



Minutes

Council Meeting held at 12.30 PM on Monday 3 July 2023 in the Council Chamber, Pleasant Creek Historic Precinct, Stawell.

Present

Cr Kevin Erwin (Mayor)
Cr Lauren Dempsey
Cr Murray Emerson
Cr Trevor Gready
Cr Rob Haswell
Cr Karen Hyslop
Cr Eddy Ostarcevic PhD

Mr Brent McAllister, Chief Executive Officer
Mr Vaughan Williams, Director Corporate and Community Services
Mr Trenton Fithall, Director Infrastructure and Amenity

Affirmation

We recognise the traditional owners of the land.
We are inspired by the early pioneers and by those who gave their lives for our country.
We now ask God's blessing on our deliberations
and on our commitment to build a better lifestyle and environment.

Confirmed at the meeting of Council on Monday 7 August 2023.

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1. Apologies

An apology was received from Cr Murray Emerson.

RESOLUTION

That the apology be received and leave of absence granted.

Moved: Cr Karen Hyslop

Seconded: Cr Rob Haswell

Carried

2. Confirmation of Minutes

Council Meeting held on Monday, 26 June 2023

RESOLUTION

That the minutes as listed, copies of which have been circulated, be confirmed and adopted.

Moved: Cr Karen Hyslop

Seconded: Cr Eddy Ostarcevic

Carried

3. Matters Arising from the Minutes

Nil

4. Presentations/Awards

Nil

5. Presentation of Petitions and Joint Letters

Nil

6. Disclosure of a Conflict of Interest at a Council Meeting

A Councillor who has a conflict of interest in a matter being considered at a Council meeting at which he or she-

- (i) is present must disclose that conflict of interest by explaining the nature of the conflict of interest to those present at the Council meeting immediately before the matter is considered; or**
 - (ii) intends to be present must disclose that conflict of interest by providing to the Chief Executive Officer before the Council meeting commences a written notice-**
 - advising of the conflict of interest;**
 - explaining the nature of the conflict of interest; and**
 - detailing, if the nature of the conflict of interest involves a Councillor's relationship with or a gift from another person, the-**
 - name of the other person**
 - nature of the relationship with that other person or the date on receipt, value and type of gift received from the other person; and**
 - nature of that other person's interest in the matter;**
- and then immediately before the matter is considered at the meeting announcing to those present that he or she has a conflict of interest and that a written notice has been given to the Chief Executive Officer.**

The Councillor must, in either event, exclude themselves from the decision-making process, including any discussion or vote on the matter and any action in relation to the matter and leave the Council meeting immediately after giving the explanation or making the announcement (as the case may be) and not return to the meeting until after the matter has been disposed of.

Members of Staff

A member of Council staff must disclose any conflict of interest in a matter in respect of which they are preparing or contributing to the preparation of a report for a Council meeting. They must immediately upon becoming aware of the conflict of interest, provide a written notice to the Chief Executive Officer disclosing the conflict of interest and explaining its nature.

Cr Erwin declared a conflict of interest in Item 9.4.1 due to his being a board member of the Wimmera Southern Mallee Development Board.

7. Informal Meetings of Councillors

[Brent McAlister, Chief Executive Officer]

Council's Governance Rules require that if there is a meeting of Councillors that-

- is scheduled or planned for the purpose of discussing the business of Council or briefing Councillors;
- is attended by at least one member of Council staff; and
- 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; and
- recorded in the minutes of that Council meeting.

The records for the period since the last Council Meeting are listed below.

◆ Date	Meeting Description	◆ Matters Considered At The Informal Meeting:	Conflict Of Interest Disclosures						
19/06/2023	Councillor Briefing	9.1 10.30am JWS Research Community Satisfaction Survey	Councillor/Officer	Item	Left				
		9.2 Current Sporting Upgrade Projects				Number	Meeting		
		9.3 Recreation User Fee Review						Nil	Nil
		9.4 5.2022.105.1 - Planning Fee Refund Request						Nil	Nil
19/06/2023	Councillor Briefing Councillor and CEO Meeting	1. Key Housing and Tourism Accommodation Developments	Councillor/Officer	Item	Left				
		2. VNI West Proposal				Number	Meeting		
		3. Staff Matter						Nil	Nil

Cr Karen Hyslop declared that she had reported a conflict of interest in the VNI West Proposal at an informal meeting of councillors on 19 June 2023 and had left the meeting for 15 minutes.

RESOLUTION

That the report on Informal Meetings of Councillors be approved.

Moved: Cr Rob Haswell

Seconded: Cr Karen Hyslop

Carried

8. Items Brought Forward

Nil

9. Consideration of Reports of Officers

9.1. Enhance Lifestyles and Community

Nil

9.2. Boost Economic Growth

Nil

9.3. Providing Sustainable Infrastructure

Nil

9.4. Improve Organisational Effectiveness

9.4.1. Wimmera Southern Mallee Development Membership

Author/Position: Charles Holdenby, Manager Government Relations, Engagement and Advocacy

Purpose

Council to consider withdrawal of its membership to Wimmera Southern Mallee Development (WSMD), previously known as the Wimmera Development Association (WDA).

Summary

Council management has undertaken an assessment of the service provision capability and value for money of all regional/state memberships.

The assessment panel has now recommended the withdrawal of Council's membership of WSMD for the following reason:

- Duplication of effort given that Council has through the CEO Office, the capacity to fulfill all the outputs of WSMD.

Clause 6.3 of the Memorandum of Understanding between Northern Grampians Shire Council and the WDA (now WSMD) states that 12 months' notice of intention to withdraw is required.

Recommendation

That Council:

1. **withdraws its membership of Wimmera Southern Mallee Development (WSMD)**
2. **approves the Chief Executive Office to provide WSMD with the required 12 months' notice of its intention to withdraw as stipulated in the Memorandum of Understanding**
3. **thanks the WSMD for all their work over the years on behalf of the council.**

Cr Kevin Erwin having earlier declared an interest in Item 9.4.1 left the Chamber at 12.33pm.

The Chief Executive Officer called for nominations for the position of Acting Chair.

RESOLUTION

That Cr Lauren Dempsey be appointed as Acting Chair.

Moved: Cr Eddy Ostarcevic

Seconded: Cr Rob Haswell

Carried

Cr Lauren Dempsey assumed the Chair.

RESOLUTION

That Council:

1. **withdraws its membership of Wimmera Southern Mallee Development (WSMD)**
2. **approves the Chief Executive Office to provide WSMD with the required 12 months' notice of its intention to withdraw as stipulated in the Memorandum of Understanding**
3. **thanks the WSMD for all their work over the years on behalf of the council.**

Moved: Cr Rob Haswell

Seconded: Cr Trevor Gready

Carried

Cr Kevin Erwin returned to the Chamber at 12.38pm.

Cr Kevin Erwin assumed the Chair.

Background/Rationale

Council management has undertaken an assessment of the service provision capability and value for money of all regional/state memberships.

The assessment panel has now recommended the withdrawal of Council's membership of WSMD which requires the giving of 12 months' notice of intention to withdraw. The next year's membership fee is due in September 2023.

Legislation, Council Plan, Strategy and Policy Implications

Local Government Act 2020

Council Plan 2021-25 – Improving Organisation Effectiveness

Options

Option 1

That Council withdraws from Wimmera Southern Mallee Development. **[recommended]**

Option 2

That Council remains a member of Wimmera Southern Mallee Development. **[not recommended]**

Implications

The subject matter has not raised any sustainability issues (economic, social, environmental or climate change) or heritage/cultural, amenity, human rights/gender equality, privacy, risk management, budgetary and asset management implications.

Procurement

Not applicable.

Community Engagement

Not applicable.

Innovation and Continuous Improvement

Not applicable.

Collaboration

Not applicable.

Officer's Declaration of Interest

All officers providing advice to Council must disclose any interests, including the type of interest.

Charles Holdenby, Manager Government Relations, Engagement & Advocacy
In providing this advice as the author, I have no disclosable interests in this report.

Attachments

Nil

9.4.2. Community Satisfaction Survey 2023

Author/Position: Charles Holdenby, Manager Government Relations, Engagement and Advocacy

Purpose

For Council to note the results of the 2023 Community Satisfaction Survey.

Summary

The Community Satisfaction Survey 2023 results shows that:

- Council's overall performance is in line with the small rural group and the state-wide average for councils.
- Residents in Stawell are the most favourable in their perceptions of council with surrounding areas rating lower overall performance.
- Residents' perceptions of value for money they receive from council in infrastructure and services are divided 34% of residents rate value for money as 'very good' or 'good' while 32% rate value for money as 'very poor' or 'poor'.

Recommendation

That Council notes the results of the Community Satisfaction Survey 2023.

RESOLUTION

That Council notes the results of the Community Satisfaction Survey 2023.

Moved: Cr Eddy Ostarcevic

Seconded: Cr Rob Haswell

Carried

Background/Rationale

The Community Satisfaction Survey provides insight into the community's views on:

- Council's overall performance, with benchmarking against state-wide and council group results
- Value for money in services and infrastructure
- Community consultation and engagement
- Decisions made in the interest of the community ('Community decisions')
- Customer service, local infrastructure, facilities, services ('Waste management' and 'Sealed local roads')
- Overall council direction.

A representative sample of 100 community members were surveyed in each of the following quarters:

Quarter 1 – 16 June to 3 July 2022

Quarter 2 – 1 September to 30 September 2022

Quarter 3 – 14 November to 11 December 2022

Quarter 4 – 23 January to 19 March 2023

The results of this survey are provided in the attached report from JWS Research.

Legislation, Council Plan, Strategy and Policy Implications

Local Government Act 2020

Council Plan 2021-25 – Improve Organisation Effectiveness

Options

Option 1

That Council notes the results of the Community Satisfaction Survey 2023. **[recommended]**

There are no other options available.

Implications

The subject matter has not raised any sustainability issues (economic, social, environmental or climate change) or heritage/cultural, amenity, human rights/gender equality, privacy, risk management, budgetary and asset management implications.

Procurement

Not applicable.

Community Engagement

The Community Satisfaction Survey is a point-in-time pulse check of our community's sentiments towards council's service provision and performance.

Innovation and Continuous Improvement

Council is committed to pursuing innovation and continuous improvement.

Collaboration

Not applicable.

Officer's Declaration of Interest

All officers providing advice to Council must disclose any interests, including the type of interest.

Charles Holdenby, Manager Government Relations, Engagement and Advocacy

In providing this advice as the author, I have no disclosable interests in this report.

Attachments

1. Community Satisfaction Survey 2023 - NGSC [9.4.2.1 - 55 pages]

2023 Local Government Community Satisfaction Survey

Northern Grampians Shire Council

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





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Background and objectives

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

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

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

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

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

Serving Victoria for 24 years

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

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



Key findings and recommendations



Northern Grampians Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Northern Grampians 54



Small Rural 55



State-wide 56

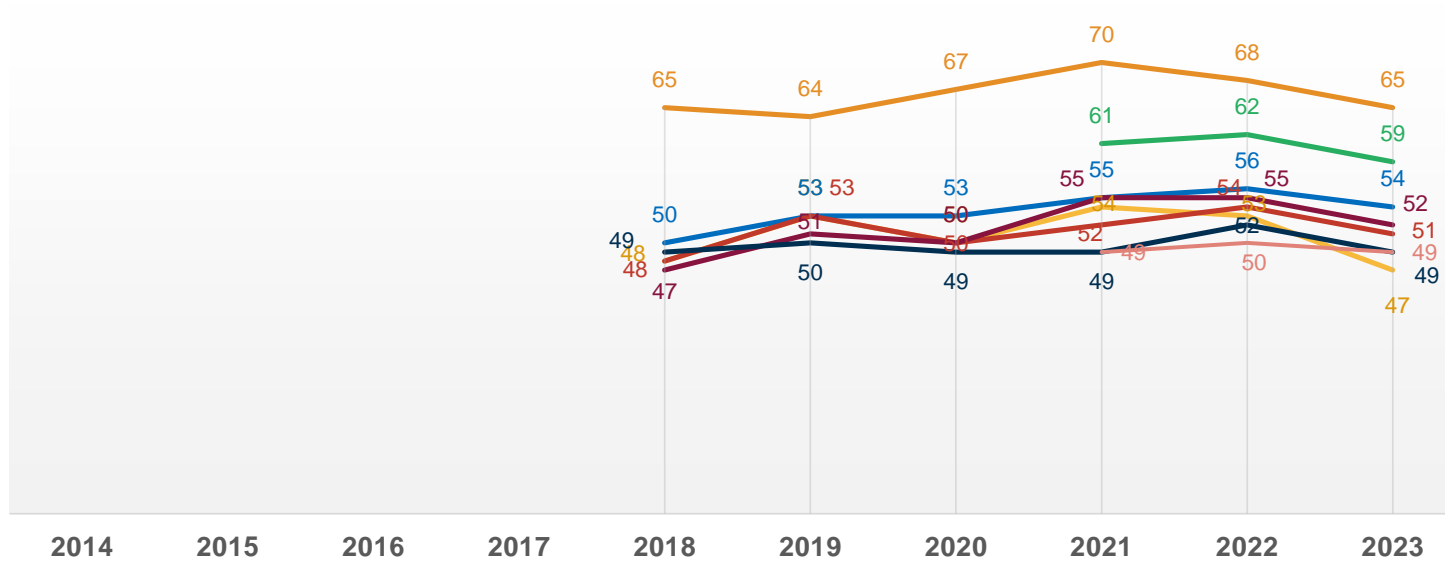
Council performance compared to group average

Top 3 performing areas		
	Waste management	▼ lower
	Community decisions	≡ on par
	Consultation & engagement	≡ on par
Lowest 3 performing areas		
	Sealed local roads	≡ on par
	Customer service	≡ on par



Summary of core measures

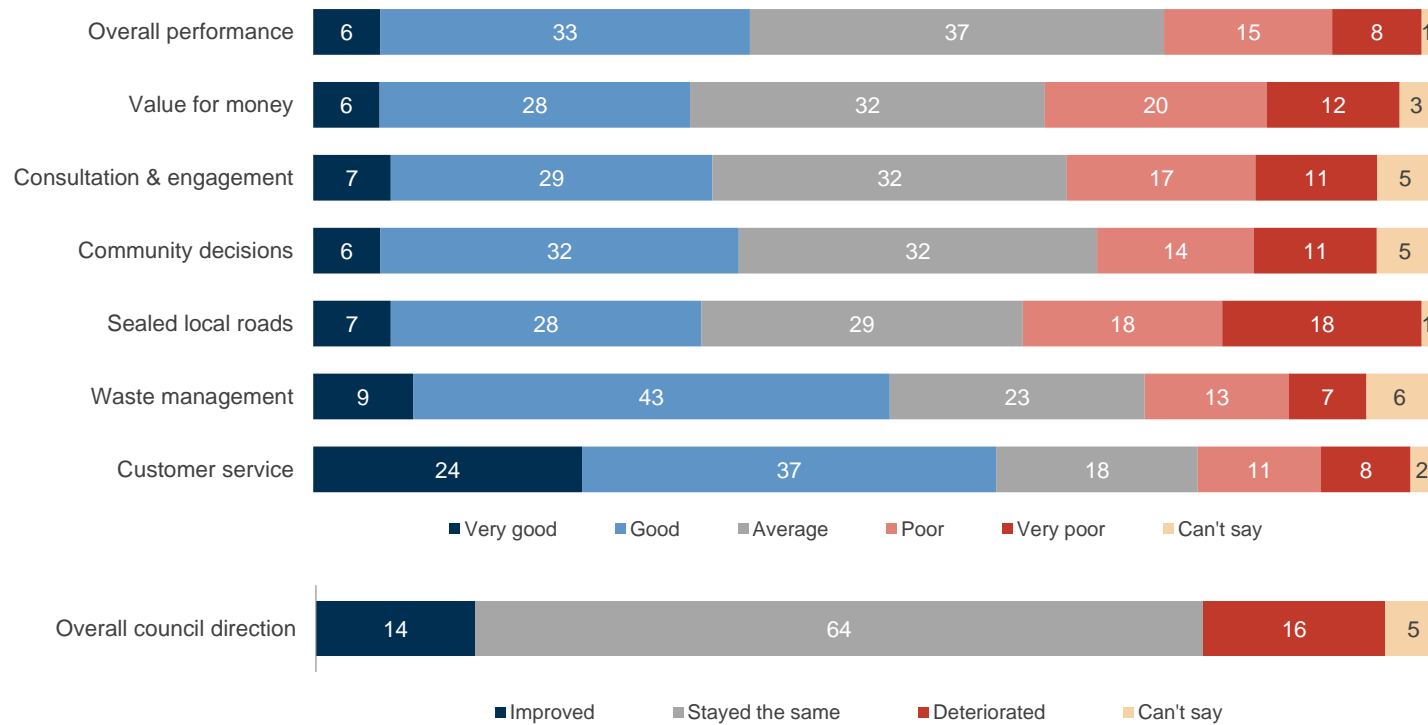
Index scores













Summary of core measures

Core measures summary results (%)



Summary of Northern Grampians Shire Council performance



Services		Northern Grampians 2023	Northern Grampians 2022	Small Rural 2023	State-wide 2023	Highest score	Lowest score
	Overall performance	54	56	55	56	Stawell residents	Surrounding areas residents
	Value for money	49	50	49	49	Aged 65+ years	Aged 35-49 years
	Overall council direction	49	52	47	46	Aged 18-34 years	Aged 50-64 years
	Customer service	65	68	65	67	Aged 18-34 years, Aged 65+ years	Aged 50-64 years
	Waste management	59	62	66	66	Aged 18-34 years	Aged 50-64 years, Aged 50-64 years
	Community decisions	52	55	52	51	Stawell residents, Women, Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	51	54	53	52	Women	Aged 50-64 years
	Sealed local roads	47	53	44	48	Aged 65+ years	Aged 50-64 years

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



Focus areas for the next 12 months

Overview

Northern Grampians Shire Council's overall performance index score of 54 marks its first year of decline following four years of trend growth since 2018, although this two-point drop is not significant. Council's overall performance is rated in line with the Small Rural group and the State-wide average for councils. Residents aged 50 to 64 years consistently rate Council lower than other demographic and geographic cohorts.

Focus areas

Council should focus on improving the condition of sealed local roads. This is Council's lowest performing service area and the only measure on which Council is rated significantly lower than last year. Significant declines were recorded on sealed local roads among Stawell residents, men and those aged 18 to 34 years, with all falling to new lows.

Comparison to state and area grouping

Council performs in line with the Small Rural group and the State-wide average for councils in three of the four service areas evaluated. However, it performs significantly lower than the Small Rural group and the State-wide average for councils in the area of waste management. Council performs in line with group averages on customer service and value for money but above the State-wide average on overall direction.

Stronger performing areas

Council should look to improve performance in the area of waste management. It is its top performing service area, but performance is significantly lower than the Small Rural group and the State-wide average, so Council should focus on raising perceptions to be at least on par with group averages. Council performs relatively well on customer service, but a trend decline is emerging which should be attended to.

DETAILED FINDINGS



Overall performance





Overall performance

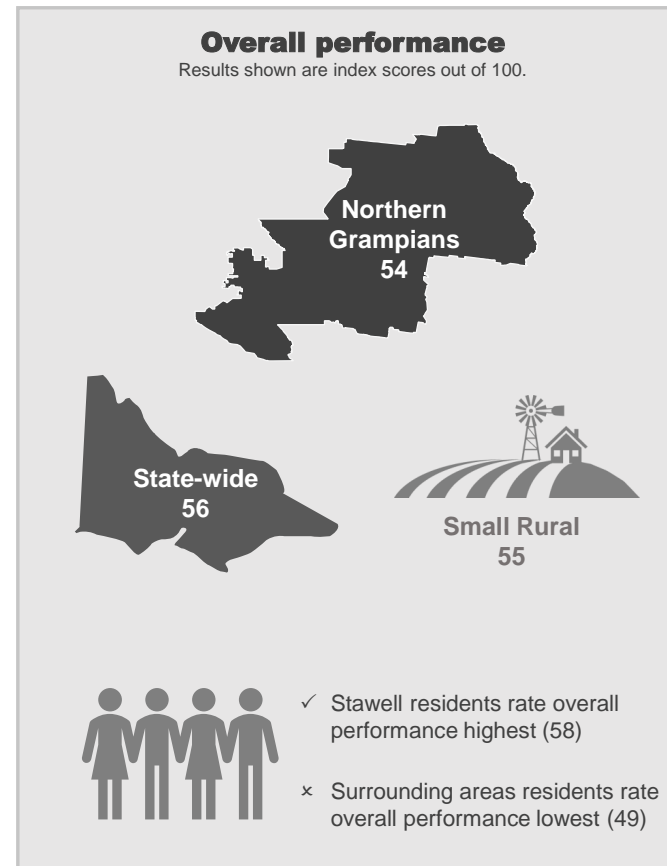
The overall performance index score of 54 for Northern Grampians Shire Council is down two points in the last 12 months. This is Council's first year of decline since records began in 2018, however the decline is not statistically significant and so performance is still in line with previous years.

Northern Grampians Shire Council's overall performance is rated in line with the Small Rural group and the State-wide average for councils (index scores of 55 and 56 respectively, both of which declined significantly).

Residents in the 'Surrounding areas' (index score of 49) rate lowest and statistically significantly lower (at the 95% confidence interval) than the Council average.

- Residents in the Stawell region are the most favourable in their perceptions of Council (index score of 58), although this is not significantly different to the Council average.
- There are no significant differences between demographic cohorts in the last 12 months.

Residents' perceptions of value for money they receive from Council in infrastructure and services provided to their community are divided. A third of residents (34%) rate value for money as 'very good' or 'good'. Similarly, 32% rate value for money as 'very poor' or 'poor'.





Overall performance

2023 overall performance (index scores)

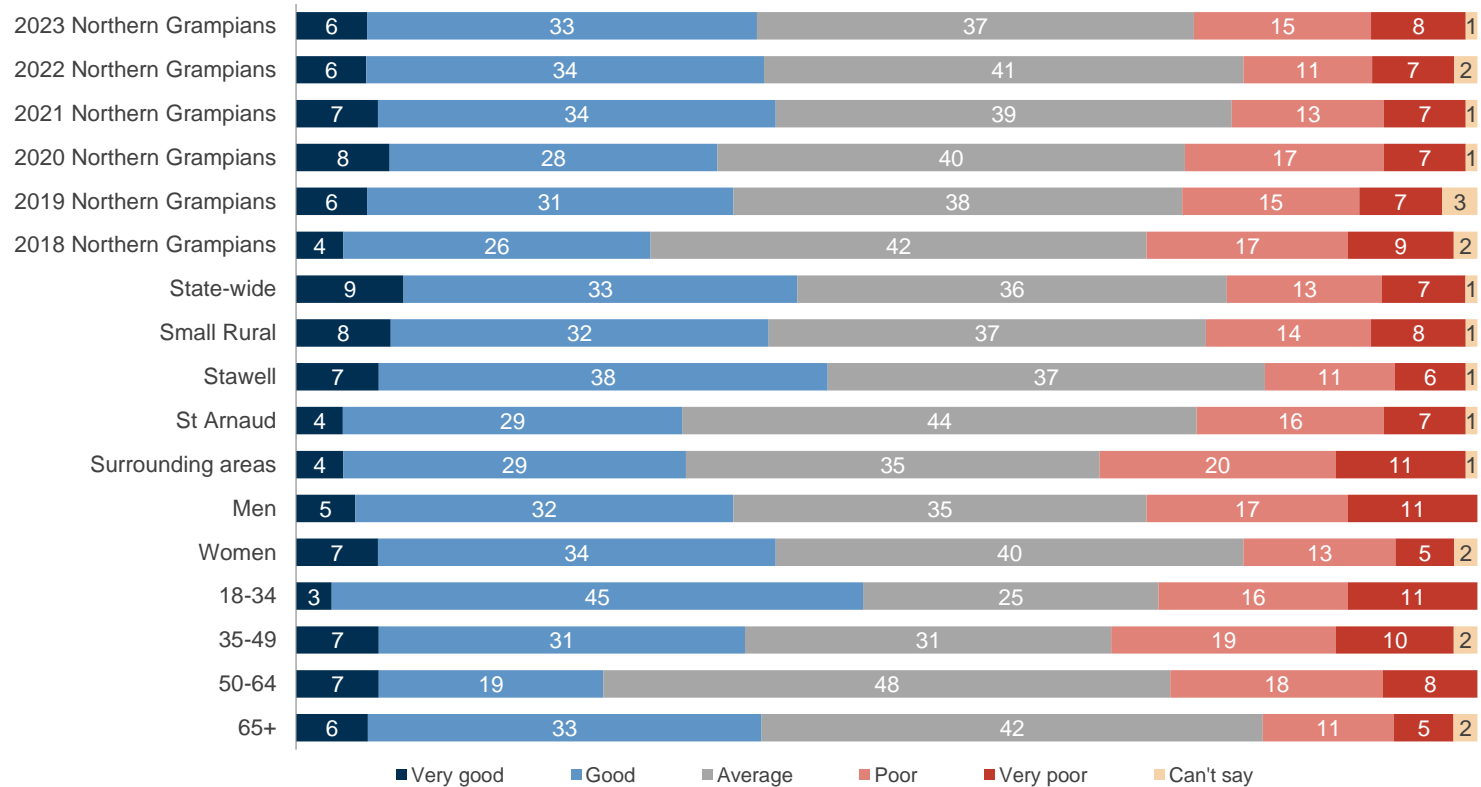
	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Stawell	58	61	61	57	55	n/a	n/a	n/a	n/a	n/a
Women	56	57	56	54	54	53	n/a	n/a	n/a	n/a
65+	56	57	56	56	57	54	n/a	n/a	n/a	n/a
State-wide	56	59	61	58	60	59	59	59	60	61
Small Rural	55	58	60	56	58	56	58	57	59	n/a
Northern Grampians	54	56	55	53	53	50	n/a	n/a	n/a	n/a
18-34	53	57	61	60	57	49	n/a	n/a	n/a	n/a
St Arnaud	52	49	49	45	47	n/a	n/a	n/a	n/a	n/a
35-49	51	57	53	49	48	50	n/a	n/a	n/a	n/a
Men	51	54	55	52	53	48	n/a	n/a	n/a	n/a
50-64	50	51	51	45	49	46	n/a	n/a	n/a	n/a
Surrounding areas	49▼	52	52	53	53	n/a	n/a	n/a	n/a	n/a

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Northern Grampians Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall performance

2023 overall performance (%)

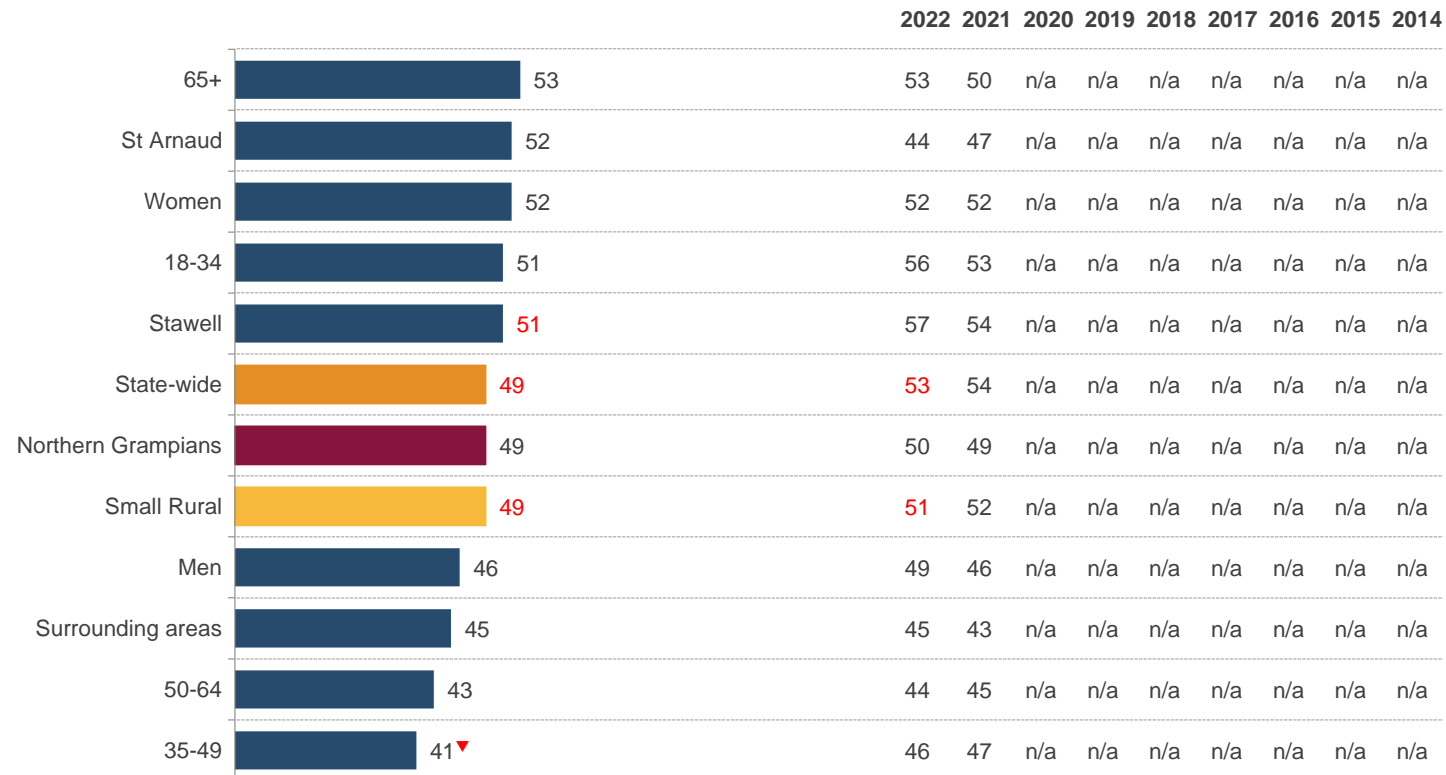


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Northern Grampians Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



Value for money in services and infrastructure

2023 value for money (index scores)



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

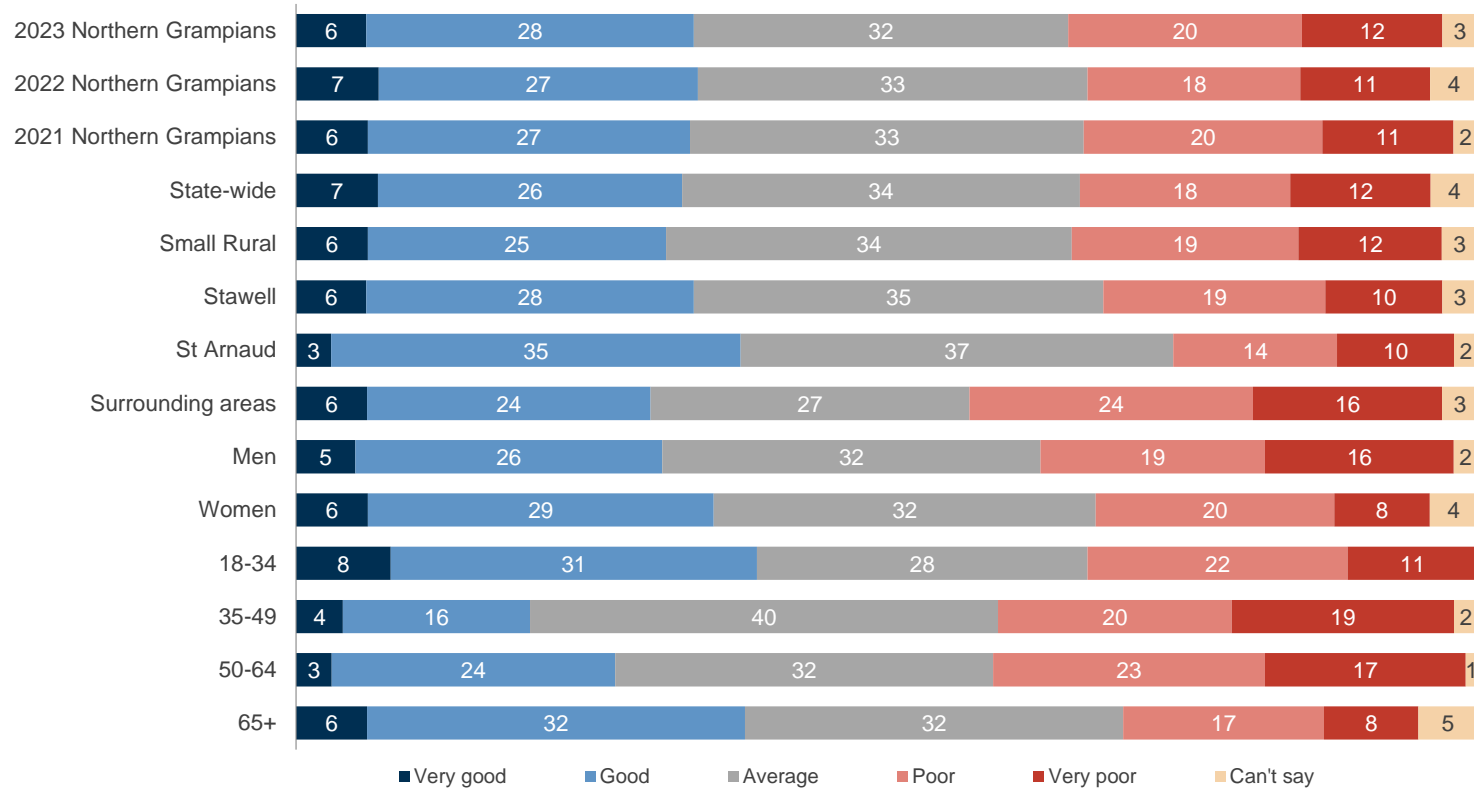
Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19

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



Value for money in services and infrastructure

2023 value for money (%)



Q3b. How would you rate Northern Grampians Shire Council at providing good value for money in infrastructure and services provided to your community?
 Base: All respondents. Councils asked State-wide: 65 Councils asked group: 19



Top performing service areas

Waste management (index score of 59) is the area in which Council performed best in 2023.

- Despite being Council's highest performing service area, Council performs significantly lower than the Small Rural group and the State-wide average for councils (index scores of 66 each).
- Residents aged 18 to 34 rate Council's performance on waste management the highest (index score of 64), while residents aged 35 to 64 years rate waste management the lowest (index score of 54) – although neither result is significantly different to the Council average.

Council's next best performing service areas are decisions made in the interest of the community (index score of 52) and community consultation and engagement (index score of 51).

- Council performs in line with the Small Rural group and the State-wide average for councils in both of these service areas.
- Performance ratings in these service areas have not changed significantly in the last 12 months, with each down by three index points.



Waste management (index score of 59) is the area where Council performed best in 2023.



Low performing service areas



Council performs lowest on the condition of sealed local roads (index score of 47). This is significantly lower than last year (index score of 53 in 2022).

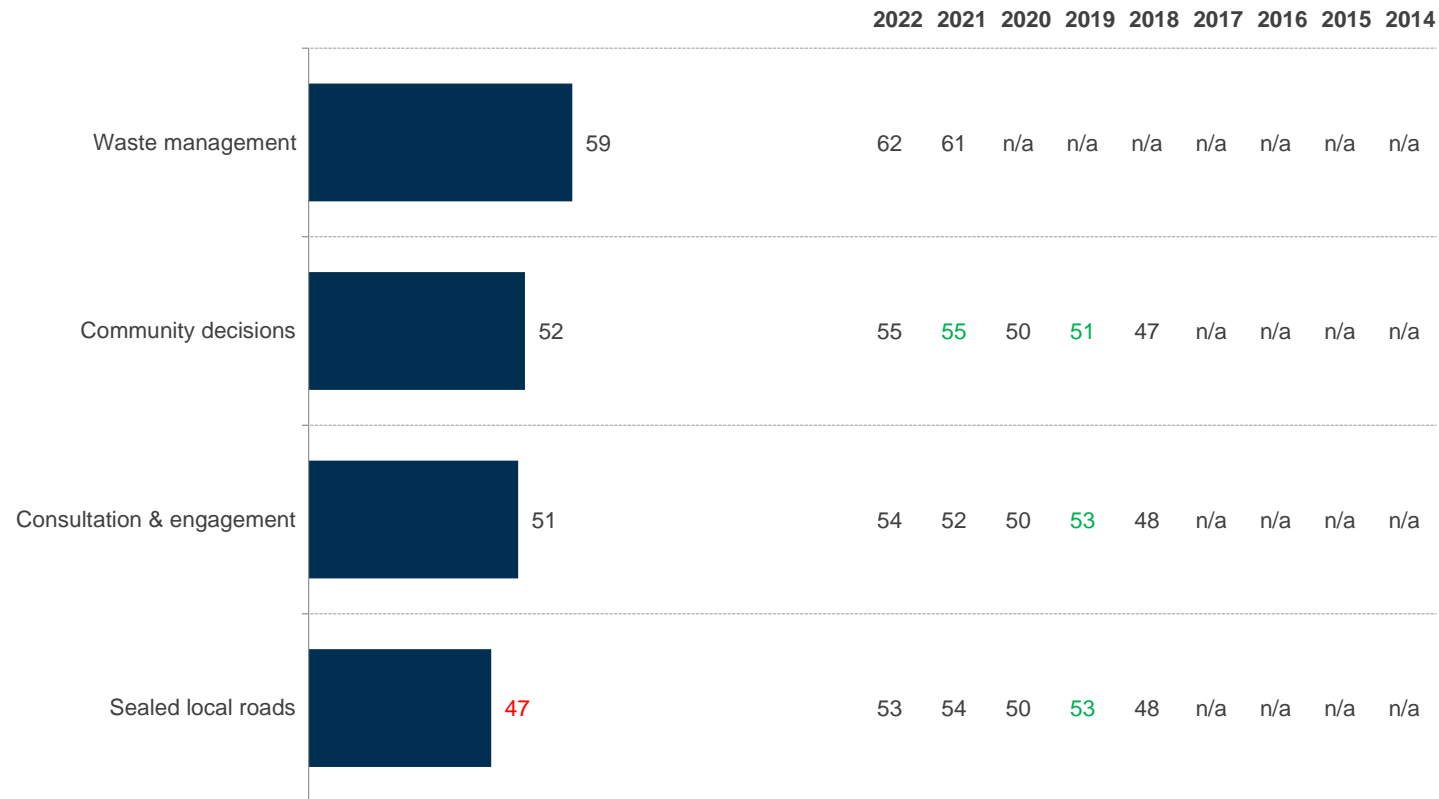
Council rates in line with the Small Rural group and the State-wide average for councils (index scores of 44 and 48 respectively).

- Residents aged 65+ years (index score of 52) rate Council's performance on sealed local roads the highest, meanwhile residents aged 50 to 64 years (index score of 41) rate performance the lowest, but neither result is significantly different to the Council average.
- Residents aged 18 to 34 years returned a 14-point significant decline on sealed local roads this year (down to an index score of 43).
- Residents in the Stawell region (index score of 51, down nine points from 2022) and men (44, down six points) also recorded significant declines in their perceptions of Council performance on sealed local roads.



Individual service area performance

2023 individual service area performance (index scores)

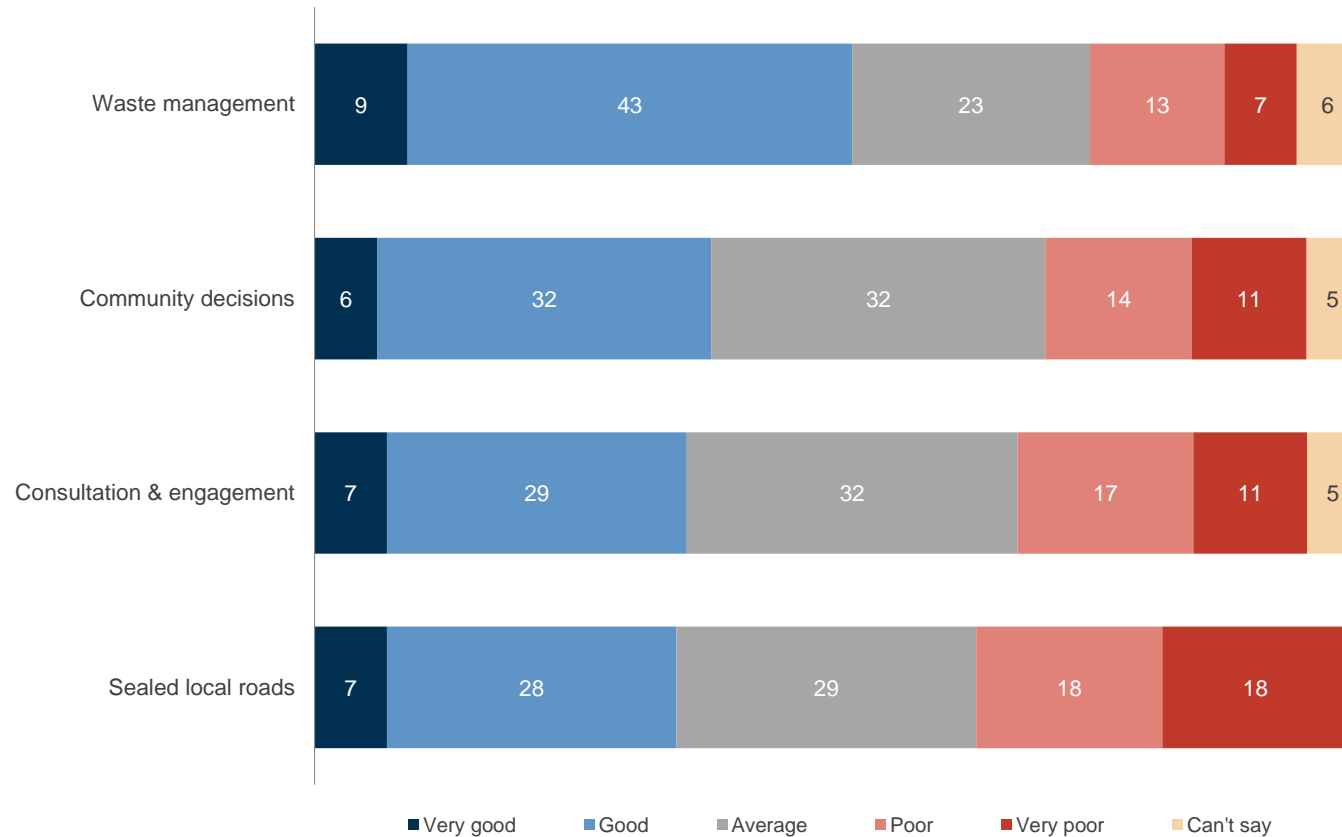


Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2023 individual service area performance (%)



Q2: How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Customer service





Contact with council and customer service

Contact with council

More than three in five Council residents (62%) have had contact with Council in the last 12 months. This rate of contact is in line with previous years.

- Residents in the 'Surrounding areas' (74%) have the highest rate of contact with Council – significantly higher than Council average.
- Residents in the St Arnaud region (50%) have the lowest rate of contact with Council, while men increased their level of contact significantly (up ten points to 65%).



Among those residents who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 24% who rate Council's customer service as 'very good'.

Customer service

Council's customer service index score of 65 is down three points from last year and while this in itself does not represent a significant decline it establishes a downward trend of five points since 2021.

Customer service is rated in line with the Small Rural group and the State-wide average for councils (index scores of 65 and 67 respectively).

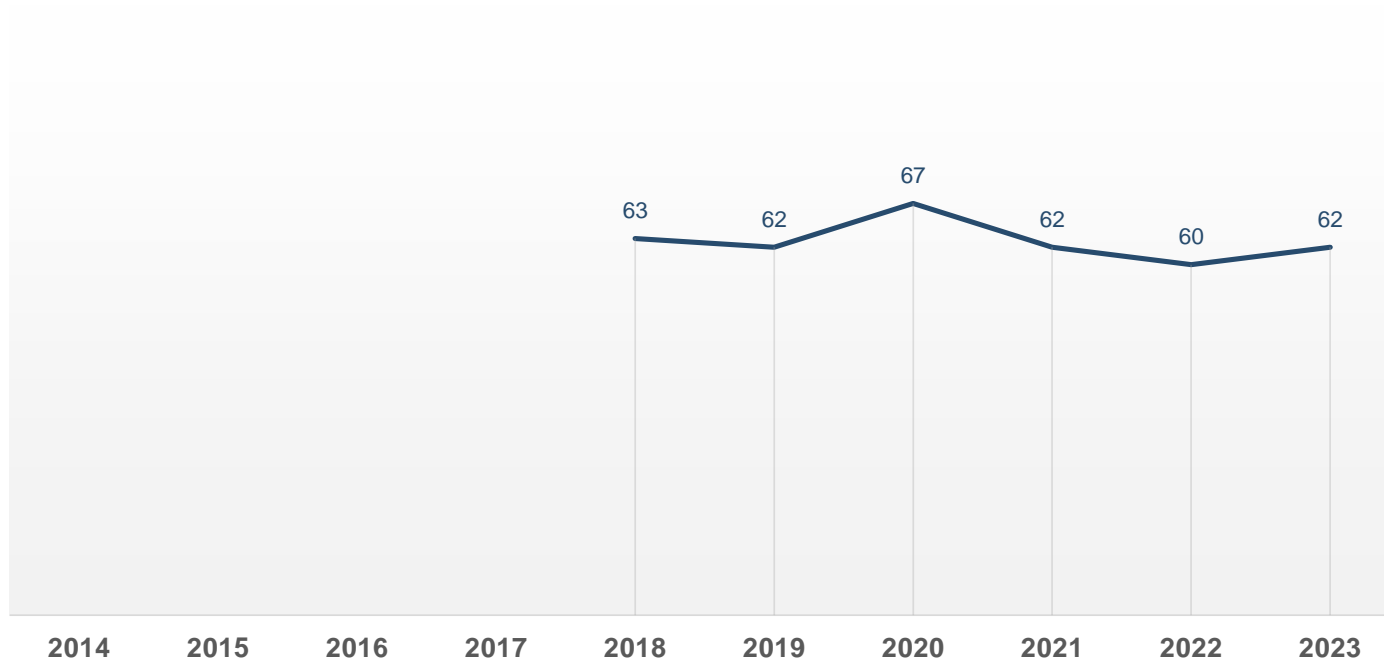
- Residents aged 18 to 34 years and 65+ years rate customer service highest (index scores of 69 each).
- Residents aged 50 to 64 years rate customer service lowest (index score of 56).
- It should be noted that there are no significant differences from the Council average across demographic and geographic cohorts and no significant differences on last year.

Among those who have had contact with Council, 61% provide a customer service rating of 'very good' or 'good'. This is more than three times the amount who rate customer service as 'very poor' or 'poor' (19%). A further 18% rate Council's customer service as 'average'.



Contact with council

2023 contact with council (%)
Have had contact

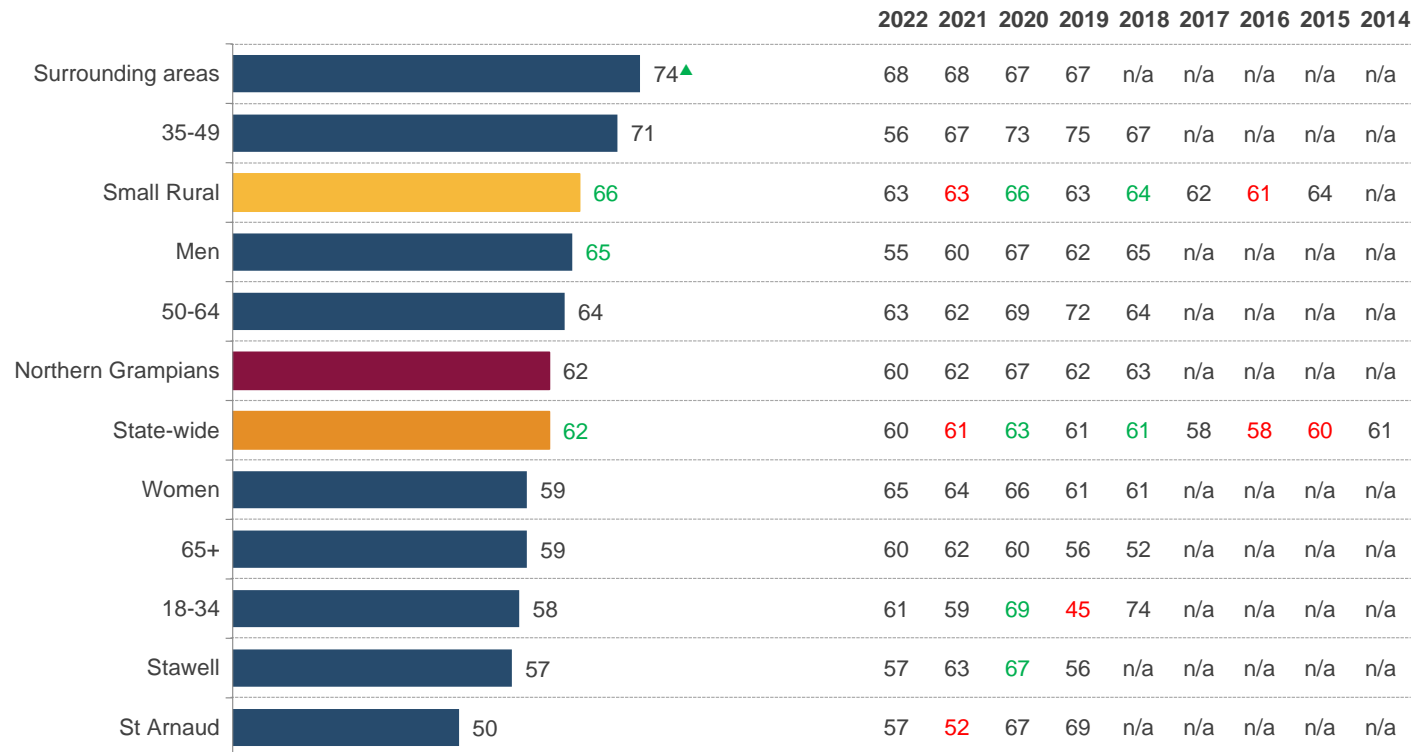


Q5. Over the last 12 months, have you or any member of your household had any contact with Northern Grampians Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16



Contact with council

2023 contact with council (%)



Q5. Over the last 12 months, have you or any member of your household had any contact with Northern Grampians Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked State-wide: 41 Councils asked group: 16
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2023 customer service rating (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	69	75	74	69	60	64	n/a	n/a	n/a
65+	69	68	69	72	65	68	n/a	n/a	n/a
Women	67	71	73	67	64	64	n/a	n/a	n/a
Stawell	67	74	71	72	66	n/a	n/a	n/a	n/a
State-wide	67	68	70	70	71	70	69	69	70
Small Rural	65	67	69	70	70	69	69	69	70
Northern Grampians	65	68	70	67	64	65	n/a	n/a	n/a
Surrounding areas	65	66	68	65	66	n/a	n/a	n/a	n/a
Men	64	65	66	67	63	66	n/a	n/a	n/a
St Arnaud	62	58	69	58	56	n/a	n/a	n/a	n/a
35-49	62	68	64	64	66	61	n/a	n/a	n/a
50-64	56	61	71	61	63	66	n/a	n/a	n/a

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

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

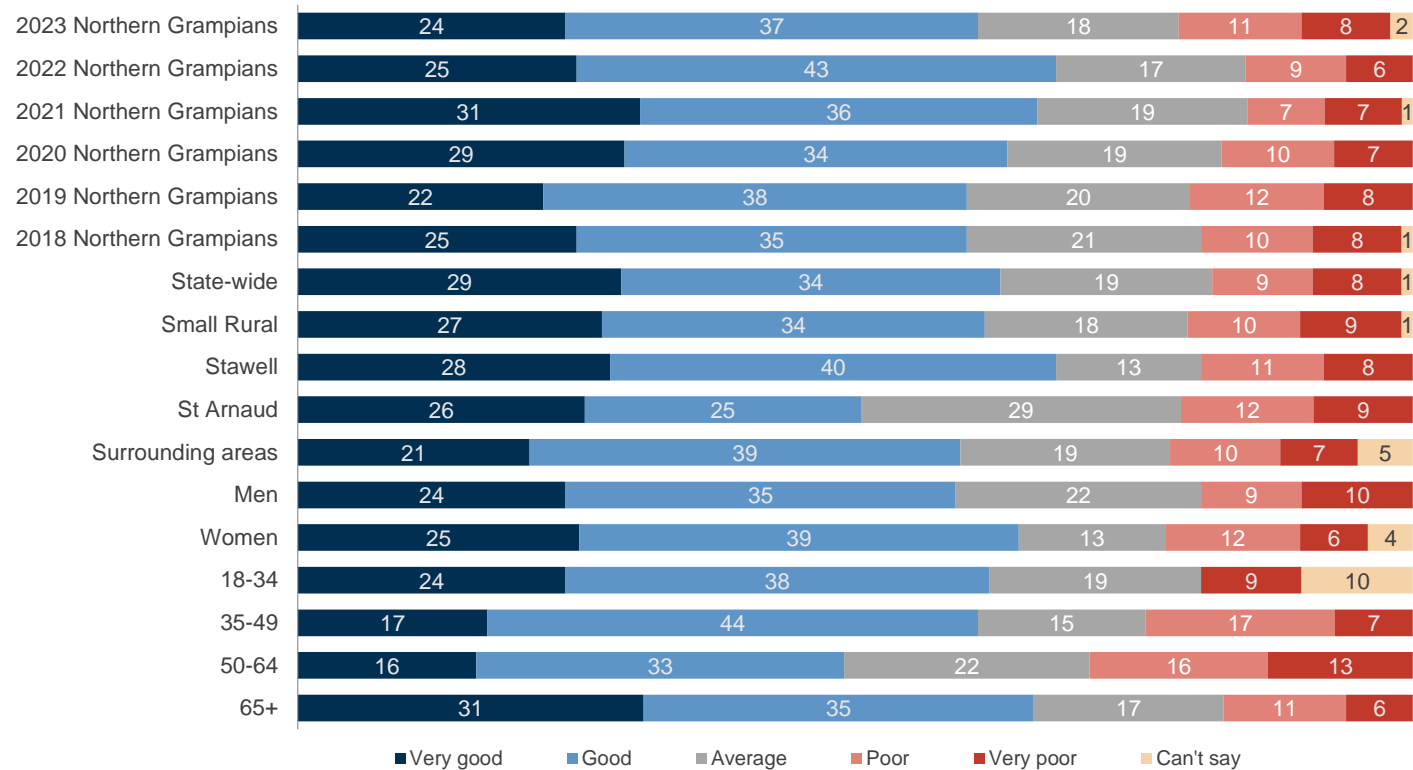
Councils asked State-wide: 66 Councils asked group: 19

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



Customer service rating

2023 customer service rating (%)



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

Base: All respondents who have had contact with Council in the last 12 months.
Councils asked State-wide: 66 Councils asked group: 19



Council direction

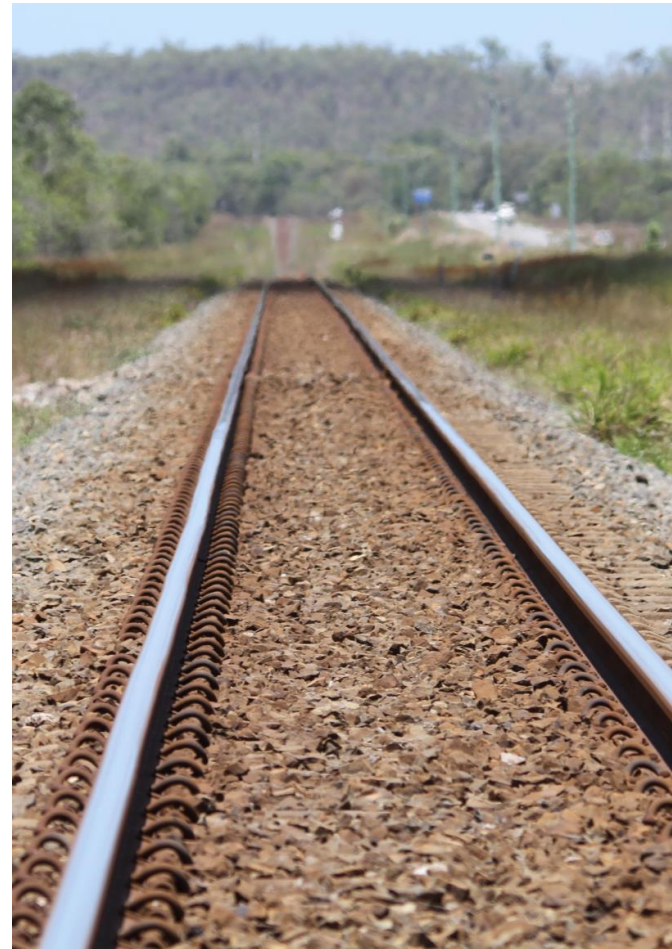


Council direction

Council's overall direction index score of 49 is three index points lower than last year, however this is not a significant decline and so is in line with previous years.

Council's overall direction is rated in line with the Small Rural group and is significantly higher than the State-wide average for councils (index scores of 47 and 46 respectively).

- The most satisfied with overall council direction are residents aged 18 to 34 years (index score of 53).
- The least satisfied with overall council direction are residents aged 50 to 64 years (index score of 42).
- Residents in the 'Surrounding areas' (index score of 43) rate overall council direction significantly lower than Council average.
- 14% of residents believe Council's overall direction has improved in the last 12 months (down four percentage points since 2022).
- 16% of residents believe Council's overall direction has deteriorated in the last 12 months (up two percentage points since 2022).
- 64% of residents describe the direction of Council's overall performance as having 'stayed the same'.





Overall council direction last 12 months

2023 overall council direction (index scores)

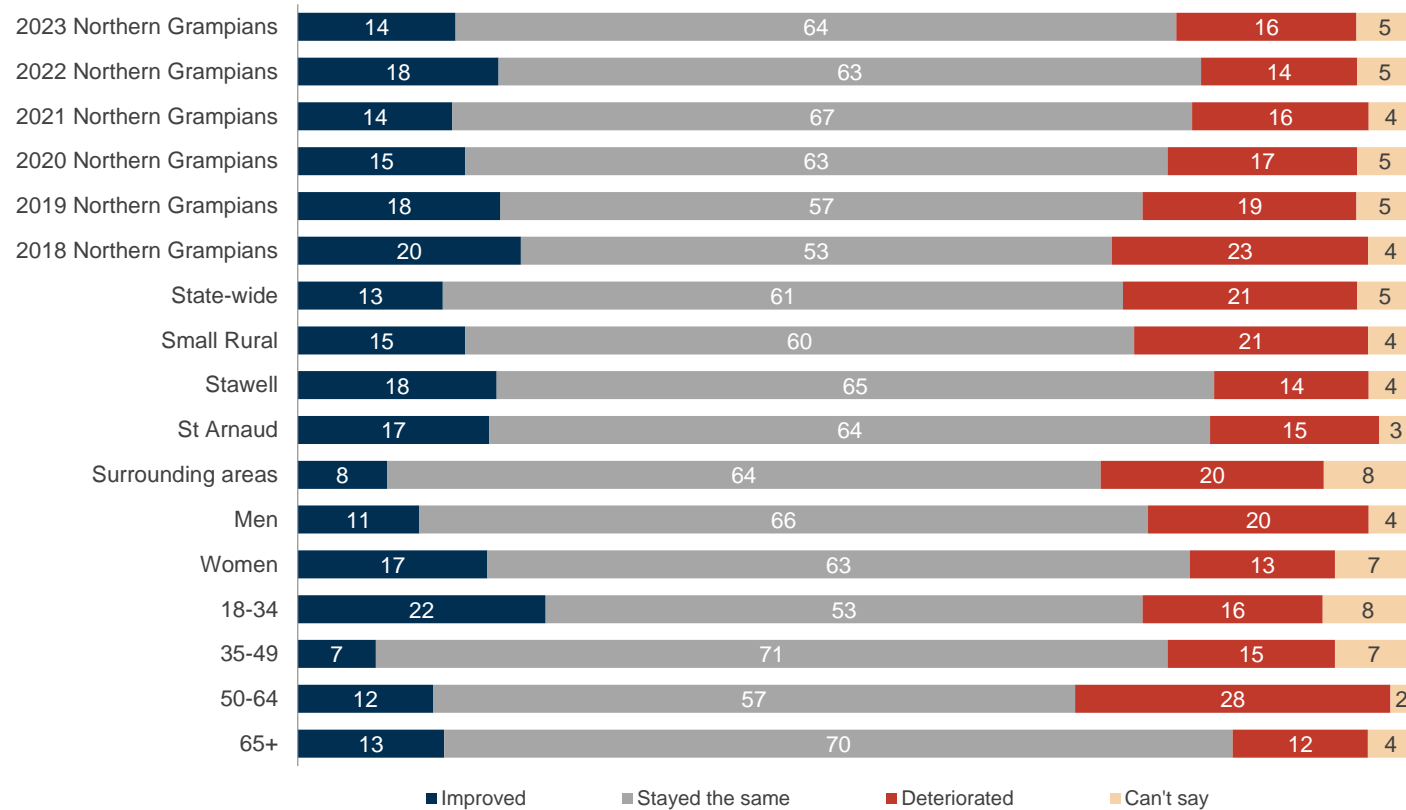
	2022	2021	2020	2019	2018	2017	2016	2015	2014
18-34	53	61	52	57	52	53	n/a	n/a	n/a
Women	52	56	51	50	51	49	n/a	n/a	n/a
Stawell	52	57	54	52	54	n/a	n/a	n/a	n/a
St Arnaud	51	49	45	39	40	n/a	n/a	n/a	n/a
65+	50	52	49	53	52	50	n/a	n/a	n/a
Northern Grampians	49	52	49	49	50	49	n/a	n/a	n/a
Small Rural	47	51	53	50	53	50	52	50	53
State-wide	46▼	50	53	51	53	52	53	51	53
Men	45	47	48	48	49	49	n/a	n/a	n/a
35-49	45	49	48	38	47	51	n/a	n/a	n/a
Surrounding areas	43▼	46	46	50	48	n/a	n/a	n/a	n/a
50-64	42	46	48	44	47	41	n/a	n/a	n/a

Q6. Over the last 12 months, what is your view of the direction of Northern Grampians Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

2023 overall council direction (%)



Q6. Over the last 12 months, what is your view of the direction of Northern Grampians Shire Council's overall performance?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Individual service areas





Community consultation and engagement performance



2023 consultation and engagement performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014
Women	54	54	52	54	50	n/a	n/a	n/a	n/a
Small Rural	53	56	54	56	54	55	55	56	n/a
Stawell	53	59	54	56	n/a	n/a	n/a	n/a	n/a
65+	52	51	53	53	53	n/a	n/a	n/a	n/a
18-34	52	58	60	61	45	n/a	n/a	n/a	n/a
State-wide	52	56	55	56	55	55	54	56	57
35-49	51	50	47	51	49	n/a	n/a	n/a	n/a
Northern Grampians	51	52	50	53	48	n/a	n/a	n/a	n/a
St Arnaud	51	46	40	46	n/a	n/a	n/a	n/a	n/a
Surrounding areas	49	47	50	53	n/a	n/a	n/a	n/a	n/a
Men	48	50	48	52	46	n/a	n/a	n/a	n/a
50-64	46	49	39	48	45	n/a	n/a	n/a	n/a

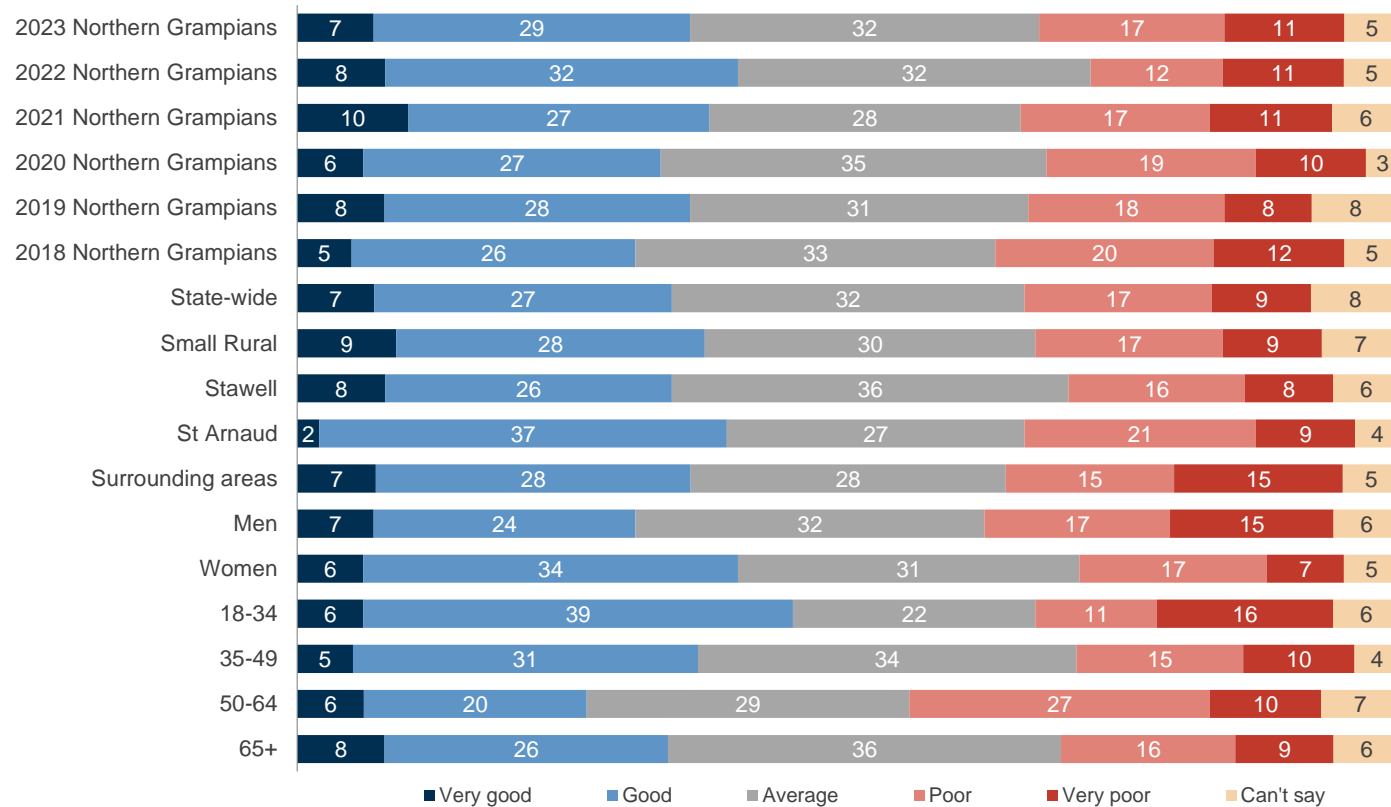
Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2023 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Decisions made in the interest of the community performance



2023 community decisions made performance (index scores)

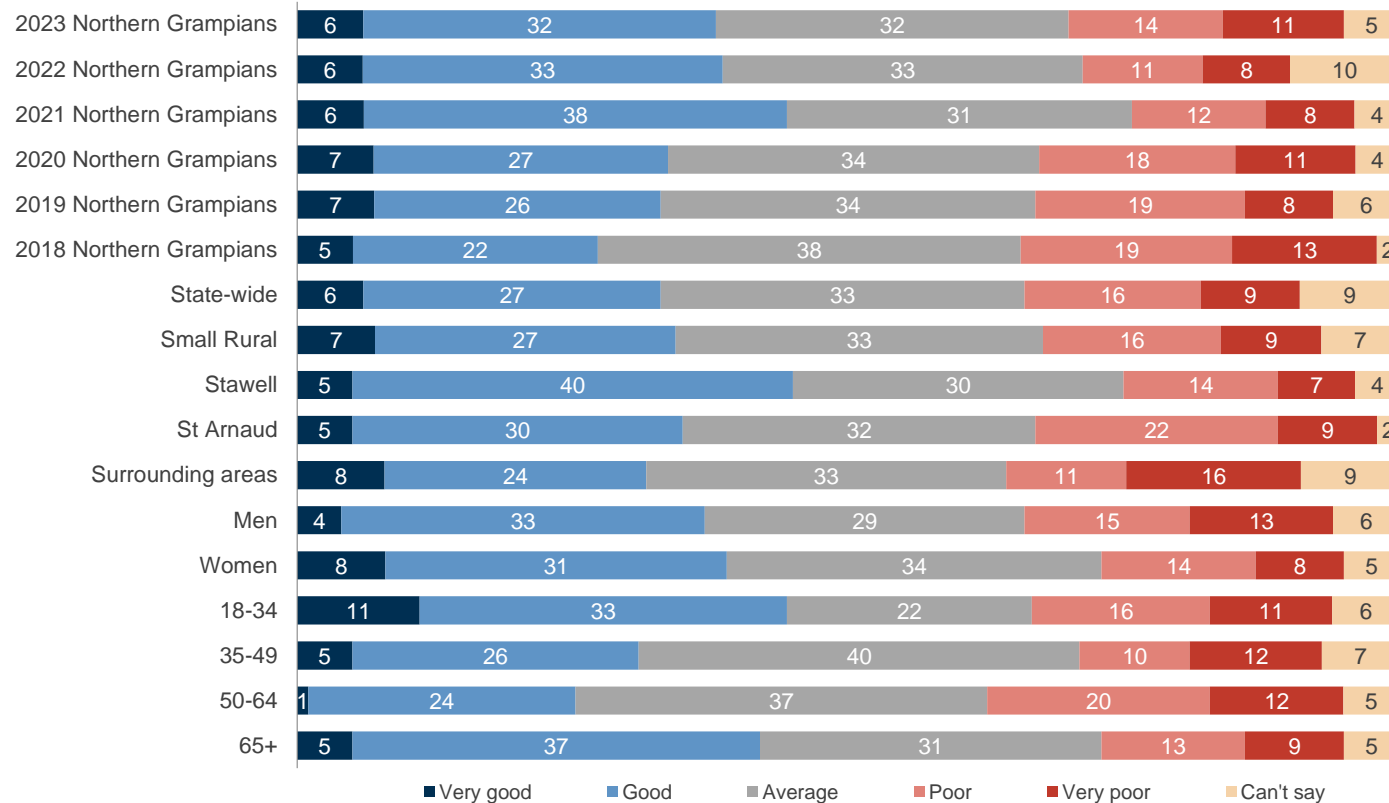
	2022	2021	2020	2019	2018	2017	2016	2015	2014
Stawell	55	61	54	53	n/a	n/a	n/a	n/a	n/a
Women	55	54	53	51	49	n/a	n/a	n/a	n/a
18-34	55	65	57	55	51	41	n/a	n/a	n/a
65+	54	53	55	54	53	n/a	n/a	n/a	n/a
Northern Grampians	52	55	50	51	47	n/a	n/a	n/a	n/a
Small Rural	52	54	56	53	55	52	55	53	56
State-wide	51	54	56	53	55	54	54	54	55
35-49	50	53	57	47	46	46	n/a	n/a	n/a
Men	50	55	57	47	50	45	n/a	n/a	n/a
St Arnaud	50	47	49	40	45	n/a	n/a	n/a	n/a
Surrounding areas	49	51	52	51	50	n/a	n/a	n/a	n/a
50-64	46	51	52	41	50	46	n/a	n/a	n/a

Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



2023 community decisions made performance (%)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

The condition of sealed local roads in your area performance



2023 sealed local roads performance (index scores)

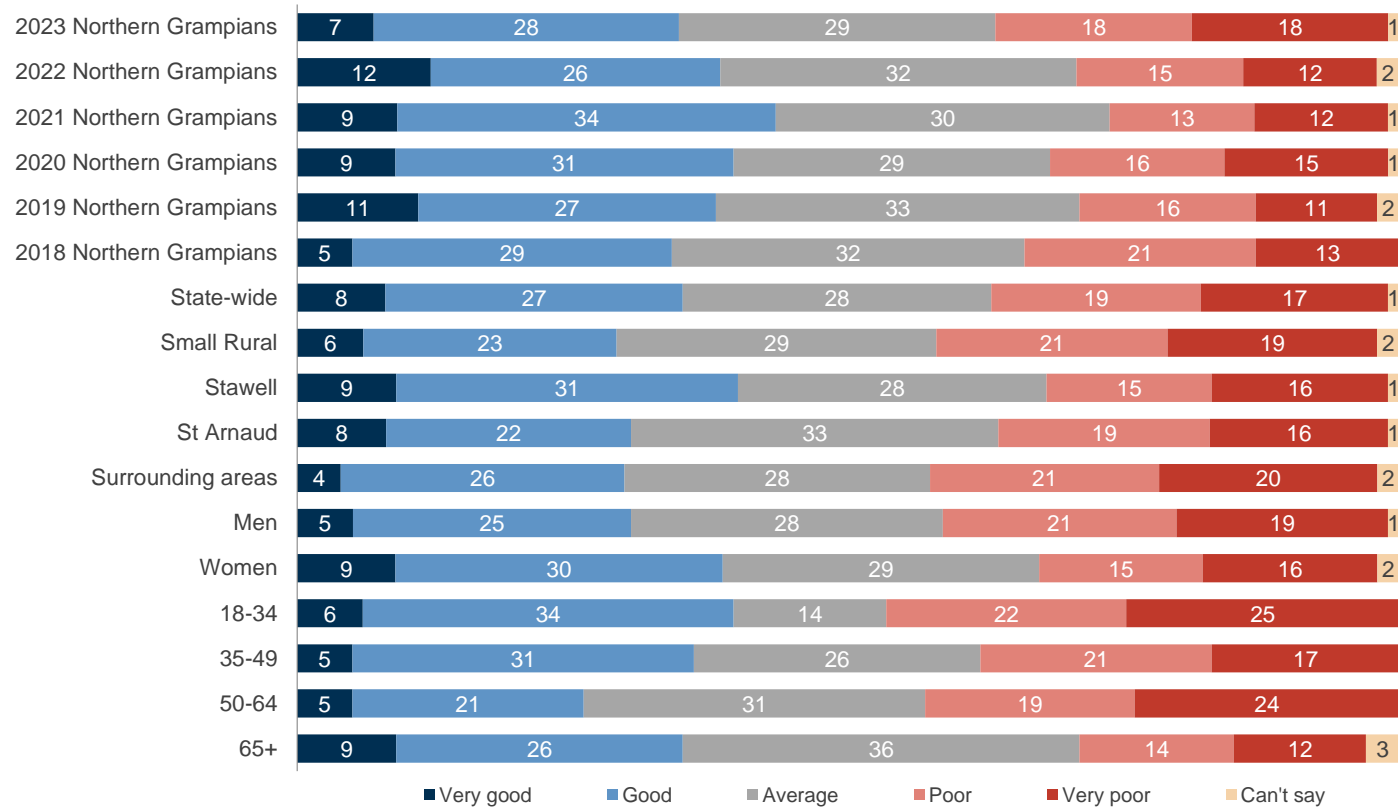
	2022	2021	2020	2019	2018	2017	2016	2015	2014
65+	52	55	54	53	55	52	n/a	n/a	n/a
Stawell	51	60	61	56	57	n/a	n/a	n/a	n/a
Women	50	55	53	51	51	46	n/a	n/a	n/a
State-wide	48	53	57	54	56	53	53	54	55
Northern Grampians	47	53	54	50	53	48	n/a	n/a	n/a
St Arnaud	47	47	48	44	46	n/a	n/a	n/a	n/a
35-49	47	50	52	48	50	46	n/a	n/a	n/a
Men	44	50	54	50	55	50	n/a	n/a	n/a
Small Rural	44	50	53	51	53	49	50	52	52
18-34	43	57	58	57	56	47	n/a	n/a	n/a
Surrounding areas	43	45	47	46	50	n/a	n/a	n/a	n/a
50-64	41	45	51	42	51	45	n/a	n/a	n/a

Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



2023 sealed local roads performance (%)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19



Waste management performance



2023 waste management performance (index scores)

	2022	2021	2020	2019	2018	2017	2016	2015	2014	
State-wide	66▲	68	69	65	68	70	71	70	72	73
Small Rural	66▲	68	68	64	66	69	70	69	71	n/a
18-34	64	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Stawell	61	65	65	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	61	65	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	62	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Northern Grampians	59	62	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	59	62	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Surrounding areas	58	60	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
St Arnaud	56	59	58	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	54	56	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	58	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a

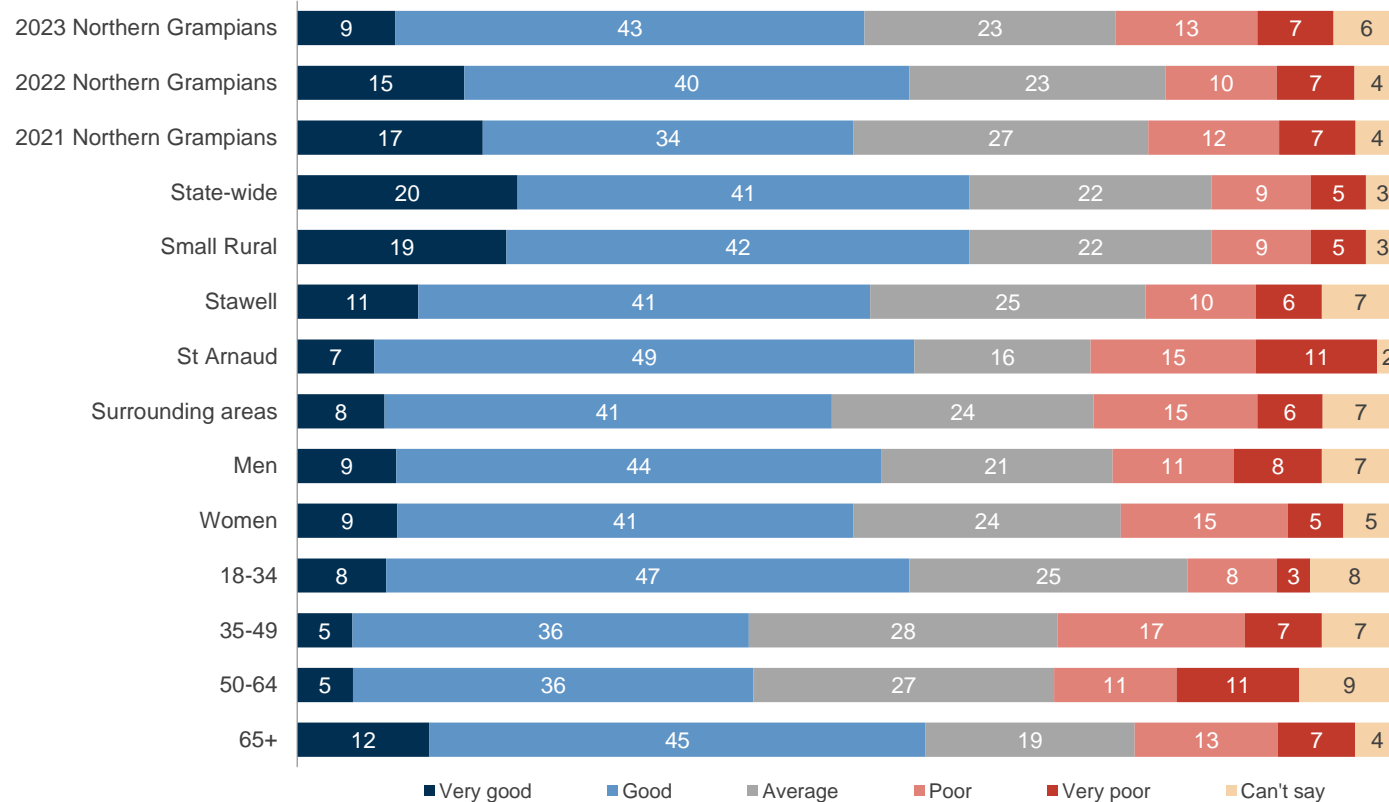
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2023 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19

Detailed demographics

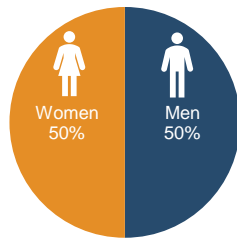




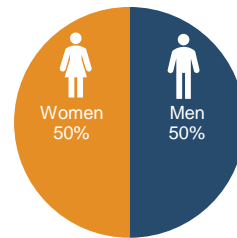
Gender and age profile

2023 gender

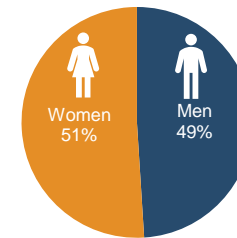
Northern Grampians



Small Rural

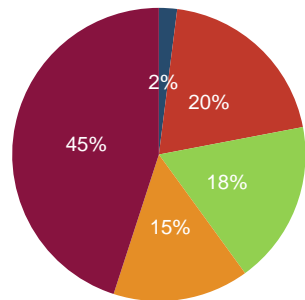


State-wide

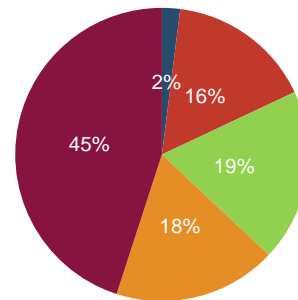


2023 age

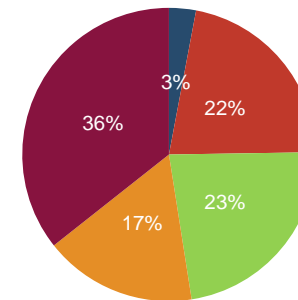
Northern Grampians



Small Rural



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+ ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+ ■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked State-wide: 66 Councils asked group: 19
 Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

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

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

Maximum margins of error are listed in the table below, based on a population of 9,700 people aged 18 years or over for Northern Grampians Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Northern Grampians Shire Council	400	400	+/-4.8
Men	211	201	+/-6.7
Women	189	199	+/-7.1
Stawell	185	184	+/-7.2
St Arnaud	74	73	+/-11.4
Surrounding areas	141	143	+/-8.2
18-34 years	36	89	+/-16.5
35-49 years	58	72	+/-12.9
50-64 years	77	60	+/-11.2
65+ years	229	179	+/-6.4

Appendix A: Significant difference reporting notation



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

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

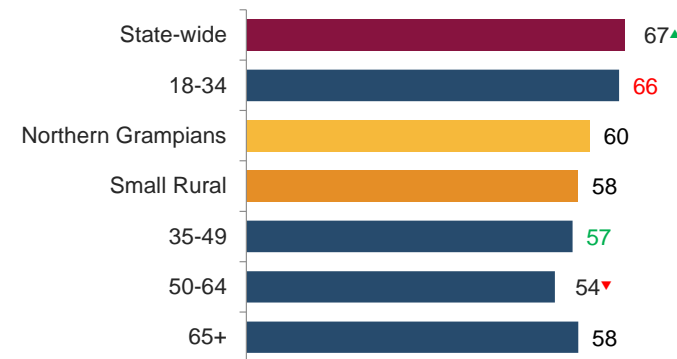
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2022.

Therefore in the example below:

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

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



Appendix A: Index score significant difference calculation



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information



Appendix B: Further information



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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

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

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

Appendix B: Survey methodology and sampling



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

- 2022, n=400 completed interviews, conducted in the period of 27th January – 24th March.
- 2021, n=400 completed interviews, conducted in the period of 28th January – 18th March.
- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.

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

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

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

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

A total of n=400 completed interviews were achieved in Northern Grampians Shire Council. Survey fieldwork was conducted across four quarters from 16th June 2022 – 19th March 2023.



Appendix B: Analysis and reporting

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

Council Groups

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

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

Councils participating in the Small Rural group are:

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

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

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

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

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

Appendix B: Core, optional and tailored questions



Core, optional and tailored questions

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

These core questions comprised:

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

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

Appendix B: Analysis and reporting



Reporting

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

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

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



Appendix B: Glossary of terms

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

CSS: 2023 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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10. Notices of Motion or Rescission

Nil

Notice of Motion

I, Cr Rob Haswell hereby give notice that at the meeting of the Northern Grampians Shire Council to be held on 7 August 2023, I will move:

That Council resolves to:

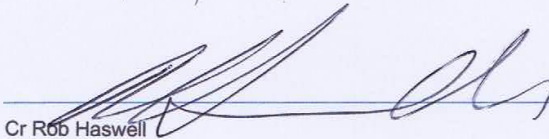
1. **pass a motion of no confidence in the Management of Grampians Health**
2. **express its gratitude and ongoing appreciation to the staff and front-line workers of Grampians Health and all health workers in our municipality**
3. **direct the Chief Executive Officer of the Northern Grampians Shire Council to send this motion to the State Health Minister and the Premier and request a meeting with both**
4. **authorise these motions for release to the media.**

Date:

24/7/23

Signed:

Cr Rob Haswell



History/Rationale

GRAMPIANS HEALTH

We were told the amalgamation with Grampians Health would lead to an improved and more efficient health service. Before the amalgamation Stawell had a busy Medical Centre with up to seven doctors both full and part time and a functioning hospital servicing our community.

We have a situation where several things have happened that have severely impacted our Medical Centre and our Hospital.

Grampians Health has made several decisions that have adversely affected the health services we once enjoyed at our Medical Centre and Hospital.

1. They cut the pay of the existing doctors working at the Stawell Medical Centre. As a result, we have lost most of those doctors, some of whom had been in Stawell for many years. Consequently, we no longer have enough doctors to service our population.
2. By doing so Grampians Health failed to take into consideration the difficulty of attracting doctors to come and work in Stawell. In addition, we are suffering from an acute housing shortage in our town, which is a further disincentive.
3. These difficulties are not unique to Stawell, they are indeed common to most regional Victorian towns. Grampians Health must surely have been aware of these issues, prior to making their decisions. However, Grampians Health does not seem to have considered these points and is now forced to employ visiting locums. These decisions are now directly threatening the health of hundreds of our residents.
4. For our Medical Centre and Hospital to function effectively, we need permanent resident doctors as we had, prior to Grampians Health taking control.

On any given day at the Stawell Medical Centre, they only have a skeleton staff available to treat patients. Getting an appointment has now become very difficult with long wait times.

Previously we had doctors who were part of the community and were known to our residents, resulting in more effective healthcare. We now have a haphazard arrangement of visiting locums who never have the opportunity to get to know their patients. Elderly people in particular are finding it harder to access their preferred medical care.

Stawell has a large elderly population, many living alone with mobility issues. They have suffered particularly from these changes because they've lost their regular doctors and find it difficult to get an appointment at the Medical Centre. Not even neighbouring towns offer an alternative, because none of their practices are accepting new patients.

Our once thriving local hospital has been reduced in its effectiveness due to the absence of doctors. The prompt service the residents expected from their hospital is no longer available. Not so long ago the hospital was performing procedures such as colonoscopies, endoscopies and orthopaedic surgeries on a regular basis as part of the public health system.

A very large number of patients have been left without their scheduled surgeries because surgeons are no longer being sent to Stawell. Some of the patients have not been informed of this decision and the flow-on effects for them is very worrying. Grampians Health has yet to arrange suitable alternatives. One such elderly patient has been waiting for an operation which was scheduled for earlier this year and that has now been cancelled.

She completed her paperwork with Stawell Hospital and was waiting for a surgery date, but her surgeon is no longer coming to Stawell. She called Grampians Health in Ballarat repeatedly only to find they had no record of either her or her surgery. She then called Stawell Hospital to be informed she was on the list for surgery, but it would not proceed as her surgeon is no longer working for Grampians Health. Surely Grampians Health could have allowed the surgeon to complete the current round of surgeries planned.

Rather than the improvements promised, quite the reverse is now true. Many healthcare services we once took for granted are now either severely limited or unavailable.

I believe this is due to the many ill-conceived decisions that Grampians Health has made that are not in the public interest. Therefore, I now call for a vote of no confidence in Grampians Health.

Chronology

1. Initial announcement and address to councillors of the Grampians Health amalgamation was by Kate Pryde who was at that time, CEO Stawell Regional Health. Ms Pryde addressed councillors on 19 April 2021 and during her presentation she addressed the concerns of councillors, assuring us that the amalgamation would improve the level of healthcare and medical services in Stawell.
2. During last year there was an ever-increasing number of complaints from residents regarding the services at the Medical Centre.
3. Over the last 12 months I have regularly received phone calls from concerned residents, especially regarding the state of the Stawell Medical Centre.
4. Earlier this year there was a public meeting at the Stawell Hospital attended by approximately 120 concerned residents. During that meeting it was apparent that Grampians Health was on a fixed non-negotiable trajectory regarding local healthcare issues. They appeared inflexible on the concerns and issues raised. I attended that meeting.
5. Following this meeting council was compelled to write to the Minister for Health.
6. Councillors held a video conference with Grampians Health.
7. More recently, I received concerning details of an elderly resident who had been waiting for an operation to be carried out at the Stawell Hospital by a visiting surgeon. This story is detailed in my submission. On further investigation, I found many such surgeries were cancelled with no communication to the patients.
8. Another video conference was held at the Town Hall recently with an officer representing the State Health Minister's Office.

Meetings with Grampians Health:

- 12 September 2022 - Councillor Briefing - Presentation: Grampians Health (Board Chair and CEO)
- 17 February 2023 - Grampians Health CEO and NGSC CEO
- 22 February 2023 - Grampians Health and NGSC Meeting (Mayor, Board Chair and CEO, and Council CEO)
- 22 February 2023 - Grampians Health AGM
- 22 February 2023 - Grampians Health Drop-In Session
- 20 March 2023 - Councillor Briefing - Presentation: Grampians Health (Board Chair and CEO)
- 9 May 2023 - Grampians Health and NGSC Meeting - Mayor, Board Chair and CEO, and Council CEO)

Meetings with external parties regarding concerns with Grampians Health

- 1 March 2023 – Letter to Minister of Health - Health Services Concern
- 9 March 2023 – NGSC and MosaicLab – Meeting and Facilitation (CEO, Manager Government Relations, Engagement and Advocacy, Business Development Coordinator and Senior Facilitator)
- 10 March 2023 – Meeting regarding facilitating a public meeting (CEO, Manager Government Relations, Engagement and Advocacy and Facilitator)
- 1 May 2023 – Letter to Minister of Health – Follow Up: Health Concerns
- 23 May 2023 - Grampians Health Discussion - Councillors, CEO and Department of Health representatives
- 16 June 2023 - NGSC and Grampians Health Discussion - Councillors, CEO, Manager Government Relations, Engagement and Advocacy, Chief of Staff Victorian Government and, Department of Health representatives.

Other

- 8 August 2023 – Quarterly meeting with Grampians Health scheduled.

Governance Rules

43. Notices of Motion

- 43.1 *Councillors* may ensure that an issue is listed on an *agenda* by lodging a *notice of motion*.
- 43.2 A *notice of motion* cannot be accepted by the *Chair* unless it has been listed on the *agenda* for the meeting at which it is proposed to be moved.
- 43.3 A *notice of motion* must be in *writing* signed by a *Councillor* and be lodged with or sent to the *Chief Executive Officer* to allow sufficient time for the *Chief Executive Officer* to include the *notice of motion* in *agenda* papers for a *Council meeting* and to give each *Councillor* at least 48 hours' notice of such *notice of motion*.
- 43.4 The *Chief Executive Officer* must list the *notice of motion* on the *agenda* for the next *Council meeting* and, if more than one, in the order they were received.
- 43.5 The *Chief Executive Officer* at their discretion may provide comments to the *Council* on the motion to assist the *Council's* deliberation.
- 43.6 The full text of any *notice of motion* accepted by the *Chief Executive Officer* must be included in the *agenda* and outline the policy, financial and resourcing implications if the *notice of motion* is passed.

44. Procedure

- 44.1 A *notice of motion* must relate to the objectives, role and functions of *Council* as outlined in the *Act*.
- 44.2 A *Councillor* may give *notice of motion* on any matter they want discussed at a *Council meeting* by delivering a signed *notice of motion* outlining the subject and the motion proposed for discussion, to the *Chief Executive Officer*.
- 44.3 A *notice of motion* may be withdrawn by the *Councillor* who lodged it by a request *in writing* received prior to the publication of the *agenda* for which the *notice of motion* was intended. Otherwise, the item must be dealt with at the relevant *Council meeting*.

45. Rejection of a Notice of Motion

- 45.1 The *Chief Executive Officer* may reject any *notice of motion* which—
 - 45.1.1 is vague or unclear in intention;
 - 45.1.2 is identical or substantially similar to a *notice of motion* that has been considered by the *Council* and lost in the preceding three months;
 - 45.1.3 is defamatory;
 - 45.1.4 may be prejudicial to any person or to the *Council*;
 - 45.1.5 is objectionable in language or nature;
 - 45.1.6 is beyond the powers of the *Council* to pass;
 - 45.1.7 is submitted during the election period;
 - 45.1.8 is a matter subject to a *Council* decision-making process which has commenced but is not yet complete; or
 - 45.1.9 if passed would result in *Council* otherwise acting invalidly.

- 45.2 The *Chief Executive Officer* may reject a proposed *notice of motion* that—
- 45.2.1 relates to a matter than can be addressed through the operational customer request process;
 - 45.2.2 relates to a matter that has been previously resolved by *Council* or is acted upon.
- 45.3 If the *Chief Executive Officer* rejects a *notice of motion* under sub-Rule 45.1 they will inform the *Councillor* who lodged the *notice of motion* in writing of that rejection and the reasons for it no later than nine business days before the meeting at which it is intended to be considered. The *Councillor* may submit a revised motion within 24 hours from the time of rejection.
- 45.4 A *notice of motion* must call for a Council report if the *notice of motion* proposes any action that—
- 45.4.1 impacts the levels of Council service;
 - 45.4.2 commits *Council* to expenditure that is not included in the adopted Council budget;
 - 45.4.3 proposes to establish, amend or extend Council policy;
 - 45.4.4 proposes to impact the rights of any person who has not had the opportunity to contribute their views;
 - 45.4.5 commits *Council* to any contractual arrangement;
 - 45.4.6 concerns any litigation in respect of which *Council* is a party.
- 45.5 The motion moved must not be substantially different to the motion published in the *agenda*, however, may be amended by *resolution* of the *Council*.
- 46. Register of Notices**
The *Chief Executive Officer* must cause every *notice of motion* received to be sequentially numbered, dated and maintained in a register in the order in which they were received.
- 47. May be Moved by any Councillor and Amended**
A *notice of motion* listed on an agenda may be moved by any *Councillor* present and, except where the *notice of motion* is to confirm a previous *resolution* of the *Council*, may be amended.
- 48. If Motion is not Moved**
If a *notice of motion* is not moved at the *Council meeting* at which it is listed lapses.
- 49. Confirmation of Previous Resolution**
If a *notice of motion* to confirm a previous *resolution* of the *Council* cannot be carried in its original form, it is lost.
- 50. If Lost**
Unless the *Council* resolves to re-list at a future meeting a *notice of motion* which has been lost, a similar motion cannot be put before the *Council* for at least three months from the date it was last lost.

11. Reports from Councillors/Committees

Councillors provided brief reports on their activities on behalf of Council since the last Council meeting.

Cr Gready reported on his attendance at the Great Western Racing and Recreation Committee AGM and said the club has done a great job with the reserve over the last few years. He raised concerns about the operating hours of the Stawell Taxi Service.

Cr Dempsey reported on her attendance at the Women for Council group meeting at the Banyena Hall and matters discussed, noting the interest of the members of the public attending. She also reported on her coffee with a councillor session in Stawell where she was able to receive community input and connect with locals.

Cr Ostarcevic reported on activities at Stuart Mill including a meeting on the Upper Teddington Reservoir with the Member for Western Victoria Sarah Mansfield MP and her advisor Hilary McAllister to discuss issues with community members and Traditional Owner representatives, robust discussions and a visit by the Herald Sun.

Cr Erwin reported on chairing the Western Highway Committee meeting at which there was concern raised about the slow progression of the highway duplication; the project was due to finish in 2016. He said the committee would write to all the Mayors of shires along the highway to keep the duplication on the agenda and bring it to fruition.

RESOLUTION

That the reports be received.

**Moved: Cr Rob Haswell
Seconded: Cr Karen Hyslop**

Carried

12. Urgent Business

Cr Ostarcevic asked that the matter of Teddington Reservoir be considered as Urgent Business.

RESOLUTION

That the item as raised be considered as Urgent Business.

**Moved: Cr Eddy Ostarcevic
Seconded: Cr Rob Haswell**

Carried

RESOLUTION

That Council writes to the Minister for Environment, the Hon Ingrid Smitt and Ms Martha Haylett, Member for Ripon, to request a meeting to reset the process for the Upper Teddington Reservoir at Stuart Mill.

**Moved: Cr Eddy Ostarcevic
Seconded: Cr Rob Haswell**

Carried

13. Public Question Time

Nil

14. Closure of Meeting Pursuant to Section 66(2)(a) of the Local Government Act 2020

A Council or delegated committee may resolve that the meeting be closed to members of the public if it considers it necessary because a circumstance specified below apply:

The circumstances are-

- (a) the meeting is to consider confidential information; or
- (b) security reasons; or
- (c) it is necessary to do so to enable the meeting to proceed in an orderly manner.

If the circumstances specified in subsection (b) or (c) apply, the meeting can only be closed to the public if the Council has made arrangements to enable the proceedings of the meeting to be viewed by members of the public as the meeting is being held.

14.1. 5.2022.105.1 - Planning Fee Refund Request

RESOLUTION

That item 14.1 be considered in Closed Council as it deals with confidential information as detailed in section 3(1) of the *Local Government Act 2020*.

Moved: Cr Karen Hyslop
Seconded: Cr Rob Haswell Carried

RESOLUTION

That the meeting be closed to consider the item listed pursuant to section 66 of the *Local Government Act 2020*.

Moved: Cr Karen Hyslop
Seconded: Cr Rob Haswell Carried

OPEN COUNCIL

The Chief Executive Officer reported on the item discussed in Closed Council.

14.1 Council agreed to refund 80% of the statutory planning application fee for application number 5.2022.105.1.

15. Close

There being no further business the Mayor declared the meeting closed at 1.02pm.

Confirmed



CR KEVIN ERWIN
MAYOR

Date: 7 August 2023