maribyrnong voted in support of The Voice to Parliament Referendum in 2023;*
- 2. Encourages all Maribyrnong residents to continue to support First Nations peoples;*
- 3. Continues to support and endorse the Victorian State Government's efforts to achieve a Treaty with the First Nations people of Victoria;*
- 4. Firmly asserts the need for a multipartisan approach for the Victorian State Governments treaty negotiations, and calls on the Victorian Liberal and National Parties to reconsider withdrawing support for a Victorian Treaty process;*
- 5. Through the Office of the Mayor, write to the leaders of the Liberal and National parties of Victoria urging all stakeholders to robustly support the ambitious initiatives of the Victorian State Government in forging a Treaty with the First Nations people of Victoria, and;*
- 6. Submits a motion at the May 2024 Municipal Association of Victoria (MAV) State Council calling on all levels of Government to support the Treaty process.*

Moved: Cr Michael Clarke  
Seconded: Cr Bernadette Thomas

**CARRIED**

## Agenda Item 6.1 - Attachment 1

### 10.3. Notice Of Motion: 2024/03 Activity Centre Amenity

#### Council Resolution

*That Council:*

- 1. Request the Chief Executive Officer to investigate the current policy framework in relation to public amenity and design of commercial frontages within activity centres and provide a report back to Council.*
- 2. Cease any further compliance or enforcement activities in respect of roller doors/shutters until this report is prepared and considered by Council.*
- 3. Request the Chief Executive Officer to investigate opportunities to provide financial support to business within activity centres to undertake improvement to their commercial street frontage and provide a report back to Council.*

Moved: Cr Sarah Carter  
Seconded: Cr Anthony Tran

**CARRIED**

### 11. COUNCILLOR QUESTION TIME

Nil.

### 12. URGENT BUSINESS

Nil.

### 13. CONFIDENTIAL BUSINESS

Nil.

### 14. MEETING CLOSURE

The Chair, Cr Cuc Lam, declared the meeting closed at 8.51pm.

---

To be confirmed at the Council Meeting  
to be held on 19 March, 2024.

Chair, Cr Cuc Lam

**Agenda Item 9.1**

**ANNUAL COMMUNITY SURVEY 2023**

**Director:** Lisa King  
Director Corporate Services

**Author:** Kate Eichler  
Acting Manager Customer Engagement

---

**PURPOSE**

To report on the findings from the Maribyrnong City Council 2023 Annual Community Survey.


**ISSUES SUMMARY**

- Satisfaction with Council's overall performance was 6.9. This is on par with the 2021 results, which is the equal second highest score recorded and only slightly below the record high achieved in 2020.
- This is considered a "good" level of community satisfaction and a 13% increase in the level of satisfaction with Council's overall performance recorded since 2004.
- Of note is the increase in respondents who were "very satisfied" (38%, up from 31%) and further decline in those "dissatisfied" to 7% – a new record low.
- This reflects well on the performance of Council in addressing the needs of the overwhelming majority of the community.
- The 2023 score is marginally below that of metropolitan Melbourne, IMAP and western regional councils (all 7.0) as recorded in the 2023 Governing Melbourne research.
- Average satisfaction with the 39 services and facilities surveyed has increased marginally remaining on average "very good".
- The same eight services and facilities as last year received a score measurably higher than the average. These were: fortnightly recycling, weekly garbage collection, library services, fortnightly green waste collection, annual hard rubbish collection, Maribyrnong Aquatic Centre, provision and maintenance of playgrounds, and additional paid hard rubbish collection.
- The five services and facilities that recorded scores measurably lower than the average were: parking enforcement, footpath maintenance and repairs maintenance and cleaning of Footscray CBD, maintenance and repair of sealed local roads, and public toilets.
- Consistent with previous years, road maintenance and repairs and traffic management are the top issues 'at the moment' the community wants Council to address.

### **Agenda Item 9.1**

- This is consistent also with support from 62% of respondents for increased spending for “roads, parking and traffic management”. 58% also support increased funding for City Amenity and Safety, 56% support increased funding for cycling and pedestrian infrastructure, and 53% support increased funding for Sustainability and environment, and Open space.
- The 2023 survey of 800 randomly selected respondents was conducted door-to-door in September 2023.
- The response rate of 59% is the highest recorded since this survey began in 2004, which reflects well on the level of community engagement with Council.
- COVID questions were removed from this year’s survey.

### **ATTACHMENTS**

1. Annual Community Survey 2023 [↓](#) 

### **OFFICER RECOMMENDATION**

**That Council note the findings of the Maribyrnong City Council 2023 Annual Community Survey, as shown in Attachment 1.**



## Agenda Item 9.1

### BACKGROUND

This is the 20th Annual Community Survey conducted by Metropolis Research Pty Ltd on behalf of Council, with the first survey conducted in 2004.

The research aims to measure community satisfaction with a broad range of Council services and facilities, aspects of governance and leadership, planning and development, customer service, and the overall performance of Council.

It specifically measures the importance to the community of 39 individual services and facilities, and measures community sentiment across issues of concern in the municipality, as well as the perception of safety in public areas, priority of selected advocacy issues, and mayoral recognition.

By providing importance and satisfaction ratings for major Council services and facilities, as well as satisfaction scores for Council overall, the survey meets legislative requirements.

Key questions remain the same each year to allow comparative data, though a portion of the survey is able to be modified to investigate emerging issues or areas of interest.

Questions relating to the impact of COVID were removed this year.

The 2023 survey of 800 randomly selected respondents was conducted door-to-door in September, with a response rate of 59% the highest recorded since this survey began in 2004. This reflects well on the current level of engagement of the City of Maribyrnong community with the operations of Council.

Satisfaction categories are as follows:

Excellent	7.75 +	Solid	6.0 - 6.5
Very good	7.25 - 7.75	Poor	5.5 - 6.0
Good	6.50 - 7.25	Very Poor	5.0 - 5.5

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

#### SNAPSHOT OF THE LAST 12 MONTHS

Overall satisfaction with Maribyrnong City Council's performance increased to 6.9. This is on par with the 2021 results, which is the equal second highest score recorded and only slightly below the record high of 6.99 achieved in 2020.

This is a 13% increase since the most recent low point in 2014 and well above the long-term average (6.6) and the result recorded when surveying began in 2004 (6.1).

## Agenda Item 9.1

The 2023 result is a “good” level and only slightly below metropolitan Melbourne, IMAP and western region council’s average (all 7.0) as recorded in the *2023 Governing Melbourne* research.

Consistent with this, was an increase in the proportion of “very satisfied” respondents (38% up from 31%) and further decline in those “dissatisfied” to a new record low of 7% compared to the previous low point of 17% in 2014. This reflects well on the performance of Council in addressing the needs of the overwhelming majority of the community.

There was some notable variations in satisfaction with Council’s overall performance observed in this survey:

- **More satisfied than average** – included respondents from Maidstone, young adults (aged 18 to 34 years), multilingual households, rental households, newer residents (one to less than five years in Maribyrnong), two-parent families with youngest child aged 0 to 4 years, two-parent families with youngest child aged 13 to 18 years, and one-parent families.
- **Less satisfied than average** – included respondents from Footscray West, middle-aged and older adults (aged 45 to 74 years), mortgagor households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in Maribyrnong), and respondents from households with a member with disability.

In terms of governance and leadership, satisfaction with the seven aspects increased notably, up 3% to 7.0 (from 6.8), which remains a “good” level of satisfaction and on par with metropolitan Melbourne, western region councils’.

Of note, the level of dissatisfaction has declined somewhat over the last three years.

Council’s performance in mitigating the causes of and addressing the impacts of climate change increased measurably, up 5% to 6.8, bringing it in line with the other aspects. This included 39% “very satisfied” and 10% (down from 14%) who were “dissatisfied”.

In 2023, just 2% (halved from 4%) nominated environment, conservation, and climate change related issues as one of the top three issues ‘of the moment’ to address, suggesting a decrease in the proportion who believe environmental issues are important to address in the local community, or they may feel Council has, or is, adequately addressing these issues.

Two of the three planning and housing aspects surveyed continue to rebound, with statistically significant increases in satisfaction with the protection of local heritage, and satisfaction with the appearance and quality of new developments both up 6% to 7.2.

There has been a marked increase in relation to satisfaction with the appearance and quality of new developments (6.78), from “solid” to “good”. This is the second highest rating since 2010, fully reversing the decline recorded in 2021. It is also notably above the long-term average satisfaction (6.39).

## Agenda Item 9.1

This is also consistent with the decline in the number of respondents nominating building, housing, planning and development as a top three issue to address.

Of note is the substantial decline in the proportion of residents “dissatisfied” with the design of open spaces from the unusually high 14% last year to just 2% this year.

Average satisfaction with the nine aspects of customer service delivery remained stable at 7.2 or “good”, which remains consistent with the long-term average since 2004 of 7.3 and is the same as our pre-COVID score recorded in 2019.

Of the nine aspects, satisfaction with staff understanding language needs (of multilingual households) was rated as “excellent”, whilst the aspect with the lowest satisfaction score remained the speed of service.

Of particular interest in the significant drop in the number of respondents who had contact with Council in the past 12 months – down from 38% last year to 21% this year. This is the lowest proportion since surveying began in 2004 and may have been a factor in the slight increase in overall satisfaction, noting those who have contact generally do so because of a specific issue that influences their response.

### SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

Average satisfaction with the 39 included Council provided services and facilities increased marginally, up one percent to 7.5 out of 10, which remains a “very good” level of satisfaction. Recognising that the exact list of services and facilities included in the survey has changed marginally over time, it is noted that the basic list of services has remained essentially stable.

The 2023 result is notably higher than the long-term average of 7.2, or “good” level of satisfaction, and marginally but not measurably lower than the metropolitan Melbourne councils’ average.

Satisfaction with the 39 services and facilities can best be summarised as follows:

- **Excellent** – for fortnightly recycling, weekly garbage collection, library services, fortnightly green waste collection, annual hard rubbish collection, Maribyrnong Aquatic Centre, provision and maintenance of parks and gardens, additional paid hard rubbish collection, services for children, and services for older people.
- **Very Good** – for provision and maintenance of playgrounds, services for young people, Council’s festivals and events, sports facilities, animal management, provision and maintenance of street lighting, on and off-road walking paths, maintenance and cleaning of shopping strips, provision and maintenance of street trees, community centres / neighbourhood houses, litter collection in public areas, Council responsibilities towards the environment, provision of public art, illegally dumped rubbish, and on and off-road bike paths.

## Agenda Item 9.1

- **Good** – for Council's online consultation tool, the Maribyrnong Messenger, Council's website, street sweeping, Council activities promoting local economic development, customer request management system, services for people with disability, local traffic management, Council's use of social media, parking enforcement, footpath maintenance and repairs, maintenance and cleaning of Footscray CBD, maintenance and repair of sealed local roads, and public toilets.

Again in 2023, it is noted that none of the 39 included services and facilities recorded satisfaction scores categorised as "solid", "poor", "very poor", or "extremely poor".

## COMMUNITY ISSUES

### Safety

In a turnaround from the previous year, there has been a decline in the perception of safety both during the day and at night at all locations, except one, across the municipality.

This is consistent with the small increase in the proportion of respondents who nominated safety, policing and crime related issues as one of the top issues to address 'at the moment'.

By contrast, perception of safety in the Footscray CBD at night (6.5) has increased for the second year in a row and is now the second highest rating recorded. This is 44% up on the recent low point in 2013.

### Sense of Community

While on average respondents continued to "strongly agree" with each of the five statements, there was a measurable decline in agreement with "I feel welcome and included when accessing Council services, facilities and activities" to 7.6 down from 7.9 and below the long-term average (7.7).

There were increases in agreement that: "Maribyrnong Council respects, reflects, and is inclusive of indigenous people" (7.7), which is up from the long-term average of 7.4; and "Maribyrnong is accessible and inclusive for people with disability" (7.6) – with just 2% disagreeing with this statement, a considerable improvement on 7% the previous year, noting also a small sample size.

Two percent or less of respondents (down from 7%) "disagreed" with any of the five statements.

### Active transport

Approximately three quarters 75.5% (515) of respondents, or members of their household, regularly walk or cycle to local destinations like shops, schools or parks (down slightly from 76.5%). A large number, however, (118) did not provide a response to this question. This compares to 38 last year.

## **Agenda Item 9.1**

The largest percentage of cycling households come from Seddon, followed closely by Kingsville, and the lowest from Maidstone and West Footscray. Male respondents, middle aged adults, and those from English speaking homes were most likely to walk or cycle. Those aged 75 years or over, from multilingual homes, or who came from households with a member with disability were less likely to.

Both the level of satisfaction (7.52) and average importance (8.84) of on and off-road walking paths remained stable, with 58.3% “very satisfied”. For on and off-road bike paths there was a slight increase in satisfaction (7.17) with 48.4% “very satisfied”, but a measurable decline in importance (8.53 from 8.99).

### **SERVICE AND FACILITY PRIORITIES**

On average respondents believed all 14 services and programs should receive more funding. No more than six percent believed any of the areas should receive less funding.

Topping the list, coinciding with the top issue “at the moment”, was roads, parking, and traffic management where, similar to last year, more than half (62%) supported spending more outright, of whom 17% wanted “much more” funding.

Notable other areas include City Amenity and Safety (58%), Cycling and pedestrian infrastructure (56%), Sustainability and environment, and Open Space (both 53%).

Arts and events (44%), Advocacy and Community Development (42%), Business and industry development (41%) and diversity and inclusion (38%) were the areas least favoured for additional funding.

Of note was the measurable variation in preferred funding for maternal and child health, community facilities and libraries, and diversity and inclusion, dependent on household structure. Two-parent families with their youngest child between 13 and 18 preferred measurably more funding, while one parent families with children under 18 preferred less funding.

### **AREAS FOR COUNCIL TO ADDRESS**

The top “at this moment” issues nominated by respondents continue to include road maintenance and repairs (including road works) (13%) and traffic management (11%).

Parks, gardens and open space (7%) along with provision and maintenance of street trees (7% up from 6%), car parking (6%), and lighting (6% up from 3%) were also highlighted.

A number of respondents nominated safety, policing and crime issues which have increased marginally to 7% up from 5%. This is consistent with the small decline in the average perception of safety.

## **Agenda Item 9.1**

The decline in building, housing, planning, and development issues (3% down from 8%) is also consistent with improvements in satisfaction with these areas.

There has also been a decrease in cycling and walking tracks as an issue (4%, halved from 8%).

Council rates remains an issue for a percentage of respondents (8%).

It is important to note that the responses to this question are not to be read only as a list of complaints about the performance of Council, but rather suggestions for future actions.

## **2. Council Policy/Legislation**

### **Council Plan 2021-2025**

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Strategic Objectives
  - Council will proactively lead our changing City using strategic foresight, innovation, transparent decision making and well-planned and effective collaboration and community engagement to support community and economic growth during the ongoing challenges of the pandemic and beyond.

### **Legislation**

*Local Government Act 2020.*

### **Conflicts of Interest**

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

### **Human Rights Consideration**

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

## **3. Engagement**

The 2023 survey was once again able to be conducted face-to-face, with all the surveys undertaken as door to door interviews.

800 randomly selected residents were surveyed throughout September 2023.

The response rate this year was 59%, significantly up on the 39% achieved in 2022 and the 32% achieved in 2021.

## **Agenda Item 9.1**

The survey has remained shortened, with questions around the impact of COVID removed this year.

### **4. Resources**

Metropolis Research Pty Ltd conducts the Annual Community Survey under contract and within existing budget.

### **5. Environment**

Nil.

## **CONCLUSION**

Overall satisfaction with Maribyrnong City Council's performance increased marginally to 6.9 (from last year's 6.8), which is on par with 2021, only slightly below the record high of 7.0 achieved in 2020, and well above the average (6.6).

This is considered a "good" level of satisfaction and only slightly below the metropolitan Melbourne, IMAP and western regional councils average (all 7.0).

There was an increase in the proportion of "very satisfied" respondents (38% up from 31%) and further decline in those "dissatisfied" to a record low of 7% compared to 17% in 2014. This reflects well on the performance of Council addressing needs of the overwhelming majority of the community.

Average satisfaction with the 39 included Council services and facilities increased marginally, up by one percent to 7.5, remaining on average at a "very good" level consistent with previous years. This is above the long-term average 7.2 or "good" and marginally but not measurably lower than the 2023 metropolitan Melbourne councils' average (7.6).

Eight services and facilities again consistently received a score measurably higher than the average including: fortnightly recycling (8.4 up from 8.2), weekly garbage collection (8.4 up from 8.3), library services (8.3 up from 8.2), fortnightly green waste collection (8.3 up from 8.0), and annual hard rubbish collection 7.9 down from 8.2) – along with Maribyrnong Aquatic Centre and provision and maintenance of playgrounds (both stable at 7.9) and additional paid hard rubbish collection (7.9 up from 7.8).

The five services and facilities that recorded scores measurably lower than the average were: parking enforcement (7.0), footpath maintenance and repairs (6.9) maintenance and cleaning of Footscray CBD, maintenance and repair of sealed local roads, and public toilets (all 6.7).

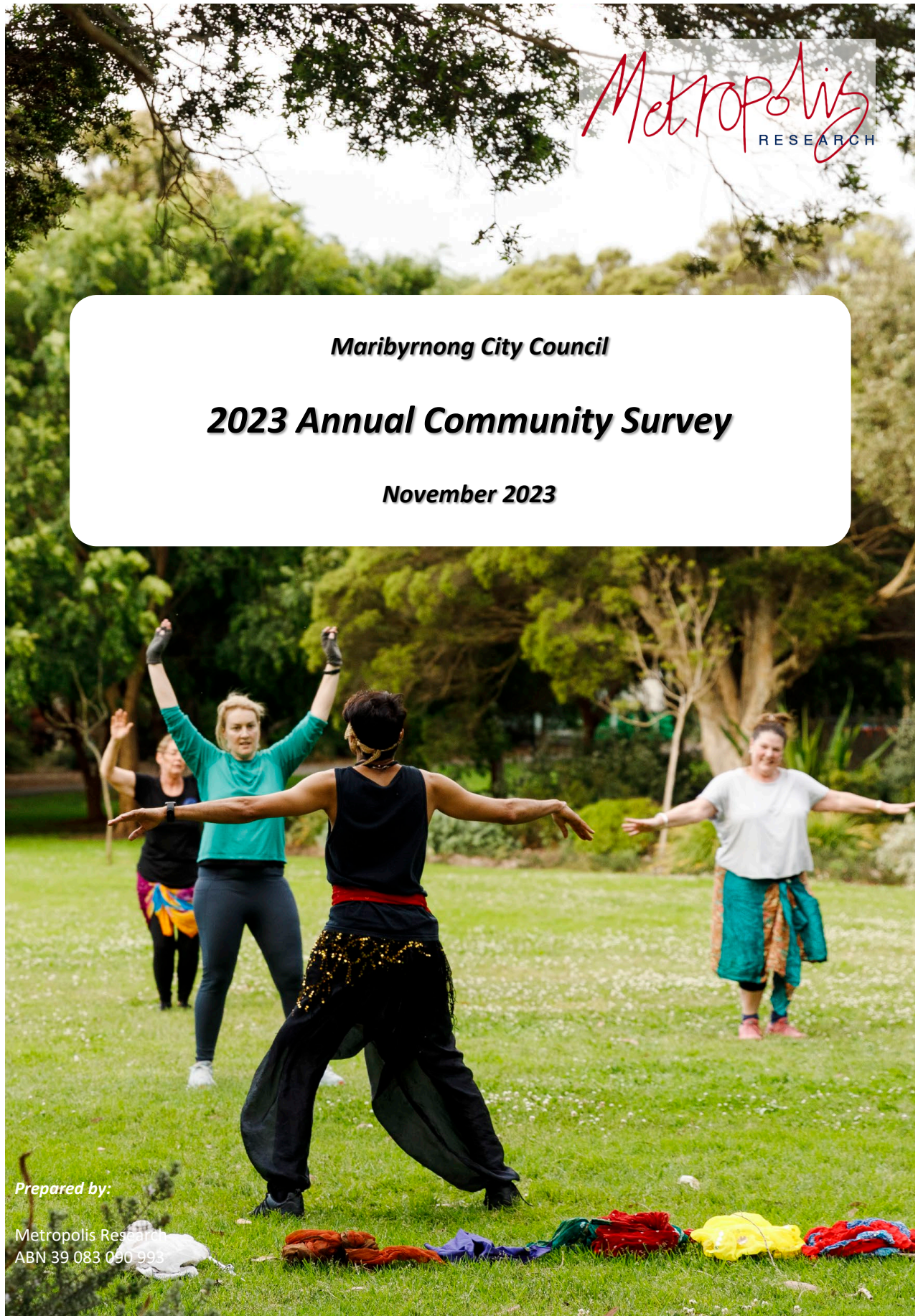
Consistent with the previous year, average satisfaction with 25 of the 39 services increased, reflecting relatively broad improvements across Council operations.

Consistent with previous years, road maintenance and repairs (including road works) (13%) and traffic management (11%), were identified in the key issues "at the moment", along with Council rates (8%).

### **Agenda Item 9.1**

This year's survey also foreshadows a shift in the way our community is engaging with us away from in-person visits to email and website contact. Only 9% of respondents reported contacting Council in person. While this is up on the previous year (5%), it is just over half of the in-person contacts (17.6%) in 2019 pre-COVID.





***Maribyrnong City Council***

## ***2023 Annual Community Survey***

***November 2023***

***Prepared by:***

Metropolis Research  
ABN 39 083 090 993

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### © Maribyrnong City Council, 2023

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Corporate Planning & Performance Coordinator, Maribyrnong City Council.

#### © Metropolis Research Pty Ltd, 2023

The survey form utilised in the commission of this project, as well as the *Governing Melbourne* results are copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Managing Director Metropolis Research Pty Ltd.

#### Disclaimer

Any representation, statement, opinion, or advice expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person acting in respect of any representation, statement, or advice referred to above.

#### Contact details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Maribyrnong City Council. For more information, please contact:

##### Dale Hubner

Managing Director  
Metropolis Research Pty Ltd

P O Box 1357  
CARLTON VIC 3053

(03) 9272 4600  
[d.hubner@metropolis-research.com](mailto:d.hubner@metropolis-research.com)

##### Lauren McKenzie

Customer Engagement Manager  
City of Maribyrnong

P O Box 58  
FOOTSCRAY VIC 3011

(03) 9688 0200  
[Lauren.McKenzie@maribyrnong.vic.gov.au](mailto:Lauren.McKenzie@maribyrnong.vic.gov.au)



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Table of contents

<b>EXECUTIVE SUMMARY .....</b>	<b>6</b>
<b>INTRODUCTION .....</b>	<b>12</b>
RATIONALE .....	12
METHODOLOGY, RESPONSE RATE AND STATISTICAL SIGNIFICANCE .....	13
GOVERNING MELBOURNE .....	14
GLOSSARY OF TERMS .....	14
<b>COUNCIL'S OVERALL PERFORMANCE .....</b>	<b>16</b>
OVERALL PERFORMANCE BY RESPONDENT PROFILE.....	19
RELATIONSHIP BETWEEN ISSUES AND OVERALL SATISFACTION.....	23
OVERALL PERFORMANCE OF RESPONDENTS DISSATISFIED WITH COUNCIL SERVICES AND FACILITIES .....	25
REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE .....	26
CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....	28
<b>GOVERNANCE AND LEADERSHIP .....</b>	<b>30</b>
PROMOTING GENDER RESPECT AND EQUITY.....	32
COMMUNITY CONSULTATION AND ENGAGEMENT .....	34
REPRESENTATION, LOBBYING AND ADVOCACY .....	36
RESPONSIVENESS OF COUNCIL TO LOCAL COMMUNITY NEEDS .....	38
MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY .....	40
MAINTAINING TRUST AND CONFIDENCE OF THE LOCAL COMMUNITY .....	42
MITIGATING THE CAUSES OF AND ADDRESSING THE IMPACTS OF CLIMATE CHANGE .....	44
<b>CUSTOMER SERVICE.....</b>	<b>46</b>
CONTACT WITH COUNCIL IN THE LAST 12 MONTHS .....	46
FORMS OF CONTACT .....	46
SATISFACTION WITH ASPECTS OF CUSTOMER CONTACT .....	47
<i>Comparison to the metropolitan Melbourne average .....</i>	<i>49</i>
<b>PLANNING AND HOUSING DEVELOPMENT .....</b>	<b>57</b>
PLANNING AND HOUSING DEVELOPMENT OUTCOMES .....	57
<i>The appearance and quality of new developments in your area .....</i>	<i>60</i>
<i>Examples and opinions regarding new housing developments .....</i>	<i>62</i>
<i>The design of public spaces.....</i>	<i>65</i>
<i>The protection of local heritage.....</i>	<i>67</i>
PLANNING APPROVALS PROCESS.....	68
<i>Involvement in planning approvals process .....</i>	<i>68</i>
<i>Satisfaction with aspects of the planning approvals process.....</i>	<i>69</i>
PLANNING FOR POPULATION GROWTH BY ALL LEVELS OF GOVERNMENT .....	71
<i>Concerns about population growth in the City of Maribyrnong .....</i>	<i>75</i>
<b>IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES.....</b>	<b>76</b>
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES TO THE COMMUNITY.....	76
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES .....	79
<i>Change in satisfaction from 2022 to 2023 .....</i>	<i>81</i>
<i>Variation from metropolitan Melbourne satisfaction.....</i>	<i>81</i>
<i>Change in satisfaction over the last 10 years.....</i>	<i>82</i>
<i>Average satisfaction with Council services and facilities .....</i>	<i>83</i>
SATISFACTION WITH SERVICES AND FACILITIES BY RESPONDENT PROFILE .....	83
<i>Breakdown of percentage satisfaction scores.....</i>	<i>85</i>
IMPORTANCE AND SATISFACTION CROSS TABULATION .....	87
SATISFACTION BY BROAD SERVICE AREAS .....	88
SATISFACTION BY COUNCIL DEPARTMENT.....	91





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

CORPORATE SERVICES .....	92
<i>Maribyrnong Messenger (Council's newsletter)</i> .....	94
<i>Council's website</i> .....	95
<i>Customer Request Management System</i> .....	97
<i>Council's use of social media</i> .....	98
<i>Council's online consultation tool</i> .....	100
SUSTAINABLE DEVELOPMENT .....	101
<i>Animal management</i> .....	103
<i>Council responsibilities towards the environment</i> .....	104
<i>Promoting local economic development</i> .....	106
COMMUNITY WELLBEING .....	108
<i>Library services</i> .....	109
<i>Sports facilities</i> .....	111
<i>Community Centres / Neighbourhood Houses</i> .....	113
<i>Services for children from birth to 5 years of age</i> .....	114
<i>Services for young people</i> .....	116
<i>Services for older people</i> .....	118
<i>Services for people with disability</i> .....	119
<i>Maribyrnong Aquatic Centre</i> .....	121
<i>Provision of public art</i> .....	122
<i>Council's festivals and events</i> .....	124
INFRASTRUCTURE - OPERATIONS AND MAINTENANCE .....	125
<i>Maintenance and repair of sealed local roads</i> .....	127
<i>Footpath maintenance and repairs</i> .....	129
<i>Street sweeping</i> .....	131
<i>Weekly garbage collection</i> .....	132
<i>Fortnightly recycling</i> .....	134
<i>Fortnightly green waste collection</i> .....	135
<i>Annual hard rubbish collection</i> .....	137
<i>Additional, paid hard waste collection</i> .....	138
<i>Provision and maintenance of parks and gardens</i> .....	140
<i>Provision and maintenance of street trees</i> .....	141
<i>Litter collection in public areas</i> .....	143
<i>Maintenance and cleaning of shopping strips along roads</i> .....	144
<i>Maintenance and cleaning of Footscray CBD</i> .....	146
<i>Illegally dumped rubbish (level and management of)</i> .....	147
<i>Parking enforcement</i> .....	149
<i>Public toilets</i> .....	150
<i>Provision and maintenance of playgrounds</i> .....	152
INFRASTRUCTURE AND ENGINEERING (OTHER) .....	153
<i>Provision and maintenance of street lighting</i> .....	154
<i>Local traffic management</i> .....	156
<i>On and off-road bike paths</i> .....	158
<i>On and off-road walking paths</i> .....	159
ISSUES FOR THE CITY OF MARIBYRNONG "AT THE MOMENT" .....	161
CHANGE IN ISSUES BETWEEN 2022 AND 2023 .....	162
COMPARISON OF ISSUES TO METROPOLITAN MELBOURNE .....	162
TOP ISSUES BY PRECINCT .....	164
TOP ISSUES BY RESPONDENT PROFILE .....	167
MAYORAL RECOGNITION .....	170



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<b>PERCEPTION OF SAFETY IN PUBLIC AREAS OF THE CITY OF MARIBYRNONG .....</b>	<b>171</b>
IN THE PUBLIC AREAS OF THE CITY OF MARIBYRNONG DURING THE DAY .....	174
IN THE PUBLIC AREAS OF THE CITY OF MARIBYRNONG AT NIGHT .....	176
TRAVELLING ON OR WAITING FOR PUBLIC TRANSPORT.....	178
IN AND AROUND FOOTSCRAY CBD .....	180
<i>During the day.....</i>	<i>180</i>
<i>At night.....</i>	<i>182</i>
IN AND AROUND HIGHPOINT SHOPPING CENTRE .....	183
IN AND AROUND BRAYBROOK SHOPS .....	184
REASONS FOR FEELING LESS SAFE.....	185
<b>SENSE OF COMMUNITY .....</b>	<b>186</b>
MARIBYRNONG IS ACCESSIBLE AND INCLUSIVE FOR PEOPLE WITH DISABILITY.....	188
THE MARIBYRNONG COMMUNITY IS WELCOMING AND SUPPORTIVE OF PEOPLE FROM DIVERSE CULTURES AND BACKGROUNDS ..	190
MARIBYRNONG COUNCIL RESPECTS, REFLECTS AND IS INCLUSIVE OF INDIGENOUS PEOPLE .....	191
MARIBYRNONG COUNCIL PROMOTES CONNECTION BETWEEN DIFFERENT CULTURAL GROUPS .....	193
I FEEL WELCOME AND INCLUDED WHEN ACCESSING COUNCIL SERVICES, FACILITIES, AND ACTIVITIES .....	195
<b>WALKING / CYCLING TO LOCAL DESTINATIONS.....</b>	<b>197</b>
<b>FUNDING OF COUNCIL SERVICES AND PROGRAMS .....</b>	<b>198</b>
<b>RESPONDENT PROFILE .....</b>	<b>203</b>
AGE STRUCTURE .....	203
GENDER.....	203
LGBTIQA+ .....	204
LANGUAGE SPOKEN AT HOME .....	204
HOUSEHOLD STRUCTURE .....	206
HOUSEHOLD MEMBER WITH DISABILITY .....	206
HOUSING SITUATION .....	207
PERIOD OF RESIDENCE.....	207
<b>APPENDIX ONE: VERBATIM COMMENTS.....</b>	<b>209</b>
REASONS FOR RATING OF SATISFACTION WITH COUNCIL’S OVERALL PERFORMANCE .....	209
REASONS FOR FEELING UNSAFE IN THE PUBLIC AREAS OF THE CITY OF MARIBYRNONG.....	219
GENERAL COMMENTS .....	223
<b>APPENDIX TWO: SURVEY FORM .....</b>	<b>224</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

## Executive summary

### *Survey aims and methodology*

Metropolis Research conducted Council's 20<sup>th</sup> *Annual Community Satisfaction Survey* as a door-to-door interview survey of 800 respondents in September 2023.

The survey obtained a response rate of 59%, which is the highest response rate recorded for this survey since it was first commenced in 2004. This reflects well on the current level of engagement of the City of Maribyrnong community with the operations of Council.

The aim of the research was to measure community satisfaction with the broad range of Council services and facilities, aspects of governance and leadership, planning and development, customer service, and the overall performance of Council.

The survey also measured the importance to the community of 39 individual services and facilities, explored the top issues the community feel needs to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Maribyrnong's public areas, Mayoral recognition, aspects of the sense of community, a question on the preferred funding of selected Council services, facilities, and programs, and a question on walking and cycling in the local area.

### *Key findings*

The key finding from the survey this year is that satisfaction with the performance of Council "across all areas of responsibility" or overall performance, increased marginally up one percent to 6.9, which is the equal second highest score recorded for the City of Maribyrnong.

Satisfaction with Council's overall performance has increased 13% since the most recent low point back in 2014. Since the program commenced back in 2004, satisfaction has risen from 6.1 to 6.9, an increase of 13%.

The improvement in community satisfaction with the performance of Maribyrnong City Council was broad-based this year, with improvements in satisfaction with the following:

- |   |          |
|---|----------|
| • Average satisfaction with planning approvals process                  | – up 9%  |
| • Planning for population growth by all levels of government            | – up 8%  |
| • Maribyrnong Messenger   | - up 8%  |
| • Parking enforcement   | - up 8%  |
| • Mitigating the causes of and addressing the impacts of climate change | – up 5%  |
| • Appearance and quality of new developments                            | - up 5%  |
| • Governance and leadership   | - up 3%  |
| • Overall performance   | - up 1%  |
| • 39 services and facilities  | - up 1%  |
| • Seven aspects of customer service                                     | - stable |

The key area of Council performance that remains significantly below the metropolitan Melbourne average was customer service, which was an average of five percent lower.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

The key issues in the municipality remain road maintenance and repairs, traffic management Council rates, street trees, parks, gardens, and open spaces, safety, policing and crime, and car parking issues.

It is noted that concerns around traffic management have still not returned to pre-pandemic levels, hinting at a longer-term change in community behaviour and / or sentiment.

Council rates remains an issue for eight percent of respondents, notably above the metropolitan average of five percent. This has proved a consistent issue for a minority in the City of Maribyrnong in recent years.

The issues that are most likely to be exerting a measurably negative influence on community satisfaction with the performance of Council (for the respondents raising the issues) include planning and development, Council rates, roads, and footpaths.

#### ***Satisfaction with the performance of Council***

Satisfaction with the [overall performance](#) of Maribyrnong City Council increased marginally this year to 6.9 out of a potential 10 (up from 6.8), which was not a statistically significant decline, and satisfaction remained at a “good” level.

This was comprised of 38% (up from 31%) who were “very satisfied” with Council’s overall performance and seven percent (down from 8%) who were “dissatisfied”.

This result was marginally below the metropolitan Melbourne (7.0), IMAP councils (7.0) and western region councils’ (7.0) averages, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

Ten percent (10% down from 16%) considered that Council’s overall performance had improved in the last 12 months, whilst 10% (up from 8%) considered that performance had deteriorated. These results suggest the community largely recognises a consistent level of performance by Council at a consistently high level.

There was some variation in satisfaction with Council’s overall performance observed this year, as follows:

- ***Notably more satisfied than average*** – included respondents from Maidstone, young adults (aged 18 to 34 years), multilingual households, rental households, newer residents (one to less than five years in Maribyrnong), two-parent families with youngest child aged 0 to 4 years, two-parent families with youngest child aged 13 to 18 years, and one-parent families.
- ***Notably less satisfied than average*** – included respondents from Footscray West, middle-aged and older adults (aged 45 to 74 years), mortgagor households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in Maribyrnong), and respondents from households with a member with disability.

The most common reasons why dissatisfied respondents were dissatisfied with Council’s overall performance were focused on communication, consultation, and the provision of



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

information, customer service and responsiveness, rates and financial management, and a range of comments related to specific services and facilities.

Consistent with the good level of overall satisfaction with Council, satisfaction with the seven included aspects of [governance and leadership](#) increased notably this year, up three percent to 7.0 (up from 6.8), which remains a “good” level of satisfaction.

Satisfaction with all five aspects of governance and leadership included in both the City of Maribyrnong survey as well as *Governing Melbourne* was marginally lower in the City of Maribyrnong (6.9) than the 2023 metropolitan Melbourne (7.0), western region councils’ (7.1), and IMAP councils’ (7.0) results.

These results confirm that most respondents were satisfied with Council’s performance in promoting gender respect and equity (7.4), representation, lobbying and advocacy (7.0), Council’s community consultation and engagement (6.9), the responsiveness of Council to local community needs (6.9), maintaining community trust and confidence (6.9), making decisions in the interests of the community (6.9).

The new aspect of governance and leadership included in 2021, focusing on Council’s performance mitigating the causes of and addressing the impacts of climate change, increased measurably, up five percent to 6.8, and is now similar to satisfaction with the other aspects. This included 39% “very satisfied”, and 10% (down from 14%) “dissatisfied”.

Satisfaction with Council’s [customer service](#) delivery remained stable at a “good” level, with the average satisfaction with the nine included aspects of customer service stable at 7.2 out of 10. Of the nine aspects, satisfaction with staff understanding language needs (of multilingual households) was rated as “excellent”, whilst the aspect with the lowest satisfaction score remained the speed of service, despite small increase this year to 6.6, which remains “good”.

Satisfaction with customer service remains notably lower than the metropolitan Melbourne average, based on seven aspects included in both surveys, satisfaction was 7.1 compared to the metropolitan Melbourne average of 7.6 or “very good”.

The average satisfaction with the 39 Council provided [services and facilities](#) included in the survey increased very marginally this year, up one percent 7.5 (up from 7.4), which remains a “very good” level of average satisfaction with the performance of Council providing services and facilities.

The services with the highest levels of satisfaction include the following:

- Fortnightly recycling (8.4 down from 8.5)
- Weekly garbage collection (stable at 8.4)
- Library services (8.3 down from 8.6)
- Fortnightly green waste collection (stable at 8.3)
- Annual hard rubbish collection (7.9 down from 8.2)
- Maribyrnong Aquatic Centre (stable at 7.9)
- Provision and maintenance of parks and gardens (7.9 up from 7.6)
- Additional, paid hard rubbish collection (7.9 up from 7.8)





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

Satisfaction with all these services was measurably higher than the average satisfaction with all 39 services and facilities of 7.35.

Many of these services and facilities with the highest levels of satisfaction were also those with higher-than-average importance. This shows that many of the services and facilities of most importance to the community were those with which the community was most satisfied.

Satisfaction with all but three services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year, suggesting most services and facilities are a positive influence on satisfaction with Council's overall performance.

The three services and facilities to record satisfaction scores lower than overall satisfaction include public toilets (6.7), the maintenance and repair of sealed local roads (6.7), and the cleaning and maintenance of the Footscray CBD (6.8).

It is important to bear in mind that satisfaction with these three services were recorded at "good" levels. There were no services and facilities included in the survey this year that received satisfaction scores rated as "solid", "poor" or lower levels of satisfaction.

#### ***Planning and development***

Satisfaction with the [planning and development outcomes](#), "the design of public spaces" (7.4 up from 7.3) the "protection of local heritage" (7.2 up measurably from 6.8) and the "appearance and quality of new developments" (7.2 up measurably from 6.8) all increased strongly this year.

It is noted that just five percent (down from 11%) of respondents providing a score were "dissatisfied" with the appearance and quality of new developments, whilst 46% (up from 36%) were "very satisfied". These results suggest a significant decline this year in the level of community concern around new housing development in the municipality.

Cognisant of the fact that just 15 respondents participated in the planning approvals process as applicants and four as objectors, satisfaction with the four included aspects of the [planning approvals process](#) all remained stable or increased a little this year, consolidating the improvement recorded last year.

This includes access to information (6.6 down from 6.8 remains "good"), Council's communication during the process (6.0 or "solid", up from 5.6), the timeliness of planning decisions (5.7 or "poor" up from 4.8), and the effectiveness of community consultation and involvement (5.6 or "poor", up from 4.6).

Satisfaction with "[planning for population growth by all levels of government](#)" increased measurably and significantly this year, up eight percent to 7.0 (up from 6.5). This was one of the strongest improvements in satisfaction recorded this year and reinforce the view that community concern around new housing development and population growth was not a substantial issue this year.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Issues to address for the City of Maribyrnong***

The main [issues to address in the City of Maribyrnong](#) remain road maintenance and repairs (13% up from 12%), traffic management (11% down from 15%), Council rates, fees, and charges (8% up from 6%), street trees (7% up from 6%), parks, gardens, and open spaces (7% down from 9%), and safety, policing, and crime related issues (7% up from 5%).

There were two issues that appear of particular note:

- The small increase in the proportion nominating safety, policing, and crime issues this year (7% up from 5%) is consistent with the small decline in the perception safety.
- The decline in building, housing, planning, and development issues (3% down from 8%) is consistent with the improvements in satisfaction with planning and development outcomes and planning for population growth by all levels of government.

The issues that are most likely to be exerting the largest negative influence on satisfaction with the performance of Council (for the respondents who raise the issues) include safety, policing, and crime issues, cycling and walking paths, cleaning and maintenance of the area, footpaths, roads, Council rates, fees, and charges, and planning and development issues.

#### ***Mayoral recognition***

In 2023, 16% (up from 8%) of respondents were able to correctly identify the [current Mayor of the City of Maribyrnong](#), reversing the recent the trend of declining Mayoral awareness in recent years. The long-term average awareness of the current Mayor since 2005 was 18%.

#### ***Perception of safety in the public areas of the City of Maribyrnong***

The [perception of safety in the public areas of the City of Maribyrnong](#) in six of the seven locations and circumstances declined a little this year, reversing the last year's improvement.

The only exception to this decline, was a continued strong increase in the perception of safety in and around the Footscray CBD at night, which increased another nine percent this year to 6.5 out of 10 and is now up 44% from the most recent low point of 4.5 recorded a decade ago in 2013. This represents a sustained, significant improvement in how safe the community feels visiting the Footscray CBD at night.

Particular attention is drawn to the perception of safety in the public areas of the City of Maribyrnong at night, which decreased marginally this year, down three percent to 6.9. although it remains measurably above the long-term average satisfaction since 2006 of 6.3.

Eleven percent of respondents providing a score felt unsafe in the public areas of the City of Maribyrnong at night, with female respondents feeling an average of seven percent less safe than male respondents (down from an 18% difference in 2020).



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### ***Sense of community***

Respondents were again in 2022 asked to rate their agreement with [five statements about the Maribyrnong community and Council](#). The majority of respondents “strongly agreed” (i.e., rated agreement at eight or more out of 10) that:

- The Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds (7.7 down from 7.8)
- Maribyrnong Council respects, reflects, and is inclusive of indigenous peoples (7.7 up from 7.4)
- They feel welcome and included when accessing Council services, facilities, and activities (7.6 down from 7.9).
- Maribyrnong Council promotes connections between different cultural groups (stable at 7.6)
- Maribyrnong is accessible and inclusive for people with disabilities (7.6 up from 7.3).

Two percent or less of the respondents providing a score “disagreed” disagreed with any of these five statements.

#### ***Walking / cycling to local destinations***

Approximately two-thirds (67% down from 76%) of respondents reported that they or members of their household regularly walk or cycle to local destinations like shops, schools, or parks. Respondents from Seddon were the most likely to walk or cycle to local destinations, whilst respondents from Braybrook were the least likely. Just 47% of senior citizens (aged 75 years and over) reported that they walk or cycle to local destinations.

#### ***Preferred funding of Council services and facilities***

On average, respondents believed that all 14 services and programs should receive more funding, with average scores out of 10 of between 7.3 for roads, parking, and traffic management to a low of 6.2 for diversity and inclusion.

It is noted that approximately half or more of respondents believed that roads, parking, traffic management (62%), city amenity and safety (58%), cycling and pedestrian infrastructure (55%), sustainability and the environment (53%), open space (53%), and Maternal and Child Health services (50%) should receive more or much more funding.

The areas that respondents were the least likely to believe should receive more or much more funding were business and industry development (40%) and diversity and inclusion (38%).



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### Introduction

Metropolis Research was commissioned by Maribyrnong City Council to undertake its 20<sup>th</sup> *Annual Community Survey*. The survey has been designed and honed by Metropolis Research over the last 20 years to measure community satisfaction with a range of Council services and facilities, as well as to measure community sentiment across a range of additional issues of concern in the municipality. The *Annual Community Survey* comprises the following core components:

- Satisfaction with Council's overall performance and change in performance
- Satisfaction with aspects of governance and leadership
- Importance of and satisfaction with a broad range of Council services and facilities
- Satisfaction with Council customer service
- Satisfaction with planning and development outcomes and aspects of process
- Community perception of safety in public areas of the City of Maribyrnong
- Identify issues for Council to address in the coming year
- Awareness of the current Mayor of the City of Maribyrnong
- Respondent profile.

In addition to these core components that are to be included every year, the *Maribyrnong City Council – 2023 Annual Community Survey* includes a range of questions exploring current issues of importance and relevance. The 2023 survey includes questions for the following:

- Sense of community
- Preferred funding of Council services and facilities.

#### Rationale

The *Annual Community Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment, and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing reliable results for the compulsory components of community satisfaction set by the department.

The *Annual Community Survey* provides an in-depth examination of Council services and facilities as well as additional community issues and expectations.

This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Maribyrnong.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

In addition, the *Annual Community Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Community Survey* includes data on age structure, period of residence, and household structure. By including these variables, satisfaction scores can be analysed against these variables and individual sub-groups in the community that have issues with Council's performance or services.

#### ***Methodology, response rate and statistical significance***

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

This year, all 800 respondents were conducted using the door-to-door, interview style survey, returning the methodology fully to the pre-pandemic approach.

The surveying was all conducted over four weekends in September 2023.

The door-to-door surveys were all completed on Saturdays and Sundays from 11am till 5pm.

The sample was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.

A total of 2,547 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,239
- Refused - 558
- Completed - 800

This provides a response rate of 59%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This is up significantly on the 39% achieved in 2022 and the 32% achieved in 2021.

Metropolis Research notes that the door-to-door response rate of 59% is at the upper end of expectations and reflects a solid return to the door-to-door methodology.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

This is based on a total sample size of 800 respondents, and an underlying population of the City of Maribyrnong of 97,453.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### ***Governing Melbourne***

*Governing Melbourne* is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2023, drawn in equal numbers from all 31 metropolitan Melbourne municipalities.

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the survey. It is not intended to provide a “league table” for individual councils, rather to provide both a metropolitan and local region framework within which to understand these survey results.

This report provides some comparisons sourced from *Governing Melbourne* against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the western region, which includes the municipalities of Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley). This report also provides comparisons to the IMAP region group of Councils (Maribyrnong, Melbourne, Port Phillip, Yarra, and Stonnington).

#### ***Glossary of terms***

##### ***Precinct***

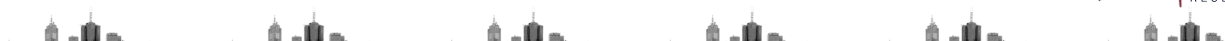
The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as published on Council’s *Community Profile*.

##### ***Measurable and statistically significant***

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

##### ***Significant result***

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### *Marginal / somewhat / notable*

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

#### *95% confidence interval*

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.

#### *Satisfaction categories*

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Council's overall performance

Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), can you please rate the performance of Council across all areas of responsibility?"*

Satisfaction with the performance of Council 'across all areas of responsibility' increased marginally but not measurably this year, up one percent to 6.9 out of 10.

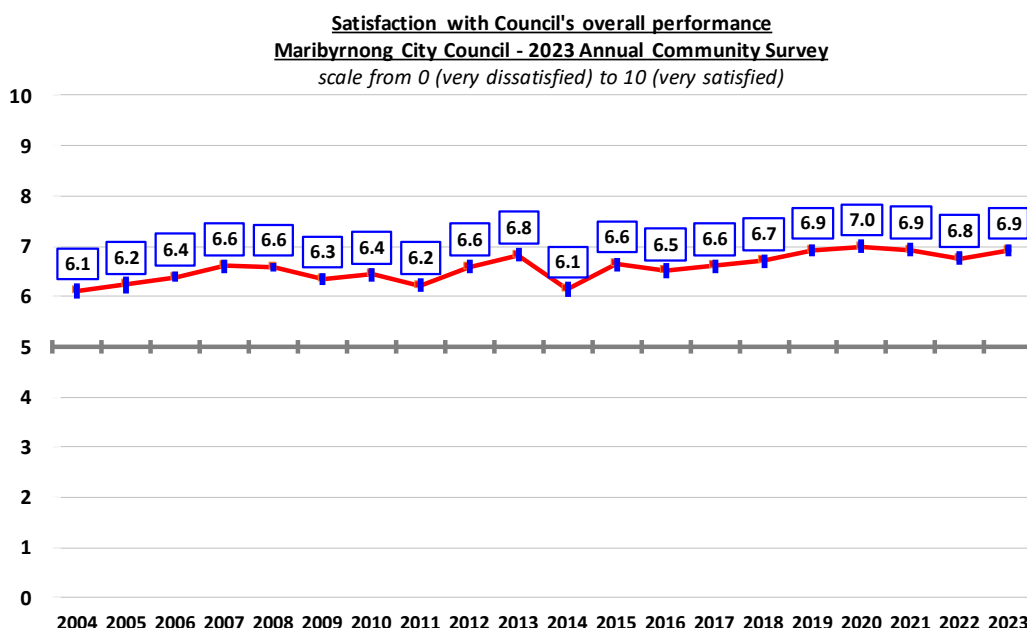
This remains a "good" level of satisfaction, and the equal second highest overall satisfaction score recorded for the City of Maribyrnong since the program commenced in 2004.

This result was measurably (5%) above the long-term average satisfaction recorded since 2004 of 6.6 out of 10.

By way of comparison, this result remains marginally, but not measurably below the metropolitan Melbourne, IMAP councils', and western region councils' average overall satisfaction of 7.0, as recorded in the 2023 *Governing Melbourne* research.

*Governing Melbourne* was conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

Metropolis Research suggests that this result reflects the longer-term trend of increasing satisfaction with the City of Maribyrnong, reflected in the fact that overall satisfaction in recent years has been recorded at levels consistent with the metropolitan Melbourne average. This is an improvement on earlier years, where the City of Maribyrnong tended to trail the metropolitan Melbourne average.





## Agenda Item 9.1 - Attachment 1

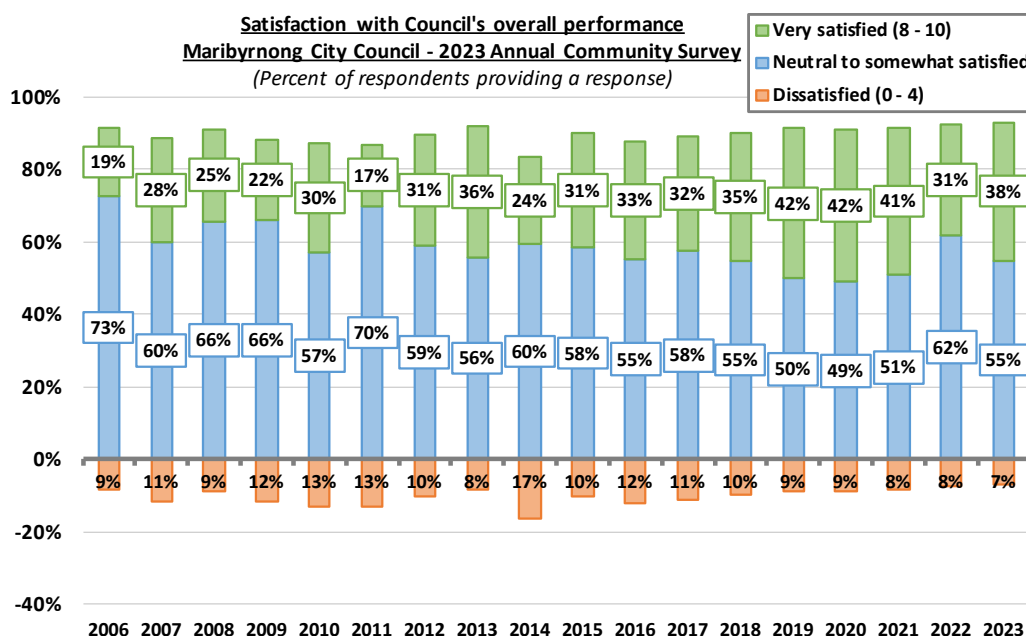
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

Consistent with the increase in overall satisfaction this year compared to the 2022 result, there was an increase in the proportion of “very satisfied” respondents (38% up from 31%).

The proportion of respondents who were “dissatisfied” with Council’s overall performance has continued to decline marginally over time, from a high of 17% back in the most recent low point of 2014, to seven percent this year.

This decline in the proportion of “dissatisfied” respondents reflects well on the performance of Council addressing the overall needs of the overwhelming majority of the community.

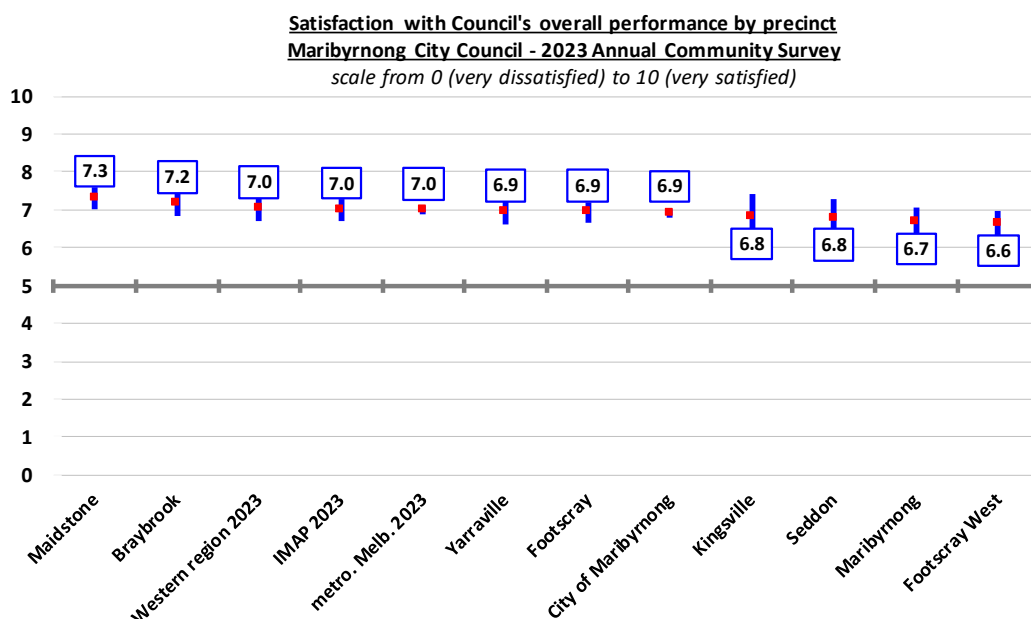


There was some variation in satisfaction with Council’s overall performance observed across the eight precincts comprising the City of Maribyrnong, as follows:

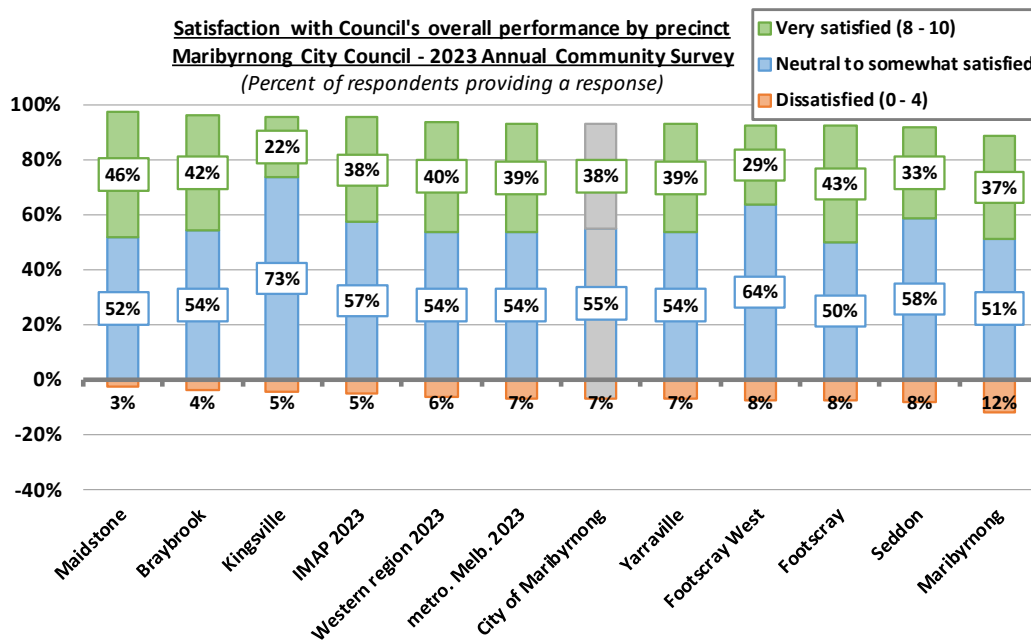
- **Maidstone** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Footscray West** – respondents were notably, but not measurably less satisfied than average, although still at a “good” level of satisfaction.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Attention is drawn to the fact that almost half of the respondents from Maidstone (who provided a satisfaction score) were “very satisfied” with Council’s overall performance, whilst 12% of respondents from Maribyrnong precinct were “dissatisfied”.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### ***Overall performance by respondent profile***

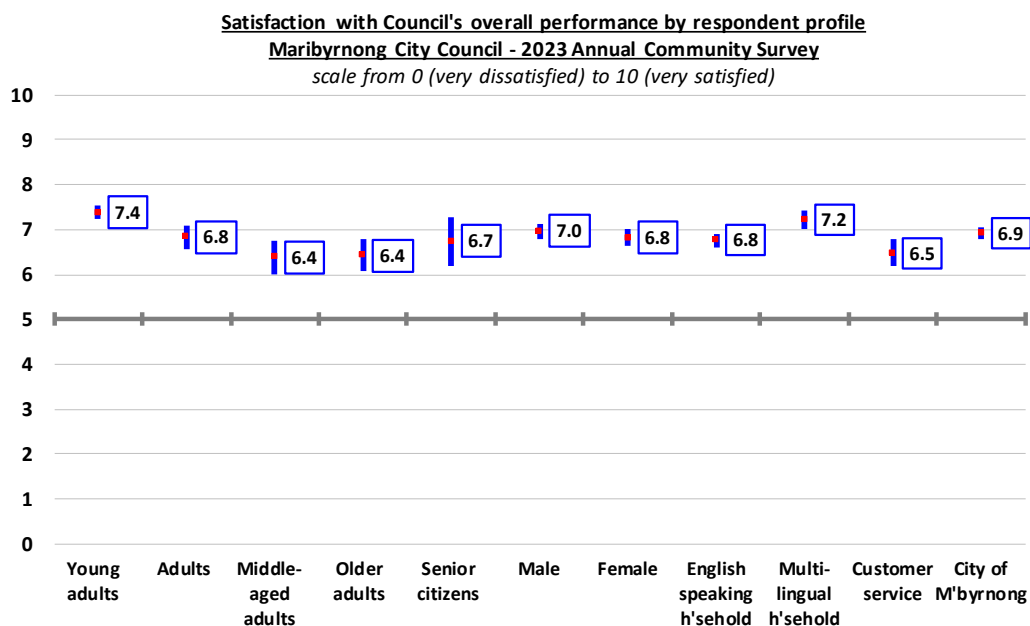
The following graphs provide a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, whether respondents had contacted Council in the last 12 months, housing situation, period of residence in the municipality, household disability status, and household structure.

There was some measurable and notable variation in satisfaction with Council's overall performance observed by respondent profile, as follows:

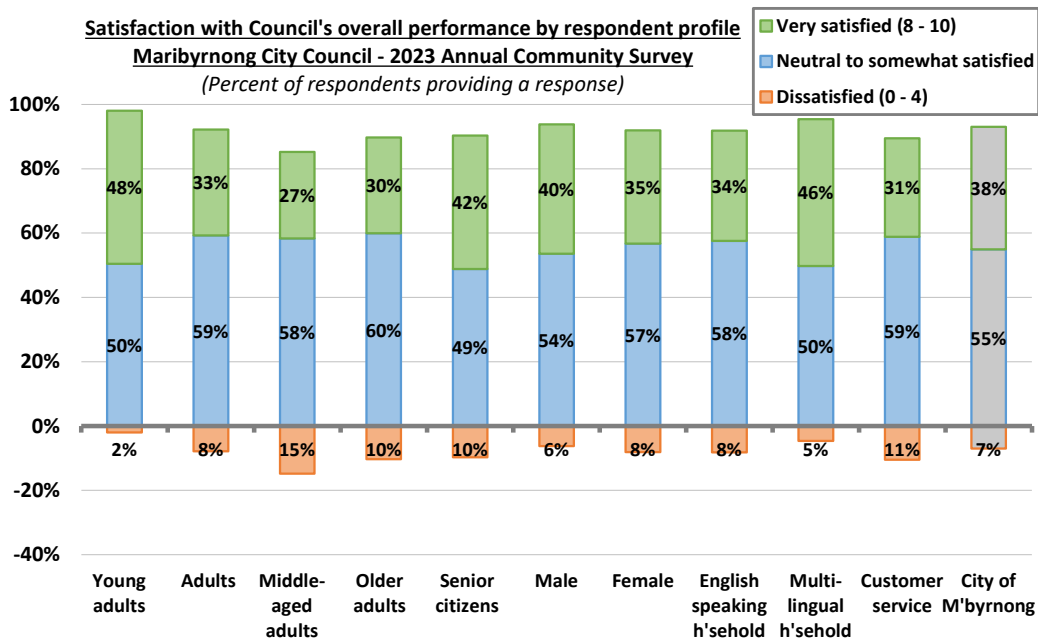
- ***Notably more satisfied than average*** – included young adults (aged 18 to 34 years), multilingual households, rental households, newer residents (one to less than five years in Maribyrnong), two-parent families with youngest child aged 0 to 4 years, two-parent families with youngest child aged 13 to 18 years, and one-parent families.
- ***Notably less satisfied than average*** – included middle-aged and older adults (aged 45 to 74 years), mortgagor households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in Maribyrnong), and respondents from households with a member with disability.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

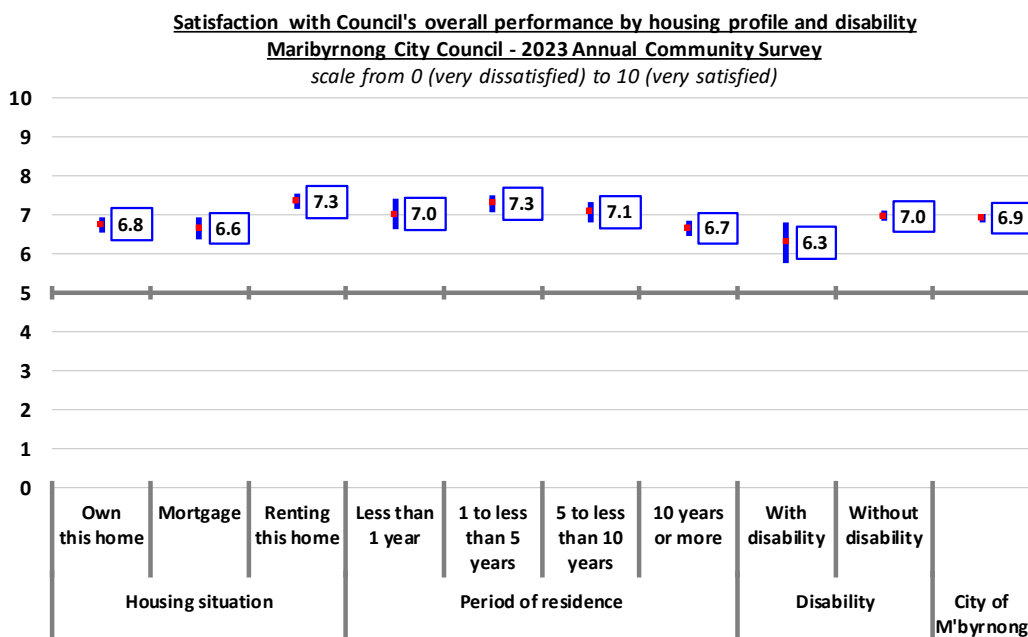


It is noted that almost half of the young adults (aged 18 to 34 years) and respondents from multi-lingual households were “very satisfied” whilst 15% of middle-aged adults (aged 45 to 59 years) were “dissatisfied” with Council’s overall performance.

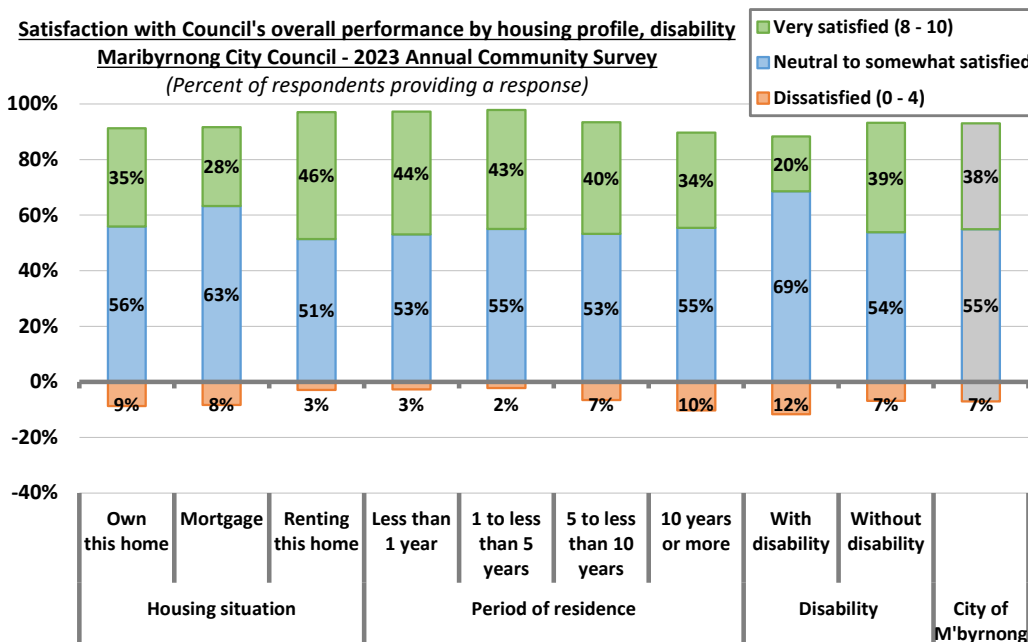


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

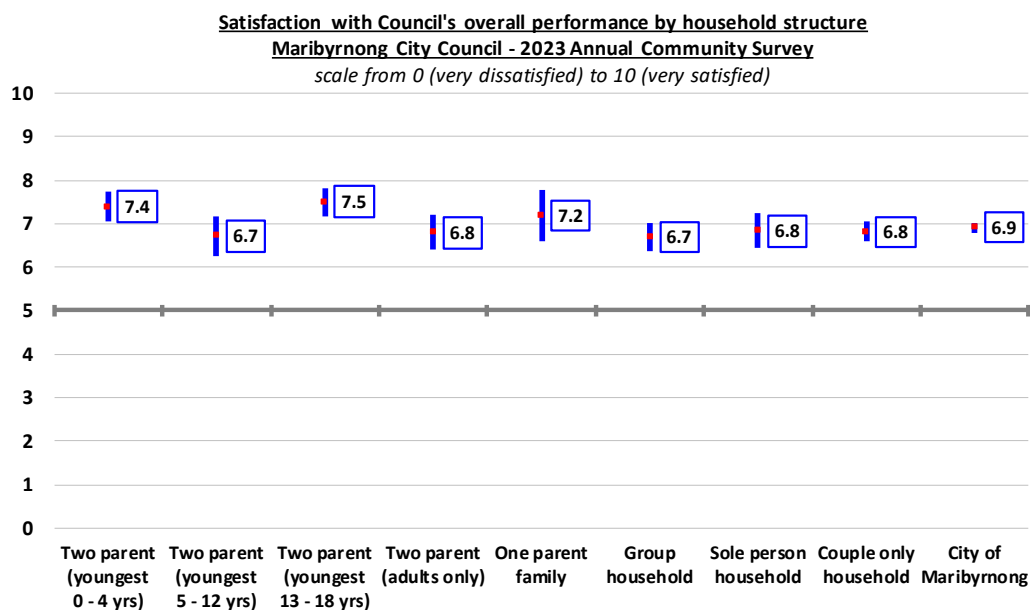


It is noted that almost half of the rental household respondents and new and new residents were “very satisfied” with Council’s overall performance.

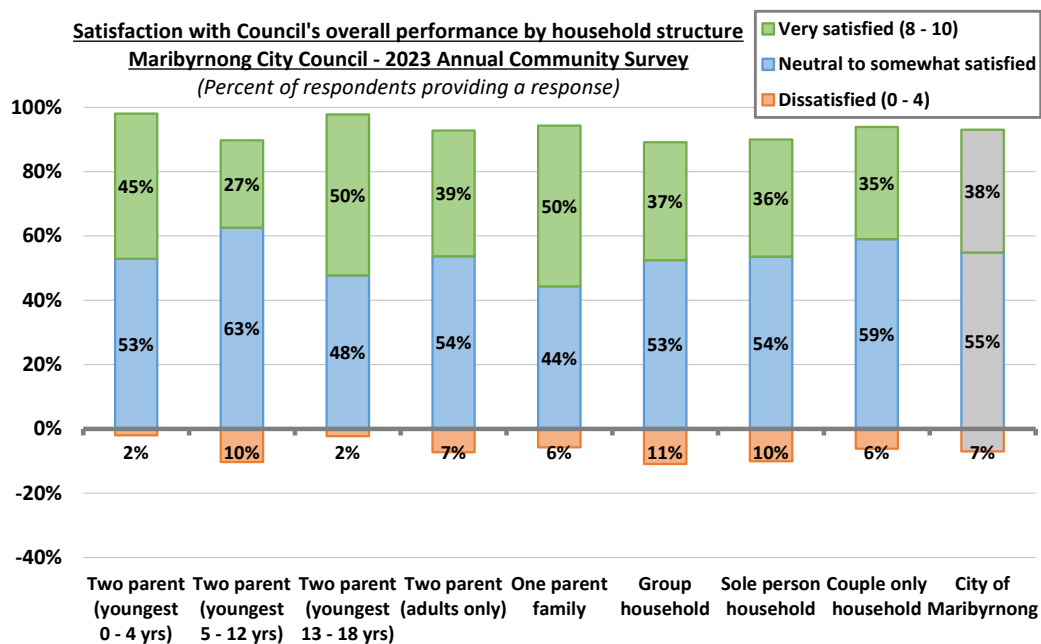


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



It is noted that half of the two-parent families with youngest child aged 13 to 18 years and one-parent families were “very satisfied” with Council’s overall performance.



## Agenda Item 9.1 - Attachment 1

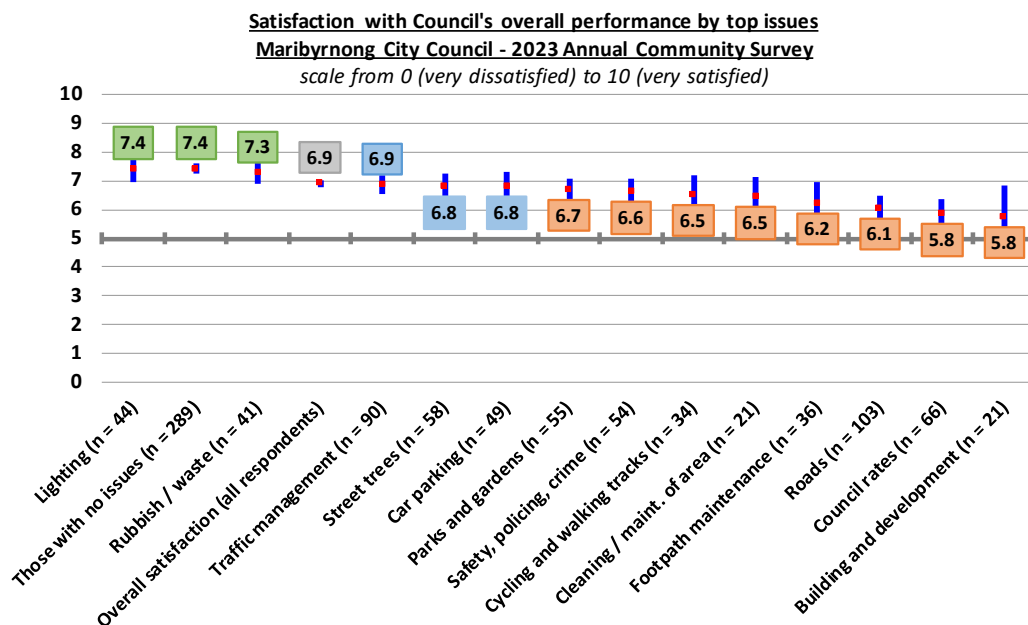
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Relationship between issues and overall satisfaction***

The following graph shows a comparison of satisfaction with Council's overall performance for respondents nominating each of the 13 most nominated issues to address for the City of Maribyrnong, the average satisfaction of respondents who did not nominate any issues for Council to address, as well as the average overall satisfaction of all respondents.

Attention is drawn firstly to the fact that respondents who did not nominate any issues to address for the City of Maribyrnong were measurably and significantly more satisfied with Council's overall performance than the municipal average, with a score of 7.4 or "very good", compared to the municipal average of 6.9.

This result reflects the fact that respondents who did not believe there were significant issues to be addressed in their local community were overwhelmingly more satisfied with the performance of Council than other respondents.



Of the 13 issues included in the graph, five appear not to exert a substantial negative influence on respondents' satisfaction with Council including lighting, rubbish and waste issues, traffic management, street trees, and car parking. The respondents who nominated these issues, on average, rated satisfaction at a similar level to the municipal average.

The issues that do appear to exert a significant negative influence on satisfaction with Council's overall performance include parks and gardens, safety, policing, and crime issues, cycling and walking paths, cleanliness and maintenance of the local area, footpath maintenance, roads, and most notably Council rates, fee, and charges, and planning and development related issues.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

The respondents who nominated each of these issues were, on average, notably, or in the case of Council rates and charges, measurably, less satisfied with Council's overall performance than the municipal average.

This does imply that these issues may well have been exerting a substantial negative influence on these respondents' satisfaction with the overall performance of Council. It is important to note, however, that these results do not prove a causal link between these issues and overall satisfaction, although it does imply a relationship.

The following table provides an alternative exploration of the relationship between overall satisfaction and issues to address for the City of Maribyrnong.

The table provides details as to the proportion of respondents "dissatisfied" with Council's overall performance who nominated each of the top issues for the City of Maribyrnong at the moment, compared to the proportion of all respondents who nominated each issue.

These results clearly indicate that respondents who were "dissatisfied" with Council's overall performance were many times more likely than average to nominate each of road maintenance and repairs, Council rates and charges, planning and development, as well as communication and the provision of information.

Metropolis Research notes that these results reinforce the key findings from the previous graph, highlighting the influence of Council rates and charges, roads, and planning and development as substantial issues that appear to negatively influence community satisfaction with the overall performance of the City of Maribyrnong this year.





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### **Top three issues for the City of Maribyrnong of respondents' dissatisfied with overall performance**

##### **Maribyrnong City Council - 2023 Annual Community Survey**

(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Road maintenance and repairs	19	35%	13%
Council rates	11	20%	8%
Building, planning, housing and development	6	11%	3%
Communication and provision of information	5	9%	2%
Cycling and walking tracks	5	9%	4%
Footpath repairs and maintenance	4	7%	5%
Parks, gardens and open spaces	4	7%	7%
Traffic management	4	7%	11%
Car parking	3	6%	6%
Cost of living	3	6%	2%
Council customer service / responsiveness	3	6%	1%
Provision and maintenance of street trees	3	6%	7%
Public toilets	3	6%	2%
Safety, policing and crime	3	6%	7%
Cleanliness and maintenance of area	2	4%	3%
All other issues (22 separately identified issues)	29	54%	45%
<b>Total responses</b>	<b>107</b>		<b>1,004</b>
<i>Respondents identifying at least one issue</i>	<i>47</i>		<i>511</i>
<i>(percent of total respondents)</i>	<i>(87%)</i>		<i>(64%)</i>

#### **Overall performance of respondents dissatisfied with Council services and facilities**

The following graph displays the average satisfaction with Council's overall performance of respondents dissatisfied with each of the individual services and facilities included in the survey.

Services and facilities with a total sample of less than 10 "dissatisfied" respondents have been excluded from this graph.

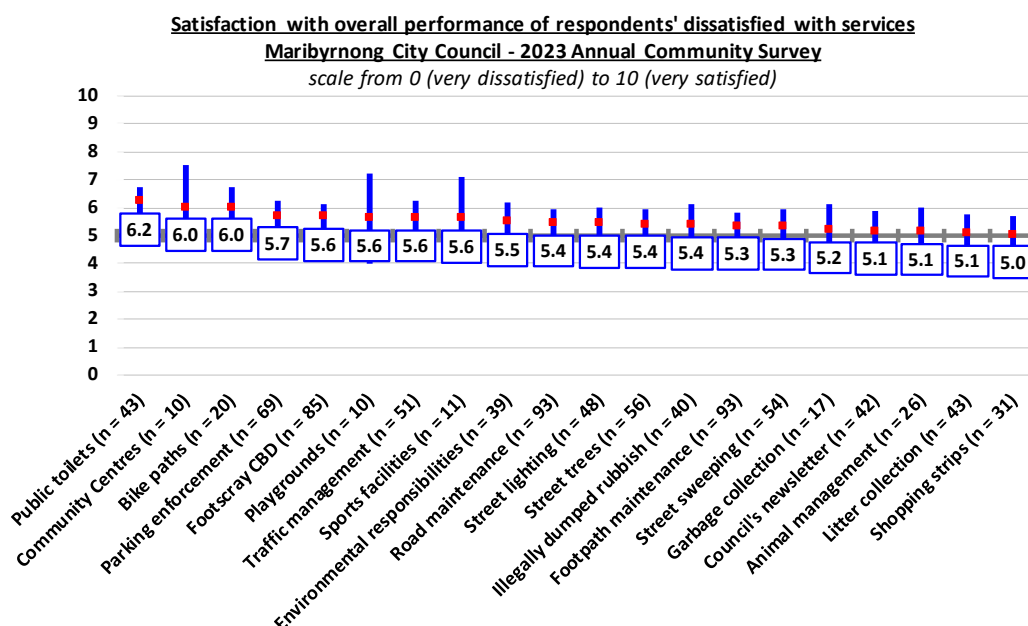
The results from this graph highlight the fact that respondents "dissatisfied" with services and facilities tend, on average, to be less satisfied with Council's overall performance.

These results do show that there was a small group of respondents (approximately 44 of 800 or five percent) who were "dissatisfied" with many Council services and facilities, and who were also very dissatisfied with Council's overall performance.

The opposite is also true, in that respondents who were "very satisfied" with Council services and facilities tended to be more satisfied with Council's overall performance.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

*"Thinking about your satisfaction with Council's overall performance, why do you say that?"*

There was a total of 307 (down from 477) comments received from respondents about the reasons why they rated their satisfaction with Council's overall performance at the level they did. The verbatim comments underpinning this summary table are outlined as an appendix to this report.

The following table provides a breakdown of these comments by the broad issues raised by the respondents, and then they are further broken down into positive and negative comments. For example, there were 155 general statements received from respondents, of which 115 were generally positive and 40 were generally negative in nature.

These comments were split by satisfaction with Council's overall performance, which shows that of the 307 general comments received, 220 (72%) were from respondents who were satisfied with Council's overall performance (rated satisfaction from six to 10) and 47 (15%) were from respondents who were dissatisfied with Council's overall performance.

The four most common issues raised by respondents in relation to satisfaction with Council's overall performance were general comments that did not raise a specific issue (50%), issues around communication, consultation, and the provision of information (9%), services and facilities related issues (7%), and issues around rates and financial management (7%).

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Reasons for rating of satisfaction with Council's overall performance

#### Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

<i>Reason for rating of satisfaction</i>	<i>Number</i>	<i>Total Percent</i>	<i>Satisfied (6 to 10)</i>	<i>Neutral (5)</i>	<i>Dissatisfied (0 to 4)</i>
<b>General statements</b>	<b>155</b>	<b>50%</b>	<b>63%</b>	<b>18%</b>	<b>21%</b>
<i>positive</i>	115	37%	52%	0%	0%
<i>negative</i>	40	13%	10%	18%	21%
<b>Communication, consultation, information</b>	<b>27</b>	<b>9%</b>	<b>6%</b>	<b>20%</b>	<b>13%</b>
<i>positive</i>	4	1%	2%	0%	0%
<i>negative</i>	23	7%	4%	20%	13%
<b>Services and facilities</b>	<b>23</b>	<b>7%</b>	<b>6%</b>	<b>10%</b>	<b>11%</b>
<i>positive</i>	11	4%	5%	3%	0%
<i>negative</i>	12	4%	2%	8%	11%
<b>Rates and financial management</b>	<b>21</b>	<b>7%</b>	<b>5%</b>	<b>10%</b>	<b>11%</b>
<i>positive</i>	0	0%	0%	0%	0%
<i>negative</i>	21	7%	5%	10%	11%
<b>Governance, accountability and reputation</b>	<b>13</b>	<b>4%</b>	<b>2%</b>	<b>5%</b>	<b>15%</b>
<i>positive</i>	1	0%	0%	0%	0%
<i>negative</i>	12	4%	1%	5%	15%
<b>Customer service and responsiveness</b>	<b>13</b>	<b>4%</b>	<b>3%</b>	<b>5%</b>	<b>11%</b>
<i>positive</i>	1	0%	0%	0%	0%
<i>negative</i>	12	4%	2%	5%	11%
<b>Roads, traffic, transport and footpaths</b>	<b>12</b>	<b>4%</b>	<b>2%</b>	<b>10%</b>	<b>6%</b>
<i>positive</i>	3	1%	1%	0%	0%
<i>negative</i>	9	3%	1%	10%	6%
<b>Environment, parks, open space and trees</b>	<b>11</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>
<i>positive</i>	3	1%	1%	0%	0%
<i>negative</i>	8	3%	3%	3%	2%
<b>Building, planning, housing and development</b>	<b>7</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>4%</b>
<i>positive</i>	0	0%	0%	0%	0%
<i>negative</i>	7	2%	2%	3%	4%
<b>Safety, policing and crime</b>	<b>4</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>
<i>positive</i>	2	1%	1%	0%	0%
<i>negative</i>	2	1%	0%	3%	0%
<b>Parking</b>	<b>3</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>2%</b>
<i>positive</i>	0	0%	0%	0%	0%
<i>negative</i>	3	1%	1%	0%	2%
<b>Support for business</b>	<b>1</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<i>positive</i>	0	0%	0%	0%	0%
<i>negative</i>	1	0%	0%	0%	0%
<b>Other reasons</b>	<b>17</b>	<b>6%</b>	<b>4%</b>	<b>15%</b>	<b>0%</b>
<b>Total</b>	<b>307</b>	<b>100%</b>	<b>220</b>	<b>40</b>	<b>47</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Change in Council's overall performance***

Respondents were asked:

*"Over the past twelve months, do you think Maribyrnong City Council's overall performance has improved, stayed the same or deteriorated?"*

Respondents were again in 2023, asked whether they believed that Council's overall performance had improved, stayed the same, or deteriorated in the last 12 months.

The proportion of respondents who considered that Council's overall performance had improved declined again this year, down from a high of 21% in 2021 to 10% this year.

This result of 10% considering that performance had improved in the last 12 months was measurably lower than the long-term average since 2004 of 17%.

It is important to bear in mind, however, that whilst only 10% of respondents considered that performance had improved in the last year, overall satisfaction with Council remains at historically high levels. This strongly suggests that many respondents consider that Council's overall performance had remained stable at a high level over the last few years.

There was only a small increase in the proportion of respondents who considered that Council's overall performance had deteriorated over the last 12 months, up from eight percent last year to 10% this year.

This result has remained relatively stable over time at around the long-term average since 2004 of eight percent.

By way of comparison, fewer respondents in the City of Maribyrnong considered that Council's overall performance had improved compared to the IMAP councils (21%), western region councils (18%), and metropolitan Melbourne (17%) averages, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023.

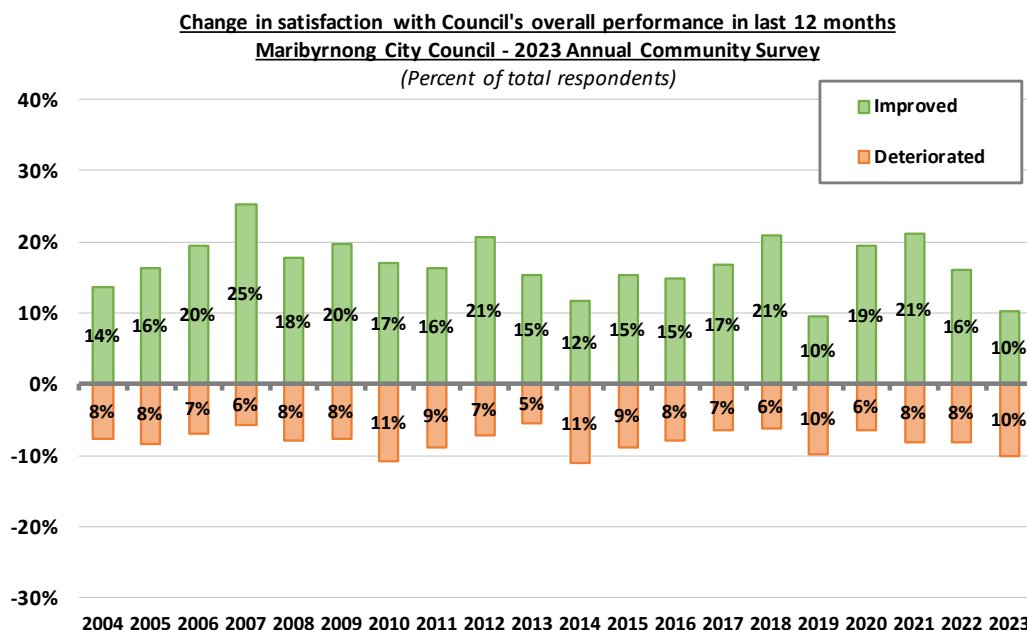
**Change in overall performance**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of total respondents)

Change	2023		2022	2021	2020	2019	2018
	Number	Percent					
Improved	83	10%	16%	21%	19%	10%	21%
Stayed the same	519	65%	48%	47%	53%	53%	50%
Deteriorated	80	10%	8%	8%	6%	10%	6%
Can't say	118	15%	28%	24%	21%	28%	24%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>



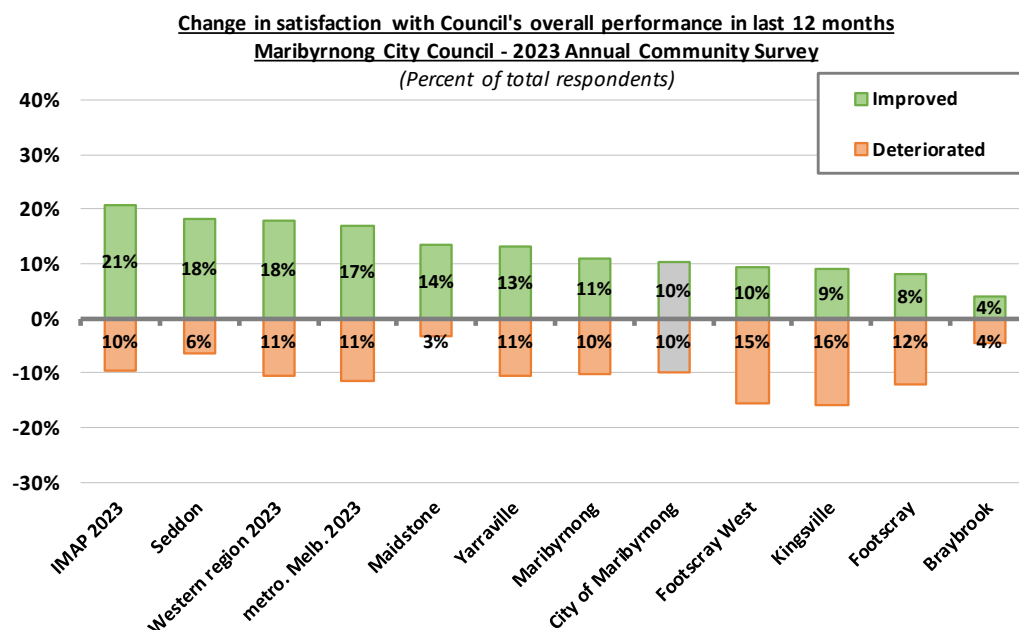
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was some variation in the change in overall performance results observed across the municipality, with attention drawn to the following:

- **Seddon** – respondents were measurably more likely than average to consider that Council's overall performance had improved in the last 12 months.
- **Footscray West and Kingsville** – respondents were notably more likely than average to consider that Council's overall performance had deteriorated in the last 12 months.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Governance and leadership

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following?”*

Respondents were again in 2023, asked to rate their satisfaction with seven aspects of Council’s governance and leadership performance, as outlined in the following graph.

The average satisfaction with these seven aspects of governance and leadership increased notably this year, up three percent to 7.0 (up from 6.8) out of 10, which remains “good” level of satisfaction.

Satisfaction with these seven aspects of governance and leadership can best be summarised as follows:

- **Very Good** – for Council performance promoting gender respect and equity, with 52% “very satisfied” and four percent “dissatisfied”.
- **Good** – for Council’s representation, lobbying and advocacy, representation, lobbying and advocacy, performance making decisions in the interests of the community, performance maintaining community trust and confidence, responsiveness to local community needs, and mitigating the causes of and addressing the impacts of climate change. Approximately 40% of respondents were “very satisfied” with these aspects, whilst approximately eight percent were “dissatisfied”.

Five of these measures (excluding climate change and gender equity), are considered the core measures of satisfaction with Council’s governance related performance. The average satisfaction with these core measures of governance was 6.8 out of 10, an increase of three percent on the 2022 and 2021 averages of 6.7.

Satisfaction with the core measures of governance and leadership was marginally below the metropolitan Melbourne (7.0) and IMAP councils’ (7.0), and somewhat below the western region councils’ average of 7.1.

Metropolis Research notes that satisfaction with Council’s performance mitigating the causes and addressing the impacts of climate change remains the lowest of the seven aspects.

It is noted, however, that the proportion of respondents who were “dissatisfied” with this aspect of performance continued to decline, down from 16% in 2021 to 10% this year.

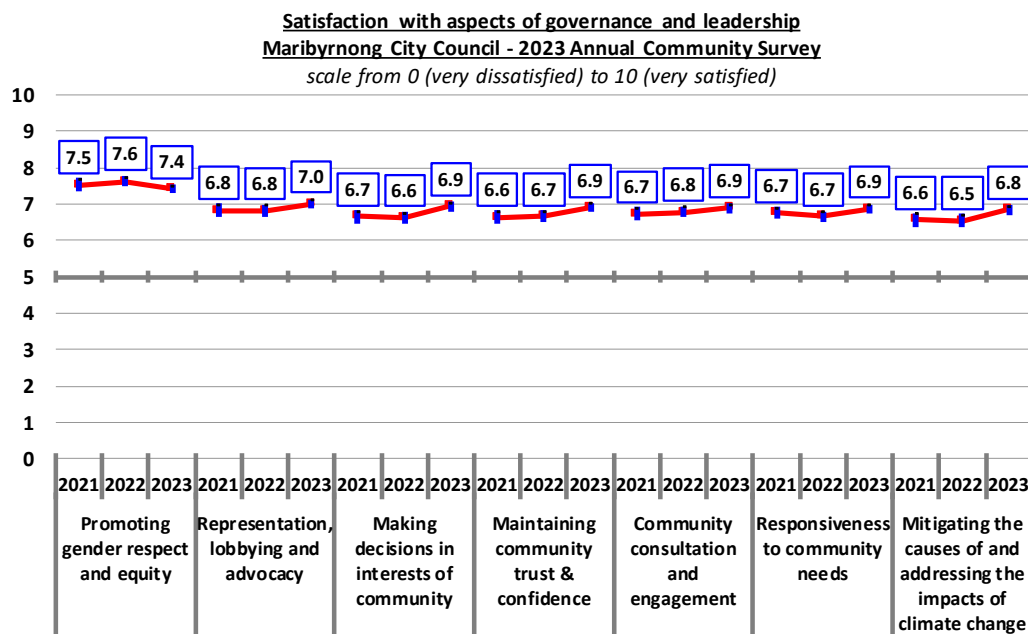
It is also noted that in 2023, just two percent (down from four percent) of respondents nominated environment, conservation, and climate change related issues as one of the top three [issues to address](#).

These results suggest that there appears to be a decrease this year in the proportion of the community who believe that environmental issues are important issues to address in the local community, or who may not feel that Council has or is adequately addressing these issues.



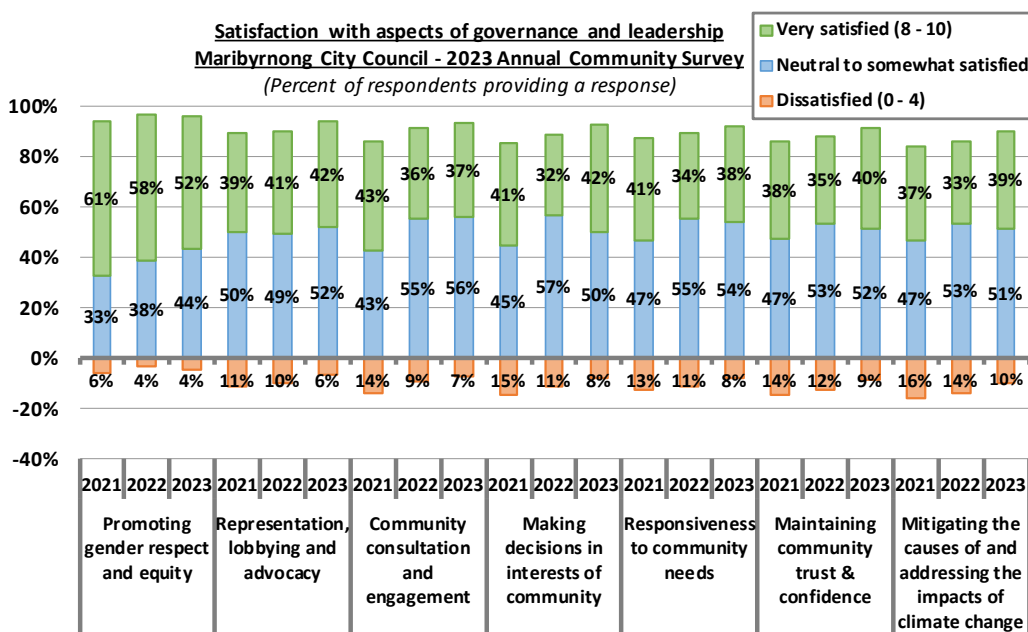
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

The decline in the proportion of respondents who were “dissatisfied” with each of the seven aspects has declined somewhat over the last three years.

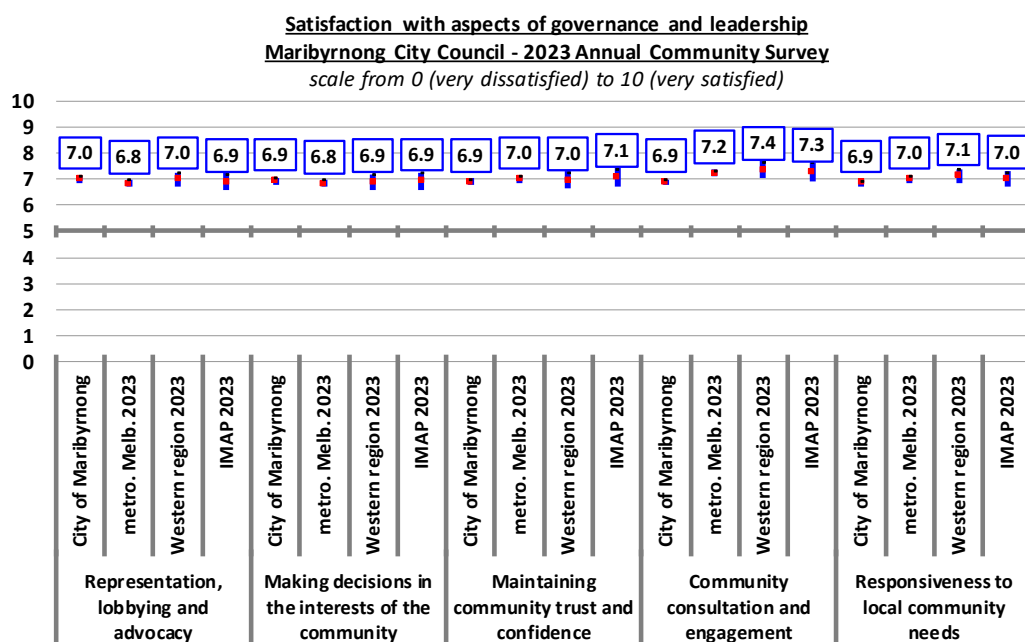


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a comparison of satisfaction with the five core measures of governance and leadership between the City of Maribyrnong, and the metropolitan Melbourne, IMAP councils, and western region councils' results as recorded in the 2023 *Governing Melbourne* research.

It is noted that satisfaction with representation, lobbying and advocacy was marginally higher in the City of Maribyrnong than the metropolitan Melbourne average, whilst satisfaction with community consultation and engagement was somewhat lower than the metropolitan Melbourne average.



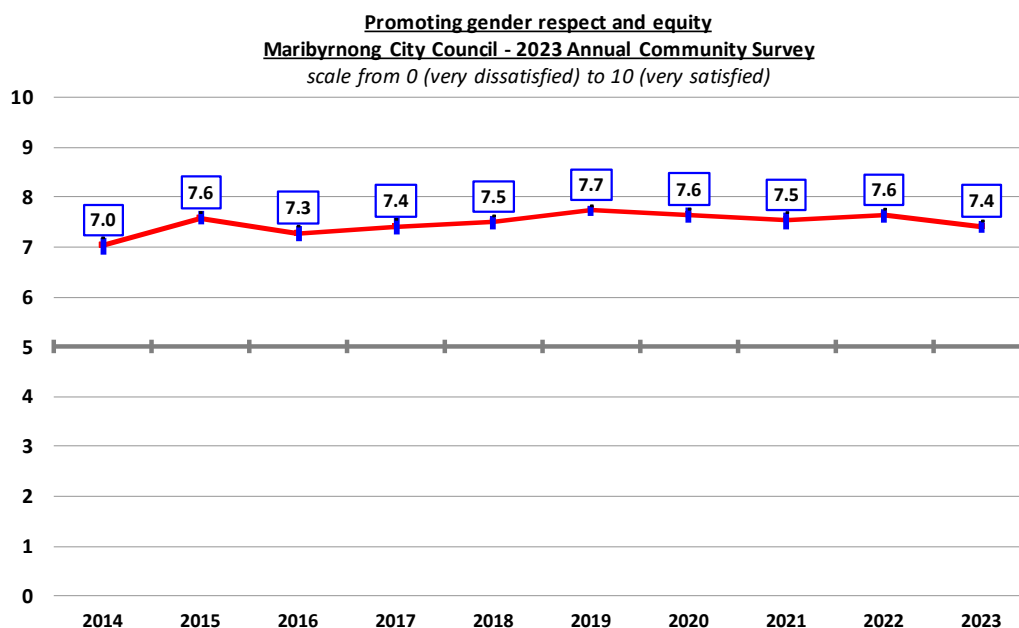
### Promoting gender respect and equity

Satisfaction with Council's performance promoting gender respect and equity declined somewhat this year, down three percent to 7.4, which is a "good", down from a "very good" level. Despite the small decline this year, satisfaction remains consistent with the long-term average since 2014 of 7.5.

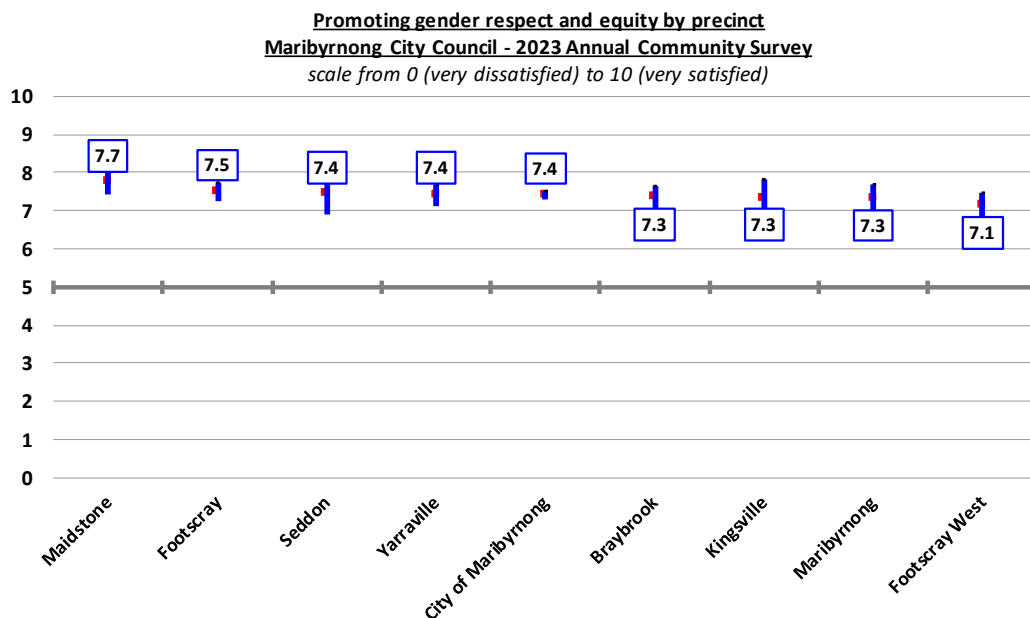


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



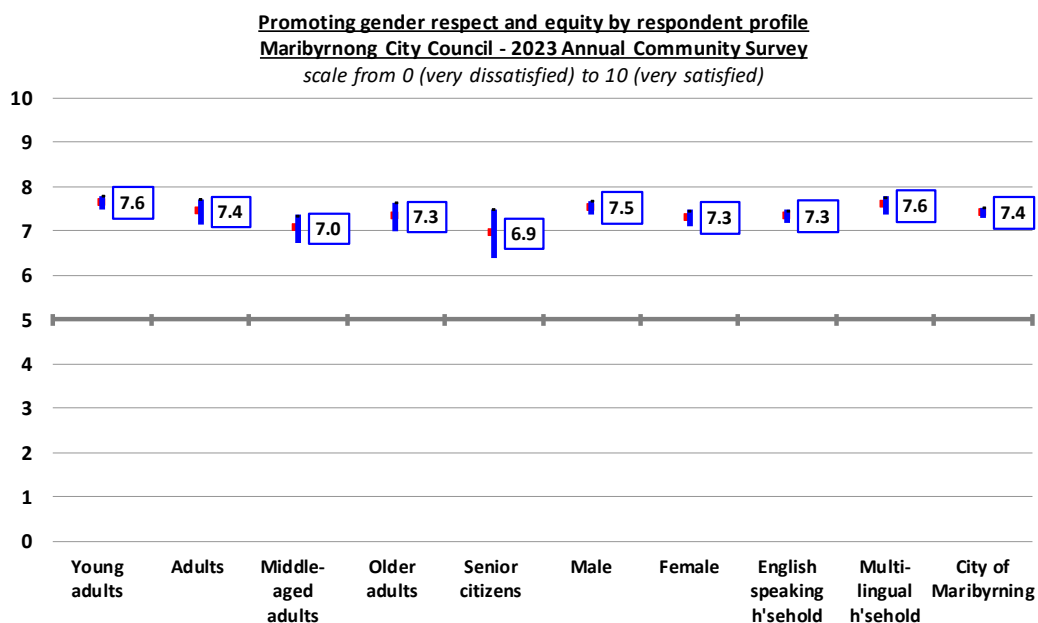
There was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, although it is noted that respondents from Maidstone rated satisfaction at a “very good” level.



There was also no statistically significant variation in satisfaction observed by respondent profile, although satisfaction was lowest for senior citizens (aged 75 years and over), and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

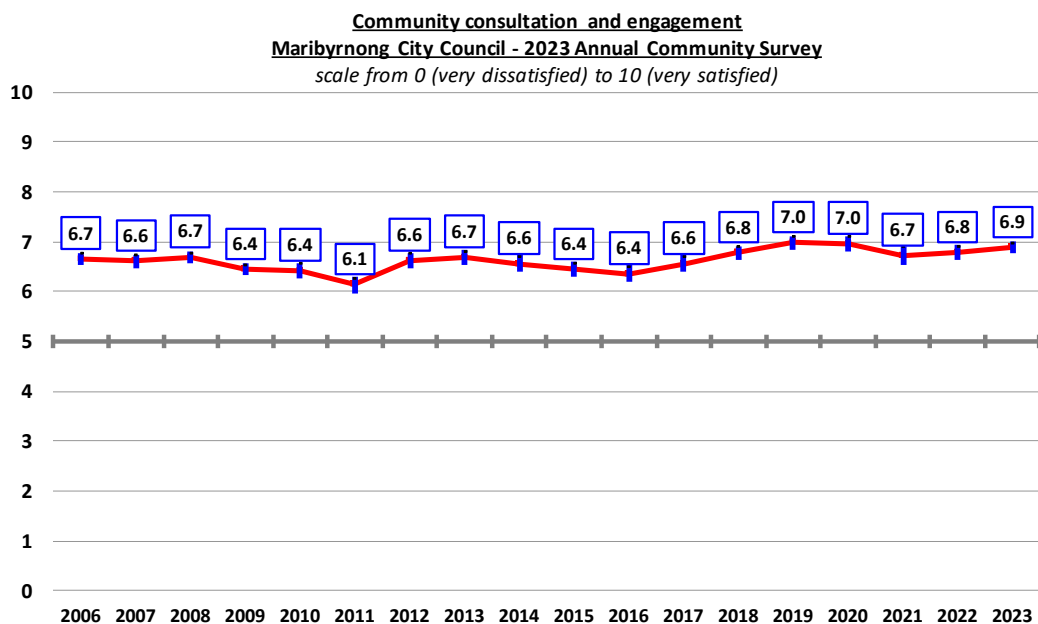
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Community consultation and engagement

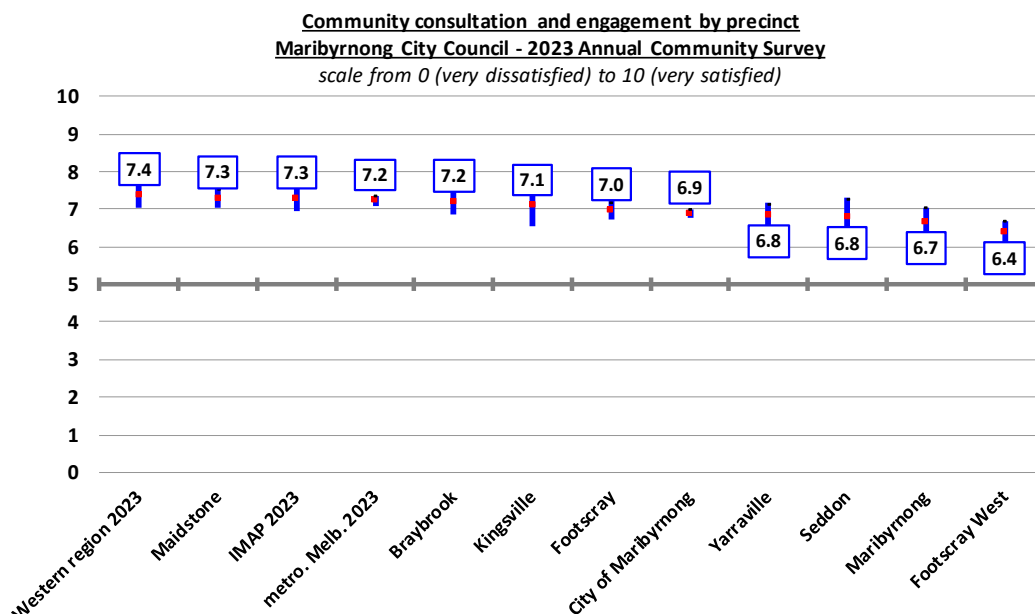
Satisfaction with Council's community consultation and engagement performance increased marginally this year, up one percent to 6.9, although it remains at a "good" level. This result remains comfortably above the long-term average satisfaction since 2006 of 6.6.



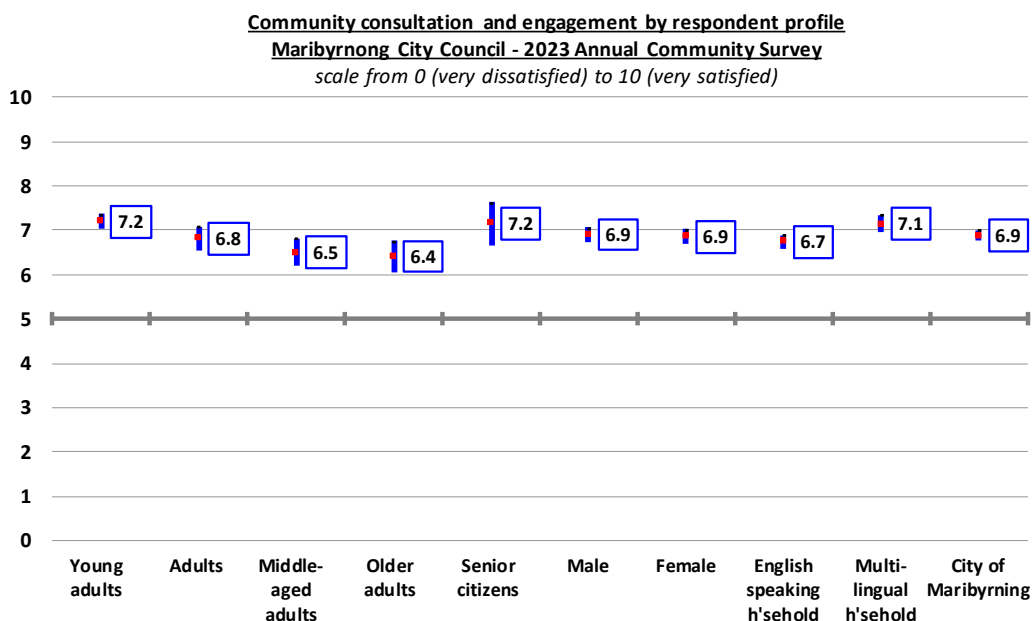
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was measurable variation in satisfaction with community consultation and engagement observed across the municipality. Respondents from Maidstone were measurably more satisfied than average and at a “very good” level, whilst respondents from Footscray West were measurably less satisfied than average and at a “solid” rather than “good” level.



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were notably less satisfied. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



## Agenda Item 9.1 - Attachment 1

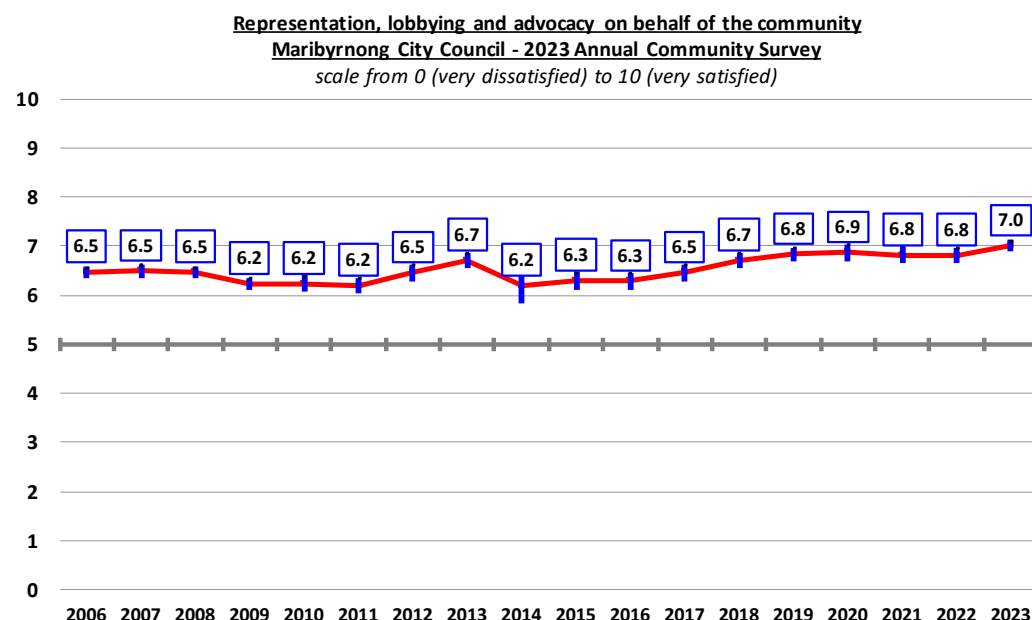
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Representation, lobbying and advocacy***

Satisfaction with Council’s representation, lobbying, and advocacy performance increased somewhat, but not measurably this year, up three percent to 7.0 out of 10. This was the highest satisfaction with this aspect of performance recorded since it was first included in the survey program back in 2006.

Satisfaction with representation, lobbying, and advocacy has increased 13% since the most recent low point of 6.2 recorded in 2014 and was eight percent above the long-term average satisfaction since 2006 of 6.5.

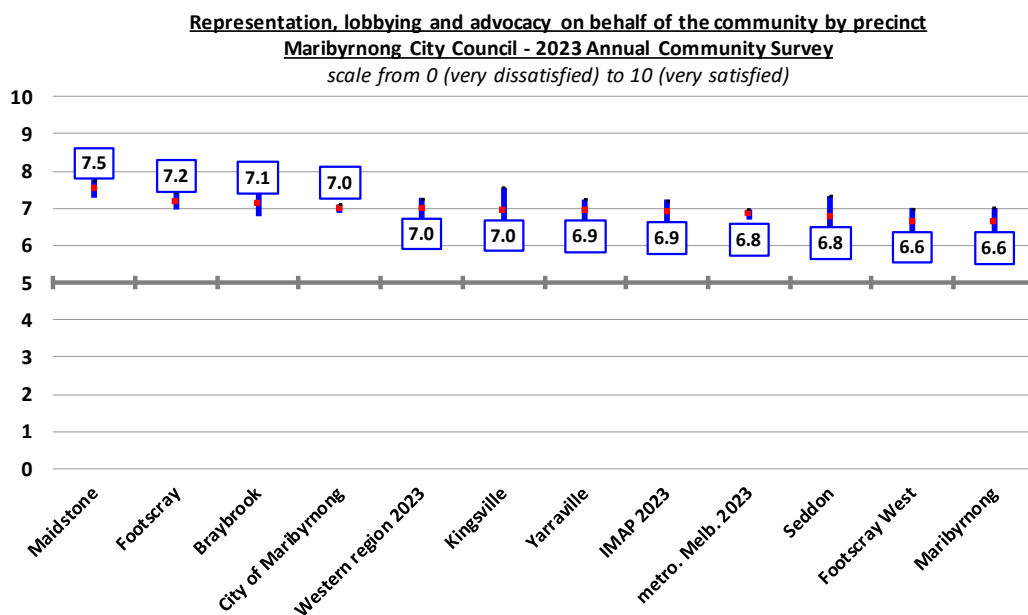
Metropolis Research suggests that this is a very positive result, which shows a sustained increase in community satisfaction with this aspect of Council’s performance over time.



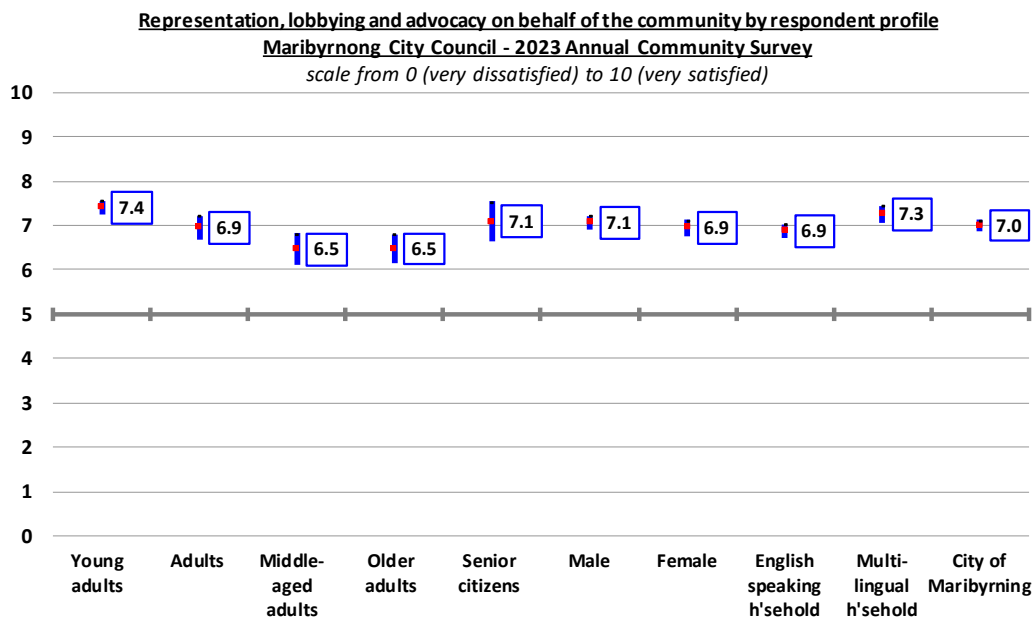
There was measurable variation in satisfaction with Council’s representation, lobbying, and advocacy observed across the municipality, with respondents from Maidstone measurably and significantly more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West and Maribyrnong precinct were notably but not measurably less satisfied.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



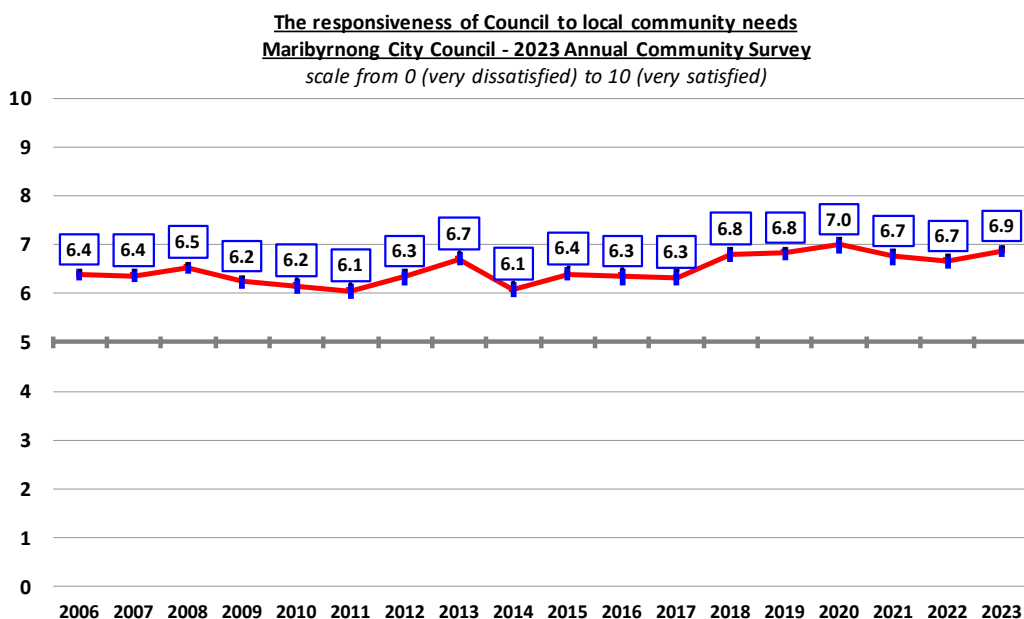
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Responsiveness of Council to local community needs***

Satisfaction with the responsiveness of Council to local community needs increased somewhat, but not measurably this year, up three percent to 6.9 out of 10. This returns satisfaction with this aspect to near record levels (7.0).

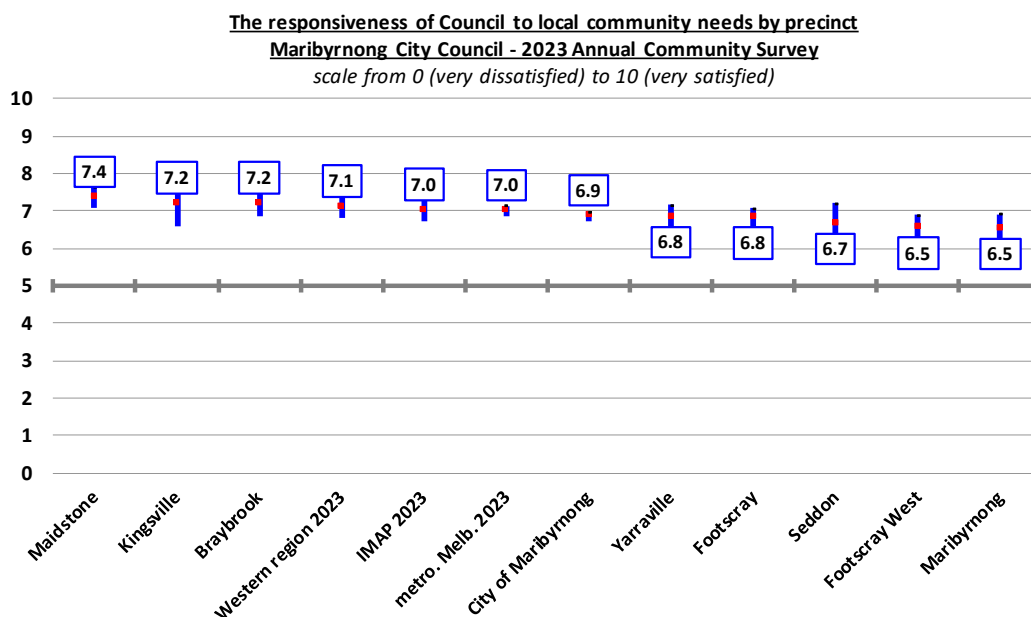
This result was measurably (6%) higher than the long-term average satisfaction with the responsiveness of Council of 6.5.



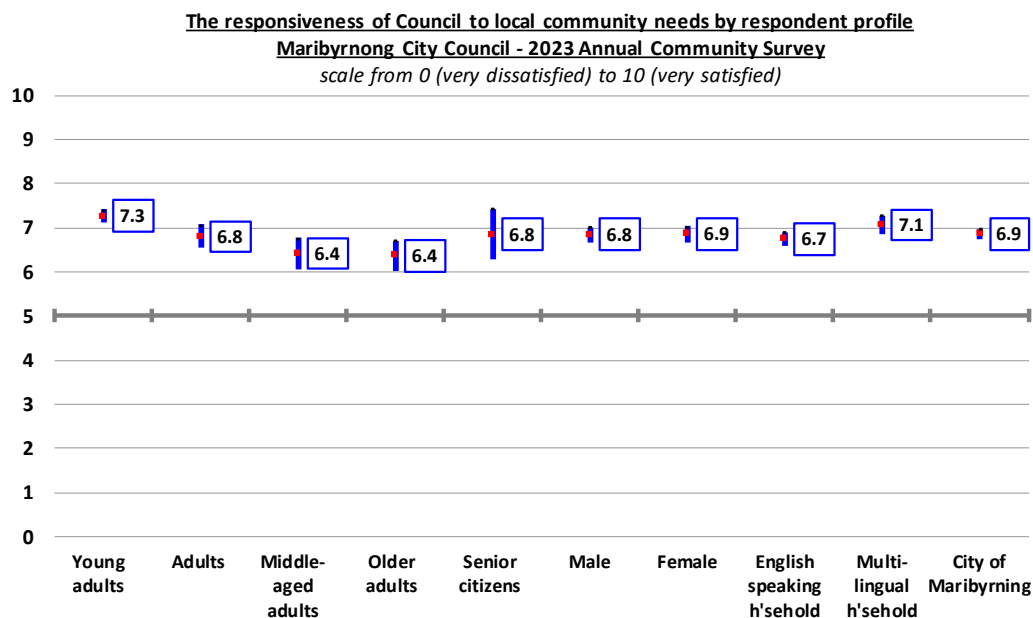
There was measurable variation in satisfaction with the responsiveness of Councils, with respondents from Maidstone measurably and significantly more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West and Maribyrnong precinct were notably, but not measurably less satisfied.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged adults (aged 45 to 59 years) were notably, and older adults (aged 60 to 74 years) were measurably less satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.



## Agenda Item 9.1 - Attachment 1

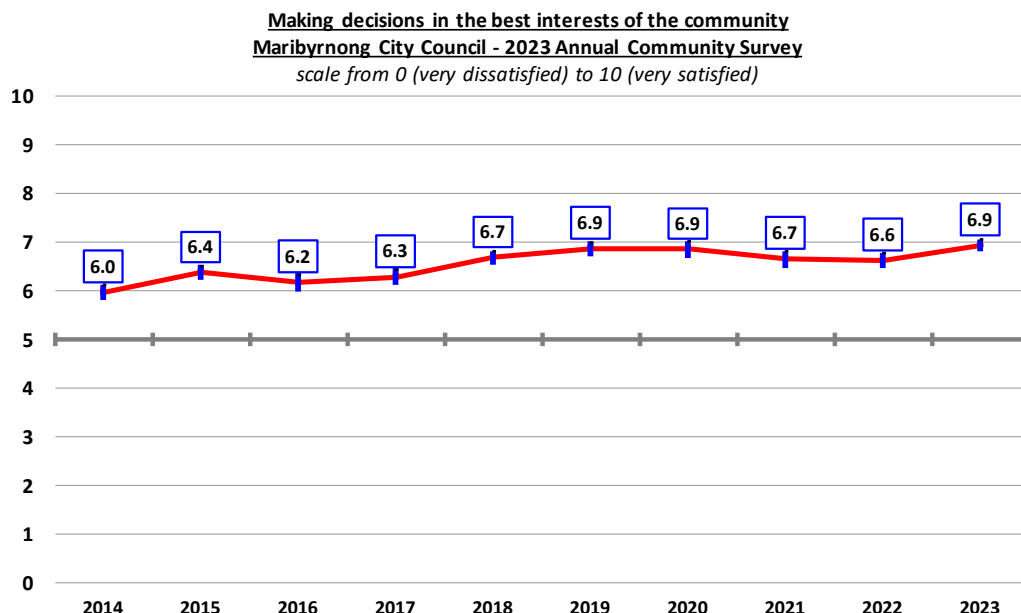
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Making decisions in the interests of the community***

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably this year, up five percent to 6.9 out of 10, although it remains at a “good” level of satisfaction.

This result was the equal highest satisfaction with this aspect of performance (equal with 2019 and 2020) and was notably above the long-term average satisfaction since 2014 of 6.5.

Metropolis Research notes that satisfaction with Council’s performance making decisions in the interests of the community has increased 15% since it was first included in the survey program back in 2014. This is a significant and sustained increase in satisfaction over time.

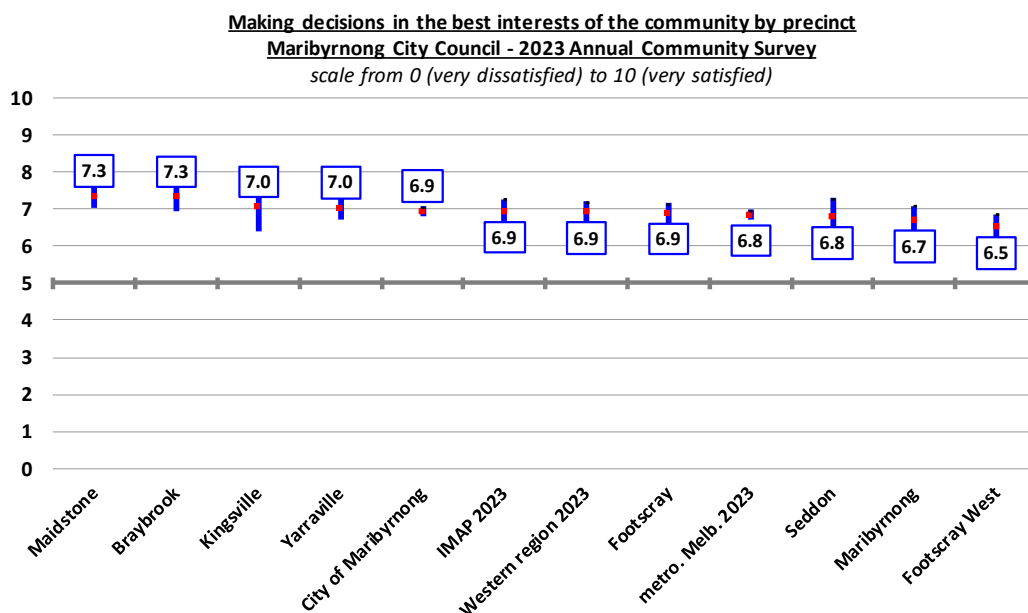


Whilst there was no measurable variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Maidstone were notably more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West were notably, but not measurably less satisfied.

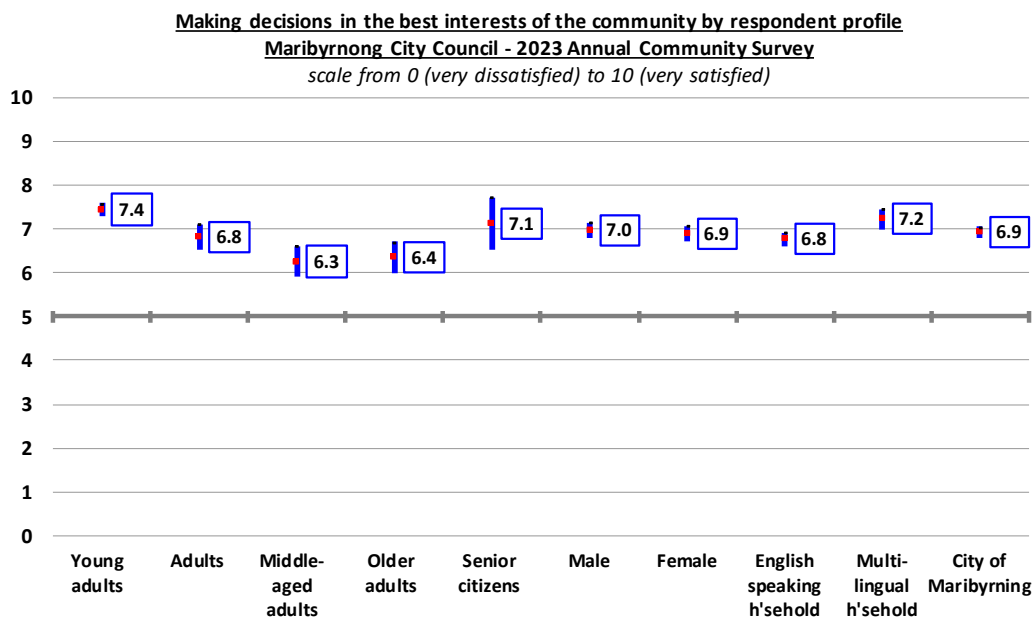


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied and at “solid” rather than “good” levels of satisfaction. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



## Agenda Item 9.1 - Attachment 1

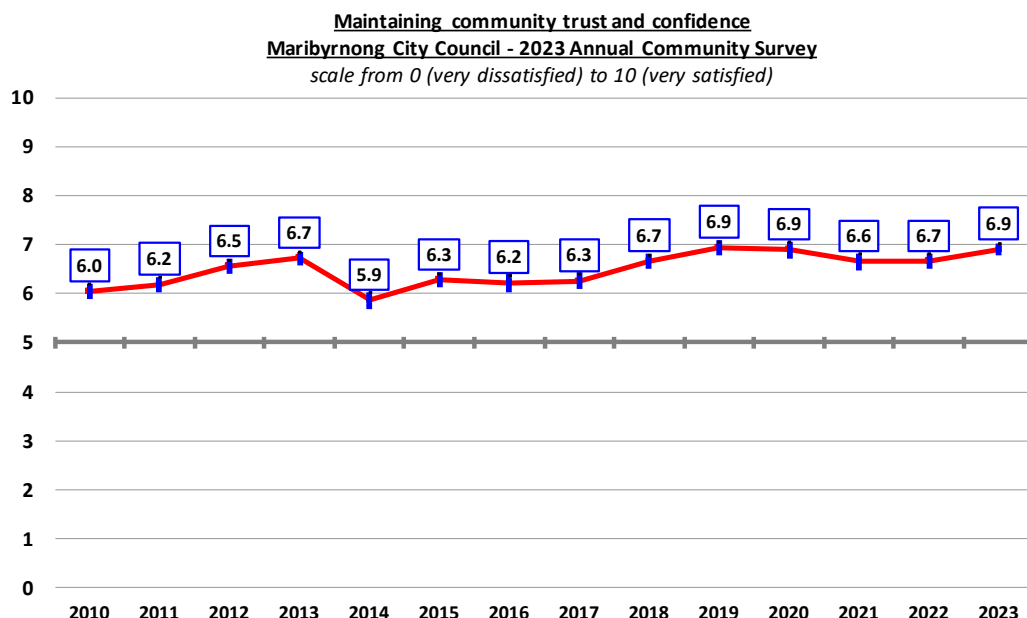
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Maintaining trust and confidence of the local community***

Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased notably but not measurably this year, up three percent to 6.9 out of 10, although it remains at a “good” level.

This result was the equal highest satisfaction with this aspect of performance (equal with 2019 and 2020) and was notably above the long-term average satisfaction since 2010 of 6.5.

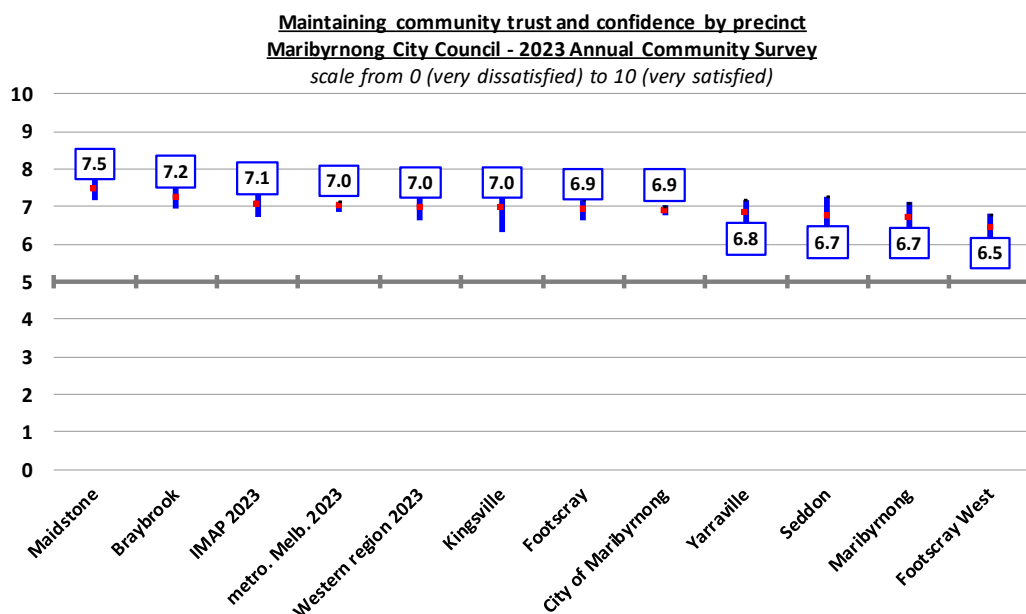
Metropolis Research notes that satisfaction with Council’s performance maintaining the trust and confidence of the community has increased 15% since it was first included in the survey program back in 2014. This is a significant and sustained increase in satisfaction over time.



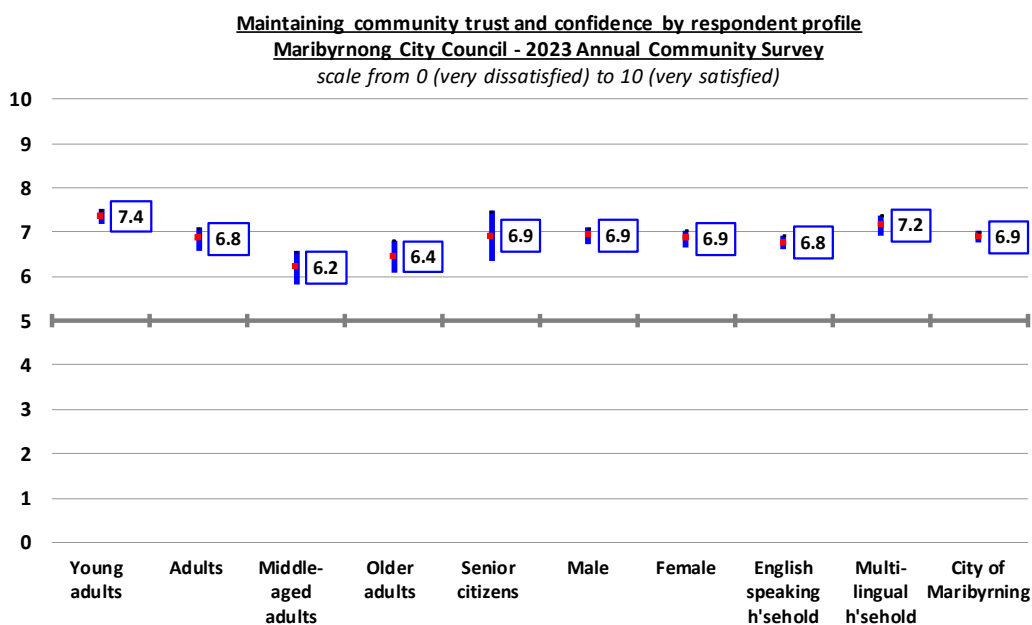
There was measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Maidstone measurably more satisfied than average, and at a “very good” rather than “good” level, whilst respondents from Footscray West were measurably less satisfied, although still at a “good” level.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied and at “solid” rather than “good” levels of satisfaction. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



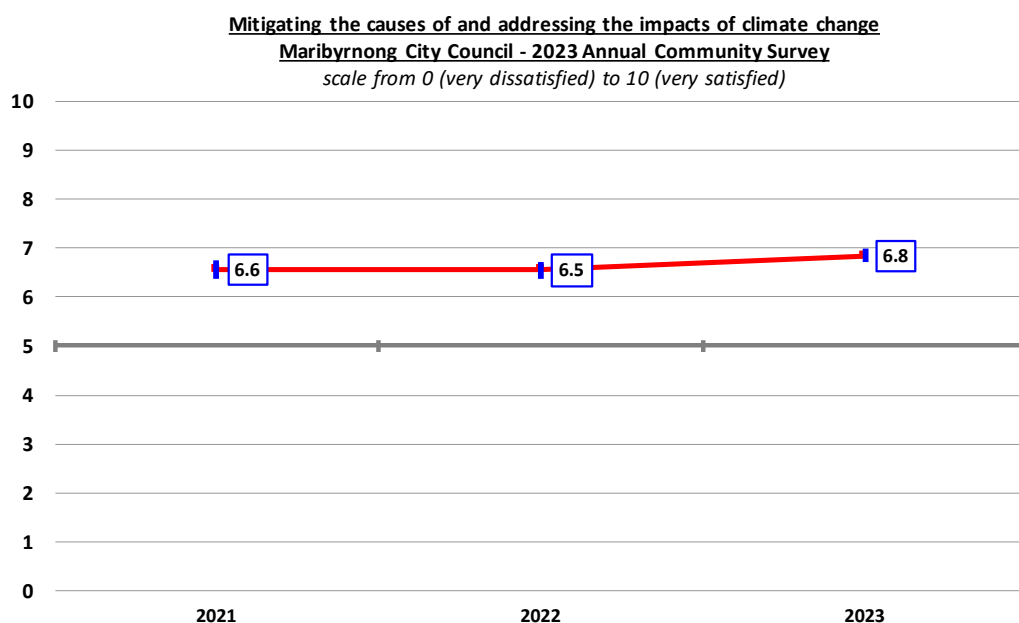
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Mitigating the causes of and addressing the impacts of climate change***

Satisfaction with Council's performance mitigating the causes of and addressing the impacts of climate change increased measurably this year, up five percent to 6.8 out of 10, although it remains at a "good" level.

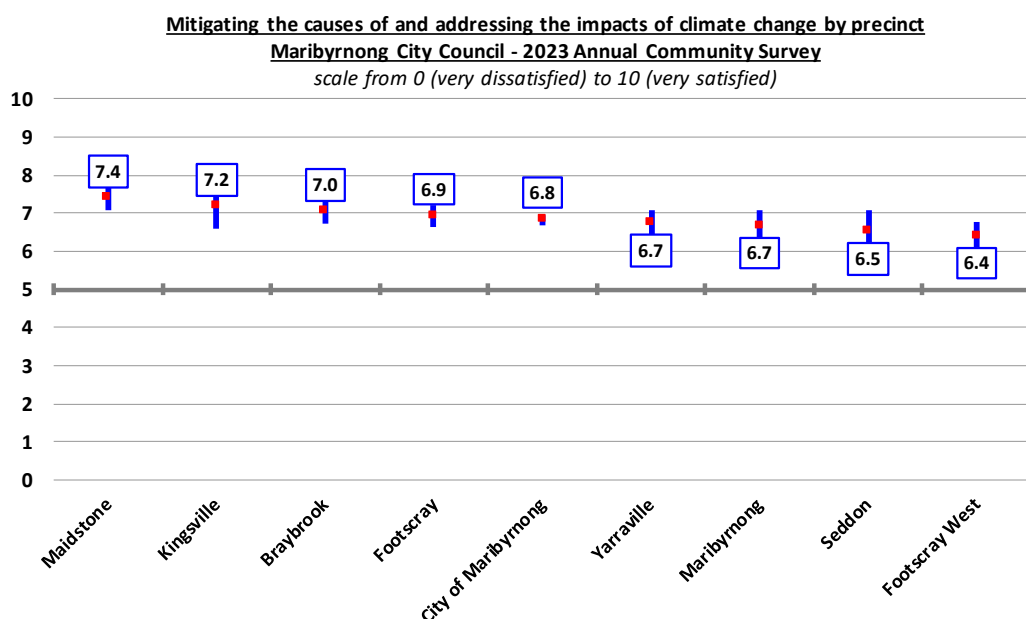
This is the highest satisfaction score for this aspect since the question was first included in 2021.



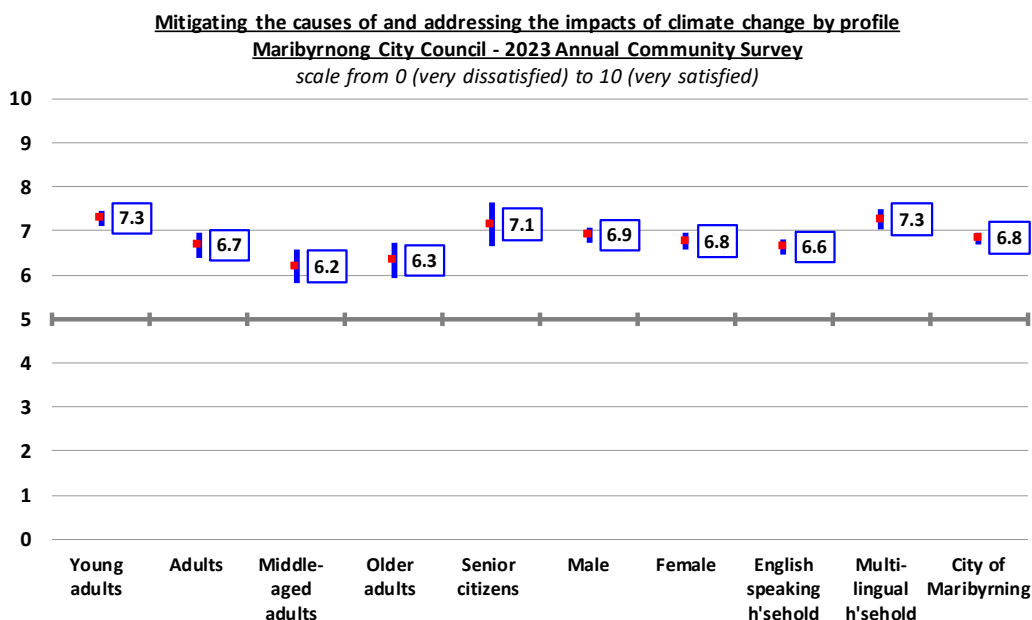
There was measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from Maidstone measurably more satisfied than average, and at a "very good" rather than "good" level, whilst respondents from Footscray West were notably, but not measurably less satisfied, and at a "solid" rather than a "good" level.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied and at “solid” rather than “good” levels of satisfaction. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

## Customer service

### Contact with Council in the last 12 months

Respondents were asked:

*“Have you contacted Maribyrnong City Council in the last 12 months?”*

There was a decline this year, in the proportion of respondents who reported that they had contacted Council in the last 12 months, down from 38% last year to 21% this year.

This is the lowest proportion of respondents who had contacted Council in the last 12 months recorded for the City of Maribyrnong since the question was first asked back in 2004.

The lower proportion of respondents who had contacted Council in the last 12 months will have been a factor in the slight increase in satisfaction this year. This reflects the fact that respondents who have needed to contact Council in the last year tend to report lower overall satisfaction with Council.

This doesn't reflect on the quality of customer service provided by Council, rather it reflects the fact that those in the community who need to contact Council will often be contacting Council in relation to an issue (e.g., planning, fines, waste collection, parking, etc). This is discussed in the [overall performance by respondent profile](#) section of this report.

**Contacted Council in the last 12 months**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes	168	21%	38%	45%	41%	35%	47%
No	628	79%	62%	55%	59%	65%	53%
Can't say	4		4	0	5	5	3
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

### Forms of contact

Respondents who had contacted Council were asked:

*“When you last contacted the Council, was it?”*

The most common method of contacting Council remains telephone during business hours, with 51% last contacting Council by this method in the last 12 months.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

It is noted again in 2023, that a significant proportion of respondents contacted Council by email this year, with 22% (down from 28%) using this method. This result remains significantly above the long-term average for contacting Council by email, which appears to reflect a sustained change in the contact methods used by residents.

Metropolis Research draws particular attention to the fact that just nine percent of respondents visited Council in person. Despite increasing from just five percent last year, this does tend to suggest a sustained change in the contact methods used by residents following the COVID-19 pandemic.

These changes in the methods by which residents contact Council does bring challenges for Council in ensuring the maintenance of high-quality customer service when more residents are contacting Council by email and the website, and fewer are visiting in person.

**Form of contact with Maribyrnong City Council**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents who contacted Council)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Telephone (during office hours)	85	51%	51%	60%	60%	55%	49%
E-mail	37	22%	28%	20%	21%	19%	10%
Website	29	17%	14%	12%	8%	5%	6%
Visit in person	15	9%	5%	7%	8%	18%	16%
Mail	2	1%	0%	1%	2%	4%	1%
Telephone (after hours service)	0	0%	1%	0%	1%	0%	0%
Multiple	0	0%	0%	0%	0%	0%	18%
Not stated	0		3	4	0	2	1
<b>Total</b>	<b>168</b>	<b>100%</b>	<b>302</b>	<b>360</b>	<b>328</b>	<b>275</b>	<b>374</b>

### Satisfaction with aspects of customer contact

Respondents who had contacted Council were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Maribyrnong City Council?”*

The 168 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with nine aspects of customer service.

The average satisfaction with these nine aspects of customer service remained stable this year at 7.2 out of 10, or a “good” level of satisfaction.

This result remains consistent with the long-term average satisfaction with customer service since 2004 of 7.3 out of 10.

## Agenda Item 9.1 - Attachment 1

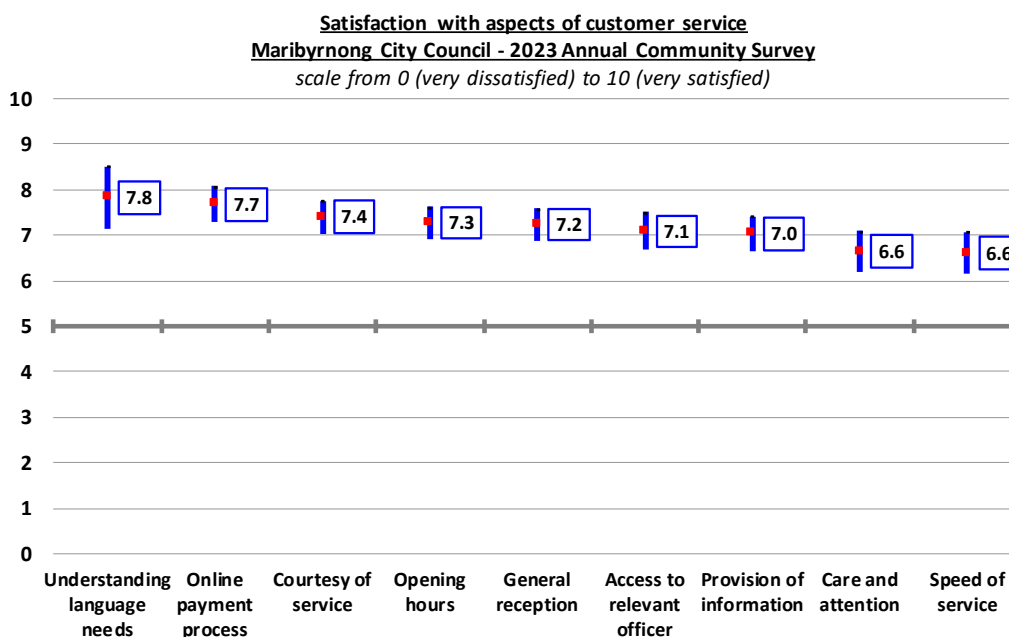
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Satisfaction with these nine aspects of customer service can best be summarised as follows:

- **Excellent** – for staff understanding language needs (respondents from multilingual households only), and the online payments system.
- **Very Good** – for the courtesy of service and opening hours.
- **Good** – for general reception, access to relevant officer, provision of information, care and attention to enquiry, and the speed of service.

Metropolis Research notes the fact that Council continues to provide “excellent” customer service for the multilingual community, in terms of understanding their language needs. This has been a consistent finding from the research for many years.

It is also noted that the speed of service remains the lowest rated aspect of customer service, although it remains in the “good” range. Satisfaction with the speed of service, does, however, remains eight percent lower than the average satisfaction with customer service.



The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

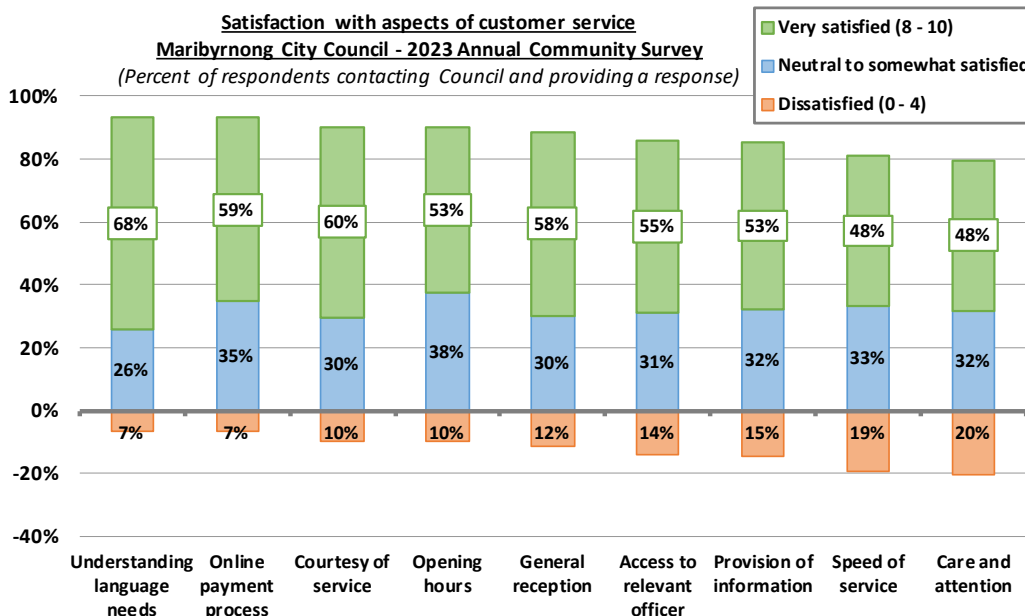
It is noted that, whilst the majority of respondents who had contacted Council and provided a satisfaction score were “very satisfied” with seven of the nine aspects of customer service, approximately one-fifth of respondents were “dissatisfied” with the speed of service and the care and attention to enquiry.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

These two areas of customer service remain the areas of most concern, although it is important to bear in mind that average satisfaction with these two aspects were both categorised as “good” with scores of 6.6 out of 10.



### Comparison to the metropolitan Melbourne average

The following graph provides a comparison of satisfaction with seven of the nine aspects of customer service that were included in both this survey as well as the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

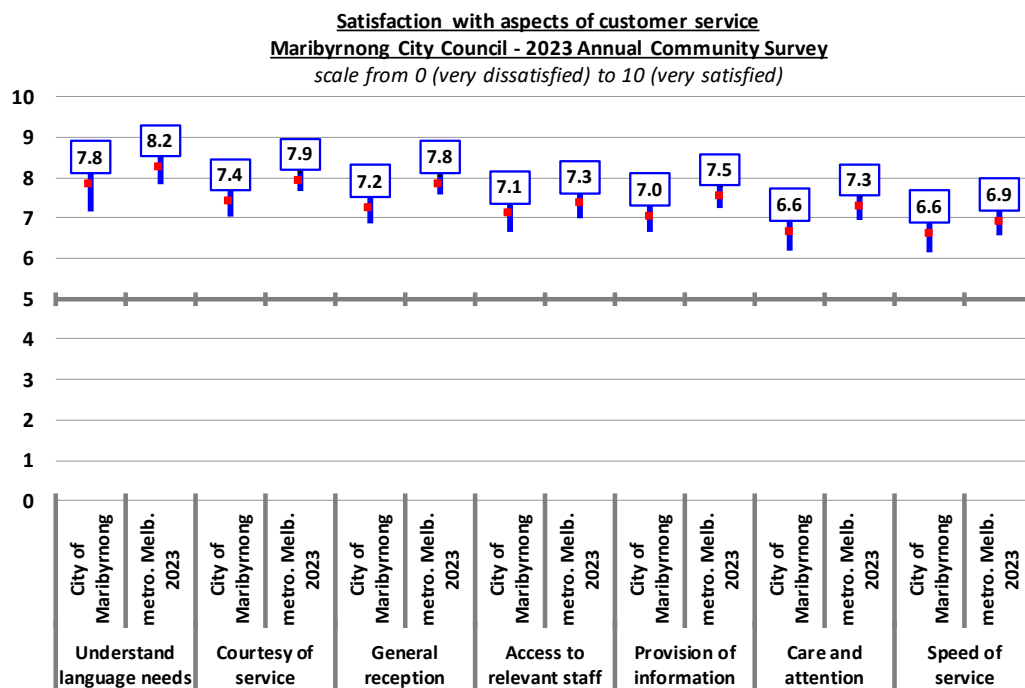
The average satisfaction with these seven aspects of customer service was 7.1 out of 10 for the City of Maribyrnong, notably but not measurably (5%) lower than the metropolitan Melbourne average of 7.6 or “very good”.

Metropolis Research notes that satisfaction with all seven aspects of customer service was somewhat lower in the City of Maribyrnong than the metropolitan Melbourne average, with the largest difference being for care and attention (8% lower in the City of Maribyrnong), general reception (8% lower), and the provision of information (7% lower).

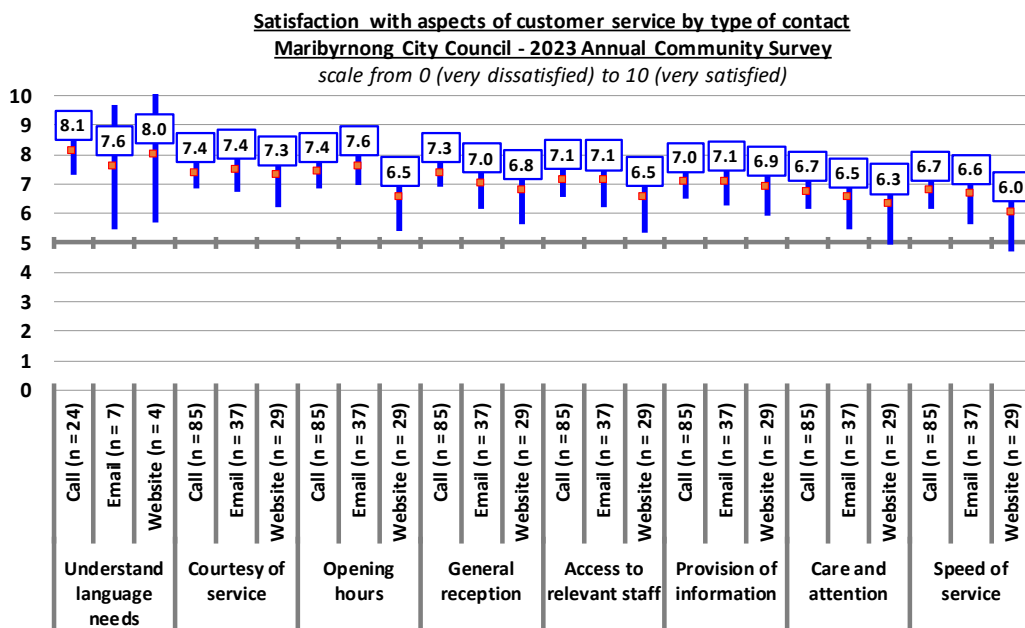
This variation between satisfaction with customer service in the City of Maribyrnong and the metropolitan Melbourne average is a reversal of the results recorded in 2022, at which time satisfaction with five of the seven aspects was marginally higher in the City of Maribyrnong.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



The following graph provides a comparison of satisfaction with the nine aspects of customer service by the method of last contacting Council. Caution should be exercised in the interpretation of these results given the relatively small sample size for each method. It is noted, however, that satisfaction with many of these aspects was marginally lower for those contacting Council via the website.

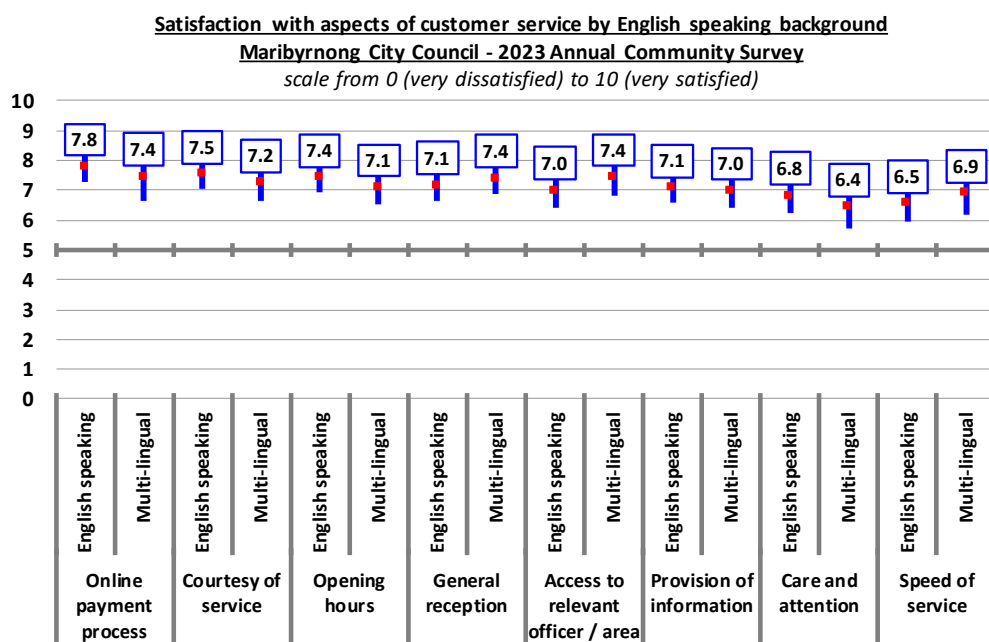


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a comparison of satisfaction with the nine aspects of customer service between respondents from multilingual households and respondents from English speaking households.

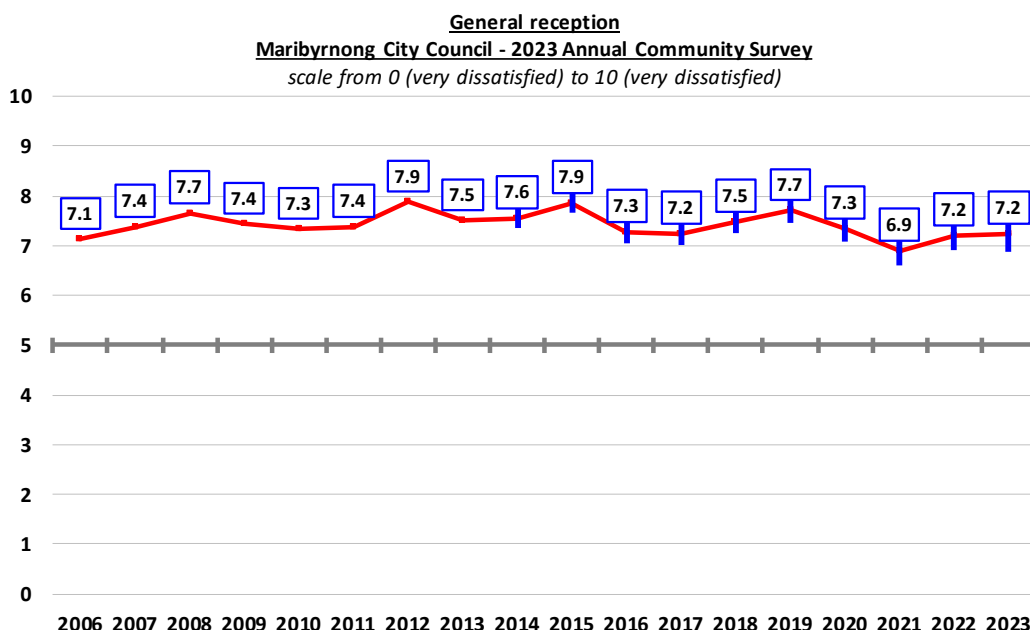
There was no statistically significant variation in these results observed, although it is noted that respondents from English speaking households were a little more satisfied than those from multilingual households with the online payment system and care and attention to enquiry. They were, however, a little less satisfied with access to relevant officer / area.



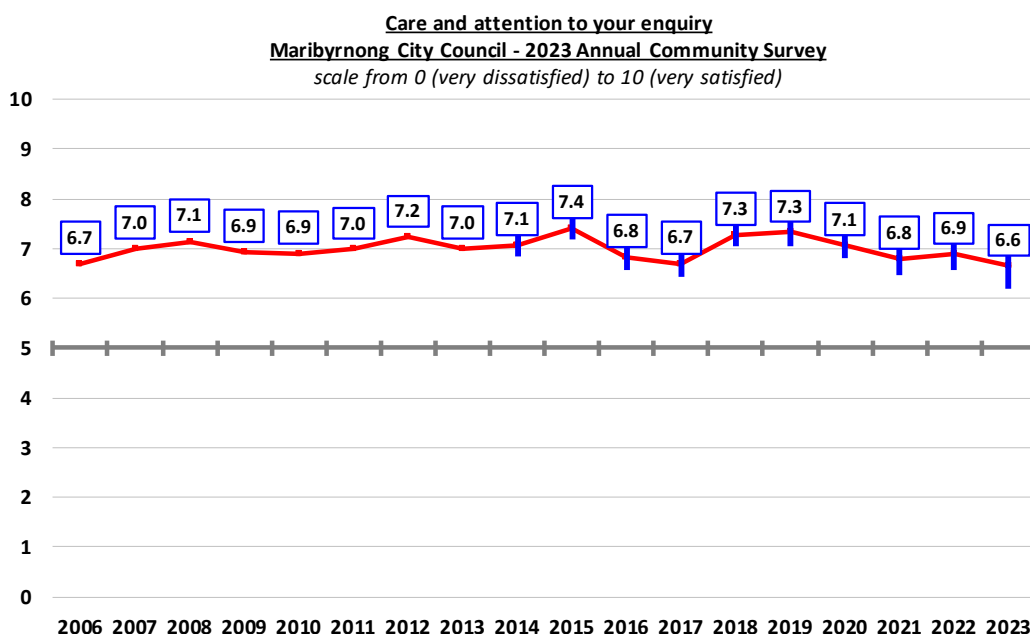
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Satisfaction with general reception remained stable this year at 7.2 out of 10, or a “good” level of satisfaction. This result has remained stable a lower level than the long-term average satisfaction since 2006 of 7.4 out of 10 or “very good”.



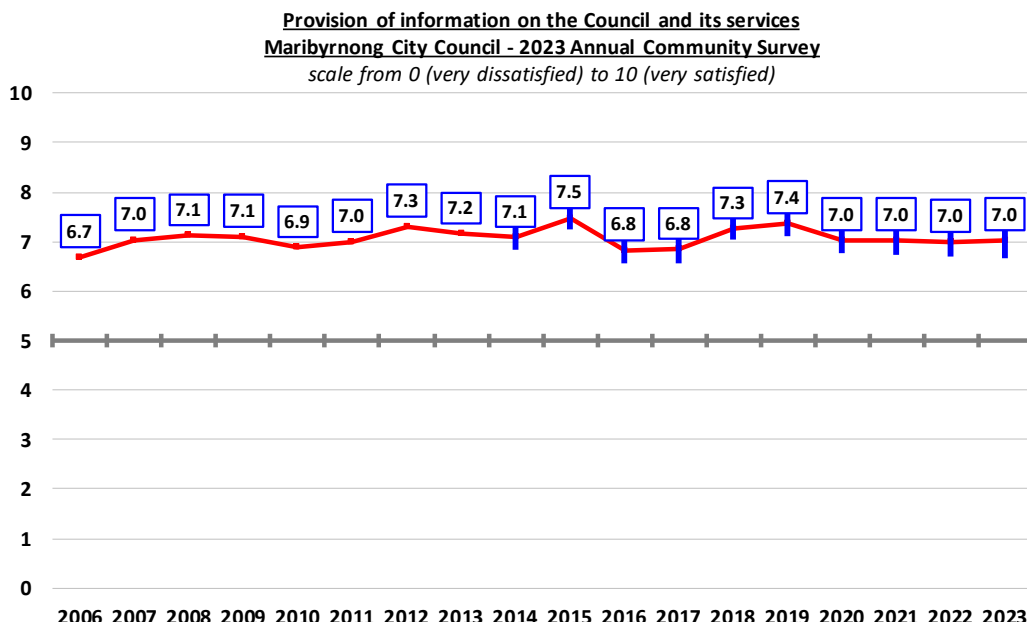
Satisfaction with care and attention to enquiry declined somewhat, but not measurably this year, down four percent to 6.6, although it remains at a “good” level of satisfaction. This result remains below the long-term average satisfaction since 2006 of 7.0 out of 10.



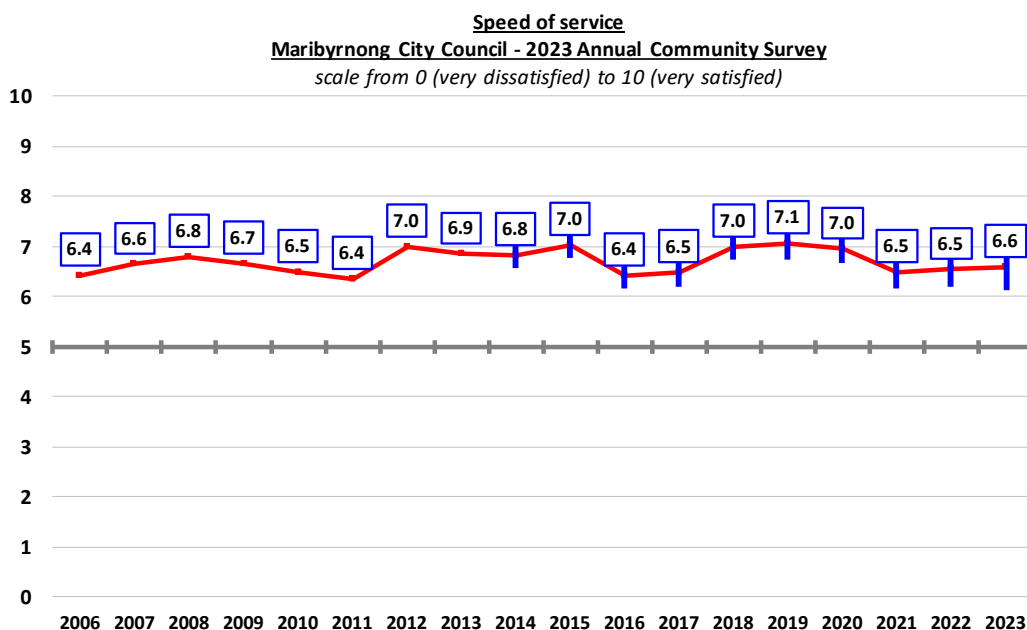
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Satisfaction with the provision of information Council and its services remained stable for the third consecutive year at 7.0 out of 10, or a “good” level of satisfaction. This result, however, remains just marginally below the long-term average satisfaction since 2006 of 7.1 out of 10.



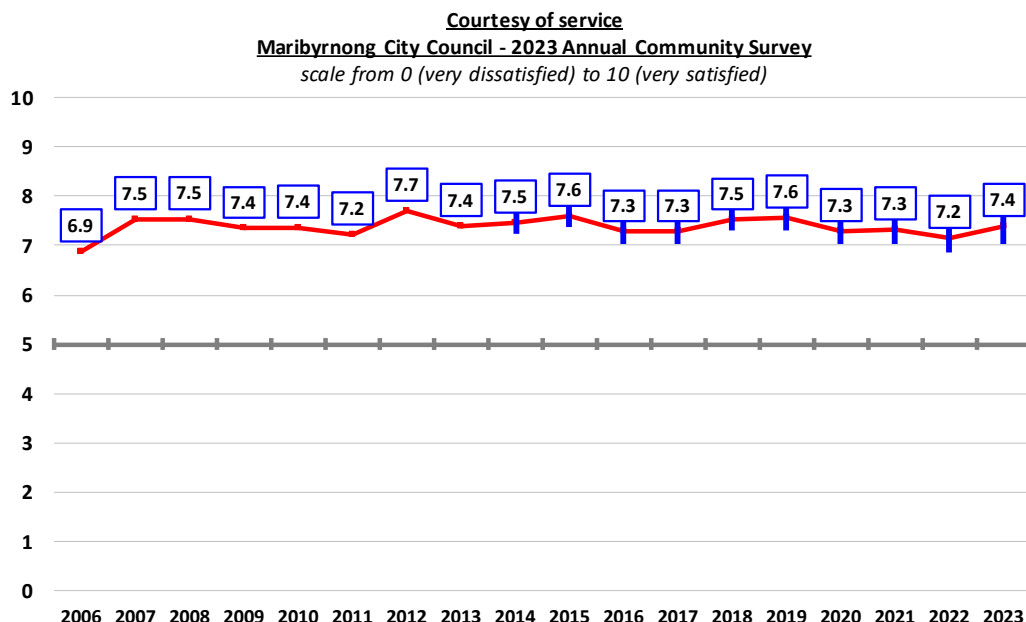
Satisfaction with the speed of service increased marginally but not measurably this year, up two percent to 6.6, although it remains at a “good” level, and below the long-term average satisfaction since 2006 of 6.7 out of 10.



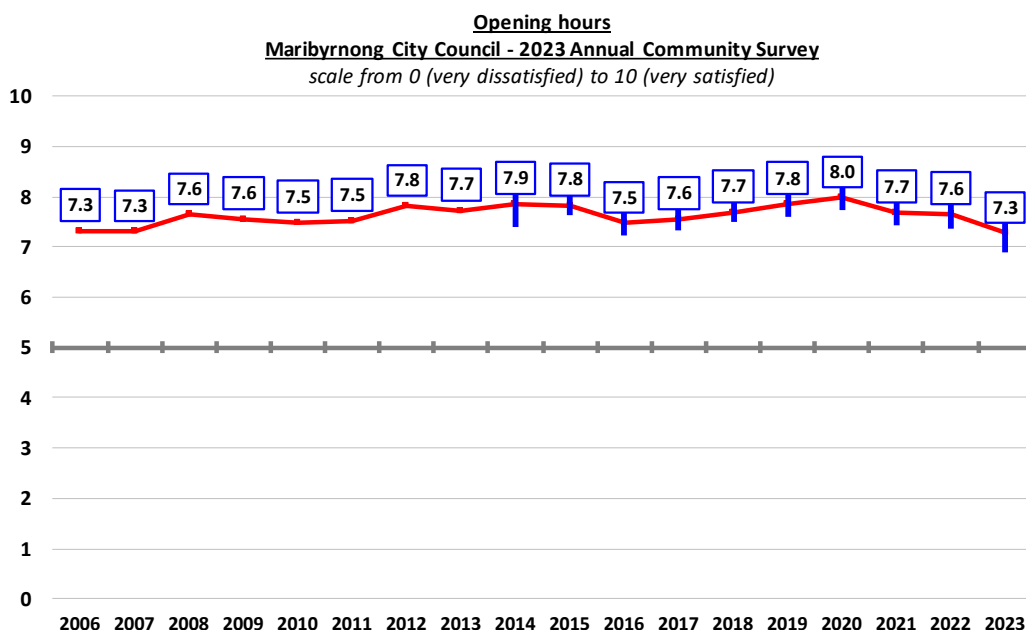
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Satisfaction with the courtesy of service increased marginally, but not measurably this year, up three percent to 7.4, which is a “very good”, up from a “good” level of satisfaction. This result was consistent with the long-term average satisfaction since 2006 of 7.4 out of 10.



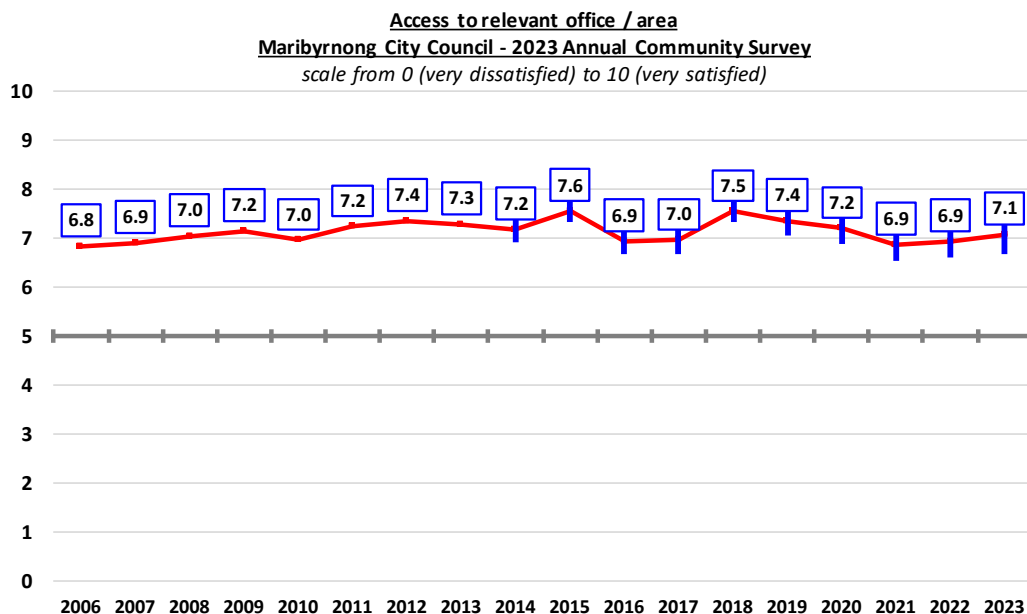
Satisfaction with opening hours declined somewhat, but not measurably this year, down four percent to 7.3 out of 10, although it remains at a “very good” level of satisfaction. This result was somewhat, but not measurably lower than the long-term average satisfaction since 2006 of 7.6 out of 10.



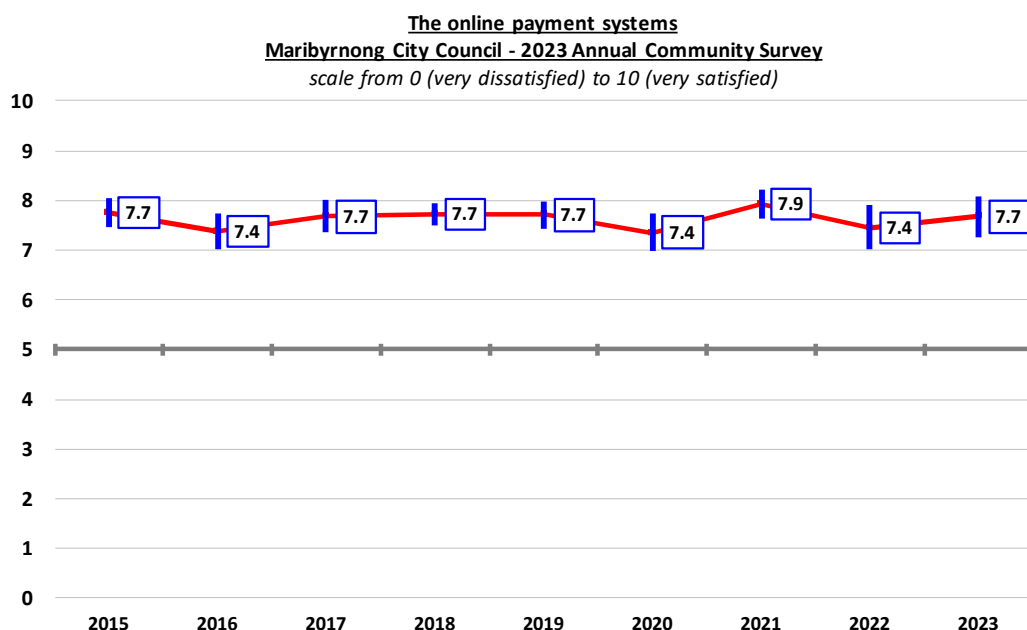
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Satisfaction with access to relevant officer / area increased marginally but not measurably this year, up three percent to 7.1 out of 10, although it remains at a “good” level of satisfaction. This result was consistent with the long-term average satisfaction since 2006 of 7.1 out of 10.



Satisfaction with the online payments system increased somewhat, but not measurably this year, up four percent to 7.7, although it remains at a “very good” level. This result was marginally higher than the long-term average satisfaction since 2015 of 7.6 out of 10.

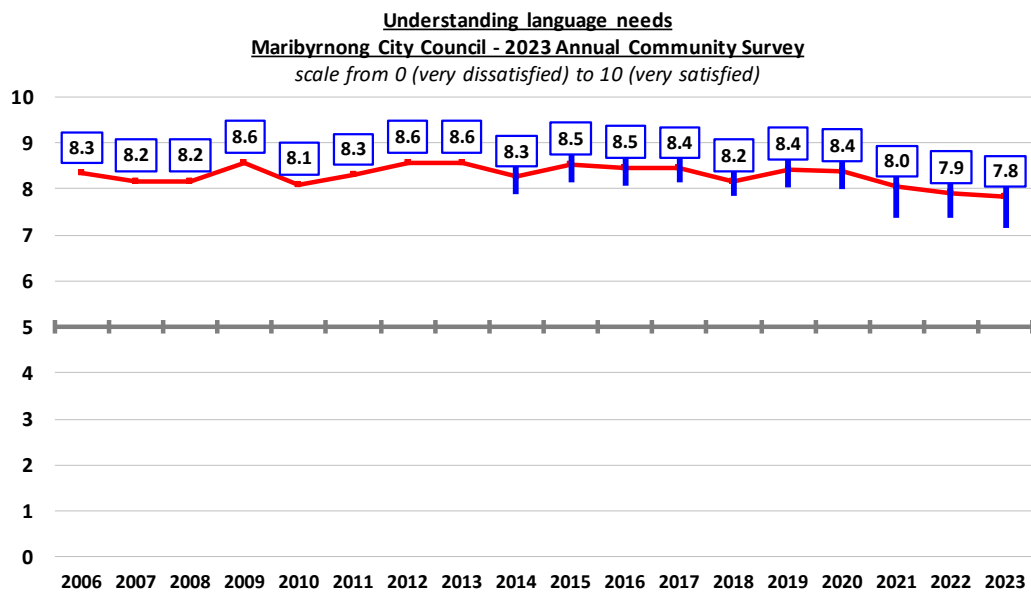


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Satisfaction with staff understanding of the respondents' language needs was calculated only for respondents from multilingual households. The average satisfaction with this aspect of customer service declined marginally again this year, down one percent to 7.8, although it remains at an "excellent" level of satisfaction.

This result of 7.8 this year remains notably below the long-term average satisfaction since 2006 of 8.3 out of 10.





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

## Planning and housing development

There were two separate sets of questions included in the survey relating to satisfaction with planning and housing development. The first set of three questions were asked of all respondents and related to three planning and development outcomes in the municipality.

Following this first set of questions, a screening question was asked about involvement in the planning approvals process in the last 12 months, and for those respondents participating as applicants or objectors, respondents were asked to rate their satisfaction with four aspects of the planning approvals process.

### ***Planning and housing development outcomes***

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and housing development in your local area.”*

Satisfaction with all three planning and development outcomes increased notably this year, with statistically significant increases in satisfaction with the protection of local heritage (up 6%), and satisfaction with the appearance and quality of new developments (up 6%).

These results are consistent with the notable decline in the proportion of respondents who nominated planning, housing, and development related issues as one of the top three [issues to address](#) for the City of Maribyrnong ‘at the moment’.

Taken together, these results suggest a decline in community concerns around planning and housing development this year compared to recent years.

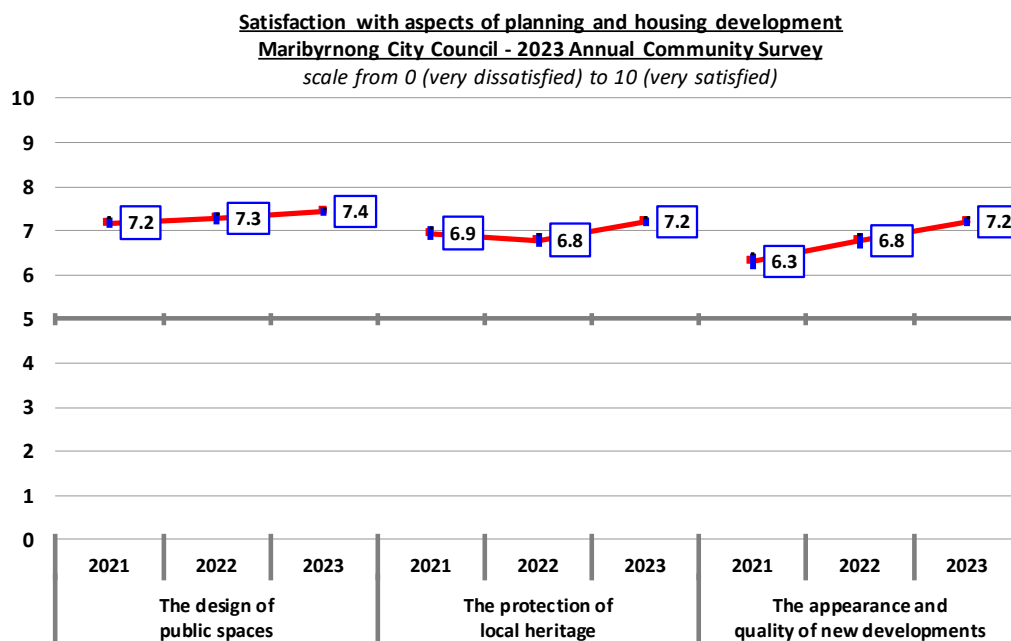
That said, it is worth bearing in mind that 11% of respondents who were “dissatisfied” with Council’s overall performance nominated planning and development issues as a top issue.

Satisfaction with the three planning and development outcomes can best be summarised as follows:

- **Very Good** – for the design of public spaces.
- **Good** – for the protection of local heritage and the appearance and quality of new developments.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

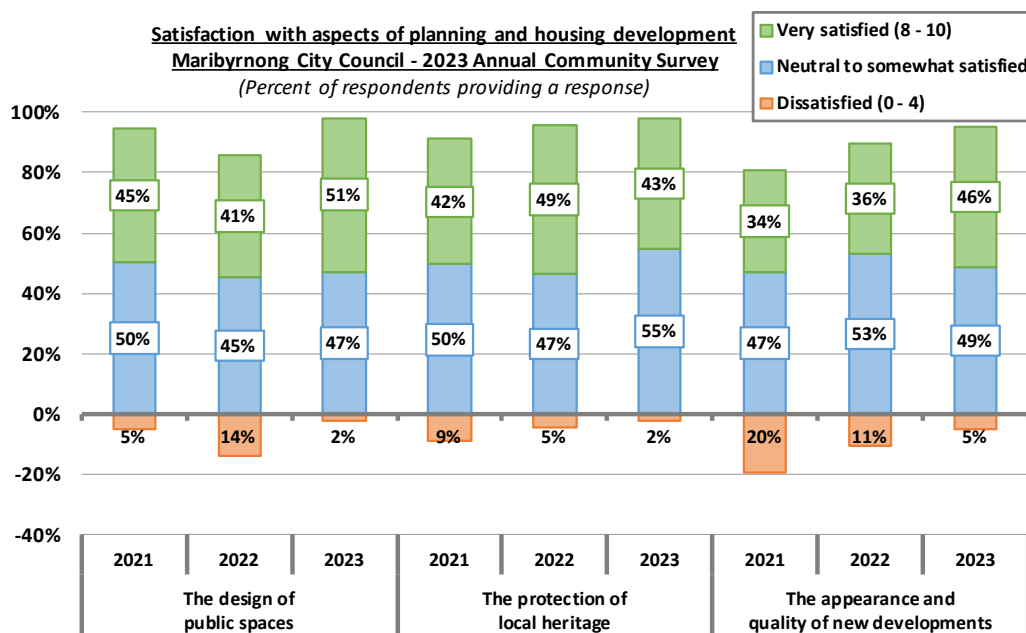


The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

Attention is drawn to the substantial decline in the proportion of respondents “dissatisfied” with the design of public spaces from the unusually high 14% last year to just two percent this year. It is also noted that the proportion of respondents “dissatisfied” with the appearance and quality of new developments declined again this year, down from 20% in 2021 to two percent this year.

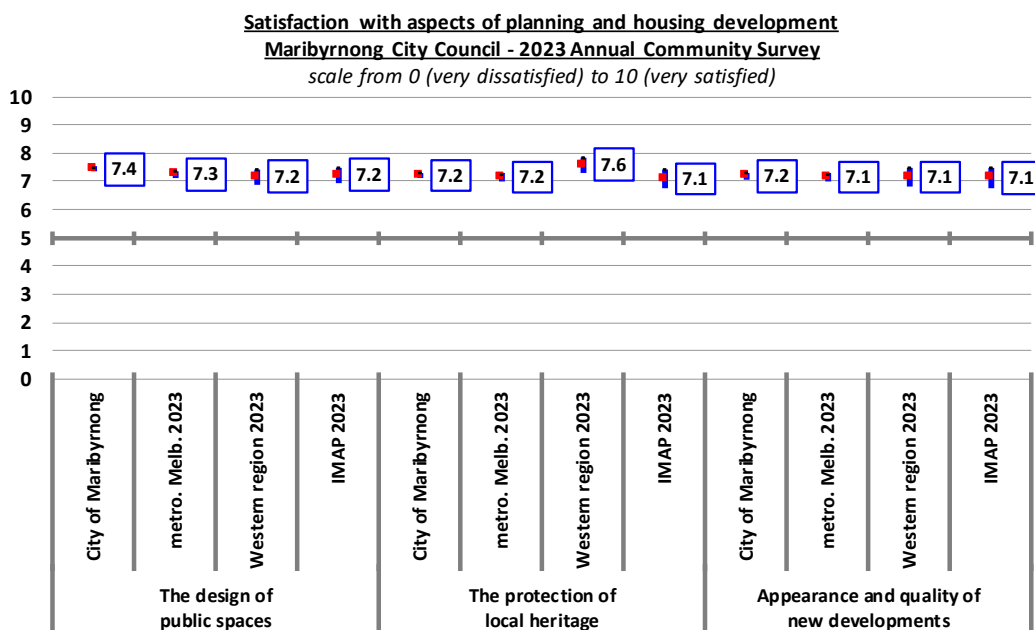
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



The following graph provides a comparison of satisfaction with these three planning and development outcomes against the metropolitan Melbourne, western region councils', and IMAP councils' averages, as recorded in the 2023 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

It is noted that satisfaction with all three measures was consistent with the metropolitan Melbourne and other comparisons, although satisfaction with the protection of local heritage was somewhat higher in the western region councils (7.6).



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

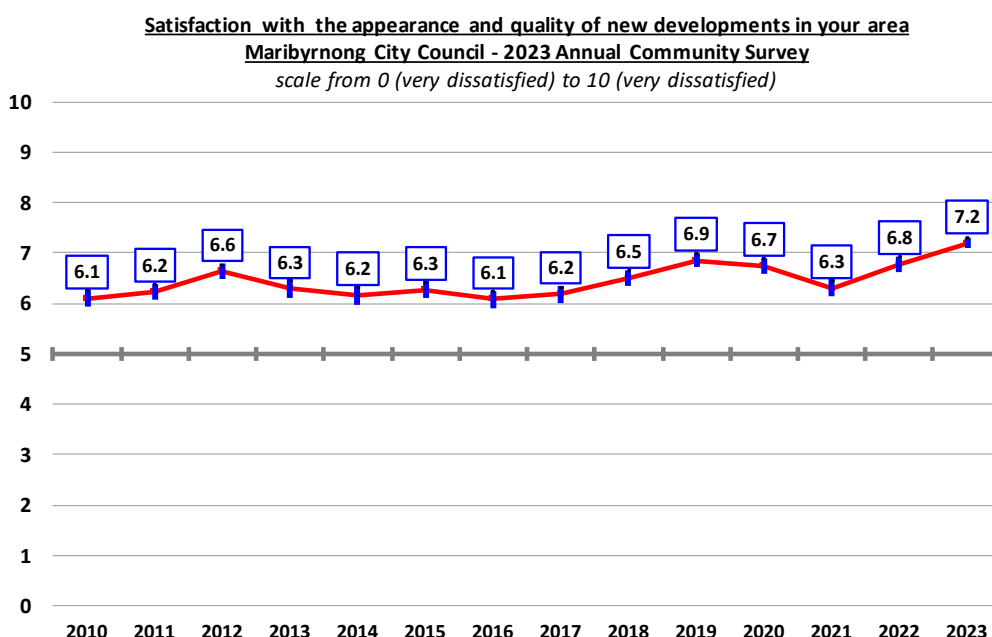
#### The appearance and quality of new developments in your area

Satisfaction with the appearance and quality of new developments in the local area increased measurably again this year, up six percent to 7.2 out of 10, although this remains a “good” level of satisfaction.

This is the highest level of satisfaction recorded for this aspect, and well above the long-term average satisfaction since 2010 of 6.5 out of 10.

Metropolis Research notes that the increase in satisfaction with the appearance and quality of new developments is consistent with the decline in the proportion of respondents who nominated building, housing, planning, and development as a top three [issue to address](#).

That said, it is important to bear in mind that the respondents who did nominate planning and development issues as a top three issue remain notably less satisfied with Council’s overall performance than the average of all respondents.

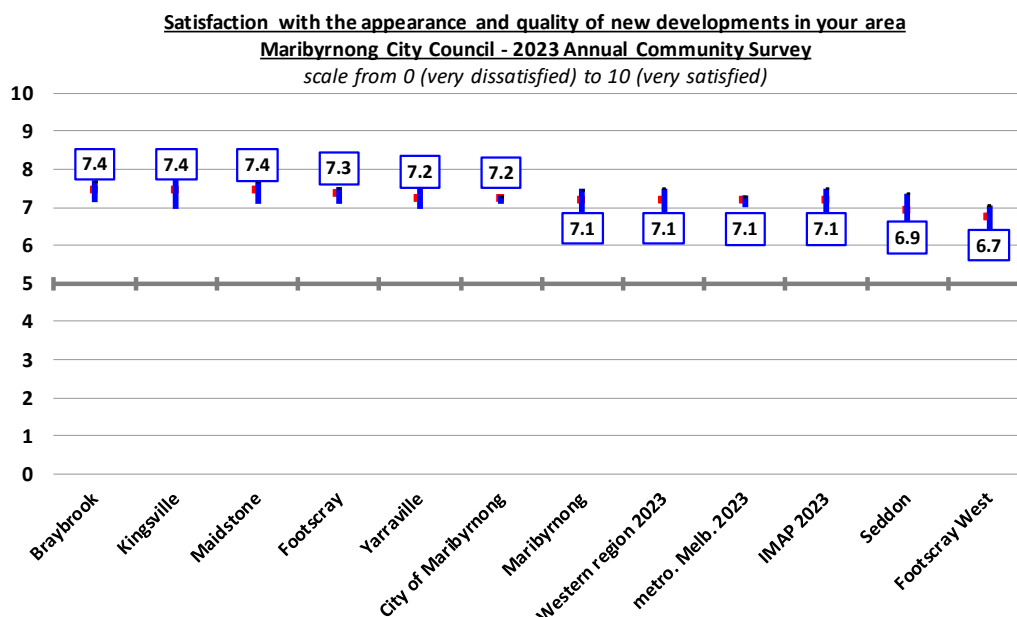


There was some measurable variation in satisfaction with the appearance and quality of new developments in the local area observed across the municipality.

Respondents from Footscray West measurably less satisfied than average, although still at a “good” level of satisfaction.

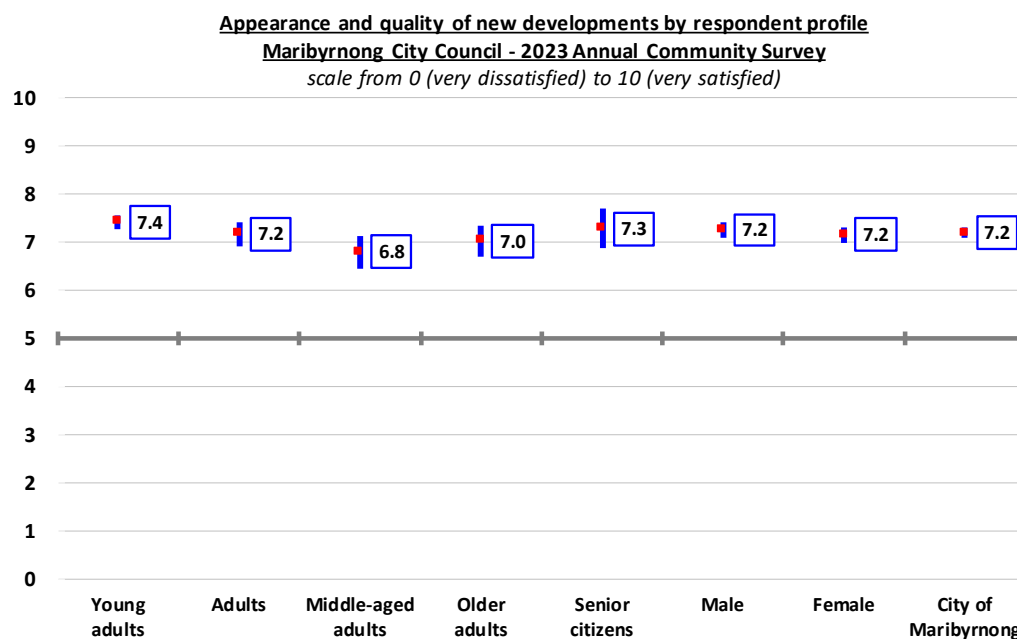
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was measurable variation in satisfaction with this aspect observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average and at a “very good” level. By contrast, middle-aged adults (aged 45 to 59 years) were measurably less satisfied than average, although still at a “good” level.

Metropolis Research notes that it is often the case that middle-aged adults are the least satisfied with aspects of planning and housing development.



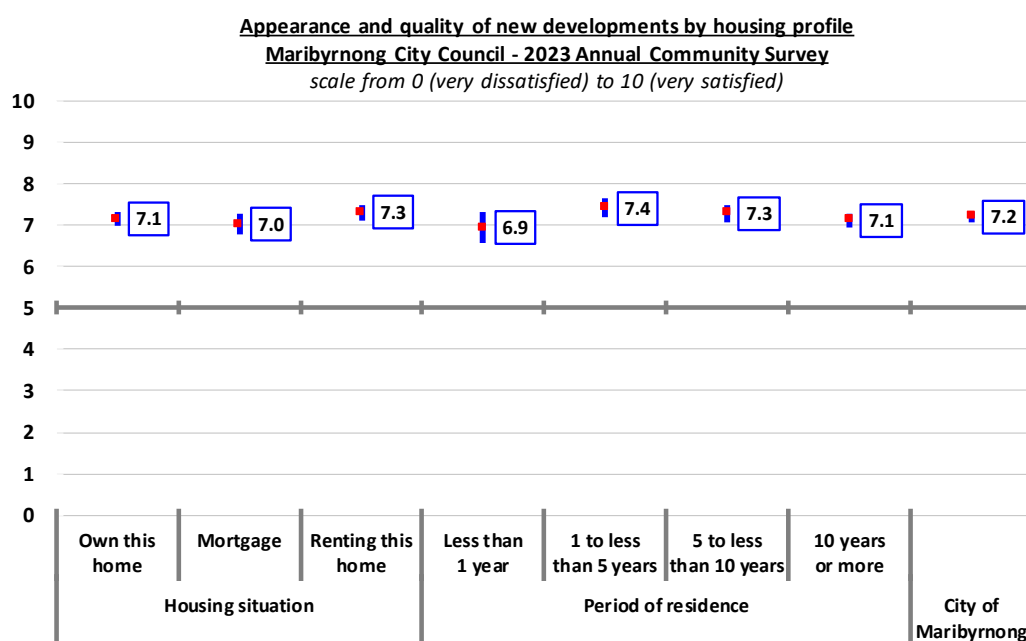
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Interestingly, there was no measurable variation in satisfaction with the appearance and quality of new developments observed by housing situation or period of residence in the City of Maribyrnong.

This is somewhat unusual, as it is often the case that homeowners tend to be notably less satisfied than average, and that new residents tend to be measurably more satisfied than average.

These results do tend to suggest that the improved level of satisfaction with the appearance and quality of new developments was broadly reflected across the community.



### Examples and opinions regarding new housing developments

There were 40 comments received from respondents outlining concerns around the appearance and quality of new developments and identifying sites of concerns.

The most common concerns raised by respondents related to the perception of overdevelopment, including the number and size of apartments.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

**Comments regarding the appearance and quality of new development**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of total responses)

Response	2023	
	Number	Percent
Overdevelopment / units / apartments / high-rises	12	30%
Planning	6	15%
Specific sites identified by respondents	5	13%
Quality	5	13%
Appearance	3	8%
General negative	3	8%
Heritage and character	1	3%
Infrastructure / facilities / amenities	1	3%
Open / green spaces, trees, playgrounds	1	3%
Traffic / roads / parking	1	3%
Other	2	5%
<b>Total</b>	<b>40</b>	<b>100%</b>

The following table outlines the verbatim comments received in relation to the appearance and quality of new developments.

**Comments regarding the appearance and quality of new development**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number of responses)

Response	Number
<i>Overdevelopment / units / apartments / high-rises</i>	
Way too many construction projects / developments	4
Housing density too high	3
Too many units / townhouses	2
Too much construction on local streets	2
We don't want more	1
<b>Total</b>	<b>12</b>
<i>Planning</i>	
Lack of planning	1
Need more development	1
Need more storeys house	1
No new developments	1
Not enough area	1
There was a plan to build a 3-storey house in the lot that was at the back of my house, and it is impossible to do so but the Council still persisted	1
<b>Total</b>	<b>6</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Specific sites identified by respondents</i>	
Construction neighbouring house	1
Due to this company NEXTDC (Indwe St), they destroyed all nature strips and been a chaos past 2 years	1
Frontside of houses	1
Lions Club development Summerhill Rd should be finished by now	1
Neighbour houses lots of weeds	1
<b>Total</b>	<b>5</b>
<i>Quality</i>	
Apartments sizes are too small	1
Not enough focus on environmental builds and allow cheapest options too often	1
Seddon Square, I'm concerned about the rate of low-quality apartments building being developed	1
They're just building the crappy things	1
Very generic and poor-quality building	1
<b>Total</b>	<b>5</b>
<i>Appearance</i>	
Just generally not appealing	1
No design	1
Unnecessary beautification	1
<b>Total</b>	<b>3</b>
<i>General negative</i>	
Decisions have been inconsistent	1
They are noisy	1
They build for rates	1
<b>Total</b>	<b>3</b>
<i>Heritage and character</i>	
Development in Fielding St was allowed to go ahead even though heritage building was knock-down and was allowed to build across another house	1
<b>Total</b>	<b>1</b>
<i>Infrastructure / facilities / amenities</i>	
Lack of infrastructure	1
<b>Total</b>	<b>1</b>





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Open / green spaces, trees, playgrounds</i>	
Treeless concrete jungles	1
<b>Total</b>	<b>1</b>
<i>Traffic / roads / parking</i>	
Traffic congestion	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
CBD	1
Lack of affordability and availability	1
<b>Total</b>	<b>2</b>
<b>Total responses</b>	<b>40</b>

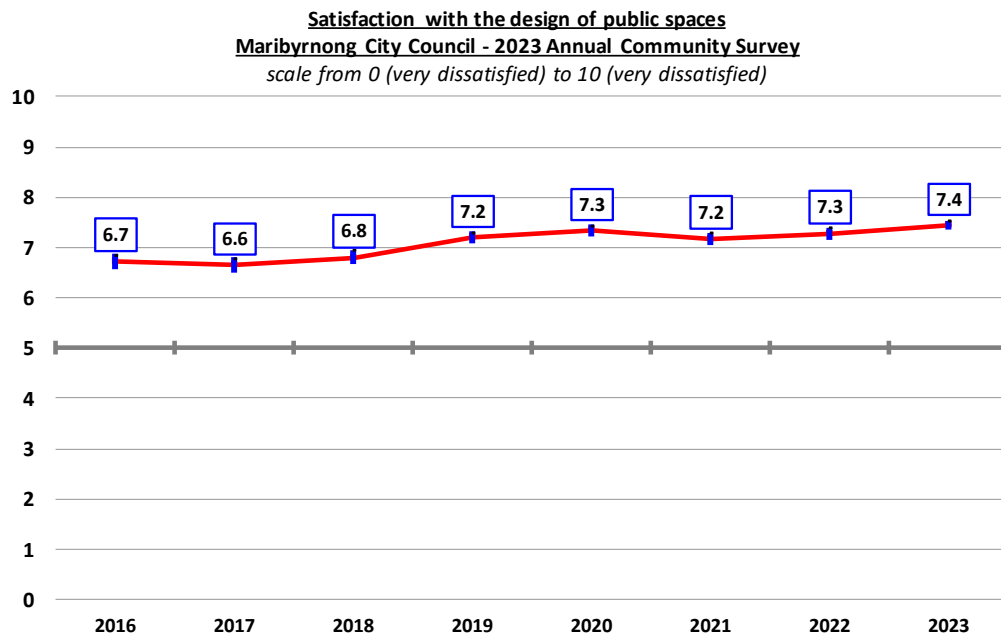
### The design of public spaces

Satisfaction with the design of public spaces increased marginally, but not measurably this year, up two percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

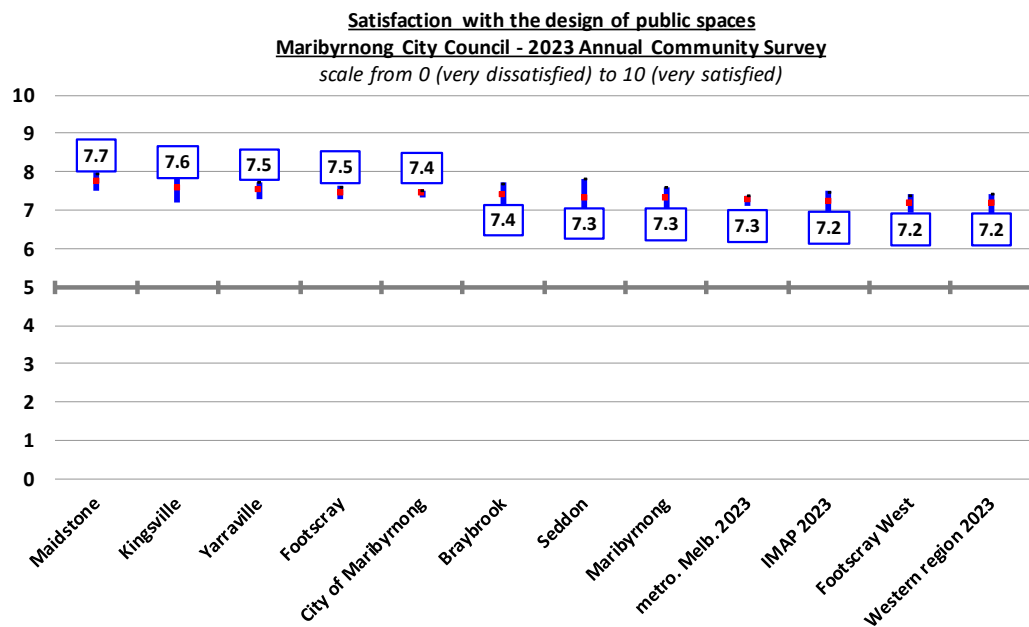
This was the highest level of satisfaction with this aspect of performance recorded since the question was first included in the survey program back in 2016 and was well above the long-term average satisfaction since 2016 of 7.1 out of 10.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was some notable and measurable variation in satisfaction with the design of public spaces observed across the municipality, with respondents from Maidstone measurably more satisfied than average, although still at a “very good” level of satisfaction.



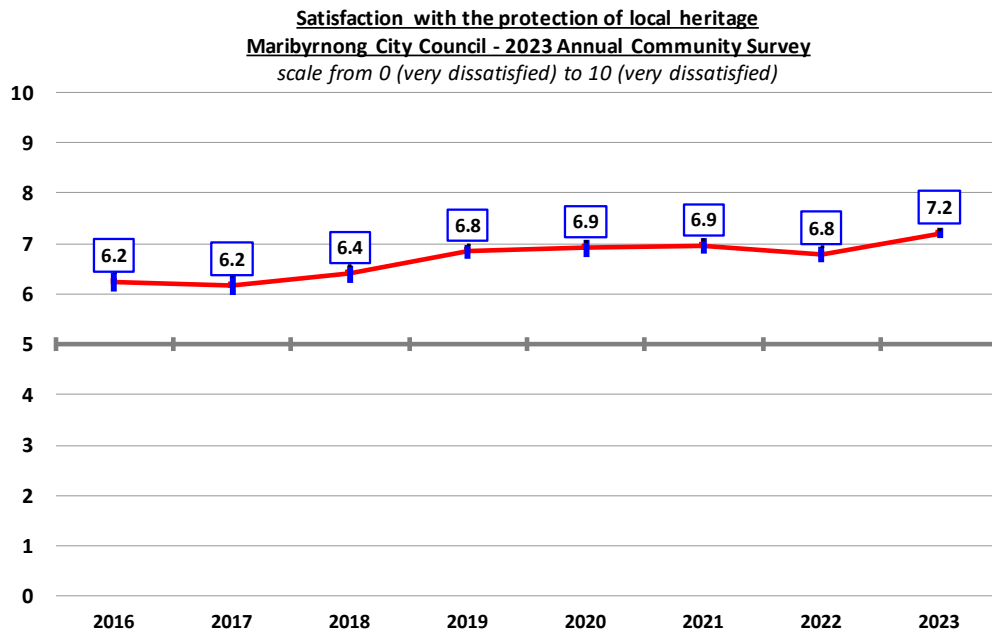
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### The protection of local heritage

Satisfaction with the protection of local heritage increased measurably and significantly this year, up six percent to 7.2 out of 10, although it remains at a “good” level of satisfaction.

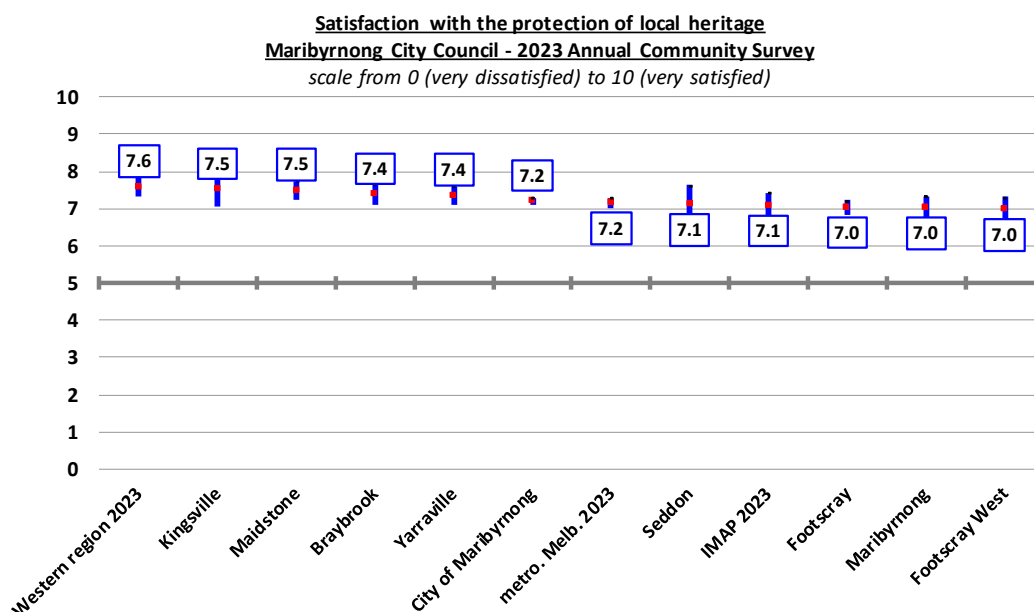
This is the highest satisfaction score recorded for this variable since the question was first included in the survey program back in 2016, and above the long-term average of 6.7.



There was no measurable or notable variation in satisfaction with the protection of local heritage observed across the municipality, although respondents from Kingsville, Maidstone, Braybrook, and Yarraville rated satisfaction at “very good” rather than “good” levels.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Planning approvals process

#### Involvement in planning approvals process

Respondents were asked:

*“Have you or members of this household been personally involved in a planning application or development in the last 12 months?”*

Respondents were again in 2023, asked whether they or a member of their household had been personally involved in a planning application or development in the last 12 months.

Consistent with the results recorded in previous years, a total of just 22 of the 800 respondents reported that they had been involved in the process, with two percent as applicants, one percent as objectors, and three with other involvement.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

**Involvement in planning approvals process**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes - Applicant	15	2%	2%	3%	2%	2%	4%
Yes - Objector	4	1%	1%	1%	2%	1%	2%
Yes - Other	3	0%	0%	0%	0%	1%	1%
No involvement	754	97%	96%	96%	96%	96%	94%
Not stated	24		88	17	17	8	8
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

### Satisfaction with aspects of the planning approvals process

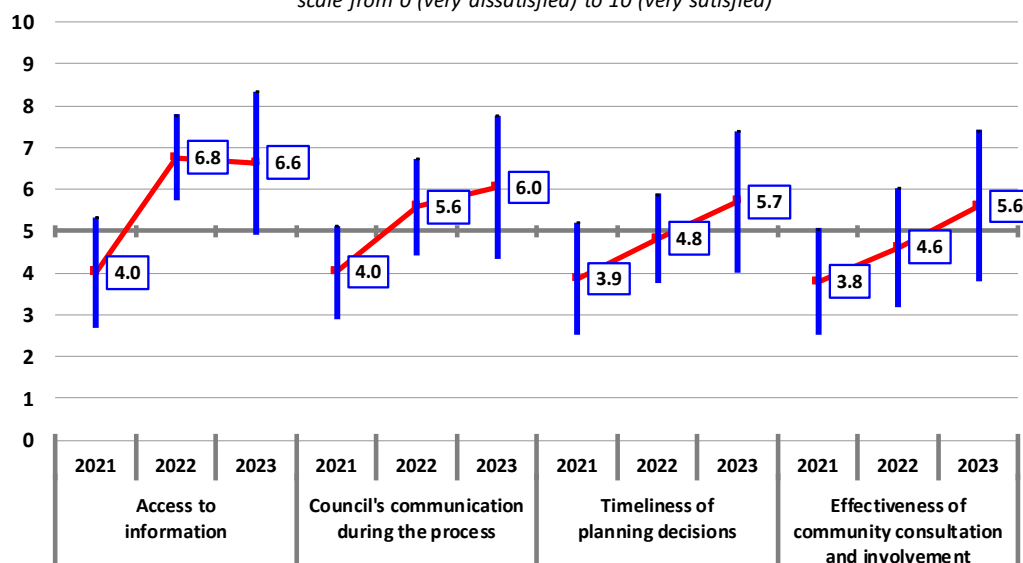
Respondents involved in planning in the last 12 months were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?”*

The 22 respondents who reported that they or members of their household had been personally involved in a planning application or development in the last 12 months were asked to rate their satisfaction with four aspects of the process.

Cognisant of the very small sample size, it is noted that satisfaction remained “good” for access to information, was “solid” (up from “poor”) for Council’s communication, and “poor” (up from “very poor” for the timeliness of decisions, and the effectiveness of consultation.

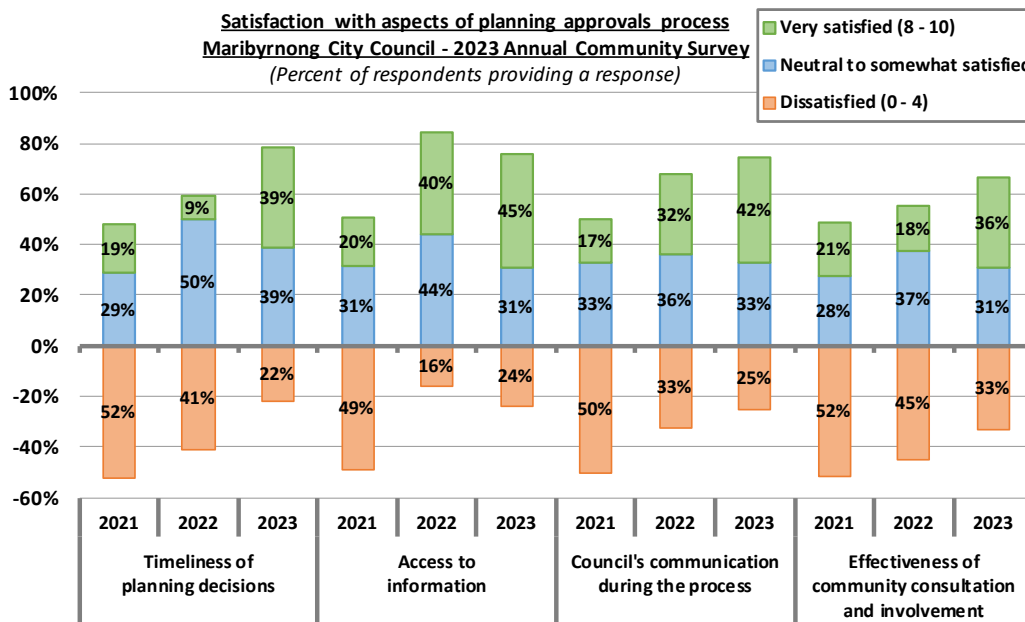
**Satisfaction with aspects of planning approvals process**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



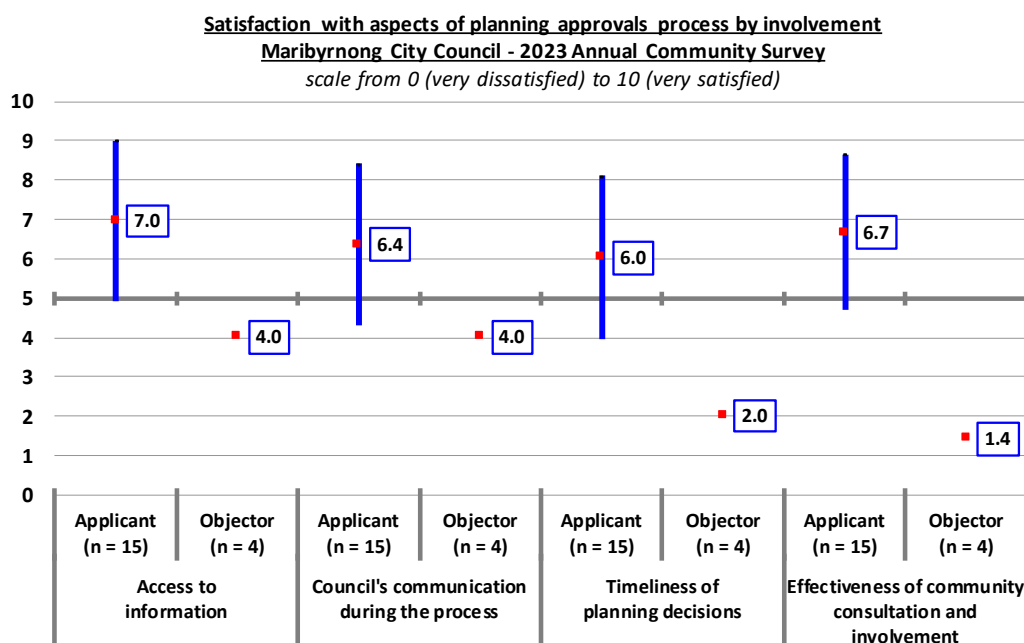
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).



Whilst cognisant of the extremely small sample size, it is noted that the small number of applicants tended to be significantly more satisfied than the very small number of objectors. This is consistent with historical results for this breakdown.

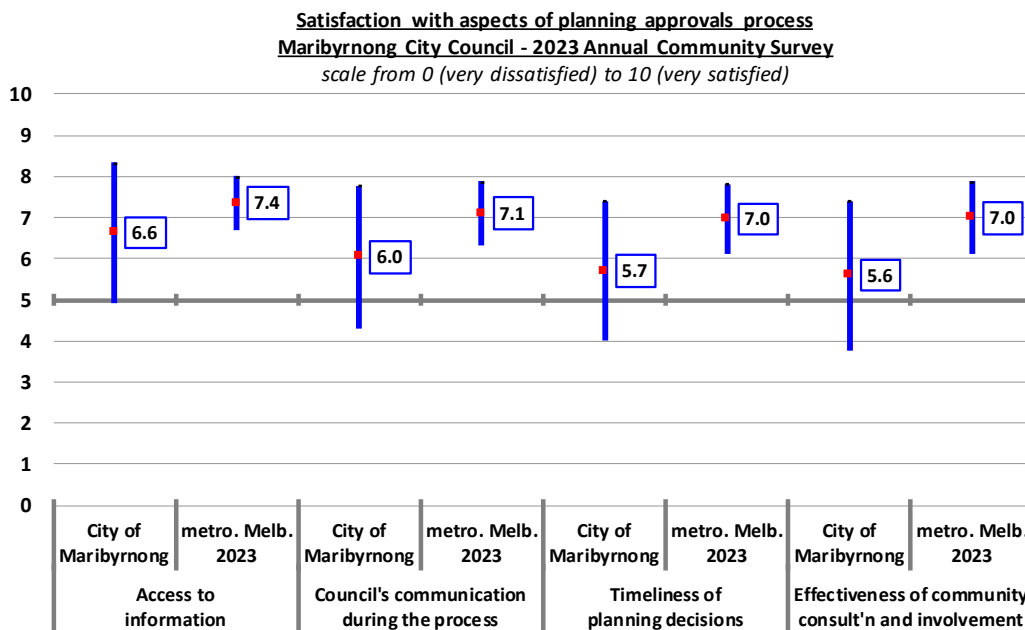


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a comparison to the metropolitan Melbourne results, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.

Whilst cognisant of the very small sample sizes, it is noted that the 22 respondents from the City of Maribyrnong were less satisfied with each of these four aspects than the metropolitan Melbourne average. This variation was not, however, statistically significant.



### Planning for population growth by all levels of government

Respondents were read the following preamble:

*"The State Government has planned for the population of Maribyrnong to continue growing by approximately 72% over the next 20 years to almost 157,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government."*

Respondents were then asked:

*"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth?"*

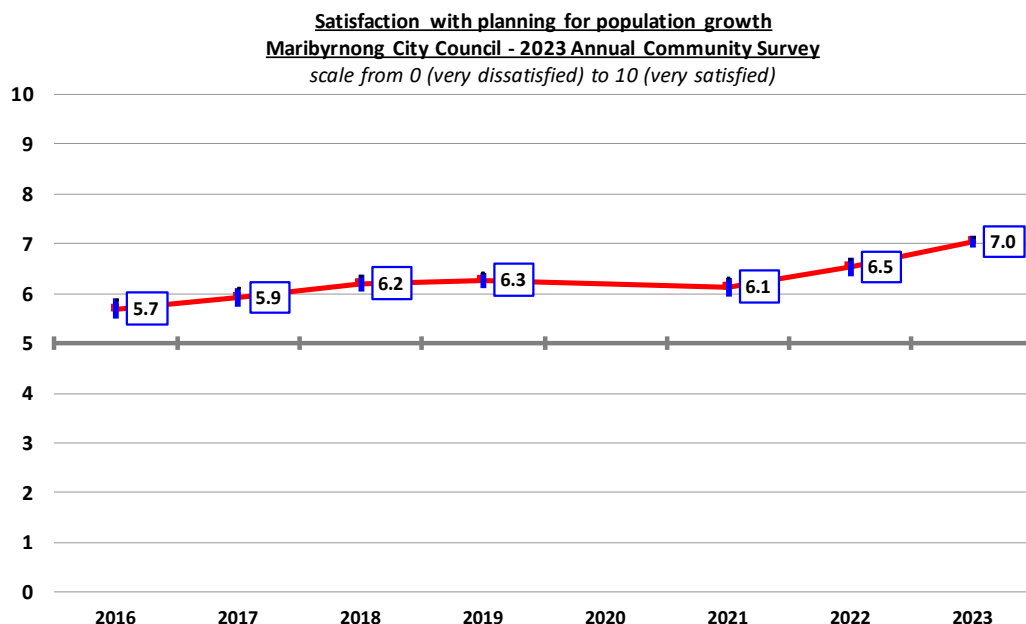
Satisfaction with planning for population growth by all levels of government increased measurably and significantly this year, up eight percent to 7.0 out of 10, although it remains at a "good" level of satisfaction.

This is the highest satisfaction score recorded for this aspect since it was first included in the survey program back in 2016 and was well above the long-term average of 6.3.

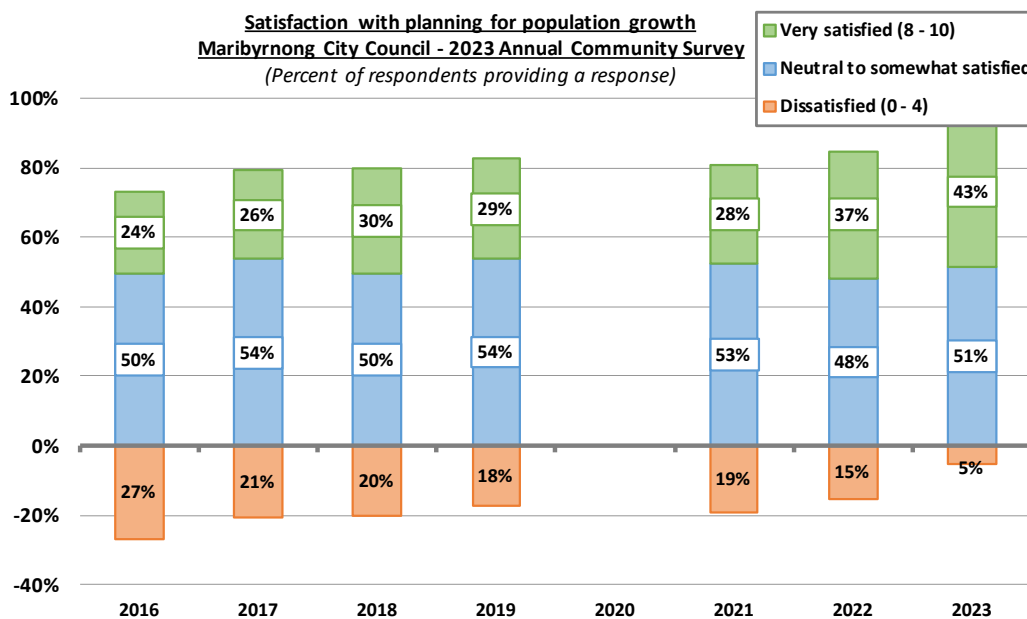
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

This result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction of 6.8, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.



Consistent with the significant increase in average satisfaction, the proportion of respondents “very satisfied” with planning for population growth by all levels of government increased to 43%, whilst the proportion of respondents “dissatisfied” declined significantly, down from 19% in 2021 and 15% in 2022 to just five percent this year.

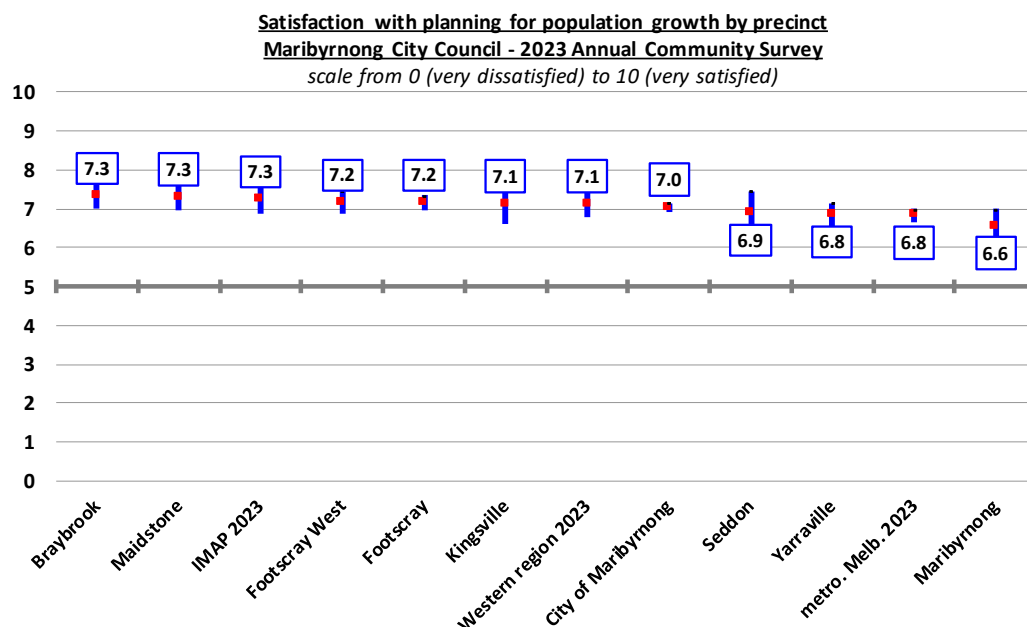




## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Whilst there was no statistically significant variation in satisfaction with this aspect observed across the municipality, it is noted that respondents from Braybrook and Maidstone rated satisfaction at “very good” levels, consistent with the IMAP councils’ average of 7.1.



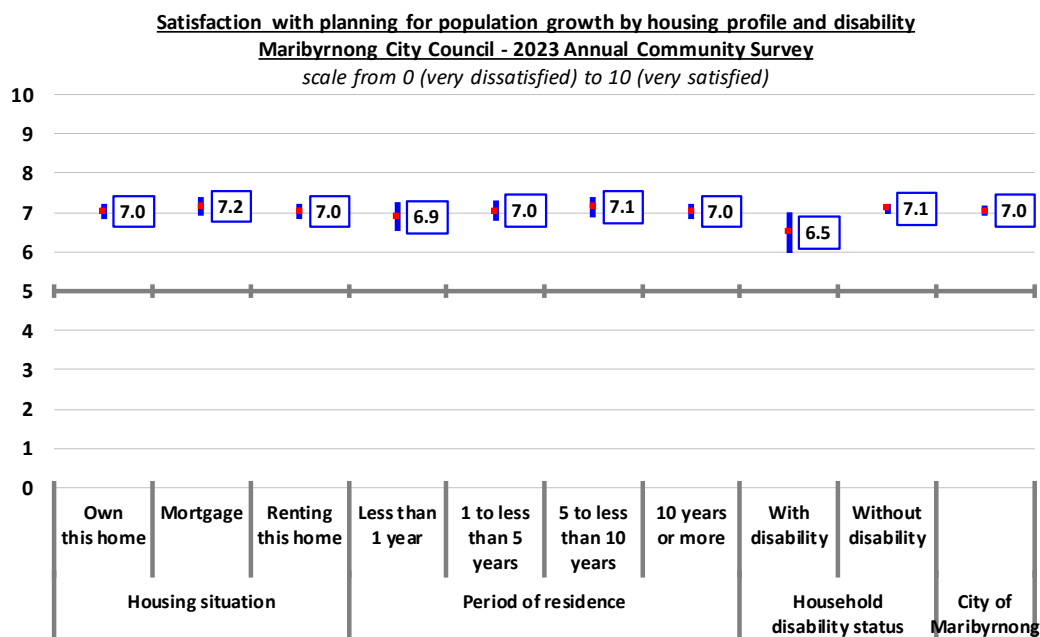
Whilst there was no statistically significant variation in satisfaction with planning for population growth by all levels of government observed by respondent profile, it is noted that older adults (aged 60 to 74 years) were the least satisfied, although still at a “good” level.



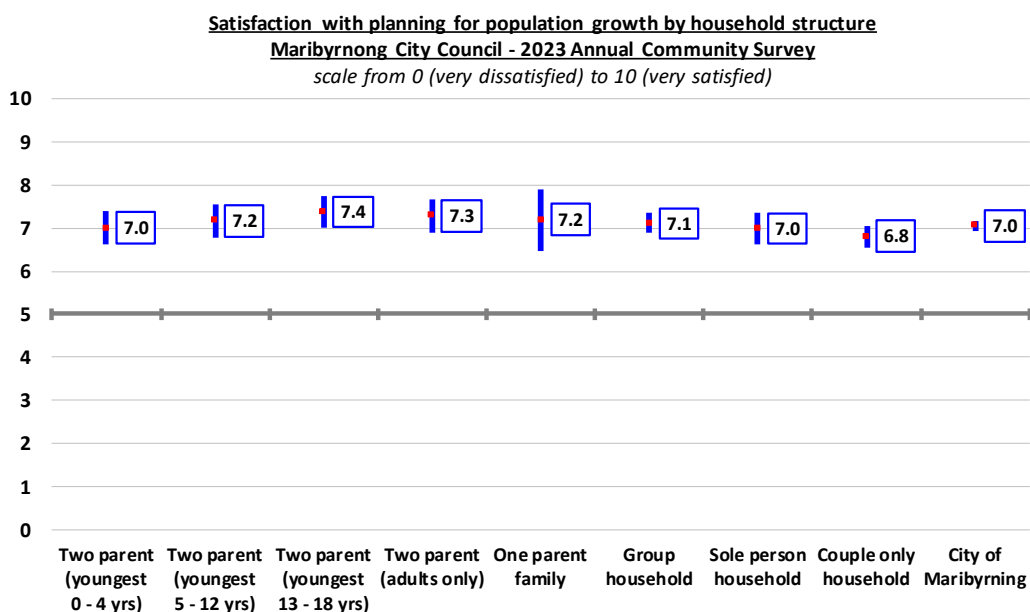
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was no measurable or notable variation in satisfaction with this aspect observed by housing situation or period of residence in the municipality. This is somewhat unusual and tends to suggest that population growth has not been viewed as a significant issue in the City of Maribyrnong this year. It is noted, however, that respondents from households with a member with disability were measurably less satisfied with planning for population growth than respondents from other households.



Whilst there was no measurable variation observed by household structure, it is noted that couple-only households were the least satisfied, although still at a “good” level of satisfaction.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Concerns about population growth in the City of Maribyrnong

Respondents were asked:

*“If you rated satisfaction less than 5, what concerns you most about population growth in the City of Maribyrnong?”*

There were 47 comments received from respondents who were “dissatisfied” with planning for population growth by all levels of government.

The most common concerns around planning for population growth in the City of Maribyrnong this year were concerns around population size (28%) and concerns around roads, traffic, and parking (28%).

Metropolis Research notes that the reasons for dissatisfaction with planning for population growth varies across metropolitan Melbourne. Outer urban areas tend to be more focused on concerns around population growth impacting of infrastructure, as well as services and facilities. This includes roads and traffic.

Respondents in inner and middle-ring municipalities tend to be more concerned around the impact of neighbourhood character and other planning aspects, along with some concerns around roads and traffic.

**Reasons for dissatisfaction with planning for population growth**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number of responses)

Reason	2023	
	Number	Percent
Overcrowded / population	13	28%
Roads / traffic / parking	13	28%
Infrastructure / facilities / amenities	7	15%
Planning	4	9%
Communication / consultation	2	4%
Overdevelopment / units / apartments / high-rises	2	4%
Green / open spaces	1	2%
Public transport	1	2%
Other	4	9%
<b>Total</b>	<b>47</b>	<b>100%</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Importance of and satisfaction with Council services

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following?”*

Respondents were asked to rate the importance to the community of a total of 39 Council provided services and facilities.

Respondents were then asked to rate their personal level of satisfaction with 17 core Council services and facilities, and their personal level of satisfaction with any of the other 22 services and facilities that they or members of their household had used in the last 12 months.

#### ***Importance of Council services and facilities to the community***

The average importance of the 39 included Council provided services and facilities was 8.7 out of a potential 10, up a little on the average of 8.5 recorded in 2022.

This result was identical to the 2023 metropolitan Melbourne average importance with the 33 services and facilities (of 8.7) included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

As outlined at the right-hand side of the following table, there were 10 services and facilities that were, on average, measurably more important to respondents than the average of all 39 services and facilities.

These included the weekly garbage collection, fortnightly recycling, services for people with a disability, fortnightly green waste collection, the annual hard rubbish collection services for older people, services for young people, the maintenance and repair of sealed local roads, services and facilities for children, and the provision and maintenance of parks and gardens.

It is noted that these services included all four kerbside collection services, all four community services, libraries, the environment, and a range of infrastructure related services.

Conversely, there were 10 services and facilities that were, on average, measurably less important than the average of all 39 services and facilities. These included the *Maribyrnong Messenger*, Council’s use of social media, Council’s online consultation tool, Council activities promoting local economic development, parking enforcement, Council’s customer request management system, animal management, Council’s festivals and events, Council’s website, and the provision of public art.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

It is noted that these services included all the communication, consultation, and arts and cultural services and facilities of Council, as well as economic development and parking enforcement. These are almost always rated as less important than average by respondents, both in the City of Maribyrnong, as well as more broadly across metropolitan Melbourne.

Of the 39 included services and facilities, the average importance of 23 increased in 2023 and the average importance of 37 declined somewhat, with attention drawn to the following:

- **Notably more important in 2023 than 2022** – included parking enforcement (up 12%), Council's use of social media (up 11%), the *Maribyrnong Messenger* (up 10%), Council's online consultation tool (up 7%), the provision of public art (up 75), additional paid hard rubbish (up 5%), street sweeping (up 5%), and Council's request management system (up 4%).
- **Somewhat less important in 2021** – included Council meeting its responsibilities towards the environment (down 4%), and fortnightly recycling (down 3%).

Metropolis Research notes the measurable increase in the importance of a range of communication services and facilities this year, reversing the unusual decline in importance with many of these services and facilities recorded last year.

When compared to the metropolitan Melbourne average importance of services and facilities, of the 33 services and facilities included in both surveys in a comparable way, 13 were at least marginally more important in the City of Maribyrnong and 20 were less important, as follows:

- **Notably more important in the City of Maribyrnong than metropolitan Melbourne** – included the provision of public art (6% more important in Maribyrnong) and the *Maribyrnong Messenger* (5% more important).
- **Somewhat less important in the City of Maribyrnong than metropolitan Melbourne** – included local traffic management (3% less important in Maribyrnong).

These results do suggest that the relative importance of most of the included services and facilities was similar this year, to the metropolitan Melbourne average.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

**Importance of selected Council services and facilities**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2020	2023 Metro.*
			Lower	Mean	Upper				
Higher than average	Weekly garbage collection	793	9.1	9.2	9.3	9.2	9.3	9.1	9.3
	Fortnightly recycling	780	9.1	9.1	9.2	9.4	9.3	9.2	9.3
	Services for people with disability	745	9.1	9.1	9.2	9.1	9.2	9.1	9.2
	Fortnightly green waste collection	779	9.0	9.1	9.2	9.2	9.1	9.1	9.0
	Annual hard rubbish collection	760	9.0	9.0	9.1	9.0	9.1	9.0	9.0
	Services for older people	754	8.9	9.0	9.1	9.0	9.1	9.1	9.1
	Services for young people	754	8.9	9.0	9.0	8.8	9.0	8.9	8.7
	Maintenance and repair of sealed local roads	794	8.9	8.9	9.0	8.7	9.1	9.0	8.9
	Services for children	759	8.8	8.9	9.0	9.0	9.1	9.0	8.9
Average importance	Provision and maint. of parks and gardens	791	8.8	8.9	9.0	8.7	9.1	9.0	8.9
	Public toilets	740	8.7	8.8	8.9	8.9	9.0	8.9	8.9
	Footpath maintenance and repairs	788	8.7	8.8	8.9	8.7	9.0	9.0	9.0
	Provision and maintenance of playgrounds	736	8.7	8.8	8.9	8.8	9.1	9.0	8.9
	Library services (including local and online)	769	8.7	8.8	8.9	8.9	9.0	9.1	9.0
	Provision and maintenance of street lighting	790	8.7	8.8	8.8	8.8	9.1	9.0	8.8
	Litter collection in public areas	782	8.6	8.7	8.8	8.7	9.0	8.9	8.9
	On and off-road walking paths	752	8.6	8.7	8.8	8.8	9.2	9.0	n.a.
	Sports facilities	761	8.6	8.7	8.8	8.7	9.0	8.9	8.9
	Provision and maintenance of street trees	788	8.6	8.7	8.8	8.5	8.9	8.9	8.7
	Maintenance and cleaning of shopping strips	789	8.6	8.6	8.7	8.5	9.0	8.9	8.7
	Maribyrnong Aquatic Centre	734	8.6	8.6	8.7	8.6	8.9	8.8	8.8
	On and off-road bike paths	744	8.6	8.6	8.7	8.5	9.0	9.0	8.7
	Maintenance and cleaning of Footscray CBD	772	8.6	8.6	8.7	8.7	9.1	8.8	n.a.
	Additional, paid hard waste collection	732	8.5	8.6	8.7	8.2	8.7	8.7	n.a.
	Illegally dumped rubbish	769	8.5	8.6	8.7	8.7	9.0	8.9	8.7
	Street sweeping	786	8.5	8.6	8.7	8.2	8.7	8.8	8.7
	Community Centres / Neighbourhood Houses	743	8.5	8.6	8.6	8.6	9.0	8.8	8.6
	Local traffic management	777	8.4	8.5	8.6	8.6	9.0	8.9	8.8
	Council responsibilities on environment	734	8.4	8.5	8.6	8.8	9.1	8.9	8.7
Lower than average	Provision of public art	719	8.3	8.4	8.5	7.9	8.7	8.7	8.0
	Council's website	777	8.3	8.4	8.5	8.5	8.7	8.8	8.6
	Council's festivals and events	719	8.3	8.4	8.5	8.3	8.8	8.8	8.4
	Animal management	737	8.3	8.4	8.5	8.2	8.8	8.8	8.4
	Customer Request Management System	753	8.2	8.3	8.4	8.1	8.6	8.7	n.a.
	Parking enforcement	770	8.2	8.3	8.4	7.4	8.3	8.5	8.2
	Promoting local economic development	711	8.2	8.3	8.4	8.2	8.9	8.8	8.3
	Council's online consultation tool	723	8.1	8.2	8.3	7.7	8.4	8.6	n.a.
	Council's use of Social Media	734	7.9	8.1	8.2	7.3	8.1	8.4	n.a.
	Maribyrnong Messenger (Council's newsletter)	695	7.9	8.0	8.1	7.3	8.2	8.4	7.6
Average importance			8.6	8.7	8.8	8.5	8.9	8.9	8.8

(\*) 2023 metropolitan Melbourne average from Governing Melbourne

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Satisfaction with Council services and facilities***

The average satisfaction with the 39 included Council provided services and facilities increased marginally, but not measurably this year, up one percent to 7.5 out of 10, which remains a “very good” level of satisfaction. Recognising that the exact list of services and facilities included in the survey has changed marginally over time, it is noted that the basic list of services has remained essentially stable.

Over the course of the last 13 years, the long-term average satisfaction with the services and facilities included in the survey was 7.2 or a “good” level of satisfaction. This 2023 result was notably (4%) higher than this long-term average.

This average satisfaction of 7.5 was marginally lower than the metropolitan Melbourne average satisfaction with the 33 services and facilities included in *Governing Melbourne*, of 7.6 out of 10, or “very good”.

As outlined at the right-hand side of the table, there were eight services and facilities that received a satisfaction score measurably higher than the average of all 39 (7.5). This includes fortnightly recycling, weekly garbage collection, library services, fortnightly green waste collection, annual hard rubbish collection, Maribyrnong Aquatic Centre, the provision and maintenance of playgrounds, and additional paid hard rubbish collection. These services have consistently been recorded at higher-than-average satisfaction scores.

Conversely, there were five services and facilities that received a satisfaction score measurably lower than the average of all 39 services and facilities. These include public toilets, the maintenance and repair of sealed local roads, the maintenance and cleaning of the Footscray CBD, footpath maintenance and repairs, and parking enforcement. All of these services and facilities recorded lower-than average satisfaction services and facilities also recorded measurably lower than average satisfaction scores last year.

Satisfaction with the 39 services and facilities can best be summarised as follows:

- **Excellent** – for fortnightly recycling, weekly garbage collection, library services, fortnightly green waste collection, annual hard rubbish collection, Maribyrnong Aquatic Centre, provision and maintenance of parks and gardens, additional paid hard rubbish collection, services for children, and services for older people.
- **Very Good** – for provision and maintenance of playgrounds, services for young people, Council’s festivals and events, sports facilities, animal management, provision and maintenance of street lighting, on and off-road walking paths, maintenance and cleaning of shopping strips, provision and maintenance of street trees, community centres / neighbourhood houses, litter collection in public areas, Council responsibilities towards the environment, provision of public art, illegally dumped rubbish, and on and off-road bike paths.
- **Good** – for Council’s online consultation tool, the *Maribyrnong Messenger*, Council’s website, street sweeping, Council activities promoting local economic development, customer request management system, services for people with disability, local traffic management, Council’s use of social media, parking enforcement, footpath maintenance and repairs, maintenance and cleaning of Footscray CBD, maintenance and repair of sealed local roads, and public toilets.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

It is noted that none of the 39 included services and facilities recorded satisfaction scores categorised as “solid”, “poor”, “very poor”, or “extremely poor”.

**Satisfaction with selected Council services and facilities**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2020	2023 Metro.*
			Lower	Mean	Upper				
Higher than average	Fortnightly recycling	658	8.3	<b>8.4</b>	8.6	8.5	8.2	8.2	8.5
	Weekly garbage collection	792	8.3	<b>8.4</b>	8.5	8.4	8.3	8.3	8.5
	Library services (including local and online)	323	8.2	<b>8.3</b>	8.5	8.6	8.2	8.5	8.2
	Fortnightly green waste collection	595	8.2	<b>8.3</b>	8.4	8.3	8.0	8.2	8.2
	Annual hard rubbish collection	398	7.8	<b>7.9</b>	8.1	8.2	7.6	7.6	8.1
	Maribyrnong Aquatic Centre	221	7.7	<b>7.9</b>	8.1	7.9	7.5	7.7	7.8
	Provision and maint. of parks and gardens	784	7.8	<b>7.9</b>	8.0	7.6	7.8	7.8	7.7
	Additional, paid hard waste collection	131	7.7	<b>7.9</b>	8.1	7.8	7.4	7.0	n.a.
Average satisfaction	Services for children	121	7.5	<b>7.8</b>	8.1	7.9	7.5	7.9	8.1
	Services for older people	62	7.3	<b>7.8</b>	8.2	7.3	7.2	7.9	7.9
	Provision and maintenance of playgrounds	321	7.6	<b>7.7</b>	7.9	7.9	7.8	7.9	7.7
	Services for young people	69	7.3	<b>7.7</b>	8.1	7.5	7.3	7.6	7.6
	Council's festivals and events	199	7.5	<b>7.7</b>	7.9	7.7	7.5	7.8	7.7
	Sports facilities	301	7.5	<b>7.6</b>	7.8	7.8	7.6	7.5	7.9
	Animal management	703	7.4	<b>7.5</b>	7.7	7.2	7.9	7.6	7.6
	Provision and maintenance of street lighting	792	7.3	<b>7.4</b>	7.6	7.7	7.8	7.6	7.6
	On and off-road walking paths	389	7.3	<b>7.4</b>	7.6	7.5	7.5	7.3	n.a.
	Maintenance and cleaning of shopping strips	775	7.3	<b>7.4</b>	7.5	7.2	7.3	7.3	7.4
	Provision and maintenance of street trees	788	7.3	<b>7.4</b>	7.5	7.2	7.2	7.5	7.4
	Community Centres / Neighbourhood Houses	177	7.1	<b>7.4</b>	7.6	7.9	7.4	7.8	7.7
	Litter collection in public areas	771	7.2	<b>7.4</b>	7.5	7.1	7.0	7.1	7.3
	Council responsibilities on environment	691	7.2	<b>7.3</b>	7.5	6.9	7.2	7.2	7.1
	Provision of public art	128	7.0	<b>7.3</b>	7.6	7.4	7.4	7.1	7.5
	Illegally dumped rubbish	747	7.1	<b>7.3</b>	7.4	6.9	6.9	6.8	7.2
	On and off-road bike paths	281	7.1	<b>7.3</b>	7.5	7.2	7.1	7.3	7.5
	Council's online consultation tool	69	6.8	<b>7.2</b>	7.7	7.0	7.0	6.8	n.a.
	Maribyrnong Messenger (Council's newsletter)	623	7.1	<b>7.2</b>	7.4	6.7	7.2	7.3	7.1
	Council's website	390	7.0	<b>7.2</b>	7.4	7.1	7.0	7.4	7.6
	Street sweeping	768	7.1	<b>7.2</b>	7.3	7.1	7.0	7.1	7.5
	Promoting local economic development	638	7.0	<b>7.2</b>	7.3	6.9	7.3	7.2	7.1
	Customer Request Management System	141	6.9	<b>7.2</b>	7.5	6.8	6.8	7.2	n.a.
Lower than average	Services for people with disability	47	6.5	<b>7.2</b>	7.9	6.8	7.0	6.8	7.3
	Local traffic management	772	7.0	<b>7.1</b>	7.3	6.8	6.9	7.0	7.3
	Council's use of Social Media	85	6.7	<b>7.1</b>	7.4	7.2	6.6	7.2	n.a.
	Parking enforcement	748	6.9	<b>7.0</b>	7.2	6.5	6.5	6.8	7.1
	Footpath maintenance and repairs	789	6.7	<b>6.9</b>	7.0	6.7	6.6	6.8	7.2
	Maintenance and cleaning of Footscray CBD	740	6.7	<b>6.8</b>	7.0	6.6	6.8	6.9	n.a.
	Maintenance and repair of sealed local roads	790	6.6	<b>6.7</b>	6.9	6.6	6.5	7.0	7.1
	Public toilets	268	6.4	<b>6.7</b>	6.9	6.6	6.6	6.4	6.4
Average satisfaction			7.3	<b>7.5</b>	7.7	7.4	7.3	7.4	7.6

(\*) 2023 metropolitan Melbourne average from Governing Melbourne



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Change in satisfaction from 2022 to 2023

The average satisfaction with 25 of the 39 included Council provided services and facilities increased in 2022, whilst satisfaction with 14 declined. This result, with more increased than decreased satisfaction services and facilities, was consistent with that recorded last year, reflecting relatively broad improvements in satisfaction across Council operations.

Most of these variations were not statistically significant, although attention is drawn to the following notable variations:

- **Notably increased satisfaction in 2023** – included the *Maribyrnong Messenger* (up 8%), parking enforcement (up 8%), services for older people (up 7% with sample of 62), Council meeting its responsibilities towards the environment (up 6%), illegally dumped rubbish (up 6%), services for people with disability (up 5% with sample of 47), local traffic management (up 5%), Council activities promoting local economic development (up 5%), customer request management system (up 5%), animal management (up 4%), provision and maintenance of parks and gardens (up 4%), Council's online consultation tool (up 4% with sample of 69), litter collection in public areas (up 4%), provision and maintenance of street trees (up 3%), maintenance and cleaning of Footscray CBD (up 3%), and maintenance and cleaning of strip shopping areas (up 3%).
- **Notably decreased satisfaction in 2023** – included community centres / neighbourhood houses (down 7% with sample of 177), annual hard rubbish collection (up 4%), library services (down 3%), and provision and maintenance of street lighting (up 3%).

Metropolis Research notes that these results reflect a broad-based notable improvement in community satisfaction with Council provision of services and facilities.

#### Variation from metropolitan Melbourne satisfaction

Of the 33 services and facilities included in both *Governing Melbourne* and the City of Maribyrnong survey, satisfaction with 13 was at least marginally higher in the City of Maribyrnong, whilst satisfaction with 20 was at least marginally lower in the City of Maribyrnong.

Attention is drawn to the following variations of note:

- **Notably higher satisfaction in the City of Maribyrnong than metro. average** – included public toilets (4% higher satisfaction in the City of Maribyrnong) and Council meeting its responsibilities towards the environment (3% higher in Maribyrnong).
- **Notably lower satisfaction in the City of Maribyrnong than metro. average** – included Council's website (5% lower in the City of Maribyrnong), footpath maintenance and repairs (5% lower), community centres / neighbourhood houses (4% lower), maintenance and repairs of sealed local roads (4% lower), street sweeping (4% lower), sports facilities (4% lower), services for children (3% lower), provision of public art (3% lower), provision of public art (3% lower), annual hard rubbish collection (3% lower), on and off-road bike paths (3% lower), and provision and maintenance of street lighting (3% lower).



## Agenda Item 9.1 - Attachment 1

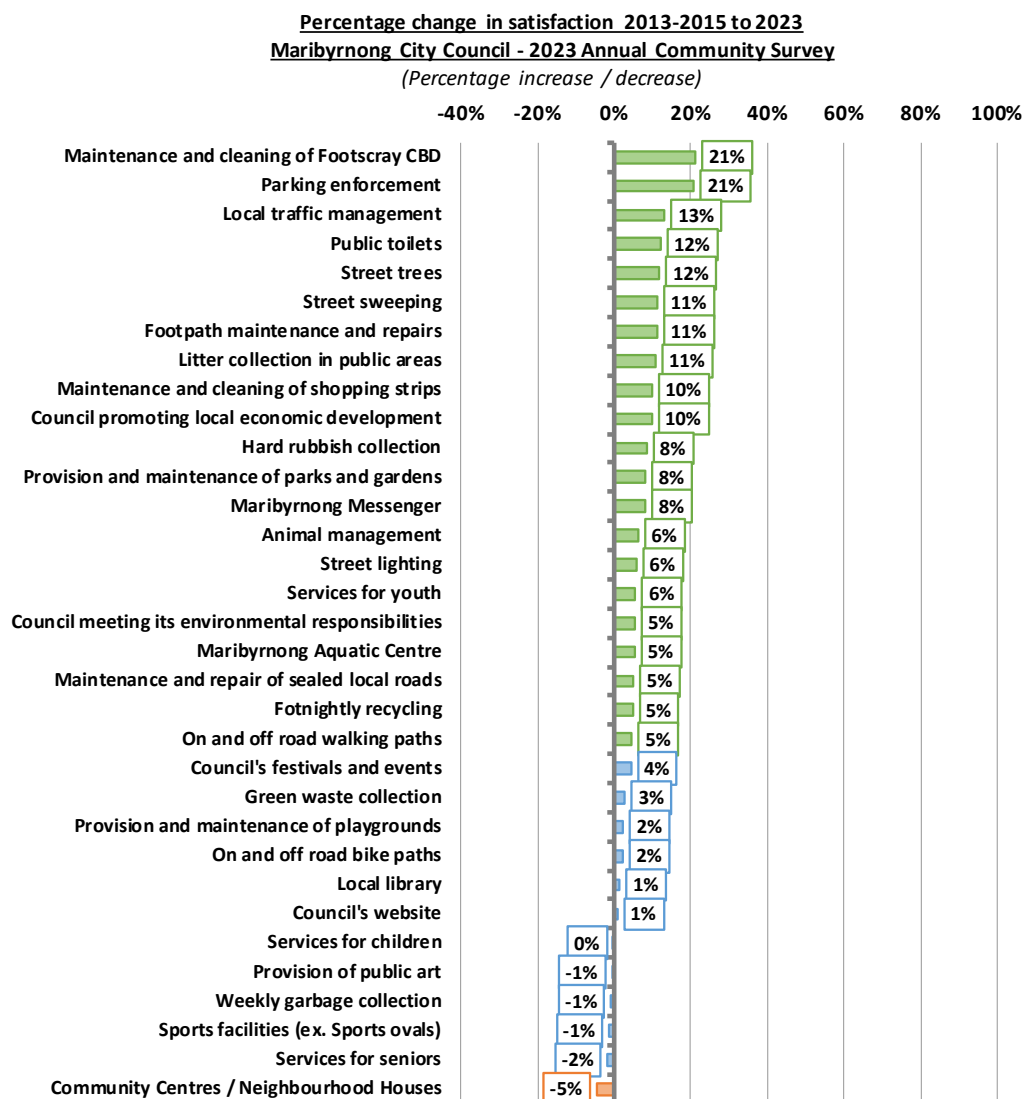
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Change in satisfaction over the last 10 years

The following graph provides a comparison of satisfaction with the 33 services and facilities that have been included in the survey for at least 11 years.

The graph provides the difference in average satisfaction between an average of satisfaction from 2013 to 2015 and the average satisfaction in 2023. The aim of this graph is to provide some guidance as to change over time in satisfaction with services and facilities.

It is noted that satisfaction with 27 of the 33 services and facilities had increased over the last decade, with the maintenance and cleaning of Footscray CBD (up 21%) and parking enforcement (up 21%) the most significant improvements, but with eight other services and facilities also increasing by 10% or more since 2013-15. None declined measurably.



## Agenda Item 9.1 - Attachment 1

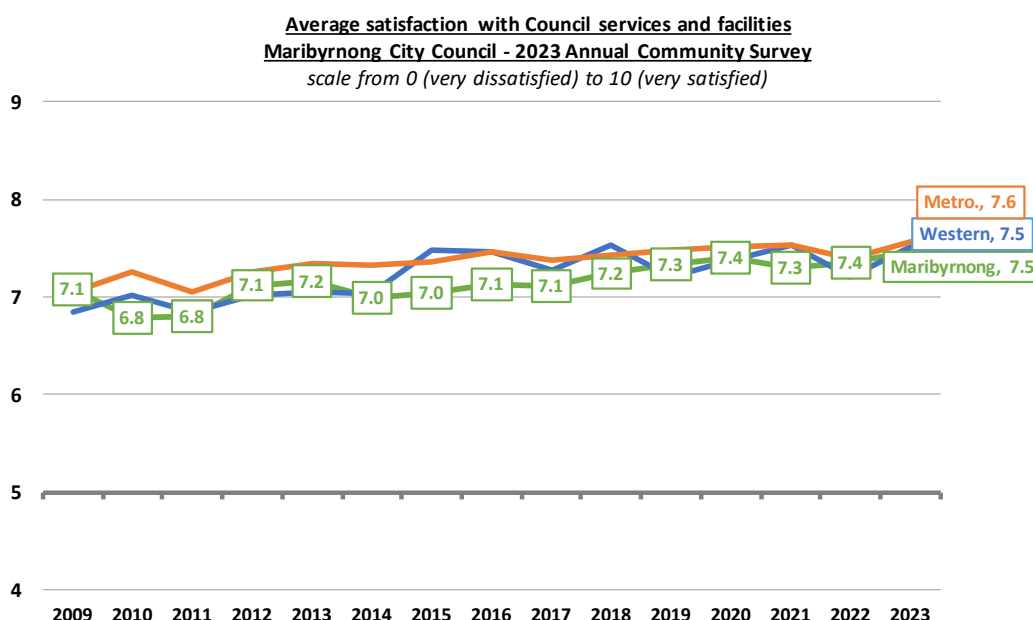
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Average satisfaction with Council services and facilities

As discussed above, the average satisfaction with the 39 services and facilities included in the survey increased marginally but not measurably this year, up one percent to 7.5, which remains a “very good” level of satisfaction.

It is acknowledged that the exact list of services and facilities included in both this survey as well as the *Governing Melbourne* research conducted independently by Metropolis Research has varied a little over time. The exact list as well as the exact description and labelling of services and facilities has changed over time to reflect current requirements.

As is apparent in the graph, historically, satisfaction with Council services and facilities has been a little lower in the City of Maribyrnong than the metropolitan Melbourne average. It is noted, however, that this variation has reduced notably recently to now be just one percent.



#### Satisfaction with services and facilities by respondent profile

The following table provides a comparison of the average satisfaction with each of the 39 included Council services and facilities by respondent profile, including age structure, gender, and language spoken at home. There was substantial variation in the average satisfaction with individual services and facilities observed, which is discussed in more detail in the individual services section following.

In general terms, however, it was noted that young adults (aged 18 to 34 years) tend to be somewhat more satisfied, whilst middle-aged adults (aged 45 to 59 years) tend to be a little less satisfied.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Average satisfaction with selected Council services and facilities

#### Maribyrnong City Council - 2023 Annual Community Survey

(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of sealed local roads	7.3	6.4	6.3	6.4	6.2	6.9	6.6	6.5	7.1
Footpath maintenance and repairs	7.4	6.7	6.4	6.5	6.1	7.0	6.7	6.7	7.1
Street sweeping	7.6	7.1	7.0	6.8	6.6	7.3	7.1	7.1	7.3
Weekly garbage collection	8.6	8.3	8.1	8.3	8.1	8.3	8.4	8.2	8.6
Provision and maint. of parks and gardens	8.1	7.8	7.7	7.7	7.9	7.9	7.9	7.8	8.1
Provision and maintenance of street trees	7.8	7.3	7.0	7.2	6.9	7.5	7.3	7.3	7.5
Provision and maintenance of street lighting	7.6	7.3	7.0	7.6	7.3	7.6	7.3	7.4	7.5
Litter collection in public areas	7.6	7.3	7.0	7.3	6.9	7.5	7.2	7.2	7.6
Maintenance and cleaning of shopping strips	7.6	7.3	7.0	7.4	7.3	7.5	7.3	7.2	7.7
Maintenance and cleaning of Footscray CBD	7.2	6.5	6.6	6.7	6.3	6.9	6.8	6.8	7.0
Illegally dumped rubbish	7.5	7.1	6.9	7.1	7.4	7.3	7.3	7.1	7.5
Parking enforcement	7.2	7.1	6.5	6.9	7.0	6.9	7.1	6.8	7.3
Local traffic management	7.3	7.2	6.9	7.0	6.8	7.2	7.1	7.0	7.3
Animal management	7.7	7.4	7.1	7.6	7.6	7.5	7.5	7.4	7.8
Council responsibilities on environment	7.5	7.2	7.2	7.4	7.1	7.5	7.2	7.2	7.7
Maribyrnong Messenger (Council's newsletter)	7.4	7.1	7.1	7.1	7.1	7.3	7.1	7.2	7.3
Promoting local economic development	7.3	7.0	7.1	7.0	7.2	7.2	7.2	7.0	7.4
Council's website	7.6	6.8	7.1	6.9	7.9	7.1	7.3	7.2	7.2
Customer Request Management System	7.6	7.1	6.8	6.6	6.8	7.2	7.1	7.2	7.0
Council's use of Social Media	7.4	7.0	6.7	6.6	8.0	7.3	6.9	7.3	6.6
Council's online consultation tool	8.1	6.9	6.2	6.7	8.5	7.0	7.5	7.2	7.4
Fortnightly recycling	8.6	8.3	8.2	8.5	8.4	8.4	8.4	8.5	8.4
Fortnightly green waste collection	8.4	8.1	8.2	8.4	8.2	8.2	8.3	8.3	8.2
Annual hard rubbish collection	8.2	8.0	7.8	7.7	7.3	7.9	7.9	7.9	7.9
Additional, paid hard waste collection	8.2	7.6	7.8	7.9	6.5	7.7	8.1	7.8	8.0
Library services (including local and online)	8.5	8.2	8.1	8.5	8.5	8.3	8.4	8.5	8.1
Public toilets	6.6	6.5	6.6	7.4	5.9	6.8	6.6	6.6	6.7
Sports facilities	7.8	7.6	7.3	7.5	8.0	7.5	7.8	7.7	7.5
Community Centres / Neighbourhood Houses	7.2	7.2	7.3	7.9	7.9	7.3	7.4	7.6	7.0
Services for children	7.7	8.0	7.3	8.3	9.0	8.1	7.7	7.7	8.0
Services for young people	8.2	7.4	6.5	8.0	7.5	7.9	7.5	7.7	7.6
Services for older people	8.2	7.3	7.2	7.4	8.4	8.0	7.5	7.7	8.0
Services for people with disability	7.1	7.4	7.1	6.8	7.3	7.2	7.1	7.0	7.7
On and off-road bike paths	7.3	7.0	7.3	7.6	7.0	7.3	7.2	7.3	7.1
On and off-road walking paths	7.6	7.3	7.4	7.4	7.0	7.5	7.4	7.4	7.4
Maribyrnong Aquatic Centre	8.1	7.9	7.5	7.8	8.2	8.0	7.9	7.9	7.9
Provision and maintenance of playgrounds	8.0	7.5	7.3	7.9	7.1	7.6	7.9	7.8	7.6
Provision of public art	7.3	7.5	7.3	7.3	6.8	7.4	7.3	7.3	7.2
Council's festivals and events	7.8	7.7	7.6	7.8	6.9	8.0	7.5	7.7	7.7
Average satisfaction	7.7	7.3	7.2	7.4	7.4	7.5	7.4	7.4	7.5
Total respondents	327	165	116	131	62	395	394	527	262

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### Breakdown of percentage satisfaction scores

The following table provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Of the 39 included services and facilities, it is noted half or more of the respondents providing a score were “very satisfied” with 26 of the 39 service and facilities, including most prominently:

- Fortnightly recycling (81% of 666 respondents)
- Fortnightly green waste collection (78% of 604 respondents)
- Library (78% of 336 respondents were “very satisfied”)
- Weekly garbage collection (77% of 792 respondents)
- Maribyrnong Aquatic Centre (74% of 230 respondents)
- Annual hard rubbish collection (71% of 139 respondents).

There were 12 services and facilities with which more than 10% of respondents providing a satisfaction score were “dissatisfied” with the service or facility, including most prominently:

- Public toilets (16% of 271 respondents)
- Services for people with disability (15% of 56 respondents)
- Footpath maintenance and repairs (12% of 789 respondents)
- Maintenance and cleaning of Footscray CBD (12% of 56 respondents)
- Maintenance and repair of sealed local roads (12% of 790 respondents)
- Parking enforcement (10% of 748 respondents).



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

**Satisfaction with selected Council services and facilities**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Fortnightly recycling	1%	18%	81%	8	666
Fortnightly green waste collection	2%	21%	78%	9	604
Library services (including local and online)	1%	21%	78%	9	331
Weekly garbage collection	2%	21%	77%	8	800
Maribyrnong Aquatic Centre	3%	22%	74%	9	230
Additional, paid hard waste collection	3%	26%	71%	8	139
Annual hard rubbish collection	4%	27%	69%	6	403
Provision and maint. of parks and gardens	2%	31%	67%	16	800
Services for young people	8%	26%	67%	6	75
Services for older people	5%	30%	65%	10	72
Provision and maintenance of playgrounds	3%	33%	64%	3	324
Services for children	2%	36%	62%	6	127
Services for people with disability	15%	23%	62%	9	56
Sports facilities	4%	36%	60%	10	311
Provision and maintenance of street lighting	6%	38%	56%	8	800
Council's festivals and events	2%	43%	55%	11	210
On and off-road walking paths	5%	41%	55%	8	397
Provision and maintenance of street trees	7%	38%	54%	12	800
Animal management	4%	42%	54%	97	800
Council's online consultation tool	8%	39%	53%	5	75
Maintenance and cleaning of shopping strips	4%	44%	52%	25	800
Litter collection in public areas	6%	43%	52%	29	800
On and off-road bike paths	8%	41%	51%	11	292
Maribyrnong Messenger (Council's newsletter)	7%	42%	51%	177	800
Community Centres / Neighbourhood Houses	6%	44%	51%	3	180
Council responsibilities on environment	6%	44%	50%	109	800
Provision of public art	4%	46%	50%	7	135
Illegally dumped rubbish	5%	46%	49%	53	800
Street sweeping	7%	44%	48%	32	800
Customer Request Management System	9%	43%	48%	6	147
Council's website	7%	45%	48%	4	394
Parking enforcement	10%	45%	46%	52	800
Local traffic management	7%	48%	46%	28	800
Promoting local economic development	5%	50%	46%	162	800
Footpath maintenance and repairs	12%	43%	45%	11	800
Council's use of Social Media	7%	49%	45%	10	95
Maintenance and cleaning of Footscray CBD	12%	45%	43%	60	800
Public toilets	16%	42%	42%	3	271
Maintenance and repair of sealed local roads	12%	47%	42%	10	800

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Importance and satisfaction cross tabulation***

The following graph provides a cross-tabulation of the average importance of each of the 39 included Council services and facilities against the average satisfaction with each.

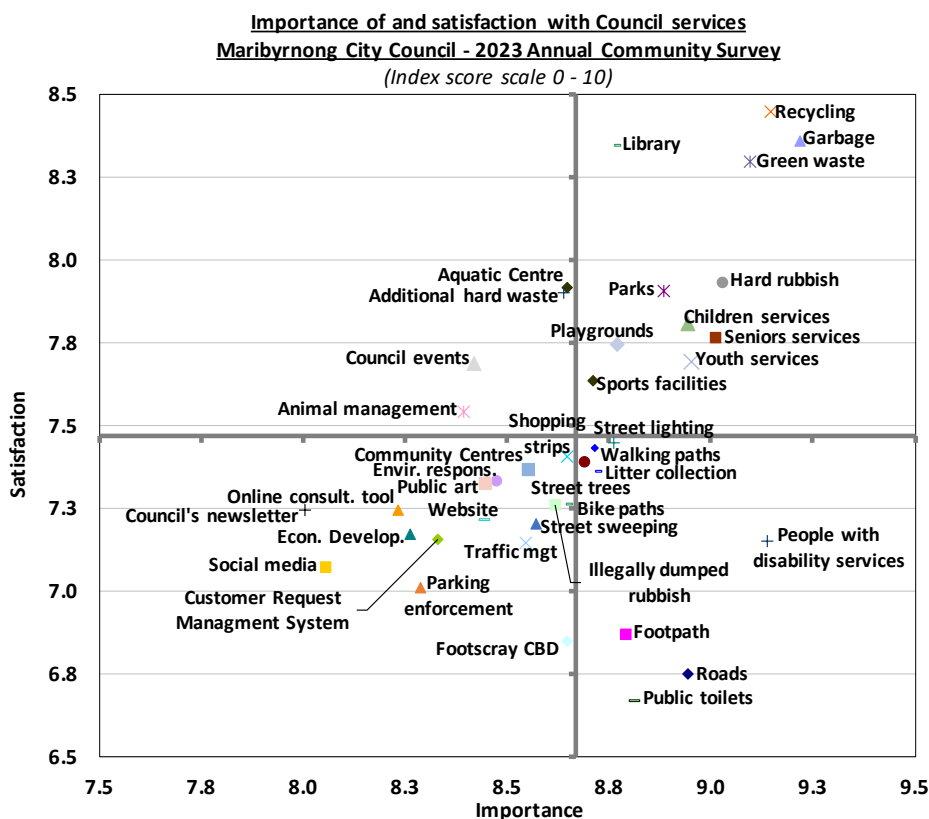
Services and facilities located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services in the lower right-hand quadrant are those that are more important than average, but with which respondents are less satisfied than average. This quadrant represents the services and facilities of most concern.

Attention is drawn to the following key findings:

- **Waste and recycling** – the four kerbside collection services were all of higher-than-average importance and were three of the top four services in terms of satisfaction.
- **Library services** – the library service remains of higher-than-average importance and ranked third in terms of satisfaction this year.
- **Health and human services** – all four services (for children, youth, older persons, and persons with disability) were all average or higher than average importance. In 2023, satisfaction with three of the four services were average or higher-than-average satisfaction, although services for persons with disability remains of lower-than-average satisfaction again this year.
- **Communication services** – consistent with the results recorded in previous years, all four of the communication services and facilities were of lower-than-average importance, and all received lower than average satisfaction scores.
- **Sports and recreation facilities** – the aquatic centre and sports facilities were both of approximately average importance and received higher-than average satisfaction scores.
- **Playgrounds and parks and gardens** - were both of higher-than-average importance and received higher-than-average satisfaction scores.
- **Parking enforcement** – recorded a significant increase in satisfaction of eight percent this year, although it continues to report lower than average satisfaction. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement who believe Council should be doing less enforcement.
- **Services and facilities of concern** – the services of most concern remain public toilets, maintenance and repair of sealed local roads, footpath maintenance and repairs, the maintenance and repair of Footscray CBD, and to some extent services for people with disability. All were of higher-than-average importance but received notably lower than average satisfaction scores.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Satisfaction by broad service areas

The breakdown of services and facilities into these broad service areas is as follows:

- **Infrastructure** – includes provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.
- **Waste and recycling services** – includes weekly garbage collection, fortnightly recycling, fortnightly green waste collection, annual hard rubbish collection and additional, paid hard waste collection.
- **Recreation and culture services** – includes library services, sports facilities, Maribyrnong Aquatic Centre, provision and maintenance of playgrounds, provision of public art, and Council's festivals and events.
- **Community services** – includes Community Centres / Neighbourhood Houses, services for children, services for young people, services for older people, and services for people with disability.
- **Enforcement** – includes parking enforcement, and animal management.



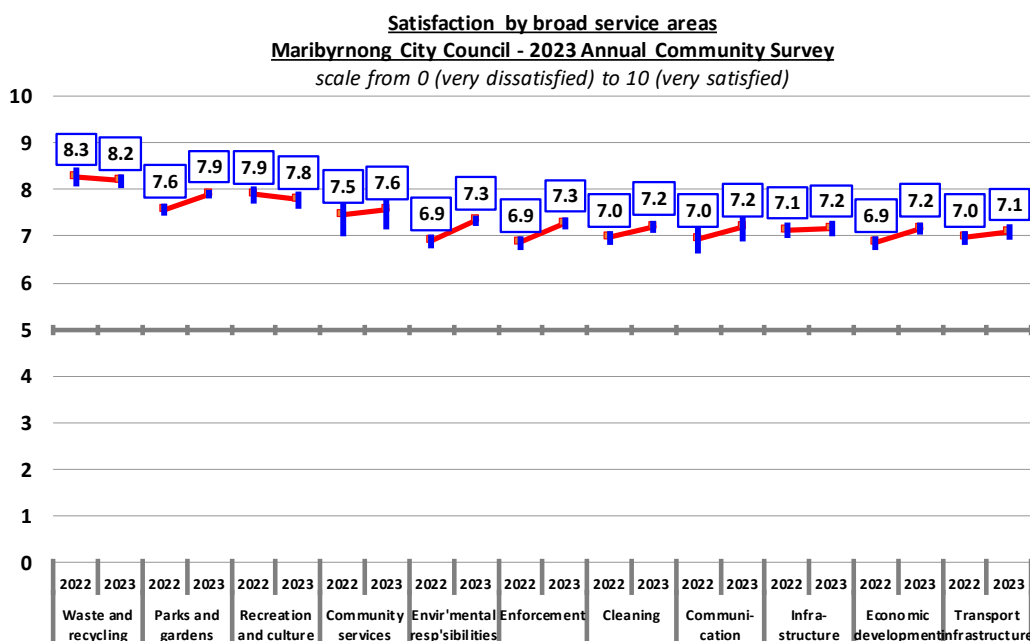
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

- **Communication** – includes Maribyrnong Messenger (*Council's newsletter*), the Council's website, Customer Request Management System, Council's use of social media, and Council's online consultation tool.
- **Cleaning** – includes street sweeping, litter collection in public areas, maintenance and cleaning of shopping strips, maintenance and cleaning of Footscray CBD, and illegal dumped rubbish.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, on and off-road bike paths, and on and off-road walking paths.
- **Parks and gardens** – include the provision and maintenance of parks and gardens.
- **Business development** – includes Council activities promoting local business development.
- **Environmental responsibilities** – includes Council meeting its responsibilities towards the environment.

Of the 11 broad service areas, the average satisfaction with nine increased at least marginally this year, whilst satisfaction with just two declined marginally, as follows:

- **Notable increase in satisfaction this year** – included Council meeting its responsibilities towards the environment (up 6%), enforcement (up 6%), Council activities promoting local economic development (up 5%), parks and gardens (up 4%), and cleaning (up 4%).
- **Marginal decrease in satisfaction this year** – included recreation and culture (down 1%), and waste and recycling (down 1%).

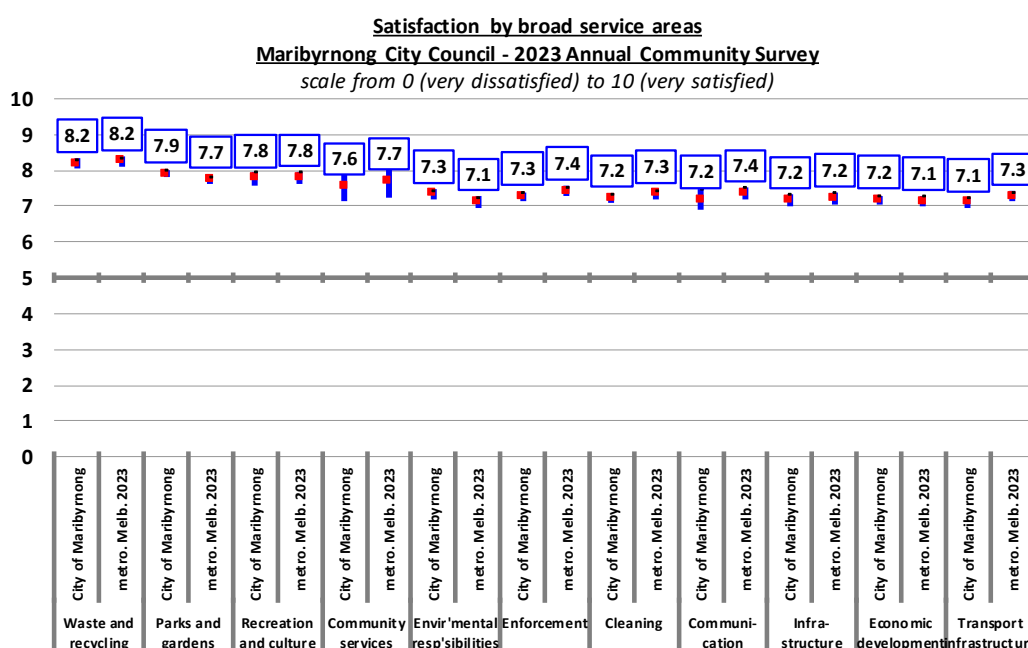


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

When compared to the metropolitan Melbourne average, as recorded in the 2023 *Governing Melbourne* research, satisfaction with three of the 11 broad service areas was at least marginally higher in the City of Maribyrnong, whilst satisfaction with eight was at least marginally lower, with attention drawn to the following:

- **Somewhat higher satisfaction in the City of Maribyrnong** – included Council meeting its responsibilities towards the environment (3% higher in the City of Maribyrnong), and parks and gardens (2% higher).
- **Notably lower satisfaction in the City of Maribyrnong** – included transport infrastructure (2% lower in the City of Maribyrnong), communications (2% lower), and enforcement (2% lower).



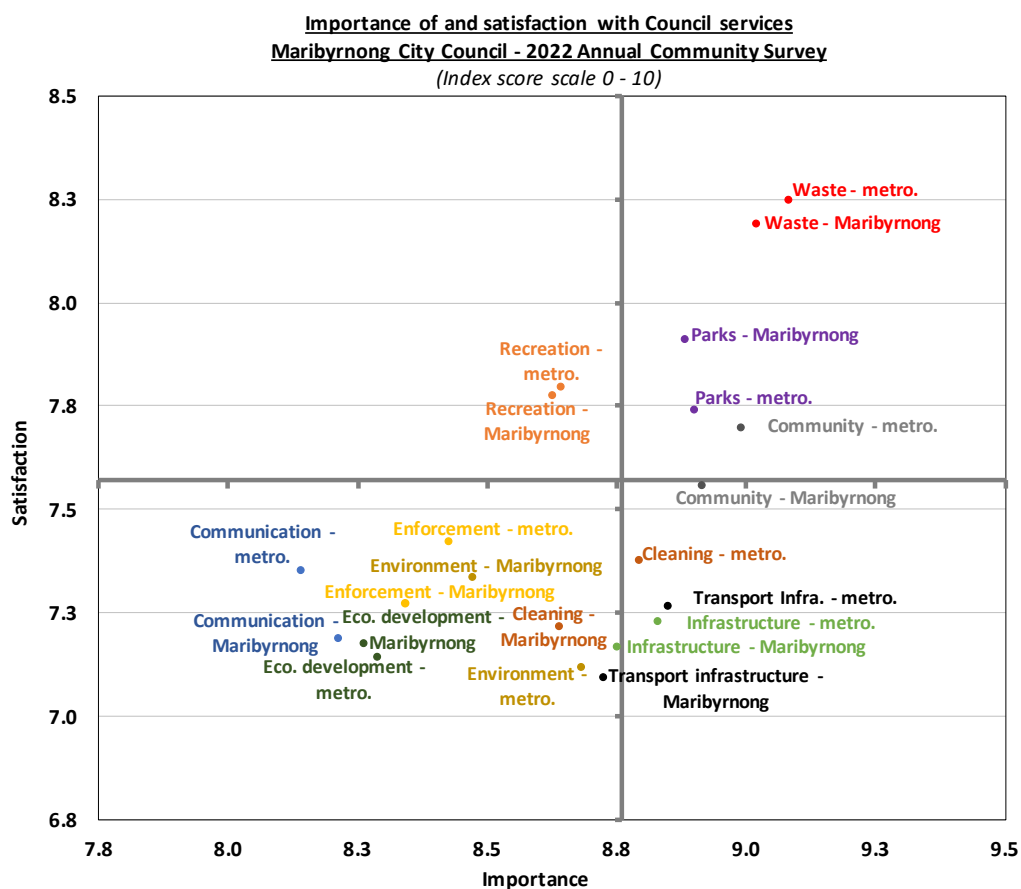
The following graph provides a crosstabulation of the average importance and average satisfaction with the 11 broad service areas between the City of Maribyrnong and the metropolitan Melbourne average.

The broad service areas of most concern from these results appear to be community services, transport infrastructure, communications, and enforcement (mostly parking). These are the broad service areas where the City of Maribyrnong is furthest from the metropolitan Melbourne average.

The broad service areas where the City of Maribyrnong appears performing best against the metropolitan Melbourne average included Council meeting environmental responsibilities and parks and gardens.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Satisfaction by Council department

The following section of this report provides details of the 39 Council services and facilities that were included in the survey this year, grouped into the five Council departments.

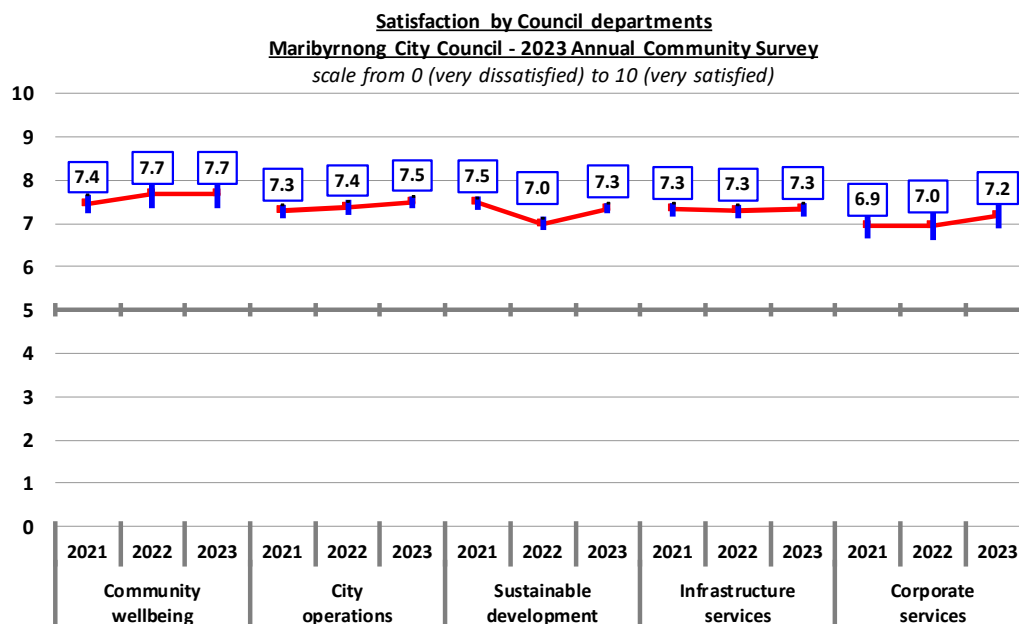
The following graph provides an average satisfaction with the services and facilities included in each department. These average results are very broad in nature and should be read in conjunction with the results for the individual services within each department.

It is noted that in 2023, the average satisfaction with the five Council department areas were all stable or increased a little.

The largest increase was recorded for Sustainable Development, which improved four percent to 7.3. This increase somewhat reverses the decline of seven percent recorded last year.

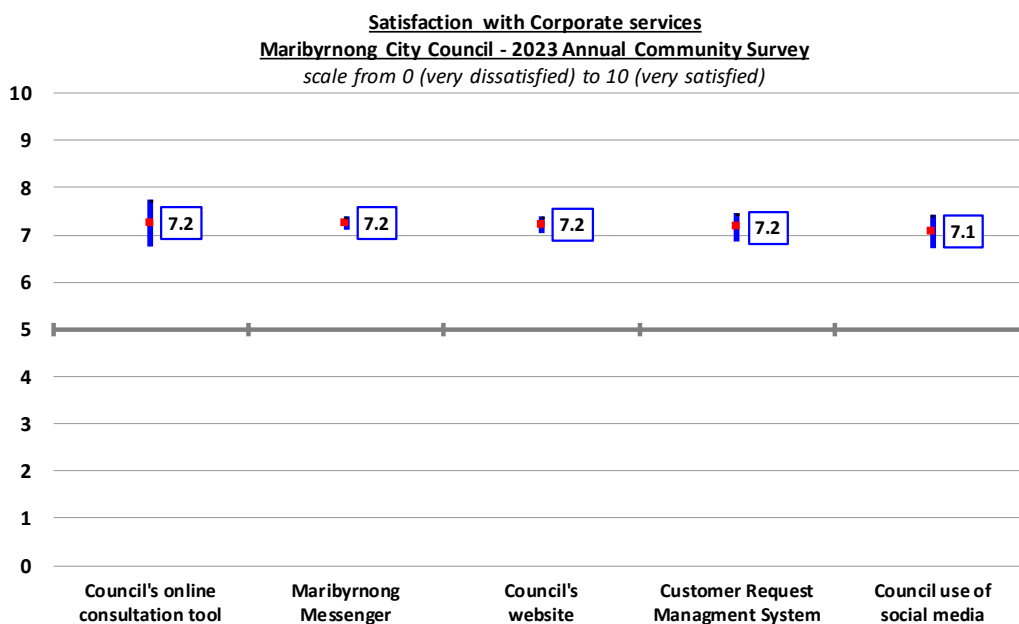
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Corporate services

There were five services from the Corporate Services department included in the survey again this year. The average satisfaction with each of these five services and facilities was categorised as “good” this year, the same categorisation as recorded last year.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a comparison of the average importance of and satisfaction with the five corporate services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

It is noted that there were just two of these five services that were included in *Governing Melbourne*.

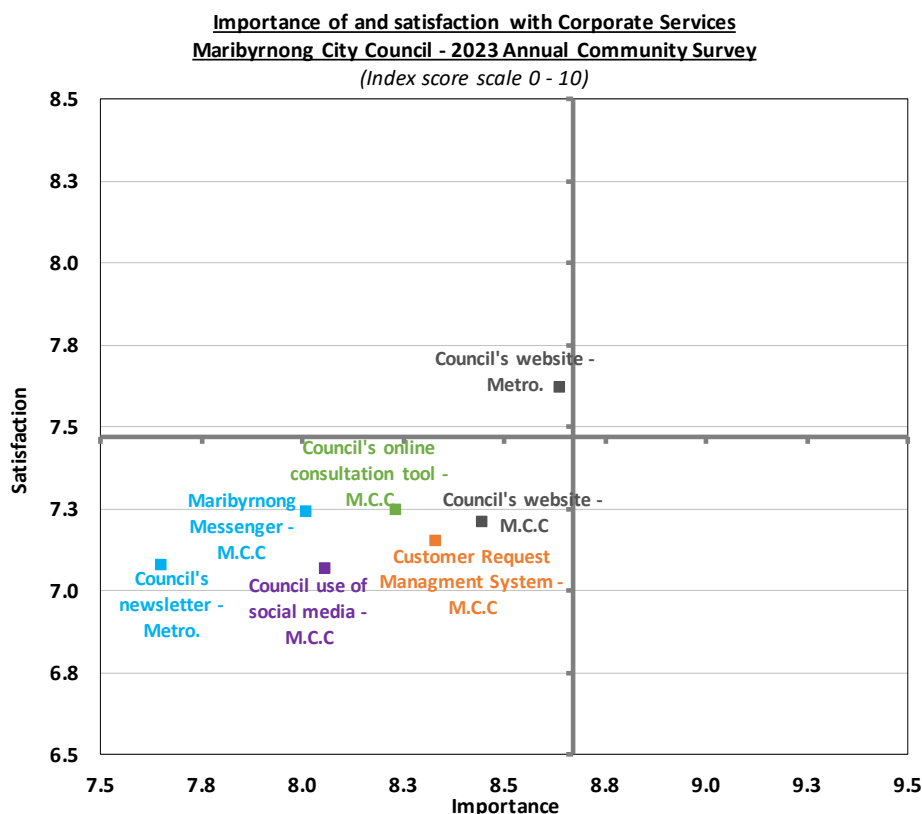
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction.

Attention is drawn to the fact that all five of these services and facilities were of lower-than-average importance than the average of all services and facilities.

This is consistent with historical results for the City of Maribyrnong, as well as results observed elsewhere.

These five services also all recorded somewhat lower than average satisfaction scores.

Apart from the *Maribyrnong Messenger*, satisfaction with the other four services was recorded only for respondents who had used the services in the last 12 months. This does suggest somewhat lower satisfaction from users of these services than the average satisfaction with all 39 services and facilities.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Maribyrnong Messenger (Council's newsletter)

The *Maribyrnong Messenger* was the least important of the 39 included services and facilities this year, with an average importance of 8.0 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the publication increased measurably this year, up eight percent to 7.2, although it remains at a "good" level of satisfaction.

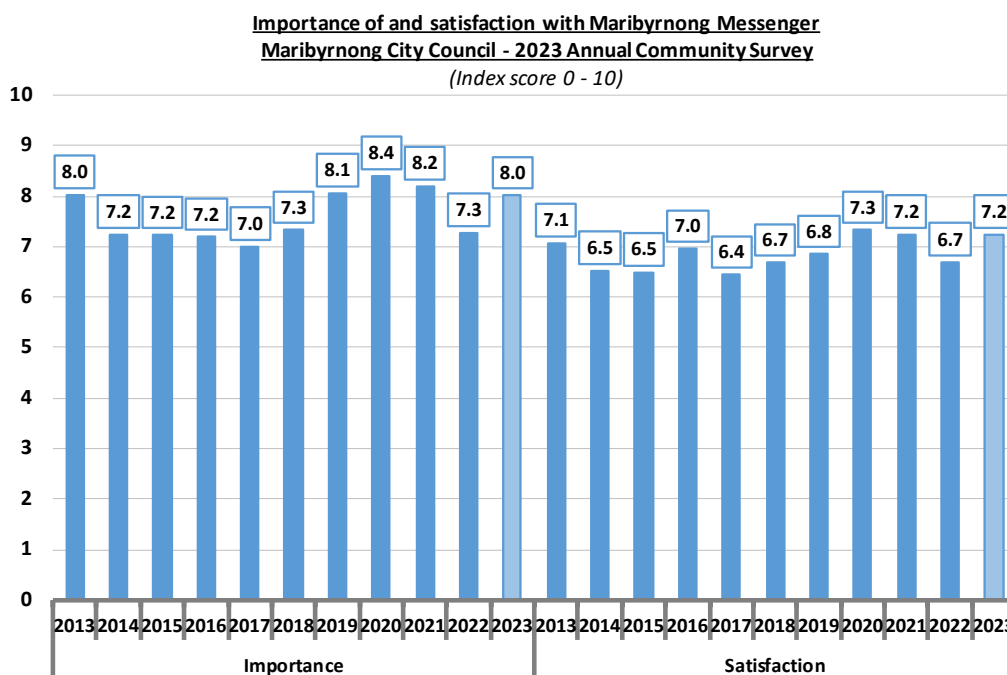
This result ranks the *Maribyrnong Messenger* 27<sup>th</sup> in terms of satisfaction this year.

Consistent with this strong increase, satisfaction was significantly above the long-term average satisfaction since 2005 of 6.8.

This result was comprised of 51% "very satisfied" and seven percent "dissatisfied" respondents, based on a total sample of 623 respondents who provided a satisfaction score this year.

There was no substantia variation in this result observed by respondent profile, although it is noted that young adults (aged 18 to 34 years), male respondents, and respondents from multilingual households rated satisfaction at "very good" rather than "good" levels of satisfaction.

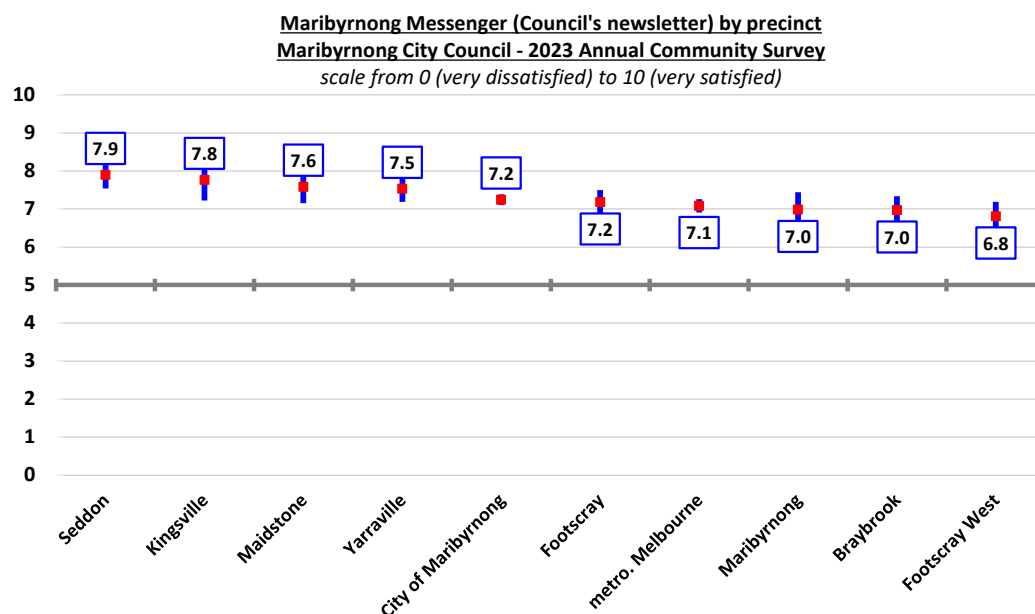
By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with "Council's regular printed newsletter" of 7.1, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was some measurable variation in this result observed across the municipality, with respondents from Seddon measurably more satisfied than average, and at an “excellent” level of satisfaction.



### Council's website

The council website was the 31<sup>st</sup> most important of the 39 included services and facilities this year, with an average importance of 8.4 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the website increased marginally this year, up one percent to 7.2, although it remains at a “good” level of satisfaction.

This result ranks the website 26<sup>th</sup> in terms of satisfaction this year.

Consistent with this marginal increase, satisfaction was marginally above the long-term average satisfaction since 2005 of 7.1.

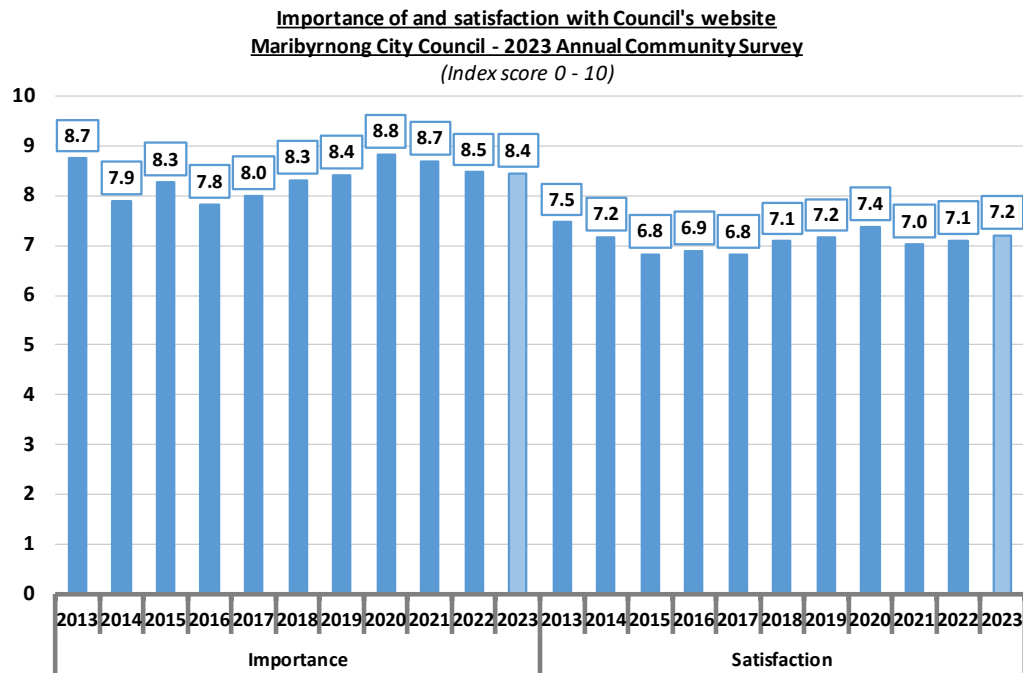
This result was comprised of 48% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 390 of the 394 respondents (49%) from households who had used these facilities in the last 12 months.

There was some notable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) notably more satisfied than average.

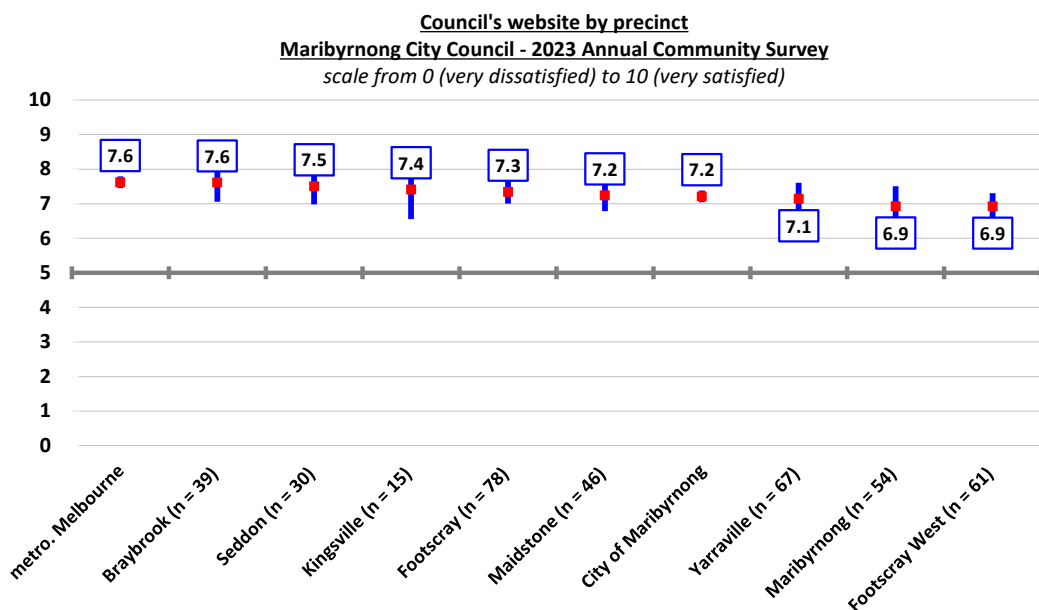
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was notably, but not measurably lower than the metropolitan Melbourne average satisfaction with “Council’s website” of 7.6, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the website observed across the municipality this year, it is noted that respondents from Braybrook, Seddon, Kingsville, and Footscray rated satisfaction at “very good” rather than “good” levels.





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Customer Request Management System

Council's request management systems was the 34<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.3 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the service increased notably, but not measurably this year, up four percent to 7.2, although it remains at a "good" level of satisfaction.

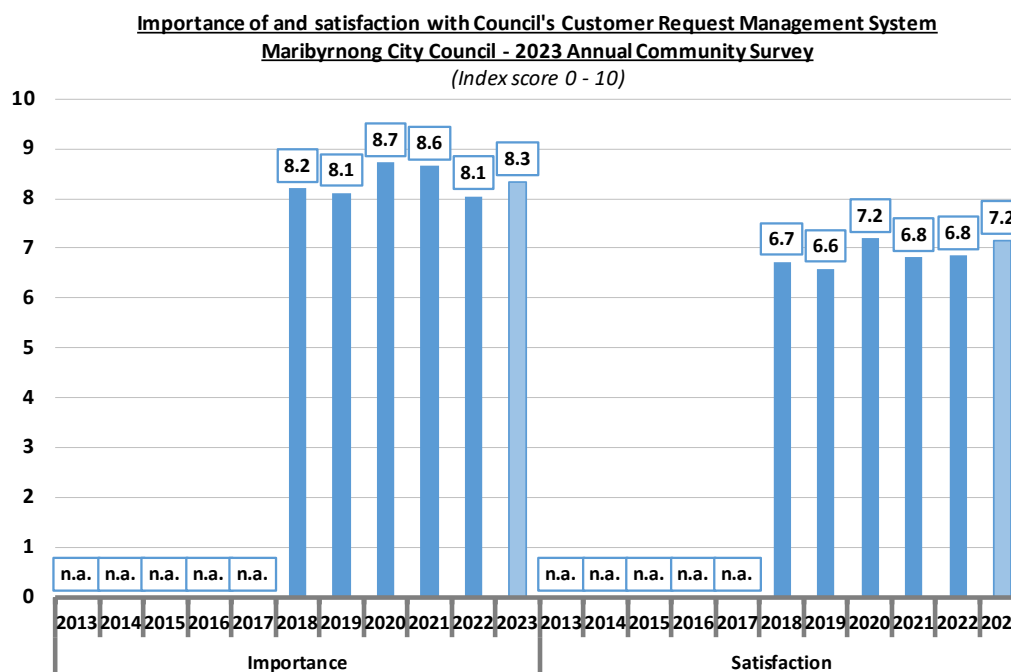
This result ranks the request management system 31<sup>st</sup> in terms of satisfaction this year.

Consistent with this marginal increase, satisfaction was somewhat above the long-term average satisfaction since 2018 of 6.9.

This result was comprised of 48% "very satisfied" and nine percent "dissatisfied" respondents, based on a total sample of 141 of the 147 respondents (18%) from households who had used these facilities in the last 12 months.

Given the small sample size of just 141 respondents, there was no significant variation in this result observed by respondent profile, although young adults (aged 18 to 34 years) were somewhat more satisfied, and older adults (aged 60 to 74 years) were somewhat less satisfied than average.

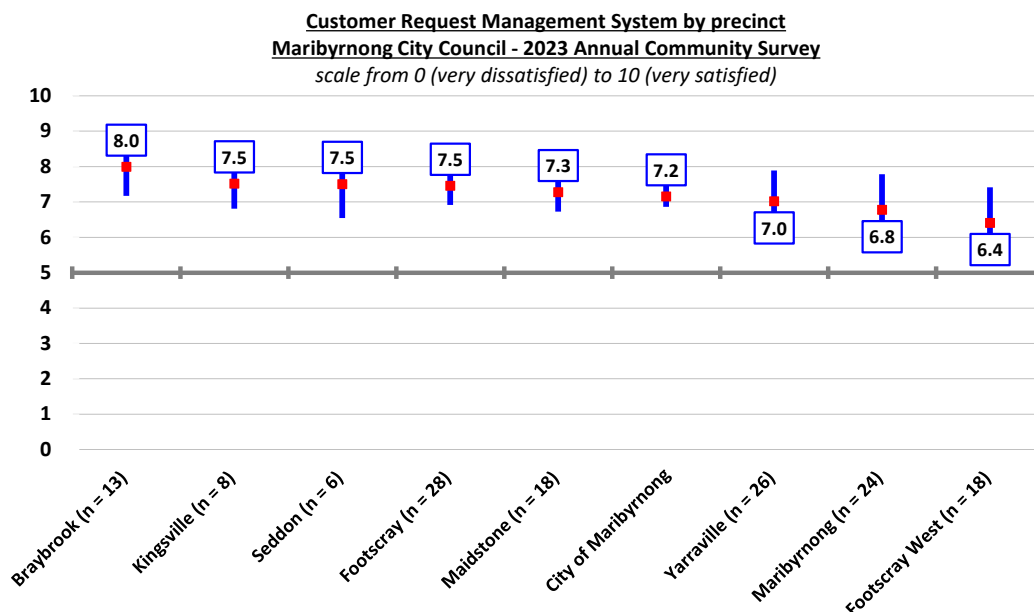
This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are available for publication.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Noting the small sample size of 141 respondents, there was no statistically significant variation in this result observed across the municipality. It is noted, however, that the 13 respondents from Braybrook rated satisfaction at an “excellent” level, whilst the 18 respondents from Footscray West rated it at a “solid” rather than a “good” level.



### Council's use of social media

Council's use of social media was the 38<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.1 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the service declined marginally, but not measurably this year, down one percent to 7.1, although it remains at a “good” level of satisfaction.

This result ranks the service 34<sup>th</sup> in terms of satisfaction this year.

Consistent with this marginal decline, satisfaction was marginally below the long-term average satisfaction since 2015 of 6.9.

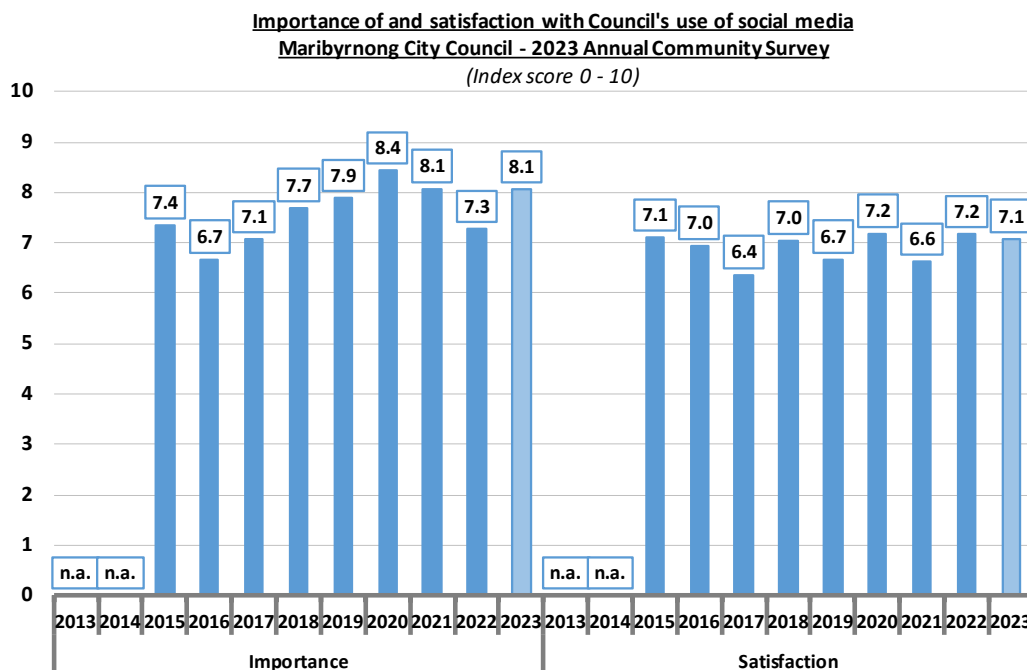
This result was comprised of 45% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 85 of the 95 respondents (12%) from households who had used these facilities in the last 12 months.

Given the small sample size of just 85 respondents, there was no significant variation in this result observed by respondent profile.

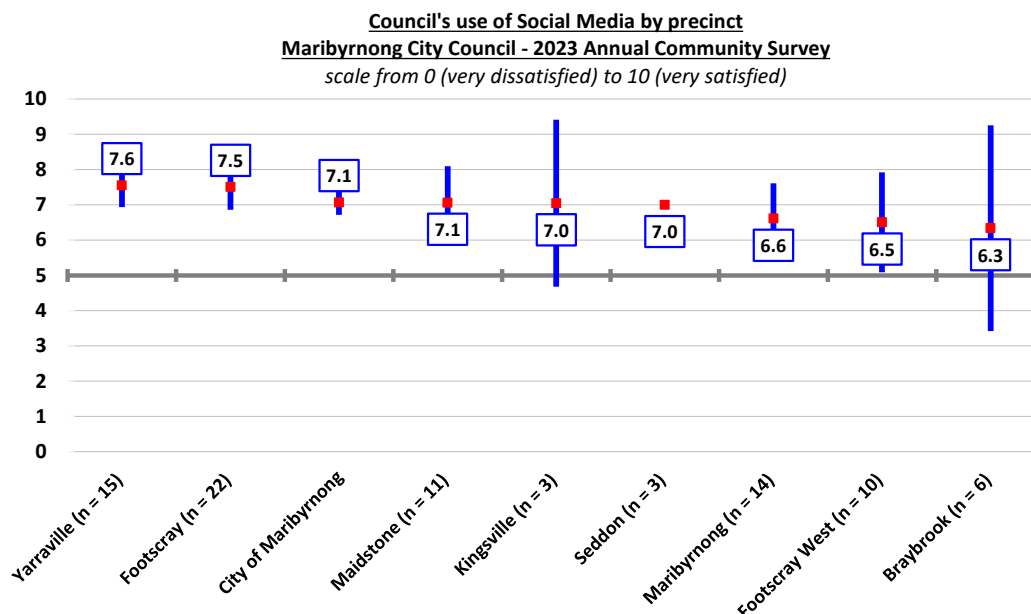
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are available for publication.



Noting the small sample size of 85 respondents, there was no statistically significant variation in this result observed across the municipality.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Council's online consultation tool

Council's online consultation tool was the 37<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.1 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with the service increased notably, but not measurably this year, up four percent to 7.2, although it remains at a "good" level of satisfaction.

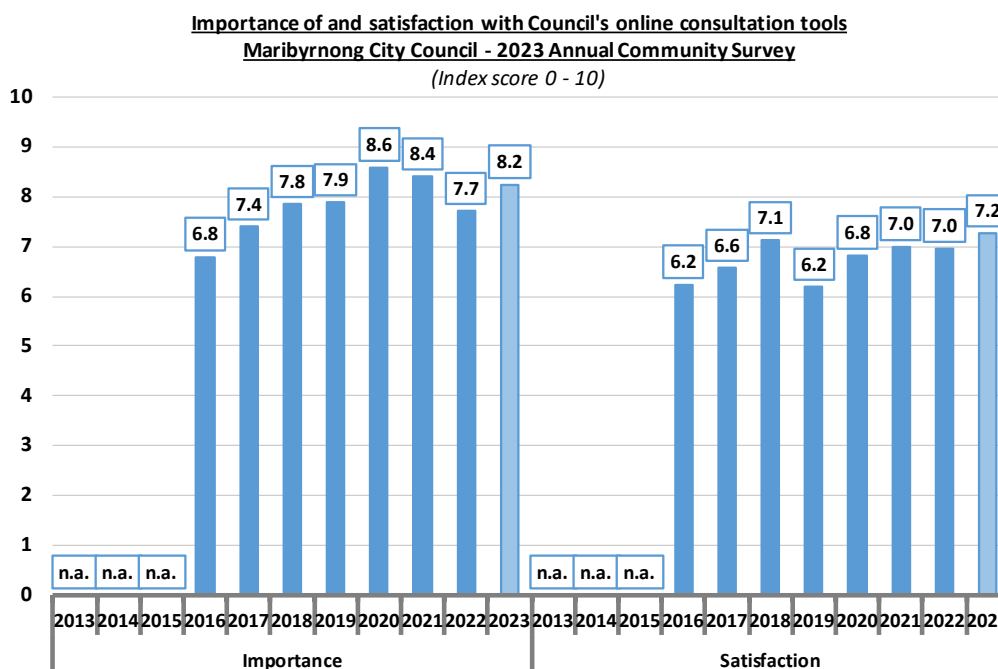
This result ranks the service 26<sup>th</sup> in terms of satisfaction this year.

Consistent with this marginal increase, satisfaction was notably above the long-term average satisfaction since 2016 of 6.8.

This result was comprised of 53% "very satisfied" and eight percent "dissatisfied" respondents, based on a total sample of 70 of the 75 respondents (9%) from households who had used these facilities in the last 12 months.

Given the small sample size of just 75 respondents, there was no significant variation in this result observed by respondent profile.

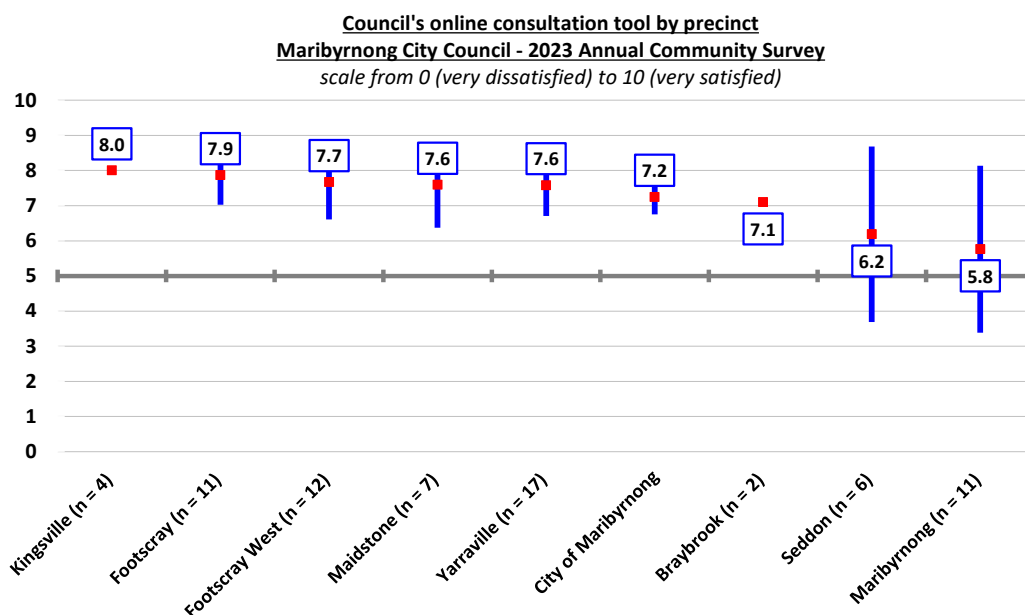
This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are available for publication.



Noting the small sample size of 70 respondents, there was no statistically significant variation in this result observed across the municipality.

## Agenda Item 9.1 - Attachment 1

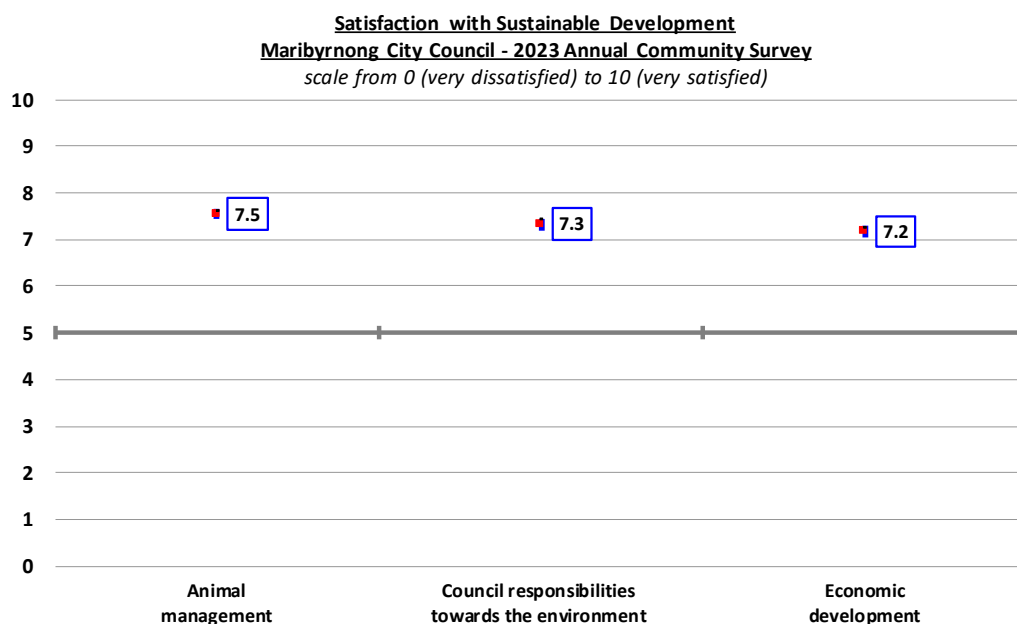
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Sustainable Development

There were three services from the Sustainable Development department included in the survey again this year.

Satisfaction with animal management and Council meeting its responsibilities towards the environment were both rated at “very good” levels, whilst satisfaction with Council performance promoting local economic development was rated at a “good” level.



## Agenda Item 9.1 - Attachment 1

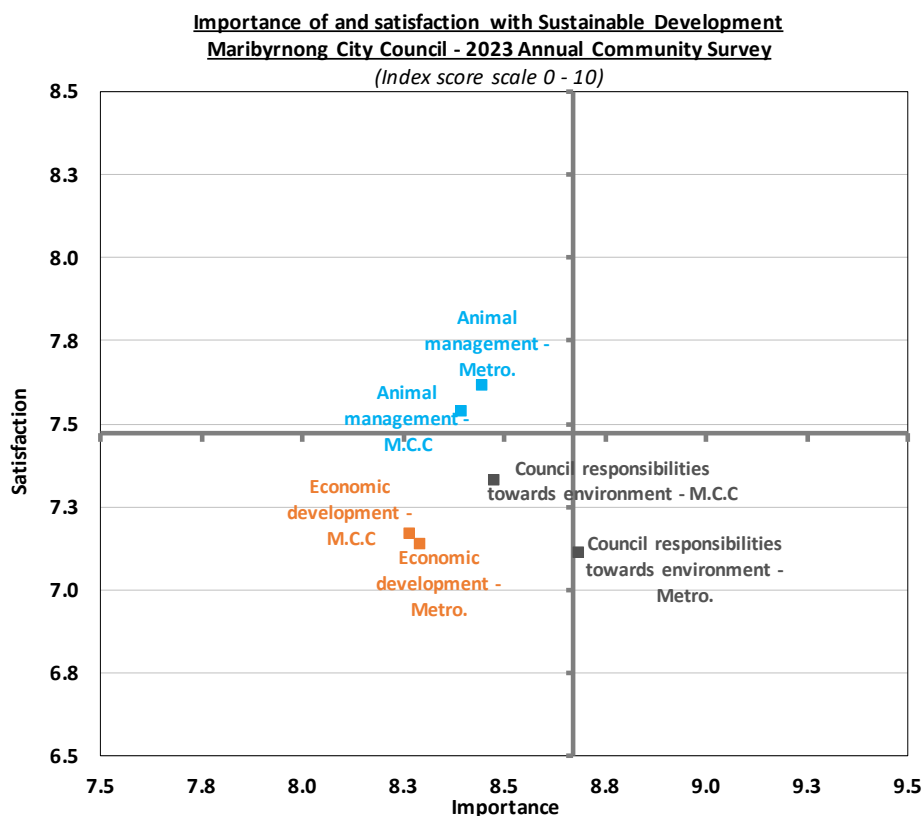
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a comparison of the average importance of and satisfaction with the three sustainable development services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction.

All three services and facilities were of just a marginally lower importance than the metropolitan Melbourne average.

Satisfaction with animal management and Council activities promoting local economic development were similar to the metropolitan average, whilst satisfaction with Council meeting its environmental responsibilities was somewhat higher in the City of Maribyrnong.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Animal management

Animal management was the 33<sup>rd</sup> most important of the 39 included services and facilities this year, with an average importance of 8.4 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with animal management increased notably this year, up four percent to 7.5, which is a “very good”, up from a “good” level of satisfaction. This increase somewhat reverses the unusual nine percent decline in satisfaction recorded in 2022.

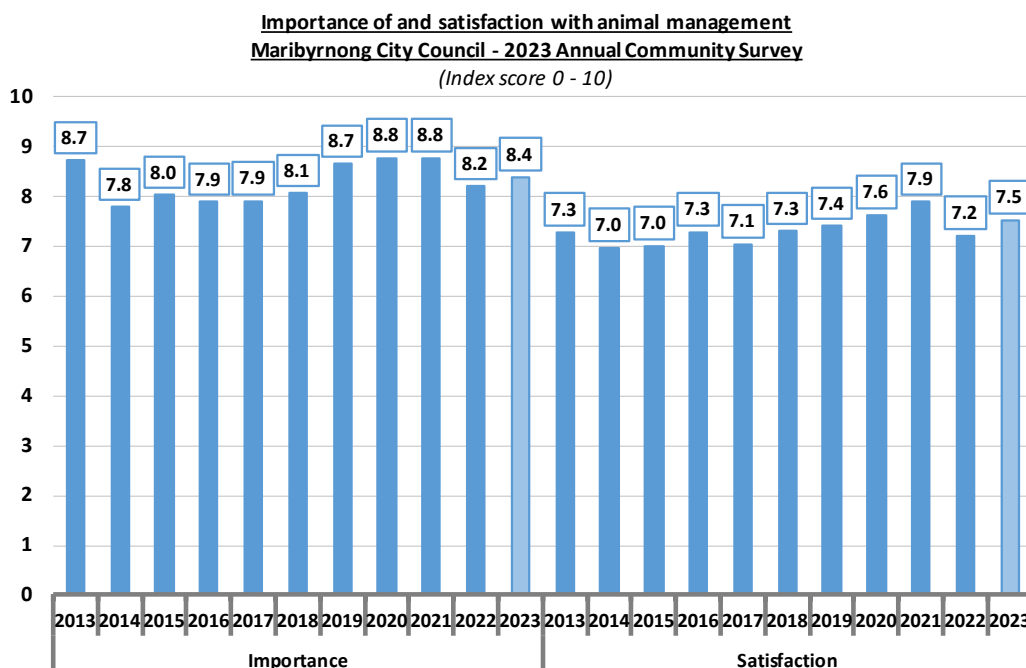
This result ranks animal management 15<sup>th</sup> in terms of satisfaction this year.

Consistent with this notable increase, satisfaction was notably above the long-term average satisfaction since 2005 of 7.2.

This result was comprised of 54% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 703 of the 800 respondents who provided a satisfaction score.

There was some notable variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, whilst respondents from multilingual households were notably more satisfied than respondents from English speaking households.

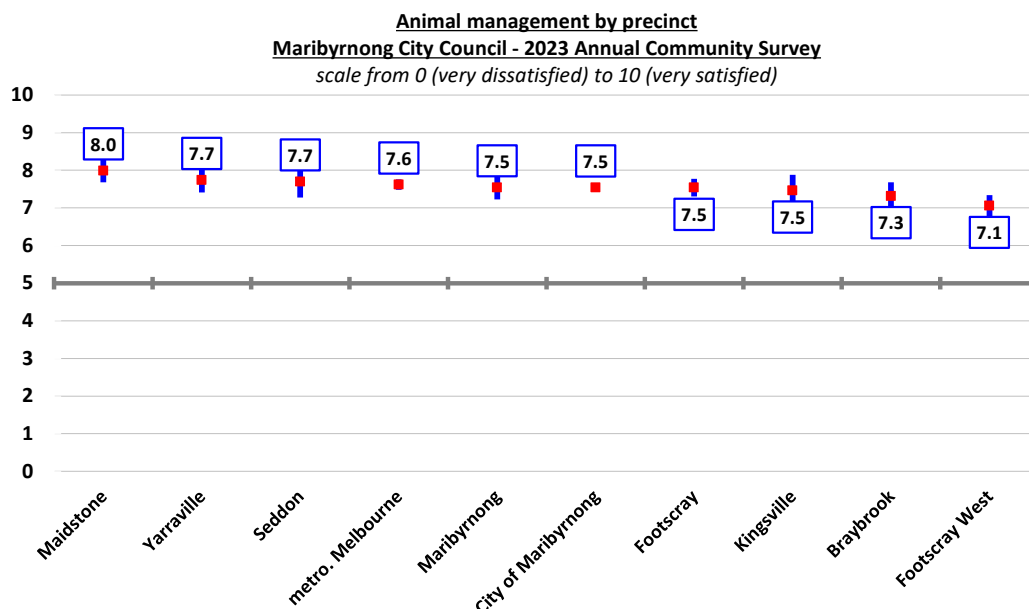
By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “animal management” of 7.6, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was some measurable variation in satisfaction with animal management observed across the municipality. Respondents from Maidstone were measurably more satisfied than average, and at an “excellent” level, whilst respondents from Footscray West were measurably less satisfied, and at a “good” rather than a “very good” level.



### Council responsibilities towards the environment

Council meeting its responsibilities towards the environment was the 29<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.5 out of 10.

It is noted that this result was somewhat lower than that recorded over the last four years, returning the average importance to levels recorded in 2018 and earlier years, although it remains below the metropolitan Melbourne average importance of 8.7.

Satisfaction with these services increased measurably this year, up six percent to 7.3, which is a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction score for this service recorded since it was first included in the survey in 2013.

This result ranks Council meeting its environmental responsibilities 22<sup>nd</sup> in terms of satisfaction this year.

Consistent with this measurable increase in satisfaction, satisfaction this year was measurably above the long-term average satisfaction since 2005 of 7.0.





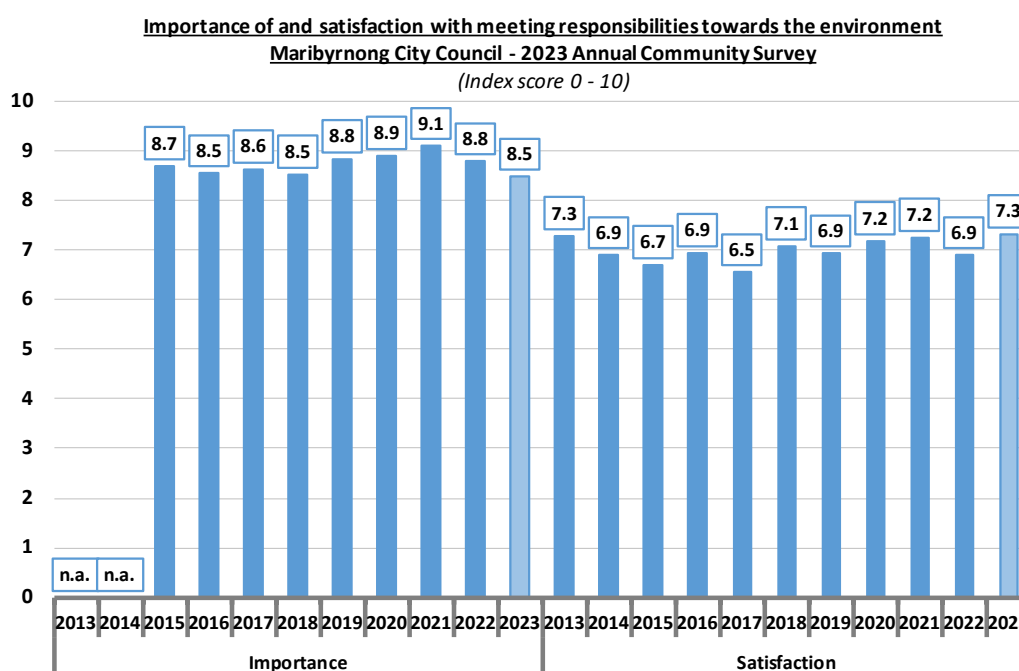
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

This result was comprised of 50% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 691 of the 800 respondents who provided a satisfaction score.

There was some notable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) somewhat less satisfied than average, whilst respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

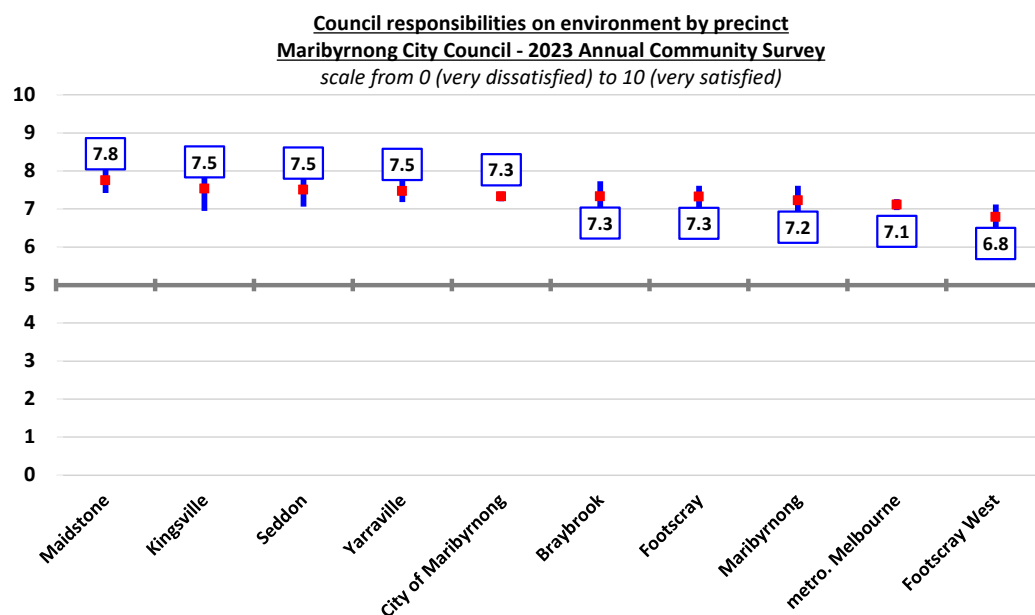
By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council meetings its responsibilities towards the environment” of 7.1, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no measurable variation in satisfaction with this service observed across the municipality, it is noted that respondents from Maidstone were notably more satisfied than average, and at an “excellent” level, whilst respondents from Footscray West were notably less satisfied, and at a “good” rather than a “very good” level.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Promoting local economic development

Council activities promoting local economic development were the 36<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.4 out of 10. This was one of 10 services and facilities that was measurably less important than the average of all 39 (8.7).

Satisfaction with these services increased measurably this year, up five percent to 7.2, although it remains at a “good” level of satisfaction.

This result ranks these services 30<sup>th</sup> in terms of satisfaction this year.

Consistent with this increase, satisfaction was measurably above the long-term average satisfaction since 2010 of 6.7.

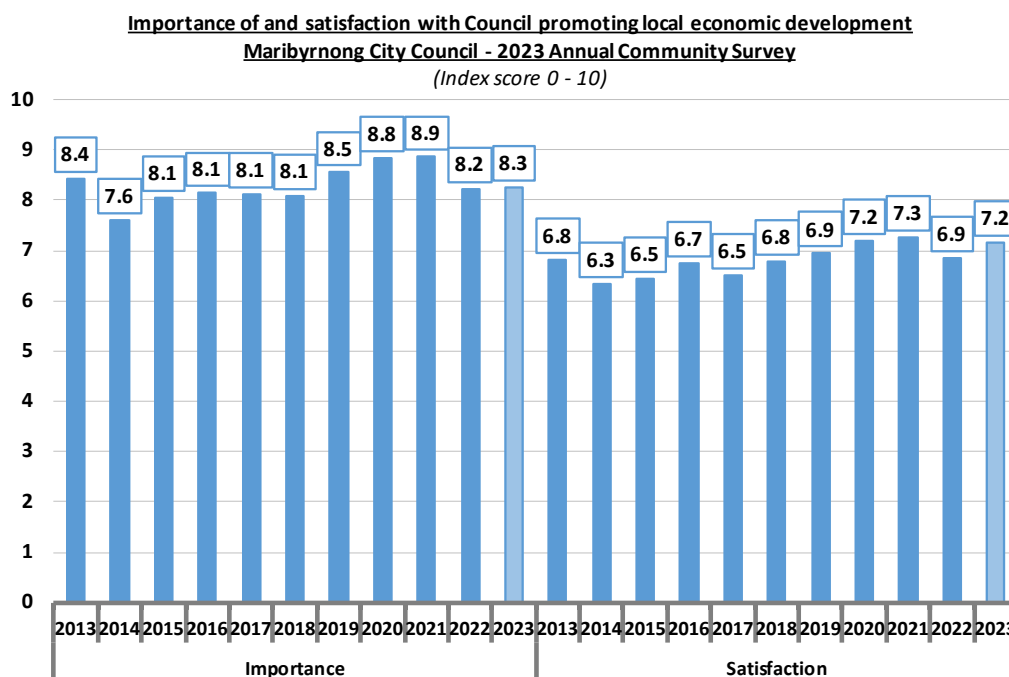
This result was comprised of 46% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 638 of the 800 respondents who provided a satisfaction score.

There was some notable variation in this result observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

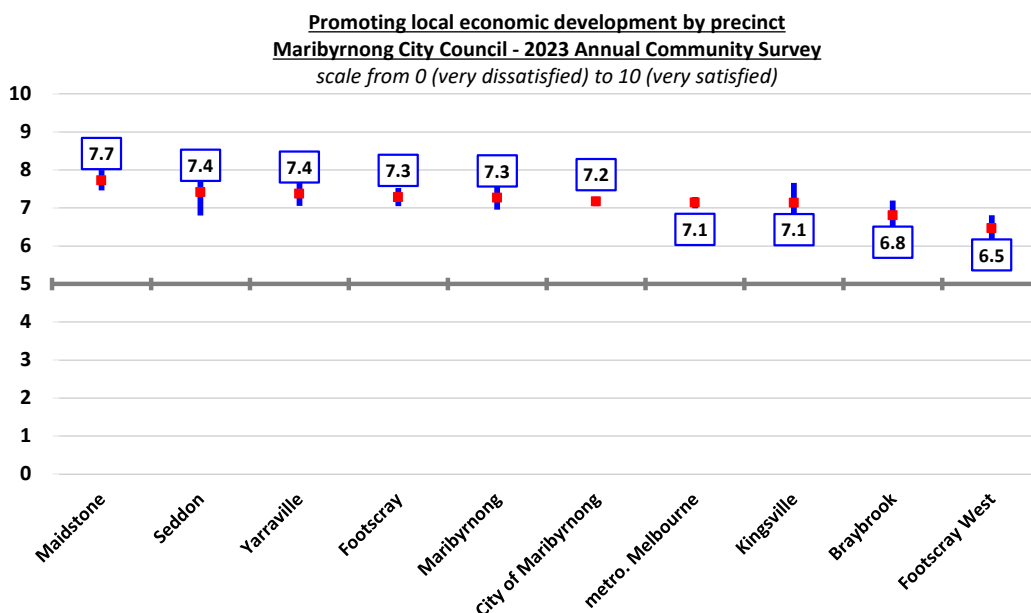
By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council activities promoting local economic development” of 7.1, as recorded in the 2023 *Governing Melbourne* research.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was some measurable variation in satisfaction with these services observed across the municipality. Respondents from Maidstone were measurably more satisfied than average, whilst respondents from Footscray West were measurably less satisfied, and at a “good” rather than a “very good” level.



## Agenda Item 9.1 - Attachment 1

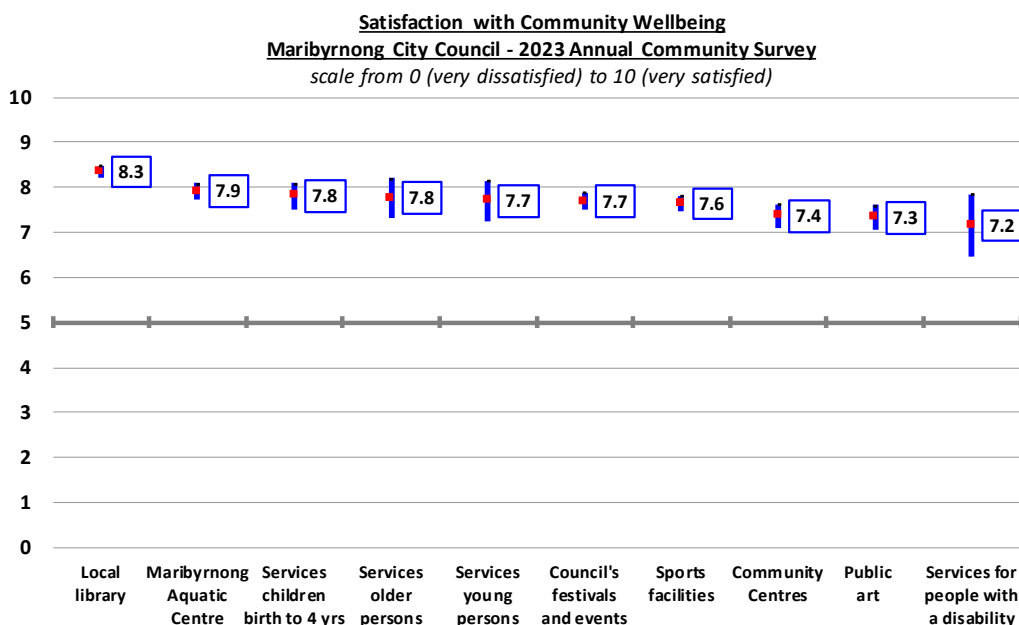
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Community Wellbeing

There were 10 services and facilities from the Community Wellbeing department included in the survey again this year, as outlined in the following graph.

Satisfaction with the local library service remains the stand-out result, with an average satisfaction of 8.3 out of 10. This was an “excellent” level of satisfaction, the same as recorded for the Maribyrnong Aquatic Centre, services for children and services for older persons.

Satisfaction with five of the other six services was rated at “very good” levels, and satisfaction with services for people with disability remains the lowest rated, although still at a “good” level of 7.2.



The following graph provides a comparison of the average importance of and satisfaction with the 11 Community Wellbeing services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction.

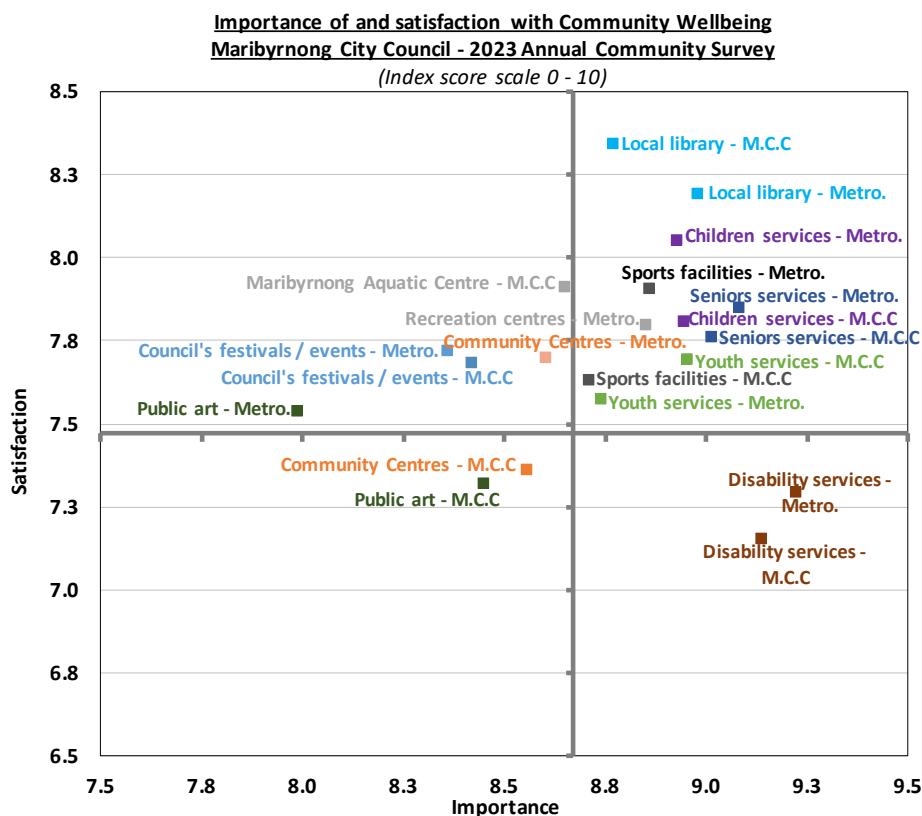
All of the health and human services (services for children, youth, seniors, persons with disability) were of higher-than-average importance and most received higher-than-average satisfaction scores.

Sports facilities, the local library service and to a lesser extent, the Maribyrnong Aquatic Centre, were also of higher-than-average importance and recorded higher-than-average satisfaction.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

It is also noted that the arts and cultural services and facilities were of lower-than-average importance but received average, or close to average satisfaction scores.



### Library services

Library services (including local and online) were the 14<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10. It is noted that the importance of local library services has remained relatively consistent over an extended period.

Satisfaction with library services declined notably, but not measurably this year, down three percent to 8.3, although it remains at an “excellent” level of satisfaction.

This result ranks library services 3<sup>rd</sup> in terms of satisfaction this year, and one of eight services and facilities that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 8.2 out of 10.

Despite the decline in satisfaction recorded this year, satisfaction remains comfortably above the long-term average satisfaction since 2010 of 8.2.

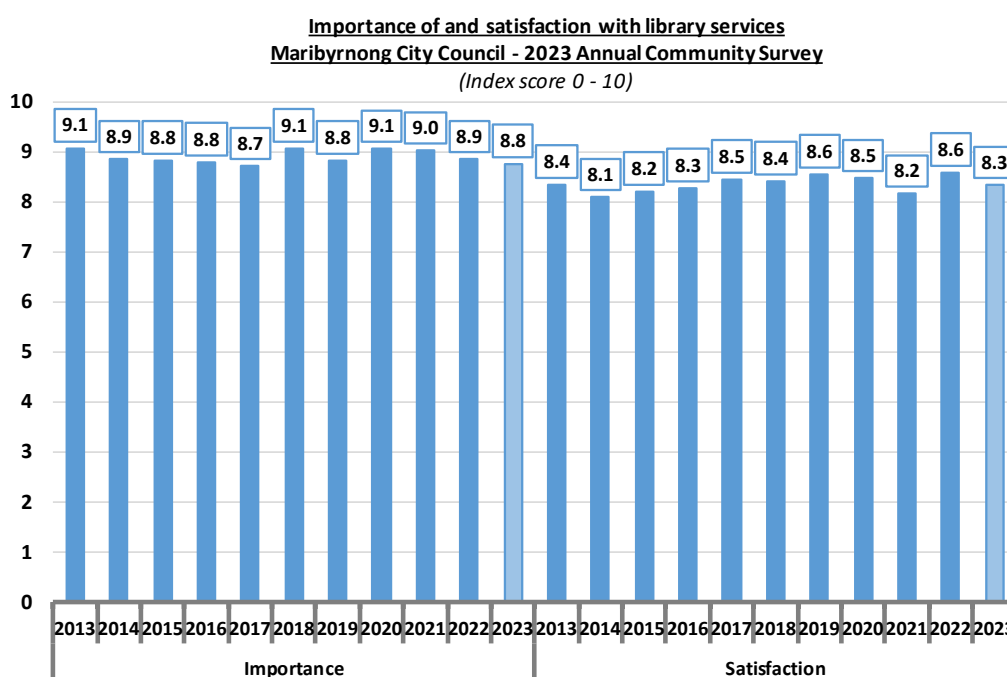
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

This result was comprised of 78% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 322 of the 331 respondents (41%) from households who had used these services in the last 12 months.

There was some variation in this result observed by respondent profile, with respondents from English speaking households somewhat more satisfied than respondents from multilingual households.

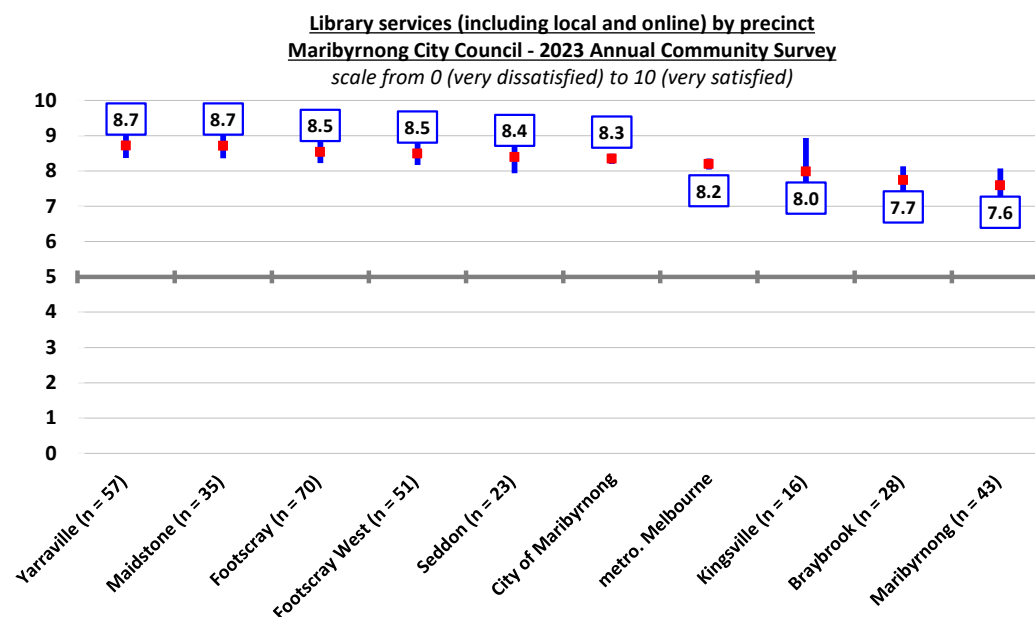
By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “local library” of 8.2, as recorded in the 2023 *Governing Melbourne* research.



There was some measurable variation in satisfaction with library services observed across the municipality, with respondents from Braybrook and Maribyrnong precinct measurably less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Sports facilities

Sports facilities were the 18<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.7 out of 10.

Satisfaction with sports facilities declined marginally, but not measurably this year, down two percent to 7.6, although it remains at a “very good” level of satisfaction.

This result ranks these facilities 14<sup>th</sup> in terms of satisfaction this year.

Despite the decline in satisfaction recorded this year, satisfaction remains consistent with the long-term average satisfaction since 2005 of 7.6.

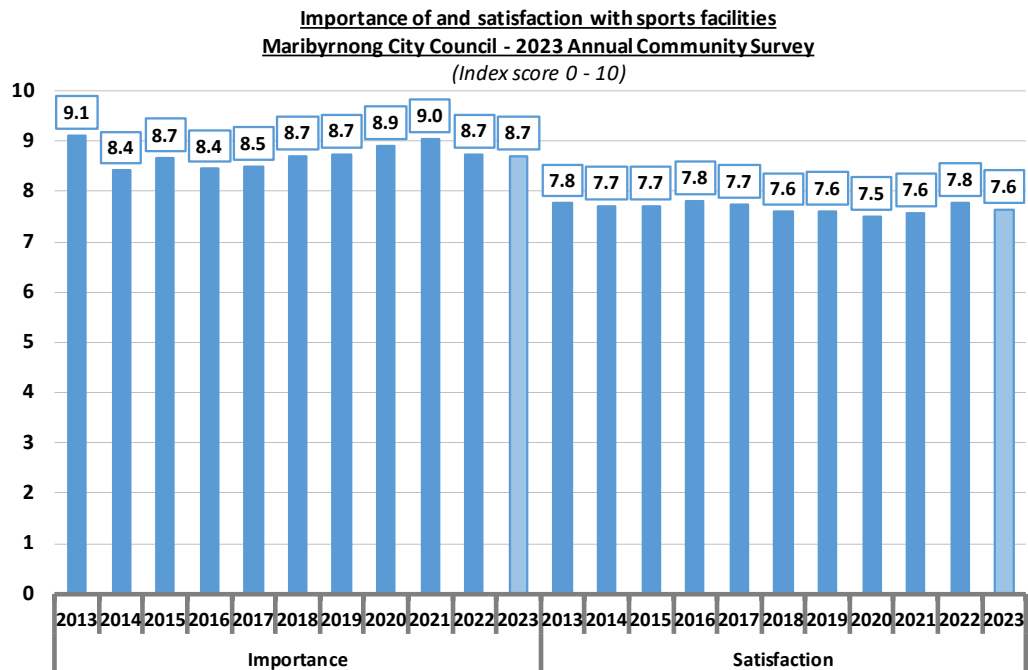
This result was comprised of 60% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 301 of the 311 respondents (39%) from households who had used these services in the last 12 months.

Noting the relatively small sample size, there was no significant variation in this result observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) rated satisfaction at an “excellent” level.

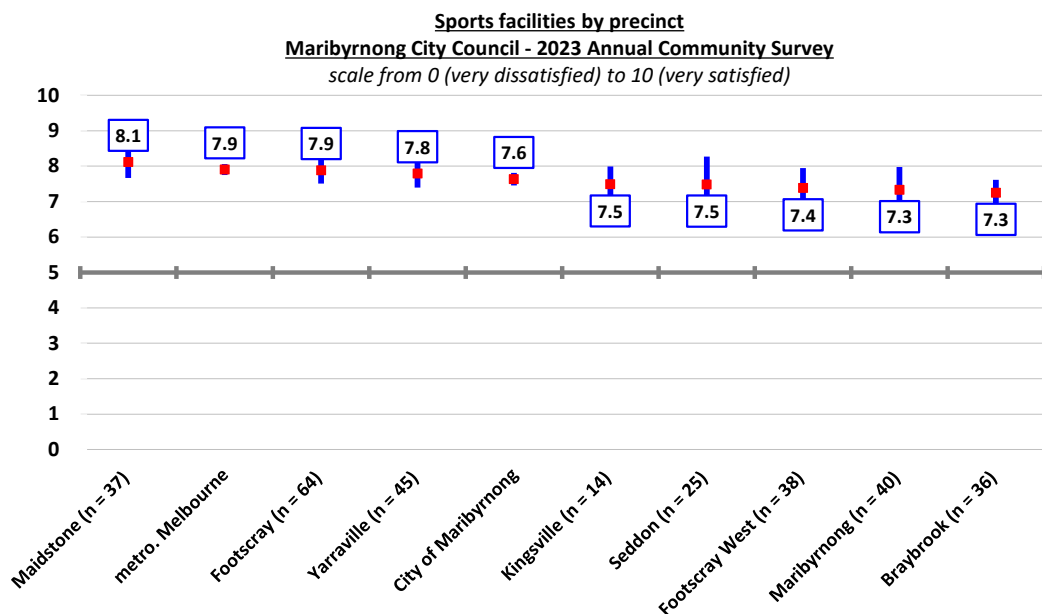
By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with “sports ovals and other local sporting facilities” of 7.9, as recorded in the 2023 *Governing Melbourne* research.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Maidstone, Footscray, and Yarraville rated satisfaction at “excellent” rather than “very good” levels of satisfaction.





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Community Centres / Neighbourhood Houses

Community Centres / Neighbourhood Houses were the 27<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with these facilities declined notably, but not measurably this year, down seven percent to 7.4, which is a “very good”, down from an “excellent” level of satisfaction.

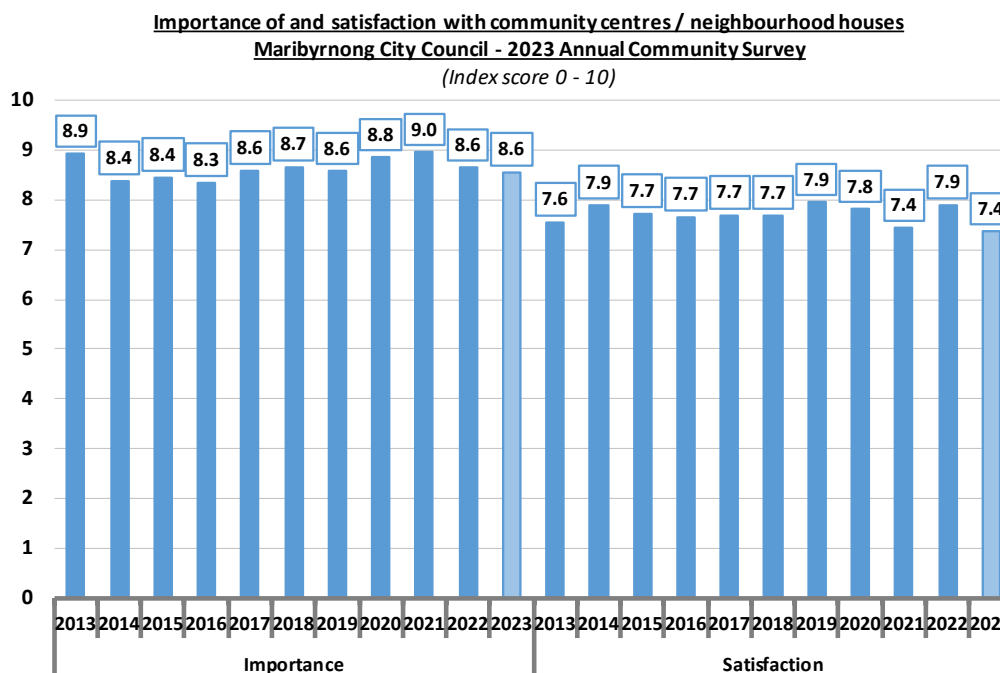
This result ranks these facilities 20<sup>th</sup> in terms of satisfaction this year.

Consistent with the decline in satisfaction recorded this year, satisfaction was somewhat below the long-term average satisfaction since 2006 of 7.6.

This result was comprised of 51% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 177 of the 180 respondents (23%) from households who had used these services in the last 12 months.

Whilst cognisant of the small sample size, there was some variation in this result observed by respondent profile, with older adults and senior citizens (aged 60 years and over) notably more satisfied than average, and respondents from English speaking households notably more satisfied than respondents from multilingual households.

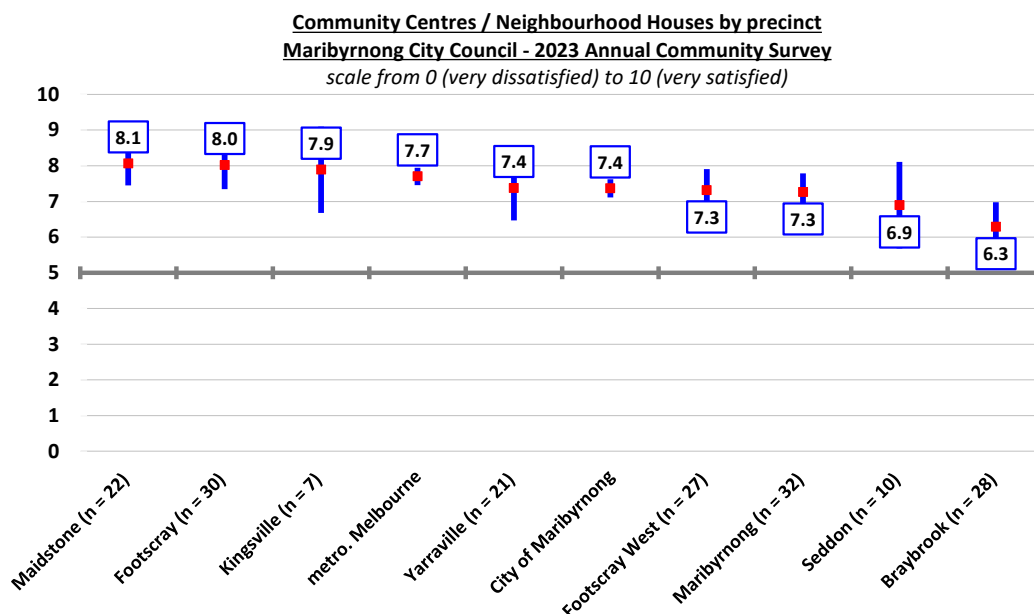
By way of comparison, this result was somewhat, but not measurably below than the metropolitan Melbourne average satisfaction with “Community Centres / Neighbourhood Houses” of 7.7, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Whilst noting the small precinct-level sample size, there was some variation in satisfaction with these facilities observed across the municipality. The small number of respondents from Maidstone, Footscray, and Kingsville rated satisfaction at “excellent” levels, whilst the 28 respondents from Braybrook were measurably less satisfied than average with these facilities, and at a “solid” rather than a “very good” level of satisfaction.



### Services for children from birth to 5 years of age

Services for children aged from birth to 5 years of age were the 9<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with these facilities declined marginally, but not measurably this year, down one percent to 7.8, which remains an “excellent” level of satisfaction.

This result ranks these services 9<sup>th</sup> in terms of satisfaction this year.

Satisfaction with these services remains consistent with the long-term average satisfaction since 2010 of 7.8.

This result was comprised of 62% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 121 of the 127 respondents (16%) from households who had used these services in the last 12 months.

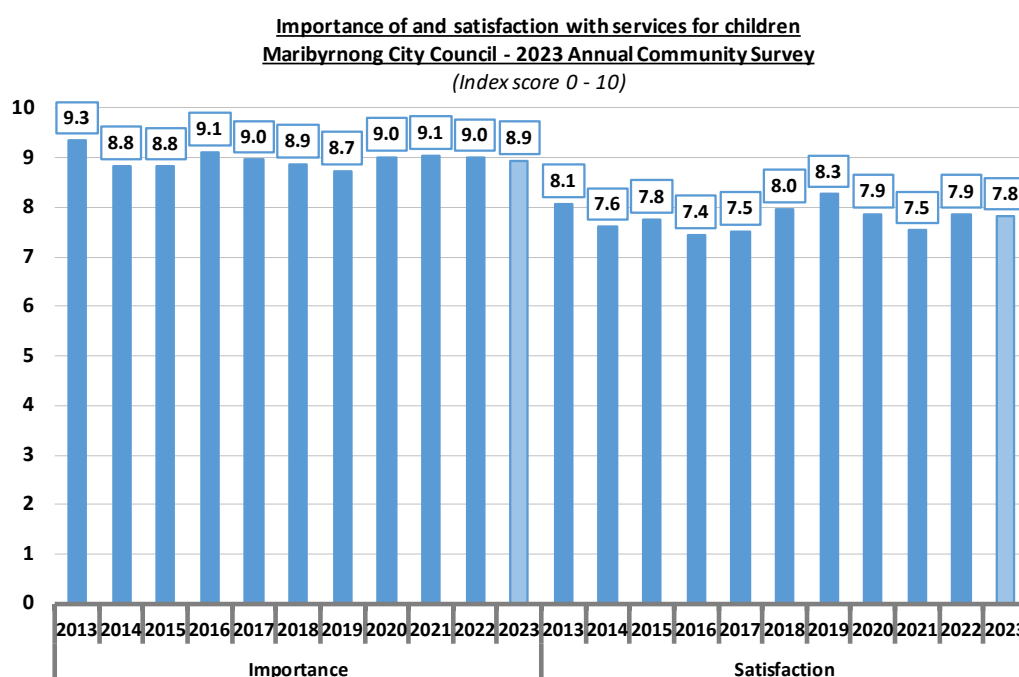
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Whilst cognisant of the small sample size, there was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) somewhat less satisfied, whilst older adults and senior citizens (aged 60 years and over) were notably more satisfied than average.

The 49 respondents from two-parent families with youngest child aged 0 to 4 years rated satisfaction at 7.8 out of 10.

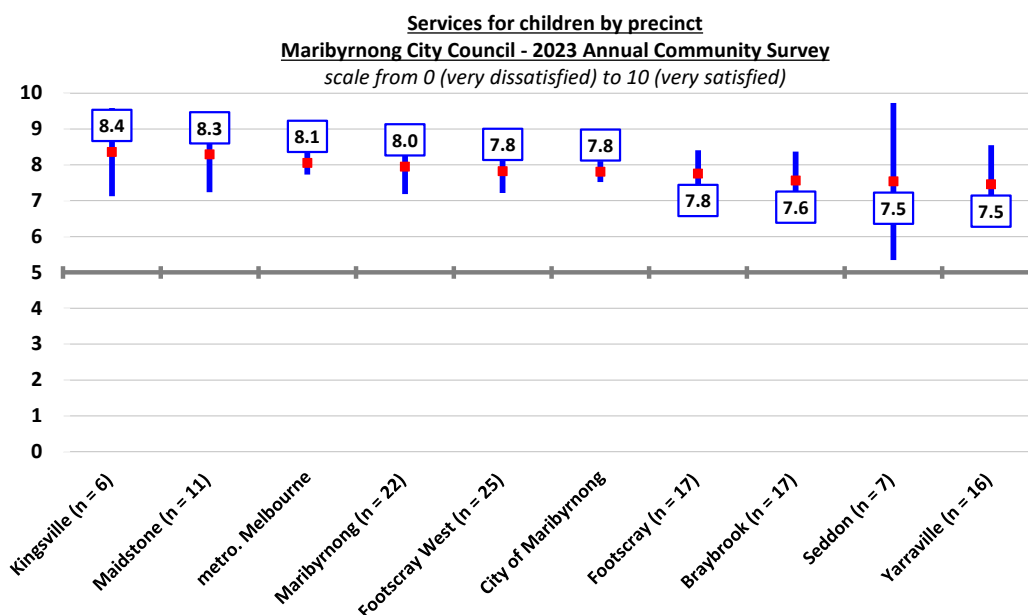
By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for children” of 8.1, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of just 121 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality, although the small number of respondents from Braybrook, Seddon, and Yarraville rated satisfaction at “very good” rather than “excellent” levels of satisfaction.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Services for young people

Services for young people were the 7<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 9.0 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with these facilities increased marginally, but not measurably this year, up two percent to 7.7, which remains a “very good” level of satisfaction.

This result ranks these services 12<sup>th</sup> in terms of satisfaction this year.

Consistent with the small increase in satisfaction this year, satisfaction with these services was somewhat above the long-term average satisfaction since 2010 of 7.4.

This result was comprised of 67% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 69 of the 75 respondents (9%) from households who had used these services in the last 12 months.

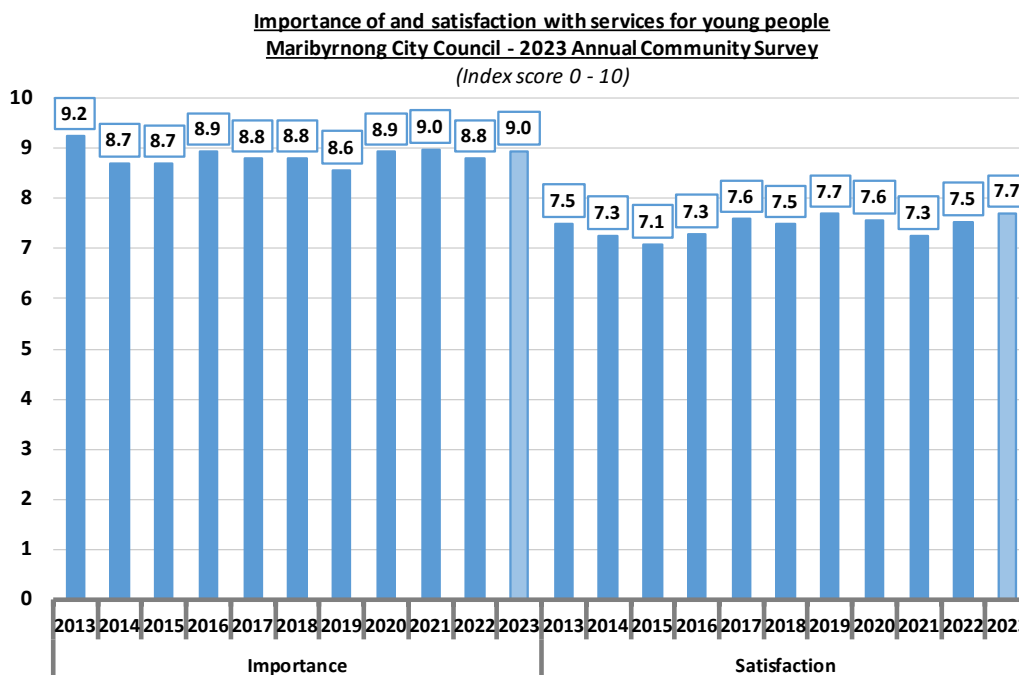
Whilst cognisant of the very small sample size of just 69 respondents, there was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and middle-aged adults (aged 45 to 59 years) somewhat less satisfied notably more satisfied than average.

The 13 respondents from two-parent families with youngest child aged 5 to 12 years rated satisfaction at 7.4 out of 10 and the 10 respondents from two-parent families with youngest child aged 13 to 18 years rated satisfaction at 7.8.

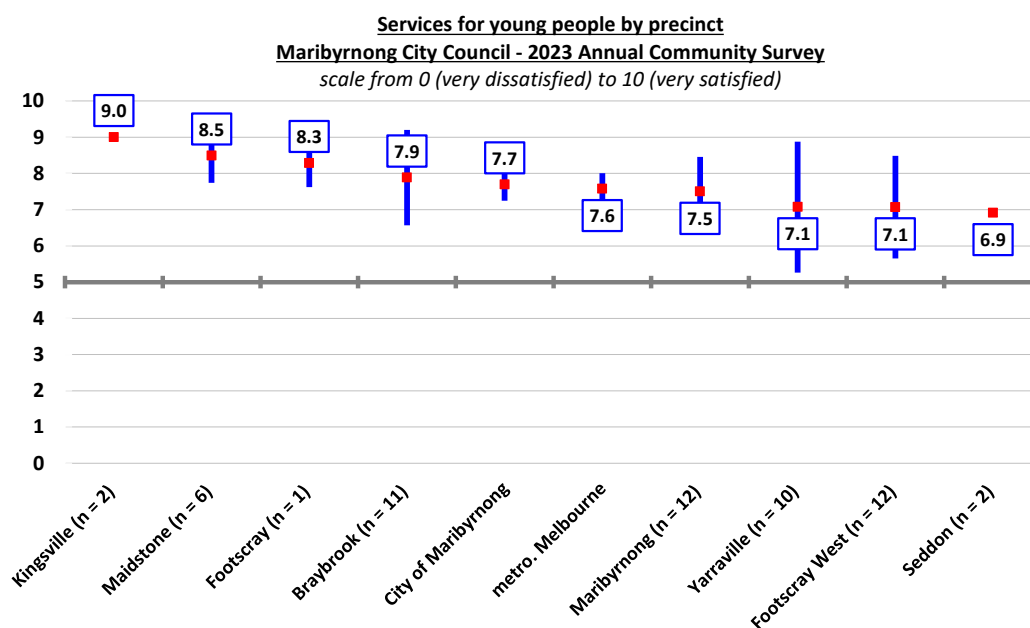
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “services for youth” of 7.6, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of just 69 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Services for older people

Services for older people were the 6<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 9.0 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with these facilities increased notably, but not measurably this year, up seven percent to 7.8, which is an “excellent”, up from a “very good” level of satisfaction.

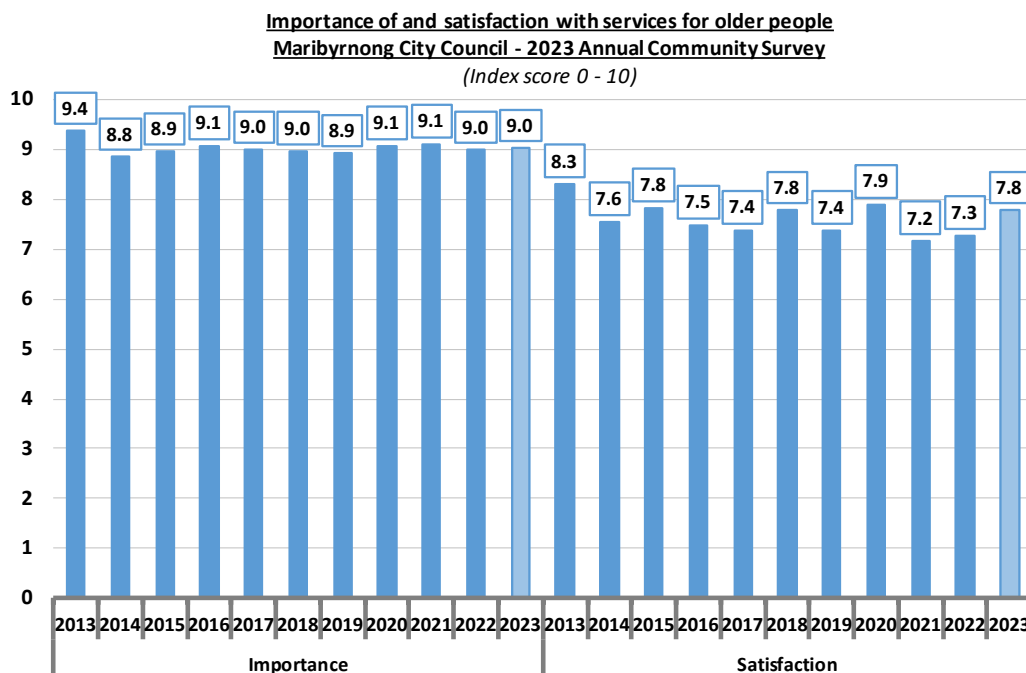
This result ranks these services 10<sup>th</sup> in terms of satisfaction this year.

Consistent with the increase in satisfaction this year, satisfaction with these services was somewhat above the long-term average satisfaction since 2010 of 7.6.

This result was comprised of 65% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 62 of the 72 respondents (9%) from households who had used these services in the last 12 months.

Whilst cognisant of the very small sample size of just 62 respondents, there was some variation in this result observed by respondent profile, senior citizens (aged 75 years and over) notably more satisfied than average, and male respondents somewhat more satisfied than female respondents.

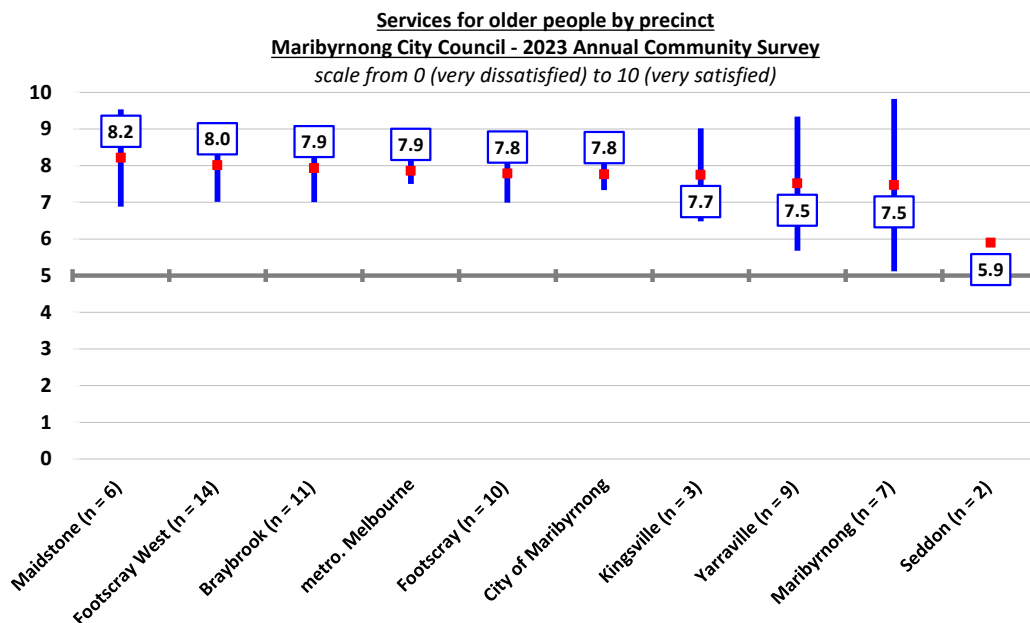
By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for seniors” of 7.9, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Cognisant of the small sample size of just 62 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality.



### Services for people with disability

Services for people with disability were the 3<sup>rd</sup> most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with these facilities increased notably, but not measurably this year, up five percent to 7.2, although it remains at a “good” level of satisfaction.

This result ranks these services 32<sup>nd</sup> in terms of satisfaction this year. Metropolis Research notes that these services were the 3<sup>rd</sup> most important to the community but rated 32<sup>nd</sup> in terms of satisfaction. This was the largest differential between importance and satisfaction recorded in the survey this year.

Satisfaction with services for people with disability remains consistent with the long-term average satisfaction since 2015 of 7.1.

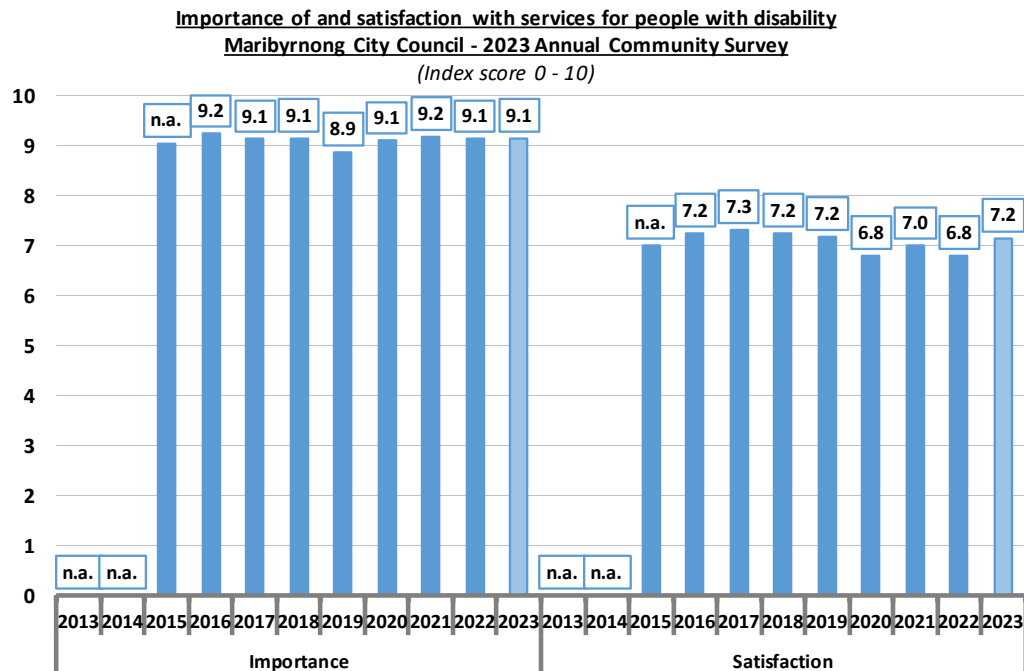
This result was comprised of 62% “very satisfied” and 15% percent “dissatisfied” respondents, based on a total sample of 47 of the 56 respondents (7%) from households who had used these services in the last 12 months.

The 27 respondents from households with a member with disability rated satisfaction with services for people with disability at 6.5 or “good”.

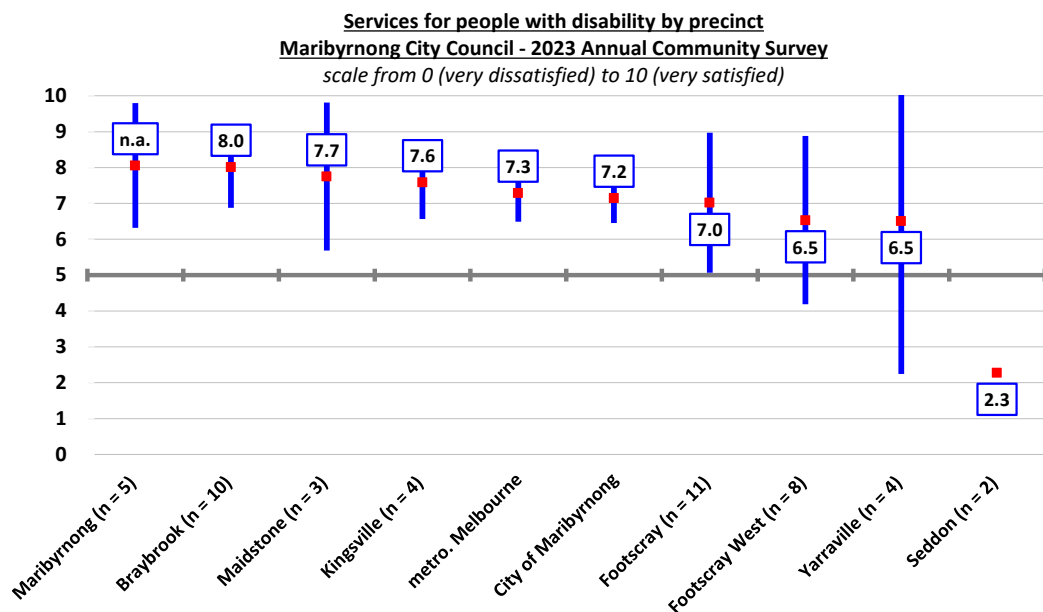
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “services for people with disability” of 7.3, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of just 47 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality.





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Maribyrnong Aquatic Centre

The Maribyrnong Aquatic Centre was the 11<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with this facility remained stable this year at 7.9, which remains an “excellent” level of satisfaction.

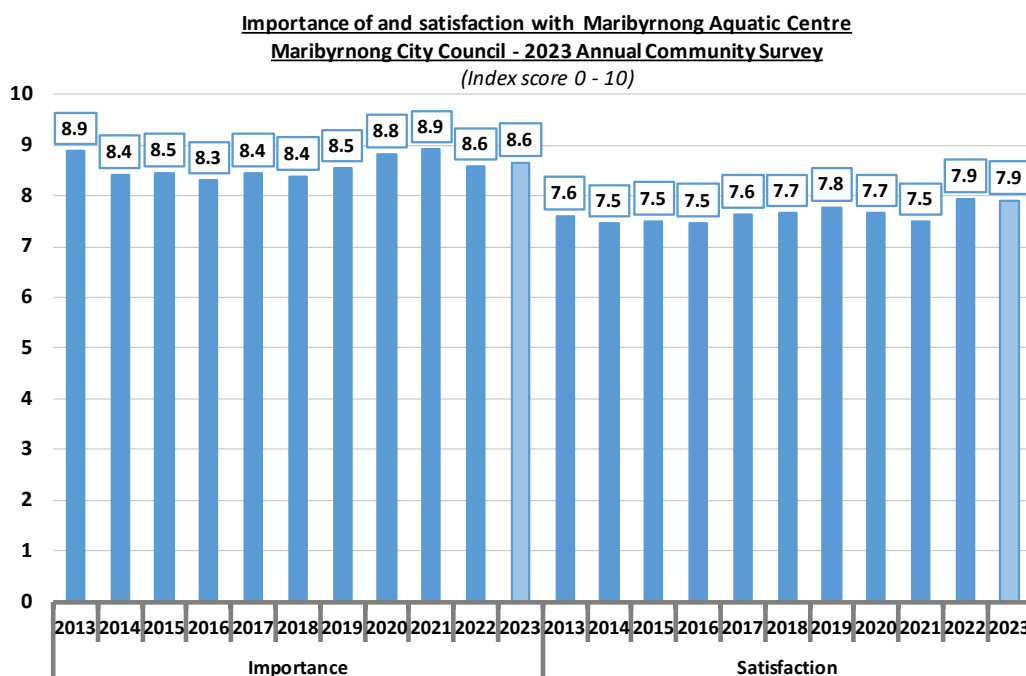
This result ranks the facility 6<sup>th</sup> in terms of satisfaction this year, and one of eight that reported a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with the Maribyrnong Aquatic Centre remains notably above the long-term average satisfaction since 2007 of 7.6.

This result was comprised of 74% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 221 of the 230 respondents (29%) from households who had used these services in the last 12 months.

There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

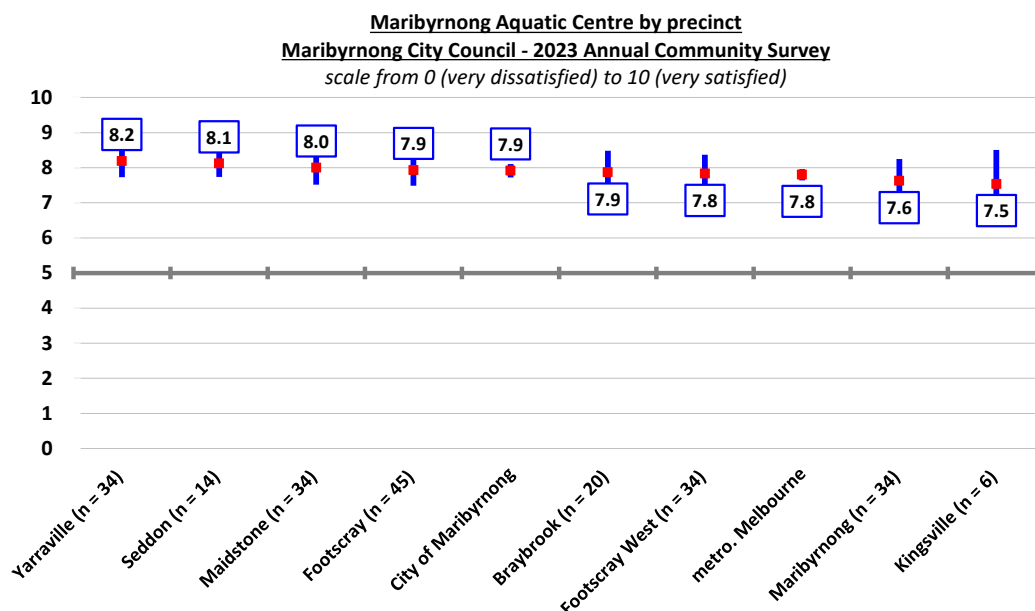
By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “recreation and / or aquatic centres” of 7.8, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was no statistically significant variation in satisfaction with the Maribyrnong Aquatic Centre observed across the municipality, although it is noted that respondents from Maribyrnong precinct and Kingsville rated satisfaction at “very good” rather than “excellent” levels.



### Provision of public art

The provision of public art was the 30<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10, and one of 10 that were measurably less important than the average of all 39 services and facilities.

Satisfaction with the provision of public art declined very marginally but not measurably this year, down less than one percent this year at 7.3, although it remains at a “very good” level of satisfaction.

This result ranks these services 23<sup>rd</sup> in terms of satisfaction this year.

Satisfaction with the provision of public art remains consistent with the long-term average satisfaction since 2012 of 7.3.

This result was comprised of 50% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 128 of the 135 respondents (17%) from households who had used these services in the last 12 months.

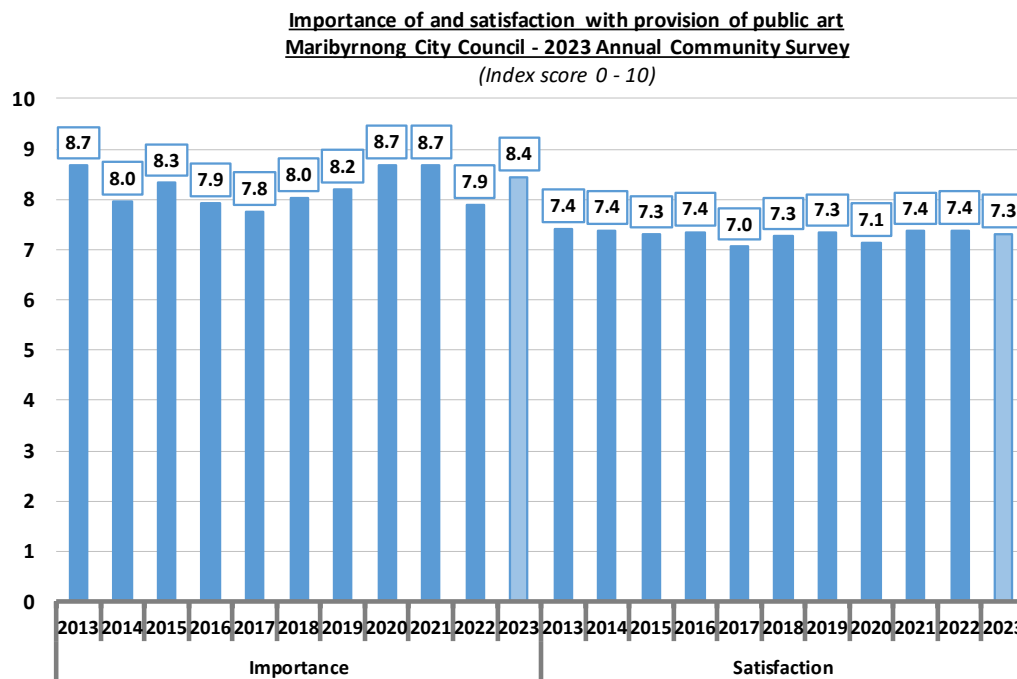
Whilst noting the small sample size of 128 respondents, there was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) somewhat less satisfied than average.



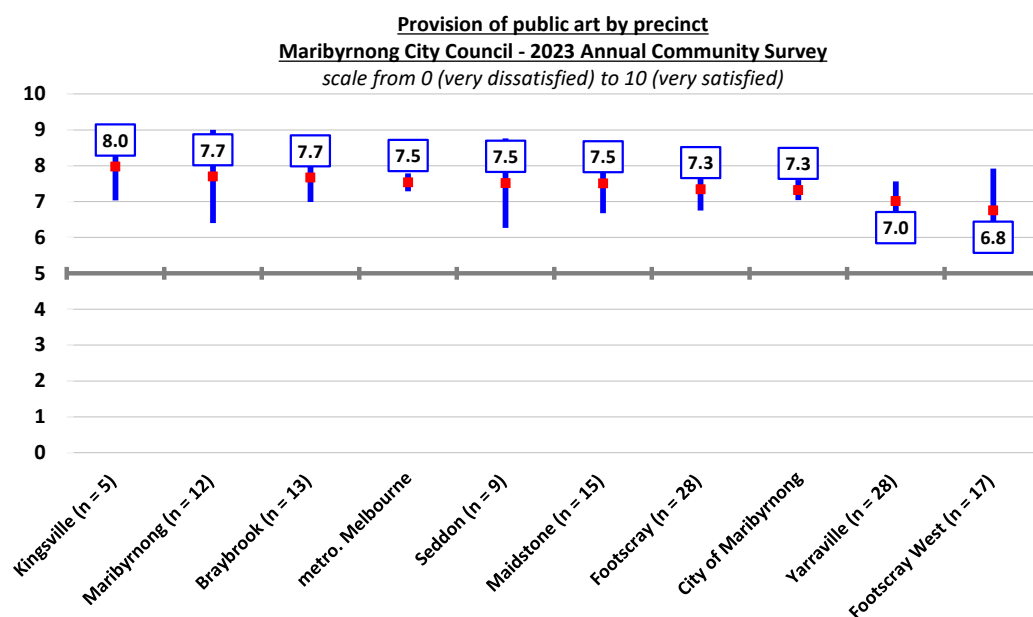
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with “the provision of public art” of 7.5, as recorded in the 2023 *Governing Melbourne* research.



Cognisant of the small sample size of 128 respondents, there was no statistically significant variation in satisfaction with these services observed across the municipality.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Council's festivals and events

Council's festivals and events were the 32<sup>nd</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10, and one of 10 that were measurably less important than the average of all 39 services and facilities.

Satisfaction with these services remained stable this year at 7.7, which remains at a "very good" level of satisfaction.

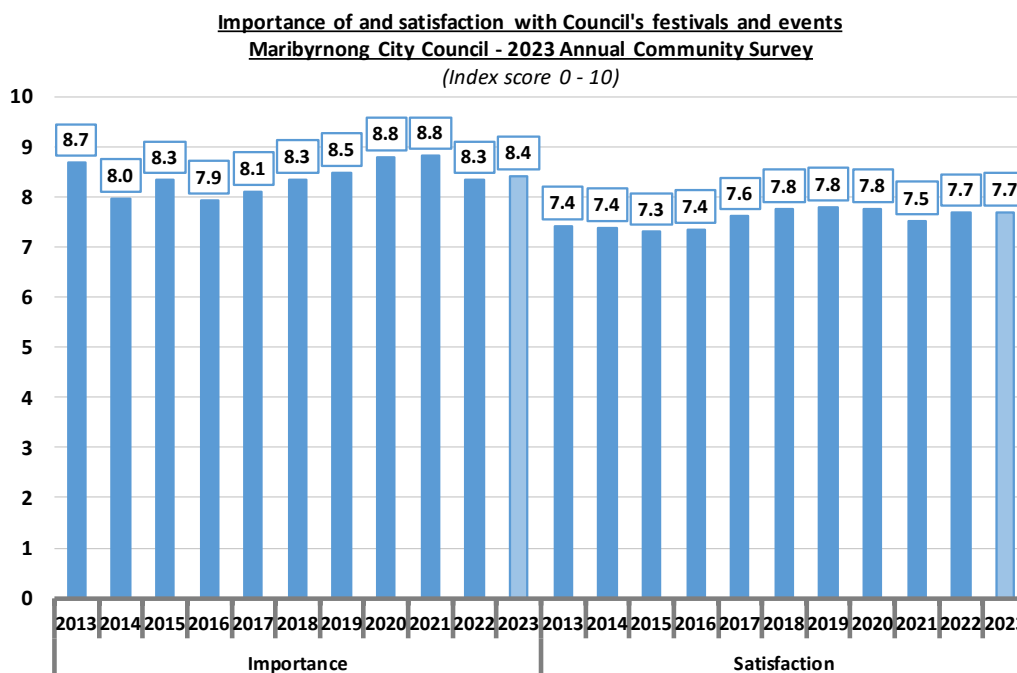
This result ranks these services 13<sup>th</sup> in terms of satisfaction this year.

Satisfaction with the provision of public art remains consistent with the long-term average satisfaction since 2012 of 7.3.

This result was comprised of 55% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 199 of the 210 respondents (26%) from households who had used these services in the last 12 months.

There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average, and male respondents notably more satisfied than female respondents.

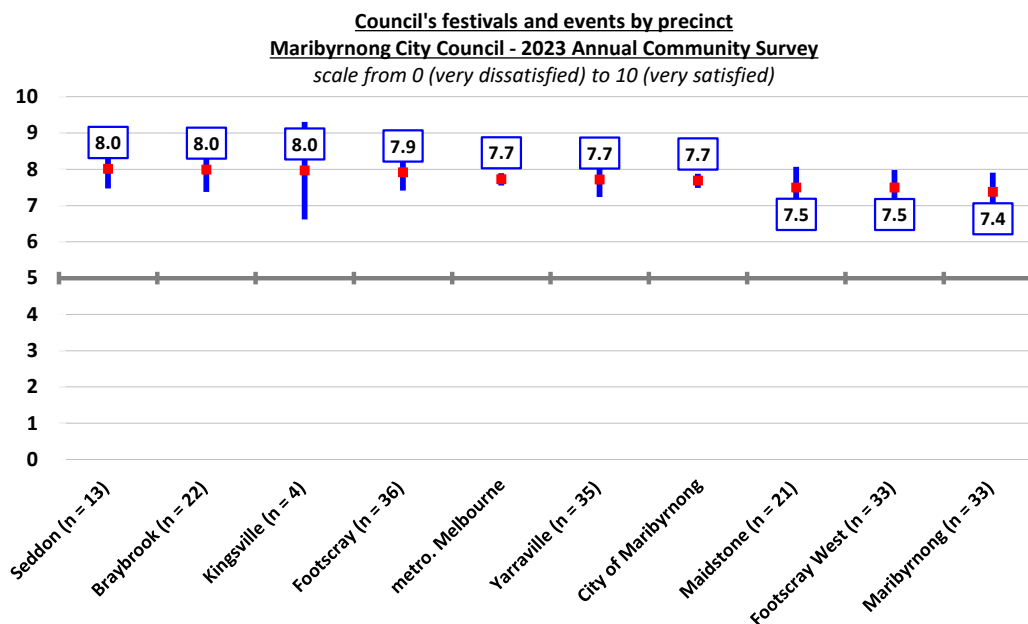
By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with "council's festivals and events" of 7.7, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Whilst there was no statistically significant variation in satisfaction with Council's festivals and events observed across the municipality, it is noted that respondents from Seddon, Braybrook, Kingsville, and Footscray rated satisfaction at "excellent" rather than "very good" levels.



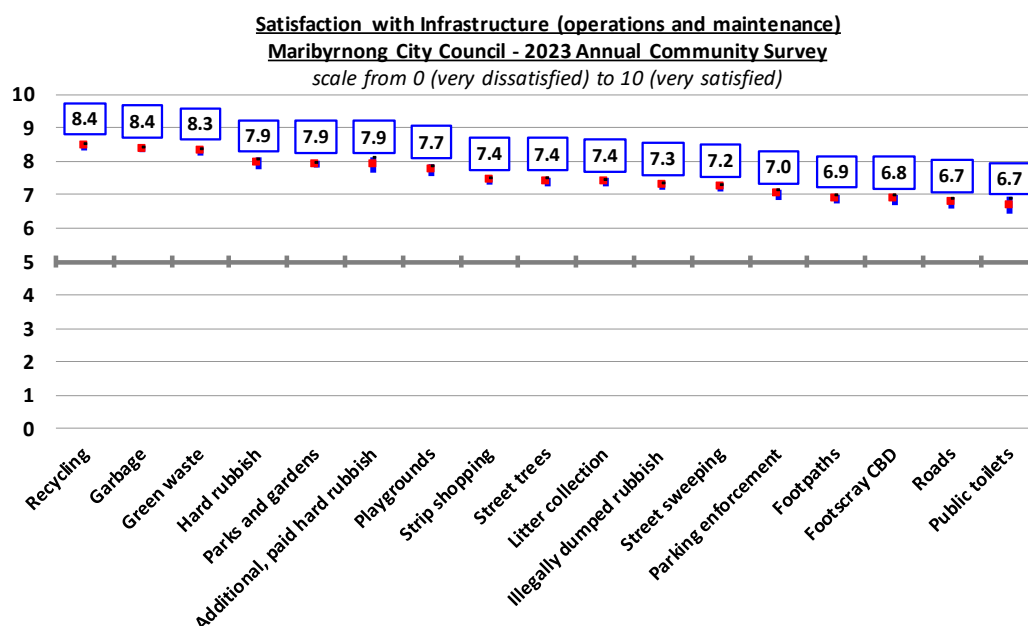
### Infrastructure - Operations and Maintenance

There were 17 Operations and Maintenance related Infrastructure department services and facilities included in the survey again this year.

Satisfaction with these services and facilities varied significantly, from more than eight out of 10 or "excellent" for the kerbside collection services, to a low of 6.7 or "good" for local roads and public toilets.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



The following graph provides a comparison of the average importance of and satisfaction with the 17 operations and maintenance related Infrastructure department services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

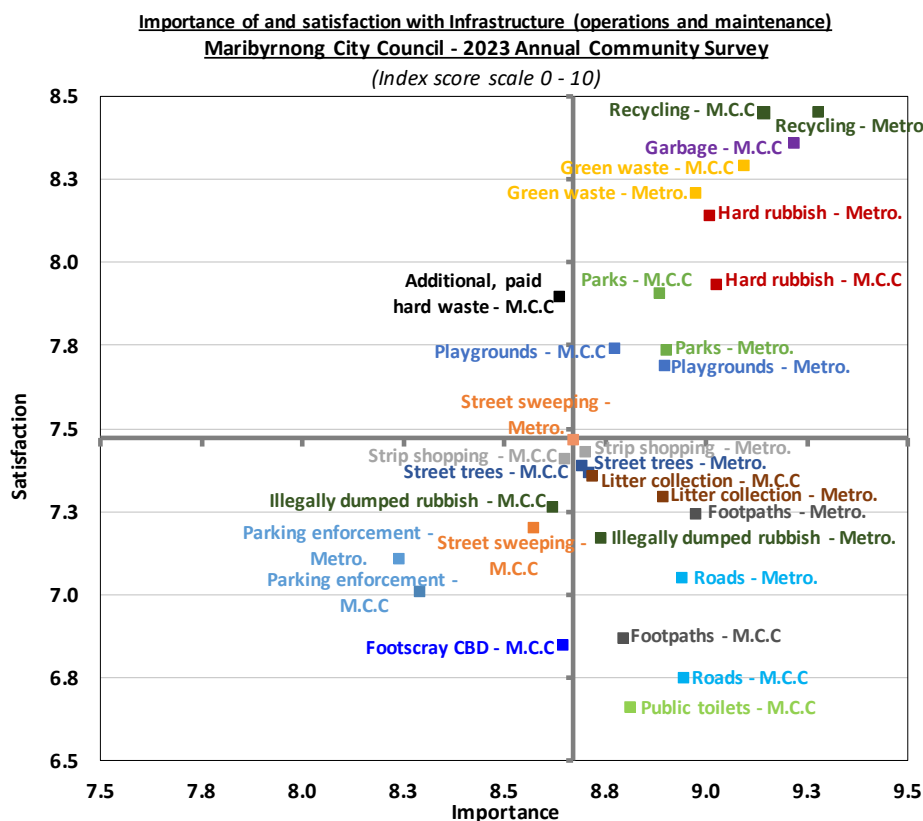
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction.

The majority of these services and facilities were of higher-than-average importance, including notably the kerbside collection services.

The services and facilities of most concern in the operations and maintenance area remain public toilets, local roads, footpaths, and the maintenance and cleaning of the Footscray CBD.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 8<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.9 out of 10, and one of 10 that were measurably less important than the average of all 39 services and facilities of 8.7.

Satisfaction with sealed local roads increased marginally but not measurably this year, up two percent to 6.7, although it remains at a “good” level of satisfaction.

Metropolis Research notes that the differential between the importance ranking (8<sup>th</sup>) and the satisfaction ranking (38<sup>th</sup>) was one of the largest recorded in the survey this year.

This result ranks sealed local roads 38<sup>th</sup> in terms of satisfaction this year.

Consistent with the small increase in satisfaction this year, satisfaction with sealed local roads was marginally above the long-term average satisfaction since 2005 of 6.6.

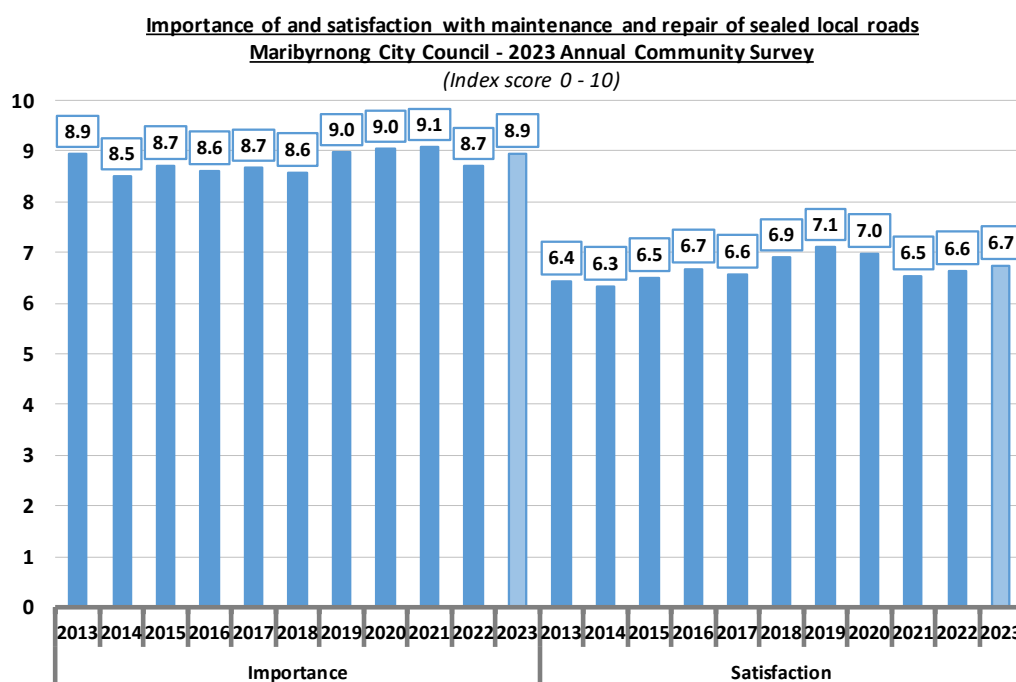
This result was comprised of 42% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 790 of the 800 respondents who provided a satisfaction score this year.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and senior citizens (aged 75 years and over) notably less satisfied than average. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” of 7.1, as recorded in the 2023 *Governing Melbourne* research.

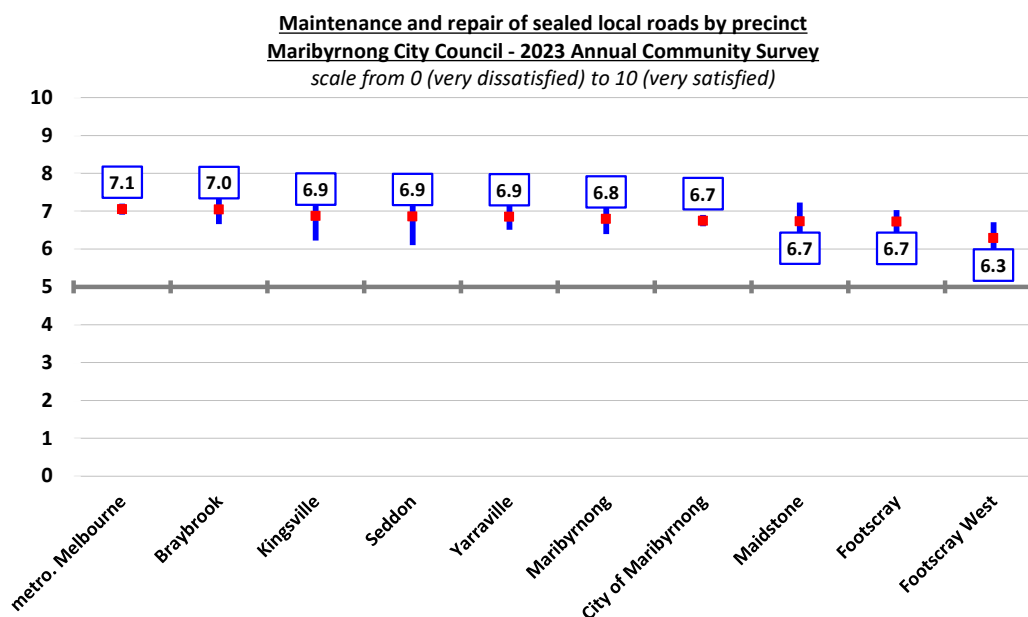


Whilst there was no statistically significant variation in satisfaction with these facilities observed across the municipality, it is noted that respondents from Footscray West were notably less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Footpath maintenance and repairs

Footpath maintenance and repairs were the 12<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10.

Satisfaction with footpath maintenance and repairs increased marginally but not measurably this year, up two percent to 6.9, although it remains at a “good” level of satisfaction.

This result ranks footpath maintenance and repairs 36<sup>th</sup> in terms of satisfaction this year, and one of five to record a satisfaction score measurably lower than the average satisfaction with all 39 services and facilities of 7.5.

Consistent with the small increase in satisfaction this year, satisfaction with footpaths was measurably above the long-term average satisfaction since 2005 of 6.4.

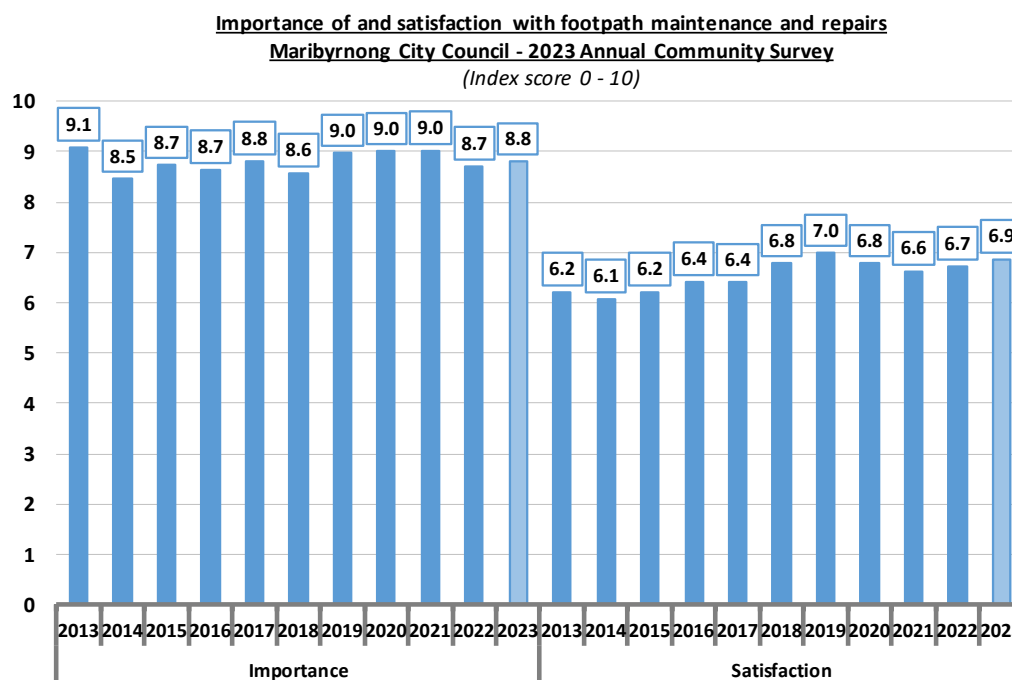
This result was comprised of 45% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 789 of the 800 respondents who provided a satisfaction score this year.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied, and senior citizens (aged 75 years and over) measurably less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

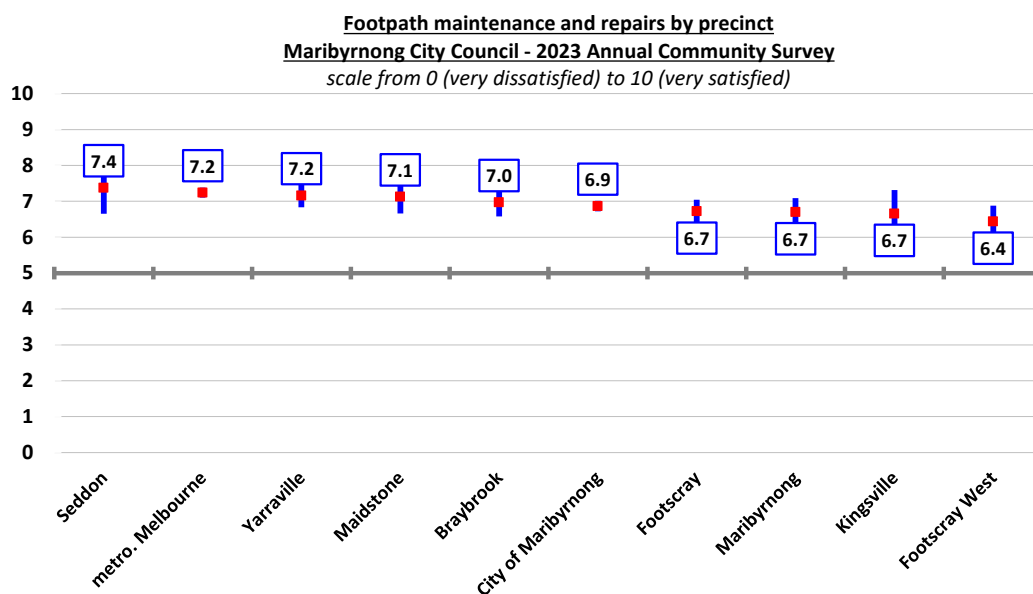
By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” of 7.2, as recorded in the 2023 *Governing Melbourne* research.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Whilst there was no statistically significant variation in satisfaction with these facilities observed across the municipality, it is noted that respondents from Footscray West were notably less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Street sweeping

Street sweeping was the 26<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with street sweeping increased marginally but not measurably this year, up two percent to 7.2, although it remains at a “good” level of satisfaction.

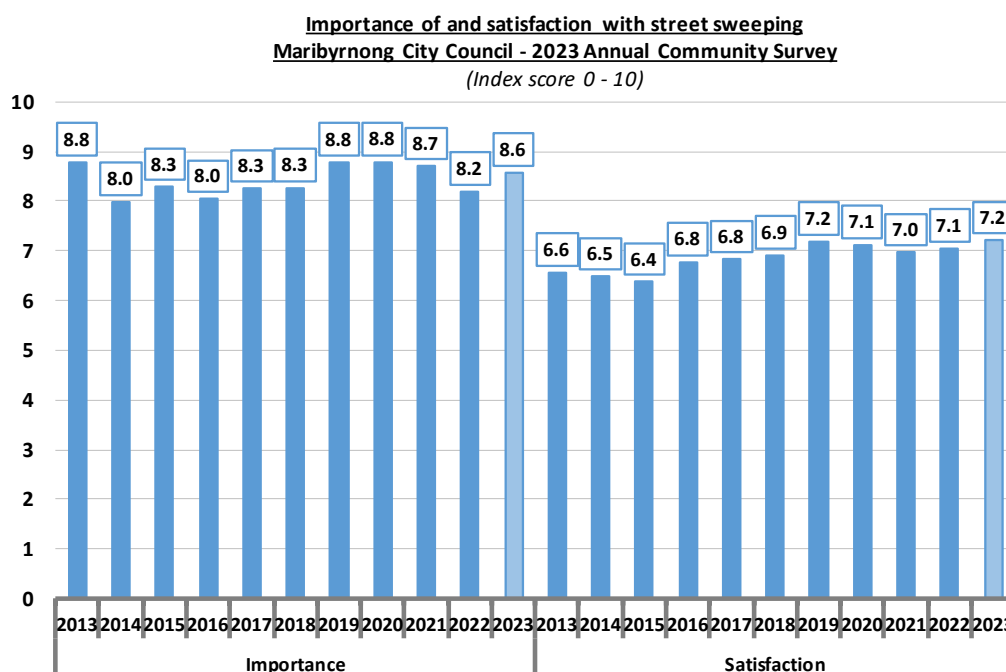
This result ranks street sweeping 29<sup>th</sup> in terms of satisfaction this year.

Consistent with the small increase in satisfaction this year, satisfaction with street sweeping was measurably above the long-term average satisfaction since 2005 of 6.7.

This result was comprised of 48% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 768 of the 800 respondents who provided a satisfaction score this year.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied, and older adults and senior citizens (aged 60 years and over) measurably less satisfied than average.

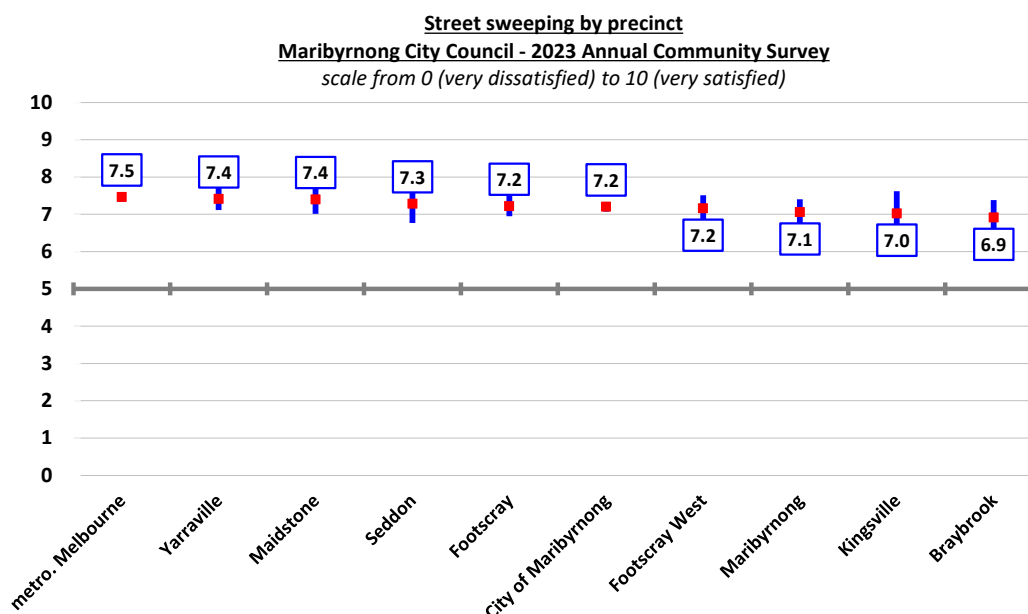
By way of comparison, this result was notably lower than the metropolitan Melbourne average satisfaction with “street sweeping” of 7.5, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Whilst there was no statistically significant variation in satisfaction with street sweeping observed across the municipality, it is noted that respondents from Yarraville, Maidstone, and Seddon rated satisfaction at “very good” rather than “good” levels of satisfaction.



### Weekly garbage collection

The weekly garbage collection was the most important of the 39 included services and facilities this year, with an average importance of 9.2 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7.

Satisfaction with the weekly garbage collection remained stable this year at 8.4 out of 10 and remains at an “excellent” level of satisfaction.

This result ranks the weekly garbage collection 2<sup>nd</sup> in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with the weekly garbage collection was marginally above the long-term average satisfaction since 2005 of 8.3.

This result was comprised of 77% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 792 of the 800 respondents who provided a satisfaction score.

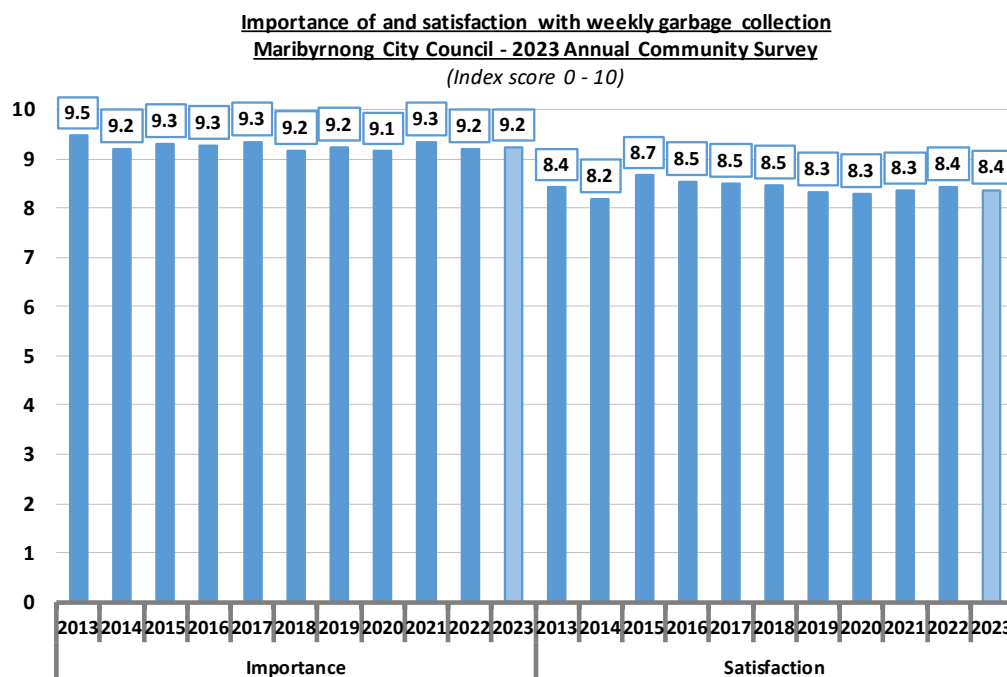
There was some variation in this result observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households, although respondents from all age groups, gender, and language spoken at home rated satisfaction with the service at “excellent” levels.



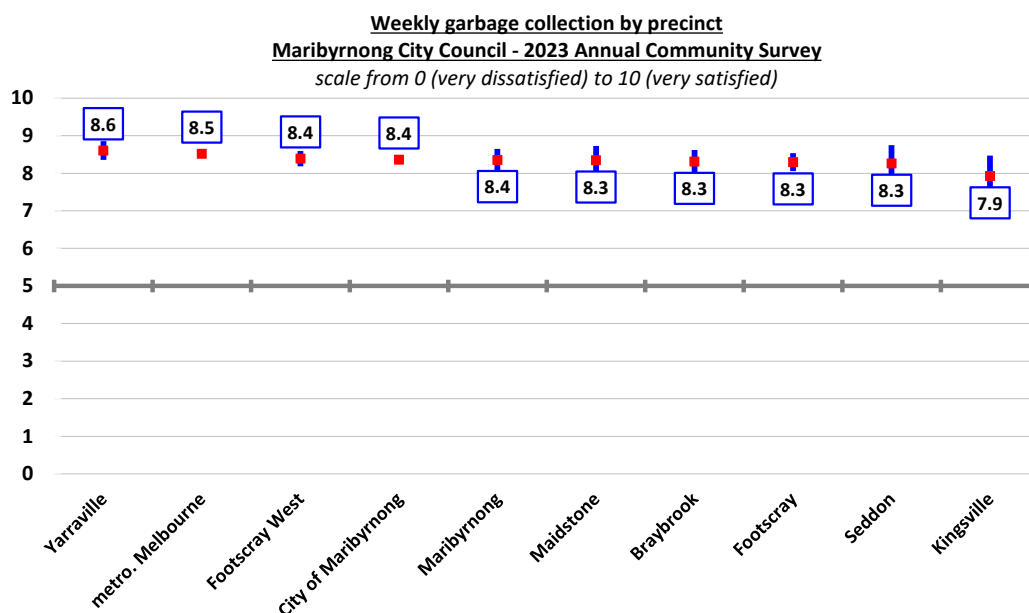
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with “regular garbage collection” of 8.5, as recorded in the 2023 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents from all seven precincts rating satisfaction at “excellent” levels again this year.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Fortnightly recycling

The fortnightly recycling was the 2<sup>nd</sup> most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7.

Satisfaction with the fortnightly recycling declined marginally but not measurably this year, down one percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

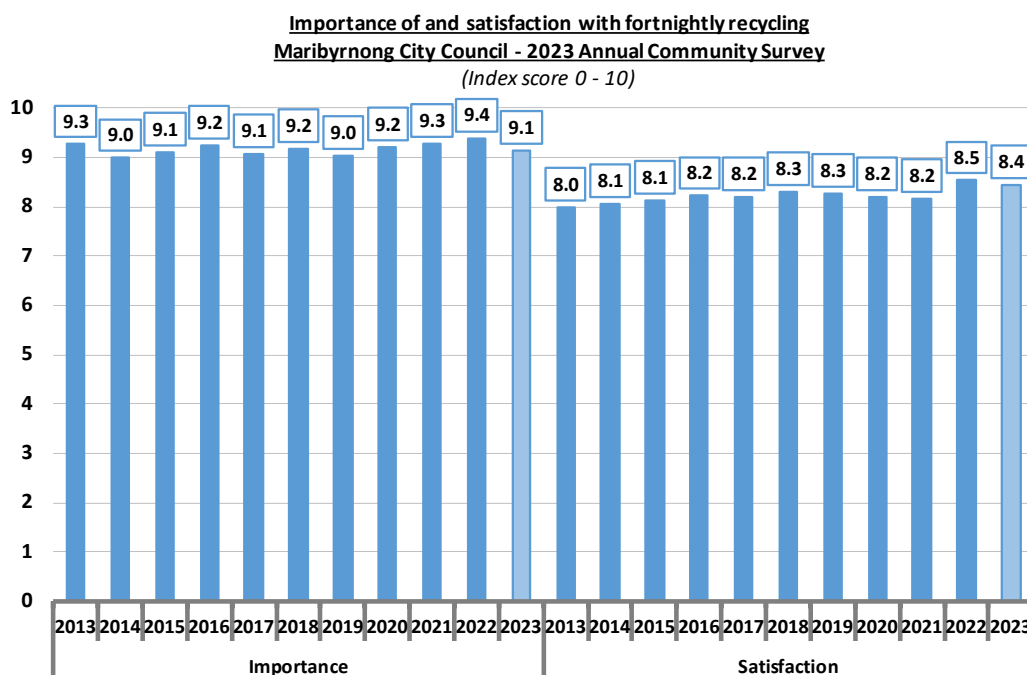
Despite the marginal decline, this result ranks the fortnightly recycling 1<sup>st</sup> in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with the fortnightly recycling was somewhat above the long-term average satisfaction since 2005 of 8.2.

This result was comprised of 81% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 658 of the 666 (83%) of respondents from households who had used these services in the last 12 months.

There was no substantial variation in this result observed by respondent profile, as respondents from all age groups, gender, and language spoken at home rated satisfaction with the service at “excellent” levels.

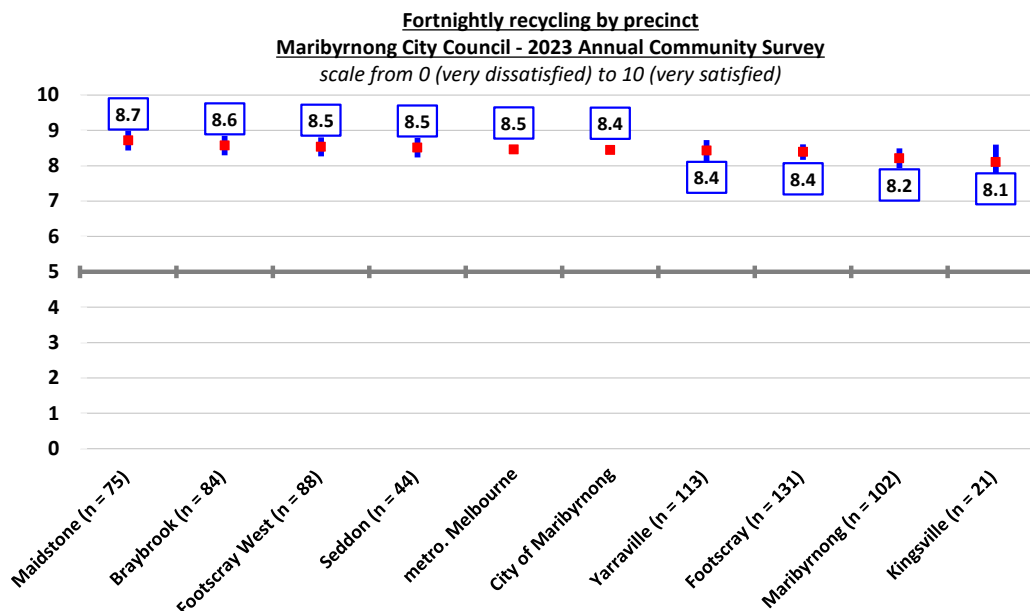
By way of comparison, this result was marginally below than the metropolitan Melbourne average satisfaction with “regular recycling” of 8.5, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was no statistically significant variation in satisfaction with the fortnightly recycling observed across the municipality, with respondents from all seven precincts rating satisfaction at “excellent” levels again this year.



### Fortnightly green waste collection

The fortnightly green waste collection was the 4<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7.

Satisfaction with the fortnightly green waste collection remained stable this year at 8.3 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the fortnightly green waste collection 4<sup>th</sup> in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with the fortnightly green waste collection was notably above the long-term average satisfaction since 2005 of 8.0.

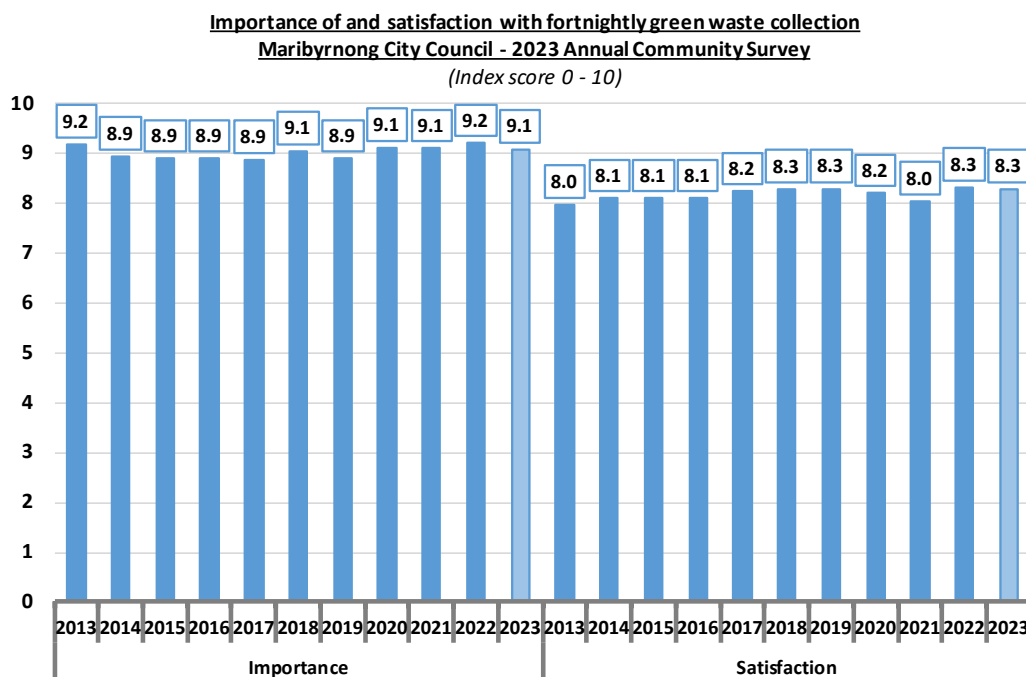
This result was comprised of 78% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 595 of the 604 respondents (76%) from households who had used these services in the last 12 months.

There was no substantial variation in this result observed by respondent profile, as respondents from all age groups, gender, and language spoken at home rated satisfaction with the service at “excellent” levels.

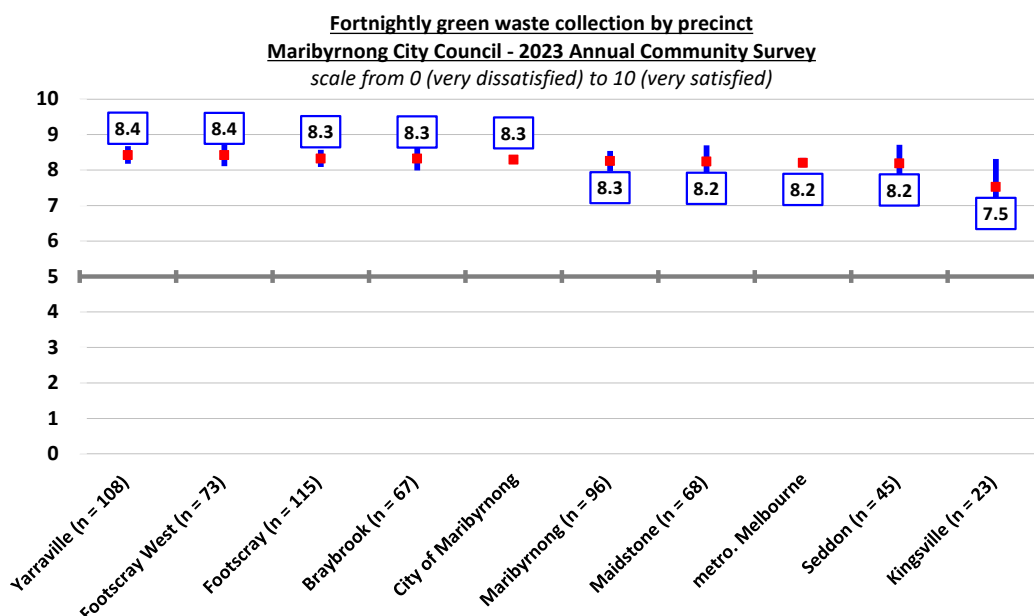
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “green waste service” of 8.2, as recorded in the 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction with the fortnightly green waste collection observed across the municipality, it is noted that respondents from Kingsville rated satisfaction at a “very good” rather than an “excellent” level of satisfaction.





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Annual hard rubbish collection

The annual hard rubbish collection was the 5<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities of 8.7.

Satisfaction with the service declined measurably this year, down four percent to 7.9, although it remains at an “excellent” level of satisfaction.

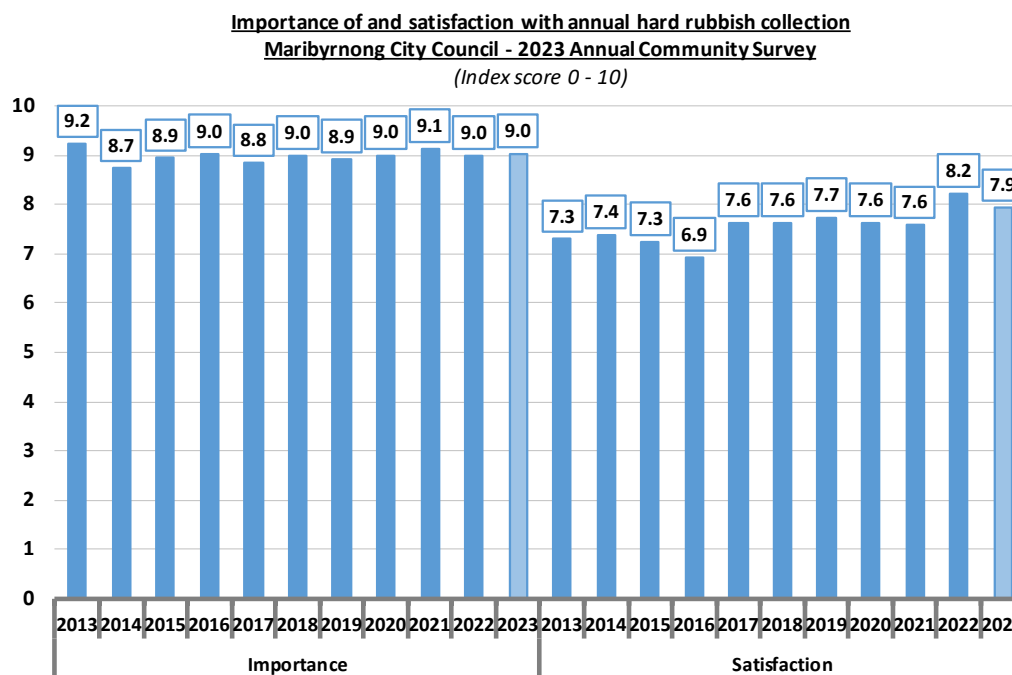
This result ranks the annual hard rubbish collection 5<sup>th</sup> in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Despite the measurable decline recorded this year, satisfaction with the service remains measurably above the long-term average satisfaction since 2005 of 7.4.

This result was comprised of 69% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 397 of the 403 respondents (50%) from households who had used these services in the last 12 months.

There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average and at a “very good” level.

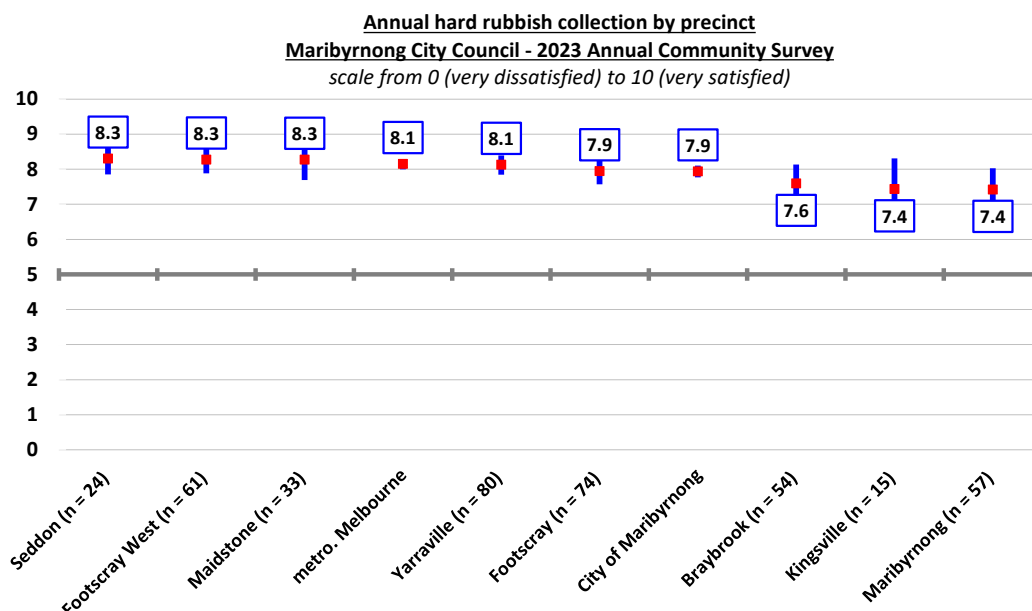
By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with “hard rubbish collection” of 8.1, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Whilst there was no statistically significant variation in satisfaction with the annual hard rubbish collection observed across the municipality, it is noted that respondents from Braybrook, Kingsville and Maribyrnong precinct rated satisfaction at “very good” rather than “excellent” levels of satisfaction.



### Additional, paid hard waste collection

The additional, paid hard rubbish collection was the 24<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with the service increased marginally, but not measurably this year, up one percent to 7.9, which remains an “excellent” level of satisfaction.

This is the highest satisfaction score for this service recorded since it was first included back in 2018, and the results imply a sustained trend of increasing satisfaction.

This result ranks the additional, paid hard rubbish collection 7<sup>th</sup> in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with this service was measurably above the long-term average satisfaction since 2018 of 7.4.

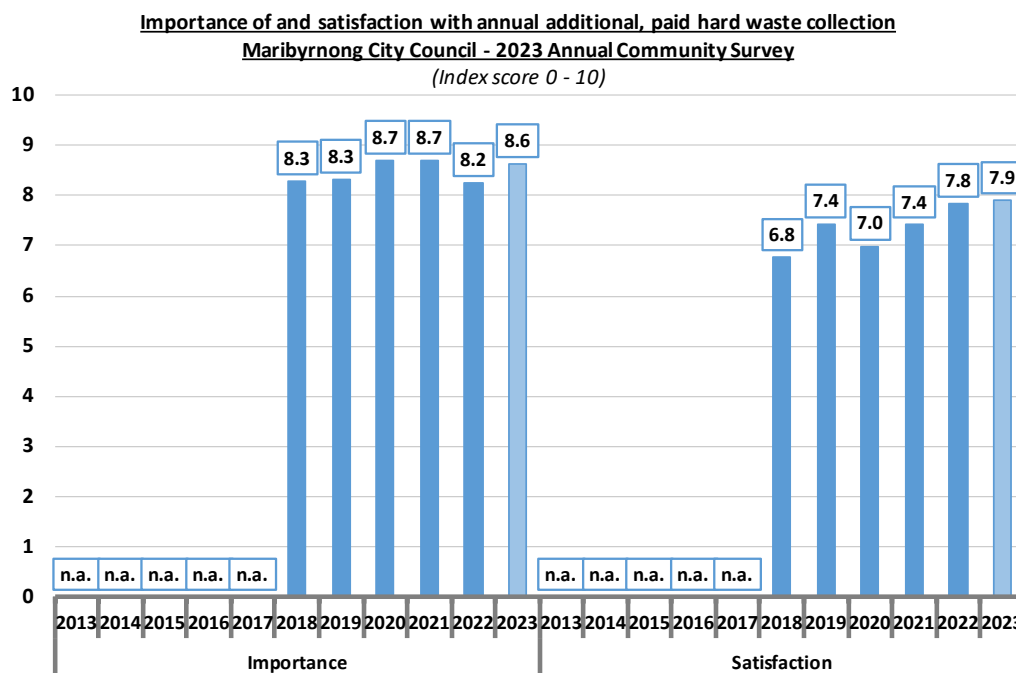
This result was comprised of 71% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 131 of the 139 respondents (17%) from households who had used these services in the last 12 months.

## Agenda Item 9.1 - Attachment 1

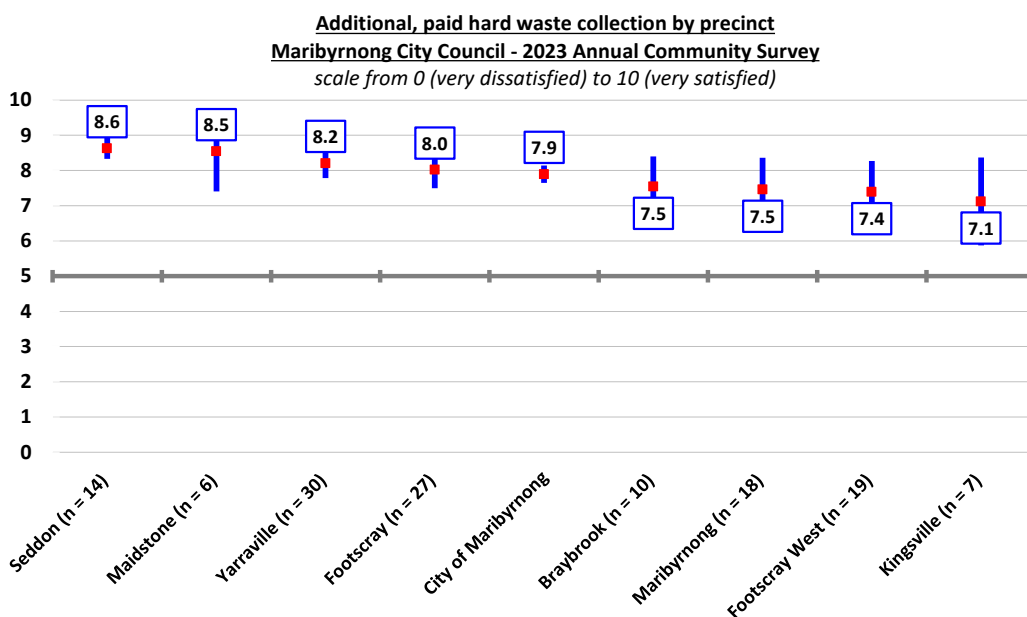
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Whilst noting the small sample size of 131 respondents, it is noted that senior citizens (aged 75 years and over) were notably less satisfied than average.

This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are published.



There was no statistically significant variation in this result observed across the municipality.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 10<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 9.1 out of 10, and one of 10 that were measurably more important than the average of all 39 services and facilities.

Satisfaction with parks and gardens increased measurably this year, up four percent to 7.9 out of 10, which is an “excellent”, up from a “very good” level of satisfaction.

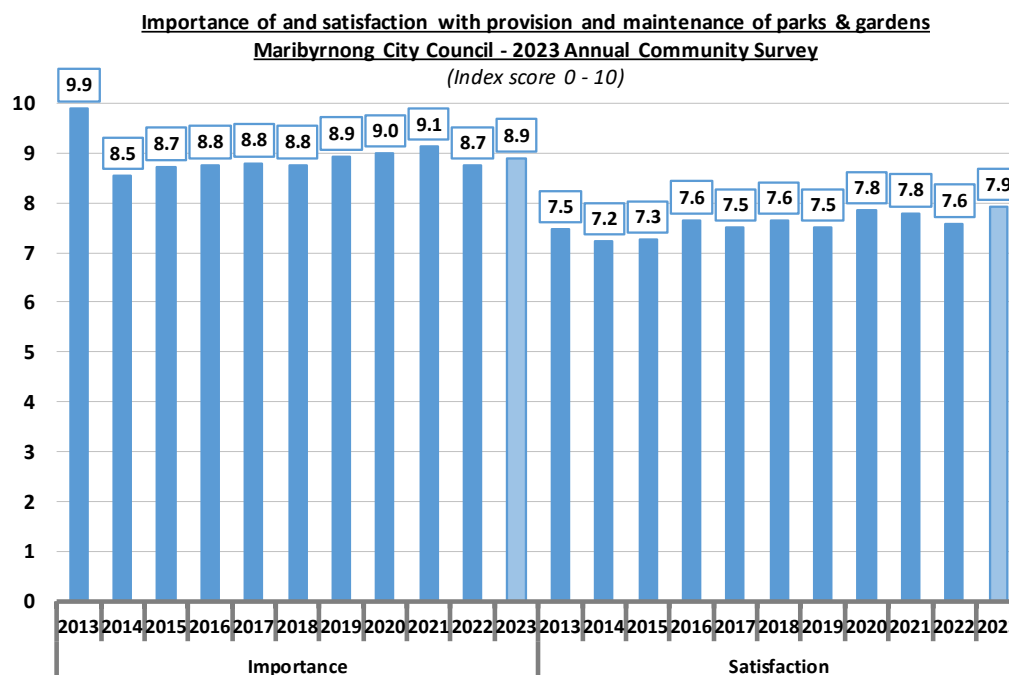
This result ranks parks and gardens 7<sup>th</sup> in terms of satisfaction this year, and one of eight that recorded a satisfaction score measurably higher than the average of all 39 services and facilities of 7.5.

Satisfaction with parks and gardens was measurably above the long-term average satisfaction since 2005 of 7.5.

This result was comprised of 67% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 784 of the 800 respondents who provided a satisfaction score.

There was no substantial variation in this result observed by respondent profile, although it is noted that middle-aged and older adults (aged 45 to 74 years) rated satisfaction at “very good” rather than “excellent” levels.

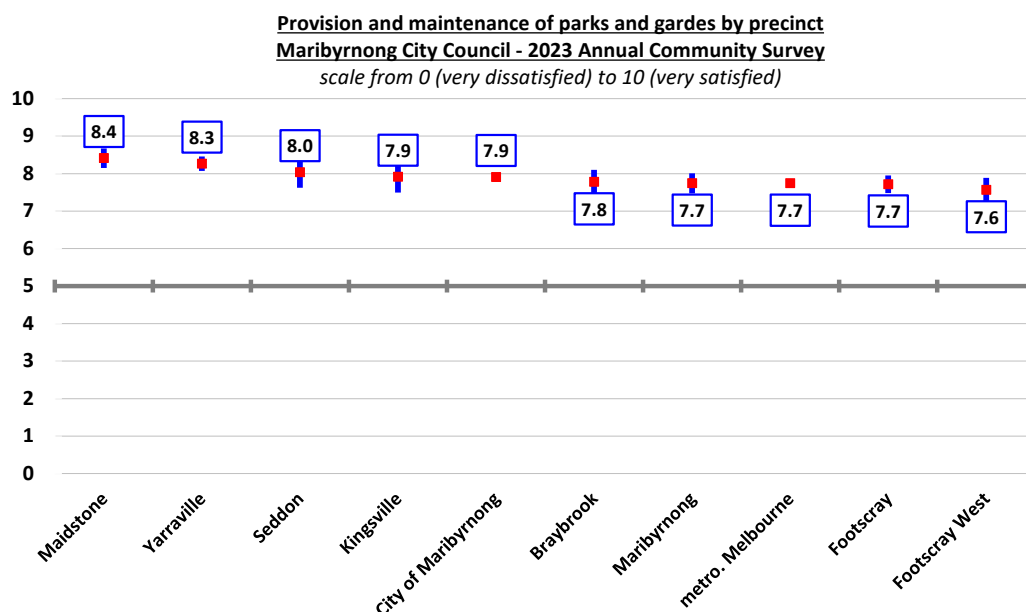
By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with “the provision and maintenance of parks and gardens” of 7.8, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was statistically significant variation in satisfaction with parks and gardens observed across the municipality, with respondents from Maidstone and Yarraville measurably more satisfied than average.



### Provision and maintenance of street trees

The provision and maintenance of street trees was the 19<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.7 out of 10.

Satisfaction with street trees increased somewhat, but not measurably this year, up three percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result ranks street trees 19<sup>th</sup> in terms of satisfaction this year.

Satisfaction with street trees was measurably above the long-term average satisfaction since 2010 of 6.9.

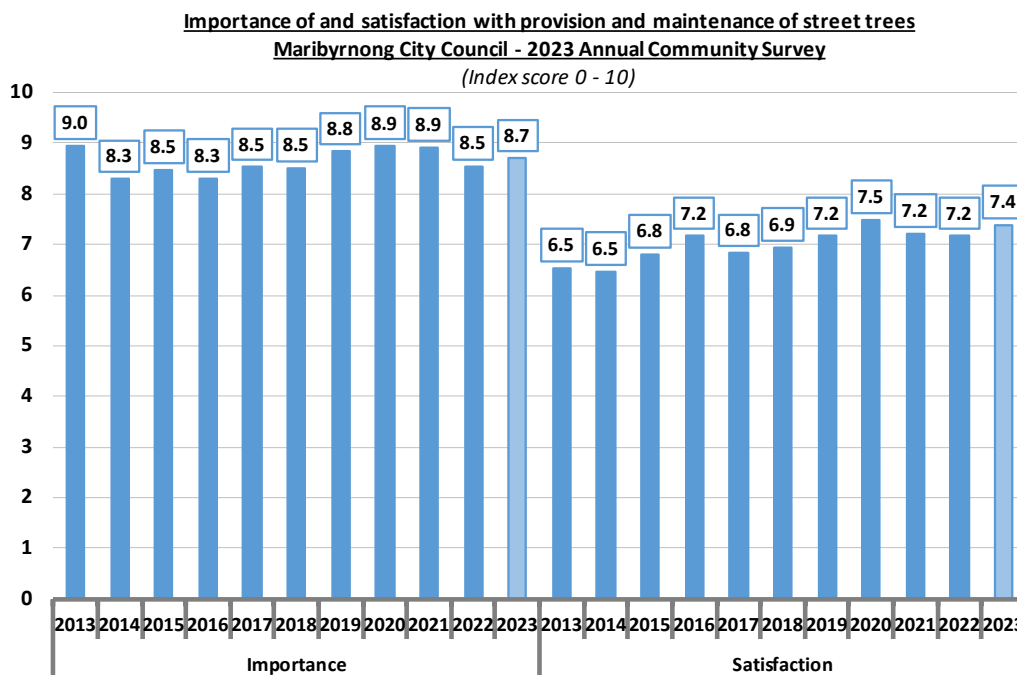
This result was comprised of 54% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 788 of the 800 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) notably less satisfied.

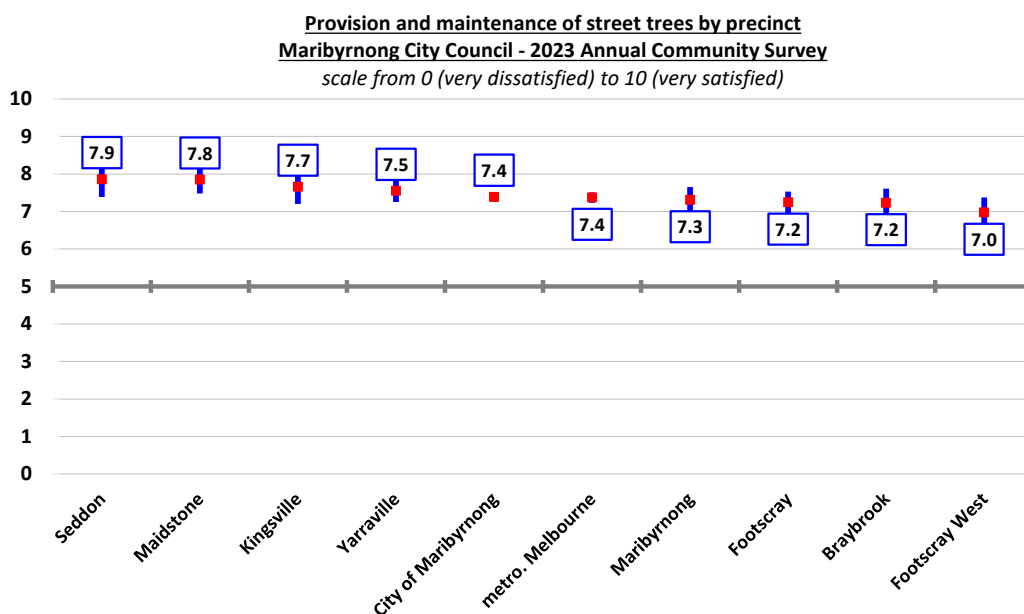
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” of 7.4, as recorded in the 2023 *Governing Melbourne* research.



There was measurable and notable variation in this result observed across the municipality. Respondents from Seddon were notably and respondents from Maidstone were measurably more satisfied than average and both at “excellent” levels of satisfaction.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Litter collection in public areas

Litter collection in public areas was the 16<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.7 out of 10.

Satisfaction with litter collection increased measurably this year, up four percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

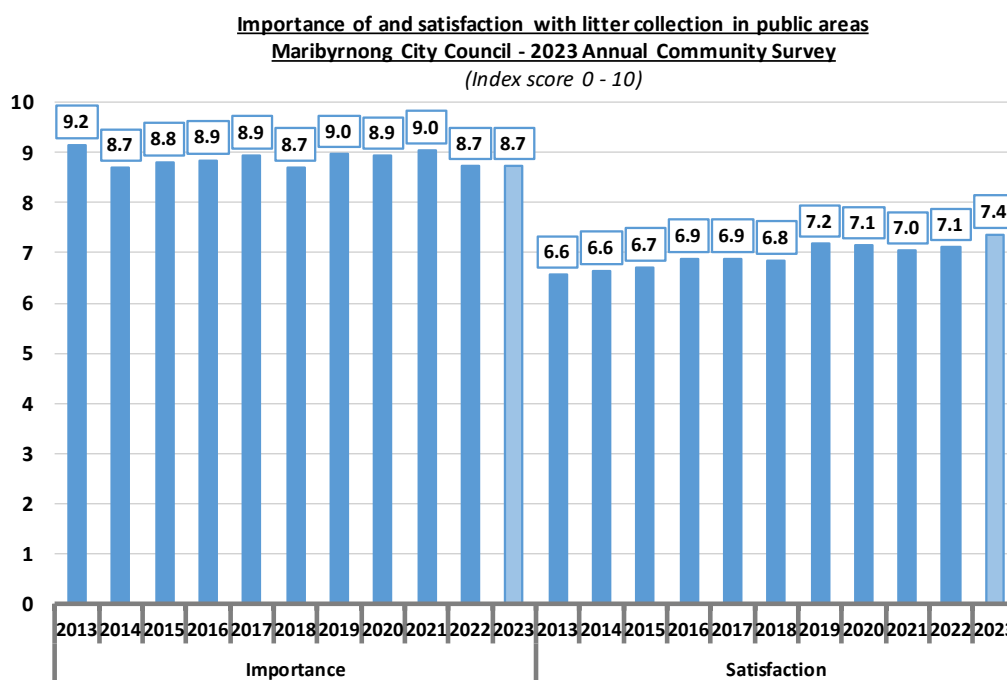
This result ranks litter collection 21<sup>st</sup> in terms of satisfaction this year.

Satisfaction with street trees was measurably and significantly above the long-term average satisfaction since 2005 of 6.7.

This result was comprised of 52% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 771 of the 800 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) notably less satisfied than average, make respondents notably more satisfied than females, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

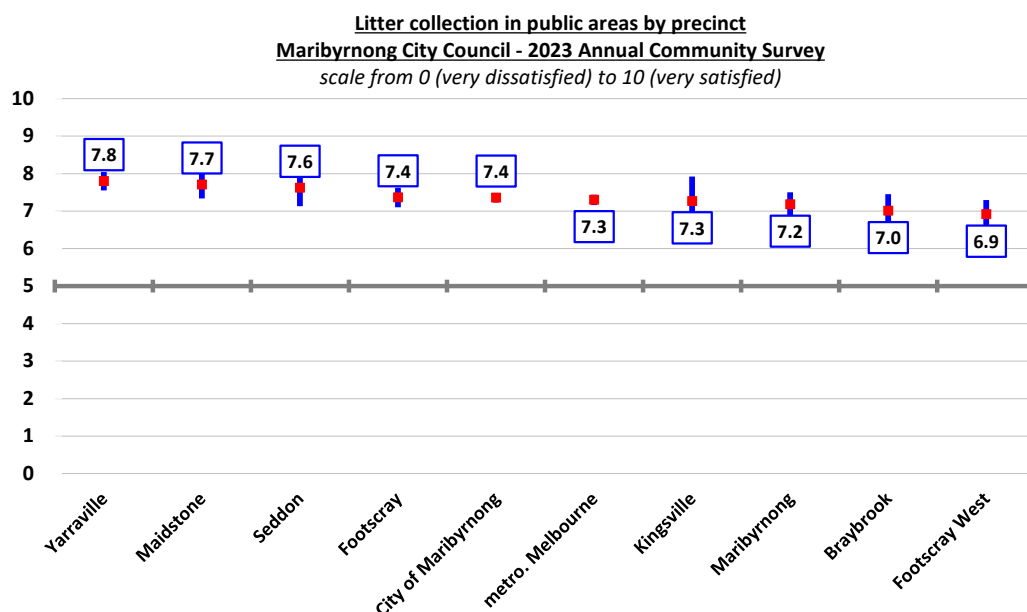
By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “litter collection in public areas” of 7.3, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was statistically significant variation in this result observed across the municipality, with respondents from Yarraville measurably more satisfied than average and at an “excellent” level of satisfaction.



### Maintenance and cleaning of shopping strips along roads

The maintenance and cleaning of shopping strips along roads was the 20<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with these services increased notably but not measurably this year, up three percent to 7.4 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result ranks these services 18<sup>th</sup> in terms of satisfaction this year.

Satisfaction with these services was measurably and significantly above the long-term average satisfaction since 2005 of 6.8.

This result was comprised of 52% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 775 of the 800 respondents who provided a satisfaction score.

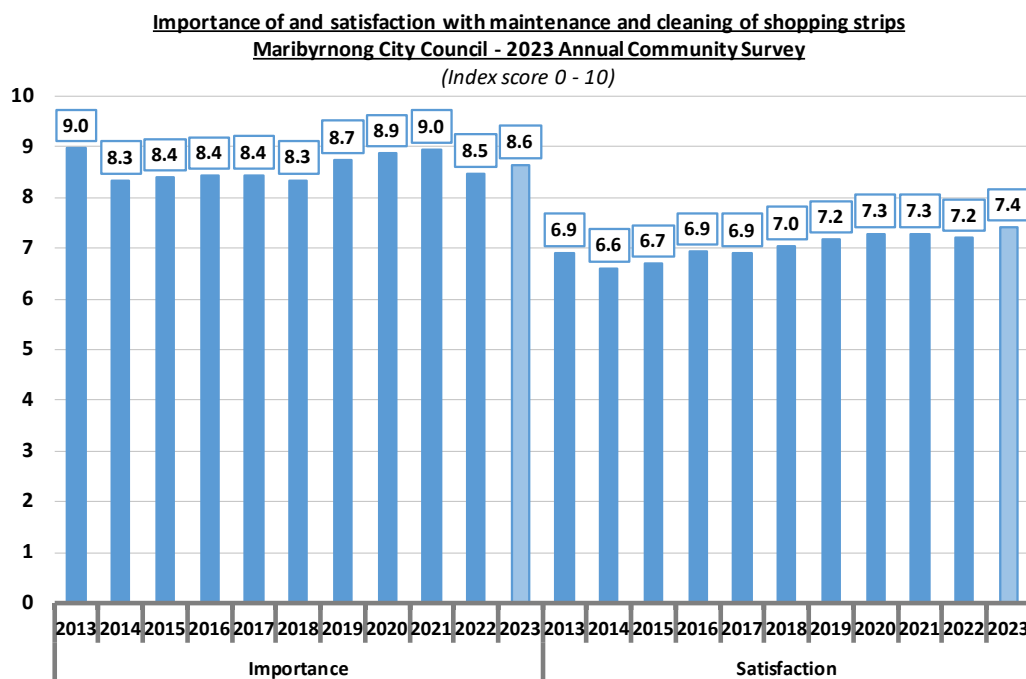
There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.



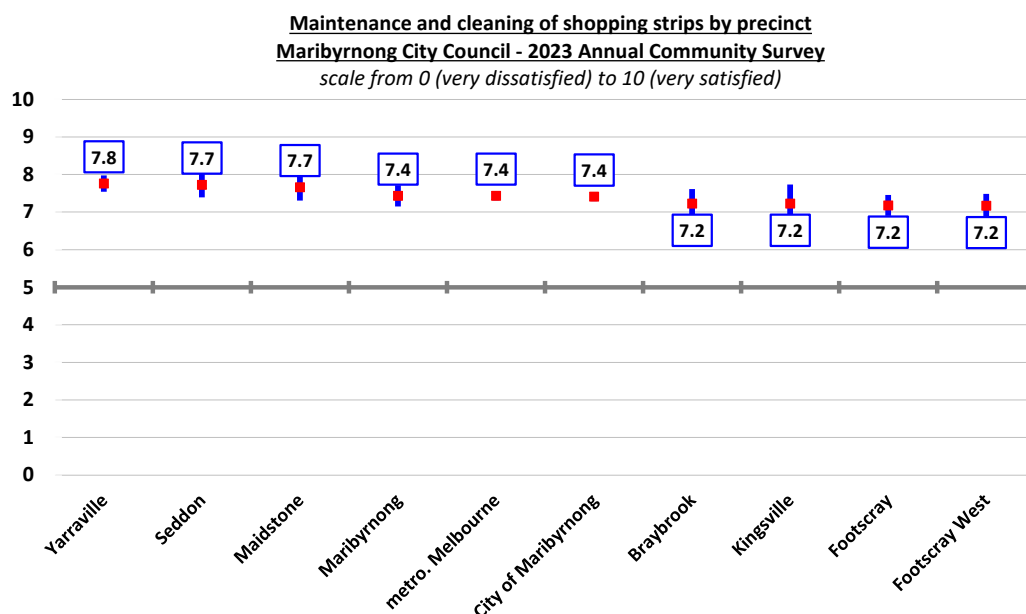
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with “the maintenance and cleaning of shopping strips along roads” of 7.4, as recorded in the 2023 *Governing Melbourne* research.



There was statistically significant variation in this result observed across the municipality, with respondents from Yarraville measurably more satisfied than average and at an “excellent” level of satisfaction.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Maintenance and cleaning of Footscray CBD

The maintenance and cleaning of the Footscray CBD was the 23<sup>rd</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with these services increased notably but not measurably this year, up three percent to 6.8 out of 10, although it remains at a “good” level of satisfaction.

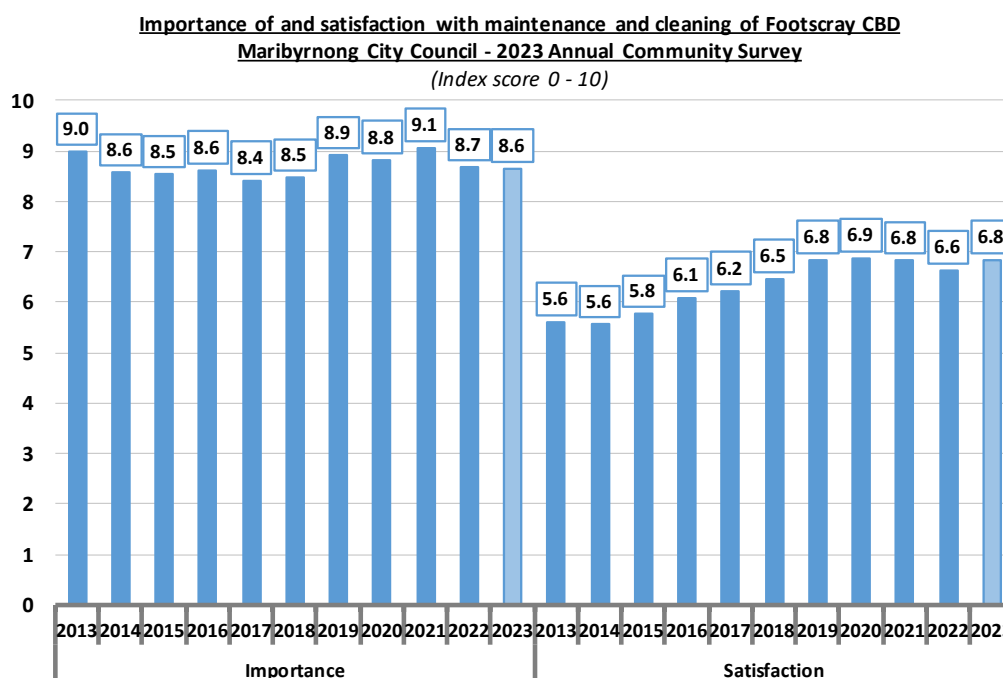
This result ranks these services 37<sup>th</sup> in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 39 services and facilities of 7.5.

Satisfaction with these services was measurably and significantly (13%) above the long-term average satisfaction since 2005 of 6.0.

This result was comprised of 43% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 740 of the 800 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average and senior citizens (aged 75 years and over) notably less satisfied.

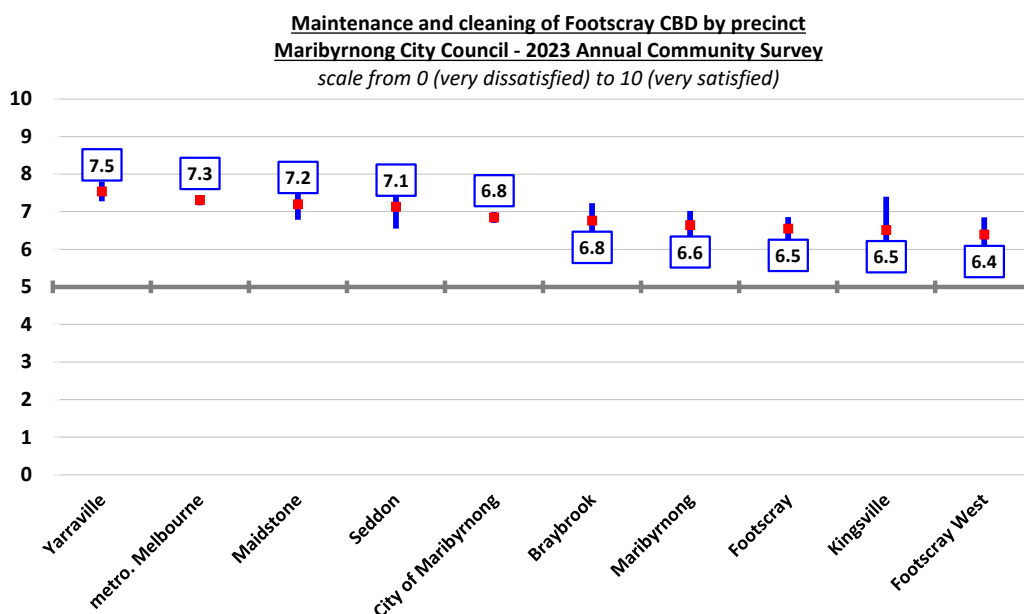
This service was not included in the 2023 *Governing Melbourne* research and therefore no comparison results are published.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was statistically significant variation in this result observed across the municipality, with respondents from Yarraville measurably more satisfied than average and at a “very good” level of satisfaction.



### Illegally dumped rubbish (level and management of)

The management of illegally dumped rubbish was the 25<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with these services increased measurably this year, up six percent to 7.3 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result ranks these services 24<sup>th</sup> in terms of satisfaction this year.

Satisfaction with these services was measurably above the long-term average satisfaction since 2018 of 6.5.

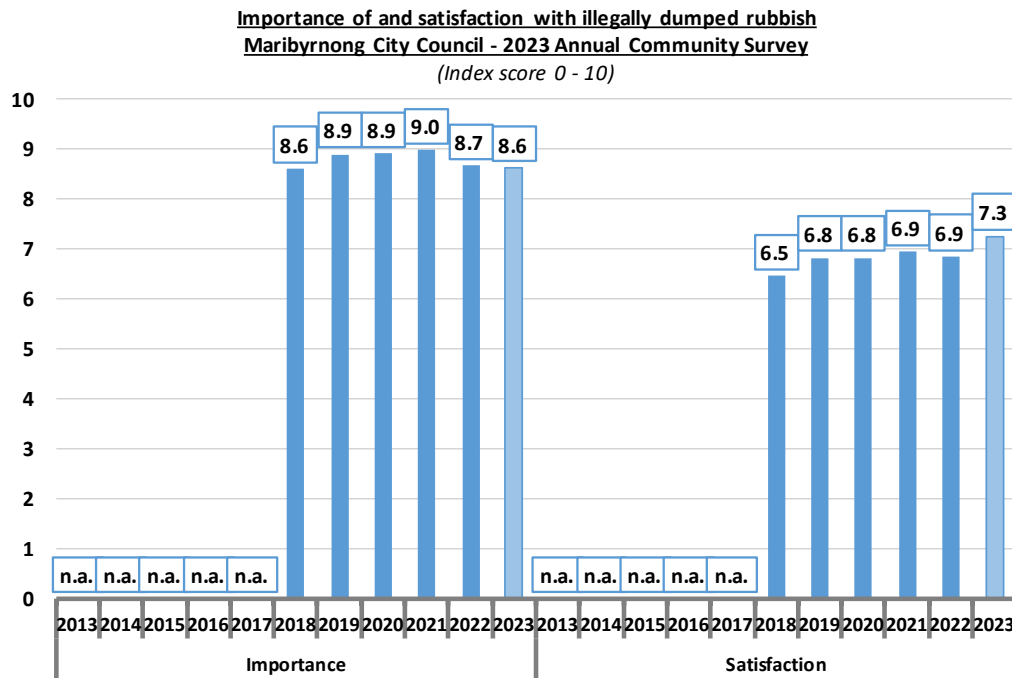
This result was comprised of 49% “very satisfied” and five “dissatisfied” respondents, based on a total sample of 747 of the 800 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

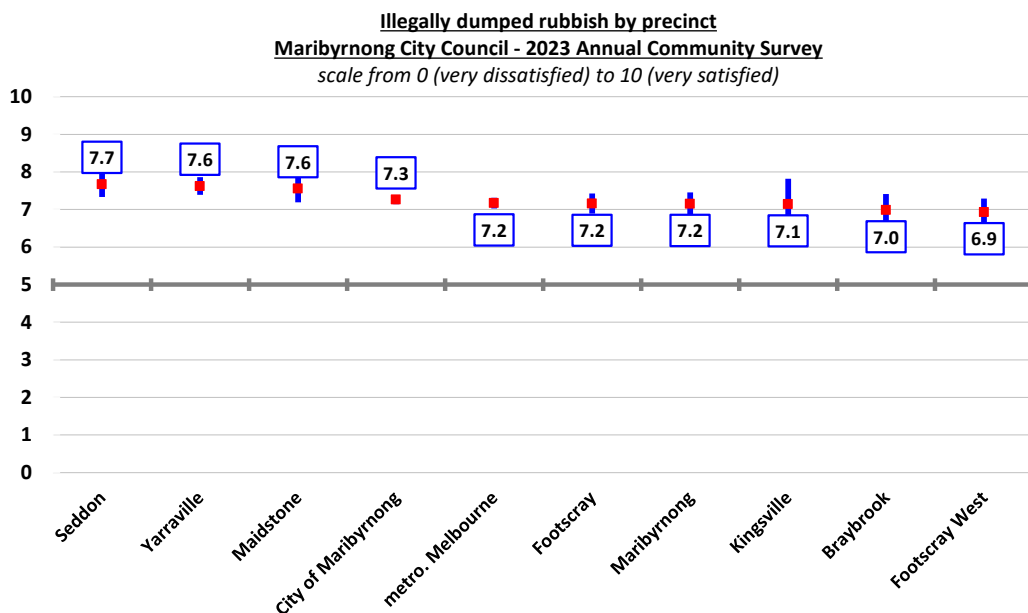
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

By way of comparison, this result was marginally but not measurably higher than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 7.2, as recorded in the 2023 *Governing Melbourne* research.



There was notable variation in this result observed across the municipality, with respondents from Yarraville measurably and respondents from Seddon notably more satisfied than average and both at “very good” levels of satisfaction.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Parking enforcement

Parking enforcement was the 35<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10, and one of 10 that were measurably less important than the average of all 39 services and facilities of 8.7 out of 10.

Satisfaction with parking enforcement increased measurably and significantly this year, up eight percent to 7.0 out of 10, although it remains at a “good” level of satisfaction.

This result ranks parking enforcement 35<sup>th</sup> in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 39 services and facilities of 7.5 out of 10.

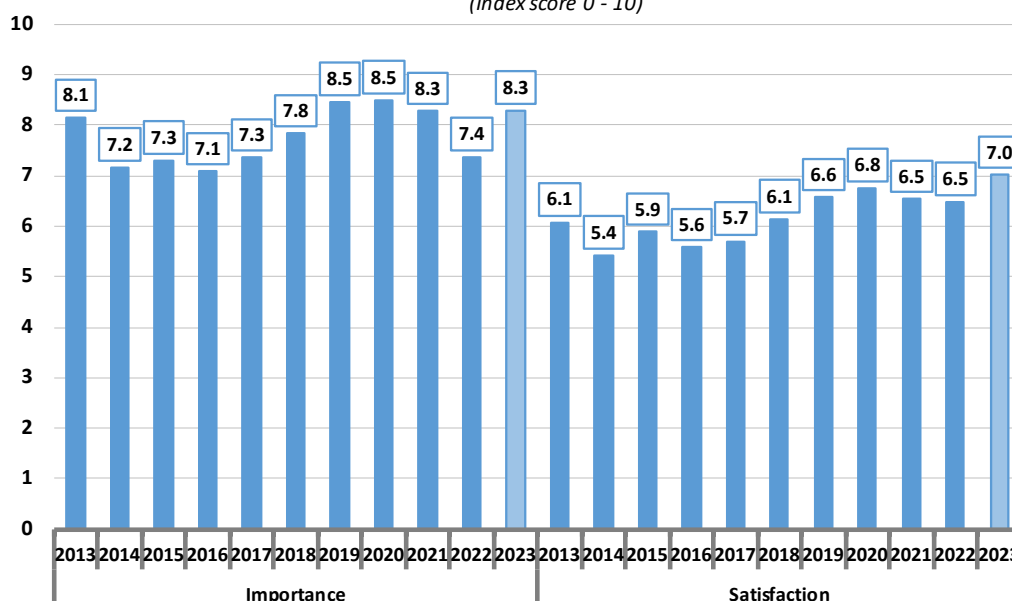
Consistent with the strong increase in satisfaction this year, satisfaction with parking enforcement was measurably and significantly (15%) above the long-term average satisfaction since 2005 of 6.1.

This result was comprised of 46% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 742 of the 800 respondents who provided a satisfaction score.

There was variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne average satisfaction with “parking enforcement” of 7.1, as recorded in the 2023 *Governing Melbourne* research.

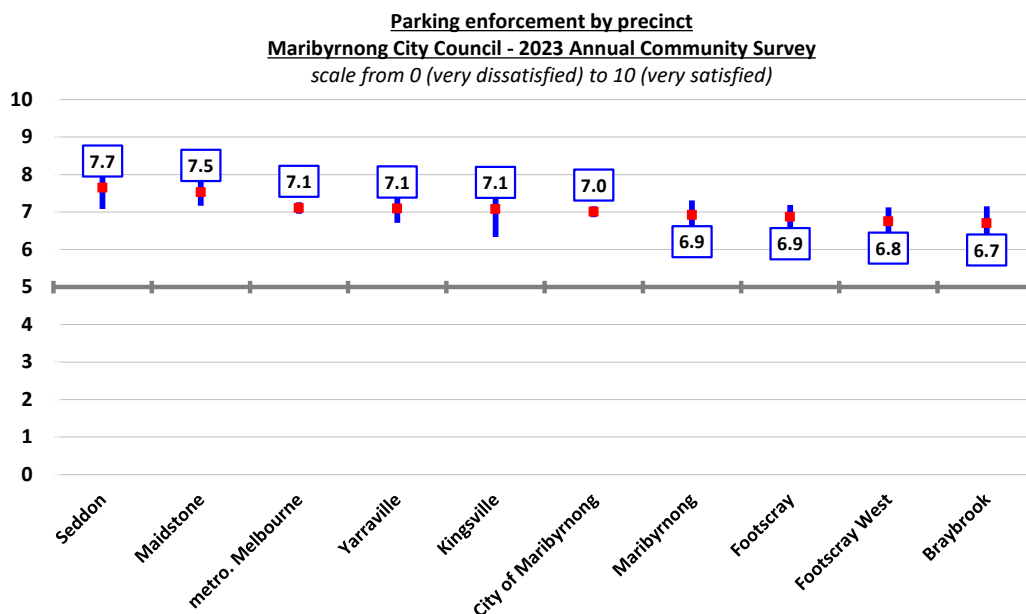
**Importance of and satisfaction with parking enforcement**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Index score 0 - 10)



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was notable variation in this result observed across the municipality, with respondents from Maidstone measurably and respondents from Seddon notably more satisfied than average and both at “very good” levels of satisfaction.



### Public toilets

Public toilets were the 11<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10.

Satisfaction with public toilets increased marginally this year, up one percent to 6.7 out of 10, although it remains at a “good” level of satisfaction.

This result ranks public toilets last (39<sup>th</sup>) in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 39 services and facilities of 7.5 out of 10.

Satisfaction with public toilets was measurably and significantly (12%) above the long-term average satisfaction since 2005 of 6.0.

This result was comprised of 46% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 742 of the 800 respondents who provided a satisfaction score.

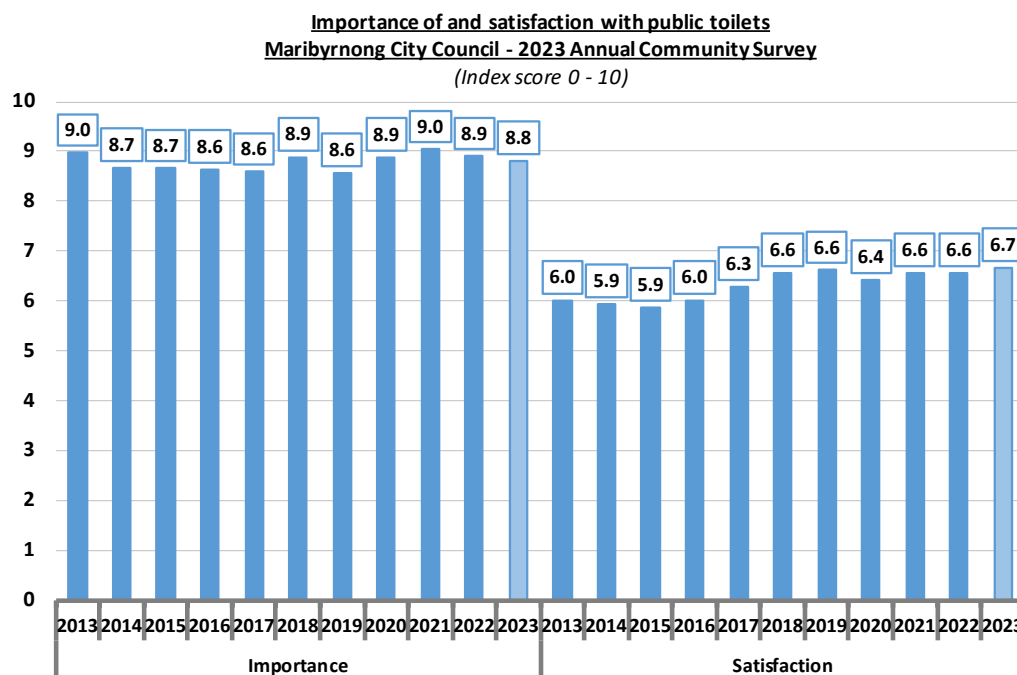
There was variation in this result observed by respondent profile, with older adults (aged 60 to 74 years) notably more satisfied than average, and senior citizens (aged 75 years and over) measurably less satisfied.

By way of comparison, this result was notably higher than the metropolitan Melbourne average satisfaction with “public toilets” of 6.4, as recorded in the 2023 *Governing Melbourne* research.

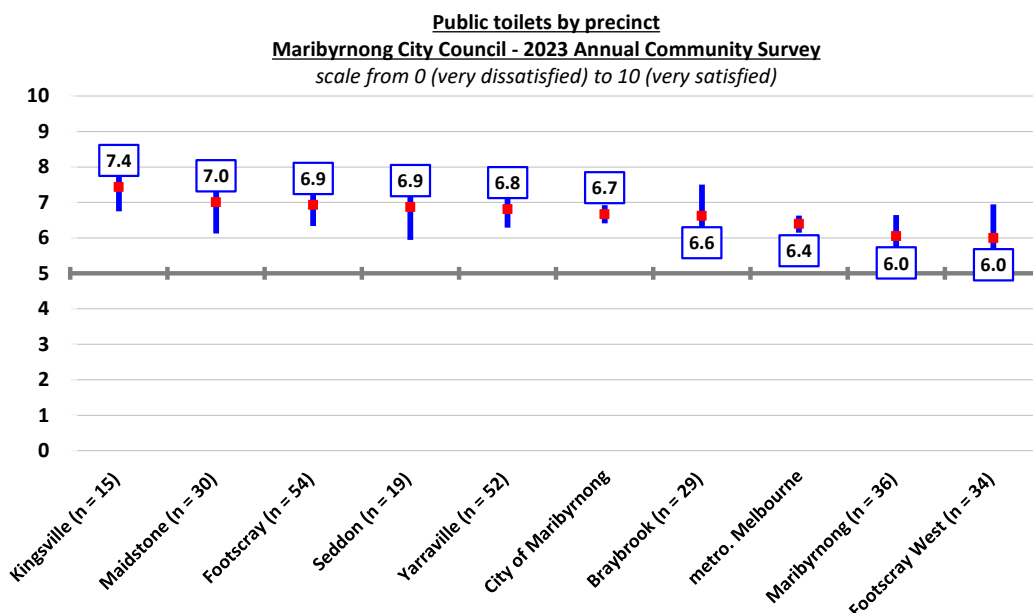


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 15 respondents from Kingsville were notably more satisfied than average and at a “very good” level of satisfaction, whilst respondents from Maribyrnong precinct and Footscray West were somewhat less satisfied and at a “solid” level.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Provision and maintenance of playgrounds

The provision and maintenance of playgrounds the 13<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10.

Satisfaction with playgrounds declined somewhat this year, down two percent to 7.7 out of 10, which is a “very good”, down from an “excellent” level of satisfaction.

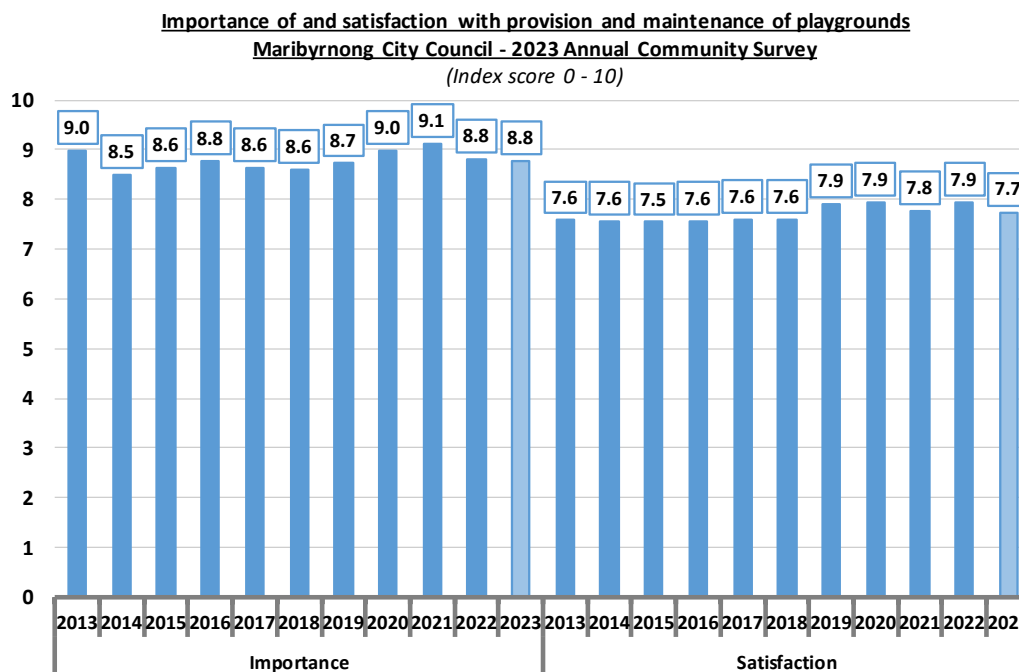
This result ranks playgrounds 11<sup>th</sup> in terms of satisfaction this year.

Satisfaction with playgrounds was consistent with the long-term average satisfaction since 2012 of 7.7.

This result was comprised of 64% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 321 of the 324 respondents (41%) from households who had used these facilities in the last 12 months.

There was variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) notably less satisfied than average.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with “the provision and maintenance of playgrounds” of 7.7, as recorded in the 2023 *Governing Melbourne* research.

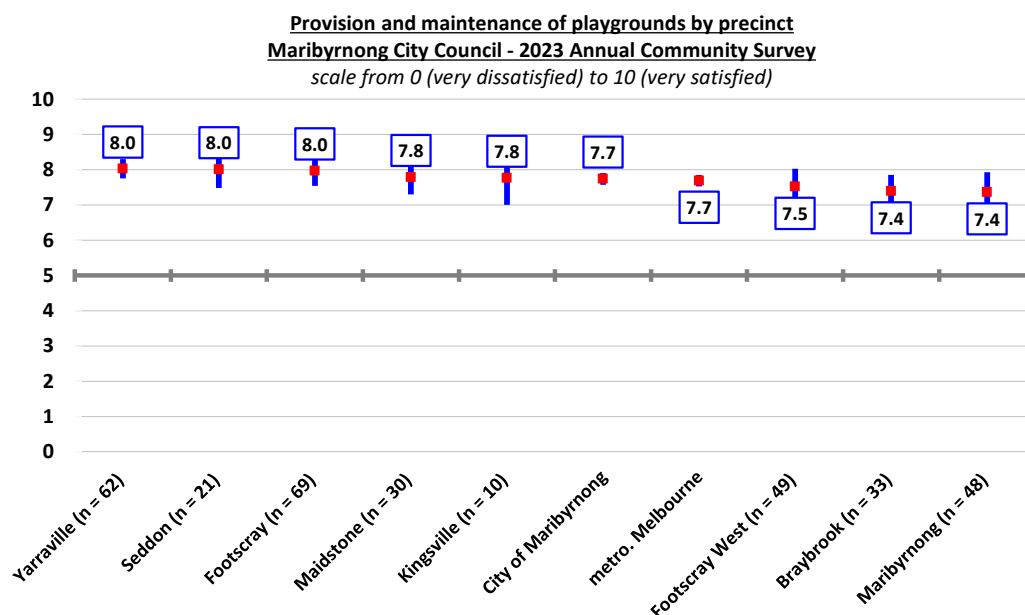


Whilst there was no statistically significant variation in satisfaction with playgrounds observed across the municipality, it is noted that respondents from Yarraville, Seddon, Footscray, Maidstone, and Kingsville rated satisfaction at “excellent” rather than “very good” levels.



## Agenda Item 9.1 - Attachment 1

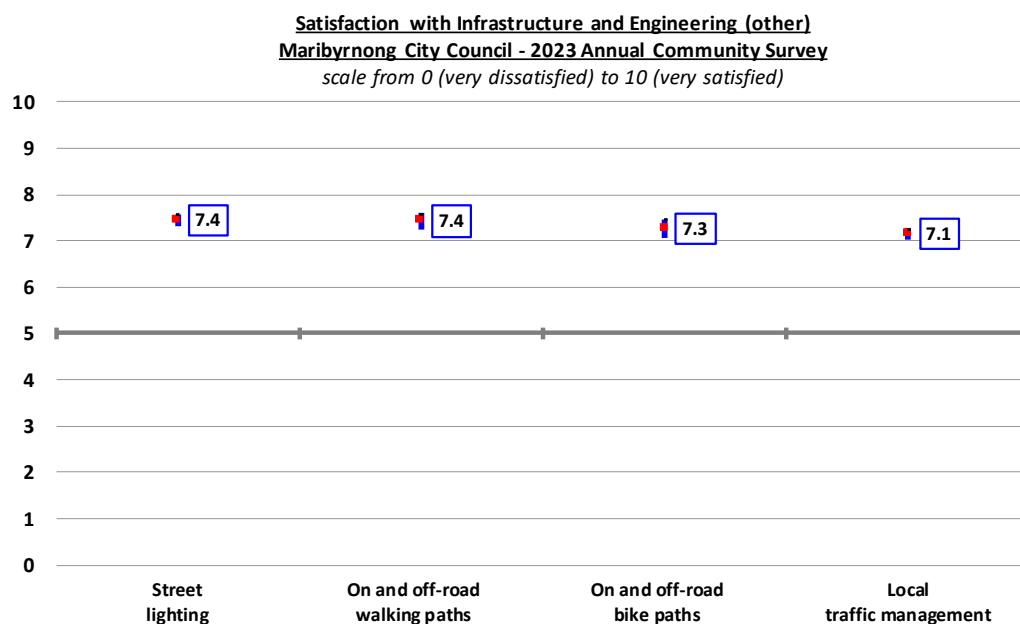
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Infrastructure and Engineering (other)

There were four other Infrastructure and Engineering department services and facilities included in the survey again this year, as outlined in the following graph.

Satisfaction with street lighting, on and off-road walking and bike paths were all rated as “very good”, whilst satisfaction with local traffic management remains at a “good” level.

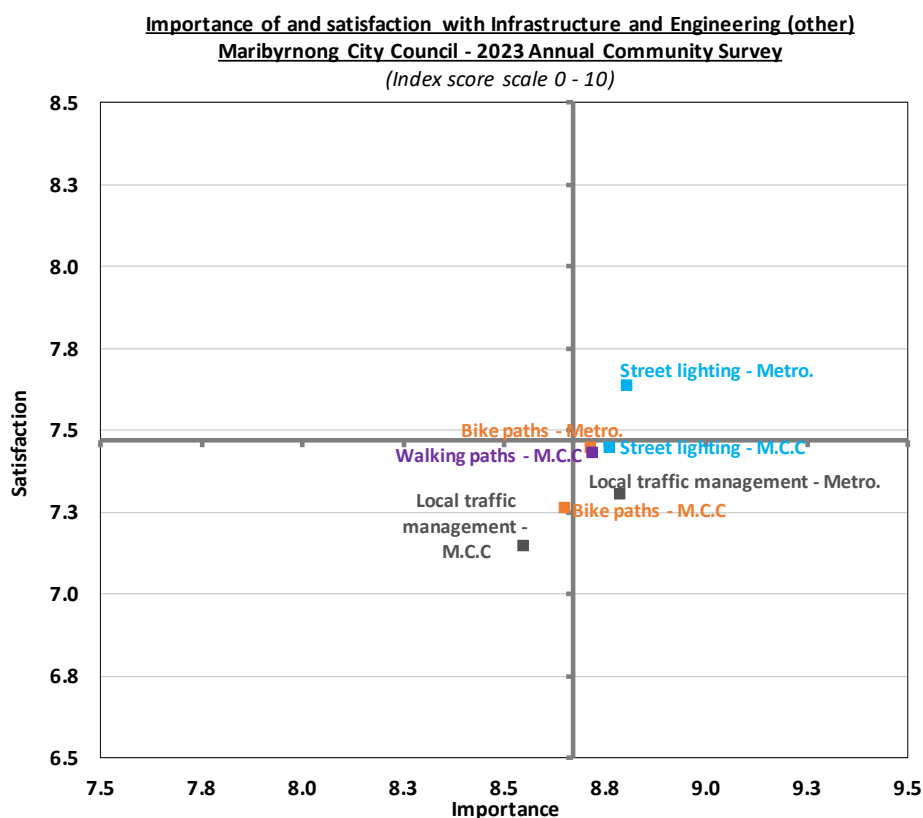


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a comparison of the average importance of and satisfaction with the four other Infrastructure department services against the 2023 metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door methodology in January 2023.

All of these services and facilities were of approximately average importance and received approximately average satisfaction scores.



### Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 15<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.8 out of 10.

Satisfaction with street lighting declined notably but not measurably this year, down three percent to 7.4 out of 10, although it remains at a “very good” level of satisfaction.

This result ranks street lighting 16<sup>th</sup> in terms of satisfaction this year.

## Agenda Item 9.1 - Attachment 1

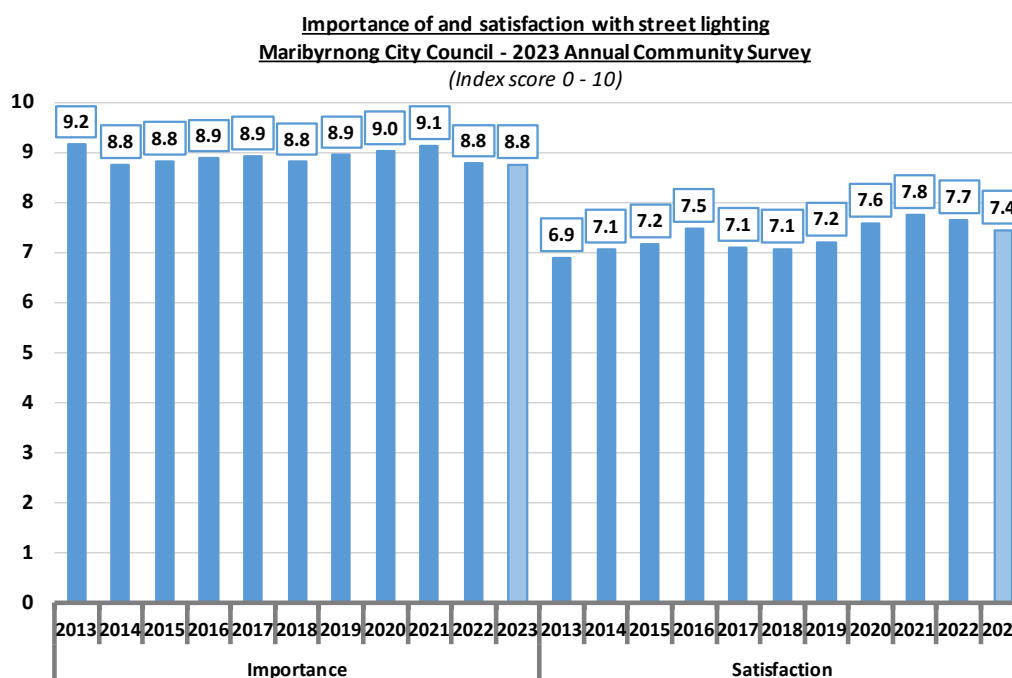
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Despite the decline in satisfaction this year, satisfaction with street lighting remains notably above long-term average satisfaction since 2010 of 7.2.

This result was comprised of 56% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 792 of the 800 respondents who provided a satisfaction score.

There was variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

By way of comparison, this result was somewhat but not measurably lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of street lighting” of 7.6, as recorded in the 2023 *Governing Melbourne* research.

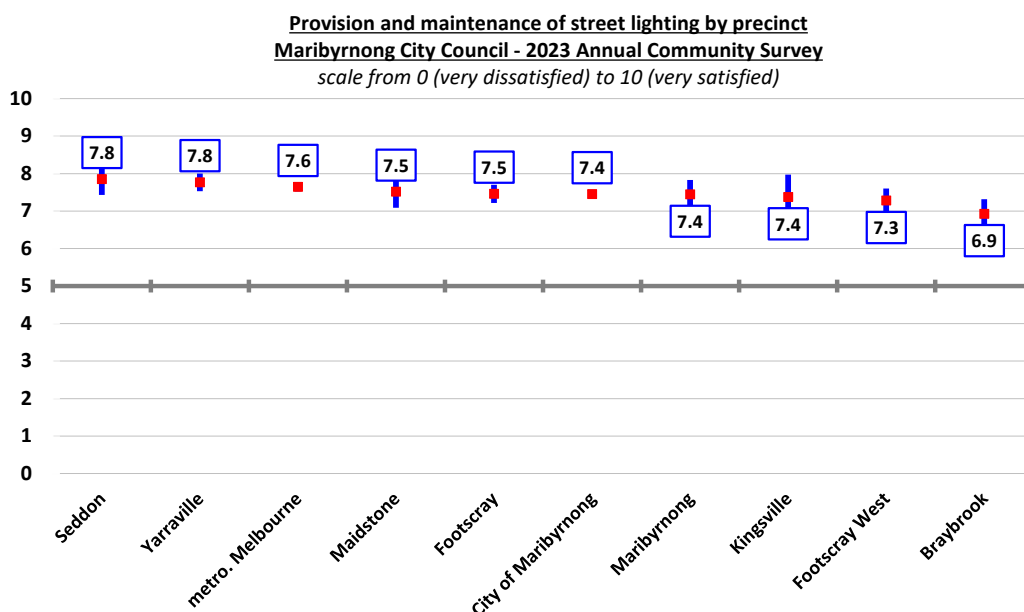


There was some statistically significant variation in satisfaction with street lighting observed across the municipality, with respondents from Braybrook measurably less satisfied than average and at a “good” rather than a “very good” level of satisfaction.

It is also noted that respondents from Seddon and Yarraville were notably, but not measurably more satisfied than average and at “excellent” levels.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### Local traffic management

Local traffic management was the 28<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.5 out of 10.

Satisfaction with local traffic management increased measurably this year, up five percent to 7.1 out of 10, although it remains at a “good” level of satisfaction.

This result ranks local traffic management 33<sup>rd</sup> in terms of satisfaction this year.

Despite the decline in satisfaction this year, satisfaction with street lighting remains notably above long-term average satisfaction since 2010 of 7.2.

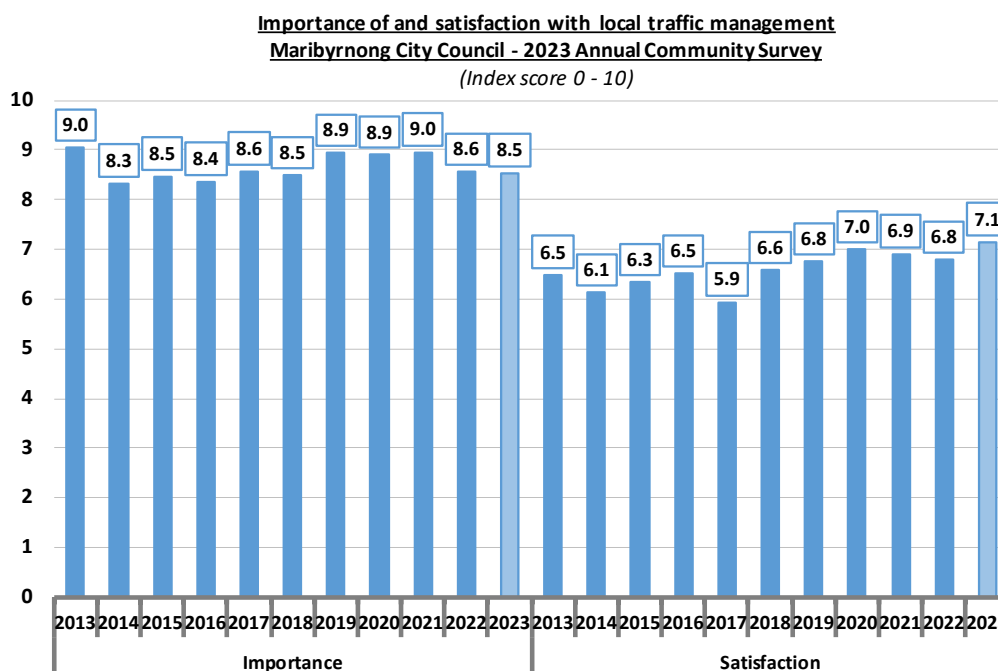
This result was comprised of 46% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 772 of the 800 respondents who provided a satisfaction score.

There was no substantial variation in this result observed by respondent profile.

By way of comparison, this result was somewhat but not measurably lower than the metropolitan Melbourne average satisfaction with “local traffic management” of 7.3, as recorded in the 2023 *Governing Melbourne* research.

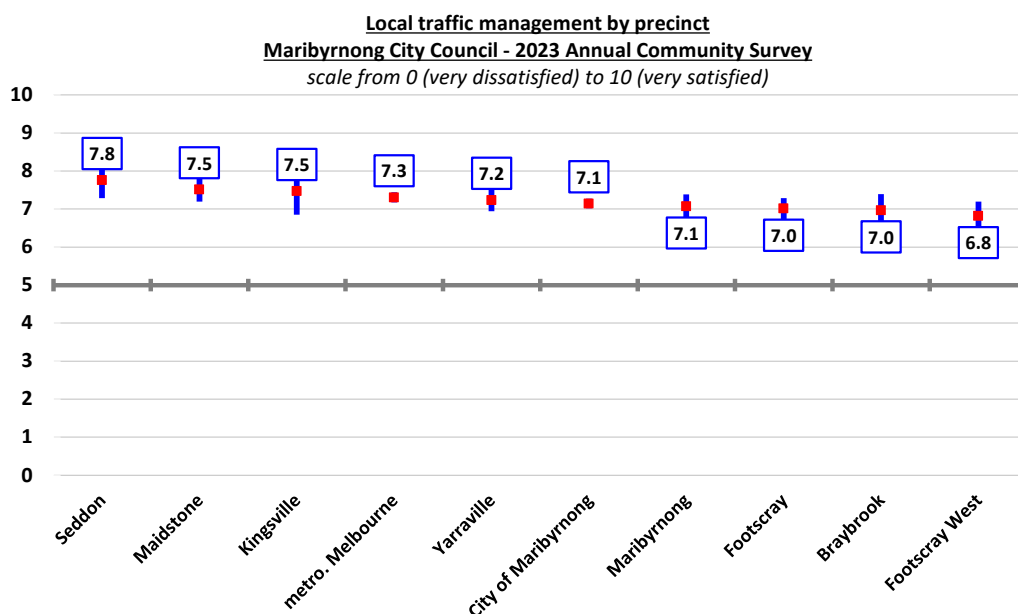
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was some statistically significant variation in satisfaction with local traffic management observed across the municipality, with respondents from Seddon measurably more satisfied than average and at an “excellent” rather than a “good” level of satisfaction.

It is also noted that respondents from Footscray West were notably but not measurably less satisfied than average, although still at a “good” level of satisfaction.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### On and off-road bike paths

On and off-road bike paths were the 22<sup>nd</sup> most important of the 39 included services and facilities this year, with an average importance of 8.6 out of 10.

Satisfaction with on and off-road bike paths increased marginally this year, up one percent to 7.3 out of 10, which is a “very good” up from a “good” level of satisfaction.

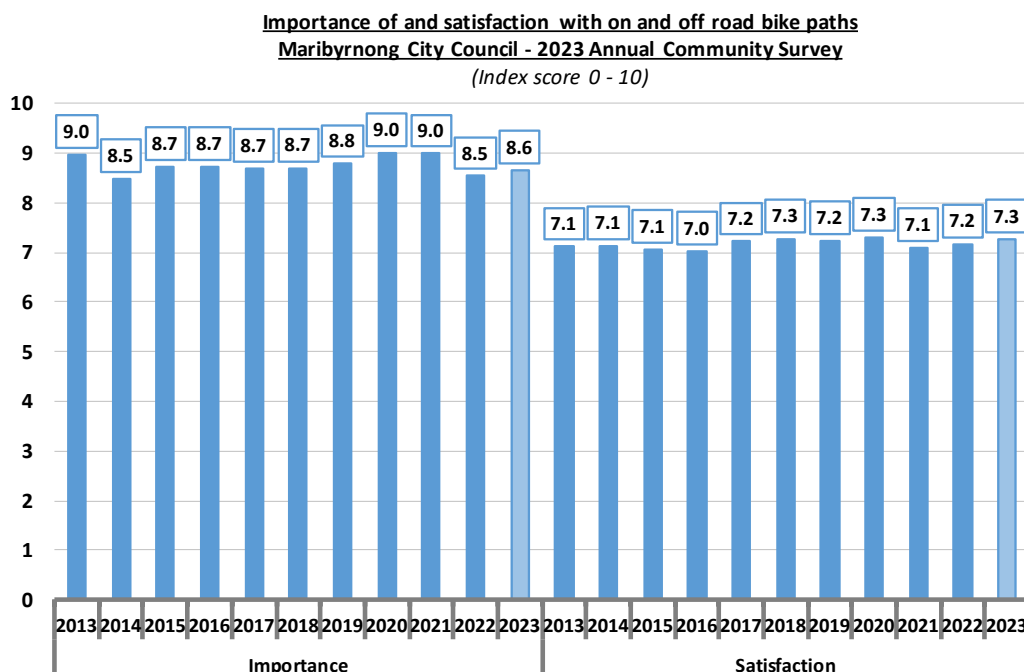
This result ranks on and off-road bike paths 25<sup>th</sup> in terms of satisfaction this year.

Despite the marginal decline in satisfaction this year, satisfaction with on and off-road bike paths remains somewhat above long-term average satisfaction since 2010 of 7.1.

This result was comprised of 51% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 281 of the 292 respondents (37%) from households who had used these facilities in the last 12 months.

There was no substantial variation in this result observed by respondent profile.

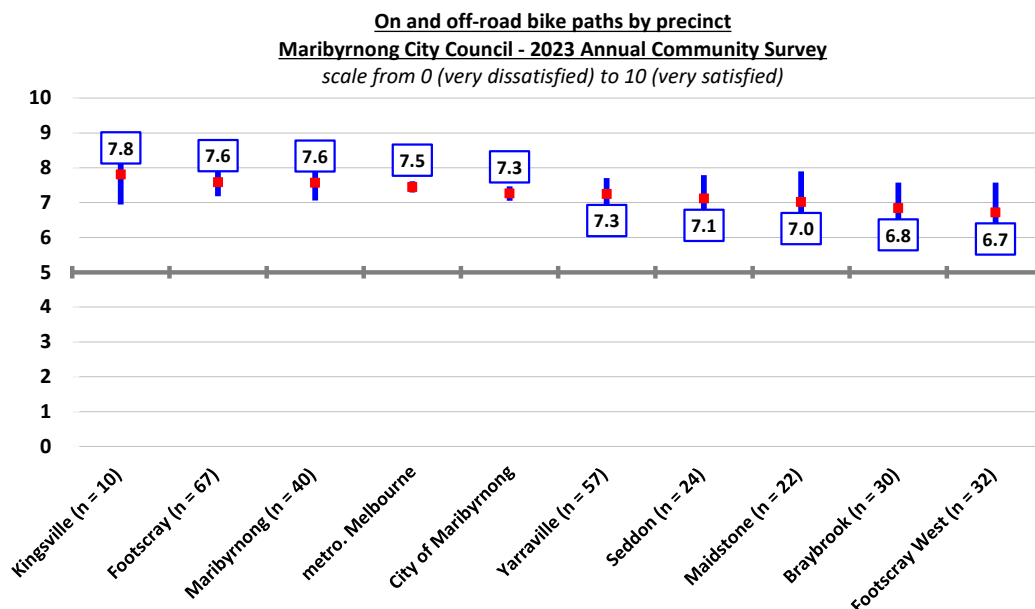
By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.5, as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Whilst there was no statistically significant variation in satisfaction with on and off-road bike paths observed across the municipality, it is noted that 10 respondents from Kingsville rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



### On and off-road walking paths

On and off-road walking paths were the 17<sup>th</sup> most important of the 39 included services and facilities this year, with an average importance of 8.7 out of 10.

Satisfaction with on and off-road walking paths declined marginally this year, down one percent to 7.4 out of 10, although it remains at a “very good” level of satisfaction.

This result ranks on and off-road walking paths 17<sup>th</sup> in terms of satisfaction this year.

Despite the marginal decline in satisfaction this year, satisfaction with on and off-road bike paths remains somewhat above long-term average satisfaction since 2010 of 7.2.

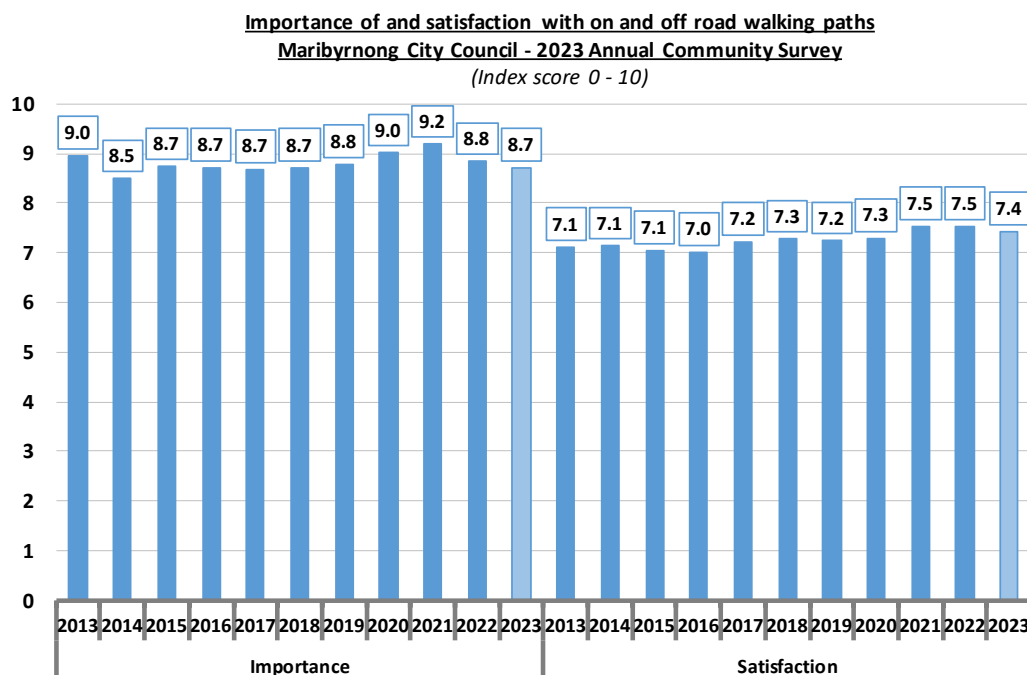
This result was comprised of 55% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 391 of the 397 respondents (50%) from households who had used these facilities in the last 12 months.

There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average.

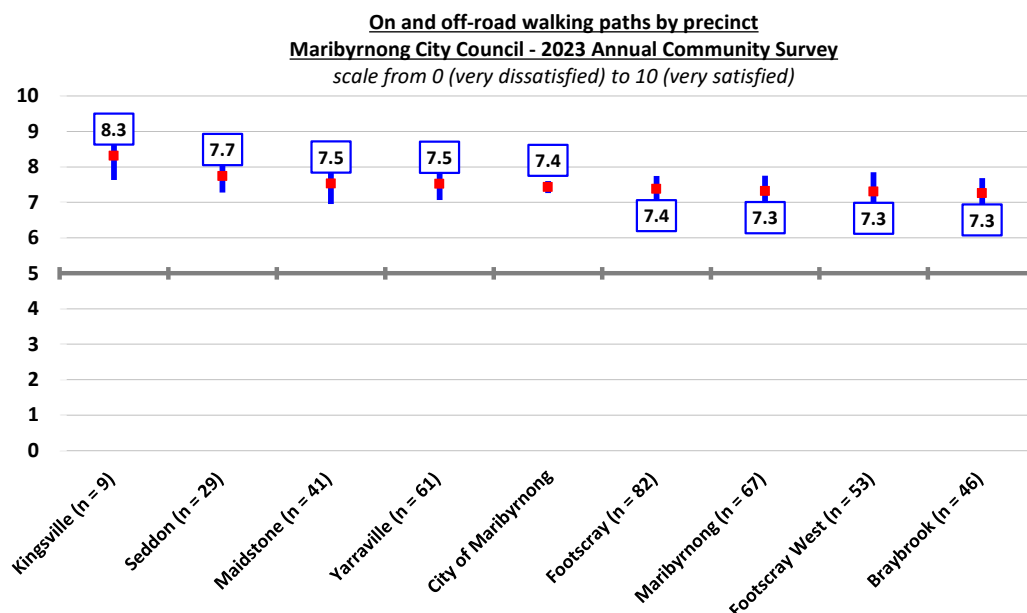
By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction with “bike and shared paths (both on-road and off-road and including shared paths)” of 7.5, as recorded in the 2023 *Governing Melbourne* research.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was some statistically significant variation in satisfaction with on and off-road walking paths observed across the municipality, with nine respondents from Kingsville measurably more satisfied than average and at an “excellent” rather than a “very good” level of satisfaction.





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### Issues for the City of Maribyrnong “at the moment”

Respondents were asked:

*“Can you please list what you consider to be the top three issues for the City of Maribyrnong at the moment?”*

*moment?”*

Respondents were asked to nominate what they considered to be the top three issues for the City of Maribyrnong “at the moment”.

Approximately two-thirds (64% down from 77%) of respondents nominated at least one issue, consistent with the proportion who provided a score in 2021, 2020, and 2019, but down notably on the 77% who nominated at least one issue last year.

It is important to bear in mind that the responses to this question are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Maribyrnong City Council. Many of the issues raised by respondents were suggestions for future actions rather than complaints about past actions, and many are issues that are principally the responsibility of the state government.

Metropolis Research notes that most of the issues raised this year remain largely consistent with those recorded last year and in previous years, despite declines in 2020 and 2021 for some issues compared to the results from pre-COVID-19, such as traffic management.

The most nominated issue this year was road maintenance and repairs (including roadworks), with 13% (up from 12%) nominating these issues, followed by traffic management (11% down from 15%).

Metropolis Research notes that traffic management declined as an issue this year, returning to the COVID-19 period of 2020 and 2021. This is an interesting result as it suggests that traffic management has rebounded as an issue post-pandemic, which is a result observed by Metropolis Research across many municipalities this year.

It is, however, noted that traffic management remained a significant issue in both the City of Wyndham (22% up from 17%) and the City of Melton (25% down from 26%). This suggests that the change in traffic movements in the outer urban areas has not flowed through into increased traffic management concerns in the City of Maribyrnong.

It is also noted that traffic management was identified by a somewhat lower proportion of respondents in the City of Maribyrnong than the metropolitan Melbourne (10%) average as recorded in the 2023 *Governing Melbourne* research.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Change in issues between 2022 and 2023***

There was relatively little variation in the results between 2022 and 2023 observed, although the following is noted:

- ***Marginal increase in the City of Maribyrnong in 2023*** – includes safety, policing, and crime (7% up from 5%) and lighting (6% up from 3%).
- ***Notable decrease in the City of Maribyrnong in 2023*** – includes traffic management (11% down from 15%), cycling and walking tracks (4% down from 8%), planning and development (3% down from 8%), cleanliness and maintenance of the area (3% down from 6%), and flooding issues (2% down from 4%).

The proportion of respondents who nominated safety, policing, and crime issues increased marginally again this year (7% up from 5%). This result appears consistent with the most recent pre-pandemic result of seven percent in 2019. This result was also consistent with the small decrease in the average [perception of safety](#) in the public areas of the City of Maribyrnong recorded this year.

#### ***Comparison of issues to metropolitan Melbourne***

When compared to the results from the 2023 *Governing Melbourne* research conducted independently by Metropolis Research including a sample drawn from across all 31 metropolitan Melbourne municipalities, there was some variation from the City of Maribyrnong results observed, as follows:

- ***Somewhat more prominent in the City of Maribyrnong*** – includes Council rates (8% compared to 5%) and lighting (6% compared to 3%)
- ***Somewhat less prominent in the City of Maribyrnong*** – includes public transport (2% compared to 5%) and street cleaning and maintenance (1% compared to 4%).

As discussed in the [relationship between issues and overall satisfaction](#) section of this report, the issues that were most negatively related to overall satisfaction for the respondents raising the issues include safety, policing, and crime, cycling and walking paths and tracks, cleaning and maintenance, footpaths, roads, Council rates, and planning and development issues.

On average, the respondents nominating these issues were measurably or at least notably less satisfied with Council's overall performance than the average of all respondents (6.9) and measurably lower than the average of the 289 respondents who did not nominate any issues to address for the City of Maribyrnong at the moment, who rated satisfaction at 7.4 or "very good".

This result of respondents who did not nominate any issues to address rating satisfaction at 7.4 out of 10 is a positive result, which suggests an underlying high level of satisfaction with the performance of Maribyrnong City Council in meeting the needs of the community.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Top three issues for the City of Maribyrnong at the moment

#### Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

Issue	2023		2022	2021	2020	2019	2023 Metro.*
	Number	Percent					
Road maintenance and repairs	103	13%	12%	8%	7%	10%	10%
Traffic management	90	11%	15%	13%	8%	17%	13%
Council rates	66	8%	6%	5%	8%	4%	5%
Provision and maintenance of street trees	58	7%	6%	5%	2%	5%	7%
Parks, gardens and open space	55	7%	9%	7%	7%	6%	9%
Safety, policing and crime	54	7%	5%	3%	3%	7%	5%
Car parking	49	6%	9%	8%	10%	14%	6%
Lighting	44	6%	3%	2%	2%	5%	3%
Rubbish and waste issues including garbage	41	5%	6%	5%	3%	4%	6%
Footpath maintenance and repairs	36	5%	6%	4%	4%	5%	7%
Cycling and walking tracks	34	4%	8%	6%	3%	2%	3%
Building, planning, housing and development	21	3%	8%	6%	5%	6%	3%
Cleanliness and maintenance of area	21	3%	6%	3%	6%	7%	5%
Hard rubbish collection	18	2%	2%	3%	3%	2%	1%
Public toilets	17	2%	2%	3%	2%	2%	2%
Cost of living	16	2%	1%	0%	0%	0%	1%
Flooding issues	15	2%	4%	0%	0%	0%	1%
Recycling services and facilities	15	2%	1%	3%	2%	8%	2%
Communication and provision of information	14	2%	2%	3%	1%	1%	3%
Environment, conservation, climate change	14	2%	4%	2%	3%	5%	3%
Public transport	14	2%	2%	2%	1%	2%	5%
Footscray CBD issues	13	2%	1%	4%	0%	0%	n.a.
Housing availability / affordability	11	1%	0%	0%	0%	1%	0%
Shops, restaurants and entertainment venues	10	1%	1%	1%	0%	1%	2%
Sports and recreation facilities	10	1%	1%	1%	1%	1%	2%
Street cleaning and maintenance	10	1%	2%	2%	1%	3%	4%
Dumped rubbish	9	1%	2%	1%	1%	n.a.	2%
Noise	9	1%	1%	0%	1%	0%	1%
Education and schools	8	1%	1%	1%	1%	1%	1%
Graffiti and vandalism	8	1%	2%	1%	2%	1%	1%
Green waste collection	8	1%	2%	2%	2%	1%	2%
Community activities, arts and culture	7	1%	2%	1%	2%	2%	0%
Drugs, alcohol and cigarette issues	7	1%	1%	1%	1%	1%	0%
Animal management	6	1%	4%	1%	1%	0%	2%
Dog off leash issues and amenities	6	1%	0%	0%	0%	0%	1%
Homelessness and beggars	6	1%	1%	0%	0%	1%	1%
Children activities and facilities	5	1%	1%	1%	1%	1%	2%
Council customer service / responsiveness	5	1%	2%	3%	2%	1%	1%
All other issues (31 separately identified issues)	71	9%	11%	12%	13%	12%	14%
<b>Total responses</b>	<b>1,004</b>		<b>1,218</b>	<b>973</b>	<b>876</b>	<b>1,120</b>	<b>1,061</b>
<i>Respondents identifying at least one issue</i>	<i>511</i>		<i>614</i>	<i>491</i>	<i>479</i>	<i>534</i>	<i>558</i>
	<i>(64%)</i>		<i>(77%)</i>	<i>(61%)</i>	<i>(60%)</i>	<i>(67%)</i>	<i>(70%)</i>

(\*) 2023 metropolitan Melbourne average from Governing Melbourne

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### ***Top Issues by precinct***

There was some notable variation in the issues to address nominated by respondents from across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- **Maribyrnong precinct** – respondents were notably more likely than average to nominate flooding issues.
- **Seddon** – respondents were notably more likely than average to nominate Council rates, parks, gardens, and open spaces, and public transport related issues.
- **Yarraville** – respondents were notably more likely than average to nominate traffic management, car parking, and recycling services and facilities.
- **Braybrook** – respondents were notably more likely than average to nominate safety, policing, and crime and lighting related issues.
- **Kingsville** – respondents were notably more likely than average to nominate Council rates and noise related issues.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Top three issues for the City of Maribyrnong at the moment by precinct

#### Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

<b>Maribyrnong</b>		<b>Footscray</b>	
Road maintenance and repairs	12%	Traffic management	11%
Provision and maintenance of street trees	12%	Provision and maintenance of street trees	9%
Council rates	11%	Road maintenance and repairs	9%
Flooding issues	10%	Safety, policing and crime	8%
Rubbish and waste issues inc. garbage	6%	Cycling and walking tracks	7%
Safety, policing and crime	5%	Car parking	6%
Communication,consultation,prov. of info.	4%	Footpath maintenance and repairs	6%
Public transport	4%	Parks, gardens and open spaces	5%
Footpath maintenance and repairs	4%	Council rates	5%
Traffic management	4%	Rubbish and waste issues inc. garbage	4%
All other issues	49%	All other issues	40%
Respondents identifying an issue	80 (69%)	Respondents identifying an issue	93 (54%)

<b>Footscray West</b>		<b>Seddon</b>	
Road maintenance and repairs	14%	Council rates	21%
Traffic management	9%	Road maintenance and repairs	15%
Council rates	8%	Parks, gardens and open spaces	13%
Parks, gardens and open spaces	7%	Traffic management	13%
Rubbish and waste issues inc. garbage	7%	Public transport	11%
Safety, policing and crime	5%	Rubbish and waste issues inc. garbage	6%
Car parking	5%	Provision and maintenance of street trees	6%
Cost of living	5%	Cycling and walking tracks	6%
Cycling and walking tracks	5%	Public toilets	6%
Cleanliness and maintenance of area	4%	Education and schools	4%
All other issues	60%	All other issues	64%
Respondents identifying an issue	63 (57%)	Respondents identifying an issue	38 (80%)

<b>Yarraville</b>		<b>Braybrook</b>	
Traffic management	20%	Safety, policing and crime	20%
Road maintenance and repairs	15%	Lighting	14%
Car parking	12%	Road maintenance and repairs	13%
Parks, gardens and open spaces	9%	Traffic management	11%
Provision and maintenance of street trees	9%	Rubbish and waste issues inc. garbage	9%
Council rates	8%	Provision and maintenance of street trees	9%
Recycling services and facilities	7%	Council rates	7%
Lighting	6%	Parks, gardens and open spaces	6%
Footpath maintenance and repairs	5%	Footpath maintenance and repairs	6%
Cycling and walking tracks	4%	Car parking	4%
All other issues	53%	All other issues	42%
Respondents identifying an issue	97 (70%)	Respondents identifying an issue	66 (69%)

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Top three issues for the City of Maribyrnong at the moment by precinct

#### Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

<b>Maidstone</b>		<b>Kingsville</b>	
Road maintenance and repairs	16%	Parks, gardens and open spaces	19%
Traffic management	9%	Road maintenance and repairs	16%
Car parking	7%	Traffic management	13%
Lighting	7%	Council rates	9%
Parks, gardens and open spaces	4%	Hard rubbish collection	9%
Council rates	4%	Footpath maintenance and repairs	6%
Safety, policing and crime	4%	Safety, policing and crime	6%
Children activities and facilities	3%	Governance, accountability, reputation	6%
Rubbish and waste issues inc. garbage	3%	Cycling and walking tracks	6%
Drugs, alcohol and cigarette issues	3%	Noise	6%
All other issues	43%	All other issues	38%
Respondents identifying an issue	50 (56%)	Respondents identifying an issue	25 (78%)

<b>City of Maribyrnong</b>		<b>IMAP Councils</b>	
Road maintenance and repairs	13%	Parking	13%
Traffic management	11%	Provision and maintenance of street trees	12%
Council rates	8%	Traffic management	9%
Provision and maintenance of street trees	7%	Safety, policing and crime	8%
Parks, gardens and open space	7%	Street cleaning and maintenance	7%
Safety, policing and crime	7%	Council rates	6%
Car parking	6%	Bicycle, cycling / walking tracks	6%
Lighting	6%	Cleanliness and maintenance of area	5%
Rubbish and waste issues incl. garbage	5%	Footpath maintenance and repairs	5%
Footpath maintenance and repairs	5%	Roads maintenance and repairs	5%
All other issues	51%	All other issues	59%
Respondents identifying an issue	511 (64%)	Respondents identifying an issue	85 (67%)

<b>Western region</b>		<b>metro. Melbourne</b>	
Parks, gardens and open spaces	10%	Traffic management	13%
Provision and maintenance of street trees	8%	Roads maintenance and repairs	10%
Traffic management	8%	Parks, gardens and open space	9%
Parking	7%	Footpath maintenance and repairs	7%
Safety, policing and crime	7%	Street trees / nature strips	7%
Public transport	6%	Car parking	6%
Roads maintenance and repairs	6%	Rubbish and waste issues	6%
Footpath maintenance and repairs	5%	Safety, policing and crime	5%
Cleanliness and maintenance of area	5%	Public transport	5%
Dumped rubbish	5%	Cleanliness and maintenance of area	5%
All other issues	59%	All other issues	61%
Respondents identifying an issue	101 (66%)	Respondents identifying an issue	558 (70%)

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### ***Top issues by respondent profile***

There was some notable variation in the nominated issues to address observed by respondent profile, including age structure, gender, and language spoken at home, with attention drawn to the following:

- ***Young adults (aged 18 to 34 years)*** – respondents were not notably more likely to nominate any specific issues.
- ***Adults (aged 35 to 44 years)*** – respondents were notably more likely than average to nominate traffic management related issues.
- ***Middle-aged adults (aged 45 to 54 years)*** – respondents were notably more likely than average to nominate roads, traffic management, Council rates, car parking, and planning and development related issues.
- ***Older adults (aged 55 to 74 years)*** – respondents were notably more likely than average to nominate roads, Council rates, car parking, and footpath related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were notably more likely than average to nominate issues with street trees, cycling and walking paths and tracks.
- ***Male*** – respondents were marginally more likely than females to nominate Council rates and charges related issues.
- ***Female*** – respondents were notably more likely than males to nominate street trees related issues.
- ***English speaking household*** – respondents were notably more likely than respondents from multilingual households to nominate roads, traffic management, Council rates, parks, gardens, and open spaces related issues.
- ***Multilingual household*** – respondents were notably more likely than respondents from English speaking households to nominate street trees related issues.
- ***Households with a member with disability*** – respondents were notably more likely than other respondents to nominate cycling and walking paths and tracks, and housing affordability and accessibility related issues.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Top three issues for the City of Maribyrnong at the moment by respondent profile

##### Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

<b>Young adults (18 to 34 years)</b>		<b>Adults (35 to 44 years)</b>	
Road maintenance and repairs	11%	Traffic management	16%
Lighting	8%	Road maintenance and repairs	11%
Safety, policing and crime	8%	Council rates	8%
Traffic management	8%	Parks, gardens and open spaces	7%
Parks, gardens and open spaces	8%	Safety, policing and crime	7%
Rubbish and waste issues inc. garbage	6%	Provision and maintenance of street trees	7%
Provision and maintenance of street trees	5%	Lighting	5%
Car parking	5%	Car parking	4%
Cycling and walking tracks	4%	Rubbish and waste issues inc. garbage	4%
Council rates	4%	Public transport	3%
All other issues	38%	All other issues	61%
Respondents identifying an issue	183 (56%)	Respondents identifying an issue	104 (63%)
<b>Middle aged adults (45 to 54 years)</b>		<b>Older adults (55 to 74 years)</b>	
Road maintenance and repairs	16%	Road maintenance and repairs	18%
Traffic management	16%	Council rates	16%
Council rates	14%	Traffic management	11%
Car parking	9%	Car parking	10%
Safety, policing and crime	8%	Provision and maintenance of street trees	9%
Parks, gardens and open spaces	7%	Footpath maintenance and repairs	8%
Provision and maintenance of street trees	7%	Parks, gardens and open spaces	6%
Building, planning, housing, development	6%	Lighting	4%
Rubbish and waste issues inc. garbage	6%	Safety, policing and crime	4%
Footpath maintenance and repairs	4%	Street cleaning and maintenance	4%
All other issues	58%	All other issues	65%
Respondents identifying an issue	85 (73%)	Respondents identifying an issue	101 (77%)
<b>Senior citizens (75 years and over)</b>		<b>City of Maribyrnong</b>	
Provision and maintenance of street trees	15%	Road maintenance and repairs	13%
Road maintenance and repairs	11%	Traffic management	11%
Cycling and walking tracks	8%	Council rates	8%
Footpath maintenance and repairs	6%	Provision and maintenance of street trees	7%
Traffic management	6%	Parks, gardens and open space	7%
Car parking	5%	Safety, policing and crime	7%
Cleanliness and maintenance of area	5%	Car parking	6%
Council rates	5%	Lighting	6%
Rubbish and waste issues inc. garbage	5%	Rubbish and waste issues incl. garbage	5%
Flooding issues	5%	Footpath maintenance and repairs	5%
All other issues	53%	All other issues	51%
Respondents identifying an issue	38 (62%)	Respondents identifying an issue	511 (64%)



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Top three issues for the City of Maribyrnong at the moment by respondent profile

##### Maribyrnong City Council - 2023 Annual Community Survey

(Number and percent of total respondents)

<i>Male</i>		<i>Female</i>	
Road maintenance and repairs	12%	Road maintenance and repairs	14%
Traffic management	11%	Traffic management	12%
Council rates	9%	Provision and maintenance of street trees	9%
Safety, policing and crime	8%	Council rates	7%
Parks, gardens and open spaces	7%	Parks, gardens and open spaces	7%
Car parking	7%	Safety, policing and crime	6%
Lighting	5%	Car parking	6%
Rubbish and waste issues inc. garbage	5%	Lighting	6%
Provision and maintenance of street trees	5%	Rubbish and waste issues inc. garbage	5%
Cycling and walking tracks	5%	Footpath maintenance and repairs	5%
All other issues	43%	All other issues	59%
Respondents identifying an issue	241 (61%)	Respondents identifying an issue	266 (67%)

<i>English speaking</i>		<i>Multi-lingual</i>	
Road maintenance and repairs	16%	Provision and maintenance of street trees	9%
Traffic management	13%	Safety, policing and crime	8%
Council rates	9%	Traffic management	8%
Parks, gardens and open spaces	9%	Road maintenance and repairs	7%
Car parking	7%	Council rates	6%
Provision and maintenance of street trees	6%	Rubbish and waste issues inc. garbage	6%
Safety, policing and crime	6%	Lighting	6%
Cycling and walking tracks	6%	Footpath maintenance and repairs	5%
Lighting	5%	Car parking	5%
Rubbish and waste issues inc. garbage	4%	Parks, gardens and open spaces	3%
All other issues	53%	All other issues	46%
Respondents identifying an issue	351 (66%)	Respondents identifying an issue	151 (58%)

<i>Household members with disability</i>		<i>Household members without disability</i>	
Traffic management	11%	Road maintenance and repairs	13%
Parks, gardens and open spaces	9%	Traffic management	11%
Car parking	9%	Council rates	9%
Safety, policing and crime	8%	Provision and maintenance of street trees	7%
Provision and maintenance of street trees	8%	Parks, gardens and open spaces	7%
Cycling and walking tracks	8%	Safety, policing and crime	7%
Road maintenance and repairs	6%	Car parking	6%
Footpath maintenance and repairs	6%	Rubbish and waste issues inc. garbage	5%
Housing availability / affordability	6%	Lighting	5%
Cleanliness and maintenance of area	5%	Footpath maintenance and repairs	5%
All other issues	63%	All other issues	49%
Respondents identifying an issue	45 (70%)	Respondents identifying an issue	450 (63%)

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Mayoral recognition

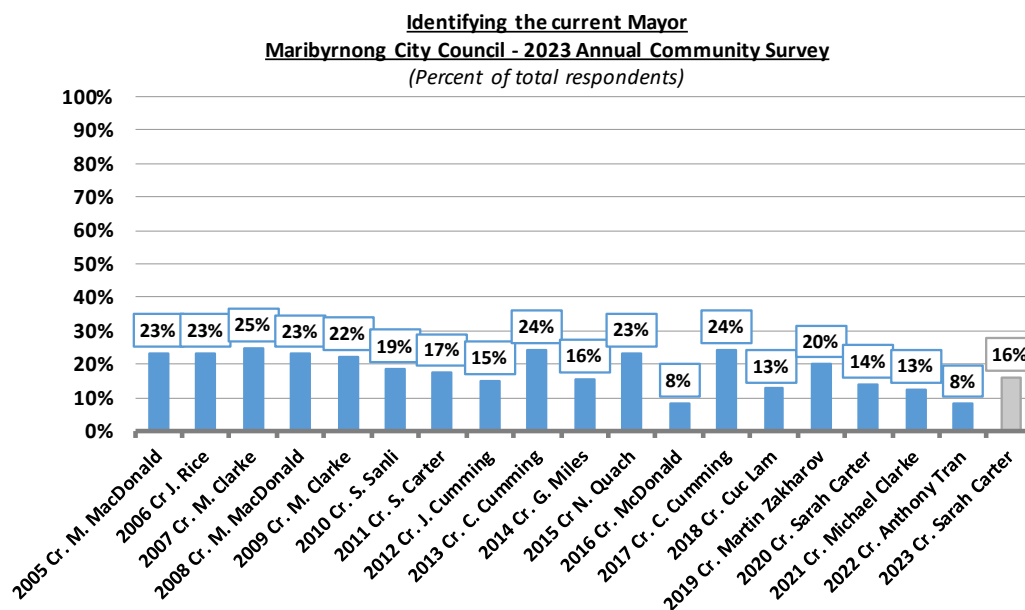
Respondents were asked:

*“Can you name the current Mayor of the City of Maribyrnong?”*

Respondents were again in 2023, asked if they could identify the current Mayor of the City of Maribyrnong, from a list of all current Councillors.

This year, 16% of respondents were able to correctly identify Cr Sarah Carter as the current Mayor. This is a statistically significant increase on the results from 2022, and somewhat above the results recorded in both 2021 and 2020.

Despite the significant increase in awareness of the current Mayor this year, this result remains somewhat below the long-term average result for this question since the question was first asked back in 2005 of 18%.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

**Identifying the Mayor**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of total respondents)

Councillor	2023		2022	2021	2020	2019	2018
	Number	Percent					
Cr Sarah Carter	128	16%	5%	0%	1%	0%	n.a.
Cr Anthony Tran	27	3%	8%	2%	0%	1%	1%
Cr Cuc Lam	12	2%	1%	1%	2%	1%	13%
Cr Michael Clarke	5	1%	2%	13%	14%	1%	1%
Cr Bernadette Thomas	3	0%	0%	0%	1%	20%	0%
Cr Simon Crawford	3	0%	0%	0%	1%	1%	1%
Cr Jorge Andres Jorquera	1	0%	0%	0%	0%	0%	1%
Can't say	621	78%	83%	84%	80%	76%	73%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

### Perception of safety in public areas of the City of Maribyrnong

Respondents were asked:

*On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Maribyrnong?"*

Respondents were again in 2023, asked to rate how safe they felt in the public areas of the City of Maribyrnong during the day, at night, travelling on / waiting for public transport, in and around Braybrook and Highpoint shopping centres, and in and around the Footscray CBD at night and during the day.

The perception of safety in six of these seven locations and times declined somewhat this year, with the declines statistically significant for the perception of safety in and around Highpoint shopping centre (down 8%), in and around Braybrook shopping centre (down 5%), in the public areas of the municipality during the day (down 4%), and in and around the Footscray CBD during the day (down 3%).

By contrast, the perception of safety in and around the Footscray CBD at night continued to increase, with a statistically significant increase of nine percent recorded this year. This takes the perception of safety in and around the Footscray CBD at night to 6.5 out of 10, an increase of 44% from the low point of 4.5 recorded a decade ago, back in 2013.

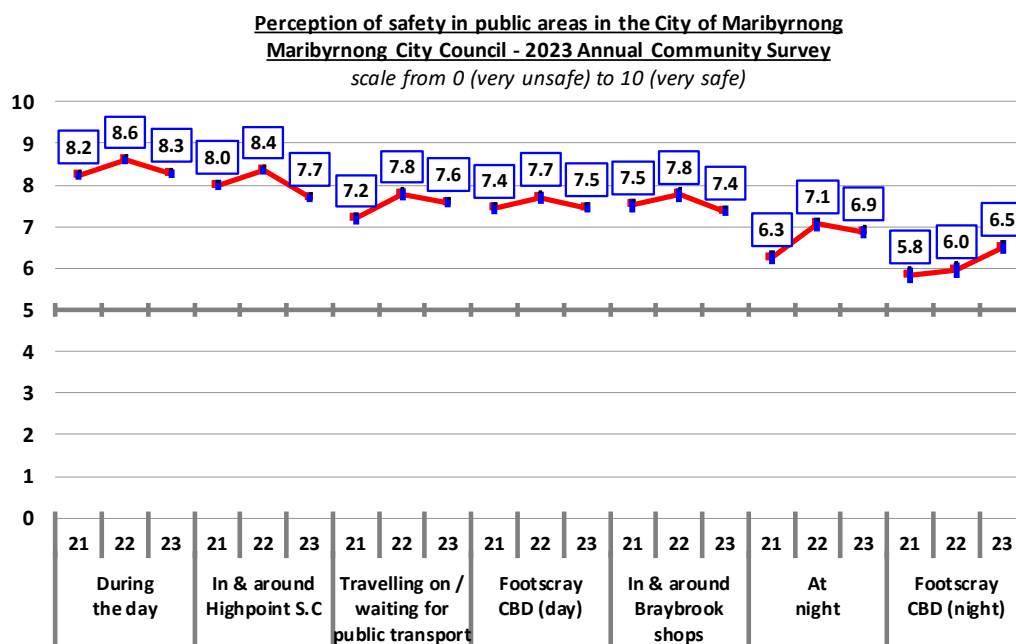
Despite the declines recorded for many of these locations and times this year, the perception of safety in the City of Maribyrnong remains relatively solid, although a little below the metropolitan Melbourne average (as discussed below).

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Metropolis Research notes that these results were consistent with the small increase (7% up from 5%) in the proportion of respondents who nominated safety, policing, and crime related issues as one of the top three issues to address for the City of Maribyrnong 'at the moment'.

It is also noted that the seven percent of respondents who nominated safety, policing, and crime related issues as a top issue were, on average, four percent less satisfied with Council's overall performance than the municipal average (6.6 compared to 6.9). This does imply that the issue of safety may be a negative influence on these 54 respondents satisfaction with Council.

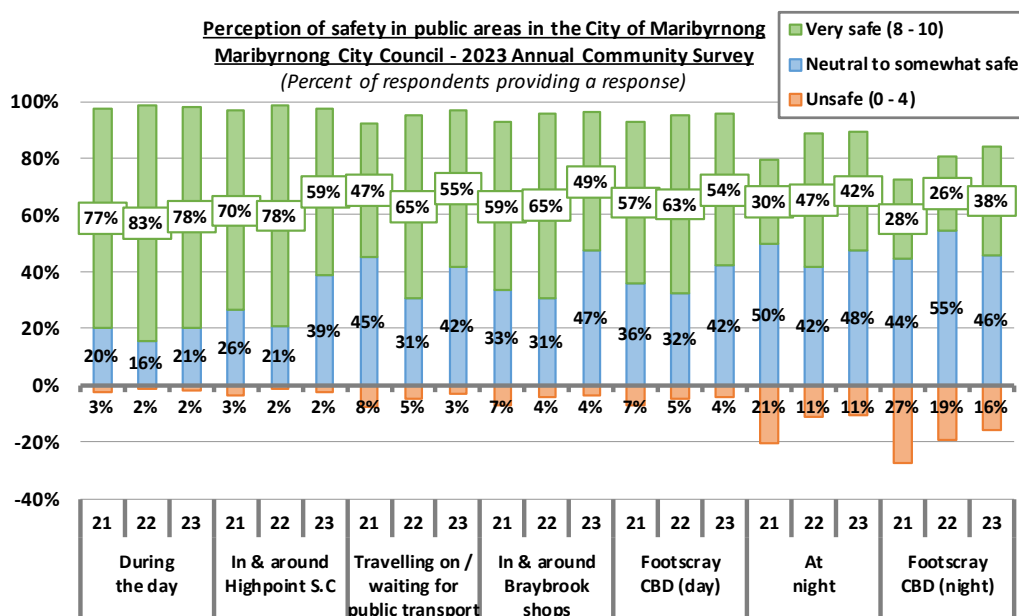


The following graph provides a breakdown of these results into the proportion of respondents providing a score who felt "very safe" (i.e., rated safety at eight or more), those who felt "neutral to somewhat safe" (i.e., rated safety at between five and seven), and those who felt "unsafe" (i.e., rated safety at less than five out of 10).

It is noted that there was no increase in the proportion of respondents who felt "unsafe" in any of these locations or times, with particular attention drawn to the continued decline in the proportion of respondents who felt "unsafe" in and around Footscray CBD at night.

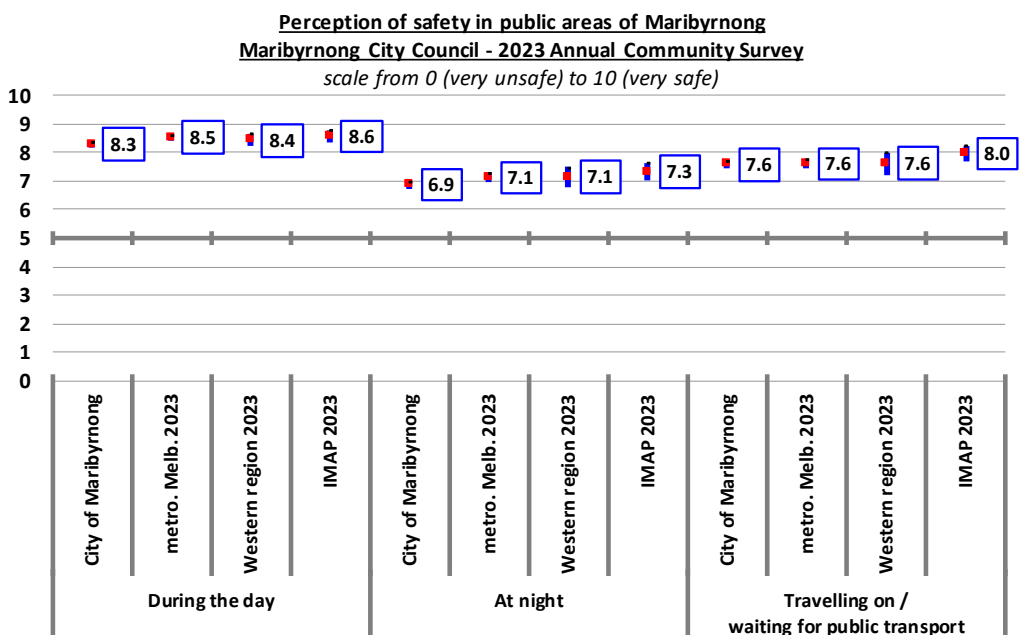
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



The following graph provides a comparison of the perception of safety against the metropolitan Melbourne, IMAP, and western region councils' averages, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

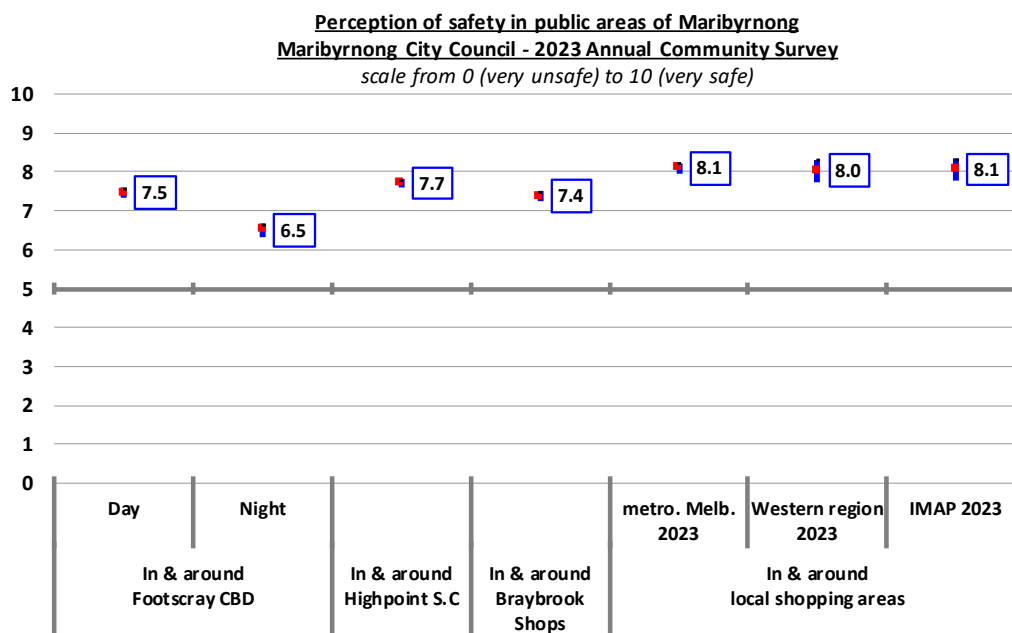
Consistent with historical results, the perception of safety in the public areas of the City of Maribyrnong at night (3% lower) and during the day (2% lower) remain marginally lower than the metropolitan Melbourne average. The perception of safety travelling on / waiting for public transport remains consistent with the metropolitan Melbourne average.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The perception of safety in and around Highpoint and Braybrook shopping centres, as well as Footscray CBD all remain measurably lower than the metropolitan Melbourne, western region, and IMAP councils' results, as recorded in the 2023 *Governing Melbourne* research.



### ***In the public areas of the City of Maribyrnong during the day***

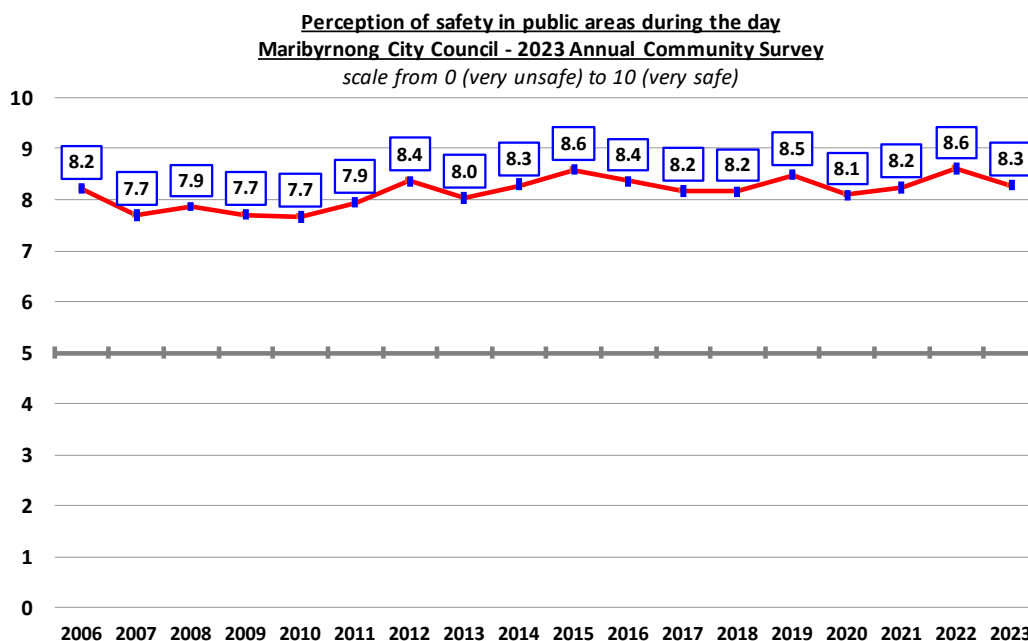
The perception of safety in the public areas of the City of Maribyrnong during the day declined measurably this year, down four percent to 8.3 out of 10.

Despite this decline, this result remains marginally above the long-term average result since 2006 of 8.2.

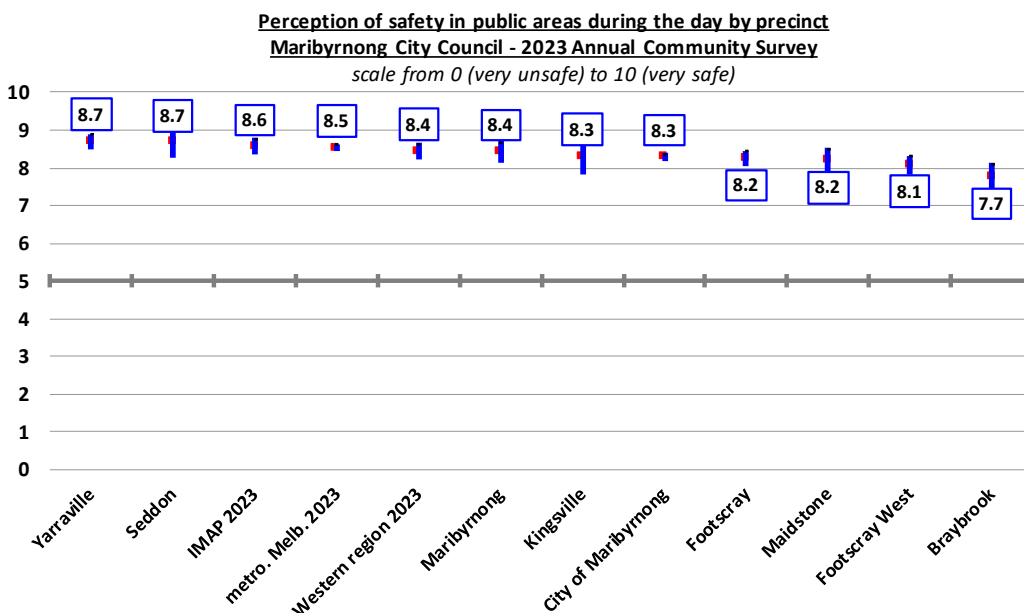
This result was just two percent below the metropolitan Melbourne average.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was measurable variation in this result observed across the City of Maribyrnong, with respondents from Yarraville feeling measurably safer than average, whilst respondents from Braybrook felt measurably less safe.

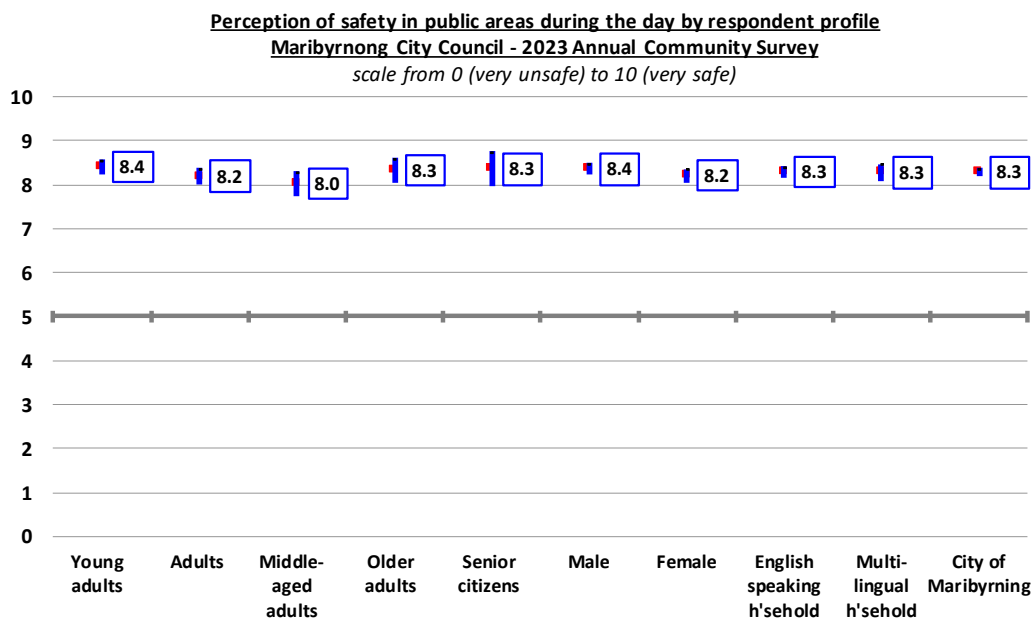


There was no statistically significant variation in the average perception of safety in the public areas of the City of Maribyrnong during the day observed by respondent profile.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

It is noted, however, that middle-aged adults (aged 45 to 59 years) felt marginally but not measurably less safe than other respondents.



### ***In the public areas of the City of Maribyrnong at night***

The perception of safety in the public areas of the City of Maribyrnong at night declined somewhat, but not measurably this year, down three percent to 6.9 out of 10.

Despite this small decline this year, the perception of safety in the public areas of the City of Maribyrnong at night remains well above the long-term average since 2006 of 6.3.

This 2023 result remains the third highest safety at night score recorded since 2006, with 2019 and 2022 both recording scores of 7.1.

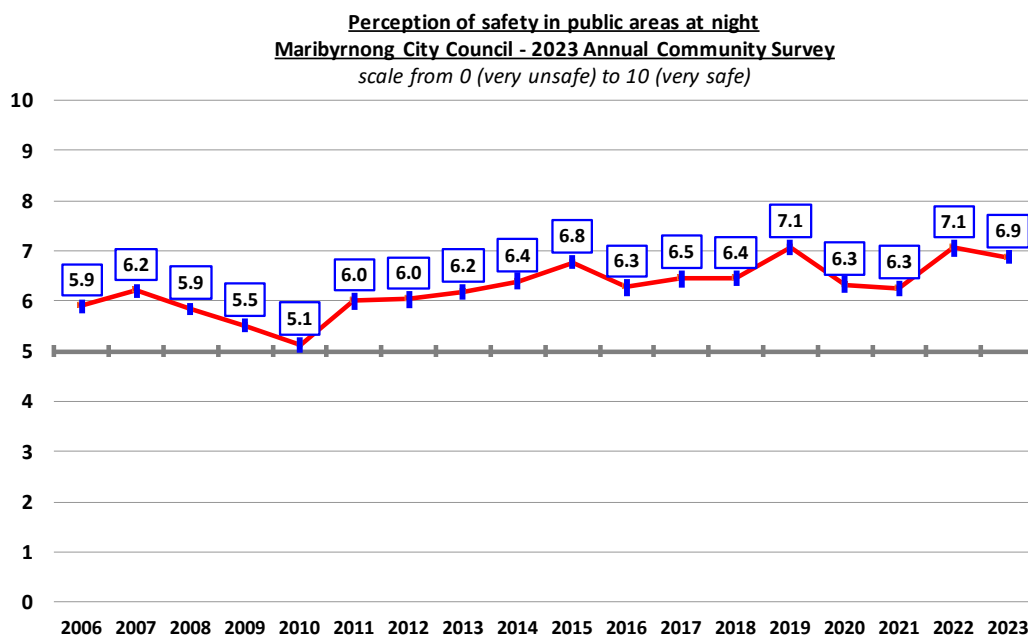
These results reflect a sustained improvement over time in how safe the City of Maribyrnong community feels when out and about at night in the area.

This result remains lower than the comparison results from *Governing Melbourne*, including IMAP (6% higher than Maribyrnong), western region and metropolitan Melbourne (3% higher than Maribyrnong).



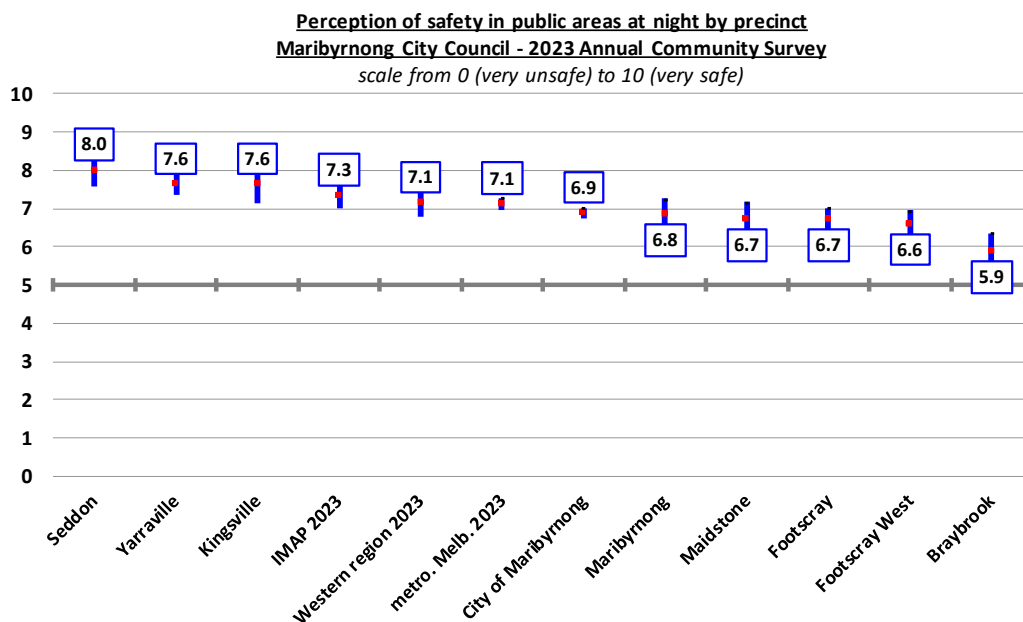
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was measurable and significant variation in the average perception of safety in the public areas of the municipality observed across the municipality.

Respondents from Seddon, Yarraville, and Kingsville felt measurably and significantly safer than the municipal average, whilst respondents from Braybrook felt measurably and significantly less safe.



## Agenda Item 9.1 - Attachment 1

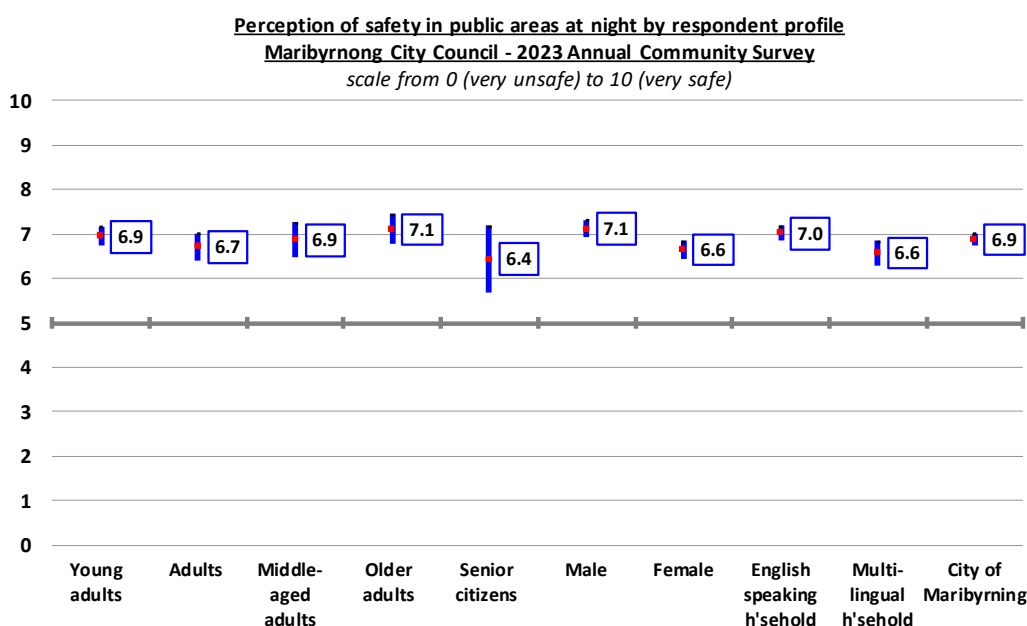
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was also notable and measurable variation in the perception of safety at night observed by respondent profile.

Senior citizens (aged 75 years and over) felt somewhat less safe than average, female respondents felt measurably less safe than male respondents, and respondents from multilingual households felt measurably less safe than respondents from English speaking households.

Metropolis Research notes that it is a little unusual for senior citizens to feel the least safe at night in the public areas of the municipality.

These results tend to suggest a relatively uniform and solid perception of safety at night.



### Travelling on or waiting for public transport

The perception of safety travelling on / waiting for public transport declined somewhat but not measurably this year, down three percent to 7.6 out of 10.

Despite this small decline this year, the average perception of safety travelling on / waiting for public transport remained measurably above the long-term average since 2010 of 7.1.

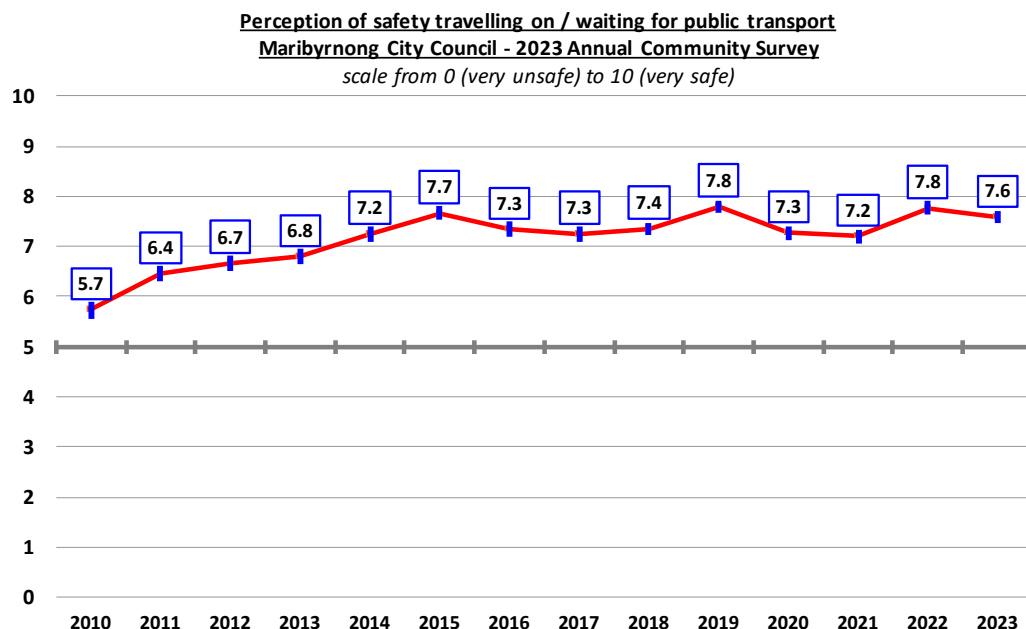
These results suggest a sustained improvement in the perception of safety travelling on / waiting for public transport for residents of the City of Maribyrnong.

The result this year was identical to both the metropolitan Melbourne and western region councils' average perception of safety but remains measurably below the IMAP councils' average of 8.0, as recorded in *Governing Melbourne*.

## Agenda Item 9.1 - Attachment 1

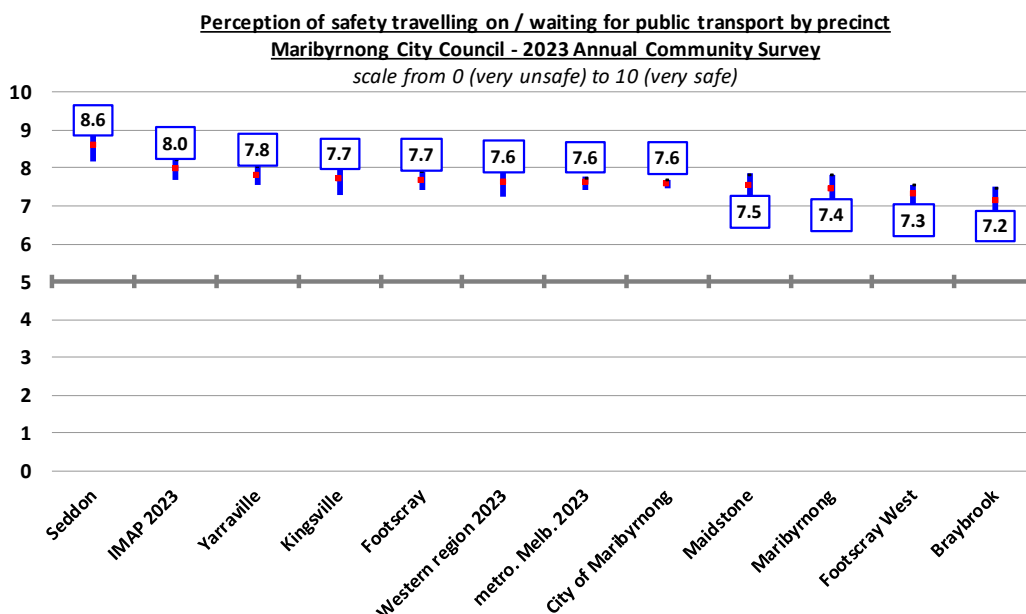
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

This is consistent with other results that suggest that the perception of safety using public transport tends to be higher in the inner regions and lower further out from the CBD.



There was measurable and significant variation in the perception of safety travelling on or waiting for public transport observed across the municipality.

Respondents from Seddon felt measurably and significantly safer than the municipal average, whilst respondents from Footscray West felt somewhat less safe and respondents from Braybrook felt measurably less safe than average.

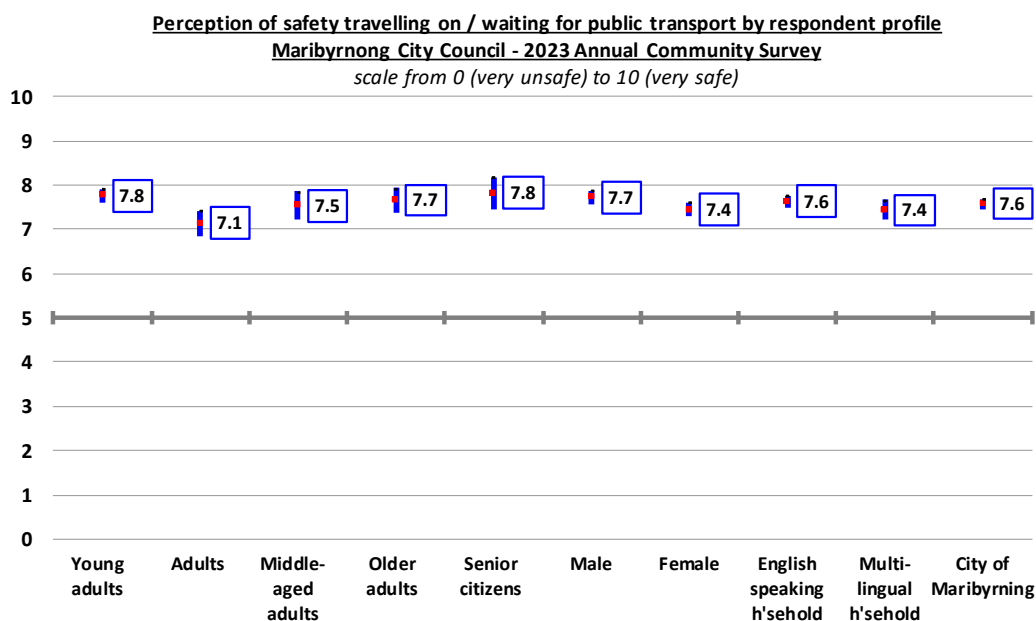


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was some measurable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) feeling measurably less safe than the municipal average.

It is also noted that female respondents felt notably, but not measurably less safe than male respondents travelling on or waiting for public transport.



### ***In and around Footscray CBD***

Due to the significance of the Footscray CBD district and longer-term concerns around the perception of safety in and around the area, the survey includes the perception of safety both during the day and at night.

#### **During the day**

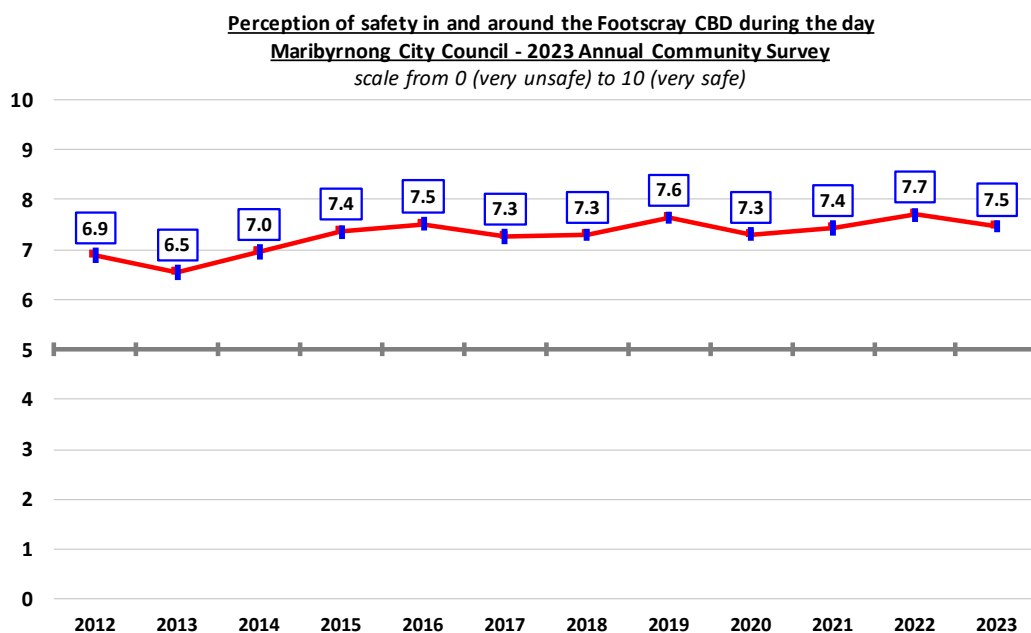
The perception of safety in and around the Footscray CBD during the day declined somewhat, but not measurably this year, down three percent to 7.5 out of 10.

Despite the small decline this year, the average perception of safety in and around the Footscray CBD during the day remains above the long-term average result since 2012 of 7.3.

This result remains, however, measurably below the metropolitan Melbourne (8.1), IMAP (8.1), and western region councils' (8.0) average perception of safety "in and around the local shopping area", as recorded in the 2023 *Governing Melbourne* research.

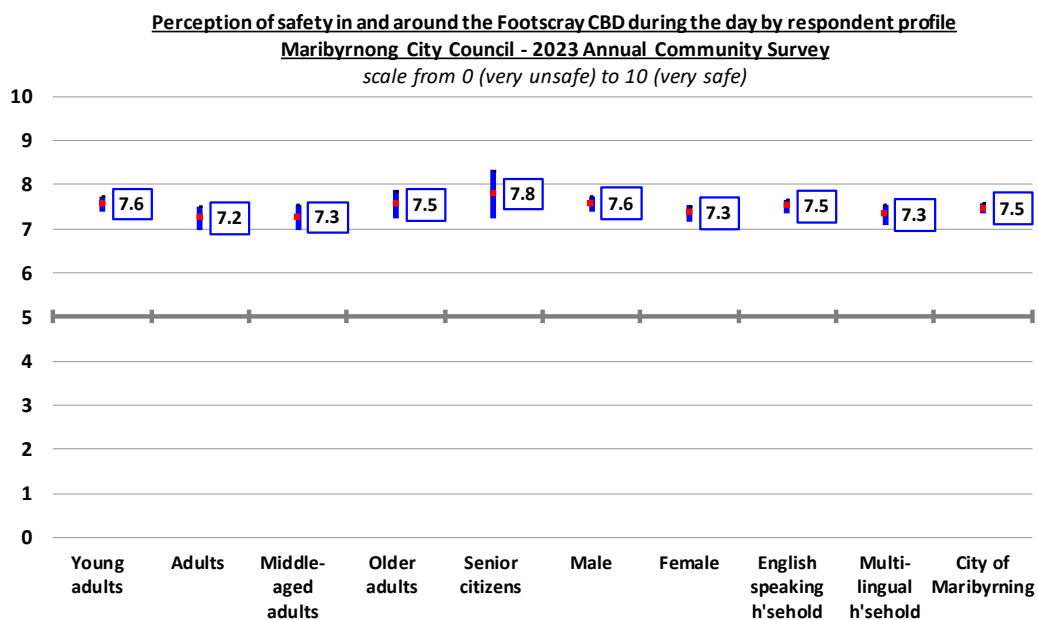
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was no statistically significant variation in the average perception of safety in and around the Footscray CBD during the day observed by respondent profile.

It is noted, however, that female respondents felt marginally less safe than males.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

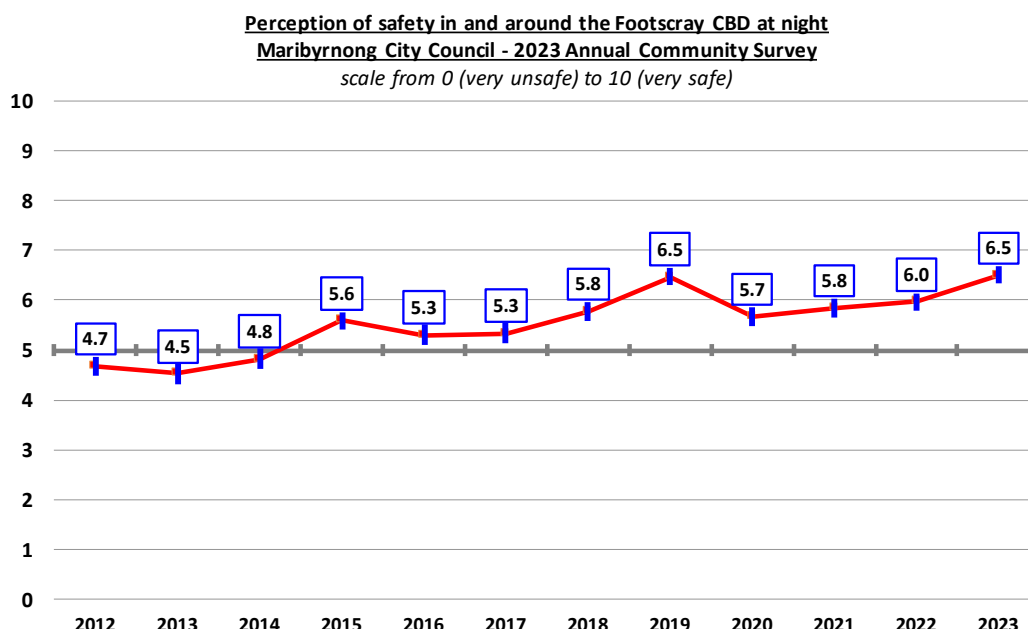
#### At night

The perception of safety in and around Footscray CBD at night increased measurably and significantly this year, up eight percent to 6.5 out of 10.

Metropolis Research notes that this increase was at odds with most other measures of safety in the survey this year.

This was the equal highest perception of safety in and around the Footscray CBD at night recorded since the question was first asked back in 2012 and remains measurably above the long-term average perception of safety since 2012 of 5.5 out of 10.

These results confirm a sustained measurable and significant increase in the perception of safety in and around Footscray CBD at night.

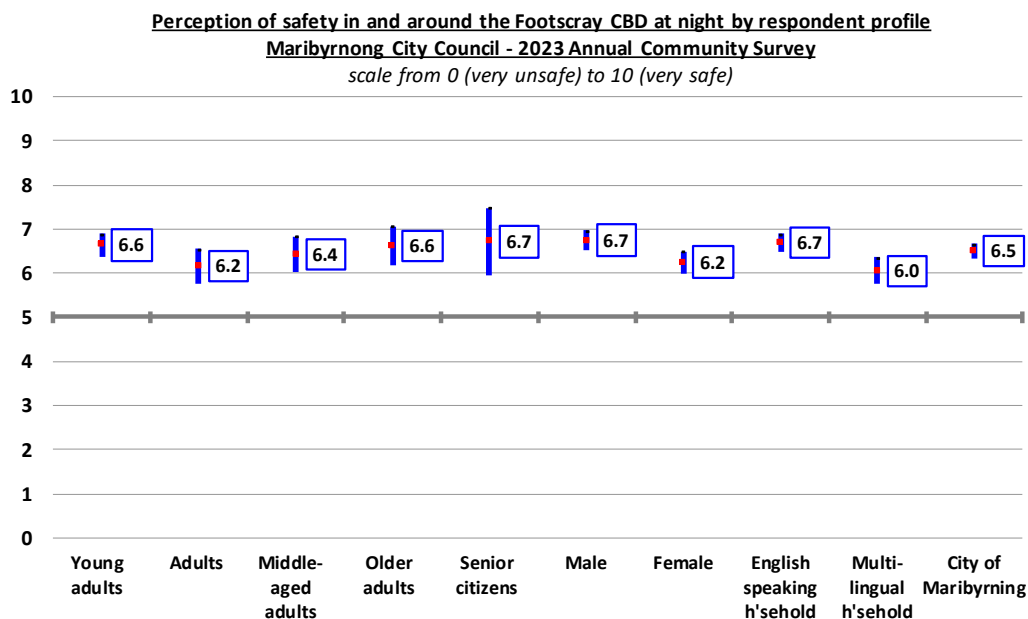


There was measurable and significant variation in this result observed by respondent profile.

Adults (aged 35 to 44 years) felt somewhat less safe than the municipal average, whilst female respondents felt measurably (7%) less safe than males, and respondents from multilingual households felt measurably and significantly (10%) less safe than respondents from English speaking households.

## Agenda Item 9.1 - Attachment 1

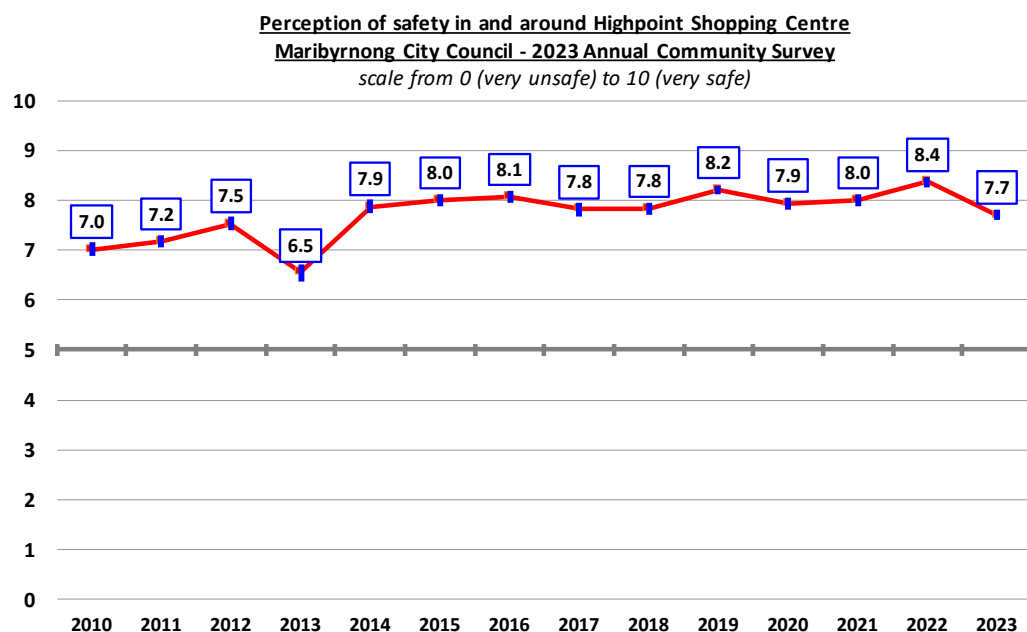
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### ***In and around Highpoint Shopping Centre***

The perception of safety in and around Highpoint Shopping Centre declined measurably and significantly this year, down eight percent to 7.7.

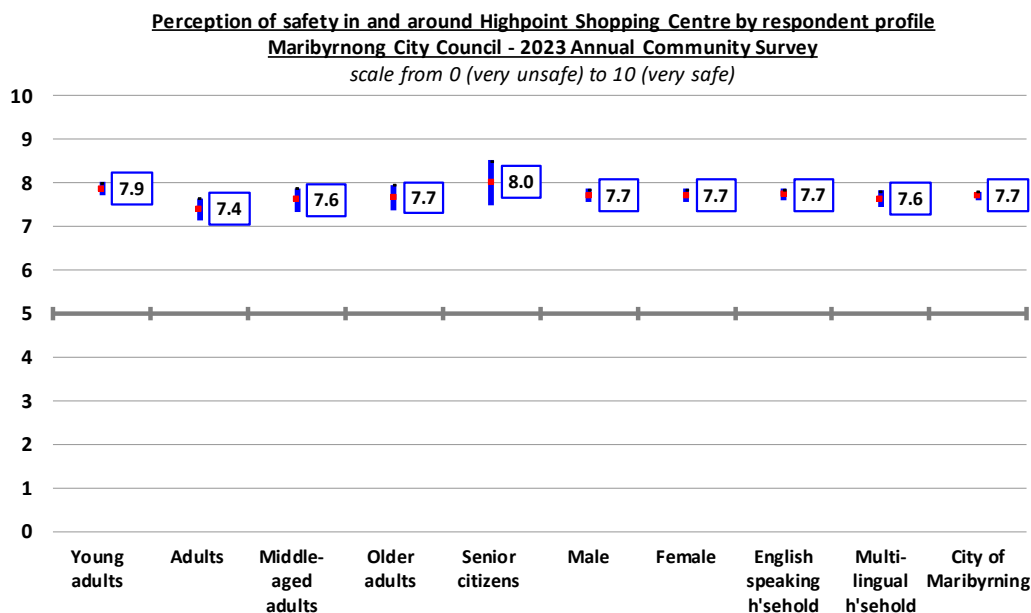
This result was consistent with the long-term average perception of safety in and around Highpoint since 2010 of 7.7.



## Agenda Item 9.1 - Attachment 1

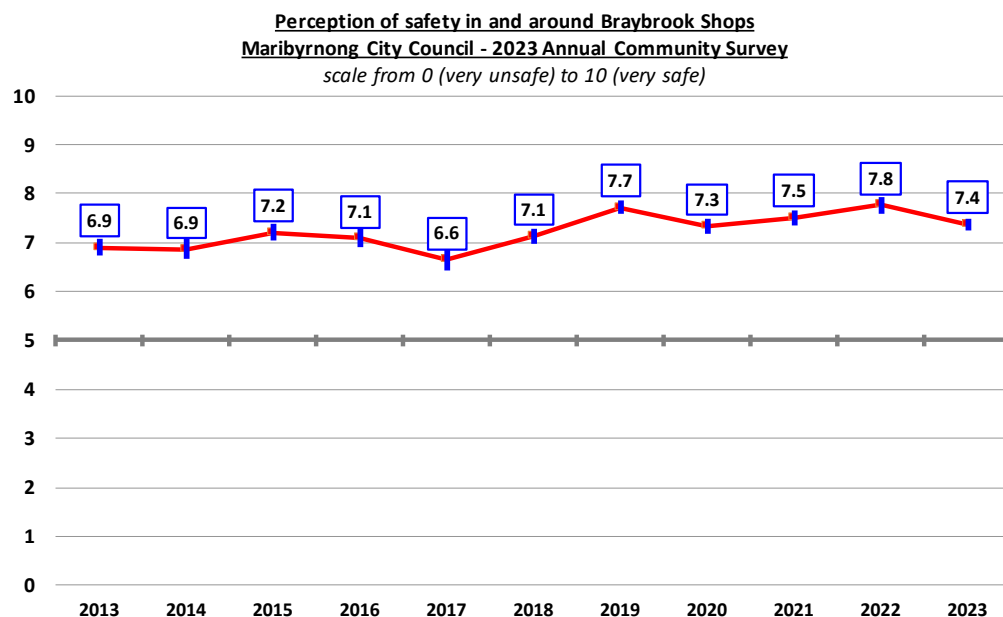
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was some measurable variation in the perception of safety in and around Highpoint Shopping Centre observed, with adults (aged 35 to 44 years) feeling measurably less safe.



### In and around Braybrook Shops

The perception of safety in and around the Braybrook shops declined measurably this year, down five percent to 7.4 out of 10. Despite this decline this year, the perception of safety in and around the Braybrook shops remains identical to the long-term average result since 2013.

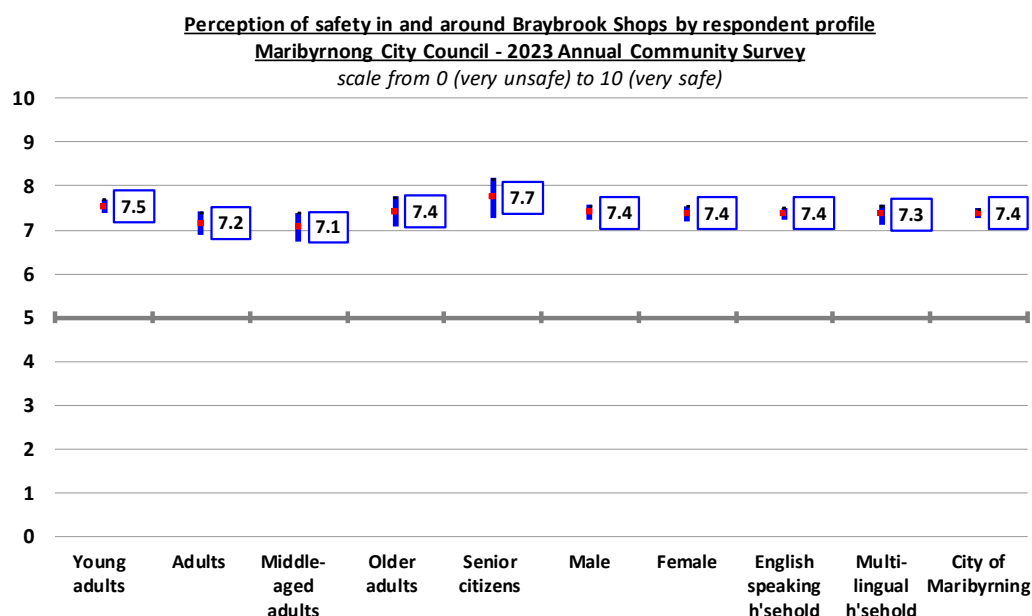




## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was no statistically significant variation in the average perception of safety in and around the Braybrook shops observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) felt the least safe.



### Reasons for feeling less safe

There were 133 comments received this year from respondents who felt “unsafe” in the public areas of the municipality. The main reasons why respondents felt “unsafe” remained concerns around drugs and alcohol (23%), concerns around crime and violence (15%), and concerns around various types of people (14%).

#### Reasons for rating safety in public areas of Maribyrnong less than five out of ten

##### Maribyrnong City Council - 2023 Annual Community Survey

*(Number and percent of respondents rating safety less than five)*

Category	2023		2022	2021	2020	2019	2018
	Number	Percent					
Drugs and alcohol	31	23%	21%	15%	11%	18%	19%
Crime / violence	20	15%	9%	13%	11%	11%	11%
Issues with gangs, youth, suspicious people	19	14%	15%	20%	24%	24%	13%
Problems with specific areas	19	14%	15%	18%	11%	4%	17%
Issues with lighting	14	11%	9%	12%	18%	15%	11%
General safety concerns n.e.i	11	8%	9%	6%	4%	4%	2%
Lack of police presence	8	6%	3%	7%	6%	15%	4%
Safety at night	4	3%	9%	3%	2%	2%	7%
Perception of lack of safety	3	2%	8%	9%	14%	5%	14%
Other comments n.e.i	4	3%	2%	2%	6%	4%	3%
<b>Total comments</b>	<b>133</b>	<b>100%</b>	<b>151</b>	<b>299</b>	<b>66</b>	<b>110</b>	<b>150</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Sense of community

Respondents were asked:

*“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.”*

Respondents were again in 2023, asked to rate their agreement with five statements about the Maribyrnong community and Council. These are generally referred to as the ‘sense of community’ statements.

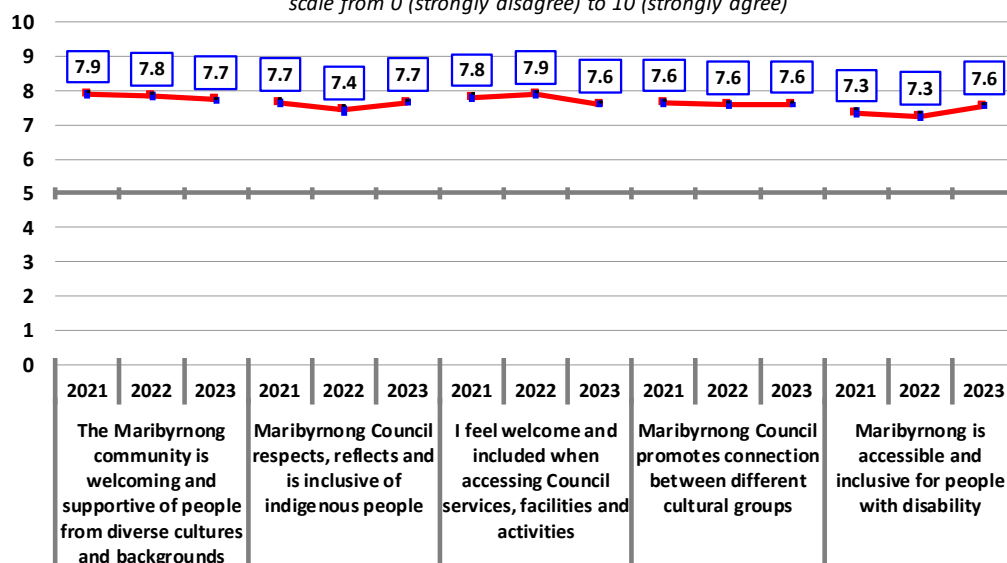
The statements relate to whether Council promotes connection between different cultural groups; whether the Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds; whether respondents feel included when accessing Council services, facilities, and activities; whether Maribyrnong Council respects, reflects, and is inclusive of indigenous people; and whether Maribyrnong is accessible and inclusive for people with a disability.

There was some measurable variation in these results observed this year, with measurable increases in agreement that “the Maribyrnong Council respects, reflects, and is inclusive of indigenous people” and “Maribyrnong is accessible and inclusive for people with disability”.

There was, however, a measurable decline in agreement that respondents “feel welcome and included when accessing Council services, facilities and activities”.

On average, respondents continued to “strongly agree” with each of these five statements, with average agreement scores of between seven and eight out of 10.

**Agreement with selected statements regarding the local community**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
scale from 0 (strongly disagree) to 10 (strongly agree)



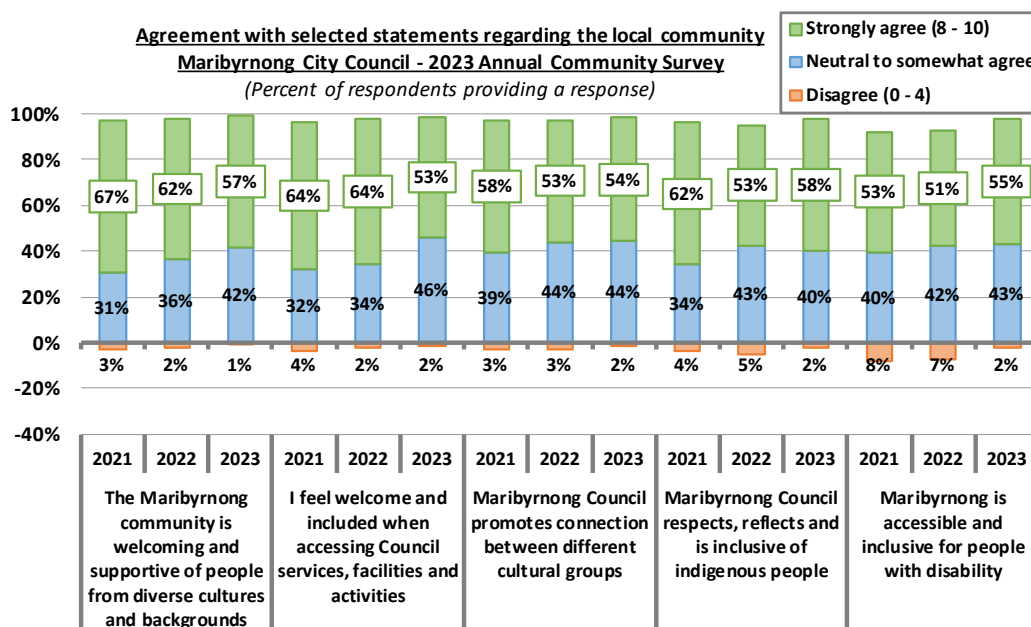
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following graph provides a breakdown of agreement with each statement into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who “neutral to somewhat agreed” (i.e., rated agreement between five and seven), and those who “disagreed” (i.e., rated agreement at less than five).

It is noted that consistent with recent years, half or more of the respondents providing a response “strongly agreed” with each statement, whilst less than five percent of respondents “disagreed” with all five statements this year.

Particular attention is drawn to the fact that that just two percent (down from seven percent) of respondents “disagreed” that Maribyrnong is accessible and inclusive for people with disability. This is a significant improvement.



The following graph provides a comparison of average agreement with two of these statements against the metropolitan Melbourne, IMAP councils, and western region councils' averages, as recorded in the 2023 *Governing Melbourne* research.

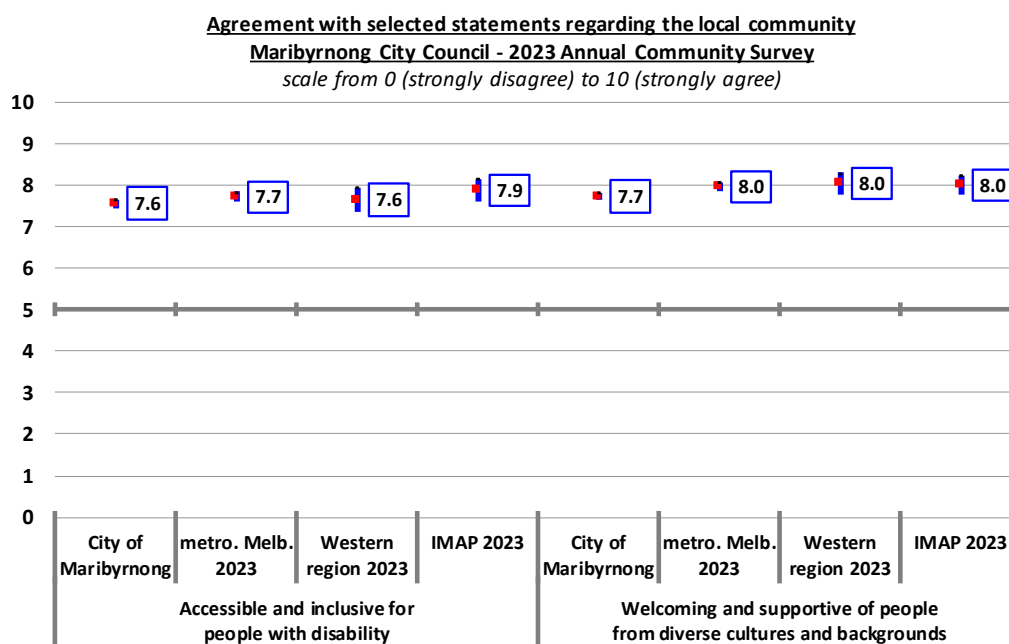
*Governing Melbourne* was conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

Despite the significant increase in agreement in the City of Maribyrnong this year, agreement that “Maribyrnong is accessible and inclusive for people with disability” remains just marginally below the metropolitan Melbourne average, consistent with the western region councils, and somewhat lower than the IMAP councils' average.

Agreement that Maribyrnong is welcoming and supportive of people from diverse cultures and backgrounds was marginally lower than the three comparison results.

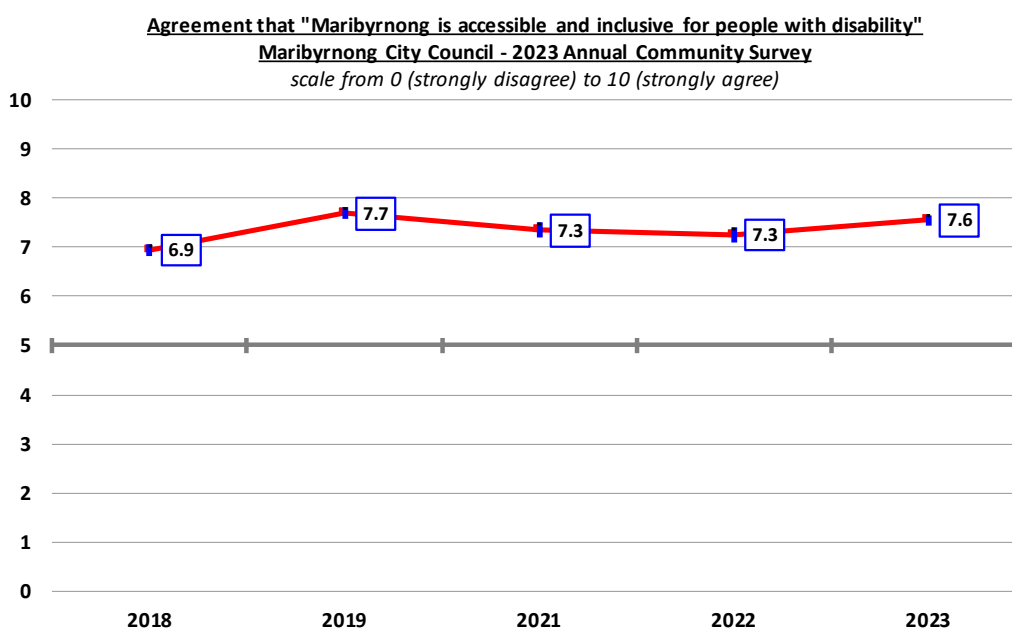
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### ***Maribyrnong is accessible and inclusive for people with disability***

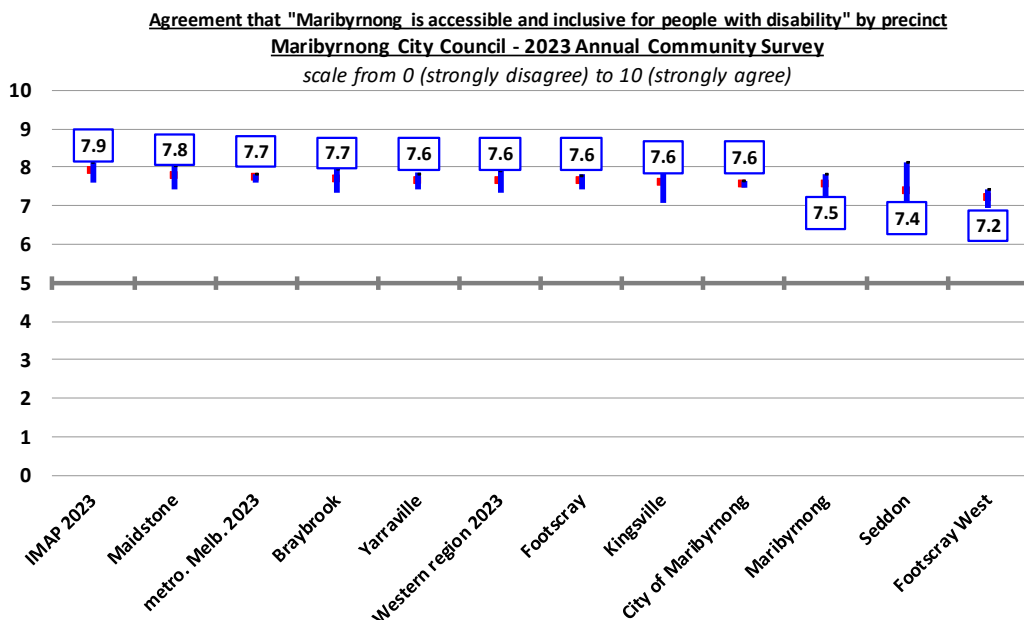
The average agreement that Maribyrnong is accessible and inclusive for people with disability increased measurably this year, up four percent to 7.6, although it remains at a “strong” level of agreement. This result remains above the long-term average agreement since 2018 of 7.4.



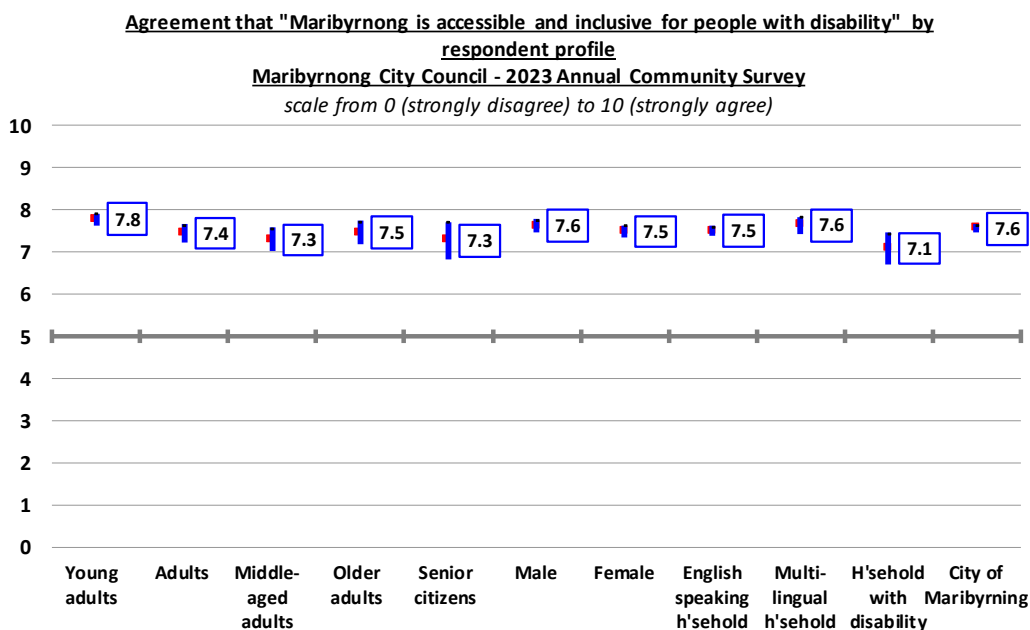
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was some measurable variation in agreement with this statement observed across the municipality, with respondents from Footscray West measurably less in agreement than average.



There was no measurable variation in agreement with this statement observed by age, gender, or language spoken at home although it is noted that respondents from households with a member with disability were measurably less in agreement than average, although still at a "strong" level of agreement.

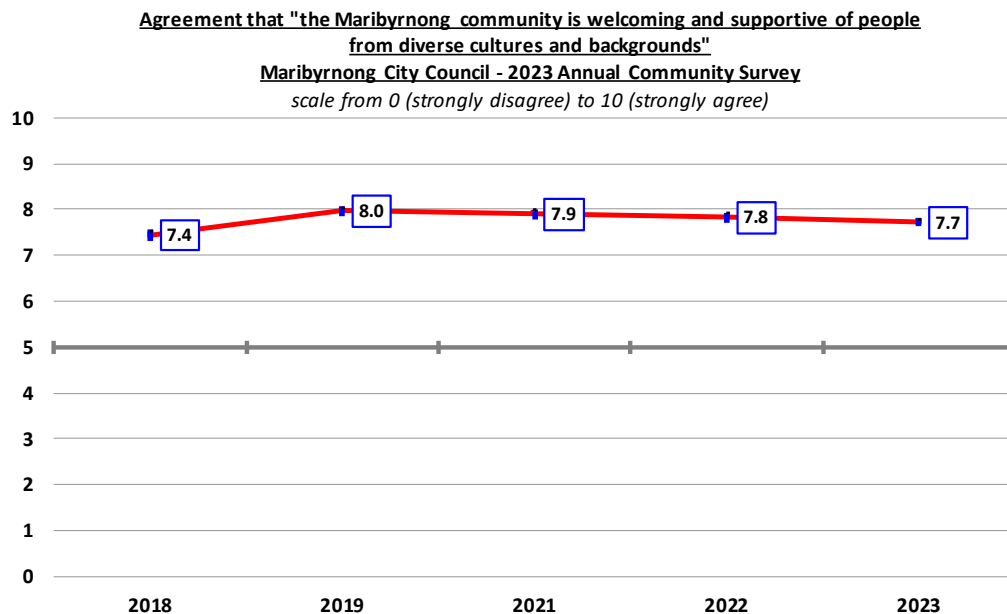


## Agenda Item 9.1 - Attachment 1

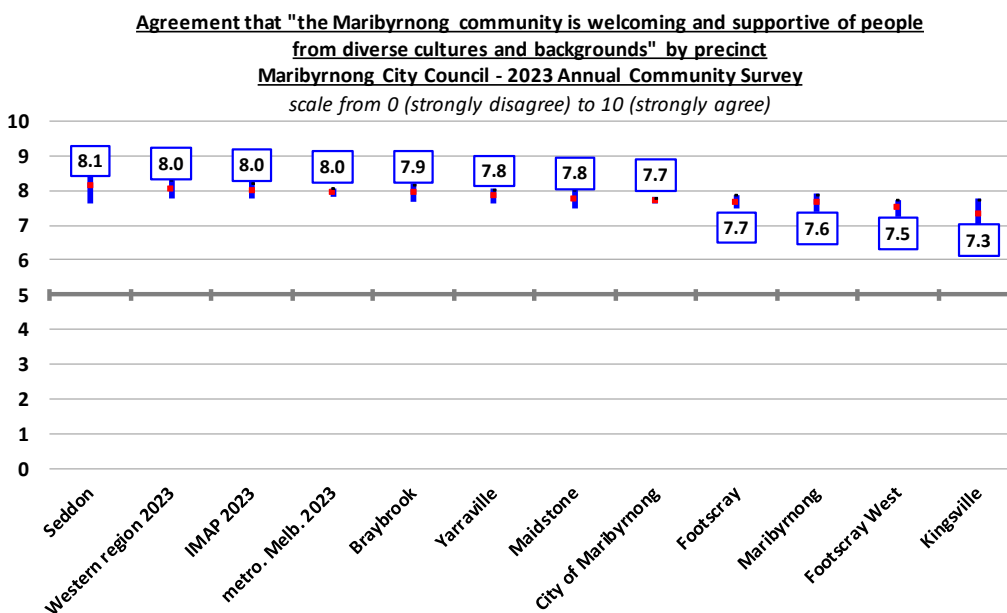
### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***The Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds***

The average agreement that the Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds declined marginally this year but remains consistent with the long-term average agreement since 2018 of 7.8 out of 10.



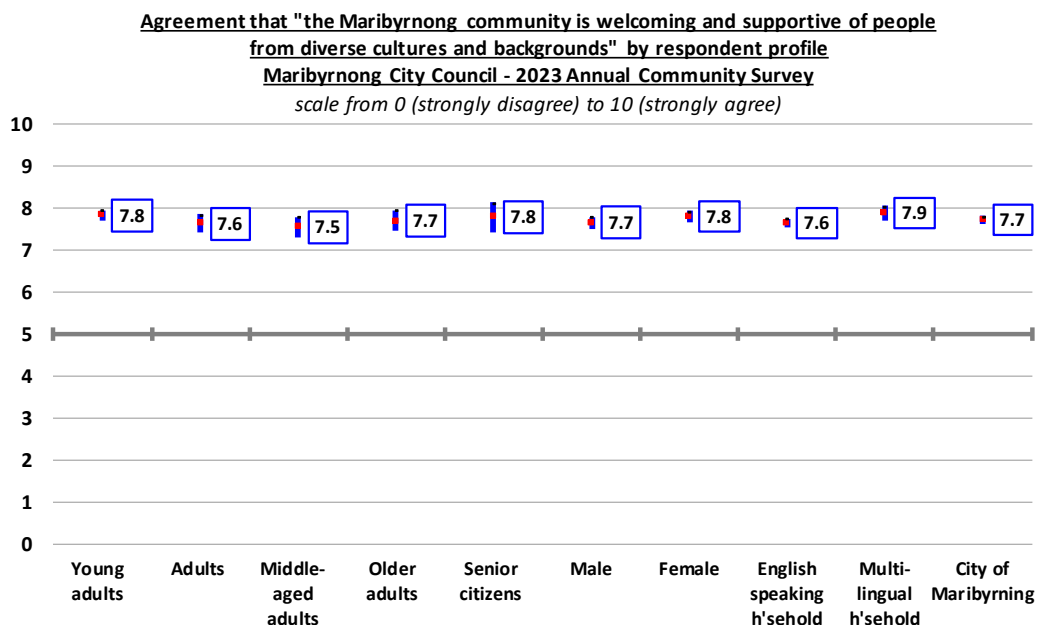
There was no measurable variation in this result observed by precinct, although respondents from Seddon were notably, and respondents from Kingsville notably less in agreement.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was no measurable variation in average agreement with this statement observed by respondent profile, although it is noted that respondents from multilingual households were somewhat more in agreement than respondents from English speaking households.



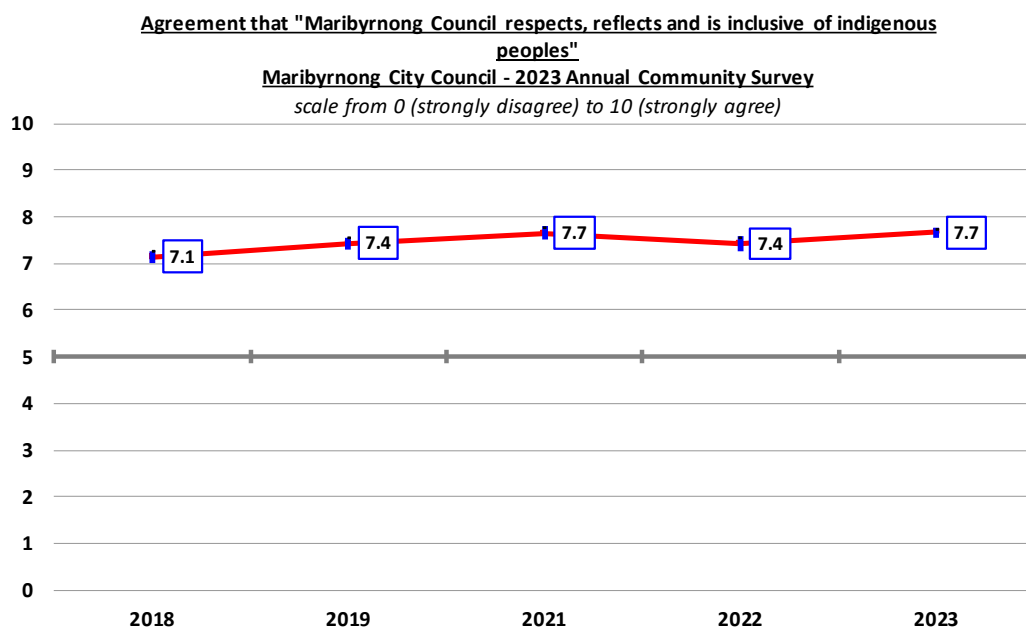
### ***Maribyrnong Council respects, reflects and is inclusive of indigenous people***

The average agreement that Maribyrnong Council respects, reflects, and is inclusive of indigenous people increased somewhat, but not measurably this year, up four percent to 7.7.

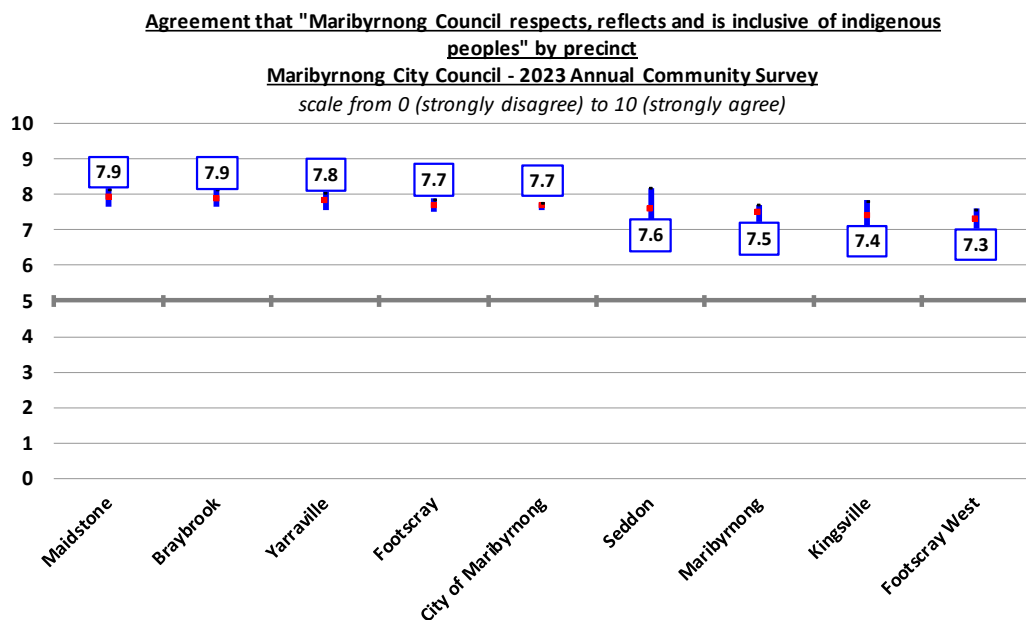
The average agreement with this statement has remained relatively stable around the long-term average since 2018 of 7.5.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was no measurable variation in average agreement with this statement observed across the municipality, although it is noted that respondents from Footscray West were somewhat less in agreement than the municipal average.

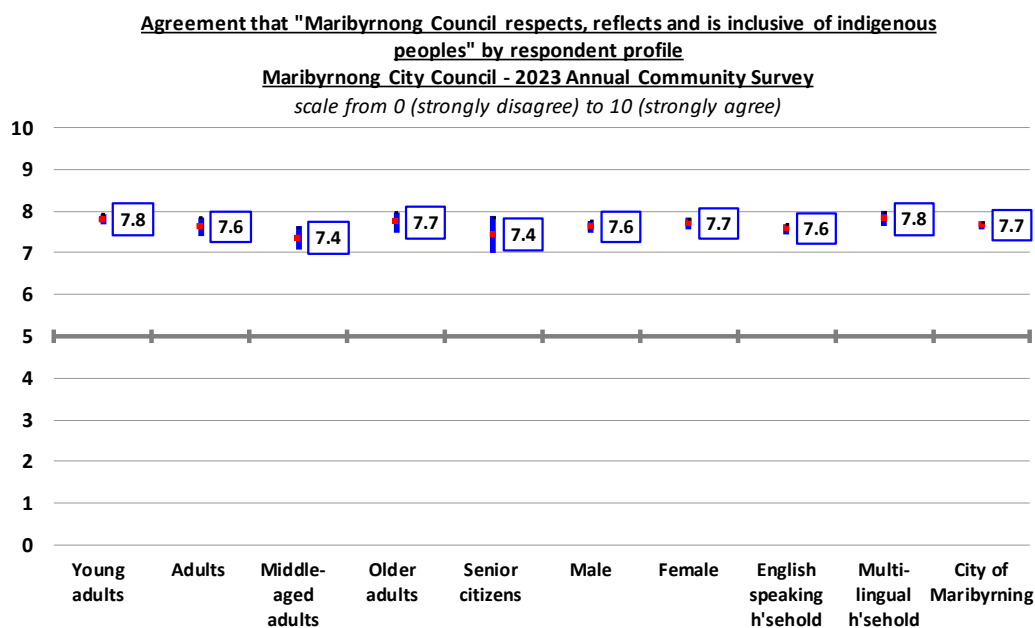


There was some measurable variation in the average agreement with this statement observed by respondent profile, with middle-aged adults (aged 45 to 59 years) measurably but not significantly less in agreement than the municipal average.



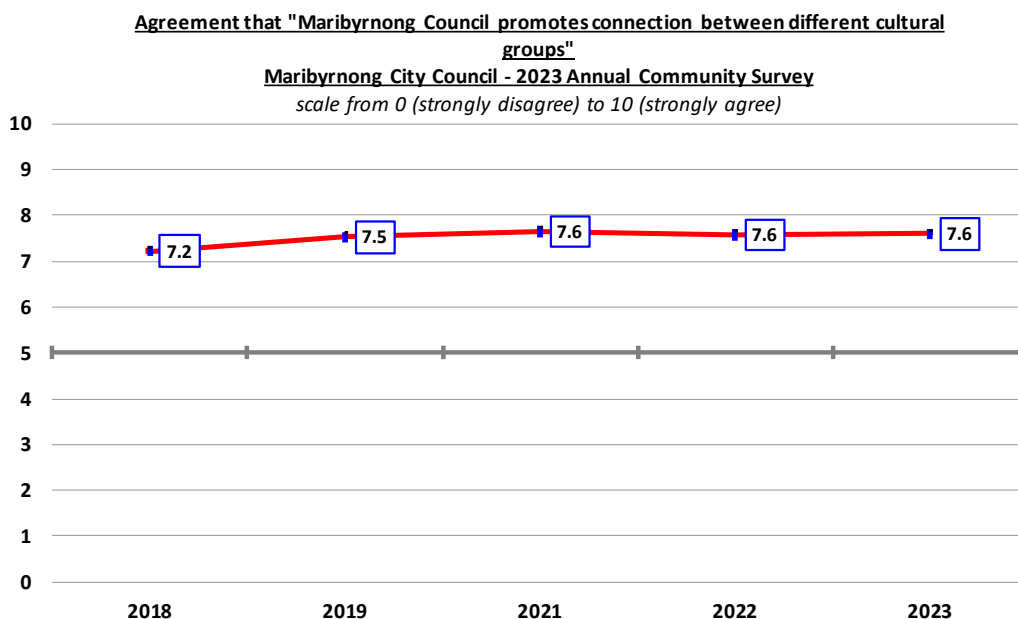
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



### ***Maribyrnong Council promotes connection between different cultural groups***

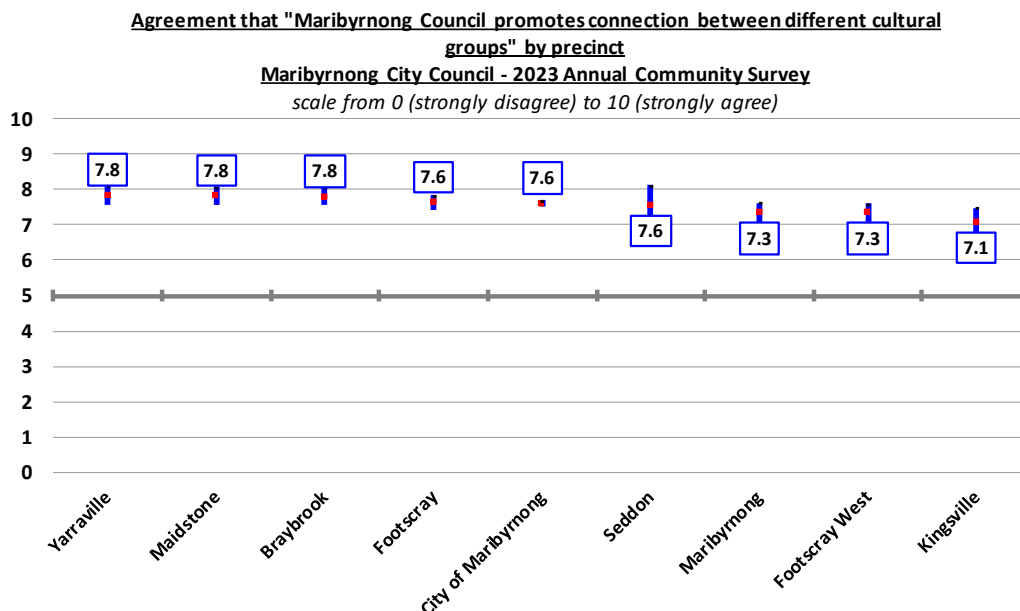
The average agreement that Maribyrnong Council promotes connection between different cultural groups remained stable this year at 7.6 out of 10, or a “strong” level of agreement. This result has remained stable at this level for four of the five years it has been included in the survey program.



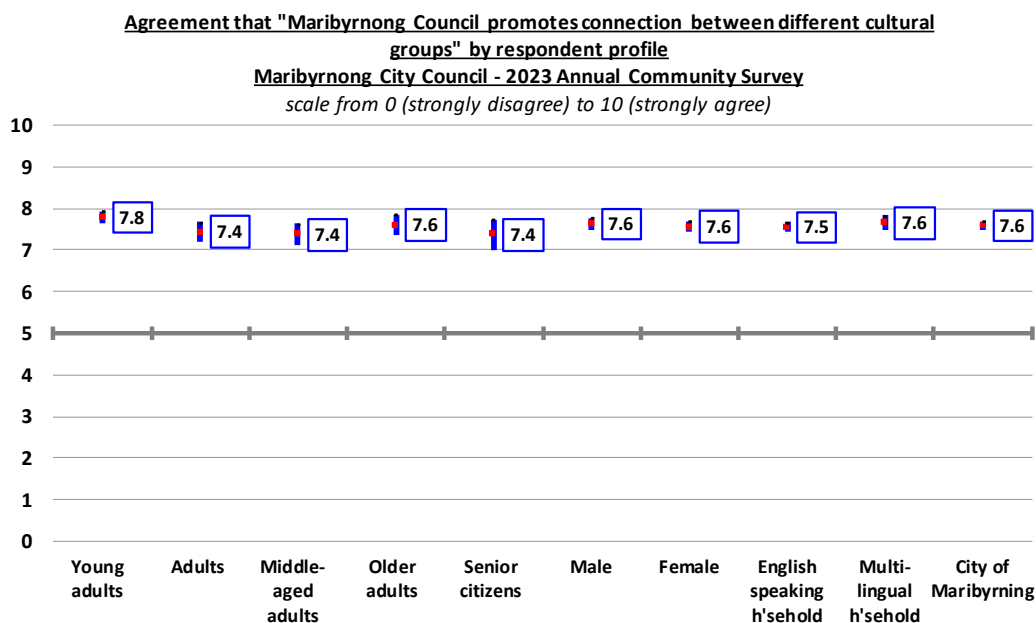
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was measurable variation in average agreement with this statement observed across the municipality, with respondents from Kingsville measurably but not significantly less in agreement than the municipal average.



There was no measurable variation in the average agreement with this statement observed by respondent profile.



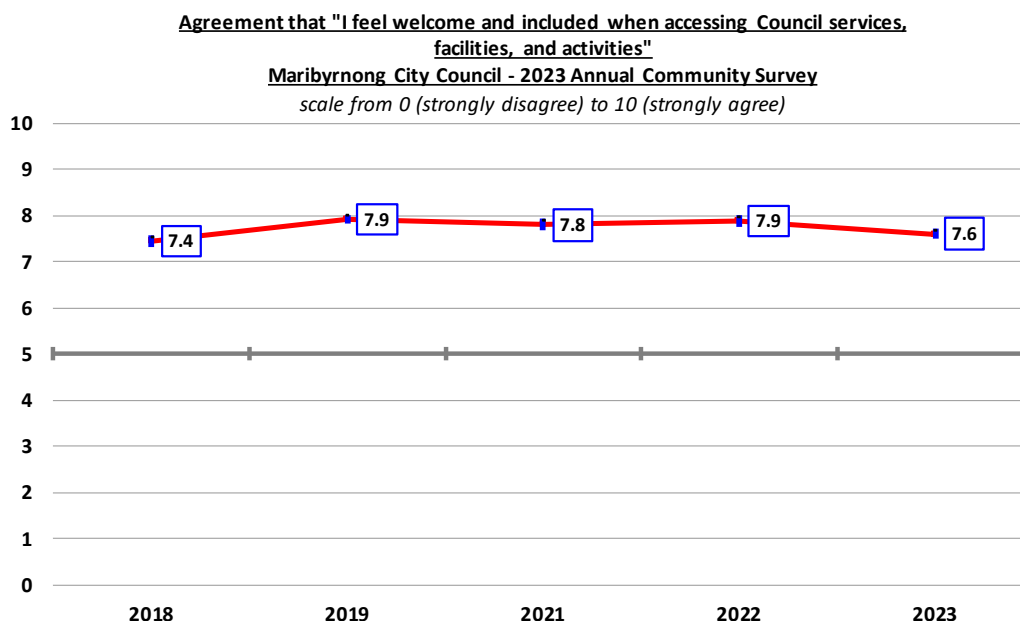
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***I feel welcome and included when accessing Council services, facilities, and activities***

The average agreement that respondents feel welcome and included when accessing Council services, facilities, and activities declined measurably but not significantly this year, down four percent to 7.6 out of 10, which remains a “strong” level of agreement.

This result remains consistent with the long-term average agreement since 2018 of 7.7.



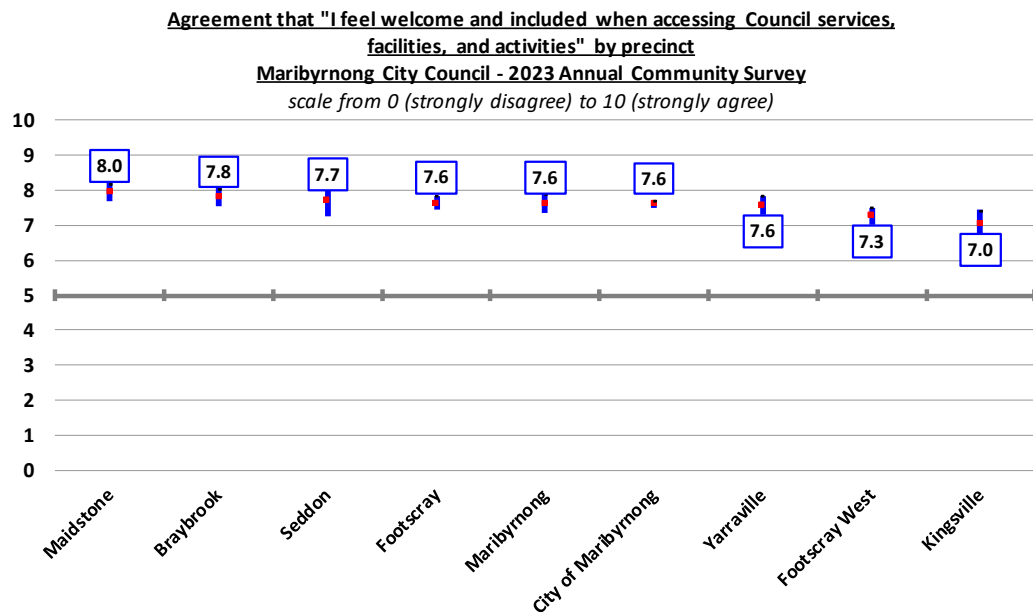
There was measurable variation in the average agreement with this statement observed across the municipality.

Respondents from Maidstone were measurably more in agreement than average, and at an “extremely strong” level of agreement.

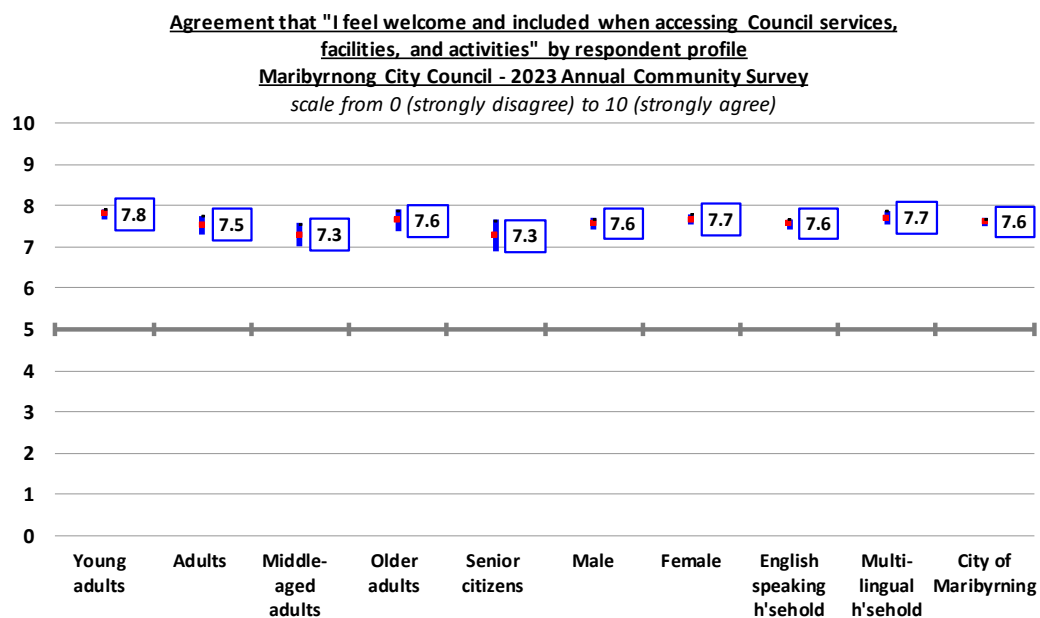
By contrast, respondents from Kingsville were measurably and significantly less in agreement, although still at a “strong” level of agreement.

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was some measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more in agreement than average, whilst middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) were somewhat, but not measurably less in agreement.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Walking / cycling to local destinations

Respondents were asked:

*“Do you or your household regularly walk or cycle to local destinations like shops, schools, or parks?”*

There was a decline this year, in the proportion of respondents providing a response, who reported that they or members of their household regularly walk or cycle to local destinations like shops, schools, or parks.

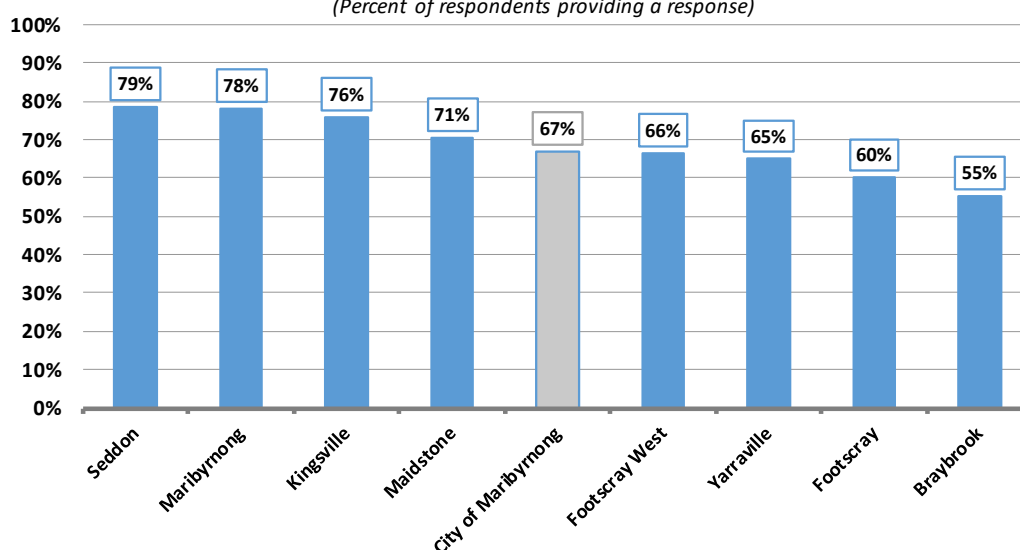
**Walk or cycle to local destinations**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2023		2022	2021
	Number	Percent		
Yes	492	67%	76%	77%
No	244	33%	24%	23%
Not stated	64		118	38
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>

There was measurable and significant variation in this result observed across the municipality.

Respondents from Seddon, Maribyrnong precinct, and Kingsville were measurably more likely than average to walk or cycle to local destinations, whilst respondents from Braybrook were measurably less likely.

**Walk or cycle to local destinations by precinct**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Percent of respondents providing a response)

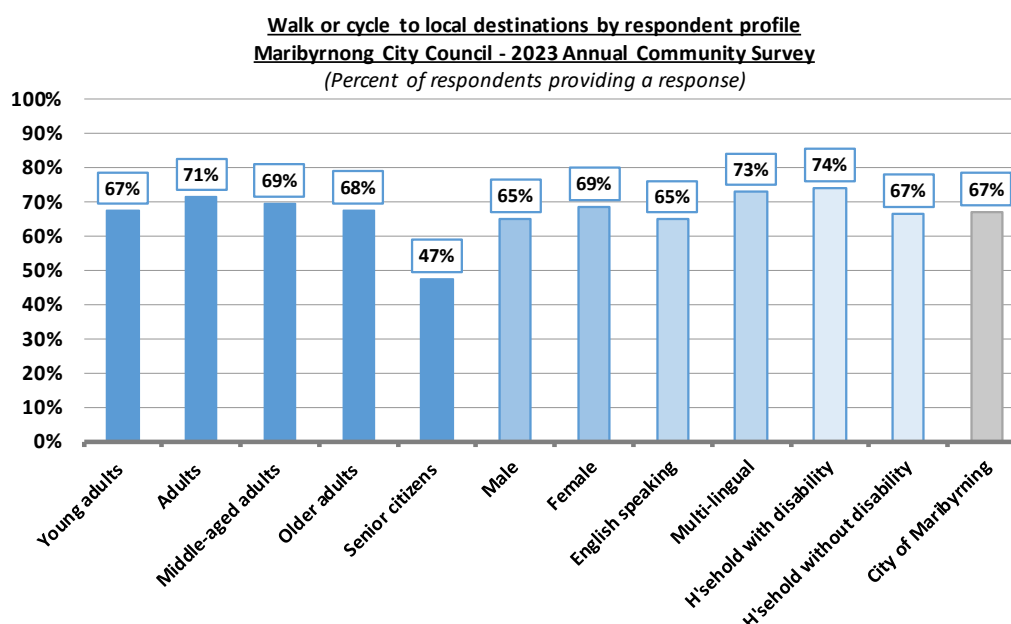


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

It is important to note that this question was asked of the household as a whole, rather than simply the individual respondent. This means these respondent profile age and gender results do not reflect actual level of walking and / or cycling to local destinations.

Senior citizens (aged 75 years and over) were the least likely to report that they or members of their household walk or cycle to local destinations. It is also noted that multilingual households were measurably more likely to have at least one household member walk or cycle to local destinations.



## Funding of Council services and programs

Respondents were asked:

*“For the following list of Council services and programs, please indicate whether you think these should receive much less, less, the same, more, or much more funding.”*

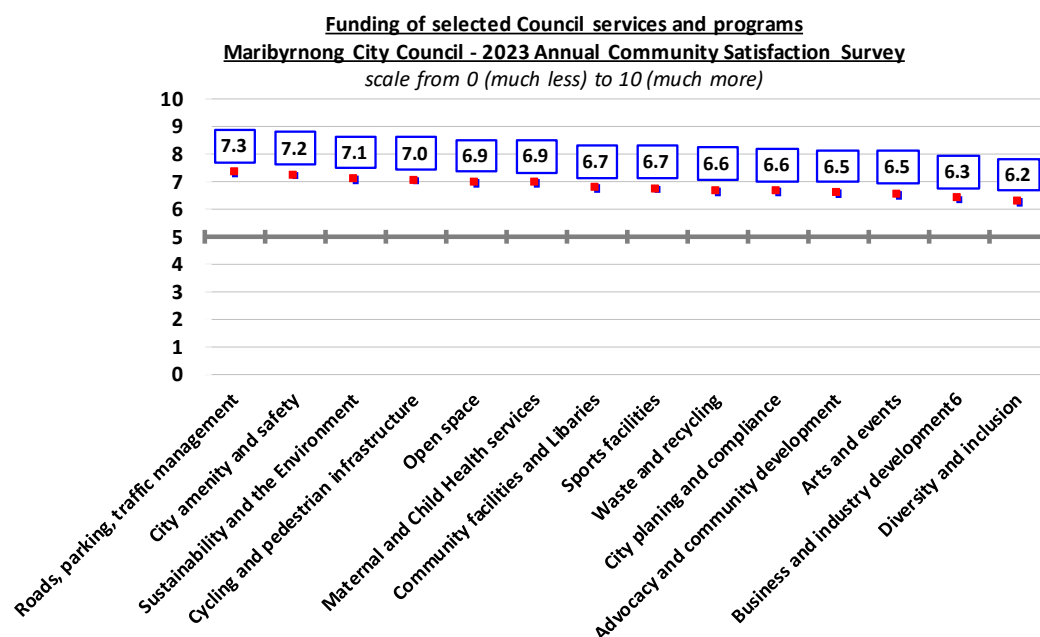
This question relating to the preferred funding for selected Council services and facilities was included in the survey program for the first time this year. Respondents were asked if they thought that 14 Council services for facilities should receive more or less funding.

The results to this question are presented in two formats, firstly the preferred average degree of more or less funding for each service or facilities on a scale from zero (much less funding) to 10 (much more funding).

On average, respondents believed that each of the 14 services and facilities should receive more funding, varying from a high of 7.3 out of 10 for roads, parking, and traffic, to a low of 6.2 for diversity and inclusion.

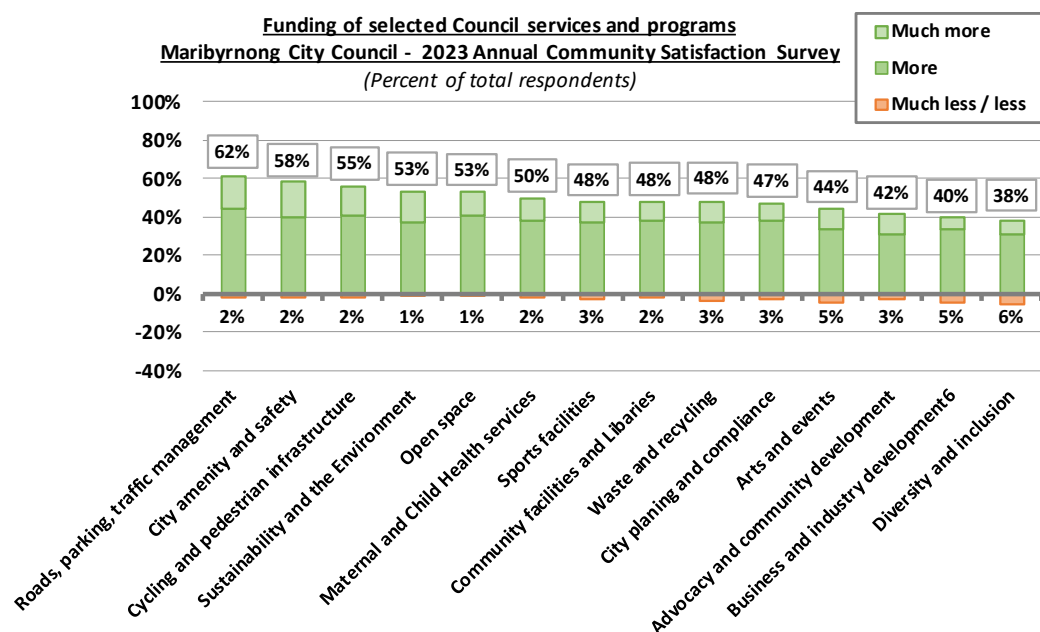
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



The second format for presenting these graphs is the percentage of respondents who believed that each service or facility should receive more or less funding. As is clear in the following graph, more than one-third of respondents (providing a score) believed that each of these services and facilities should receive more or much more funding.

Metropolis Research notes that no more than six percent of respondents believed that any of these services or facilities should receive less or much less funding.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

**Funding of selected Council services and programs**  
**Maribyrnong City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

Services	Survey	Much less	Less	The same	More	Much more	Don't know
Roads, parking, and traffic management	2022	0%	2%	18%	42%	17%	21%
	2023	0%	2%	21%	44%	18%	16%
City amenity and safety	2022	0%	1%	24%	38%	12%	25%
	2023	0%	1%	25%	40%	18%	15%
Cycling and pedestrian infrastructure	2022	1%	2%	26%	36%	12%	24%
	2023	1%	2%	26%	41%	15%	17%
Sustainability and the Environment	2022	0%	1%	19%	36%	18%	27%
	2023	0%	1%	28%	37%	16%	17%
Open space	2022	0%	1%	28%	40%	8%	23%
	2023	0%	1%	29%	41%	12%	17%
Maternal and Child Health services	2022	0%	2%	24%	32%	9%	33%
	2023	0%	2%	26%	38%	12%	23%
Sports facilities	2022	1%	3%	34%	29%	8%	25%
	2023	0%	3%	31%	38%	11%	18%
Community facilities and Libraries	2022	0%	1%	33%	34%	5%	27%
	2023	0%	1%	32%	38%	10%	19%
Waste and recycling	2022	0%	1%	33%	35%	8%	23%
	2023	0%	3%	33%	37%	11%	16%
City planning and compliance	2022	0%	4%	34%	24%	4%	34%
	2023	1%	3%	31%	38%	9%	19%
Arts and events	2022	1%	3%	30%	30%	6%	29%
	2023	0%	5%	31%	34%	10%	20%
Advocacy and community development	2022	1%	2%	26%	32%	7%	33%
	2023	1%	2%	34%	31%	11%	22%
Business and industry development	2022	1%	7%	30%	26%	6%	31%
	2023	0%	5%	32%	34%	7%	23%
Diversity and inclusion	2022	0%	2%	25%	34%	10%	29%
	2023	1%	5%	33%	31%	7%	24%

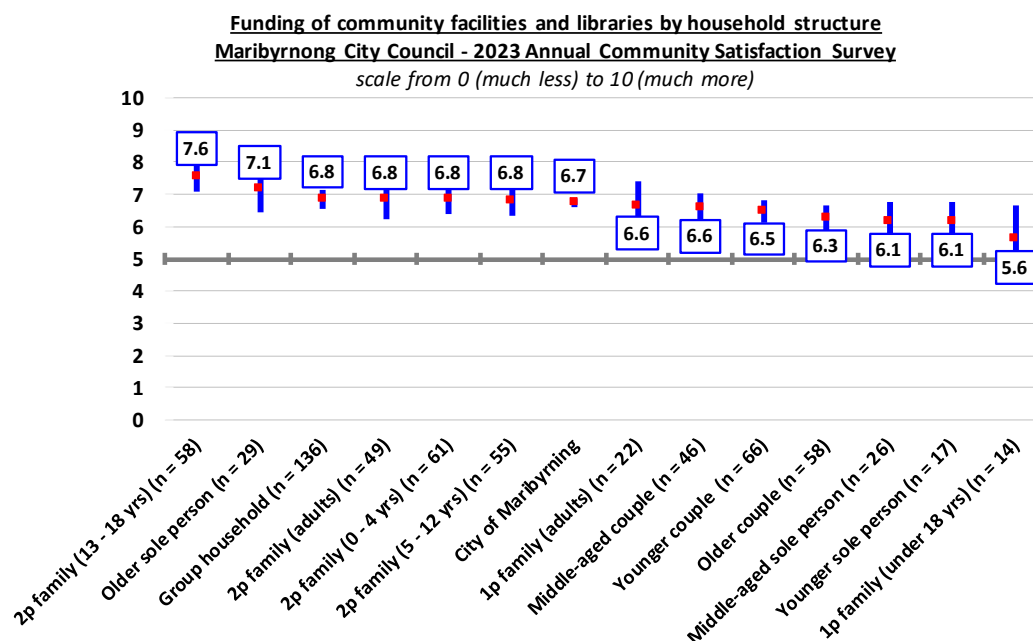
There was measurable variation in the preferred funding for community facilities and libraries observed by the respondents' household structure.

Two-parent families with youngest child aged 13 to 18 years preferred measurably more funding, whilst respondents from one-parent families with children aged under 18 years preferred notably, but not measurably less funding.



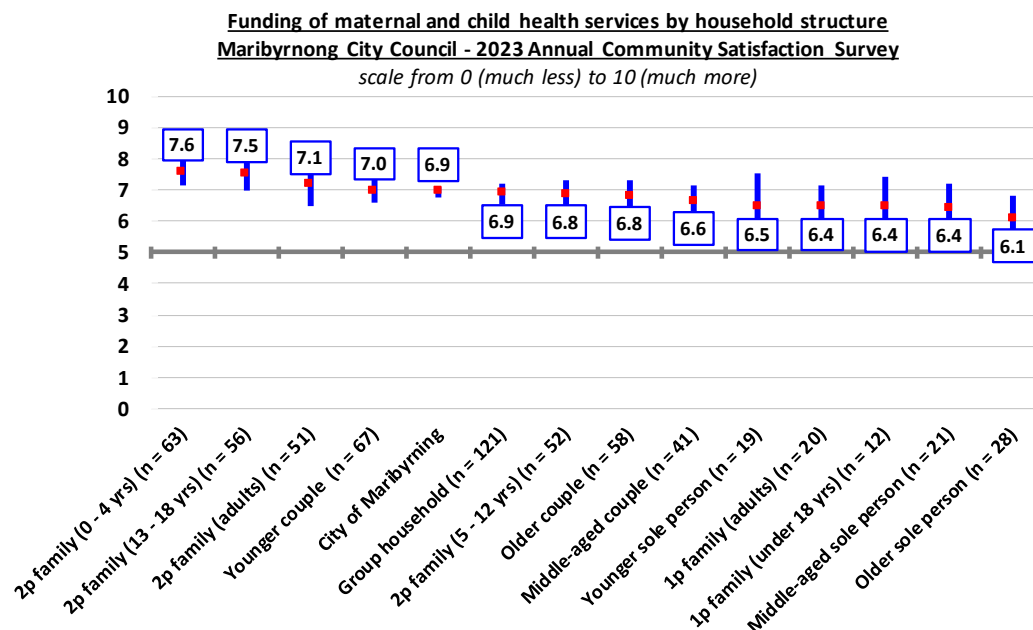
## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey



There was also some measurable and notable variation in the preferred funding for maternal and child health services observed by respondent profile.

Two-parent families with youngest child aged 13 to 18 years preferred measurably more funding, whilst respondents from one-parent families with children aged under 18 years preferred notably, but not measurably less funding.

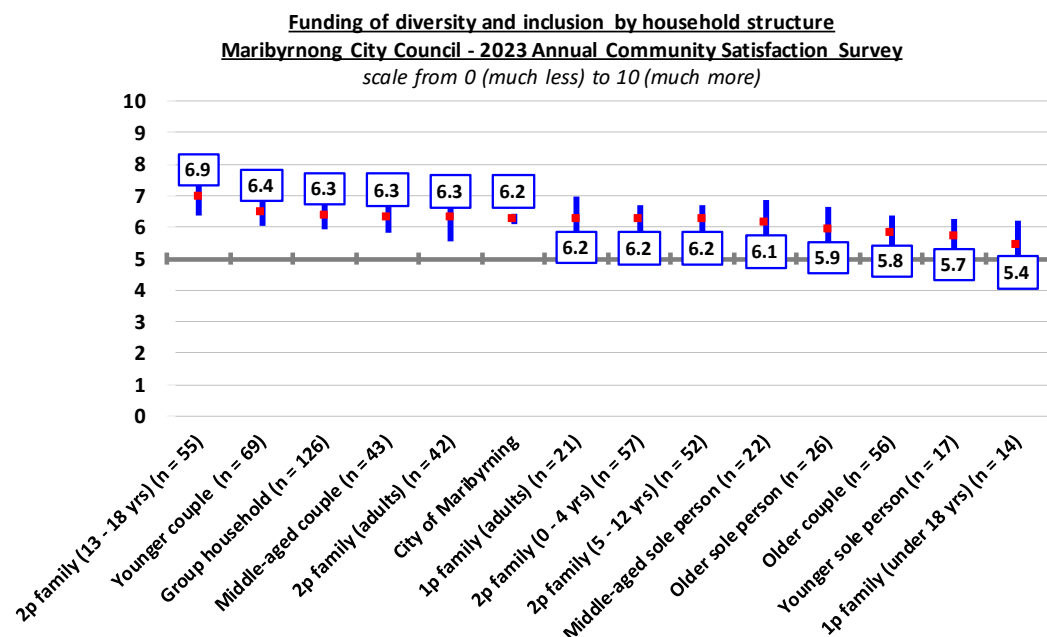


## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

There was also some measurable and notable variation in the preferred funding for diversity and inclusion observed by respondent profile.

Two-parent families with youngest child aged 13 to 18 years preferred measurably more funding, whilst respondents from one-parent families with children aged under 18 years preferred notably, but not measurably less funding.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

## Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Maribyrnong City Council – 2023 Annual Community Survey*.

Metropolis Research draws attention to the fact that the *Annual Community Survey* program has obtained a very consistent sample of respondents across a broad range of demographic and household characteristics over a long period of time.

This stability in the profile of the sample is an important component which underlies the *Annual Community Survey* results as a reliable and informative tool with which to explore community sentiment.

## Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 Census results. It is noted that the pre-weighted sample included a good cross-section of age groups, although it did under-represent young adults (aged 18 to 34 years).

Metropolis Research notes that the door-to-door methodology obtains a more representative age structure than the telephone methodology.

**Age structure**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Age group	2023 (unweighted)		2023	2022	2021	2020	2019
	Number	Percent	(weighted)				
Young adults (18 - 34 years)	209	26%	41%	41%	41%	41%	31%
Adults (35 - 44 years)	197	25%	21%	21%	21%	21%	28%
Middle-aged adults (45 - 54 years)	173	22%	15%	14%	14%	14%	18%
Older adults (55 - 74 years)	170	21%	16%	16%	16%	16%	19%
Senior citizens (75 years and over)	51	6%	8%	8%	8%	8%	4%
Not stated	0		0	3	0	0	2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Gender

The sample of respondents was weighted by age and gender to reflect the 2021 Census results.

It is noted that the un-weighted raw sample of respondents included a near perfect gender split.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

**Gender**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Gender	2023 (unweighted)		2023 (weighted)	2022	2021	2020	2019
	Number	Percent					
Male	405	51%	50%	50%	50%	50%	54%
Female	384	48%	50%	50%	50%	50%	46%
Other	6	1%	1%	1%	0%	0%	0%
Not stated	5		5	6	1	0	8
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

### **LGBTIQA+**

This question relating to respondents' LGBTIQA+ identity for the first time this year.

In 2023, six percent of the respondents providing a response to this question identified as LGBTIQA+.

Metropolis Research suggests that this result appears somewhat higher than what has typically been observed by Metropolis Research in a range of other locations elsewhere across metropolitan Melbourne.

**Identify as LGBTIQA+**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2023	
	Number	Percent
Yes	48	6%
No	736	94%
Prefer not to say	16	
<b>Total</b>	<b>800</b>	<b>100%</b>

### **Language spoken at home**

In 2023, one-third (33% down from 34%) of respondents were from households that spoke a language other than English at home. This is the highest proportion of multilingual household respondents reported in recent years and was consistent with the long-term average proportion recorded since 2004 of 36%.

This result was consistent with the 2021 Census that found that 38% of residents spoke a language other than English at home.



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

**Language**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Language	2023		2022	2021	2020	2019	2018
	Number	Percent					
English	527	67%	66%	63%	55%	64%	59%
Vietnamese	65	8%	7%	11%	8%	8%	10%
Italian	19	2%	3%	1%	3%	2%	2%
Spanish	18	2%	2%	1%	1%	2%	2%
Mandarin	13	2%	2%	2%	3%	3%	2%
Chinese (not further defined)	9	1%	1%	1%	1%	2%	2%
Greek	9	1%	3%	1%	2%	2%	1%
Tagalog (Filipino)	9	1%	2%	2%	1%	2%	1%
Telugu	8	1%	0%	1%	2%	1%	1%
Arabic	7	1%	0%	2%	2%	1%	1%
German	7	1%	0%	1%	0%	0%	1%
Hindi	6	1%	1%	1%	5%	1%	2%
Bengali	6	1%	0%	0%	1%	1%	1%
Japanese	5	1%	0%	0%	0%	0%	0%
Cantonese	4	1%	1%	2%	2%	2%	1%
Indonesian	4	1%	0%	0%	0%	1%	0%
Nepali	4	1%	0%	1%	1%	0%	1%
Portuguese	4	1%	0%	0%	1%	0%	1%
Somali	4	1%	0%	0%	0%	0%	0%
Turkish	4	1%	0%	0%	1%	0%	0%
Amharic	3	0%	0%	1%	0%	0%	0%
Croatian	3	0%	0%	0%	1%	1%	1%
Korean	3	0%	1%	0%	0%	0%	0%
Malayalam	3	0%	0%	0%	0%	0%	0%
Maltese	3	0%	0%	0%	0%	0%	0%
Tigrinya	3	0%	0%	0%	0%	0%	0%
Cebuano	2	0%	0%	0%	0%	0%	0%
French	2	0%	1%	0%	1%	1%	1%
Macedonian	2	0%	0%	1%	1%	1%	0%
Maori	2	0%	0%	0%	0%	0%	0%
Polish	2	0%	1%	1%	0%	1%	0%
Punjabi	2	0%	0%	0%	0%	0%	0%
Serbian	2	0%	0%	1%	0%	0%	0%
Sinhalese	2	0%	1%	0%	0%	0%	0%
Tamil	2	0%	0%	0%	0%	0%	0%
Thai	2	0%	0%	1%	0%	0%	1%
Urdu	2	0%	1%	0%	1%	1%	1%
Multiple	2	0%	1%	1%	0%	1%	4%
All other languages	18	2%	3%	5%	5%	3%	4%
Not stated	8		10	10	13	6	8
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### Household structure

The 2023 sample included slightly fewer respondents from two-parent families than in recent years (35% down from 40%), and somewhat more respondents from group households (19% up from 13%).

**Household structure**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Structure	2023		2022	2021	2020	2019	2018
	Number	Percent					
<b>Two parent family total</b>	<b>272</b>	<b>35%</b>	<b>40%</b>	<b>42%</b>	<b>42%</b>	<b>43%</b>	<b>44%</b>
youngest child 0 - 4 years	73	9%	10%	7%	13%	10%	13%
youngest child 5 - 12 years	67	9%	15%	16%	14%	15%	15%
youngest child 13 - 18 years	67	9%	7%	6%	6%	6%	6%
adult children only	65	8%	9%	12%	9%	12%	10%
<b>One parent family total</b>	<b>39</b>	<b>5%</b>	<b>5%</b>	<b>8%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>
youngest child 0 - 4 years	1	0%	0%	1%	1%	1%	0%
youngest child 5 - 12 years	6	1%	1%	1%	1%	1%	2%
youngest child 13 - 18 years	10	1%	1%	1%	1%	1%	1%
adult children only	22	3%	2%	5%	3%	1%	3%
Group household	153	19%	13%	15%	16%	16%	17%
Sole person household	100	13%	13%	15%	13%	11%	7%
Couple only household	221	28%	28%	19%	22%	24%	26%
Other	3	0%	2%	1%	1%	1%	1%
Not stated	12		15	6	24	12	2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>803</b>	<b>800</b>	<b>800</b>	<b>800</b>

#### Household member with disability

In 2023, eight percent of respondents were from households with at least one member with disability. This result was consistent with the long-term average since 2018 of nine percent.

**Household member with disability**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes	64	8%	11%	11%	10%	8%	8%
No	720	92%	89%	89%	90%	92%	92%
Not stated	16		15	17	20	38	7
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

#### ***Housing situation***

There were somewhat more respondents from households who own their home outright (48% up from 36%) this year, and a little higher than the long-term average since 2017 of 42%. There were somewhat fewer mortgagor and rental households, although consistent with the long-term average results.

**Housing situation**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Situation	2023		2022	2021	2019	2018	2017
	Number	Percent					
Own this home	380	48%	36%	42%	47%	43%	38%
Mortgage ( <i>paying-off this home</i> )	136	17%	22%	28%	15%	19%	24%
Renting this home	256	33%	38%	28%	36%	36%	36%
Other arrangement	14	2%	4%	2%	2%	2%	2%
Not stated	14		16	16	17	6	2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

#### ***Period of residence***

Consistent with the results recorded last year, and pre-pandemic, approximately one-third (31% down from 36%) of respondents were new and newer residents of the City of Maribyrnong, approximately one-fifth (21% up from 19%) were medium-term residents, and approximately half (48% up from 45%) were long-term residents (10 years or more in the City of Maribyrnong).

These results appear to have recovered to pre-pandemic levels in 2022 and 2023.

**Period of residence in Maribyrnong**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents providing a response)

Period	2023		2022	2021	2020	2019	2018
	Number	Percent					
Less than 1 year	69	9%	11%	1%	1%	9%	13%
1 to less than 5 years	179	22%	25%	9%	12%	22%	23%
5 to less than 10 years	166	21%	19%	24%	24%	23%	19%
10 years or more	383	48%	45%	67%	63%	46%	45%
Not stated	3		16	23	21	11	5
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

The following table outlines the previous municipality of residents for the 248 new and newer resident respondents. Of these 248 respondents, 185 provided a previous municipality of residence, as outlined in the following table.

Metropolis Research notes that one-quarter of new and newer residents previously lived interstate (15%) or overseas (10%). The most common previous municipalities were the neighbouring municipalities of Melbourne, Hobsons Bay, and Moonee Valley.

**Previous municipality of residence**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number and percent of respondents in Maribyrnong less than five yrs)

Location	2023	
	Number	Percent
Interstate	27	15%
Melbourne	26	14%
International	18	10%
Hobsons Bay	16	9%
Moonee Valley	14	8%
Merri-bek	10	5%
Brimbank	9	5%
Yarra	8	4%
Boroondara	5	3%
Stonnington	5	3%
Port Phillip	4	2%
Whitehorse	4	2%
Darebin	3	2%
Glen Eira	3	2%
Greater Dandenong	3	2%
Greater Geelong	3	2%
Maribyrnong	3	2%
Maribyrnong	3	2%
Monash	3	2%
Booroondora	2	1%
Casey	2	1%
Hume	2	1%
Wangaratta	2	1%
Warrnambool	2	1%
Wyndham	2	1%
Bayside	1	1%
Frankston	1	1%
Maroondah	1	1%
Melton	1	1%
Mitchell Shire	1	1%
Whittlesea	1	1%
Not stated	63	
<b>Total</b>	<b>248</b>	<b>100%</b>



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

## Appendix One: verbatim comments

The following sections outline the verbatim comments received from respondents in relation to overall satisfaction with Council, housing development, the perception of safety, and general comments.

### *Reasons for rating of satisfaction with Council's overall performance*

The following table outlines the verbatim comments received from respondents as to the reasons why they rated satisfaction with Council's overall performance at the level they did.

**Comments regarding performance of Council across all areas of responsibility**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number of responses)

Response	Number
<i>Dissatisfied with Council's overall performance (rating satisfaction less than 5)</i>	
<i>General negative statements</i>	
Because they are not looking after the rate payers	1
Need a lot of more improvement	1
Not looking out for residents	1
Not proactive, worst Council I've lived in	1
Only there for themselves	1
The local councils around doing much better	1
They are not worth, inconsistent	1
They don't care about our needs, do something for community	1
They have not supported us with any issues	1
Things don't get fixed as quickly as it needs to	1
<b>Total</b>	<b>10</b>
<i>Governance, accountability, and reputation negative statements</i>	
Because they over commit to responsibility that are not a part of Council roles	1
Council is pathetic and it's only interested in progressing their own political careers	1
Don't appear to be very proactive	1
Don't deliver and are inefficient	1
Haven't been doing much	1
I find their long-term plan is missing	1
They just do whatever they want	1
<b>Total</b>	<b>7</b>

## Agenda Item 9.1 - Attachment 1

Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Communication, consultation, and provision of information negative statements</i>	
I don't believe they listen to the needs of constituents	1
Lack of communication, integrity	1
Lack of engagement	1
There's a lack of communication and transparency in community	1
They don't listen to the people	1
They don't take into account the voices of majority; they cater to minority	1
<b>Total</b>	<b>6</b>
<i>Customer service and responsiveness negative statements</i>	
General lack of response to customer service requests	1
I had raised a request about my new house plan. No response till date even after many follow-ups	1
It's very hard to contact the department	1
Not responsive at all so many issues	1
Takes quite a bit of time to get services	1
<b>Total</b>	<b>5</b>
<i>Rates and financial management negative statements</i>	
Consistent planning for budget spending and not getting what its purpose is for	1
I don't understand the budget they spent on governance and management of facilities	1
Poor management of spending. It's not a business	1
The Council is not using the rates received well	1
We pay the high rate for least return	1
<b>Total</b>	<b>5</b>
<i>Services and facilities negative statements</i>	
Compared to other suburbs, the infrastructure is lacking	1
Do something about cleanliness and smell	1
It is not doing good in maintaining the CBD clean, safe and welcome	1
They are not prioritising the basic infrastructure and necessities	1
They do not have any services for disabled. No communities and club in the area	1
<b>Total</b>	<b>5</b>
<i>Road, traffic, transport, and footpaths negative statements</i>	
Check up on the footpaths	1
Check up on the roads	1
Do something about roads	1
<b>Total</b>	<b>3</b>



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Building, planning, housing, and development negative statements</i>	
Council sees massive decline in housing	1
Not improving building for Footscray CBD and not forcing people to re-build	1
<b>Total</b>	<b>2</b>
<i>Parking negative statements</i>	
I've been lodging complaints on street parking but no response	1
<b>Total</b>	<b>1</b>
<i>Environment, parks, open space, and trees negative statements</i>	
The street trees maintenance	1
<b>Total</b>	<b>1</b>
<i>Other negative statements</i>	
Council sees massive decline in safety	1
Flood is also a big concern	1
<b>Total</b>	<b>2</b>
<b>Total responses for satisfaction less than 5</b>	<b>47</b>



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Comments from respondents rating satisfaction 5 (neutral)</i>	
<i>Communication, consultation, and provision of information negative statements</i>	
It seems be lacking a bit with general engagement	1
Lack of consultation, too much concentration on lobby groups	1
Not listening to the people	1
Not very aware of what they do	1
Not visible	1
The community doesn't feel represented	1
There could be more community consultation and promotion about that	1
We don't know enough about them	1
<b>Total</b>	<b>8</b>
<i>General negative statements</i>	
Can do better	2
I haven't seen Council doing much	1
Just based on past experiences	1
No improvement	1
Not paying enough attention	1
They claim the will do something but don't do it	1
<b>Total</b>	<b>7</b>
<i>Rates and financial management negative statements</i>	
Very high rates	2
Because higher rates than other councils	1
Rates go up all the time and we are not getting much service	1
<b>Total</b>	<b>4</b>
<i>Customer service and responsiveness negative statements</i>	
Not responding to my request	1
Sometimes it's hard to get in touch with them	1
<b>Total</b>	<b>2</b>
<i>Road, traffic, transport, and footpaths negative statements</i>	
Because of the issues stated above like footpaths	1
Because of the issues stated above like roads	1
I'm just upset with the roads	1
Roads are not good	1
<b>Total</b>	<b>4</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Services and facilities positive statements</i>	
Bins are picked on time	1
<b>Total</b>	<b>1</b>
<i>Services and facilities negative statements</i>	
Because they take too long to fix things	1
Facilities is very poor and slow	1
Not enough services on the topic	1
<b>Total</b>	<b>3</b>
<i>Governance, accountability, and reputation negative statements</i>	
Efficiency is low	1
They focus on political issues before doing the groundwork well	1
<b>Total</b>	<b>2</b>
<i>Building, planning, housing, and development negative statements</i>	
They go against community for development e.g., park near freeway	1
<b>Total</b>	<b>1</b>
<i>Environment, parks, open space, and trees negative statements</i>	
Parks is very poor and slow	1
<b>Total</b>	<b>1</b>
<i>Safety, policing, and crime negative statements</i>	
Because of the issues stated above like safety	1
<b>Total</b>	<b>1</b>
<i>Other reasons</i>	
Bad response to flood	1
Just my feelings	1
Mid score, past mark for them	1
No assistance during flood	1
Price higher and higher everyday	1
They are okay	1
<b>Total</b>	<b>6</b>
<b>Total responses for satisfaction 5</b>	<b>40</b>



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Satisfied with Council's overall performance (rating satisfaction 6 or more)</i>	
<i>General positive statements</i>	
Doing a fine / good job / satisfied	47
I feel they do average / neutral / not too bad	19
Don't have any issues / problems	8
I like living here / good area	6
They are good but can always do better	5
Safe / peaceful / quiet area	3
Well everything seems to be sort of working / looked after	3
It does certain things well and others needs more work on	2
Doing good but not enough for the community	1
Footscray area is good but don't know much about other area	1
Good but needs to be a lot more prevention methods	1
Its generally a good place to live and I can see improvements happening	1
Just a neutral rating	1
New to the area everything seems good	1
Post flood clean up was quick	1
Pretty involved	1
Sometimes, what they do is for rate payers and residents	1
Supporting best interests for community	1
The main things of them are pretty good. Every facility is good	1
They are on time	1
They are open to all culture	1
They are pretty well organised	1
They do well in difficult situations	1
They got good commitments	1
They maintain very well	1
They provide good service	1
They try and do what they can	1
They're doing a good job with the bins	1
Things are pretty good and overall amenities are good	1
When I need them, they are supportive	1
<b>Total</b>	<b>115</b>
<i>General negative statements</i>	
There is room for improvement	10
Haven't seen any issues resolved	1
I don't see any active programs	1
I don't think they are doing an amazing job kind of like seen and not heard	1
More reactive than proactive	1
Sometimes do the bad things they shouldn't do	1
There are lacking areas	1
There are some important things which are not addressed by Council	1
There are some minor issues but nothing major	1
They are getting involved in the things not essential wasting time	1
They are lacking in commitment	1
They are not the worst but still fall behind other councils in some areas	1

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

They could do more	1
They do what they have to do, self-serving	1
<b>Total</b>	<b>23</b>
<i>Rates and financial management negative statements</i>	
Rate are too high	5
I think there is a lot more they can do. They waste money in unnecessary areas	1
It's quite expensive and expect more services	1
No value for rates provided	1
The rates are a bit high, and the Council is shoddy but it's alright for their responsibility	1
The rates are really high, but we have services	1
The rates are too high and it's a nice place to live but it's getting too expensive	1
The rates keep on increasing whereas the services provided remain the same	1
<b>Total</b>	<b>12</b>
<i>Services and facilities positive statements</i>	
Overall, they maintain the services well	3
Based on what I observe around in terms of maintenance and cleaning	1
General services like animal registration are all fine	1
I suppose averaging out every facility. Usually nothing serious	1
It's pretty good the rubbish collection	1
The amenities are accessible	1
They are cleaning the doors taking bins on time	1
They do clean up services well	1
<b>Total</b>	<b>10</b>
<i>Services and facilities negative statements</i>	
Need more public toilets	1
They need only to maintain and clean streets	1
They need to do some improvements like more cleaning up	1
They should focus on better facilities for people	1
<b>Total</b>	<b>4</b>
<i>Communication, consultation, and provision of information - positive statements</i>	
I like their communication and initiatives to improve the facilities with required consultations	1
I think there is communication and initiatives for the community, and they are trying to create channels of feedback, for the community	1
Their communication is good	1
They take a lot of good feedback and deliver on it	1
<b>Total</b>	<b>4</b>





## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Communication, consultation, and provision of information - negative statements</i>	
Don't hear enough from them / don't know much	2
More communication would be better	2
Communication delay and unclear answers	1
Hear about more than they do	1
I don't really see them until it's time to vote, so they don't really consult the community	1
No engagement	1
They could do things better for e.g., more consultation	1
<b>Total</b>	<b>9</b>
<i>Environment, parks, open space, and trees positive statements</i>	
Done a good job with creeks	1
Done a good job with the parks	1
Lots of trees been planted on streets	1
<b>Total</b>	<b>3</b>
<i>Environment, parks, open space, and trees negative statements</i>	
Could be much more active around environmental concerns	1
Not sure what initiative for climate change and environment	1
Not very much towards the climate change	1
Some parks are closed for 2 years and haven't reopened yet	1
They need only to maintain the trees	1
They should clean the riverbanks	1
<b>Total</b>	<b>6</b>
<i>Customer service and responsiveness positive statements</i>	
Very quick and responsive but still more work to do	1
<b>Total</b>	<b>1</b>
<i>Customer service and responsiveness negative statements</i>	
Can be more responsive	1
I see lot of things rates can cover but they are too slow to react or take actions	1
Responding the people voices	1
Responding to community requests	1
When I call the Council, but they take time to address the issue	1
<b>Total</b>	<b>5</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Building, planning, housing, and development negative statements</i>	
They are approving too many tiny residential developments	1
They are not always thinking about community but profits and on good side of developers	1
They are too aggressive to put buildings on green spaces	1
I have not raised any issues personally but if we do the Council does address them	1
<b>Total</b>	<b>4</b>
<i>Governance, accountability, and reputation positive statements</i>	
Apart from legacy corruption they are effective	1
<b>Total</b>	<b>1</b>
<i>Governance, accountability, and reputation negative statements</i>	
The Council is more interested in themselves not very responsive	1
Probably less left-wing agenda	1
Don't trust them 100%	1
<b>Total</b>	<b>3</b>
<i>Roads, traffic, transport, and footpaths positive statements</i>	
The footpaths are good	2
General services like roads is all fine	1
<b>Total</b>	<b>3</b>
<i>Roads, traffic, transport, and footpaths negative statements</i>	
They should focus on clean roads	1
They should focus on good roads	1
<b>Total</b>	<b>2</b>
<i>Parking negative statements</i>	
I got a parking fine near the swimming pool which was unreasonably high and also because of the potholes	1
The area is growing fast, and they are building multi-storey houses but no parking	1
<b>Total</b>	<b>2</b>
<i>Safety, policing, and crime positive statements</i>	
It's a safe and accessible place to live	1
It's relatively safe	1
<b>Total</b>	<b>2</b>



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Safety, policing and crime negative statements</i>	
Could be more attentive towards the increasing crime around Footscray	1
<b>Total</b>	<b>1</b>
<i>Support for business negative statements</i>	
Footscray CBD needs more variety in business to bring more people in	1
<b>Total</b>	<b>1</b>
<i>Other reasons</i>	
Haven't needed it to deal with any issues	2
Emergency management	1
I guess 7 would be the average	1
I have watched the place inaccessible for community it was good back then	1
No change in services	1
Not sure	1
Nothing to add in it	1
They could have done a lot better during floods in a timely manner	1
<b>Total</b>	<b>9</b>
<b>Total responses for satisfaction 6 or more</b>	<b>220</b>
<b>Total responses</b>	<b>307</b>

### ***Reasons for feeling unsafe in the public areas of the City of Maribyrnong***

The following table outlines the verbatim comments received from respondents who felt “unsafe” in the public areas of the City of Maribyrnong.

**Reasons for not feeling safe in public areas in the City of Maribyrnong**  
**Maribyrnong City Council - 2023 Annual Community Survey**  
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Drugs and alcohol</i>	
Drug addicts / junkies / substance users	16
Drugs / drug deals / drug hotspots	8
Drunks	3
Because there are lots of drug deals	1
Drug addicted people creating havoc, cursing, and using abusive tone	1

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

Drugs violence	1
There are druggies around in public transport	1
Too many youth drugs	1
<b>Total</b>	<b>32</b>
<i>Crime / violence</i>	
Crime	7
Burglaries / robberies	2
Increase in crime	2
Stabbing	2
Hooligans yelling	1
Lots of abuse from the public to each other	1
Lots of theft	1
People screaming and threatening	1
Rowdy around there	1
Stabbing incident in Caroline Springs Catholic College	1
Too much violence	1
<b>Total</b>	<b>20</b>
<i>Problems with specific areas</i>	
Lot of druggies and junkies especially around Footscray CBD	3
Better crossover over the tram tracks on River St	1
Crime in Footscray	1
During the night, few people hang around there especially the parks and Footscray CBD	1
Francis St	1
Generally, feel unsafe in CBD at night	1
I am not comfortable with my wife being in CBD at night as it is very uncomfortable	1
I have seen things happening and police doesn't do anything in Footscray CBD	1
I heard few incidents around here (Clarendon Pde)	1
I was punched in Footscray CBD	1
Lot of druggies and junkies especially around Braybrook	1
Lot of suspicious people like drunk or druggies wandering around Footscray CBD at night	1
Lots of dangerous people at night don't feel safe	1
Lots of dodgy people	1
Many people hang around on Wallace St in night and it is uncomfortable for me	1
On the weekend, at the village area in Yarraville, men are aggressive	1
People asking for money just up the road and sketchy people (Lawn Cres)	1
People in Footscray doing drugs and harass women	1
Some person sells drugs on Wallace St. Very scary	1
Terrible lighting around CBD	1
<b>Total</b>	<b>22</b>



## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Issues with gangs, youth, and suspicious people</i>	
Too many delinquents, sketchy, crazy, unruly characters around	5
Homeless people	3
Youth crime	2
Because of people in tram sometimes they are a bit weird	1
Criminals in this area	1
Gangs and youth out of control	1
Lots of loitering	1
People aren't friendly especially at night	1
People yelling, gangs roaming around very scary at night	1
The youth crime is rising	1
<b>Total</b>	<b>17</b>
<i>Issues with lighting</i>	
Bad / poor / not enough lighting	10
Dark at night / too many dark areas	5
Well at night it could be better lighting on paths	1
<b>Total</b>	<b>16</b>
<i>General safety concerns n.e.i.</i>	
Generally, feel unsafe	5
Generally, don't feel safe at night	1
It's like the wild west at night	1
Not safe outside too dangerous	1
Too much news	1
Walking through this area and doesn't feel safe	1
We are not safe to live here, especially during emergency	1
<b>Total</b>	<b>11</b>
<i>Lack of police presence</i>	
Bad / poor / no security	3
Need more security	2
I have seen police walk by and didn't do anything	1
Lack of PSO presence	1
Need more patrol to make people feel safe	1
No police around	1
<b>Total</b>	<b>9</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

<i>Safety at night</i>	
Don't trust people at night	1
I'm scared to walk at night	1
Nocturnal activities are dangerous	1
There are some characters at night	1
<b>Total</b>	<b>4</b>
<i>Perception of lack of safety</i>	
For female around the weekend nights is sketchy	1
I just feel vulnerable	1
Not a lot of people at night	1
<b>Total</b>	<b>3</b>
<i>Other comments n.e.i</i>	
Because of tram broken paths	1
Low socio-economic issues	1
There will be more people coming with public transport and make Footscray more welcoming	1
Untreated mental health issues	1
<b>Total</b>	<b>4</b>
<b>Total responses</b>	<b>138</b>

## Agenda Item 9.1 - Attachment 1

### Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

#### ***General comments***

The following general comments were received from respondents to the *Maribyrnong City Council – 2023 Annual Community Survey*.



## Agenda Item 9.1 - Attachment 1

Maribyrnong City Council – 2023 Annual Community Satisfaction Survey

---

### Appendix Two: Survey form





## Agenda Item 9.1 - Attachment 1



### Maribyrnong City Council 2023 Annual Community Survey



Hello my name is \_\_\_\_\_ from Metropolis Research and I am here on behalf of Maribyrnong City Council.

Council is required, under government regulations, to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

**1**

**Have you contacted Maribyrnong City Council in the last 12 months?**

Yes (*continue*)

**1**

No (*go to Q. 4*)

**2**

**2**

**When you last contacted the Council, was it?**

Visit in person

**1**

Mail

**4**

Telephone (*during office hours*)

**2**

E-mail

**5**

Telephone (*after hours service*)

**3**

Website

**6**

**3**

**On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Maribyrnong City Council.**

1. General reception	0	1	2	3	4	5	6	7	8	9	10	99
2. Care and attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	99
6. Opening hours	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99
8. The online payment systems	0	1	2	3	4	5	6	7	8	9	10	99
9. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	99

## Agenda Item 9.1 - Attachment 1

4

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.

1. Maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Footpath maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Weekly garbage collection (120L red bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Maintenance and cleaning of shopping strips along roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Maintenance and cleaning of Footscray CBD	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Illegally dumped rubbish (level and management of)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Council meeting its responsibilities towards the environment	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Maribyrnong Messenger (Council's newsletter)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Council activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

## Agenda Item 9.1 - Attachment 1

5

**On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?**

*(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)*

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's Customer Request Management System (on the website)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's use of Social Media (e.g. how helpful and interesting it is)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's online consultation tool - "Your City, Your Voice"	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Fortnightly recycling (240L yellow bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Fortnightly green waste collection (120L or 240L green bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Annual hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Additional, paid hard waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Library services (including both local and online)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Sports facilities (e.g. sports fields, pavilions, change rooms, spectator amenities)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

## Agenda Item 9.1 - Attachment 1

5

13. Services for children from birth to 5 years of age (e.g. Maternal and Child Health, immunisation, playgroups, kindergarten, childcare (excluding private providers))	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Services for young people (e.g. school holiday programs, youth leadership participation and training, youth mental and wellbeing programs, music and dance events)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Services for older people (e.g. programs for seniors at senior citizens centres, community centres and libraries. Excluding Private providers of In-home Care: cleaning, personal and respite, and residential aged care)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Services for people with disability (e.g., inclusive programs delivered across Council. Excluding Private providers of In-Home Care: cleaning and personal and respite, NDI and residential aged care)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. On and off-road bike paths	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. On and off-road walking paths (including shared pathways)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Maribyrnong Aquatic Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Provision of public art	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
22. Council's festivals and events	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

## Agenda Item 9.1 - Attachment 1

**6**

**Can you please list what you consider to be the top three issues for the City of Maribyrnong at the moment?**

<b>Issue One:</b>	
<b>Issue Two:</b>	
<b>Issue Three:</b>	

**7**

**On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following?**

1. Council's commitment to promoting gender respect and equity	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's consultation and engagement with the community	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance in making decisions in the interest of the community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
7. Council performance mitigating the causes of and addressing the impacts of climate change	0	1	2	3	4	5	6	7	8	9	10	99
8. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99

**Thinking about your satisfaction with Council's overall performance, why do you say that?**


**8**

**Over the past twelve months, do you think Maribyrnong City Council's overall performance has?**

Improved	<b>1</b>	Deteriorated	<b>3</b>
Stayed the same	<b>2</b>	Don't know, can't say	<b>9</b>

## Agenda Item 9.1 - Attachment 1

**9**

**On a scale of 0 (lowest) to 10 (highest) please rate your satisfaction with the following aspects of planning and housing development in your local area.**

*(please circle one number for each aspect)*

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, please identify the developments or issues of concern:												
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99

**10**

**Have you or members of this household been personally involved in a planning application or development in the last twelve months?**

Yes - lodged an application **1**      Yes - other: \_\_\_\_\_ **3**  
Yes - objected to an application **2**      No involvement (*go to q.12*) **4**

**11**

**On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?**

1. Access to information	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's communication during the process	0	1	2	3	4	5	6	7	8	9	10	99
3. Effectiveness of community consultation and involvement	0	1	2	3	4	5	6	7	8	9	10	99
4. Timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	99

**The State Government has planned for the population of Maribyrnong to continue growing by approximately 72% over the next 20 years to almost 157,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.**

**12**

**On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?**

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If you rated satisfaction less than 5, what concerns you most about population growth in the City of Maribyrnong?												

**13**

**Do you or your household regularly walk or cycle to local destinations like shops, schools, or parks?**

Yes **1**      No **2**

## Agenda Item 9.1 - Attachment 1

**14**

**On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.**

Statement	Strongly disagree			Neutral						Strongly agree		Can't say
1. Maribyrnong is accessible and inclusive for people with disability	0	1	2	3	4	5	6	7	8	9	10	99
2. The Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99
3. Maribyrnong Council respects, reflects and is inclusive of First Nations' Peoples	0	1	2	3	4	5	6	7	8	9	10	99
4. Maribyrnong Council promotes connection between different cultural groups	0	1	2	3	4	5	6	7	8	9	10	99
5. I feel welcome and included when accessing Council services, facilities, and activities	0	1	2	3	4	5	6	7	8	9	10	99

**15**

**For the following list of Council services and programs, please indicate whether you think these should receive much less, less, the same, more, or much more funding.**

	Much less	Less	The same	More	Much more	Don't know / Can't say
1. Community facilities and Libraries (including community centres / meeting spaces, libraries)	1	2	3	4	5	99
2. Diversity and inclusion (including services for youth, disability, aged, First Nations, LGBTIQ+, and culturally and linguistically diverse)	1	2	3	4	5	99
3. Arts and events	1	2	3	4	5	99
4. Roads, parking, and traffic management	1	2	3	4	5	99
5. Cycling and pedestrian infrastructure	1	2	3	4	5	99
6. Sports facilities (such as Maribyrnong Aquatic Centre, ovals, courts, fields, and pavilions)	1	2	3	4	5	99
7. Waste and recycling	1	2	3	4	5	99
8. City amenity and safety (including cleaning and maintenance of streets, public toilets, spaces, and Safe City CCTV)	1	2	3	4	5	99
9. Sustainability and the Environment (including water management, waste, energy, and addressing the climate emergency)	1	2	3	4	5	99
10. Advocacy and community development (including supporting the economy and business, and seeking funding and support from state and federal government, and others)	1	2	3	4	5	99
11. Open space (including parks, reserves, open space and foreshore)	1	2	3	4	5	99
12. Business and industry development	1	2	3	4	5	99
13. City planning and compliance (including urban design, planning, permits, & compliance)	1	2	3	4	5	99
14. Maternal and Child Health services	1	2	3	4	5	99

## Agenda Item 9.1 - Attachment 1

**16**

**On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Maribyrnong?**

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In and around the Footscray CBD during the day	0	1	2	3	4	5	6	7	8	9	10	99
5. In and around the Footscray CBD at night	0	1	2	3	4	5	6	7	8	9	10	99
6. In and around Highpoint S.C	0	1	2	3	4	5	6	7	8	9	10	99
7. In and around Braybrook Shops	0	1	2	3	4	5	6	7	8	9	10	99

**If any rated less than 5, why do you say that?**

**17**

**Can you name the current Mayor of the City of Maribyrnong?**

Cr Sarah Carter	<b>1</b>	Cr Cuc Lam	<b>5</b>
Cr Michael Clarke	<b>2</b>	Cr Anthony Tran	<b>6</b>
Cr Simon Crawford	<b>3</b>	Cr Bernadette Thomas	<b>7</b>
Cr Jorge Andres Jorquera	<b>4</b>	Can't say	<b>9</b>

**18**

**Please indicate which of the following best describes you.**

15 - 19 Years	<b>1</b>	45 - 54 Years	<b>4</b>
20 - 34 Years	<b>2</b>	55 - 74 Years	<b>5</b>
35 - 44 Years	<b>3</b>	75 Years or Over	<b>6</b>

**19**

**With which gender do you identify?**

Male	<b>1</b>	Other	<b>3</b>
Female	<b>2</b>	Prefer not to say	<b>9</b>

**20**

**Do you identify as LGBTIQ+?**

Yes	<b>1</b>	Prefer not to say	<b>9</b>
No	<b>2</b>		

**23**

**What are all the languages spoken in this household?**

English only	<b>1</b>	Other (specify): _____	<b>2</b>
--------------	----------	------------------------	----------

**24**

**What is the structure of this household?**

Two parent family (youngest 0 - 4 years)	<b>1</b>	One parent family (youngest 13-18 yrs.)	<b>7</b>
Two parent family (youngest 5 - 12 years)	<b>2</b>	One parent family (adult child only)	<b>8</b>
Two parent family (youngest 13 - 18 years)	<b>3</b>	Group household	<b>9</b>
Two parent family (adult child only)	<b>4</b>	Sole person household	<b>10</b>
One parent family (youngest 0 - 4 years)	<b>5</b>	Couple only family	<b>11</b>



**Agenda Item 9.1 - Attachment 1**

<b>25</b>	<b>Do any members of this household identify as having disability?</b>			
	Yes	1	No	2

<b>26</b>	<b>Which of the following best describes the current housing situation of this household?</b>			
	Own this home	1	Renting this home	3
	Mortgage (paying-off this home)	2	Other arrangement	4

<b>27</b>	<b>How long have you lived in the City of Maribyrnong?</b>			
	Less than 1 year	1	5 to less than 10 years	3
	1 to less than 5 years	2	10 years or more	4
	If less than 5 years, what was your previous Council			<input type="text"/>

<b>28</b>	<b>Do you have any further comments you would like to make?</b>			
	<input type="text"/>			
	<input type="text"/>			

**Thank you for your time**  
**Your feedback is most appreciated**

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.

**Agenda Item 9.2**

**REVIEW OF ELECTION PERIOD POLICY**

**Director:** Lisa King  
Director Corporate Services

**Author:** Phil McQue  
Manager Governance and Commercial Services

---

**PURPOSE**

The purpose of this report is to present the review of the Election Period Policy for consideration by Council, prior to community engagement, with the reviewed Election Period Policy to come into effect for the forthcoming 2024 Council election.

**ISSUES SUMMARY**

- Section 69 of the *Local Government Act 2020* requires Council to include an Election Period Policy in its Governance Rules which outlines prohibitions on Council decisions during the election period.
- The Election Period Policy includes provisions which are designed to support candidates and the Council administration during the election period and ensure the elections are conducted in a manner which is fair, equitable and transparent.
- The Election Period Policy has been reviewed to ensure consistency with the specifications outlined in the *Local Government Act 2020* and promote a good governance framework during the election period.

## Agenda Item 9.2

### ATTACHMENTS

1. Election Period Policy March 2024 [!\[\]\(aca6fcc8bd95e8255b9ea1b1d08ef300\_img.jpg\)](#) 

### OFFICER RECOMMENDATION

#### That Council:

1. **Endorse the release of the draft Election Period Policy, as shown in Attachment 1, for community engagement; and**
2. **Notes that a further report on the draft Election Period Policy will be presented to Council following community engagement, recommending adoption of the Policy, to come into effect for the 2024 Council election.**

## Agenda Item 9.2

### BACKGROUND

Under Section 69 of the *Local Government Act 2020* ("the *Act*"), Council is required to include in its adopted Governance Rules an Election Period Policy ("the *Policy*"). The *Policy* outlines prohibited and inappropriate decisions, provisions designed to support and set out expectations of candidates and the council administration during the election, and ensures that Council conducts its local government election in a manner which is fair, equitable and transparent.

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

The *Policy* has been reviewed and updated to reflect the requirements of section 69 of the *Act* and ensure that responsibilities and expectations of candidates and council administration are clearly outlined, key updates are outlined in Table 1 – Proposed amendments to Election Period Policy.

Summarily, during the Election Period:

- Council and Council Officers will not make prohibited or inappropriate decisions contrary to the Election Period Policy.
- Council will limit public consultation, public meetings, civic and ceremonial events and Advisory Committees in order to facilitate Council's day to-day business while avoiding any express or implied links to the election.
- A Councillor or Council Officer will not print, publish or distribute electoral matter contrary to the *Act*.
- Council resources, events and activities must not be used at any time for election campaign purposes, or in a way that might improperly influence the result of an election.
- Information, assistance and advice by Council will be equally and transparently available and accessible to all candidates.

**Table 1 – Proposed amendments to Election Period Policy**

Section	Amendments proposed
<b>Introduction</b>	<ul style="list-style-type: none"><li>• Inclusion of prohibited decisions as outlined in the <i>Act</i>.</li></ul>
<b>Definitions</b>	<ul style="list-style-type: none"><li>• Inclusion of new key definitions as outlined within the <i>Act</i> and appropriate to the <i>Policy</i>.</li></ul>
<b>Purpose</b>	<ul style="list-style-type: none"><li>• Inclusion of election period dates, 24 September 2024 to October 2024.</li></ul>

**Agenda Item 9.2**

<b>Election Period Policy</b>	<ul style="list-style-type: none"> <li>• Inclusion of Inappropriate Decisions, which are not to be made during the election period.</li> <li>• Inclusion of Officer Delegated Authority Decision Framework.</li> <li>• Inclusion of invalid decisions as defined under section 69(4) of the <i>Act</i>.</li> <li>• Clarification of Councillor-Candidate obligations.</li> </ul>
<b>Election Period Statements</b>	<ul style="list-style-type: none"> <li>• Amended to reflect prohibited decisions under the <i>Act</i>.</li> </ul>
<b>Council Resources</b>	<ul style="list-style-type: none"> <li>• Definition of Council Resources updated.</li> <li>• Clarification of provisions regarding role of Council officers and use of Council equipment and resources.</li> </ul>
<b>Council Publications</b>	<ul style="list-style-type: none"> <li>• Inclusion of prohibited publication materials.</li> <li>• Removal of Chief Executive Officer Certification for publications.</li> <li>• Updated provisions regarding council staff responsibilities for Council website and social media.</li> <li>• Clarification on various elements of Council's approach to media channels and communications.</li> </ul>
<b>Access to Council Information</b>	<ul style="list-style-type: none"> <li>• Clarification of provisions relating to Council information and equality for candidates.</li> </ul>
<b>Public Consultation, Meetings and Events</b>	<ul style="list-style-type: none"> <li>• Clarification of provisions relating to consultation, meetings, events,</li> </ul>
<b>Candidate Information</b>	<ul style="list-style-type: none"> <li>• Inclusion of expectations of Council Officers and members of advisory committees standing as a candidate</li> <li>• Inclusion of improper conduct provisions for breaches under the <i>Act</i></li> </ul>
<b>Consultation</b>	<ul style="list-style-type: none"> <li>• Inclusion of reference to community engagement requirement under section 60(4) of the <i>Act</i></li> </ul>

## **Agenda Item 9.2**

### **2. Council Policy/Legislation**

#### **Council Plan 2021-2025**

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Strategic Objectives
  - Council will proactively lead our changing City using strategic foresight, innovation, transparent decision making and well-planned and effective collaboration and community engagement to support community and economic growth during the ongoing challenges of the pandemic and beyond.

#### **Legislation**

*Local Government Act 2020*

#### **Conflicts of Interest**

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

#### **Human Rights Consideration**

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

### **3. Engagement**

As per Section 60(4) of the *Act*, a process of community engagement is required in the development or amendment of Council's Governance Rules. This requirement will be met through the provisions outlined within Council's Community Engagement Policy.

### **4. Resources**

Nil

### **5. Environment**

Nil

## **CONCLUSION**

The Election Period Policy has been reviewed and updated in preparation for the 2024 Council election and is presented for Council's consideration and endorsement to proceed to community engagement.

**Agenda Item 9.2 - Attachment 1**

## Chapter 7 – Election Period Policy



<b>Policy Number:</b>	4510	<b>Endorsed by:</b>	Council
<b>Date Endorsed:</b>	TBA	<b>Policy Author:</b>	Governance and Commercial Services
<b>Policy Owner:</b>	Manager Governance and Commercial Services	<b>Review date:</b>	TBA 2028
<b>Policy Status:</b>	Under Review	<b>Policy Type:</b>	Council

## Agenda Item 9.2 - Attachment 1



### Table of Contents

<b>Chapter 7 – Election Period Policy</b> .....	<b>1</b>
<b>Introduction</b> .....	<b>4</b>
<b>Purpose</b> .....	<b>4</b>
<b>Policy Statement</b> .....	<b>4</b>
<b>Scope</b> .....	<b>4</b>
<b>Definitions</b> .....	<b>4</b>
<b>Election Period Policy</b> .....	<b>6</b>
Overview .....	6
Election Period Policy Notification .....	6
Decision Making During the Election Period .....	7
Officer Decisions under Delegated Authority .....	8
Council and Committee Meetings .....	8
Election Period Statement .....	8
Public Question Time .....	8
Councillor-Candidate Obligations .....	9
Councillor-Candidate Conduct at Meetings.....	9
Council Resources .....	9
Role of Council Officers.....	9
Councillor-Candidate Expenses and Reimbursement.....	9
Council Branding and Stationary .....	9
Council Photographs and Images.....	10
Councillor-Candidate Communications.....	10
Councillor-Candidate Correspondence.....	10
Use of the Title 'Councillor' .....	10
Council Communications .....	11
Prohibited Publication Material .....	11
Council Publications containing Councillor Information.....	11
Council Websites and Social Media.....	11
Media Advice.....	12
Media Releases and Responses .....	12
Publicity Campaigns .....	12
Website and Social Media .....	12
Annual Report .....	12
Access to Council Information .....	13
Equality .....	
Request for Information Register .....	13
Public Consultation, Meetings and Events.....	14
Public Consultation.....	14
Public Meetings and Events .....	14
External Events and Functions .....	14
Council Officer Standing as a Candidate .....	15
Members of Council Advisory Committees Standing as a Candidate.....	15
Advertising.....	15
Breaches under the Act .....	15



## Agenda Item 9.2 - Attachment 1



<b>Consultation .....</b>	<b>16</b>
<b>Implementation and Monitoring.....</b>	<b>16</b>
<b>Review of Policy .....</b>	<b>16</b>
<b>References and Related Legislation .....</b>	<b>16</b>
<b>Revision Record .....</b>	<b>16</b>

## Agenda Item 9.2 - Attachment 1



### Introduction

The *Local Government Act* 2020 ('the *Act*') requires that Council includes an Election Period Policy in its Governance Rules.

The Election Period Policy ensures that Maribyrnong Council elections are conducted in a fair, transparent and equitable manner.

The Election Period Policy outlines prohibitions on identified Council decisions during the Election Period, whilst still ensuring that the general business of Council continues throughout the Election Period in a responsible and transparent manner.

### Purpose

The Election Period Policy ('the Policy') is adopted by Council in compliance with the requirements of sections 60 and 69 of the *Act*.

The Election Period for the 2024 council elections will commence from 12.00pm on 24 September 2024 and conclude at 6.00pm on 26 October 2024. This Election Period Policy replaces the Election Period Policy adopted by Council on 18 August 2020.

### Policy Statement

The Election Period Policy provides assurance that local government elections for Maribyrnong City Council are conducted in fair, equitable and transparent manner.

### Scope

The Election Period Policy applies to all Councillors, Candidates and Council Officers.

### Definitions

**Candidate** means a person who has nominated as a candidate for an election under section 256 of the *Act*.

**Chief Executive Officer (CEO)** means:

- The person appointed by a Council to be its Chief Executive Officer under section 44 of the *Act* or any person acting in that position;
- The Chief Executive Officer's delegate; and/or
- Such other person that the Chief Executive Officer selects for the purpose of giving effect to this Policy.

**Council** means Maribyrnong City Council.

**Councillor-candidate** means a current Councillor who has nominated, or is considering nominating for election in the 24 October 2024 Council elections.

**Council Land** as defined within Council's General Purposes Local Law 2015, means any land vested in or under the control of the Council, including reserves, watercourses, reservations and the like, but excludes a road.

## Agenda Item 9.2 - Attachment 1



**Council Officer** means any employee/staff of Council whether permanent, temporary or casual, and includes contractors, and volunteers carrying out work for or on behalf of Maribyrnong City Council

**Delegated Committee** means a delegated committee established by Council under section 64 of *the Act*.

**Electioneering** means any action, statement and/or publication which contains material directly related to a Councillor's re-election, or a candidate's election.

**Election Manager** means:

- The Victorian Electoral Commission; or
- The person appointed in writing by the Victorian Electoral Commission.

**Election Period**, also known as the caretaker period, means the 32 day period that starts on the last day of nominations and ends at 6.00pm on Election Day (section 3(1) of the *Act*).

**Electoral material** means an advertisement, handbill, pamphlet or notice that contains electoral matter, but does not include an advertisement in a newspaper announcing the holding of a meeting.

**Electoral matter** means any matter which is intended or likely to affect voting in an election, but does not include any electoral material produced by, or on behalf of, the Election Manager for the purposes of conducting an election.

**Publish** means publish by any means, whether in hard copy or electronically, including publication on the internet.

**The Act** means the *Local Government Act 2020*.

## Agenda Item 9.2 - Attachment 1



### Election Period Policy

#### Overview

In summary, during the Election Period:

- Council and Council Officers will not make major or inappropriate decisions contrary to this policy.
- Council will limit public consultation, public meetings, civic and ceremonial events and hosting of Advisory Committees to avoid any express or implied links to the election.
- A Councillor or Council Officer will not print, publish or distribute electoral matter contrary to the Act.
- Council resources, events and activities must not be used at any time for election campaign purposes, or in a way that might improperly influence the result of an election.
- Information, assistance and advice by Council will be equally and transparently available and accessible to all candidates.
- The Chief Executive Officer shall take reasonable steps to inform relevant stakeholders of this policy.

#### Election Period Policy Notification

No later than 30 days prior to the commencement of the Election Period, the Chief Executive Officer shall ensure:

- all Councillors, Council Officers and Advisory Committee members are notified of the forthcoming Election Period and the application of this Election Period Policy;
- Ensure the policy is displayed on Council's website for the benefit of the community and election candidates.

## Agenda Item 9.2 - Attachment 1



### Decision Making During the Election Period

Council, a Delegated Committee of Council or a Council Officer acting under delegated authority of Council must not make Prohibited Decisions or Inappropriate Decisions during the Election Period.

#### 1. Prohibited Decisions

Prohibited Decisions include any decision:

- a. In relation to the appointment or remuneration of the Chief Executive Officer (but not to the appointment or remuneration of an Acting Chief Executive Officer);
- b. That commits Council to expenditure exceeding one percent of Council's income from general rates, municipal charges and service rates and charges in the preceding financial year;
- c. That Council considers could be reasonably deferred until the next Council is in place;
- d. That Council considers should not be made during an Election Period; and
- e. That would enable the use of Council's resources in a way that is intended to influence voting at an election.

A prohibited decision in relation to (a) and (b) above is in contravention of section 69 (a) and (b) of the Act and is invalid.

Any person who suffers any loss or damage as a result of acting in good faith on a Council decision that is invalid by virtue of subsection (4) of the Act is entitled to compensation from the Council for that loss or damage.

#### 2. Inappropriate Decisions

Decisions on the following matters during the Election Period, whether made by Council, a Delegated Committee or Council Officer exercising a delegation, are considered Inappropriate Decisions for the purposes of this Policy:

- Adoption or amendment of policies, protocols, strategies, master plans or frameworks;
- Changes to the strategic objectives and strategies in the Council Plan;
- Adoption of a revised budget;
- Major planning scheme amendments;
- Sale or discontinuance of roads or similar;
- Noting the results of community consultation;
- Acquisition or disposition of land;
- Adoption or amendment of a Local Law;
- Appointing representatives to Council committees; and
- Naming or re-naming of roads, reserves or features.

The disbursement of community grants are permitted during the Election Period as outlined below:

- The grants or allocations are made by a Council Officer pursuant to a delegation from Council, from an existing budget established by Council,
- The grants or allocations are made by a Council Officer in accordance with an established policy; guideline; or framework established by Council.
- Deferring the decision on the grant or allocation would be inappropriate in the event of an emergency and not in the interests of the community.

Council Officers are encouraged to liaise with the Director Corporate Services or their nominee for guidance in relation to matters which may constitute inappropriate decisions.

## Agenda Item 9.2 - Attachment 1



### Officer Decisions under Delegated Authority

Under section 11 of the *Act*, a Council may by instrument of delegation delegate to the members of a Delegated Committee or the Chief Executive Officer any power, duty or function of a Council under the Act or any other Act, other than a power, duty or function specified in section 11(2) of the *Act*. Other Acts may require certain powers to be delegated to Council Officers directly from Council.

As decisions of a delegate are deemed to be a decision of Council, Council Officers must give due consideration to the exercise of their powers during the Election Period and must satisfy themselves beforehand that the decision is not a Prohibited Decision or Inappropriate Decision during the Election Period.

Council Officers should also consider:

- Whether a decision is or may be perceived as inappropriate;
- Whether a decision could be controversial or potentially affect voting in an election;
- Whether the decision required community engagement;
- Whether the disadvantage of not making a decision exceeds the benefits of making a decision;
- Whether the delay in making a decision could have a negative impact on Council or the community.

Council Officers are encouraged to liaise with the Director Corporate Services or their nominee for guidance in relation to matters which may constitute inappropriate decisions.

### Council and Committee Meetings

During the Election Period, reports to Council and Delegated Committee Meetings will be carefully considered by the Chief Executive Officer or their nominee, to ensure that agenda items, matters or content is not included which could foreseeably influence voters' intentions at the upcoming election, or encourage Councillor-Candidates to use for electioneering.

### Election Period Statement

During the Election Period, the Chief Executive Officer will ensure that a statement is included on every Council or Delegated Committee Agenda as follows:

"The officer recommendations on all reports in this Agenda do not fall within or contravene the definition of a Prohibited Decision, as defined in section 69(2) of the *Local Government Act 2020* or an Inappropriate Decision as defined in Council's Election Period Policy".

### Public Question Time

Where a public question submitted for a Council meeting is deemed to contain electoral matter, the Chief Executive Officer shall recommend to the Chairperson that the question not be admitted pursuant to the Governance Rules.

---

## Agenda Item 9.2 - Attachment 1



### **Councillor-Candidate Obligations**

#### **Councillor-Candidate Conduct at Meetings**

Councillor-Candidates attending Council and Delegated Committee meetings should:

- Exercise caution to ensure that discussion and debate as far as practicable is not likely to be, or be perceived as electoral matter;
- Not raise a Notice of Motion, Urgent Business or Councillor Question, which is likely to be, or be perceived as electoral matter.

### **Council Resources**

Use of Council resources during the Election Period is supported by the Council Support, Expenses and Reimbursement Policy and Councillor Code of Conduct. Councillor-Candidates may continue to use Council equipment provided to them to facilitate their performance of normal Council business during the Election Period.

Councillor-Candidates will ensure that due propriety is observed in the use of all Council resources during the Election Period. Council resources include but are not limited to:

- Council offices, equipment and vehicles;
- Laptops and computers, including Council owned email accounts and social media accounts;
- Mobile phones, including use for calls, data, SMS messages, photos and videos;
- Councillor business cards and name badges;
- Council logos, branding, stationary or merchandise; and
- Photographs or images taken by Councillor Officers or paid for by Council

These resources will only be used for normal Council business during the Election Period and must not be used, or perceived to be used, in connection with an election campaign or issue.

In circumstances where it is unclear if the use of Council resources is related, or may be perceived as being related, to a Councillor-Candidate's election campaign, the use should be referred to the Chief Executive Officer for a determination.

#### **Role of Council Officers**

Council Officers must not be requested to undertake any tasks directly or indirectly related with the election campaign of a Councillor-Candidate. This extends to Council Officers being asked by a Councillor-Candidate to prioritise a complaint or issue which may be, or is likely to be perceived as assisting an electoral campaign.

#### **Councillor-Candidate Expenses and Reimbursement**

Reimbursements of Councillor-Candidates' out-of-pocket expenses during the Election Period will only apply to expenses incurred in the performance of ordinary Council business and not for expenses connected with, or perceived to be connected with, a Councillor-Candidates' election campaign.

#### **Council Branding and Stationary**

No Council logos or letterheads can be used for, or associated in any way to, a Councillor-Candidate's electioneering. Use of Council logos, branding and stationery is permitted for ordinary Council business only.

## Agenda Item 9.2 - Attachment 1



### Council Photographs and Images

Photographs and images taken of Councillors during their term by Council are not permitted to be used in any electoral material for any Councillor candidate. This includes images of Councillors at meetings and events.

### Councillor-Candidate Communications

Councillor-Candidates, like other candidates, are permitted to issue their own media releases provided they do not use Council resources, including email, fax, logo or any branding, letterhead or any Council owned device.

Councillor- Candidates must make it clear that the views expressed are personal views only, and not the views of Council.

Councillor-Candidates are not permitted to comment in any official capacity about a Council related issue raised by the media during the Election Period.

If a media outlets contact a Councillor-Candidate directly for a comment about an issue during the Election Period, the Councillor-Candidate is able to comment, provided they make it known to media outlets that the views expressed are personal views only, and not the views of Council.

Any Councillor requests for media advice, comment or assistance from Council Officers during the Election Period will be referred to the Chief Executive Officer or delegate. Council Officers cannot provide media advice or assistance to Councillor-candidates in relation to election issues

### Councillor-Candidate Correspondence

Councillor-Candidates will continue to receive correspondence during the Election Period. However, to avoid perceptions of providing undue advantage to Councillor-Candidates during the Election Period, responses to correspondence addressed to a Councillor-Candidate will be signed by the Chief Executive Officer or appropriate Director/Manager, and a copy provided to the Councillor-Candidate.

Responses will also include an acknowledgement noting that Council Officers are responding due to prohibitions upon Councillor-Candidates during the Election Period

Notwithstanding the above, Councillor-Candidates can choose to individually respond to correspondence without any Council Officer involvement or input.

### Use of the Title 'Councillor'

Councillor-Candidates are permitted to use the title 'Councillor' in their election material, as they continue to hold office during the Election period.

Councillors should ensure that any election publication using the title 'Councillor' clearly indicates that it is their own material and does not represent Council.



## Agenda Item 9.2 - Attachment 1



### Council Communications

#### Prohibited Publication Material

The Act prohibits Councillors or members of Council Officers from publishing material that contains electoral matter.

Section 304(2) of the Act states: “A Councillor or member of Council staff must not use Council resources to intentionally or recklessly print, publish or distribute or cause, permit or authorise to be printed, published or distributed any electoral material during the Election Period on behalf of, or purporting to be in behalf of, the Council.”

The above prohibition does not apply to electoral material that contains only information about the election process or is otherwise required in accordance with, or under, any Act or regulation.

The prohibition on publication materials does not apply to:

- Any material produced by or on behalf of the Election Manager for the purposes of conducting an election;
- An advertisement in a newspaper announcing the holding of a meeting; or
- Publishing of any documents published before the commencement of the Election Period or publication of any document required to be published in accordance with any Act or regulation.

The following publications may be published if approved by the Director Corporate Services or their nominee:

- New brochures and pamphlets on Council service
- New website material
- New social media publications
- Media releases

#### Council Publications Containing Councillor Information

Any reference to Councillors standing for re-election in Council publications printed, published or distributed during the Election Period must not include promotional text promoting the referenced Councillor.

The use of any Council publications that feature specific Councillors and/or individual achievements will be avoided for the duration of the Election Period.

#### Council Websites and Social Media

Council website and media services are intended to promote Council activities and services and must not be used in any way that might favour any election candidate or influence the outcome of a Council election.

During the Election Period, Council Officers are not permitted to make or publish any public statement that could be construed as influencing the elections. This does not include statements of clarification in relation to the election process that have been approved by the Director Corporate Services or their nominee.

## Agenda Item 9.2 - Attachment 1



### Media Advice

Any requests for media advice or assistance from Councillors during the Election Period will be channelled through the Chief Executive Officer or their nominee. No media advice or assistance will be provided in relation to election campaign matters.

### Media Releases and Responses

All media releases and / or responses during the Election Period must not contain reference to, or quotes by, any candidate, including Councillor-Candidates.

All Council media releases, responses or statements will be issued in the name of the Chief Executive Officer during the Election Period.

### Publicity Campaigns

During the Election Period, Council publicity campaigns, other than for the purpose of conducting the election or promoting ordinary Council activities, should be avoided wherever possible. Where a publicity campaign is deemed necessary for a Council service or function, it must be approved by the Chief Executive Officer or their nominee.

### Website and Social Media

During the Election Period, information about Councillors on Council's website will be restricted to names, contact details, titles, membership to committees and other bodies to which they have been appointed by Council.

Council Officers will carefully review and assess existing publications and online information prior to the commencement of the Election Period and, where practicable and appropriate (having particular regard the resources required) will remove any material that might otherwise constitute electoral matter or reasonably influence or be seen to influence, people's voting decisions the election.

In order to comply with Section 304(2) of the Act, during the Election Period, Council will:

- a) Disable all external posts and comments to Council's social media sites; or
- b) Moderate external posts and comments to ensure they are free from electoral matter before they are published.

A statement outlining the Election Period provisions will be published on Council's websites and social media accounts prior to and during the Election Period.

Council's social media sites such as Facebook, Instagram, X (Formerly known as Twitter) and YouTube, will continue to be a corporate voice for Council, and not be used for any electioneering purposes.

### Annual Report

The 2024-25 Annual Report will be published during the Election Period, however it is limited by legislative restrictions, and not contain any material that could be regarded as electioneering or promoting individual Councillors.

## Agenda Item 9.2 - Attachment 1



### **Access to Council Information**

Councillor-Candidates will continue to receive information during the Election Period, deemed necessary for their role.

Information provided by Council will relate only to factual matters and existing Council services. Councillor-Candidates and candidates will not receive information or advice from Council Officers that might be perceived to support electioneering. There shall be complete transparency in the provision of all information and advice provided to candidates during the Election Period.

All requests received by Council Officers for information about Council projects, programs or services will be responded to in a 'business as usual' manner. This means up to date responses will be provided about progress on Council projects or services to Councillors, candidates or the community.

Council Officers will provide accurate and complete information, however, a 'business as usual' approach does not include extensive research or analysis involving significant Council resources, or providing a level of information which would not normally be available.

### **Equality**

All candidates in an election will be treated equally by Council, and all information and advice provided to one candidate will be provided equally to all candidates.

- Officers will not provide responses to requests for information that express support, or may likely be perceived to express support for a candidate's election campaign.
- Officers will only provide information to a known candidate or prospective candidate that is generally available to the community.
- Requests for information which require the use of significant Council resources in order to provide a response will be referred to the Chief Executive Officer to determine whether a response can be provided.

### **Request for Information Register**

During the Election Period, a request for information register will be maintained by Council's Governance and Commercial Services Department. This register is a public document that records all requests relating to electoral matters, routine and non-routine requests for information by Councillor-Candidates and candidates, as well as the responses provided.

## Agenda Item 9.2 - Attachment 1



### **Public Consultation, Meetings and Events**

#### **Public Consultation**

Public consultation processes will not be undertaken during the Election Period, unless approved by the Chief Executive Officer or their nominee. For the purposes of this section, public consultation includes:

- A process where individuals, groups, organisations or the broader community are invited to comment on an issue, action or policy;
- Direct mail outs, public advertisements, focus groups or online surveys.

Public consultation does not include consultation required under the Planning and Environment Act 1987, or section 223 of the Act.

Public consultation on prohibited decisions, contentious or politically sensitive matters potentially affecting Council should be avoided in the lead up to the Election Period where possible to mitigate the risk of influencing, or being perceived to influence the election.

#### **Public Meetings and Events**

Where practicable, civic and ceremonial Council events and functions will not be scheduled during the Election Period. These do not include routine events such as programs and events conducted as part of Council's day to day operations (e.g. library programs, immunisation sessions etc).

Any invitation to a Council function, ceremony or event shall be approved and issued by the Chief Executive Officer and not in the name of the Mayor or an individual Councillor.

During the Election Period, Councillor-Candidates will be invited to attend Council events in their official standing role. However, Councillor-Candidates will not be provided with any official roles (e.g. speeches, master of ceremony) and will not be permitted to use the forum of electioneering purposes. The Chief Executive officer or delegate will perform any required ceremonial function and duties.

#### **External Events and Functions**

Councillor-Candidates are able to attend events or functions conducted by external bodies during the Election Period, however it is critical to determine whether a request is to attend:

- As a representative of Council; or
- As a candidate in the forthcoming election.

When attending as a representative of the Council, Councillor-Candidates must be mindful that they do not use and are not perceived as using the opportunity to electioneer.

Where Councillors are invited to represent Council at an external function or event during the Election Period, and make a speech, Councillor-Candidates may do so provided:

- The organiser is contacted in advance and briefed on the limitations imposed on Councillors during the Election Period; and
- The organiser is requested to avoid any express or implied reference to the election or candidates in the election; and
- The Councillor-Candidate's speech is pre-approved by the Chief Executive Officer or their nominee and does not contain any express or implied reference to the election or candidates in the election.

## Agenda Item 9.2 - Attachment 1



### Council Officer Standing as a Candidate

If an existing council officer stands as a candidate, they must:

- Inform the Chief Executive Officer;
- Take leave from their duties for the Election Period in accordance with sections 34 and 256 of the *Act*; and
- Return any council resources not available to the public during the Election Period

If elected as a Councillor, the Council Officer must resign from their employed position at Council in accordance with sections 34 and 256 of the *Act*.

### Members of Council Advisory Committees Standing as a Candidate

If an existing member of a Council Advisory Committee stands as a candidate, they must:

- Comply with this Policy;
- Inform the Chief Executive Officer;
- Take leave from the Council Advisory Committee for the Election Period;
- Return any council resources not available to the public during the Election Period; and
- If elected as a Councillor, resign from the Council Advisory Committee.

Members of Council Advisory Committees are not to use any confidential information provided to the Advisory Committee as a part of their electioneering.

### Advertising

Under Council's General Purposes Local Law 2015, candidates are not permitted to place any political advertising on Council land. This includes placing or affixing any letter, figure, poster, sign or advertisement on Council land. Any breaches of Council's General Purposes Local Law 2015 may result in penalties.

### Breaches under the Act

Division 1 of the *Act* outlines improper conduct provisions for Councillors. Section 123 of the *Act* prohibits Councillors from misusing or inappropriately making use of their position. A breach of this section attracts serious penalties, including possible imprisonment. Allegations of breaches of the *Act* are independently received and investigated by the Local Government Inspectorate.

Section 304 of the *Act* prohibits Councillors or a member of Council staff from using resources in a way that is intended to or likely to affect the results of an election. Furthermore, it also prohibits Councillors or a member of Council staff from using Council resources to intentionally or recklessly print, publish or distribute or cause, permit or authorise to be printed, published or distributed any electoral material during the Election Period on behalf of, or purporting to be on behalf of, the Council unless the electoral material only contains information about the election process or is otherwise required in accordance with, or under, any Act or regulation.

## Agenda Item 9.2 - Attachment 1



### Consultation

Pursuant to Section 60(4) a process of community engagement is required in the development or amendment of a Council's Governance Rules. Under Section 69, this Policy is included within the Governance Rules and is subject to the requirements of Section 60(4). This requirement will be met through the provisions outlined within Council's Community Engagement Policy.

### Implementation and Monitoring

Policy Owner	Directorate
Manager Governance and Commercial Services	Corporate Services

### Review of Policy

This policy will be reviewed in accordance with sections 60 and 69 of the *Act* or as required.

### References and Related Legislation

*Local Government Act 2020* (Vic).

Maribyrnong City Council's Community Engagement Policy

Maribyrnong City Council's Council Support, Expenses and Reimbursement Policy

Maribyrnong City Council's Councillor Code of Conduct

Maribyrnong City Council's Employee Code of Conduct

### Revision Record

Date	Revision Description
February 2016	Policy Adopted.
April 2020	Policy reviewed to satisfy requirements of <i>Local Government Act 2020</i> .
March 2024	Policy reviewed in preparation for 2024 local government elections.

**Agenda Item 9.3**

**REVIEW OF PUBLIC TRANSPARENCY POLICY, PRIVACY POLICY,  
LIVESTREAMING AND RECORDING OF MEETINGS POLICY, HEALTH RECORDS  
POLICY AND PUBLIC INTEREST DISCLOSURES PROCEDURE**

**Director:** Lisa King  
Director Corporate Services

**Author:** Phil McQue  
Manager Governance and Commercial Services

---

**PURPOSE**





This report presents a review of the Public Transparency Policy, Livestreaming and Recording of Meetings Policy, Privacy Policy, Health Records Policy and Public Interest Disclosures Procedures.

**ISSUES SUMMARY**

- The Public Transparency Policy, Privacy Policy, Livestreaming and Recording of Meetings Policy and Public Interest Disclosures Procedure are due for review.
- It is recommended that Council endorse the reviewed Public Transparency Policy to be released for the purpose of community engagement, in accordance with Council's Community Engagement Policy.
- It is recommended that Council adopt the reviewed Privacy Policy and Livestreaming and Recording of Meetings Policy, and the new Health Records Policy.
- It is recommended that the Public Interest Disclosure Procedures be archived as a Council Policy and noted that this will now be the remit and responsibility of the Chief Executive Officer.

## Agenda Item 9.3

### ATTACHMENTS

1. Public Transparency Policy March 2024 [↓](#) 
2. Privacy Policy March 2024 [↓](#) 
3. Livestreaming and Recording of Council Meetings Policy March 2024 [↓](#) 
4. Health Records Policy March 2024 [↓](#) 

### OFFICER RECOMMENDATION

#### That Council:

1. Endorse the release of the reviewed Public Transparency Policy, as shown at Attachment 1, for the purpose of community engagement;
2. Notes that a further report on the Public Transparency Policy will be presented to Council following community engagement, recommending adoption of the Policy;
3. Adopt the following reviewed Council Policies:
  - Privacy Policy, as shown at Attachment 2;
  - Livestreaming and Recording of Meetings Policy, as shown at Attachment 3; and
  - Health Records Policy, as shown at Attachment 4; and
4. Resolve that the Public Interest Disclosure Procedure is archived as a Council Policy, and now the remit and responsibility of the Chief Executive Officer, effective 20 March 2024.



## Agenda Item 9.3

### BACKGROUND

The following Governance Policies are due for review and the subject of this report.

- Livestreaming and Recording of Meetings Policy;
- Privacy Policy;
- Health Records Policy; and
- Public Interest Disclosures Procedure.

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

##### Public Transparency Policy

The *Local Government Act 2020 (Act)* requires Council to have a Public Transparency Policy that gives effect to the requirements of section 57 and 58 of the *Act*, including:

- Giving effect to the Public Transparency Principles outlined in the *Act*;
- Describing the ways in which Council information is to be made publicly available;
- Specifying which Council information must be publicly available (subject to any limitations outlined in section 58 of the *Act*), including all policies, plans and reports required under the *Act* or any other *Act*.

The Public Transparency Principles outlined in section 58 of the *Act* are:

- Council decision making processes must be transparent except when the Council is dealing with information that is confidential by virtue of the *Act* or any other *Act*;
- Council information must be publicly available unless—
  - the information is confidential by virtue of this *Act* or any other *Act*; or
  - public availability of the information would be contrary to the public interest;
- Council information must be understandable and accessible to the community;
- Public awareness of the availability of Council information must be facilitated.

The Public Transparency Policy, shown at Attachment 1, has been reviewed and updated to ensure that the public availability of Council Information is clearly outlined as outlined in Table 1 – Proposed amendments to Public Transparency Policy.

With the intent and commitment of transparency to Council's decision-making processes, it is recommended that a process of community engagement is undertaken in the review of the Public Transparency Policy.

**Table 1 – Proposed Amendments to Public Transparency Policy**

Section	Amendments proposed
Purpose	<ul style="list-style-type: none"><li>• Updated to align with <i>Local Government Act 2020</i>.</li></ul>

### Agenda Item 9.3

<b>Definitions</b>	<ul style="list-style-type: none"> <li>Updating of Definitions.</li> </ul>
<b>Public Transparency Policy</b>	<ul style="list-style-type: none"> <li>Clarify availability of identified Council information.</li> <li>Clarify accessibility of identified Council information.</li> <li>Define 'Not in Public Interest'.</li> <li>Clarify Councillor access to information.</li> <li>Clarify process for accessing Council information.</li> </ul>
<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"> <li>Minor aligning to organisation structure.</li> </ul>
<b>Consultation</b>	<ul style="list-style-type: none"> <li>Inclusion of consultation consistent with Council's Community Engagement Policy.</li> </ul>
<b>Appendix 1</b>	<ul style="list-style-type: none"> <li>Inclusion of a summary of Council Information to be made publicly available on Council's website or upon request.</li> </ul>

### Privacy Policy

Council's Privacy Policy, shown at Attachment 2, provides guidance and clear processes for its management of personal information as required under the *Privacy and Data Protection Act 2014*. There have been minor administrative amendments to the Policy outlined in Table 2 – Proposed amendments to Privacy Policy.

**Table 2 – Proposed Amendments to Privacy Policy**

<b>Section</b>	<b>Amendments proposed</b>
<b>Policy Statement</b>	<ul style="list-style-type: none"> <li>Clear linkage to the 10 Information Privacy Principles outlined in the <i>Privacy and Data Protection Act 2014</i>.</li> </ul>
<b>Privacy Policy</b>	<ul style="list-style-type: none"> <li>Inclusion of additional content to clearly reflect the requirements of the Information Privacy Principles, outlined in the <i>Privacy and Data Protection Act 2014</i>.</li> <li>Updated Personal Information Collection Notice Template.</li> <li>Updated information on Council's website and social media channels.</li> </ul>

## Agenda Item 9.3

### Livestreaming and Recording of Meetings Policy

Council's Livestreaming and Recording of Meetings Policy, shown at Attachment 3, provides guidance and clear processes for the livestreaming and recording of Council and Delegated Committee meetings.

There have been minor amendments to the Policy outlined in Table 3 – Proposed amendments to Livestreaming and Recording of Meetings Policy.

**Table 3 – Proposed Amendments to Livestreaming and Recording of Meetings Policy**

Section	Amendments proposed
<b>Introduction</b>	<ul style="list-style-type: none"><li>Updated to align with the <i>Local Government Act 2020</i>.</li></ul>
<b>Policy Statement</b>	<ul style="list-style-type: none"><li>Inclusion of clear reference to maintaining transparency and accessibility to meetings.</li></ul>
<b>Definitions</b>	<ul style="list-style-type: none"><li>Updating of Definitions.</li></ul>
<b>Livestreaming and Recording of Council Meetings Policy</b>	<ul style="list-style-type: none"><li>Clarification of process for livestreaming and recording of meetings.</li><li>Inclusion of suspension and termination of livestreaming provisions.</li><li>Updated content and editing provisions.</li><li>Updated technology provisions.</li></ul>

### Health Records Policy

Maribyrnong Council collects and manages individual health information across many of its services and activities. Council is committed to the protection of health information and has developed a new Council's Health Records Policy to provide guidance and clear processes for Council's management of health information as required under the *Health Records Act 2001*.

The newly developed Health Records Policy, shown at Attachment 4, is based on Council's Privacy Policy, with the inclusion of two additional Principles as below, outlined in detail in the Policy.

- Principle 10 – Transfer or Closure of the Practice of a Health Service Provider
- Principle 11 – Making Information Available to Another Health Service Provider

## Agenda Item 9.3

### Public Interest Disclosures Procedures

Council's Public Interest Disclosures Procedures provides guidance and clear processes for its management of Public Interest Disclosures, as outlined in the provisions of the *Public Interest Disclosure Act 2012*.

It is noted that Public Interest Disclosure Procedures across local government are the remit and responsibility of Chief Executive Officers, rather than Councils, primarily due to the administrative nature of these procedures.

It is therefore recommended that the Public Interest Disclosure Procedures be archived as a Council Policy, and transferred to the remit and responsibility of the Chief Executive Officer.

## 2. Council Policy/Legislation

### Council Plan 2021-2025

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Strategic Objectives
  - Council will proactively lead our changing City using strategic foresight, innovation, transparent decision making and well-planned and effective collaboration and community engagement to support community and economic growth during the ongoing challenges of the pandemic and beyond.

### Legislation

*Local Government Act 2020*  
*Health Records Act 2001*  
*Privacy and Data Protection Act 2014*  
*Public Interest Disclosures Act 2012*

### Conflicts of Interest

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

### Human Rights Consideration

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

## 4. Engagement

Council's Public Transparency Policy will be subject to a process of community engagement in accordance with Council's Community Engagement Policy.

### **Agenda Item 9.3**

The Privacy Policy, Livestreaming and Recording of Meetings Policy and Health Records Policy have been determined to not require community engagement as they are considered minor reviews.

#### **4. Resources**

Nil.

#### **5. Environment**

Nil.

### **CONCLUSION**

This report presents a Governance Policy Review, which includes the Public Transparency Policy, Privacy Policy, Livestreaming and Recording of Meetings Policy, Health Records Policy and Public Interest Disclosures Procedures.

## Agenda Item 9.3 - Attachment 1



### Public Transparency Policy

---

<b>Policy number:</b>	4622	<b>Endorsed by:</b>	Council
<b>Date endorsed:</b>	TBA	<b>Policy Author:</b>	Manager Governance and Commercial Services
<b>Policy owner:</b>	Manager Governance and Commercial Services	<b>Review date:</b>	TBA 2028
<b>Policy Status:</b>	Under Review	<b>Policy type:</b>	Council

**Agenda Item 9.3 - Attachment 1**

## Contents

Public Transparency Policy .....	1
Introduction .....	3
Purpose.....	3
Scope.....	3
Definitions .....	4
Public Transparency Policy.....	5
Council's Decision Making Processes .....	5
Availability of Council Information .....	5
Accessibility of Council Information .....	6
Council Information Not Available.....	7
Dissatisfaction and Complaints.....	10
Application of this Policy.....	10
Human Rights Charter.....	10
Roles and Responsibility .....	11
Consultation.....	11
References and Related Legislation.....	12
Review of Policy .....	12

## Agenda Item 9.3 - Attachment 1

### Introduction

The purpose of the Public Transparency Policy is to give effect to and formalise Council's commitment to the Public Transparency Principles contained in the Local Government Act 2020.

### Purpose

This Public Transparency Policy is adopted in compliance with section 57 of the *Act*. The Public Transparency Policy:

- Outlines which Council information will be made publically available;
- Describes ways in which Council information will be made publically available in an accessible and timely manner;
- Describes the categories of Council information that may not be made publically available;
- Provides the Maribyrnong community with greater transparency and accountability in Council's decision making process.

### Scope

The Policy applies to Councillors and Council Officers of Maribyrnong Council.



## Agenda Item 9.3 - Attachment 1

### Definitions

Term	Definition
<b>The Act</b>	means the <i>Local Government Act 2020 (Vic)</i> .
<b>Chief Executive Officer (CEO)</b>	means: <ul style="list-style-type: none"> <li>• The person appointed by a Council to be its Chief Executive Officer under section 44 of the <i>Act</i> or any person acting in that position;</li> <li>• The Chief Executive Officer's delegate; and/or</li> <li>• Such other person that the Chief Executive Officer selects for the purpose of giving effect to this Policy</li> </ul>
<b>Closed Meetings</b>	means a Meeting that is closed to members of the public under section 66 of the <i>Act</i> .
<b>Confidential Information</b>	means confidential information as defined in section 3(1) of the <i>Act</i> .
<b>Community engagement</b>	means the process of seeking public involvement in a matter.
<b>Council</b>	means Maribyrnong City Council.
<b>Council Information</b>	means all documents and other information held by Council.
<b>Councillor</b>	means a person elected to a vacant chair of the Maribyrnong City Council at any Victorian Local Government Election, or the most recent by-election as applicable.
<b>Council Officer</b>	means a person employed by the Maribyrnong City Council and includes the Chief Executive Officer (CEO).
<b>Delegated Committee</b>	means any Delegated Committee established under section 63 of the <i>Local Government Act 2020</i> .
<b>Health Information</b>	means health information as defined in section 3(1) of the <i>Health Records Act 2001</i> .
<b>Personal Information</b>	means personal information as defined in section 3(1) of the <i>Privacy and Data Protection Act 2014</i> .
<b>Public Transparency Principles</b>	means the public transparency principles under section 58 of the <i>Local Government Act 2020</i> .
<b>Requestor</b>	means a person making a request to access Council Information under and in accordance with this Policy.

## Agenda Item 9.3 - Attachment 1

### Public Transparency Policy

Maribyrnong Council will give effect to and implement the Public Transparency Principles in accordance with this Policy and the Act.

Council commits to making all Council information publicly available, except where the information:

- a) Is 'Confidential Information' as defined under section 3(1) of the Act, unless Council has determined by resolution that the information should be made publicly available;
- b) Is confidential by virtue of any other Act; or  
being made publicly available would be contrary to the public interest.

### Council's Decision Making Processes

Council is committed to ensuring that all Council decisions are transparent, in accordance with the Act and open to giving the community the opportunity for meaningful engagement with Council and its decision-making processes.

Decisions made by Council will:

- Be made in accordance with the Act and Council's Governance Rules;
- Reflect the processes outlined in related Council policy in connection with the subject matter being discussed and in accordance with the practices and principles prescribed by the Act or any other Acts;
- Be made fairly and on the merits and made in the best interests of the City of Maribyrnong as a whole;
- Be made in consultation with, and participation of, a group, or a section or subset of a group, that would be directly affected by a Council decision;
- Be conducted in an open forum and accessible to the public; unless considering Confidential Information.

Further details of Council's decision-making process can be found in Chapter 1 of Council's Governance Rules.

### Availability of Council Information

Council will make Council information publicly available, unless the Council Information is:

- Classified as Confidential Information; or
- Release of the Council Information has been determined by the Chief Executive Officer or appropriate Council Officer as being contrary to the public interest.

Council Information which will be made publicly available will be accessible through its website with all such information being regularly reviewed, updated, understandable and accessible.

Council will use various publications and social media channels where possible to promote availability of Council information to encourage community engagement and transparency.

## Agenda Item 9.3 - Attachment 1

The list of the categories of Council Information which will generally be made available either on Council's website or upon request is set out below:

**Documents including:**

- Plans and Reports adopted by Council;
- Council Policies;
- Project and Service Plans;
- Awarded tenders; and
- Council publications including a range of newsletters, reports and handbooks

**Process information including:**

- Application processes for permits, approvals, grants, access to Council services;
- Council policies;
- Community Engagement processes; and
- Complaints Handling processes

**The following Council Information will be made available on Council's website:**

- Councillor Code of Conduct;
- Meeting Agendas;
- Minutes of Meetings;
- Annual Budgets;
- Annual Reports;
- Audit and Risk Committee Charter;
- Register of Delegations;
- Register of Election Campaign Donations;
- Summary of Personal Interests; and
- Any other Registers or Records required by the Act or any other Act.

## Accessibility of Council Information

Council will facilitate the awareness of access to Council information through its website and upon request.

Council will, where reasonably practical, facilitate access to Council Information by:

- Making Council Information available in accordance with this Policy;
- Upon request, make Council Information accessible in hardcopy or electric format
- Converting Council Information to different accessible formats where necessary for members of the Community for whom:
  - English is their second language; or
  - Disability requires an alternative means of access to be provided.

Where a requestor seeks access to Council Information not available on Council's website, or otherwise available upon request, the Chief Executive Officer or appropriate Council Officer will:

- Review the request;
- Assess whether the Council Information requested is Confidential Information, or its release would be contrary to the public interest; and
- Notify the Requestor of the outcome of that assessment.

## Agenda Item 9.3 - Attachment 1

If the Council Information requested is assessed as not being Confidential Information, or its release is assessed as not being contrary to the public interest, the Council Information will be provided to the Requestor.

Council Information will be provided to the Requestor by email unless the:

- Requestor seeks access in a different form as stated in this Policy, in which case the Council Information will be provided in that form, unless it is impracticable to do so;
- Chief Executive Officer or nominee, having regard to the nature of the Council Information requested, determines that the Council Information should be provided in a different form, such as by inspection.

If Council Information requested is assessed as being Confidential Information, or its release is assessed as being contrary to the public interest, the Requestor will be advised:

- that the request has been denied;
- of the reasons for the request being denied; and
- of alternative mechanisms by which they may seek access to the Council Information, such as making a request made under the Freedom of Information Act 1982).

Council publishes a statement under the Freedom of Information Act 1982, available on Council's website.

Where Council Information requested is assessed as being Confidential Information, or its release is assessed as being contrary to the public interest; but

- It is practicable for that Council Information to be provided with deletions so that it is suitable for release to the Requestor; and
- the Chief Executive Officer or nominee believes that the Requestor would want the Council Information in that format,
- the Council Information will be provided in that format.

### Council Information Not Available

Some Council information may not be made publicly available. This will primarily only occur if the Council Information is considered confidential information or if its release would result in a breach of Council's statutory obligations with the *Privacy and Data Protection Act 2014*.

"Confidential Information" as defined by section 3(1) of the *Act* includes the categories below:

Type	Description
<b>Council business information</b>	Information that would prejudice the Council's position in commercial negotiations if prematurely released.
<b>Security information</b>	Information that is likely to endanger the security of Council property or the safety of any person if released.
<b>Land use planning information</b>	Information that is likely to encourage speculation in land values if prematurely released.
<b>Law enforcement information</b>	Information which would be reasonably likely to prejudice the investigation into an alleged breach of the law or the fair trial or hearing of any person if released.

**Agenda Item 9.3 - Attachment 1**

<b>Legal privileged information</b>	Information to which legal professional privilege or client legal privilege applies.
<b>Personal information</b>	Information which would result in the unreasonable disclosure of information about any person or their personal affairs if released.
<b>Private commercial information</b>	Information provided by a business, commercial or financial undertaking that relates to trade secrets or that would unreasonably expose the business, commercial or financial undertaking to disadvantage if released.
<b>Confidential meeting information</b>	Records of a Council and delegated committee meetings that are closed to the public to consider confidential information
<b>Internal arbitration information</b>	Confidential information relating internal arbitration about an alleged breach of the Councillor code of conduct.
<b>Councillor Conduct Panel confidential information</b>	Confidential information relating to a Councillor Conduct Panel matter
<b>Confidential information under the 1989 Act</b>	Information that was confidential information for the purposes of section 77 of the Local Government Act 1989

## Agenda Item 9.3 - Attachment 1

Council may by resolution decide to release information to the public even though it is considered confidential under the Act. However, this will not occur if such release would be:

- Contrary to legal obligations;
- In breach of contractual requirements;
- Likely to harm or cause disadvantage to Council or any person; or
- Contrary to the Public Interest.

### Contrary to the Public Interest

Council Information will not be made publicly available if doing so would be contrary to the Public Interest. Factors that may determine whether Council information that is to be made publically available would be contrary to the Public Interest include but is not limited to:

- Disclosure would prejudice or otherwise affect the conduct of investigations, audits or reviews by Council or integrity bodies.
- Disclosure would impair or impact contractual or other negotiations or would impair or impact legal proceedings.
- Information is in a draft or no longer current.
- The sensitivity of the information.
- Any adverse effect that releasing the information would have on the effectiveness of Council's decision-making processes.
- Disclosure of information or opinions of a preliminary nature such that they might either mislead the Community with respect to Council's position on a matter or have a substantial adverse effect on the economy of the municipality.
- Whether the information would impair or otherwise impact on Council's ability to obtain information in future that is similar in nature to the Council Information.
- The impact on the reasonable allocation of Council's resources, including in responding to requests for Council Information that are assessed as being frivolous, vexatious or repetitious in nature.

### Access to Information by Councillors

Councillors may request access to Council information by providing a request to the Chief Executive Officer, relevant Director or relevant Manager. Councillors will act reasonably in making a request for information.

Councillors have a right to access Council information that is reasonably necessary for exercising their functions as prescribed under section 28 of the Act, being:

- (a) to participate in the decision making of the Council; and
- (b) to represent the interests of the municipal community in that decision making; and
- (c) to contribute to the strategic direction of the Council through the development and review of key strategic documents of the Council, including the Council Plan

When dealing with a request by a Councillor for information, the Chief Executive Officer must act reasonably. If a request is to be reasonably denied, reasons for the refusal must be identified and provided to that Councillor.

Any information that is provided to a particular Councillor in the pursuit of their civic duties should also be made available to any other Councillor who requests it.

Councillors are unable to use information provided for any purposes that are unrelated to their functions and duties as a Councillor, or which may cause detriment to Council.

## Agenda Item 9.3 - Attachment 1

### Privacy

Council follows the *Privacy and Data Protection Act 2014* and its Privacy Policy when considering the release of Council Information. Council Information containing personal information will not be released without prior consent of the individual unless provided for by the *Privacy and Data Protection Act 2014*, its Privacy Policy or other Acts. If Council determines to release Council Information any personal information will be redacted.

### Copyright

The intellectual property of some Council Information available for public access belongs to third parties and is the subject of copyright. Access to this information is provided to members of the public in accordance with relevant legislation. Copyright laws will apply to this information and Requestors are advised to seek the consent of the copyright owner before considering reproducing the information in any way.

### Dissatisfaction and Complaints

If a requestor is dissatisfied with a decision regarding the release of information, this should initially be raised directly with the Council Officer handling the matter.

Where a requestor is still not satisfied and would like to seek review of the decision, this can be reported to Council's Manager Governance and Commercial Services

If not satisfied with Council's response or the matter remains unresolved, the concerns can be raised directly with the Victorian Ombudsman's office on (03) 9613 6222 or via the Ombudsman's website – [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au).

### Application of this Policy

This Policy applies to all Council Information, except Council Information which is made available, or is otherwise accessible, under another Act (other than an Act which refers to this Policy). This Policy does not apply to Council Information which is:

- required to be made available under the Planning and Environment Act 1987
- required to be made available under the Building Act 1993
- otherwise required to be made available on payment of a fee or charge.

### Human Rights Charter

This Policy complies with the *Charter of Human Rights and Responsibilities Act 2006* ("The Charter"). This Policy seeks to promote:

#### Section 13 of the Charter

The protection of an individual's rights not to have their privacy unlawfully or arbitrarily interfered with; and

#### Section 18 of the Charter

Recognises a person's right to participate in the conduct of public affairs.

## Agenda Item 9.3 - Attachment 1

### Roles and Responsibility

Type	Description
<b>Councillors</b>	<ul style="list-style-type: none"> <li>Champion the commitment and principles for public transparency through leadership and decision-making</li> </ul>
<b>Executive Leadership Team (ELT)</b>	<ul style="list-style-type: none"> <li>Champion behaviours across the organisation and in a manner that upholds Council's reputation which fosters public transparency and drive the principles through policy, process and leadership.</li> <li>Monitor implementation of this Policy.</li> </ul>
<b>Managers, Coordinators and Team Leaders</b>	<ul style="list-style-type: none"> <li>Manage areas of responsibility to ensure public transparency, good governance and community engagement is consistent with this Policy.</li> <li>Responsible for responding to requests for information within the scope of this Policy.</li> </ul>
<b>Council Officers</b>	<ul style="list-style-type: none"> <li>Consider public transparency within the scope of their role and function.</li> <li>Respond to requests for information and facilitate provision of information in consultation with their manager and this Policy.</li> </ul>

### Consultation

A process of community engagement will be followed in any amendment of Council's Public Transparency Policy. This requirement will be met through the provisions outlined within Council's Community Engagement Policy.

### Implementation and Monitoring

Policy Owner	Directorate
Manager Governance and Commercial Services	Corporate Services



## Agenda Item 9.3 - Attachment 1

### References and Related Legislation

- *Charter of Human Rights and Responsibilities Act 2006* (Vic)
- *Equal Opportunity Act 2010* (Vic)
- *Freedom of Information Act 1982* (Vic)
- *Local Government Act 2020* (Vic)
- *Privacy and Data Protection Act 2014* (Vic)
- *Public Records Act 1973* (Vic)
- Maribyrnong City Council's Community Engagement Policy
- Maribyrnong City Council's Governance Rules
- Maribyrnong City Council's Part II Statement (*Freedom of Information Act 1982*)
- Maribyrnong City Council's Privacy Policy

### Review of Policy

This Policy will be reviewed every four years or whenever Council determines that a need for review has arisen.

## Agenda Item 9.3 - Attachment 2



### Privacy Policy

<b>Policy Number:</b>	3799	<b>Endorsed by:</b>	Council
<b>Date endorsed:</b>	TBA	<b>Policy Author:</b>	Coordinator Governance
<b>Policy Owner:</b>	Manager Governance and Commercial Services	<b>Review date:</b>	TBA 2028
<b>Policy Status:</b>	Draft	<b>Policy type:</b>	Council

## Agenda Item 9.3 - Attachment 2

### Table of Contents

Privacy Policy.....	1
Introduction .....	3
Definitions .....	3
Purpose.....	5
Scope.....	5
Background .....	5
Responsibilities .....	5
Policy Statement .....	5
Privacy Policy.....	<b>Error! Bookmark not defined.</b>
Information Privacy Principles (IPPs) .....	6
Principle 1 – Collection.....	6
Principle 2 – Use and Disclosure .....	7
Principle 3 - Data quality .....	9
Principle 4 - Data security.....	9
Principle 5 - Openness.....	9
Principle 6 - Access and correction .....	9
Principle 7 - Unique identifiers .....	10
Principle 8 - Anonymity .....	10
Principle 9 - Transborder data flows .....	11
Principle 10 - Sensitive information .....	11
Council Website and Social Media .....	12
Privacy Training.....	13
Enquiries or Complaints.....	13
Implementation and Monitoring.....	14
Review of Policy.....	14
References.....	14

## Agenda Item 9.3 - Attachment 2

### Introduction

Maribyrnong City Council is committed to complying with the *Privacy and Data Protection Act 2014* (Vic), which prescribes how Council must manage collect, manage and disclose personal information.

### Definitions

Term	Definition
<b>Council</b>	means Maribyrnong City Council.
<b>Delegated Committee</b>	means a Delegated Committee established by Council under section 63 of the <i>Local Government Act 2020</i> .
<b>Health information</b>	<p>means</p> <ul style="list-style-type: none"><li>• Information or an opinion about:<ul style="list-style-type: none"><li>○ the physical, mental or psychological health (at any time) of an individual; or</li><li>○ a disability (at any time) of an individual; or</li><li>○ an individual's expressed wishes about the future provision of health services to him or her; or</li><li>○ a health service provided, or to be provided, to an individual –</li></ul></li></ul> <p>or</p> <ul style="list-style-type: none"><li>• other personal information collected to provide, or in providing, a health service; or</li><li>• other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or</li><li>• other personal information that is genetic information about an individual in a form which is or could be predictive of the health (at any time) of the individual or of any of his or her descendants.</li></ul>
<b>HRA</b>	means the <i>Health Records Act 2001</i> (Vic).

## Agenda Item 9.3 - Attachment 2

<b>Information Privacy Principles (IPPs)</b>	The Information Privacy Principles (IPPs) are a set of ten principles that regulate how personal information is handled. These principles underpin the <i>Privacy and Data Protection Act 2014</i> (Vic).
<b>PDPA</b>	means the <i>Privacy and Data Protection Act 2014</i> (Vic).
<b>Personal information</b>	<p>means information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include information of a kind to which the <i>Health Records Act 2001</i> (Vic) applies.</p> <p>This can include, but is not limited to a person's:</p> <ul style="list-style-type: none"><li>• Name,</li><li>• age, weight or height;</li><li>• Income;</li><li>• Marital status;</li><li>• Education;</li><li>• Home address and home number;</li><li>• Employee details;</li><li>• Email address.</li></ul>
<b>Public Registers</b>	Means documents that Council is required to make publically available pursuant to legislation.
<b>Sensitive information</b>	<p>means information or an opinion about an individual's:</p> <ul style="list-style-type: none"><li>• racial or ethnic origin; or</li><li>• political opinions; or</li><li>• membership of a political association; or</li><li>• religious beliefs or affiliations; or</li><li>• philosophical beliefs; or</li><li>• membership of a professional or trade association; or</li><li>• membership of a trade union; or</li><li>• sexual preferences or practices; or</li><li>• criminal record</li></ul>
<b>Unique Identifier</b>	means a number or code that is assigned to an individual's record to assist with identification (similar to a drivers license number)

## Agenda Item 9.3 - Attachment 2

### Purpose

The purpose of Maribyrnong Council's Privacy Policy (the Policy) is to assist Council meet its compliance obligations under the *Privacy and Data Protection Act 2014* (Vic) ("PDPA"), relating to the collection, management and of personal information.

### Scope

The Policy applies to all Councillors, employees, volunteers and contractors of Council and covers all personal information collected and held by Council.

### Background

Maribyrnong Council is committed to full compliance with its obligations under the PDPA and an individual's right to privacy and protection of personal information.

### Responsibilities

The Manager Governance and Commercial Services is Council's Privacy Officer and is responsible for Council's obligations under the PDPA, promoting the Policy and working with Council departments to ensure staff are conversant with this policy and that processes are compliant with legislative requirements.

### Policy Statement

The Policy prescribes that personal information managed by Council is undertaken in accordance with the Information Privacy Principles (IPPs) in the PDPA.

#### **10 Information Privacy Principles (IPPs)**

- Principle 1 – Collection
- Principle 2 – Use and Disclosure
- Principle 3 – Data Quality
- Principle 4 – Data Security
- Principle 5 – Openness
- Principle 6 – Access and Correction
- Principle 7 – Unique identifiers
- Principle 8 – Anonymity
- Principle 9 – Transborder Data flows
- Principle 10 – Sensitive Information

## Agenda Item 9.3 - Attachment 2

### Information Privacy Principles (IPPs)

#### Principle 1 – Collection

Maribyrnong Council will only collect personal information that is necessary for carrying out one or more of its functions or services.

In some circumstances, Council may be required by law to collect personal information. If reasonable and practicable to do so, Council will only collect personal information directly from you.

Council will only collect personal information by lawful and fair means and not in an unreasonably intrusive manner.

This information typically includes but is not limited to the following:

- Name
- Address (residential, postal and email)
- Telephone number (work, home and mobile)
- Signature
- Date of birth
- Occupation
- Motor vehicle registration number
- Payment or billing information

The information provided may be used for the purpose of Council contacting you to facilitate successful delivery of its functions and services.

#### **Personal Information - Collection Notices**

Where Council is collecting your personal information, a collection notice will be included based on the following:

*Maribyrnong City Council (Council) is committed to protecting your privacy. The personal information requested on this form is being collected by Council for the purpose of {insert purpose, name of legislation requiring collection if applicable}. The personal information collected will be used by Council for that primary purpose or directly related purposes. The personal information will be disclosed to {insert names of any external parties Council will be disclosing the personal information to} for the purpose of {insert how those external parties will be using the personal information}. Personal information collected will not be disclosed to any third party without your consent, unless permitted or required by law. If the personal information is not collected, Council may not be able to {insert details of the service, function or program Council will be unable to provide without the requested personal information}. Requests for access to and/or amendment of your personal information should be made to Council's Freedom of Information Officer. For more information, refer to Council's Privacy Policy.*

Council staff must not collect personal information unless the information is necessary for one or more of Council's functions or activities.

## Agenda Item 9.3 - Attachment 2

Before collection occurs, Council staff must have established the type of personal information they will be collecting and confirm that all personal information proposed to be collected is required for the program, service or activity they provide. Collecting personal information with no identifiable purpose is not acceptable.

Occasionally, Council staff are provided with unrequested personal information that is not necessary for or related to any purpose of Council. As soon as practical after personal information is received, Council officers should decide whether it is relevant to what Council does. If information is not relevant, Council officers should not keep it in its records.

Before the information is destroyed consideration must be given to the *Public Records Act 1973*. If the information received would be defined as a public record under the *Public Records Act 1973*, Council is obligated to retain the information for a specified statutory timeframe.

Council will only collect sensitive information where you have consented or as permitted under the *PDPA* or any other laws.

### Principle 2 – Use and Disclosure

Council will take all necessary measures to prevent unauthorised access to, or disclosure of personal information.

Council will only use or disclose your personal information within the course of Council business, including:

- For the primary purpose for which it was collected;
- For a secondary purpose where related to the primary purpose of collection and which would be reasonably expected;
- In accordance with your consent;
- In accordance with legislative requirements, including where required or authorised under law; and

Where otherwise permitted by the IPPs and the *PDPA*. Council will take all necessary measures to prevent unauthorised access to, or disclosure of, your personal information.



## Agenda Item 9.3 - Attachment 2

Examples of use or disclosure of personal information may include:

- Disclosure of personal information to external organisations such as Council's contracted service providers who perform various services for, and on behalf of, the Council. These contractors have agreed to be bound by the provisions of the PDPA. Information provided to these contractors is limited to the information required by them to provide services on behalf of Council.
- Disclosure of personal information to other agencies in the course of an investigation and defence of legal claims against Council. This includes Council's solicitors, consultants and investigators.
- Use of personal information contained in complaints which you make to Council as part of any prosecution undertaken as part its law enforcement functions.

Council may also disclose personal information to:

- Debt collection agencies;
- Government agencies including, but not limited to the Department of Health and Human Services, the Department of Education (DoE), the Victorian Building Authority (VBA), the Independent Broad-based Anti-Corruption Commission (IBAC) and Worksafe Victoria in accordance with relevant legislation and functions;
- Law enforcement and emergency agencies, including Victoria Police or the State Emergency Services, for emergency or law enforcement purposes;
- Council's professionally advisers, including accountants, auditors, insurers, bankers, valuers, IT providers and lawyers; and
- Other individuals or organisations only if Council believes that the disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health, safety or welfare, or a serious threat to public health, safety or welfare.

Personal information in applications for employment with Council will be supplied to agencies such as the Victoria Police as part of a background check, or with the Department of Justice and Community Safety as part of a Working with Children Check.

The results from such checks will not be disclosed to any third party unless authorised by law or with the applicants' written authorisation.

Personal information may also be contained in Council's Public Registers. Under the *Local Government Act 1989* (Vic) and *Local Government Act 2020* (Vic), any person is entitled to inspect Council's Public Registers, or make a copy of them, upon payment of the relevant fee.

## Agenda Item 9.3 - Attachment 2

### Principle 3 - Data Quality

Council will take reasonable steps to ensure that personal information it collects and holds is accurate, complete and up to date. Requests to amend any personal information supplied to Council are further detailed under Principle 6 – Access and Correction.

### Principle 4 - Data Security

Council will take all necessary steps to ensure that personal information is stored safely and securely to prevent misuse, loss and unauthorised access, modification or disclosure. Council will also take reasonable steps to destroy or permanently de-identify personal information no longer required for the purpose the information was gathered. However, as Council is required to comply with the *Public Records Act 1973* (Vic) and retention schedules no records will be destroyed or de-identified before seeking advice from Council's Information Management Coordinator.

### Principle 5 - Openness

This Policy, available on Council's website, is Council's commitment to public transparency and openness in the management of personal information.

On request, Council will inform an individual in general terms, what information it holds on the individual, for what purpose this information is held and how the information was collected, held and disclosed.

### Principle 6 - Access and Correction

Individuals have the right to access their own personal information, and where necessary, request that information be corrected.

Where an individual requests Council to correct their personal information, Council will take reasonable steps to notify the individual of the decision of their request as soon as practicable.

Requests for access to and correction of documents containing personal information are generally managed under the *Freedom of Information Act 1982* (Vic).

## Agenda Item 9.3 - Attachment 2

Requests can be made in writing and addressed to the:

**Freedom of Information Officer**

Maribyrnong City Council  
PO Box 58  
FOOTSCRAY VIC 3011

Email – [Email@maribyrnong.vic.gov.au](mailto:Email@maribyrnong.vic.gov.au)

Further information on making an FOI request can be found on Council's website at: <https://www.maribyrnong.vic.gov.au/About-us/Governance-and-Council-Information/Freedom-of-information>. Some requests for personal information may be dealt with informally outside of the *Freedom of Information Act 1982* (Vic).

### Principle 7 - Unique Identifiers

A unique identifier is a number or code that is assigned to someone's record to assist with identification.

Council will only assign a unique identifier to a person if the assignment is reasonably necessary to carry out its functions efficiently.

Council will not adopt or disclose a unique identifier assigned to an individual by another organisation unless:

- It is necessary to enable Council to carry out any of its functions efficiently;
- It has obtained the consent of the individual to the use of the unique identifier;
- There are legal requirements for Council to do so; the conditions for use and disclosure set out in the *PDPA* are satisfied.

### Principle 8 - Anonymity

Where lawful and practicable, Council will provide the option for individuals to remain anonymous in their interactions with Council. However, Anonymity may limit Council's ability to process a complaint or other matter.

Therefore, if you choose not to supply personal information that is necessary for the Council to perform its functions, then Council reserves the right to take no further action on that matter.

## Agenda Item 9.3 - Attachment 2

### Principle 9 - Transborder Data Flows

The progress of new technologies has resulted in more common transborder data flows between organisations.

Council will only transfer personal information outside of Victoria in accordance with the provisions outlined in the PDPA.

Council uses cloud computing services based outside Victoria, however, it has taken all reasonable steps to ensure that the information which it transfers will not be held, used or disclosed by third party service providers inconsistently with the IPPs.

Council also ensures third party service providers are subject to laws and/or binding contractual arrangements that provide similar protections to that afforded under the PDPA.

### Principle 10 - Sensitive Information

Council will not deliberately collect sensitive information about an individual unless:

- consent has been provided by the individual, or
- the collection is required or authorised under law; or
- the collection is necessary to prevent or lessen a serious threat to the life or health of any individual.

The PDPA defines sensitive information as information or an opinion about an individual's:

- racial or ethnic origin; or
- political opinions; or
- membership of a political association; or
- religious beliefs or affiliations; or
- philosophical beliefs; or
- membership of a professional or trade association; or
- membership of a trade union; or
- sexual preferences or practices; or
- criminal record

that is also personal information.

## Agenda Item 9.3 - Attachment 2

### Council Website and Social Media

Maribyrnong City Council engages the services of a web hosting provider for its websites, including the City of Maribyrnong website, Your City Your Voice website, Maribyrnong Library Service website, Maribyrnong Aquatic Centre website and Love Your West website, which have established a Privacy statement which all visitors to Council's websites are encouraged to read, prior to navigating through the site.

The information available to Council via the web hosting provider includes:

- All information from Sign Up forms
- Comments made in public chat forums
- Survey, Quick Poll, and comment voting responses
- General site activity such as document downloads.

Council's website contains the details of its web hosting provider where further information and the provider's Privacy Policy can be obtained.

Council may use first party cookies and analytics data to collect, analyse, measure and report on visitations to its website. Visitors to Council's website can disable cookies via your web browser.

Council may also collect personal information (including sensitive information) via its social media pages, including, but not limited to, users accessing Facebook, X (formerly known as Twitter), Instagram and YouTube. It is noted that these social media services have their own privacy policies.

Council's website may also include links to third party sites. These third parties have separate and independent privacy policies, which Council has no responsibility or liability for the content and activities of these linked sites.

Council may use various external applications to transact with its community, including but not limited to conducting online surveys, distributing newsletters, facilitating reservations and issuing tickets. These external providers may collect your personal information. It is recommended you read the privacy policies of the third party provider before utilising.

## Agenda Item 9.3 - Attachment 2

### Privacy Training

All Council staff receive privacy training to enhance awareness, understanding and obligations in regards to the collection and management of personal information in the workplace.

All new staff as part of their corporate induction are required to complete a mandatory online module specifically focusing on information privacy.

Refresher training is provided annually across the organisation with Council's Privacy Officer also providing additional training, support and advice to staff upon request.

A copy of this policy is also available to all staff via Council's Policy database and its website.

### Enquiries or Complaints

Individuals concerned at Council's handling of their personal information are encouraged and requested to contact Council's Privacy Officer.

Enquires or complaints about a breach of personal information, in the first instance, may be directed to Council's Privacy Officer as follows:

**Privacy Officer**

Maribyrnong  
City Council  
PO Box 58  
FOOTSCRAY VIC 3011  
Email: [governance@maribyrnong.vic.gov.au](mailto:governance@maribyrnong.vic.gov.au)  
Website: [www.maribyrnong.vic.gov.au](http://www.maribyrnong.vic.gov.au)

Maribyrnong Council is proactive in dealing with any potential privacy breach and its consequences. This includes:

- Containing the breach and conducting a preliminary assessment
- Evaluating the risks associated with the breach
- Remediating and notifying affected parties, if required
- Review (and remedy if appropriate) the cause of the breach and Council's response.

Complaints about personal information can also be directed to the Victorian Information Commissioner.

## Agenda Item 9.3 - Attachment 2

The Victorian Information Commissioner can be contacted as follows:

Office of the Victorian Information Commissioner  
PO Box 24274  
MELBOURNE VIC 3001  
Telephone: 1300 006 842  
Email: [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)  
Website: [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au)

### Implementation and Monitoring

<b><i>Policy Owner</i></b>	<b><i>Directorate</i></b>
Manager Governance and Commercial Services	Corporate Services

### Review of Policy

The Policy will be reviewed in 2028, as legislation requires, or as Council determines a need has arisen.

### References

- *Privacy and Data Protection Act 2014* (Vic)
- *Freedom of Information Act 1982* (Vic)
- *Local Government Act 1989* (Vic)
- *Local Government Act 2020* (Vic)
- *Equal Opportunity Act 2010* (Vic)
- *Occupational Health and Safety Act 2004* (Vic)
- *Public Records Act 1973* (Vic)
- *Victorian Charter of Human Rights and Responsibilities Act 2006* (Vic)
- *Local Government Act 1989*.
- *Privacy Act 1988* (Cth)

**Agenda Item 9.3 - Attachment 3**



## Livestreaming and Recording of Council Meetings Policy

<b>Policy Number:</b>	3795	<b>Endorsed by:</b>	Council
<b>Date endorsed:</b>	TBA	<b>Policy Author:</b>	Coordinator Governance
<b>Policy owner:</b>	Manager Governance and Commercial Services	<b>Review date:</b>	TBA 2028
<b>Policy Status:</b>	Under review	<b>Policy type:</b>	Council



## Agenda Item 9.3 - Attachment 3



### Table of Contents

---

Introduction .....	1
Purpose .....	1
Policy Statement .....	1
Scope.....	1
Definitions .....	2
Live Streaming and Recording of Council Meetings Policy .....	3
Council and Delegated Committee Meetings Closed to the Public.....	3
Signage .....	4
Recording of those in Attendance at Meetings .....	4
Councillors and Senior Officers .....	4
Members of the Public .....	4
Suspension and Termination of Livestreaming .....	5
Editing of Meetings Recordings.....	5
Public Access to Recordings .....	6
Roles and Responsibilities .....	6
Technical Disclaimer .....	6
Privacy .....	7
Content.....	7
Licence and Use of Recordings.....	7
Implementation and Monitoring.....	8
Review of Policy.....	8
References .....	8
Revision Record.....	8

## Agenda Item 9.3 - Attachment 3



### Introduction

Maribyrnong Council is committed to transparency and accessibility of its decision making with the livestreaming and recording of its Council and Delegated Committee meetings being made available to the public.

The Livestreaming and Recording of Council Meetings Policy ("the policy") provides information and procedures in relation to the recording and livestreaming of Council and Delegated Committee meetings.

### Purpose

This Policy provides guidance when recording and livestreaming of Council and Delegated Committee Meetings is appropriate and how recordings must be handled, used, stored and destroyed.

### Policy Statement

Maribyrnong Council is committed to providing transparency and accessibility to its decision making process at Council and Delegated Committee meetings in accordance with its Council's Public Transparency Policy.

### Scope

This Policy applies to all Council Meetings and Delegated Committee Meetings.

## Agenda Item 9.3 - Attachment 3



### Definitions

Term	Definition
<b>Chair</b>	Means the Chairperson of the meeting and includes an acting, temporary or substitute chairperson.
<b>Closed Meeting</b>	Means any part of a public meeting closed to the public under Section 66(2) of the <i>Local Government Act 2020</i> .
<b>Confidential Meeting</b>	Means a Meeting or part of a Meeting of the Council which has been closed to members of the public under Section 66(2)(a) of the <i>Local Government Act 2020</i> .
<b>Council</b>	Means Maribyrnong City Council.
<b>Council Meeting</b>	An ordinary meeting of the Council, as defined in Section 61 of the <i>Local Government Act 2020</i> .
<b>Councillors</b>	Means elected Councillors of Maribyrnong City Council.
<b>Defamation</b>	Intentional false communication which damages the reputation of another individual.
<b>Delegated Committee Meeting</b>	A Delegated Committee of Council, as defined in Section 63 of the <i>Local Government Act 2020</i> .
<b>Livestreaming</b>	A live transmission of an event over the Internet.
<b>Meeting</b>	Means a Council, Delegated Committee or Community Asset Committee Meeting as defined in the <i>Local Government Act 2020</i> .
<b>Recording</b>	Means any recording made on any type of device capable of recording sound and or video. This includes but is not limited to recordings made by video camera, cassette recorder or a digital audio recording device and stored on any type of media, in any type of format.

## Agenda Item 9.3 - Attachment 3



### Live Streaming and Recording of Council Meetings Policy

Livestreaming of meetings affirms Council's commitment to transparency and accessibility in Council's decision-making processes. Livestreaming improves the accessibility of Council Meetings for a wider and broader audience.

Council and Delegated Committee Meetings will be streamed live on the internet and accessible via Council's website.

Any other person wanting to record a Council or Delegated Committee Meeting must first obtain the approval of the Chief Executive Officer via [governance@maribyrnong.vic.gov.au](mailto:governance@maribyrnong.vic.gov.au). In considering the request, the Chief Executive Officer will determine whether there are any objections.

### Council and Delegated Committee Meetings Closed to the Public

Section 66(1) of the *Act* states that a Council or Delegated Committee must keep a meeting open to the public unless the Council or Delegated Committee considers it necessary to close the meeting to the public because a circumstances specified in 66(2) applies.

Circumstances outlined in section 66(2) are as follows:

- 66(2)(a): The meeting is to consider confidential information;
- 66(2)(b): Security reasons; or
- 66(2)(c): It is necessary to do so to enable the meeting to proceed in an orderly manner.

## Agenda Item 9.3 - Attachment 3



If Council resolves to close a meeting to the public due to the consideration of confidential information in accordance with section 66(2)(a) of *the Act*, no livestreaming or recordings will be made or published.

Where Council resolves to close a meeting under section 66(2)(b) or 66(2)(c) the livestreaming and recording of the Council or Delegated Committee meeting will be made available online.

### Signage

Appropriate signage in visible locations will be placed at the meeting venue location notifying all attendees that the meeting will be streamed live and recorded.

At the commencement of each meeting, the Chairperson shall state that the meeting will be livestreamed and that a video and audio recording of the meeting will be made publicly available for viewing on Council's webpage.

### Recording of those in Attendance at Meetings

#### Councillors and Senior Officers

It is intended that the standard camera position will provide live and recorded vision of all Councillors and the Chief Executive Officer, and where possible, Senior Officers present at a Council meeting.

Council will endeavour not to visually capture other Council officers in recording, however this may occur on occasions. If a Council officer does not wish to be filmed or recorded, they should discuss their concerns with their respective Manager or Director.

#### Members of the Public

It is not intended for members of the public gallery to be visible in the livestreaming of a Council meeting.

Cameras will be positioned so that the public gallery is not visible, however, this Policy does acknowledge the possibility of incidental video and audio capture of members of the public gallery present at a Council or Delegated Committee Meeting.

Members of the public who address Council or its Delegated Committee in accordance with its Governance Rules or in other opportunities of community participation, may be seen and/or heard on the livestream and recording.

## Agenda Item 9.3 - Attachment 3



By attending a Council or Delegated Committee meeting, attendees will be taken as having consented to their image or statements being livestreamed and published on Council's website.

If a member of the public does not wish to be filmed or recorded, they may contact a Council officer at the meeting to discuss if alternative arrangements can be made.

### **Suspension and Termination of Livestreaming**

Division 12 of Council's Governance Rules prescribes how a meeting can be managed in the case of disruption or disorderly behaviour occurring.

In such an instance occurring, the Chair or Council's Chief Executive Officer has the discretion and authority at any time to direct the suspension or termination of livestreaming of a meeting if they consider there has been, or is likely to be:

- A risk or threat to public health and safety of an individual/s;
- A threat of violence or aggression by one or more people attending the meeting against others;
- Unlawful conduct by an attendee of the meeting;
- Significant disruption of the meeting by the conduct of an attendee; and/or
- A reputational risk to the Council.

### **Editing of Meetings Recordings**

Recordings of Council meetings will only be considered for editing prior to being made available on Council's website in the following circumstances:

- When a member of the public who is addressing Council has advised that they do not wish for their comments to be included in the audio recording;
- Where a meeting has been closed to the public in accordance with section 66 of the Act that has been recorded in error.
- Where the material is of a nature outlined in the Content section below.

## Agenda Item 9.3 - Attachment 3



### Public Access to Recordings

A recording of a meeting will be available for downloading on Council's website as soon as practical after the meeting and will be retained and made publicly available for a minimum of 12 months following the meeting date.

Recordings will be retained and destroyed in accordance with applicable public record requirements. Recordings of Council meetings posted on the Council website are for information purposes only. The confirmed minutes of Council meetings remain the official record of proceedings and decisions.

### Roles and Responsibilities

Council's Governance and Commercial Services Department is responsible for the administration, management and implementation of this policy.

### Technical Disclaimer

Due to the nature of technical equipment, Council does not guarantee that livestreaming or audio recordings will be continuous or fault-free. Every reasonable effort will be made to ensure the availability of livestreaming and recordings of meetings, and of Council's website. In instances where a Council meeting is being held in person and livestreamed simultaneously, a Council meeting will commence and continue regardless of any technical issues in the livestreaming or recording of the meeting.

In the event a Council meeting is being held online only, a Council meeting will be adjourned in the event of a technical issue occurring in the livestreaming or recording of the meeting.

Council takes no responsibility for and accepts no liability in the event that live streaming of a meeting, a recording of a meeting, or Council's website is unavailable.

Livestreaming and video recording is protected by copyright and owned by Maribyrnong City Council. Video, images and audio contained in a live stream or recording of a Council meeting or event must not be altered, reproduced or republished with the express consent of Council.

## Agenda Item 9.3 - Attachment 3



### Privacy

Allegations of privacy breaches resulting from unauthorised access to, collection, use or disclosure of personal information in livestreamed and recorded meetings will be handled in accordance with the *Privacy and Data Protection Act 2014* and Council's Privacy Policy.

### Content

Council and Committee meetings are a forum where statements, debate and content made by the meeting participants, including the public, may include inappropriate material.

Such statements made in a meeting by Councillors, Council officers or members of the public are solely responsible for their own comments and are the express views and opinions of the person individual making the comment, not those of Council.

Councillors, Council officers or members of the public are not protected or privileged and therefore may be the subject of legal proceedings and potential liability.

Council does not accept liability for any inaccurate or defamatory statements or comments made at a meeting. The Chief Executive Officer may determine take appropriate steps to edit or not publish a recording where that recording contains inappropriate material. Notice of such a decision will be published on Council's website.

### Licence and Use of Recordings

Access to Maribyrnong Council's live streams and recordings of public meetings is provided on Council's website for personal and non-commercial use.

Video, images and audio contained in a live stream or recording of a Council meeting or event must not be altered, reproduced or republished without the permission of Council.

Copyright of all recordings remains with Council.



## Agenda Item 9.3 - Attachment 3



### Implementation and Monitoring

Policy Owner	Directorate
Manager Governance and Commercial Services	Corporate Services

### Review of Policy

This policy will be reviewed four years from the date of endorsement, or as legislation requires, or Council determines a need has arisen.

### References

*Defamation Act 2005 (Vic)*  
*Local Government Act 1989 (Vic)*  
*Local Government Act 2020 (Vic)*  
*Privacy and Data Protection Act 2014 (Vic)*  
*Public Records Act 1973 (Vic)*  
Maribyrnong City Council's Councillor Code of Conduct  
Maribyrnong City Council's Governance Rules  
Maribyrnong City Council's Public Transparency Policy

### Revision Record

Date	Version	Revision Description
May 2018	1	Approved by Council
March 2024	2	Review of Policy

## Agenda Item 9.3 - Attachment 4



### Health Records Policy

<b>Policy number:</b>	TBA	<b>Endorsed by:</b>	Council
<b>Date endorsed:</b>	TBA 2024	<b>Policy Author:</b>	Coordinator Governance
<b>Policy owner:</b>	Manager Governance and Commercial Services	<b>Review date:</b>	TBA 2028
<b>Policy Status:</b>	Draft	<b>Policy type:</b>	Council

**Agenda Item 9.3 - Attachment 4**

## Table of Contents

Health Records Policy .....	1
Introduction .....	3
Definitions.....	3
Purpose.....	5
Scope .....	5
Responsibilities.....	6
Policy Statement.....	6
Health Privacy Principles (HPPs) .....	7
Principle 1 - Collection.....	7
Principle 2 – Use and Disclosure .....	9
Principle 3 – Data Quality .....	10
Principle 4 – Data Security and Data Retention .....	10
Principle 5 – Openness .....	11
Principle 6 – Access and Correction .....	11
Principle 7 – Unique Identifiers .....	12
Principle 8 – Anonymity .....	12
Principle 9 – Transborder Data Flows.....	12
Principle 10 – Transfer or Closure of the Practice of a Health Service Provider .....	13
Principle 11 – Making Information Available to Another Health Service Provider .....	13
Privacy Training .....	13
Enquiries or Complaints.....	14
Implementation and Monitoring .....	15
Review of Policy .....	15
References.....	15

## Agenda Item 9.3 - Attachment 4

### Introduction

Maribyrnong City Council is committed to complying with the *Health Records Act 2001 (Vic)*, which prescribed how Council must collect, manage and disclose health information.

### Definitions

The Health Records Policy seeks to provide greater clarity in relation to privacy with key words and terms being clearly defined to minimise any ambiguity.

Term	Definition
<b>Council</b>	means Maribyrnong City Council.
<b>Delegated Committee</b>	means a Delegated Committee established by Council under section 63 of the <i>Local Government Act 2020</i> .
<b>Health information</b>	means <ul style="list-style-type: none"><li>• Information or an opinion about:<ul style="list-style-type: none"><li>○ the physical, mental or psychological health (at any time) of an individual; or</li><li>○ a disability (at any time) of an individual; or</li><li>○ an individual's expressed wishes about the future provision of health services to him or her; or</li><li>○ a health service provided, or to be provided, to an individual –</li></ul></li><li>or</li><li>• other personal information collected to provide, or in providing, a health service; or</li><li>• other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or</li><li>• other personal information that is genetic information about an individual in a form which is or could be predictive of the health (at any time) of the individual or of any of his or her descendants.</li></ul>
<b>Health Privacy Principles</b>	The Health Privacy Principles (HPPs) are a set of eleven principles that regulate how health information is handled. These principles underpin the <i>Health Records Act 2001 (Vic)</i> .

## Agenda Item 9.3 - Attachment 4

<b><i>HRA</i></b>	means the <i>Health Records Act 2001</i> (Vic).
<b><i>Health Service</i></b>	<p>means:</p> <ul style="list-style-type: none"> <li>• an activity performed in relation to an individual that is intended or claimed (expressly or otherwise) by the individual or the organisation performing it— <ul style="list-style-type: none"> <li>○ to assess, maintain or improve the individual's health; or</li> <li>○ to diagnose the individual's illness, injury or disability; or</li> <li>○ to treat the individual's illness, injury or disability or suspected illness, injury or disability; or</li> </ul> </li> <li>• a disability service, palliative care service or aged care service; or</li> <li>• the dispensing on prescription of a drug or medicinal preparation by a pharmacist registered under the Health Practitioner Regulation National Law; or</li> <li>• the sale or supply of a voluntary assisted dying substance within the meaning of the Voluntary Assisted Dying Act 2017 in accordance with that Act by a pharmacist registered under the Health Practitioner Regulation National Law to practise in the pharmacy profession (other than as a student); or</li> <li>• the supply or administration of a voluntary assisted dying substance within the meaning of the Voluntary Assisted Dying Act 2017 in accordance with that Act by a registered medical practitioner; or</li> <li>• a service, or a class of service, provided in conjunction with an activity or service referred to in the above points as a health service.</li> </ul>
<b><i>Health Service Provider</i></b>	is an organisation that provides health services within Victoria but does not include those providers specifically exempted for the purposes of the <i>HRA</i> .
<b><i>PDPA</i></b>	means the <i>Privacy and Data Protection Act 2014</i> (Vic).

## Agenda Item 9.3 - Attachment 4

<b>Personal information</b>	means information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include information of a kind to which the <i>Health Records Act 2001</i> (Vic) applies.
<b>Sensitive information</b>	means information or an opinion about an individual's: <ul style="list-style-type: none"><li>• racial or ethnic origin; or</li><li>• political opinions; or</li><li>• membership of a political association; or</li><li>• religious beliefs or affiliations; or</li><li>• philosophical beliefs; or</li><li>• membership of a professional or trade association; or</li><li>• membership of a trade union; or</li><li>• sexual preferences or practices; or</li><li>• criminal record</li></ul>
<b>Unique Identifier</b>	means a number or code that is assigned to an individual's record to assist with identification (similar to a drivers licence number)

### Purpose

The purpose of Maribyrnong City Council's Health Records Policy (the Policy) is to assist Council to meet its compliance obligations under the *Health Records Act 2001* ("HRA"), relating to the collection, management and disclosure of health information.

### Scope

The Policy applies to all Councillors, employees, volunteers and contractors of Council and covers all health information collected and held by Council.

## Agenda Item 9.3 - Attachment 4

### Background

Maribyrnong City Council is committed to full compliance with its obligations under the HRA and an individual's right to privacy and protection of health information.

### Responsibilities

The Manager Governance and Commercial Services is Council's Privacy Officer and responsible for Council's obligations under the *HRA*, promoting the Policy and to work with Council departments to ensure that existing processes are compliant with legislative requirements.

### Policy Statement

The Policy prescribes that health information held, managed, used, disclosed or transferred by Council is undertaken in accordance with the 11 Health Privacy Principles (HPPs) contained in the *HRA* as outlined below.

#### **11 Health Privacy Principles (HPPs)**

- Principle 1 – Collection
- Principle 2 – Use and Disclosure
- Principle 3 – Data Quality
- Principle 4 – Data Security and Data Retention
- Principle 5 – Openness
- Principle 6 – Access and Correction
- Principle 7 – Identifiers
- Principle 8 – Anonymity
- Principle 9 – Transborder Data Flows
- Principle 10 - Transfer or closure of the practice of a health service provider
- Principle 11 – Making information available to another health service provider

## Health Privacy Principles (HPPs)

### Principle 1 - Collection

Maribyrnong Council will only collect health information about an individual if necessary for one or more of Council's functions or services.

Maribyrnong Council will only collect this information if:

- The person has provided consent; or
- The collection is required, authorised or permitted, by or under a law; or
- The information is disclosed to Council in accordance with HPP Principle 2 – Use and Disclosure; or
- The collection of the health information is necessary for research, or the compilation or analysis of statistics which serves a public interest. If identifiable data is required for the purposes of the research or statistical analysis, Council will obtain consent of the individual, unless it is impracticable to do so; or
- It is necessary to prevent or lessen a serious and imminent threat to the life, health, safety or welfare of someone, or a serious threat to public health, public safety or public welfare; or
- It is on behalf of a law enforcement agency or the Council itself and is necessary for a law enforcement function; or
- The collection is necessary for the establishment, exercise or defence of a legal or equitable claim; or
- It is otherwise permitted under the HPPs and the HRA.

If someone is not able to provide consent and Council needs to collect information in order to provide a health service, all practical measures to obtain the consent of an authorised representative of the individual will be taken.

Council will only collect health information by lawful and fair means and not in an unreasonably intrusive manner. If reasonable and practicable to do so, Council will only collect health information about an individual only from that individual.

If Council collects an individual's health information from them or from another person, Council will take reasonable steps (either prior or at the time of collection) to ensure that they are aware of:

- Who is collecting the information
- How Council may be contacted
- Their rights to access the information
- The purposes for which the information is collected



## Agenda Item 9.3 - Attachment 4

- If, and who, Council will be disclosing this information to
- Whether it is being collected because a law requires it
- The main consequences (if any) for the individual if all or part of the information is not provided.

### **Health Information - Collection Notices**

Where Council is collecting your health information, a collection notice will be included based on the following:

*Maribyrnong City Council (Council) is committed to protecting your privacy. The health information requested on this form is being collected by Council for the purpose of {insert purpose, name of legislation requiring collection if applicable}. The health information collected will be used by Council for that primary purpose or directly related purposes. The health information will be disclosed to {insert names of any external parties Council will be disclosing the personal information to} for the purpose of {insert how those external parties will be using the health information}. Health information collected will not be disclosed to any third party without your consent, unless permitted or required by law. If the health information is not collected, Council may not be able to {insert details of the service or function Council will be unable to provide without the requested health information}. Requests for access to and/or amendment of your health information should be made to Council's Freedom of Information Officer. For more information, refer to Council's Health Records Policy.*

Council staff must not collect health information unless the information is necessary for one or more of Council's functions or activities.

Before collection occurs, Council staff must have established the type of health information they will be collecting and confirm that all health information proposed to be collected is required for the health program, service or activity they provide. Collecting health information with no identifiable purpose is not acceptable.

Occasionally, Council staff are provided with unrequested health information that is not necessary for or related to any purpose of Council. As soon as practical after such health information is received, Council officers should decide whether it is relevant to what Council does. If information is not relevant, Council officers should not keep it in its records.

Before the information is destroyed consideration must be given to the *Public Records Act 1973* (Vic). If the information received would be defined as a public record under the *Public Records Act 1973* (Vic), Council is obligated to retain the information for a specified statutory timeframe.

## Agenda Item 9.3 - Attachment 4

### Principle 2 – Use and Disclosure

Council will only use or disclose your health information within the course of Council business, including:

- For the primary purpose for which it was collected;
- For a secondary purpose where related to the primary purpose of collection and which would be reasonably expected;
- In accordance with your consent;
- In accordance with legislative requirements, including where required or authorised under law; and
- Where otherwise permitted by the HPPS or HRA.

Council will take all necessary measures to prevent unauthorised access to, or disclosure of, your health information.

There are circumstances outlined in the HRA, which does permit Council to use and disclose health information without consent in the following situations:

- If Council is a health service provider providing a health service to an individual and the use or disclosure is reasonably necessary for the provision of the health service, and the individual is incapable of giving consent and it is not reasonably practicable to obtain consent from an authorised representative;
- If Council is a health service provider providing a health service to an individual and the use or disclosure is reasonably necessary for the safe and effective provision of further health services;
- When use or disclosure of health information is for the purpose of administering health services or training provided to Council employees and it is not possible to meet that purpose without disclosure of the information, and reasonable steps have been taken to de-identify the information; or
- When use or disclosure of health information is necessary for research or statistical analysis that might serve public interest and it is not practical to seek the individual's consent before the use or disclosure, and it is not possible for the purpose of that research to be achieved without disclosure of the information; or
- If Council believes that the use or disclosure is necessary to lessen or prevent a serious threat to:
  - an individual's life, health, safety or welfare; or
  - public health, public safety or public welfare.

## Agenda Item 9.3 - Attachment 4

Council may also disclose an individual's health information to an immediate family member of the individual if the disclosure is either necessary to provide appropriate health services to or care of the individual, or for compassionate reasons, provided:

- the individual is incapable of giving consent; and
- the disclosure is not contrary to any wish expressed by the individual before they became capable of giving consent; and
- the immediate family member who has requested the information is over 18 years of age or has sufficient maturity to receive the information.

### Principle 3 – Data Quality

Council will take reasonable steps to ensure that health information it collects and holds is accurate, complete and up to date as possible. Requests to amend any health information supplied to Council are further detailed under Principle 6 – Access and Correction.

### Principle 4 – Data Security and Data Retention

Council will undertake all reasonable steps to protect the health information it holds from misuse and loss and from unauthorised access, modification or disclosure.

Council is required to retain health information in accordance with the HRA and must not delete health information relating to an individual unless:

- The deletion is permitted, authorised or required by the regulations or any other law; or
- The deletion is not contrary to the regulations or any other law and occurs:
  - In the case of health information collected while the individual was a child, after the individual attains the age of 25 years; or
  - In any case, more than 7 years after the last occasion on which a health service was provided to the individual by Council

Whichever is the latter.

Council is required to retain health information with the document retention disposal requirements of the *Public Records Act 1973* (Vic) and the Public Records Office Victoria.

## Agenda Item 9.3 - Attachment 4

### Principle 5 – Openness

As required under the HRA, Council sets out its management of health information in this policy. It is available upon request by contacting a member of Council's Governance team by emailing [Email@Maribyrnong.vic.gov.au](mailto:Email@Maribyrnong.vic.gov.au). It may also be downloaded from Council's website at [www.Maribyrnong.vic.gov.au](http://www.Maribyrnong.vic.gov.au).

Upon request, Council will take reasonable steps to advise an individual if it holds any health information about them, and how it may be accessed. At that time, Council will also advise that person in general terms the nature of the information, purpose for which the information is used and how Council collects, holds, uses and discloses the information.

### Principle 6 – Access and Correction

Individuals have the right to access their own health information, and where necessary, request that information about them be corrected.

Where possible, all requests for access and correction to your health information will be facilitated and managed informally outside of the *Freedom of Information Act 1982* through relevant Council departments.

Please contact Council's customer service team at [email@maribyrnong.vic.gov.au](mailto:email@maribyrnong.vic.gov.au) to discuss any requests to access your own health information.

More broadly, where such a request is initially declined, requests for access and correction to documents containing health information are then managed under the *Freedom of Information Act 1982*, and can be made in writing and addressed to the:

**Manager Governance and Commercial Services**

Maribyrnong City Council

PO Box 58

FOOTSCRAY VIC 3011

Email – [Email@maribyrnong.vic.gov.au](mailto:Email@maribyrnong.vic.gov.au)

Further information on making an Freedom of Information request can be found on Council's website at: <https://www.maribyrnong.vic.gov.au/About-us/Governance-and-Council-Information/Freedom-of-information>.

## Agenda Item 9.3 - Attachment 4

### Principle 7 – Unique Identifiers

A unique identifier is a number or code that is assigned to someone's record to assist with identification. Council will only assign a unique identifier to a person if the assignment is reasonably necessary to carry out its functions efficiently.

Council will not adopt or disclose a unique identifier assigned to an individual by another organisation unless:

- It is necessary to enable Council to carry out any of its functions efficiently;
- It has obtained the consent of the individual to the use of the unique identifier;
- There are legal requirements for Council to do so; or
- The conditions for use and disclosure set out in the *HRA* are satisfied.

### Principle 8 – Anonymity

Where lawful and practicable, Council will provide the option for individuals to remain anonymous in their interactions with Council. However, anonymity may limit Council's ability to process a complaint or other matter.

Therefore, if you choose not to supply health information that is necessary for the Council to perform its functions, then Council reserves the right to take no further action on that matter.

### Principle 9 – Transborder Data Flows

The progress of new technologies has resulted in more common transborder data flows between organisations.

Council will only transfer personal information outside of Victoria in accordance with the provisions outlined in the *HRA*.

Council uses cloud computing services based outside Victoria, however, it has taken all reasonable steps to ensure that the information which it transfers will not be held, used or disclosed by third party service providers inconsistently with the *HPPs*.

Council also ensures third party service providers are subject to laws and/or binding contractual arrangements that provide similar protections to that afforded under the *HRA*.

## **Agenda Item 9.3 - Attachment 4**

### **Principle 10 – Transfer or Closure of the Practice of a Health Service Provider**

If Council discontinues one or more of its health services, it will publish a notice in a newspaper that circulates in the locality of the practice or business.

This notice will include details that the health service has been, or is about to be sold, transferred or closed down, as relevant to the circumstances. It will also detail how Council proposes to deal with the health information held about individuals who have used the service, and whether it means to retain the information or transfer it to the new provider.

Within 21 days of the published notice, Council will take necessary steps to notify individuals whose health information it holds whether Council means to retain or transfer the health information.

### **Principle 11 – Making Information Available to Another Health Service Provider**

If an individual requests Council to make health information relating to the individual held by the provider available to another health service provider, or if that individual authorises another health service provider to request the health information from Council, Council will provide a copy or written summary of the requested health information to the other health service provider. Subject to any fee or charge as prescribed by Council.

### **Privacy Training**

All Council staff receive privacy training to enhance awareness, understanding and obligations in regards to the collection and management of personal information and health information in the workplace.

All new staff as part of their corporate induction are required to complete a mandatory online module specifically focusing on information privacy.

Refresher training is also provided at annually across the organisation with Council's Privacy Officer responsible for providing additional training, support and advice to staff upon request.

A copy of this Policy will be made available to staff via Council's Policy database and Council's website.

## Agenda Item 9.3 - Attachment 4

### Enquiries or Complaints

Individuals concerned at Council's handling of their health information are encouraged to contact Council's Privacy Officer.

Enquiries or complaints about a breach of health information, in the first instance, may be directed to Council's Privacy Officer as follows:

**Privacy Officer**

Maribyrnong City Council  
PO Box 58  
FOOTSCRAY VIC 3011  
Email – [Email@maribyrnong.vic.gov.au](mailto:Email@maribyrnong.vic.gov.au)

Council will be proactive in dealing with any potential privacy breach and its consequences. This includes:

- Containing the breach and conducting a preliminary assessment
- Evaluating the risks associated with the breach
- Remediating and notifying affected parties, if required
- Review (and remedy if appropriate) the cause of the breach and Council's response.

Complaints about personal information can also be directed to the Victorian Health Complaints Commissioner. The Commissioner may decline to consider a complaint, if the complainant has not first complained directly to Council.

The Victorian Health Complaints Commissioner can be contacted as follows:

**Office of the Victorian Health Complaints Commissioner**

Level 26, 570 Bourke Street  
MELBOURNE VIC 3000  
Telephone: 1300 582 113  
Email: [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au)

## Agenda Item 9.3 - Attachment 4

### Implementation and Monitoring

Policy Owner	Directorate
Manager Governance and Commercial Services	Corporate Services

### Review of Policy

The Policy will be reviewed in 2028, as legislation requires, or when Council determines a need has arisen for a review.

### References

- *Privacy and Data Protection Act 2014* (Vic)
- *Health Records Act 2001* (Vic)
- *Freedom of Information Act 1982* (Vic)
- *Local Government Act 1989* (Vic)
- *Local Government Act 2020* (Vic)
- *Equal Opportunity Act 2010* (Vic)
- *Occupational Health and Safety Act 2004* (Vic)
- *Public Records Act 1973* (Vic)
- *Working with Children Act 2005* (Vic)
- *Victorian Charter of Human Rights and Responsibilities Act 2006* (Vic)
- *Local Government Act 1989*.
- *Privacy Act 1988* (Cth)



**Agenda Item 3.59.4**

**COMMUNITY RECOVERY COMMITTEE REVIEW AND REVISED TERMS OF REFERENCE**

**Director:** Laura Jo Mellan  
Director Planning and Environment Services

**Author:** Nicole O'Donnell  
Manager Emergency Management and Regulatory Services

---



**PURPOSE**

To present the review of the Community Recovery Committee (CRC) and recommendations for the revised Terms of Reference for the Community Recovery Committee.

**ISSUES SUMMARY**

- On Friday 14 October 2022, 512 residents, businesses and community organisations of Maribyrnong were impacted by a major flood of the Maribyrnong River.
- Under the *Emergency Management Act 2013*, Council is responsible for coordination of recovery at the Municipal level.
- A Community Recovery Committee (CRC) was established via Council endorsement at Council meeting held 7 February 2023.
- Eight community members were appointed to the Committee in April 2023. Four members have resigned and four member remain.
- The Terms of Reference (TOR) set out a period after which a review would be undertaken to ensure they were fit for purpose.
- A Consultant was appointed to undertake the review in December 2023 following a Request for Quote process.
- The Review included a literature review of relevant documentation, benchmarking of other committees, interviews and surveys to inform the recommendations of the report (Attachment 1).
- A key recommendation was that the CRC continue with a revised TOR and an Independent Chair.
- A review of the TOR was undertaken with the remaining four community members of the CRC and consensus reached on the revised TOR (Attachment 2).
- A number of future directions relating to resilience, information sharing, education and preparedness were all included and will be integrated in the Community Recovery Plan. The preparation of this plan is a key objective of the Committee.

**ATTACHMENTS**

1. Final Report – Maribyrnong City Council Community Recovery Committee Review (March 2024) [!\[\]\(564903337f30b845a5f6979939a95fe6\_img.jpg\)](#) 
2. Community Recovery Committee Draft Terms of Reference (Revised) [!\[\]\(de7c1d2bea2115f02a9062a37836c733\_img.jpg\)](#) 

**Agenda Item 3.59.4**

**OFFICER RECOMMENDATION**

**That Council:**

- 1. Approve the continuation of the Community Recovery Committee with an Independent Chair;**
- 2. Note the Community Recovery Review Report, shown at Attachment 1, and that the recommendations and Future Directions of the report will be addressed in the Recovery Plan to be developed by the Committee and presented to Council at a future meeting;**
- 3. Approve the revised Terms of Reference, shown at Attachment 2; and**
- 4. Note that an Expression of Interest process for the vacant community members positions of the Community Recovery Committee and recruitment process for the Independent Chair will be conducted, with a further report to be presented to Council to recommend the selection of Committee members.**

## Agenda Item 3.59.4

### BACKGROUND

Under the *Emergency Management Act 2013*, Council is responsible for coordination of recovery at the Municipal level.

On Friday 14 October 2022, residents, businesses and community organisations of Maribyrnong were impacted by a major flood of the Maribyrnong River.

Informed by evidence based research and informal discussions with impacted residents, a Community Recovery Committee was proposed and established by Council endorsement on 7 February 2023.

After an expression of interest self-nomination process, the Committee was formally inducted in April 2023.

After a number of meetings, it became clear that Council saw its role as coordinating the provision of recovery services with the advice and involvement of community members, however some community members interpreted the terms of reference differently. Four of the community representatives resigned from the Committee in November 2023.

The Terms of Reference (TOR) set out a period after which a review would be undertaken to ensure they were fit for purpose. A consultant was appointed to undertake the review in December 2023 following a request for quote process.

The review included:

- A review of current literature and interstate experience;
- A review of all relevant Council documentation including TOR and induction; and
- Conducting surveys and interviews of the CRC and other key stakeholders.

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

The Consultant's report offers the following insights from the review:

- 'Community-led' recovery is not well defined where the Inquiry into the 2019-20 Fire Season – Phase 2 report noted 'the lack of shared definition of what amounts to 'community-led' recovery creates confusion for individuals and communities'.
- Clear from the original terms of reference, that Council saw itself coordinating the provision of recovery services with the advice and involvement of community members. This was to ensure recovery services were designed and provided with community need at the core.
- The advisory role is clearly defined in the decision making structure outlined during the Committee's induction process.
- The TOR and role of the Committee were interpreted differently by some of the community members.
- Distrust of government due to how the flood event unfolded, saw a breakdown of cohesion between the community members of the CRC and Council officers
- Continuing CRC Community members see their role as providing information and advice – it is not their role to roll out services.

### **Agenda Item 3.59.4**

- Council staff have a strong desire to continue to work with the community in recovery and coordinate recovery services.
- Council managers want a process that is informed by sound processes and staff safety.

The report recommends that the Community Recovery Committee continue and an Independent Chair be appointed. It also recommends that mental health and other relevant report is provided to all members of the CRC. This has been a support offered to the committee members in the past and will continue for the tenure of the Committee.

The report also sets out a number of Future Directions (Section 7) which will be incorporated into the Recovery Plan that will be prepared with the CRC's support in the coming months. The report will be presented to Council.

To inform the revision to the TOR in accordance with the guidance contained in Review report. A meeting was held with the community members of the CRC and a consensus was the main updates to the TOR (Attachment 2) are:

- Outline the key deliverables and current funding timeframe within the purpose of the CRC.
- The community members made it clear that they want to contribute to a better prepared community.
- Clarifying the objectives using plain English.
- Noting that the Chair is independent to the impacted community and Council.
- Specifying that the media spokesperson is either the Chief Executive Officer or a Councillor.
- The self-nomination process for community members will include a brief interview with an expert in community-led recovery prior to induction onto the Committee.

## **2. Council Policy/Legislation**

### **Council Plan 2021-2025**

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025, and the wellbeing outcomes contained in the Municipal Public Health and Wellbeing Plan by considering:

- Strategic Objectives
  - Council will proactively identify opportunities to support a return to a safe climate and healthy environment and work with our community to respond to climate emergency challenges.
- Wellbeing Outcome
  - Fair and inclusive - Improving mental wellbeing

### **Legislation**

*Emergency Management Act 2013*

**Agenda Item 3.59.4**

**Conflicts of Interest**

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

**Human Rights Consideration**

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

**3. Engagement**

The Flood Recovery Team met with the community members of the CRC to discuss the recommendations outlined in the report for the TOR.

**4. Resources**

Resource requirements can be met within the Annual Budget and grant funding received through the Community Hubs Recovery Program.

**5. Environment**

NIL

**CONCLUSIONS**

The review found that the CRC should continue but with the inclusion of an independent Chair. Council officers and the community members of the CRC are supportive of this approach in recognition of the importance of supporting community recovery following the 2002 Flood Event and ensure that preparedness is a key focus going forward.

## Agenda Item 9.4 - Attachment 1

Third Element Consulting



# Final report

Maribyrnong Community Recovery Committee – Review

**Maribyrnong City Council**

March 1<sup>st</sup> 2024

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Contents

<b>Executive Summary</b>	<b>7</b>
Rationale for review	7
Outputs	7
Methodology	7
Broad issues	8
Recommendations	8
Acknowledgements	9
<b>1.0 Introduction</b>	<b>10</b>
1.1 Background	10
1.2 Scope	11
1.3 Outputs	11
<b>2.0 Methodology</b>	<b>12</b>
2.1 Considerations and process	12
2.2 Other Councils	13
2.3 Terms of Reference	13
2.4 Additional information	13
<b>3.0 Council Recovery responsibilities and decision-making structures</b>	<b>14</b>
3.1 Council responsibilities	14
3.2 Maribyrnong Flood Community Recovery Committee	15
<b>4.0 Community Recovery Committee operation</b>	<b>17</b>
4.1 Early work	17
4.2 Breakdown of cohesion	17
4.3 Breakdown of the committee	18
<b>5.0 Experiences reported from interviews and surveys</b>	<b>19</b>
5.1 Themes emerging from interviews	19
5.2 Different groups within the CRC, different experiences	19
<b>6.0 State emergency management planning arrangements and Black Summer Inquiry report</b>	<b>22</b>
6.1 State arrangements – confusing and unclear	22
6.2 Inspector General for Emergency Management – Inquiry into the 2019-20 Fire Season	22
<b>7.0 Future directions</b>	<b>24</b>
<b>8.0 Recommendations</b>	<b>26</b>
<b>Appendix 1 State Emergency Management Plan: Descriptions and Acronyms and Local Government Roles and Responsibilities</b>	<b>27</b>
Descriptions and Acronyms	27
Local Government Responsibilities	28
<b>Appendix 2 Original Terms of Reference</b>	<b>32</b>
1.0 Background	32
2.0 Purpose	32
3.0 Objectives	32
4.0 Definitions	32
5.0 Role and Responsibilities of Committee Members	33



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



6.0	Membership .....	33
7.0	Method of Appointment.....	33
8.0	Induction.....	34
9.0	Expectations of Committee Members.....	34
10.0	Operating Procedures.....	35
11.0	Requirements of Members.....	36
12.0	Confidentiality .....	36
13.0	Conflicts of Interest .....	36
14.0	Operations .....	37
15.0	Media .....	37
16.0	Evaluation and Review.....	37
<b>Appendix 3</b>	<b>Revised Terms of Reference .....</b>	<b>38</b>
1.0	Background.....	38
2.0	Purpose .....	38
3.0	Objectives .....	38
4.0	Definitions.....	40
5.0	Role and Responsibilities of Committee Members .....	40
6.0	Membership .....	41
7.0	Method of Appointment.....	41
8.0	Induction.....	41
9.0	Expectations of Committee Members .....	42
10.0	Operating Procedures .....	42
11.0	Requirements of Members .....	43
12.0	Confidentiality .....	43
13.0	Conflict of Interest .....	44
14.0	Operations .....	44
15.0	Media .....	44
16.0	Evaluation and Review .....	45
<b>Appendix 4</b>	<b>Guidance for Terms of Reference Review .....</b>	<b>46</b>
	Introduction .....	46
1.0	Introduction and background .....	47
2.0	Purpose and scope.....	47
3.0	Objectives .....	47
4.0	Definitions.....	48
5.0	Membership .....	48
6.0	Governance Arrangements.....	49
7.0	Confidentiality .....	50
8.0	Conduct of Committee members .....	51
9.0	Administrative Arrangements .....	52
10.0	Media .....	52
11.0	Review .....	53
12.0	Closure and handover.....	53
<b>Appendix 5</b>	<b>Interview and Survey Questions.....</b>	<b>56</b>
	Interview Questions .....	56
	Survey Questions .....	56
<b>Appendix 6</b>	<b>Interview and Survey participants .....</b>	<b>58</b>
	Community Members .....	58
	Council Staff .....	58
	Other.....	58

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



<b>Appendix 7</b>	<b>Other councils contacted .....</b>	<b>59</b>
	Contacts .....	59
	Terms of Reference.....	59

**Agenda Item 9.4 - Attachment 1**

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Executive Summary

#### Rationale for review

The Community Recovery Committee (CRC) was established to advise and support Council in developing recovery programs and initiatives to support the residents from the Maribyrnong Township impacted by the 2022 Victorian Flood Event.

After eight months of operation, it was timely for Council to undertake a comprehensive independent review of the structure and performance of the Committee.

The scope of the review was to:

- Review the existing Terms of Reference and governance structure for the Community Recovery Committee (CRC).
- Review the induction material and sample of papers from committee meetings.
- Develop and distribute a survey to all Committee Members.
- Conduct interviews with all Committee Members and a selection of key stakeholders, including staff who had been involved with the Committee and / or recovery actions for the community.
- Benchmark against other community recovery committees across Victoria and other States.
- Develop a project report.

#### Outputs

This project produced:

- A survey and interviews of the Committee Members, key stakeholders, and staff.
- A preliminary briefing report for Council.
- A guidance document for reviewing the Terms of Reference – this is provided at [Appendix 4](#) of this report.

#### Methodology

The findings and recommendations were arrived at using the following process:

- **Document review:**  
Supporting and illustrative documents and materials were gathered and reviewed, including from other Councils, Emergency Recovery Victoria, the Inspector-General of Emergency Management, and the Australian Public Service Commission.
- **Consultation:**  
Interviews were conducted with all nominated stakeholders, and documented. To ensure confidentiality, these interviews were not recorded digitally.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



The survey was conducted using Survey Monkey and did not request the names of respondents.

- **Consultation Analysis:** Resulting data was analysed, and themes and issues extracted, and results summarised.
- **Synthesis:** Information collected and summarised was synthesised to highlight issues, learn from other Councils and agencies, and prepare recommendations.

### Broad issues

Issues identified by this review relate to:

- A need for State and systemic clarity to improve outcomes for government and communities.
- Differing perceptions amongst CRC members – both community and Council officer members.
- Loss of trust between individuals, Council, and State agencies.
- Exhaustion of CRC members after 15 months of personal and household recovery, as well as supporting community recovery in a contested environment.

### Recommendations

The recommendations emerged from this review process and are categorised and listed below.

- **Membership**
  1. Additional community members be recruited, ideally from groups who are grounded in the wider community and from diverse backgrounds.
  2. An independent chair be appointed, acting as facilitator and advisor to both community members and Council officers.
- **Terms of Reference**
  3. Terms of Reference be negotiated and agreed by the new CRC.
  4. Agreement should be reached among the new CRC members as to the intent of the CRC itself and the relationships of those involved.
- **Ongoing support**
  5. CRC members have access to professional mental health support.
  6. CRC members, including Council staff, have continuing training, support, and mentoring.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Acknowledgements

The generosity, openness, and candour of all participants is acknowledged in contributing to the outcomes of this review. The generous support and advice from other Councils and agencies is also gratefully acknowledged.

## Agenda Item 9.4 - Attachment 1



### 1.0 Introduction

#### 1.1 Background

The following background was provided in the Project's Specifications:

*On Friday 14 October 2022, residents, businesses and community organisations of Maribyrnong were impacted by a major flood of the Maribyrnong River.*

*Under the Emergency Management Act 2013, Council is responsible for coordination of recovery at the Municipal level. Since the Black Saturday Bushfires in 2009, evidence-based research has provided those professionals working in recovery the understanding that a community-led approach to recovery is essential for those who have been impacted by emergencies.*

*In December 2020, the emergency management planning legislation contained within the Emergency Management Act 2013 changed whereby the Municipal Emergency Management Planning Committee (MEMPC) was no longer required to submit an emergency management plan to Council for endorsement. This means that there is no longer a clear governance structure in place to provide a framework for recommendations relating to recovery to be considered by Council.*

*Informed by evidenced-based research and informal discussions with impacted residents of Maribyrnong Township, Council officers recommended that a Community Recovery Committee be established to support recovery recognising that those who are impacted by emergencies are in the best position to understand their communities' priorities for ongoing recovery.*

*In February 2023, Council endorsed the establishment of a Community Recovery Committee to provide advice and support to Council in develop programs and initiatives to support the residents from the Maribyrnong Township impacted by the 2022 Victorian Flood Event.*

*The approved Terms of Reference detail the purpose, objectives, membership and roles and responsibilities of the Community Recovery Committee. The Committee is an advisory committee; it therefore has no budgetary responsibilities, decision-making powers or delegated authority but serves to make recommendations for Council's consideration and includes a six-month review period.*

*The Committee was formally inducted in April 2023 following an Expression of Interest self-nomination process. The EOI applications were assessed by an independent panel to select the community representatives. The committee has now been operating for eight months, and it is therefore timely to undertake a comprehensive review of the structure and performance of the Committee.*

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 1.2 Scope

The project's scope was to:

- Review the existing Terms of Reference and governance structure for the Community Recovery Committee (CRC).
- Review the induction material and sample of papers from the 6 committee meetings.
- Develop and distribute a survey to all Committee Members, covering elements such as expectations, behaviours, achievements, what worked, and what needed to improve.
- Conduct interviews with all Committee Members and a selection of key stakeholders and staff who had been involved with the Committee and / or recovery actions for the community.
- Benchmark other community recovery committees across Victoria and other States.
- Develop a project report including:
  - Themes and issues raised during the analysis and data gathering stage.
  - Recommendations for the best options for the future of Maribyrnong CRC.

### 1.3 Outputs

The project produced the following outputs:

- A survey of the Committee Members, key stakeholders, and staff.
- Interviews of the Committee Members, key stakeholders, and staff.
- A preliminary report for briefing Council.
- A guidance document for reviewed Terms of Reference – this is provided at [Appendix 4](#) of this report.
- A final report.

The individual interview transcripts and survey responses were not provided to Council, as agreed with both Council and interviewees.



## Agenda Item 9.4 - Attachment 1



## 2.0 Methodology

### 2.1 Considerations and process

To arrive at the recommendations for the CRC's future direction, it was important to be mindful of the difficult journey that many stakeholders had experienced to this point. For example:

- the Committee's community members were still in varying stages of returning to their homes, as well as dealing with the many and complex issues they faced in their personal recovery from the flood event, and
- the breakdown of cohesion and trust within the CRC had led to senior managers, including the CEO, attending the meetings and some community members unwilling to express their opinions.

For people to be candid in their interviews, it was critical to guarantee confidentiality. Participants contributing to interviews and surveys were assured that a view would only be included in this report where more than one person expressed it.

The following process was undertaken while maintaining communication with Council throughout:

- Document review
  - Supporting and illustrative documents and materials were gathered and reviewed, including information from other Councils, Emergency Recovery Victoria, the Inspector-General of Emergency Management, and the Australian Public Service Commission.
- Consultation
  - Interviews were conducted with all nominated stakeholders, and documented. To ensure confidentiality, these interviews were not recorded digitally. Interview questions are provided in [Appendix 5](#).
  - The survey was conducted using Survey Monkey and did not request the names of respondents. Survey questions are provided in [Appendix 5](#).
- Consultation Analysis
  - Resulting data was analysed, and themes and issues extracted.
  - Results were then summarised.
- Synthesis
  - Information collected and interview and survey data summarised was synthesised to highlight issues, learn from other Councils and agencies, and prepare a recommended course of action.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 2.2 Other Councils

Guidance and counsel was sought from Local Governments in NSW, Queensland and Victoria to understand their approaches to determining Terms of Reference for their CRCs and their experience in working with them. The selection was chosen to represent both regional and urban Councils, and those impacted by fire, flood, and storm.

Those who generously shared their information and experience were:

Victoria: Yarra Ranges Shire, Hume City, and Mallacoota Shire

New South Wales: Lismore City

Queensland: Brisbane City

The most informative for Maribyrnong's purposes are Brisbane City Council (through the Queensland Recovery Plan) and Yarra Ranges Shire. Lismore City Council is currently undergoing a review of their processes, and this should be available shortly after this project is complete.

### 2.3 Terms of Reference

A document was developed to guide Council and the CRC through the process of developing a revised Terms of Reference. Information from a range of local, state, and Australian government sources was used as the foundation for this guidance. The document is included at [Appendix 4](#).

### 2.4 Additional information

During the conduct of this project, various documents and web-based resources were collected, connections and contacts made, and ideas for future activities and projects were generated and recorded. These do not form a part of this report and were provided to Council separately.

## Agenda Item 9.4 - Attachment 1



### 3.0 Council Recovery responsibilities and decision-making structures

#### 3.1 Council responsibilities

Under the State Emergency Management Plan<sup>1</sup> (SEMP), Council has a responsibility to manage recovery services *under the established recovery coordination arrangements*. Municipal recovery coordination responsibilities are for:

- Provision of Recovery information for communities, and
- Coordination of community recovery services.

The 2023 Municipal Emergency Management Plan (MEMP)<sup>2</sup> for Maribyrnong City Council describes the Recovery responsibilities of agencies and organisations as being those outlined in the State and Regional Emergency Management Plans, excepting for variations where the following organisations have responsibilities aligned to the Victorian Preparedness Framework<sup>3</sup>:

- CoHealth,
- Victoria University,
- Highpoint Shopping Centre, and
- Department of Defence.

The MEMP describes Recovery as follows:

*Recovery is defined in the Emergency Management Act, 2013 as:*

*The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.*

*In effect this means providing a coordinated process of support to emergency affected communities to assist with reconstruction and the restoration of emotional, social, economic and physical well-being.*

Community recovery services are delivered by a wide variety of agencies and organisations, recognised through local and State arrangements, and generally funded by State and Australian Government funding arrangements.

It is therefore necessary for Council to source and manage recovery support funding, and to navigate the web of responsibilities, possibilities, and emerging services and supports for their community.

---

<sup>1</sup> State Emergency Management Plan > Roles and Responsibilities > Recovery:  
<https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/recovery>

<sup>2</sup> <https://www.maribyrnong.vic.gov.au/Residents/Emergency-Management>

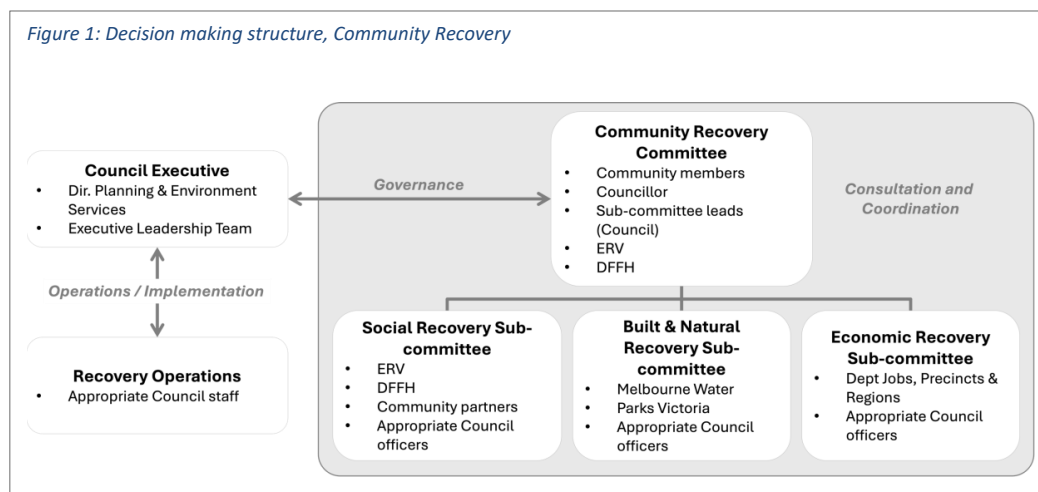
<sup>3</sup> <https://www.emv.vic.gov.au/how-we-help/emergency-management-capability-in-victoria/victorian-preparedness-framework-0>

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



Figure 1: Decision making structure, Community Recovery



Over time, as government funding reduces, Council may withdraw from the coordination of these services and hand activities over completely to either community groups or support agency and Council business-as-usual processes.

Council Recovery responsibilities under the State Emergency Management Plan are summarised in [Appendix 1](#).

In addition, Councils have responsibilities for mitigation and response (including relief) activities. These are also documented in Appendix 1.

To undertake this work following the 2022 Flood event, Council sought advice from community representatives through the Community Recovery Committee. They sought information and support from partner agencies through the sub-committees for:

- Social Recovery,
- Built and Natural Recovery, and
- Economic Recovery.

The place in the decision-making structure for these sub-committees is shown in Figure 1.

### 3.2 Maribyrnong Flood Community Recovery Committee

Council assembled the Community Recovery Committee (CRC) in February 2023, describing the following core CRC responsibilities:

- To provide guidance and support to Council on issues and barriers that affect the recovery process,
- To actively participate in the development of a Flood Recovery Plan,
- To raise advocacy issues for Council to consider on behalf of the affected community.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Membership of the CRC included:

- One Councillor,
- At least six but no more than 10 members of the community who represented the demographics of the impacted area,
- Recovery leads for Social, Economic, Built and Natural Environment Recovery who were senior leaders within Council.

It is clear from these statements, and from the original terms of reference, that Council saw its role as coordinating the provision of recovery services with the advice and involvement of community members. This was to ensure recovery services were designed and provided with community need at the core.

This advisory role is clearly defined in the *Decision-making structure* outlined during the CRC's induction process (see Figure 1).

The original Terms of Reference are included in [Appendix 2](#). The Terms of Reference were revisited, but never adopted. This revision is included in [Appendix 3](#).

## Agenda Item 9.4 - Attachment 1



### 4.0 Community Recovery Committee operation

#### 4.1 Early work

The CRC was created in February 2023 following recruitment conducted via a self-nomination process.

An induction workshop was held early in their time together. Information covered included:

- The decision-making structure,
- The purpose, intent, responsibilities, and functions of the CRC,
- The role of CRC members,
- Interrelationships between the CRC, Council administration, Council and Councillors, and the Community affected by the flood,
- What the CRC would not do, and
- The commitment of Council.

It then covered detail regarding:

- The Terms of Reference,
- Asset-based community development,
- The role of the Chair, and
- The conduct of meetings.

This information was also provided physically to the CRC members.

Subsequently, the CRC met, selected a Chairperson, and began their work.

#### 4.2 Breakdown of cohesion

Outputs from the interviews and survey responses indicated a complete breakdown of cohesion and trust within the CRC. This was reported to be a result of:

- A culture of centralised communication and differing perceptions of the role and purpose of the CRC,
- Recovery processes that were unseen by the CRC, including the work of the Social Recovery Sub-Committee and grant funding expenditure, and
- The distrust of Council as a representative of 'government'.

This was caused by:

- The apparent inaccurate and untimely warnings and predictions provided by several organisations in the days leading up to the flood event, particularly Melbourne Water, the State Emergency Service, and the Bureau of Meteorology. This created significant disappointment, anger, and distrust in 'government'. The feeling was exacerbated by community perceptions of agency responses to community,

## Agenda Item 9.4 - Attachment 1



government, and press requests, and by perceived patronising and dismissive behaviours of some agency representatives during early community meetings.

- Erosion of clarity in the CRC's purpose from the second CRC meeting (as mentioned in interviews). The CRC's charter was interpreted in different ways by:
  - the Chair and some community members,
  - other community members, and
  - the Council representatives.

This was when the divisions began to be clearly evident. Part of the CRC expressed that accountability must be sought from the responsible agencies, and that the CRC was the vehicle to do so. This was not the opinion of all on the CRC, nor was it something that was attainable by either the CRC or Council. Amongst the committee, there was a strongly divergent view of *community-led recovery* – a confusion in other communities previously identified in the IGEM report<sup>4</sup>. Redrafted Terms of Reference were prepared, but never adopted ([Appendix 3](#)).

- The conduct of CRC meetings became (according to some) overly formal and did not encourage participation, collaboration, creativity, or problem solving. CRC members did not feel the permission to express their opinions.

### 4.3 Breakdown of the committee

By November 2023, one community member had resigned, and Council officers were replaced by Council managers, directors and, finally, the Chief Executive Officer. The CRC review was then proposed. At that point, three further community members resigned.

Throughout this period, many of the CRC members had not returned to their homes, were dealing with their insurers and contractors, were caring for several generations of their families and neighbours, and attempting to continue their employment. Some had only just returned to their homes, and others have many months to go. They expressed difficulty and conflict in supporting community-wide recovery processes at the same time as navigating their own personal and household recovery.

---

<sup>4</sup> Inspector General for Emergency Management > Publications > Reports and publications > Inquiry into the 2019-20 Victorian Fire Season Phase 2 Report: <https://www.igem.vic.gov.au/publications/publications/inquiry-into-the-2019-20-victorian-fire-season-phase-2-report>

## Agenda Item 9.4 - Attachment 1



### 5.0 Experiences reported from interviews and surveys

Interviews were conducted with a total of 17 people. These were:

- On the original CRC and who have now resigned,
- On the original CRC and who have offered to participate in a new iteration of the CRC,
- Council officers in the Emergency Management and Recovery teams who attended earlier meetings of the CRC,
- Council managers who attended some meetings during the life of the CRC, and
- An independent consultant hired to support the original CRC and the Chair.

#### 5.1 Themes emerging from interviews

##### Disappointing experiences

The community members and Council staff and management all reported walking away from the original iteration of the CRC somewhat bruised and disappointed. All of them are tired.

##### Consistent themes

Some themes emerging from the community member interviews were consistent regarding community-wide experiences:

- Impacted residents are all at different stages of their recovery, and therefore need services at different times,
- Accessing funding and some support services has often been convoluted and inflexible,
- Planning and rebuilding has been problematic. This was reported as relating to the combination of insurance, access to trades and contractors, access to materials, navigation and interpretation of planning requirements, and access to professional advice,
- Mental health supports are still required and the need is likely to increase, and
- All would like to have confidence that government agencies will have systems and processes that will work and mitigate the extent of damage during the next flood event.

On a personal level, they also reported sacrificing family time and focus to work on the community-wide effort.

#### 5.2 Different groups within the CRC, different experiences

The interviews and surveys highlighted distinct experiences and reflections in each of the following groups:

- Community members who have resigned,
- Community members who have offered to remain,
- Council staff, and



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- Council managers.

**Community members who have offered to remain on the CRC** are disappointed in some arms of government. They are prepared to stay on the CRC and 'see it through'. They do not wish to spend large amounts of personal time rolling out services but are happy to provide information and advice grounded in community experience. Additional community members are also welcomed – to add to the resource, networks, and to bring more energy with them.

**Most community members who have resigned** reported a lack of trust in the various government entities who are charged with informing and protecting communities, their homes, and their businesses.

**Council staff** have a strong desire for the CRC's work to continue and to coordinate community recovery services that align with community need. They reported 'not really hearing' the voices of community during the operation of the original CRC and the frustration they felt in that. They also reported feeling extremely stressed through the whole experience.

Staff are now enthusiastic about working with state agencies that will increase assurance for community members, and feel re-energised to continue their work while hearing the broader voice of community.

**Council managers** are keen for the community to continue to rebuild and return to the area. They also would like the way forward to be informed by sound process and staff safety.

### Emotional journey

The emotional journey for both community and staff members was difficult. Community members, as previously stated, were in varying stages of returning to their homes, while also dealing with their personal recovery from the flood event. Council representation became increasingly senior, resulting in the CEO attending several meetings.

CRC discussions were reported by all sub-groups to be antagonistic and adversarial, and the direction and priorities were not agreed amongst the CRC members. Some members of the Council Executive referred to the environment as 'unsafe' for Council Officers.

It is noted that several community members thanked, and acknowledged the effort and support of, Council staff throughout life of the original CRC.

### Managing stress

Those involved in the CRC all acknowledged the stress they had felt at various times, and for a range of reasons. They reported a variety of methods they used to manage their stress and to feel grounded. These were:

- Exercise
  - Going to the gym / exercising
  - Walking the dog(s)
- Mental health practices
  - Positive thinking

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- Professional mental health support
- Talking / debriefing with trusted allies
- Being with family
- Being in nature and the garden
- Deleting social media
- Practical solutions
  - Fixing the house and property
  - Preparing household plans
  - Implementing improvements to process during warnings
- Creativity
  - Arts and crafts

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 6.0 State emergency management planning arrangements and Black Summer Inquiry report

#### 6.1 State arrangements – confusing and unclear

The State arrangements are difficult to navigate, and do not provide advice about how a *community-led* process should operate.

The online presence of the arrangements is organised to show the interconnectedness of responsibilities and involvement. This is achieved through layers of hyperlinks, many tables, and acronyms. While appropriate for those who access and use the SEMP regularly, for those who access these arrangements only after a high-consequence, low-probability event, the online environment is close to impenetrable.

The Inspector General for Emergency Management (IGEM) identified this confusion in its *Inquiry into the 2019-20 Fire Season – Phase 2<sup>5</sup>* report which focussed on Relief and Recovery (see section 6.2 below). It also found the term ‘community-led recovery’ to be a point of contention for individuals and communities.

In its *Community Recovery Toolkit*, Emergency Recovery Victoria now describes *Community-Centred Recovery* as follows<sup>6</sup>:

- *Participation from the community, ensuring those affected by a disaster make decisions about their own recovery,*
- *Consider the values, culture, and priorities of all affected communities,*
- *Use and develop the community’s strengths, leadership and existing networks and structures,*
- *Recognise communities might choose different paths to recovery and ensure policies, plans and services are flexible and adaptable to support this,*
- *Build strong partnerships between communities and those involved in the recovery process.*

Responsibilities for Local Governments in Recovery, as well as those for Mitigation and Response (and Relief) are extracted in [Appendix 1](#).

#### 6.2 Inspector General for Emergency Management – Inquiry into the 2019-20 Fire Season

The report was published in October 2021, just 12 months prior to the 2022 Maribyrnong floods.

---

<sup>5</sup> Inspector General for Emergency Management > Publications > Reports and publications > Inquiry into the 2019-20 Victorian Fire Season Phase 2 Report: <https://www.igem.vic.gov.au/publications/publications/inquiry-into-the-2019-20-victorian-fire-season-phase-2-report>

<sup>6</sup> <https://www.vic.gov.au/community-recovery-toolkit-0/what-ervs-role-community-recovery>

## Agenda Item 9.4 - Attachment 1



Findings from this work were strikingly similar to those emerging from the Maribyrnong research, and indicates many of the issues and themes are consistent with the experiences of others around the State.

The themed statements below, extracted from the Inquiry, illustrate that there is still much work to do at a State and systems level to improve the outcomes for both governments and communities after disasters.

### Community-led recovery

- *The Inquiry considers the experience of the 2019–20 fires demonstrated a lack of consistency in community-led recovery approaches.*
- *The lack of shared definition of what amounts to ‘community-led’ recovery creates confusion for individuals and communities,*
- *In many ways communities have felt overwhelmed and frustrated by the community-led approach, noting that it seems have different meanings in different contexts and often results in a high workload, but low levels of autonomy for the community.*
- *The role, structure, membership and support accorded to local Community Recovery Committees (CRC) were all matters raised.*
- *The extent of the feedback would suggest further review is warranted of the efficacy of the CRC model.*

### Mental health

- *The trauma of living through an emergency can limit a person’s ability to absorb information received during or immediately after the event.*
- *It is very clear from previous events, and research, that mental health concerns are likely to emerge as people progress through their recovery.*

### Funding

- *A consistent theme in submissions to the Inquiry was the complexity of applying for assistance – be it the forms to be filled out or determining eligibility for assistance. This coupled with the need to constantly retell stories of loss unnecessarily compounded the trauma already experienced. Community members often told IGEM that accessing financial assistance was a confusing, bureaucratic, complex and stressful process. Inflexible application timelines and rigid eligibility processes effectively hindered recovery.*

### Planning and building

- *Delays in rebuilding after bushfires are often attributed to ‘red tape’ and bureaucracy.*
- *Despite provisions in place and support made available to help communities, businesses and individuals rebuild, communities were frustrated and confused by the complicated regulations in place. There were perceptions of recovery works being delayed and inequities across affected areas. Navigating the planning and building approval processes remains challenging for individuals.*

## Agenda Item 9.4 - Attachment 1



### 7.0 Future directions

#### 7.1 Ongoing Resilience

A consensus emerged across all four of the CRC's major groups about what 'Ongoing Resilience' might look like. Activities in these areas should be included in the Community Flood Recovery Plan.

They are:

- Emergency Planning
  - Council planning and assurance,
  - Community planning – for the first 72 hours,
  - Household planning and preparedness.
- Information and education
  - Agency roles,
  - Council roles,
  - Household knowledge and responsibilities,
  - Community connectedness and locally-trusted information sources.
- Service information and support
  - Planning and building,
  - Accessing service information and support,
  - Mental health support.
- Confidence in State agencies
  - Warning systems status,
  - Flood mitigation status,
  - Information flow from those agencies responsible for varying aspects of flood mitigation, warning, preparedness, and readiness.
  - What community members can (and cannot) expect from State agencies.

#### 7.2 Community Recovery Committee operation and closure

The consensus amongst those interviewed is that the CRC should continue to operate while State funding support is still available, and while it should be expended with the advice of the community.

In general, most thought that the remaining life of the CRC would be 12-18 months, although several thought that any meaningful recovery would realistically take 3-5 years. There were various thoughts about how often the CRC should meet, with some suggesting this might change over time.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



Several individuals suggested that the need for closure will be evident through:

- Activities and services winding up,
- Activities and services being adopted by community members/groups or organisations,
- No longer being a need for an avenue to support services,
- High occupancy rates in the area, and
- When the funding finishes – although a community-only committee might continue to operate without Council sponsorship.

### 7.3 Challenges

There will continue to be challenges in the weeks and months to come. These will need to be navigated, and strategies found to minimise their impact. Some of these challenges may include:

- Structural changes and requirements
  - Reduction in, or removal of, state funding for support agencies, and
  - Requests from funding bodies for reports on recovery expenditure.
- Social recovery needs
  - Exhaustion in community members who have been working with the CRC for the past 12 months,
  - Need for continuing access to professional mental health supports for CRC members, and
  - Community need for mental health services and other support is likely to emerge as people return to their homes or overcome other major barriers,
  - Support and acknowledgement of the next anniversary.
- Environmental factors
  - New community members moving into the area requiring information and preparedness support,
  - Waning empathy for people impacted by this event. This is a common occurrence where, although the affected residents continue to feel the impact and require support, others who have not been impacted 'move on' and make broad assumptions about the ongoing need for support.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 8.0 Recommendations

The recommendations below emerged through data gathering from:

- Interviews,
- Surveys,
- Contact with other agencies, and
- Review of State and Australian Government documents.

They are categorised and listed below.

- Membership
  1. Additional community members should be recruited, ideally from groups who are grounded in the wider community and from diverse backgrounds.
  2. An independent chair be appointed, acting as facilitator and advisor to both community members and Council officers.
- Terms of Reference
  3. Terms of Reference be negotiated and agreed by the new CRC.
  4. This includes that an understanding amongst the CRC be reached about what it is that the CRC can reasonably achieve, and what might be influenced rather than implemented. For example, large-scale mitigating engineering works are not the responsibility of Council, but conversations can be held with the bodies who hold that responsibility.
  5. Agreement should be reached among the new CRC members as to the intent of the CRC itself and the relationships of those involved.
- Ongoing support
  6. CRC members have access to professional mental health support should they require it.
  7. CRC members, including Council staff, have continuing training, support, and mentoring.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Appendix 1 State Emergency Management Plan: Descriptions and Acronyms and Local Government Roles and Responsibilities

**Note:** The information in this Appendix is extracted from the State Emergency Management Plan<sup>7,8</sup>

#### Descriptions and Acronyms

**Control Agency** Control Agencies for response are primarily responsible for managing the response to a specified form of emergency, and responsible for establishing the management arrangements for an integrated response to the emergency.

#### Relief Coordinating Agency

Relief coordination responsibilities:

State relief coordination: Emergency Recovery Victoria

Regional relief coordination: Department of Families, Fairness and Housing

Municipal relief coordination: Councils

#### Recovery Coordinating Agencies

Recovery coordination responsibilities:

Emergency Recovery Victoria: State and regional recovery coordination  
Deliver recovery programs and services  
(including community services)

Councils: Recovery information for community  
Coordination of community recovery services

#### Recovery environments

Recovery is undertaken across four environments, Social, Economic, Built and Natural, that provide a framework within which recovery can be planned, reported, monitored, and evaluated. The environments and their areas of activity can be adapted to meet the needs of people and communities affected, such as consideration for Aboriginal Culture and Healing.

AVA Australian Veterinary Association

DEECA Dept. of Energy, Environment and Climate Action

DFFH Department of Families, Fairness and Housing

DH Department of Health

<sup>7</sup> <https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semb>

<sup>8</sup> [https://files.emv.vic.gov.au/2023-12/State%20Emergency%20Management%20Plan%20\(SEMP\).pdf](https://files.emv.vic.gov.au/2023-12/State%20Emergency%20Management%20Plan%20(SEMP).pdf)



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



DJSIR	Department of Jobs, Skills, Industry and Regions
DTP	Department of Transport and Planning
EPA	Environment Protection Authority
ERV	Emergency Recovery Victoria
PV	Parks Victoria
RSPCA	Royal Society for the Prevention of Cruelty to Animals

### Local Government Responsibilities<sup>9</sup>

There are 79 councils in Victoria. The nature and extent of work by councils to deliver activities will depend on their capability, capacity, and particular circumstances of an event. Councils will utilise a variety of approaches and local arrangements to best affect the delivery of these responsibilities to meet unique local needs. Most of the activities in the list below are carried out by councils in close conjunction with, or with direct support by, government departments and agencies. Local arrangements will be specified in Municipal Emergency Management Plans, developed by multi-agency Municipal Emergency Management Planning Committees.

Acronyms included in these arrangements are included at the end of these lists.

### Mitigation Activity<sup>10</sup>

Perform risk mitigation functions under local government, fire, health, building, and planning legislation e.g. planning schemes, building permits, food safety inspections.

#### **Work with the Municipal and/or Regional Emergency Management Planning Committee to:**

- provide community awareness, information
- identify and assess hazards/risks
- implement/coordinate specific risk treatments for identified risks.

#### **Participating agency for the following bushfire mitigation activities:**

- land use planning
- building regulations, standards, and codes
- landscape fuel management on council owned or managed land, and legislative requirements through the Municipal Fire Prevention Officer.

#### **Participating agency for the following earthquake mitigation activities:**

- building standards/regulations and enforcement (post 1989, 1993, 2007 standards)

<sup>9</sup> <https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/role-statements/role-statement-councils>

<sup>10</sup> <https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/mitigation>

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- critical infrastructure (engineering) vulnerability assessments and maintenance regimes (essential services, dams, buildings, transport infrastructure, mine, quarry, and petroleum sites) for council owned or managed assets.

### **Participating agency for the following flood mitigation activities:**

- land use planning (strategic and statutory) and building regulations
- flood mitigation infrastructure e.g. levees, retarding basins on council owned or managed land
- flood emergency planning including readiness
- Total Flood Warning System as per Victorian Floodplain Management Strategy
- dam safety management to mitigate risks from potential dam failure (for council owned or operated dams).

### **Participating agency for the hazardous materials (including industrial waste) incident mitigation activity:**

- land use planning
- regulate and process facility/residential/commercial development designs.

### **Participating agency for the heatwave mitigation activity:**

- urban design and planning on council owned or managed land
- heat safety awareness for organisers for public events (SEMP Extreme Heat Sub-Plan).

### **Participating agency for the following storm mitigation activities:**

- drainage systems (drainage standards and strategy) for council owned or managed land
- buildings compliant to engineering standards (building standards/regulations)
- maintenance activities for land, road and drainage infrastructure, such as drain and culvert clearance, roadside clearance, bridge inspections for council-owned and managed assets.

### **Response (including Relief) Activity<sup>11</sup>**

#### **Responsible for municipal relief coordination, including:**

- support to the control agency which provides relief information to assist communities to make informed decisions about their safety
- coordination of relief services information to communities
- coordination of support to communities at the municipal level
- establish Emergency Relief Centres to provide immediate and basic services to people affected by an emergency.

<sup>11</sup> <https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/relief>

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### **When safe to do so, provide support to the incident and/or regional control centres through:**

- provision of available council-managed resources to Control Agency
- provision of available facilities for emergency services' staging areas
- partial/full closure of council-managed areas to exclude the public from dangerous areas
- partial/full local road closures and determination of alternative routes.

### **Relief Lead Agency (RelLA) to:**

- coordinate the housing of displaced and lost/stray companion animals, with support from AVA and RSPCA.

When safe to do so, provide support to the incident and/or regional control centres, through clearance of blocked drains and local roads.

### **Relief Support Agency (RelSA) to:**

- DEECA in providing animal welfare (other than wildlife) support services
- DFFH in arranging emergency shelter and accommodation for displaced households
- DH and EPA to develop and provide public health advice
- Regional tier coordinator to coordinate information on relief services and support to communities.

### **Recovery Activity<sup>12</sup>**

#### **Responsible for municipal recovery tier coordination, including:**

- oversight of all recovery environments and associated activities
- recovery information for community
- coordination of community recovery services.

Coordinate local recovery activities, and lead agency to coordinate secondary impact assessment.

#### **Recovery Lead Agency (RecLA) to:**

- form, lead and support municipal recovery committees
- provision of recovery centres (as required) to provide access to recovery information for impacted community such as establishing recovery centres or other activities as required
- undertake the assessment, restoration, clean-up and rehabilitation of roads, bridges and tunnels, and culverts that are council owned and managed
- survey and make a determination regarding occupancy of damaged residential buildings (when safe to do so)

---

<sup>12</sup> <https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/recovery>

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- undertake the assessment, restoration, clean-up and rehabilitation of public buildings and assets that are council owned and managed
- coordinate the clean-up activities for the disposal of deceased animals (domestic, native and feral) on council-owned or managed land
- undertake erosion control on council owned and managed land to help manage risk to public safety, natural and cultural assets and values, and infrastructure.

### **Recovery Support Agency (RecSA) to:**

- DH and EPA to develop and provide public health advice
- DH to provide and promote advice on wellbeing in recovery
- DFFH to support securing temporary accommodation
- DJSIR to identify and monitor broad economic impacts, consequences and adaptation to emergencies
- DJSIR to implement approved funded activities, projects and programs to assist economic and business recovery and encourage the resumption of trade following an emergency
- DJSIR to assist businesses to navigate available information and advice following an emergency, including through industry associations and business networks
- DEECA to deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses
- DEECA and PV to rehabilitate, restore and reinstate public land and tourism and visitor assets DEECA or PV is directly responsible for managing to mitigate risks
- ERV to coordinate approved state-led or supported clean-up
- DTP to provide advice and information on land use planning, building, historic heritage, land surveying and spatial services to facilitate restoration of buildings, heritage listed places, and assets.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Appendix 2 Approved Terms of Reference

Name:	Community Recovery Committee
Approved by:	Council
Date Approved:	February 2023
Last reviewed:	February 2023

#### 1.0 Background

On Friday 14 October, 2022, residents, businesses and community organisations of Maribyrnong were impacted by a major flood of the Maribyrnong River.

Recovery from emergencies is most effective when the communities that are directly affected, lead it. Those who are impacted by emergencies are in the best position to understand their communities' priorities for ongoing recovery.

#### 2.0 Purpose

The purpose of the Community Recovery Committee is to provide guidance and support to Council on issues and barriers that affect the recovery process and provide advice on the development and implementation of strategies that will deliver positive outcomes for the impacted community.

#### 3.0 Objectives

- 3.1 Using community led recovery principles and asset based community development to gather information to understand community strengths and identify top community recovery priorities;
- 3.2 Applying deliberative decision-making processes to create a Community Led Recovery Plan;
- 3.3 Exercising good governance to support the promotion and allocation of any grant funding for community-led recovery projects.

#### 4.0 Definitions

- 4.1 **Deputy Chairperson** means an alternative delegate, in the absence of the Chairperson.
- 4.2 **Chairperson** means the person elected by the Committee to Chair
- 4.3 **Committee** means the Community Recovery Committee.
- 4.4 **Community Member** is a member of the Committee who is not a Councillor or a member of Council staff.
- 4.5 **Council** means Maribyrnong City Council
- 4.6 **Councillor** means a Councillor of Maribyrnong City Council.
- 4.7 **Council Officers** means employees of Maribyrnong City Council.

## Agenda Item 9.4 - Attachment 1



**4.8 Recovery** means the coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing.

**4.9 Municipal Recovery Manager** is the person delegated that role under the *Emergency Management Act, 2013*. This role acts as Secretariat to the Committee.

### 5.0 Role and Responsibilities of Committee Members

The role of the Member is to support community recovery by providing information and considered advice on the needs of flood affected people within Maribyrnong.

The role of Member is to also support Council in promoting and advocating for the needs of flood affected people, and when appropriate, to help disseminate key recovery information to the community.

The core responsibilities of the Committee are:

- To provide guidance and support to Council on issues and barriers that affect the recovery process.
- To actively participate in the development of a Flood Recovery Plan.
- To raise advocacy issues for Council to consider on behalf of the affected community.

### 6.0 Membership

The Committee will be convened by Council and shall comprise:

- One Councillor
- At least 6 but no more than 10 members of the community who represent the demographics of the impacted area
- Recovery leads for Social, Economic, Built and Natural Environment Recovery who are senior leaders within Council
- Director Planning and Environment

Recovery Sub-Committees, consisting of the Recovery Leads, together with Council officers and relevant recovery organisations will undertake specific responsibilities to respond to Committee requests and provide advice.

Council staff and other external key stakeholders will attend meetings to present agenda items on an ex officio basis only for the purpose of providing relevant information and advice on matters being considered by the advisory committee.

### 7.0 Method of Appointment

Nomination of applications for community member representatives shall be called by public notice in local media, via the Flood Recovery Newsletter and recovery agencies working directly with community, and will be appointed for a period of eighteen (18) months.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



Appointments to the Committee will be recommended to the Director Planning & Environment by a panel, comprising a Council staff member, a community advisor and a representative of Emergency Recovery Victoria, which will assess applicants against the below list of expectations of committee members as stated in application documentation.

Leave may be negotiated and granted to a member in the event that a member needs to arrange a temporary absence. A proxy may be able to be nominated in order to maintain a Committees representation if required.

The Committee may invite suitably skilled persons to attend a meeting at the request of the Chairperson as a guest speaker.

The role of the guest speaker is temporary and consultative and does not form part of the quorum.

### 8.0 Induction

A workshop/s will be held to enable Committee members to be inducted into their role. This will provide information on:

- a. the role of the Committee;
- b. the role of Council and councillors;
- c. the role and responsibilities of members of the Committee
- d. Council processes e.g. strategy development, advocacy positions;
- e. community led recovery principles;
- f. asset based community development;
- g. deliberative decision-making processes;
- h. local data and priorities; and
- i. good governance and grant making

### 9.0 Expectations of Committee Members

- The Committee will be flexible about multiple non-attendances by members and acknowledges the health and support needs associated with active citizen participation.
- Members should submit any apologies to the Municipal Recovery Manager if they are unable to attend.
- If a member is likely to be absent from at least 4 consecutive meetings and wishes to remain as a member of the Committee, they should request a leave of absence.
- Any such request should be submitted to the Municipal Recovery Manager and will be presented to the Committee for determination.
- The Committee will not unreasonably withhold its approval of a leave of absence request.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 10.0 Operating Procedures

#### Chair

The Chair is responsible for presiding the meeting.

- The Chair will be nominated by the Committee at an induction workshop for all Committee members.
- The Chair will be the public face of the Committee
- The Committee may appoint a Deputy Chair, whose role would be to perform the duties of the Chair if they are absent or unable to perform their duties at a meeting of the Committee.

#### Quorum

A quorum for the committee will require attendance of a minimum of one Council representative and four community members.

The committee will operate on a consensus basis. Where issues remain unresolved, the Chair will defer the issue to the next meeting. If issues remain unresolved and a solution cannot be reached, and the matter is viewed as significant to the successful operation of the committee, the committee can appoint an independent mediator to assist to resolve the issues or assist the parties / Committee to reach consensus.

#### Meetings

- There will be a minimum of eighteen (18) meetings over the 18 month period.
- Times and dates of meetings of the Committee shall be at the discretion of the Committee.
- Meetings will commence and conclude on time.
- Council Officers will support the Chair by undertaking administrative duties such as setting meeting dates and locations, agenda, minutes, correspondence and reports.
- Where practicable, the agenda, reports and documents that relate to the committee and minutes of the previous meeting, will be forwarded to members at least five working days prior to meetings.
- Accurate minutes will be kept of each meeting. The minutes of the meetings will be distributed to the committee members for ratification at the next subsequent meeting of the Committee.
- Additional sub-committee meetings, as agreed by members, may be formed to advise the Committee.

#### Reports

Council Officers will submit Recovery Sub-Committee Reports with advice and recommendations in the form of the Community Recovery Plan and meeting minutes will be reported monthly to Council.



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 11.0 Requirements of Members

Members are required to:

- Declare any interest, pecuniary interest or conflict of interest.
- Keep informed of current developments, issues and concerns in the local community.
- Have an understanding of and/or experience in the principles of community development.
- Prepare for and actively participate in meetings.
- Act in a courteous manner, respecting others views and opinions. All members should respect the decision of the consensus view as adjudicated by the Chair.
- Treat information with sensitivity.

### 12.0 Confidentiality

- Members must treat information they receive as confidential, unless otherwise advised, and are expected to comply with the provisions that cover confidential information contained in sections 3 and 125 of the *Local Government Act 2020*.
- Members must not use confidential information other than for the purpose of performing their function as a member of the Committee.
- Documents presented to the Committee will often be in draft format and not suitable for wider distribution. Members have an obligation not to disclose any materials or information that is not available to the public, unless approved by the Chair or a representative of Council.
- All Committee discussions should comply with the requirements under the *Privacy Act 1988* and its principles.
- The failure of a member to comply with the above will result in the termination of their appointment to the Committee.

### 13.0 Conflicts of Interest

Members must disclose a Conflict of Interest in accordance with the Local Government Act 2020.

In the event of a Conflict of Interest arising the Member:

- a. Must disclose the interest and clearly state the nature of the interest at the meeting before the matter is considered.
- b. Must leave the room and not participant in any discussion and/or decision.
- c. The disclosure must be recorded in the meeting minutes.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 14.0 Operations

The Committee has no budgetary responsibilities, decision-making powers or delegated authority but serves to make recommendations for Council's consideration. Members will not publicly comment on behalf of the Committee. Neither will it seek to advocate on the needs of individual organisations.

The Council will provide the necessary support to assist the Committee to function effectively including:

- a. Maintaining contacts details of members.
- b. Preparing and distributing agendas and prior reading materials.
- c. Preparing and distributing meeting minutes.

### 15.0 Media

- The Chair will represent the view of the Committee and make all public statements. If members of the Committee wish to raise an issue with the media, this should be agreed beforehand at a Committee meeting.
- Members are entitled to make comment on matters in their capacity as a member of another organisation or as private citizens, however, it must be clear that those views are not expressed on behalf of the Committee or Council.
- The Municipal Recovery Manager of Council will be responsible for maintaining a web page on Council's website for the Committee. The web page must include a description of the Committee and its purpose, its membership, the summary of the key actions and agreements from each meeting.

### 16.0 Evaluation and Review

A review of the role, function, membership and productivity of the Terms of Reference will be conducted after six (6) months or as required to ensure currency, effectiveness and stakeholder engagement.

Council retains the right to:

- a. Review, amend or alter the operations and membership of this Committee as it deems appropriate and necessary.
- b. Revoke these Terms of Reference at any time.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Appendix 3 Proposed CRC Revisions to the Terms of Reference

Name: Community Recovery Committee

Approved by: Not approved

Date Approved: N/A

Last reviewed: N/A

#### 1.0 Background

On Friday 14 October, 2022, residents, businesses and community organisations of Maribyrnong were impacted by a major flood of the Maribyrnong River.

The Maribyrnong City Council, recognising that:

- Recovery from emergencies is most effective when the communities that are directly affected, lead it; and
- Those who are impacted by emergencies are in the best position to understand their communities' priorities for ongoing Recovery;

established the Community Recovery Committee by < statutory basis??>.

#### 2.0 Purpose

The purpose of the Community Recovery Committee is to begin immediately using the community-led approach under the framework of the National Principles for Disaster Recovery to;

2.1 consult with and help support the Community to create its own authentic, bespoke path towards a successful and sustainable Recovery in real time;

2.2 Produce a Community Led Recovery Plan;

and

2.3 create a partnership with Council to guide, influence and advocate evidenced based deployment of Council resources, funds and Grants (in accordance with the principles of stronger accountability and transparency mechanisms under applicable State and Federal legislation) to support Recovery under 2.1 and 2.2.

#### 3.0 Objectives

The Community Recovery Committee's adoption of the community-led approach guided by the National Principles for Disaster will focus its work to:

3.1 Understand the context – National disaster recovery principle 1;

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- To conduct a systematic analysis of the Flood to acquire and record information about the:
  - Events and effects of the Flood on members of the Community; and
  - impact on the built environment of the Community;

to create an accurate data set to inform all decision-making in connection with the Flood and Recovery data set by the Committee.

### 3.2 Recognise the complexity – National disaster recovery principle 2:

- To develop a responsive and agile approach to the complex effects of the Flood on the Community taking account of:
  - Diverse priorities, needs, wants, values and expectations of both individuals and entities within the Community;
  - Immediate and long-term effects on the Community; and
  - History, values, dynamics, risks, stressors, vulnerabilities, and strengths noting that the impact on the Community may extend beyond the geographical boundaries where the disaster occurred.

### 3.3 Coordinate all approaches - National disaster recovery principle 4:

- To develop Recovery strategies for the Community that are coordinated and adaptive between the Community, the Council, civic partners and other stakeholders that:
  - Include ongoing assessments of the needs and priorities of the Community;
  - Advocate for informed disaster risk reduction through sustainable built environment solutions for Reconstruction; and
  - Embody evidence-based, responsible and transparent decision-making principles.

### 3.4 Communicate effectively - National disaster recovery principle 5:

- To create a trusted and easily accessible Community persona that is distinct from Council that:
  - Adopts and applies creative and diverse, communication modes to reach into the broad range of ages, cultural heritage and socio-economic demographics of the Community;
  - Gathers and receives information and feedback from the Community including the data set; and
  - Keeps the Council, the Community and other partners and stakeholders aware of the Committee's ongoing work.

### 3.5 Recognise and build capacity – National disaster recovery principle 6:

- To encourage members of the Community to take ownership and build their own Recovery through:
  - Sharing and curating current and historical experiences of the Flood and knowledge;

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- Working in collaboration with fellow members of the Community and others to develop resources and build social capital through goodwill and bright ideas;
- Participating in Community initiatives, training, education, programs, and activities; and
- Contributions to the Community Led Recovery Plan.

### 4.0 Definitions

**4.1 Deputy Chairperson** means an alternative delegate, in the absence of the Chairperson.

**4.2 Chairperson** means the person elected by the Committee to Chair

**4.3 Committee** means the Community Recovery Committee.

**4.4 Community** means the community affected by the Maribyrnong Flood on October 14, 2022

**4.5 Community Member** is a member of the Committee who is not a Councillor or a member of Council staff.

**4.6 Council** means Maribyrnong City Council

**4.7 Councillor** means a Councillor of Maribyrnong City Council.

**4.8 Council Officers** means employees of Maribyrnong City Council.

**4.9 Flood** means the Maribyrnong floods of October 14, 2022.

**4.10 Reconstruction** means the medium- and long-term rebuilding and sustainable restoration of resilient critical infrastructures, services, housing, facilities, and livelihoods required for the full functioning of a community, or a society affected by a disaster, aligning with the principles of sustainable development and 'build back better', to avoid or reduced future disaster risk: Australian Institute for Disaster Resilience, <https://knowledge.aidr.org.au/glossary/>

**4.11 Recovery** means the coordinated process of supporting the Community in Reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing: Australian Institute for Disaster Resilience, <https://knowledge.aidr.org.au/glossary/>

**4.12 Municipal Recovery Manager** is the person delegated that role under the *Emergency Management Act, 2013*. This role acts as Secretariat to the Committee.

### 5.0 Role and Responsibilities of Committee Members

The role of the Member is to:

1.1 Support Community Recovery by actions, information and initiatives in accordance with the Objectives under Paragraph 3; and

1.2 Support Council to promote and advocate for the needs of the Community through Recovery and Reconstruction..

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 6.0 Membership

The Committee will be convened by Council and shall comprise:

- One Councillor
- At least 6 but no more than 10 members of the community who represent the demographics of the Community within the impacted area
- Recovery leads for Social, Economic, Built and Natural Environment Recovery who are senior leaders within Council
- Director Planning and Environment

Recovery Sub-Committees, consisting of the Recovery Leads, together with Council officers and relevant recovery organisations will undertake specific responsibilities to respond to Committee requests and provide advice.

Council staff and other external key stakeholders will attend meetings to present agenda items on an ex-officio basis only for the purpose of providing relevant information and advice on matters being considered by the advisory committee.

### 7.0 Method of Appointment

Nomination of applications for community member representatives shall be called by public notice in local media, via the Flood Recovery Newsletter and recovery agencies working directly with Community, and will be appointed for a period of eighteen (18) months.

Appointments to the Committee will be recommended to the Director Planning & Environment by a panel, comprising a Council staff member, a community advisor and a representative of Emergency Recovery Victoria, which will assess applicants against the below list of expectations of committee members as stated in application documentation.

Leave may be negotiated and granted to a member in the event that a member needs to arrange a temporary absence. A proxy may be able to be nominated in order to maintain a Committees' representation if required.

The Committee may invite suitably skilled persons to attend a meeting at the request of the Chairperson as a guest speaker.

The role of the guest speaker is temporary and consultative and does not form part of the quorum.

### 8.0 Induction

A workshop/s will be held to enable Committee members to be inducted into their role. This will provide information on:

- a. the role of the Committee;
- b. the role of Council and councillors;
- c. the role and responsibilities of members of the Committee
- d. Council processes e.g. strategy development, advocacy positions;

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- e. community led recovery principles;
- f. asset based community development;
- g. deliberative decision-making processes;
- h. local data and priorities; and
- i. good governance and grant making

### 9.0 Expectations of Committee Members

- The Committee will be flexible about multiple non-attendances by members and acknowledges the health and support needs associated with active citizen participation.
- Members should submit any apologies to the Municipal Recovery Manager if they are unable to attend.
- If a member is likely to be absent from at least 4 consecutive meetings and wishes to remain as a member of the Committee, they should request a leave of absence.
- Any such request should be submitted to the Municipal Recovery Manager and will be presented to the Committee for determination.
- The Committee will not unreasonably withhold its approval of a leave of absence request.

### 10.0 Operating Procedures

#### Chair

The Chair is responsible for presiding the meeting.

- The Chair will be nominated by the Committee at an induction workshop for all Committee members.
- The Chair will be the public face of the Committee
- The Committee may appoint a Deputy Chair, whose role would be to perform the duties of the Chair if they are absent or unable to perform their duties at a meeting of the Committee.

#### Quorum

A quorum for the committee will require attendance of a minimum of one Council representative and four community members.

The committee will operate on a consensus basis. Where issues remain unresolved, the Chair will defer the issue to the next meeting. If issues remain unresolved and a solution cannot be reached, and the matter is viewed as significant to the successful operation of the committee, the committee can appoint an independent mediator to assist to resolve the issues or assist the parties / Committee to reach consensus.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Meetings

- There will be a minimum of eighteen (18) meetings over the 18 month period.
- Times and dates of meetings of the Committee shall be at the discretion of the Committee.
- Meetings will commence and conclude on time.
- Council Officers will support the Chair by undertaking administrative duties such as setting meeting dates and locations, agenda, minutes, correspondence and reports.
- Where practicable, the agenda, reports and documents that relate to the committee and minutes of the previous meeting, will be forwarded to members at least five working days prior to meetings.
- Accurate minutes will be kept of each meeting. The minutes of the meetings will be distributed to the committee members for ratification at the next subsequent meeting of the Committee.
- Additional sub-committee meetings, as agreed by members, may be formed to advise the Committee.

### Reports

Council Officers will submit Recovery Sub-Committee Reports with advice and recommendations in the form of the Community Recovery Plan and meeting minutes will be reported monthly to Council.

### 11.0 Requirements of Members

Members are required to:

- Declare any interest, pecuniary interest or conflict of interest.
- Keep informed of current developments, issues and concerns in the local community.
- Have an understanding of and/or experience in the principles of community development.
- Prepare for and actively participate in meetings.
- Act in a courteous manner, respecting others views and opinions. All members should respect the decision of the consensus view as adjudicated by the Chair.
- Treat information with sensitivity.

### 12.0 Confidentiality

- Members must treat information they receive as confidential, unless otherwise advised, and are expected to comply with the provisions that cover confidential information contained in sections 3 and 125 of the *Local Government Act 2020*.
- Members must not use confidential information other than for the purpose of performing their function as a member of the Committee.



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- Documents presented to the Committee will often be in draft format and not suitable for wider distribution. Members have an obligation not to disclose any materials or information that is not available to the public, unless approved by the Chair or a representative of Council.
- All Committee discussions should comply with the requirements under the
- *Privacy Act 1988* and its principles.
- The failure of a member to comply with the above will result in the termination of their appointment to the Committee.

### 13.0 Conflict of Interest

Members must disclose a Conflict of Interest in accordance with the *Local Government Act 2020*.

In the event of a Conflict of Interest arising the Member:

- a. Must disclose the interest and clearly state the nature of the interest at the meeting before the matter is considered.
- b. Must leave the room and not participate in any discussion and/or decision.
- c. The disclosure must be recorded in the meeting minutes.

### 14.0 Operations

The Committee has no budgetary responsibilities, decision-making powers or delegated authority but serves to make recommendations for Council's consideration. Members will not publicly comment on behalf of the Committee. Neither will it seek to advocate on the needs of individual organisations.

The Council will provide the necessary support to assist the Committee to function effectively including:

- a. Maintaining contacts details of members.
- b. Preparing and distributing agendas and prior reading materials.
- c. Preparing and distributing meeting minutes.
- d. Assisting with administrative support

### 15.0 Media

- The Chair will represent the view of the Committee and make all public statements. If members of the Committee wish to raise an issue with the media, this should be agreed beforehand at a Committee meeting.
- Members are entitled to make comment on matters in their capacity as a member of another organisation or as private citizens, however, it must be clear that those views are not expressed on behalf of the Committee or Council.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- The Committee will establish a social media presence distinct from the Council. Such social media will include a description of the Committee and its purpose, its membership, the summary of the key actions and agreements from each meeting and initiatives of the Committee.
- The Council through the Municipal Recovery Manager of Council will be responsible for maintaining and coordinating information arising from the Committee on Council's website. Committee.

### 16.0 Evaluation and Review

A review of the role, function, membership and productivity of the Terms of Reference will be conducted after six (6) months or as required to ensure currency, effectiveness and stakeholder engagement.

Council retains the right to:

- a. Review, amend or alter the operations and membership of this Committee as it deems appropriate and necessary.
- b. Revoke these Terms of Reference at any time.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Appendix 4 Guidance for Terms of Reference Review

Information was provided to Council to prompt discussion and options while the CRC revised the Committee's Terms of Reference. This is included below.

#### Introduction

The material below has been adapted from the existing Maribyrnong City Council structure for Advisory Committees, adapting as appropriate for Community Recovery Committee purposes. Previous wording is included as examples and to prompt discussion.

This document should be adapted, adopted, and used as appropriate and agreed by the Community Recovery Committee. This will support and aid understanding, definitions, and intent across the Committee.

The guidance below is predominantly sourced from the following:

- *Terms of Reference and Governance Guidance – Taskforce Toolkit*, Australian Public Service Commission (APSC) <https://www.apsc.gov.au/initiatives-and-programs/aps-mobility-framework/taskforce-toolkit>
- *Community Recovery Toolkit*, Emergency Recovery Victoria <https://www.vic.gov.au/community-recovery-toolkit-0>
- General Regional Community Recovery Committee Terms of Reference, Yarra Ranges Shire Council
- Terms of Reference Advisory Committee Template, Maribyrnong City Council
- Terms of Reference Community Recovery Committee (Versions 1 & 2), Maribyrnong City Council.

The term 'Community-Led Recovery' has been changed in this document to 'Community-Centred Recovery' to avoid the misunderstandings that surround that term, and to recognise the clear intent for the creation of this committee.

<b>Name:</b>	<b>Maribyrnong Community Recovery Committee – October 2022 Flood event</b>
Approved by:	Council
Date Approved:	00 Month 0000
Last reviewed:	00 Month 0000
Next Review Date:	00 Month 0000 (review date as per Section XX below)
Version:	X.X
Contact Officer:	Coordinator Emergency Management

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 1.0 Introduction and background

Why is the committee in place? What problem is the committee here to solve?

- Basic facts about the flood event occurrence.
- What were the localised but severe impacts?
- What impact did the flood event have? What was disrupted, and what are the ongoing implications? Here, you could consider each of the Built, Economic, Natural, and Social Recovery environments.

Statement regarding commitment of Maribyrnong City Council to ongoing Community-centred Recovery processes and the Principles of Recovery.

### 2.0 Purpose and scope

This section should seek to respond to the following:

- What is the committee in place to achieve?
- What are the key deliverables?
- Are there timeframes that need to be taken into account?
- What is the limit of its responsibility?
- What authority does the committee have to use and expend public resources?

The following paragraph was used in both previous versions of the Terms of Reference:

*The Committee has no budgetary responsibilities, decision-making powers or delegated authority but serves to make recommendations for Council's consideration. Members will not publicly comment on behalf of the Committee. Neither will it seek to advocate on the needs of individual organisations.*

#### 2.1 Authorising Environment

Describe the context which permits the committee to make decisions and act upon them

- To whom does the committee report?
- What authority does the committee have to operate?

### 3.0 Objectives

For the work of this committee:

- What are the outputs?
- What are the outcomes and benefits?

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### 4.0 Definitions

The terms below were used in previous versions of the Terms of Reference. Are any additional terms required?

*Deputy Chairperson*

*Councillor*

*Chairperson*

*Council Officers*

*Committee*

*Flood*

*Community*

*Reconstruction*

*Community Member*

*Recovery*

*Council*

*Municipal Recovery Manager*

### 5.0 Membership

#### 5.1 Committee composition

Describe the make-up of the Committee:

- How is the committee to be structured?
- Will there be an independent facilitator, and will that person hold the role of Chair?  
Ensure that the remaining references to the Chair or Chairperson are consistent throughout the document.
- What attributes, across the group, should:
  - the chairperson have?
  - the committee members have?
- What responsibilities / roles should the Council Officers have?

#### 5.2 Method of Appointment

How are committee members to be nominated, selected, and appointed?

- Consider:
  - the community members
  - the Council Officers
  - the chairperson.
- What is a preference in member selection, and what is a 'must have'?
- How will Council be notified of committee appointments?
- What are the proxy arrangements for any member of the Committee?

#### 5.3 Term of Appointment

For how long are the following committee members to be appointed?

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- the community members
- the council officers
- the chairperson.

At what point will renewal of membership take place?

What are the procedures for induction if a committee member resigns and another is appointed during the life of the committee?

### 6.0 Governance Arrangements

#### 6.1 Induction and Training

How will committee members learn and be refreshed about the purpose, roles, and principles upon which the work of the committee is to be based?

The following statement was used in previous versions of the Terms of Reference:

*A workshop(s) will be held to enable Committee members to be inducted into their role. This will provide information on:*

- *the role of the Committee;*
- *the role of Council and councillors;*
- *the role and responsibilities of members of the Committee*
- *Council processes e.g. strategy development, advocacy positions;*
- *community led recovery principles;*
- *asset based community development;*
- *deliberative decision-making processes;*
- *local data and priorities; and*
- *good governance and grant making.*

#### 6.2 Chairperson

Considering the job that the Chair is there to do:

- What is the role of the Chairperson, and what responsibility do they have?
- What is the procedure if the Chairperson cannot attend a meeting?

#### 6.3 Attendance and Quorum

How many, and what categories of, members should be in attendance for the committee to make decisions?

What is the minimum attendance for decision-making for each of:

- Community members
- Council officers?

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



What happens if a committee member cannot attend meetings?

The following statement is taken from an external set of Terms of Reference:

*No formal business shall be conducted by the Committee unless a quorum exists.  
If a quorum is not present, the meeting Chairperson may decide that the  
Committee meet for discussion only.*

### 6.4 Meeting Procedures

What are the 'must haves' for committee meetings?

- How often will the committee meet?
- When will meetings be scheduled?
- How will secretariat duties be performed, and by whom? Refer to section 9.0 of this document.
- When will minutes be ratified?
- When can / should meetings be cancelled or additional meetings be held?
- How will decisions be made, and issues be resolved?

The following statement was used in previous versions of the Terms of Reference:

*The committee will operate on a consensus basis. Where issues remain unresolved, the Chair will defer the issue to the next meeting. If issues remain unresolved and a solution cannot be reached, and the matter is viewed as significant to the successful operation of the committee, the committee can appoint an independent mediator to assist to resolve the issues or assist the parties / Committee to reach consensus.*

### 7.0 Confidentiality

How is information to be treated? What is the status of committee documents?

How will committee members be made aware of the confidentiality requirements of the Local Government Act and the Privacy Acts?

The following statement was used in previous versions of the Terms of Reference:

- *Members must treat information they receive as confidential, unless otherwise advised, and are expected to comply with the provisions that cover confidential information contained in sections 3 and 125 of the Local Government Act 2020.*
- *Members must not use confidential information other than for the purpose of performing their function as a member of the Committee.*
- *Documents presented to the Committee will often be in draft format and not suitable for wider distribution. Members have an obligation not to disclose any materials or information that is not available to the public, unless approved by the Chair or a representative of Council.*

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- *All Committee discussions should comply with the requirements under the Privacy Act 1988 and its principles.*
- *The failure of a member to comply with the above will result in the termination of their appointment to the Committee.*

### 8.0 Conduct of Committee members

This section is included here to underline the requirements for respectful Committee interaction. It should also be recognised that some discussion content regarding the flood event may potentially be personally impactful while Committee conducts its business. It should be a decision of the committee as to whether something is included here.

The Council's Code of Conduct may provide useful wording.

The statements below are taken from an external<sup>13</sup> set of Terms of Reference.

- *When acting in their capacity as a member of the Committee, all members will refrain from discriminating, harassing or bullying other people and using offensive language.*
- *In performing their role, a committee member must:*
  - *act honestly;*
  - *exercise reasonable care and diligence;*
  - *not make improper use of their position; and*
  - *not make improper use of the information acquired because of their position.*

*The failure of a member to comply with either paragraph above will result in the termination of their appointment to the Committee.*

*Committee members will also have regard to the principles of health and safety and must ensure that they contribute to the notion of a healthy and safe workplace.*

### 8.1 Conflict of Interest

What are the procedures when decisions are made about procurement of goods or service provision, or where any other conflict of interest arises?

The following statement was used in previous versions of the Terms of Reference:

*Members must disclose a Conflict of Interest in accordance with the Local Government Act 2020.*

---

<sup>13</sup> [https://hdp-au-prod-app-yarra-shaperanges-files.s3.ap-southeast-2.amazonaws.com/3316/3169/1083/TEMPLATE\\_Terms\\_of\\_Reference\\_-\\_Regional\\_Community\\_Recovery\\_Committees.pdf](https://hdp-au-prod-app-yarra-shaperanges-files.s3.ap-southeast-2.amazonaws.com/3316/3169/1083/TEMPLATE_Terms_of_Reference_-_Regional_Community_Recovery_Committees.pdf)



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



*In the event of a Conflict of Interest arising the Member:*

- a. Must disclose the interest and clearly state the nature of the interest at the meeting before the matter is considered.*
- b. Must leave the room and not participant in any discussion and/or decision.*
- c. The disclosure must be recorded in the meeting minutes.*

### 9.0 Administrative Arrangements

#### 9.1 Meeting arrangements and documents

Clear guidance for the conduct of meetings, and preparation and handling of documents will assist in setting expectations and provide an environment for more collaborative discussions during the meetings.

- Who will notify members of the meeting details – time, location etc?
- What items should appear on each agenda?
- How will additional agenda items be determined?
- When will the agenda be circulated?
- When will the minutes be circulated?

The following statement was used in previous versions of the Terms of Reference:

*The Council will provide the necessary support to assist the Committee to function effectively including:*

- a. Maintaining contacts details of members.*
- b. Preparing and distributing agendas and prior reading materials.*
- c. Preparing and distributing meeting minutes.*

#### 9.2 Committee Reporting

Reports for a variety of reasons, and in various forms, will need to be prepared.

- What reports are to be prepared?
- How will they be prepared, and by whom?
- To whom are they presented?
- When are reports to be prepared?

### 10.0 Media

Who should make statements to the media about the committee's work? How is public information to be published and circulated?

The following statements were used in previous versions of the Terms of Reference. The last three dot points are points of difference between Versions 1 and 2.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- *The Chair will represent the view of the Committee and make all public statements. If members of the Committee wish to raise an issue with the media, this should be agreed beforehand at a Committee meeting.*
- *Members are entitled to make comment on matters in their capacity as a member of another organisation or as private citizens, however, it must be clear that those views are not expressed on behalf of the Committee or Council.*
- *The Municipal Recovery Manager of Council will be responsible for maintaining a web page on Council's website for the Committee. The web page must include a description of the Committee and its purpose, its membership, the summary of the key actions and agreements from each meeting.*
- *The Committee will establish a social media presence distinct from the Council. Such social media will include a description of the Committee and its purpose, its membership, the summary of the key actions and agreements from each meeting and initiatives of the Committee.*
- *The Council through the Municipal Recovery Manager of Council will be responsible for maintaining and coordinating information arising from the Committee on Council's website. Committee.*

### 11.0 Review

A scheduled review provides an opportunity to refresh people, approach, and objectives of the work. It can also offer an opportunity for committee members to 'honourably' depart from the committee.

- For how long are these Terms of Reference valid?
- When will they be reviewed?
- The following statements were used in previous versions of the Terms of Reference:

*A review of the role, function, membership and productivity of the Terms of Reference will be conducted after six (6) months or as required to ensure currency, effectiveness and stakeholder engagement.*

*Council retains the right to:*

- Review, amend or alter the operations and membership of this Committee as it deems appropriate and necessary.*
- Revoke these Terms of Reference at any time.*

### 12.0 Closure and handover

This section is not included in other Terms of Reference for Community Recovery Committees reviewed for this project. Closure and handover processes, however, are well-recognised for these committees.

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



The points below are selected from the APSC Taskforce Toolkit.

Note that the language beneath the 'Finance' and 'Records management and documentation' sections strongly references APSC terms, but the principles will remain the same, and can be readily adapted to suit Council and partner agency requirements.

From the Toolkit:

*To ensure the taskforce achieves its intended outcome, planning for implementation and handover is as important as determining scope and should be done early on in the taskforce lifecycle.*

*Effective records management will ensure the work of the taskforce – including reasons for decisions – is captured in a meaningful format once it has concluded.*

*The closure of a taskforce is equally as important as its set up; it's important to allow time for the handover as well as wrapping up activities.*

*Have a dedicated wrap-up plan, and set aside at least a week at the end of the taskforce to tie up all loose ends and provide a comprehensive handover.*

*Keep comprehensive records throughout the taskforce, especially for decisions made – this will streamline the handover process.*

*Engage with corporate areas early to schedule the closure of administration supports (e.g. IT access, accommodation, finance)*

*Ensure any further requirements for audit and briefing purposes can be easily met.*

### **Finance**

*Pay all outstanding invoices.*

*Where costs will continue to accrue, advise nominated policy contact officer or the agency's financial management area.*

### **Records management and documentation**

*Ensure all records have been filed in accordance with the host agency's records management policies.*

*Ensure all briefs and correspondence have been appropriately actioned and filed on the hosting agency's parliamentary workflow system.*

*Close finished files or transfer active files to the relevant policy contact officer.*

*Suggested subheadings in this section are:*

12.1 Finance

12.2 Records management and documentation

12.3 IT and associated items and processes

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Appendix 5 Interview and Survey Questions

#### Interview Questions

##### **Changing and evolving landscape**

1. Is the CRC still fit for purpose? How so?
2. What has changed in the community context since the committee formed and since the TOR review last year?
3. How have the people and organisations involved changed in the last year? Have some become more or less prominent?
4. The main groups involved in decision making in the recovery are: the CRC; State Government – through, for example, ERV, DJDTR, EMV; statutory and other bodies such as Melbourne Water, CoHealth, and Aust Red Cross; and Council. How do you think the levels of trust are between the groups?

##### **Your experience**

5. How would you describe the outcomes of the work to date?
6. Have your expectations been matched by your experiences on the committee?
7. How are you managing your own stress / burnout?

##### **Moving forward**

8. How long do you think the committee needs to continue? Or, how will you know when the CRC's work is done?
9. What does the move from recovery to ongoing resilience look like? What should be the 'new normal'?
10. What parts of the CRC's work should be retained when the committee hands over to BAU?

#### Survey Questions

1. Why did you choose to join the committee?
2. What do you believe is the role of the committee?
3. How do/did you see your role on the committee?
4. Do you feel you represent a section of the community?
5. Is there representation missing from the CRC?
6. How would you describe the achievements of the work to date?
7. How would you describe the culture of the committee and how it works/worked together?
8. From the standpoint of 'now', what do you believe are the short, medium, and long-term needs for the community?
9. What do you see as the priorities for:
  - Your own recovery?

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



- Your community's recovery?

### 10. Overall:

- What is working well?
- What needs to be improved?
- What issues need to be monitored moving ahead?

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Appendix 6 Interview and Survey participants

#### Community Members

Current CRC Members

Former CRC Members

#### Council Staff

Chief Executive Officer

Director Communities

Director Planning and Environment Services

Manager Governance

Coordinator Emergency Management

Senior Community Resilience Officer

Community Flood Recovery Officer

Chair Social Recovery Sub-Committee

#### Other

Independent advisor

## Agenda Item 9.4 - Attachment 1

Community Recovery Committee Review – Final Report  
Maribyrnong City Council



### Appendix 7 Other councils contacted

#### Contacts

##### Victoria

- Emergency Recovery Victoria
- Hume City Council
- Yarra Ranges Shire Council
- Macedon Ranges Shire Council

##### New South Wales

- Lismore City Council

##### Queensland

- Brisbane City Council

#### Terms of Reference

Terms of Reference examples were obtained from:

- Yarra Ranges Shire Council
- Hume City Council
- Loddon Mallee Regional Recovery Committee
- Mallacoota Community Led Recovery Plan
- Queensland State Government Recovery Arrangements
- Australian Public Service Commission



## Agenda Item 9.4 - Attachment 2

Maribyrnong Community Recovery Committee

Terms of Reference



# Maribyrnong Community Recovery Committee

## Terms of Reference

---

Name: Maribyrnong Community Recovery Committee

---

Approved by: Council

---

Date

---

Approved:

---

Last reviewed: February 2024

---

Next Review Date August 2024

---

## Agenda Item 9.4 - Attachment 2

### Maribyrnong Community Recovery Committee

### Terms of Reference

#### Table of Contents

1. Purpose .....	3
2. Objectives .....	3
3. Definitions .....	3
4. Role and Responsibilities of Committee Members .....	4
5. Membership .....	4
6. Governance Arrangements .....	6
7. Media .....	8
8. Evaluation and Review .....	8

## Agenda Item 9.4 - Attachment 2

### Maribyrnong Community Recovery Committee

### Terms of Reference

#### 1. Purpose

- 1.1.1 On Friday 14 October 2022, homes, businesses and community organisations of Maribyrnong were impacted by a major flood of the Maribyrnong River.
- 1.1.2 Recovery from emergencies is most effective when the communities that are directly affected, lead it. Those who are impacted by emergencies are in the best position to understand their communities' priorities for ongoing recovery.
- 1.1.3 The purpose of the Community Recovery Committee is to provide guidance and support to Council on issues and barriers that affect the recovery process and provide advice on the development and implementation of strategies that will deliver positive outcomes and a better prepared community.
- 1.1.4 The key deliverables are a flood recovery plan and programs that meet the requirements under the guidelines of the Recovery Hub Program grant.
- 1.1.5 The current timeframe for the end of the recovery program is 30 June 2025. Accordingly the term of the Independent Chair and the Committee is up until June 2025.

#### 2. Objectives

- 2.1.1 Understand community strengths and identify top recovery priorities from a community perspective which may include preparedness, advocacy, community connection and links with supports and services;
- 2.1.2 Collaboratively develop and monitor a flood recovery plan;
- 2.1.3 Identify the best ways to gather and share information with the community;
- 2.1.4 Advise, support and promote the best use of grant funding;
- 2.1.5 Work with sub-committees to support the delivery of the flood recovery plan;
- 2.1.6 Provide advice on any review and evaluation of the flood recovery plan;
- 2.1.7 Aim to use the principles below in the work of the Committee:
  - Trauma informed
  - Strengths based
  - Good governance
  - Community centred
  - Collaboration and working together

#### 3. Definitions

- **Chairperson** means the independent person engaged by Council to preside over the meetings.
- **Acting Chairperson** means an alternative delegate, in the absence of the Chairperson.

## Agenda Item 9.4 - Attachment 2

### Maribyrnong Community Recovery Committee

### Terms of Reference

- **Committee** means the Community Recovery Committee.
- **Community Member** is a member of a Committee who is not a Councillor or a member of Council staff.
- **Council** means Maribyrnong City Council.
- **Councillor** means a Councillor of Maribyrnong City Council.
- **Council Officer** means employees of Maribyrnong City Council.
- **Recovery** means the coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing.
- **Flood Recovery Manager** is the position responsible for coordinating recovery across Council and supports the administration of the Committee
- **Flood Affected/Impacted** is someone who was directly impacted by flood water inundation or a family member supporting a flood affected person such as a son or daughter supporting their parents.

#### 4. Role and Responsibilities of Committee Members

- 4.1.1 The role of the Member is to support community recovery by providing information and considered advice on the needs of flood affected people within Maribyrnong.
- 4.1.2 The role of Member is to also support Council in promoting and advocating for the needs of flood affected people, and when appropriate, to help disseminate key recovery information to the community.
- 4.1.3 The core responsibilities of the Committee are:
  - a) To provide guidance and support to Council on issues and barriers that affect the recovery process.
  - b) To actively participate in the development of a Flood Recovery Plan.
  - c) To raise advocacy issues for Council to consider on behalf of the affected community.

#### 5. Membership

##### 5.1 Committee composition

Name	Type of Appointment	Term
Independent Chair	Appointed	June 2025
Six (6) to ten (10) community members who represent the demographics of the impacted area.	Appointed	June 2025

## Agenda Item 9.4 - Attachment 2

### Maribyrnong Community Recovery Committee

### Terms of Reference

One Councillor	Nominated	Annually – to be determined by Council
GenWest	Nominated	June 2025
CoHealth	Nominated	June 2025
Director Planning and Environment	Ex-officio	N/A
Manager Community Development, Inclusion and Healthy Ageing	Ex-officio	N/A
Coordinator Emergency Management	Ex-officio	N/A

- 5.1.1 Council staff will attend meetings to present agenda items on an ex officio basis only for the purpose of providing relevant information and advice on matters being considered by the Committee.
- 5.1.2 Council will provide secretarial support to the Committee.
- 5.1.3 The Committee may invite suitably skilled persons or external organisations to attend a meeting to provide information or support on matters being considered by the Committee.

### 5.2 Method of Appointment

- 5.2.1 A public Expression of Interest (EOI) process will be undertaken for the Community Member positions.
- 5.2.2 An assessment of applications will be made by a panel, comprising a Council staff member, a community advisor and a representative of Emergency Recovery Victoria, by Council staff based on the criteria to ensure the diversity of flood impacted Maribyrnong community and a range of relevant skills and experience is represented on the Advisory Committee. Individual skills and attributes of the applicants will also be taken into account.
- 5.2.3 Applications for membership to the Advisory Committee will be assessed according to the following selection criteria:
  - a) A requirement for community members to live, work or study in the suburb of Maribyrnong or be a community organisation/club operating in suburb.
  - b) A statement listing the reason for applying; and
  - c) A list of the skills, knowledge and/or experience that will be brought to the Advisory Committee
- 5.2.4 The selection of the Independent Chair will be through a short recruitment process comprising submission of curriculum vitae and an interview.
- 5.2.5 Appointments to the Committee from the community service organisations will be nominated by the relevant organisation.
- 5.2.6 A report will be presented to Council to recommend the selection of the Committee members and the Independent Chair.
- 5.2.7 Applicants will be advised in writing of the outcome of their nominations.

## Agenda Item 9.4 - Attachment 2

### Maribyrnong Community Recovery Committee

### Terms of Reference

- 5.2.8 If a member is unable to fulfil their duties and a position is deemed vacant then Council will advertise the vacant position of seek a replacement from past nominations.

### 5.3 Term of Appointment

The Committee will have a tenure until the 30 June 2025.

## 6. Governance Arrangements

### 6.1 Induction and Training

A workshop/s will be held to enable Committee members to be inducted into their role. This will provide information on:

- a) the role of the Committee;
- b) the role of Council and Councillors;
- c) the role and responsibilities of members of the Committee
- d) Council processes e.g. strategy development, advocacy positions;
- e) community led recovery principles;
- f) asset based community development;
- g) deliberative decision-making processes;
- h) local data and priorities; and
- i) good governance and grant making

### 6.2 Attendance and Quorum

- 6.2.1 The Committee will be flexible about multiple non-attendances by members and acknowledges the health and support needs associated with active citizen participation.
- 6.2.2 Members should submit any apologies to the Committee Chair if they are unable to attend.
- 6.2.3 If a member is likely to be absent from at least 4 consecutive meetings and wishes to remain as a member of the Committee, they should request a leave of absence.
- 6.2.4 Any such request should be submitted to the Committee Chair and will be presented to the Committee for determination.
- 6.2.5 The Committee will not unreasonably withhold its approval of a leave of absence request.
- 6.2.6 Declare any interest, pecuniary interest or conflict of interest.
- 6.2.7 Keep informed of current developments, issues and concerns in the local community.
- 6.2.8 Have an understanding of and/or experience in the principles of community development.
- 6.2.9 Prepare for and actively participate in meetings.
- 6.2.10 Act in a courteous manner, respecting others views and opinions. All members should respect the decision of the consensus view as adjudicated by the Chair.

## Agenda Item 9.4 - Attachment 2

### Maribyrnong Community Recovery Committee

### Terms of Reference

- 6.2.11 Treat information with sensitivity.

### 6.3 Independent Chairperson

- 6.3.1 The extent of authority of the Chair is to preside over the meeting.
- 6.3.2 The Chair will be an independent person to the community and Council.
- 6.3.3 The Committee may appoint a Deputy Chair, whose role would be to perform the duties of the Chair if they are absent or unable to perform their duties at a meeting of the Committee.
- 6.3.4 The independent Member will be remunerated at a rate to be determined by Council.

### 6.4 Meeting Procedures and Administrative Arrangements

- 6.4.1 The committee will operate on a consensus basis. Where issues remain unresolved, the Chair will defer the issue to the next meeting. If issues remain unresolved and a solution cannot be reached, and the matter is viewed as significant to the successful operation of the committee, the committee can appoint an independent mediator to assist to resolve the issues or assist the parties / Committee to reach consensus.
- 6.4.2 There will be a minimum of one (1) meeting per month.
- 6.4.3 Times and dates of meetings of the Committee shall be at the discretion of the Committee and will be circulated in advance for the calendar year.
- 6.4.4 Meetings will commence and conclude on time.
- 6.4.5 The Flood Recovery Manager will support the Chair and the Committee by undertaking administrative duties such as setting meeting dates and locations, agenda, minutes, correspondence and reports.
- 6.4.6 Where practicable, the agenda, reports and documents that relate to the committee and minutes of the previous meeting, will be forwarded to members at least five working days prior to meetings.
- 6.4.7 Accurate minutes will be kept of each meeting. The minutes of the meetings will be distributed to the committee members for ratification at the next subsequent meeting of the Committee.
- 6.4.8 The Committee has no budgetary responsibilities, decision-making powers or delegated authority but serves to make recommendations for Council's consideration. Members will not publicly comment on behalf of the Committee. Neither will it seek to advocate on the needs of individual organisations.
- 6.4.9 Council will provide the necessary support to assist the Committee to function effectively including:
  - a) Maintaining contacts details of members.
  - b) Preparing and distributing agendas and prior reading materials.
  - c) Preparing and distributing meeting minutes.

## Agenda Item 9.4 - Attachment 2

### Maribyrnong Community Recovery Committee

### Terms of Reference

#### 6.5 Confidentiality

- 6.5.1 Members must treat information they receive as confidential, unless otherwise advised, and are expected to comply with the provisions that cover confidential information contained in sections 3 and 125 of the *Local Government Act 2020*.
- 6.5.2 Members must not use confidential information other than for the purpose of performing their function as a member of the Committee.
- 6.5.3 Documents presented to the Committee will often be in draft format and not suitable for wider distribution. Members have an obligation not to disclose any materials or information that is not available to the public, unless approved by the Chair or a representative of Council.
- 6.5.4 All Committee discussions should comply with the requirements under the *Privacy Act 1988* and its principles.
- 6.5.5 The failure of a member to comply with the above will result in the termination of their appointment to the Committee as determined by the Chief Executive Officer as recommended by the Chair..

#### 6.6 Conflict of Interest

Members must disclose a Conflict of Interest in accordance with the *Local Government Act 2020*.

In the event of a Conflict of Interest arising the Member:

- a) Must disclose the interest and clearly state the nature of the interest at the meeting before the matter is considered.
- b) Must leave the room and not participate in any discussion and/or decision.
- c) The disclosure must be recorded in the meeting minutes.

#### 7. Media

- 7.1.1 The CEO of Maribyrnong City Council or a Councillor will represent the view of the Committee and make all public statements. If members of the Committee wish to raise an issue with the media, this should be agreed beforehand at a Committee meeting.
- 7.1.2 Members are entitled to make comment on matters in their capacity as a member of another organisation or as private citizens, however, it must be clear that those views are not expressed on behalf of the Committee or Council.
- 7.1.3 The Flood Recovery Manager of Council will be responsible for maintaining a web page on Council's website and any associated social media for the Committee. The web page must include a description of the Committee and its purpose, its membership, the summary of the key actions and agreements from each meeting.

#### 8. Evaluation and Review

A review of the role, function, membership and productivity of the Terms of Reference will be conducted after six (6) months or as required to ensure currency, effectiveness and stakeholder engagement.



## Agenda Item 9.4 - Attachment 2

### Maribyrnong Community Recovery Committee

### Terms of Reference

---

Council retains the right to:

- a) Review, amend or alter the operations and membership of this Committee as it deems appropriate and necessary.
- b) Revoke these Terms of Reference at any time.

**Agenda Item 9.5**

**NOMINATION OF COUNCILLOR REPRESENTATIVES AND ENDORSEMENT OF  
INDUSTRY REPRESENTATIVES TO THE MARIBYRNONG BUSINESS, ECONOMIC  
DEVELOPMENT AND INNOVATION ADVISORY PANEL**

**Director:** Laura Jo Mellan  
Director Planning and Environment Services

**Author:** Francesca O'Brien  
Manager City Futures

---

**PURPOSE**

To seek endorsement of Councillor representatives to the Maribyrnong Business, Economic Development and Innovation Advisory Panel and endorsement of the industry representatives selected via an Expression of Interest process.

**ISSUES SUMMARY**

- In May 2023, Council resolved to establish the Maribyrnong Business, Economic Development and Innovation Advisory Panel. This Panel has replaced the Enterprise Maribyrnong Delegated Committee
- The adopted Terms of Reference provide for two Councillor representatives on the Panel – being the Mayor (or delegate) and a Councillor
- Four industry representatives have been selected to sit on the Panel following a public Expression of Interest process in late 2023, included in this report for Councillor endorsement
- Four other nominated roles will be filled by representatives from Footscray Arts Centre, Victoria University, GPT Highpoint and Western Health/Footscray Hospital. Each of the organisations will nominate their representative

**ATTACHMENTS**

Not applicable

**Agenda Item 9.5**

**OFFICER RECOMMENDATION**

**That Council:**

- 1. Approves the following Councillor appointments for the Maribyrnong Business, Economic Development and Innovation Advisory Panel, effective from 19 March 2024:**
  - (a) The Mayor, Councillor \_\_\_\_\_, and Councillor \_\_\_\_\_ as representatives to the Maribyrnong Business, Economic Development and Innovation Advisory Panel.**
- 2. Approves the following industry representatives for the Maribyrnong Business, Economic Development and Innovation Advisory Panel, effective from 19 March 2024:**
  - (a) Ms Cherie Warwick of Kindred Studios**
  - (b) Mr Alex Kutschukian of Red Herring Digital**
  - (c) Mr Vincent Vu of Rubix Studios**
  - (d) Ms Rocio Rutter of Kellogg Brown & Root Pty Ltd**

## **Agenda Item 9.5**

### **BACKGROUND**

The business community is an important part of the City of Maribyrnong that creates local employment, adds vibrancy to our community and plays a critical role in issues such as environmental sustainability.

The Council Plan 2021–2025 places strong emphasis on supporting our local business community.

The primary role of the Maribyrnong Business, Economic Development and Innovation Advisory Panel is to provide high-level expert advice to Council on:

- Economic development activities and advocacy required to support Maribyrnong's businesses and economy including the retail and hospitality sectors and emerging sectors such as tech start-ups and commercial creative industries
- The support of our night time economy consistent with the objectives of our Festivals and Activation Framework adopted by Council in October 2022
- Strategies for Council to support a range of economic areas such as trade and investment attraction, talent attraction, the innovation economy, green economy, sustainable finance, equitable economy and the visitor economy
- The development and implementation of strategic initiatives and future economic strategies to set the pathway for Maribyrnong's contribution over the medium to long term of our local economy, particularly the Footscray Activity Centre and areas undergoing significant transition including Tottenham, West Footscray, Maidstone and Braybrook in a post COVID-19 environment.

### **DISCUSSION/KEY ISSUES**

#### **1. Key Issues**

The establishment of the Maribyrnong Business, Economic Development and Innovation Advisory Panel provides an opportunity for Maribyrnong City Council to proactively seek expert advice from representatives of these groups who are key to real and sustained economic recovery.

Collaborative effort and partnerships between public and private sectors are central to achieving economic resilience and will be an important mechanism for delivery of Maribyrnong City Council's economic development program.

In addition to Councillor appointments, the Panel comprises representatives from Maribyrnong's key business sectors. Four local representatives have been selected following an Expression of Interest process in late 2023. The Expression of Interest was advertised widely on Council's social media platforms including Facebook and LinkedIn and promoted via all relevant stakeholder networks. It was advertised on two separate occasions between August and November 2023.

The recommended members selected via the Expression of Interest process bring business experience and skills, relevant network connections, innovative thinking, enthusiasm and passion for Maribyrnong's future prosperity.

## Agenda Item 9.5

The four representatives are:

- Ms Cherie Warwick of Kindred Studios  
Cherie represents the creative and hospitality sectors and is the General Manager of Kindred Studios in Yarraville. She has more than 9 years commercial experience successfully delivering quality events, managing tenancies and creative spaces in Maribyrnong. Cherie has a background in Finance, Business Administration, Marketing and Management.
- Mr Alex Kutschukian of Red Herring Digital  
Alex represents the business, marketing, media and communication sectors and is the Co-Founder of Red Herring Digital. As the Managing Director of the company, Alex oversees business development and operations. Additionally, he is a committee member of the Yarraville Traders Association.
- Mr Vincent Vu of Rubix Studios  
Vincent represents the C-Level Media, IT, Marketing, Business Development and Public Relations sectors. He has over 20 years of experience and resides in the City of Maribyrnong. Vincent is the Director and founder of a dynamic multimedia agency – Rubix Studios – and is also a highly respected photographer and videographer who has worked with international artists and festivals.
- Ms Rocio Rutter of Kellogg Brown & Root Pty Ltd  
Rocio represents the Engineering and Management Consulting sector in climate and sustainability. She is a resident of the City of Maribyrnong and wants to contribute shaping how Council integrates climate resilience and sustainability practices in our economic development programs and procurement practices. Rocio has more than 20 years of experience and wants to look for innovative ways to attract engagement and participation of our community.

Council recognises the significance of Victoria University, GPT Group (Highpoint Shopping Centre), Western Health (Footscray Hospital) and Footscray Arts Centre as key stakeholders in the local economy and one position on the Advisory Panel is allocated to each organisation via nomination.

The composition of the Panel will provide engagement with:

- small to medium enterprises which have been disproportionately impacted by the pandemic, particularly in hospitality, culture, retail and tourism which are central to thriving visitor and night-time economies;
- large anchor institutions such as government, universities and larger businesses who will play an important role in economic recovery, both through their own productivity and collectively through their local purchasing power; and
- the innovation economy, who will play a critical role in productivity rise, growth of knowledge-based jobs, active research and commercialisation, accelerating emerging growth sectors, particularly in the green economy and attracting investment and talent.

## Agenda Item 9.5

### 2. Council Policy/Legislation

#### Council Plan 2021-2025

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Strategic Objectives
  - Council will proactively lead our changing City using strategic foresight, innovation, transparent decision making and well-planned and effective collaboration and community engagement to support community and economic growth during the ongoing challenges of the pandemic and beyond.

#### Legislation

Nil.

#### Conflicts of Interest

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

#### Human Rights Consideration

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

### 3. Engagement

An Expression of Interest process was undertaken between August and November 2023. It was advertised on two separate occasions on Council's website, Facebook and LinkedIn pages, included in two editions of the Business E-News and promoted through the networks of the Economic Development and Smart Cities team.

### 4. Resources

The operation of the Maribyrnong Business, Economic Development and Innovation Advisory Panel will be managed using existing Council resources. The secretariat of the Advisory Panel will be managed by Council's City Futures department with the support of the Governance department where required.

### 5. Environment

The Maribyrnong Business, Economic Development and Innovation Advisory Panel will examine the key intersections between economic growth and sustainability. Contemporary advice will ensure that Council can support our existing and future economy in the context of responding to the climate emergency. Business is a key player in the implementation of environmentally sustainable projects. The operation of the advisory panel and the recommendations made to Council as a consequence of their deliberations will include relevant consideration for environmentally sustainable practices and outcomes.

**Agenda Item 9.5**

**CONCLUSION**

The Maribyrnong Business, Economic Development and Innovation Advisory Panel will provide expert advice to Council on all areas of economic development, the innovation economy and harnessing our creative sector.

The nominated Councillors will be appointed for a term of 12 months and all other members of the Panel are appointed for a term of 24 months.

**Agenda Item 9.6**

**AUSTRALIAN LOCAL GOVERNMENT ASSOCIATION - 2024 NATIONAL GENERAL ASSEMBLY MOTIONS**

**Director:** Lisa King  
Director Corporate Services

**Author:** Phil McQue  
Manager Governance and Commercial Services

---

**PURPOSE**

The purpose of this report is to consider motions for submission to the Australian Local Government Association (ALGA) 2024 National General Assembly (NGA).

**ISSUES SUMMARY**

- The ALGA NGA is held annually to consider matters of national significance impacting the local government sector.
- Member Councils can submit motions for consideration by the ALGA NGA.
- The theme for the 2024 ALGA NGA is 'Building Community Trust'.

**ATTACHMENTS**

Not applicable

**OFFICER RECOMMENDATION**

**That Council endorse the motions for the 2024 Australian Local Government Association National General Assembly, as shown in Table 1 of this report.**



## Agenda Item 9.6

### BACKGROUND

ALGA's NGA's is held annually to consider matters of national significance impacting the local government sector.

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

Motions must complement the 2024 'Building Community Trust' theme and consider:

- How all levels of government in Australia can build trust in each other and earn greater trust from the community;
- Practical opportunities for the Australian Government to leverage the trust that local communities have in their local council;
- Focus on practical programs that can strengthen the system of local government nationally to provide the services and infrastructure required to support and strengthen our communities; and
- New program ideas that that would help the local government sector to deliver the Australian Government's objectives.

The following motions have been identified for submission to the NGA.

Motion 1: Action on Air Pollution

Motion 2: Data, Digital Technology and Cyber Security

Motion 3: Community-led Emergency Management Planning

Motion 4: Support for Asylum Seekers and Refugees

Motion 5: Humanitarian Crisis in Gaza

**Table 1 - Proposed ALGA NGA Motions**

TITLE	MOTION	RATIONALE
Action on Air Pollution	<p>The National General Assembly calls on the Australian Government to provide programs and initiatives addressing air pollution:</p> <ul style="list-style-type: none"><li>- Transition to zero emission methods of operation for industry and freight, this includes supporting heavy vehicle buy-back schemes.</li><li>- Policy reform to require the transition of diesel trains to electro-diesel.</li><li>- Mandatory heavy vehicle emission standards, to be applied to existing and a new heavy vehicles.</li><li>- Implementation of federally significant ultra-low emission zones, to be applied to residential areas subject to high rates air pollution.</li></ul>	<p>The Grattan Institutes Truck Plan Report highlights that at least 400 deaths in Australia can be attributed to air pollution from trucks.</p> <p>A recent study of 12 Australian cities found that even a small increase in nitrogen dioxide can result in an increase of asthma rates by 54 per cent.</p> <p>This is supported by a study in the European Respiratory Journal that found Australians aged 45-50 who lived less than 200m from a main road had a 50% higher risk of asthma and lowered lung function over a five-year period.</p>

**Agenda Item 9.6**

TITLE	MOTION	RATIONALE
	<ul style="list-style-type: none"> <li>- Implementation of policy and funding programs that support local and state governments to reduce vehicle pollution, traffic and car dependency.</li> <li>- Establishing programs and partnerships to increase active and public transport uptake.</li> </ul>	
Data, Digital Technology and Cyber Security	This National General Assembly calls on the Australian Government to provide meaningful financial support to assist all local government areas to become better 'Smarter Cities', utilising technology, data and innovation to improve service delivery and making communities better places to live.	<p>This motion proposes financial support or grant programs for local governments, to enable more Smart City initiatives to be implemented. This will foster a community of practice to share skills and knowledge across all levels of Government.</p> <p>Effective and open source data can help build public trust, as they are able to easily find and identify data, while understanding that sensitive information is not being taken or shared.</p>
Community-led Emergency Management Planning.	This National General Assembly calls on the Australian Government to support community-led planning and initiatives for emergency management.	<p>A program to support community-led planning and initiatives for emergency management will help build trust between Local Government and emergency impacted residents, providing an actionable lever to support community proposals.</p> <p>Education initiatives are required to ensure people understand the risk of disasters such as extreme heat, severe thunderstorms and flooding.</p> <p>Agencies, not communities, undertake emergency management planning. This means that the current focus and funding for community plans in an urban area has the same approach as a small regional or rural town.</p> <p>Victorian Government and Local Government support for community-led campaigns will build a resilient community that understands risk, community support and the role of Government. This relationship and mutual understanding will build trust.</p>

## Agenda Item 9.6

TITLE	MOTION	RATIONALE
Support for Asylum Seekers and Refugees	<p>The National General Assembly calls on the Australian Government to provide additional support and rights for asylum seekers and refugees who are living in the Australian community, particularly:</p> <ul style="list-style-type: none"> <li>- providing both study and work rights to those currently excluded;</li> <li>- providing additional general and mental health support where required; and</li> <li>- providing additional pathways to permanent residency for those asylum seekers and refugees who currently have limited or no options to remain in the Australian community.</li> </ul>	<p>There are currently many refugees and people seeking asylum in Australia are unable to obtain employment or undertake study due to their status immigration.</p> <p>Despite being ready to work and available to contribute to their respective communities, the lack of ability to engage in work or appropriate study can lead to a range of poverty and health impacts that could be mitigated.</p> <p>By providing work rights while people wait for visa outcomes, more people would be financially independent and less reliant on government-funded support services.</p> <p>The lack of clarity for some asylum seekers and refugees as well as the time required to process applications, has led to a number of health impacts that require significant community support.</p>
Humanitarian Crisis in Gaza	<p>The National General Assembly calls on the Australian Government:</p> <ol style="list-style-type: none"> <li>1. To help stop the starvation of people in Gaza by immediately restoring and increasing funding to the United Nations Relief and Works Agency (UNRWA); and</li> <li>2. To advance the cause of peace by: <ul style="list-style-type: none"> <li>- demanding an immediate and permanent ceasefire;</li> <li>- demanding the immediate lifting of the siege on Gaza, to allow for an unrestricted passage of essential food, health and other basic supplies to the population; and</li> <li>- ending any weapons sales to Israel.</li> </ul> </li> </ol>	<p>We mourn the tragic and horrific loss of civilian lives in the conflict in Gaza, and condemns all attacks that target civilians.</p> <p>This pain resonates deeply worldwide and within our communities across Australia.</p>

## **Agenda Item 9.6**

### **2. Council Policy/Legislation**

#### **Council Plan 2021-2025**

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Strategic Objectives
  - Council will proactively lead our changing City using strategic foresight, innovation, transparent decision making and well-planned and effective collaboration and community engagement to support community and economic growth during the ongoing challenges of the pandemic and beyond.

#### **Legislation**

Nil.

#### **Conflicts of Interest**

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

#### **Human Rights Consideration**

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

### **3. Engagement**

Nil.

### **4. Resources**

Nil.

### **5. Environment**

Nil.

## **CONCLUSION**

The motions endorsed at the ALGA NGA enables issues of national significance and strategic importance for the local government sector to be acted upon.

**Agenda Item 9.7**

**MUNICIPAL ASSOCIATION OF VICTORIA - MAY 2024 STATE COUNCIL MOTIONS**

**Director:** Lisa King  
Director Corporate Services

**Author:** Phil McQue  
Manager Governance and Commercial Services

---

**PURPOSE**

The purpose of this report is to consider motions for submission to the Municipal Association of Victoria (MAV) State Council meeting being held in May 2024.

**ISSUES SUMMARY**

- The MAV State Council is being held in May 2024 to consider matters of state-wide significance.
- Member councils are able to submit motions for consideration by the MAV State Council.

**ATTACHMENTS**

Not applicable

**OFFICER RECOMMENDATION**

**That Council approve the motions for submission to the May 2024 Municipal Association of Victoria State Council Meeting, as shown in Table 1 of this report.**

## Agenda Item 9.7

### BACKGROUND

The MAV Rules require motions submitted by member Councils to be of strategic relevance to the MAV or of state-wide significance to local government. Motions must relate to the MAV 2021-2025 Strategic Outcomes:

- Economically sound Councils;
- Healthy, diverse and thriving communities;
- Well-planned, connected and resilient built environment;
- Changing climate and a circular economy;
- Sector capability and good governance; and
- An effective and responsive MAV.

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

The proposed motions are of significance to Maribyrnong City Council and the broader local government sector in Victoria. It is noted that Council previously resolved on 20 February 2024 to submit Motion 1 to the MAV.

Motion 1: Treaty with First Nations People

Motion 2: Data, Digital Technology and Security

Motion 3: Community Led Emergency Management Planning

Motion 4: Implementation of Infrastructure Victoria's 2023 Bus Reform  
Recommendations

**Table 1 – Proposed Motions for MAV State Council**

TITLE	MOTION	RATIONALE
Treaty with First Nations People	That the MAV call on all levels of Government to support the First Nations Treaty Process.	<p>The MAV supports the key principles of the Uluru Statement from the Heart, which are Voice, Treaty and Truth and previously resolved in 2022 to call upon all Victorian local government authorities to consider supporting the Uluru Statement from the Heart, which calls on the Australian people to walk with First Nations in a people's movement for Voice, Treaty and Truth.</p> <p>The First Nations People require a Treaty to provide a framework and demarcation that details the enduring rights of the First Nations people to access traditional lands and water, policy changes to how Aboriginal Victorians interact with the justice and child protection system, and to promote the history, culture and language of the First Nations community.</p> <p>Implicit within this process is the need to generate a document that reflects that self-determination can be exercised by all First People's in Victoria collectively and individually by Traditional Owner Groups.</p>

**Agenda Item 9.7**

TITLE	MOTION	RATIONALE
		The document details the responsibilities of Government that affirms and upholds the rights of the First Nations people in all aspects of an agreed Treaty.
Data, Digital Technology and Cyber Security	That the MAV calls on the Victorian Government to provide meaningful financial support to assist all local government areas to become better 'Smarter Cities', utilising technology, data and innovation to improve service delivery and making communities better places to live.	<p>This motion proposes financial support or grant programs for local governments, to enable more Smart City initiatives to be implemented. This will foster a community of practice to share skills and knowledge across all levels of Government.</p> <p>Effective and open source data can help build public trust, as they are able to easily find and identify data, while understanding that sensitive information is not being taken or shared.</p>
Community-led Emergency Management Planning	That the MAV calls on the Victorian Government to develop a program to support community-led planning and initiatives for emergency management.	<p>A program to support community-led planning and initiatives for emergency management will help build trust between Local Government and emergency impacted residents, providing an actionable lever to support community proposals.</p> <p>Education initiatives are required to ensure people understand the risk of disasters such as extreme heat, severe thunderstorms and flooding.</p> <p>Agencies, not communities, undertake emergency management planning. This means that the current focus and funding for community plans in an urban area has the same approach as a small regional or rural town.</p> <p>Victorian Government and Local Government support for community-led campaigns will build a resilient community that understands risk, community support and the role of Government. This relationship and mutual understanding will build trust.</p>

## Agenda Item 9.7

Implementation of Infrastructure Victoria's 2023 Bus Reform Recommendations	The MAV calls on the Victorian Government to implement the recommendations outlined in the Infrastructure Victoria Strategy "Fast, Frequent, Fair: How Buses Can Better Connect Melbourne".	<p>The Infrastructure Victoria Strategy "Fast, Frequent, Fair: How Buses Can Better Connect Melbourne" incorporates key actions which include direct and high-frequency bus trunk routes, and faster and more frequent services.</p> <p>This Strategy is evidence base and justification highlighting the need for bus reform across greater Melbourne. Implementation of these key actions will considerably improve access to jobs, local economies and services, enabling greater Melbourne to become more sustainable and liveable.</p>
---	---	---

## 2. Council Policy/Legislation

### Council Plan 2021-2025

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Strategic Objectives
  - Council will proactively lead our changing City using strategic foresight, innovation, transparent decision making and well-planned and effective collaboration and community engagement to support community and economic growth during the ongoing challenges of the pandemic and beyond.

### Legislation

Nil.

### Conflicts of Interest

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

### Human Rights Consideration

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

## 3. Engagement

Nil.

## 4. Resources

Nil.



**Agenda Item 9.7**

**5. Environment**

Nil.

**CONCLUSION**

The motions endorsed at the MAV State Council Meeting enables issues of state-wide significance and strategic importance to be advocated on behalf of the local government sector.

**Agenda Item 9.8**

**COUNCILLOR SUPPORT AND EXPENSES OCTOBER TO DECEMBER 2023**

**Director:** Celia Haddock  
Chief Executive Officer

**Author:** Elle Schreiber  
Executive Officer to Chief Executive Officer

---

**PURPOSE**

To present the Councillor Support and Expenses for the October to December 2023 period.

**ISSUES SUMMARY**

- Council's Council Support, Expenses and Reimbursement Policy 2020, requires details of Councillors support and expenses to be reported to Council, and to be made available on Council's website for the term of the Council.
- This reporting period is for October 2023 to December 2023.

**ATTACHMENTS**

1. Councillor Support and Expenses Quarter 4 Report [↓](#) 

**OFFICER RECOMMENDATION**

**That Council notes the Councillor Support and Expenses Report for the October 2023 to December 2023 period, to be made available via Council's website for the term of the Council.**

## Agenda Item 9.8

### BACKGROUND

As part of Council's commitment to open and transparent governance, Council's 'Support, Expenses and Reimbursement Policy 2020' requires details of Councillors' expenses to be reported to Council.

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

Under the *Local Government Act 2020*, Councillors are entitled to resources and facilities support and reimbursements of expenses, related to their duties as a Councillor.

In carrying out civic and statutory functions, Councillors are required to attend both statutory committee and sector-based meetings, attend seminars, functions and other information meetings, in order to be kept informed of issues facing the municipality, wards, and local government in general.

Details of Councillor Support and expenses in relation to the following support items are reported to Council on a quarterly basis:

- Councillor Development/Training
- Conferences/Seminars
- Events
- Memberships
- Child/Family Care
- Photocopy use
- Mobile/Data
- Travel

#### 2. Council Policy/Legislation

##### Council Plan 2021-2025

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Strategic Objectives
  - Council will proactively lead our changing City using strategic foresight, innovation, transparent decision making and well-planned and effective collaboration and community engagement to support community and economic growth during the ongoing challenges of the pandemic and beyond.

##### Legislation

This report is presented in accordance with the requirements of the *Local Government Act 2020*, the Councillor Support, Expenses and Reimbursement Policy 2020 and the Council Plan 2021-2025.

## **Agenda Item 9.8**

### **Conflicts of Interest**

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

### **Human Rights Consideration**

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

### **3. Engagement**

Nil.

### **4. Resources**

Nil.

### **5. Environment**

Nil.

### **CONCLUSION**

The Councillor Support and Expenses for the period October 2023 to December 2023 are presented for noting.

**Agenda Item 9.8 - Attachment 1**

<b>Councillor Expenses Report 2023</b>				
	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Grand Total (excl GST)</b>
<b>Cr Anthony Tran</b>				
Information and Communications	\$54.99	\$54.99	\$54.99	
<b>Cr Anthony Tran Total</b>	<b>\$54.99</b>	<b>\$54.99</b>	<b>\$54.99</b>	<b>\$164.97</b>
<b>Cr Bernadette Thomas</b>				
Information and Communications	\$54.99	\$54.99	\$54.99	
<b>Cr Bernadette Thomas Total</b>	<b>\$54.99</b>	<b>\$54.99</b>	<b>\$54.99</b>	<b>\$164.97</b>
<b>Cr Cuc Lam</b>				
Conference and Training			\$55.00	
Events	\$220.00		\$300.00	
Information and Communications	\$54.99	\$54.99	\$54.99	
<b>Cr Cuc Lam Total</b>	<b>\$274.99</b>	<b>\$54.99</b>	<b>\$409.99</b>	<b>\$739.97</b>
<b>Cr Jorge Jorquera</b>				
	\$0.00	\$0.00	\$0.00	\$0.00
<b>Cr Jorge Jorquera Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Cr Michael Clarke</b>				
Conferences and Training	\$764.50	\$616.00		
Information and Communications	\$45.00	\$45.00	\$45.00	
<b>Cr Michael Clarke Total</b>	<b>\$809.50</b>	<b>\$661.00</b>	<b>\$45.00</b>	<b>\$1,515.50</b>
<b>Cr Sarah Carter</b>				
Events	\$220.00			
Information and Communications	\$54.99	\$224.98	\$174.98	
<b>Cr Sarah Carter Total</b>	<b>\$274.99</b>	<b>\$224.98</b>	<b>\$174.98</b>	<b>\$674.95</b>
<b>Cr Simon Crawford</b>				
Information and Communications	\$54.99	\$54.99	\$54.99	
<b>Cr Simon Crawford Total</b>	<b>\$54.99</b>	<b>\$54.99</b>	<b>\$54.99</b>	<b>\$164.97</b>
<b>Grand Total (excl GST)</b>				

**Agenda Item 9.9**

**GOVERNANCE REPORT - FEBRUARY 2024**

**Director:** Lisa King  
Director Corporate Services

**Author:** Phil McQue  
Manager Governance and Commercial Services

---

**PURPOSE**

The purpose of this report is to receive and note the record of informal meetings of Councillors and Councillor delegates for February 2024, as well as other statutory compliance and governance matters as they arise.

**ISSUES SUMMARY**

Details of informal meetings Councillors and Councillor Delegates are presented to Council Meetings on a monthly basis. The reports will be made available on Council's website for the term of the current Council.

**ATTACHMENTS**

1. Governance Report - February 2024 [!\[\]\(c580b67c7cd5c9e9e19f04ff6d5093e0\_img.jpg\) !\[\]\(81f7c93ea32d9f7160f5d63859611838\_img.jpg\)](#)

**OFFICER RECOMMENDATION**

**That Council notes the February 2024 Governance Report containing the record of informal meetings of Councillors and Councillor delegates, to be made available on Council's website for the term of the current Council.**

## Agenda Item 9.9

### BACKGROUND

It is considered good governance that written records of informal meetings of Councillors are, as soon as practicable, reported at a Council Meeting and incorporated in the minutes of that Council meeting. The Councillor delegates' reports demonstrate Council's commitment to open and transparent governance. Details of Councillor Delegates Reports are presented to a Council Meeting on a monthly basis, and made available on Council's website.

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

##### Informal Meetings of Councillors

Chapter 6 of Council's Governance Rules state that if there is a meeting of Councillors that:

- 1.1 is scheduled or planned for the purpose of discussing the business of Council or briefing Councillors;
- 1.2 is attended by at least one member of Council staff; and
- 1.3 is not a Council meeting, Delegated Committee meeting or Community Asset Committee meeting

the Chief Executive Officer must ensure that a summary of the matters discussed at the meeting are tabled at the next convenient Council meeting.

These do not include:

- A meeting of the Council
- A Delegated Committee
- An audit committee
- A club, association, peak body, political party or other organisation.

The attached record is reported to Council in accordance with this requirement.

##### Councillor Delegates' Reports

As part of their governance and representation obligations, individual Councillors represent Council on a range of committees. The committees operate outside of the section 63 and 64 (of the *Local Government Act 2020*) Committees established by Council.

Councillor participation in peak associations, local and regional forums and specific issues committees is an important part of effective governance and representation.

Attached are the Councillor delegates' reports for the period.

## **Agenda Item 9.9**

### **2. Council Policy/Legislation**

#### **Council Plan 2021-2025**

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Ethical leadership - lead our changing city using strategic foresight, innovation, transparent decision making and well-planned, effective collaboration to support economic growth during the ongoing challenges of the pandemic and beyond.

#### **Legislation**

This report is presented in accordance with the requirements of the *Local Government Act 2020*.

#### **Conflicts of Interest**

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

#### **Human Rights Consideration**

This report complies with the rights listed in the *Victorian Charter of Human Rights and Responsibilities Act 2006*.

### **3. Engagement**

Nil

### **4. Resources**

Nil

### **5. Environment**

Nil

## **CONCLUSION**

The reporting of the Governance Report demonstrates Council's commitment to open and transparent governance.



**Agenda Item 9.9 - Attachment 1**

## Governance Report – February 2024

Meeting and Date	Councillor Attendees	Council Staff Attendees	Matters Considered	Conflict of Interest Disclosures
<b>Councillor Strategic Briefing Session</b>  6 February 2024	Cr Sarah Carter Cr Michael Clatke Cr Simon Crawford Cr Jorge Jorquera Cr Cuc Lam Cr Bernadette Thomas Cr Anthony Tran	Celia Haddock (Chief Executive Officer) Lisa King (Director Corporate Services) Laura-Jo Mellan (Director Planning and Environment) Patrick Jess (Director Infrastructure Services) Lucas Gosling (Director Community Services) Adrian Whitehead (Senior Sustainability Strategist) Mark Connor (Manager Finance) Paul Jane (Manager Open Space and Recreation) Alix Massina (Manager Libraries Arts and Culture) Jessica Bellamy (Acting Coordinator Arts and Culture) Gordon Maudsley (Manager Information Technology Services) Lauren Pammer (Project Lead Civic Precinct) Adrian Havryluk (Manager Major Projects and Strategic Partnerships)	<ul style="list-style-type: none"> <li>• Civic and Community Hub Update</li> <li>• Quarterly Performance and Financial report – Period ending 31 December 2023</li> <li>• Climate Emergency Community Advisory Committee – Terms of Reference</li> <li>• Arts Advisory - Terms of Reference</li> <li>• Nature Strip Landscape Policy and Guidelines Review</li> <li>• Awarding of Contract No 1256-24 Provision of Cowper Street Capital Improvement Plan</li> <li>• Awarding of Contract No 1257-24 Provision of Joseph Road – Hopkins Street to Heavenly Queen Temple – Reconstruction Project</li> <li>• Governance Report – December 2023 to January 2024</li> </ul>	- Nil

**Agenda Item 9.9 - Attachment 1**

## Governance Report – February 2024

<b>Councillor Strategic Briefing Session</b>  13 February 2024	Cr Sarah Carter Cr Michael Clatke Cr Simon Crawford Cr Cuc Lam Cr Bernadette Thomas	Celia Haddock (Chief Executive Officer) Lisa King (Director Corporate Services) Laura-Jo Mellan (Director Planning and Environment) Patrick Jess (Director Infrastructure Services) Lucas Gosling (Director Community Services) Ashley Minniti (Manager City Places)	<ul style="list-style-type: none"> <li>• Maribyrnong Community Recovery Review</li> <li>• Highpoint Major Activity Centre Parking Plan – options and strategy)</li> <li>• Maribyrnong Community Recovery Review</li> <li>• Parking Management Update</li> <li>• Ryco Footscray, Amendment to Development Plan and Planning Permit</li> <li>• Planning permit Application at 11-13 Pickett Street, Footscray</li> <li>• Confirmation of the Minutes of the City Development Delegated Committee Meeting – 13 December 2023.</li> </ul>	- Nil
<b>Maribyrnong Active Transport Advisory Committee</b>  26 February 2024  Delegates Report	Cr Jorge Jorquera	Peter White (Manager Engineering and Transport) Tom Lay (Coordinator Transport) Justin Di Giulio (Active Transport Project Officer) Ashley Minniti (Acting Director Planning and Environment) Julia Hurley Jean Zhang Ed Bolton Ellen Sharpe Aditya Andley	<ul style="list-style-type: none"> <li>• Welcome and Acknowledgement of Country</li> <li>• Introduction and Welcome</li> <li>• Confirmation of Minutes from Previous Meeting</li> <li>• Seddon Neighbourhood Plan</li> <li>• Highpoint Car Parking Options and Strategies</li> <li>• Existing Footscray Hospital Site</li> <li>• Council Update</li> <li>• River Ward Issues</li> <li>• Stony Creek Ward Issues</li> <li>• Bike West Topics</li> <li>• General Business</li> <li>• Next Meeting</li> </ul>	-

**Agenda Item 9.10**

**REAPPOINTMENT OF INDEPENDENT MEMBER OF CHIEF EXECUTIVE OFFICER  
EMPLOYMENT MATTERS ADVISORY COMMITTEE**

**Director:**                    **Lisa King**  
                                     **Director Corporate Services**

---

**PURPOSE**

To reappoint the Independent Member of the Chief Executive Officer Employment Matters Advisory Committee (the Committee).

**ISSUES SUMMARY**

- On 16 November 2021 Council adopted the CEO Employment and Remuneration Policy in accordance with section 45 of the *Local Government Act 2020*.
- This Policy established a CEO Employment Matters Advisory Committee (the Committee) comprised of five members: the Mayor being the Chair of the Committee; three (3) other Councillors; and an Independent Member.
- In accordance with the Committee's Terms of Reference, the Independent Member may be appointed for a two year term with an option to extend for a further two year term at the discretion of Council.
- Mr Philip Shanahan was appointed as the Independent Member of the Committee for a two year term on 15 March 2022
- Should Mr Shanahan be appointed for a further two year term, his membership term would conclude on 15 March 2026.

**ATTACHMENTS**

Not applicable

**OFFICER RECOMMENDATION**

**That Council:**

- 1. Reappoints Mr Philip Shanahan as the Independent Member of the Chief Executive Officer Employment Matters Advisory for a two year term, concluding on 15 March 2026; and**
- 2. Sets the remuneration of the Independent Member at a rate of \$150/hr (excl GST).**

## Agenda Item 9.10

### BACKGROUND

On 16 November 2021 Council adopted the CEO Employment and Remuneration Policy in accordance with section 45 of the *Local Government Act 2020*. Pursuant to this Policy, the CEO Employment Matters Advisory Committee (the Committee) was established to:

- Make recommendations to Council on contractual employment matters relating to the Chief Executive Officer (CEO);
- Make recommendation to Council on performance matters relating to the CEO; and
- Perform any other functions or responsibilities prescribed by the *Local Government Act 2020*.

The Committee operates as an Advisory Committee to Council in accordance with Terms of Reference endorsed on 16 November 2021.

The Committee is comprised of five members being:

- The Mayor being the Chair of the Committee;
- Three (3) other Councillors; and
- an Independent Member

Appointment of the Councillor members of the Committee occurs annually at the November meeting of Council. Current members are:

- The Mayor, Cr Cuc Lam
- Cr Michael Clarke
- Cr Simon Crawford
- Cr Bernadette Thomas

Mr Philip Shanahan was appointed as the Independent Member of the Committee for an initial two year term on 15 March 2022.

### DISCUSSION/KEY ISSUES

#### 1. Key Issues

##### The Role of the Independent Member

The role of the Independent Member is to:

- actively participate in the Committee's annual review of the CEO's performance and development;
- actively participate in the development of a draft performance and development plan for the next 12-month period for consideration by the Council; and
- provide advice and guidance to the Committee on any matter pertaining to the CEO's employment with Council.

## **Agenda Item 9.10**

### **Reappointment of the Independent Member**

In accordance with the Committee's Terms of Reference, the Independent Member may be appointed for a two year term with an option to extend for a further two year term at the discretion of Council. There are no options for a further term once the option to extend has been exercised.

Mr Philip Shanahan was appointed as the Independent Member of the Committee for a two year term on 15 March 2022. During this time, Mr Shanahan has supported the Committee in conducting the 2022 and 2023 half year and annual performance and development reviews of the Chief Executive Officer.

Mr Shanahan has indicated a willingness to be appointed for a further two year term which would conclude on 15 March 2026.

### **Proposed Remuneration**

The appointment will be based on remuneration at the rate of \$150 per hour. It is estimated the independent member will dedicate approximately 40 hours per annum to performing the requirements of the role.

## **2. Council Policy/Legislation**

### **Council Plan 2021-2025**

This report contributes to Council's strategic objectives contained in the Council Plan 2021-2025 by considering:

- Strategic Objectives
  - Council will proactively lead our changing City using strategic foresight, innovation, transparent decision making and well-planned and effective collaboration and community engagement to support community and economic growth during the ongoing challenges of the pandemic and beyond.

### **Legislation**

*Local Government Act 2020.*

### **Conflicts of Interest**

No officer responsible for, or contributing to, this report has declared a direct or indirect interest in relation to this report.

### **Human Rights Consideration**

This report complies with the rights listed in the Victorian *Charter of Human Rights and Responsibilities Act 2006*.

**Agenda Item 9.10**

**3. Engagement**

Nil.

**4. Resources**

The functions of the Committee are conducted within existing budget.

**5. Environment**

Nil.

**CONCLUSION**

On 16 November 2021, Council adopted the CEO Employment and Remuneration Policy in accordance with section 45 of the *Local Government Act 2020*. This Policy established a CEO Employment Matters Advisory Committee comprised of five members: the Mayor being the Chair of the Committee; three (3) other Councillors; and an Independent Member.

In accordance with the Committee's Terms of Reference, the Independent Member may be appointed for a two year term with an option to extend for a further two year term at the discretion of Council.

Mr Philip Shanahan was appointed as the Independent Member of the Committee for a two year term on 15 March 2022 and has indicated a willingness to be appointed for a further two year term concluding on 15 March 2026.

**Agenda Item 10.1**

**NOTICE OF MOTION: 2024/04 WESTERN LAWN FOOTSCRAY PARK**

**Notice of Motion No: 2024/04**

**Councillor: Cr Sarah Carter**

**ATTACHMENTS**

1. Notice of Motion: 2024/04 Western Lawn Footscray Park [↓](#) 

**MOTION**

**That Council:**

**With due respect for the community consultative process (Community Advisory Group 2019), the integrity of Footscray Park as a 'historic people's park' and external impacts on the park since 2019, commits to:**

1. **Ceasing the construction of the granitic path and authorises the Chief Executive Officer to vary the current construction contract to remove the granitic path from the scope of works;**
2. **Guaranteeing the priority of general public use of Footscray Park; inclusive of both informal and formal use by residents and community organisations**
3. **Restricting use of the Western Lawns to overflow use by community sports clubs, where overflow means casual and occasional use by community clubs;**
4. **Review and update the 2011 Masterplan and further consult with the community on any additional proposed changes to the park including lighting, tracks/paths, the playground and north-western corner of the western lawn where accessibility is proposed to be optimised;**
5. **Establishing a Footscray Park Advisory Committee to support the review of the 2011 Masterplan with a proposed Terms of Reference to be presented to the Council Meeting May 2024.**

**Agenda Item 10.1 - Attachment 1**

**Notice of Motion xxxx/xx**



**NOTICE OF MOTION**

**under Chapter 2, Division 4, Rule 22 of the  
Maribyrnong City Council  
Governance Rules**

It is my intention to move at the next Meeting of Council, to be held on 19 March 2024:

**MOTION**

**That Council:**

With due respect for the community consultative process (Community Advisory Group 2019), the integrity of Footscray Park as a 'historic people's park' and external impacts on the park since 2019, Council commits to

- 1) Ceasing the construction of the granitic path and authorises the Chief Executive Officer to vary the current construction contract to remove the granitic path from the scope of works
- 2) Guaranteeing the priority of general public use of Footscray Park; inclusive of both informal and formal use by residents and community organisations
- 3) Restricting use of the Western Lawns to overflow use by community sports clubs, where overflow means casual and occasional use by community clubs
- 4) Review and update the 2011 Masterplan and further consult with the community on any additional proposed changes to the park including lighting, tracks/paths, the playground and north-western corner of the western lawn where accessibility is proposed to be optimised



**Agenda Item 10.1 - Attachment 1**

**Notice of Motion xxxx/xx**



- 5) Establishing a Footscray Park Advisory Committee to support the review of the 2011 Masterplan with a proposed Terms of Reference to be presented to the Council Meeting May 2024.

**Human Rights Consideration (Councillor to identify relevant item)**

- a) I believe the proposal/decision supports human rights.
- b) I believe the proposal/decision does not impede any human rights.
- c) I believe the proposal/decision may impede individual human rights, but other benefits of the decision outweigh the impediments (please elaborate).

**Councillor:** Cr Sarah Carter

**Signature:**

**Date:** 13 March 2024