

# Council Meeting

## Agenda

**Date: Wednesday 7 August 2024**

**Time: 5.30pm**

**Venue: Civic Centre (Council Meeting Room)  
13 Mair Street, Benalla**

Any person wishing to participate in Question Time or Public Submissions in accordance with Rule 7.2 and 7.3 of the *Governance Rules 2020* should contact the Council by emailing [council@benalla.vic.gov.au](mailto:council@benalla.vic.gov.au) or telephoning the Governance Coordinator Jess Pendergast on (03) 5760 2600.

In accordance with Rule 6.4 of the *Governance Rules 2020* the Council Meeting will be livestreamed via the Council's website and an audio recording will be made of the proceedings.

Members of the public are encouraged to watch the live broadcast of the meeting at [www.benalla.vic.gov.au](http://www.benalla.vic.gov.au)

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# Agenda

<b>Chair</b>	Councillor Danny Claridge (Mayor)	
<b>Councillors</b>	Councillor Peter Davis	
	Councillor Don Firth	
	Councillor Bernie Hearn	
	Councillor Punarji Hewa Gunaratne	
	Councillor Justin King	
	Councillor Gail O'Brien	
<b>In attendance</b>	Dom Testoni	Chief Executive Officer
	Robert Barber	General Manager Corporate
	Adrian Gasperoni	Manager Assets and Infrastructure
	Cathy Fitzpatrick	Manager Finance
	Grant Banks	Interim Manager Economic Development and Sustainability
	Cameron Gray	Audit and Risk Committee Chair
	Jess Pendergast	Governance Coordinator

## Opening and Acknowledgment of Country

The Chair will open the meeting and recite the following Acknowledgement of Country.

*We, the Benalla Rural City Council, acknowledge the traditional custodians of the land on which we are meeting. We pay our respects to their Elders past and present and to Elders from other communities who may be here today.*

## Apologies

Councillor Peter Davis has requested a leave of absence from 1 August 2024 to 13 August 2024.

### **Recommendation:**

**That a leave of absence be granted to Cr Peter Davis from 1 August 2024 to 13 August 2024.**

### **Statement of Commitment**

The Councillors will recite the following Statement of Commitment:

*I declare,*

*that as a Councillor of Benalla Rural City*

*I will undertake on every occasion*

*to carry out my duties in the best interests of the community*

*and that my conduct shall maintain the standards of our Councillor Code of Conduct*

*so that I may faithfully represent*

*and uphold the trust placed in the Council*

*by the people of Benalla and District.*

### **Governance Matters**

This Council Meeting is conducted in accordance with the *Local Government Act 2020* and the *Benalla Rural City Council Governance Rules 2020*.

### **Recording of Council Meetings**

In accordance with Rule 6.4 of the *Governance Rules 2020* the Council Meeting will be livestreamed via the Council's website and an audio recording will be made of the proceedings and made available for public access, with the exception of matters identified as confidential items in the agenda.

### **Behaviour at Meetings**

Members of the public present at a meeting must remain silent during the proceedings other than when specifically invited to address the Committee.

The Chair may remove a person from a meeting for interjecting or gesticulating offensively after being asked to desist, and the chair may cause the removal of any object or material that is deemed by the Chair to be objectionable or disrespectful.

The Chair may call a break in a meeting for either a short time, or to resume another day if the behaviour at the Council table or in the gallery is significantly disrupting the Meeting.

**Disclosures of Conflict of Interest**

In accordance with the *Local Government Act 2020*, a Councillor must declare any Conflict of Interest pursuant to Section 130 of the Act in any items on this Agenda.

At the time indicated in the agenda, a Councillor with a conflict of interest in an item on that agenda must indicate they have a conflict of interest by clearly stating:

- the item for which they have a conflict of interest;
- whether their conflict of interest is general or material; and
- the circumstances that give rise to the conflict of interest.

Immediately prior to the consideration of the item in which they have a conflict of interest, a Councillor must indicate to the Meeting the existence of the conflict of interest and leave the Meeting.

**Confirmation of the Minutes of the Previous Meeting**

The minutes have been circulated to Councillors and posted on the Council website [www.benalla.vic.gov.au](http://www.benalla.vic.gov.au) pending confirmation at this meeting.

**Recommendation:**

**That the Minutes of the Council Meeting held on 26 June 2024 be confirmed as a true and accurate record of the meeting.**

## 1. Public Question Time

The Council's *Governance Rules 2020* provide the opportunity for members of the public to lodge written questions of broad interest to the Council and the community.

Questions of the Council will not be allowed during any period when the Council has resolved to close the meeting in respect of a matter under section 66 (1) of the *Local Government Act 2020* (the Act).

A question may be on any matter except if it:

- is considered malicious, defamatory, indecent, abusive, offensive, irrelevant, trivial, or objectionable in language or substance;
- relates to confidential information as defined under the Act;
- relates to the personal hardship of any resident or ratepayer; or
- relates to any other matter which the Council considers would prejudice the Council or any person.

No more than two questions will be accepted from any person at any one meeting. All questions and answers must be as brief as possible, and no discussion may be allowed other than by Councillors for the purposes of clarification.

Like questions may be grouped together and a single answer provided. The Chair may nominate a Councillor, the Chief Executive Officer or another member of Council staff to respond to a question.

**Recommendation:**

**That the question(s) and answer(s) be noted.**

## 2. Petitions

## Record of Committees

### 3.1 Recommendations from Finance and Planning Committee

The recommendations of the Finance and Planning Committee meeting held on Wednesday 31 July 2024 are attached as **Appendix 1**.

**Recommendation:**

**That the recommendations of the Finance and Planning Committee meeting held on Wednesday 31 July 2024 be adopted.**

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**Business****1. Draft Benalla Rural City Council Climate and Environmental Strategy – Hearing of Submissions**

The report presented submissions received on the draft *Benalla Rural City Council Climate and Environment Strategy*.

It is noted that the following persons addressed the meeting in relation to their submissions:

- Howard Bartlett
- David Blore on behalf of the Benalla Sustainable Future Group.

**Cr Claridge / Cr Davis:**

**That an extension of three minutes be granted to Howard Bartlett.**

**Carried**

**Cr King / Cr Claridge:**

**That the submissions be received.**

**Carried**

It is noted that Councillor Justin King declared a material conflict of interest in the following item and left the meeting at 6.10pm.

**2. Petition: Council to Include Squash Courts in the *Benalla Indoor Recreation Centre Redevelopment Project***

The report discussed a petition requesting the Council Include Squash Courts in the *Benalla Indoor Recreation Centre Redevelopment Project*.

It is noted that Greg Murphy made a submission on the above item and spoke in support of the petition.

**Cr O'Brien / Cr Davis:**

- 1. That the petition be noted.**
- 2. That the *Benalla Indoor Recreation Centre Redevelopment Project Steering Committee* consider the issues raised within the petition during the design stage of the *Benalla Indoor Recreation Centre Redevelopment Project*.**

**Carried**

Councillor Justin King returned to the meeting at 6.45pm.

**3. 2024/2025 Quick Response Grants Program**

The report presented funding applications for 2024/25 Quick Response Grants.

<p><b>Cr Firth / Cr O’Brien:</b>  <b>That a \$500 grant from the 2024/2025 Quick Response Grant program be allocated to Benalla Migrant Camp.</b></p>	<b>Carried</b>
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**4. Building and Planning Approvals – May and June 2024**

The report detailed planning permit applications and building approvals for May and June 2024.

<p><b>Cr Firth / Cr Claridge:</b>  <b>That the report be noted.</b></p>	<b>Carried</b>
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**5. Benalla Rural City Council Statutory and Strategic Planning Notification Polices**

The report presented for adoption the *Statutory Planning Permit Application Notification Policy* and the *Strategic Planning Amendment Policy*.

<p><b>Cr Firth / Cr King:</b></p> <ol style="list-style-type: none"> <li><b>1. That the <i>Statutory Planning Permit Application Notification Policy</i> be adopted and reviewed in May 2028.</b></li> <li><b>2. That the <i>Strategic Planning Amendment Notification Policy</i> be adopted and reviewed in May 2028.</b></li> </ol>	<b>Carried</b>
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**6. Urgent Business**

No urgent business was submitted to the meeting.

**Closure of Meeting**

The Finance and Planning Committee meeting closed at 7.02pm.

**The minutes were confirmed on the twenty eighth of August 2024.**

Signed: \_\_\_\_\_  
          **Cr Bernie Hearn (Chair)**

Recommendations of the Finance and  
Planning Committee meeting held on  
Wednesday 31 July 2024



**3.2 Assemblies of Councillors, Advisory and External Committees**

Under Council's *Governance Rules 2020* the Chief Executive Officer is required to provide a written record of the Assemblies of Councillors at a scheduled Council Meeting.

The record of Assemblies of Councillors, Advisory and External Committees are attached as **Appendix 1**.

Copies of the Minutes from the following meetings have been provided to councillors under separate cover.

**July 2024**

24 July 2024	Assembly of Councillors – Business Review
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**Recommendation:**  
**That the report be noted.**

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## Record of Assemblies of Councillors, Advisory and External Committees

July 2024

### Assembly of Councillors

2pm Wednesday 2 November 2022, Civic Centre (Council Meeting Room) 13 Mair Street, Benalla.

<b>Councillors</b>	Councillor Gail O'Brien	
	Councillor Danny Claridge (Mayor)	
	Councillor Peter Davis	
	Councillor Don Firth	
	Councillor Bernie Hearn	
	Councillor Punarji Hewa Gunaratne	
	Councillor Justin King	
<b>In attendance</b>	Dom Testoni	Chief Executive Officer
	Robert Barber	General Manager Corporate
	Jane Archbold	Manager Community
	Cathy Fitzpatrick	Manager Finance
	Greg Robertson	Manager Facilities and Information Technology
<b>Apologies:</b>	Nil	

**Conflicts of Interest disclosed:** Nil

### Items discussed:

1. Waminda Community House
2. Intention to Lease Land at Benalla Airport and 93-101 Waller Street, Benalla
3. 2024 General Valuation Report
4. Audit and Risk Committee – Independent Committee Members
5. 2024 Local Government Satisfaction Survey





## Officer Reports

### 4.1 Audit and Risk Committee Chair Report

SF/4444-04

Robert Barber – General Manager Corporate

#### PURPOSE OF REPORT

Audit and Risk Committee chairperson Cameron Gray will present a report on the activities of the Audit and Risk Committee in 2023/24.

#### BACKGROUND

In accordance with the *Local Government Act 2020* the Audit and Risk Committee is required to report its activities to the Council.

#### ACTIVITIES

##### Meetings

The Committee met five times in 2023/24:

1. 15 August 2023
2. 21 November 2023
3. 12 December 2023
4. 20 February 2024
5. 21 May 2024

##### Attendance

Member	15 August	21 November	12 December	20 February	21 May
Cameron Gray (Chair)	✓	✓	✓	✓	✓
Michael Hedderman <i>(resigned 23 February 2024)</i>	✓	✓	✓	✓	
Rita Ruyters	✓	✓	✓	✓	✓
Justin Reid <i>(resigned 19 December 2023)</i>	✓	✓	✓		
Cr Peter Davis	✓	✓	✓	✓	✓
Cr Danny Claridge <i>(term ceased 15 November 2023)</i>	✓	✓			
Cr Bernie Hearn <i>(term started 15 November 2023)</i>			✓	✓	✓

## Activities

Key activities undertaken by the Committee included:

### Financial Performance and Audit

- Benalla Rural City Council Audit Strategy For The Financial Year Ending 30 June 2024 reviewed.
- *Local Government Performance Report of Operations* considered.
- Daft Annual Financial Report and draft Performance Statement for year ended 30 June 2023 approved in principle.

### Internal Control Environment

- Procurement exemptions considered.
- Fraudulent and corrupt behaviour and significant compliance matters monitored.
- Staff of Conduct compliance monitored.
- *Gifts/Offers of Hospitality 2023/2024* reviewed.
- *Key policies considered: Risk Management and Procurement.*
- Gener Equity Program presentation received.

### Risk Management

- Review Council's Risk Management Framework monitored.
- Risk management activities reported.
- Occupational Health and Safety issues monitored.

### Fraud Prevention Systems and Controls

- Instances of unethical behaviour, fraud and corruption noted. Potential low-level fraud at Benalla Landfill and Resource Recovery Centre reported.

### Internal Audit

- *Internal Audit Planning Document: Procurement* endorsed.
- *Internal Audit Report 2023-02 Capital Project Management* accepted.
- Implementation of recommendations from *Business Continuity and Disaster Recovery, Capital Project Management, Fraud and Corruption Framework* internal audits monitored.
- Findings from *Internal Audit Report 2023-03 Fraud and Corruption Framework* considered.
- Results from Internal Audit Report: 2024-01 External Audit Preparedness accepted.

### External Audit

- *2021 Benalla Landfill and Resource Recovery Centre Position Paper* considered.
- *Closing Report and Final Management Letter for the year ended 30 June 2023* considered.
- *Benalla Rural City Council Audit Strategy Memorandum For The Financial Year Ending 30 June 2023 and Benalla Rural City Council Interim Management Letter For The Year Ending 30 June 2023* considered.

### Compliance Management

- **VAGO** reports considered: Annual Report, *Results of 2022-23 Audits: Local Government*, Cybersecurity: Cloud Computing Products, Regulating Food Safety, and Annual Plan.
- **Independent Broad-Based Anti-Corruption Commission** reports reviewed: Annual Report, and Operation Sandon
- **Local Government Victoria:** Minister's good practice guidelines: Local Government Service Rates and Charges reviewed.
- Proposed *Benalla Rural City Council 2024/25 Budget* reviewed.

### Performance Evaluation

- Audit and Risk Committee Annual Review, including a performance self-assessment, completed.

**Recommendation:**

**That the *Audit and Risk Committee 2023/24 Activity Report* be accepted.**

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## 4.2 Audit and Risk Committee Independent Member – Vacant Position

SF/2083

Robert Barber – General Manager Corporate

### PURPOSE OF REPORT

The report discusses the vacant independent member position on the Audit and Risk Committee.

### BACKGROUND

The Council has established an Audit and Risk Committee (the Committee) pursuant to Section 53 of the *Local Government Act 2020* (the Act) to support the Council in discharging its oversight responsibilities related to financial and performance reporting, risk management, fraud prevention systems and control, maintenance of a sound internal control environment, assurance activities including internal and external audit and Council's performance with regard to compliance with its policies and legislative and regulatory requirements.

The Committee has no executive authority and no delegated financial responsibilities and is therefore independent of management.

The Committee consists of up to six members, up to four of whom must be independent members. Cr Peter Davis and Cr Bernie Hearn represent the Council on the Committee.

Rita Ruyters (term expiry 31 December 2025) is currently the sole independent member of the Committee.

Expressions of interest (EOI) to fill vacant independent member roles were invited in February 2024 via a public notice in the *Benalla Ensign* and the Council's social media channels. EOI's were received from two candidates.

Cameron Gray was reappointed to the committee by the Council at its meeting on 24 April 2024. Cameron Gray's term expires on 24 April 2027.

The Council at its meeting on 24 April 2024 resolved to invite further expressions of interest for independent positions.

### DISCUSSION

Independent members are appointed for a term of three-years and can be reappointed for an additional three-year term. Independent members can serve for a maximum of six years.

A further expression of interest process to fill vacant independent member roles were invited in May 2024 via a public notice in the *Benalla Ensign* and the Council's social media channels.

No further expressions of interest were received.

The selection criteria for the independent member roles are:

- a relevant degree qualification
- expertise in financial management
- expertise in risk management and fraud prevention
- experience in public sector management
- experience related to internal and external audit functions
- strong interpersonal and communication skills.

As prescribed in the *Audit and Risk Committee Charter*, the Committee consists of up to six members appointed by the Council, up to four whom must be independent members.

### **COUNCIL PLAN 2021-2025 IMPLICATIONS**

#### **Leadership**

- *Good governance.*
- *High performance culture.*
- *Engaged and informed community.*

### **FINANCIAL IMPLICATIONS**

Independent members of the Committee receive are paid a modest honorarium. The chairperson receives \$500 a meeting, and independent members \$400 a meeting.

### **LEGISLATIVE AND STATUTORY IMPLICATIONS**

Under section 53 of the *Local Government Act 2020* the Council must establish an Audit and Risk Committee.

### **OFFICER DECLARATION OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflicts of interest in this matter.

### **CONCLUSION**

It is proposed that another expression of interest process be undertaken with a focus on recruiting local people with risk management, fraud prevention and compliance management skills and experience.

#### **Recommendation:**

**That expressions of interest for vacant Audit and Risk Committee Independent Member positions be invited.**

### 4.3 2024/2025 Major Events Grant Funding Program

SF/2857

Grant Banks – Interim Manager Economic Development and Sustainability  
 Alison Angus – Visitor Economy Coordinator  
 Bridget Moran – Tourism and Events Officer

#### PURPOSE OF REPORT

The report presents funding applications for the 2024/25 Major Event Funding Program.

#### BACKGROUND

The Council’s Major Event Funding Program enables local community groups, clubs, organisations and external event groups to seek up to \$2,000 in funding to assist in the staging of events that will provide measurable economic benefit and enhance the image and liveability of Benalla Rural City.

#### DISCUSSION

##### Major Event Funding

Applications for consideration under the 2024/25 Major Event Funding program are detailed in the table below.

Applicant	Details	Amount Requested	Proposed Assistance
Benalla Racing Club	<p><b>Benalla Gold Cup Spring Carnival – 27 September 2024</b></p> <p>Benalla Gold Cup is part of Racing Victoria Spring Carnival and the first County Cup for the season. A significant social race meet for Benalla. The event features children’s entertainment, live music and fashions on the field.</p> <p>To assist with delivery of Kids Zone activities.</p>	\$2,000	\$2,000
<b>Total</b>		<b>\$2,000</b>	<b>\$2,000</b>

#### COUNCIL PLAN 2021-2025 IMPLICATIONS

##### Community

- *A healthy, Safe and resilient community.*
- *A connected, involved and inclusive community.*

##### Leadership

- *Engaged and informed community.*

**COMMUNITY ENGAGEMENT**

In accordance with the Council’s *Community Engagement Policy*, it is proposed that community engagement be undertaken at the ‘Inform’ level under the International Association for Public Participation’s IAP2 public participation spectrum.

Level of Public Participation	Promise to the community	Techniques to be used
Inform	We will provide information	<ul style="list-style-type: none"> <li>▪ Promotion of program via media, website and social media.</li> <li>▪ Program presented in public reports to the Council.</li> <li>▪ Outcomes advised directly to applicants.</li> <li>▪ Grant presentation ceremony.</li> <li>▪ Outcomes detailed in Annual Report.</li> <li>▪ Media release.</li> </ul>

**FINANCIAL IMPLICATIONS**

The *2024/25 Budget* allocated \$12,000 to the Major Event Funding program. This application is the first for this financial year. The inclusion of this event will bring the 2024/25 total budget spend to \$2,000.

**OFFICER DECLARATION OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflicts of interest in this matter.

**Recommendation:**

**That a \$2,000 grant from the 2024/25 Major Event Funding program be allocated to the Benalla Racing Club.**



#### 4.4 Benalla Rural City Council *Financial Hardship Policy* Review

SF/3956

Cathy Fitzpatrick – Manager Finance

##### PURPOSE OF REPORT

The report presents for consideration the *Financial Hardship Policy*.

##### BACKGROUND

The *Financial Hardship Policy* was adopted by Council at its meeting on 29 June 2022, where the Council resolved:

1. *That the Financial Hardship Policy be adopted.*
2. *That the Financial Hardship Policy be reviewed once the Local Government Legislation Amendment (Rating Reform and Other Matters) Bill 2022 becomes legislation.*

##### DISCUSSION

No further direction on hardship policy matters have been released by the Minister for Local Government following the legislation of the *Local Government Legislation Amendment (Rating Reform and Other Matters) Bill 2022*.

There are no proposed changes to the *Financial Hardship Policy* (refer **Appendix 1**).

The *Financial Hardship Policy* defines Council's Policy for matters of financial hardship regarding rates and other debts and aims to provide ratepayers with a clear and transparent understanding of options and assistance available if experiencing financial hardship.

Application of the *Financial Hardship Policy* are monitored, and financial impacts assessed as a part of Finance Department activity quarterly report presented to Council. Ratepayers are encouraged to provide supporting information to assist with assessing their application.

Review of interest charges and formal and informal payment arrangements are the most common outcome of accessing this policy. No proposed amendments are recommended to the existing policy at present.

The sector is expected to further review rating strategies as part of the next four-year Council Plan and the Minister may further prescribe development of varied Hardship Guidelines.

##### **COUNCIL PLAN 2021-2025 IMPLICATIONS**

##### **Community**

- *A healthy, Safe and resilient community.*
- *A connected, involved and inclusive community.*

**Leadership**

- *Good governance.*
- *High performance culture.*
- *Engaged and informed community.*
- *Effective and responsive advocacy.*

**COMMUNITY ENGAGEMENT**

In accordance with the Council’s *Community Engagement Policy*, it is proposed that community engagement be undertaken at the ‘inform’ level under the International Association for Public Participation’s IAP2 public participation spectrum as detailed in the table below:

Level of Public Participation	Promise to the community	Techniques to be used
Inform	We will provide information	<ul style="list-style-type: none"> <li>▪ Policy presented in a public report to the Council.</li> <li>▪ Policy to be published on Councils website.</li> </ul>

**FINANCIAL IMPLICATIONS**

There are no material financial implications with the adoption of the Policy. The implementation of the policy will be accommodated within the existing budget allocation.

**LEGISLATIVE AND STATUTORY IMPLICATIONS**

It is considered that the report is consistent with the *Charter of Human Rights and Responsibilities Act 2006* and *Gender Equality Act 2020*.

**OFFICER DECLARATION OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflicts of interest in this matter.

**Recommendation:**

- 1. That the *Financial Hardship Policy* be adopted.**
- 2. That the *Financial Hardship Policy* be reviewed in August 2028.**

## CP 34 Financial Hardship Policy

<b>Responsible Officer:</b>	Manager Finance
<b>Document type:</b>	Council Policy
<b>Reference:</b>	CP 34
<b>Approved by:</b>	Council
<b>Date Adopted:</b>	7 August 2024
<b>Date of Next Review:</b>	August 2028

### Policy Objective

The purpose of this *Financial Hardship Policy* is to define Council's Policy for matters of financial hardship in regards to rates and other debts.

The policy aims to provide ratepayers with a clear and transparent understanding of options and assistance available if experiencing financial hardship.

### Policy Scope

This Policy applies to those Ratepayers and other Debtors who are suffering financial hardship or would suffer financial hardship if that person paid the full amount of a rate or charge for which they are liable.

This Policy applies to those Ratepayers and other Debtors who make an application for a deferment of payment or the waiver of rates, charges and/or interest in accordance with Sections 170 and 171A of the *Local Government Act 1989* or Section 77 of the *Local Government Act 2020*.

This Policy does not apply to those Ratepayers and other Debtors who have been unable to pay their rates by the normal instalment due date/s and therefore require a payment plan for full payments of their rates and charges within a short period of time, that is, less than 12 months. In these instances the matter is managed by the Finance Department under the Debt Management Policy.

## Definitions

Term	Definition
<b>Council:</b>	Benalla Rural City Council, being a body corporate constituted as a municipal Council under the <i>Local Government Act 2020</i> .
<b>Debt:</b>	Debt is the amount (of money) owed by a Debtor as a result of a transaction with Council.
<b>Debtor:</b>	Debtor refers to the individual, organisation or other party that owes a Debt as a result of a transaction with Council.
<b>Financial Hardship</b>	A Ratepayer/Debtor who is willing to pay their Debt but have insufficient money to do so.
<b>Ratepayer:</b>	Is the occupier of any rateable property who is liable to pay rates. This may be the property owner or a tenant who under the lease agreement is liable to pay rates.

## Procedure

### 1. Application

- 1.1 Ratepayers or Debtors who seek a deferment of payment or the waiver of rates, charges, debts or interest must apply in writing and provide relevant information to substantiate their request.
- 1.2 Ratepayers and Debtors may be required to provide further information.
- 1.3 Ratepayers and Debtors may be required to verify the information provided.
- 1.4 It is preferred that Rates applications are completed using the appropriate Council-approved forms to ensure sufficient information is provided in the first instance.

### 2. Process for dealing with application made under section 1 of this policy

- 2.1 When an application is received it will be acknowledged in writing by the Revenue, Property and Valuations Coordinator.
- 2.2 Applications for deferment of payment shall be assessed on the basis that the payment would cause financial hardship.
- 2.3 Applications for waiver of rates, debts, charges and/or interest shall be assessed on the basis that the ratepayer or debtor is suffering or would suffer financial hardship if the ratepayer or debt paid the full amount for which they are liable.
- 2.4 If the application is for a debt of less than \$2,000 the application shall be assessed and processed by the Revenue, Property and Valuations Coordinator. All other applications will be referred to the Manager Finance and/or the General Manager Corporate.
- 2.5 If an application to waive all or part of the debt is supported – in writing – by a qualified financial counsellor, the Revenue, Property and Valuations Coordinator and the Manager Finance will review the application and make a recommendation to the General Manager Corporate.

- 2.6 The recommendations referred to in clauses 2.4 and 2.5 may include any of the following (or any combination of) options:
- 2.6.1 payment plan for full payment, with or without an interest charge, within a specified timeframe but not exceeding two years;
  - 2.6.2 defer payment, with or without interest charge, to an agreed date in the future but no later than two years;
  - 2.6.3 defer payment indefinitely, with or without interest charge, but such rates and charges that are unpaid shall remain as a “first charge on the land” in accordance with Section 156(6) of the *Local Government Act 1989*;
  - 2.6.4 waive interest charge on unpaid rates, debts and charges for a specified timeframe but not exceeding two years;
  - 2.6.5 waive rates, debts and charges, in full or in part, and waive interest charge for a specified timeframe but not exceeding two years.
- 2.7 Except for clause 2.6.3, the recommendation and subsequent decision must refer to the time period for which the decision will apply. At the expiration of the time period, the decision is to be reviewed and the Revenue, Property and Valuations Coordinator may require the Applicant to submit a new application to be considered in accordance with this Policy.

### **3. Review of decision**

If the applicant is aggrieved by the decision of the General Manager Corporate they may seek a review of the decision by the Chief Executive Officer.

If the applicant is still aggrieved by the decision of the Chief Executive Officer they may refer the matter to the Victorian State Ombudsman.

## **Review**

This policy may be reviewed at any time by the Council to accommodate changes in legislation, regulations, policy gaps, new technology or systems, as well as remain consistent with industry best practice.

## **Related Policies and Documents**

*Debt Management Policy*

*Benalla Rural City Council Rating and Revenue Plan 2021-2025*

*Benalla Rural City Council Plan 2021-2025*

*Rate Arrangement Application form*

*Rates Deferment Application form*

## **Related Legislation**

*Local Government Act 1989*

*Local Government Act 2020*

*Penalty Interest Rates Act 1983*



## 4.5 Establishment of Benalla Art Gallery Advisory Committee

SF/1893

Dom Testoni – Chief Executive Officer

Grant Banks – Interim Manager Economic Development and Sustainability

### PURPOSE OF REPORT

The report discusses the establishment of the *Benalla Art Gallery Advisory Committee* and the appointment of members to the committee.

### BACKGROUND

The *Benalla Art Gallery Committee* is currently constituted as a Community Asset Committee in accordance with section 65 of the Local Government Act 2020. However, the Council has sought advice on the *Benalla Art Gallery Committee* continuing to function as a Community Asset Committee.

In accordance with the Terms of Reference for the Committee, the committee shall comprised of the following members:

- Two Benalla Rural City Councillors.
- Chief Executive Officer, or delegate, of Tourism North East.
- Not fewer than three and not more than six general members.
- President, or delegate, of the Friends of the Benalla Art Gallery Inc.
- A member of the Benalla Art Gallery Foundation (new position).

The Councillor representatives, Mayor Cr Danny Claridge and Cr Punarji Hewa Gunaratne, were appointed to the *Benalla Art Gallery Committee* at the Council Meeting on 15 November 2023.

A public notice calling for nominations to the *Benalla Art Gallery Committee* appeared in the *Benalla Ensign* on the 1 November 2023.

### DISCUSSION

#### Establishment of Advisory Committee

The purpose of a Community Asset Committee to deliver a service on behalf of the Council to the community, including managing a council facility to ensure it remains accessible and usable by those in the community. Community Asset Committees have delegated powers by the Chief Executive Officer to oversee the operation of their relevant facility.

It has been recommended that the *Benalla Art Gallery Committee* be dissolved as a Community Asset Committee and re-established as an Advisory Committee.

The role of an Advisory Committee is to report to the Council and provide appropriate advice and recommendations on matters relevant to its terms of reference to facilitate decision making by the Council in relation to the discharge of its responsibilities. An Advisory Committee can offer specialised advice and assistance with research on issues of interest to Council and the Community.

The proposed name of the Advisory Committee is the *Benalla Art Gallery Advisory Committee*.

**Terms of Reference**

The current terms of reference in which the committee is operating and functioning under are in line with an Advisory Committee. The proposed *Benalla Art Gallery Advisory Committee Terms of Reference* are attached as **Appendix 1**.

**Committee Nominations**

Committee members are appointed to the *Benalla Art Gallery Advisory Committee* for a term of three years. Six general members appointments can be filled in this round of appointments.

General member nominations were invited through the *Benalla Ensign* and the Council’s corporate website. Five nominations were received as detailed in the following table:

Nominee	Key skills and experience to support the Committee
Barbara Alexander AO (previous Chair)	Governance and organisational skills, business experience, Chair experience, previous local government experience in the role of Councillor and Mayor.
Tim Abdallah	Fine art specialist, accredited art valuer, detailed knowledge of primary and secondary Australian art market experience through accumulated professional experience, art market experience, in-depth knowledge of Australian Art.
Fiona Stephens	Business planning, marketing, travel and tourism knowledge and experience, previous committee experience.
Alice Tallis	Brand management, design and media experience, significant business experience, marketing and product development, community engagement.
Anna Parle	Strategic, policy development, executive leadership experience at State Government level, experienced community resilience, and social cohesion and diversity.



**COUNCIL PLAN 2021-2025 IMPLICATIONS**

**Community**

- *A connected, involved and inclusive community.*

**Leadership**

- *Good governance.*
- *Engaged and informed community.*
- *Effective and responsive advocacy.*

**COMMUNITY ENGAGEMENT**

In accordance with the Council’s *Community Engagement Policy*, it is proposed that community engagement be undertaken at the ‘*Inform*’ level under the International Association for Public Participation’s IAP2 public participation spectrum.

Level of Public Participation	Promise to the community	Techniques to be used
Inform	We will provide information	<ul style="list-style-type: none"> <li>▪ Report presented to the Council.</li> <li>▪ Report published on Council’s website.</li> <li>▪ Terms of Reference and committee nominations presented in a public report to the Council.</li> <li>▪ Terms of Reference to be published on Councils website</li> </ul>

General committee member nominations were invited through the Council’s corporate website and social media channels and appeared in the *Benalla Ensign* on 1 December 2023. Nominations closed 5pm Friday 12 January 2024.

**FINANCIAL IMPLICATIONS**

There are no material financial implications with the establishment of the *Benalla Art Gallery Advisory Committee*.

There are no material financial implications with the development or implementation of the Committee’s Terms of Reference and nominating new committee members.

**LEGISLATIVE AND STATUTORY IMPLICATIONS**

It is considered that the report is consistent with the *Charter of Human Rights and Responsibilities Act 2006* and *Gender Equality Act 2020*.

**OFFICER DECLARATION OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflicts of interest in this matter.

**CONCLUSION**

It is proposed that the *Benalla Art Gallery Advisory Committee* be established and the *Benalla Art Gallery Advisory Committee Terms of Reference* be adopted.

**Recommendation:**

1. That the Community Asset Committee known as the *Benalla Art Gallery Committee* be dissolved.
2. That the *Benalla Art Gallery Advisory Committee* be established.
3. That the *Benalla Art Gallery Advisory Committee Terms of Reference* be adopted.
4. That Councillor Danny Claridge and Councillor Punarji Hewa Gunaratne be appointed as the 2024 Councillor Representatives on the *Benalla Art Gallery Advisory Committee*.
5. That the President of the Friends of the Benalla Art Gallery Inc. and a representative of the Benalla Art Gallery Foundation be appointed to the *Benalla Art Gallery Advisory Committee* until 7 August 2027.
6. That the following nominees be appointed as general committee members of the *Benalla Art Gallery Advisory Committee* until 7 August 2027:
  - Barbara Alexander AO
  - Tim Abdallah
  - Anna Parle
  - Fiona Stephens
  - Alice Tallis.

# Terms of Reference

# Benalla Art Gallery Advisory Committee

**AUGUST 2024**

**Document Control**

<b>Draft terms of reference created:</b>	February 2024
<b>Terms of reference adopted by Council:</b>	7 August 2024
<b>Version number:</b>	V2

## **1. Name of the Committee**

The advisory committee will be known as the Benalla Art Gallery Advisory Committee (the Committee).

## **2. Purpose**

- 2.1. In conjunction with the relevant Council Officers, develop and monitor a Strategic Plan for the Gallery.

## **3. Duties and Functions**

The Committee has the following duties and functions:

- 3.1. Establish and maintain acquisition, conservation and cessation policies.
- 3.2. Accept works of art as gifts, as informed by the relevant Gallery policies, including those in accordance with the *Income Tax Assessment Act*.
- 3.3. Approve the acquisition of works of art into the Gallery collection based on the Acquisition Policy.
- 3.4. Approve the deaccession of works of art from the Gallery collection based on the Deaccession Policy.
- 3.5. In conjunction with the relevant Council Officers, and in line with the Strategic Plan, establish and maintain exhibition policies to inform the annual Exhibition Schedule.
- 3.6. Ensure the successful engagement of the community and other stakeholders.
- 3.7. Support and facilitate ongoing communication between the Council and local community.
- 3.8. Assist with consultation and evaluation activities as they arise.

## **4. Strategic Plan and Reporting Requirements**

- 4.1. The Committee must prepare and adopt a Strategic Plan for the Gallery at least 6 months prior to the expiration of the current Strategic Plan and provide it to the Council for approval.
- 4.2. The Strategic Plan must include:
  - a statement of the vision, values and objectives of the Gallery
  - the strategies and policies that the Gallery will adopt to achieve that vision and those values and objectives; and
  - such other matters (if any) as Council directs
- 4.3. Provided that the Strategic Plan addresses all matters specified in clause 8.2, it may include other matters.
- 4.4. The Committee must inform the Chief Executive Officer of:
  - changes to the Strategic Plan; and
  - any other matters that it considers could significantly affect the achievement of the objectives set out in the Strategic Plan in a timely manner upon such changes being made.

- 4.5. The Committee will report to the Chief Executive Officer on or before 20 August each year on changes and achievements of objectives.
- 4.6. The Chief Executive Officer at their absolute discretion may require that the Committee report more frequently.

## **5. Delegations**

- 6.1. The Committee is an Advisory Committee of Council. It has no delegated power from the Council.
- 6.2. The Committee has no delegated power to act on behalf of the Council or commit the Council to any expenditure.

## **6. Chairperson**

- 6.1. The Council will elect a chairperson.
- 6.2. The Chair or Committee may appoint a temporary Chair should the Chair be absent or unable to perform the functions of the Chair.
- 6.3. The Chair must preside at all meetings of the Committee at which they are present.

## **7. Frequency of Meetings**

The frequency of meetings will be determined by the Committee.

## **8. Quorum**

The quorum of the Committee will be no less than a majority of the members appointed to the Committee.

## **9. Committee Membership**

- 9.1. The Committee shall be comprised of the following members:
  - Two Benalla Rural City Councillors
  - Chief Executive Officer, or delegate, of Tourism North East
  - Not fewer than three and not more than six general members
  - President, or delegate, of the Friends of the Benalla Art Gallery Inc.
  - A member of the Benalla Art Gallery Foundation
- 9.2. All Committee members are appointed by resolution of Council.
- 9.3. If the total number of current Committee members falls below seven, Council must fill the vacancy. (e.g As a result of the expiration of the term, or the resignation or removal of a Committee member).
- 9.4. Before appointing a person as a Committee member, the Council must be satisfied that the person has knowledge or experience relevant and beneficial to the Gallery.
- 9.5. Committee member positions become vacant following two consecutive terms unless otherwise recommended by the Council.
- 9.6. a Committee member holds office:

- for the period specified in the Council resolution, which must not exceed three years; or If no period is specified in the Council resolution, for a period of 3 years.
  - If they are reappointed by Council, taking into account any recommendation of the Committee, for a further term not exceeding three years. Committee members may hold office for two consecutive terms (up to 6 years).
- 9.7. A Committee member may be reappointed for third consecutive term. If the Committee forms the view that the Committee member's reappointment will be of specific benefit to the Benalla Art Gallery's strategic direction, they may recommend to the Council that the Committee member be reappointed for another three year term. The committee can only make this recommendation once per committee member.
- 9.8. Past committee members may reapply for any committee member vacancies.
- 9.9. The committee may seek the involvement of additional members with interests and expertise relevant to the task at hand.
- 9.10. A member of the Committee may resign from their position at any time in writing.
- 9.11. Members are encouraged to attend all meetings of the Benalla Art Gallery Advisory Committee.
- 9.12. If a member fails to attend two consecutive meetings of the Committee without obtaining a leave of absence that member shall be deemed to have resigned from the Committee. A letter will be sent to any member deemed to have resigned to seek a response from the Committee member.
- 9.13. The Chair must notify Council staff if the Chair grants a leave of absence to a Committee member for a period exceeding 6 months.

## **10. Termination of appointment**

- 10.1. Council may terminate the appointment of a Committee member if the Committee member:
- has engaged in serious misconduct of any kind; or
  - is unable to perform the duties of his or her office because of physical or mental incapacity.

## **11. Reporting**

- 12.1. The business of the Committee shall be recorded in proper minutes.
- 12.2. Reports from other committee's must be submitted in writing to be included with agenda.
- 12.3. Agendas and notes of each meeting will be distributed to all members.
- 12.4. The Committee will provide reports on its activities as required.
- 12.5. The Council will be responsible for providing administration support to the Committee.
- 12.6. In accordance with *Local Government Act 2020*, committee members must not improperly direct or influence a member of council staff in the exercise of any power or in the performance of any duty or function.

## **12. Insurances**

- 12.1. The Council shall arrange and maintain a portfolio of insurances to cover all possible risks, including a Personal Accident Policy for members, a Voluntary Workers Policy and an Indemnity Policy for members of the Committee.

## **13. Terms of Reference**

- 13.1. The Committee's terms of reference may be reviewed at any time by the Council to accommodate changes in legislation, regulations, policy gaps, new technology or systems, as well as remain consistent with industry best practice.
- 13.2. The Council shall consult with the Committee prior to amending the Committees terms of reference.



## 4.6 2024 Local Government Community Satisfaction Survey

SF/2083

Robert Barber – General Manager Corporate

### PURPOSE OF REPORT

The report presents results from the *2024 Local Government Community Satisfaction survey*.

### BACKGROUND

Each year, Local Government Victoria coordinates and auspices the Local Government Community Satisfaction Survey throughout Victoria. This coordinated approach allows for more cost-effective surveying than would be possible if councils commissioned surveys individually.

Participation in the survey, which is conducted by JWS Research, is optional and participating councils have a range of choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

In 2024, 62 councils (66 in 2023) participated in the survey. Where relevant, Benalla Rural City Council's results have been compared against 17 other councils in the 'Small Rural' council grouping.

The Small Rural Council group comprises: Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, West Wimmera and Yarriambiack.

The main objectives of the survey were to assess the performance of the Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery.

The survey also provides the Council with a means to fulfill some of its statutory reporting requirements as well as acting as a feedback mechanism to the State Government.

This year, the survey was conducted across four quarters between 1 June 2023 and 18 March 2024 by Computer Assisted Telephone Interviewing as a representative random probability survey of residents aged 18+ years across Benalla Rural City. Previously the survey was conducted on annual basis between 1 January and 31 March.

Survey sample matched to the Benalla Rural City Council was purchased from an accredited supplier of publicly available phone records, including up to 60 per cent of mobile phone numbers to cater to the diversity of residents, particularly younger people.

A total of 400 completed interviews were conducted.

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 in the Benalla Rural City.

A snapshot and extract from the *2024 Local Community Satisfaction Survey Benalla Rural City Council* have been included in the report.

An extract from the *2024 Local Government Community Satisfaction Survey* is attached as **Appendix 1**. The full report, including detailed findings, can be viewed in the Councillors MS Teams team and Council’s website.

**DISCUSSION**

The survey includes a base set of questions designated as ‘core’ and therefore compulsory inclusions for all participating councils. A summary of the Council’s core performance results can be found in Table 1 below.

**Table 1: Summary of Benalla Rural City Council core measures**

Measure	2024	2023	2022	2021	2020	Small Rural Shires 2024
Overall Performance	50	50	53	61	57	53
Customer Service	64	66	66	70	71	66
Waste Management	63	62	64	66	68	67
Overall Council Direction	46	44	46	54	51	44
Value For Money	43	44	45	55	NA	47
Making Community Decisions	45	43	48	57	54	50

**Overall Performance**

The overall performance index score of 50 for Benalla Rural City Council is consistent with its 2023 result. Council’s overall performance rating has stabilised after having declined from a peak of 61 index points in 2021.

Benalla Rural City Council’s overall performance is rated statistically significantly lower (at the 95 percent confidence interval) than the average ratings for councils in the Small Rural group and State-wide (index scores of 53 and 54 respectively).

Close to one in four residents (23 percent) rate the value for money they receive in infrastructure and services as ‘very good’ or ‘good’ compared to 40 percent who rate it as ‘very poor’ or ‘poor’. A further 35 percent rate the value for money as ‘average’. Perceptions of value have declined alongside overall performance ratings since 2021, at which time 40 percent of residents rated the value they receive from Council positively.

### Individual Service Areas

In addition to the core questions above, a series of optional questions were available for selection. Respondents were asked to rate the performance of Benalla Rural City Council over the past 12 months in the areas of responsibility as set out in Table 2 below.

**Table 2: Summary of Benalla Rural City Council individual service areas**

*\*(questions not asked in 2020)*

Service	Index score 2024	Index score 2023	Index score 2022	Index score 2021	Index score 2019	Small Rural Shires 2023
Appearance of public areas	71	70	69	75	76	71
Emergency and disaster management	64	68	66	70	74	66
Recreational Facilities	63	63	65	70	67	67
Waste Management	63	62	64	66	68	67
COVID-19 response	62	64	65	NA	NA	62
Parking facilities	61	62	66	69	69	59
Family support services	59	57	62	64	70	61
Tourism development	55	52	56	60	65	61
Environmental sustainability	55	55	55	62	58	59
Population Growth	49	48	48	56	57	43
Advocacy – lobbying on behalf of the community	47	46	48	53	55	50
Slashing and weed control	47	46	45	51	57	46
Community decisions	45	43	48	57	56	50
Community consultation and engagement	42	42	47	52	55	51
Condition of local streets and footpaths	39	43	42	50	53	51
Sealed local roads	37	42	45	53	49	41
Unsealed roads	33	38	36	48	47	35

# Focus areas for the next 12 months

<b>Overview</b>	Benalla Rural City Council's overall performance index score of 50 is unchanged from last year, stemming declines that occurred between 2021 and 2023. Council's overall performance rating remains 11 index points lower than peak levels last achieved in 2021. Results stabilised across most service areas, with the exception of emergency and disaster management, local streets and footpaths, and the condition of sealed and unsealed roads. Ratings in all four areas are at their lowest levels in a decade.
<b>Key influences on perceptions of overall performance</b>	Council should seek to improve transparency in decision-making over the next 12 months. Council performs relatively lower with regard to consultation and engagement, and confidence in its decision-making, measures which have a strong influence on impressions of overall performance. Council rates lowest for unsealed roads – another area with a strong influence on overall impressions – and where impressions declined from 2023. Improvements in these areas will help boost impressions of Council's overall performance.
<b>Comparison to state and area grouping</b>	Council's performance relative to the Small Rural group is more mixed in 2024 than last year, when results trended lower relative to group averages. Council performs in line with average ratings for the Small Rural group in fewer than half of the service areas evaluated (and in the case of managing population growth, higher). Council performs significantly lower than group averages on a number of measures in addition to overall performance. Council performs significantly lower than State-wide averages across most service areas.
<b>Maintain and shore up stronger performing areas</b>	Emergency and disaster management remains one of Council's highest performing service areas (even with ratings declining by a significant four index points from 2023). Council should focus on shoring up its delivery in this area – particularly given it is influential in perceptions of overall performance. Council should also endeavour to continue to deliver a strong customer service experience for residents. While ratings are positive in this area, they remain lower than previously achieved levels and are at risk of a downward trend.

J W S R E S E A R C H

## Council performance compared to group average

Top 4 performing areas		
	Appearance of public areas	= on par
	Emergency & disaster mngt	= on par
	Recreational facilities	▼ lower
	Waste management	▼ lower
Bottom 3 performing areas		
	Unsealed roads	= on par
	Sealed local roads	▼ lower
	Local streets & footpaths	▼ lower
	Customer service	= on par



## Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Community consultation and engagement
- Decisions made in the interest of the community.

**Good communication and consultation with residents, particularly around Council decision making, provide the greatest opportunities to drive up overall ratings of Council performance. Currently, these are among Council’s poorer performing areas (index scores of 42 and 45 respectively).**

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

- The maintenance of unsealed roads
- Emergency management
- Parking facilities
- Family support services
- Environmental sustainability.

Looking at these key service areas only, Council performs best on emergency management and parking facilities (index scores of 64 and 61 respectively).

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

Service areas with a more moderate influence on overall perceptions, but where Council is performing less well, include environmental sustainability and family support services (index scores of 55 and 59 respectively).

**Ensuring Council services are meeting family’s needs and promoting its sustainability initiatives can also help to shore up positive opinion of overall performance.**

However, the service area most in need of Council attention is its maintenance of unsealed roads, which is rated as poor (index score of 33) and is among the stronger influences on overall ratings of Council.

**It will be important to attend to the condition of Council’s unsealed roads to help improve ratings of overall performance.**

J W S R E S E A R C H

### COUNCIL PLAN 2021-2025 IMPLICATIONS

#### Leadership

- *Good governance.*
- *High performance culture.*
- *Engaged and informed community.*

#### COMMUNITY ENGAGEMENT

In accordance with the Council’s *Community Engagement Policy*, it is proposed that community engagement be undertaken at the Inform level under the International Association for Public Participation’s IAP2 public participation spectrum as detailed in the table below:

Level of Public Participation	Promise to the community	Techniques to be used
Inform	We will provide information	<ul style="list-style-type: none"> <li>▪ Report presented to the Council.</li> <li>▪ Survey made available to the community on the Council’s website.</li> <li>▪ Results reported via Local Government Performance Reporting Framework and Annual Report.</li> </ul>

**FINANCIAL IMPLICATIONS**

Every participating council contributes to the cost of the survey. Pricing is based on the number and type of questions asked. The cost to participate in the 2024 survey was \$13,682.

**OFFICER DECLARATION OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflicts of interest in this matter.

**CONCLUSION**

The Community Satisfaction Survey offers a cost-effective mechanism for gaining insights into community perceptions of performance and ensures the Council's compliance with the *Local Government (Planning and Reporting) Regulations 2020*.

**Recommendation:**

**That the 2024 Local Government Community Satisfaction Survey be received.**





# **2024 Local Government Community Satisfaction Survey**

## **Benalla Rural City Council**

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



## 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-fifth 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 25 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 25 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.



A large, dark blue, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a solid dark blue color.

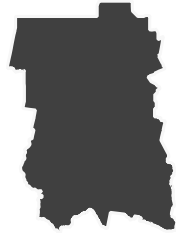
# **Key findings and recommendations**



# Benalla Rural City Council – at a glance

## Overall council performance

Results shown are index scores out of 100.



Benalla 50



Small Rural 53



State-wide 54

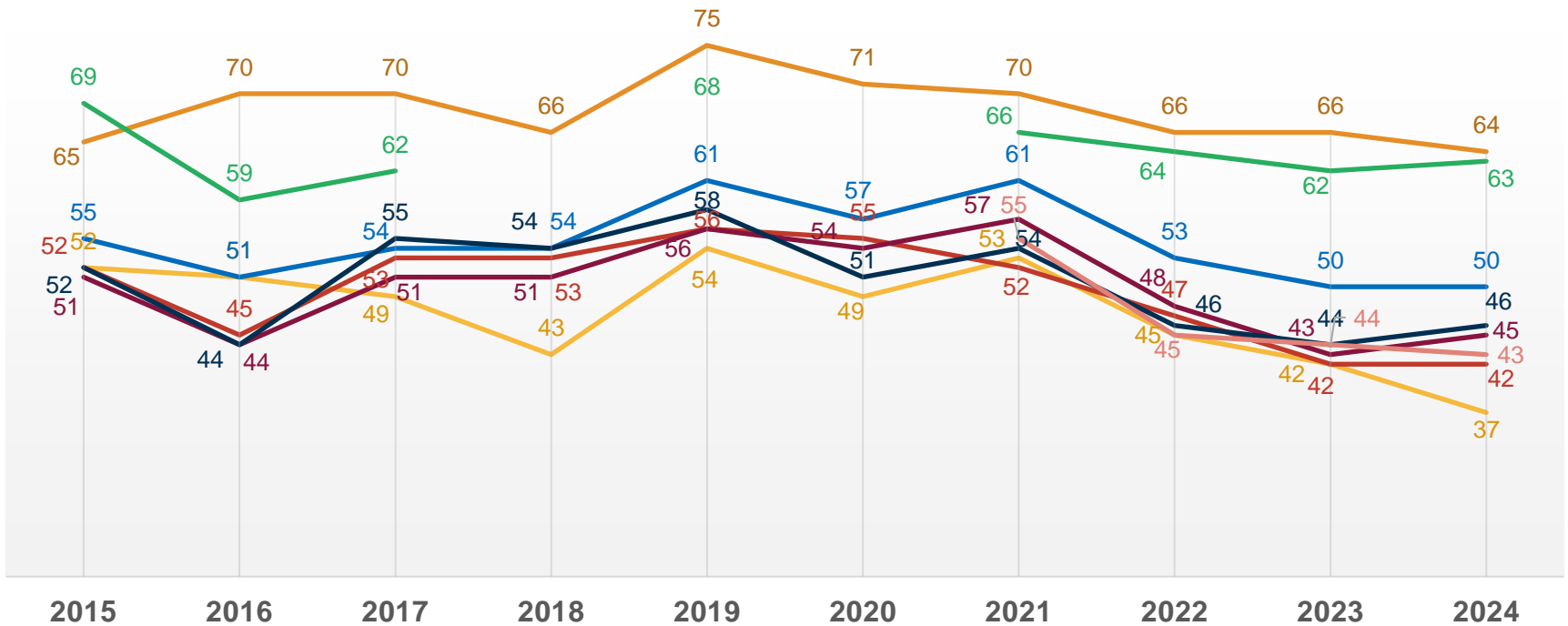
## Council performance compared to group average

Top 4 performing areas		
	Appearance of public areas	= on par
	Emergency & disaster mngt	= on par
	Recreational facilities	▼ lower
	Waste management	▼ lower
Bottom 3 performing areas		
	Unsealed roads	= on par
	Sealed local roads	▼ lower
	Local streets & footpaths	▼ lower
	Customer service	= on par



# Summary of core measures

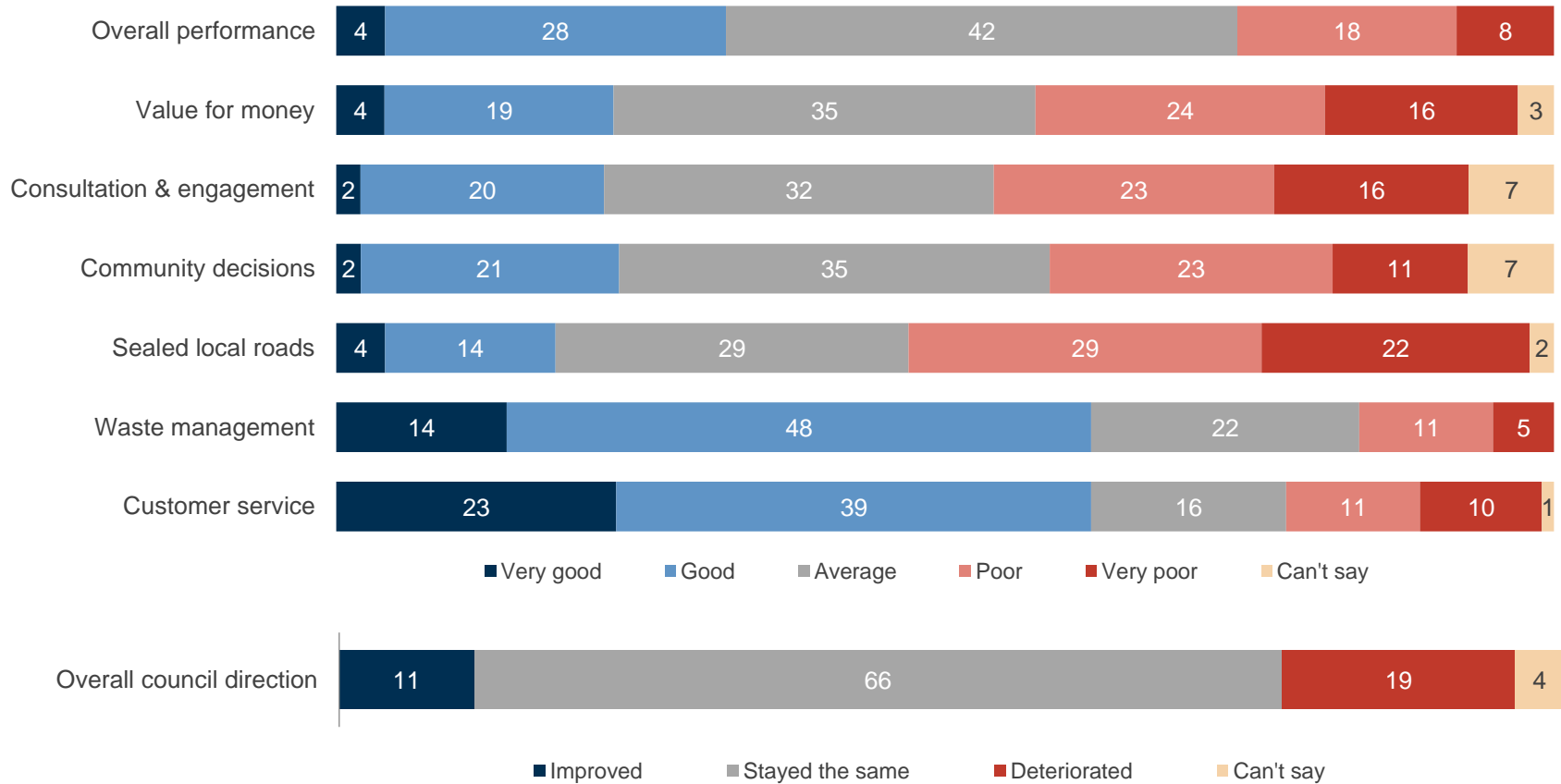
## Index scores





# Summary of core measures

Core measures summary results (%)
















# Summary of Benalla Rural City Council performance

Services	Benalla 2024	Benalla 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
Overall performance	50	50	53	54	18-34 years	50-64 years
Value for money	43	44	47	48	65+ years	50-64 years
Overall council direction	46	44	44	45	65+ years	35-49 years
Customer service	64	66	66	67	18-34 years, Urban residents	Rural residents
Appearance of public areas	71	70	71	68	18-34 years	35-49 years
Emergency & disaster mngt	64	68	66	65	18-34 years	50-64 years
Recreational facilities	63	63	67	68	65+ years	35-49 years
Waste management	63	62	67	67	65+ years	18-34 years
COVID-19 response	62	64	62	65	Women, 65+ years	50-64 years
Parking facilities	61	62	59	54	Men	Women

Significantly higher / lower than Benalla Rural City Council 2024 result at the 95% confidence interval. Please see Appendix A for explanation of significant differences.



## Summary of Benalla Rural City Council performance

Services		Benalla 2024	Benalla 2023	Small Rural 2024	State-wide 2024	Highest score	Lowest score
	Family support services	59	57	61	63	65+ years	50-64 years
	Tourism development	55	52	61	59	65+ years, Rural residents	18-34 years
	Environmental sustainability	55	55	59	60	18-34 years	50-64 years
	Population growth	49	48	43	47	65+ years	50-64 years
	Lobbying	47	46	50	50	18-34 years	50-64 years
	Slashing & weed control	47	46	46	45	18-34 years	Rural residents
	Community decisions	45	43	50	50	18-34 years	50-64 years
	Consultation & engagement	42	42	51	51	18-34 years	50-64 years
	Local streets & footpaths	39	43	51	52	18-34 years	35-49 years
	Sealed local roads	37	42	41	45	18-34 years	35-49 years
	Unsealed roads	33	38	35	36	Urban residents, 65+ years	50-64 years/ Rural residents



## Focus areas for the next 12 months

### Overview

Benalla Rural City Council's overall performance index score of 50 is unchanged from last year, stemming declines that occurred between 2021 and 2023. Council's overall performance rating remains 11 index points lower than peak levels last achieved in 2021. Results stabilised across most service areas, with the exception of emergency and disaster management, local streets and footpaths, and the condition of sealed and unsealed roads. Ratings in all four areas are at their lowest levels in a decade.

### Key influences on perceptions of overall performance

Council should seek to improve transparency in decision-making over the next 12 months. Council performs relatively lower with regard to consultation and engagement, and confidence in its decision-making, measures which have a strong influence on impressions of overall performance. Council rates lowest for unsealed roads – another area with a strong influence on overall impressions – and where impressions declined from 2023. Improvements in these areas will help boost impressions of Council's overall performance.

### Comparison to state and area grouping

Council's performance relative to the Small Rural group is more mixed in 2024 than last year, when results trended lower relative to group averages. Council performs in line with average ratings for the Small Rural group in fewer than half of the service areas evaluated (and in the case of managing population growth, higher). Council performs significantly lower than group averages on a number of measures in addition to overall performance. Council performs significantly lower than State-wide averages across most service areas.

### Maintain and shore up stronger performing areas

Emergency and disaster management remains one of Council's highest performing service areas (even with ratings declining by a significant four index points from 2023). Council should focus on shoring up its delivery in this area – particularly given it is influential in perceptions of overall performance. Council should also endeavour to continue to deliver a strong customer service experience for residents. While ratings are positive in this area, they remain lower than previously achieved levels and are at risk of a downward trend.





#### 4.7 Councillors' Expenses For The Quarter Ended 30 June 2024

SF/1557

Tracey Beaton – Executive Coordinator

##### PURPOSE OF REPORT

The report details expenditure associated with Councillors' mobile phone usage, attendance at professional development courses, conferences and seminars, and reimbursement of expenses incurred.

##### Councillors' Information and Communication Expenses

Councillors' information and communication expenses for mobile phones and iPads are detailed in the table below:

Councillor	2023/24 Q1	2023/24 Q2	2023/24 Q3	2023/24 Q4
Cr Claridge	\$147.24	\$147.24	\$147.24	\$147.24
Cr Davis	\$147.24	\$147.24	\$147.24	\$147.24
Cr Firth	\$51.81	\$51.81	\$51.81	\$51.81
Cr Gunaratne	\$147.24	\$147.24	\$147.24	\$147.24
Cr Hearn	\$147.24	\$147.24	\$147.24	\$147.24
Cr King	\$147.24	\$147.24	\$147.24	\$147.24
Cr O'Brien	\$147.24	\$147.24	\$147.24	\$147.24
<b>Total (ex. GST)</b>	<b>\$935.28</b>	<b>\$935.28</b>	<b>\$935.28</b>	<b>\$935.28</b>

##### Councillors' reimbursement of expenses

The Council at its meeting on 15 December 2021 adopted the *Councillor Resources and Reimbursement Policy*.

Councillors' reimbursements are detailed in the table below:

Date	Councillor	Reimbursement Details	Amount (ex. GST)
18 April	Cr Firth	Reimbursement of mobile phone charges January 2023 to March 2024	\$404.96
17 May	Cr Hearn	Reimbursement of accommodation charges – MAV State Conference	\$318.19
7 June	Cr Hearn	Reimbursement of catering expenses – Finance and Planning Committee Meeting 5 June 2024	\$101.97
<b>Total</b>			<b>\$825.12</b>

**Councillors' attendance at training courses, conferences and seminars**

The Council at its meeting on 12 October 2022 adopted the *Professional Development for Councillors Policy*. The policy states that a quarterly report be submitted to the Council detailing year to date expenditure on Councillors' attendance at professional development courses, conferences and seminars.

Date	Councillor	Description	Professional Development (ex.GST)	Conferences and Seminars (ex.GST)
28/07/2023	Cr Hearn, Cr King and Cr O'Brien	MAV Housing Summit	\$0	\$0
09/08/2024	Cr O'Brien	Car Parking - MAV Training	\$48	\$0
01/09/2023	Cr Claridge and Cr Hearn	Victorian Local Government Association - Global Executive Panel: Harmonious council decision making – Setting up councils for Success	\$100	\$0
21/09/2023	Cr O'Brien	Australian Local Government Women's Association - Hands Up for Mayor and Deputy Mayor	\$0	\$0
27/09/2023	Cr Claridge, Cr Hearn and Cr Firth	MAV Conference and Dinner	\$0	\$1,590
12/10/2023	Cr Claridge, Cr Hearn and Cr Firth	Accommodation - MAV Conference	\$0	\$1,110
26/10/2023	Cr O'Brien	Australian Local Government Women's Association – Reset and Refresh	\$0	\$0
16/11/2023	Cr Claridge	MAV Rural and Regional Forum	\$0	\$0
19/12/2023	Cr Claridge	MAV Victorian recycling Infrastructure Plan Briefing Session	\$0	\$0
13/02/2024	Cr O'Brien and Cr Gunaratne	MAV Chairing Meetings Training Session	\$600	\$0
07/03/2024	Cr O'Brien and Cr Gunaratne	MAV Presentation and Public Speaking Skills	\$500	\$0
15/02/2024	Cr Hearn and Cr O'Brien	FCJ College International Women's Day Breakfast 2024	\$0	\$47
21/03/2024	Cr O'Brien	ALGWA Networking Online Forum	\$0	\$0
18/03/2024	Cr Gunaratne	Car Parking - MAV Training	\$63	\$0
07/05/2024	Cr O'Brien	Accommodation – MAV Presentation and Public Speaking Skills Training	\$303	\$0
17/05/2024	Cr Claridge and Cr Hearn	Accommodation – MAV State Meeting – 17 May 2024	\$0	\$804
31/05/2024	All Councillors	Conflict of Interest Training	\$0	\$2,920
<b>Total</b>			<b>\$1,614</b>	<b>\$6,471</b>

**FINANCIAL IMPLICATIONS**

The *2023/24 Budget* allocated for Councillors’ attendance at professional development courses, conferences and seminars is \$14,700.

Summary	Professional Development, Conferences and Seminars (ex. GST)
Quarter ended 30 September 2023	\$1,738
Quarter ended 31 December 2023	\$1,110
Quarter ended 31 March 2024	\$1,450
Quarter ended 30 June 2024	\$5,160
<b>Total spend to 30 June 2024</b>	<b>\$8,085</b>

**Recommendation:**  
**That the report be noted.**

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#### 4.8 Mayor and Councillors' Attendance at Committees and Civic Functions

SF/1557

Tracey Beaton - Executive Coordinator

The Mayor and Councillors, listed in alphabetical order, attended meetings and events as detailed below during the period from 10 June 2024 to 28 July 2024.

<b>Mayor Councillor Danny Claridge</b>	
12 June	Benalla Business Coffee Connections
	Presentation by the Taungurung Land and Waters Council
	Councillor Only Time
	Goulburn Ovens Murray MAV Regional Meeting
	Assembly of Councillors
13 June	Meet and Greet Boweya Community
15 June	Welcome the Seymour Railway Heritage lunch train
18 June	Free From Violence Health Check Session
	Airport Advisory Committee Meeting
	Benalla Art Gallery Committee Advisory Meeting
19 June	Councillor Only Time
	Finance and Planning Committee Meeting
20 June	Hume Region Local Government Network CEO and Mayor Forum
	Citizenship Ceremony
22 June	Chat with a Councillor - Benalla Lakeside Market
	Launch of "A Benalla Story" – Children story book about Siva Singh
	Official Opening of the Arthur Baird Sculpture 'Taking Flight'
26 June	Councillor Only Time
	Council Meeting
27 June	Benalla Art Gallery Development Meeting
	Benalla Rotary Changeover Dinner
28 June	Australia's Biggest Morning Tea at the Benalla Library
	Foot Waste Meet and Greet
3 July	Community Video – 2024/25 Budget
	Benalla Historical Society Committee Meeting
5 July	Welcome and launch of new exhibition, Mimi Leung: Growing up with you
7 July	Benalla Clothing Swap
9 July	NAIDOC Week Flag Raising Ceremony and activities
10 July	Benalla Business Coffee Connections
16 July	Benalla Family Research Group Meeting
21 July	Benalla Migrant Camp Pop-Up Exhibition and Morning Tea
24 July	Councillor Only Time
	Assembly of Councillors
25 July	Benalla P-12 College Humanities Class visit to the Civic Centre
	Tour of site at Benalla LS Precast
	Launch of the Tomorrow Today Benalla Imagination Library
	Interview with ABC Radio

<b>Councillor Peter Davis</b>	
12 June	Presentation by the Taungurung Land and Waters Council
	Councillor Only Time
	Assembly of Councillors
13 June	Meet and Greet Boweya Community
18 June	Airport Advisory Committee Meeting
19 June	Councillor Only Time
	Finance and Planning Committee Meeting
22 June	Chat with a Councillor - Benalla Lakeside Market
	Official Opening of the Arthur Baird Sculpture ' <i>Taking Flight</i> '
26 June	Councillor Only Time
	Council Meeting
26 June	Councillor Only Time
	Council Meeting
24 July	Councillor Only Time
	Assembly of Councillors

<b>Councillor Don Firth</b>	
12 June	Presentation by the Taungurung Land and Waters Council
	Councillor Only Time
	Assembly of Councillors
	Benalla Street Art Advisory Committee Meeting
18 June	Free From Violence Health Check Session
	Benalla Art Gallery Committee Advisory Meeting
19 June	Councillor Only Time
	Finance and Planning Committee Meeting
26 June	Councillor Only Time
	Council Meeting
28 June	Foot Waste Meet and Greet
9 July	NAIDOC Week activities
24 July	Councillor Only Time
	Assembly of Councillors
25 July	Tour of site at Benalla LS Precast

<b>Councillor Punarji Hewa Gunaratne</b>	
12 June	Assembly of Councillors
18 June	Free From Violence Health Check Session
	Benalla Art Gallery Committee Advisory Meeting
19 June	Finance and Planning Committee Meeting
20 June	Citizenship Ceremony
22 June	Launch of "A Benalla Story" – Children story book about Siva Singh
26 June	Council Meeting
28 June	Australia's Biggest Morning Tea at the Benalla Library
9 July	NAIDOC Week Flag Raising Ceremony
10 July	Benalla Business Coffee Connections
24 July	Assembly of Councillors
25 July	Launch of the Tomorrow Today Benalla Imagination Library
28 July	Judge at the Lions Junior Public Speaking Competition

<b>Councillor Bernie Hearn</b>	
12 June	Presentation by the Taungurung Land and Waters Council
	Councillor Only Time
	Goulburn Ovens Murray MAV Regional Meeting
	Assembly of Councillors
13 June	Benalla Festival 2024 Advisory Committee Meeting
	Meet and Greet Boweya Community
26 June	Councillor Only Time
	Council Meeting
28 June	Foott Waste Meet and Greet
9 July	NAIDOC Week Flag Raising Ceremony and activities
24 July	Councillor Only Time
	Assembly of Councillors
25 July	Benalla P-12 College Humanities Class visit to the Civic Centre
	Tour of site at Benalla LS Precast
	Launch of the Tomorrow Today Benalla Imagination Library

<b>Councillor Justin King</b>	
12 June	Presentation by the Taungurung Land and Waters Council
	Councillor Only Time
	Assembly of Councillors
13 June	Benalla Festival 2024 Advisory Committee Meeting
18 June	Free From Violence Health Check Session
	Churchill Committee of Management Meeting
19 June	Councillor Only Time
	Finance and Planning Committee Meeting
20 June	Citizenship Ceremony
22 June	Chat with a Councillor - Benalla Lakeside Market
	Official Opening of the Arthur Baird Sculpture ' <i>Taking Flight</i> '
26 June	Councillor Only Time
	Council Meeting
9 July	NAIDOC Week Flag Raising Ceremony
16 July	Churchill Committee of Management Meeting
24 July	Councillor Only Time
	Assembly of Councillors
25 July	Benalla P-12 College Humanities Class visit to the Civic Centre
	Launch of the Tomorrow Today Benalla Imagination Library

<b>Councillor Gail O’Brien</b>	
12 June	Benalla Business Coffee Connections
	Presentation by the Taungurung Land and Waters Council
	Councillor Only Time
	Assembly of Councillors
13 June	Meet and Greet Boweya Community
	2024 Stand for Council - Community and Candidate Information sessions
15 June	Welcome the Seymour Railway Heritage lunch train
17 June	Benalla Street Art Advisory Committee Meeting
18 June	Free From Violence Health Check Session
	Churchill Committee of Management Meeting
19 June	Councillor Only Time
	Finance and Planning Committee Meeting
20 June	Citizenship Ceremony
22 June	Chat with a Councillor - Benalla Lakeside Market
	Launch of “A Benalla Story” – Children story book about Siva Singh
	Official Opening of the Arthur Baird Sculpture ‘ <i>Taking Flight</i> ’
26 June	Councillor Only Time
	Live4Life Benalla Partnership Meeting
	Council Meeting
7 July	Benalla Clothes Swap
9 July	NAIDOC Week Flag Raising Ceremony and activities
10 July	Benalla Business Coffee Connections
15 July	Arts, Culture and Heritage Integrated Working Group Meeting
24 July	Councillor Only Time
	Assembly of Councillors
25 July	Benalla P-12 College Humanities Class visit to the Civic Centre
	Tour of site at Benalla LS Precast
	Launch of the Tomorrow Today Benalla Imagination Library
28 July	National Tree Planting Day

**Recommendation:**

**That the report be noted.**



**4.9 CEO Credit Card For The Quarter Ended 30 June 2024**

SF/5486

Tracey Beaton – Executive Coordinator

**PURPOSE OF REPORT**

The report details expenditure associated with the corporate credit card issued to the Chief Executive Officer for the quarter ended 30 June 2024.

**BACKGROUND**

As part of an audit of the Council’s 2017/18 financial statements, the Victorian Auditor General’s Office recommended that the Chief Executive Officer’s credit card transactions be reviewed and authorised by a Council member.

In response to the recommendation, transactions on the CEOs credit card are reported quarterly to the Council.

**CEO Credit Card Transactions for the Quarter ended 30 June 2024**

<b>Date</b>	<b>Details</b>	<b>Amount</b>
14/04/2024	Tesla Connectivity – EV Charging	\$9.08
14/05/2024	EV Connectivity – EV Charging	\$9.08
14/06/2024	Tesla Inc – EV Charging	\$9.08
22/06/2024	EV Connectivity – EV Charging	\$9.55
<b>Total (ex. GST)</b>		<b>\$36.79</b>

**Recommendation:**  
**That the report be noted.**

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#### **4.10 Council Actions Pending**

Council Actions Pending are detailed in **Appendix 1**.

**Recommendation:**

**That the report be noted.**

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## Council Actions Pending

Action No.	Meeting Name	Item	Action	Officer	Status/notes
1.	F&P Committee 31-July-24	5	<b>Benalla Rural City Council Statutory and Strategic Planning Notification Polices</b> 1. That the <i>Statutory Planning Permit Application Notification Policy</i> be adopted and reviewed in May 2028. 2. That the <i>Strategic Planning Amendment Notification Policy</i> be adopted and reviewed in May 2028.	MD	1. Completed 2. Completed
2.	F&P Committee 31-July-24	3	<b>2024/2025 Quick Response Grants Program</b> That a \$500 grant from the 2024/2025 Quick Response Grant program be allocated to Benalla Migrant Camp.	MC	Completed
3.	F&P Committee 31-July-24	2	<b>Petition: Council to Include Squash Courts in the Benalla Indoor Recreation Centre Redevelopment Project</b> 1. That the petition be noted. 2. That the <i>Benalla Indoor Recreation Centre Redevelopment Project Steering Committee</i> consider the issues raised within the petition during the design stage of the <i>Benalla Indoor Recreation Centre Redevelopment Project</i> .	MAI	1. Completed 2. In Progress
4.	F&P Committee 31-July-24	1	<b>Draft Benalla Rural City Council Climate and Environmental Strategy – Hearing of Submissions</b> That the submissions be received.	MEDAS	Completed
5.	Council Meeting 26-June-24	4.6	<b>Proposed Establishment of the Benalla Art Gallery Project Control Group</b> 1. That the <i>Benalla Art Gallery Project Control Group</i> be established. 2. That the amended <i>Benalla Art Gallery Project Control Group Terms of Reference</i> be adopted. 3. That Cr Gail O'Brien and Cr Bernie Hearn be appointed as the councillor representatives on the <i>Benalla Art Gallery Project Control Group</i> for the 2023/24 Council year.	MAI	1. Completed 2. Completed 3. Completed
6.	Council Meeting 26-June-24	4.5	<b>Benalla Rural City Council Election Period Policy</b> 3. That <i>Election Period Policy</i> be adopted. 4. That <i>Election Period Policy</i> be reviewed in June 2028.	CEO	1. Completed 2. Noted
7.	Council Meeting 26-June-24	4.4	<b>2023/2024 Community Grants Program Report</b> 1. That the unspent \$6,100 be reallocated from the Quick Response Grant Program to the Community Grants Program. 2. That an allocation of \$70,766, as detailed in Table 1, be allocated from the 2023/2024 Community Grants Program.	MEDAS	1. Completed 2. Completed
8.	Council Meeting 26-June-24	4.3	<b>2023/2024 Quick Response Grant Program</b> That a \$500 grant from the 2023/2024 Quick Response Grant program be allocated to Probus Club of Benalla Rose City Inc.	MC	Completed

Action No.	Meeting Name	Item	Action	Officer	Status/notes
9.	Council Meeting 26-June-24	4.2	<b>Benalla Rural City Council Fair Access Policy</b> 1. That the <i>Fair Access Policy</i> be adopted. 2. That the Fair Access Policy be reviewed in June 2028.	MC	1. Completed 2. Noted
10.	F&P Committee 19-June-24	4	<b>Proposal for a Mobile Phone Tower at Goorambat Recreation Reserve</b> That the Finance and Planning Committee, acting under its delegated authority of the Council, resolve: 1. That the Council enter into a lease of land with Amplitel Pty Ltd for a period of 20 years. 2. That the Chief Executive Officer be authorised to execute contract documentation.	MFIT	In progress
11.	F&P Committee 19-June-24	3	<b>Proposed Name Change of Benalla Senior Citizens Community Centre</b> 1. That the Council rename <i>Benalla Senior Citizens Community Centre</i> to <i>Benalla Seniors and Community Centre</i> . 2. That Geographic Names Victoria (VICNAMES) be advised of the name change.	MC	Completed
12.	F&P Committee 15-May-24	1	<b>Financial Report for Quarter Ended 31 March 2024</b> 1. That the report be noted. 2. That the Open Space Contribution of \$375,000 be considered as a co-contribution towards the \$300,000 allocation from the Victorian Government for the development of the pump track as part of the <i>2024/25 Budget</i> .	MF	1. Completed 2. In progress
13.	Additional Council Meeting 1-May-24	1	<b>Proposed 2024/25 Budget</b> 1. That the proposed <i>2024/25 Budget</i> be endorsed for public exhibition for a period of at least 28 days from 2 May 2024. 2. That submissions relating to the proposed <i>2024/25 Budget</i> be heard at a meeting of the Finance and Planning Committee on 5 June 2024. 3. That the Council consider submissions relating to the proposed <i>2024/25 Budget</i> at a Council meeting on 19 June 2024. 4. That the Council consider the adoption of the <i>2024/25 Budget</i> at a meeting of the Council on Wednesday 26 June 2024.	MF	1. Completed 2. Completed 3. Completed 4. In progress
14.	Council Meeting 14-Feb-24	4.4	<b>Fawckner Drive Masterplan</b> 1. That the <i>Benalla Fawckner Drive Masterplan</i> be adopted. 2. That the <i>Benalla Fawckner Drive Masterplan Strategy Advocacy Document</i> be drafted.	MC	1. Completed 2. In progress
15.	Council Meeting 13-Dec-23	4.4	<b>Benalla Sports and Equestrian Reserve Committee</b> That the debate on this matter be deferred until the Council Meeting on 14 February 2024 to allow the <i>Benalla Sports and Equestrian Reserve</i> user groups to endorse their representative on the <i>Benalla Sports and Equestrian Reserve Committee</i> and the <i>Instrument of Sub-Delegation from the Chief Executive Officer to Community Asset Committees</i> be updated.	CEO	Several responses not received. Report to be presented at a future Council Meeting.

Action No.	Meeting Name	Item	Action	Officer	Status/notes
16.	Council Meeting 24-April-24	4.1	<p><b>Benalla Indoor Recreation Centre Redevelopment Project</b></p> <ol style="list-style-type: none"> <li>1. That the Council give in principle support for the Benalla P-12 College Barkly Street Campus as the preferred site location for the <i>Benalla Indoor Recreation Centre Redevelopment project</i>.</li> <li>2. That the Chief Executive Officer negotiate with the Department of Education for the Council to acquire crown land at 51-54 Barkly Street, Benalla.</li> <li>3. That the <i>Benalla Indoor Recreation Centre Redevelopment Project Steering Committee</i> be established.</li> <li>4. That the amended <i>Benalla Indoor Recreation Centre Redevelopment Project Steering Committee Terms of Reference</i> be adopted.</li> <li>5. That Cr Don Firth and Cr Bernie Hearn be appointed as the Councillor representatives on the <i>Benalla Indoor Recreation Centre Redevelopment Project Steering Committee</i> for the remainder of the 2023/24 Council year.</li> <li>6. That invitations to join the <i>Benalla Indoor Recreation Centre Redevelopment Project Steering Committee</i> be extended to: <ul style="list-style-type: none"> <li>▪ Hume Region Community Infrastructure, Place, Sport and Recreation Victoria, Basketball Victoria, President Benalla Basketball Association, Chair of the Benalla Indoor Recreation Centre Committee of Management.</li> </ul> </li> <li>7. That an expression of interest process be undertaken to obtain two community member <i>Benalla Indoor Recreation Centre Redevelopment Project Steering Committee</i> representatives.</li> </ol>	MAI	<ol style="list-style-type: none"> <li>1. Completed</li> <li>2. In progress</li> <li>3. Completed</li> <li>4. Completed</li> <li>5. Completed</li> <li>6. Completed</li> <li>7. Completed</li> </ol>
17.	F&P Committee 1-Mar-23	3	<p><b>Planning Scheme Review Amendment – Benalla Planning Scheme Review</b></p> <p>That Council resolves to:</p> <ol style="list-style-type: none"> <li>1. Note and forward the <i>Benalla Planning Scheme Review 2022</i> to the Minister for Planning in accordance with Section 12B (5) of the <i>Planning and Environment Act 1987</i>.</li> <li>2. Seek assistance from Regional Planning Hubs to prepare and exhibit a planning scheme amendment to implement the <i>Benalla Planning Scheme Review 2022</i>.</li> </ol>	MD	<ol style="list-style-type: none"> <li>1. Completed</li> <li>2. In progress</li> </ol>
18.	F&O Committee 15-Jun-22	9.	<p><b>Financial Hardship Policy Review</b></p> <ol style="list-style-type: none"> <li>1. That the <i>Financial Hardship Policy</i> be adopted.</li> <li>2. That the <i>Financial Hardship Policy</i> be reviewed once the <i>Local Government legislation Amendment (Rating Reform and Other Matters) Bill 2022</i> becomes legislation.</li> </ol>	MF	<ol style="list-style-type: none"> <li>1. Completed</li> <li>2. Report to be presented to Council at its meeting on 7 August 2024.</li> </ol>





## 5. Reports by Councillors

**Recommendation:****That the report(s) be noted.**

## 6. Notices of Motion

## 7. Notices of Rescission Motion

## 8. Urgent Business

Business can only be admitted as urgent business by resolution of the council, and only then if it:

- relates to or arises out of a matter which has arisen since distribution of the agenda; and
- cannot be deferred until the next Council Meeting without having a negative impact on the Council, the municipality or the local community; and
- cannot be addressed through the Customer Request Management System.

A Councillor proposing that a matter be admitted as urgent business must lodge it in writing with the Chief Executive Officer by 4pm on the day of the meeting.

The Chief Executive Officer will advise the Mayor of any matter that the Chief Executive Officer determines appropriate for the Council to consider admitting as urgent business.

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## Confidential Business

It is proposed that the following items be considered in confidential business pursuant to the *Local Government Act 2020* as they contain personal information or private commercial information that would result in the unreasonable disclosure of information about a person, their personal affairs or expose the business, commercial or financial undertaking if released:

- 9.1 Tender For Contract CM24.108 Supply and Delivery of Two Medium Rigid Trucks and One Heavy Rigid Truck
- 9.2 Tender For Contract CM24.096 Spray Sealing Works on Various Council Roads 2024/2025 Program
- 9.3 Confidential Reports by Councillors
- 9.4 Confidential Council Actions Pending

**Recommendation:**

**That the meeting be closed to the public for the consideration of the confidential business item noted above pursuant to Sections 3(1) and Section 66(2)(a) of the *Local Government Act 2020*.**

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## 10. Reopening of the meeting to the public

**Recommendation:**

**That the meeting be reopened to the public.**

## Closure of the meeting