

Ordinary Meeting of Council Agenda

**to be held on Tuesday 24 September 2019 at 7.00pm
Richmond Town Hall**

Arrangements to ensure our meetings are accessible to the public

Council meetings are held at either the Richmond Town Hall or the Fitzroy Town Hall. The following arrangements are in place to ensure they are accessible to the public:

- Entrance ramps and lifts (off Moor Street at Fitzroy, entry foyer at Richmond).
- Interpreting assistance is available by arrangement (*tel. 9205 5110*).
- Auslan interpreting is available by arrangement (*tel. 9205 5110*).
- A hearing loop is available at Richmond only and the receiver accessory is available by arrangement (*tel. 9205 5110*).
- Proposed resolutions are displayed on large screen.
- An electronic sound system amplifies Councillors' debate.
- Disability accessible toilet facilities are available at each venue.

Recording and Publication of Meetings

An audio recording is made of all public Council Meetings and then published on Council's website. By participating in proceedings (including during Public Question Time or in making a submission regarding an item before Council), you agree to this publication. You should be aware that any private information volunteered by you during your participation in a meeting is subject to recording and publication.

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Order of business

- 1. Statement of recognition of Wurundjeri Woi-wurrung Land**
- 2. Attendance, apologies and requests for leave of absence**
- 3. Declarations of conflict of interest (Councillors and staff)**
- 4. Confidential business reports**
- 5. Confirmation of minutes**
- 6. Petitions and joint letters**
- 7. Public question time**
- 8. Delegates' reports**
- 9. General business**
- 10. Questions without notice**
- 11. Council business reports**
- 12. Notices of motion**
- 13. Urgent business**

1. Statement of Recognition of Wurundjeri Woi-wurrung Land

"Welcome to the City of Yarra."

"Yarra City Council acknowledges the Wurundjeri Woi-wurrung as the Traditional Owners of this country, pays tribute to all Aboriginal and Torres Strait Islander people in Yarra and gives respect to the Elders past and present."

2. Attendance, apologies and requests for leave of absence

Anticipated attendees:

Councillors

- Cr Misha Coleman (Acting Mayor)
- Cr Mi-Lin Chen Yi Mei
- Cr Jackie Fristacky
- Cr Daniel Nguyen
- Cr Bridgid O'Brien
- Cr James Searle
- Cr Amanda Stone

Council officers

- Vijaya Vaidyanath (Chief Executive Officer)
- Rhys Thomas (Acting Group Manager Chief Executive's Office)
- Lucas Gosling (Director Community Wellbeing)
- Gracie Karabinis (Group Manager People, Culture and Community)
- Graham Davies (Acting Director City Works and Assets)
- Diarmuid McAlary (Director Corporate, Business and Finance)
- Bruce Phillips (Director Planning and Place Making)
- Mel Nikou (Governance Officer)

Leave of absence

- Cr Danae Bosler (Mayor)
- Cr Stephen Jolly

3. Declarations of conflict of interest (Councillors and staff)

4. Confidential business reports

Nil

5. Confirmation of minutes

RECOMMENDATION

That the minutes of the Ordinary Council Meeting held on Tuesday 10 September 2019 be confirmed.

6. Petitions and joint letters

7. Public question time

Yarra City Council welcomes questions from members of the community.

Public question time procedure

Ideally, questions should be submitted to Council in writing by midday on the day of the meeting via the form available on our website. Submitting your question in advance helps us to provide a more comprehensive answer. Questions that have been submitted in advance will be answered first.

Public question time is an opportunity to ask questions about issues for which you have not been able to gain a satisfactory response on a matter. As such, public question time is not:

- a time to make statements or engage in debate with Councillors;
- a forum to be used in relation to planning application matters which are required to be submitted and considered as part of the formal planning submission;
- a forum for initially raising operational matters, which should be directed to the administration in the first instance.

If you wish to raise matters in relation to an item on this meeting agenda, Council will consider submissions on these items in conjunction with and prior to debate on that agenda item.

When you are invited by the meeting chairperson to ask your question, please come forward and take a seat at the microphone and:

- state your name clearly for the record;
- direct your questions to the chairperson;
- ask a maximum of two questions;
- speak for a maximum of five minutes;
- refrain from repeating questions that have been asked previously by yourself or others; and
- remain silent following your question unless called upon by the chairperson to make further comment or to clarify any aspects.

8. Delegate's reports

9. General business

10. Questions without notice

11. Council business reports

Item		Page	Rec. Page	Report Presenter
11.1	Casual Care and Occasional Care Trial	6	22	Lisa Wilkins - Coordinator Service Planning and Development
11.2	Review of Better Apartments Design Standards	98	110	Amy Hodgen - Coordinator Statutory Planning
11.3	Proposed Discontinuance of Road abutting the rear of 88-90 Johnston Street, Collingwood	153	157	Bill Graham - Valuations Coordinator
11.4	Road Naming Proposals	189	200	Rhys Thomas - Acting Group Manager Chief Executive's Office
11.5	Audit Committee Charter Review	201	204	Rhys Thomas - Acting Group Manager Chief Executive's Office
11.6	Council Meeting Operations Policy	222	228	Rhys Thomas - Acting Group Manager Chief Executive's Office
11.7	Report on Assemblies of Councillors	246	247	Rhys Thomas - Acting Group Manager Chief Executive's Office

The public submission period is an opportunity to provide information to Council, not to ask questions or engage in debate.

Public submissions procedure

When you are invited by the meeting chairperson to make your submission, please come forward and take a seat at the microphone and:

- state your name clearly for the record;
- direct your submission to the chairperson;
- speak for a maximum of five minutes;
- confine your remarks to the matter under consideration;
- refrain from repeating information already provided by previous submitters; and
- remain silent following your submission unless called upon by the chairperson to make further comment.

12. Notices of motion

Nil

13. Urgent business

Nil

11.1 Casual Care and Occasional Care Trial

Executive Summary**Purpose**

The purpose of this report is to inform Council of the evaluation (Attachment 1) and results of the Casual Care and Occasional Care Trial and to present options and recommendations for the future of the services for consideration.

Key Issues

Casual Care: the option for Council to consider whether casual care continues or ceases as a care choice for families in Council managed Long Day Care facilities. On the basis of the data contained within the review, officers suggest that the continuation of casual care is a viable and cost effective option to expand flexible care within Yarra.

Occasional Care: A number of options are included in this report for consideration in order of recommendation including ceasing the service, continuing with the level of service offered during the trial (or less) and reinvestment of any savings; or returning to pre-trial service levels.

Council may also wish to consider other short term care options provided in existing education and care services in place of the existing occasional care service that may address some of the concerns of existing users.

Financial Implications

The total net cost of Type 1 Occasional Care services represents the subsidy provided by Council to ensure the service remains operational. The total Net Cost of the Type 1 Occasional Care service for the 2016/2017 financial year was \$380,619 per annum; and the budgeted Net Cost for the 2019/2020 period is \$285,115.

The cost of delivering Type 1 occasional care as per pre-trial conditions at the current utilisation rate of 31% during the trial conditions excluding management costs and corporate overheads was \$59.87 per child.

As costs associated with service delivery increase over time, the net cost of the Type 1 services will also increase. The trend towards declining, or no significant growth in utilisation over time despite increase marketing and promotion of the services indicates that the need for subsidisation will continue unless there is a significant change to service levels. Consequently, Council will continue to be exposed to considerable financial risks that are likely to increase over time in step with increasing operational costs.

PROPOSAL

Officers have presented a range of future service options for Council's consideration, and are recommending the continuation and investment of the Casual Care model in Council's Long Day Care Centres and cessation of Type 1 Occasional Care at all Leisure Centres effective from 20th December 2019, noting a number of transitional arrangements to support this decision.

11.1 Casual Care and Occasional Care Trial

Trim Record Number: D19/159349

Responsible Officer: Director Community Wellbeing

Purpose

1. To inform Council of the evaluation (**Attachment 1**) and results of the Casual Care and Occasional Care Trial and to present options for the future of the services for consideration.

Background

2. In 2017/18, Yarra Council undertook a service review to consider the provision of Type 1 Occasional Care and to recommend options for the future of the service. The type 1 services were provided in all three of Yarra's Leisure Centres and the service review found that utilisation was low and the service was highly subsidised by Council.
3. On 2 July 2018 the Commonwealth funding for Education and Care services changes to Child Care Subsidy. As part of this change child care providers were able to offer more flexibility in the sessions they were able to offer.
4. On 2 October 2018 Council adopted the recommendations of the Occasional Care Review including:
 - (a) ceasing operation of Type 1 Occasional care at two of the leisure centres during the trial; and
 - (b) Introducing 5 hour and full day casual care progressively in Council's Long Day Care services.
5. On 18 December 2019, following a request by community submitters, Council resolved to modify the trial conditions as per the Council Resolution below:
 - (a) That in the matter of Council's determination to trial the closure of the occasional child-care services at City of Yarra's Fitzroy and Collingwood Leisure Centres and, having regard to concerns raised by a number of users of the Occasional Care Centres in Fitzroy and Collingwood about this trial:
 - (i) Agree to modify the trial to enable the continuation of occasional child-care services at the City of Yarra's Fitzroy Pool for the duration of the trial period, thereby running the trial at Collingwood only;
 - (ii) Request that the services at Fitzroy and Richmond be more actively promoted by COY through Yarra's network of maternal and child health centres and through maternal and child health nurses;
 - (iii) Request that the services at Fitzroy and Richmond also be actively promoted by COY through electronic and print-based materials that are produced/sent out by those centres, including Yarra's Facebook, twitter accounts and Yarra News; and
 - (iv) Officers report back to Council following the 6 month trial on the level of use of the two remaining Occasional Care Services, and proposals of accommodating the needs of users given the operation and compliance issues with the current services.
6. Occasional Care is also provided at the Connie Benn Centre but is offered as a substantially different service model to Occasional Care provided in the Leisure centres. The service offers longer sessions (4 hours per day) and is known as a Type 2 service. Whilst Connie Benn Centre Occasional Care expanded the service offering during the trial period, type 2 Occasional Care has not been considered as part of this review and will continue to operate as part of the service offering at the centre. This is due to both the relatively high utilisation and the high proportion of vulnerable families accessing the service.

7. A summary of the findings of the trial are detailed from section 55 (below) with more detail located in attachment 1.

External Consultation

8. Officers have undertaken preparatory work and ongoing external consultation with QK Technologies regarding a software launch, to enable the delivery of casual care.
9. Officers have conducted a soft launch of the software to work with families on feedback and troubleshooting the enrolment and booking process.
10. The casual care trial also included increased activity in a range of communication and engagement activities across six main areas as listed below. A focus, however, was on communication and promotion of the occasional care and casual care services through the Maternal Child Health service. This is outlined in greater depth in the Evaluation Report (attachment 1). This included:
 - (a) Maternal and Child Health Service:
 - (i) Flyer and discussion and key stage appointments;
 - (ii) Communication and First Time Parents Group;
 - (b) Yarra Leisure members and visitors to leisure centres:
 - (i) Webpage updated with relevant information;
 - (ii) Marketing in the monthly e-newsletter;
 - (iii) Have Your Say Consultation promoted in the Yarra news;
 - (iv) Social Media promotion;
 - (v) Flyers and information at sites and in members information;
 - (c) Occasional care clients (90 minute sessions, leisure centres):
 - (i) Regular letters and emails about the trials at key stages;
 - (ii) Invitation to participate in the evaluation process including reminder emails to non-responders;
 - (d) All Yarra residents:
 - (i) Updated Council website with information about the trial;
 - (ii) Flyer distributions at town hall, libraries, children's centres and leisure centres;
 - (iii) Yarra Life article introducing the trial and summary of available services;
 - (iv) Yarra News article introducing the trial and summary of available services;
 - (v) Have your Say community consultation, Council website from 5 July to 28 July promotion on social media and Yarra E News;
 - (e) All Yarra residents who have 1 or more children under 5 years:
 - (i) Social media – introduction to trial and summary of available services;
 - (ii) Playgroups in Yarra - Introduction to trial and summary of services – playgroups newsletter via email (February and May) and promotion by playgroup facilitators (ongoing);
 - (iii) Family support clients and services – distribution of the flyer about the trial;
 - (iv) Email to all families on the central registration system (waitlist) for education and care services;
 - (f) Families with a permanent long day care place in one of Yarra Council's Children's Centres:
 - (i) Email introducing the trial;

- (ii) Notification reminder to update availability on the app;
 - (iii) Bright sign reminder about the trial and to update the app at the Connie Benn Centre;
 - (g) General community consultation and Yarra Leisure Centre members feedback:
 - (i) A community consultation survey was promoted on the Council's Your Say webpage from 2 July to 29 July 2019;
 - (ii) An invitation to provide feedback via the survey was included in the Yarra Leisure newsletter on 5 July;
 - (iii) In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey;
11. Evaluation Consultation included:
- (a) Surveys including:
 - (i) parents/carers who had used the new casual care service;
 - (ii) parents/carers who had enrolled but had not yet used the casual care service;
 - (iii) long day care parents/carers who had not used the casual care service;
 - (iv) children who had used the casual care service (> 2 years of age);
 - (v) parents/carers of the Occasional care services at Fitzroy Swimming Pool and Richmond Leisure Centres; and
 - (vi) parents/carers who had used the Occasional care service at Collingwood in the last three months of 2018; and
 - (b) Survey promoted on the Council's Your Say webpage from 2 July to 29 July 2019;
 - (c) In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey;
 - (d) Interviews with 18 randomly selected parents/carers including:
 - (i) 9 with parents/carers who had either used or at least enrolled in the new casual care service;
 - (ii) 6 with parents/carers who had used the Occasional care service, and
 - (iii) 3 with long day care parents/carers who had not used the casual care service; and
 - (e) Focus Groups:
 - (i) Two focus groups were held separately with childcare centre coordinators and the staff that had participated in the casual care trial;
 - (f) Ad Hoc Feedback Register:
 - (i) During the period of the trial we also kept a register of ad hoc feedback received by any of the children's services staff or to Yarra Council; and
 - (g) Consultation with Children:
 - (i) Educators consulted with 9 children to understand how happy they were with the service.

Internal Consultation (One Yarra)

- 12. Consultation with staff in Long Day Care and Occasional Care to pre-empt challenges.
- 13. Reflective practice with the occasional care team, the Pedagogical Leader and Occasional Care Team to improve educator practice and environments in the occasional care space.
- 14. Planning with HR to re-allocate the occasional care staff.

15. Consultations with Communications unit to market the casual care and occasional care programs.
16. Consultations with the Maternal and Child Health team and Supported Playgroups to market the casual care and occasional care programs to families.
17. Liaising with Leisure Services to communication changes via our Leisure Centres.
18. Leisure services staff have indicated that the space currently being utilised could be used to offer additional leisure programming, as an expansion of the service model. Specific programming would be varied at each site, due to variances in demand and the room dimensions.
19. Evaluation Consultation included:
 - (a) Focus Groups:
 - (i) Two focus groups were held separately with childcare centre coordinators and the staff that had participated in the casual care trial; and
 - (b) Data Analysis of:
 - (i) Utilisation figures; and
 - (ii) Demographic data.

Financial Implications

20. The total cost of approximately \$5,000 for offering 5 hour and 10.5 hour sessions of Casual Care in the Long Day Care services during the trial included expenses for QkEnrol and My Family Lounge software, which was additional to Council's current Child Care Software Management System. Currently, all staffing expenses are absorbed within currently staffing EFT. The total income produced from Casual Care during the 6 month trial equalled \$106,284.
21. The total net cost of Type 1 Occasional Care services represents the subsidy provided by Council to ensure the service remains operational. The total Net Cost of the Type 1 Occasional Care service for the 2016/2017 financial year was \$380,619 per annum; and the budgeted Net Cost for the 2019/2020 period is \$285,115.
22. The cost of delivering Type 1 occasional care as per pre-trial conditions at the current utilisation rate of 31% during the trial conditions excluding management costs and corporate overheads was \$59.87 per child.
23. Council currently charges customers between \$4.40 and \$11.55 per visit. The significant financial subsidy provided by Council has in effect a limited reach for a small proportion of families.
24. The fees associated with full cost recovery are likely to be unaffordable for many families, particularly for families where there may be more than one child using the service.
25. As costs associated with service delivery increase over time, the net cost of the Type 1 services will also increase. The trend towards declining, or no significant growth in utilisation over time despite increase marketing and promotion of the services indicates that the need for subsidisation will continue unless there is a significant change to service levels. Consequently, Council will continue to be exposed to considerable financial risks that are likely to increase over time in step with increasing operational costs.
26. Budget savings made through cessation or reduction of Type 1 occasional care could enable a range of other innovative solutions to be explored.
27. Competitive Neutrality Policy (CNP) seeks to ensure that the significant business activities of publicly owned entities such as Local Government compete fairly in the market. CNP requires transparent cost identification and pricing in a way that removes advantages arising from public ownership.

28. Council's Type 1 Occasional Care services meet the criteria for CNP, as it is considered a significant business activity. Consequently Council must ensure that Occasional Care services do not enjoy a competitive advantage over other competitors in the market and set comparative cost standards.
29. Compliance with CNP requires Council to budget for a range of overheads and costs that are likely to not apply to smaller organisations that deliver Type 1 Occasional Care services.

Economic Implications

30. Total utilisation of the casual care service increased over the period of the trial. The rollout of the casual care service commenced on the 7th of January 2019 with half-day sessions at 3 children's centres and further on, at another 2 centres. On the 23rd of April 2019, full-day sessions commenced at all 5 centres. An average of 163 bookings per month was achieved after the initial settling-in period of the first 2 months, representing an average of 40 bookings per week across all of the casual care trial sites.
31. For families whose children normally attend Long Day Care but don't attend on a particular day, the casual care trial has enabled those families to receive refunds on days they would normally be charged for non-attendance.
32. For the period of the casual care trial, Council provided a total of 38 places of Occasional care per day at the Fitzroy Swimming Pool and Richmond Recreation Centre. The overall average rate of utilisation over the 6-month trial period was 31% with the lowest rate being 25% for the month of May. In effect, there has been a small reduction (15%) in utilisation as compared to that found in the Service Review of Occasional Care for the 2016/17 year (average 36%).

Sustainability Implications

33. There are no environmental sustainability implications to this report. It is challenging for Type 1 occasional care services to offer environment or sustainability education when there is no access to outdoor play, nature play or connectedness to the environment. In contrast, fit-for-purpose education and care facilities are able to provide such educational opportunities.
34. As Children's Services progresses with their Sustainability Working Group, it will be challenging for the Type 1 occasional care services to implement many of the actions due to limited access to storage, facility changes and laundry facilities.

Social Implications

35. As discussed in the Evaluation Report (**attachment 1**), the casual care service was used by a total of 178 families during the 6-month period of the trial. Demographic data demonstrates that:
 - (a) 93% of the 'enrolling parent' were female;
 - (b) 17% had a language other than English as their first language;
 - (c) 12% were single parents;
 - (d) 11% had a special health care need;
 - (e) None reported as being ATSI;
 - (f) Parents/carers with children older than 18 months were more likely to use the casual care service; and
 - (g) 10% had a total annual household income of <\$67,000¹ attracting the highest level of Child Care Subsidy (85%).
36. During the interviews and surveys with parents/carers that used the Casual Care service, the three main reasons respondents reported using casual care were work, appointments and respite.

¹ City of Yarra = 30% of all households with this level of household income.

37. During the interviews and surveys with parents/carers that used the Occasional Care service, the three main reasons respondents reported using Occasional Care were Gym/swim, Exercise class and to have some 'me time'.
38. Occasional care service users reported that they did not use Casual Care as:
 - (a) they did not want a 5 hour session as it doesn't suit their needs;
 - (b) 5 hours is too much time to just exercise or run some errands; and
 - (c) they didn't want to be away from their child for that amount of time.

Human Rights Implications

39. The covenants and legislation outlined in the United Nations Declaration on the Rights of the child and the Victorian Charter for Human Rights and Responsibilities provide guidance for responding to the rights of children to participate and be heard. Development of options and recommendations for this report has involved listening to families, children and service providers' ideas and aspirations.

Communications with CALD Communities Implications

40. A community consultation survey was promoted on the Council's Your Say webpage from 2 July to 29 July 2019.
41. An invitation to provide feedback via the survey was also included in the Yarra Leisure newsletter on 5 July. In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey.

Council Plan, Strategy and Policy Implications

42. The consultation, analysis and advice included in the Service Review aligns with the Yarra Council Plan 2017-2021 and in particular with Objective 1 – A Healthy Yarra and Objective 2 – An Inclusive Yarra.

Legal Implications

43. Services that are licenced as an Education and Care service operate under the Education and Care Services National Law Act (2010) and Education and Care National Regulations.
44. Under the Family Assistance Act, Council is an approved provider of the Child Care Subsidy.
45. The Children's Services Act 1996 authorises the Children's Services Regulations 2009 which govern and regulate the licencing and operation of children's services including Council's Type 1 Occasional Care services.
46. As an approved licensee, the Act specifies particular legal requirements and responsibilities that Council must fulfil to ensure that all children are cared for or educated in an environment that is safe, meets the developmental needs of children and supports their health and wellbeing. Currently, the operating environment for Occasional Care exposes Council to considerable risks as detailed in the October 2018 Service Review.
47. Sanctions may be applied by the Department of Education and Training in response to non-compliance with the Children's Services Regulations 2009.
48. Sanctions can range from amendments, cancellation or suspension of provider or service approval, in addition to the imposition of significant financial penalties.
49. Administrative sanctions can include a notice of caution that can be applied to the approved provider or depending on the circumstances, to a staff member or educator. The Department uses administrative sanctions where:
 - (a) there is moderate to significant impact on the safety, health and wellbeing of children, or;
 - (b) there is systematic and ongoing low to moderate non-compliance, and
 - (c) the service has taken action to address the non-compliance.

50. Any sanction placed upon a service applies to the provider as a whole, meaning that if breaches were substantiated within Occasional Care, the sanctions would also apply to Council operated Long Day Care, Kindergarten and Outside School Hours Care, regardless of performance.
51. Challenges exist in ensuring Councils leisure facilities remain compliant with legislation.
52. There is heightened risk in the Type 1 occasional care services due to the proximity of pool decks.
53. There is heightened risk at the Collingwood Leisure Centre Occasional Care Service, in particular:
 - (a) Lack of co-located toilets;
 - (b) Maintaining staff ratios during toileting;
 - (c) OH&S risk with lack of appropriate nappy change facilities; and
 - (d) Complaints by staff regarding the air quality and general comfort of the environment due to ventilation challenges.
54. Non-compliance with Competitive Neutrality Policy also presents a significant risk to the continued operation of the service. A possible future consequence of continued non-compliance may include a direction from the National Competition Council requiring Council to immediately apply full cost recovery fees or cease delivery of services.

Other Issues

55. Casual Care Key Findings Summary (**attachment1**):
 - (a) Feedback suggest that the Casual Care service is highly valued. The evaluation found very high levels of both satisfaction and acceptability of the new casual care service from those families that have both used the service and those who had enrolled but not yet had a successful booking. Thirty-eight (95%) families that completed the survey rated the casual care service as either "Very good" or "Good";
 - (b) Families that had used the Casual care service reported having 'choice' and another child care option available to them was important, particularly, for many, during the period of their return to work;
 - (c) Families who had never used long day care were accessing casual care;
 - (d) The Types of families that use casual care and occasional care are similar:
 - (i) The demographics and many of the responses to the survey questions were similar between those who had used casual care and those who had used Occasional care;
 - (e) Reasons for accessing Casual Care and Occasional Care are different:
 - (i) Families that used the casual care service did so for a range of reasons whereas families that used the occasional care service did so predominantly to exercise and use the facilities at the leisure centres. Casual care families used the service to do work (including applying for work), attend doctor/medical appointments and to have some 'me time';
 - (f) Utilisation trends are different for casual care and occasional care:
 - (i) The casual care service was used by a total of 178 families during the 6-month period of the trial. In the same period 71 families used the Occasional care services at the leisure centres although it was used frequently (more than 10 times) by 17 families;
 - (ii) Total utilisation of the casual care serviced increased over the period of the trial. An average of 163 bookings per month was achieved after the initial settling-in period of the first 2 months, representing an average of 40 bookings per week across all of the casual care trial sites;

- (g) Areas for Improvement:
 - (i) The casual care trial involved the use of a new App for booking many of Yarra Council's childcare services, including the new casual care service. In spite of some initial issues with the App, most families involved in the casual care trial were able to use the App to see and book places as they needed; and
 - (ii) The two most common requests for improvements were for more availability and more time options with the casual care service, specifically to be able to book for the afternoon.

56. Occasional Care Key findings Summary (**attachment1**):

- (a) The demographic profile of the parents/carers accessing the Occasional Care Service is similar to that reported in the 2018 Service Review. For the period of the trial demographic data demonstrated that 18% of all Type 1 Occasional care places that were utilised by families paid fees at the concession rate, and the predominant age of the child was between 0 and 18 months as compared 24 months during the 2016/17 year;
 - (b) Families that used the Occasional care services predominantly did so to attend the gym/swim, do an exercise class and to have some 'me time'; 22% left the leisure centre to do other activities;
 - (c) In addition to being enrolled for the Occasional care service, 16 (64%) survey respondents reported that they also used other types of childcare with the most common being long day care. Nine (36%) respondents reported that they "haven't used any other formal childcare services"; and
 - (d) In the 3 individual interviews with the parents/carers who had used the Occasional Care Service in the last three months of 2018, we specifically asked what type of care they were using now. One interviewee said they were using the Fitzroy Leisure Occasional care service but found it logistically more difficult. All 3 respondents reported that their situation had changed and they have been able to find more regular care and two reported that they have family that can look after their child.
57. The Occasional Care Service is delivered in spaces that are not purpose built, provide poor amenity, are stand-alone (are not co-located or integrated with any other family or children's services) and do not provide an appropriate environment for children's education, health and wellbeing.
58. As a limited hour's service provided in 1.5 hour sessions, the service has a limited capacity to meet the developmental needs of children and to support their health and wellbeing. Additionally, a number of risks are clearly evident in the service's proximity to the pool decks and the internal amenity of the rooms allocated for the Occasional Care service is very poor.
59. Benchmarking shows that Local Government is no longer an active provider of Occasional Care services. The challenge of delivering a service that complies with Competitive Neutrality Policy whilst meeting the needs of families is challenging. The constraints associated with providing a Type 1 limited hour's service where the Child Care Subsidy does not apply may present challenges in delivering a service that is affordable and relevant for families over the longer term.
60. The Leisure Services review highlights the demand for program space and the broader community benefits that could be achieved through enhancing Leisure's capacity to deliver more programs or extend programs that are oversubscribed.
61. Visitation data collated as part of the review of Leisure Services indicates there was 1 Occasional care visit for every 260 visits to the Leisure centre.
62. Utilisation trends are different for casual care and occasional care. Utilisation of Occasional care decreased of the period of the trial. There were a total of 38 places available per day across the two Leisure centres of which on average 12 places were taken up. This represents an overall utilisation rate of 31%. In effect, and in spite of increased marketing

and promotion there has been no change in utilisation as compared to that found in the Service Review of Occasional Care for the 2016/17 year (average for Richmond and Fitzroy Leisure Centres being 30%).

63. Analysis of the findings of the trial indicates that Occasional Care continues to be a valuable service for a small proportion of the community. Extensive marketing and promotion, along with combining Fitzroy and Collingwood has not arrested the decline in utilisation of the program. The profile of users indicates that the majority of families who initially access Occasional Care continue to only use the service a few times, in line with the historical trend. It is expected that the utilisation of the service will continue to decline over time.
64. Should Council support the on-going provision of the service and the trend of declining utilisation continues into the future, officers suggest that Council should consider a minimum utilisation target after which the service could be discontinued. It is expected that this target could be measured at each individual service that continues to operate over a 6 month period. The level could be set to any target that Council considers reasonable, but based on the current levels, officers suggest it could be set at 25%.
65. Councillors could also direct officers to table a further report prior to a final decision.

Options

66. Casual Care: the option for Council to consider is whether casual care continues or ceases as a care choice for families in Council managed Long Day Care facilities. On the basis of the data contained within the review, officers suggest that the continuation of casual care if is a viable and cost effective option, to expand flexible care within Yarra.
67. Occasional Care: three options are included in this report for consideration in order of recommendation including ceasing the service, continuing with the level of service offered during the trial (or less) and reinvestment of any savings; or returning to pre-trial service levels.
68. Council may also wish to consider other short term care options provided in existing education and care services in place of the existing occasional care service that may address some of the concerns of existing users. These are detailed below.
69. The options are presented detailing the Pros and Cons of each options, as well as the estimated cost.

Casual Care Options

Option	Description	Pros	Cons	Cost
1.	<p>Casual Care to continue to operate at Long Day Care (LDC) services for 5 hour and Full day options.</p> <p>Including:</p> <ul style="list-style-type: none"> • Continued licensing of the enrolment and booking software. • 2 half day casual 8am to 1pm and 1pm to 6pm. 	<ul style="list-style-type: none"> • Longer hours increases flexibility of respite time usage. • Enables families with vulnerable needs to manage their child care usage to suit their care requirements. • Enables a soft gradual entry into childcare when a child has additional needs. The team is also better able to attend to the specific needs of children with additional needs. • As the service utilisation increases, more families 	<ul style="list-style-type: none"> • As utilisation in the LDC rises, this will decrease the availability of casual care places. • There have been challenges with the user friendliness of the app. The software company is rolling out improvements. • There is an additional administrative burden with the additional casual enrolments. 	<p>Approx income \$150,000</p> <p>Offset by need for additional administration support 0.5 EFT</p>

	<ul style="list-style-type: none"> • Additional administrative 0.5 EFT funded by the additional revenue to assist in managing enrolment and bookings 	<p>will financially benefit from “selling” their place.</p> <ul style="list-style-type: none"> • Casual care usage decreases the need for orientation sessions when transitioning to Long Day Care. This enables families to transition quicker and to understand if the service is a good fit for the family. • The app enables families to manage their bookings and cancellations in advance. • Utilisation and revenue increases by making unused places available for use. • Service viability is not dependent on high casual care usage. • Responsive to the needs of casual workers, parents working from home, job seekers and business owners. • Families are able to be referred to support agencies where needed as there is more scope and resourcing in place in the LDC. • The environment and programming is high quality. • Access to outdoor space • Food is provided and ensures a safer environment for children with medical conditions or diagnosed and undiagnosed allergies. • Responsive to community feedback 	<ul style="list-style-type: none"> • There may be a higher session fee than occasional care dependent on Child Care Subsidy entitlement. • Programming requirements are higher increasing educator documentation workload. 	
2.	<p>Cease operation</p> <p>Continued licensing of the enrolment and booking software for the enrolment functionality</p>	<ul style="list-style-type: none"> • Reduction in administration for management and educators • Lower risk of an administrative error creating a non-compliance 	<ul style="list-style-type: none"> • Reduction in flexible childcare options • The “soft” benefits of casual care will be lost. 	<p>Approx expenditure \$5,000 (one off for the software licence for 12 months)</p>

Occasional Care Options:

Option	Description	Pros	Cons	Cost
1.	Cease operation of Occasional Care Type 1 at leisure centres	<ul style="list-style-type: none"> • Early Years childcare is only operated in fit for purpose environments • Removal of the risks particularly associated with Collingwood Leisure Centre • Reinvestment opportunities of savings to provide occasional care in early childhood settings • Reduced operational risk • Leisure services would be able to re-purpose the facilities for administration or leisure programs. • Financial savings • Council contribution redirected to meet needs of broader range of families 	<ul style="list-style-type: none"> • Removal of the option for families to access short session care • Impacting families who would like to use the leisure facility and have are onsite. This many decrease exercise and its benefits to parents, • In many cases, type 1 occasional care is cheaper to use than casual care. • The long hours offered by Type 2 occasional care and casual care are too long to suit the needs of some the families. 	\$0
<p>2. On-going Service Options:</p> <p>Should continuation of the current service option(s) be considered, officers would further recommend to council:</p> <p>In the event that Type 1 services continue to operate, that they continue under trial conditions for a further 6 months, and if utilisation does not meet a minimum target of 25% at any individual venue during this period (or beyond), that officers are authorised to provide 1 months' notice to existing patrons and cease operations from that location. Budget allocated from any closure could be used to expand type 2 service offerings.</p> <p>It should be noted that this provision could be included regardless of the number of OCS services Council chose to offer.</p>				
A)	<p>Richmond Recreation Centre and Fitzroy Pool only:</p> <p>3 days per week (rotating locations)</p> <p>1 session</p> <p>2 hours in length</p>	<ul style="list-style-type: none"> • The longer session allows for greater flexibility for parents to leave the centre to attend appointments etc. • Enables a soft entry point for childcare, especially for families with children 6 weeks to 18 months who may not yet be confident to use childcare. • Lower operation cost to council that could still allow for some aspects of reinvestment into type 2 occasional care 	<ul style="list-style-type: none"> • Low utilisation likely to be continue • Most leisure members do not want to access the service • The programming times are limiting in what families can do with their respite time. • Food is brought into the environment from outside the service. This could 	<p>Service cost excluding management and organisational costs:</p> <p>@ 35% utilisation</p> <p>-\$65,778.13</p>

		<ul style="list-style-type: none"> • Eliminates the challenging session cross between parents collecting and dropping off children • Condenses families interested in using the session into one group maximising available spaces. <p>Elimination of the Collingwood Leisure Centre Specific Risks:</p> <ul style="list-style-type: none"> • The ventilation of the occasional care room is an ongoing challenge as it creates an unpleasant working environment that has led to 4 staff complaints. • The pram storage is an ongoing hazard on the pool deck. • Staff are unable to maintain regulatory supervision ratios as there are not toilets in the room. Toileting is via the use of the toilets on the pool deck and requires removing children from the licensed space to toilet, increasing risk and proximity to the pool deck. • The toilets located close to the occasional care room are often in use, requiring the staff to walk children to the toilets on the other side of the pool deck. At times the staff need to wait with the child to access the toilet. • The change tables located in the pool deck toilets are pull down tables that are not equipped with stairs for older toddlers to position themselves on the table, requiring staff to lift heavy children onto the change table. (Note that the 	<p>heighten risk for children with diagnosed or undiagnosed allergies.</p> <ul style="list-style-type: none"> • At RRC and CCL the proximity of the care space to the pool deck is a risk. • Booking agency staff when needed for such a short shift commencing early is difficult and makes the service unreliable. • The administration time processing a family who only attends once as well as meeting ongoing compliance (immunisation updates, medical plans etc.) for all enrolments is cumbersome. This impacts on the time of both children's service and Leisure Customer Service Officers. • Low cost recovery • Reduction of service delivery impacts choice for families • Reopening Collingwood Leisure occasional care may create licensing challenges due to the facility limitations. • Families find the sleep requirements inconvenient (i.e. unable to be left in prams when sleeping due to safe sleeping guidelines) <p>Collingwood Leisure Centre Occasional</p>	
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		room is too small to accommodate an additional change table and would decreased an already small licensed capacity of 8).	Care re-opening: <ul style="list-style-type: none"> • The risks associated with the venue may not enable the service to be re-licensed. • Funds may be required to support building works to meet minimum operating standards. • Minimal feedback received from the community to re-instate this service. 	
B)	Reduce service hours: Richmond Recreation Centre and Fitzroy Pool only: 3 days per week (rotating locations) 2 sessions 1.5 hours in length	<ul style="list-style-type: none"> • Elimination of the Collingwood Leisure Centre Specific Risks as detailed in option 2 • Enables a soft entry point for childcare, especially for families with children 6 weeks to 18 months who may not yet be confident to use childcare. • Lower operation cost to council that could still allow for some aspects of reinvestment into type 2 occasional care • Low cost 		Service cost excluding management and organisational costs: @ 35% utilisation -\$104,699.98
C)	Continue service as per trial conditions: Richmond Recreation Centre and Fitzroy Pool only: 5 days per week (rotating locations) 2 sessions 1.5 hours in length	<ul style="list-style-type: none"> • Elimination of the Collingwood Leisure Centre Specific Risks as detailed in option 2 • Enables a soft entry point for childcare, especially for families with children 6 weeks to 18 months who may not yet be confident to use childcare. • Lower operation cost to council that could still allow for some aspects of reinvestment into type 2 occasional care • Low cost • Greater range of choice 		Service cost excluding management and organisational costs: @ 35% utilisation -\$218,000.02
D)	Increase service levels to pre-trial conditions: Richmond Recreation Centre, Fitzroy Pool and Collingwood Leisure Centre: 5 days per week (rotating locations)	<ul style="list-style-type: none"> • Enables a soft entry point for childcare, especially for families with children 6 weeks to 18 months who may not yet be confident to use childcare. • Lower operation cost to council that could still allow for some aspects of reinvestment into type 2 occasional care • Low cost • Greater range of choice at a higher number of 		Service cost excluding management and organisational costs: @ 35% utilisation -\$282,903.75

	2 sessions 1.5 hours in length	locations		
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Other Short Term Care Options in existing Education and Care facilities.

Option	Description	Pros	Cons	Cost
1 A)	Occasional Care Type 1 license explored for the Front Room at Gold Street Children's Centre. Sessions could be offer daily, or expanded if service need grows. (Collingwood)	<p>The location and session length enables the implementation of innovative programs that go beyond that provided by the current OCS type 1 care.</p> <p>The team environment offers a safer and supportive structure for the occasional care to operate.</p>	<p>The sessions will have to be no more than 2 hours in length as there is not outdoor play.</p> <p>No toilet directly joins with the room. There is an accessible toilet across the hallway.</p> <p>A "pool fence" would need to be installed.</p> <p>Would need to go through the licensing process</p>	<p>Service cost excluding management and organisational costs:</p> <p>@ 50% utilisation \$21 250</p>
B)	Additional Shorter session care added at Connie Benn (Fitzroy)	Service is already licenced and equipped. Shorter session care could commence quickly.		<p>Service cost excluding management and organisational costs:</p> <p>@ 50% utilisation \$21 250</p>
C)	Yarraberg Children's Centre – convert 2 places on Monday, Wednesday and Friday into 2 hour block casual care. (Richmond)	<p>This creates a potential 30 places across the week for families to utilise.</p> <p>The offers flexibility in times.</p> <p>The service is currently at 80% utilisation, so may increase utilisation of the service.</p>	<p>The removes 6 full time places across the week available for Long Day Care.</p> <p>This may require a 're-think' of how the rooms are structured.</p>	\$0

Conclusion

70. Casual Care has provided families with increased access to flexible options to meet their needs. This has enabled families to participate more in work/study based and recreational activities. Casual Care has also provided smoother transitions for children into regular care and has proven to be financially viable.

71. A review of Type 1 Occasional Care services has shown a pattern of low utilisation has persisted over time with an average rate of 36% across the 2016/2017 financial year, which has reduced to 31% during the trial period. The Occasional Care Trial with increased marketing to families with children under 5 has not resulted in higher utilisation of the service.
72. That 44% of families that used Occasional Care only used the service 1-2 times, and only 24% of families used Occasional Care more than 10 times. This illustrates that the services type is not broadly meeting the needs of many families.
73. The Leisure Services review highlights the demand for program space and the broader community benefits that could be achieved through enhancing Leisure's capacity to deliver more programs or extend programs that are oversubscribed.
74. Officers recognise that there is a proportion of families that currently use this service who are passionate advocates and supporters of Occasional Care within Council's leisure facilities.
75. Whilst officers have not recommended continuing with the service on the basis of the evidence, there is also a recognition that some in the community feel the service is essential to their participation and supports their mental and physical health.
76. Should Council therefore wish to continue to support the continuation of Occasional Care, there are a significant number of options (detailed above) to consider. As an alternative to the below recommendation officers would suggest that Council instead adopt a continuation of the trial conditions as the level of service moving forward. That is, that Council considers continuing to operate 1.5 hour sessions at both Richmond and Fitzroy, but not at Collingwood, noting the significant risk, logistical and potential licencing issues at that site.
77. Officers further suggest that a minimum utilisation target be included, such as an average of 25% over six months. Should this be adopted, Council could provide officers with authorisation to discontinue the service if the target is not reached over 6 months.

RECOMMENDATION

1. That Council:

- (a) note the Evaluation Report of the Casual and Type 1 Occasional Care Service and key findings including:
 - (i) that casual care is proving to offer the most flexible, effective and 'fit for purpose' service model and has the potential to expand with appropriate investment;
 - (ii) that utilisation of Occasional Care has decreased during the trial period, with an average rate of utilisation of 31% despite increased marketing and programmatic improvements; and
 - (iii) that the occasional care repeat customer data illustrates that 44% of families do not use the service more than 1-2 times, though 24% of families do use the service regularly; and
- (b) note the analysis and range of future service options presented in this report;
- (c) endorse the continuation and investment of the Casual Care model in Council's Long Day Care Centres including provision for EFT for administrative support;
- (d) endorse the cessation of Type 1 Occasional Care at all Leisure Centres effective from 20th December 2019, noting the following transitional arrangements to support this decision including:
 - (i) that Officers immediately make contact with all current Type 1 OCS users to:
 - Inform them of this decision;
 - Discuss alternative child care options;
 - Assist with any orientation or transitions into other services;
- (e) officers notify DET to request a cancellation of license for the Richmond Leisure Centre Occasional Care and Fitzroy Swimming Pool Occasional Care;
- (f) officers immediately explore the feasibility of offering alternative and complimentary health and fitness services from within the vacated OCS sites. Current alternatives include:
 - (i) Fitzroy Swimming Pool space converted to a group fitness and dedicate yoga room;
 - (ii) Richmond Recreation Space would be converted back into a fitness room as it is equipped with a sprung floor; and
 - (iii) Collingwood Leisure convert the room into a dedicated Learn to Swim meeting, training and service area.
- (g) note that officers will undertake further work to determine options to offer shorter term (up to 2 hours) and additional sessions of Type 2 Occasional Care for families from within existing education and care sites and for those who are unable to access child care subsidies.

CONTACT OFFICER: Deanne Halpin
TITLE: Coordinator Children's Services
TEL: 9205 5476

Attachments

1 [↓](#) Evaluation of the Yarra Casual Care Trial July 2019

ATTACHMENT 1



CASUAL CARE TRIAL

January – June, 2019

Evaluation Report

July 2019

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

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BACKGROUND

Occasional Care is designed to provide a flexible short term child care option for families. The flexibility provided by the service allows families to have a short term break from caring for their child, to take care of personal matters, to participate in physical exercise, study or pursue part time work. For some families, Occasional Care gives their child the opportunity to participate in a range of activities and social interactions with other children in an early years learning environment. In this sense, Occasional Care can provide a 'bridge' or supported transition for children into longer forms of child care.

Occasional Care is governed by the Victorian Children's Act and Regulations and services are licensed as 'limited hours' services. A limited hours' service is not required to provide outdoor space or to meet all of the premises requirements of a standard service. Under this model, children can be cared for limited hours only.

Limited hours' services comprise type 1 or type 2 services.

- Type 1 services provide care and education for no more than 2 hours a day and not more than 6 hours a week per child.
- Type 2 services provide care and education for no more than 5 hours a day and not more than 15 hours a week per child.

Yarra Council has a commitment to reviewing services to ensure service provision remains responsive and appropriate to community needs.

In 2017/18, Yarra Council undertook a service review to consider the provision of Type 1 Occasional Care and to recommend options for the future of the service. The type 1 services were provided in all three of Yarra's Leisure Centres and the service review found that utilisation was low.

Specific objectives of the service review were:

- To identify community needs and expectations regarding Type 1 Occasional Care services and opportunities to improve responsiveness;
- To consider Yarra Council's existing service model for Type 1 Occasional Care and Yarra Council's exposure to risk; and
- To recommend options regarding Yarra Council's future role in Occasional Care.

Key findings of the review included:

- The Type 1 Occasional Care services located in Yarra's three Leisure Centres are delivered in spaces that are not purpose built and provide poor amenity.
- The Type 1 services have continued to be underutilised over time with a 2016/17 utilisation rate of 36% for the whole services.
- Key questions were raised throughout the review about the relevance of the service for families. The services only offer sessions of 1.5 hours duration. The lack of flexibility
- As the services are not co-located or integrated with any other family or children's services the current service is effectively a stand-alone service and limited to those who use the facilities of the leisure centre, and does not provide an appropriate environment for children's education, health and wellbeing. As a limited-hours service provided in 1.5 hour sessions, the service has a limited capacity to meet the developmental needs of children.

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Additionally, a number of risks are clearly evident in the service's proximity to the pool decks and the internal amenity of the rooms allocated for the Occasional care service is very poor.

- Embedded in the service model means there is little opportunity for families to leave the Leisure centre to pursue work or study interests.
- The financial subsidy provided by Yarra Council has in effect a limited reach for a small number of families.
- Federal changes in 2018 to Child Care subsidy provided the opportunity to provide a more flexible and responsive model of Occasional Care that addresses Yarra Council's exposure to risk whilst also providing a positive response to feedback from families seeking longer and more flexible sessions of childcare.

After considering the findings of the service review, on 2 October 2018 Yarra Council resolved to trial a new approach to some aspects of childcare, which included ceasing operation of Type 1 Occasional care at two of the leisure centres during the trial.

On 18 December 2019, following a request by community submitters, Yarra Council resolved to modify the trial conditions and ceased to operate one of the three Type 1 Occasional care services offered in leisure centres.

COUNCIL RESOLUTION

Moved: Councillor Coleman

Seconded: Councillor Jolly

2. That in the matter of Council's determination to trial the closure of the occasional child-care services at City of Yarra's Fitzroy and Collingwood Leisure Centres and, having regard to concerns raised by a number of users of the Occasional Care Centres in Fitzroy and Collingwood about this trial:
 - g) Agree to modify the trial to enable the continuation of occasional child-care services at the City of Yarra's Fitzroy Pool for the duration of the trial period, thereby running the trial at Collingwood only;
 - h) Re-instate the amount of \$43,675 – which is the cost of operating the Fitzroy Occasional Care under the current model – back to the Fitzroy Occasional Care service;
 - i) Request that the services at Fitzroy and Richmond be more actively promoted by COY through Yarra's network of maternal and child health centres and through maternal and child health nurses;
 - j) Request that the services at Fitzroy and Richmond also be actively promoted by COY through electronic and print-based materials that are produced/sent out by those centres, including Yarra's Facebook, twitter accounts and Yarra News;
 - k) Contacts all submitters to the motion directly, by email, to inform them of the outcomes of this motion, the duration of the trial, how it will be evaluated, and encouraging utilisation of this services at Fitzroy and Richmond during the trial; and
 - l) Officers report back to Council following the 6 month trial on the level of use of the two remaining Occasional Care Services, and proposals of accommodating the needs of users given the operation and compliance issues with the current services.

CARRIED

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

CASUAL CARE TRIAL

Yarra Council decided to trial an expanded and improved child care service based on feedback received from families as part of the community consultation associated with the Type 1 Occasional care service review. Feedback from families suggested they wanted access to longer and more flexible child care.

The trial involved introducing a Casual Care service at existing purpose-built Yarra Council run childcare facilities and in more locations. Casual care is the provision of education and care by qualified staff in a children's centres, five days a week, 50 weeks a year. Families may book an available place on an 'as needed' basis up to 48 hours in advance with the use of the My Family Lounge App, or on the day by contacting the childcare service directly.

The longer sessions would still enable families to access the leisure centres but would also provide opportunities for many different activities, such as shopping, appointments, respite, work or study.

Specifically, the Casual Care pilot aimed to:

- Increase the profile and usage of Occasional Care because the service would be promoted more broadly within an early years setting.
- Better respond to demand for casual care and introduce more flexibility and choice for families.
- Provide a far more accessible model of childcare for families wishing to engage in diverse activities other than accessing the gym, such as respite, interviews, part time work, and non-gym based leisure.
- Be more affordable for low income families on an hourly basis.
- Provide the opportunity of a refund to families enrolled in Long Day Care for sessions that they find themselves not able to attend and enables the place to be offered to other families.
- Enhance service viability through filling short term vacancies or absences. Any growth in utilisation would equate to a growth in income without any requirement for additional staffing outlay.

ELEMENTS OF THE TRIAL

INTRODUCTION OF CASUAL CARE

THE TRIAL INVOLVED THE PROGRESSIVE INTRODUCTION OF 5-HOUR AND ALL-DAY CASUAL CARE SESSIONS AT ALL FIVE YARRA COUNCIL'S CHILDREN'S CENTRES. FROM 7 JANUARY, FIVE HOUR SESSIONS FROM 08:30 AM TO 1:30 PM WEEKDAYS WERE INTRODUCED FIRSTLY AT 3 OF YARRA COUNCIL'S CHILDREN'S CENTRES BEFORE BEING ROLLED-OUT A FURTHER 2 CENTRES, AS PER

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Table 1.

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TABLE 1 ROLLOUT OF CASUAL CARE TO 5 CHILDREN'S CENTRES

From 7 January 2019	Gold Street Children's Centre in Collingwood Keele Street Children's Centre in Collingwood. Yarraberg Children's Centre in Richmond.
From 4 February 2019	North Carlton Children's Centre in Carlton North.
From 12 March 2019	Connie Benn Early Learning Centre in Fitzroy

From 23 April 2019, the trial introduced full day sessions in those centres too.

EXPANDED FOUR-HOUR OCCASIONAL CARE SESSIONS

Connie Benn Early Learning Centre continued to offer four-hour occasional care sessions – with a new, earlier start time and the introduction of two additional morning sessions from 4 February 2019. Sessions are available on:

- Monday to Friday: 8.30am to 12.30pm
- Monday and Wednesday: 1.00pm to 5pm

The earlier starting times and the two additional morning sessions were included to support participation in leisure programs.

90-MINUTE OCCASIONAL CARE SESSIONS

During the trial, 90 minute occasional care sessions at Richmond Recreation Centre and Fitzroy Swimming Pool continued with no change in service.

PREPARATIONS FOR THE LAUNCH OF CASUAL CARE

Preparations for the launch of the new Casual care service started in October 2018 following Yarra Council's resolution to commence the trial. In addition to marketing and promotional activity (see below), a range of staff and business systems activities occurred, including:

- Consultations with software companies and demos to ascertain functionality of the software
- Cost modelling
- Consultation with staff in Long Day Care and Occasional Care to pre-empt challenges
- Soft launch at Gold Street Children's Centre to ascertain software challenges with the QK enrol APP (called My Family Lounge)
- Training of the administration team
- Planning with HR to re-allocate the occasional care staff
- Meetings with the occasional care staff to discuss reallocations
- Meetings with Communications unit to advertise the programs
- Training educators at staff meeting to prepare for casual care
- Creating FAQ's as issues with the software APP arose
- Additional administrative support during the enrolment process to assist families.

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

MARKETING AND PROMOTIONAL ACTIVITY

The casual care trial also included increased activity in a range of communication and engagement activities across six main areas as listed below. A focus, however, was on communication and promotion of the occasional care and casual care services through the Maternal Child Health service. A summary of the activity in each of the six areas is provided below and additional information is provided in Appendix 1.

1. Maternal and Child Health Service
 - a. Included providing families with the flyer “New Casual and Occasional Care program” and discussion of the care programs and options with the MCH Nurse. This was undertaken with over 1,000 families in the 4 week and 8 month MCH Key Age Stage appointment.
 - b. Information was communicated similarly to 265 families who attended the First Time Parents group meeting.
2. Yarra Leisure members and visitors to leisure centres
 - a. Occasional Child Care webpage on Yarra Leisure site updated with relevant information.
 - b. Information regarding the Occasional Care service available at Fitzroy and Richmond included in leisure monthly e-newsletter.
 - c. Have your Say community consultation, Council website from 5 July to 28 July; promoted in Yarra Leisure News – July 2019.
 - d. Posts on Yarra Leisure’s Facebook page promoting the service offering in 2019.
 - e. Flyers were available at each leisure centre promoting the occasional care services available including Fitzroy and Richmond services.
 - f. Information about occasional care services in the leisure centres is included in Leisure Members information booklet.
3. Occasional care clients (90 minute sessions, leisure centres)
 - a. Letter/email - notification about the change to existing services and introduction to new trial (29 October 2018)
 - b. Email update about trial and reminder to enrol (27 December 2018).
 - c. Email – enrolments are now open – enrol using My Family Lounge (3 January 2019).
 - d. Email – reminder Fitzroy Pool now open (8 January 2019).
 - e. Email – invitation to participate in an on-line survey to provide feedback for the evaluation (from March 2019 – email sent to families who use the occasional care service at least once during the trial period).
 - f. Email – reminders to non-responders to encourage them to provide feedback.
4. All Yarra residents
 - a. Update Yarra Council website with new information about the trial and types of child care available (continuous).
 - b. Flyer explaining the trial and summary of all casual and occasional care options distributed at town halls, libraries, leisure centres and family and children’s centres (updated end of April).
 - c. Yarra Life article introducing the trial and summary of available services (29 January)
 - d. Yarra News article introducing the trial and summary of available services (11 February)
 - e. Have your Say community consultation, Council website from 5 July to 28 July; promotion on social media and Yarra E News.

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5. All Yarra residents who have 1 or more children under 5 years
 - a. Social media – introduction to trial and summary of available services (from 8 January)
 - b. Playgroups in Yarra - Introduction to trial and summary of services – playgroups newsletter via email (February and May) and promotion by playgroup facilitators (ongoing)
 - c. Family support clients and services – distribution of the flyer about the trial and summary of all casual and occasional care options available in Yarra (ongoing)
 - d. Email to all families on the central registration system (waitlist) for education and care services (distribution of flyer February and May).
6. Families with a permanent long day care place in one of Yarra Council's Children's Centres
 - a. Email introducing the trial (27 December 2019)
 - b. Notification reminder to update availability on the app (8 February 2019)
 - c. Brightsign reminder about the trial and to update the app at the Connie Benn Centre (from 8 February 2019, ongoing).
7. General community consultation and Yarra Leisure Centre members feedback
 - a. A community consultation survey was promoted on the Council's Your Say webpage from 2 July to 29 July 2019.
 - b. An invitation to provide feedback via the survey was included in the Yarra Leisure newsletter on 5 July
 - c. In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey.

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

THE EVALUATION

PURPOSE

The purpose of this study is to evaluate the effects of the implementation of Yarra Council's new Casual care service pilot. Specifically, the broad aims of the evaluation are to investigate:

- 1) **Who** and how many have used the new Casual Care service, and who is not, and why?
- 2) How **satisfied** are people with the new Casual Care service?
- 3) How **appropriate** and **acceptable** is the new Casual Care service?

STUDY DESIGN

This was a qualitative study that include consultation with a range of stakeholders who either participated in or had an interest in the casual care trial. It also includes quantitative analysis of administrative (service usage) data.

PARTICIPANTS

We included the following groups of parents/carers and children:

- parents/carers who had used the new casual care service,
- parents/carers who had enrolled but had not yet used the casual care service,
- long day care parents/carers who had not used the casual care service,
- children who had used the casual care service (> 2 years of age),
- parents/carers of the Occasional care services at Fitzroy Swimming Pool and Richmond Leisure Centres; and
- parents/carers who had used the Occasional care service at Collingwood in the last three months of 2018.

DATA COLLECTION

SURVEYS

Three surveys were developed for the following three groups of people:

- Those who have used the casual care service in the first six months of 2019.
- Those who have used the occasional care type 1 service at the leisure centres in the first six months of 2019.
- Those who used the occasional care type 1 service at Collingwood leisure centre in the last three months of 2018.

The surveys were piloted and tested by parents with an interest in the project before being more widely distributed. All people in the three groups were sent an email inviting them to provide feedback about their experience by clicking on a link to an online survey. For the parents/carers who had used the casual care service and who had not completed the survey, a second reminder email invitation was also sent.

A fourth community survey was promoted on the Council's Your Say webpage from 2 July to 29 July 2019.

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In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey.

INTERVIEWS

In order to obtain more detailed information and rich feedback we interviewed 18 randomly selected parents/carers. Participants were specifically selected from the following groups of parents/carers who had an interest in or who had participated in the trial:

- 9 with parents/carers who had either used or at least enrolled in the new casual care service,
- 6 with parents/carers who had used the Occasional care service, and
- 3 with long day care parents/carers who had not used the casual care service.

FOCUS GROUPS

Two focus groups were held separately with childcare centre coordinators and the staff that had participated in the casual care trial.

AD HOC FEEDBACK TO YARRA COUNCIL

During the period of the trial we also kept a register of ad hoc feedback received by any of the children's services staff or to Yarra Council.

DATA ANALYSIS

From the surveys, quantitative data was analysed for descriptive purposes. All qualitative data collected from both the surveys and key informant interviews was thematically analysed.

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RESULTS

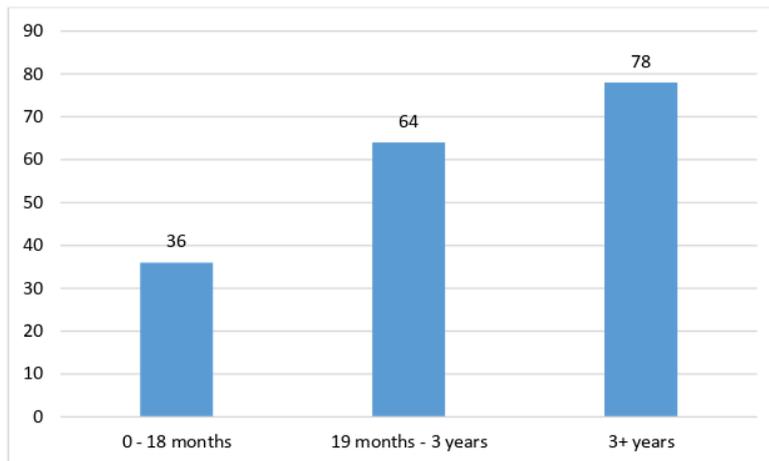
CASUAL CARE

UTILISATION

The casual care service was used by a total of 178 families during the 6-month period of the trial. Demographic data show that:

- 93% of the ‘enrolling parent’ were female
- 17% had a language other than English as their first language
- 12% were single parents
- 11% had a special health care need
- None reported as being ATSI
- Parents/carers with children older than 18 months were more likely to use the casual care service (see Figure 1)
- 10% had a total annual household income of <\$67,000¹ attracting the highest level of Child Care Subsidy (85%) (Figure 1)

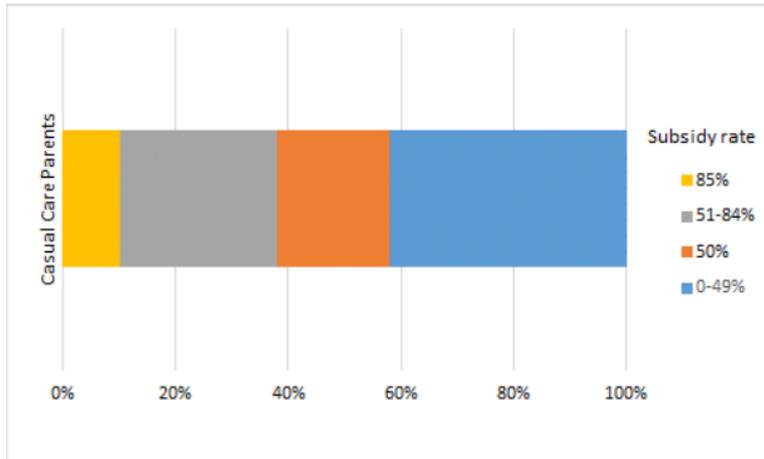
FIGURE 1 AGE GROUPS OF CHILDREN WHO USED CASUAL CARE



¹ City of Yarra = 30% of all households with this level of household income.

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FIGURE 2 PARENT/S CHILD CARE SUBSIDY RATES



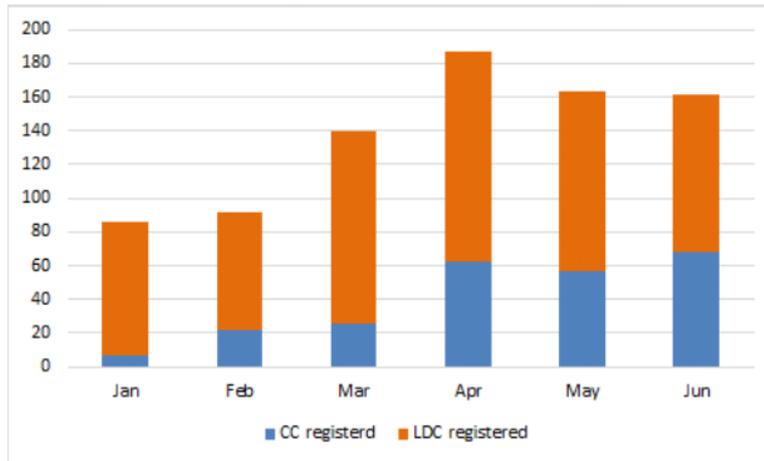
TOTAL UTILISATION OF THE CASUAL CARE SERVICE INCREASED OVER THE PERIOD OF THE TRIAL. THE ROLLOUT OF THE CASUAL CARE SERVICE COMMENCED ON THE 7TH OF JANUARY WITH HALF-DAY SESSIONS AT 3 CHILDREN'S CENTRES AND LATER AT ANOTHER 2 CENTRES. ON THE 23RD OF APRIL FULL-DAY SESSIONS COMMENCED AT ALL 5 CENTRES (SEE

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Table 1). An average of 163 bookings per month was achieved after the initial settling-in period of the first 2 months, representing an average of 40 bookings per week across all of the casual care trial sites (Figure 3).

The casual care service has predominantly been used by children and their parents/carers who are already registered and regular attendees of LDC (on average 2 out of every 3 bookings). The remainder have been used by those who have specifically registered for the new casual care service, although they may also be on the waitlist for a LDC place (discussed further below).

FIGURE 3 CASUAL CARE UTILISATION (JAN – JUN)

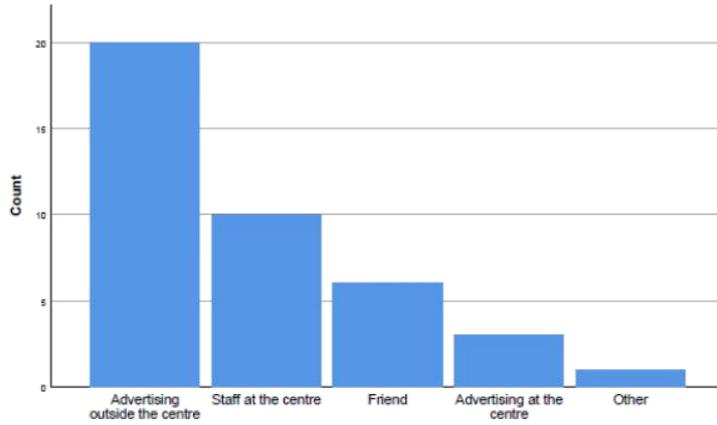


Almost 1 in 4 parents/carers who used the casual care service during the trial period completed an online survey to provide additional information (*n* = 40). In addition, we interviewed 6 parents/carers to obtain more detailed/in-depth information. In both the surveys and interviews we asked questions about how people heard about the casual care service and why they use the service.

Half of the survey respondents reported that they heard about the casual care service via Yarra Council’s promotional and advertising activity. A further 10 (25%) said they heard about the service from staff at their child care centre (Figure 4).

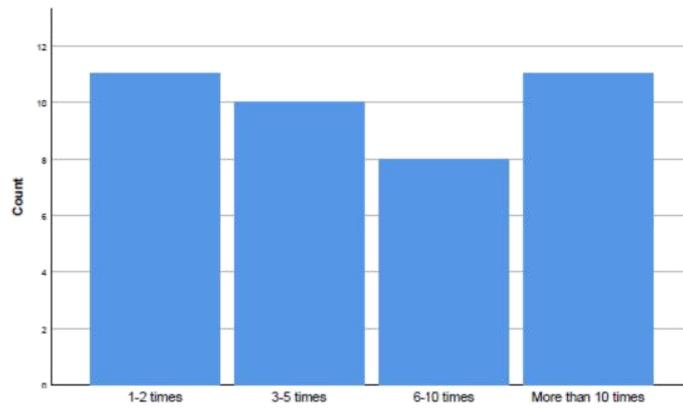
FIGURE 4 HOW DID YOU HEAR ABOUT THE CASUAL CARE SERVICE?

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There was a fairly even spread of the number of survey respondents in terms of how many times they had used the service (Figure 5).

FIGURE 5 HOW MANY TIMES PEOPLE HAD USED THE CASUAL CARE SERVICE



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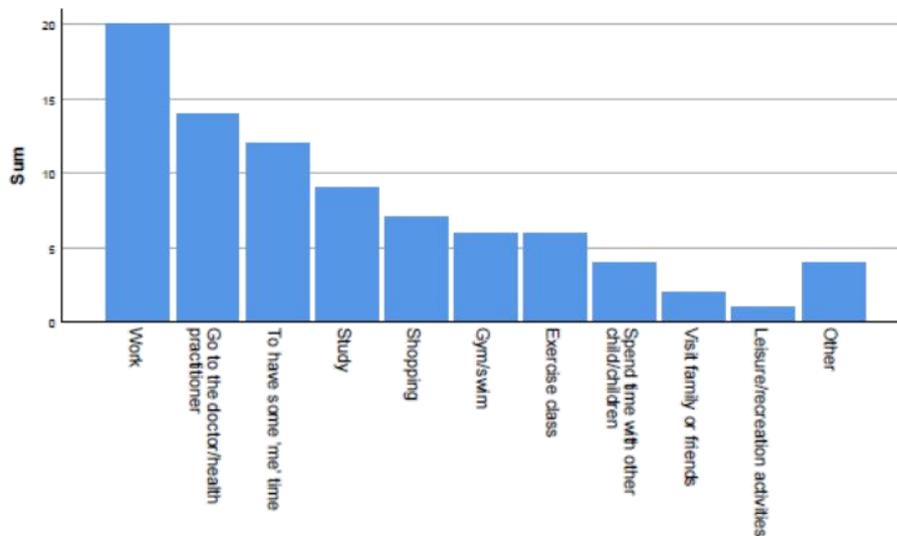
During the interviews with parents/carers we were able to ask ‘why’ they enrolled in the service. Interestingly, the three main reasons interview respondents reported as their reason/s for enrolling in the casual care service were similarly reported by survey respondents: work, appointments and respite.

We wanted to enrol to take up that offer of casual care. Because my work arrangements were still being negotiated at that stage. I thought it could be good to have that option available to us where I could be a little bit more flexible and place [child's name] in random days per week.

Because I had a very important education program in 2 days. A first aid course. And I don't have any place to keep my son, that's why I choose that casual care in Connie Benn.

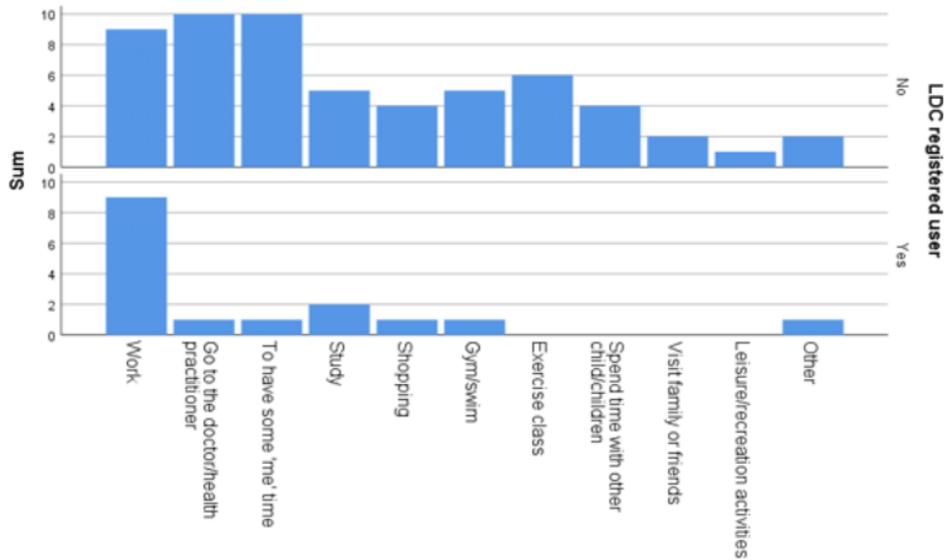
We asked survey respondents ‘Why’ they used the casual care service and respondents could select/tick all that applied. The top three reasons for using the casual care service were: “Work”, “Go to the doctor/health professional” and “To have some me time” (Figure 6). However, this range of reasons for using the casual care service was much more reported by those who were not also registered for long day care ($n = 23$) (see Figure 7).

FIGURE 6 WHY SURVEY RESPONDENTS USED THE CASUAL CARE SERVICE



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FIGURE 7 WHY SURVEY RESPONDENTS USED THE CASUAL CARE SERVICE BY REGISTRATION TYPE

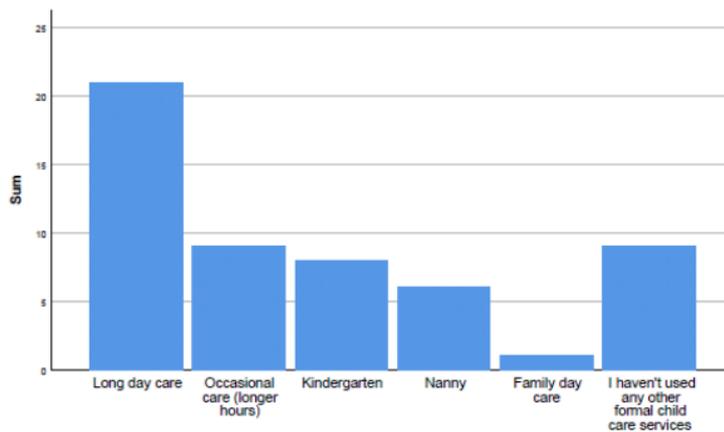


In addition, interview respondents similarly reported their reasons for using the casual care service. For example:

Yeah. I use it umm... either to spend time with my other child. Go to appointments. Umm... that's the main reason... to spend time with my other child and go to appointments. Or you know... just sort of have a rest.

In addition to being enrolled for the casual care service, 31 (78%) survey respondents reported that they also used other types of childcare with the most common being long day care. Nine (12%) respondents (all casual care only enrolled) reported that they "haven't used any other formal childcare services" (Figure 8).

FIGURE 8 WHAT OTHER FORMAL CHILDCARE SERVICES HAVE YOU USED?



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For the families that have used the casual care service the idea of having 'choice' and another child care option available to them was important, particularly, for many, during the period of their return to work.

I mean another reason which I think would be good to feedback to Council is that I think for women returning to work care for children is one of the most difficult aspects of the whole puzzle. You know, finding both available care, reliable care in good centres... Umm which can work and can be a little more flexible around your situation is umm... a challenge.

There's definitely a need for it in the community. As you know, the child care availability is quite a challenge and there are long wait lists. It also recognises there is a need outside of the traditional fixed days, full day settings.

So having this new care option I think is much more reliable because it's ... increased the availability of [child]care.

I think it's a... well in terms of the fact that it exists I think it's great. Because everyone needs options especially for unplanned or slightly planned instances when you need additional time. So it's great. I'm actually really pleased it is available.

Of the 69 families that registered for casual care approximately 1 in 3 had not used the service. When we interviewed 3 of these parents/carers 2 parents reported that they had found places available at another childcare centre, but that it didn't mean they wouldn't use the casual care service in the future.

To be honest it's only because I ummm... when I need a casual care service my current child care has been able to accommodate. Going forward that's not going to be the case.

Yarraberg situation sounds terrific and I was pretty much good to get her enrolled there, then I thought, well hang on, if in a few months' time she was going to be starting more regular care anyway, would it make sense to ring some of these other places and see what's available because my thought was then.. if she gets used to and settled at Yarraberg and then I'm pulling her out and enrolling her in a more permanent or part time position at another centre, I didn't really want to go through that. So, I ended up ringing the centre that is closest to us by proximity and they had some casual spots available. So I've actually enrolled her in another centre one day a week. So, and really it came down to not wanting to have to switch her in a few months' time and also proximity. But that doesn't mean that I wouldn't take up [Council's] casual care vacancies at some other stage.

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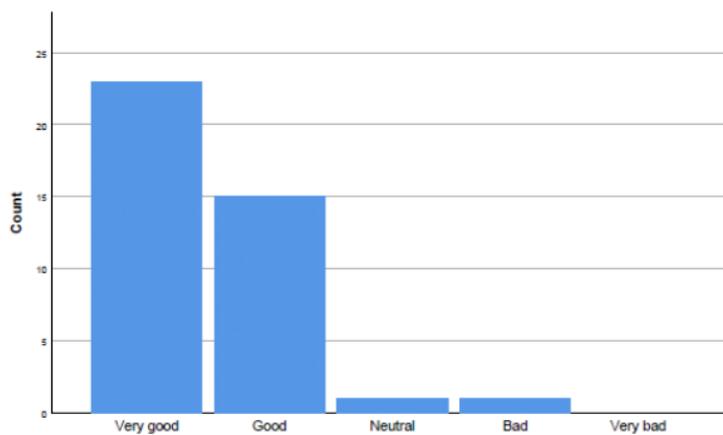
SATISFACTION

Asking families how 'satisfied' they are with the new casual care service is important because it provides an indication as to how much they like or dislike the service and think it is a 'good' thing. We asked parents/carers 5 questions to gauge their satisfaction with both the service generally and the new My Family Lounge App.

OVERALL RATING

We asked parents/carers how they would 'rate' the new casual care service on a 5-point Likert scale from "Very good" to "Very bad", 38 (95%) people rated the service as either "Very good" or "Good"(Figure 9).

FIGURE 9 HOW WOULD YOU RATE THE NEW CASUAL CARE SERVICE?



When we analysed the 13 comments of the parents/carers who rated the service less than "Very good" their main concerns were related to the *availability* of either places generally or sessions in the afternoons instead of just the mornings (4), and problems using *the App* (3).

Twenty-three (58%) provided additional comments and feedback at the end of the survey. The most common theme to emerge from analysis of their comments was that of parents/carers being 'Strongly positive' about the casual care service *and* that they want 'Yarra Council to continue the service' (n = 16).

"Fantastic initiative"

"This is a wonderful service for parents and I hope the Council continue to provide it."

"It's been great! Thanks."

"Thank you so much for this initiative... My son has been so warmly welcomed, the care has been extraordinary and casual care has significantly alleviated my work/family stress. THANK YOU."

"Thank you very much. This is good work."

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The second most common theme was that the casual care service provided both the parent/carer and the child with an ‘Excellent introduction and transition to permanent long day care’ (n = 8).

“Fantastic introduction to childcare by easing our daughter in with half days.”

“It has also been a positive experience [for] my daughter, and I believe it has aided her transition to day care.”

CHILDREN’S FEEDBACK ABOUT SATISFACTION

In addition, consultation with the children (n = 9) showed that they were also very happy with the casual care service with the most common thing they liked best being “playing” (n = 5). All children spoke positively about attending the casual care service using words such as “happy”, “excited” and “comfortable”. When we asked children what don’t they like about coming to the childcare, the most common response was “Nothing” (n = 4 out of 7 who responded). For the long day care children whose parent/carer booked an extra day with the casual care service, 2 reported that they didn’t like going home early.

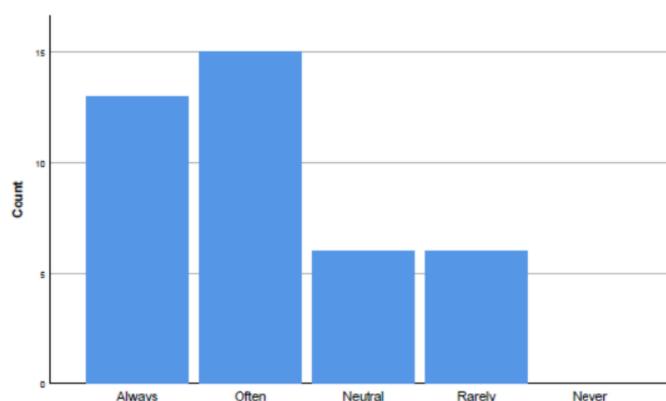
HOURS

We asked parents/carers if the hours of the casual care service suited them. The majority of respondents (25) responded with “Yes”. The hours, however, did not suit all respondents with 14 responding with “Sometimes” to this question and 1 respondent answering “No”. Analysis of these 15 respondents “Other comments/feedback” at the end of the survey revealed that 4 made mention of the hours and that they overall would have liked afternoon sessions.

“It would ideal if the half day casual care had an afternoon option. I can’t always fit my meetings etc. into the current half day hours so have opted for full casual days even when I haven’t needed that length of time.”

Twenty eight (70%) of parents/carers reported that they could either ‘Always’ or ‘Often’ regularly book a casual care place at their preferred time/day, while 12 (30%) responded as being “Neutral” or “Rarely” to the question (Figure 10).

FIGURE 10 HOW REGULARLY ARE YOU ABLE TO BOOK YOUR PREFERRED TIME/DAY?



In the following section we analyse both survey responses and parents’/carers’ comments made during the individual interviews about the ‘appropriateness’ of the new casual care service.

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APPROPRIATENESS

The purpose of measuring the appropriateness of a program is to determine the extent to which people believe the program is suitable, acceptable and meets their needs.

Parents/carers who had used the new casual care service and completed the survey ($n = 40$) were asked the extent to which they agreed or disagreed with six statements about the service. We compared the means for each of the statements on a scale of 1 – 5 (high) so as to get an indication of where there is strongest/weakest consensus overall.

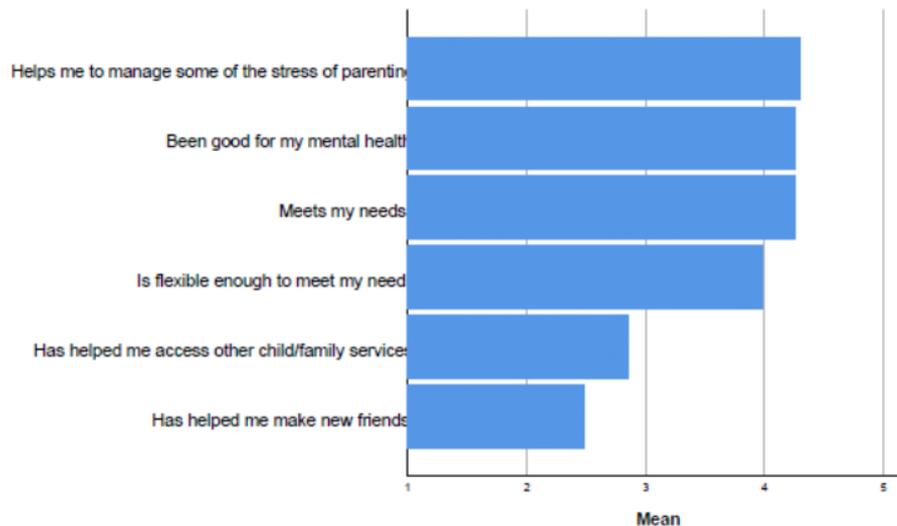
As can be seen in Figure 11, parents/carers rated highly and fairly similarly the following top 4 features or statements:

- Helps me to manage the stress of parenting
- Been good for my mental health
- Meets my needs
- Is flexible enough to meet my needs

The lowest rated features or statements to which parents/carers agreed/disagreed were:

- Has helped me access other child/family services
- Has helped me make new friends

FIGURE 11 APPROPRIATENESS BASED ON 6 FEATURES OF THE CASUAL CARER SERVICE



Richer information was gained about the appropriateness of the new casual care service from the 18 individual qualitative interviews and the 'Any other feedback/comments' section of the surveys.

Analysis of these data revealed the following main themes about the casual care service:

- Good and valuable service
- Flexibility
- The staff
- Work and care balance
- Improvements

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GOOD AND VALUABLE SERVICE

When we asked both those who had used and who had not yet used the casual care service what they thought of the service, the most common theme was that it was a good and valuable service to have as a childcare option, and that they hoped it would continue. (survey $n = 16$; interviews $n = 3$).

I think it's a really great service. There's definitely a need for it in the community. As you know, the child care availability is quite a challenge and there are long wait lists. It also recognises there is a need outside of the traditional fixed days, full day settings.

I think it's a great thing to keep going if it's possible. I know I haven't used it much but I imagine for a lot of families it's an important service especially for those who have fewer days (of care) than I do.

I would say that I see it, even though I haven't used it yet, I see it as a really valuable service for the community.

Because I've got long day care sorted, I'm not so desperate anymore. We don't have family around so if one of us is sick or something would happen, the casual day care is like really excellent. I want it to stay and be more available.

FLEXIBILITY

In the survey, when we asked parents the extent to which they agree or disagree with the statement "The casual care service is flexible enough to meet my needs" to which 31 (82%) responded with either 'Agree' or 'Strongly agree'.

The value of the flexibility of the new casual care service was the second most common theme in the analysis of both the "Other feedback/comments" section of the survey and the individual interviews. The theme of flexibility was specifically mentioned by 4 parents/carers in their responses in the other comments section of the survey.

"I have found it to be a flexible, easy to use service."

"The service has been invaluable in helping me look after my children and providing me with flexibility to attend appointments or to rest."

"This has allowed more flexibility with work."

And, it was voluntarily mentioned in the individual interviews ($n = 6$):

I just think that it offers a huge amount of flexibility to ... perhaps the parent whose not in a full time or permanent job that they can have care available to them but it's with all the flexibility that you are not committing to the same day each week which probably for someone whose working part time or on a casual basis or not at all... it's more flexible. And yeah... and if you've got other children... it's just got a lot of flexibility to umm... the hours that you would like for what's going on in your own life. Whereas if I had to commit to an every Monday it would be a bit more tricky. The booking system is relatively straight forward.

I still would use the service again for things that come up like if you have an appointment or if you need a few hours to get something done or if you need to pick up additional work or... you know... just for flexibility.

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THE STAFF

Many parents/carers in the individual interviews voluntarily mentioned the staff and how welcoming and helpful they had been (surveys $n = 7$; interviews $n = 3$).

Good. They look after very well my son. At first he was a little bit nervous, but the staff are very good.

All the staff that I've had interaction with at Gold St have been excellent and administratively they've been really helpful. They've helped with claiming the child care rebate.

And the carers, they've been excellent at including her. I don't feel, like she's kinda marginalised because she only comes occasionally – they think you know they can't be bothered. They don't feel like that at all. They take time to get to know her.

WORK AND CARE BALANCE

The casual care service was highly valued by those parents/carers who were managing work life responsibilities including those who were in the process of returning to work (survey $n = 5$; interviews $n = 3$).

The reason was that I was returning to work and I was unable to get a permanent spot in any of the centres in the area. So, I was able to negotiate with my employer to work from home a bit doing some casual care as well in the interim until we got a permanent spot. So, I did that for two months or something or less, and then we were offered a permanent place at another centre.

I have recently returned to work in the last month on a casual basis with my former employer. Around the time that the trial was announced I was looking at care options so that was obviously good timing. I initially thought that it could work. I'm just working one day a week at the moment so I was thinking the five hour care service which was on offer at Yarraberg that could be a good option for us.

There are quite a number of people who may not have returned to work full time or may not have returned to work at all who would need access to some more flexible care arrangements.

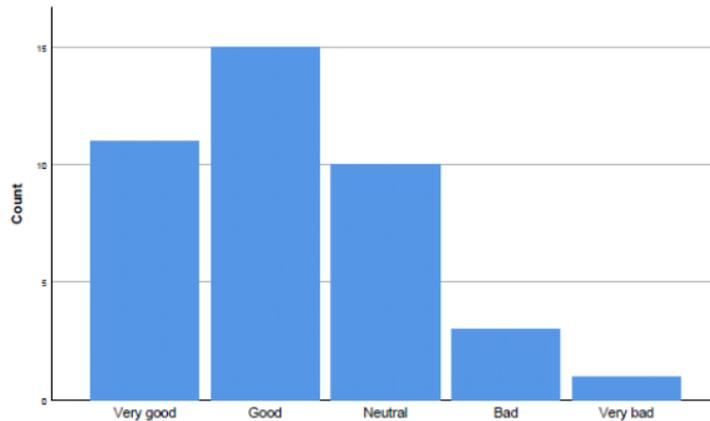
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IMPROVEMENTS

THE APP

When parents/carers who responded to the survey were asked how they would rate the My Family Lounge App, 14 (35%) reported being “Neutral” about the App or rated it as “Bad” or “Very Bad” (Figure 12). Twenty-six (65%) respondents rated the App as either “Good” or “Very good”.

FIGURE 12 HOW PARENTS/CARERS RATED THE MY FAMILY LOUNGE APP FOR MAKING BOOKINGS



This mix or range of responses was also reported by those who participated in the individual interviews, and which can be summarised as follows (interviews $n = 5$) and those who made additional comments in the survey ($n = 7$).

I think the App worked really well – it was quite easy to book in when there was a spot available.

My family lounge is hard to navigate

I think it's generally quite good. I think... there's a couple of things. I've got a Samsung android phone... when I started using it there were a couple of things that were difficult to access on my phone but not on a desk top computer. And, there's not a function on the app to book my daughter in for a full day. So, the way I get around that is that I book in just for a half day and then send Robert an email asking for him to confirm that it would be a full day. And he emails me back.

I haven't used the app successfully but when it's fixed the functionality will also be very helpful.

MORE TIME OPTIONS AND MORE AVAILABILITY

The two most common requests for improvements were for more availability and more time options, specifically to be able to book for the afternoon (surveys $n = 6$; interviews $n = 5$).

After a lot of paperwork I was looking forward to booking my child in for care - only to find there were no places available.

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Unfortunately the availability is currently very limited.

Umm... the only thing was that when I started it was a half day available in the morning to you. I think 8.30 to 1.30. So, I would've said, at that point it would've been nice to have the option to book in for a full day. But that now seems possible. So I haven't got that issue. I suppose for some people it would be good to have the flexibility to book into the latter half of the day, for the afternoon.

WERE THERE ANY UNINTENDED CONSEQUENCES OF CASUAL CARE?

In the interviews with parents/carers who use long day care and who either may or may not have used casual care, we specifically asked if there had been any impact on regular users of LDC and their children in order to find out if there had been any unintended consequences of the casual care service. No parents reported any problem in this area.

For my child I don't think it's much of a disruption. I was a little bit worried about that when it started because it was like, I guess, that could disrupt the kind of... is it going to be way more children or messy... But the staff were really great and it was like, you know, of course there's only a limit to the amount of kids that they can have. So, I think it's fine.

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OCCASIONAL CARE

UTILISATION OF TYPE 1 OCCASIONAL CARE AT LEISURE CENTRES

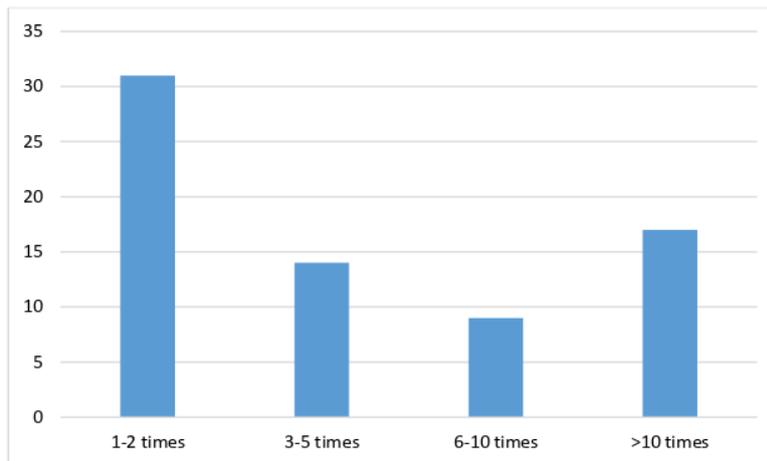
For the period of the casual care trial, Yarra Council provided a total of 38 places of Occasional care per day at the Fitzroy Swimming Pool and Richmond Recreation Centre. The overall average rate of utilisation over the 6-month trial period was 31% with the lowest rate being 25% for the month of May (Figure 13). In effect, there has been a small reduction (15%) in utilisation as compared to that found in the Service Review of Occasional Care for the 2016/17 year (average 36%).

FIGURE 13 OCCASIONAL CARE UTILISATION (JAN – JUN 2019)



The Occasional Care service was used by a total of 71 parents/carers and their children during the 6-month period of the trial. As Figure 14 shows, 31 families (44%) used the Occasional care service once or twice during the 6-month period of the trial. Seventeen families (24%) used the service more than 10 times.

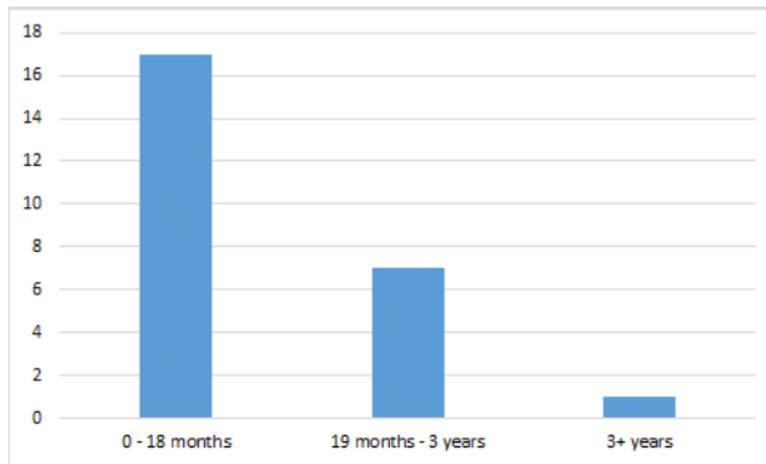
FIGURE 14 HOW MANY TIMES FAMILIES USED OCCASIONAL CARE (JAN – JUN, 2019)



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The demographic profile of the parents/carers is similar to that reported in the 2018 Service Review of the Occasional Care service. For the period of the trial demographic data show that 18% of all Type 1 Occasional care places that were utilised by families paid fees at the concession rate, and the predominant age of the child was between 0 and 18 months (see Figure 15) as compared 24 months during the 2016/17 year.

FIGURE 15 AGE GROUPS OF CHILDREN WHO USED OCCASIONAL CARE



Of the 71 families who had used the Occasional care service, 25 parents/carers (35%) completed the evaluation survey. In addition we interviewed 3 current users of the Occasional care service and 3 previous users of the Collingwood Occasional care service to obtain more detailed/in-depth information.

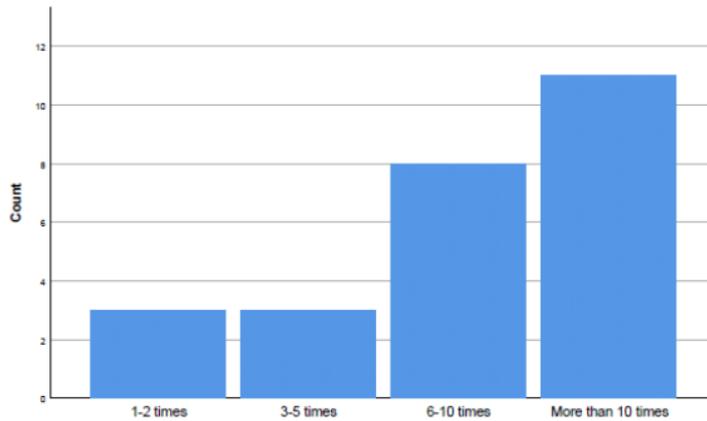
MOST OF THE SURVEY RESPONDENTS WERE FREQUENT USERS OF THE OCCASIONAL CARE SERVICE: 11 (44%) HAD USED THE SERVICE MORE THAN 10 TIMES. WHILE A FURTHER 8 (32%) HAD USED IT MORE THAN 6 TIMES AS AT THE TIME OF COMPLETING THE SURVEY (

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Figure 16). Thus, 18 (73%) of those families who had used the Occasional care service more than 6 times responded to the survey and their responses reflect the views of that group of people.

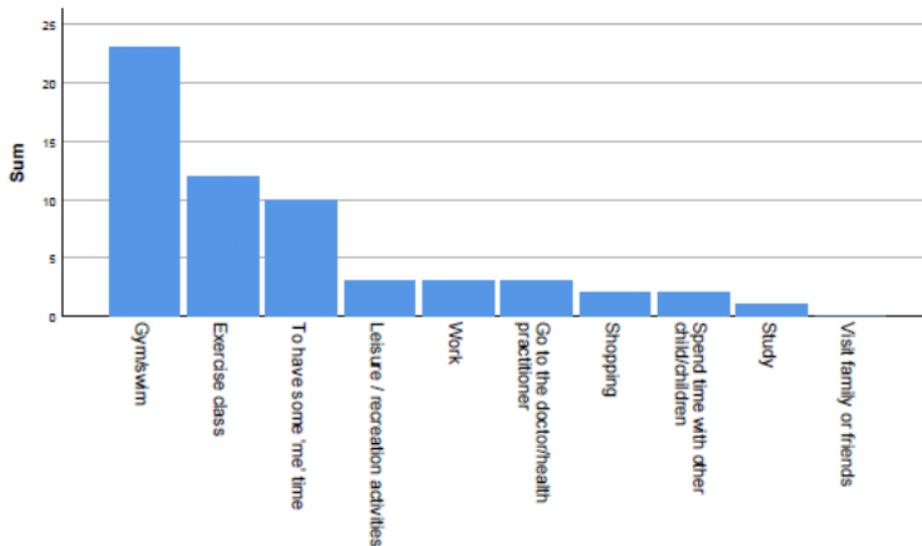
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FIGURE 16 HOW MANY TIMES SURVEY RESPONDENTS HAD USED THE OCCASIONAL CARE SERVICE (JAN – JUN, 2019)



For survey respondents, the top three reasons for using the Occasional care service where: “Gym/swim”, “Exercise class” and “To have some me time” (Figure 17).

FIGURE 17 WHY SURVEY RESPONDENTS USED THE OCCASIONAL CARE SERVICE



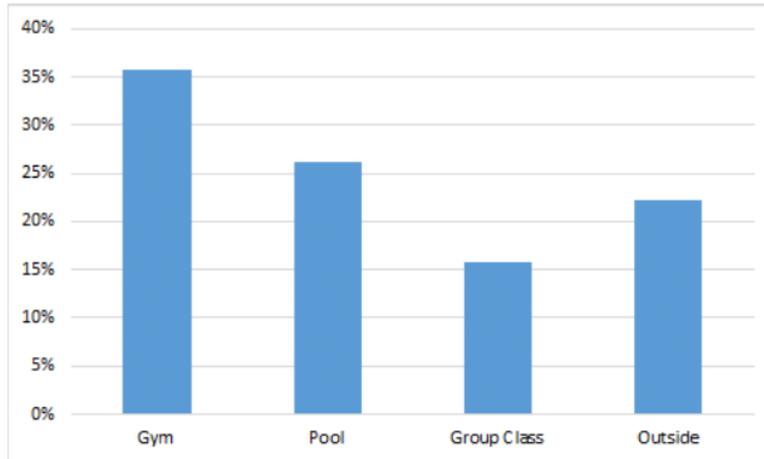
WE ALSO COLLECTED INFORMATION FROM ALL PARENTS/CARERS WHO ATTENDED OCCASIONAL CARE SESSIONS, WHAT THEY DID WHILE THEIR CHILD WAS IN OCCASIONAL CARE. WHILE PARENTS/CARERS PREDOMINANTLY USED THE OCCASIONAL CARE SERVICE TO DO EXERCISE AND ACTIVITIES AT THE LEISURE CENTRE, 22% OF PARENTS/CARERS WENT OUTSIDE THE LEISURE CENTRE (

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Figure 18).

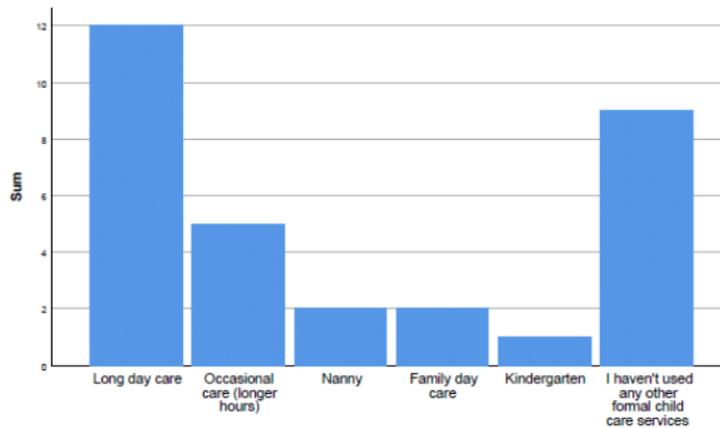
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FIGURE 18 WHERE PARENTS/CARERS WENT WHILE THEIR CHILD WAS IN OCCASIONAL CARE



In addition to being enrolled for the Occasional care service, 16 (64%) survey respondents reported that they also used other types of childcare with the most common being long day care. Nine (36%) respondents reported that they “haven’t used any other formal childcare services” (Figure 19).

FIGURE 19 WHAT OTHER FORMAL CHILDCARE SERVICES HAVE YOU USED?



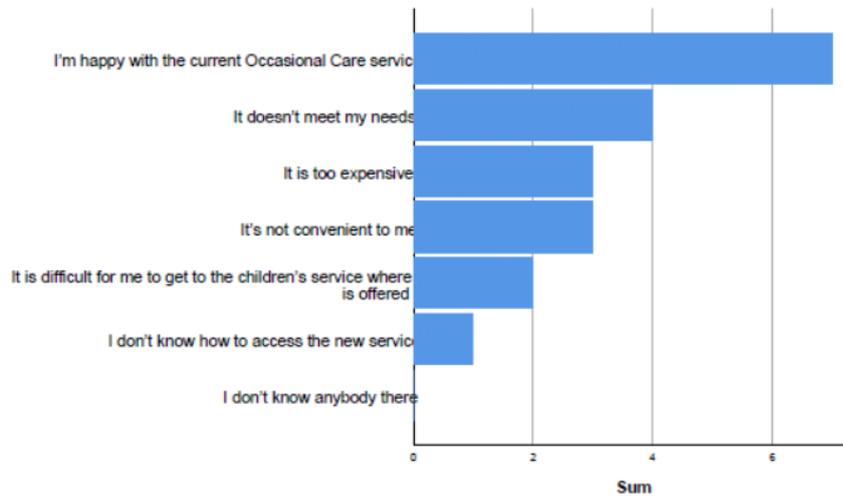
WE ALSO ASKED SURVEY RESPONDENTS IF THEY HAD HEARD ABOUT THE NEW CASUAL CARE SERVICE, AND IF THEY HAD HAD HEARD ABOUT IT, IF THEY HAD USED THE NEW CASUAL CARE SERVICE. OF THE 25 SURVEY RESPONDENTS, 17 (68%) HAD HEARD ABOUT THE NEW CASUAL CARE SERVICE BUT ONLY 3 OF THESE SAID THEY HAD USED THE NEW CASUAL CARE SERVICE. THE MAIN REASON FOR NOT USING THE NEW CASUAL CARE SERVICE WAS BECAUSE THE PARENT/CARER WAS “HAPPY WITH THE CURRENT OCCASIONAL CARE SERVICE” {

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Figure 20)

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FIGURE 20 WHY PEOPLE WHO KNEW ABOUT THE NEW CASUAL CARE SERVICE HAD NOT USED THE SERVICE



In the individual interviews with users of Type 1 Occasional care, if they had not used the new casual care service, we asked why they had not used it. Five out of the 6 interviewees commented that they did not want a 5 hour session as it doesn't suit their needs. Two main reasons were explained: 5 hours is too much time to just exercise or run some errands (n = 3), and they didn't want to be away from their child for that amount of time (n = 3).

I think that the crèche service offered at the pool is really useful. And suits my needs. It's not suitable for me to do that (Casual Care) to do exercise. Because it's not located at the leisure centre and Ummm I'm assuming it's more expensive. So it's just not realistic. Umm. So if I need to go run some errands or something I'd probably just use the crèche at the pool.

As I said... when you work three days a week, you want to spend time with your child as well. So I don't want to be away from him for 5 hours on my day off. It's too long. I don't want to be away from him for that long just to do a quick workout.

In the 3 individual interviews with the parents/carers who had used the Occasional care service in the last three months of 2018, we specifically asked what type of care they were using now. One interviewee said they were using the Fitzroy Leisure Occasional care service but found it logistically more difficult. But also, all 3 respondents reported that their situation had changed and they have been able to find more regular care and two reported that they have family that can look after their child.

This year I've used Fitzroy.

Haven't really needed that extra occasional thing now that we've got the two days of childcare.

My child is in kindergarten three days a week. So I don't need care for her so I can do... have a half day to myself. The only reason I'm using the facilities is to use the gym.

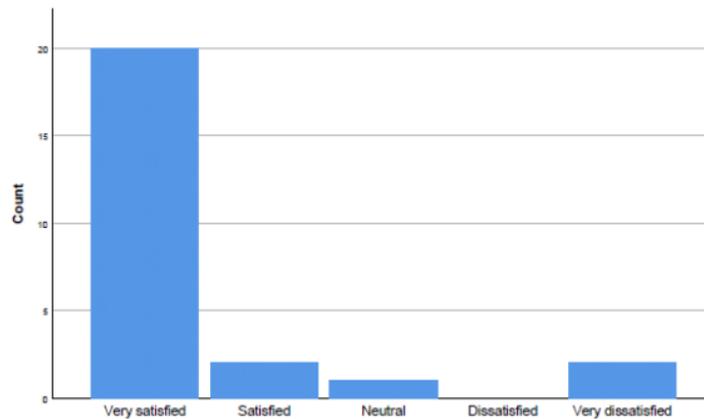
I work three days a week but my... I've got family who look after my son. So my son doesn't go to long day care.

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SATISFACTION

In the survey we asked how satisfied people were with the Occasional care service. Overwhelmingly, 20 respondents reported they were “Very satisfied”. Two parents/carers reported they were “Very dissatisfied” and one parent/carers was “Neutral” (Figure 21). Two of these parents/carers gave reasons as being very dissatisfied with the closure of the Collingwood Occasional care service with one respondent saying they had cancelled their membership at that centre as a result of the closure of the Occasional care service.

FIGURE 21 HOW SATISFIED ARE YOU WITH THE OCCASIONAL CARE SERVICE?



Nearly all parents/carers (23) chose to provide additional feedback/comments in the survey. The most frequent comment was about the staff/carers being excellent (n = 13). This same theme was mentioned by all those interviewed who had used Occasional care (n = 6).

The staff were very friendly and made me feel really comfortable leaving my newborn there.

I really like the staff there. They are really friendly. Really good with my son. He has a great time. He looks forward to going.

The educators are really competent and friendly. My son really enjoys it.

The second most common theme was in relation to how highly valued and ‘good’ they found the Occasional care service (survey respondents n = 7; interviewees n = 6).

Very grateful for the wonderful service and genuine care.

The occasional care at the Leisure Centres is an amazing service.

It's a really fantastic service.

During the period of the trial we also kept a register of ad hoc feedback received by any of the children’s services staff. We received 14 submissions. All but 1 of these submissions were complaints about the closure of the Occasional care service at the Collingwood leisure centre. All submitters requested the re-opening of the service. The most frequent reason being that the other care services are not practical or convenient in terms of location and time.

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APPROPRIATENESS

Parents/carers who had used the Occasional care service and who had completed the survey were asked the extent to which they agreed or disagreed with five statements about the service. We compared the means for each of the statements on a scale of 1 – 5 (high) so as to get an indication of where there is strongest/weakest consensus overall.

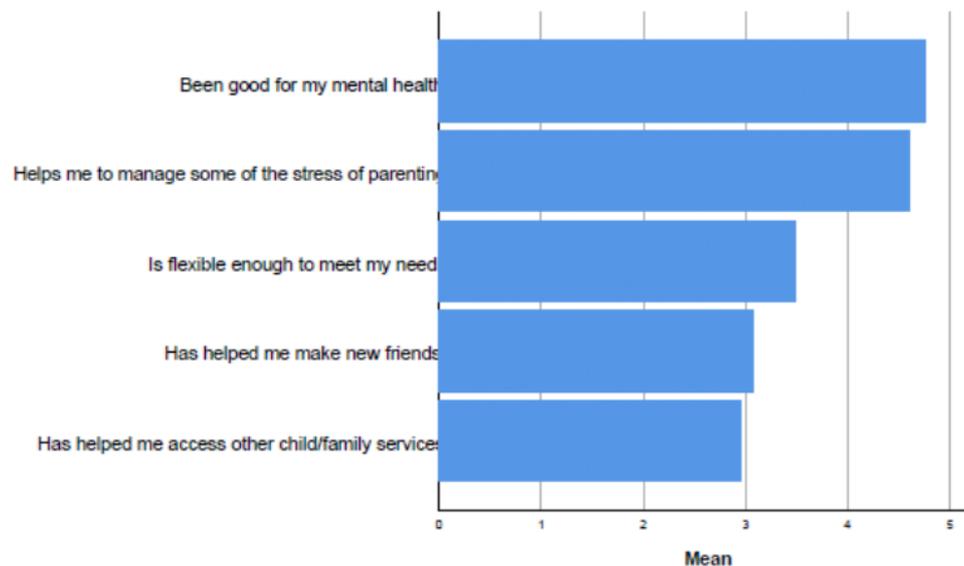
The ranking of responses is almost identical to those ranked by parents/carers of the new casual care service. As can be seen in Figure 22, Occasional care parents/carers rated highest the following 3 features or statements:

- Been good for my mental health
- Helps me to manage the stress of parenting
- Is flexible enough to meet my needs

The lowest rated features or statements were:

- Has helped me access other child/family services
- Has helped me make new friends

FIGURE 22 Appropriateness based on 5 features of the Occasional care service



Additional information was gained about the appropriateness of the Occasional care service from the 6 individual qualitative interviews and the 'Any other feedback/comments' section of the surveys. Analysis of these data revealed the following main themes about the appropriateness/acceptability of the Occasional service:

- Re-open Collingwood (survey $n = 6$; interviews $n = 4$)

I would like to see care back at Collingwood.

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I would like the 90 minute occasional care sessions at Collingwood to reopen so I can go to the indoor pool in winter (I'm pregnant) and access a wider variety of classes closer to my home

- 90 min care suits/don't want longer care (survey n = 3; interviews n = 5).

As a new mum I wouldn't want any longer duration care yet, it's enough to allow time for my own exercise and a little me time after.

For someone like me who works three days a week I'm not going to put my child in for five hours on my day off so I can go to the gym for an hour.

- Good for mental health (survey n = 4; interviews n = 2)

Really positive for promoting people's health, especially women's health.

This service has had significant positive impacts on my physical, psychological and emotional health - and subsequently, the wellbeing of my child.

One interviewee who had used the Occasional care service at the Collingwood leisure centre in the last 3 months of 2018 provided additional information about the appropriateness of the amenity for her son who had a degree of hearing loss. For her, and her son, she found the room not appropriate and found it frustrating to have to re-tell new staff that would come in about her child's needs.

It was OK. My son has got hearing loss. So I found the room extremely noisy especially when it was on a busy day. And he found it quite overwhelming on some days. Like it was fine for short bursts. But for me it wasn't... um we were looking at other options for more regular for when I needed to do more work. We were looking at other options. We certainly weren't keen to have him in there too many more days. He was quite overwhelmed with the acoustics. Otherwise, the location was great. The carers there were... not always consistent but umm... they were good.

The setting was tiny. Teeny tiny room with terrible acoustics. The quality of the care... look, when you had the regular ladies they were fine. Then you'd get the odd one who wasn't familiar with [son's name] or anything about looking after children with hearing loss. If there was a new person you had to go through everything again. It was hit and miss. Can I say that?

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GENERAL COMMUNITY CONSULTATION AND YARRA LEISURE CENTRE MEMBERS' FEEDBACK

A community consultation survey was promoted on the Council's Your Say webpage from 2 July to 29 July 2019.

An invitation to provide feedback via the survey was also included in the Yarra Leisure newsletter on 5 July. In addition, in the same period, leisure centre members and guests were approached in person and invited to complete the survey.

Analysis revealed the following:

A total of 218 surveys were completed. Analysis of the survey data revealed the following:

- Most respondents live or work in Yarra (n 176).
- 121 respondents are members of Yarra Leisure.
- 131 respondents are parents of children aged under 6 years of age.
- 44 respondents use Occasional care at Yarra Leisure (which is 62% of all families who had used Occasional care during the 6-month period of the trial).

1. Respondents were asked if the closure of the occasional care service at the Collingwood Leisure Centre during the trial had impacted on them.

- 167 respondents reported there was no impact and 51 respondents that the closure had impacted on them.
- 84 of the respondents who reported no impact are parents.
- 47 of the respondents who reported the closure had impacted them are parents of children aged under 6 years of age.

2. Respondents were asked to say how the closure had impacted them and 5 themes emerged: 'Made other arrangements' and 4 themes that focused on the issue of access. The impacts are summarised as social, access to specific group classes, lack of suitable options and location preference.

a. 'Made other arrangements'

In this theme 11 respondents reported that they were still going to the leisure centre and that they had made other child care arrangements.

"I could no longer attend Collingwood Leisure Centre to go to the gym on my days off work and access occasional care for my son. However, I was able to take him to Fitzroy Occasional Care instead which was acceptable."

"Not greatly as Fitzroy was my main gym but it did minimise the variety and types of classes I could attend."

"Asked my mum to mind my daughter."

b. 'Still go but less convenient' (n = 11)

"It made it very difficult for me to use the Collingwood Leisure Centre. I have used the Fitzroy Creche so that I can use the Collingwood leisure centre, however the logistics of getting my child to the creche, me to the leisure centre for a class then back again to pick up my child before the end of the creche session have been very difficult. I have therefore

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not used the Fitzroy creche as often as I used to use the Collingwood one. I am a single parent so rely on the creche in order to use the gym."

"[Collingwood] is my local centre, with Fitzroy not as close. Given the short duration of the sessions, having it close was important to me to be able to get my toddler set up there before heading off to an appointment or exercise class. If I travel to Fitzroy too much time is taken getting there."

- c. 'Not able to go/attend as much' (n = 9)

"This [Collingwood] is my closest leisure centre to my house. I am only able to use my membership twice a week now instead of 3 or 4 times."

"I was not able to use the facilities as often as I would like because I had no one to watch my daughter."

- d. 'Stopped going' (n = 8)

"Cancelled membership as new solutions were unworkable for me."

"I would have used the occasional care at Collingwood Leisure Centre with my first baby. Because of this closure it has meant I just didn't go to the gym at all".

- e. 'Other locations not convenient' (n = 3)

"I never went to the other gyms instead as it's nowhere near as convenient."

"I live in Clifton Hill and the Collingwood centre is more convenient for me to access than Fitzroy pool."

3. Respondents were also asked to rank in order of priority the different types of child care provided by Yarra Council. Overall, respondents gave a higher priority to long day care and casual care over occasional care. However, the difference between the different types of care was not large.

Question: What types of child care should Yarra City Council provide? Rank them in order of priority?

1. Casual care at children childcare centres a full day or half-day (M = 2.67)
2. Long day care at children childcare centres permanent day(s) (M = 2.67)
3. Occasional care at Yarra Leisure centres 90 minute sessions (M = 2.63)
4. Occasional care at children childcare centres 4 hour sessions (M = 2.24)

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SUMMARY OF KEY FINDINGS

CASUAL CARE SERVICE IS HIGHLY VALUED

This evaluation found very high levels of both satisfaction and acceptability of the new casual care service from those families that have both used the service and those who had enrolled but not yet had a successful booking. Thirty-eight (95%) families that completed the survey rated the casual care service as either “Very good” or “Good”.

Twenty-three (58%) of casual care survey respondents provided additional comments and feedback at the end of the survey. The most common theme to emerge from analysis of their comments was that of parents/carers being ‘Strongly positive’ about the casual care service *and* that they want ‘Yarra Council to continue the service’ (n = 16).

“Fantastic initiative”

“This is a wonderful service for parents and I hope the Council continue to provide it.”

“It’s been great! Thanks.”

“Thank you so much for this initiative... My son has been so warmly welcomed, the care has been extraordinary and casual care has significantly alleviated my work/family stress. THANK YOU.”

“Thank you very much. This is good work.”

In addition, for the families that had used the Casual care service the idea of having ‘choice’ and another child care option available to them was important, particularly, for many, during the period of their return to work.

There’s definitely a need for it in the community. As you know, the child care availability is quite a challenge and there are long wait lists. It also recognises there is a need outside of the traditional fixed days, full day settings.

So having this new care option I think is much more reliable because it’s ... increased the availability of [child]care.

I think it’s a... well in terms of the fact that it exists I think it’s great. Because everyone needs options especially for unplanned or slightly planned instances when you need additional time. So it’s great. I’m actually really pleased it is available.

FAMILIES WHO HAD NEVER USED LONG DAY CARE WERE ACCESSING CASUAL CARE

Twenty-three (65%) of parents/carers who completed the casual care survey provided additional comments/feedback about the new casual care service. Eight provided comments about how the casual care service provided both the parent/carer and their young child with an ‘Excellent introduction and transition to permanent long day care’. This was the second most common theme in the analysis of these data. The first being as reported above.

“Fantastic introduction to childcare by easing our daughter in with half days.”

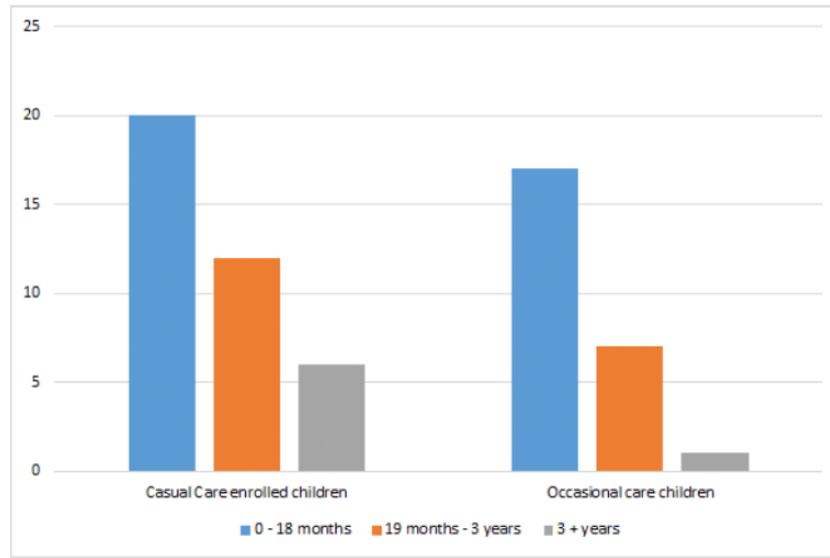
“It has also been a positive experience [for] my daughter, and I believe it has aided her transition to day care.”

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THE TYPES OF FAMILIES THAT USE CASUAL CARE AND OCCASIONAL CARE ARE SIMILAR

The demographics and many of the responses to the survey questions were similar between those who had used casual care and those who had used Occasional care. For both groups, the age group of the child booked into care was similar after excluding those long day care children who picked up an extra day via the casual care service (Figure 23).

FIGURE 23 AGE GROUPS OF CHILDREN BY CHILDCARE SERVICE TYPE



For both groups, when asked to rate the extent to which they “Strongly agreed” or “Strongly disagreed” with 5 features or statements about the childcare service, ratings were almost identical. The 3 top rated features for both groups were:

- Helps me to manage the stress of parenting
- Been good for my mental health
- Is flexible enough to meet my needs

The 2 lowest rated features or statements to which parents/carers agreed/disagreed were:

- Has helped me access other child/family services
- Has helped me make new friends

In addition, both groups were also accessing similar other childcare options with the most common for both groups being long day care and Occasional care (longer hours).

HOWEVER, REASONS FOR ACCESSING CASUAL CARE AND OCCASIONAL CARE ARE DIFFERENT

Families that used the casual care service did so for a range of reasons whereas families that used the occasional care service did so predominantly to exercise and use the facilities at the leisure centres. Casual care families used the service to do work (including applying for work), attend doctor/medical appointments and to have some ‘me time’. Families that used the Occasional care

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services predominantly did so to attend the gym/swim, do an exercise class and to have some 'me time'; 22% left the leisure centre to do other activities.

UTILISATION TRENDS ARE DIFFERENT FOR CASUAL CARE AND OCCASIONAL CARE

The casual care service was used by a total of 178 families during the 6-month period of the trial. In the same period 71 families used the Occasional care services at the leisure centres although it was used frequently (more than 10 times) by 17 families.

Total utilisation of the casual care serviced increased over the period of the trial. An average of 163 bookings per month was achieved after the initial settling-in period of the first 2 months, representing an average of 40 bookings per week across all of the casual care trial sites.

By contrast, utilisation of Occasional care decreased of the period of the trial. There were a total of 38 places available per day across the two Leisure centres of which on average 12 places were taken up. This represents an overall utilisation rate of 31%. In effect, and in spite of increased marketing and promotion (see Appendix 1) there has been no change in utilisation as compared to that found in the Service Review of Occasional Care for the 2016/17 year (average for Richmond and Fitzroy Leisure Centres being 30%).

Thus, while the types of families who use casual care and occasional care are similar the reasons for using the different care services are different. The flexibility of the casual care service is clearly appreciated and valued by those families that use it as it is being used by parents with young children for a wider range of reasons. This may go some way to explaining why utilisation trends are in different directions: for the casual care service utilisation has increased; for the occasional care service utilisation has decreased both as compared to the previous financial year and throughout the period of the casual care trial.

OPERATIONAL IMPROVEMENTS AND PROCESSES

The casual care service is a new service and has been rolled-out over the months of the period of the trial. There have been many improvements to operations and processes and some of these are reported in this section.

THE MY FAMILY LOUNGE APP

The casual care trial involved the use of a new App for booking many of Yarra Council's childcare services, including the new casual care service. In spite of some initial and outstanding issues with the App most families involved in the casual care trial were able to use the App to see and book places as they needed. A register of issues with the App and the responses is provided in Appendix 3. These initial teething problems were reflected in parents/carers responses to the survey in which we asked them how they would rate the My Family Lounge App. While 26 (65%) of respondents rated the App as either "Good" or "Very good", 14 (35%) reported being "Neutral" or rated it as "Bad" or "Very Bad". This mix or range of responses was also evident in the responses in the "Other comments/feedback" section of the survey ($n = 7$) and those who participated in the individual interviews ($n = 5$).

"When I started using it there were a couple of things that were difficult to access on my phone but not on a desk top computer. And, there's not a function on the app to book my daughter in for a full day."

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MORE TIME OPTIONS AND MORE AVAILABILITY

The two most common requests for improvements were for more availability and more time options with the casual care service, specifically to be able to book for the afternoon (surveys $n = 6$; interviews $n = 5$). This was also mentioned by centre coordinators in the focus group and is currently actively being looked at.

IMPACT OF CASUAL CARE ON LONG DAY CARE CHILDREN AND FAMILIES

In the interviews with parents/carers who use long day care and who either may or may not have used casual care, we specifically asked if there had been any impact on regular uses of LDC and their children in order to find out if there had been any unintended consequences of the casual care service. No parents reported any problem in this area.

Nonetheless, in the separate focus groups with staff and centre coordinators, the topic of how best to introduce and orientate a new casual care child and their parent to the centre and to the childcare group was discussed at length as there was quite some variability in practice between the childcare centres. The practice introduced at one of the centres was to contact by telephone any new casual care family who had made a booking as soon as the booking was made, and to then invite the parent into the centre for a visit for the purpose of introduction and orientation, prior to their booking date. If the parent could not come in for a visit, then information was shared between the relevant educator and the parent over the telephone. A form titled 'Developmental profile of the child' is completed by the educator in consultation with the parent/carer. This process has subsequently been implemented across all childcare centres as best practice.

GENERAL CONSULTATION AND LEISURE CENTRE MEMBERS' FEEDBACK

The trial included a range of marketing and promotional activity for both the new Casual care service and the ongoing Occasional care services at City of Yarra Council's leisure centres, and opportunities for both the general public and childcare service users to provide feedback and input into the evaluation of the trial. Overall, the Casual care service appears well accepted and appreciated. People have reported no adverse impacts of the new Casual care service. In addition, people generally reported no impact of the cessation of the Type 1 Occasional care service at the Collingwood leisure centre. Families who have continued to use the ongoing Type 1 Occasional care services at the Fitzroy swimming pool and the Richmond leisure centre have had many opportunities to provide feedback and the small number of regular users of these services ($n = 25$) used more than 6 times in the 6 month trial period) were over represented as respondents to the survey ($n = 18$) and in the ad hoc feedback received by Council. The results, therefore, from both the survey and analysis of the ad hoc feedback reflect the views of this group of people.

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APPENDIX 1 MARKETING AND PROMOTION ACTIVITY

Communication and engagement activities for Casual Care Trial have included the following.

Yarra Leisure members and visitors to leisure centres

- Occasional Child Care webpage on Yarra Leisure site updated with relevant information – <https://leisure.yarracity.vic.gov.au/occasional-child-care>
- Digital screens in the centres had images scrolling through promoting the occasional care services
- Information regarding the Occasional Care service available at Fitzroy and Richmond included in leisure monthly e-newsletter, see example of link to January 2019 edition of Yarra Leisure News which was sent to 10,544 email recipients. Yarra Leisure News - January 2019
- Have your Say community consultation, Yarra Council website from 5 July to 28 July; promoted in Yarra Leisure News – July 2019
- Posts on Yarra Leisure’s Facebook page promoting the service offering in 2019.
- Flyers were available at each leisure centre promoting the occasional care services available including Fitzroy and Richmond
- Information about occasional care services in the leisure centres is included in Leisure Members information booklet.

Occasional care clients (90 minute sessions, leisure centres)

- Letter / email - notification about the change to existing services and introduction to new trial (29 October 2018)
- Email update about trial and reminder to enrol (27 December 2018)
- Email – enrolments are now open – enrol using My Family Lounge (3 January 2019)
- Email – reminder Fitzroy Pool now open (8 January 2019)
- Email – invitation to participate in an on-line survey to provide feedback for the evaluation (from March 2019 – email sent to families who use the occasional care service at least once during the trial period)
- Email – reminders to non-responders to encourage them to provide feedback
- Email to all parents/ guardians who used the Collingwood leisure centre occasional care in the last 3 months of 2018 to participate in an on-line survey (specific to former Collingwood clients; March 2019 and reminder July 2019).

Maternal and Child Health Service

- 506 families attended a 4 week MCH Key Age and Stage (KAS) appointment and were provided with a KAS pack which included the occasional care / casual care flyer. Each KAS pack is provided in hard copy to families and the contents is explained by the MCH Nurse during the appointment. The 4 week KAS appointment was chosen due to its focus on maternal wellbeing, and the opportunity to discuss possible respite options which may include accessing occasional or casual care. It is a sixty minute appointment which allows for these discussions.

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- 508 families attended an 8 month MCH Key Age and Stage appointment and were provided with a KAS pack which included the occasional care / casual care flyer. Each KAS pack is provided in hard copy to families and the contents is explained by the MCH Nurse during the appointment. The 8 month KAS appointment was chosen to include the flyer, as this visit is a longer appointment (forty five minutes) and parents often wish to discuss return to work plans, and childcare options in the municipality.
- 265 first time Parents attended at least 4 out of 6 sessions offered in a First Time Parents Group, facilitated by a MCH nurse, during the trial period. We are unable to determine from the client management database which of these families attended the final group session which discusses childcare options. 58 first time parents attended all of the sessions offered by the MCH Service, and therefore would definitely have been provided with occasional care and casual care information.
- Seven formal referrals made by MCH service into the Connie Benn occasional care service whereby the nurse actively assisted clients to enrol in the service to support their health and wellbeing. Many more families were strongly encouraged by the MCH to enrol in casual and/or occasional care.
- The occasional care at Connie Benn Centre is a longer session and allows the MCH service to run a therapeutic postnatal depression and anxiety group from the Connie Benn Centre where the children are cared for in the same building. This is fundamental to the success of this program, and allows mothers time to explore their own emotional wellbeing.

All Yarra residents

- Update Yarra Council website with new information about the trial and types of child care available (continuous)
- Flyer explaining the trial and summary of all casual and occasional care options distributed at town halls, libraries, leisure centres and family and children's centres (updated end of April)
- Yarra Life article introducing the trial and summary of available services (29 January)
- Yarra News article introducing the trial and summary of available services (11 February)
- Information summarising available services on Brightsigns in centres serviced by Access Yarra (8 February and ongoing)
- Have your Say community consultation, Yarra Council website from 5 July to 28 July; promotion on social media and Yarra E News
- Promotion of the trial and child care options presented in Family and Children's community networks

Audience – all Yarra residents who have 1 or more children under 5 years

- Social media – introduction to trial and summary of available services (from 8 January)
- Playgroups in Yarra - Introduction to trial and summary of services – playgroups newsletter via email (February and May) and promotion by playgroup facilitators (ongoing)
- Family support clients and services – distribution of the flyer about the trial and summary of all casual and occasional care options available in Yarra (ongoing)
- Email to all families on the central registration system (waitlist) for education and care services (distribution of flyer February and May)
- Informal promotion of trial and child care options to individual families enquiring about child care in Yarra (ongoing)

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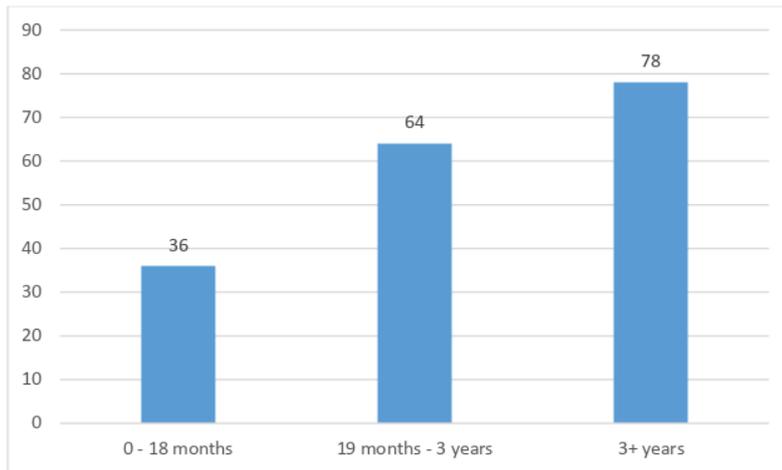
Families with a permanent long day care place in one of Council's Children's Centres

- Email introducing the trial (27 December 2019)
- Notification reminder to update availability on the app (8 February 2019)
- Brightsign reminder about the trial and to update the app at the Connie Benn Centre (from 8 February 2019, ongoing)

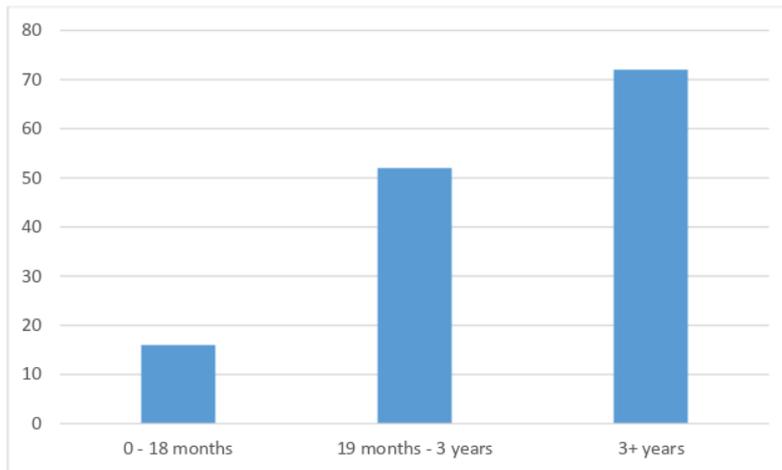
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APPENDIX 2 CHILDREN'S AGE BY SERVICE TYPE AND AGE GROUP

All casual care children

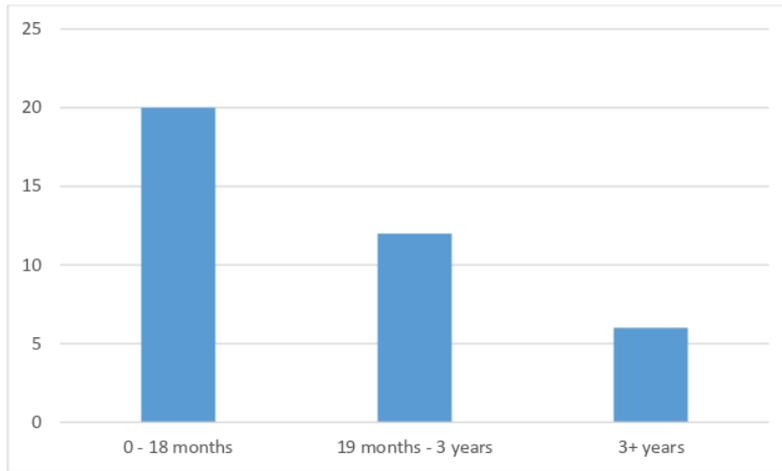


Long day care children who have used casual care

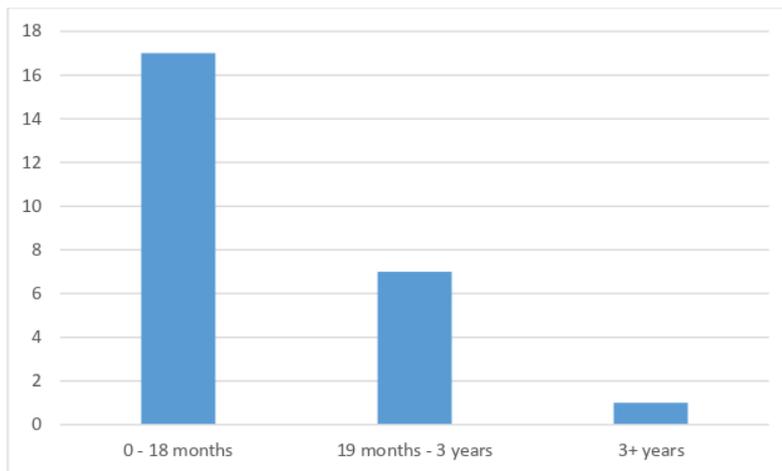


Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Casual enrolled children only



Occasional care children



Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

APPENDIX 3 MY FAMILY LOUNGE APP: ISSUES AND RESPONSES

(Jan – Jun 2019)

Description of issue	Response
The family has contact me saying they are unable to register on QK Enrol or My Family Lounge?	Ensure the family is using the correct link listed on our website.
The family has contact me saying they get a message saying they are already enrolled into the lounge but do not remember doing it?	The family may have been signed up from a previous childcare provider – Have them click on our link and sign in using their log in details they used at their old service, if they have forgotten their password, use the “forgot password link”. If the family cannot see “Yarra City Council” as a database option when they log in, they will need to “Sign Out”, ensure they return back to our private link (which must end in 7537) and then log in using their details again. (Repeat, the web address must end with our database ID of 7537) https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=7537
The family has reported that they cannot access the website as there is a “WEBUI ERROR” or “SERVER ERROR”?	Ask the family to do one of the following: 1. Delete their browser history in their internet browser. 2. Access Private or Incognito mode within their internet browser and try again.
The family has submitted an enrolment form but cannot make a booking request or casual booking?	Contact the family and inform them of the following: 1. LDC Enrolments & Kindergarten Enrolments: The service will enter your bookings in for your once enrolment is finalised (as long as you have a letter from CRS) 2. OCC Care and Casual Care enrolments: The service will process your enrolment as stated in the email you received as confirmation your form was submitted. A team member will be in contact when it has been received, processing commenced, if there is any further information needed and when it has been finalised and you can commence care. Families can only book if there are vacancies. The system will not allow bookings if the room is full.
I have received a submitted enrolment form via email, but this family is not on Central Registration System (CRS)?	Contact the family and ask if they are enrolling for Casual or Occasional Care, if not, send them the email template notifying them of how to register with CRS and inform them, that children cannot enrol into permanent care without being offered a place from CRS.
I have received an enrolment form for Kindergarten, but this child is 2 years old?	Contact the family and send them the email template notifying them that enrolments for Kinder must only be for children who hold a letter of offer from CRS – and completing the enrolment, will not put their child onto the waitlist in CRS.
I have received an enrolment form via email, but this family	Contact the family and ask if they simply made a mistake when choosing the service in QK Enrol.

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

<p>was offered a place at another service?</p>	<ol style="list-style-type: none"> 1. YES the family made a mistake– Commence enrolment process and forward the email to the appropriate shared inbox and ask them to activate the family at their service. 2. NO they were offered one location, but want to attend a different location. - Inform the family that this is not the process and they will need to discuss this with Central Registration to modify their preferences.
<p>I have received an enrolment form via email, but the attached documents cannot be opened or viewed correctly?</p>	<p>Contact the family and ask them to submit them directly to your email, some formats cannot be uploaded to the online enrolment form and therefor will not work correctly.</p>
<p>Occasional Care OR Casual Care – What is the difference?</p>	<p>Casual care is offered within a Long Day Care setting, as is a more integrated care model. Casual care is offered for longer sessions. Casual care fees are higher than Occ Care fee's and families can only receive a rebate if they are eligible for Childcare Subsidy through Centrelink.</p> <p>Occasional care are shorter sessions run out of a designated occasional care space. The fees in Occ Care are funded differently and a small fee is paid by families – Childcare Subsidy cannot be applied to these out of pocket expenses.</p>
<p>A family has called asking to book into Casual Care or Occ Care tomorrow?</p>	<p>Inform the family that before this can occur, they need to complete the correct enrolment forms, which also require processing. Processing of the enrolment forms can take up to 2 weeks, depending on how much further information is required to be submitted by the family, and how long it takes them to receive it.</p> <p>Bookings for Occasional Care cannot be made online, and must be made directly to the service offering care by phone or face to face.</p> <p>Bookings for Casual Care can be made online, via phone, email or face to face.</p> <p>Bookings cannot be made online after 48 hours before the sessions commences, for last minute bookings, families need to directly contact the location offering Occ or Casual care.</p>

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

APPENDIX 4 3 PARENT/CARER SURVEYS

Parent Survey: Casual Care

ID 35

Contribute to the evaluation of a trial of expanded child care programs

Council is trialling an improving and expanded casual and occasional child care program in Yarra.

The trial aims to provide a better service for children, more flexibility for families and greater value to the community.

We are collecting feedback from parents and caregivers to inform the evaluation of the trial.

This trial is expected to run until 28 June 2019. The information collated through the trial will be considered and presented to Council to inform future planning for these services.

Thank you,
Malcolm Foard
Manager Family, Youth & Children's Services

ID 21

How did you hear about our Casual Care service? *

- Friend
- Staff at the centre
- Advertising at the centre
- Advertising outside the centre
- Other

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

ID 2

How many times have you used the Casual Care service? *

- 1-2 times
- 3-5 times
- 6-10 times
- More than 10 times

ID 22

Do the hours of the Casual Care service sessions suit you? *

- Yes
- Sometimes
- No

ID 3

How would you rate the new Casual Care service? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very bad | Bad | Neutral | Good | Very good |
| <input type="radio"/> |

ID 24

How would you rate the My Family Lounge app for making bookings? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very bad | Bad | Neutral | Good | Very good |
| <input type="radio"/> |

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Q 25
How regularly are you able to book your preferred time/day? *

Never	Rarely	Neutral	Often	Always
<input type="radio"/>				

Logic Show/hide trigger exists.

Q 28
What other formal child care services have you used? (Tick all that apply) *

- Family day care
- Kindergarten
- Long day care
- Nanny
- Occasional care (longer hours)
- I haven't used any other formal child care services

Logic Hidden unless: Question "What other formal child care services have you used? (Tick all that apply)" is one of the following answers ("Family day care","Kindergarten","Long day care","Nanny","Occasional care (longer hours)")

Q 7
Compared to the other child care services that you have used, how satisfied are you with the Casual Care service? *

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
<input type="radio"/>				

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

29

Why do you use the Casual Care service? (Tick all that apply) *

- To have some 'me' time
- Shopping
- Work
- Study
- Gym/swim
- Exercise class
- Spend time with other child/children
- Go to the doctor/health practitioner
- Visit family or friends
- Leisure / recreation activities
- Other

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

10
The Casual Care service: *

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
is flexible enough to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has helped me make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has helped me access other child/family services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
meets my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helps me to manage some of the stress of parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
been good for my mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26
 1. Do you have any other feedback about our new Casual Care service?

About you

30
Name *

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

31

What suburb do you live in? *

33

What is the age of your child/ren? *

34

What is your connection to the City of Yarra? (Tick all that apply) *

- I live here
- I work here
- I travel through Yarra frequently
- I study here
- I'm a regular visitor
- Other

Thank You!

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Parent Survey: Occasional Care

34

Contribute to the evaluation of a trial of expanded child care programs

Council is trialling an improving and expanded casual and occasional child care program in Yarra.

The trial aims to provide a better service for children, more flexibility for families and greater value to the community.

We are collecting feedback from parents and caregivers to inform the evaluation of the trial.

This trial is expected to run until 28 June 2019. The information collated through the trial will be considered and presented to Council to inform future planning for these services.

As a current or previous user of Council's **Occasional Care** program we would appreciate your input by completing this survey.

Your participation is both voluntary and confidential. No names or identifying information will be included in the report.

Thank you,
Malcolm Foard
Manager Family, Youth & Children's Services

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Q 2

How many times have you used the Occasional Care service? *

- 1-2 times
- 3-5 times
- 6-10 times
- More than 10 times

Q 3

Overall, how satisfied are you with the Occasional Care service? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very
dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied |
| <input type="radio"/> |

LOGIC Show/hide trigger exists.

Q 24

What other formal child care services have you used? (Tick all that apply) *

- Family day care
- Kindergarten
- Long day care
- Nanny
- Occasional care (longer hours)
- I haven't used any other formal child care services

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

1000 Hidden unless: Question "What other formal child care services have you used? (Tick all that apply)" is one of the following answers ("Family day care", "Kindergarten", "Long day care", "Nanny", "Occasional care (longer hours)")

7

Compared to the other child care services that you have used, how satisfied are you with the Occasional Care service? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very
dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied |
| <input type="radio"/> |

25

Why do you use the Occasional Care service? (Tick all that apply) *

- To have some 'me' time
- Shopping
- Work
- Study
- Gym/swim
- Exercise class
- Spend time with other child/children
- Go to the doctor/health practitioner
- Visit family or friends
- Leisure / recreation activities
- Other

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

10

The Occasional Care service: *

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
is flexible enough to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has helped me make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has helped me access other child/family services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helps me to manage some of the stress of parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
been good for my mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Logic Show/hide trigger exists.

21

Is your child under 2 years old? *

- Yes
- No

Logic Hidden unless: Question "Is your child under 2 years old? " is one of the following answers ("Yes")

22

How do you feel about your child going to Long Day Care? *

- Very uncomfortable
 - Uncomfortable
 - Neutral
 - Comfortable
 - Very comfortable
-

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

23

Do you have any other feedback about our Occasional Care service?

Casual Care feedback

Show/hide trigger exists.

18

Do you know about the new Casual Care service (half or full day service) offered at City of Yarra's children's centres? *

- Yes
- No
- Not sure

Show/hide trigger exists. Hidden unless: Question "Do you know about the new Casual Care service (half or full day service) offered at City of Yarra's children's centres?" is one of the following answers ("Yes")

19

Have you used the new Casual Care service? *

- Yes
- No

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Logic Hidden unless: Question "Have you used the new Casual Care service?" is one of the following answers ("No")

Q 32

Why haven't you used the new Casual Care service? (tick all that apply) *

- I don't know how to access the new service
- It doesn't meet my needs
- I don't know anybody there
- It's not convenient to me
- It is difficult for me to get to the children's service where it is offered
- I'm happy with the current Occasional Care service
- It is too expensive
- Other

About you

Q 28

Name *

Q 33

What suburb do you live in? *

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Parent Survey: Occasional Care - Collingwood

34

Contribute to the evaluation of a trial of expanded child care programs

Council is trialling an improving and expanded casual and occasional child care program in Yarra.

The trial aims to provide a better service for children, more flexibility for families and greater value to the community.

We are collecting feedback from parents and caregivers to inform the evaluation of the trial.

This trial is expected to run until 28 June 2019. The information collated through the trial will be considered and presented to Council to inform future planning for these services.

As a previous user of Council's **Occasional Care** program at the Collingwood Leisure Centre we would appreciate your input by completing this survey.

Your participation is both voluntary and confidential. No names or identifying information will be included in the report.

Thank you,
Malcolm Foard
Manager Family, Youth & Children's Services

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Q 2

In the 3 months (October - December) of last year, how many times did you use the Occasional Care service at Collingwood Liesure Centre? *

- 1-2 times
- 3-5 times
- 6-10 times
- More than 10 times

Q 3

Overall, how satisfied were you with the Occasional Care service? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very
dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied |
| <input type="radio"/> |

LOGIC Show/hide trigger exists.

Q 24

What other formal child care services have you used? (Tick all that apply) *

- Family day care
- Kindergarten
- Long day care
- Nanny
- Occasional care (longer hours)
- I haven't used any other formal child care services

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Logic Hidden unless: Question "What other formal child care services have you used? (Tick all that apply)" is one of the following answers ("Family day care", "Kindergarten", "Long day care", "Nanny", "Occasional care (longer hours)")

7

Compared to the other child care services that you have used, how satisfied were you with the Occasional Care service? *

- Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied
-

25

Last year, why did you use the Occasional Care service? (Tick all that apply) *

- To have some 'me' time
- Shopping
- Work
- Study
- Gym/swim
- Exercise class
- Spend time with other child/children
- Go to the doctor/health practitioner
- Visit family or friends
- Leisure / recreation activities
- Other

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

10

How much do you agree with the following statements about last year's Occasional Care service at Collingwood?

The Occasional Care service: *

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
was flexible enough to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped me make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped me access other child/family services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped me to manage some of the stress of parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
was good for my mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Show/hide trigger exists.

21

Is your child under 2 years old? *

- Yes
- No

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Logic Hidden unless: Question "Is your child under 2 years old? " is one of the following answers ("Yes")

Q 22

How do you feel about your child going to Long Day Care? *

Very
uncomfortable Uncomfortable Neutral Comfortable Very
comfortable

Q 23

Do you have any other feedback about last year's Occasional Care service at Collingwood?

Casual Care feedback

Logic Show/hide trigger exists.

Q 18

Do you know about the new Casual Care service (half or full day care service) offered at City of Yarra's children's centres? *

- Yes
- No
- Not sure

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Logic: Show/hide trigger exists. Hidden unless: Question "Do you know about the new Casual Care service (half or full day care service) offered at City of Yarra's children's centres?" is one of the following answers ("Yes")

19

Have you used the new Casual Care service? *

- Yes
- No

Logic: Hidden unless: Question "Have you used the new Casual Care service?" is one of the following answers ("No")

32

Why haven't you used the new Casual Care service? (tick all that apply) *

- I don't know how to access the new service
- It doesn't meet my needs
- I don't know anybody there
- It's not convenient to me
- It is difficult for me to get to the children's service where it is offered
- I'm happy with the current Occasional Care service
- It is too expensive
- Other

About you

28

Name *

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

33

What suburb do you live in? *

30

What is the age of your child/ren? *

31

What is your connection to the City of Yarra? (Tick all that apply) *

- I live here
- I work here
- I often travel through
- I study here
- I'm a regular visitor
- Other

Thank You!

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

APPENDIX 5 INTERVIEW SCHEDULE & QUESTIONS

Selected randomly from contact details of people in each of the sub-groups.

Respondent type	Number of interviews	Method	Additional focus of question/s	Interviewer
Casual Care enrolled – used CC & not used long day care	3	Choice: In-person or telephone	Satisfaction & any learnings.	TB
Casual Care enrolled - used CC & used long day care	3	Choice: In-person or telephone	Satisfaction & any learnings.	TB
Casual Care enrolled – not used CC or any other care service (or at least not long day care)	3	Telephone	Why not used CC?	TB
OC current user – used OC often (min 2 who’ve used OC only 1 or 2 times)	3	Choice: In-person or telephone	Satisfaction & accessed casual care?	TB
OC ex-user of Collingwood	3	Choice: In-person or telephone	Are they still going to the gym? Are they using any other child care service? Mental health?	TB
Long day care user & not used Casual Care	3	Telephone	Impact of Casual Care service	TB

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Respondent type	Number of interviews	Method	Additional focus of question/s
Casual Care enrolled – used CC & not used long day care	3	Choice: In-person or telephone	Satisfaction & any learnings.
Casual Care enrolled - used CC & used long day care	3	Choice: In-person or telephone	Satisfaction & any learnings.

How did you hear about the Casual Care service?

How often/many times have you used the Casual Care service?

Why do you use the Casual Care service?

- What activities have you done when you've used the Casual Care service?

What do you think about the Casual Care service?

- What do you like about the Casual Care service?
- What don't you like?
- What do you think of the online app booking system?

What are the benefits of the Casual Care service for you?

- Access to other services
- Social – meeting other parents
- Mental health/well-being

What are the **benefits** of the Casual Care service **for your child**?

So, how has your child's experience been of the Casual Care service?

Is there something that you think **could be done better**? Or improved?

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Respondent type	Number of interviews	Method	Additional focus of question/s
Casual Care enrolled – not used CC or any other care service (or at least not long day care)	3	Telephone	Why not used CC?

How did you hear about the Casual Care service?

Why did you enrol in the Casual Care service?

- What did you think would be the benefit of the Casual Care service?

Why haven't you used the Casual Care service?

Is there something that would **make it easier** for you to use the Casual Care service?

Do you use some **other type of child care** instead of the Casual Care service?

- Why do you use that and not the Casual Care service?

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Respondent type	Number of interviews	Method	Additional focus of question/s
OC current user – used OC often (min 2 who’ve used OC only 1 or 2 times)	3	Choice: In-person or telephone	Satisfaction & accessed casual care?

How many times have you used the Occasional Care service this year?

Why did/do you use the Occasional Care service?

- What activities have you done when you’ve used the Occasional Care service?

What do you think about the Occasional Care service?

- What do you like about the Occasional Care service?
- What don’t you like?

What are the benefits of the Occasional Care service for you?

How has your **child’s experience** been of the Occasional Care service?

Is there something that you think **could be done better**? Or improved?

- I.e. help you use the Occasional care service more?

Finally, have you used the new **Casual Care** service?

- YES – What do you think about it?
- NO – Why haven’t you used it?

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Respondent type	Number of interviews	Method	Additional focus of question/s
OC ex-user of Collingwood	3	Choice: In-person or telephone	Are they still going to the gym? Are they using any other child care service? Mental health?

How often did you use the Occasional Care service in the last 6 months of last year?

Why did you use the Occasional Care service?

- What activities have you done when you've used the Occasional Care service?

What did you think of the Occasional Care service of last year?

- What did you like about the Occasional Care service?
- What didn't you like?

What were the benefits of the Occasional Care service for you?

Are you **still going** to the gym?

What care arrangements do you use for your child **instead of the Occasional Care**?

What **affect has the closure** of the Occasional Care had on you?

Finally, have you used the new **Casual Care** service?

- YES – What do you think about it?
- NO – Why haven't you used it?

Attachment 1 - Evaluation of the Yarra Casual Care Trial July 2019

Respondent type	Number of interviews	Method	Additional focus of question/s
Long day care user & not used Casual Care	3	Telephone	Impact of Casual Care service

Do you know about the new Casual Care service?

I understand you have not used the Casual Care service. Is that right?

Is there are reason why you haven't used the Casual Care service? Is there are reason?

What do you think about the Casual Care service? (As you understand it)

Has the Casual Care service had any impact on you or your child?

Would you use the Casual Care service in the future?

11.2 Review of Better Apartments Design Standards

Executive Summary

Purpose

The purpose of this report is to:

- (a) provide Council with a summary of the *Better Apartments in Neighbourhoods Discussion Paper 2019* released by Department of Land, Water and Planning (DELWP);
- (b) outline Council officers' position on the draft standards; and
- (c) recommend feedback on the discussion paper to be submitted to DELWP.

Key Issues

The key issue for Council in considering the *Better Apartments in Neighbourhoods Discussion Paper 2019* is whether the draft standards are appropriate for a Yarra context and any suggested improvements limited to the items for discussion only.

Financial Implications

None anticipated.

PROPOSAL

The Department of Environment, Land, Water and Planning has released a discussion paper that explores five policy elements to form part of a revised Better Apartment Design Standards, these are:

- (a) Green space;
- (b) High quality building facades;
- (c) Protection from wind impacts;
- (d) Attractive engage streets; and
- (e) Better managed construction impacts.

11.2 Review of Better Apartments Design Standards

Reference: D19/154388
 Authoriser: Manager Statutory Planning

Purpose

1. The purpose of this report is to:
 - (a) provide Council with a summary of the *Better Apartments in Neighbourhoods Discussion Paper 2019* released by Department of Land, Water and Planning (DELWP);
 - (b) outline Council officers' position on the draft standards; and
 - (c) recommend feedback on the discussion paper to be submitted to DELWP.

Background

2. In 2017, the Minister for Planning (the Minister) introduced the *Better Apartments Design Standards* in the Victorian Planning Provisions. The intent for these new controls was to improve the internal design of new apartments and make them more liveable and sustainable. This was in response to concerns that apartment developments were not providing safe, liveable and healthy environments.
3. These controls were introduced into the Yarra Planning Scheme (the Scheme) on 13 April 2017 via Amendment VC136 at clauses 55.07 (apartment developments up to 4 storeys) and clause 58 (apartment developments of five or more storeys)
4. Amendment VC136 also introduced the following definition for an 'Apartment' at clause 73.01 (general terms) of the Scheme:
 - (a) *A dwelling located above the ceiling level or below the floor level of another dwelling and is part of a building containing two or more dwellings.*
5. Amendment VC139, gazetted on 29 August 2017, introduced new guidelines for apartment developments: *Urban Design Guidelines for Victoria* (DELWP 2017) and subsequently deleted redundant references to the Design Guidelines for Higher Density Residential Development (DSE 2004)
6. DELWP has released the subject discussion paper on the next phase of the apartment standards for feedback, with all submissions required prior to Friday, 27 September 2019.
7. The Discussion Paper states that DELWP will be considering all submissions where making recommendations to the Minister. A consultation report will also be prepared by DELWP summarising the submissions and any further proposed changes in light of the submission feedback.
8. The Discussion Paper also states that DELWP will propose further changes to the *Better Apartment Design Guidelines* later in 2019 in relation to building setbacks, to improve the amenity impacts of apartment developments. Consultation regarding these will occur at a later date.

External Consultation

9. Informal discussions with MEL Consulting Wind Consultants.

Internal Consultation (One Yarra)

10. The following internal departments have been consulted in preparing this report:
 - (a) Strategic Planning;
 - (b) Urban Design;

- (c) Open Space Planning and Design; and
- (d) Construction Management.

Financial Implications

11. None anticipated.

Economic Implications

12. Additional standards may impact upon development costs to the private sector.

Sustainability Implications

13. The proposed standards seek to have positive sustainability implications through increased landscaping and tree planting opportunities.

Social Implications

14. The proposed standards seek to improve the amenity for persons living in apartments.

Human Rights Implications

15. Nil

Communications with CALD Communities Implications

16. N/A

Council Plan, Strategy and Policy Implications

17. The proposed amendments to the apartment standards support a number of broad Council intents regarding amenity and liveability, and specifically the greening of apartments. In this respect, the proposals also support the intent of Council's *Urban Forest Strategy 2017*.

Legal Implications

18. Nil

Draft Apartment Standards

19. The follow sections provide detail and assessment on the five topics contained within the discussion paper, which are as follows:
- (a) Green Space;
 - (b) High quality building facades;
 - (c) Protection from wind impacts;
 - (d) Attractive, engaging streets; and
 - (e) Better managed construction impacts.

Green Space

Background

20. The apartment guidelines currently contain objectives and standards for landscaping (Clauses 55.07-4 and 58.03-5). The guidelines for apartment developments of 5 storeys or more also contain objectives and standards for communal open space (Clause 58.03-2).
21. The Discussion Paper outlines three issues with the current controls:
- (a) landscaping is often an afterthought in developments with canopy trees either too small or not provided;
 - (b) developments of less than 40 dwellings are not required to provide communal open space and therefore will often not have access to a garden; and
 - (c) apartment buildings at street level do not contribute to green streetscapes.
22. The proposed controls seek to respond to these issues by:

- (a) prioritising canopy trees and clearly define the space needed for healthy trees;
- (b) require all apartment development to include landscaped communal open space;
- (c) encourage landscaping within front setbacks; and
- (d) support landscaping, even in areas without a landscape character.

Proposed changes

23. The key changes in the proposed amended Landscape Standard D10 are summarised as follows:

- (a) The canopy tree requirements in Table D2 are amended as follows:
 - (i) deep soil requirements to apply for all site areas (currently only applicable to sites greater than 750sqm);
 - (ii) tree provision now includes the canopy spread (current only the height); and
 - (iii) minimum planter soil volumes introduced;
- (b) In the event that canopy trees cannot not be provided, the proposed standard removes reference to an 'equivalent canopy cover' in relation to the provision of other alternative responses such as vegetated planters, climbers over pergolas, green roof or green walls;
- (c) Encourage landscaping to be provided within building frontages to reduce the visual impact of buildings;
- (d) Encourage communal open space to have canopy trees;
- (e) The following existing standards are proposed to be removed:
 - (i) protect any predominant landscape features of the area;
 - (ii) take into account the soil type and drainage patterns of the site and integrate planting and water management;
 - (iii) allow for intended vegetation growth and structural protection of buildings;
 - (iv) in locations of habitat importance, maintain existing habitat and provide for new habitat for plant and animals; and
 - (v) provide a safe, attractive and functional environment for residents.

24. The change to the communal open space Standard D7 is summarised as follows:

- (a) Communal open space is to be provided for all apartment development (currently only applicable to developments with 40 or more dwellings). For apartment developments with less than 10 dwellings, the minimum area requirement is capped at 25sqm (rather than 2.5sqm per dwelling).

Officer Assessment

- 25. The provision for a greater guidance on canopy spread and soil volumes is supported.
- 26. The deep soil requirement for sites less than 1000sqm is 5%, with the minimum tree provision of 1 small tree per 30sqm. As a result, applying the deep soil area for sites less than 600sqm is likely to be of limited benefit given that the deep soil area would not meet the threshold for a canopy tree (i.e. 5% of site area would be less than 30sqm). Deep soil areas on smaller sites would also likely become a 'litter trap' and ongoing maintenance issue.
- 27. Apartment development within Yarra is largely occurring within Commercial 1 and Mixed Use Zones. In these areas, provision for deep soil is often not feasible or appropriate. Characteristically these are more robust areas where boundary to boundary construction is a contributory character of the area and as such it would not be appropriate to provide deep soil areas within setbacks. There are also very few sites that would be sufficient in area to accommodate deep soil areas central to the site and that would also achieve a reasonable level of solar access.

28. Furthermore, due to Yarra's past industrial activity, land contamination of some sites would prevent deep soil planting opportunities. It is recommended that this is added as a decision guideline as to when deep soil planting may not be feasible or appropriate.
29. Landscaped front setbacks are not characteristic in the areas typically experiencing growth in Yarra, however landscape opportunities, such as planter boxes and climbers should be encouraged on building facades to soften buildings.
30. Where the threshold for a canopy tree is triggered, the existing standard currently enables applicants to easily provide climbers and green walls in lieu of canopy trees. This issue has not been readily addressed by the proposed standard. Climbers and green walls are not considered an acceptable substitute to canopy trees and therefore it is recommended that this flexibility is removed. In sites where deep soil planting cannot be provided, canopy tree requirements should still be met within adequately sized planters.
31. Council Officers do not support the deletion of the standards as identified as they continue to be relevant considerations and useful for the assessment of a landscape plan.
32. Council officers support the intent of communal open space requirements for all apartment developments, however communal open space areas also contribute to building upkeep costs. Shared between a number of residents, the upkeep costs are not unreasonable, however for a small number of dwellings, it is likely to be significant and impact the dwelling affordability.
33. Council officers support communal open space for apartment developments with less than 40 dwellings, however for the reasons discussed, a threshold is still considered appropriate. Given that it requires 10 dwellings (at a rate of 2.5sqm per dwelling) to achieve a 25sqm area, it is considered reasonable that the minimum threshold be increased to apartments developments with 10 dwellings.

Summary points

34. In summary, the following amendments are recommended:
 - (a) Deep soil site areas should only be triggered for sites greater than 600sqm;
 - (b) Include a decision guideline to allow for consideration of contaminated land when determining whether deep soil planting can be achieved;
 - (c) Encourage landscaping to be provided within building *facades* to reduce the visual impact of buildings where front setbacks are not a character of the area;
 - (d) Encourage alternative responses to tree planting *in addition to* rather than *in lieu of* the canopy tree requirements;
 - (e) Retain existing standards that have been deleted; and
 - (f) Communal open space to be required for 10 or more dwellings.

High quality building facades

Background

35. The current apartment guidelines do not provide any clear guidance on assessing the appearance, quality and durability of materials. The issues identified in the discussion paper are as follows:
 - (a) Some apartments do not age well;
 - (b) There are few provisions outside Central Melbourne to ensure high-quality design of building facades;
 - (c) The design of building facades may not adequately allow for maintenance; and
 - (d) The 'as constructed' quality of building facades and materials does not always match that of the original planning approval.

36. In assessing apartment developments, Yarra's planning officers rely on local urban design and built form policies within Scheme, specifically clause 21.05 and clause 22.10 (although not applicable in a Heritage Overlay). However, the guidance is vague and does not adequately address the issues above as identified in the discussion paper.

Proposed changes

37. The proposed new standard is to include/encourage:
- (a) External walls of buildings to provide articulation through variation in depth, form and fixtures;
 - (b) External materials to provide visual interest through variation in material, colour and texture and be durable for the life of the building; and
 - (c) Safe and convenient access should be provided for maintenance.
38. It is proposed to include a new requirement for a design rational for external walls and selection of materials.
39. It is also proposed to update the Apartment Design Guidelines to suggest permit conditions for section details at a scale of 1:20 to illustrate the buildings external.

Officer Assessment

40. Council Officers support greater guidance regarding the design of building facades, however suggest additional standards to address the following:
- (a) Discourage sheer unarticulated walls e.g. pre cast concrete unless abutting existing walls to the same or greater height. Due to the narrowness of sites, walls often abut side boundaries and are highly visible. If left untreated, these walls can poorly impact upon the presentation of the development;
 - (b) Articulation details should have regard to the distance that the building will be viewed. Articulation to a street level façade can be much more intricate compared to an upper level wall. Articulation to an upper level wall that is too subtle will have little benefit in improving its appearance; and
 - (c) Building design and material selection should also have regard to:
 - (i) Protection from weathering (e.g. overhangs to prevent leaching, edges to prevent drip lines); and
 - (ii) Material selection which reduces ongoing maintenance costs (e.g. graffiti resistant, materials that weather well).
41. To ensure the 'as built' conditions of major developments reflect the quality depicted on the architectural drawings, Council officers at Yarra commonly add a permit condition that requires the ongoing involvement of the architects (or an alternative architectural firm to the satisfaction of the Responsible Authority) to oversee the design and construction of the development and ensure the design quality and appearance of the development as shown on the endorsed plans is realised. Council officers encourage this to be included as a recommended condition for developments of 5 or more storeys.
42. For greater certainty and assurance on building façade quality, Council Officers also suggest that a Façade Strategy is included as a recommend permit condition for more complex developments. The Façade Strategy should cover/include:
- (a) elevation drawings at a scale of 1:20 illustrating typical podium details, entries and doors, and utilities and typical mid-level and tower facade details;
 - (b) section drawings to demonstrate façade systems, including fixing details and joints between materials or changes in form;
 - (c) information about how the façade will be maintained, including any vegetation; and
 - (d) a sample board and coloured drawings outlining colours, materials and finishes.

Summary points

43. In summary, the following amendments are recommended:
- (a) Discourage sheer unarticulated walls unless abutting existing walls to the same or greater height;
 - (b) Articulation details should have regard to the distance that the building will be viewed
 - (c) Building design and material selection should also have regard to protection from weathering and reducing ongoing maintenance costs; and
 - (d) Include a recommended condition for apartment developments of 5 or more storeys for ongoing involvement of the architects (or an alternative architectural firm to the satisfaction of the Responsible Authority) to oversee the design and construction of the development and ensure the design quality and appearance of the development as shown on the endorsed plans is realised.
 - (e) Include a recommended permit condition for a Façade Strategy on complex developments, to cover/include:
 - (i) elevation drawings at a scale of 1:20 illustrating typical podium details, entries and doors, and utilities and typical mid-level and tower facade details;
 - (ii) section drawings to demonstrate façade systems, including fixing details and joints between materials or changes in form;
 - (iii) information about how the façade will be maintained, including any vegetation; and
 - (iv) a sample board and coloured drawings outlining colours, materials and finishes.

Protection from wind impacts

Background

44. There are presently no standards relating to wind impacts. Tall buildings can exacerbate wind gusts that can affect pedestrian environments including the amenity and usability of open space areas.
45. It is proposed to introduce a new standard for apartment buildings of 5 or more storeys. While some inner city Councils (Melbourne, Port Phillip & Stonnington) have policy guidance on wind conditions and when a wind report is required, the Yarra Planning Scheme presently does not provide any specific guidance.
46. Current practice of Yarra's planning officers is to request a wind report for major developments of 7 or more storeys where wind impacts are a potential concern. This would usually be requested prior to public notification of an application. The wind report will typically be a 'desk top' assessment from a qualified wind consultant who will provide an opinion on the likely wind impacts from a development based on their experience. This is then peer reviewed by another qualified wind consultant. In cases where there is uncertainty as to whether wind comfort levels will be met, a wind tunnel test will be requested, typically by way of permit condition.

Proposed changes

47. A new objective and standard is proposed. The objective would be: *To ensure the design and layout of development does not generate unacceptable wind impacts within the site or on surrounding land.* The standard introduces wind criteria relating to unsafe and comfort wind conditions within Table W. This is to be met having regard to the following:
- (a) Development should not cause unsafe wind conditions for public land, publically assessable areas, private open space and communal open space;
 - (b) Development should achieve comfortable wind conditions for public land and publically accessible areas;

- (c) Trees and landscaping should not be relied upon as the primary means for achieving wind mitigation or to meet the minimum wind requirements;
- (d) Any wind mitigation measures (e.g. canopies and screens) to be located within the subject site, unless consistent with the existing or proposed urban context; and
- (e) Assessment distance is calculated as half the total height of the building or half the longest width of the building, whichever the greater. The distance is to be measured from all facades.

48. Table W is as follows:

Table W

Wind conditions	Requirement
Unsafe	The hourly maximum 3 second gust which exceeds 20 metres per second from any wind direction considering at least 16 wind directions with the corresponding probability of exceedance percentage.
Comfortable	<p>A mean wind speed from any wind direction with probability of exceedance less than 20% of the time, equal to or less than:</p> <ul style="list-style-type: none"> • 3 metres per second for sitting areas, • 4 metres per second for standing areas, • 5 metres per second for walking areas. <p>Hourly mean wind speed is the maximum of the:</p> <ul style="list-style-type: none"> • Hourly mean wind speed, or • Gust equivalent mean speed (3 second gust wind speed divided by 1.85).

49. The decision guidelines make reference to a wind report submitted by a suitably qualified specialist.

Officer Assessment

50. Council Officers support the inclusion of a wind impact assessment standard for developments of 5 storeys or greater.

51. The wording of the standard suggests that there may be situations where unsafe wind conditions caused by a development would be allowed. This is not supported by Council’s planning officers. The standard also only directs public land and publically accessible areas to achieve the comfort criteria. To ensure all outdoor areas are usable, it is considered that a reasonable comfort criteria should also be achieved for communal and private open space areas.

52. The comfort criteria within Table W refers to a “mean speed” rather than a specific direction criteria. Melbourne’s wind climate experiences strong northern and westerly wind gusts, however other wind directions are typically milder. Using an average speed across all directions is likely to mask more severe wind impacts from northerly and westerly winds.

53. Greater guidance is required to establish where sitting, standing and walking criteria is to be met. Informed by advice from various Wind Consultants, it is standard practice to apply:

- (a) Walking comfort for footpaths and other pedestrian thoroughfares;
- (b) Standing comfort for building entrances, communal terraces and open space; and
- (c) Sitting comfort for outdoor café seating.

54. The above criteria has been accepted for many developments within the City of Yarra as achieving an appropriate level of wind comfort.

55. The standard suggests that trees and landscaping could be used, in conjunction with other measures, to achieve the minimum wind requirements. It is not clear whether this is in relation to safety or comfort criteria. However, in either instance, Council officers do not support any reliance on vegetation to achieve minimum wind requirements. While vegetation can ameliorate wind conditions, it is too variable to be relied upon i.e. trees may fail or vegetation may otherwise not grow with the density of foliage required.
56. Wind mitigation measures are often an afterthought in the design of a building. It is recommended that a standard is required to also ensure that wind mitigation measures are appropriately integrated into the design of the building.
57. The assessment distance is unclear and may result in excessive study areas, particularly within built up areas where wind impacts from developments are more immediate to the site. It is suggested that wind assessments beyond the site boundaries could be limited to the publicly accessible areas between the nearest adjacent buildings, including publically accessible areas on private land; or the proposed assessment distance, whichever the lesser.
58. The proposed decision guidelines do not require consideration of existing conditions. There may be situations where existing conditions already exceed comfort levels and therefore it may not be possible for a proposed development to achieve the comfort criteria in these cases. This should be included as a decision guideline to consider this circumstance.
59. Reference to a wind report should be contained within the standard rather than the decision guidelines. Based on current practice, Council officers would support a desktop report initially with a wind tunnel assessment to be provided in situation where further analysis is warranted to determine that the wind comfort criteria is met.

Summary points

60. Strengthen the standard by removing reference to '*should not cause*' in relation to unsafe wind conditions.
61. Nominated comfort criteria to also be met within private open space and communal open space areas.
62. Comfortable wind criteria to be based upon specific direction criteria rather than mean wind speeds from any direction.
63. Identify which comfort criteria should be used, suggest:
 - (a) Walking comfort for footpaths and other pedestrian thoroughfares;
 - (b) Standing comfort for building entrances, communal and private open space area; and
 - (c) Sitting comfort for outdoor café seating.
64. Remove reference to 'primary' in regard to the relation to trees and landscaping for wind mitigation and include reference to minimum comfort criteria.
65. Include within the standard that wind mitigation measures to be appropriately integrated into the design of the building.
66. Limit wind assessment areas beyond the site boundaries to publicly accessible areas between the nearest adjacent buildings, including publically accessible areas on private land; or the proposed assessment distance, whichever the lesser.
67. Include the consideration of existing wind conditions in the decision guidelines.
68. Include reference to a desktop wind report prepared by a suitably qualified specialist within the standard, with wind tunnel testing to be undertaken in situations where further wind analysis is required to ascertain whether wind comfort criteria will be met.

Attractive, engaging streets

Background

69. The current apartment guidelines include an objective and standards for integration with the street (Clause 58.02-5), however they provided limited detail in support of active and engaging streetscapes. There are also objectives and standards for vehicle access and site services (Clauses 58.03-6 and 58.06-2), however, these provide little guidance on the visual impact that these services can have on the presentation of a building.
70. The Discussion Paper suggests that there are issues with windowless and blank walls, prominent vehicle entrances, and visible car parking and building services that dominate the street frontage. The proposed changes seek to address this issue.

Proposed changes

71. In regard to the integration with the street, it is proposed to add a second objective to encourage active street fronts. The existing standards are proposed to be amended, with new standards added as summarised below:
- (a) Reference to cycle links has been added with developments to now provide adequate vehicle, pedestrian and cycle links;
 - (b) Reference to 'in front of dwellings' has been deleted from the standard requiring high fencing to be avoided where practical;
 - (c) A new standard requests that buildings provide for residential, commercial, retail or other active uses at street fronts;
 - (d) A new standard requires that car parking and internal waste collection area of a building should be located behind residential, commercial, retail or other active uses along street fronts; and
 - (e) A new standard seeks to avoid blank walls along street fronts.
72. In regard to vehicle access, it is proposed to make reference to 'access points' in the objective, which seeks to minimise the impacts of vehicle crossovers on the streetscape.
73. A new standard is proposed that car parking entries should be consolidated, minimised in size and integrated within the façade and where practicable located at the side or rear of the building.
74. In regard to site services, it is proposed to amend the second objective to include reference to site services i.e. to ensure that site services and facilities are accessible, adequate and attractive. It is also proposed to add a new standard that: *metres, utility services and service cupboards should be designed as an integrated component of the façade.*
75. The Discussion Paper also indicates that principles for well located, designed and integrated services will be added to the Apartment Design Guidelines for Victoria.

Officer Assessment

76. Council Officers support the expansion of the Integration with the Street objectives and standards, however advocate additional detail within the standards as follows:
- (a) Delete reference to 'where practical' from the standard discouraging high fencing. The standard is not mandatory so in situations where high fencing is appropriate, this could be permitted. Reference to 'where practical' potentially indicates a greater acceptable on high fencing in certain situations;
 - (b) Greater guidance in relation to what is desirable for active streets such as high levels of glazing at street level. Reference should also be made to activation of upper levels through windows or balconies, which contribute to active streetscapes and security through passive surveillance; and

- (c) Residential uses at ground level do not necessarily support an active streetscape and can result in a poor internal amenity from occupants seeking privacy through perpetually closed blinds. Layout and design should have regard to the protection of privacy whilst maximising opportunities for active frontages and integrated streetscapes.
- 77. Council officers support the inclusion of design principles within the Apartment Design Guidelines to provide guidance on how activation and street integration is to be achieved.
- 78. The first standard within 'Integration with the Street' requires adequate vehicle, pedestrian and cycle links. It is considered that this would be more suited to 'access' considerations under Clause 58.03-6 given that it relates to vehicle access/integration more so than street activation.
- 79. Council officers also encourage additional standards within Access, including:
 - (a) Separation of pedestrian and bicycle access points from vehicle access points; and
 - (b) Ensure the design and location of car parking entries minimises conflicts with pedestrians, cyclists and vehicles.
- 80. Council officers support the new standard for site services, however believe that the standard should be strengthened by discouraging services facing the street or where required by the service provider, their size and prominence be reduced as much as practicable. While utility and emergency providers require some services to be accessible from the public realm, in cases where services do not be positioned along the frontage or can be reduced in size, greater policy support for this outcome is requested i.e. substations in basements.

Summary points

- 81. Delete reference to 'where practical' from the standard discouraging high fencing.
- 82. Clarify within the Standards how active streets are to be achieved e.g. high levels of glazing at street level and glazing and balconies to upper levels.
- 83. Include a standard that requires consideration of privacy for dwellings when designing for active frontages.
- 84. Include reference to the Apartment Design Guidelines in the decision guidelines and update these to provide examples on how activation and street integration can be achieved.
- 85. Relocate the standard on adequate vehicle, pedestrian and cycling links to the Access Standard.
- 86. Include additional standards for Access requiring a separation of pedestrian and bicycle access points from vehicle access points and minimise potential conflicts with pedestrians, cyclists and vehicles.
- 87. Include an additional standard for site services that discourages services facing the street or where unavoidable, reduce their size and prominence as much as practicable.

Better managed construction impacts

Background

- 88. At Yarra City Council, a Construction Management Plan is a standard planning permit condition requirement for all large and hard to access developments prior to the commencement of the development. The Construction Management Unit reviews and authorises construction management plans, this includes input from Council's traffic engineers, civil engineers and in some cases input from other authorities such as CitiPower and VicRoads. However, many other Victorian municipalities do not have these measures in place and as such, the construction phase can cause excessive impacts on the surrounding area.

89. Presently, there are no specific standards within the Scheme that require Construction Management Plans to be prepared. The Discussion Paper proposes to create a new standard to require details of how a site will be managed prior to and during the construction period to ensure that apartment building construction is consistently managed with less disturbance on existing neighbourhoods.

Proposed changes

90. New objectives and standards are proposed. The objectives seek to protect the site and surrounding area from environmental degradation or nuisance prior to and during construction. They also seek to protect the drainage infrastructure and receiving waters from sedimentation and contamination.
91. The new standard would require applications to describe how the site will be managed prior to and during construction. A list of potential items to be managed would also be included.
92. The Discussion Paper also outlines that it proposes to amend the apartment design guidelines to include a construction management plan before the development commences, including demolition.

Officer Assessment

93. Council officers do not support the inclusion of a construction impacts standard for apartment developments. Construction management is a vital component of development in the City of Yarra due to its built up, inner city context, however providing this information at the planning application stage is of little benefit to construction management or the assessment of apartment developments.
94. Construction Management Plans are a document prepared by the appointed builder to outline their construction methodology based on the current conditions. Preparing this information at the planning application stage would require input from a builder potentially years before the commencement of the development. This would lead to uncertainty in respect to the consideration of other developments and potential street upgrade works and service installations that may occur in the time between the planning application stage and commencement of the development.
95. The construction methodology is unrelated to the assessment of an application insofar as the construction methodology does not inform the ultimate design and quality of the proposed apartment development. It is therefore not considered a necessary ingredient for planning officers to assess the application before them, however it is likely to unnecessarily delay the assessment of plans as matters relating to construction are negotiated.
96. Furthermore, the objective as proposed is likely to unreasonably increase community expectations. It is not feasible to protect surrounding areas from any nuisance during construction, as construction does inherently cause some disruption. Furthermore, introducing a requirement to consider construction methodology for apartment developments would also create inconsistency in the assessment process for other non-residential developments, which would not be required to provide up-front construction methodology statements.
97. Council's planning officers, however, do support the recommendation for a Construction Management Plan to be included as a permit condition prior to commencement of works, including demolition, bulk excavation and site preparation works. Presently, Council officers have difficulty requiring construction management plans for demolition and site preparation works where no planning permit is required for those works i.e. on sites not protected by a heritage overlay. The requirement for a Construction Management Plan prior to demolition for all sites would be beneficial.
98. The listed items to be covered by a construction management plan is largely supported, however should also include asset protection and civil works.

Summary points

99. Do not support the inclusion of objectives and standards relating to construction impacts at the planning application stage.
100. Support the inclusion of construction management plans as a condition of permit prior to the commencement of demolition.
101. Request that Construction management plans required as a condition of permit also include details on asset protection and civil works.

Conclusion

102. Council Officers support and encourage greater guidance for apartment developments to ensure the impact on neighbourhoods and that adverse impacts are assessed and managed. However, as outlined in this report, particular changes are recommended on the proposed standards to ensure that they are relevant and useful for future developments within the City of Yarra. A summary of this feedback is contained within the recommendation below.

RECOMMENDATION

1. That:
 - (a) Council receive the report on the Review of Better Apartments Design Standards.
 - (b) Council submit the following feedback to the Department of Environment, Land, Water and Planning in response to the Discussion Paper 2019:

Green Space

- (i) Deep soil site areas should only be triggered for sites greater than 600sqm;
- (ii) Include a decision guideline to allow for consideration of contaminated land when determining whether deep soil planting can be achieved;
- (iii) Encourage landscaping to be provided within building facades to reduce the visual impact of buildings where front setbacks are not a character of the area;
- (iv) Encourage alternative responses to tree planting in addition to, rather than in lieu of, the canopy tree requirements;
- (v) Retain existing standards that have been deleted;
- (vi) Communal open space to be required for 10 or more dwellings;

High quality building facades

- (vii) Discourage sheer unarticulated walls unless abutting existing walls to the same or greater height;
- (viii) Articulation details should have regard to the distance that the building will be viewed;
- (ix) Building design and material selection should also have regard to protection from weathering and reducing ongoing maintenance costs;
- (x) Include a recommended condition for apartment developments of 5 or more storeys for ongoing involvement of the architects (or an alternative architectural firm to the satisfaction of the Responsible Authority) to oversee the design and construction of the development and ensure the design quality and appearance of the development as shown on the endorsed plans is realised;
- (xi) Include a recommended permit condition for a Façade Strategy on complex developments, to cover/include:

- elevation drawings at a scale of 1:20 illustrating typical podium details, entries and doors, and utilities and typical mid-level and tower facade details;
- section drawings to demonstrate façade systems, including fixing details and joints between materials or changes in form;
- information about how the façade will be maintained, including any vegetation; and
- a sample board and coloured drawings outlining colours, materials and finishes.

Protection from Wind Impacts

- (xii) Strengthen the standard by removing reference to '*should not cause*' in relation to unsafe wind conditions;
- (xiii) Nominated comfort criteria to also be met within private open space and communal open space areas;
- (xiv) Comfortable wind criteria to be based upon specific direction criteria rather than mean wind speeds from any direction;
- (xv) Identity which comfort criteria should be used, suggest:
 - Walking comfort for footpaths and other pedestrian thoroughfares;
 - Standing comfort for building entrances, communal and private open space area;
 - Sitting comfort for outdoor café seating;
- (xvi) Remove reference to 'primary' in regard to the relation to trees and landscaping for wind mitigation and include reference to minimum comfort criteria;
- (xvii) Include within the standard that wind mitigation measures to be appropriately integrated into the design of the building;
- (xviii) Limit wind assessment areas beyond the site boundaries to publicly accessible areas between the nearest adjacent buildings, including publically accessible areas on private land; or the proposed assessment distance, whichever the lesser;
- (xix) Include the consideration of existing wind conditions in the decision guidelines;
- (xx) Include reference to a desktop wind report prepared by a suitably qualified specialist within the standard, with wind tunnel testing to be undertaken in situations where further wind analysis is required to ascertain whether wind comfort criteria will be met;

Active engaging streets

- (xxi) Delete reference to 'where practical' from the standard discouraging high fencing;
- (xxii) Clarify within the Standards how active streets are to be achieved e.g. high levels of glazing at street level and glazing and balconies to upper levels;
- (xxiii) Include a standard that requires consideration of privacy for dwellings when designing for active frontages;
- (xxiv) Include reference to the Apartment Design Guidelines in the decision guidelines and update these to provide examples on how activation and street integration can be achieved;

- (xxv) Relocate the standard on adequate vehicle, pedestrian and cycling links to the Access Standard;
- (xxvi) Include additional standards for Access requiring a separation of pedestrian and bicycle access points from vehicle access points and minimise potential conflicts with pedestrians, cyclists and vehicles;
- (xxvii) Include an additional standard for site services that discourages services facing the street or where unavoidable, reduce their size and prominence as much as practicable;

Better Managed Construction Impacts

- (xxviii) Do not support the inclusion of objectives and standards relating to construction impacts at the planning application stage;
- (xxix) Support the inclusion of construction management plans as a condition of permit prior to the commencement of demolition; and
- (xxx) Request that Construction management plans required as a condition of permit also include details on asset protection and civil works.

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Attachments

1 [↓](#) Better Apartments Discussion Paper 2019

Better Apartments in Neighbourhoods

Discussion Paper 2019



Attachment 1 - Better Apartments Discussion Paper 2019

Better Apartments in Neighbourhoods Discussion Paper 2019

Acknowledgments

We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

We are committed to genuinely partner, and meaningfully engage, with Victoria's Traditional Owners and Aboriginal communities to support the protection of Country, the maintenance of spiritual and cultural practices and their broader aspirations in the 21st century and beyond.

Cover: Elwood House (Woods Bagot)

Photo: Trevor Mein

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1. Introduction

1.1 Building better apartments

Apartment living is an increasingly common housing choice. Apartment buildings need to provide high-quality homes, and they need to maintain and improve neighbourhood amenity.

By 2051, Victoria's population is forecast to increase by over four million people — that's an estimated 1.9 million additional households. The Victorian Government is working to ensure Victoria's growing population will be well-housed, including in better apartments.

Until recently, most apartment developments have been built in inner Melbourne, where there are some established planning practices to control external amenity impacts. As apartment developments are built in more diverse locations in Victoria, there is a greater need to ensure they help make streets and neighbourhoods pleasant places to live and visit.

In 2017, the government introduced the *Better Apartments Design Standards* in the Victoria Planning Provisions, to improve the internal design of new apartments and make them more liveable and sustainable. The standards were a response to concerns that some new apartment developments were not providing safe and healthy environments.



Figure 1. Elwood House (Woods Bagot)
Photo: Trevor Mein

Attachment 1 - Better Apartments Discussion Paper 2019

1.2 Summary of the proposed changes

With a focus on the relationship between new apartment developments and the amenity of existing neighbourhoods, the government has announced further changes to the planning rules for apartment developments.

In order to deliver on this commitment, this discussion paper proposes some potential changes to the *Better Apartments Design Standards* and the *Apartment Design Guidelines for Victoria*. The discussion paper explores five policy aims for new apartment developments, including the need for:

- **Green space** in common areas of buildings, which preferably include trees to provide shade and urban cooling, and landscaping that softens the street.
- **High quality building facades** made from robust, durable and attractive materials that complement surrounding buildings and provide visual interest.

- **Protection from wind impacts** on surrounding streets and open space, so the spaces are comfortable to use and likely to be used more often.
- **Attractive, engaging streets** that enhance the amenity, safety and walkability of the neighbourhood.
- **Better managed construction impacts** of building work on existing neighbourhoods.

Taken collectively, the five proposed changes to the current planning rules will create greener, more robust apartment buildings that contribute to the life of their neighbourhood and provide a legacy of quality housing stock for future generations.

Table 1 summarises the main issues and proposed changes which are further explained in this discussion paper.



Figure 2. 35 Spring Street (Bates Smart)
 Photo: Peter Clarke

Attachment 1 - Better Apartments Discussion Paper 2019



Table 1: Proposed changes to the Better Apartments Design Standards and Apartment Design Guidelines for Victoria (Summary)

Green Space	
Proposed Outcome	<ul style="list-style-type: none"> Consistent, high quality landscaping outcomes for all apartment developments.
Current Issues	<ul style="list-style-type: none"> Despite the current planning rules, landscaping is often an afterthought in the building design and planning process. Canopy trees, that improve people’s wellbeing and provide urban cooling, are often either too small or not provided at all. Developments of 40 dwellings or fewer will often not have communal open space which means that residents may not have access to a garden. Some apartment buildings at street level do not contribute to green streetscapes.
Proposed Changes	<ul style="list-style-type: none"> Change the current standards to: <ul style="list-style-type: none"> clarify landscaping objectives and standards to prioritise canopy trees. Clearly describe the design space needed for healthy canopy trees require all apartment developments to include landscaped communal open space encourage landscaping in street frontages support landscaping, even in areas without an existing landscape character. Amend the <i>Apartment Design Guidelines for Victoria</i> to improve guidance about landscaping and include a suggested permit condition requiring information about how the landscaping will be maintained.
Appearance of the Building	
Proposed Outcome	<ul style="list-style-type: none"> Apartment developments are attractive and built from durable materials, so they stand the test of time.
Current Issues	<ul style="list-style-type: none"> Some apartment developments do not age well. There are few planning provisions outside central Melbourne to ensure high-quality design of building facades. The design of a building’s facade may not adequately allow for maintenance. The quality of a constructed building’s facades and materials does not always match the quality of the original planning approval.
Proposed Changes	<ul style="list-style-type: none"> Create a new standard to: <ul style="list-style-type: none"> require all apartment developments to have a high-quality external building design through the use of form and fittings require external materials on the building to have visual interest and be durable for the life of the building ensure that the external walls of the building are accessible for maintenance ensure what is built matches the standard of the initial approval. Amend the <i>Apartment Design Guidelines for Victoria</i> to help ensure materials and built form achieve the standard.

Attachment 1 - Better Apartments Discussion Paper 2019

Better Apartments in Neighbourhoods Discussion Paper 2019

Wind Impacts	
Proposed Outcome	<ul style="list-style-type: none"> Apartment developments do not exacerbate windy conditions to public and private open spaces.
Current Issues	<ul style="list-style-type: none"> Tall buildings can exacerbate wind gusts which can affect pedestrians and the safety and amenity of public, private and communal spaces. In most of Victoria, there are no specific planning requirements to manage wind effects. Wind effects may not be considered early in the design process, which may cause costly redesigns or poor design outcomes.
Proposed Changes	<ul style="list-style-type: none"> Create a new standard for apartment buildings of five or more storeys to: <ul style="list-style-type: none"> ensure wind effects on streets and open spaces are considered define comfortable and unsafe wind conditions. Amend the <i>Apartment Design Guidelines for Victoria</i> to clarify when a desktop wind study or wind tunnel analysis is likely to be required, so wind effects are considered earlier in the design process.
Street Interface	
Proposed Outcome	<ul style="list-style-type: none"> Apartment developments are attractive at street level and contribute to the life of the neighbourhood.
Current Issues	<ul style="list-style-type: none"> Windowless and blank walls, prominent vehicle entries, visible car parking and building services that dominate the street frontage can detract from the look and feel of the street and reduce pedestrian safety.
Proposed Changes	<ul style="list-style-type: none"> Change the standards to: <ul style="list-style-type: none"> integrate apartment developments with the street through active street fronts minimise the impact on the streetscape of vehicle entries ensure site services can be installed and easily maintained and site facilities are accessible, adequate and attractive. Amend the <i>Apartment Design Guidelines for Victoria</i> to include principles for services and to recommend early consultation between permit applicants and service providers to achieve good design outcomes.
Construction Impacts	
Proposed Outcome	<ul style="list-style-type: none"> The impacts of apartment building construction are consistently managed with less disturbance on existing neighborhoods.
Current Issues	<ul style="list-style-type: none"> The construction phase of an apartment development can impact neighbours. Current standards do not address managing construction issues.
Proposed Changes	<ul style="list-style-type: none"> Create a new standard to require consideration of how a site will be managed prior to and during the construction period. Amend the <i>Apartment Design Guidelines for Victoria</i> to include a suggested permit condition for a construction management plan.



1.3 Have your say

This discussion paper provides the basis for public consultation and feedback about the proposed changes to the *Better Apartments Design Standards* and the *Apartment Design Guidelines for Victoria*, so Victoria has planning rules for new apartment developments that benefit the community and are workable for industry.

The Department of Environment, Land, Water and Planning (DELWP) invites all Victorians to provide feedback about the proposals in this paper by making a submission. Your feedback will result in better policy and development outcomes.

Submissions can be made online via the online submission form, or by uploading your completed submission form to www.engage.vic.gov.au/building-better-apartments-in-neighbourhoods

Submissions close on Friday 27 September 2019 at 5 pm.

Your submission will be made public and deidentified in the case of individuals, unless the department determines your submission should remain confidential.

Form of submissions

For each of the proposed changes your submission could:

- state your (or your organisation’s) position on the issues raised and on the proposed changes
- explain your position, supporting your explanation with evidence as you see fit
- explain any other changes you would like.

The discussion paper has a ‘Questions to reflect on’ box for certain proposed changes. This indicates a specific topic about which we would appreciate feedback.

1.4 Next steps

DELWP will consider all submissions we receive when making recommendations to the Minister. We will prepare a consultation report summarising the submissions and further proposed changes in light of the submission feedback.

Any changes to the *Better Apartments Design Standards* will be implemented in a way that supports industry and local government. This will include an update to the *Apartment Design Guidelines for Victoria*.

1.5 Future activities

The proposed changes are an item in a continuing work program to improve the internal and external amenity of apartments for the benefit of Victoria.

Monitoring and review

The government will continue to monitor the performance of the *Better Apartments Design Standards* and continue to identify and improve, in consultation with industry and local government, the Victoria Planning Provisions to encourage high-quality apartment design and construction.

External amenity standards — setbacks

Later in 2019, the government will propose further changes to the *Better Apartments Design Standards* and the *Apartment Design Guidelines for Victoria* in relation to building setbacks, to improve the amenity impacts of apartment developments. It will also consult with the public and industry about these proposed changes.

Architect plans for world-leading apartments

The government will support Victoria’s architects to work side-by-side with the Office of the Victorian Government Architect to produce plans for apartment developments in Victoria that are world-leaders in design, sustainability and liveability.

2. Green Space

2.1 Issue

Apartment developments will help form the future character of our cities and their landscaping plays an important role in creating attractive and liveable urban environments.

Landscaping, particularly canopy trees, improves people's well-being and helps cool the urban environment. Trees provide visual relief, connections with nature, shade for recreation and habitat for fauna. Their volume helps cool the urban environment. Canopy trees are particularly effective as they can be more-resilient than smaller plants.

There is evidence that despite the current *Better Apartments Design Standards*, landscaping is often an afterthought in the building design and planning process, and the intent of the current landscaping standards is not always realised. There are rarely deep-soil areas for trees; mature trees are removed and new trees are too small. Landscaping is not

being located optimally for solar access, and trees do not have adequate space for their canopy spread or soil volume.

Furthermore, apartment developments often provide limited landscaping along building frontages, which contributes to harder and less welcoming streetscapes and buildings.

The current *Better Apartments Design Standards* do not require smaller apartment developments to have communal open space, which means residents may not have access to a garden.

Attachment 1 - Better Apartments Discussion Paper 2019

Better Apartments in Neighbourhoods Discussion Paper 2019

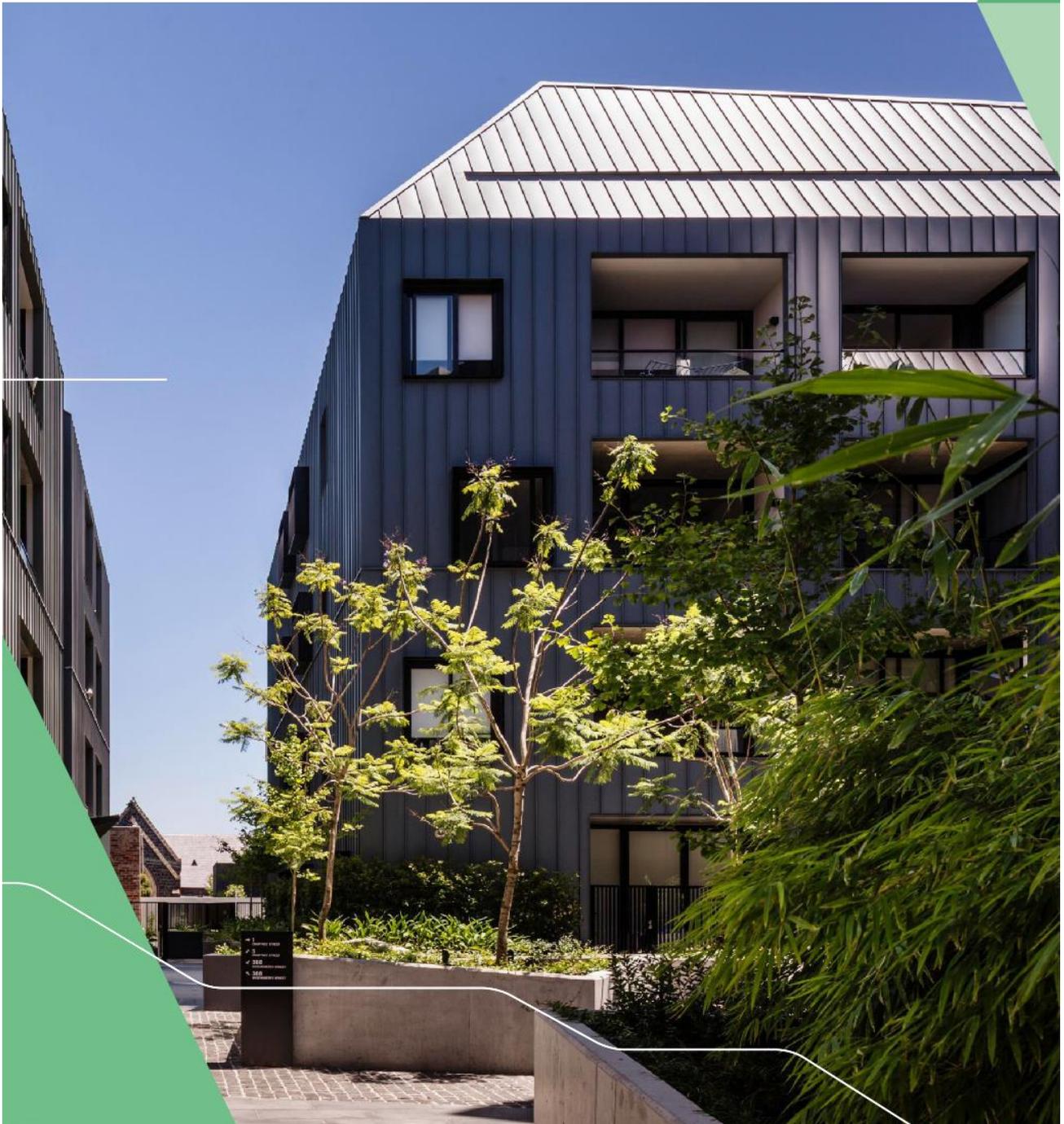


Figure 3. Assembly Apartments (Woods Bagot).
Photo: Trevor Mein

Attachment 1 - Better Apartments Discussion Paper 2019

Better Apartments in Neighbourhoods Discussion Paper 2019

2.2 Proposed changes

Clarify landscaping objectives and standards to prefer canopy trees

The proposed standard clarifies that the preferred design response for landscaping apartment developments is canopy trees. The proposed standard would:

- clarify that existing, mature trees should be retained and that new trees of a certain canopy spread should be provided either in deep soil areas or in planters
- retain the flexibility to have vegetated planters, pergolas, green roofs or walls instead of canopy trees
- provide guidance about the minimum soil volumes for planters, so trees thrive
- require a variety of trees, shrubs and grasses including flowering native species
- encourage landscaping treatments that cool the urban environment.

Require all apartment developments to include landscaped communal open space

The proposed standard would:

- remove the existing threshold of 40 or more dwellings for the provision of communal open space
- ensure a minimum 25m² of communal open space is provided in any apartment development, to accommodate a canopy tree.

The definition of communal open space in *Apartment Design Guidelines for Victoria* would also be amended, to indicate this space can be either indoors or outdoors.

Encourage landscaping in street frontages

The proposed standard would amend the current landscaping standard to encourage landscaping elements that contribute to streetscape amenity. This would also help improve the appearance and amenity of streets and buildings as urban areas develop and grow.

Clarify landscaping objectives to support the area's landscape character

The objectives of the landscape standard would be amended to require apartment developments to provide landscaping, even in areas without an existing landscape character, to encourage emerging green neighbourhoods.

2.3 Outcomes

- Ground-floor gardens with canopy trees located in deep-soil areas.
- Upper-level terraces or rooftops incorporating landscaping to provide shade and places for recreation.
- Improved overall site landscaping that provides canopy trees in communal areas for residents' amenity and wellbeing.
- Buildings that use vegetation to soften their appearance at the street level and which support streetscape amenity.
- Landscaping that better mitigates the effect of urban heat and improves urban cooling.
- Landscaping that supports native fauna and provides opportunities for residents to enjoy nature.

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Better Apartments in Neighbourhoods Discussion Paper 2019



Figure 4. Elwood House (Woods Bagot)
Photo: Trevor Mein

2.4 Proposed changes to landscaping standard (all apartment developments)

Objectives

- To provide landscaping that supports the existing, or preferred future, landscape character of the area.
- To provide landscaping that supports wellbeing and amenity.
- To encourage the retention of mature vegetation on the site.
- To provide landscaping that is varied and supports biodiversity.
- To provide climate responsive landscaping.
- To provide landscaping that reduces the urban heat island effect.

Standard

Canopy trees should be provided at the number specified in column 2 of Table D2.

Development should retain existing canopy trees. Existing canopy trees can be included in meeting the number specified in column 2 of Table D2.

Communal open space should have canopy trees.

Canopy trees should be located in deep soil areas as specified in column 3 of Table D2.

If the development does not provide the deep soil areas specified in column 3 of Table D2, a planter should be used to provide each canopy tree with the minimum soil volume as specified in column 4 of Table D2.

Where canopy trees have not been provided, other alternative responses such as vegetated planters, climbers over pergolas, green roofs or green walls, should be used.

Landscaping or shade structures should shade sun exposed areas, including pedestrian accessways and outdoor areas.

Landscaping should be provided within building frontages to reduce the visual impact of buildings.

Landscaping should be irrigated, and planting schemes should use a variety of trees, shrubs and grasses, including flowering native species.

Sun exposed trafficable areas should use surface materials that lower surface temperatures and reduce heat absorption.

The landscape layout and design should specify landscape themes, vegetation (location and species), paving, lighting and how landscaping will be irrigated and maintained.

Development should meet any additional landscape requirements specified in a schedule to the zone.

continued on the next page...

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Table D2 Deep soil areas and canopy trees

Site area	Minimum tree provision	Deep soil areas	Planter soil volume
<1000 square metres	1 small tree (4-5 metre canopy spread / 6-8 metres high) per 30 square metres of deep soil area	5% of site area (minimum plan dimension of 3 metres)	10-12 cubic metres 0.8 metre minimum depth
1001 – 1500 square metres	1 medium tree (8 metre canopy spread / 8-12 metres high) per 50 square metres of deep soil area or 1 large tree (at least 10-16 metre canopy spread / 12-18 metres high) per 90 square metres of deep soil area	75% of site area (minimum plan dimension of 3 metres)	30 cubic metres 1 metre minimum depth Or 50-120 cubic metres 1.5 metre minimum depth
1501 - 2500 square metres	2 medium trees per 90 square metres of deep soil area or 1 large tree per 90 square metres of deep soil area	10% of site area (minimum plan dimension of 3 metres)	48 cubic metres 1 metre minimum depth or 50-120 cubic metres 1.5 metre minimum depth
>2500 square metres	2 medium trees per 90 square metres of deep soil area or 1 large tree per 90 square metres of deep soil area	15% of site area (minimum plan dimension of 6 metres)	48 cubic metres 1 metre minimum depth or 50-120 cubic metres 1.5 metre minimum depth

Decision guidelines

Before deciding on an application, the responsible authority must consider:

- Any relevant plan or policy for landscape character and environmental sustainability in the Municipal Planning Strategy and the Planning Policy Framework.
- The design response.
- The health of any trees to be removed.
- Whether landscaping is part of the existing or preferred future landscape character.
- The suitability of the proposed location and soil volume for canopy trees.
- The ongoing management of landscaping within the development.
- The soil type and drainage patterns of the site.

2.5 Proposed changes to communal open space standard (all apartment developments)

Objective

To ensure that communal open space is accessible, practical, attractive, easily maintained and integrated with the layout of the development.

Standard

Developments with 10 dwellings or less should provide a minimum area of communal open space of 25 square metres. Developments with 11 or more dwellings should provide a minimum area of communal open space of 2.5 square metres per dwelling or 250 square metres, whichever is the lesser.

Communal open space should:

- Be located to:
 - Provide passive surveillance opportunities, where appropriate.
 - Provide outlook for as many dwellings as practicable.
 - Avoid overlooking into habitable rooms and private open space of new dwellings.
 - Minimise noise impacts to new and existing dwellings.
- Be designed to protect any natural features on the site.
- Maximise landscaping opportunities particularly the provision of canopy trees.
- Be accessible, useable and capable of efficient management.

Decision guidelines

Before deciding on an application, the responsible authority must consider:

- Any relevant urban design objective, policy or statement set out in this scheme.
- The design response.
- The useability and amenity of the communal open space based on its size, location, accessibility and reasonable recreation needs of residents.
- The contribution of communal open space towards supporting on site landscaping including canopy trees.
- The availability of and access to public open space.

2.6 Proposed changes to the design response

Include the following new requirements:

- The design response must explain how the proposed design accommodates landscaping elements within the site.
- The design response must include plans and sections indicating where deep soil areas and canopy trees are to be located including, where relevant, soil volume allocation, planter pit dimensions and watering and drainage infrastructure.

2.7 Proposed changes to the Apartment Design Guidelines for Victoria

Include as a suggested permit condition:

- Information about how the landscaping will be maintained.

3. Appearance Of The Building

3.1 Issue

Apartment developments are substantial buildings that should be designed to endure for 40, even 100 years. They should age well by remaining attractive and minimising maintenance.

At present, outside areas where design and development controls apply (such as in central Melbourne), there are few planning provisions to ensure high-quality external façade design. As apartment developments are built in more locations across Victoria, there is a need for planning rules that address the attractiveness and durability of these buildings as they will be significant structures in their neighbourhood. Smaller apartment developments that use external wall coatings on lightweight construction can be seen in some cases to crack and stain.

The design of building facades do not always allow for easy maintenance access. Cleaning and maintenance access to the facades of apartment buildings needs to be considered up-front, in the site layout and building design process, to ensure the apartment building ages well and doesn't deteriorate.

Further, a standard for external walls and materials would help to ensure the quality and appearance of a finished building is similar to that which was initially approved. Currently, the quality of a building's external materials and facade design can reduce between planning approval and construction. An approved planning permit can be amended during the design development and construction phases to change the design of the facade and the external materials. There is evidence such amendments sometimes result in less visually-interesting external materials, or a loss of depth in a façade design, such as balconies or structural elements. Currently, the planning system does not provide adequate guidance to planners about which design changes are acceptable.



Figure 5. Oxford and Peel, (Jackson Clements Burrows Architects)
Photo: Peter Clarke

Attachment 1 - Better Apartments Discussion Paper 2019

3.2 Proposed changes

Proposed changes to the *Better Apartments Design Standards* would focus on matters best-managed through the planning system (such as the built form, a building’s appearance and access for facade maintenance). The proposed changes are intended to complement the building control system.

A proposed new standard would require all apartment developments to have a visually interesting and high-quality external design and have external materials that are durable for the life of the building and have visual interest. It would also require apartment buildings to have external walls that are accessible for maintenance.

The proposed standard would provide a benchmark for the responsible authority about the appearance of apartment developments, to be applied at the planning permit stage and through to construction and use. If the appearance of the building is to change during design development, construction or use, a permit applicant would be required to explain the design approach for the building’s exterior design and appearance and to justify the selection of external materials. The planner could then consider whether proposed changes achieve an equivalent outcome.

Provide guidance to ensure materials and built form achieve the standard

To assist planners and applicants, the *Apartment Design Guidelines for Victoria* would be amended to provide principles for how to identify whether external materials or built form achieve the proposed standard and other supporting resources such as possible permit conditions.

3.3 Outcomes

- Apartment buildings look attractive and are built from durable materials, so they age well.
- Apartment buildings are cost-effective to maintain.
- Planning processes maintain the quality of appearance of an apartment development through the design development and construction stages. As a result, apartment buildings achieve the expectations of the originally approved permit.

A QUESTION TO REFLECT ON WHEN PROVIDING YOUR FEEDBACK

1. *What support and information do planners need about design quality and external materials to implement the proposed standard?*

3.4 Proposed new external walls and materials standard (all apartment developments)

Objectives

- To ensure that the design and finish of external walls makes a positive contribution to the public realm.
- To ensure that the external walls and materials of buildings are visually interesting and of a high-quality design standard.
- To ensure that the external materials are low maintenance and durable.
- To ensure that the external walls of the building are readily accessible for maintenance.

Standard

- The external walls of buildings should provide articulation through variation in depth, form and fixtures.
- The external materials should:
 - provide visual interest through variation in material, colour and texture.
 - be durable for the life of the building.
- Safe and convenient access to external walls should be provided for maintenance.

Decision Guidelines

- Before deciding on an application, the responsible authority must consider:
 - Any relevant building design and urban design objective, policy or statement set out in this scheme.
 - The urban context report.
 - The design response.

3.5 Proposed changes to the design response

- Include the following new requirement:
 - The design response must include a design rationale for the external walls, and the selection of the external materials.

3.6 Proposed changes to the Apartment Design Guidelines for Victoria

- Include as suggested permit conditions:
 - Section details at a scale of at least 1:20 illustrating the building's external walls, including materials and construction details.
 - Information about how the external walls will be maintained.

4. Wind Impacts

4.1 Issue

Tall buildings can intensify windy conditions and adversely affect pedestrian comfort and the safety and amenity of public, private and communal open spaces. They do this by blocking the natural path of wind, changing its course, and channelling wind to ground level.

Most places in Victoria have no specific planning requirements to manage wind effects. There is nothing specific in the current *Better Apartments Design Standards* to require responsible authorities to consider wind effects. Such consideration in the planning permit process can depend on individual councils and whether controls to address wind have been included in a local planning scheme.

Not considering wind early in the design process can lead to costly redesigns and poor design outcomes. Wind effects are

often only considered at a late stage including when the responsible authority asks for a wind analysis. This can greatly increase costs if developers must reconfigure the form, layout and design of a proposed development to achieve acceptable wind outcomes. This late-stage consideration can also result in poor design outcomes when wind-mitigation elements such as canopies and screens are added as an afterthought, instead of being well-integrated components of the initial building design.



Figure 6. 35 Spring Street (Bates Smart)
Photo: Peter Clarke

Attachment 1 - Better Apartments Discussion Paper 2019

4.2 Proposed changes

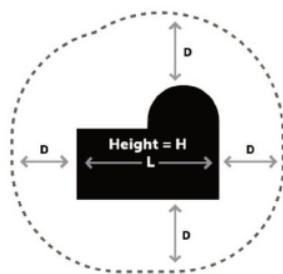
Ensure wind effects are considered

A new standard, which would apply to apartment buildings of five or more storeys, is proposed for inclusion in all planning schemes. It would ensure apartment developments do not adversely affect people's safety or the usability, functionality and amenity of public, communal and private open space. It would prioritise protection of a comfortable wind environment for the public realm, and it would also consider wind impacts on private and communal open space.

Define comfortable and unsafe wind conditions

The proposed new standard would define comfortable and unsafe wind conditions so there are consistent benchmarks across Victoria for assessing wind effects.

Figure 7 shows the area to which the proposed standard would apply. The area includes the site and surrounding land, and the area is half the longest width of the building or half the building's height, whichever is greater.



Assessment distance D = greater of:
 $L/2$ (Half longest width of building)
 OR
 $H/2$ (Half overall height of building)

Figure 7. Diagram of the assessment distance for the proposed new wind standard

Clarify when a desktop wind study or wind tunnel analysis may be required

It is also proposed to amend the *Apartment Design Guidelines for Victoria* to encourage designers and responsible authorities to consider wind effects early in the design process and to clarify when a desktop wind study or a more-thorough wind tunnel analysis are likely to be required.

4.3 Outcomes

- Public, communal and private open space around apartments is safe, comfortable to use and likely to be used more often.
- Wind requirements for apartment developments are clear, consistent and well-understood.
- Wind effects are considered up-front in the planning and design phases of apartment developments.

4.4 Proposed new wind impacts standard (apartment developments of five or more storeys)

Objective

To ensure the design and layout of development does not generate unacceptable wind impacts within the site or on surrounding land.

Standard

The form, layout and design of development should minimise adverse wind impacts within the site or on surrounding land.

Within the assessment distance development should as a minimum:

- Not cause unsafe wind conditions, as specified in Table W, for public land, publicly accessible areas, private open space and communal open space.
- Achieve comfortable wind conditions, as specified in Table W, for public land and publicly accessible areas.

Trees and landscaping should not be relied upon as the primary means of wind mitigation or to meet minimum wind requirements.

Wind mitigation elements, such as canopies and screens, should be located within the subject site unless consistent with the existing or preferred urban context.

In this clause, assessment distance means a distance measured on the horizontal plane from all facades which is equal to half the longest width of the building, or half the total height of the building, whichever is greater.

Attachment 1 - Better Apartments Discussion Paper 2019

Table W

Wind conditions	Requirement
Unsafe	The hourly maximum 3 second gust which exceeds 20 metres per second from any wind direction considering at least 16 wind directions with the corresponding probability of exceedance percentage.
Comfortable	<p>A mean wind speed from any wind direction with probability of exceedance less than 20% of the time, equal to or less than:</p> <ul style="list-style-type: none"> • 3 metres per second for sitting areas, • 4 metres per second for standing areas, • 5 metres per second for walking areas. <p>Hourly mean wind speed is the maximum of the:</p> <ul style="list-style-type: none"> • Hourly mean wind speed, or • Gust equivalent mean speed (3 second gust wind speed divided by 1.85).

Decision guidelines

Before deciding on an application, the responsible authority must consider:

- The urban context report.
- The design response.
- The usability, functionality and amenity of public, private and communal open space.
- Whether it has been demonstrated that the development will meet the specified wind conditions in a wind report prepared by a suitably qualified specialist submitted with the application.

4.5 Proposed changes to the Apartment Design Guidelines for Victoria

Encourage applicants to consider wind early in the building design process.

Clarify circumstances and contexts where:

- A desktop wind study is likely to be required.
- Wind tunnel analysis is likely to be required.

SOME QUESTIONS TO REFLECT ON WHEN PROVIDING YOUR FEEDBACK

1. *Is five or more stories an appropriate threshold for considering wind impacts?*
2. *What factors should be considered in determining when to undertake either desktop wind analysis or wind tunnel analysis?*

5. Street Interface

5.1 Issue

Active building frontages provide streets with life and energy. Apartment buildings that provide pleasant pedestrian experiences improve the walkability and amenity of the public realm: people are more likely to walk down streets that are varied and visually interesting and that strongly connect the public realm with the interiors of buildings.

Windowless and blank walls, prominent vehicle entries, visible car parking and building services that dominate the street frontage can create poor street interfaces, which undermine safety and detract from the look and feel of a street. Although the functional layouts of apartment buildings and the requirements of service authorities often require building services to be at ground level and on the street frontage, how these are integrated with the building design can

minimise negative impacts on the public realm. The current *Better Apartments Design Standards* do not sufficiently emphasise the need for street interface design to integrate building services and the other functional requirements of an apartment building.



Figure 8. Nightingale 1 (Breathe Architecture)
Photo by Bonnie Herring

5.2 Proposed changes

Improve street interfaces

Amendments are proposed to existing objectives and standards to:

- integrate the layout of developments with the street and encourage active street-level frontages
- minimise the impact of vehicle crossovers and access points on the streetscape
- ensure site services are accessible, adequate and attractive.

The proposed amendments address building design elements that can lead to unsafe, unpleasant street environments. The amended standards would encourage the design of street-level frontages of apartment buildings that:

- provide for active uses and passive surveillance
- integrate building services with the façade
- reduce the visual impact of car parking, vehicle entry and waste collection areas
- avoid blank walls.

Guidance regarding service authority requirements

Proposed amendments to the *Apartment Design Guidelines for Victoria* would provide greater support for designers and responsible authorities by setting out principles for well-located, designed and integrated building services. Early consultation between applicants and service providers would be also be recommended, to help applicants determine the spatial requirements (such as the size and location) of building services and to negotiate good design outcomes.

5.3 Outcomes

- Buildings that are more-attractive at street level.
- High-quality places with enhanced urban character and improved walkability.
- Safer, more pleasant streets.
- Greater community acceptance of new apartment developments.



5.4 Proposed changes to integration with the street standard (all apartment developments)

Objective

To integrate the layout of development with the street.

To encourage active street fronts. [new]

Standard

Developments should provide adequate vehicle, pedestrian and cycling links that maintain or enhance local accessibility. [amended]

Development should be oriented to front existing and proposed streets.

High front fencing should be avoided if practicable. [amended]

Development next to existing public open space should be laid out to complement the open space.

Buildings should provide for residential, commercial, retail or other active uses at street fronts. [new]

Car parking and internal waste collection areas of buildings should be located behind residential, commercial, retail or other active uses along street fronts. [new]

Blank walls should be avoided along street fronts. [new]

Decision guidelines

Before deciding on an application, the responsible authority must consider:

- Any relevant urban design objective, policy or statement set out in this scheme.
- The design response.

5.5 Proposed changes to access standard (all apartment developments)

Objective

To ensure the number and design of vehicle crossovers and access points respects the urban context and minimises impacts to the streetscape. [amended]

Standard

Car parking entries should be consolidated, minimised in size, integrated with the façade and where practicable located at the side or rear of the building. [new]

The width of accessways or car spaces should not exceed:

- 33 per cent of the street frontage, or
- if the width of the street frontage is less than 20 metres, 40 per cent of the street frontage.

No more than one single-width crossover should be provided for each dwelling fronting a street.

The location of crossovers should maximise the retention of on-street car parking spaces.

The number of access points to a road in a Road Zone should be minimised.

Developments must provide for access for service, emergency and delivery vehicles.

Decision guidelines

Before deciding on an application, the responsible authority must consider:

- The design response.
- The impact on the streetscape
- The reduction of on-street car parking spaces.
- The effect on any significant vegetation on the site and footpath.

5.6 Proposed changes to site services standard (all apartment developments)

Objective To ensure that site services can be installed and easily maintained.
To ensure that site services and facilities are accessible, adequate and attractive. [amended]

Standard The design and layout of dwellings should provide sufficient space (including easements where required) and facilities for services to be installed and maintained efficiently and economically.
Meters, utility services and service cupboards should be designed as an integrated component of the façade. [new]
Mailboxes and other site facilities should be adequate in size, durable, waterproof and blend in with the development.
Mailboxes should be provided and located for convenient access as required by Australia Post.

Decision guidelines Before deciding on an application, the responsible authority must consider the design response.

5.7 Proposed changes to the Apartment Design Guidelines for Victoria

Include principles for well located, designed and integrated services.
Recommend early consultation between applicants and service providers to understand spatial requirements and negotiate good design outcomes.

6. Construction Impacts

6.1 Issue

Apartment developments often have lengthy construction periods. The construction phase of an apartment development can cause a range of impacts on surrounding communities, including traffic, road and footpath closures, dust, odour and noise emissions.

Construction noise is a particular issue in residential areas, with common sources of community concern being early starts, loud radios, insufficient notification and excessive hours of operation.

Before construction commences, potential impacts on health, safety, amenity, traffic and the environment need to be considered to avoid unduly disturbing surrounding communities.

At present these issues are managed in a range of different ways by councils. The planning system does not provide any specific direction to ensure that planning approvals for apartment buildings consistently manage the impacts of construction.

Attachment 1 - Better Apartments Discussion Paper 2019

Better Apartments in Neighbourhoods Discussion Paper 2019



Attachment 1 - Better Apartments Discussion Paper 2019

6.2 Proposed changes

Ensure construction effects are considered

The government is committed to ensuring that the impacts from the construction phase of apartment development are consistently addressed across Victoria. A new standard will ensure that construction impacts on neighbours and surroundings communities are considered for every apartment development. This will close any gap where temporary site management issues are overlooked in the development approvals process.

The proposed new standard will require developers to identify how they will protect the site and its surrounds from environmental problems and nuisance during a construction period. It includes many of the issues typical to construction sites such as traffic, safety, air quality, noise, sediment run off and litter.

Suggested permit condition to address construction issues post planning permit

It is also proposed to amend the *Apartment Design Guidelines for Victoria* to include a suggested permit condition requiring the submission and approval of a construction management plan. Permit conditions allow information to be provided to and assessed by a council after the planning permit is issued. This allows temporary site issues to be considered by builders and developers alongside planning for the construction stage of a development.

6.3 Outcomes

- Construction impacts are consistently considered for every apartment development across Victoria.
- Residents experience less disturbance from construction activity.
- Community assets and public safety are protected.



6.4 Proposed new construction impacts standard (all apartment developments)

Objective

To protect the site and surrounding area from environmental degradation or nuisance prior to and during construction of development.

To protect drainage infrastructure and receiving waters from sedimentation and contamination.

Standard

An application should describe how the site will be managed prior to and during the construction period and may set out requirements for managing:

- Public safety and site security
- Operating hours, noise and vibration controls
- Air quality (airborne dust and pollutants)
- Traffic management
- Erosion and sediment
- Stormwater
- Litter, concrete and other construction wastes
- Chemical contamination

6.5 Proposed changes to the Apartment Design Guidelines for Victoria

Include as a suggested permit condition:

- Before the development commences, including demolition, bulk excavation and site preparation works, a Construction Management Plan must be submitted to and approved by council. The Construction Management Plan must consider the following, as appropriate:
 - Public safety and site security
 - Operating hours, noise and vibration controls
 - Air quality (airborne dust and pollutants)
 - Traffic management
 - Erosion and sediment
 - Stormwater
 - Litter, concrete and other construction wastes
 - Chemical contamination

8. Further Information

8.1 How the Victoria Planning Provisions work

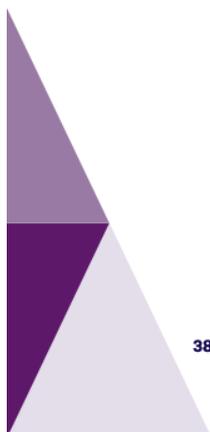
Victoria's *Better Apartments Design Standards* are implemented in all planning schemes across the state through the Victoria Planning Provisions (VPP). The provisions adopt a performance-based approach, similar to that used to assess other forms of residential development. Provisions contain:

- Objectives
- Standards
- Decision guidelines.

The objectives describe the desired outcomes to be achieved in the completed development. An apartment development must meet all the objectives.

A standard contains the requirements to meet the objectives. A standard should normally be met. However, if the responsible authority is satisfied that an application for an alternative design solution meets the objective, the alternative design solution may be considered.

The decision guidelines set out the matters that the responsible authority must consider before deciding if an application meets the objectives.





8.2 Resources to support achieving better apartments

Victoria Planning Provisions - Planning Policy Framework

Clause 15.01-2S Building design

Victoria Planning Provisions - Particular provisions

Clause 55.07 Apartment developments

Clause 58 Apartment developments

Planning Advisory Notes

AN66 New planning provisions for apartment developments, Amendment VC136

Planning Practice Notes

PN83 Assessing external noise impacts for apartments

PN84 Applying the minimum garden area requirements

Other documents

Apartment Design Guidelines for Victoria

Urban Design Guidelines for Victoria

Better Apartments: Buyers and Renters Guide

Apartment Design Advisory Service

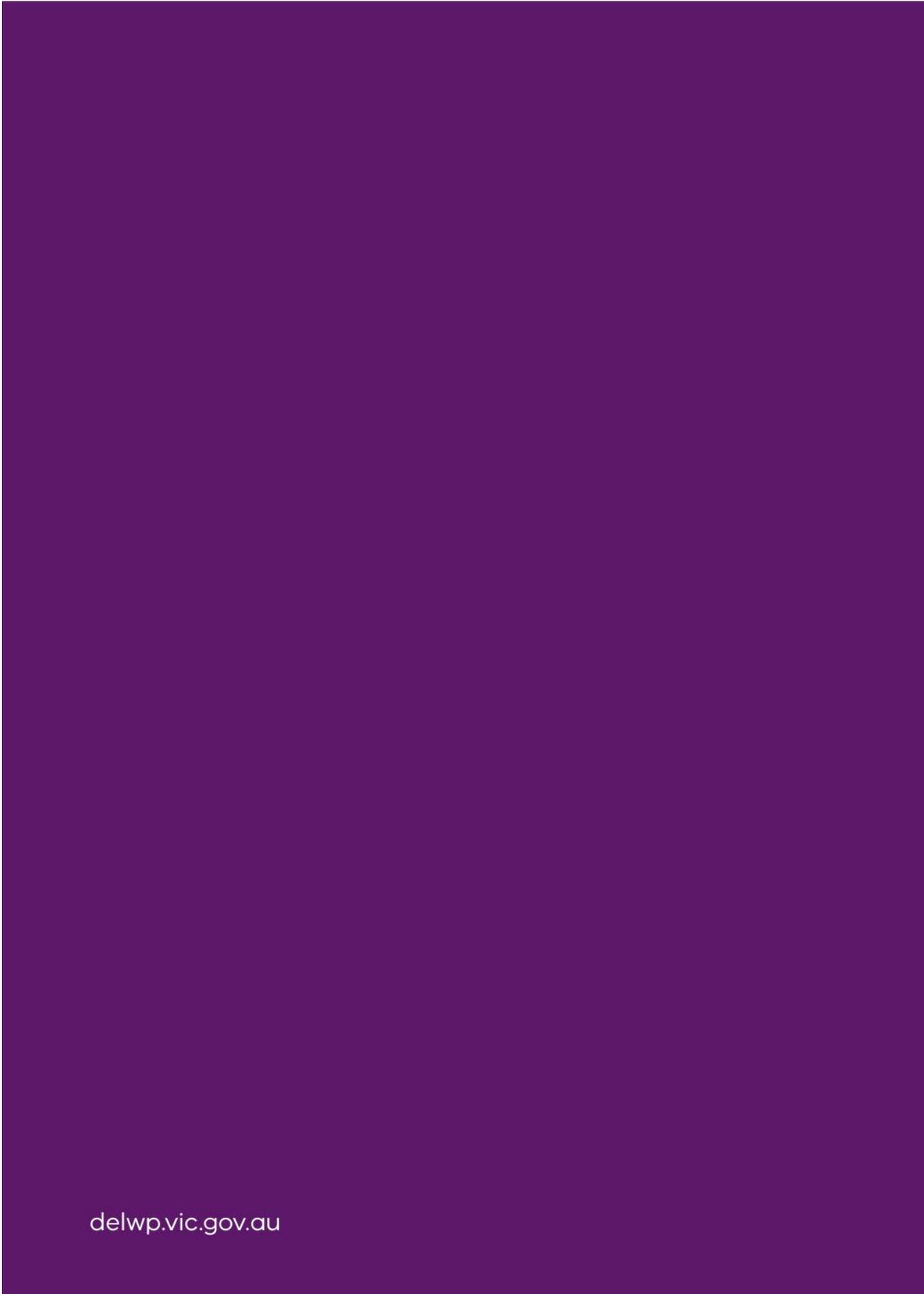
Free, non-statutory design advice service available for councils and apartment developers.

Further information

You can find further information and links to these resources at:

<https://www.planning.vic.gov.au/policy-and-strategy/better-apartments>

Attachment 1 - Better Apartments Discussion Paper 2019



delwp.vic.gov.au

11.3 Proposed Discontinuance of Road abutting the rear of 88-90 Johnston Street, Collingwood

Reference: D19/141951
Authoriser: Director Corporate, Business and Finance

Purpose

1. For Council to consider whether the road shown as lot 1 on the title plan attached as Attachment 1 (**Title Plan**) to this report, being:
 - (a) the whole of the land contained in certificate of title volume 11849 folio 976; and
 - (b) part of the land contained in Memorial Book O no. 870.together, the (**Road**), should be discontinued pursuant to the *Local Government Act 1989 (Act)* and sold to the owner of 88-90 Johnston Street, Collingwood.

Background

2. The Road is comprised of, the whole of the land contained in certificate of title volume 11849 folio 976, being lot 1 on title plan PS962046U, shown as the area outlined **Blue** on the plan attached as Attachment 2 to this report (**Site Plan**), and part of the land contained in Memorial Book O No. 870, shown as the area outlined yellow on the Site Plan. (**Yellow Road**).
3. Copies of the title searches of the Road are attached as Attachment 3 to this report.
4. 88 Johnston Street Pty Ltd (**Applicant**) is the owner of the properties adjoining the Road shown outlined red on the Site Plan, being, 80-90 Johnston Street, Collingwood and 59-63 Sackville Street, Collingwood.
5. The Road is adjacent to, 72, 74, 76 and 78 Johnston Street, Collingwood. Together the (**Adjoining Properties**), and shown green on the Site Plan.
6. The Applicant has requested that Council discontinue the Road and sell the former Road to the Applicant (**Proposal**). The Applicant is redeveloping the site and the discontinued road will be incorporated into the new development.
7. Council has recently made a decision to remove the Road from its register of public roads.
8. The Blue Road is:
 - (a) registered in the name of the Applicant as a result of an application made by the Applicant to the Registrar of titles to bring the land under the operation of the *Transfer of Land Act 1958*;
 - (b) not shown as a road on title, however as the land was recently listed on Council's register of public roads, it is a 'road' for the purposes of the Act which council has the power to consider discontinuing. If discontinued, the Blue Road will vest in Council;
 - (c) is not accessible to the public, as part of the building constructed on 88 Johnston and 90 Johnston is also constructed over the whole of the Blue Road since at least the 1930's; and
 - (d) does not provide access to 59 Sackville Street, Collingwood.
9. The Yellow Road:
 - (a) is registered in the name of Thomas Greenwood, Frederick Clews and Charles Woodward;
 - (b) is constructed of bitumen;

- (c) is known to title as a 'road' and was recently listed on Council's register of public roads. The Yellow Road is therefore a 'road' for the purposes of the Act which Council has the power to consider discontinuing. If discontinued the Yellow Road will vest in Council;
 - (d) is not required for access to the rear of the Adjoining Properties;
 - (e) is used primarily for rear access to 88 Johnston Street; and
 - (f) does not provide access to 90 Johnston Street and 59 Sackville Street.
10. At its meeting on 18 September 2018, Council resolved to commence the statutory procedures and give notice pursuant to section 207A and 223 of the Act of its intention to discontinue and sell the Roads to the Owner.

Public Notice

- 11. The required public notice was placed in the Age Newspaper on December 12 2018, together with Council's Website and Facebook Page.
- 12. A copy of the public notice was given to the Owners and Occupiers of the adjoining properties.
- 13. Following the publication of the public notice Council received 2 formal submissions and 6 responses on Council's Facebook page.
- 14. A copy of the public Notice is attached as Attachment 4 to this report.
- 15. A copy of all submissions received by Council are attached as Attachment 5 to this report.

Objections to Proposal

16. The written submissions to the Proposal are summarised as follows:

Submission/Objection by Owner of 76 Johnston Street, Collingwood:

- (a) The Owner of 76 Johnston Street objected to Council discontinuing and selling that part of the Road shown marked 'A' on the plan attached to the Owner's letter at Attachment 5 to this report, on the basis that:
 - (i) Council's public notice was misleading;
 - (ii) if part of the Road was to be constructed over, access to the parking spaces used by 76 Johnston Street, would be impeded;
 - (iii) the Owner of 76 Johnston Street, requires the Road to enter and exit its parking spaces adjacent to the Road;
 - (iv) the amenity of the Adjoining Properties would be affected by delivery vehicles utilising the Road; and
 - (v) the Applicant has no right to acquire the Road;
- (b) The Owner of 76 Johnston Street, does not object to the proposed discontinuance of the part of the Road marked B on the plan attached to the Owner's letter.

Submission/Objection by Owner of 78 Johnston Street, Collingwood

- (c) The Owner of 78 Johnston Street, Collingwood objected to Council discontinuing and selling that part of the Road shown marked A on the plan attached to the Owner's letter at Attachment 5 to this report, on the basis that:
 - (i) the Owner of 78 Johnston Street, required the Road to enable clients to access the car parking on its land;
 - (ii) the Owners of 76 Johnston Street require the Road to access their car parking;
 - (iii) access to the car parking located at 72 and 74 Johnston Street, Collingwood would be indirectly affected; and
 - (iv) any development over the Road would inhibit the use of the rear of 78 Johnston Street and the Owner's business operation; and

(d) The Owner of 78 Johnston Street, does not object to the proposed discontinuance of that part of the Road marked B on the plan attached to the Owner's letter.

17. The Owners of 76 and 78 Johnston Street, provided several photographs in support of their submissions. Copies of which are attached to this report at Attachment 5.

Submission/Objections received on Council's Facebook page.

18. The objections received on Council's Facebook page may be summarised as follows:

- (a) that any potential development of the area would affect the local amenity;
- (b) that Council should better direct its resources to build a homeless shelter or upgrade the local police station; and
- (c) that Council has approved too many developments within the area.

Additional Information provided by Applicant's Representative.

19. The Senior Development Manager of the Applicant has provided the following information:

- (a) a substation designed to CitiPower specifications has to be constructed adjacent to the laneway;
- (b) CitiPower require access to the substation in perpetuity, this means that ground level access has to be maintained; and
- (c) the Road will remain open at ground level but will be developed below and above as per the approved planning permit.

20. A copy of the ground floor development plan is attached to this report as Attachment 6.

Officer comments on objections to Proposal.

21. The following comments are offered by officers in respect of the submissions made in objection to the proposal:

- (a) Council's public notice accurately describes the Road;
- (b) Council considers that access to the Adjoining Properties will not be impacted by Council discontinuing and selling the Road;
- (c) Council considers that the amenity of the Adjoining Properties and the local area will not be adversely impacted by Council discontinuing and selling the Road;
- (d) the Applicant has the right to apply to Council to request that Council discontinue and sell the Road to it;
- (e) the Road is a 'road' which Council has the power to consider discontinuing and Council is entitled to consider discontinuing and selling roads pursuant to clause 3 of Schedule 10 of the Act; and
- (f) The former road will still be available to use as access at ground level.

Road

22. It is established that the Road is a 'road' which Council has the power to consider discontinuing pursuant to the Act. If the road is discontinued, the Road will vest in council.

Statutory/Public Authorities

23. The following statutory/public authorities have been advised of the Proposal and have been asked to respond to the question of whether they have any existing assets in the Road that should be saved under section 207C of the Act: City West Water, Yarra Valley Water, Melbourne Water, CitiPower, United Energy, Multinet Gas, Telstra, Optus, APA Group and Yarra City Council.

24. Yarra Valley Water, Melbourne Water, CitiPower, United Energy, Multinet Gas, Telstra, Optus, APA Group and Yarra City Council advised that they have no known assets in or above the Road and have no objection to the Proposal.

25. City West Water (**CWW**) advised that it did not object to the Proposal, subject to the following conditions:
- (a) a certified title plan approved by CWW must show a 2.0m wide centrally located sewerage easement to be in favour of CWW;
 - (b) any proposed fences must be located a minimum distance of 800mm clear of the centreline of existing CWW sewer mains;
 - (c) any proposed fence lines must be located a minimum distance of 1.0m from sewer manholes and/or sewer inspections shafts ; and
 - (d) any proposal to build over a sewer asset will require CWW's written consent (i.e. build-over application approval).
26. A copy of correspondence from CWW is contained in Attachment 7 to this report.
27. The future development of the site will be required to meet CWW's conditions.

External Consultation

28. Public notice of the proposal was given according to Council's resolution of 18 September 2018.

Internal Consultation (One Yarra)

29. No Internal consultation is required for this report.

Financial Implications

30. There are no financial implications arising from this report.

Economic Implications

31. The Applicant has agreed to acquire the Road, for its market value (plus GST) as determined by the Act.
32. In addition to the market value (plus GST), the Applicant has agreed to pay Council's costs and disbursements associated with the proposal.

Sustainability Implications

33. There are no sustainability implications arising from this report.

Social Implications

34. There are no social implications arising from this report.

Human Rights Implications

35. There are no human rights implications arising from this report.

Communications with CALD Communities Implications

36. All notices and correspondence issued in respect of this proposal will contain a reference to Yarralink Interpreter Services.

Council Plan, Strategy and Policy Implications

37. There are no Council Plan, Strategy, or Policy Implications.

Legal Implications

38. There are no legal implications for this report.

Other Issues

39. There are no other issues.

Options

40. There are no options associated with this report.

Proposal

41. Council must consider the submissions lodged in respect of the proposal, then determine whether the Road is reasonably required for public use in order to decide whether the Road should be discontinued and sold pursuant to clause 3 of schedule 10 of the Local Government Act 1989 Act).

RECOMMENDATION

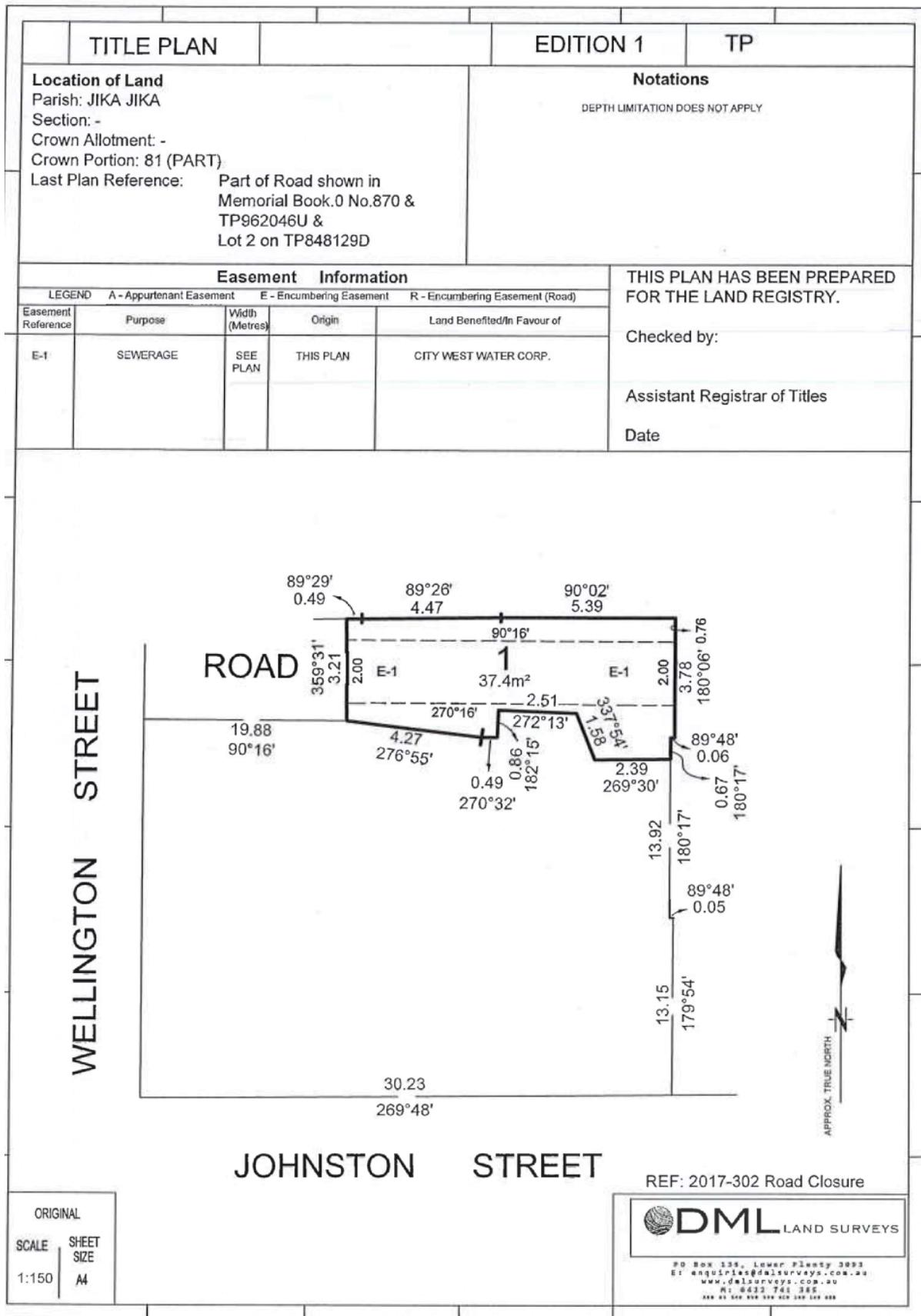
1. That Council, having considered all submissions received in response to the public notice regarding Council's proposal to discontinue the road shown marked Lot 1 on the title plan attached as Attachment 1 to this report (**Road**), being the whole of the land contained in certificate of title volume 11849 folio 976 and part of the land contained in Memorial Book O No 870:
 - (a) Resolves that having followed all the required statutory procedures pursuant to section 189, 207A and 223 of the Act pursuant to its power under Schedule 10, clause 3 of the Act, and being of the opinion that the road abutting 88-90 Johnston Street, Collingwood, is not reasonably required for public use, Council discontinues the Road;
 - (b) Directs that a notice pursuant to the provisions of Clause 3(a) of schedule 10 of the Act is to be published in the *Victoria Government Gazette*;
 - (c) Directs that, once discontinued the Road be transferred to the Applicant for the current market value plus (GST), with the market value to be determined in accordance with the Act;
 - (d) Directs that any easements, rights or interests required to be created or saved over the Road by any authority be done so; and
 - (e) Authorises Council's CEO to sign any transfer or transfers of the Road or any other documents required to be signed in connection with the discontinuance of the Road and its subsequent transfer to the Applicant.

CONTACT OFFICER: Bill Graham
TITLE: Coordinator Valuations
TEL: 9205 5270

Attachments

- 1 [↓](#) Title Plan
- 2 [↓](#) Site Plan
- 3 [↓](#) Title Searches
- 4 [↓](#) Public Notice
- 5 [↓](#) Submissions
- 6 [↓](#) Applicant Development Plan
- 7 [↓](#) CWW Response

Attachment 1 - Title Plan



ORIGINAL
SCALE: SHEET SIZE
1:150 A4

REF: 2017-302 Road Closure

PO Box 139, Lower Plenty 3093
 E1 enquiry@dmlsurveys.com.au
 www.dmlsurveys.com.au
 M: 0432 761 385
 FAX 03 949 239 339 039 239 239 239

Attachment 2 - Site Plan



Attachment 3 - Title Searches

RE:-

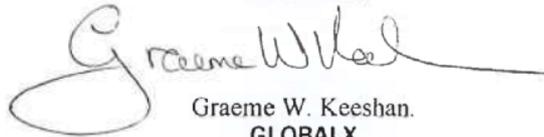
PROPERTY:- Part Crown Portion. 81, Parish of Jika Jika.

YOUR REF:- I. Pierri.

A search for the **Last Registered Owner** resulted with copies of the following:-

1. L.A.S.S.I. For current map base.
2. TITLES OFFICE CHART
Jika Jika 111
3. CONVEYANCE
Bk: O No: 870 to T. GREENWOOD, F. CLEWS & C. WOODWARD
(**Last Registered Owners**).
4. PLAN IN APPN:
6073 Showing the land remaining in the above Conveyance.
5. 26F:- NIL see attached sheet.

30.5.2017.



Graeme W. Keeshan.
GLOBALX
GPO BOX 1772
Melb 3001
(DX 285)
Ph. 9679 5800.

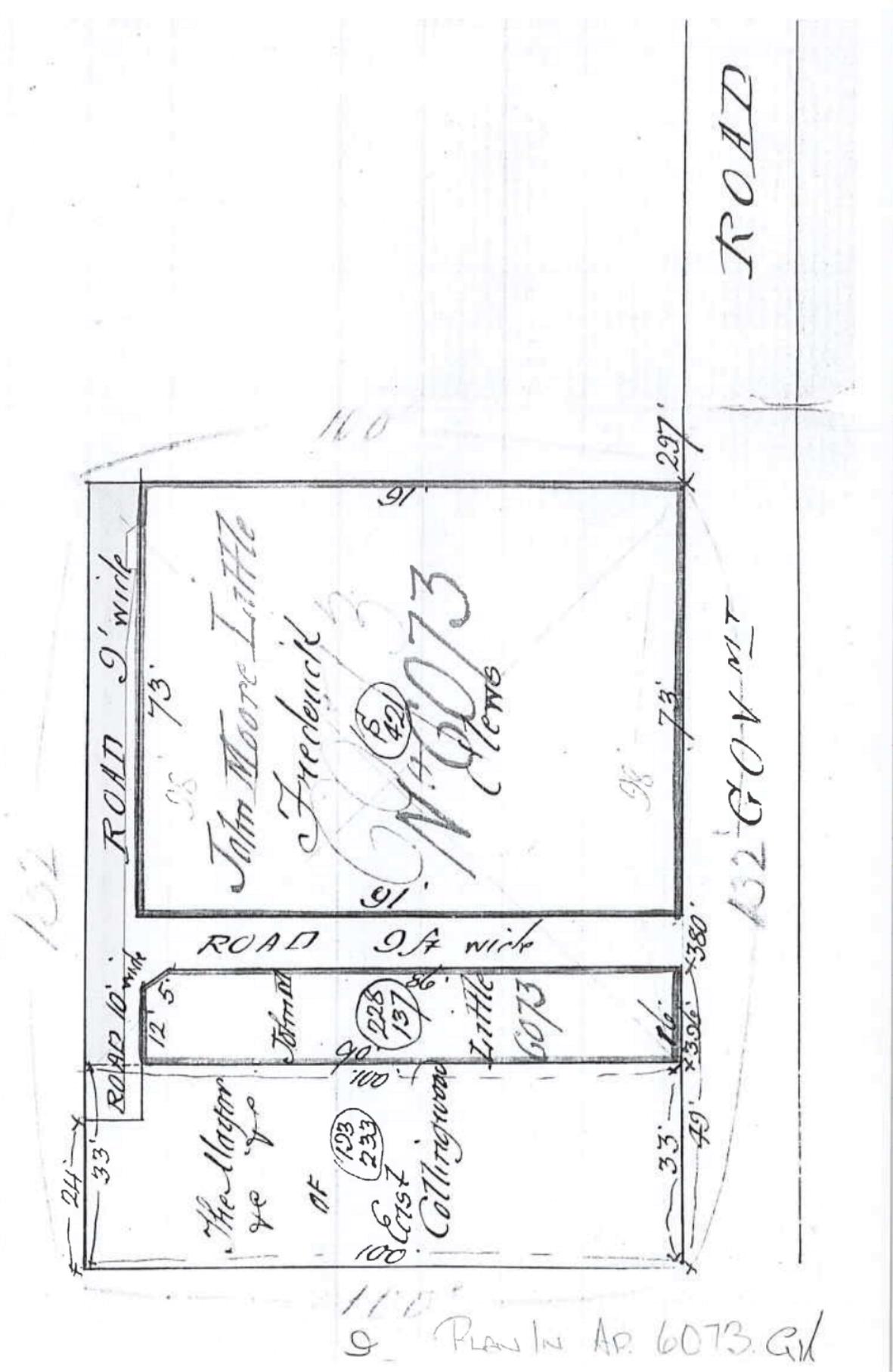
DISCLAIMER:- A search for the last registered owner may not disclose all easements, subsisting interests affecting the above property or guarantee the consistency of the Chain of Title.

Due to changes in procedures at the Lands Titles Office, this search is as accurate as the information contained herein at the date of this search.

Attachment 3 - Title Searches



Attachment 3 - Title Searches



Attachment 3 - Title Searches

GHERINGHAP		CA'S 3 & 4 SEC 14	AP120136C	108560 & 116294	V886761W	TP13776A	10/2/1999
HARCOURT		(PART)CA 2 SEC 5	AP123982T	93227	AD657946X	TP838569R	02/06/2005
HARCOURT		1 (WH) & 2 (PT) SEC 4	AP128068Y	93252/3	AJ824135G	TP950388R9P	30/7/2012
HARCOURT		CA 1 (P) SEC 6	AP125348I	C.G.30094(1854)	PS608456R	TP915757A	28/9/2007
HARCOURT		CA 27 SEC 4	AP128073G	93263	AJ825929L	TP950363Y	30/7/2012
JIKA JIKA		PORT 49 (PT)	AP131456V	BK B NO 280	AL411777Y	TP955996E	09/10/2014
JIKA JIKA CITY OF NORTHCOTE		PORT 52 (PART)	AP127218M	111667	AJ64154M	TP948278C	12/7/2011
KALKALLO		C/A 12(PT) SEC 9	AP138035I	112184	AN694016A	TP962456Y	30/3/2017
KALKALLO		POR 5 (PT)	AP119112A	108810	AJ763369R	TP945830X	9/6/2010
T/P KALKALLO		POR 5 & 8 (PTs)	AP119113X	108811	AJ763369R	TP945830X	9/6/2010
T/P KALKALLO		C/A'S 4 & 5 SEC 2	AP126717X	CG-5521/2 1853		TP946393N	13/8/2010
T/P KALKALLO		C/A'S 2,3,4,5,6,7,8,10 (ALL PART) SEC 6	AP126722F	VARIOUS STAKES FROM AP46336		TP946401S	13/8/2010
T/P KALKALLO		C/A 9 SEC 25	AP126721H	115430		TP946397E	13/8/2010
KORKUPERRIMUL		PORT 11 (PART)	AP125581C	81743	AF722885N	TP924161K	18/3/2008
LANGI-GHIRAN		C/A 2 (PT) SEC 32	AP132892T	97263	AL959658A	TP957658Q	16/06/2015
LARA		PORT 16	AP122312X	-	AB734381L	TP820035U	3/12/2002
LAURISTON		CA 303	AP121724D	80888	AB8511B	TP800321G	8/1/2002
MALDON		CA 19 SEC B	AP124439L	91307	AB8526M	TP8526M	8/1/2002
MANDURANG		CA'S 2,10 & 11 SEC 4	AP125991G	89670/1/2/3	AE66829N & AF260857R	TP873975T	16/12/2005
T-SHIP OF MANDURANG		CA 9 SEC 1			AG338475R	TP943153B	10/2/2009
MELBOURNE NORTH		CA 1(PT) & CA 20(PT) SEC 43	AP134983E	-	PS 746078A	TP959898H	02/05/2016
MARIBRYNONG		POR B SEC 2 (PT)	AP119117P	CG 26798	AH462111E	TP945836K	9/6/2010
MELBOURNE SOUTH		C/A 1 (PART) SEC 5	AP128053N	TOWN LOT 2141 (1851)	AJ807003W	TP950332L	20/7/2012
CITY OF PORT MELBOURNE (MELBOURNE SOUTH)		C/A 1(P) & 2(P) SEC 23	AP128831P	114713	AJ906120Q		
MERIDITH		POR 86	AP126694H	81548	AK259717X	TP951705R	27/3/2013
MERRIMU		POR 11 SEC 15 (P)	AP126842U	BK T No 517	AH408067L	TP946354Y	5/8/2010
T-SHIP OF RACCHIUS MARSH		AM150480A (X106C)			AH599268D	TP946821T	8/1/2010
MICKLEHAM		POR 11B (P)	AP127891A	CG 25247/1852	REMOVED		
MONEA SOUTH		C/A 21 (FORMERLY C/A 21 SEC 2)	AP128067B	106467	AJ819028M	TP950083F	6/6/2012
						TP950352E	26/7/2012

26FTABLE CURRENT 30/03/17

Attachment 3 - Title Searches

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REGISTER SEARCH STATEMENT (Title Search) Transfer of Land Act 1958

VOLUME 11849 FOLIO 976

Security no : 124066422969Y

Produced 07/06/2017 07:54 am

LAND DESCRIPTION

Lot 1 on Title Plan 962046U.
Created by Application No. 135863K 05/08/2016

REGISTERED PROPRIETOR

Estate Fee Simple
Sole Proprietor
88 JOHNSTON STREET PTY LTD of 23 SHIERLAW AVENUE CANTERBURY VIC 3126
Application No. 135863K 05/08/2016

ENCUMBRANCES, CAVEATS AND NOTICES

Any encumbrances created by Section 98 Transfer of Land Act 1958 or Section 24 Subdivision Act 1988 and any other encumbrances shown or entered on the plan set out under DIAGRAM LOCATION below.

DIAGRAM LOCATION

SEE TP962046U FOR FURTHER DETAILS AND BOUNDARIES

ACTIVITY IN THE LAST 125 DAYS

NIL

DOCUMENT END

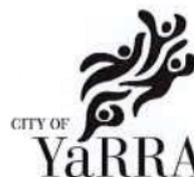
Attachment 3 - Title Searches

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TITLE PLAN		EDITION 1	TP962046U	
LOCATION OF LAND PARISH: JIKA JIKA TOWNSHIP: SECTION: CROWN ALLOTMENT: CROWN PORTION: 81 (PT) LAST PLAN REFERENCE: DERIVED FROM: BOOK. 0 NO. 870. DEPTH LIMITATION: NIL		NOTATIONS		
EASEMENT INFORMATION				THIS PLAN HAS BEEN PREPARED BY LAND VICTORIA FOR TITLE DIAGRAM PURPOSES Checked by: DBR Date: 24/01/2017 Assistant Registrar of Titles
E - ENCUMBERING EASEMENT R - ENCUMBERING EASEMENT (ROAD) A - APPURTENANT EASEMENT				
Easement Reference	Purpose / Authority	Width (Metres)	Origin	
<p style="text-align: center;">MGA 94 ZONE 55</p> <p style="text-align: center;">WELLINGTON STREET</p> <p style="text-align: center;">ROAD</p> <p style="text-align: center;">LOT 1 18m²</p> <p style="text-align: center;">JOHNSTON STREET</p>				
LENGTHS ARE IN METRES	SCALE	DEALING / FILE No: AP135863K		DEALING CODE: 15
GOVERNMENT GAZETTE No:			SHEET 1 OF 1	

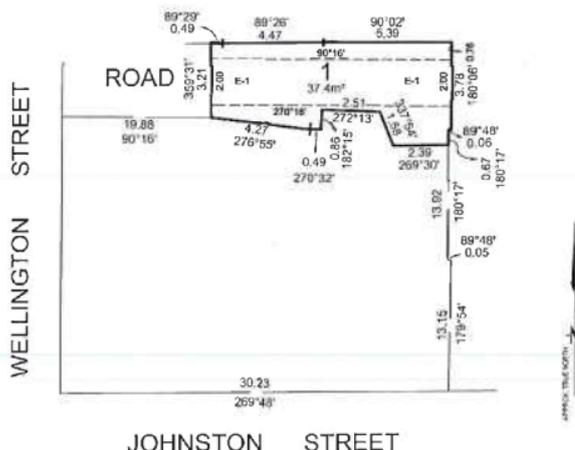
Attachment 4 - Public Notice

**YARRA CITY COUNCIL
PROPOSED ROAD DISCONTINUANCE
PUBLIC NOTICE INVITING SUBMISSIONS UNDER SECTION 223**



Yarra City Council (**Council**), acting under clause 3 of schedule 10 to the *Local Government Act 1989 (Act)*, proposes to discontinue the road at the rear of 88-90 Johnston Street, Collingwood, shown as Lot 1 on the plan below (**Road**), comprising the whole of the land contained in certificate of title volume 11849 folio 976 and part of the land in contained in Memorial Book O No. 870.

The proposal is that Council discontinue the Road and sell the Road at market value, to the adjoining owner of 88-90 Johnston Street, Collingwood.



Any person may make a submission on the proposal.

Any person wishing to make a submission under section 223 of the Act must do so in writing by 16 January 2019.

All submissions will be considered in accordance with section 223 of the Act. Submissions should be addressed to the Chief Executive Officer, and can be hand delivered to Council's Municipal Office at 333 Bridge Road, Richmond or posted to the following address:

Vijaya Vaidyanath, Chief Executive Officer
Yarra City Council - PO Box 168 , RICHMOND VIC 3121

Any person requesting to be heard in support of his or her submission is entitled to be heard before Council (or its committee established by Council for this purpose) or be represented by a person acting on his or her behalf, and will be notified of the time and date of the hearing.

Following consideration of submissions Council may resolve not to discontinue the Road or to discontinue the Road and then either sell the land from the Road to the adjoining owner or transfer the Road to itself.

For more information on the proposal, please contact Bill Graham on 03 9205 5270 or bill.graham@yarracity.vic.gov.au

Vijaya Vaidyanath - Chief Executive Officer, Yarra City Council

[7232190: 22651209_1]

Attachment 5 - Submissions

78 Johnston Street Collingwood Vic. 3066	PO Box 6064 Collingwood Vic. 3066	T + 61 3 9417 2535 F + 61 3 9417 2532
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www.fraserco.com.au

10th January 2019

Vijaya Vaidyanath
Chief Executive Officer
Yarra City Council
PO Box 168
Richmond VIC 3121

Dear Ms Vaidyanath,

**RE: Proposed Road Discontinuance rear 88-90 Johnston Street Collingwood
Yarra City Council Reference D18/217699**

As the owner and occupier of 78 Johnston Street Collingwood we hereby object to the proposed discontinuance and sale of the "road" at the rear of 88-90 Johnston Street as per the above reference. We would at this point wish to clarify that the 'road' being referred to actually spans 80-82 Johnston Street and the proposal is therefore inherently misleading.

We object to the proposed discontinuance of the 'road' or Right of Way (ROW) being the west section area spanning 4.47 metres across its northern border (see attached diagram area "A") which is at the rear of 80 Johnston Street. We object to the 'road' being discontinued for the following reasons:

1. As owners and tenants of 78 Johnston Street we require the ROW situated behind 80 Johnston to enable our clients to use the car parking spaces at the rear of our property. Without this ROW it would render the car parking virtually useless due to the difficulty in exiting / reversing following the discontinuation of the 'road' behind 80 Johnston Street.
2. If the proposal were to proceed the owner of 80 Johnston Street could extend or build in what is now the ROW behind 80 Johnston Street, ultimately removing that area completely and preventing users of our company car park from exiting the designated parking spaces as there will be no turning area to reverse into. The accompanying photos clearly demonstrate this.
3. In discussions with our neighbours at 76 Johnston Street proceeding with the proposal would have a similar effect on them also as they also require that area to reverse from their car parking spaces and use the ROW behind 80 Johnston Street.
4. Accordingly objection is made to the sale of **the External ROW – "A"** area at the rear of 80 Johnston Street as it adversely impacts the car parking area behind 78 and 76 Johnston Street and indirectly the car parking areas of 72-74 Johnston Street Collingwood.
5. We already believe that the proposed building encompassing 80-90 Johnston Street will adversely impact our ability to access existing parking once built. If the development is allowed to include the ROW behind 80 Johnston Street then this will be a further inhibitor to our use of the rear of our property and business operation.

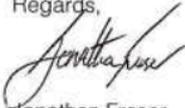
We wish to note that we do not have any objection to the sale of the internal 'road' spanning 5.39m on its northern border (see attached diagram area "B") which is located inside the existing warehouse at 82 Johnston Street as this area is not required for function of the rear car parking 72-78 Johnston Street. It is specifically the ROW behind 80 Johnston Street that is the subject of our objection.

Attachment 5 - Submissions

We wish to be notified of the date of the council hearing concerning Yarra City Council proposal contained in reference D18/217699. We would also suggest a council representative visit the site and evaluate the impact of the proposed discontinuance and sale on the adjoining neighbours.

Please contact me if you wish to discuss the matters contained in this letter.

Regards,



Jonathan Fraser
Fraser & Co (Aust) Pty Ltd

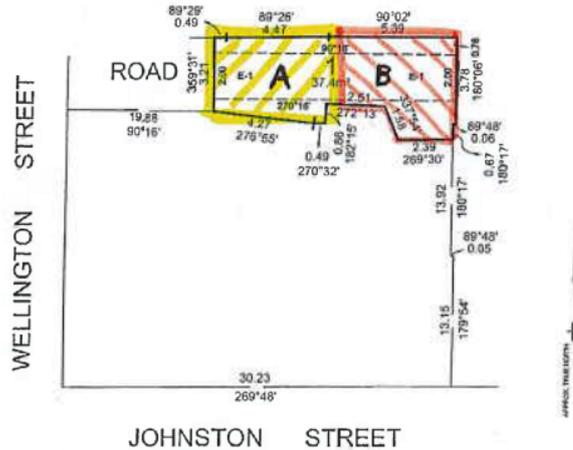
Attachment 5 - Submissions

**YARRA CITY COUNCIL
PROPOSED ROAD DISCONTINUANCE
PUBLIC NOTICE INVITING SUBMISSIONS UNDER SECTION 223**



Yarra City Council (**Council**), acting under clause 3 of schedule 10 to the *Local Government Act 1989 (Act)*, proposes to discontinue the road at the rear of 88-90 Johnston Street, Collingwood, shown as Lot 1 on the plan below (**Road**), comprising the whole of the land contained in certificate of title volume 11849 folio 976 and part of the land in contained in Memorial Book O No. 870.

The proposal is that Council discontinue the Road and sell the Road at market value, to the adjoining owner of 88-90 Johnston Street, Collingwood.



Any person may make a submission on the proposal.

Any person wishing to make a submission under section 223 of the Act must do so in writing by 16 January 2019.

All submissions will be considered in accordance with section 223 of the Act. Submissions should be addressed to the Chief Executive Officer, and can be hand delivered to Council's Municipal Office at 333 Bridge Road, Richmond or posted to the following address:

Vijaya Vaidyanath, Chief Executive Officer
Yarra City Council - PO Box 168 , RICHMOND VIC 3121

Any person requesting to be heard in support of his or her submission is entitled to be heard before Council (or its committee established by Council for this purpose) or be represented by a person acting on his or her behalf, and will be notified of the time and date of the hearing.

Following consideration of submissions Council may resolve not to discontinue the Road or to discontinue the Road and then either sell the land from the Road to the adjoining owner or transfer the Road to itself.

For more information on the proposal, please contact Bill Graham on 03 9205 5270 or bill.graham@yarracity.vic.gov.au

Vijaya Vaidyanath - Chief Executive Officer, Yarra City Council

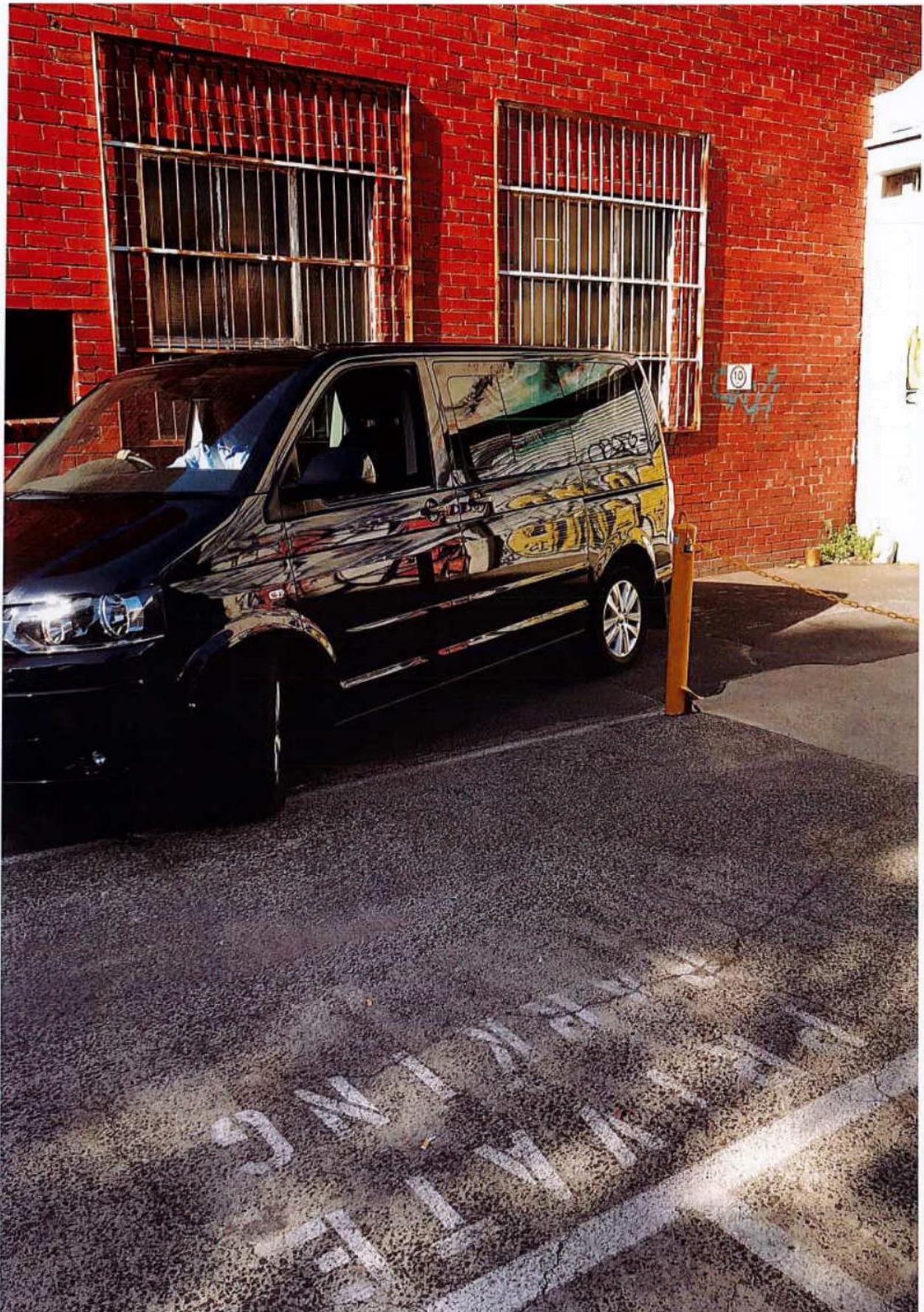
Attachment 5 - Submissions



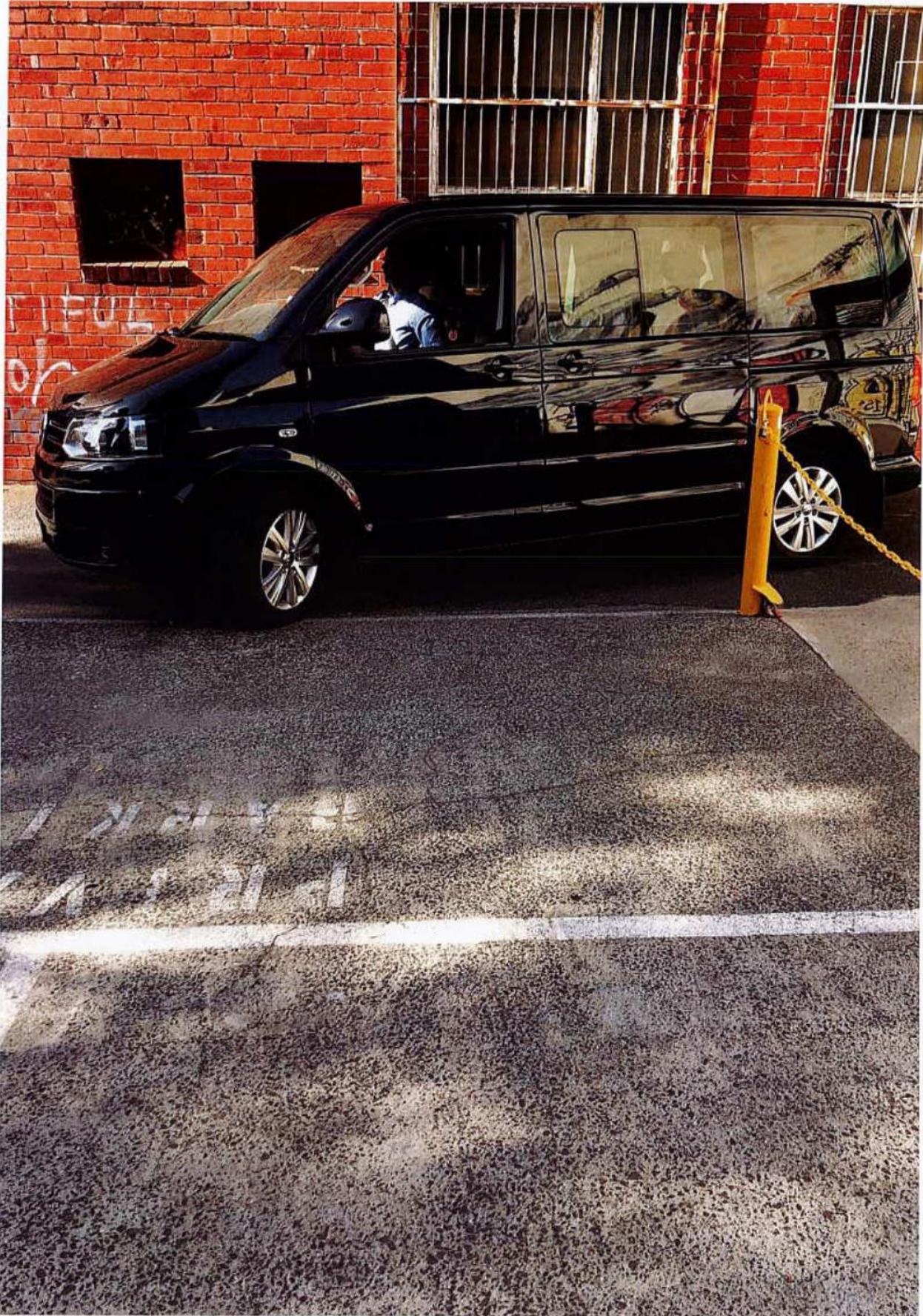
Attachment 5 - Submissions



Attachment 5 - Submissions



Attachment 5 - Submissions



Attachment 5 - Submissions

Spirano HOLDINGS PTY LTD.
(A.C.N. 055 457 362)

76 JOHNSTON STREET
COLLINGWOOD
VICTORIA 3066

TEL 03) 9486 9990
MOB 0411 418 994

EMAIL ANTHONYHOHT@OPTUSNET.COM.AU

21 December 2018

Ms. Vijaya Vaidyanath
Chief Executive Officer
Yarra City Council
P.O. Box 168
RICHMOND VIC 3121

BY EXPRESS POST

And By Email – info@yarracity.vic.gov.au

Dear Ms Vaidyanath

Yarra City Council (Council)– Proposed Road Discontinuance rear 88-90 Johnston Street Collingwood

I refer to the Council Notice posted on 19/12/2018 (the Notice) and hereby make a submission to council on the proposal.

As the owner and occupier of 76 Johnston Street Collingwood we hereby object to the proposed discontinuance and sale of the "Road" as per the Notice.

We object to the proposed discontinuance of the Road (Easement / Right of Way – ROW) being the external 4.47m x 2m x 4.27m west section area marked "A" in the attached diagram plan – (External ROW – "A") should not be discontinued and sold off to the owners of 80-90 Johnston Street for the following reasons:

1. This external ROW – "A" area located at the rear of 80 Johnston St is the turning area used by 78 Johnston Street to turn into and out of their car parking spaces.
2. If the approved plans are amended by the owner of 80-90 Johnston Street, extending the proposed building line along 78-80 Johnston is across the width of the ROW (western border), this structural element would not allow and prevent 78 from exiting from its car parking area as there will be no turning area to turn into to exit from the car parking spaces behind 78 Johnston street.

.../2

Attachment 5 - Submissions

-2-

3. Similarly we, (our clients and visitors) also reverse out of our car parking spaces, and if the developer were to build across the western border of the **external ROW – “A” area**, this would make exiting from our car parking spaces turning movements unsatisfactory and awkward.
4. Accordingly objection is made to the sale of **the External ROW – “A” area** at the rear of 80 Johnston Street as it adversely impacts the car parking area behind 78 and 76 Johnston Street and indirectly the car parking areas of 72-74 Johnston Street Collingwood.
5. The property owners at 78 and 76 Johnston Street should continue to have the benefit of **the External ROW – “A” area** easement to get in and out of our car parking areas without any structural impediment and / or without the need to enter upon an adjoining owners private property in order to exit our car parking areas.
6. In addition should the proposed building be extended along the 78-80 title boundary across the ROW, (western border) this would further adversely impact the amenity of the owners at 72, 74, 76 and 78 Johnston Street (subdivision RP 17568), e.g. delivery vehicles parking in the ROW behind 78 & 76 Johnston Street car parking areas while making deliveries to the commercial occupants on the ground floor premises of 80-90 Johnston Street once built.
7. **the External ROW – “A” area** at the rear of 80 Johnston St is used daily by 78 to enter & exit from their car parking area .
8. **External ROW – “A” area** at the rear of 80 Johnston St has not been fenced off or acquired by adverse possession by the owners of 80-90 Johnston Street and accordingly should not be discontinued and sold off to the owners of 80-90 Johnston Street as they have no right of acquisition of the public ROW / laneway that is being used by neighbours on a daily basis.
9. Any impact on the ability of 78 Johnston Street to enter & exit their car parking area will affect the amenity all other adjoining owners and their ability to enter & exit their car parking areas as stated above.
10. We do not have any objection to the sale of **the internal 5.39m x 2m x 2.51+2.39m east section area marked “B” in the attached diagram plan – (Internal ROW – “B”)** as it is located inside the existing warehouse building line at 82 Johnston Street and has been used continuously by the occupant of 82-90 Johnston Street. The acquisition of this **internal ROW “B” area** is appropriate to clean up the title of 82 -90 Johnston Street.

In relation to the public Notice posted on 19 December 2018 I note:

1. It refers to the ROW as a public Road when it is marked as an **E-1 Easement** which benefits the adjoining properties including 72 – 78 and 80 Johnston Street. The easement appears to have been marked as a road. I would be interested to see if it has been gazetted as a road. Could a council officer provide any clarification on this.

.../3

Attachment 5 - Submissions

-3-

2. The diagram as contained in the posted notice is not to scale and does not fairly or accurately represent the area affected and the adjoining properties and existing buildings.
3. The Notice is not correct as it refers to the Discontinuance of the Road at **"the rear of 88-90"** when the road is actually at the rear of 80 and within 82-90 Johnston Street.
4. Council has not provided any reason for the sale.
5. **We wish to be notified of the date of the council hearing so we can voice our Concerns and hear councils reasons for the proposal and recommendations.**

We would also suggest a council representative visit the site and evaluate the impact of the proposed discontinuance and sale on the adjoining neighbours.

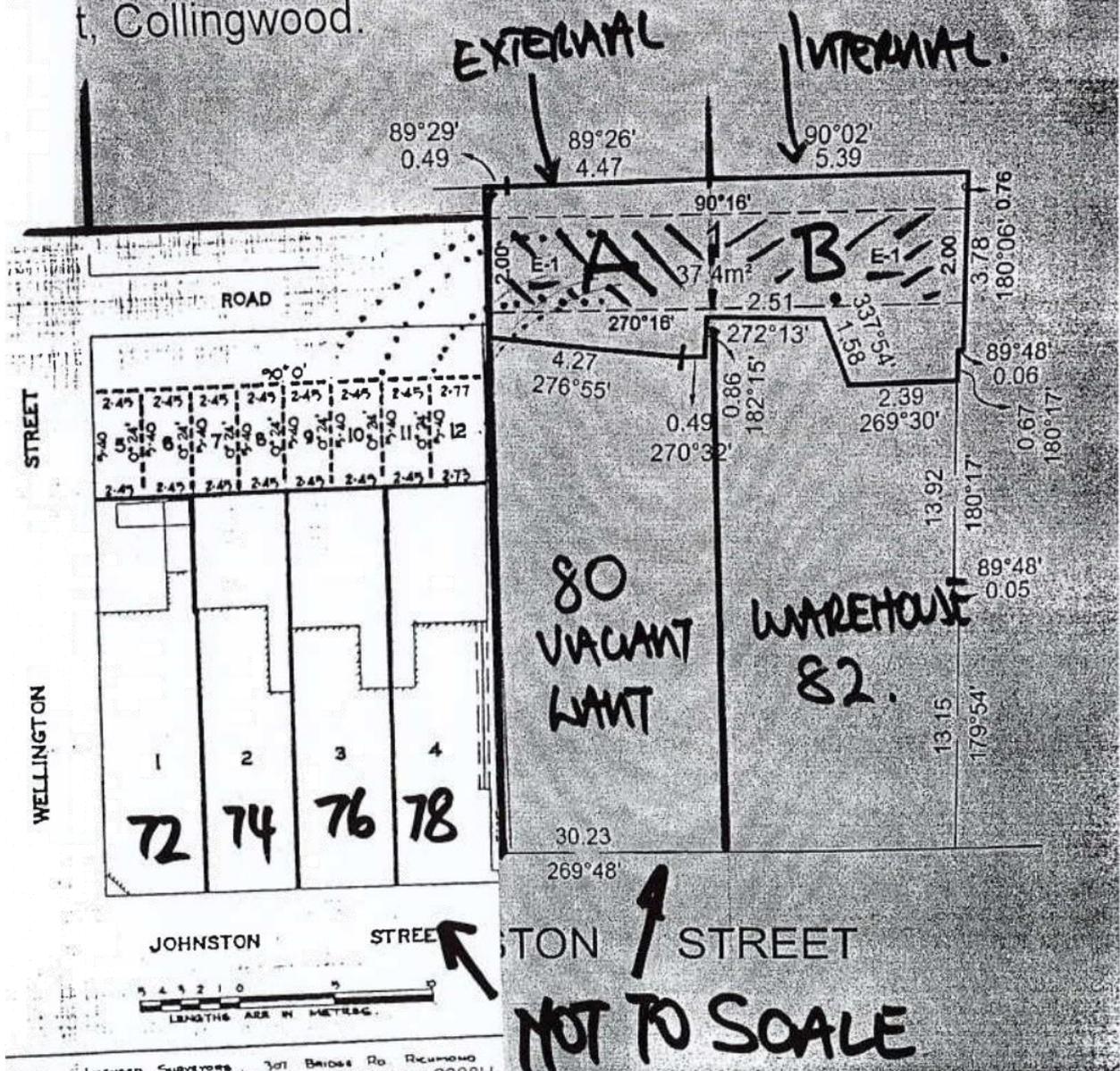
Please call if you have any queries or wish to discuss.

Yours faithfully,
ANTHONY HOHTOULAS
For & On Behalf of
Spirano Holdings Pty Ltd
Encl. Plan, Photos

Attachment 5 - Submissions

ouncil), acting under clause 3 of schedule 10 to the Local Government Act 1988, to discontinue the road at the rear of 88-90 Johnston Street, Collingwood, comprising the whole of the land contained in certificate of title contained in Memorial Book O No. 870.

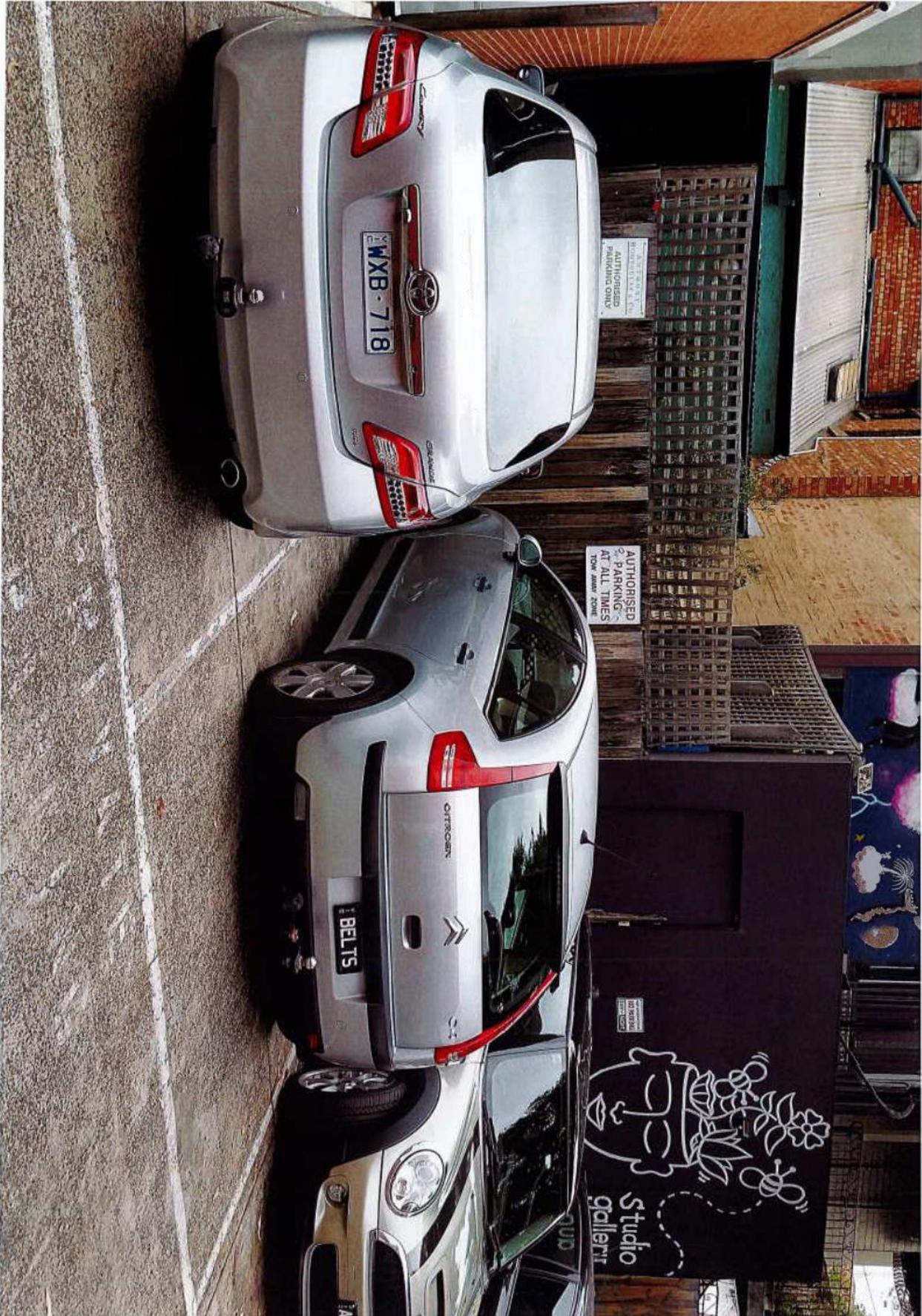
ouncil discontinue the Road and sell the Road at market value, Collingwood.



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ing to make a submission on the proposal. ing to make a submission under section 223 of the Act must do

Attachment 5 - Submissions



Attachment 5 - Submissions



Attachment 5 - Submissions



Attachment 5 - Submissions

The screenshot shows a Facebook post and its replies. The main post is from 'Stu RS' asking if the development is to assist in turning the site into a 'big multi storey eyesore?'. It has 10 likes. A reply from 'Ty Lee' states that the Council proposal is to discontinue the road and sell it to the adjoining owner of 88-90 Johnston Street, Collingwood. Another reply from 'Ad Rock' includes a link to a project details page on Urban.com.au. Below the link is a preview for '80-90 Johnston Street, Collingwood - Project Details' with 1 like. A reply box is visible with the text 'Write a reply...'. Below this are three more replies: 'Aaron Brooke Melbourne Commuter', 'Mark Raftery' asking about a homeless shelter or police station upgrade, and 'Jen Van Ewyk' expressing disappointment with the number of proposals in the area and the lack of parking.

Stu RS Presumably this is to assist the development of the site into another big multi storey eyesore?
Like · Reply · Message · 4d

Ty Lee You are probably right: "The proposal is that Council discontinue the Road and sell the Road at market value, to the adjoining owner of 88-90 Johnston Street, Collingwood."
Like · Reply · Message · 4d

Ad Rock <https://www.urban.com.au/.../80-90-johnston-street...>

URBAN.COM.AU
80-90 Johnston Street, Collingwood - Project Details
Like · Reply · Message · Remove Preview · 4d

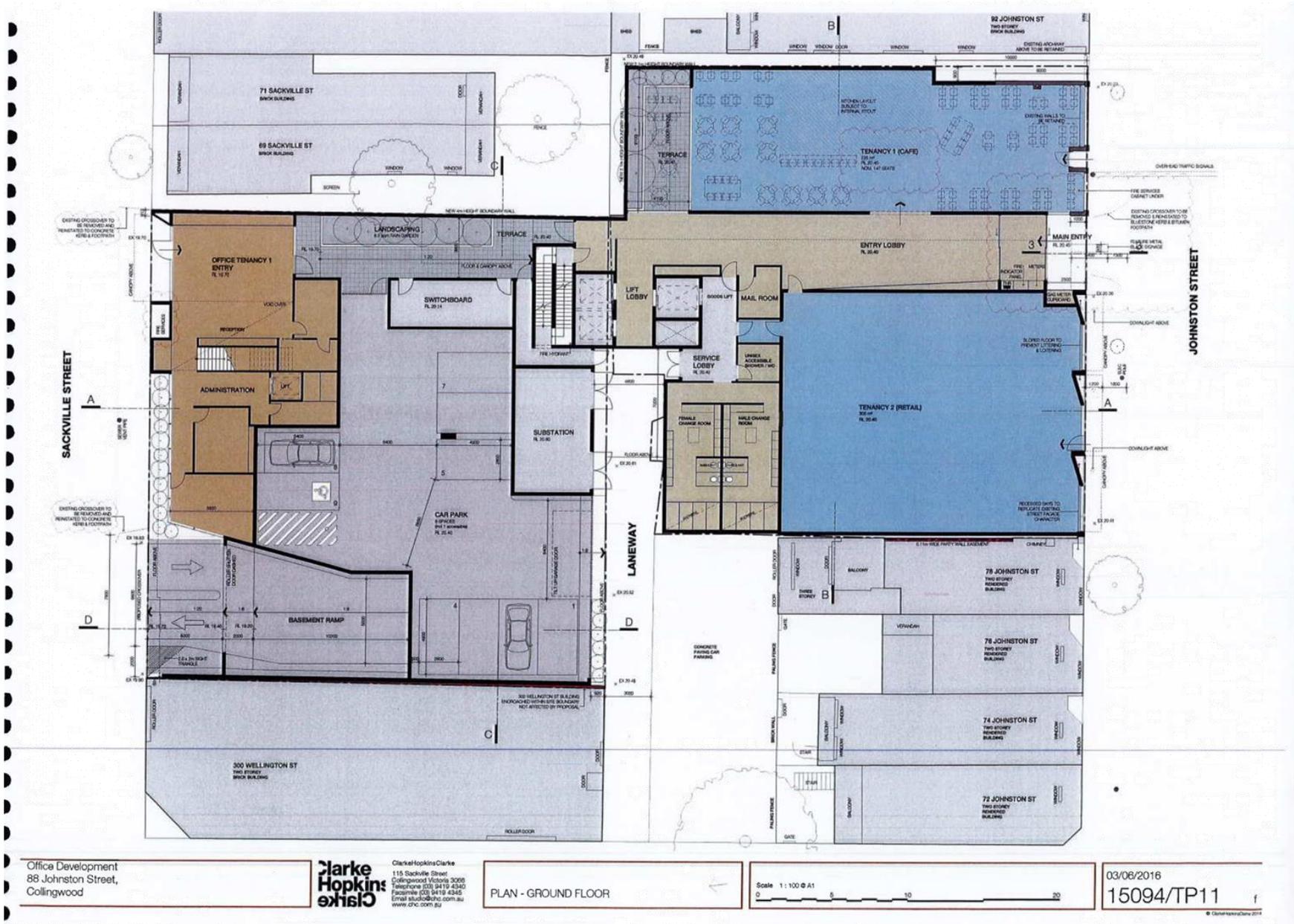
Write a reply...

Aaron Brooke Melbourne Commuter
Like · Reply · Message · 4d

Mark Raftery How about a homeless shelter or upgrade the police station?
Like · Reply · Message · 3d

Jen Van Ewyk I have to say, as a resident of Gold St I'm really disappointed with the number of proposed developments right now in the immediate area. Just having a research and there are at least 10 proposals right now around a small radius including Gold St, Dight St, Keele St and of course Johnston St (which I kind of understand as it's a main road.) I'm all for building upwards to cater for our increase in population but not when it's all located in one small area. There has to be another way or something that can be done about this. I hope each complex comes with parking because I'm definately not giving up my space. Absolutely crazy and driven by greed.
Like · Reply · Message · 3d · Edited

Attachment 6 - Applicant Development Plan



Attachment 7 - CWW Response



City West Water™

30 October 2017

MELANIE YOUNG
MADDOCKS
COLLINS SQUARE, TOWER TWO, LEVEL 25, 727 COLLINS STREET
MELBOURNE VIC 3008

City West Water Corporation
ABN: 70 066 902 467
1 McNab Avenue
Footscray Vic 3011 Australia
Locked Bag 350 Sunshine Vic 3020
DX 30311 Sunshine
citywestwater.com.au
Telephone (03) 9313 8422
Facsimile (03) 9313 8417

Dear Melanie,

Re: PROPOSED ROAD DISCONTINUANCE
Location: REAR 88-90 JOHNSTON STREET, COLLINGWOOD
CWW Reference: 17/437

I refer to your email received by City West Water (CWW) regarding the proposed Road Discontinuance at the above location and request for comment from CWW. Enclosed for your information are copies of CWW's requirements for working in the vicinity of water and sewer assets and a plan of the general area.

As you will see on the plan provided, the parcel of land proposed for Discontinuance contains an existing CWW sewer main. It is with respect to this asset that CWW currently objects to this proposal subject to the following:

1. A certified Title Plan must show a 2.0m wide Sewerage Easement centrally located over the sewer main in favour of CWW pursuant to Section 12(1) of the Subdivision Act. This plan must then be referred to CWW for consideration prior to offering a withdrawal of objection.
2. Any proposed fences must be located a minimum distance of 800mm clear of the centreline of existing CWW sewer mains.
3. Any proposed fence lines must be located a minimum distance of 1.0m from sewer manholes and/or sewer inspection shafts.
4. Any proposal to build over CWW assets will require CWW's written consent (i.e. Build-Over Application approval).

Naturally, extreme care must be taken when working in the vicinity of CWW assets and CWW will seek cost recovery for any damage caused to its assets that can be attributed to your works.

If you have any questions, please do not hesitate to contact me on 0407 528 605.

Yours faithfully,

Mark Abraham
Technical Officer, Other Authorities Works

Attachment 7 - CWW Response



QES Management System
Issue Date: 18/10/2016

Protection of City West Water's Water and Sewer Assets Other Authorities Works

Important Information

This document has been provided by City West Water (CWW) as a reference for standard conditions and requirements when working in close proximity to CWW's existing water and sewer assets.

1. The assets referred to in this document are water and sewer assets owned and/or controlled by CWW. Please note that some assets shown on plans provided by CWW may belong to Melbourne Water, South East Water and Yarra Valley Water.
2. Due to the nature, depth and age of CWW's assets and records, it is impossible to ascertain the exact location of all underground assets. CWW does not guarantee and makes no representation or warranty as to the accuracy or scale of information provided.
3. If asset relocation or protection works are undertaken by CWW as part of the required solution, payment for the cost of this work shall be borne by the principal developer, council, client or contractor requiring these works.
4. Unless otherwise stated in this document, all water and sewerage works must be carried out in accordance with the most recent versions of the Water and Sewerage Codes of Australia (MRWA Editions).

Duty to Avoid Damage

1. It is the responsibility of the owner and any consultant engaged by the owner (including, but not limited to; architect, building surveyor, consulting engineer, contractor and the developer) to ensure that CWW's assets are protected from the impact of any works.
2. It is the responsibility of the owner or person/s constructing the works to:
 - a) obtain 'Dial Before You Dig' plans showing CWW's assets in the vicinity of the proposed works no more than 30 days prior to the commencement of works
 - b) locate all underground assets that may be damaged or interfered with by the proposed works via non-destructive digging or hand excavation prior to commencement of works
 - c) contact CWW's Officer for Other Authorities Works (OAW) via email at oaw@citywestwater.com.au if any of CWW's assets will be affected or interfered with in any way by the proposed works
3. If any damage is caused to CWW's assets as a result of works, or if any of CWW's assets are interfered with (including being built over, buried, altered or if any cover or support is removed) without CWW's consent, CWW will seek recovery for the costs of repairing such damage or interference.
4. There are statutory offences under the Water Act 1989 and the Road Management Act 2004 for damaging or interfering with CWW's assets and for building over or removing cover or support of CWW's assets without prior written consent. In the event that damage is caused to CWW's assets, please contact Faults & Emergencies on 132 642.

This document is "UNCONTROLLED" if it has been saved locally or printed

Document IRD-178

Rev 6

Page 1/2

11.4 Road Naming Proposals

Trim Record Number: D19/149108

Responsible Officer: Group Manager Chief Executive's Office

Purpose

- For Council to consider public submissions and make a formal decision relating to four separate road naming proposals.

Background

- Under the provisions of the *Geographic Place Names Act 1998* and the *Naming rules for places in Victoria, Statutory requirements for naming roads, features and localities – 2016* (the *Naming Rules*), Council is the 'naming authority' in respect of most roads within the municipality. This role is supported by Council's *Place Naming Policy*, adopted in July 2019.
- In summary, this process is set out as follows:

Process	Responsibility	Next step
1 Naming Request	Anyone may submit a request for a place to be named.	Go to 2
2 Assessment	A Council officer determines whether the place warrants naming using the criteria set out below.	Yes , go to 3 No , process ends
3 Woi wurrung naming	A Council officer contacts the Wurundjeri Tribe to see if they can suggest a suitable Woi wurrung name.	Yes , go to 6 No , go to 4
4 Community naming	A Council officer commences community consultation to see if the community can suggest a suitable name.	Go to 5
5 Proposed name	A Council officer consults with Councillors on community, Councillor and officer suggestions and selects a proposed name (or alternative names) for formal exhibition.	Go to 6
6 Exhibition	A Council officer undertakes targeted consultation with affected owners and occupiers and with street naming stakeholders on the proposed name(s).	Go to 7
7 Submissions	A Council officer receives submissions from the public on the proposed name, prepares a Council report and invites all submitters to the relevant meeting.	Go to 8
8 Decision	Council receives public submissions, considers the report and makes a final decision about the street name.	Council process ends

- For each of the four naming proposals presented in this report, Steps 1 to 7 have been completed, and this report represents the final Step 8.
- In order to undertake naming processes more efficiently, where the proposals are not time critical, they are considered in batches, with the steps above undertaken for multiple proposals concurrently.
- This process has now been completed for the four naming proposals set out in this report.

Proposal 1 – Road behind numbers 61 to 73 Reid Street Fitzroy North

6. The development of an additional dwelling at 61 Reid Street Fitzroy North requires that the road shown in Council’s Road Register as Right of Way 2074 be assigned a name in order to provide a unique property address.
7. A plan of the road to be named is provided below.



8. In accordance with Council’s Naming of Roads, Features and Localities Policy, officers sought a naming suggestion from the Wurundjeri Tribe. The Wurundjeri Tribe declined to submit a name for consideration.
9. In addition to making contact with the Wurundjeri Tribe, Council officers contacted the Fitzroy History Society, wrote to 24 owners and occupiers of adjoining properties, placed a notice on Council’s website and alerted the public to the proposal through Facebook, Twitter and Council’s Yarra Life eNewsletter. All correspondence invited people to suggest names for Council’s consideration, and provided 28 days to enable a response.
10. Following the consultation process, the following submissions were received and satisfy the requirements of the *Naming Rules*:

Submissions	Officer Response
<p>VLAJNIC</p> <p>This submission was lodged by the naming proponent and owner of an adjoining property in Reid Street:</p> <p><i>“Mirko Vljajnic was the founder of the Serbia Pension Club some 20 years ago at the old community house in Edinburgh Gardens. For many many years he was the President at the club and just before his death in 2011 he was the Secretary.”</i></p>	<p>This submission describes a local resident with a long standing connection to the site, and a significant contribution to the local Serbian community over many decades. A descendant of Mr Vljajnic still owns a property in Reid Street.</p> <p>The name “Vljajnic” would be compliant with the <i>Naming Rules</i>.</p>

<p>VLAJNIC</p> <p>This submission was lodged by the Fitzroy City Soccer Club:</p> <p><i>“The late Mirko Vlainic was the founder of our club Fitzroy Serbia Soccer Club back in 1963. For the next 5 decade Mirko was a very active member in our club and amongst the Serbian community in Fitzroy where he resided since coming to Australia as an immigrant in the late 50s. Mirko was for many decades both the President and Secretary of our club as well as the manager of our team, and spent many endless hours working in the club or working for the club.”</i></p>	<p>See officer’s response above.</p>
<p>PAROLIN</p> <p>This submission was lodged by the owner of two adjoining property in Reid Street:</p> <p><i>“My grandparents, Placido and Emma Parolin, bought the house when it was being built back in 1959. My other grandparents, Giovanni and Maria Cenzato were the owners of 61 Reid Street and sold the property in 1963. My parents were next door neighbours when they were seven. It is the long history that my families, the Parolin’s and Cenzato’s have had with the street and surrounding neighbourhood, that I nominate the names for the lane.”</i></p>	<p>This submission describes a couple with a long held connection to the site. The descendants of the couple still own two properties in Reid Street.</p> <p>The name “Parolin” would be compliant with the <i>Naming Rules</i>.</p>

11. In addition to the submissions above, non-compliant suggestions were made for the names *Placido* and *Emma* (both are non-compliant because they are first names of a person whose surname would be compliant). A further submission was made for the name *Yerrin Barring* which is believed to be a Woi wurrung word for ‘bush path’ (non-compliant because it was not submitted by the Wurundjeri Tribe).
12. Following consideration of all public submissions and feedback from Councillors, officers determined to advertise Council’s intention to assign the name “Vlainic Lane” to the road.
13. On 18 July 2019, letters were sent to all adjoining landowners and occupiers, inviting them to lodge an objection in relation to the proposed street name. At the closing date, no objections had been received.
14. **Officers recommend that the name ‘Vlainic Lane’ be assigned to right of way 2074.**
Proposal 2 - Roads off Gibdon Street in Burnley
15. The residential development of the site at 60A Gibdon Street Burnley requires that the roads shown in Council’s Road Register as Rights of Way 1188, 1189 and 1190 be assigned names in order to provide a unique property address. Rights of Way 1189 and 1190 can be named together as a single road.
16. A plan of the roads to be named is provided below, with 1188 shown in green and 1189 and 1190 shown in red.



17. In accordance with Council’s Naming of Roads, Features and Localities Policy, officers sought a naming suggestion from the Wurundjeri Tribe. The Wurundjeri Tribe submitted two names for consideration.
18. In addition to making contact with the Wurundjeri Tribe, Council officers contacted the Richmond and Burnley Historical Society, wrote to 47 owners and occupiers of adjoining properties, placed a notice on Council’s website and alerted the public to the proposal through Facebook, Twitter and Council’s Yarra Life eNewsletter. All correspondence invited people to suggest names for Council’s consideration, and provided 28 days to enable a response.
19. Following the consultation process, the following submissions were received and satisfy the requirements of the *Naming Rules*:

Submissions	Officer Response
<p>WADAMBUK and NGAWWE</p> <p>These names were suggested by the Wurundjeri Tribe. The meaning of the words are ‘renew’ and ‘rest’ respectively.</p>	<p>Council’s policy commitment is to use Woi wurrung words where they are suggested by the Wurundjeri Tribe and compliant with the <i>Naming Rules</i>.</p> <p>The names ‘Wadambuk’ and ‘Ngawe’ would be compliant with the <i>Naming Rules</i>.</p>
<p>MORA</p> <p>This name was suggested in recognition of Mirka Mora, the prominent Melbourne artist who died in August 2018.</p>	<p>The submission seeks to highlight the significant contribution of Ms Mora to the Melbourne art industry. Naming a road in recognition of Ms Mora would redress the lack of roads named in recognition of women, and would be consistent with Council’s Gender Equity Strategy which seeks to acknowledge women through road naming.</p> <p>Officers are not aware of any evidence that Ms Mora had any direct connection with the site in question or the suburb of Burnley.</p> <p>Subject to approval from Ms Mora’s descendants, The name ‘Mora’ would be compliant with the <i>Naming Rules</i>.</p>
<p>RANCH</p> <p>This name has been suggested to acknowledge the history of a past property known as “Burnley Ranch”, which has been demolished to make way for future development.</p>	<p>The suggested name has a connection with the site in question. Officers have confirmed that the dwelling formerly located at 60a Gibdon Street was constructed in the early 1970s and was known as ‘Burnley Ranch’ until its recent demolition.</p> <p>The name ‘Ranch’ would be compliant with the <i>Naming Rules</i>.</p>

Submissions	Officer Response
<p>BREAM</p> <p>This name has been suggested to recognise the species of fish found in the nearby Yarra River.</p>	<p>The suggested name has a connection with the site in question, due to its proximity to the Yarra River.</p> <p>The name 'Bream' would be compliant with the <i>Naming Rules</i>.</p>

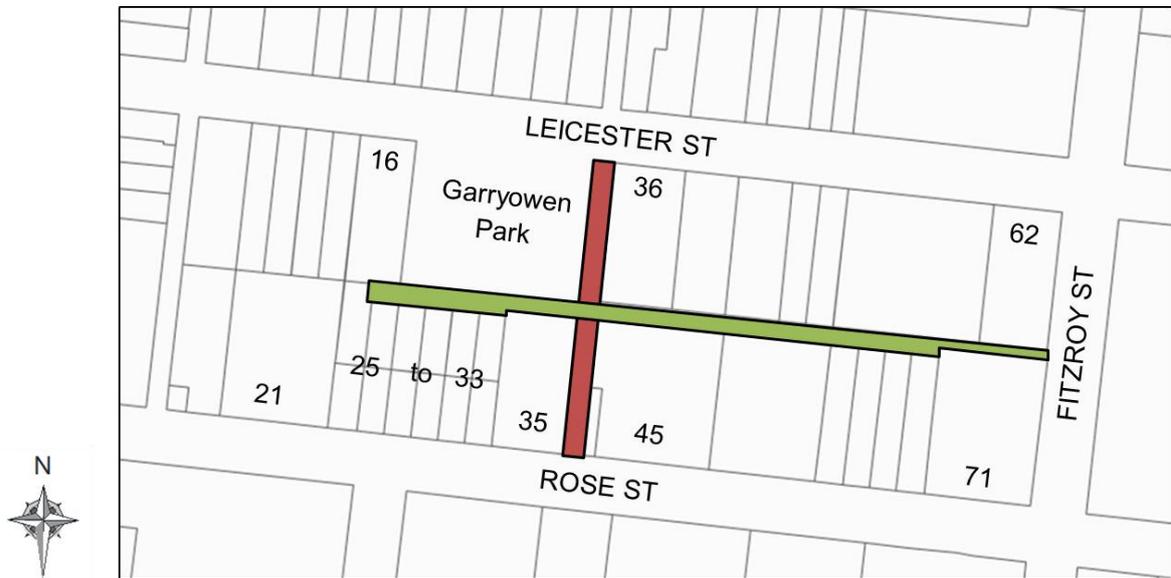
20. In addition to the submissions above, non-compliant suggestions were made for the names *Burnley*, *Barkley*, and *Twickenham* (non-compliant due to the duplication of existing road names) and *Cooper* (non-compliant as it relates to a person who is still alive). Further submissions were made for the names *Baluth*, *Marnang*, *Karooma* and *Tuggan Tuggan*, believed to be Woi worrung words for 'elbow', 'hand', 'bream' and the tree species 'Grevillea Robusta (Silky Oak)' respectively (non-compliant because they were not submitted by the Wurundjeri Tribe).
21. Following consideration of all public submissions and feedback from Councillors, officers determined to advertise Council's intention to assign the names "Ngawe Lane" and "Wadambuk Retreat" to the roads.
22. On 30 July 2019, letters were sent to all adjoining landowners and occupiers, inviting them to lodge an objection in relation to the proposed street name. At the closing date, two objections had been received, which reads as follows:
- (a) *"We don't consider the proposed names of the 2 lanes off Gibdon Street in Burnley to be very favourable. Both are very hard to pronounce and require spelling out for every occasion. The pronunciation and spelling of NGawe is likely to present an inconvenience, however, it won't be a major problem and is quite short. WADAMBUK is quite long and uncommon, but will also mainly be an inconvenience. However, the naming of it as 'Retreat' will present problems when filling out any type of online form where this street type doesn't exist in the drop-down menu. I'm also not sure how navigation systems will respond to this street type. Our development with 9 apartments will have this address, and we believe there will be a major problem with this name. We therefore would like you to consider naming it WADAMBUK LANE instead to avoid inconvenience and difficulties for the adjoining residents.";* and
- (b) *"I wish to object for the following reasons: 1. The resources, time and money could be better directed to core council responsibilities – roads, rubbish, recycling and building issues. 2. 60 A Gibdon St has served as an address for the property for many years. 3. The lane between 60 and 62 Gibdon St does not need a name as the properties on each side can be split into "A" and "B" or "1" or "2". 4. As noted there will "relatively low traffic use", the process and cost to make these changes will benefit or give value to very few if any people at all. 5. The tribal names selected are not easily pronounced. 6. If a name is needed for the lane running alongside 66 Gibdon St and then northwards perhaps Gibdon Way, Retreat, Close or Lane could be considered as it relates to and is well known to people in the area and beyond."*
23. In assessing the pronunciation issue raised in both objections, officers have had regard to Principle J of the Naming Rules, which reads in part: *"Geographic names should be easy to pronounce, spell and write, and preferably not exceed three words (including feature or road type) and/or 25 characters. An exception to this is in the use of Aboriginal languages, when it is accepted that Aboriginal names that initially appear complex will, over time, become familiar and easy to use."* and *"roads and features must use approved road and feature types which are located in Appendix A and Appendix B."*
24. In addressing the other issues raised in the second objection, officers advise that the expenditure in naming a road is relatively minor (less than \$1,000), the property at 60A Gibdon Street is now being subdivided into multiple properties and the use of 'Gibdon' in a new street name would not be permitted as it would duplicate Gibdon Street.
25. While acknowledging the pronunciation and spelling challenges, officers remain satisfied that the street names are suitable for the location. As to the street type, officers advise that "Retreat" is a permissible street type that is supported by all major mapping systems.

However, as the submitter requesting a different street type is the primary stakeholder in the road naming proposal, officer's support a change to the proposed street type as requested.

26. **Officers recommend that the name “Ngawe Lane” be assigned to right of way 1188 and “Wadambuk Lane” be assigned to rights of way 1189 and 1190.**

Proposal 3 - Roads alongside Garryowen Park in Fitzroy

27. The dwellings at the rear of the apartment development at 25 to 33 Rose Street Fitzroy have no direct access to Rose Street, and are accessed via the right of way at the rear. Residents have reported difficulties receiving visitors and deliveries, and would likely experience delays in the arrival of emergency services. The installation of a directional signage on Rose Street has not made a noticeable difference. This, together with the development of a property at the rear of 35 Rose Street requires that the roads shown in Council's Road Register as Rights of Way 1863, 1864 and 1865 be assigned names in order to provide a unique property address. Rights of Way 1863 and 1865 can be named together as a single road.
28. A plan of the roads to be named is provided below, with 1863 and 1865 shown in green and 1864 shown in red.



29. In accordance with Council's Naming of Roads, Features and Localities Policy, officers sought a naming suggestion from the Wurundjeri Tribe. The Wurundjeri Tribe declined to submit names for consideration.
30. In addition to making contact with the Wurundjeri Tribe, Council officers contacted the Fitzroy History Society, wrote to 108 owners and occupiers of adjoining properties, placed a notice on Council's website and alerted the public to the proposal through Facebook, Twitter and Council's Yarra Life eNewsletter. All correspondence invited people to suggest names for Council's consideration, and provided 28 days to enable a response.
31. Following the consultation process, the following submissions were received and satisfy the requirements of the *Naming Rules*:

Submissions	Officer Response
<p>GARRYOWEN</p> <p>Suggested for the east-west road by a resident whose address would change</p>	<p>Garryowen Park acknowledges Edmund 'Garryowen' Finn (1819-1898), an early Melbourne journalist and author. Following the publication of a number of articles under the pen name "Garryowen" in the Port Phillip Herald in the 1870s, Finn's seminal work <i>The Garryowen Sketches ... 'by an old Colonist'</i> were printed in 1880 and <i>The Chronicles of Early Melbourne 1835 to 1852</i> was printed in 1882.</p> <p>From 1860 Edmund Finn lived in a bluestone cottage at 20 Leicester Street, Fitzroy which was demolished in the early 1970s and became Garryowen Park.</p> <p>Officers have confirmed that the use of 'Garryowen' as road name would not be considered a duplicate, despite the existence of Garryowen Park and as a result the name 'Garryowen' would be compliant with the <i>Naming Rules</i>.</p>
<p>GARRYOWEN</p> <p>Suggested for the east-west road by a resident whose address would change</p>	<p>See officer's response above.</p>
<p>GARRYOWEN</p> <p>Suggested for the east-west road by a resident of Leicester Street</p>	<p>See officer's response above.</p>
<p>FINN</p> <p>The Fitzroy Historic Society made two suggestion for road names - 'Edmund' (which is non-compliant as it is a duplicate) and 'Finn'.</p>	<p>The use of the suggested name would reinforce the connection between Edmund Finn and the site in question.</p> <p>The name 'Finn' would be compliant with the <i>Naming Rules</i>.</p>
<p>MECHANIC'S</p> <p>Suggested by a resident of Leicester Street in recognition of a motor repair shop which dominated this section of the lane for many decades.</p>	<p>This suggestion demonstrates a good connection to the local area, and is a nod to the industrial history of this part of Fitzroy.</p> <p>The name 'Mechanics' (without an apostrophe) would be compliant with the <i>Naming Rules</i>.</p>
<p>RUBY</p> <p>Suggested in recognition of Ruby Charlotte Margaret Hunter (1955 – 2010), and an Australian singer, songwriter and guitarist and member of the Ngarrindjeri Tribe.</p>	<p>The existence of Hunter St Abbotsford means that a first name may be used to recognise Ms Hunter.</p> <p>This suggestion acknowledges the significant contribution to Australian music by Ms Hunter, and would be consistent with Council's Gender Equity Strategy which seeks to acknowledge women through road naming.</p> <p>Officers are not aware of any direct connection between Ms Hunter and the site in question.</p> <p>Subject to approval from her descendants, the name 'Ruby' would be compliant with the <i>Naming Rules</i>.</p>

32. In addition to the submissions above, non-compliant suggestions were made for the names *Edmund, Hunter, Mission, Ola Cohn, Park, Rose, Rosella, Warwick* and *Wills* (non-compliant due to the duplication of existing road names) and *Little Rose Cooper* (non-compliant as it includes the word 'Little'). A further request was made to name a road in recognition of Jennifer Wills – a former Councillor of the City of Fitzroy (non-compliant as she is still alive).
33. One submitter requested that the roads remain unnamed on the basis that naming the roads is likely to increase traffic.
34. Following consideration of all public submissions and feedback from Councillors, officers determined to advertise Council's intention to assign the names "Garryowen Lane" and "Mechanics Lane" to the roads.

35. Of note, while the name “Mechanics” comes from a community suggestion and was intended to recognise the presence of a former motor repair shop in the location, it is planned to be used to recognise the working class history of Fitzroy, rather than one particular individual. It is part of a theme that recently saw the naming of Workers Lane in Richmond and Shoemaker Lane in Fitzroy North.
36. On 30 July 2019, letters were sent to all adjoining landowners and occupiers, inviting them to lodge an objection in relation to the proposed street name. At the closing date, no objections had been received.
37. **Officers recommend that the name ‘Garryowen Lane’ be assigned to right of way 1863 and 1865 and ‘Mechanics Lane’ be assigned to right of way 1864.**

Proposal 4 – Renaming of part of Perry Street Alphington

38. In recent years, a number of properties in Perry Street Alphington have been subdivided, meaning that new properties have been assigned an address in Perry Street Alphington. Street numbering has been problematic – something that has been further complicated by the fact that only part of the street falls within the City of Yarra.
39. Over time, the street numbering has been inconsistent, meaning that (for example), the numbering increases as you head south, except for number 8, 10, 12, 14 and 16, where the numbering runs the other way. Insufficient numbers have been reserved for future subdivisions in a number of places, and there is some duplication in addresses between Perry Street Alphington and Perry Street Fairfield (which have the same postcode).
40. It is important to eliminate this confusion, as it is likely that emergency services vehicles called to properties in Perry Street could be delayed as the driver locates the address. Difficulties are also likely to be experienced in receiving mail, deliveries and directing visitors to properties.
41. Council explored the renaming of the entirety of Perry Street Alphington in 2018, but abandoned the proposal due to the objection of a number of residents that would be required to change their address.
42. Earlier in 2019, the process recommenced – this time with the proposal that only that section of the road south of Margaret Grove would be renamed. There are only two directly affected property owners and they are both strongly supportive of this renaming proposal.
43. A plan of the section of road to be renamed is provided below, with the affected section shown in yellow.



44. Among the community suggestions for the two streets in Burnley described above was the name “Yerrin Barring”, meaning ‘bush path’ in Woi wurrung. As this name suitably describes the nature of the southern portion of Perry Street Alphington, officers consulted with the Wurundjeri Tribe and received their support for the application of a simplified version of the name – Yerrin to the street in Alphington. In considering the most suitable street type, officers drew on the Australian Standard street types and felt that “Chase”, which is defined as ‘a roadway leading down to a valley’ accurately describes the nature of the road.
45. Following consideration of public submissions in relation to the previous naming proposal, the suggestion from the Wurundjeri Tribe and feedback from Councillors, officers determined to advertise Council’s intention to assign the name “Yerrin Chase” to the road.
46. On 22 July 2019, letters were sent to all adjoining landowners and occupiers, inviting them to lodge an objection in relation to the proposed street name. At the closing date, no objections had been received.
47. **Officers recommend that the name “Yerrin Chase” be assigned to the portion of Perry Street Alphington south of Margaret Grove.**

External Consultation

48. The details of the consultation for each proposal are set out in the previous section. Each process is slightly different in order to take into account the individual circumstances of the naming proposal. The processes were guided by Council’s *Place Naming Policy* and the *Naming Rules*.
49. In summary, the consultation involved:
 - (a) Direct email to the Wurundjeri Tribe;
 - (b) Email contact to the relevant local historical society;
 - (c) Direct mail to the owners and occupiers of all adjoining properties;
 - (d) Placement of a notice on Council’s website;
 - (e) Highlighting the proposals on Council’s social media channels, Facebook and Twitter; and

- (f) Publication of a notice and link in Council's fortnightly eNewsletter, *Yarra Life*.

Internal Consultation (One Yarra)

50. Officers from a number of different Council departments assisted in the development of this report, including the Statutory Planning Unit in relation to development and subdivision matters and the Valuations Services Unit in relation to property numbering issues.
51. Council's communications team facilitated the public communications of the road naming proposals.

Financial Implications

52. There are no financial implications directly associated with the preparation of this report. The installation of signage in due course will be a small cost to Council, within existing budget allocation.

Economic Implications

53. There are no economic implications associated with the preparation of this report.

Sustainability Implications

54. There are no sustainability implications associated with the preparation of this report.

Social Implications

55. The assignment of a name to the respective rights of way will play a positive role in further strengthening community identification by City of Yarra residents with historical references within their community.

Human Rights Implications

56. There are no Human Rights implications associated with the preparation of this report.

Communications with CALD Communities Implications

57. Direct contact was made with the Wurundjeri Tribe at the beginning of the process, and they have made suggestions for two of the rights of way as set out in this report.
58. Although there was no other targeted communications for our culturally and linguistically diverse communities, there was a strong focus on the use of visual aids in the form of maps, in presenting information on the respective sites on Council's website and in direct mail to adjoining property owners and occupiers.

Council Plan, Strategy and Policy Implications

59. The above outlined process complies with Council's Naming of Roads, Features and Localities Policy. The unique features of this Policy include its compliance with the *Naming Rules* and its strong emphasis on communication with key stakeholders, including the Wurundjeri community (via the Wurundjeri Tribe), local historical societies and the wider Yarra community.

Legal Implications

60. There are no legal implications associated with the preparation of this report.

Other Issues

61. In addition to the process set out in the Place Naming Policy, officers have had regard to the following Council policies in progressing the naming proposals set out in this report:
- (a) The *City of Yarra Aboriginal Partnership Plan 2015-2018* (noting specific preference to using Woiwurrung words in selecting names);
 - (b) The *City of Yarra Gender Equity Strategy 2016-2021* which contained an action to "investigate opportunities for naming new streets and other places in Yarra after prominent Yarra female leaders"; and
 - (c) The *Council Plan 2018-2022* (which contains references to the need to "acknowledge and celebrate our diversity and people from all cultural backgrounds", to "acknowledging and celebrating Aboriginal history and culture in partnership with

Traditional Owners” and the need to find ways to “pay tribute to the lived history and heritage, connecting with the stories and experiences of those who came before us and shaped the character of Yarra”.

62. Further, officers have endeavoured to identify names that have a connection to the right of way to be named, by drawing on the history of the site and surrounding area and by consulting with surrounding residents and property owners.

Options

63. Following consideration of any verbal submissions, Council is able to:
- (a) Accept the officer recommendation for the street names;
 - (b) Propose an alternative street name, and recommence the public submission process on this basis; or
 - (c) Determine to abandon the street naming process.

Conclusion

64. This report presents the results of the officer’s assessment of the suggested names and presents a recommendation in relation to each naming proposal.
65. The officer’s recommendation is that Council:
- (a) assign the name “Vlajnic Lane” to right of way 2074 (behind 61-73 Reid Street Fitzroy North);
 - (b) assign the name “Ngawe Lane” to right of way 1188 (between 60 and 62 Gibdon Street Burnley);
 - (c) assign the name “Wadambuk Lane” to rights of way 1189 and 1190 (behind 56 to 66 Gibdon Street and alongside 66 Gibdon Street Burnley);
 - (d) assign the name “Garryowen Lane” to right of way 1863 and 1865 (behind 21 to 71 Rose Street Fitzroy);
 - (e) assign the name “Mechanics Lane” to right of way 1864 (between 35 and 45 Rose Street and alongside 36 Leicester Street); and
 - (f) re-name the portion of Perry Street Alphington south of Margaret Grove to “Yerrin Chase”.
66. Further, it is recommended that Council direct the Chief Executive Officer to lodge the adopted names with the Registrar of the Office of Geographic Names and to notify all objectors of Council’s decision, informing them of their capacity to lodge a formal objection with the Registrar.

RECOMMENDATION

1. That having noted objections in relation to the relevant street naming proposals, Council:
 - (a) assign the name “Vlajnic Lane” to right of way 2074 (behind 61-73 Reid Street Fitzroy North);
 - (b) assign the name “Ngawe Lane” to right of way 1188 (between 60 and 62 Gibdon Street Burnley);
 - (c) assign the name “Wadambuk Lane” to rights of way 1189 and 1190 (behind 56 to 66 Gibdon Street and alongside 66 Gibdon Street Burnley);
 - (d) assign the name “Garryowen Lane” to right of way 1863 and 1865 (behind 21 to 71 Rose Street Fitzroy).
 - (e) assign the name “Mechanics Lane” to right of way 1864 (between 35 and 45 Rose Street and alongside 36 Leicester Street); and
 - (f) re-name the portion of Perry Street Alphington south of Margaret Grove to “Yerrin Chase”.
2. That the Chief Executive Officer lodge the adopted names with the Registrar of the Office of Geographic Names and advise all submitters of Council’s decision.

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Attachments

There are no attachments for this report.

11.5 Audit Committee Charter Review

Reference: D19/147530

Authoriser: Director Corporate, Business and Finance

Purpose

1. To present the outcomes of a review of the Charter of the Yarra City Council Audit Committee and seek a Council resolution to update the Charter in accordance with the audit Committee's advice.
2. To make minor adjustments to the terms of appointment for existing external committee members in order to align with the rotational arrangements set out in the draft Charter.

Background

Audit Committee Charter Review

3. The current Charter of the Yarra City Council Audit Committee was adopted by Council in September 2015. While the Charter envisaged that the document be reviewed and assessed every two years, no formal review has subsequently taken place. In view of recent organisational changes and shifts in responsibility for audit matters, a review of the Charter is now timely.
4. The Audit Committee called for the commencement of this review at its meeting on 4 April 2019, with a view to presenting a new Charter for Council's consideration before the end of 2019. A preliminary review of the Charter was considered at the meeting of the Audit Committee on 9 May 2019.
5. At the May meeting, the Committee considered a desktop assessment of the current Charter undertaken by Committee member Vince Philpott. Mr Philpott is a Qualified Audit Assessor of the Institute of Internal Auditors Australia (IIA) and conducted a review using the IIA Audit Committee Charter Checklist. The Committee examined a number of suggested changes arising from Mr Philpott's work, feedback from the Audit Committee Chairperson and advice from Council officers.
6. The Committee made a number of further suggestions to be incorporated in the Charter review.
7. Following the May meeting, the Senior Governance Advisor conducted a further review of the Charter, seeking to incorporate all of the matters raised to date, as well as identify any omissions or duplications.
8. A key part of this process, was a review of the responsibilities set out in the Charter on a line by line basis, and the documentation of precisely how those responsibilities are met by either the Committee or its members. This process resulted in the merger of a number of existing obligations (to remove duplication) and the division of others (to provide greater clarity for what were different tasks).
9. The outcome of this process ensures that there are no 'orphaned' obligations, and it is now possible to much more readily prepare a rolling twelve month work plan for each meeting, as well as an annual review of whether or not the Committee has met its obligations under the Charter. This direct one to one relationship between the Committee Charter, the annual work plan and the agendas of each meeting now exists for the first time.
10. A further outcome of the process was a restructuring of the responsibilities section to differentiate between those responsibilities of the *Committee*, and those responsibilities of its *members*. This distinction becomes important when conducting the annual self-assessment process and reporting to Council on the work of the committee, and when assessing the performance of a member upon consideration of reappointment.

11. The outcomes of this review were presented to the Audit Committee at its meeting on 20 August 2019.
12. The Committee made a number of further suggestions and then resolved *“the Audit Committee endorse the draft Audit Committee Charter ... and refer it to Council with the recommendation that it be adopted.”*
13. Following this meeting, further changes were made to clause 3.6 in relation to the manner and period of appointment of external Committee members, to provide Council with greater flexibility in determining the precise end date of terms of appointment and to enable terms of different lengths to be set to account for existing members and casual vacancies. These changes were circulated and supported by external committee members ahead of their inclusion in the attached draft.
14. While the full extent of the proposed changes can be found in the marked up version of the current Charter found at **Attachment 1**, the material changes are summarised below.

Where	What	Why
1.2	Addition to the statement of purpose to include supporting Council to meet its corporate governance obligations.	A recognition that the role of the Committee in Council’s governance framework extends beyond just those specific roles and responsibilities identified.
2.3.6	Addition to provide authority to request a report be tabled by the CEO at a Council meeting.	This is necessary to enable the committee to fulfil its responsibility at 4.7.3.
3.2	Change to quorum provisions.	An alteration to ensure that the number of Councillors at a meeting cannot be greater than the number of external members.
3.6 3.8	Clarity regarding how terms of appointment of external members are managed.	Current processes for appointment are not transparent, and it is not clear when member terms will conclude.
4.2.1	Inclusion of a new provision regarding Business Continuity Planning.	Responsibility is included to account for the Committee’s expanding role in monitoring this area.
4.3.3	Introduction of flexibility in arrangements for the review of internal audit scopes.	The need for formal review of scopes at a Committee meeting before an audit can commence has the potential to significantly delay the internal audit program. This change retains the role of the Committee in reviewing scopes, but provides a mechanism for feedback to be provided out of session rather than formally at meetings.
5.2.1	Alteration of provision relating to Delegate’s Reports.	Greater transparency by providing that Delegate’s Reports be provided in open Council meetings, rather than confidentially, unless this is specifically required.

15. A clean copy of the proposed Audit Committee Charter can be found at **Attachment 2**.

Audit Committee Appointments

16. Among the proposed changes to the Audit Committee Charter, is a clearer explanation of the manner and term of appointment for external members. The proposal is that external committee members be appointed for terms of three years, with expiry of one member’s term ideally occurring each year.

17. In anticipation of this Charter Review, two of the existing members whose terms have already come to an end have been invited to continue to participate until such time as the arrangements have been resolved.
18. With the finalisation of the new arrangements, it is now necessary to make adjustments to the terms of appointment of the existing external members.
19. The current Chair of the committee, Helen Lanyon, was appointed at the Council meeting on 19 September 2017 for the period 1 October 2017 to 30 September 2020. It is recommended to make no changes to this term of appointment.
20. Vince Philpott was appointed at the Council meeting on 7 July 2015, with the term to commence immediately and expire on 6 July 2018. Mr Philpott has continued to participate in the Committee since this date. It is recommended to appoint Mr Philpott to a second term, with an expiry date of 6 July 2021.
21. David Ashmore was also appointed at the Council meeting on 7 July 2015, but with the term to commence in September 2015 and expiring on 21 September 2018. Mr Ashmore has continued to participate in the Committee since this date. It is recommended to appoint Mr Ashmore to a second term, with an expiry date of 21 September 2021.
22. While the proposed appointments above will not immediately implement the rostering arrangement preferred in the Committee Charter, it is recommended that three year terms be offered to the existing members, with the rotational arrangements to be implemented at the time of any casual vacancy or upon the appointment of a new member.

External Consultation

23. Aside from discussions at Audit Committee meetings as detailed above, no further consultation has been undertaken.
24. External Committee members have confirmed their willingness to continue to serve the committee for the extended terms set out in the recommendation.

Internal Consultation (One Yarra)

25. This review has been led by Council's Governance team, in consultation with the Director Corporate, Business and Finance, Group Manager People, Culture and Communities and the Chief Financial Officer.

Financial Implications

26. The arrangements for the establishment and payment of fees to external members of the Audit Committee are unchanged, and as a result there are no financial implications arising from this review.

Economic Implications

27. There are no economic implications arising from this review.

Sustainability Implications

28. There are no sustainability implications arising from this review.

Social Implications

29. There are no social implications arising from this review.

Human Rights Implications

30. There are no human rights implications arising from this review.

Communications with CALD Communities Implications

31. No external communications were undertaken in the conduct of this review.

Council Plan, Strategy and Policy Implications

32. The review of the Audit Committee's Charter assists Council to achieve its commitment to 'A leading Yarra' as set out in the Council Plan 2017-2012.

33. More specifically, this work supports articulated strategy 7.3, which commits Council to *“maintain a culture of transparency, governance, ethical practice and management of risks that instils a high level of community respect and confidence in Council decision-making”*.

Legal Implications

34. Council is required under section 139 of the local Government Act 1989 to constitute an Audit Committee in accordance with the requirements of that section. The Audit Committee Charter has been reviewed with a view to ensuring continued compliance with the Act, as well as drawing on the outcomes of the assessment of the Charter against the Institute of Internal Auditors Australia Audit Committee Charter Checklist.

Other Issues

35. While it is to be expected that the passage of a Local Government Bill 2019 will require a further review of the Audit Committee Charter (likely to reflect an expanded legislative role of what will be called an “Audit and Risk Committee”), it is unknown when this Bill will be presented to Parliament, or when those provisions would take effect. Officers do not recommend placing the Charter review on hold in anticipation of the passage of the Bill.

Options

36. The draft Charter presented in this report has been reviewed by the Audit Committee and has been endorsed for Council’s consideration. While this endorsement demonstrates the Committee’s support for the outcomes of the review, it is not binding on Council.
37. The composition of the Audit Committee charter is a matter for Council, and Council has the discretion to make any changes to the Charter as presented by alternate resolution.

Conclusion

38. This report recommends the adoption of the revised Audit Committee Charter and a number of minor adjustments to the terms of the existing external committee members.

RECOMMENDATION

1. That Council:
 - (a) note the resolution of the Audit Committee to *“endorse the draft Audit Committee Charter ... and refer it to Council with the recommendation that it be adopted.”*; and
 - (b) adopt the revised Yarra City Council Audit Committee Charter found at **Attachment 2**.
2. That Council:
 - (a) appoint Vince Philpott to a second term, expiring on 6 July 2021; and
 - (b) appoint David Ashmore to a second term, expiring on 21 September 2021.

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Attachments

- 1 [↓](#) Draft Audit Committee Charter (marked up)
- 2 [↓](#) Draft Audit Committee Charter (clean)

Attachment 1 - Draft Audit Committee Charter (marked up)

Draft Yarra City Council Audit Committee Charter

<u>Title</u>	<u>Audit Committee Charter</u>
<u>Description</u>	<u>A Charter to set out the roles and responsibilities of the Yarra City Council Audit Committee.</u>
<u>Category</u>	<u>Governance</u>
<u>Type</u>	<u>Policy</u>
<u>Approval authority</u>	<u>Council</u>
<u>Responsible officer</u>	<u>Director Corporate, Business and Finance</u>
<u>Approval date</u>	<u>10 September 2019</u>
<u>Review cycle</u>	<u>Every two years</u>
<u>Review date</u>	<u>10 September 2021</u>
<u>Document Reference</u>	<u>To be confirmed</u>
<u>Human Rights compatibility</u>	<u>This policy has been assessed and is compatible with the Victorian Charter of Human Rights of Responsibilities</u>

1. Purpose

1.1. The role of the Audit Committee (Committee) is to provide independent and objective assurance and assistance to the Yarra City Council (Council) and its Chief Executive Officer on Council's risk management, control and compliance framework, and its external financial and performance accountability and responsibilities.

1.2. In addition, the Committee provides advice to Council that will assist Council in fulfilling its corporate governance and oversight responsibilities.

2. Authority

2.1. The Audit Committee is an Advisory Committee to Council, pursuant to ~~the relevant provisions~~ section 139(1) of the Local Government Act 1989 (the Act).

2.2. The Audit Committee does not have executive powers or authority to implement actions in areas over which management has responsibility and does not have any delegated authority. The Audit Committee does not have any management functions and is therefore independent of management.

2.3. The Council authorises the Audit Committee, within the scope of its role and responsibilities to:

2.3.1. Obtain any information it needs from any employee and/or external party (subject to their legal obligation to protect information);

2.3.2. Discuss any matters with the external or internal auditor, or other

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external parties (subject to confidentiality considerations);

2.3.3. Request the attendance of any Council Officer (including the Chief Executive Officer), Councillors, and/or the internal and external auditors, at Audit Committee meetings;

2.3.4. Request that Council Officers obtain external legal or other professional advice, as the Audit Committee considers necessary to meet its responsibilities, at Council's expense; and

2.3.5. Require reports from Council Officers, the internal auditors and external auditors on any significant proposed regulatory, accounting or reporting issue, to assess the potential impact upon the Council's financial reporting process.

~~2.3.5-2.3.6.~~ Request that the Chief Executive Officer table a report from the Audit Committee at a meeting of the Council.

3. Membership

3.1. The Audit Committee will consist of five members, comprising:

- The Mayor or an appointed alternative Councillor;
- One other Councillor; and
- Three independent members.

3.2. A Committee quorum shall be at least two independent members and at least one Councillor~~three members, of which one must be a Councillor~~. The Chair~~person~~ of the Committee will be an independent member and will be appointed by the Audit Committee annually. The nomination for the position of Chair~~person~~ will be submitted to Council for approval.

3.3. The process for appointing an position-of Acting Chair~~person~~, when required, will be facilitated by Council's Director, Corporate, Business and Finance & Business~~at the commencement of a Committee meeting by calling for nominations.~~

3.4. The Audit Committee members, taken collectively, will have a broad range of skills and experience relevant to the operations of Council. At least one member of the Audit Committee should have accounting or related financial management experience with an understanding of accounting and auditing standards in a public sector environment.

3.5. It is important that individual Audit Committee members are able to work collectively and make a strong contribution to Council's corporate governance culture.

3.6. Appointment of independent Audit Committee members will be made by Council, following a publicly advertised expression of interest process managed by the Chief Executive Officer (or delegate).- Ideally, the term of one independent member will conclude each year. New appointments shall be for a term of three years (or in the case of a casual vacancy, until the expiry of the departing member's term) or any other timeframe at the Council's sole discretion.

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~~3-6-3.7. The terms of appointment will be arranged to ensure an orderly rotation and continuity of membership.~~

~~3-7-3.8.~~ Independent members will be eligible for extension or re-appointment after a formal review of their performance, such review to be undertaken by the Chief Executive Officer (or delegate) and referred to Council.

~~3-8-3.9.~~ To ensure the ongoing independence and refresh the Committee with new ideas, independent members may serve a maximum of three consecutive terms. ~~the maximum term able to be served by an independent member is eight (8) years.~~

~~3-9-3.10.~~ Councillor members will be appointed to the Audit Committee by the full Council on an annual basis, with Councillor appointees to be generally rotated after a minimum period of two years. The intent of the rotation system is to expose as many Councillors as possible to Audit Committee membership and proceedings.

~~3-10-3.11.~~ No management staff may be appointed to the Audit Committee. However, the Chief Executive Officer shall be required to attend all meetings of the Committee. The Director Corporate, Business ~~& Financial Services~~ and Finance and Chief Financial Officer will attend all meetings of the Committee in an advisory capacity unless otherwise advised by the Committee Chair ~~person~~. Other Council Officers may be requested to attend meetings of the Committee by the Chief Executive Officer and/or Audit Committee Chair ~~person~~.

~~3-11-3.12.~~ Council’s internal and external auditors cannot be appointed to the Audit Committee. The internal auditor will be required to attend and present at all relevant meetings of the Committee. The external auditor to attend all relevant meetings of the Committee, and also present to any meeting of the Committee on request.

4. Committee Roles and Responsibilities

The Audit Committee’s responsibilities ~~include~~ are:

4.1. Risk Management

4.1.1. Review management’s risk management policy framework and procedures for effective identification and management of Council’s strategic and operational risks, including fraud and corruption.

~~4.1.2.~~ Regularly review Council’s Strategic Risk Register (and changes thereto) ~~and reports on high/extreme operational risks, and management’s actions to address such risks.~~

~~4.1-2-4.1.3.~~ Regularly receive reports on high/extreme operational risks, and management’s actions to address such risks.

~~4.1.4.~~ Monitor the progress of any major legal and insurance matters facing the Council.

~~4.1-3-4.2.~~ Business Continuity

~~4.2.1.~~ Monitor processes and practices of Council to ensure for effective

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business continuity through an annual review of the Business Continuity Plan, which includes:

- Disaster Recovery
- Emergency Management
- Insurance update
- Security and Public Safety

4.2.4.3. Internal Audit

4.2.1.4.3.1. Review with management and the internal auditor, the Internal Audit Charter, activities, staffing, and operational structure of the internal audit function.

4.2.2.4.3.2. Review the strategic internal audit approach to consider whether over a period of years, the internal audit program systematically addresses:

- Internal controls over significant areas of risk including non-financial management control systems;
- Internal controls over revenue, expenditure, assets and liabilities;
- The efficiency, effectiveness and economy of significant Council programs
- and services which should also encompass services outsourced to external
- providers including shared service arrangements;
- Compliance with regulations, policies, best practice guidelines and contractual arrangements; and
- The introduction of improved audit tools that become mainstays of modern business.

4.2.3.4.3.3. Review all internal audit scope documents and reports and provide advice to the Council and Chief Executive Officer on significant issues identified in audit reports and action taken on issues raised, including identification and dissemination of good practice. So as not to delay the program, feedback on internal audit scopes may be provided by members out of session.

4.2.4.4.3.4. Monitor management’s implementation of internal audit recommendations.

4.2.5.4.3.5. Periodically review the performance of internal audit and monitor the progress of the internal audit work program and the quality of audits.

4.2.6.4.3.6. Review special internal audit reports and/or other relevant consultancies conducted by the internal auditor in addition to the internal audit program, and ensure the services are appropriate and do not jeopardise the independence of the internal

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auditor.

4.2.7-4.3.7. Provide an opportunity, at least annually, for the Audit Committee to meet with the internal auditor without the presence of management to discuss any matters that the Committee or the internal auditor believes should be discussed privately.

4.3.4.4. Control Framework

4.3.1-4.4.1. Review Council’s overall framework and processes for design and implementation of internal control systems, and the mechanisms by which management monitors the effectiveness of controls.

4.3.2-4.4.2. Understand the scope of internal and external auditors’ review of internal controls, and obtain reports on significant findings and recommendations, together with management’s responses.

4.4.4.5. External Audit

4.4.1-4.5.1. Review external auditor’s ~~proposed~~ audit scopes and approach, including any reliance on internal auditor activity.

4.4.2-4.5.2. Discuss with the external auditor issues arising from any audit, including any management letter issued by the auditor ~~and monitor management’s implementation of audit recommendations.~~

4.4.3-4.5.3. Monitor management’s implementation of audit recommendations and pProvide advice to ~~the Council~~management on action taken on significant issues raised in relevant external audit reports and better practice guides.

4.4.4-4.5.4. Provide an opportunity, at least annually, for the Audit Committee to meet with the external auditors without the presence of management to discuss any matters that the Committee or the external auditors believe should be discussed privately.

4.5.5. Review the financial statements to address the clarity and completeness of disclosures in the year- end financial statements, including management attestation letter, and consider whether the disclosures made are set properly in context, and provide advice to the Council (including whether appropriate action has been taken in response to audit recommendations and adjustments) and recommend their signing and adoption by Council’s delegates.

4.5.6. Ensure that the financial statements are supported by appropriate management signoff on the statements and on the adequacy of the systems of internal controls.

4.5.7. Review annual performance statements against Council’s stated performance objectives and outcomes.

4.5.4.6. Fraud ~~&~~ and Corruption Prevention/Awareness

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~~4.5.1.4.6.1.~~ Review the adequacy of Council’s fraud and corruption prevention policies, procedures and plans, including fraud awareness programs and processes for reporting and investigations.

~~4.5.2.4.6.2.~~ Review the circumstances surrounding any instances of fraud or corruption and any identified internal control weaknesses, and provide advice to the Chief Executive Officer and Council in relation to management and reporting. ~~monitor management’s actions to address the issues.~~

~~4.5.3.4.6.3.~~ Monitor management’s actions to address any incidents of Provide advice to the Chief Executive Officer and Council in relation to the management and reporting of fraudulent or corrupt actions.

4.6.4.7. Legislative Ethics and Compliance

~~4.6.1.4.7.1.~~ Determine whether Council has appropriately considered legal and compliance risks as part of risk assessment and management arrangements.

~~4.6.2.4.7.2.~~ Review the effectiveness of the system for monitoring Council’s compliance with relevant laws, regulations and associated government policies.

~~4.7.3.~~ Review any regulatory reports submitted to the Council and monitor management’s response to them.

~~4.7.4.~~ Monitor ethical standards of Councillors and staff through regular reporting to the committee. Reports to include compliance with legislation concerning ethical and statutory compliance, Councillor and Staff Codes of conduct, fraud and other matters concerning litigation.

4.7. External Accountability

~~4.7.1.~~ Review the financial statements and provide advice to the Council (including whether appropriate action has been taken in response to audit recommendations and adjustments) and recommend their signing and adoption by Council’s delegates.

~~4.7.2.~~ The Review to address the clarity and completeness of disclosures in the year-end financial statements, including management attestation letter, and consider whether the disclosures made are set properly in context.

~~4.7.3.~~ Ensure that the financial statements are supported by appropriate management signoff on the statements and on the adequacy of the systems of internal controls.

~~4.7.4.~~ Review annual performance statements against Council’s stated performance objectives and outcomes.

4.8. Reporting Responsibilities

4.8.1. Report annually to Council, describing the Audit Committee’s

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responsibilities and how they were discharged during the period, and any other information considered pertinent or which is required by regulation. Additional updates may be appropriate should issues of concern arise.

~~4.8.2. Attend and report at Councillor Briefings, twice a year, on the proceedings and outcomes of the Committee's activities and provide an opportunity for discussion between the Committee, other Councillors and Executive Officers regarding the Committee's activities, roles and responsibilities.~~

~~4.8.3. After each meeting of the Audit Committee a brief report on 'business handled' will be prepared for Councillors and tabled under 'Confidential' business at the next Council Meeting.~~

~~4.8.4.4.8.3.~~ As required, report to the Chief Executive Officer or Council any other matter that the Committee deems is of sufficient importance.

~~4.8.5.4.8.4.~~ Monitor that open communication between the internal auditor, the external auditors, and Council occurs.

4.9. Other Responsibilities

4.9.1. Review and evaluate any reports relevant to Council issued by any authority such as VAGO, the Victorian Ombudsman or Local Government & Compliance Inspectorate.

~~4.9.2. Maintain a broad understanding of the legal requirements of the Local Government Act 1989. Contribute the time needed to study and understand the papers provided and:~~

~~4.9.3. Apply good analytical skills, objectivity and judgement, and~~

~~4.9.4. Express opinions frankly, ask questions that go to the fundamental core of the issue and ask for further material if required.~~

~~4.9.5. Provide a written declaration of Conflicts of Interest annually and declare any conflicts of interest at the start of each Committee meeting or before discussion of the relevant agenda item or topic.~~

4.9.6. Review and assess the adequacy of the Audit Committee Charter, biennially.

4.9.7. Review regularly and cConfirm annually that all responsibilities outlined in this Charter have been carried out and evaluate the Audit Committee's performance, identifying areas for improvement and establishing action plans for addressing these.

~~4.9.8. Evaluate the Audit Committee's performance annually, identifying areas for improvement and establishing action plans for addressing these.~~

5. Committee member obligations

5.1. Committee Chair

~~4.9.8.5.1.1.~~ Attend and report at Councillor Briefings, twice a year, on

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the proceedings and outcomes of the Committee's activities and provide an opportunity for discussion between the Committee, other Councillors and Executive Officers regarding the Committee's activities, roles and responsibilities.

5.2. Councillors

5.2.1. After each meeting of the Audit Committee, prepare a Delegate's Report and present it to a public Council meeting. In circumstances where it is warranted, a separate report may be presented as an item of confidential business.

5.3. All Committee Members

4.9.9-5.3.1. Maintain a broad understanding of the legal requirements of the Local Government Act 1989. Contribute the time needed to study and understand the papers provided and:

4.9.10-5.3.2. Apply good analytical skills, objectivity and judgement; and

4.9.11-5.3.3. Express opinions frankly, ask questions that go to the fundamental core of the issue and ask for further material if required.

4.9.12-5.3.4. Provide a written declaration of Conflicts of Interest ~~annually~~ **six monthly** and declare any conflicts of interest at the start of each Committee meeting or ~~before~~ **upon** discussion of the relevant agenda item or topic. **Members have an obligation to consider the nature of any conflict of interest and exclude themselves from the meeting for the duration of that item where required under section 79 of the Local Government Act 1989 or where it is otherwise warranted.**

5.6. Administrative Arrangements

5.1.6.1. Meetings

5.1.1-6.1.1. The Committee will ordinarily meet five times per year; four quarterly meetings (November, February, May and September) and one meeting to consider the Annual Financial Statements (August/September).

5.1.2-6.1.2. In addition, the Chair ~~person~~ may call a special meeting and is required to call a meeting of the Committee within a reasonable time of being requested to do so by any Committee Member, the Chief Executive Officer or the internal or external auditors.

5.1.3-6.1.3. ~~An rolling twelve month~~ **annual** Audit Committee ~~Agenda-Plan~~ **workplan**, including meeting dates and agenda items, will be ~~agreed~~ **reviewed** by the Committee ~~at each meeting~~ **year**. The ~~forward meeting~~ plan will cover all -of the Audit Committee's responsibilities as detailed in this Charter.

5.2.6.2. Secretariat

5.2.1-6.2.1. The Chief Executive Officer (or delegate) will appoint an

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officer to provide secretariat support to the Committee. The Secretariat will ensure the agenda for each meeting and supporting papers are circulated, at least one week before the meeting, and ensure the minutes of the meetings are prepared and maintained. Minutes must be approved by the Chair and shall be circulated to Committee members within a reasonable timeframe.

5.2.2.6.2.2. In addition, the Secretariat will:

- Maintain a record of when members' terms of appointment are due for possible renewal or termination;
- Ensure that appropriate appointment processes are initiated when required;
- Ensure that new members receive appropriate induction;
- Following each meeting, prepare the brief report on business handled for distribution to Councillors by Council's Audit Committee delegates; and
- Prepare an Annual Report summarising the Audit Committee's work for the year past and circulate to Audit Committee members prior to presentation to Council.

5.3.6.3. Independent Members Remuneration

5.3.1.6.3.1. Remuneration will be paid to each independent member of the Audit Committee. Remuneration levels will be recommended by the CEO for Council approval from time to time and may be based on an annual fee with an additional amount paid to the chair, or a set fee per meeting, or another basis as appropriate.

5.4.6.4. Induction

5.4.1.6.4.1. All new Audit Committee members will receive induction material and training to ensure they are cognisant with the administrative environment, operational profile and risk management processes of Council.

Attachment 2 - Draft Audit Committee Charter (clean)**Draft Yarra City Council Audit Committee Charter**

Title	Audit Committee Charter
Description	A Charter to set out the roles and responsibilities of the Yarra City Council Audit Committee.
Category	Governance
Type	Policy
Approval authority	Council
Responsible officer	Director Corporate, Business and Finance
Approval date	10 September 2019
Review cycle	Every two years
Review date	10 September 2021
Document Reference	To be confirmed
Human Rights compatibility	This policy has been assessed and is compatible with the Victorian Charter of Human Rights and Responsibilities

1. Purpose

- 1.1. The role of the Audit Committee (Committee) is to provide independent and objective assurance and assistance to the Yarra City Council (Council) and its Chief Executive Officer on Council's risk management, control and compliance framework, and its external financial and performance accountability and responsibilities.
- 1.2. In addition, the Committee provides advice to Council that will assist Council in fulfilling its corporate governance and oversight responsibilities.

2. Authority

- 2.1. The Audit Committee is an Advisory Committee to Council, pursuant to section 139(1) of the Local Government Act 1989 (the Act).
- 2.2. The Audit Committee does not have executive powers or authority to implement actions in areas over which management has responsibility and does not have any delegated authority. The Audit Committee does not have any management functions and is therefore independent of management.
- 2.3. The Council authorises the Audit Committee, within the scope of its role and responsibilities to:
 - 2.3.1. Obtain any information it needs from any employee and/or external party (subject to their legal obligation to protect information);
 - 2.3.2. Discuss any matters with the external or internal auditor, or other external parties (subject to confidentiality considerations);

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- 2.3.3. Request the attendance of any Council Officer (including the Chief Executive Officer), Councillors, and/or the internal and external auditors, at Audit Committee meetings;
- 2.3.4. Request that Council Officers obtain external legal or other professional advice, as the Audit Committee considers necessary to meet its responsibilities, at Council's expense; and
- 2.3.5. Require reports from Council Officers, the internal auditors and external auditors on any significant proposed regulatory, accounting or reporting issue, to assess the potential impact upon the Council's financial reporting process.
- 2.3.6. Request that the Chief Executive Officer table a report from the Audit Committee at a meeting of the Council.

3. Membership

- 3.1. The Audit Committee will consist of five members, comprising:
 - The Mayor or an appointed alternative Councillor;
 - One other Councillor; and
 - Three independent members.
- 3.2. A Committee quorum shall be at least two independent members and at least one Councillor. The Chair of the Committee will be an independent member and will be appointed by the Audit Committee annually. The nomination for the position of Chair will be submitted to Council for approval.
- 3.3. The process for appointing an Acting Chair, when required, will be facilitated by Council's Director, Corporate, Business and Finance at the commencement of a Committee meeting by calling for nominations.
- 3.4. The Audit Committee members, taken collectively, will have a broad range of skills and experience relevant to the operations of Council. At least one member of the Audit Committee should have accounting or related financial management experience with an understanding of accounting and auditing standards in a public sector environment.
- 3.5. It is important that individual Audit Committee members are able to work collectively and make a strong contribution to Council's corporate governance culture.
- 3.6. Appointment of independent Audit Committee members will be made by Council, following a publicly advertised expression of interest process managed by the Chief Executive Officer (or delegate). Ideally, the term of one independent member will conclude each year. New appointments shall be for a term of three years (or in the case of a casual vacancy, until the expiry of the departing member's term) or any other timeframe at the Council's sole discretion.
- 3.7. Independent members will be eligible for extension or re-appointment after a formal review of their performance, such review to be undertaken by the Chief Executive Officer (or delegate) and referred to Council.

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- 3.8. To ensure the ongoing independence and refresh the Committee with new ideas, independent members may serve a maximum of three consecutive terms.
- 3.9. Councillor members will be appointed to the Audit Committee by the full Council on an annual basis, with Councillor appointees to be generally rotated after a minimum period of two years. The intent of the rotation system is to expose as many Councillors as possible to Audit Committee membership and proceedings.
- 3.10. No management staff may be appointed to the Audit Committee. However, the Chief Executive Officer shall be required to attend all meetings of the Committee. The Director Corporate, Business and Finance and Chief Financial Officer will attend all meetings of the Committee in an advisory capacity unless otherwise advised by the Committee Chair. Other Council Officers may be requested to attend meetings of the Committee by the Chief Executive Officer and/or Audit Committee Chair.
- 3.11. Council’s internal and external auditors cannot be appointed to the Audit Committee. The internal auditor will be required to attend and present at all relevant meetings of the Committee. The external auditor to attend all relevant meetings of the Committee, and also present to any meeting of the Committee on request.

4. Committee Responsibilities

The Audit Committee’s responsibilities are:

4.1. Risk Management

- 4.1.1. Review management’s risk management policy framework and procedures for effective identification and management of Council’s strategic and operational risks, including fraud and corruption.
- 4.1.2. Regularly review Council’s Strategic Risk Register (and changes thereto) .
- 4.1.3. Regularly receive reports on high/extreme operational risks, and management’s actions to address such risks.
- 4.1.4. Monitor the progress of any major legal and insurance matters facing the Council.

4.2. Business Continuity

- 4.2.1. Monitor processes and practices of Council to ensure for effective business continuity through an annual review of the Business Continuity Plan, which includes:
 - Disaster Recovery
 - Emergency Management
 - Insurance update
 - Security and Public Safety

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4.3. Internal Audit

- 4.3.1. Review with management and the internal auditor, the Internal Audit Charter, activities, staffing, and operational structure of the internal audit function.
- 4.3.2. Review the strategic internal audit approach to consider whether over a period of years, the internal audit program systematically addresses:
 - Internal controls over significant areas of risk including non-financial management control systems;
 - Internal controls over revenue, expenditure, assets and liabilities;
 - The efficiency, effectiveness and economy of significant Council programs
 - and services which should also encompass services outsourced to external
 - providers including shared service arrangements;
 - Compliance with regulations, policies, best practice guidelines and contractual arrangements; and
 - The introduction of improved audit tools that become mainstays of modern business.
- 4.3.3. Review all internal audit scope documents and reports and provide advice to the Council and Chief Executive Officer on significant issues identified in audit reports and action taken on issues raised, including identification and dissemination of good practice. So as not to delay the program, feedback on internal audit scopes may be provided by members out of session.
- 4.3.4. Monitor management’s implementation of internal audit recommendations.
- 4.3.5. Periodically review the performance of internal audit and monitor the progress of the internal audit work program and the quality of audits.
- 4.3.6. Review special internal audit reports and/or other relevant consultancies conducted by the internal auditor in addition to the internal audit program, and ensure the services are appropriate and do not jeopardise the independence of the internal auditor.
- 4.3.7. Provide an opportunity, at least annually, for the Audit Committee to meet with the internal auditor without the presence of management to discuss any matters that the Committee or the internal auditor believes should be discussed privately.

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4.4. Control Framework

- 4.4.1. Review Council's overall framework and processes for design and implementation of internal control systems, and the mechanisms by which management monitors the effectiveness of controls.
- 4.4.2. Understand the scope of internal and external auditors' review of internal controls, and obtain reports on significant findings and recommendations, together with management's responses.

4.5. External Audit

- 4.5.1. Review external auditor's audit scopes and approach, including any reliance on internal auditor activity.
- 4.5.2. Discuss with the external auditor issues arising from any audit, including any management letter issued by the auditor.
- 4.5.3. Monitor management's implementation of audit recommendations and provide advice to management on action taken on significant issues raised in relevant external audit reports and better practice guides.
- 4.5.4. Provide an opportunity, at least annually, for the Audit Committee to meet with the external auditors without the presence of management to discuss any matters that the Committee or the external auditors believe should be discussed privately.
- 4.5.5. Review the financial statements to address the clarity and completeness of disclosures in the year- end financial statements, including management attestation letter, and consider whether the disclosures made are set properly in context, and provide advice to the Council (including whether appropriate action has been taken in response to audit recommendations and adjustments) and recommend their signing and adoption by Council's delegates.
- 4.5.6. Ensure that the financial statements are supported by appropriate management signoff on the statements and on the adequacy of the systems of internal controls.
- 4.5.7. Review annual performance statements against Council's stated performance objectives and outcomes.

4.6. Fraud and Corruption Prevention/Awareness

- 4.6.1. Review the adequacy of Council's fraud and corruption prevention policies, procedures and plans, including fraud awareness programs and processes for reporting and investigations.
- 4.6.2. Review the circumstances surrounding any instances of fraud or corruption and any identified internal control weaknesses and provide advice to the Chief Executive Officer and Council in relation to management and reporting. .
- 4.6.3. Monitor management's actions to address any incidents of fraudulent or corrupt action.

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4.7. Ethics and Compliance

- 4.7.1. Determine whether Council has appropriately considered legal and compliance risks as part of risk assessment and management arrangements.
- 4.7.2. Review the effectiveness of the system for monitoring Council's compliance with relevant laws, regulations and associated government policies.
- 4.7.3. Review any regulatory reports submitted to the Council and monitor management's response to them.
- 4.7.4. Monitor ethical standards of Councillors and staff through regular reporting to the committee. Reports to include compliance with legislation concerning ethical and statutory compliance, Councillor and Staff Codes of conduct, fraud and other matters concerning litigation.

4.8. Reporting Responsibilities

- 4.8.1. Report annually to Council, describing the Audit Committee's responsibilities and how they were discharged during the period, and any other information considered pertinent or which is required by regulation. Additional updates may be appropriate should issues of concern arise.
- 4.8.2. As required, report to the Chief Executive Officer or Council any other matter that the Committee deems is of sufficient importance.
- 4.8.3. Monitor that open communication between the internal auditor, the external auditors, and Council occurs.

4.9. Other Responsibilities

- 4.9.1. Review and evaluate any reports relevant to Council issued by any authority such as VAGO, the Victorian Ombudsman or Local Government Inspectorate.
- 4.9.2. Review and assess the adequacy of the Audit Committee Charter, biennially.
- 4.9.3. Review regularly and confirm annually that all responsibilities outlined in this Charter have been carried out and evaluate the Audit Committee's performance, identifying areas for improvement and establishing action plans for addressing these

5. Committee member obligations

5.1. Committee Chair

- 5.1.1. Attend and report at Councillor Briefings, twice a year, on the proceedings and outcomes of the Committee's activities and provide an opportunity for discussion between the Committee, other Councillors and Executive Officers regarding the Committee's activities, roles and responsibilities.

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5.2. Councillors

- 5.2.1. After each meeting of the Audit Committee, prepare a Delegate's Report and present it to a public Council meeting. In circumstances where it is warranted, a separate report may be presented as an item of confidential business.

5.3. All Committee Members

- 5.3.1. Maintain a broad understanding of the legal requirements of the Local Government Act 1989. Contribute the time needed to study and understand the papers provided and:
- 5.3.2. Apply good analytical skills, objectivity and judgment; and
- 5.3.3. Express opinions frankly, ask questions that go to the fundamental core of the issue and ask for further material if required.
- 5.3.4. Provide a written declaration of Conflicts of Interest six monthly and declare any conflicts of interest at the start of each Committee meeting or upon discussion of the relevant agenda item or topic. Members have an obligation to consider the nature of any conflict of interest and exclude themselves from the meeting for the duration of that item where required under section 79 of the Local Government Act 1989 or where it is otherwise warranted.

6. Administrative Arrangements

6.1. Meetings

- 6.1.1. The Committee will ordinarily meet five times per year; four quarterly meetings (November, February, May and September) and one meeting to consider the Annual Financial Statements (August/September).
- 6.1.2. In addition, the Chair may call a special meeting and is required to call a meeting of the Committee within a reasonable time of being requested to do so by any Committee Member, the Chief Executive Officer or the internal or external auditors.
- 6.1.3. A rolling twelve month Audit Committee workplan, including meeting dates and agenda items, will be reviewed by the Committee at each meeting. The plan will cover all of the Audit Committee's responsibilities as detailed in this Charter.

6.2. Secretariat

- 6.2.1. The Chief Executive Officer (or delegate) will appoint an officer to provide secretariat support to the Committee. The Secretariat will ensure the agenda for each meeting and supporting papers are circulated, at least one week before the meeting, and ensure the minutes of the meetings are prepared and maintained. Minutes must be approved by the Chair and shall be circulated to Committee members within a reasonable timeframe.

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6.2.2. In addition, the Secretariat will:

- Maintain a record of when members' terms of appointment are due for possible renewal or termination;
- Ensure that appropriate appointment processes are initiated when required;
- Ensure that new members receive appropriate induction;
- Following each meeting, prepare the brief report on business handled for distribution to Councillors by Council's Audit Committee delegates; and
- Prepare an Annual Report summarising the Audit Committee's work for the year past and circulate to Audit Committee members prior to presentation to Council.

6.3. Independent Members Remuneration

6.3.1. Remuneration will be paid to each independent member of the Audit Committee. Remuneration levels will be recommended by the CEO for Council approval from time to time and may be based on an annual fee with an additional amount paid to the chair, or a set fee per meeting, or another basis as appropriate.

6.4. Induction

6.4.1. All new Audit Committee members will receive induction material and training to ensure they are cognisant with the administrative environment, operational profile and risk management processes of Council.

11.6 Council Meeting Operations Policy

Reference: D19/158919

Authoriser: Group Manager Chief Executive's Office

Purpose

1. The need to update Council's policy for the recording of council meetings to enable the commencement of live streaming from November provides an opportunity to streamline council's policy relating to the operation of Council meetings.
2. This report presents a draft Council Meetings Operations Policy (**Attachment One**) for consideration by Council.

Background

3. In the 2019/2020 Budget, Council approved funding for the introduction of live streaming at council meetings held at Richmond and Fitzroy Town Halls. In order to facilitate the introduction of these live streams and publication of recordings on Council's website, it is necessary to update the Recording of Meeting Proceedings Policy.
4. The operation of council meetings is governed primarily by the Yarra City Council Meeting Procedures Local Law, which is supplemented in turn by a range of supporting policies. These policies have been developed progressively over time as council meetings have evolved and changes have been required to take account of legislative change and operational requirements.
5. The policy framework governing council meetings currently comprises:
 - (a) Conclusion of Meetings Policy (**Attachment Two**);
 - (b) Confidentiality of Information Policy (**Attachment Three**);
 - (c) Petition and Joint Letters Policy (**Attachment Four**);
 - (d) Presentation of Reports By Officers Policy (**Attachment Five**);
 - (e) Processing Committee Recommendations In Block Policy (**Attachment Six**);
 - (f) Public Access to Agendas Policy (**Attachment Seven**);
 - (g) Public Participation At Council and Committee Meetings Policy (**Attachment Eight**);
 - (h) Recording of Meeting Proceedings Policy (**Attachment Nine**);
 - (i) Special Committees Information To The Public and Media Policy (**Attachment Ten**); and
 - (j) Urgent Business Policy (**Attachment Eleven**).
6. The need to update the Recording of Council Meeting Proceedings Policy provides an opportunity to review and streamline this policy framework and adopt a single, overarching policy to combine these policy provisions in one place. This report presents a draft Operation of Council Meetings Policy (the draft policy), which contains the provisions of the policies listed above. These provisions have been translated into the draft policy as set out below.

Conclusion of Meetings Policy

7. This policy provides that meetings shall conclude at 11.00pm or shortly thereafter.
8. This policy was adopted in 1996, and last reviewed in 2014.
9. It is submitted that this policy remains relevant, and it has been translated into the draft policy without change.

Confidentiality of Information Policy

10. This policy provides that the provisions of the Local Government Act 1989 be observed insofar as confidential matters are presented to Council. The policy also contains a number of procedural elements to guide staff in the management of confidential information.
11. This policy was adopted in 1997, and last reviewed in 2014.
12. It is submitted that this policy provides no policy guidance over and above what is already set out in the Local Government Act 1989, and that the procedural elements are a matter for management. It is recommended these policy provisions not be translated to the draft policy.

Petition and Joint Letters Policy

13. This policy sets Council's approach to receiving and responding to petitions and joint letters.
14. This policy was adopted in 2002, and last reviewed in 2015.
15. It is submitted that this policy remains relevant, and it has been translated into the draft policy without change.

Presentation of Reports by Officers Policy

16. This policy sets out the role and responsibility of officers in presenting reports to council meetings.
17. This policy was adopted in 1997, and last reviewed in 2014.
18. It is submitted that this policy remains relevant, and it has been translated into the draft policy without change.

Processing Committee Recommendations in Block Policy

19. This policy sets out the treatment of recommendations to Council by formally constituted committees that do not have delegated authority. Upon the dissolution of the Finance and Human Services Committee and the Planning, Environment and Infrastructure Committee in late 2011, Yarra no longer has any committees that make recommendations in this way.
20. This policy was adopted in 1996, and last reviewed in 2014.
21. It is submitted that this policy is no longer applicable due to Council no longer having any committees with the authority to make formal recommendations to Council. It is recommended these policy provisions not be translated to the draft policy

Public Access to Agendas Policy

22. This policy provides that hard copies of Council business papers be available at Richmond Town Hall, Collingwood Town Hall and Yarra's libraries and a copy is available for download from Council's website. Due to low interest in the hard copies, these documents have been made available on request since 2015. Officers are aware of only one request having been made in this time.
23. This policy was adopted in 1996, and last reviewed in 2014.
24. It is submitted that the focus on hard copy availability is outdated, but the need for publication on Council's website remains. The existing policy provisions regarding internet publication have been inserted into the draft policy, in addition to new provisions that provide that hard copies will be made available to meeting attendees on request. This is intended to replace the current informal practice of printing a limited number of hard copies and making them available at meetings – something which results in the overwhelming majority of papers being unused and thrown out after each meeting.

Public Participation at Council and Committee Meetings Policy

25. This policy sets out the arrangements to enable members of the public to make submissions in relation to any matter presented to a Council meeting. The policy includes general provisions, plus additional provisions which relate only to Council Meetings, IDAC meetings or submissions made under section 223 of the Local Government Act 1989.

26. This policy was adopted in 1996, and last reviewed in 2014.
27. In order to address the current cumbersome list of provisions, the existing provisions have been translated into the draft policy, with separate provisions for Council Meetings, IDAC meetings and section 223 submissions. A small number of changes have been proposed to capture the current practice. These are:
 - (a) Clarity that IDAC submitters are requested to explain their preferred decision in relation to a permit application (refusing, granting or granting with conditions) and set out any requested permit conditions; and
 - (b) Explanation of the order of hearing submissions made under the section 223 process.

Recording of Meeting Proceedings Policy

28. This policy regulates the use of recording devices in accordance with the Yarra City Council Meeting Procedures Local Law, and provides for the publication of audio recordings of Council meetings on Council's website.
29. This policy was adopted in 1997, and last reviewed in 2017.
30. It is submitted that this policy remains relevant, and it has been translated into the draft policy with the necessary changes to account for the move to live streaming, and the inclusion of video in the recordings.

Special Committees Information to the Public and Media Policy

31. This policy sets out how to communicate the deliberations of formally constituted Council committees that do not have delegated authority. Upon the dissolution of the Finance and Human Services Committee and the Planning, Environment and Infrastructure Committee in late 2011, Yarra no longer has any such committees.
32. This policy was adopted in 1996, and last reviewed in 2012.
33. It is submitted that this policy is no longer applicable due to Council no longer having any relevant committees. It is recommended these policy provisions not be translated to the draft policy.

Urgent Business Policy

34. This policy sets out the mechanism for the acceptance of urgent business to a Council meeting.
35. This policy was adopted in 1996, and last reviewed in 2015.
36. It is submitted that this policy remains relevant, and it has been translated into the draft policy without change.

Additional provisions

37. In addition to the provisions carried over from the current policy framework, the draft policy includes specific guidance in relation to a number of matters not currently provided for in the local law or supporting policies.
38. The draft provides that in addition to the provisions set out in the local law, the following provisions apply for questions asked during public question time:
 - (a) In determining the order of questions, the Mayor shall first invite persons who have previously submitted their question the Council and then any other interested persons;
 - (b) Participants in Public Question Time are requested to:
 - (i) direct questions to the Mayor;
 - (ii) refrain from making statements or engaging in debate;
 - (iii) not raise operational matters which have not previously been raised with the Council administration;
 - (iv) not ask questions about matter listed on the agenda for the current meeting.

- (v) refrain from repeating questions that have been previously asked;
 - (vi) If asking a question on behalf of a group, explain the nature of the group and how the submitter is able to speak on their behalf; and
 - (vii) Speak for a maximum of five minutes;
- (c) Guidance is provided for how questions taken on notice are treated; and
 - (d) Guidance is provided for the treatment of questions submitted in writing by persons not in attendance.

External Consultation

39. There has been no external consultation undertaken in the development of this report.

Internal Consultation (One Yarra)

40. There has been limited internal consultation undertaken in drafting the new policy, focussed on staff with operational responsibility for Council meetings and IDAC meetings.

Financial Implications

41. The additional costs associated with the live streaming of Council meetings were approved Council in the 2019/2020 Annual Budget.

42. Minor administrative cost savings will be achieved by ceasing the practice of printing hard copies of Council business papers in anticipation of attendance by members of the public interested in that item (most of which are subsequently disposed of). To some degree, these savings will be offset by the need to have resources available to print copies of agenda papers on request. It is not expected that these savings or costs will be material to the budget.

Economic Implications

43. No economic implications arising from the matters set out in this report have been identified.

Sustainability Implications

44. It is anticipated that the paper consumption will reduce significantly, as approximately three quarters of the business papers produced for members of the public are disposed of at the conclusion of the meeting. In addition, encouraging members of the public to download copies Council's website is likely to reduce the number of people relying on hard copies, and instead bringing electronic versions with them on a mobile device.

45. There is arguably a potential reduction in transport related greenhouse gas emissions brought about by enabling interested persons to watch Council meetings from home and not being required to travel to the meeting venue. These savings are largely theoretical and are unable to be quantified at this stage.

46. No other sustainability implications arising from the matters set out in this report have been identified.

Social Implications

47. Increasing access to Council meetings though live streaming has the potential to open up Council decision-making processes to members of the public who have not ever attended a Council meeting in person. This potentially includes persons who do not speak English as a first language, those with disabilities, those without access to transport, those with carer or family responsibilities, those with employment commitments and those from marginalised communities.

48. No other social implications arising from the matters set out in this report have been identified.

Human Rights Implications

49. The draft policy has been assessed and found to be compatible with the Victorian Charter of Human Rights of Responsibilities. The rights that were identified as being engaged by the draft policy are:
 - (a) Right to privacy and reputation;
 - (b) Right to freedom of expression;
 - (c) Right to peaceful assembly and freedom of association;
 - (d) Right to taking part in public life; and
 - (e) Right to a fair hearing.
50. In all cases, the degree of engagement or restriction on each human right was found to be warranted in the circumstances, having regard to
 - (a) the nature of the right;
 - (b) the importance of the purpose of the limitation;
 - (c) the nature and extent of the limitation;
 - (d) the relationship between the limitation and its purpose; and
 - (e) any less restrictive means reasonably available to achieve the purpose that the limitation seeks to achieve.
51. The development of the draft policy was undertaken on the premise that limitations to human rights should be minor, rare and unavoidable.

Communications with CALD Communities Implications

52. No external communication has been undertaken in the development of this draft policy.

Council Plan, Strategy and Policy Implications

53. The review and ongoing evolution of Council's meeting procedures and supporting policies assists Council to achieve its commitment to 'A leading Yarra' as set out in the Council Plan 2017-2012.
54. More specifically, this work supports articulated strategy 7.3, which commits Council to "*maintain a culture of transparency, governance, ethical practice and management of risks that instils a high level of community respect and confidence in Council decision-making*" and 7.6 which commits to "*enable greater transparency and access to the conduct of Council Meetings.*"

Legal Implications

55. In developing his draft policy, care has been taken to ensure that the proposed measures do not conflict with those set out in the Local Government Act 1989, the Yarra City Council Meeting Procedure Local Law or obligations of Council to make its decisions in accordance with the provisions of procedural fairness.
56. The move to live streaming of Council meetings exposes Council and meeting participants individually to a risk of a breach of legislation including, but not limited to the Copyright Act 1968 (Cth), Defamation Act 2005 (Vic), Local Government Act 1989 (Vic) and the Privacy and Data Protection Act 2014 (Vic). While the draft policy includes provisions to minimise this risk in relation to recorded proceedings, this risk cannot be eliminated from live streaming.
57. Over the past twelve months, there have been only three instances where audio redactions have been authorised.
58. While this risk cannot be eliminated completely, it is intended to provide guidance and advice to Councillors in advance of the first live stream, and to provide signage at Council meetings to remind members of the public of their obligations.

Other Issues

59. Aside from the changes identified above, the development of this policy has been predicated on a 'business as usual' basis, either by carrying over identical provisions to the existing policy, or reflecting current practice in the drafting of policy positions.
60. Consideration was given to conducting a more thorough review of any of the current processes, with a view to determining further opportunities for improvement. While this review is worthy of consideration, the expected passage of the Local Government Bill 2019 later this year will trigger a requirement to repeal Council's Local Law and prepare new Governance Rules in its place. On this basis, officers will not be recommending a thorough review of the meeting procedures at this time.

Options

61. Given the limited scope of this review and the 'business as usual' approach recommend, no alternative options are presented at this time.
62. Council has the option of endorsing the draft as presented, endorsing it with amendments, or returning the draft for further analysis and drafting.

Conclusion

63. Officers recommend that Council adopt the attached draft Council Meetings Operations Policy and revoke the policies found attached to this report at Attachments Two through Eleven be repealed.

RECOMMENDATION

1. That Council:
 - (a) adopt the Council Meetings Operations Policy (**Attachment One**); and
 - (b) repeal the:
 - (i) Conclusion of Meetings Policy (**Attachment Two**);
 - (ii) Confidentiality of Information Policy (**Attachment Three**);
 - (iii) Petition and Joint Letters Policy (**Attachment Four**);
 - (iv) Presentation of Reports By Officers Policy (**Attachment Five**);
 - (v) Processing Committee Recommendations In Block Policy (**Attachment Six**);
 - (vi) Public Access to Agendas Policy (**Attachment Seven**);
 - (vii) Public Participation At Council and Committee Meetings Policy (**Attachment Eight**);
 - (viii) Recording of Meeting Proceedings Policy (**Attachment Nine**);
 - (ix) Special Committees Information To The Public and Media Policy (**Attachment Ten**); and
 - (x) Urgent Business Policy (**Attachment Eleven**).

CONTACT OFFICER: Rhys Thomas
TITLE: Group Manager Chief Executive's Office
TEL: 9205 5302

Attachments

- [1](#)  Council Meetings Operations Policy (draft)
- [2](#)  Conclusion Of Meetings Policy
- [3](#)  Confidentiality of Information Policy
- [4](#)  Petition and Joint Letters Policy
- [5](#)  Presentation of Reports By Officers Policy
- [6](#)  Processing Committee Recommendations In Block Policy
- [7](#)  Public Access to Agendas Policy
- [8](#)  Public Participation At Council and Committee Meetings Policy
- [9](#)  Recording of Meeting Proceedings Policy
- [10](#)  Special Committees Information To The Public and Media Policy
- [11](#)  Urgent Business Policy

Attachment 1 - Council Meetings Operations Policy (draft)



Council Meeting Operations Policy

Title	Council Meeting Operations Policy
Description	A policy to regulate the operation of certain aspects of Council and Committee Meetings.
Category	Council
Type	Policy
Approval authority	Council
Responsible officer	Senior Governance Advisor
Approval date	
Review cycle	Every four years
Review date	
Document Reference	
Human Rights compatibility	This policy has been assessed and is compatible with the Victorian Charter of Human Rights of Responsibilities

1. Purpose

This policy regulates the operation of meetings operated under the Yarra City Council Meeting Procedures Local Law, which includes Ordinary and Special Meetings of Council and Council's Internal Development Approvals Committee.

2. Policy

2.1. Public participation at meetings

Council welcomes the opportunity for members of the public to participate in meetings of the Council and the Internal Development Approvals Committee.

Public Question Time

Members of the public shall be invited to ask a maximum of two questions each during Public Question Time at Ordinary Council Meetings. In determining the order of questions, the Mayor shall first invite persons who have previously submitted their question the Council and then any other interested persons.

All questioners accepting the invitation to address the meeting shall ask their questions in accordance with these guidelines (or a variation of these guidelines as determined by the Mayor at their sole discretion).

Questioners shall:

- Direct their question to the Mayor;
- Refrain from making statements or engaging in debate;
- Not raise operational matters which have not previously been raised with the Council administration;
- Not ask questions about matter listed on the agenda for the current meeting.
- Refrain from repeating questions that have been previously asked;

Attachment 1 - Council Meetings Operations Policy (draft)**Council Meeting Operations Policy**

- If asking a question on behalf of a group, explain the nature of the group and how the submitter is able to speak on their behalf.
- Speak for a maximum of five minutes;

Where any question is not answered at the meeting, the Mayor may take the question on notice, in which case a response will be provided within 10 working days.

Questioners who are unable to ask their question personally may submit it in writing beforehand. Such questions will not be addressed at the meeting, but will be taken on notice with a response provided within 10 working days.

Council Submissions

Prior to the consideration of any Council business reports at a Council Meeting, members of the public shall be invited by the Mayor to make an oral submission. In determining the order of submissions, the Chairperson shall first invite persons who have previously notified of their intention to address the Council and then any other interested persons.

All submitters accepting the invitation to address the meeting shall make submissions in accordance with these guidelines (or a variation of these guidelines as determined by the Mayor at their sole discretion).

Submitters shall:

- Direct their submission to the Mayor;
- Confine their submission to the subject under consideration;
- Avoid repetition and restating previous submitters;
- Refrain from asking questions or seeking comments from the Councillors or other submitters;
- If speaking on behalf of a group, explain the nature of the group and how the submitter is able to speak on their behalf.
- Speak for a maximum of five minutes;

Following public submissions, Councillors will have an opportunity to ask questions of submitters. Submitters may determine whether or not they wish to take these questions.

Once all submissions have been received, the formal debate may commence. Once the debate has commenced, no further submissions, questions or comments from submitters can be received.

Internal Development Approvals Committee Submissions

Prior to the consideration of any Committee Business Report at a meeting of the Internal Development Approvals Committee, members of the public shall be invited by the Chairperson to make a verbal submission. In determining the order of submissions, the Chairperson shall first invite the applicant or their representatives to submit, followed by formal objectors and finally any other interested persons.

All submitters accepting the invitation to address the meeting shall make submissions in accordance with these guidelines (or a variation of these guidelines as determined by the Chairperson at their sole discretion).

- Direct their submission to the Chairperson;
- Confine their submission to the planning permit under consideration;
- If possible, explain their preferred decision in relation to a permit application (refusing, granting or granting with conditions) and set out any requested permit conditions.
- Avoid repetition and restating previous submitters;

Attachment 1 - Council Meetings Operations Policy (draft)**Council Meeting Operations Policy**

- Refrain from asking questions or seeking comments from the Councillors, applicants or other submitters;
- If speaking on behalf of a group, explain the nature of the group and how the submitter is able to speak on their behalf.
- Speak for a maximum of five minutes;

Following public submissions, the applicant or their representatives will be given a further opportunity of two minutes to exercise a right of reply in relation to matters raised by previous submitters. Applicants may not raise new matters during this right of reply.

Councillors will then have an opportunity to ask questions of submitters. Submitters may determine whether or not they wish to take these questions.

Once all submissions have been received, the formal debate may commence. Once the debate has commenced, no further submissions, questions or comments from submitters can be received.

Formal Submissions

Where Council is considering a matter where a person has a right to make a submission under section 223 of the Local Government Act 1989, the provisions above applying to informal submissions shall apply, with the amendments below. All submitters accepting the invitation to address the meeting shall make submissions in accordance with these guidelines (or a variation of these guidelines as determined by the Chairperson at their sole discretion).

- Persons (or their representatives) who have notified of their intention to appear in person under section 223(1)(a)(iv) shall be given the first opportunity to address the Council, and no time limit shall apply (although submitters are encouraged to limit their submission to five minutes).
- Submitters who have not notified Council of their intention to appear in person shall be given the next opportunity to address the Council, and a five minute time limit shall apply.

Following public submissions, Councillors will have an opportunity to ask questions of submitters. Submitters may determine whether or not they wish to take these questions.

Once all submissions have been received, the formal debate may commence. Once the debate has commenced, no further submissions, questions or comments from submitters can be received.

2.2. Petitions and joint letters

Council is committed to participatory democracy and will ensure that members of the public have convenient and practical means to contribute to Council's decision-making process.

The Group Manager, Chief Executive's Office will ensure a procedure is maintained for receiving and responding to petitions and joint letters received by Council. The Petitions and Joint Letters Procedure maintained by the Group Manager, Chief Executive's Office shall:

- Adhere to the spirit of this policy;
- Ensure that a letter of acknowledgment is sent to the individual or relevant organisation within seven days;
- Ensure that the Mayor and relevant Ward Councillor(s), or where appropriate, all Councillors, are informed (formally or informally) of the receipt of petitions and joint letters promptly;
- Ensure that petitions and joint letters are responded to as quickly as appropriate having regard to their size, nature and complexity;
- Ensure Council is advised of any changes to the Petitions and Joint Letters Procedure, when made with the Chief Executive Officer's approval from time to time;
- Provide guidance to community members and staff alike as to the procedure to be followed in preparing, submitting and responding to petitions and joint letters; and

Attachment 1 - Council Meetings Operations Policy (draft)

Council Meeting Operations Policy

- Address any other issue considered relevant by the Chief Executive Officer.

2.3. Access to meeting papers

Council Meetings

The agenda of each Council meeting and will be published on Council's website in advance of each meeting. Every endeavour shall be made to ensure the agenda and all accompanying documents are available for download at least four full days before the meeting (for Tuesday evening meetings, this is Friday evening). Where this is not possible, a note shall be placed on the website explaining when the agenda will be available.

In order to minimise paper use, hard copies of full meeting agendas will only be provided to members of the public on request. Attendees are encouraged to download relevant papers from Council's website but, if this is not practicable, hard copies may be requested by contacting Council's Governance department by midday on the day of the meeting. These hard copies will then be made available for collection at the meeting.

At each meeting, a summary document setting out the order of business will be available for attendees on a first come, first served basis.

The minutes of each Council meeting will be published on Council's website before the subsequent Council meeting. These minutes are to be considered a draft only, as they are still subject to ratification by Council. Where it is not possible to prepare the minutes prior to the subsequent meeting, a note shall be placed on the website explaining when the minutes will be available.

Internal Development Approvals Committee Meetings

The agenda of each Internal Development Approvals Committee meeting and will be published on Council's website in advance of each meeting. Every endeavour shall be made to ensure the agenda and all accompanying documents are available for download at least five full days before the meeting (for Wednesday evening meetings, this is Friday evening). Where this is not possible, a note shall be placed on the website explaining when the agenda will be available.

In order to minimise paper use and for copyright reasons, hard copies of meeting agendas will not be provided. Attendees are encouraged to download relevant papers from Council's website.

The minutes of each Internal Development Approvals Committee meeting will be published on Council's website before the subsequent committee meeting. These minutes are to be considered a draft only, as they are still subject to ratification by the committee. Where it is not possible to prepare the minutes prior to the subsequent meeting, a note shall be placed on the website explaining when the minutes will be available.

2.4. Officer presentations at meetings

Presentations of officer reports at Council and Committee meetings shall take place prior to consideration of the agenda item, and prior to the receipt of any public submissions.

An officer presenting a report to any meeting of the Council or a Committee shall provide a brief summary of the report being considered on the agenda when so requested by the Chairperson.

The purpose of the presentation is to bring the meeting's attention to critical issues pertinent to the matter being considered and any additional information, which has come to light subsequent to the circulation of the report. (It is not necessary to restate the recommendation contained in the report.)

Officer presentations shall be concise and take no longer than three minutes, except in circumstances where it is necessary for more detailed and complex information to be provided.

Officers shall be prepared to take questions from Councillors in regards their report in addition to providing such other relevant information as may be requested.

Attachment 1 - Council Meetings Operations Policy (draft)**Council Meeting Operations Policy****2.5. Transmission of meeting proceedings**

It is Council's policy to support measures that increase transparency of Council's decision-making.

Council Meetings

The audio and video of Ordinary Council Meetings and Special Council Meetings shall be streamed live to Council's website and will be available to members of the public, without a need for pre-registration.

Following each Council meeting, these recordings shall be freely available for viewing for a period of at least twelve months.

Where necessary, redactions may be made to the recording to ensure that the recording is suitable for lawful publication including compliance with (but not limited to) the following legislation:

- Copyright Act 1968 (Cth)
- Defamation Act 2005 (Vic)
- Local Government Act 1989 (Vic)
- Privacy and Data Protection Act 2014 (Vic)

Determinations on the need for the redaction of meeting proceedings shall be made by the Group Manager Chief Executive's Office, with a view to keeping redactions to a minimum and ensuring the maximum amount of information is included.

Portions of a meeting which are closed to members of the public under section 89(2) of the Local Government Act 1989 shall not be transmitted or recorded.

A notation shall be placed in the minutes of the meeting to alert readers to the existence of the recording and how it may be obtained.

Internal Development Approvals Committee

The proceedings of the Internal Development Approvals Committee shall be audio recorded only for the purpose of assisting the minute clerk with the accurate recording of the minutes of meetings. Portions of a meeting which are closed to members of the public under section 89(2) of the Local Government Act 1989 shall not be recorded.

Audio recordings of meetings of the Internal Development Approvals Committee shall not be published and will not be available to members of the public, except where authorised under the Freedom of Information Act 1982.

The audio recording shall be retained only until Council has confirmed the minutes of that meeting.

2.6. Urgent Business

Urgent business shall only be admitted to an agenda if written notice setting out the proposed matter to be raised has been given to the Chairperson by 5pm prior to the meeting and the Chairperson has approved the admittance of the item.

The Chairperson shall advise the meeting of any matter(s) of urgent business that has been approved.

In regard to matters of urgent business that have been admitted to the meeting agenda, unless it is imperative that a decision be made on a particular item, the motion shall be that a further report be presented to the appropriate meeting at a future date.

In addition to the requirement above, urgent business may not be admitted to a Special Council Meeting unless section 84(4) of the Local Government Act 1989 has been complied with, namely that *"unless all Councillors are present and unanimously agree to deal with another matter, only the business specified in the notice or resolution is to be transacted."*



Council Meeting Operations Policy

2.7. Conclusion of meetings

All meetings of Council and Special Committees of Council shall conclude not later than 11.00 pm unless the meeting is extended beyond that time by a resolution of the meeting, in which case the meeting shall conclude no later than 11.30pm.

The meeting may only be extended beyond 11.00pm in relation to that item which is being considered by the meeting at that time and no further items of business shall be transacted after that time.

3. Related Documents

- Yarra City Council Meeting Procedures Local Law

DRAFT

Attachment 2 - Conclusion Of Meetings Policy



COUNCIL – CONCLUSION OF MEETINGS

POLICY

APPROVAL DATE: 29.4.96 LAST REVISED: 31.10.03, 10.3.11 & 2.7.14 NEXT REVIEW DUE 30/6/17

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

POLICY

1. All meetings of Council and Special Committees of Council shall conclude not later than 11.00 pm unless the meeting is extended beyond that time by a resolution of the meeting, in which case the meeting shall conclude no later than 11.30 pm.
2. The meeting may only be extended beyond 11.00 pm in relation to that item which is being considered by the meeting at that time and no further items of business shall be transacted after that time.

Attachment 3 - Confidentiality of Information Policy



COUNCIL – CONFIDENTIAL INFORMATION (ACCESS)

POLICY

APPROVAL DATE: 10/2/97 LAST REVISED: 30/06/12 & 2/7/14 NEXT REVIEW DUE 30/6/2017

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

Purpose

1. To guide the handling of confidential information and materials, including those referenced in Council and Committee reports.

Scope

2. The policy applies to all staff and covers all physical, electronic or verbal confidential information from inside or outside the organisation presented to Council and Committee meetings and other forums.

Policy statement

3. Council will only consider items in confidential business where those items comply with section 89(2) of the *Local Government Act 1989*.
4. Councillors and staff have legal obligations and it is imperative that they at all times comply with the provisions of section 77 of the *Local Government Act 1989* regarding improper use of information.
5. Confidential information (which includes all reports, discussion points, resolutions and information in any way considered at the confidential Meeting) is not to be disclosed to any third party or published in public business papers without Council's formal consent.

Procedure notesCategorisation

6. The report writer, in conjunction with the responsible manager, will determine which category under section 89(2) of the *Local Government Act 1989* the information will be declared confidential.

Preparation

7. Officers will clearly mark relevant information as 'confidential', along with a notation on why it has been designated so.
8. In the case of Council, Committee and Briefing reports, officers will:
 - (a) use the confidentiality categorisation function in the InfoCouncil report writing program;
 - (b) save the report into the relevant divisional confidential TRIM folder (as provided by the Governance Support Unit) via InfoCouncil.

Access limitations

9. Confidential information contained in a Council or Committee report (including its attachments) should be accessible only to the following parties:
 - (a) Office of the Mayor and Councillors;
 - (b) Executive Team Members;
 - (c) Executive Assistants;
 - (d) Governance Support Unit;
 - (e) Relevant Branch Manager;
 - (f) Relevant Coordinator/Team Leader; and
 - (g) Report Writer.

Attachment 4 - Petition and Joint Letters Policy



COUNCIL – PETITION & JOINT LETTERS POLICY

APPROVAL DATE: 17/12/02 LAST REVISED: 15/04/2015 NEXT REVIEW DUE: 30/6/2017

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

PURPOSE

This policy sets the Council's approach to receiving and responding to petitions and joint letters.

SCOPE

This policy applies to all officers and Councillors of the Yarra City Council.

COUNCIL POLICY

The Yarra City Council is committed to participatory democracy and will ensure that residents, traders and other stakeholders have convenient and practical means to participate in Council's decision-making process.

The Chief Executive Officer will ensure a procedure is maintained for receiving and responding to petitions and joint letters received by Yarra City Council.

The Petitions and Joint Letters Procedure maintained by the Chief Executive Officer shall:

- Adhere to the spirit of this policy;
- Ensure that a letter of acknowledgment is sent to the individual or relevant organisation within seven days;
- Ensure that the Mayor and relevant Ward Councillor(s), or where appropriate, all Councillors, are informed (formally or informally) of the receipt of petitions and joint letters promptly;
- Ensure that petitions and joint letters are responded to as quickly as appropriate having regard to their size, nature and complexity;
- Ensure Council is advised of any changes to the Petitions and Joint Letters Procedure, when made with the Chief Executive Officer's approval from time to time;
- Provide guidance to community members and staff alike as to the procedure to be followed in preparing, submitting and responding to petitions and joint letters; and
- Address any other issue considered relevant by the Chief Executive Officer.

CONSULTATION

This policy was developed with the input of Council's Governance and Yarra Access Branches.

RELATED DOCUMENTS AND ATTACHMENTS

- Petitions and Joint Letters Procedure
- Meeting Procedure Local Law, (No. 1 of 2011).

Attachment 5 - Presentation of Reports By Officers Policy



COUNCIL – OFFICER PRESENTATIONS AT COUNCIL & COMMITTEE MEETINGS

POLICY

APPROVAL DATE: 26/6/97 LAST REVISED: 30/9/2011& 2/7/14 NEXT REVIEW DUE 30/6/2017

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

POLICY

1. Presentations of Officer reports at Council and Committee meetings shall take place prior to consideration of the agenda item.
2. An Officer presenting a report to any meeting of the Council or a Committee shall provide a brief summary of the report being considered on the agenda when so requested by the Mayor..
3. The purpose of the presentation is to bring the meeting's attention to critical issues pertinent to the matter being considered and any additional information, which has come to light subsequent to the circulation of the report. (It is not necessary to restate the recommendation contained in the report.)
4. Officer presentations shall be concise and take no longer than three minutes, except in circumstances where it is necessary for more detailed and complex information to be provided.
5. Officers shall be prepared to take questions from Councillors in regards their report in addition to providing such other relevant information as may be requested.

Attachment 6 - Processing Committee Recommendations In Block Policy



COUNCIL – AGENDA BUSINESS PROCESSING IN BLOCK

POLICY

APPROVAL DATE: 22/7/96 LAST REVISED: 31/10/03, 10/3/11 & 27/14 NEXT REVIEW DUE 30/6/2017

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

In instances when Council has Standing Committees in place, which Committees **DO NOT** have delegated authority to make determinations and therefore are required to submit recommendations to Council for formal decision, such Committee recommendations listed for consideration on the Council meeting agenda shall be dealt with in block where considered appropriate by the Chairperson.

The following process shall facilitate this:

- (a) At the outset, the Chairperson shall ask Councillors whether there are any Committee recommendations that they wish to further discuss and consider. (n.b. Items in which a Councillor has previously declared a pecuniary interest should be excluded from a block vote);
- (b) At this time the Chairperson will also ask members of the gallery whether there is any person present to address Council on any of these items in accordance with Council policy;
- (c) Those items nominated by Councillors or items, which are the subject of a submission or pecuniary interest, will be noted by the Chairperson and Committee clerk, after which the Chairperson shall call for a mover and seconder for all remaining items to be put to the meeting in block. The motion shall then be put to the meeting and voted on;
- (d) The mover and seconder shall be recorded in the minutes for each item. (A protocol may be established to enable this responsibility to be shared and rotated between Councillors); and
- (e) The meeting shall then consider those items, which were previously nominated to be dealt with separately.

Attachment 7 - Public Access to Agendas Policy



COUNCIL – PUBLIC ACCESS TO AGENDAS

POLICY

APPROVAL DATE: 21/7/96 LAST REVISED: 31/10/03 REVIEW DATE 28/11/12, & 2/7/14 NEXT REVIEW DUE 30/6/2017

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

POLICY

1. A copy of the public notice paper/agenda shall be made available on the Council's website on the Thursday or Friday prior to the Council and/or Standing Committee meetings.
2. A copy of the public notice paper/agenda shall be circulated to libraries in the City of Yarra on the Friday prior to Council and/or Standing Committee meetings for community information.
3. A copy of the public notice paper/agenda shall be made available at the Collingwood and Richmond Town Halls - Reception desks, on the Friday prior to Council and/or Standing Committee Meetings.

Attachment 8 - Public Participation At Council and Committee Meetings Policy



COUNCIL – PUBLIC PARTICIPATION AT COUNCIL & COMMITTEE MEETINGS

POLICY

APPROVAL DATE: 22/7/96 LAST REVISED: 31/10/03, 10/3/11 & 27/14 NEXT REVIEW DUE 30/6/2017

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

POLICY

1. Council welcomes the opportunity for members of the public to address the Council, any Special Committee and the Internal Development Approvals Committee.
2. The following guidelines shall apply to public submissions:
 - (a) In any matter before and under discussion by Council or a Standing Committee, where a member of the public has been invited to make a submission, a five minute restriction shall be placed on the speaker;
 - (b) The Chairperson shall have the sole discretion as to extending the speaking time or varying the conditions of these guidelines in any other respect;
 - (c) It is the responsibility of the minute clerk or the Chief Executive Officer to advise the Chairperson when the times allocated or extended as permitted pursuant to this policy have expired;
 - (d) There will be no time restriction imposed on submissions made pursuant to section 223 of the Local Government Act 1989, however submitters will be encouraged to accord to the spirit of these guidelines;
 - (e) Where prior notice has been given, Council officers will facilitate arrangements to enable members of the public to nominate representative speakers on their behalf where necessary. In circumstances where a group of people wish to make a submission on the same subject and no prior notice given, a representative speaker on the group's behalf shall be encouraged;
 - (f) All public comment is to be made prior to commencement of debate on matters to be determined;
 - (g) Any person accepting the Chairperson's invitation to address the meeting shall confine himself or herself to the subject under consideration;
 - (h) People making submissions shall address the meeting as a whole and the debate shall be conducted at the conclusion of submissions; and
 - (i) Town planning permit applicants shall be given an opportunity to present their submission before objectors and may exercise a right of reply following the hearing of all submissions.
3. The general provisions of these guidelines shall be made known to all intending speakers and members of the public, prior to the commencement of business at meetings.
4. Related documents and attachments
 - Meeting Procedures Local Law, No. 1 of 2011
 - Notification of reports to Council & Committee meetings policy - (Trim ref D09/51553)

Attachment 9 - Recording of Meeting Proceedings Policy



Recording of Meeting Proceedings Policy

Title	Recording of Meeting Proceedings Policy
Description	A policy to regulate the use of recording devices in accordance with the Yarra City Council Meeting Procedures Local Law.
Category	Council
Type	Policy
Approval authority	Council
Responsible officer	Senior Governance Advisor
Approval date	15 August 2017
Review cycle	Every four years
Review date	15 August 2021
Document Reference (Trim)	D09/51555
Human Rights compatibility	This policy has been assessed and is compatible with the Victorian Charter of Human Rights of Responsibilities

1. Purpose

This policy regulates the use of recording devices at meetings operated under the Yarra City Council Meeting Procedures Local Law, which includes Ordinary and Special Meetings of Council and Council's Internal Development Approvals Committee.

2. Policy

It is Council's policy to support measures that increase transparency of Council's decision-making. Council will make recordings of Council meetings available in order to make meetings accessible to a wider range of participants.

2.1. Council Meetings

The proceedings of Ordinary Council Meetings and Special Council Meetings shall be audio recorded for the purpose of enabling the publication of the meeting proceedings and to assist the minute clerk with the accurate recording of the minutes of meetings. Portions of a meeting which are closed to members of the public under section 89(2) of the Local Government Act 1989 shall not be recorded.

Following each Council meeting, audio recordings shall be reviewed and any necessary redactions made to ensure that the recording is suitable for lawful publication including compliance with (but not limited to) the following legislation:

- Copyright Act 1968 (Cth)
- Defamation Act 2005 (Vic)
- Local Government Act 1989 (Vic)
- Privacy and Data Protection Act 2014 (Vic)

Determinations on the need for the redaction of meeting proceedings shall be made by the Group Manager Chief Executive's Office, with a view to keeping redactions to a minimum and ensuring the maximum amount of information is included in the publication.

Within three working days of each Council meeting, audio recordings (after any necessary redactions) shall be published on Council's website where they shall be made freely available for download for a period of at least twelve months.

Attachment 9 - Recording of Meeting Proceedings Policy



Recording of Meeting Proceedings Policy

A notation shall be placed in the minutes of the meeting to alert readers to the existence of the audio recording and how it may be obtained.

2.2. Internal Development Approvals Committee

The proceedings of the Internal Development Approvals Committee shall be audio recorded only for the purpose of assisting the minute clerk with the accurate recording of the minutes of meetings. Portions of a meeting which are closed to members of the public under section 89(2) of the Local Government Act 1989 shall not be recorded.

Audio recordings of meetings of the Internal Development Approvals Committee shall not be published and will not be available to members of the public, except where authorised under the Freedom of Information Act 1982.

The audio recording shall be retained only until Council has confirmed the minutes of that meeting.

3. Related Documents

- Yarra City Council Meeting Procedures Local Law

Attachment 10 - Special Committees Information To The Public and Media Policy



COMMUNICATIONS - SPECIAL COMMITTEES INFORMATION TO THE PUBLIC & MEDIA ON COUNCIL DELIBERATIONS

POLICY

APPROVAL DATE: 22/7/96 LAST REVISED: 30/6/2012 NEXT REVIEW DUE 30/6/2014

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

POLICY

The following guidelines apply for Council's special committees not operating under an Instrument of Delegation:

1. The public and news media be reminded that committee recommendations are not final and that the Council is the decision-making authority.
2. If comment is to be published on a committee's deliberations, it must be made quite clear that it is a report related to the recommendations of the committee and not the deliberations of Council.

RESPONSIBLE OFFICER Executive Manager Communications & Customer Services

Responsible Officer: Executive Manager Communications & Customer Services

Document Name: Communications - Special Committees Information To The Public and Media Policy.DOC TRIM Ref No D09/51650

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Attachment 11 - Urgent Business Policy



COUNCIL – URGENT BUSINESS POLICY

APPROVAL DATE: 29/4/96 LAST REVISED: 15/04/2015 NEXT REVIEW DUE 30/6/2017

POLICY IS COMPLIANT WITH THE CHARTER OF HUMAN RIGHTS LEGISLATION

POLICY

1. Urgent business shall only be admitted to the agenda if a Councillor wishing to raise an item of urgent business has given written notice and portent of the proposed matter to be raised, to the Mayor by 5pm prior to the meeting and the Mayor has approved the admittance of the item.
2. The Chairperson shall advise the meeting of any matter(s) of urgent business that has been approved.
3. In regard to matters of urgent business that have been admitted to the meeting agenda, unless it is imperative that a decision be made on a particular item, the motion shall be that a further report be presented to the appropriate meeting at a future date.
4. Urgent business for **Special Meetings** shall be determined in accordance with the provisions of the *Local Government Act 1989*.

11.7 Report on Assemblies of Councillors

Trim Record Number: D19/149060

Responsible Officer: Group Manager Chief Executive's Office

Purpose

1. To provide a report on Assemblies of Councillors.

Background

2. The *Local Government Act 1989* (The Act) requires that ... "The Chief Executive Officer must ensure that the written record of an Assembly of Councillors is, as soon as practicable:
 - (a) reported at an ordinary meeting of the Council; and
 - (b) incorporated in the minutes of that Council meeting.....".
3. This report includes all Assemblies of Councillors reported to the Governance Department at the cut-off date that have not already been reported to Council. Assemblies held prior to the cut-off date that are not included here will be included in the next report to Council.

Consultation

4. Not applicable.

Financial Implications

5. Not applicable.

Economic Implications

6. Not applicable.

Sustainability Implications

7. Not applicable.

Social Implications

8. Not applicable.

Human Rights Implications

9. Not applicable.

Communications with CALD Communities Implications

10. Not applicable.

Council Plan, Strategy and Policy Implications

11. Not applicable.

Legal Implications

12. The Act requires the above information be reported to a formal Council Meeting and also be recorded into the Minutes of the Council.

Other Issues

13. Not applicable.

Options

14. Nil.

Conclusion

15. That Council formally note and record the Assemblies of Councillors report as detailed in **Attachment 1** hereto.

RECOMMENDATION

1. That Council formally note and record the Assemblies of Councillors report as detailed in ***Attachment 1*** hereto.

CONTACT OFFICER: Mel Nikou
TITLE: Administration Officer - Governance Support
TEL: 9205 5158

Attachments

- 1 [↓](#) Assemblies of Councillors Report - September 2019

Attachment 1 - Assemblies of Councillors Report - September 2019

Record of Assemblies of Councillors

Report cut-off	26 August 2019
Council Meeting	24 September 2019

This report includes all Assemblies reported to the Governance Department at the cut-off date that have not already been reported to Council. Assemblies held prior to the cut-off date that are not included here will be included in the next report to Council.

Assembly	Attendance	Matters considered	Disclosures
Early Years Reference Group 23 July 2019 11.00am	Councillors <ul style="list-style-type: none"> • Cr Amanda Stone Officers <ul style="list-style-type: none"> • Deanne Halpin • Malcolm Foard • Jessika Wardlaw • Nicholas Marriott • Janet Keily 	1. Discussion of services experiences of sustainable practices 2. DET update on 3 year old Kindergarten 3. Consultation with Children and 0-25 Actions 4. Reconciliation Action Plan	Nil

Attachment 1 - Assemblies of Councillors Report - September 2019

Assembly	Attendance	Matters considered	Disclosures
Councillors Briefing 29 July 2019 6.30pm	Councillors <ul style="list-style-type: none"> • Cr Danae Bosler • Cr Mi-Lin Chen Yi Mei • Cr Misha Coleman • Cr Jackie Fristacky • Cr Bridgid O'Brien • Cr Daniel Nguyen • Cr James Searle • Cr Amanda Stone Officers <ul style="list-style-type: none"> • Vijaya Vaidyanath • Ivan Gilbert • Bruce Phillips • Diarmuid McAlary • Chris Leivers • Lucas Gosling • Gracie Karabinis • Simon Exon • Sarah Young • Justin Khan • Mark Montague • Ange Marshall • Bill Graham • Trent Carpenter 	<ol style="list-style-type: none"> 1. Streamlining Hoddle Street Project 2. Tree Collapse and bank slump 3. Nicholson Street Village and impact of infrastructure 4. North East Link Panel 5. Advocacy Action Plan – July 2019 Update 6. Library Policy Update 7. 2018/19 Annual Accounts – Interim Results 8. 2019 Land Valuations and Rates 9. Proposed Model for Management of Mayors Park Netball and Tennis Centre 10. Self Defence programs for women, girls and LGPTQ community 11. Property Strategy – Expression of Interest 12. Property 345 Bridge Road 13. Property Burnley Cottage 	Nil

Attachment 1 - Assemblies of Councillors Report - September 2019

Assembly	Attendance	Matters considered	Disclosures
<p>Councillors Briefing 12 August 2019 6.30pm</p>	<p>Councillors</p> <ul style="list-style-type: none"> • Cr Danae Bosler • Cr Mi-Lin Chen Yi Mei • Cr Misha Coleman • Cr Jackie Fristacky • Cr Bridgid O'Brien • Cr Daniel Nguyen • Cr James Searle • Cr Amanda Stone <p>Officers</p> <ul style="list-style-type: none"> • Vijaya Vaidyanath • Ivan Gilbert • Bruce Phillips • Diarmuid McAlary • Chris Leivers • Felicity Macchion • Gracie Karabinis • David Walmsley • Stewart Martin • Bill Graham • Ann Limbrey • Graham Davies • Richa Swarup • Adrian Murphy • Mary Osman • Sarah Griffiths 	<ol style="list-style-type: none"> 1. Nicholson Street Bus Depot – Planning Report 2. Consumption of Alcohol in a Public Place Local Law 3. Proposed Discontinuance of Road adjacent to 25 Balmain Street Cremorne 4. Proposed Discontinuance of Road Abutting 75-119 Cubitt Street, Cremorne 5. Brunswick Street Oval Precinct Sporting and Community Facilities Redevelopment 6. National Aged Care Reforms – Future Directions 7. Draft Heritage Strategy 2019-2030 8. Management by Council of Heritage Victoria Referrals 9. Burnley Golf Course Update 10. Yarra Riverbank Update 11. National Aged Care Reforms – Future Direction 12. Visit to Baucau – Timor Leste and the Municipal Agreement 	<p>Nil</p>

Attachment 1 - Assemblies of Councillors Report - September 2019

Assembly	Attendance	Matters considered	Disclosures
Bicycle Advisory Committee 21 August 2019 6.30pm	Councillors <ul style="list-style-type: none"> • Cr Jackie Fristacky • Cr Bridgid O'Brien • Cr James Searle Officers <ul style="list-style-type: none"> • Peter Eckersley • Chloe Wright 	1. Community Engagement 2. BAC Terms of Reference 3. North East Link 4. Carlton North LAPM 5. Sydney Road Improvements 6. Wellington Street Stage 2 7. Bennett Street priority crossing 8. Transport for Melbourne Forum 9. Brunswick Street Masterplan 10. Super Tuesday Counts	Nil
Councillors Briefing 26 August 2019 6.30pm	Councillors <ul style="list-style-type: none"> • Cr Danae Bosler • Cr Misha Coleman • Cr Jackie Fristacky • Cr Daniel Nguyen • Cr James Searle Officers <ul style="list-style-type: none"> • Vijaya Vaidyanath • Ivan Gilbert • Bruce Phillips • Diarmuid McAlary • Chris Leivers • Lucas Gosling • Gracie Karabinis • Rhys Thomas • Fiona van der Hoeven • Michael Oke • Aldo Malavisi • Elly Murrell 	1. Audit Committee Update 2. Climate Emergency Update 3. Embedding Sustainability and Adaptation Summary Update 4. Yarra Volunteer Strategy 2019-2023 5. Rushall Reserve – Future Engagement 6. Yarra Planning Scheme Amendment C191 – Swan Street Activity Centre – Response to submissions 7. Yarra Riverbank Update 8. Video Streaming of Council Meetings 9. 345 Bridge Road 10.	Nil