



MINUTES

Ordinary Council Meeting Wednesday, 7 August 2024

Date: Wednesday, 7 August 2024

Time: 6.00pm

**Location: Council Chambers, 15 Stead Street, Ballan &
Online**

Order Of Business

1 Opening of Meeting and Prayer4

2 Acknowledgement of Country4

3 Recording of Meeting4

4 Present.....4

5 Apologies4

6 Confirmation of Minutes4

7 Disclosure of Conflicts of Interest..... 5

8 Public Question Time.....5

9 Petitions..... 5

Nil

10 Presentations/Deputations.....5

11 Chief Executive Officer Reports.....6

11.1 2017-2021 Moorabool Shire Council Plan - Outstanding Actions Progress Report - June 2024 6

11.2 2021-2025 Moorabool Shire Council Plan - Progress Report - Year 3 Q4 - June 2024 9

12 Community Planning and Development Reports 14

12.1 Moorabool Retail Strategy 15

13 Customer and Corporate Services Reports 21

13.1 Customer Experience Strategy Review - Community Engagement Results..... 21

14 Community Assets & Infrastructure Reports 25

14.1 Petition - Speed Limit Reduction of Ballan-Egerton Road, Mount Egerton 25

15 Other Reports 29

Nil

16 Notices of Motion..... 30

16.1 Notice of Motion - Bacchus Marsh & Melton Regional Hospital 30

17 Notices of Rescission 32

Nil

18 Mayor’s & Councillors Reports..... 33

18.1 Mayor's Report..... 33

18.2 Councillors Reports 35

19 Urgent Business..... 36

19.1 Youth Engagement Support Program Funding 36

20 Closed Session of the Meeting to the Public..... 37
Nil

21 Meeting Closure 37

1 OPENING OF MEETING AND PRAYER

The Mayor opened the meeting with the Council Prayer at 6.00pm.

2 ACKNOWLEDGEMENT OF COUNTRY

I acknowledge the Traditional Owners of the land on which we are meeting. I pay my respects to their Elders, past and present, and the Aboriginal Elders of other communities who may be here today.

3 RECORDING OF MEETING

In accordance with Moorabool Shire Council's Governance Rules, the meeting is livestreamed.

4 PRESENT

Cr Ally Munari, Mayor	Woodlands Ward
Cr Tonia Dudzik	East Moorabool Ward
Cr David Edwards	East Moorabool Ward
Cr Paul Tatchell	Central Moorabool Ward
Cr Rod Ward	East Moorabool Ward

Officers:

Mr Derek Madden	Chief Executive Officer
Mr David Jackson	General Manager Customer & Corporate Services
Mr Phil Jeffrey	General Manager Community Assets & Infrastructure
Mr Henry Bezuidenhout	Executive Manager Community Planning & Development
Ms Celeste Gregory	Executive Manager Democratic Support & Corporate Governance

5 APOLOGIES

Cr Moira Berry	East Moorabool Ward
Cr Tom Sullivan	West Moorabool Ward

6 CONFIRMATION OF MINUTES**RESOLUTION**

Moved: Cr Tonia Dudzik

Seconded: Cr Rod Ward

That the minutes of the Ordinary Council Meeting held on Wednesday 3 July 2024 and the Special Council Meeting held on Wednesday 17 July 2024 be confirmed.

CARRIED

7 DISCLOSURE OF CONFLICTS OF INTEREST

Nil

8 PUBLIC QUESTION TIME

Nil

9 PETITIONS

Nil

10 PRESENTATIONS/DEPUTATIONS

Item	Report	Speaker/s	Attendance
12.1	Moorabool Retail Strategy	Ross Closter	In Person

11 CHIEF EXECUTIVE OFFICER REPORTS**11.1 2017-2021 MOORABOOL SHIRE COUNCIL PLAN - OUTSTANDING ACTIONS PROGRESS REPORT - JUNE 2024****Author:** Evelyn Tan, Service Improvement Business Partner**Authoriser:** Derek Madden, Chief Executive Officer**Attachments:** 1. **2017-2021 Moorabool Shire Council Plan - Outstanding Actions Progress Report June 2024 (under separate cover)****PURPOSE**

This report provides an update on the progress of outstanding actions from the 2017-2021 Moorabool Shire Council Plan.

EXECUTIVE SUMMARY

- Ten outstanding actions were carried over from the 2017-2021 Council Plan.
- Eight actions are now completed.
- Progress is being made on the two remaining actions which will continue to be reported on until their completion.

RESOLUTION**Moved:** Cr Tonia Dudzik**Seconded:** Cr Rod Ward

That Council receives the 2017-2021 Moorabool Shire Council Plan Outstanding Actions Progress Report as of June 2024, including Attachment 1 to this report.

CARRIED

BACKGROUND

Of the actions identified for completion in the final year of the 2017-2021 Moorabool Shire Council Plan, 10 were incomplete as of 30 June 2021 and were not captured in Council's 2021-2025 Council Plan. Accordingly, quarterly reporting will continue for these outstanding Council Plan actions until all actions are complete.

PROPOSAL

There were 10 actions outstanding from the 2017-2021 Council Plan, of these, eight actions have since been completed, including one that was completed in this financial year.

1. *Adopt a revised Municipal Early Years Plan (MEYP) and Youth Strategy.* A request for quotation specification has been developed in preparation for a procurement process to seek a suitable consultant to develop a combined MEYP and Youth Strategy. This strategy will be delivered in the 2023-2024 financial year. This action is now marked completed as it has been redefined

into a new Council Plan action named Develop a New Young Communities Strategy (which combines the Municipal Early Years Plan and Youth Strategy).

The below table outlines the status of the remaining outstanding actions. A full progress report including commentary against each of these actions is provided in Attachment 1 of this report.

Action	Completion %
Develop and implement a policy on allocation, use and trading of water for Council water assets.	80%
Incorporate strategic documents into the Planning Scheme - West Moorabool Heritage Study (2017 - 2021).	70%

COUNCIL PLAN

The Council Plan 2021-2025 provides as follows:

Strategic Objective 3: A Council that listens and adapts to the needs of our evolving communities

Priority 3.4: Measure performance, communicate our results and continue to improve our services every day

The proposal to receive the 2017-2021 Moorabool Shire Council Plan – Outstanding Actions Progress Report is consistent with the Council Plan 2021-2025.

FINANCIAL IMPLICATIONS

The implementation of outstanding Council Plan actions is resourced by Council’s adopted annual budget.

RISK & OCCUPATIONAL HEALTH & SAFETY ISSUES

There are no Risk or Occupational Health & Safety issues in relation to this report.

COMMUNICATIONS & CONSULTATION STRATEGY

Specific projects are the subject of their own communications strategy, nevertheless this report will be displayed on Council’s website and the end of year progress will be reported in Council’s Annual Report.

VICTORIAN CHARTER OF HUMAN RIGHTS & RESPONSIBILITIES ACT 2006

In developing this report to Council, the officer considered whether the subject matter raised any human rights issues. In particular, whether the scope of any human right established by the Victorian Charter of Human Rights and Responsibilities is in any way limited, restricted or interfered with by the recommendations contained in the report. It is considered that the subject matter does not raise any human rights issues.

OFFICER’S DECLARATION OF CONFLICT OF INTERESTS

Under section 130 of the *Local Government Act 2020*, officers providing advice to Council must disclose any interests, including the type of interest.

Executive Manager People & Culture – Joshua Warner

In providing this advice to Council as the Executive Manager, I have no interests to disclose in this report.

Author – Evelyn Tan

In providing this advice to Council as the Author, I have no interests to disclose in this report.

CONCLUSION

Council is committed to completing the outstanding actions from the 2017-2021 Moorabool Shire Council Plan. Of the 10 outstanding actions, eight are now complete while two remain in progress. These actions will continue to be reported on until all actions from the 2017-2021 Moorabool Shire Council Plan have reached completion.

11.2 2021-2025 MOORABOOL SHIRE COUNCIL PLAN - PROGRESS REPORT - YEAR 3 Q4 - JUNE 2024

Author: Evelyn Tan, Service Improvement Business Partner

Authoriser: Derek Madden, Chief Executive Officer

Attachments: 1. **2021-2025 Moorabool Shire Council Plan - Progress Report - Q4 - June 2024 (under separate cover)**

PURPOSE

The 2021–2025 Moorabool Shire Council Plan (Council Plan) sits within the Council’s planning framework and identifies the main priorities and expectations over the four-year period.

This report provides an update on the status of the Council Plan actions as of June 2024.

EXECUTIVE SUMMARY

- There were 48 Strategic Actions to be achieved in year three, including 19 actions carried forward from year one and 15 actions carried forward from year two.
- 27 Council Plan actions within year three have now been completed.
- 22 Council Plan actions are not fully completed; this includes two actions not started.

RESOLUTION

Moved: Cr David Edwards

Seconded: Cr Tonia Dudzik

That Council receives the 2021-2025 Moorabool Shire Council Plan Progress Report for Year Three, Quarter Four as of 30 June 2024, including Attachment 1 of this report.

CARRIED

BACKGROUND

The three strategic objectives outlined in the Council Plan that guide new initiatives and continuing services are:

1. Healthy, inclusive and connected neighbourhoods.
2. Liveable and thriving environments.
3. A Council that listens and adapts to the needs of our evolving communities.

Each objective has a set of priorities, or desired outcomes, which set out strategic actions to be undertaken over the planned four years to achieve the objectives.

The Annual and Quarterly performance reporting allows Council to effectively measure, monitor, review and report on its performance while providing open and transparent reporting to the community. This report presents the progress performance against the actions set for the 2023/2024 financial year.

There are 48 actions identified in the Council Plan to be achieved in year three including the 19 actions carried forward from year one and 15 actions carried forward from year two. Through

meetings with each manager, the 2023/2024 key targets and milestones for each action were reviewed and set to reflect the expected progress throughout the year.

PROPOSAL

The 2021-2025 Moorabool Shire Council Plan Progress Report for year three, quarter four as of June 2024 is provided as Attachment 1 to this report. This report includes a detailed commentary on the progress of each action.

The following table summarises the status of the actions under each strategic objective set to be achieved by 30 June 2024:

Strategic Objective	Completed	In Progress	Not Started	Total
Healthy, inclusive and connected neighbourhoods	16	7	0	23
Liveable and thriving environments	8	9	2	19
A Council that listens and adapts to the needs of our evolving communities	3	3	0	6
Totals	27	19	2	48

The completion of 27 actions in year three (where the completion percentage matches the target percentage) shows the tremendous amount of work being done to continue to deliver these actions while navigating the ongoing resourcing challenges and workload constraints being experienced across Council. The following shows the completed actions from year three for each directorate:

Community Strengthening

- Develop a Visitor Strategy and Action Plan.
- Implement the Visitor Economy Action Plan.
- Develop an Economic Development Strategy and develop the Action Plan.
- Implement the annual actions of the Economic Development Strategy.
- Implement the annual actions of the Arts and Culture Strategy.
- Implement the annual actions of the Female Friendly Sport and Recreation Participation and Facilities Strategy.
- Investigate opportunities to support volunteerism in the Shire.
- Develop a new Young Communities Strategy.
- Implement the annual actions of the Disability, Accessibility and Inclusion Plan.
- Seek funding for Stage 3 BMRRR (annually until successful).

Community Assets and Infrastructure

- Commence construction of the Regional Bowls Facility.
- Complete the construction of the WMEYCH.

- Construct Moorabool Aquatic and Recreation Centre (MARC) Stage 1 - Bacchus Marsh Indoor Sports Stadium.
- Complete design for the development of the Ballan Library and Community Hub.
- Implement Township Improvement plans in accordance with the annual budget.
- Complete Stage 1 construction of the Aqualink Cycle Corridor project in Bacchus Marsh.
- Construct Stage 2 of the Aqualink Cycle Corridor project in Bacchus Marsh.
- Construct Stage 2 of the Bacchus Marsh Racecourse & Recreation Reserve (BMRRR).
- Develop the Bacchus Marsh Avenue of Honour Management Plan.
- Implement the annual actions of the Bacchus Marsh Avenue of Honour Management Plan.
- Develop an Integrated Transport Plan for Growth Areas.
- Implement the annual actions from the Road Safety Strategy.
- Implement the planting program as per the Street Tree Strategy.

Community Planning and Development

- Consult and complete the Rural Land Use Strategy.

Customer Care and Advocacy

- Develop the ICT Strategy.
- Implement the actions of the Brand Strategy.
- Design and implement a planned annual advocacy approach that attracts funding and support for Council's priority projects.

21 Council Plan actions are not fully completed as of 30 June 2024, including 3 actions not yet started. A detailed progress comment is provided for each of these actions in Attachment 1. Work on delivering these projects will continue into 2024/2025 and the following 19 actions will carry forward into year 3 for completion:

- Review the Customer Experience Strategy.
- Review the Recreation and Leisure Strategy.
- Develop a set of guiding principles to facilitate placemaking.
- Implement the annual actions of the Health and Wellbeing Plan.
- Implement the annual actions of the Age Well Live Well Strategy.
- Develop a Township Improvement Plan for one small town annually.
- Implement the Service Planning Framework per the adopted services.
- Review and update the draft Urban Design Guidelines for new development, including sustainable subdivision principles.
- Complete construction of the Regional Bowls Facility.
- Consult and complete the Bacchus Marsh Town Centre Structure Plan.
- Consult and complete the Bungaree and Wallace Structure Plan.

- Develop an Investment Prospectus Strategy.
- Implement the Waste and Resource Recovery Strategy.
- Develop the Recreation Reserves Master Plan.
- Consult and finalise the Sustainable Environment Strategy.
- Complete construction for the Ballan Library and Community Hub.
- Develop a Sustainable Materials Policy for infrastructure work.
- Develop the Gateway Strategy.
- Develop the Open Space Strategy.

Not started

- Implement the Gateway Strategy.
- Implement the Open Space Strategy.

COUNCIL PLAN

The Council Plan 2021-2025 provides as follows:

Strategic Objective 3: A Council that listens and adapts to the needs of our evolving communities

Priority 3.4: Measure performance, communicate our results and continue to improve our services every day

The recommendation to receive the 2021-2025 Moorabool Shire Council Plan Progress Report for year three, quarter four as of June 2024, is consistent with the Council Plan 2021-2025.

FINANCIAL IMPLICATIONS

The implementation of Council Plan actions is resourced by Council's adopted annual budget.

RISK & OCCUPATIONAL HEALTH & SAFETY ISSUES

There are no Risk or Occupational Health & Safety issues in relation to this report.

COMMUNICATIONS & CONSULTATION STRATEGY

The progress comments and performance status of each action will be uploaded onto the online Council Performance Dashboard, current to June 2023. Community members can access the dashboard to view the performance of each of the Council Plan Priorities.

Specific projects are the subject of their own communications strategy, nevertheless this report will be displayed on Council's website and the end of year progress will be reported in Council's Annual Report.

VICTORIAN CHARTER OF HUMAN RIGHTS & RESPONSIBILITIES ACT 2006

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OFFICER'S DECLARATION OF CONFLICT OF INTERESTS

Under section 130 of the *Local Government Act 2020*, officers providing advice to Council must disclose any interests, including the type of interest.

Executive Manager People & Culture – Joshua Warner

In providing this advice to Council as the Executive Manager, I have no interests to disclose in this report.

Author – Evelyn Tan

In providing this advice to Council as the Author, I have no interest to disclose in this report.

CONCLUSION

Overall 48 actions are being reported for year three. 27 actions were completed and of the 19 actions that are in progress (excluding 2 actions not started) have progressed during the year. These 21 uncompleted actions will be carried forward to the 2024/25 financial year for completion.

12 COMMUNITY PLANNING AND DEVELOPMENT REPORTS

Ross Closter addressed Council in relation to Item 12.1.

RESOLUTION

Moved: Cr Rod Ward

Seconded: Cr Tonia Dudzik

That Council suspend Standing Orders to enable discussion on the Moorabool Retail Strategy.

CARRIED

Standing Orders were suspended at 6.46pm.

RESOLUTION

Moved: Cr Rod Ward

Seconded: Cr Paul Tatchell

That Council resume Standing Orders.

CARRIED

Standing Orders were resumed at 6.53pm.

12.1 MOORABOOL RETAIL STRATEGY

Author: Liam Prescott, Senior Strategic Planner

Authoriser: Henry Bezuidenhout, Executive Manager Community Planning & Development

Attachments:

1. Retail Strategy (under separate cover)
2. Background Report (under separate cover)
3. Consultation Summary (under separate cover)
4. Submission Summary (under separate cover)

PURPOSE

The purpose of this report is to consider submissions made in response to the exhibition of the draft Retail Strategy, and to seek a resolution to adopt the Retail Strategy (the Strategy).

EXECUTIVE SUMMARY

- The Retail Strategy sets out Council's vision for a retail hierarchy across Moorabool Shire and provides guidance for the development of retail activity centres over the next 10 years.
- As Moorabool Shire grows, new or larger retail activity centres will be required to serve everyday shopping needs. The Retail Strategy is necessary to support and guide decision making and planning for appropriate retail developments which deliver the most benefits to the community, particularly in greenfield residential areas.
- The Retail Strategy was consulted on between 2 February and 3 March 2024. Updates to the Retail Strategy and Background Report have been made after considering feedback, and the final Strategy and Background Report are presented for adoption.

RESOLUTION

Moved: Cr Rod Ward

Seconded: Cr Paul Tatchell

That Council defer the Moorabool Retail Strategy to a future Ordinary Meeting of Council.

CARRIED

BACKGROUND

Retail Strategy 2016

The existing Moorabool Retail Strategy adopted in 2016 was based on research undertaken as early as 2014. An update is necessary to reflect the significant changes in strategic planning for Bacchus Marsh and Ballan. Since 2016 Council has adopted plans including the Bacchus Marsh Urban Growth Framework, Ballan Strategic Directions and numerous amendments to the Moorabool Planning Scheme. These decisions will result in the urban areas of Moorabool receiving more growth than projected in the 2016 Retail Strategy.

Retail Strategy 2024

Development of the Strategy commenced in 2022 and was informed by targeted engagement with the Ballan Chamber of Commerce meeting, the Moorabool Local Business Advisory Committee

(LBAC), Bacchus Marsh Town Centre Structure Plan drop-in sessions and meetings with retail investors and developers.

The Strategy (Attachment 1) provides guidance for the development of retail activity centres in Moorabool Shire over the next 10 years, and will complement Council’s existing strategies on economic development, tourism and land use planning. The Strategy is supported by a Background Report (Attachment 2).

The Strategy sets out Council’s vision for a retail hierarchy across the Shire (Figure 1). As Moorabool Shire grows, new retail activity centres will be required to serve everyday shopping needs and to provide central locations which promote community interaction. Existing centres will also require support and enhancement.

Bacchus Marsh can provide many of these services, but to ensure the quality-of-life which Moorabool is known for, it is important that daily needs are a short walk or drive away for all residents. The greenfield areas will need to plan for new neighbourhood centres at an early stage to ensure that residents are not isolated from daily services and that there is not an overprovision of retail opportunities.

Ballan is planned to grow substantially, providing an opportunity for the existing centre to mature into a more comprehensive retail centre. Larger scale and well-located development sites in Ballan are limited, meaning a carefully planned expansion will be required to ensure any retail developments outside the commercial core do not reduce activity within the existing main street centre.

The Strategy also encourages investment in smaller towns, both to provide local retail options for residents and support the development of specific tourist retail offerings.

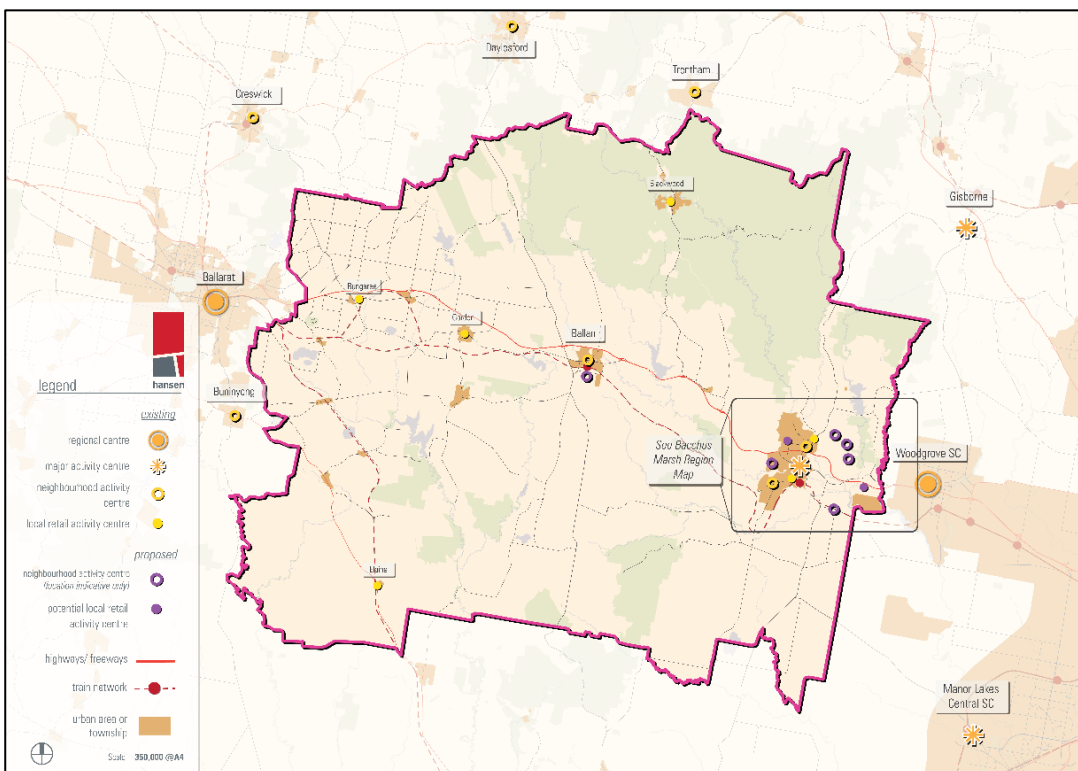


Figure 1: Location of existing and proposed activity centres, Moorabool

A retail strategy is necessary to ensure Council is setting clear expectations for developers and investors, and to provide strategic justification for future planning scheme controls which will guide appropriate retail centre development. The Strategy will assist in discussions and assessment of applications (both planning scheme amendments and planning permits) for new retail and activity centre proposals, including those relating to the proposed new growth precincts in Bacchus Marsh and Ballan.

The Strategy provides:

- A vision for retailing in Moorabool Shire.
- A purpose and description of each objective.
- Principles for activity centre networks in growth areas.
- Actions and an implementation program.

The Strategy has been developed by economist Tim Nott, assisted by Hansen Partnership. This team have also prepared the draft Bacchus Marsh Town Centre Structure Plan. Funding for the Strategy has been provided through the VPA's Streamlining for Growth grant program.

PROPOSAL

Consultation

Consultation on the Strategy was undertaken from 2 February to 3 March 2024 and included the following:

- Strategy and Background report viewable on Council's Have Your Say page.
- Short online survey to provide brief feedback.
- Notification of engagement through local newspapers and social media advertising.
- Letters inviting submissions sent to traders in Bacchus Marsh and Ballan, stakeholders such as centre owners, Ballan Chamber of Commerce and retail investors.
- Presentations/discussion with LBAC.

The advertisements were viewed and interacted with 1,884 times on social media and 47 surveys were completed by stakeholders and community members. The Consultation Summary provides an overview of the surveys and the themes identified (Attachment 3). Three key themes emerged, which were the demand for an increased range of goods and services, opportunities for improvements to transport and accessibility and a desire for a clothing retail offering in Bacchus Marsh. These themes are consistent with the objectives of the Strategy, and implementing the Strategy will bring retail provision in Moorabool Shire closer to community expectations.

In addition, 11 written submissions were received by stakeholders who have an interest in future retail developments. A summary of these submissions, an officer response and any proposed changes are provided in Attachment 4.

Following consultation, the following changes were made to the documents to reflect submissions:

- Corrections to the demand and supply of land within Bacchus Marsh Town Centre, to better align with the draft Bacchus Marsh Town Centre Structure Plan (the Structure Plan). The draft Structure Plan already identifies land which should be considered for a future commercial rezoning, subject to meeting set criteria. This land and other expansion areas

which can be considered are discussed in the background report and indicated in figure 4-7 of that document.

- A recommendation to increase the retail floor space cap for Darley Plaza in the Planning Scheme from the current 1,552sqm to 5,900sqm to reflect the expected population growth in Darley and Merrimu.
- Identification of a bulky goods location to meet immediate and short-term needs in Bacchus Marsh, along with an action to determine the location of a future precinct which meets set criteria.
- Minor changes to improve wording or add additional explanations.

Broad issues raised by the community, such as the variety or quality of retailers and clothing needs in Bacchus Marsh can be addressed by the Strategy through providing certainty for new retailers, and providing the strategic guidance for how Council will consider development applications for zoned and unzoned land across the shire. The Planning Scheme is unable to control the type or location of retail premises where a planning permit is not required.

Implementation

The objectives of the Strategy will be implemented through the Action Plan and a Planning Scheme Amendment, which will establish the retail hierarchy and provide future planning guidance. Other actions include the Bacchus Marsh Town Centre Structure plan, a future Ballan Town Centre Plan and various planning and economic development activities and advocacy. A review at five years (2029) has been included to ensure the Strategy remains relevant to deliver the long term objectives. The Strategy has a 10-year lifespan (2034) and would require a full review at this time to appropriately consider changes to the economic environment, demographics and strategic planning.

COUNCIL PLAN

The Council Plan 2021-2025 provides as follows:

Strategic Objective 2: Liveable and thriving environments

Priority 2.1: Develop planning mechanisms to enhance liveability in the Shire

The Retail Strategy is consistent with Priority 2.1, 'Develop planning mechanisms to enhance liveability in the Shire.' Further the Retail Strategy supports the development of the Bacchus Marsh Town Centre Structure Plan which is in the Council Plan 2021-2025.

FINANCIAL IMPLICATIONS

There are no immediate financial implications associated with adoption of the Strategy and Background Report. Any future planning scheme amendment to implement the Strategy within the Moorabool Planning Scheme can be accommodated with the Growth and Development budget.

RISK & OCCUPATIONAL HEALTH & SAFETY ISSUES

No specific risks have been identified in the adoption of the Strategy and Background Report.

COMMUNICATIONS & CONSULTATION STRATEGY

Level of Engagement	Stakeholder	Activities	Location	Date	Outcome
Involve	Businesses	Meetings with Retail investors and Developers	Various	Late 2022	Information was used to develop retail hierarchy, understanding of future supply
Involve	Community/ Business Groups	Meetings with business groups, advisory committee	Various	Early 2023	Suggestions were incorporated into vision and objectives
Involve	General public	Two drop-in sessions (Bacchus Marsh Town Centre Structure Plan)	Lerderderg Library	February 2023	50+ attendees. Feedback and suggestions were incorporated into vision and objectives
Consult	General public, stakeholders	Release draft documents - direct mail, newspaper, social media, website	Online	February 2024	Feedback resulted in changes to Strategy and Background Report

VICTORIAN CHARTER OF HUMAN RIGHTS & RESPONSIBILITIES ACT 2006

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OFFICER’S DECLARATION OF CONFLICT OF INTERESTS

Under section 130 of the *Local Government Act 2020*, officers providing advice to Council must disclose any interests, including the type of interest.

Executive Manager – Henry Bezuidenhout

In providing this advice to Council as the Executive Manager, I have no interests to disclose in this report.

Author – Liam Prescott

In providing this advice to Council as the Author, I have no interests to disclose in this report.

CONCLUSION

The Retail Strategy is necessary to support and guide decision making and planning for appropriate retail developments which deliver the most benefits to the community, particularly in greenfield residential areas. The Retail Strategy will ensure Council is setting clear expectations for developers and investors and providing strategic justification for future planning scheme controls to guide appropriate retail centre development.

13 CUSTOMER AND CORPORATE SERVICES REPORTS

13.1 CUSTOMER EXPERIENCE STRATEGY REVIEW - COMMUNITY ENGAGEMENT RESULTS

Author: Leanne Manton, Manager Customer and Communications

Authoriser: David Jackson, General Manager Customer & Corporate Services

Attachments: 1. **Customer Experience Strategy Review - Community Engagement Results (under separate cover)**

PURPOSE

The purpose of this report is to provide Councillors with the results of the community engagement conducted as part of the review of the Customer Experience Strategy.

EXECUTIVE SUMMARY

- Initial community engagement has been completed as part of the review of the Customer Experience Strategy.
- Results from the community engagement will be used to inform a renewed Customer Experience Strategy.

RESOLUTION

Moved: Cr Tonia Dudzik

Seconded: Cr Paul Tatchell

That Council resolves to note the results of the community engagement which will inform a renewed Customer Experience Strategy.

CARRIED

BACKGROUND

The Council Plan 2021-2025 includes the action Review the Customer Experience Strategy.

Consultation as part of the review would assist officers to understand customers' needs and provide strategic direction to the organisation on how Council would meet those needs through a renewed Customer Experience Strategy. At the Ordinary Meeting of Council on 1 May 2024 Council approved a four-week period of initial public consultation to inform a renewed strategy. The consultation ran for the month of May 2024.

The community consultation survey received 135 responses from customers throughout the shire.

Respondents ages ranged from 18 to 65 and over, with 70 per cent of respondents aged over 45.

The results indicated there are multiple types of customers that use Council services, including residents, business owners, visitors, people who work in Moorabool Shire and people who worked for companies that contact Council regularly. Residents comprised 68 per cent of respondents.

There was representation in the survey from residents from across the whole of the shire as well as customers who do not live in the shire.

The survey identified that 60 per cent of respondents preferred to interact with Council online when it came to simple enquiries such as finding a bin collection day, reporting a pothole or other maintenance issues, obtaining an account balance or filling in an application form.

When it came to more complex enquiries such as understanding rates notices or understanding building and planning-related items, the more traditional channels of phone and in person were preferred.

While Council is investing in ways to provide digital access for those that prefer to interact with the organisation online, it is clear Council should continue to provide traditional methods of contact for complex enquiries and for those who are not online.

In the survey 59 per cent of respondents advised that they were either satisfied or extremely satisfied with Council, which is an increase of four per cent from the previous engagement survey conducted in 2019 prior to the development of the current Customer Experience Strategy.

In addition to this increased satisfaction rate, 62 per cent of respondents advised that they would speak positively about Council.

Some themes identified via the survey included:

- Frontline staff are friendly and helpful.
- There is an opportunity to enhance customer handover.
- Online offerings have improved and customers are finding Council's online forms easy to navigate and convenient.
- Responses to customers' requests can be delayed.
- Some customers would like to have online access to view their rate notices and to be able to see their payments and balances.
- Customer service skills vary across departments.

These themes align with themes highlighted in the current Customer Experience Strategy and results from Council's Voice of the Customer feedback program.

PROPOSAL

Based on the findings from recent community engagement, results from Council's Voice of the Customer program, consultation with staff and results from the customer service sections within the 2024 Community Satisfaction Survey, it is considered the existing strategy still aligns with the needs of Council's customers and community.

There have been many positive outcomes since the launch of the strategy. We have also identified opportunities that will continue to improve customers' experiences with Council.

Council has delivered 12 of the 20 action plan items in the current strategy, the remaining eight items are ongoing, continuous improvement items.

To ensure that actions are fully embedded, and that Council maintains the momentum of customer experience focus across Council, it is recommended that a revised Customer Experience Strategy and associated Customer Service Charter be developed to incorporate the next four years roadmap for the service unit with a focus on addressing key pain points of customers.

COUNCIL PLAN

The Council Plan 2021-2025 provides as follows:

Strategic Objective 3: A Council that listens and adapts to the needs of our evolving communities

Priority 3.5: Be recognised for demonstrating a culture of excellence, creativity and inclusiveness

The proposal to note the results of the community engagement for the renewed Customer Experience Strategy is consistent with the Council Plan 2021-2025.

FINANCIAL IMPLICATIONS

There are no immediate financial implications associated with the drafting of a renewed Customer Experience Strategy.

RISK & OCCUPATIONAL HEALTH & SAFETY ISSUES

No specific risks have been identified in regard to the renewing of the Customer Experience Strategy.

COMMUNICATIONS & CONSULTATION STRATEGY

Level of Engagement	Stakeholder	Activities	Location	Date	Outcome
Consult	Residents	Survey	Online with hard copies available	May 2024	Will inform drafting of renewed Customer Experience Strategy

VICTORIAN CHARTER OF HUMAN RIGHTS & RESPONSIBILITIES ACT 2006

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OFFICER’S DECLARATION OF CONFLICT OF INTERESTS

Under section 130 of the *Local Government Act 2020*, officers providing advice to Council must disclose any interests, including the type of interest.

General Manager – David Jackson

In providing this advice to Council as the General Manager, I have no interests to disclose in this report.

Author – Leanne Manton

In providing this advice to Council as the Author, I have no interests to disclose in this report.

CONCLUSION

Initial community engagement has been completed as part of the review of the Customer Experience Strategy and the results of this engagement will be used to inform a draft strategy

which will be presented to Council at a later date for endorsement for the purposes of public consultation prior to finalisation and adoption.

14 COMMUNITY ASSETS & INFRASTRUCTURE REPORTS

14.1 PETITION - SPEED LIMIT REDUCTION OF BALLAN-EGERTON ROAD, MOUNT EGERTON

Author: Ohid Morad, Traffic & Transport Engineer

Authoriser: Phil Jeffrey, General Manager Community Assets & Infrastructure

Attachments: Nil

PURPOSE

The purpose of this report is to provide a response to the petition for a speed limit reduction on the Ballan-Egerton Road, Mount Egerton following an investigation by Council officers.

EXECUTIVE SUMMARY

- Council received a petition containing fourteen signatures from Mount Egerton residents requesting that a speed limit of 60-70km be implemented to improve safety for road users entering and exiting their properties and reduce speeding vehicles on Ballan-Egerton Road, Mount Egerton.
- A review of the current speed limit has been conducted in accordance with the VicRoads' Speed Zoning Technical Guidelines.
- Guidelines recommend the existing speed zone of 80km/h is consistent and appropriate for this environment.
- Department of Transport and Planning (DTP) do not support a speed reduction on Ballan-Egerton Road.

RESOLUTION

Moved: Cr Paul Tatchell

Seconded: Cr Rod Ward

That Council:

1. Resolves to retain the existing speed limit of 80km/hr on Ballan-Egerton Road near Devlins Road in Mount Egerton.
2. Requests Officers notify the convener of the petition of the resolution.
3. Notify Police to conduct enforcement activities.

CARRIED

BACKGROUND

A petition was received by Council at the May Ordinary Meeting, stating:

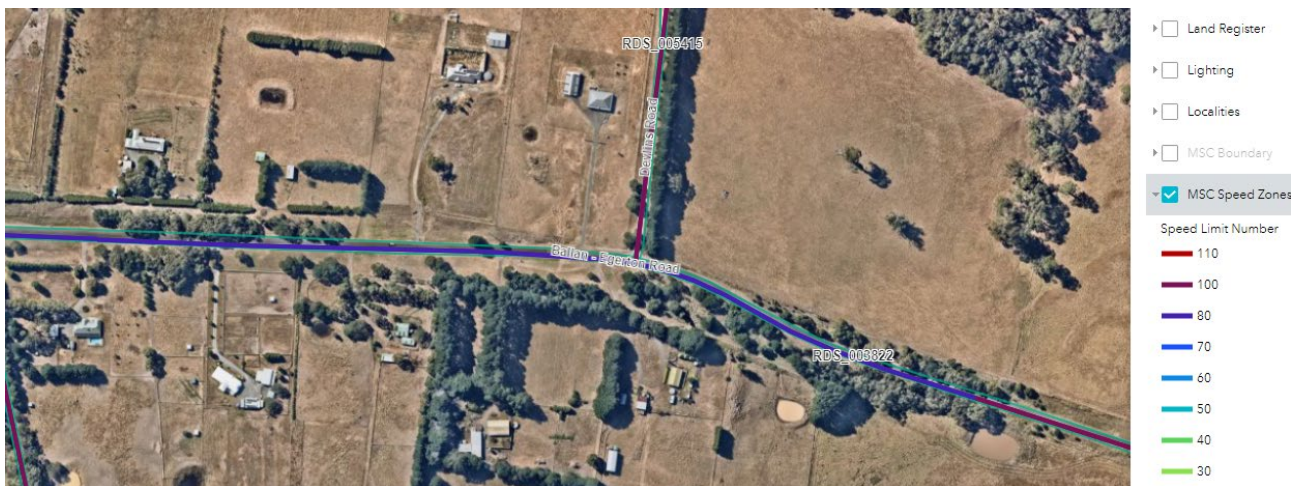
"This petition is signed by the residents of Ballan Rd, Mt Egerton. Due to speeding drivers and a crest at Devlins Road, it has become a safety hazard for residents entering and exiting their properties. A proposed new speed limit of 60-70km would make the road safer for everyone."

The petition contained fourteen signatures from Mount Egerton residents requesting that a speed limit of 60-70km be implemented to improve safety for road users entering and exiting their properties and reduce speeding vehicles on Ballan-Egerton Road, Mount Egerton.

Council officers conducted a review of the current speed limit on the Ballan-Egerton Road near Devlins Road intersection. The review was conducted in accordance with the VicRoads’ Speed Zoning Technical Guidelines. The Guidelines recommend that the existing speed zone of 80km/h is appropriate for this environment.

Ballan-Egerton Road is classified as a collector rural road. The area of concern is on a slight bend and on a crest. The current speed limit at this location is 80 km/h and is approximately 1.8km east of Mt Egerton Township. The average annual daily traffic (AADT) volume for this section of road is 671 with an 85th percentile speed of 87 km/hr. There have been no crashes reported around this location in the past 5 years.

Double barrier centrelines are in place on this section near the bend.



Location Map

The Department of Transport and Planning (DTP) is the road authority who reserves the right to approve or deny any speed change requests on any road in Victoria. Council contacted DTP to comment on whether they would support a speed reduction on Ballan-Egerton Road. DTP advised the following:

“A speed reduction in this location would not be supported. The current Speed Zoning guidelines would recommend that the existing speed zone of 80km/h is consistent and credible for this environment. Previous 5yr crash history also does not support any speed reduction, with there being NO crashes reported in the past 5yrs. Minimal access points on the road, current environmental conditions, little to no pedestrian activity and no crash history supports the current speed limit of 80km/h”.

An investigation was conducted following a customer request. Council has installed advanced warning signage in the form of a curve warning sign and a 60km/h speed advisory sign before the bend approaching from Ballan.

PROPOSAL

It has been determined that the current speed limit of 80km/h on Ballan-Egerton Road is appropriate for this location.

COUNCIL PLAN

The Council Plan 2021-2025 provides as follows:

Strategic Objective 3: A Council that listens and adapts to the needs of our evolving communities

Priority 3.1: Listen, analyse and understand community needs

The proposal is not provided for in the Council Plan 2021-2025 and can be actioned by utilising existing resources.

FINANCIAL IMPLICATIONS

No financial implication is identified.

RISK & OCCUPATIONAL HEALTH & SAFETY ISSUES

There is no risk to occupation health and safety issues associated with the recommendation in this report.

COMMUNICATIONS & CONSULTATION STRATEGY

Level of Engagement	Stakeholder	Activities	Location	Date	Outcome
Inform	Petition convener	Provide outcomes within the Council report and a letter of response to the petition convener	NA	Post Council resolution	Petition convener to be provided a response via a letter.
Consult	Department of Transport and Planning (DTP)	DTP to review current speed limit	Grampians Region, Ballarat	21/05/2024	Speed reduction not supported.
Inform	Victoria Police	Police to conduct enforcement activities	Mount Egerton	Ongoing	Reduce speeding drivers.

VICTORIAN CHARTER OF HUMAN RIGHTS & RESPONSIBILITIES ACT 2006

In developing this report to Council, the officer considered whether the subject matter raised any human rights issues. In particular, whether the scope of any human right established by the Victorian Charter of Human Rights and Responsibilities is in any way limited, restricted or interfered with by the recommendations contained in the report. It is considered that the subject matter does not raise any human rights issues.

OFFICER'S DECLARATION OF CONFLICT OF INTERESTS

Under section 130 of the *Local Government Act 2020*, officers providing advice to Council must disclose any interests, including the type of interest.

General Manager – Phil Jeffrey

In providing this advice to Council as the General Manager, I have no interests to disclose in this report.

Author – Ohid Morad

In providing this advice to Council as the Author, I have no interests to disclose in this report.

CONCLUSION

A review of the current speed limit on Ballan-Egerton Road near Devlins Road has been conducted in accordance with the VicRoads' Speed Zoning Technical Guidelines which recommends the existing speed zone of 80km/h is appropriate for this environment.

DTP has indicated that they do not support a request to reduce the current speed limit.

As the current speed limit on Ballan-Egerton Road is appropriate, residents will be advised that their request to reduce speed is not supported. Victoria Police will be notified to conduct enforcement activities.

15 OTHER REPORTS

Nil

16 NOTICES OF MOTION**16.1 NOTICE OF MOTION - BACCHUS MARSH & MELTON REGIONAL HOSPITAL****Attachments: Nil**

I, Councillor Rod Ward, give notice that at the next Ordinary Meeting of Council to be held on 7 August 2024, I intend to move the following motion:

RESOLUTION**Moved: Cr Rod Ward****Seconded: Cr Paul Tatchell**

That Council write seeking a commitment that the commitments given when the Bacchus Marsh & Melton Regional Hospital, which was formerly part of Djerriwarrh Health, merged with and was integrated into Western Health on 1 July 2021 will still be honoured. The letter be sent to:

- (a) Premier of Victoria, the Hon Jacinta Allan MP**
- (b) Minister for Health, the Hon Mary-Anne Thomas**
- (c) Professor the Hon Jill Hennessy GAICD, Chairperson Western Health**
- (d) Member for Eureka Michaela Settle**

That Council note the commitments that were given as:

- (a) Bacchus Marsh & Melton Regional Hospital will remain open.**
- (b) That the merger will not result in a loss of jobs at the Bacchus Marsh & Melton Regional Hospital, and further that the merger will not result in a reduction of health staffing levels or loss of frontline clinical jobs at the Bacchus Marsh & Melton Regional Hospital.**
- (c) Noting the rapid population growth in and around Bacchus Marsh, which is expected to continue, it was recognised that the need for increased local health services is expected to continue, and that as a result of the merger that the Bacchus Marsh & Melton Regional Hospital will receive increased funding support.**
- (d) Community programs will continue and that these programs will be increased.**

CARRIED**RATIONALE**

By way of background, when the integration and merger of the Bacchus Marsh & Melton Regional Hospital from Djerriwarrh Health into Western Health, the then Minister for Health for Victoria, the Hon Martin Foley said *“The merger will deliver more services and better care”* and *“local health infrastructure in Bacchus Marsh will continue to ensure effective and accessible services for the catchment population”*.

It was with alarm that I read in the Age on Wednesday 26 June 2024 that the CEO of Western Health, Mr Russell Harrison, warned that the State Government’s budget cuts were more

challenging than anticipated and that Western Health will reduce its elective surgery and scrap weekend and high intensity theatre lists.

Mr Harrison said that Western Health received its budget spreadsheet from the State Government on June 14th (really?) and that “It is fair to say that we are facing an incredibly challenging environment, more so than any of us had anticipated or expected,” Harrison said, although he noted the process was not yet concluded.

“The current draft budget has been reduced from previous years. It is a clear signal from the government that they are changing their approach and viewing this as a reset for health service budgets.”

This is a major concern not just for Bacchus Marsh but for all Moorabool Shire Council residents, and adds a further layer of stress, anxiety and uncertainty for staff at the Bacchus Marsh & Melton Regional Hospital who are worried about their jobs and the impact this may have on local services – on top of the many challenges they all face and tackle each and every day.

To add further concern it is noted that nearly 80 private hospitals across Australia have closed during the past years, and many more have ceased operating certain surgical procedures – putting further pressure on the public hospital network – which is now seeing its budget cut.

For example the Mildura Base Hospital warned on July 14th that the only way it can meet its revised budget is by shutting its emergency department and ending paediatric care. This would require over 30,000 people in the Sunraysia region to travel up to 400km for emergency care in Bendigo.

I also note that work on the proposed **new Melton Hospital, which was announced in 2019 and received a \$900m budget commitment in 2022, and which was to be established** to support the growing and diverse communities of Caroline Springs, Rockbank, Melton, Bacchus Marsh and Gisborne, has not yet commenced.

Once completed, the new Melton Hospital was to have at least 274 beds and have the capacity to treat 130,000 patients each year and see almost 60,000 patients in the 24-hour emergency department. Construction was expected to start in 2024 and be finished in 2029.

I think it is reasonable to question if this promised project will go ahead? If the State Government is cutting funding to its existing health network it is also reasonable to ask if it can afford to operate this additional, but much needed, public hospital in Melton.

For all of the reasons outlined above I think it is necessary for the Moorabool Shire Council to represent the health care needs of our residents and ensure that the State Government and Western Health honour the above four commitments given to the Bacchus Marsh & Melton Regional Hospital, Djerriwarrh Health and our residents in 2021, and that they will be honoured.

I commend this Notice of Motion to Council.

17 NOTICES OF RESCISSION

Nil

18 MAYOR’S & COUNCILLORS REPORTS

18.1 MAYOR'S REPORT

Author: Dianne Elshaug, Co-ordinator CEOs Office

Authoriser: Derek Madden, Chief Executive Officer

Attachments: Nil

PURPOSE

To provide details to the community on the meetings and events attended by the Mayor since the last Ordinary Meeting of Council.

EXECUTIVE SUMMARY

That the Mayor’s Report be tabled for consideration at the Ordinary Meeting of Council.

RESOLUTION

Moved: Cr Tonia Dudzik

Seconded: Cr Rod Ward

That Council receives the Mayor’s Report.

CARRIED

Cr Ally Munari – Mayor’s Report	
<i>Date: 7 August 2024</i>	
9 July	<ul style="list-style-type: none"> • NAIDIC Week Event – Wurundjeri Woi Wurrung Welcome to Country and Smoking Ceremony, Bacchus Marsh • NAIDOC Week Event – MC Cultural Wellbeing Arts and Craft Session, Lerderderg Library
10 July	<ul style="list-style-type: none"> • Councillor Briefings – Customer Experience Strategy Review - Community Engagement Results; Community Satisfaction Survey 2024; Speed Limit Reduction of Ballan-Egerton Road, Mount Egerton; Rotary Park Half Pipe Replacement; Review of the DAC Agenda; General Business; Councillor Only Session
12 July	<ul style="list-style-type: none"> • NAIDIC Week Event – Wadawurrung Welcome to Country and Smoking Ceremony, Ballan
16 July	<ul style="list-style-type: none"> • Ballan Chamber of Commerce Meeting and Dinner

17 July	<ul style="list-style-type: none"> • Councillor Briefing – Moorabool Retail Strategy, General Business • Special Meeting of Council • Development Assessment Committee
18 July	<ul style="list-style-type: none"> • City of Ballarat Webinar – A Mayor’s guide to a Compassionate City, online
19 July	<ul style="list-style-type: none"> • ALGWA Workshop with Dr Louise Mahler, Manningham
20 July	<ul style="list-style-type: none"> • Australian Citizenship Ceremony, Ballan • Ballan Football & Netball Club Sponsors & Life Members Luncheon, Ballan
23 July	<ul style="list-style-type: none"> • ABC Interview re Ballan Library
24 July	<ul style="list-style-type: none"> • Councillor Briefings – Review of the OMC Agenda; General Business
1 August	<ul style="list-style-type: none"> • Rural Councils Victoria Forum, Mitchell Shire Council
2 August	<ul style="list-style-type: none"> • Rural Councils Victoria Forum, Mitchell Shire Council
3 August	<ul style="list-style-type: none"> • Official Opening – Bacchus Marsh Racecourse & Recreation Reserve All Abilities Playground, Bacchus Marsh
6 August	<ul style="list-style-type: none"> • Launch of the Sustainable Destination Development Plan by Tourism Midwest Victoria, Ballarat
7 August	<ul style="list-style-type: none"> • Ordinary Meeting of Council

18.2 COUNCILLORS REPORTS

Author: Dianne Elshaug, Co-ordinator CEOs Office
Authoriser: Derek Madden, Chief Executive Officer
Attachments: Nil

PURPOSE

To provide details to the community on meetings and events attended by Councillors since the last Ordinary Meeting of Council.

EXECUTIVE SUMMARY

That the Councillors Reports be accepted for consideration at the Ordinary Meeting of Council.

RESOLUTION

Moved: Cr Rod Ward
Seconded: Cr David Edwards

That Council receives the Councillors Reports.

CARRIED

Cr David Edwards

Cr Edwards commended Council on the opening of the Bacchus Marsh Racecourse & Recreation Reserve All Abilities Playground.

Cr Tonia Dudzik

Cr Dudzik congratulated staff on the delivery of the Bacchus Marsh Racecourse & Recreation Reserve All Abilities Playground.

Cr Dudzik also noted that she was contacted in relation to the Youth Engagement Support program.

19 URGENT BUSINESS

Cr Rod Ward raised an item of Urgent Business in relation to the funding of the Youth Engagement Support program.

YOUTH ENGAGEMENT SUPPORT PROGRAM FUNDING**RESOLUTION**

Moved: Cr Rod Ward

Seconded: Cr Tonia Dudzik

That Council resolves to admit the item of Urgent Business in relation to funding of the Youth Engagement Support Program.

CARRIED

19.1 YOUTH ENGAGEMENT SUPPORT PROGRAM FUNDING**RESOLUTION**

Moved: Cr Rod Ward

Seconded: Cr Tonia Dudzik

That Council write to:

- a) The Hon Jacinta Allan MP, Premier of Victoria**
- b) The Hon Minister Natalie Suleyman, Minister for Youth**
- c) The Hon Lizzie Blandthorn, Minister for Children**
- d) Ms Michaela Settle MP, Member for Eureka, Parliamentary Secretary for Regional Development, Parliamentary Secretary for Agriculture**

asking the State Government to reverse its decision to cut the funding for the Youth Engagement Support (YES) program to allow the MSC to continue its essential work in supporting the youth in our community.

CARRIED

20 CLOSED SESSION OF THE MEETING TO THE PUBLIC

Nil

21 MEETING CLOSURE

The Meeting closed at 7.03pm.

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CHAIRPERSON