



GLEN EIRA CITY COUNCIL

ORDINARY COUNCIL MEETING

TUESDAY 21 MAY 2019

AGENDA

**Meeting to be held in the Council Chambers,
Corner Hawthorn & Glen Eira Roads, Caulfield
at 7.30pm**

*"The primary object of a Council
is to endeavour to achieve
the best outcomes for the local community
having regard to the
long term and cumulative effects of decisions."*

- s3c(1) Local Government Act

Councillors:

The Mayor, Councillor Jamie Hyams
Councillor Tony Athanasopoulos
Councillor Anne-Marie Cade
Councillor Clare Davey
Councillor Mary Delahunty
Councillor Margaret Esakoff
Councillor Jim Magee
Councillor Joel Silver
Councillor Dan Sztrajt

Chief Executive Officer: Rebecca McKenzie

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1. ACKNOWLEDGEMENT

Glen Eira City Council respectfully acknowledges that the Boon Wurrung people of the Kulin nation are the traditional owners of the land now known as Glen Eira. We pay our respects to their Elders past, present and emerging and acknowledge and uphold their continuing relationship to and responsibility for this land.

2. APOLOGIES

3. OATH OF OFFICE AND DISCLOSURE OF INTERESTS

Councillors are reminded that we remain bound by our Oath of Office to undertake the duties of the office of Councillor in the best interests of the people of the municipal district of Glen Eira and to faithfully and impartially carry out the functions, powers, authorities and discretions vested in us under the Local Government Act or any other Act, to the best of our skill and judgement.

Councillors are also reminded of the requirement for disclosure of conflicts of interest in relation to items listed for consideration on the Agenda, or which are considered at this meeting, in accordance with Sections 77 to 79 of the Local Government Act.

4. CONFIRMATION OF MINUTES OF PREVIOUS COUNCIL MEETINGS

Copies of Minutes previously circulated.

RECOMMENDATION

That the minutes of the Ordinary Council Meeting held on 30 April 2019 be confirmed.

5. RECEPTION AND READING OF PETITIONS AND JOINT LETTERS



6. DOCUMENTS FOR SEALING

7. REPORTS BY DELEGATES APPOINTED BY COUNCIL TO VARIOUS ORGANISATIONS

8. REPORTS FROM COMMITTEES**8.1 Advisory Committees****8.1.1 ADVISORY COMMITTEE MINUTES**

Author: Janice Pouw, Coordinator Councillor Business

Trim No: 19/1106520

Attachments: 1. Community Engagement Advisory Committee 10 April 2019 [↓](#) 
2. Community Grants Advisory Committee 16 April 2019 [↓](#) 

RECOMMENDATION

That the minutes of the Advisory Committee meetings as shown below be received and noted and that the recommendations of the Committees be adopted.

- a. 10 April 2019 – Community Engagement Advisory Committee
- b. 16 April 2019 – Community Grants Advisory Committee



**Community Engagement Advisory Committee Meeting
Minutes
Wednesday 10 April 2019**

Purpose:

To make recommendations to Council in relation to the ways in which Council consults with residents, ratepayers and other stakeholders in the community to ensure maximum participation, communication and value to the community.

Meeting opened at 6.37pm

1. Present

Cr Jim Magee - Member
Cr Anne-Marie Cade - Member
Anne Van Leerdam – Community Representative
Elizabeth Orlov – Community Representative
Dr Iris Levin - Community Representative
Peter Jones – Director Community Wellbeing
Gaye Stewart – Manager Community Development and Care
Sharon Sykes – Coordinator Community Planning and Engagement

Apologies

Cr Mary Delahunty
Megan Dunkley - Community Representative

2. Matters considered:

- i. Actions from last meeting
- ii. Community Voice update
- iii. Co-Design Workshop to design engagement for our Community Vision
- iv. Appointment of community representatives
- v. Online Chat project
- vi. Meeting dates for 2019

In the absence of the Chair Cr Delahunty, Cr Magee agreed to chair the meeting.

i. Actions from last meeting

Actions from the previous meeting were reported to the Committee:

- Community Voice Summary Reports now contain questionnaire, summary report and E-newsletter.
- A co-design workshop proposal to recommend an engagement process for a Community Vision is listed on the agenda for this meeting.
- Appointment of community representatives to the Committee is listed on the agenda for this meeting.

ii. Community Voice update

The first survey activity for 2019 has been completed and the documentation was provided to the Committee. A response rate of 48% was achieved, which is higher than the previous survey but not as successful as earlier surveys in 2018.

Recent recruitment has increased membership from 472 to 515 with over 100 new expressions of interest received to join Community Voice.

A review of Community Voice has commenced with current members being asked for their feedback about the number of surveys per year, additional activities they might be interested in, the Summary Report and other ideas to keep members engaged. Members' responses will be incorporated into the overall review.

iii. Co-Design Workshop to design engagement for our Community Vision

The Committee considered a proposal for a co-design workshop prepared by officers and agreed that a co-design approach will bring together the Community Engagement Advisory Committee with other key stakeholders and committee members who have expertise and experience in living and working in Glen Eira.

The co-design workshop will involve the collaborative development of a community engagement plan and process with the outcome being a recommendation to Council about a Community Engagement Plan and approach for how the Community Vision will be developed.

The workshop will be:

- held under the title of 'Shaping our Community Vision – a community engagement priority'
- convened on a Sunday afternoon in early-mid June at the Town Hall
- facilitated by an independent person to be contracted by Council, and involve approximately 30 invited participants from a range of stakeholder groups including: Council, Monash University, Victoria Police, Boon Wurrung Foundation, Health organisations, Task Force and youth representatives, Micare, Jewish Care and the Jewish Community Council, community organisations representing interests of women, children, people with disabilities and diversity and a small group of Community Voice members.

Recommendation: The Committee recommend Council approve the planning and delivery of a Co-Design workshop which will plan a community engagement approach to guide the development of a Community Vision for Glen Eira.

Moved: Cr Cade

Seconded: Cr Magee
Motion passed unanimously

iv. Appointment of community representatives to the Committee

The Terms of Reference for the Community Engagement Advisory Committee makes provision for up to four community representatives to be appointed for a two year term. Council appointed four community representatives in 2017. These

community members are Dr Iris Levin, Megan Dunkley, Ann Van Leerdam and Elizabeth Orlov.

The Committee believe that the upcoming Community Vision project will benefit from the consistent commitment and capabilities offered by the current community representatives.

Recommendation: The Committee recommend Council appoint Dr Iris Levin, Megan Dunkley, Ann Van Leerdam and Elizabeth Orlov as Community Representatives of the Community Engagement Advisory Committee for a further two year term.

**Moved: Cr Cade Seconded: Cr Magee
Motion passed unanimously**

v. Online Chat project

The online chat initiative is a Council and Community Plan commitment for 2018-2019. It is proposed that the pilot online activity will be conducted by the Mayor in conjunction with the public exhibition process for the draft 2019-2020 budget.

The online chat will be promoted in the May GE News, on Council's website and through social media, and held in a May mid-point of public exhibition for the draft budget, at an early evening timeslot. The Mayor will be supported by the Director Corporate Services and other key staff who can help to prepare responses as required.

This project will be evaluated following the pilot and any future online chat options will be presented to the Committee for further discussion and recommendation to Council.

vi. Meeting dates for 2019

The Committee agreed on the following meeting dates for the remainder of 2019:

Wednesday 19 June 2019: 6.30 – 8.00pm
Wednesday 14 August 2019: 6.30 – 8.00pm
Wednesday 30 October 2019: 6.30 – 8.00pm
Wednesday 27 November 2019: 6.30 – 8.00pm

vii. Next meeting: Wednesday 19 June 2019 at 6.30pm

Meeting closed: 7.20pm



COMMUNITY GRANTS ADVISORY COMMITTEE MEETING
Minutes
Tuesday 16 April 2019

Purpose:

To support not-for-profit community-based organisations and groups to carry out projects and activities that contribute to the liveability, accessibility, health and safety of Glen Eira.

Aims:

- Strengthen community connections and collaborations;
 - Develop an accessible and inclusive community;
 - Encourage community initiatives that promote self-sufficiency, innovation and respond to community needs;
 - Help strengthen community capacity to plan and implement services;
 - Support celebration and participation in community life; and
 - Fund projects that deliver meaningful social impact.
-

Assembly of Councillors Record

Meeting opened at **5.35pm**

1. Present

Cr Jim Magee - Chair (arrived 5.58pm)
Cr Margaret Esakoff – member
Cr Joel Silver – member (By agreement Cr Silver assumed the Chair)
Cr Jamie Hyams
Peter Jones – Director Community Wellbeing
Gaye Stewart - Manager Community Development and Care
Sharon Sykes – Coordinator Community Planning and Engagement

2. Declaration of conflict of interest

No declarations of conflict of interest under Section 79 of the Local Government Act were received in relation to grants discussed.

3. Matters considered

- Request for extension - Moongala Women's Community House
- Review of Guidelines
- Update on Facility Hire grants approvals
- Update on Service Level Agreements for 2019-2022
- Proposed Small Grants Program
- Schedule of Meetings

2. Request for extension

- *Moongala Women's Community House (Moongala)*

Council approved a variation to the Service Level Agreement with Moongala at the Council meeting of 18 December 2018. This variation provided an additional \$25,000 in funding (Additional Funding) to assist with relocating from 824 Centre Road Bentleigh East to the former Loganville Aged Care Facility in Bignell Road, Bentleigh East.

The variation required that the move be completed and the Additional Funding expended by 30 June 2019. Any changes to this timeframe must be agreed to in writing by Council.

Moongala has recently contacted Council to request an extension of time to 30 June 2020 to complete the move and spend the Additional Funding. The reason for the request is that the Holy Trinity Parish, that is leasing the new premises to Moongala, requires an audit to be undertaken on plant and equipment. This audit will delay Moongala's move into the new premises until after June 2019.

Under the Community Grant Guidelines, a community organisation can only submit an application for funding if they have acquitted previous Glen Eira City Council funding. If Council approves Moongala's request for an extension of time in this instance, Council may need to waive this condition for Moongala, such that Moongala can apply for the further funding for 2019-2022.

To support Moongala's extension to expend the funds to June 2020, the current Service Level Agreement will need to undergo a further variation to change the expiry date of the variation from 30 June 2019 to 30 June 2020.

Recommendation: That the Committee recommend as follows:

1. that Council agrees to Moongala's request for an extension of time to expend the additional funding of \$25,000 and further vary the Service Level Agreement with Moongala, requiring that the move must be completed by 30 June 2020 and the final report is due by 31 July 2020;
2. that, in light of the circumstances outlined above, Council waives the requirement to acquit previous Glen Eira City Council funding before applying for further funding in relation to Moongala.

Moved: Councillor Esakoff

**Seconded Councillor Silver
Motion Passed Unanimously**

3. Review of Guidelines

- *Facility Hire Grants and Senior Citizens Centres Allocation and Grants*

The guidelines for Facility Hire Grants and Senior Citizens Centres Allocation and Grants have been reviewed for consistency with the new-look design of the Community Grants Program guidelines. The proposed guidelines are attached (Attachments One and Two) and have the following minor changes:

- The Facility Hire Grants guidelines have been updated to reflect the intent and the aims that have been included in the Community Grants Program guidelines and to simplify the information about assessment of grants.
- The Senior Citizens Centres Allocation and Grants guidelines have been updated to remove specific dates so that they no longer need to be updated each year.

Recommendation: That the Committee recommend that Council approve the Facility Hire Grants guidelines and the Senior Citizens Centres Allocation and Grants guidelines as attached (Attachment One and Two).

Moved: Councillor Silver

**Seconded Councillor Esakoff
Motion Passed Unanimously**

4. Facility Hire grant approvals

The following applications have been approved by the Director under delegation:

Name of Organisation	Purpose	Amount approved	Facility hired	Date of Activity
Ormond Community Kindergarten	Obstacle-a-thon social fund raising event	\$137.00	Oakleigh Road Reserve	30 March 2019
McKinnon Primary School	School Fun Run	\$432.50	McKinnon Reserve Oval 2	13 March 2019
VAJEX Australia	ANZAC Commemoration Service	\$980.00	Auditorium	28 April 2019
South Eastern Multiple Birth Association	Annual Easter Event	\$433.00	Allnut Park	6 April 2019
Caulfield Junior College	ANZAC Day Ceremony	\$432.50	War Memorial – Caulfield Park	24 April 2019
Rotary Club of Glen Eira	Japanese – Australia Cultural Day	\$980.00	Auditorium	1 December 2019
Rotary Club of Glen Eira	Indian Cultural Festival Day	\$1,282.00	Auditorium	10 August 2019

Recommendation: That the Committee recommend that Council receives and notes the Facility Hire Grants that have been approved by the Director Community Wellbeing.

Moved: Councillor Esakoff

**Seconded Councillor Silver
Motion Passed Unanimously**

5. Update of Service Level Agreements 2019-2022

Officers have recently commenced the preparation of new Service Level Agreements for the period 2019 to 2022 for Caulfield South Community House, Glen Eira Adult Learning Centre, Godfrey Street Community House, Moongala Women's Community House and Peninsula Community Legal Centre.

Discussions with each of the organisations have reviewed the funding and service delivery associated with the current Service Level Agreements 2016-2019 and considered requirements for the new Service Level Agreements 2019-2022.

Action: Officers will prepare and present the five draft Service Level Agreements 2019-2022 to the Community Grants Committee at its next meeting in May 2019.

6. Small Grants Program

The recent review of the Community Grants Program recommended that Council establish a new and ongoing Small Grants Program to be launched in July 2019. The proposed features of this grant program are:

Program Objectives

- The Small Grants Program is designed to be an agile means through which Council can support small projects and activities and allow community groups to take advantage of opportunities such as matching funding from other sources, urgent matters and unexpected events. Grant outcomes will be delivered within four to six weeks between application and receipt of funding.
- Program objectives include:
 - Building capacity and establishing good governance of local volunteer organisations
 - supporting small programs, activities and events
 - supporting cultural celebrations, sporting events and programs and events that support social inclusion, community connectedness, environmental sustainability, volunteer neighbourhood groups, health and wellbeing and cultural diversity

Funding amount and budget

- Funding of \$100 to \$1,000 per grant with a first-year allocation of between \$15,000 and \$20,000 from the annual grants budget. Additional funding can be added depending on the number and calibre of applications and evaluation at the end of the first year will guide future budget allocations.

Eligibility

- Only not-for-profit community groups are eligible to apply under the Small Grants Program with the Community Grants Program eligibility criteria being applied.
- Eligible organisations may apply for more than one grant and can receive up to \$1,000 in any one financial year.
- All applicants must be locally based, and the project / activity must be of benefit to the Glen Eira community.
- Projects will not be eligible for both Small Grants Program and the annual Community Program Grants unless applications are for distinct activities.

Program Timing

- Applications for the Small Grants Program will be accepted from 1 July to 31 May to enable decisions and distribution to be made within the financial year.
- The available pool of funds will be apportioned across the following periods:
 - 1 July to 31 October – 35%
 - 1 November to 28 February – 35%
 - 1 March to 31 May – 30%
- Unspent funds may be carried forward into the next period at the discretion of the Committee.
- Community Grants officers will undertake an initial assessment for eligibility.
- Applications will be internally assessed by two Council officers – including one from a relevant program area.
- Recommendations are made by email to the Community Grants Advisory Committee by the Director Community Wellbeing.
- Decisions will generally be made by circular resolution by email.
- If there is not full agreement a decision will be deferred until the Committee can meet or is resolved by further information being provided to the satisfaction of Committee members.

- Once the Committee determines to support an application then distribution of grant funds will be made under general financial delegations by the Director Community Wellbeing.

Action: Officers will prepare and present the Small Grant Program guidelines to the Community Grants Committee at its next meeting in May 2019.

7. Proposed Schedule of Meetings 2019

The Committee agreed on the following meeting dates for the remainder of 2019:

Tuesday 7 May:	5.30 – 6.00pm	General Agenda
Monday 3 June:	9am – 1pm	Community Grants Assessment
Tuesday 6 August:	5.30 – 6.00pm	General Agenda
Wednesday 2 October:	5.30 – 6.00pm	General Agenda
Tuesday 19 November:	5.30 – 6.00pm	General Agenda

Meeting closed 6.00pm

FACILITY HIRE GRANTS GUIDELINES 2019-2020



GLEN EIRA
CITY COUNCIL

PUBLISHED JUNE 2019



02

**WHAT IS FACILITY
HIRE GRANTS?**

Facility Hire Grants are available to assist community organisations/groups and schools to undertake projects and activities that contribute to the liveability, accessibility, health and safety of Glen Eira.

A total of \$7,500 can be applied for across facility hire grants in any one year.

Facility Hire grants are in-kind grants where Council covers the cost of facility hire and are not cash grants. Facility Hire Grants are for one off or occasional use grants.

Aims

The aim of Council's *Community Grants Program* which incorporates Facility Hire Grants, is to:

- > strengthen community connections and collaborations;
- > develop an accessible and inclusive community;
- > encourage community initiatives that promote self-sufficiency, innovation and respond to community needs;
- > help strengthen community capacity to plan and implement services;
- > support celebration and participation in community life; and
- > Fund projects that deliver meaningful social impact.

Purpose

The purpose of a Facility Hire Grant is to assist community organisations/groups and schools to access Council facilities where they demonstrate benefit to the Glen Eira community.

Types of facilities for hire

Facilities for hire include Town Hall rooms, Carnegie Library and Community Centre rooms, public halls, social rooms, recreational facilities and parks.

ELIGIBILITY**Who can apply?****Community organisations/groups that:**

- > service the Glen Eira community;
- > have acquitted all previous Glen Eira City Council grants;
- > are not-for-profit;
- > are incorporated;
- > have an ABN; and
- > hold public liability insurance in a minimum sum of \$20 million.

Schools that:

- > are located within or who predominately service Glen Eira residents;
- > are a registered primary or secondary Victorian school; and
- > hold public liability insurance in a minimum sum of \$20 million.

What will not be funded?

- > activities that have already taken place at the time of application;
- > religious events;
- > activities that are aligned to a political cause;
- > activities directly associated with the delivery of school curriculum; and
- > bond and other ancillary costs for hire of facilities.

HOW DO I APPLY?

Community organisations/groups and schools must contact the relevant Council facilities officer to book the facility on the preferred date and obtain the cost of hire.

Grant applications are made online by completing a Facility Hire Grant Application Form through the SmartyGrants portal.

To complete your application you will need access to the internet and an email address.

All sections of the application must be completed for your application to be accepted.

STEP 1: Go online to SmartyGrants

Open the online application form link at <https://gleneira.smartygrants.com.au/>

STEP 2: Select the application form

Select Facility Hire Grants Application Form

STEP 3: Preview the form (optional)

Choose 'Preview the form' to view the Application Form.

STEP 4: Start an application

Choose 'Start a submission' then 'Login' to SmartyGrants using an existing account or 'Register' a new account.

A new account set-up requires you to use your organisation's email address as a username and create a password.

Please ensure you remember your login details. Once registered, you can then 'Login' and start an application.

SmartyGrants allows you to save your progress and return to your application at a later date and to also upload supporting documents.

KEY DATES

APPLICATIONS OPEN

Year-round

APPLICATIONS ASSESSED

As received
Please allow at least four weeks

03

What do I need for my application?

- > Details of your organisation, including incorporation, ABN, Certificate of Currency for your public liability insurance.
- > A description of your activity.
- > The name of the facility and a date for your activity.
- > What you intend to use the facility for.
- > How your activity will benefit the Glen Eira community.
- > Confirmation that you have made a booking with the necessary Council facility booking officer.
- > The cost for using the facility.

How will applications be assessed?

All applications will be assessed using the following criteria.

- > the extent to which the activity meets the aims of the *Community Grants Program* and reflects Council's priorities; and
- > the number of Glen Eira residents that will benefit.



General Conditions

- > Applicants must submit a completed application form and all documents requested in order for their application to be assessed.
- > Applicants must have met the terms and conditions of previous Council grants.
- > Council may require the applicant to provide additional information.
- > The amount of any grant awarded is at the discretion of Council.
- > Community organisations/groups and schools should consider alternate ways to cover ongoing costs of facility hire as grants funds are not recurrent.
- > A grant should only be used for the specified purpose awarded.
- > Organisations that auspice other organisations may apply for funding for multiple activities.
- > All promotional material for the activity must recognise the assistance of Glen Eira City Council. (ie. Proudly supported by Glen Eira City Council)
- > The activity must offer free access to carers of people with disabilities who require essential support in accordance with the *Disability Discrimination Act 1992*.

For further information, contact one of Council's community grants officers on 9524 3333 or visit Council's website at www.gleneira.vic.gov.au

Corner Glen Eira and Hawthorn
Roads, Caulfield
Mail address: PO Box 42
Caulfield South, 3162
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communitygrants@gleneira.vic.gov.au
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If you are deaf, hearing or speech-impaired, we ask that you call us via the National Relay Service and then ask for 9524 3333.

Online: <https://internet-relay.nrsccall.gov.au>
Teletypewriter (TTY): 13 36 77
Speak and Listen: 1 300 555 727

The *Community Grants Program* is guided by a Community Grants Advisory Committee that ensures the program adheres to the *Victorian Charter of Human Rights and Responsibilities*.



SENIOR CITIZENS CENTRES ALLOCATION AND GRANT GUIDELINES

PUBLISHED JUNE 2019



GLEN EIRA
CITY COUNCIL



02

INTRODUCTION

The *Senior Citizens Centres — Allocation and Grant Guidelines* outline the criteria and eligibility for a Senior Citizens Club (*Club*) to access:

1. Regular use in a Council Senior Citizens Centre.
2. The opportunity to apply for a grant to support your operations and activities.

AIMS

The Senior Citizens Centres — Allocation and Grant aims to promote social connection, positive ageing, and health and wellbeing outcomes for Glen Eira's older adult community by supporting *Clubs* to deliver activities in Council's Senior Citizens Centres.

It achieves this by:

- Allocating *Clubs* with the opportunity to regularly meet at a venue free of charge.
- Providing grant funding to contribute towards operational and governance costs to assist *Clubs* to deliver core activities.

LOCATION OF COUNCIL'S SENIOR CITIZENS CENTRES

Council provides five dedicated facilities that are designated for use by Senior Citizens *Clubs*.

These are located at:

- Bentleigh Senior Citizens Centre
2 Arthur Street, Bentleigh;
- Bentleigh East Senior Citizens Centre,
1 Derry Street,
Bentleigh East;
- Caulfield Senior Citizens Centre
8–10 Cedar Street, Caulfield South;
- Moorleigh Senior Citizens Centre,
90–92 Bignell Road, Bentleigh
East; and
- Ormond Senior Citizens Centre
2 Newham Grove, Ormond.

The Carnegie Library and Community Centre, 7 Shepparson Avenue, Carnegie is also available but has limited access.

ELIGIBILITY

Senior Citizens *Clubs* apply for use of Senior Citizens Centres on an annual basis.

To be eligible for a Senior Citizens Centre — Allocation and Grant your *Club* must:

- be made up of members aged 60 and above who are wholly or significantly residents of Glen Eira;
- hold current public liability insurance of at least \$20 million;
- have an ABN;
- be incorporated; and

- have completed the acquittal form from any previous grants received from Council.

HOW DO I APPLY

Complete and submit the Senior Citizens Centres Allocation and Grant Application Form by the due date in the Application Form. Identify that your *Club* agrees to apply for a grant by ticking the relevant box in the Application Form.

Need help with your application?

Contact Council's healthy ageing officer on 9524 3333.

ASSESSMENT OF APPLICATION**Senior Citizens Centres — Allocation:**

- An assessment for allocation is made using a scorecard.
- The Application Form preferences are compared and assessed with previous year's allocations and the *Club's* use throughout the year.
- Allocations receive final approval from Manager Community Development and Care and/or Director Community Wellbeing.

Senior Citizens Centres — Grant:

- Funding for grants is assessed with consideration of the number of members who are Glen Eira residents and the hours of core activities provided by each *Club*.
- Grants are considered by the Community Grants Advisory Committee, which consists of Councillors who make recommendations to Council.

NOTIFICATION TO APPLICANTS

Applicants are informed of the decision regarding their allocation and grant application once it is approved. Notification is sent to the contact person on the Application Form.

Acceptance and signing of the *Senior Citizens Centres Conditions of Use Agreement* is required prior to a *Club's* access to the centre and the release of grant funds.

General conditions — Senior Citizens Centres Allocation and Grant

For information on the conditions of allocation and grants for Senior Citizens *Clubs*, please refer to *Senior Citizens Centres Conditions of Use Agreement*.

03

CONTACT US

For further information, contact one of Council's community grants officers on 9524 3333 or visit Council's website at www.gleneira.vic.gov.au

Glen Eira City Council

Corner Glen Eira and
Hawthorn Roads, Caulfield
Mail address: PO Box 42
Caulfield South, 3162
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communitygrants@gleneira.vic.gov.au
www.gleneira.vic.gov.au

National Relay Service

If you are deaf, hearing or speech-impaired, we ask that you call us via the National Relay Service and then ask for 9524 3333.

Online: <https://internet-relay.nrscall.gov.au>
Teletypewriter (TTY): 13 36 77
Speak and Listen: 1300 555 727




The *Community Grants Program* is guided by a Community Grants Advisory Committee that ensures the program adheres to the *Victorian Charter of Human Rights and Responsibilities*.



8.2 Records of Assembly**8.2.1 RECORDS OF ASSEMBLIES OF COUNCILLORS**

Author: Janice Pouw, Coordinator Councillor Business

Trim No: 19/1118709

Attachments: 1. 16 April 2019 Assembly [↓](#) 
2. 23 April 2019 Assembly [↓](#) 
3. 30 April 2019 Council pre-meeting [↓](#) 

RECOMMENDATION

That the Records of the Assemblies as shown below be received and noted.

- a. 16 April 2019 Assembly
- b. 23 April 2019 Assembly
- c. 30 April 2019 (pre-meeting)

Assembly of Councillors**16 April 2019****Record under S 80 A (2)****Meeting commenced at 6.34pm.****A. Present**

Cr Jamie Hyams (Mayor)
Cr Margaret Esakoff
Cr Jim Magee
Cr Joel Silver
Cr Dan Sztrajt

Council Officers

Rebecca McKenzie (CEO)
Peter Swabey
Peter Jones
Ron Torres
Alexandra Fry
Oliver Vido
Sarah O'Brien
Jeanette Blackwood
John Vastianos

B. Matters considered.

1. Apologies – Cr Mary Delahunty, Cr Anne-Marie Cade, Cr Clare Davey and Cr Athanasopoulos

6.35pm Cr Sztrajt entered the assembly

2. Council Leasing Policy
3. Draft Rooming House Strategy – Community Consultation
4. Update from Caulfield Racecourse Reserve Trust
5. How's Your Bin – Consultation
6. Social and Affordable Housing Community Engagement Outcomes
7. Bentleigh Library and Youth Hub Concept Designs for Community Engagement
8. Selwyn Street update

9.01pm Assembly meeting adjourned

9.17pm Assembly meeting resumed

Present

Cr Jamie Hyams (Mayor)
Cr Margaret Esakoff
Cr Jim Magee
Cr Joel Silver
Cr Dan Sztrajt

9. Council and Community Plan Commitments 2019-2020
10. 2019-20 Draft Annual Budget & Strategic Resource Plan
11. Exploration of Alternative Safe Cycling Routes to Inkerman Road
12. General Business

Assembly finished at 10.53pm

Assembly of Councillors**23 April 2019****Record under S 80 A (2)****Meeting commenced at 6.46pm.****A. Present**

Cr Jamie Hyams (Mayor)
Cr Anne-Marie Cade
Cr Mary Delahunty
Cr Margaret Esakoff
Cr Jim Magee
Cr Joel Silver
Cr Dan Sztrajt

Council Officers

Rebecca McKenzie (CEO)
Ron Torres
Peter Swabey
Sam Krull
Peter Jones
Alexandra Fry
Matt Barbetta
James Kearney
Kristian Cook

B. Matters considered.

1. Apologies – Cr Davey
2. Lord Reserve / Koornang Park Draft Masterplan

6.52pm Cr Athanasopoulos entered the Assembly

3. Neerim Road Streetscape : Update and Proposed Scope Change

7.36pm Cr Magee left the Assembly and returned at 7.38pm

4. Draft Council Meeting Agenda items– 30 April 2019
 - 9.7 Notice of Intention to Block Vehicular Traffic on Selwyn Street, Elsternwick and to Regulate Traffic (One Way) on Gordon Street, Elsternwick for the Purposes of Assisting in the Creation of the Elsternwick Cultural Precinct – Consideration of Submissions Under Section 223 Local Government Act 1989 and Decision to Exercise Powers
5. Local Law Review – Update

8.44pm Assembly adjourned

8.58pm Assembly resumed

Present

Cr Jamie Hyams (Mayor)
Cr Anne-Marie Cade
Cr Mary Delahunty
Cr Margaret Esakoff
Cr Jim Magee
Cr Joel Silver
Cr Dan Sztrajt

5. Local Law Review – Update continued

8.59pm Cr Athanasopoulos entered the Assembly

9.49pm Cr Sztrajt left the Assembly

6. Draft Council Meeting Agenda items– 30 April 2019 continued.

- 9.6 Classified Tree Register

10.07pm Cr Sztrajt returned to the Assembly

7. Walking and Cycling Action Plans

8. General Business

Cr Silver - Disability Parking Permits
- Welfare referral

Cr Esakoff - E-bike end of trip needs

Acting Manager Urban Planning - 8 Egan Street, Carnegie

Cr Delahunty - Lighting in Caulfield Park

- Bluestone laneways

Cr Magee - Report of footpath damage

- Noise complaint

Cr Athanasopoulos - Trucks in side streets

- Accessibility at Party in the Park

Councillor Business Officer - ANZAC Day Services

Cr Hyams - Mount Scopus announcement

9. Draft Council Meeting Agenda items– 30 April 2019 continued.

- 9.1 10 Quinns Road Bentleigh East
- 9.2 846-848 North Road Bentleigh East
- 9.3 VCAT Watch
- 9.4 Public Toilets McKinnon Station - Lease Metro Trains
- 9.6 Digitisation of Historic Records

11.32pm Cr Esakoff left the Assembly and returned at 11.35pm

- 9.9 Draft Glen Eira Volunteer Framework and Action Plan
- 9.10 Endorsement of Living Melbourne: Our Metropolitan Urban Forest Strategy
- 11.1 Requests for reports from Officers
- Late Exploration of Alternative Safe Cycling Routes to Inkerman Road

Assembly finished at 11.52pm

Council Pre-Meeting**30 April 2019****Record under S 80 A (2)****Meeting Commenced at 6.51pm****A. Present**

Cr Jamie Hyams, Mayor
Cr Tony Athanasopoulos
Cr Anne-Marie Cade
Cr Clare Davey
Cr Margaret Esakoff
Cr Joel Silver
Cr Dan Sztrajt

Apologies – Nil**Conflict of Interest**

- Cr Esakoff – Part B - Item 9.13 – Submissions on the Draft Community Plan Commitments 2019-20 and Draft Strategic Resource Plan 2019-20 to 2028-29
- Cr Esakoff – Part B – Item 9.14 – 2019-20 Draft Annual Budget

Officers

Rebecca McKenzie
Ron Torres
Peter Swabey
Peter Jones
Samantha Krull
Janice Pouw

B. Matters considered

1. Item 9.1 – 10 Quinns Road, Bentleigh East
2. Item 9.2 – 846-848 North Road, Bentleigh East

7.05pm Cr Magee entered the Assembly

3. Item 9.5 – McKinnon Station Public Toilets
4. Item 9.6 – Classified Tree Register
5. Item 9.7 – Notice of Intention to Block Vehicular Traffic on Selwyn Street Elsternwick
6. Item 9.8 – Digitisation of Historic Records

7.26pm Cr Delahunty entered the Assembly

7. Item 9.14 – 2019-20 Draft Annual Budget
8. Item 10 – Urgent Business
 - Novation of Contract 2019.13 Reactive Tree Services
 - Novation of Contract 2016.033 Comprehensive Tree Pruning Services
9. Item 11.1 – Request for reports
 - Cr Athanasopoulos – Options for the provision of providing interim female friendly facilities at Council pavilions
 - Cr Magee – Moonscaping

- 10. Item 11.4 – Public Questions to Council
- 11. Item 12 – Confidential Business
 - Novation of Contract 2019.13 Reactive Tree Services
 - Novation of Contract 2016.033 Comprehensive Tree Pruning Services

Pre-meeting finished at 7.28pm

9. PRESENTATION OF OFFICER REPORTS

9.1 285-287 NEERIM ROAD CARNEGIE - VCAT SECTION 87A AMENDMENT

Author: Alistair Dunlop, Town Planner

Trim No: 19/1110084

Attachments: 1. 285-289 Neerim Road, Carnegie - Amended Plans [↓](#) 

PURPOSE AND SUMMARY

The purpose of this report is to form a position on an amended application lodged directly with the Victorian Civil and Administrative Tribunal (VCAT).

The existing permit allows for the construction of a four storey building comprising up to 41 dwellings, a shop and food and drink premises.

The proposed amendment would add an additional level and increase the number of dwellings to 46, a reduction of the retail floor area from 319m² to 244m² and provision of 2 additional car spaces.

The proposal is considered on balance to be generally in accordance with requirements of the Glen Eira Planning Scheme and it is recommended that support for the application be granted.



RECOMMENDATION

1. That Council supports the proposal at the Victorian Civil and Administrative Tribunal for Amended Planning Permit Application GE/PP-28890/2015 at 285-287 Neerim Road, Carnegie, subject to the following conditions:

Condition 1 deleted and replaced with a new Condition 1 to read as follows:

- (a) Details of the overlooking screens PS/2 to be provided on the plans and to be of a design that limits overlooking to adjoining habitable room windows or secluded private open space in accordance with Standard B22 (Overlooking) of the Glen Eira Planning Scheme.
- (b) The dimension of the aisle width between the disabled car space and wall to be correctly annotated
- (c) Screening provided to balconies to clearly demonstrate there will be no internal views to adjoining apartments on the fourth level

Condition 4 to read:

Car parking is to be provided at the following rates:

- (a) 1 and 2 bedroom dwellings – 1 car space per dwelling.
- (b) 3 or more bedroom dwellings – 2 car spaces per dwelling.
- (c) Retail/Food and Drink Premises - 16 car spaces including one (1) DDA compliant car parking space.

All other conditions of the permit to remain.

Address	285-287 Neerim Road Carnegie VIC 3163
Title details	Lot 1 on Title Plan 132943S Lot 1 on Title Plan 514180S
Restrictions on title	None
Proposal	Amendment to the permit and endorsed plans to allow for the construction of an additional level containing 5 dwellings, reduction of 75m ² of retail floor area, addition of 2 car spaces and minor changes to the basement and ground floor internal layouts.
Zoning and Overlay Controls	Mixed Use Zone – Schedule 1 Design and Development Overlay – Schedule 9 Parking Overlay – Schedule 2
Relevant Planning Scheme provisions	Planning Policy Framework including Urban Villages Policy
Notification	VCAT undertook notice in accordance with Section 52 of the Planning and Environment Act 1987.
Submissions	Three (3) Statement of Grounds were submitted to VCAT objecting to the proposal.
Cultural Heritage Management Plan required	None required

OVERVIEW OF PROCESS

An application to amend Planning Permit GE/PP-28890/2015 under Section 87A of the *Planning and Environment Act 1987* was lodged directly with the Victorian Civil and Administrative Tribunal (VCAT).

Council is not the primary decision maker for this type of application, however must form a position that it will advance at the tribunal. A Compulsory Conference is scheduled for 22 May 2019 with a hearing scheduled for 3 July 2019 subject to no resolution at the Compulsory Conference.

VCAT is responsible for undertaking all statutory requirements including directing notice of the application, and ultimately deciding on the amended application.

DESCRIPTION OF PROPOSAL

An application to amend an existing Planning Permit (GE/PP-28890/2015) at 285-287 Neerim Road seeks the following changes:

- Provision of an additional storey to the building, increasing the overall building height from 14m (4 storeys) to 16.8m (five storeys)
- Increase number of dwellings from 41 to 46
- Reallocation of visitor car spaces to residents
- Reduction in size of retail space
- Provision of an additional 2 car spaces
- Reconfiguration of basement, services, substation, waste and storage cages

RELEVANT HISTORY

Planning Permit GE/PP-28890/2015 was refused by Council on 21 October 2016 for the *'construction of a seven-storey mixed use building comprising 60 dwellings, two offices, a food and drink premises and reduction in the associated car parking requirements, waiver of loading bay requirements and alteration of access to a road in a Road Zone, Category 1.'*

An application for review was made to VCAT, and in the interim, the planning scheme was amended, which introduced mandatory height controls lowering the allowable height of the subject site to four storeys. The applicant amended the proposal to lower the building to four storeys and Council agreed to the applicant's amended proposal at a Compulsory Conference. A permit was issued for the *'Construction of a four storey mixed use building comprising up to 41 dwellings, a retail space and a food and drink premises, reduction in the associated car parking requirement, waiver of the loading bay requirement and alteration of access to a road in a Road Zone, Category 1 in accordance with the endorsed plans.'*

LAND DESCRIPTION AND SURROUNDING AREA

The subject site is located within the Carnegie Activity Centre where a considerable amount of development and change has occurred in recent years.

To the east of the subject site is a petrol station which is within the Commercial 1 Zone. Two units abut the subject site to the west and are within the Mixed Use Zone and to the south is a residential interface, zoned Residential Growth Zone with a rear lane separating the two properties. All adjoining properties are located within the Design and Development Overlay – Schedule 9.

CONSULTATION AND ENGAGEMENT

The notification process was undertaken by the applicant at the direction of VCAT. Three (3) Statement of Grounds were submitted to the Tribunal objecting to the proposal. The key concerns included:

- Overlooking
- Daylight access
- Out of character
- Loss of value to property
- Loss of visitor car parking
- Varying DDO setbacks

The VCAT process includes an alternative dispute resolution processes that involve all parties to the appeal. A Compulsory Conference is scheduled to be held on 22 May 2019.

REFERRALS

The following is a summary of comments and requirements from relevant referral areas:

Non-statutory referrals	
City Futures	The proposal is seeking to vary the recommended setbacks for the additional floor level. The uppermost level should be setback a further 1500mm to the rear and comply with the minimum six metres setback to east and west facing balconies.

IS THE PROPOSED AMENDMENT ACCEPTABLE?

The following provides consideration of the proposed amendments under the relevant and current planning controls. It is noted that for amended applications, consideration can only be given to the changes that have been made from the existing permit. Matters already approved by the permit cannot be reconsidered.

Changes to the Glen Eira Planning Scheme

Amendment C157, gazetted on 16 August 2018, introduced the Design and Development Overlay - Schedule 9 (DDO9) to the Scheme, which affects the subject site. This amendment increased the mandatory maximum building height limit of the subject site to 17m comprising up to 5 storeys. The amendment also introduced discretionary setback and building design requirements.

DDO9 was introduced to preserve and enhance the low scale residential areas of Carnegie whilst encouraging larger scale developments with good design responses in appropriate locations to support the Carnegie Activity Centre.

The proposed fifth storey is compliant with the mandatory height limit, however seeks a variation to the discretionary setbacks required under DDO9. Notwithstanding, a balance between the existing approved built form and what is desired by the DDO must be struck in order to achieve a design response that complements what is already approved and respects the desired future character of the area.

The proposed fifth storey is considered to achieve this, as reasonable setbacks are provided, notably in comparison to the approved lower levels. This will limit the visibility of the additional level and impact on the external amenity of sensitive interfaces. Further, it is considered that this addition will be an improved outcome on the overall design response as it crowns the building, which previously appeared as unfinished.

Neighbourhood character

As a Major Activity Centre, Carnegie has undergone a great deal of change and will continue to do so as envisaged by the Carnegie Structure Plan. Within the immediate surrounding area, there have been a number of developments which are constructed or have been approved within the range of 4-5 storeys. These examples can be found at 247, 253, 255, 257 and 276-280 Neerim Road.

Given these examples, it is considered that development in the order of four to five storeys has become a part of the surrounding character. In addition to this, the introduction of DDO9, which allows buildings to a greater height in this precinct, highlights the future character envisaged for this area.

Therefore, the proposed amendment to add a fifth storey, which will have limited visibility is considered to be in keeping the existing and preferred future character of the area.

Height, scale and massing

The proposed additional level has provided setbacks that recess the top floor from the lower levels, limiting much of the visibility and bulk of this addition. A summary of the proposed setbacks are provided below:

- Northern boundary: 5.78m to 7.9m;
- Eastern boundary: 4.63m to 6.61m;
- Southern boundary: 12.1m; and
- Western boundary: 4.5m to 6.0m.

It is noted that the balconies encroach within all of these setbacks, but are located immediately above the previously approved roof level of the level below.

Due to the generous setbacks, particularly compared to the level below, this will ensure that there is limited visibility of the additional level.

The proposed roof line which extends out from building will provide eaves that work to frame the building, complementing the existing building envelope.

Given the character of the area and how this addition has been setback and designed, the overall height, scale and massing is considered to have a minimal impact on the surrounding area and is acceptable.

Amenity impacts (including internal amenity)

It is considered that visual bulk impacts are minimised through appropriate siting of the addition. The recessed nature of this level minimises any additional overshadowing and only results in a marginal increase to 31A Kokaribb Road, although remains compliant.

Overlooking has been adequately limited through the use of 1.8m high privacy screens to the north, eastern and western balconies. However, further information regarding the design of the overlooking screen is required to ensure full compliance, which will form a condition of the amended permit.

The additional dwellings included in this additional floor level are considered to have good internal amenity. Each 3 bedroom dwelling provides balconies with private open space in the range of 63-123 square metres which is considered generous. The single bedroom apartment provides 16 square metres with a minimum dimension of 1.8m which is also acceptable and compliant.

As all apartments are on the upper storey, they are considered to receive good natural light.

One concern is raised with the potential for internal overlooking between balconies. No screening has been provided between the balconies and annotations will need to be shown on the plans to demonstrate this, which is addressed by a recommended permit condition.

Car parking and traffic

Use	Currently approved	Required	Proposed
Retail	10	8 (244m ²)	8
Food and Drink	10	7 (228m ²)	7
Residential	41	50	54
Visitor	7	0	0
DDA	1	1	1
Total	69	66	70

Dwelling Type	No.	Car Parking Rate Required
1BR/2BR	42	42
3BR	4	8
		Total: 50

As demonstrated from the table above, the application no longer requires a reduction in car parking.

Amendment VC148 (approved 31 July 2018), removed the requirement for the provision of visitor car parking for land that has been identified as being part of the Principal Public Transport Network (PPTN). As the land is in close proximity to Carnegie Train Station, it is clearly within this PPTN area making the deletion of 7 visitor car spaces acceptable, as there is no longer a requirement for visitor car parking.

The layout of the basement remains relatively unchanged and is compliant with the Design Standards within Clause 52.06-9 of the Glen Eira Planning Scheme. The aisle width between the disabled car space and wall is measured incorrectly and will be required to be amended, which will be addressed by a recommended permit condition.

Condition 4 (Car parking allocation) is recommended to be amended to reflect the above changes and compliance with the Planning Scheme.

Objector concerns

After notice of application was given, 3 Statements of Grounds were received with two intending to appear at the hearing. The statements of grounds raised concerns with varying the setbacks required by the Design and Development Overlay – Schedule 9, particularly for the already approved lower levels.

Other concerns related to increased traffic and loss of car parking, overlooking and daylight access.

FINANCIAL, RESOURCE AND ASSET MANAGEMENT IMPLICATIONS

There are no financial, resource or asset management implications associated with this report.

POLICY AND LEGISLATIVE IMPLICATIONS

All matter required at Section 60 of the *Planning and Environment Act 1987* have been taken into consideration as part of the assessment of this application.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme One: Liveable and Well Designed
A well planned City that is a great place to live.

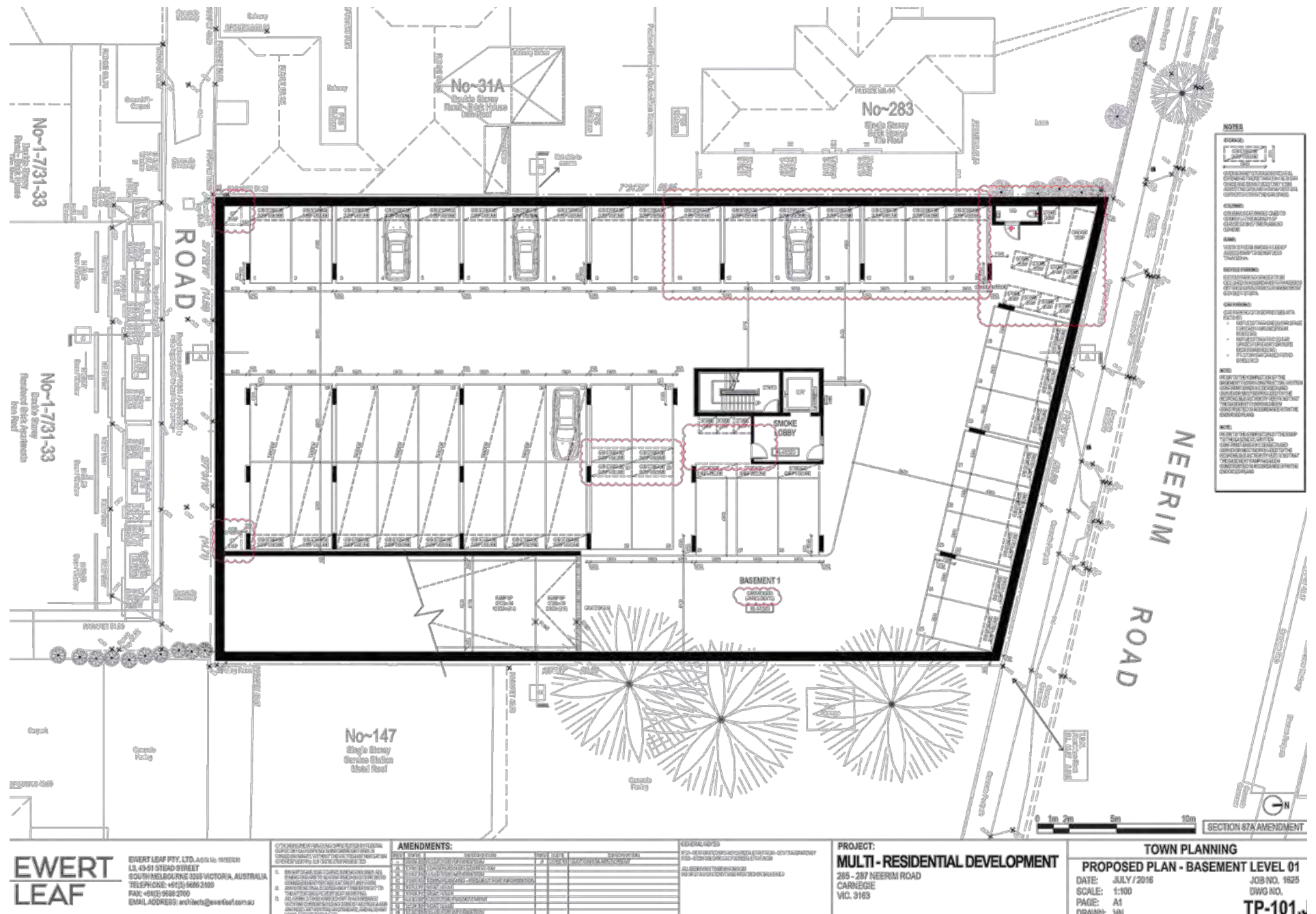
OFFICER DECLARATION OF CONFLICT OF INTEREST

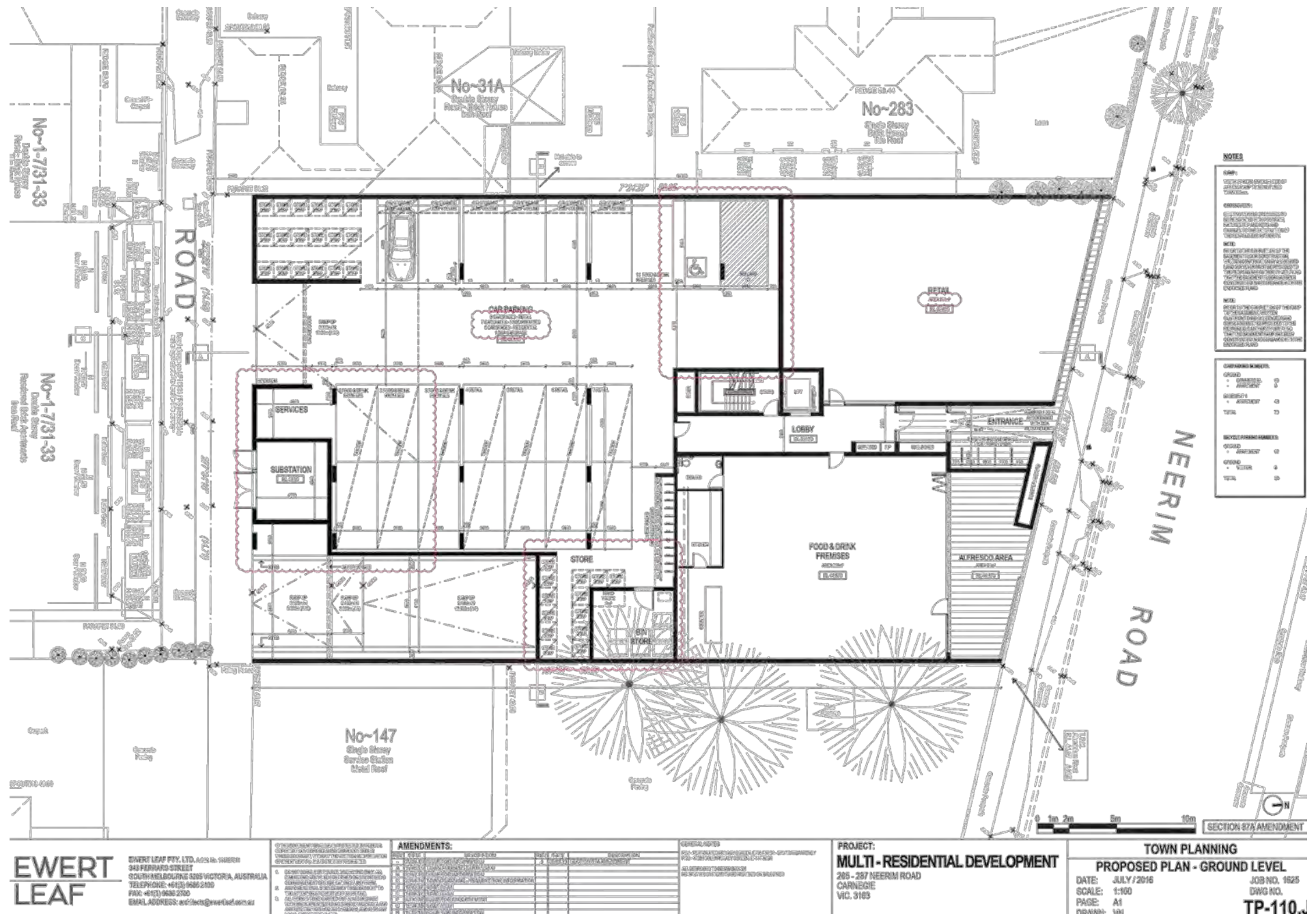
No officers involved in the preparation of this report have any direct or indirect interest in this matter.

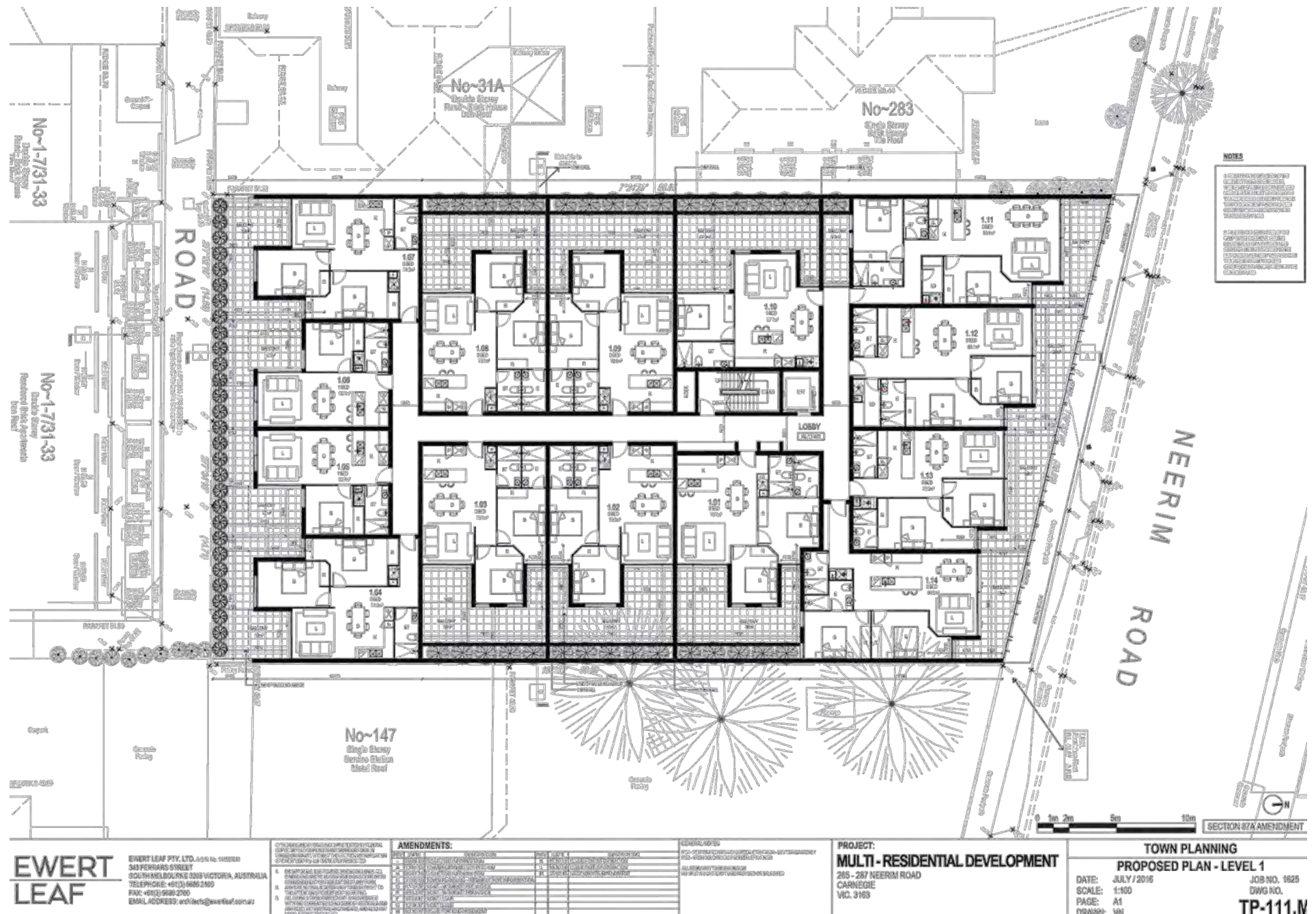
CONCLUSION

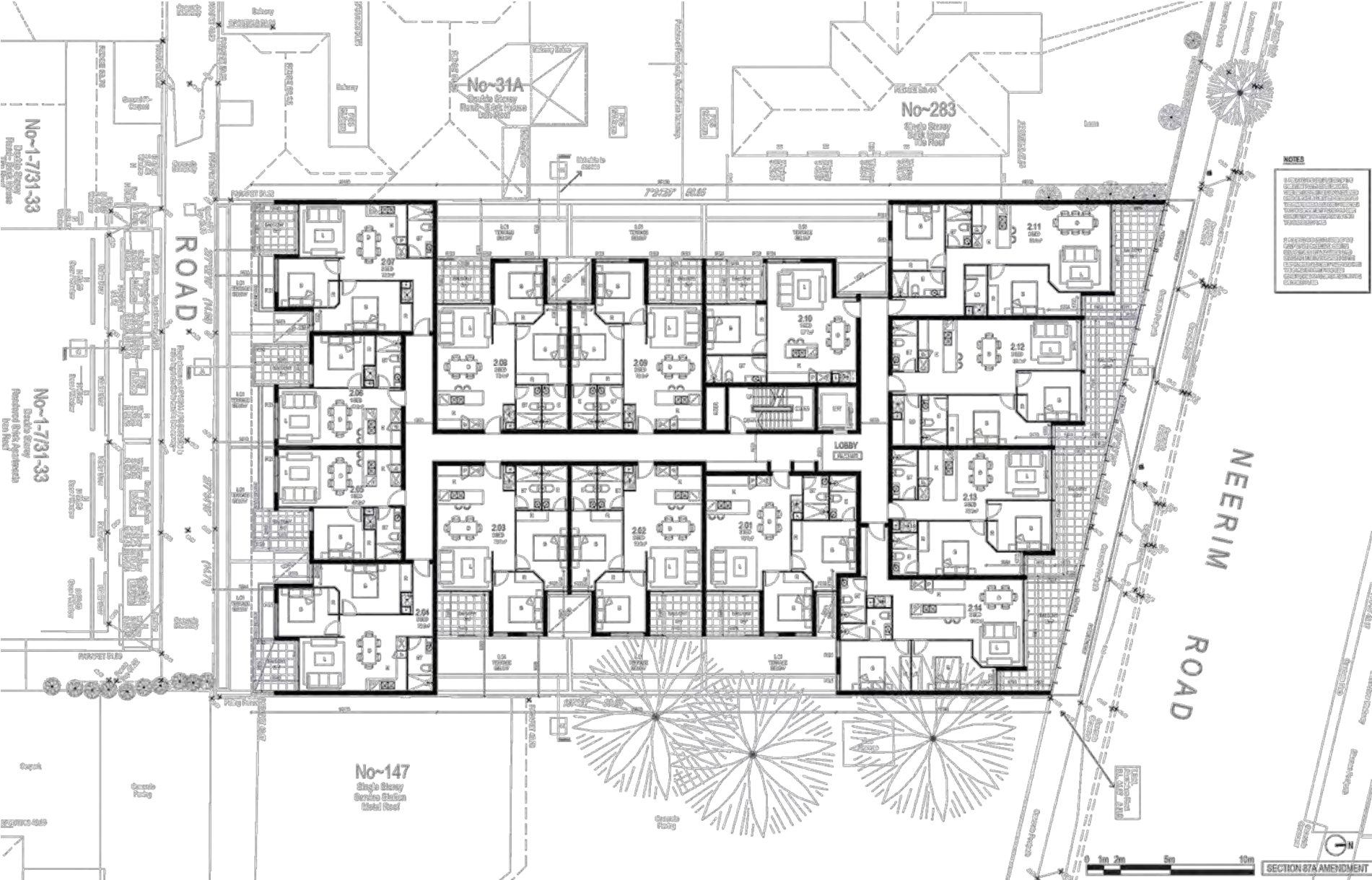
It is considered that the amended proposal presents as an appropriate design outcome, does not result in detrimental amenity impacts, provides an acceptable level of accommodation and would add to the vibrancy and vitality of this local centre.


It is therefore recommended that Council support the amended proposal as part of the VCAT process











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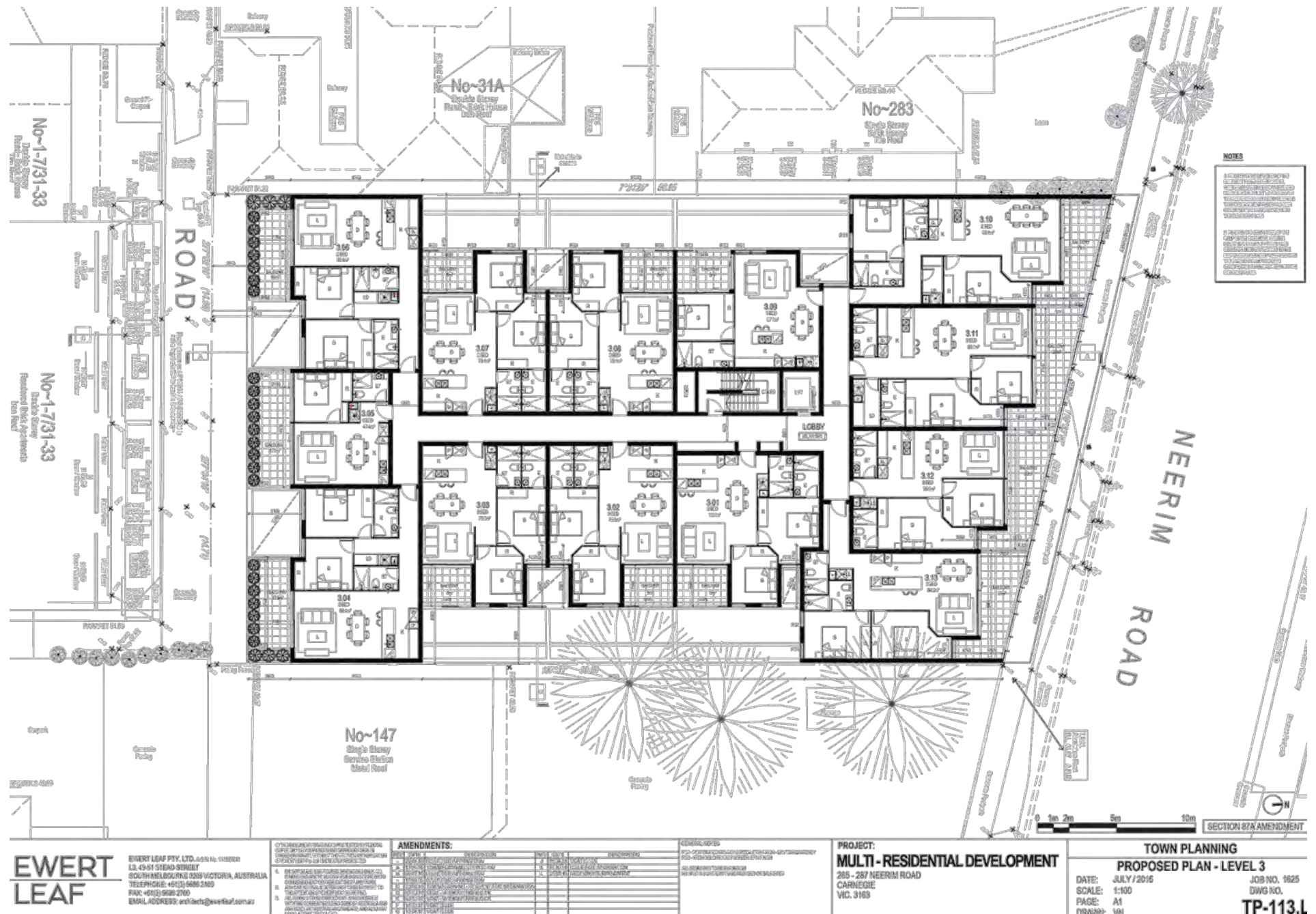
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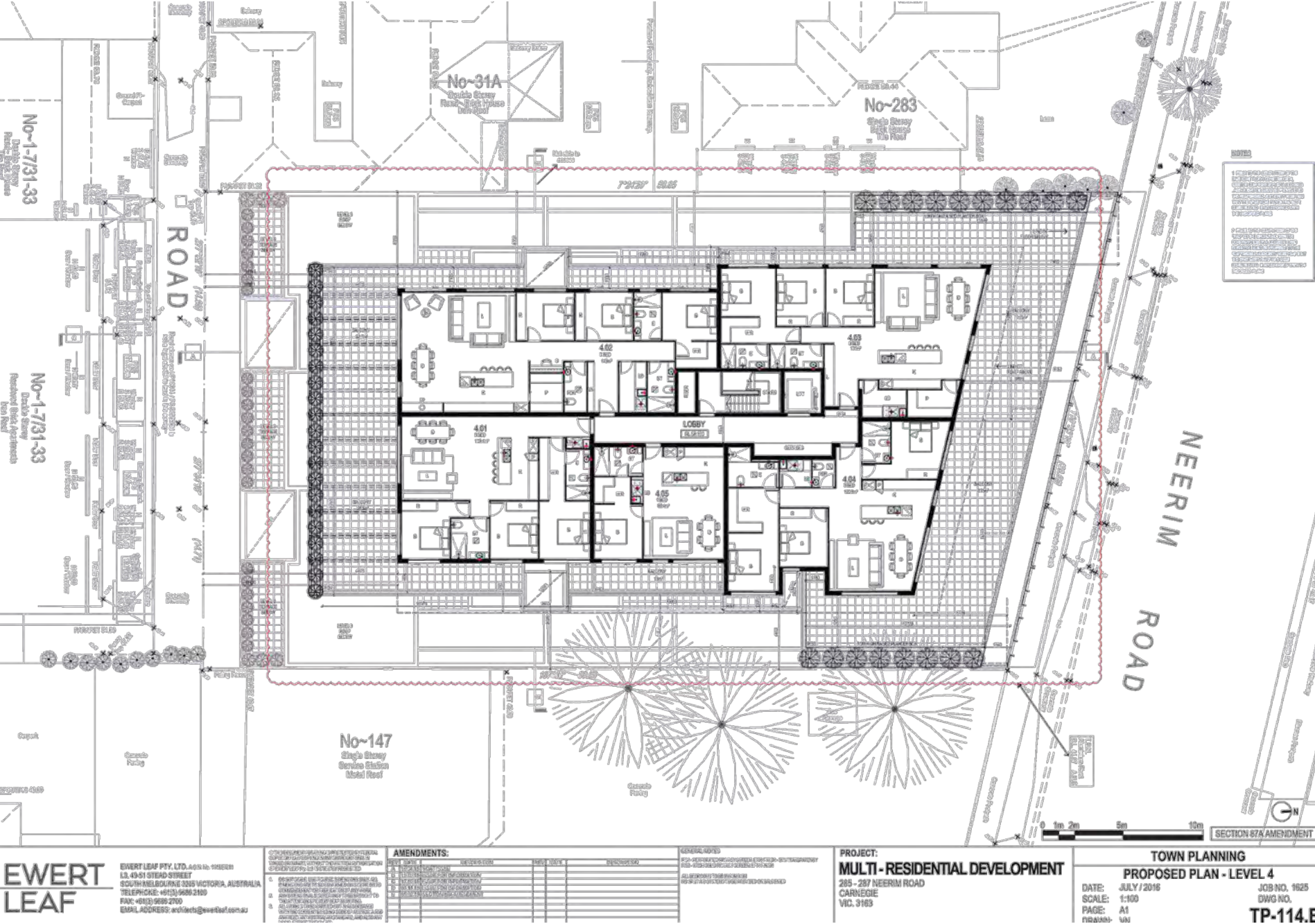
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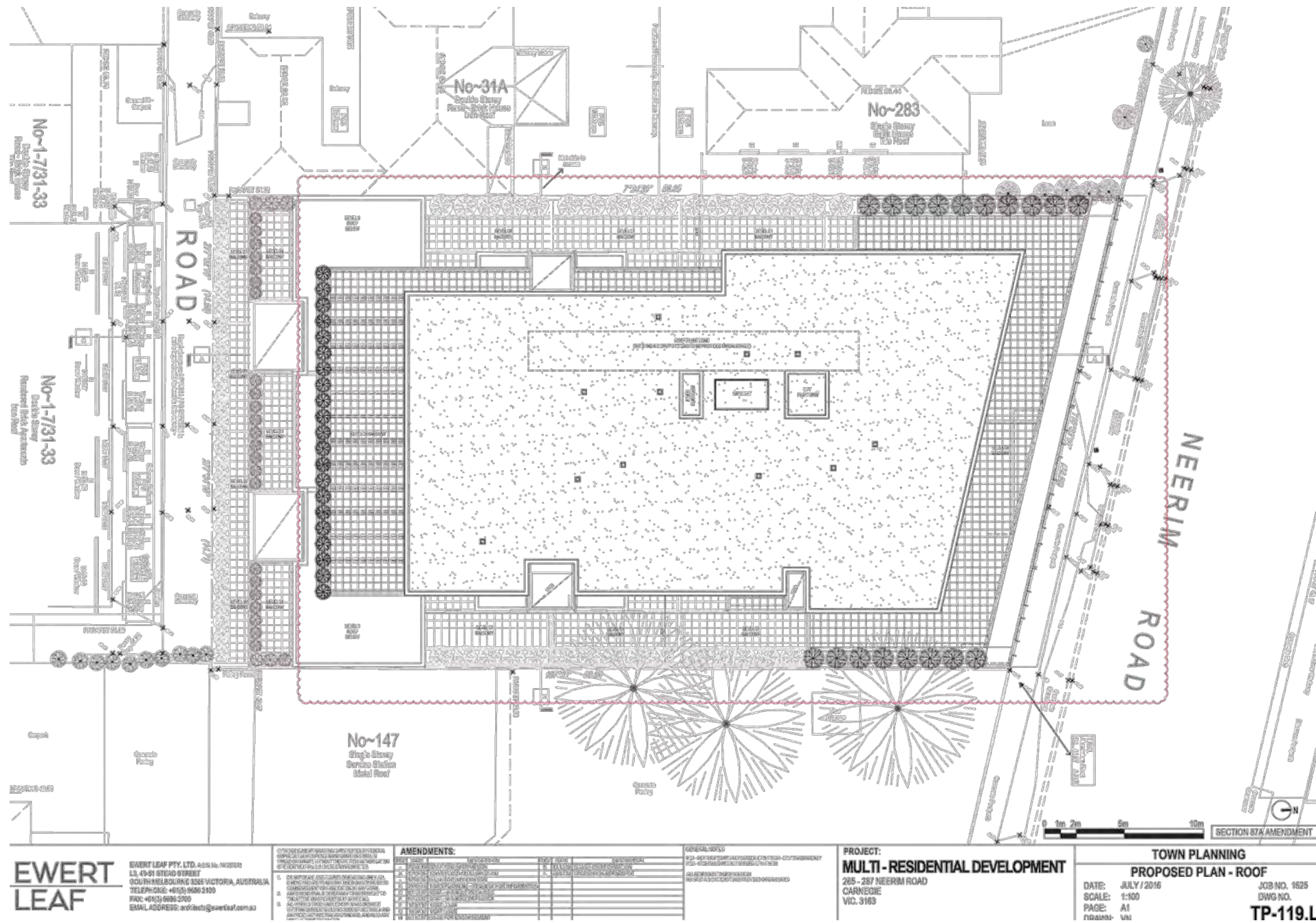
PROJECT:
MULTI-RESIDENTIAL DEVELOPMENT
285-287 NEERIM ROAD
CARNEGIE
VIC. 3163

TOWN PLANNING
PROPOSED PLAN - LEVEL 2
DATE: JULY / 2016
SCALE: 1:100
PAGE: A1
FIGURE: 1/11

JOB NO. 1625
DWG NO.
TP-112.N









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AMENDMENTS:

NO.	DESCRIPTION	DATE	BY	CHECKED BY
1	ISSUED FOR TENDERS	10/07/2018	W. LEAF	W. LEAF
2	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF
3	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF
4	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF
5	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF
6	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF
7	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF
8	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF
9	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF
10	REVISED TO REFLECT TENDERS	10/07/2018	W. LEAF	W. LEAF

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PROJECT:
MULTI-RESIDENTIAL DEVELOPMENT
 285-287 NEERIM ROAD,
 CARNegie,
 VIC 3163

0 1m 2m 5m 10m

SECTION 87A AMENDMENT

TOWN PLANNING NORTH ELEVATION

DATE: JULY 2018
 SCALE: 1:100
 PAGE: A1
 DRAWN: MLC

JOB NO. 1625
 DWG NO.
TP-400.J





EWERT
LEAF

EWERT LEAF PTY LTD
18 ALLEN STREET
SOUTH MELBOURNE VICTORIA 3006
TELEPHONE: (03) 9401 2100
FAX: (03) 9401 2100
EMAIL: info@ewertleaf.com.au

AMENDMENTS:

NO.	DESCRIPTION	DATE	BY
1	Initial Design	10/07/2018	EWERT LEAF
2	Revised Design	10/07/2018	EWERT LEAF
3	Final Design	10/07/2018	EWERT LEAF

GENERAL NOTES:

- 1. All work to be in accordance with the latest edition of the Australian Standards.
- 2. All work to be in accordance with the latest edition of the Victorian Building Regulations.
- 3. All work to be in accordance with the latest edition of the Victorian Planning Provisions.
- 4. All work to be in accordance with the latest edition of the Victorian Planning Provisions.
- 5. All work to be in accordance with the latest edition of the Victorian Planning Provisions.

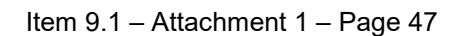
PROJECT:
MULTI-RESIDENTIAL DEVELOPMENT
285-287 NEERIM ROAD
CARNEGIE
VIC 3163

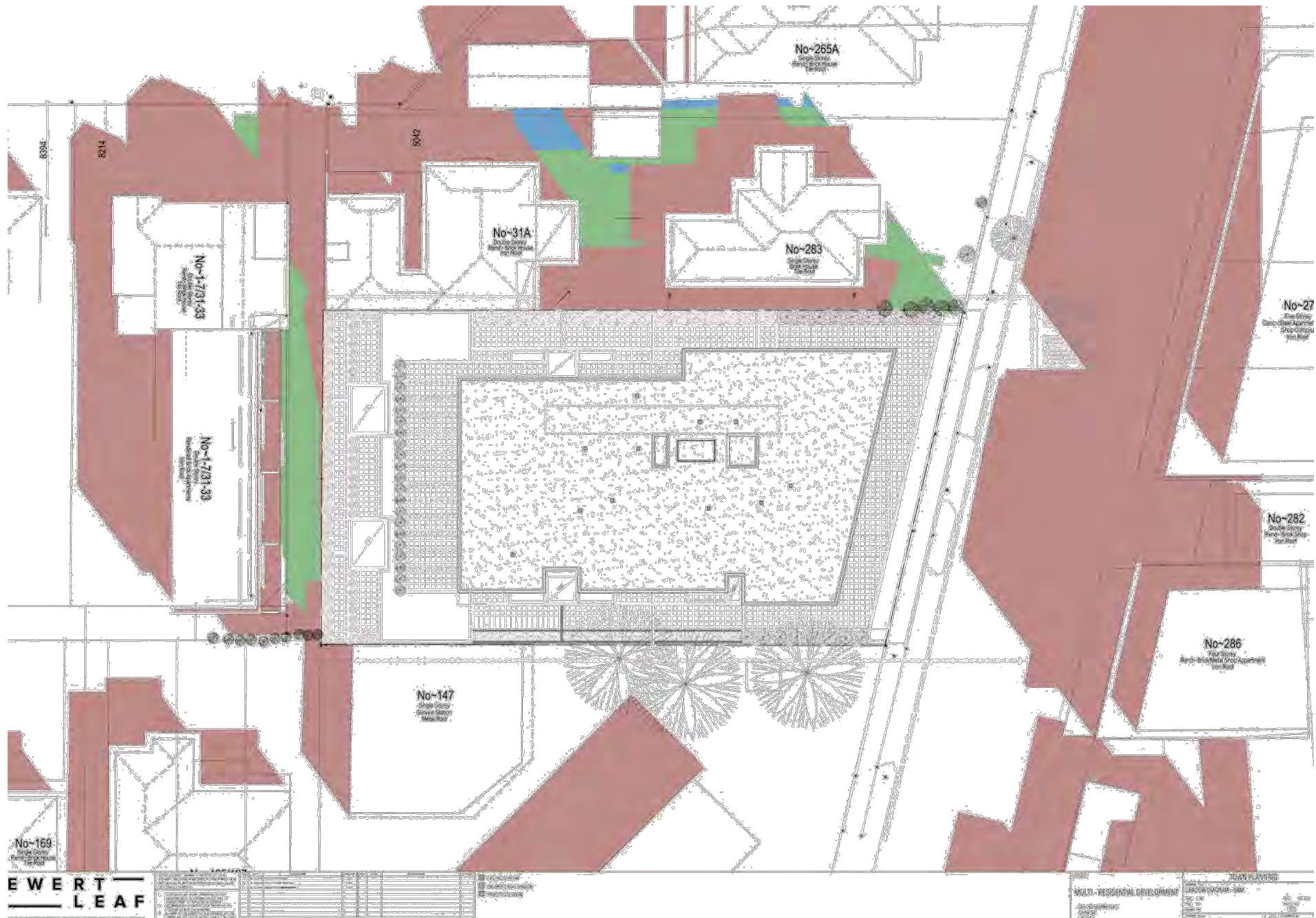
TOWN PLANNING
SOUTH ELEVATION

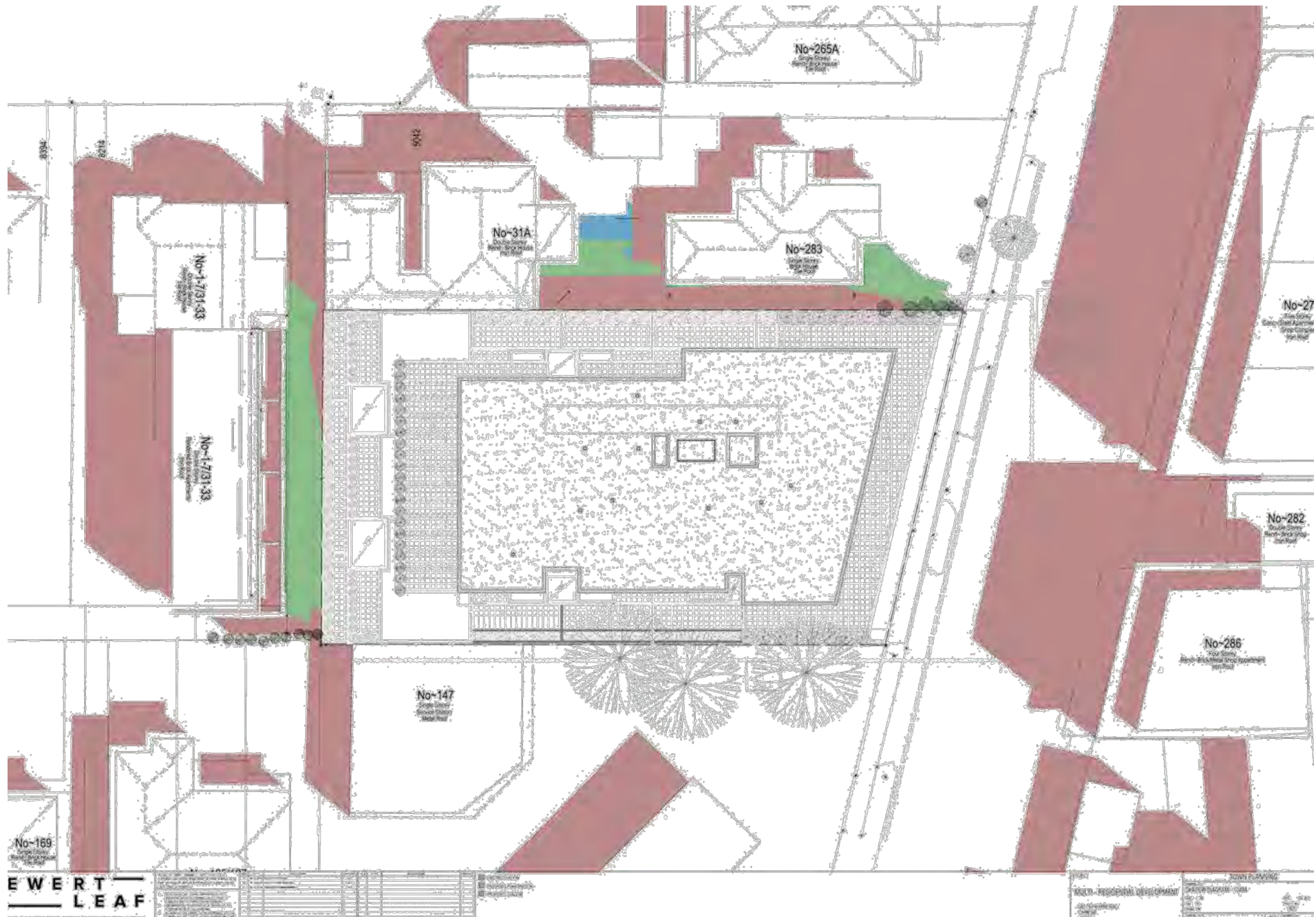
DATE: JULY 2018
SCALE: 1:100
PAGE: 41
TOWN: MEL

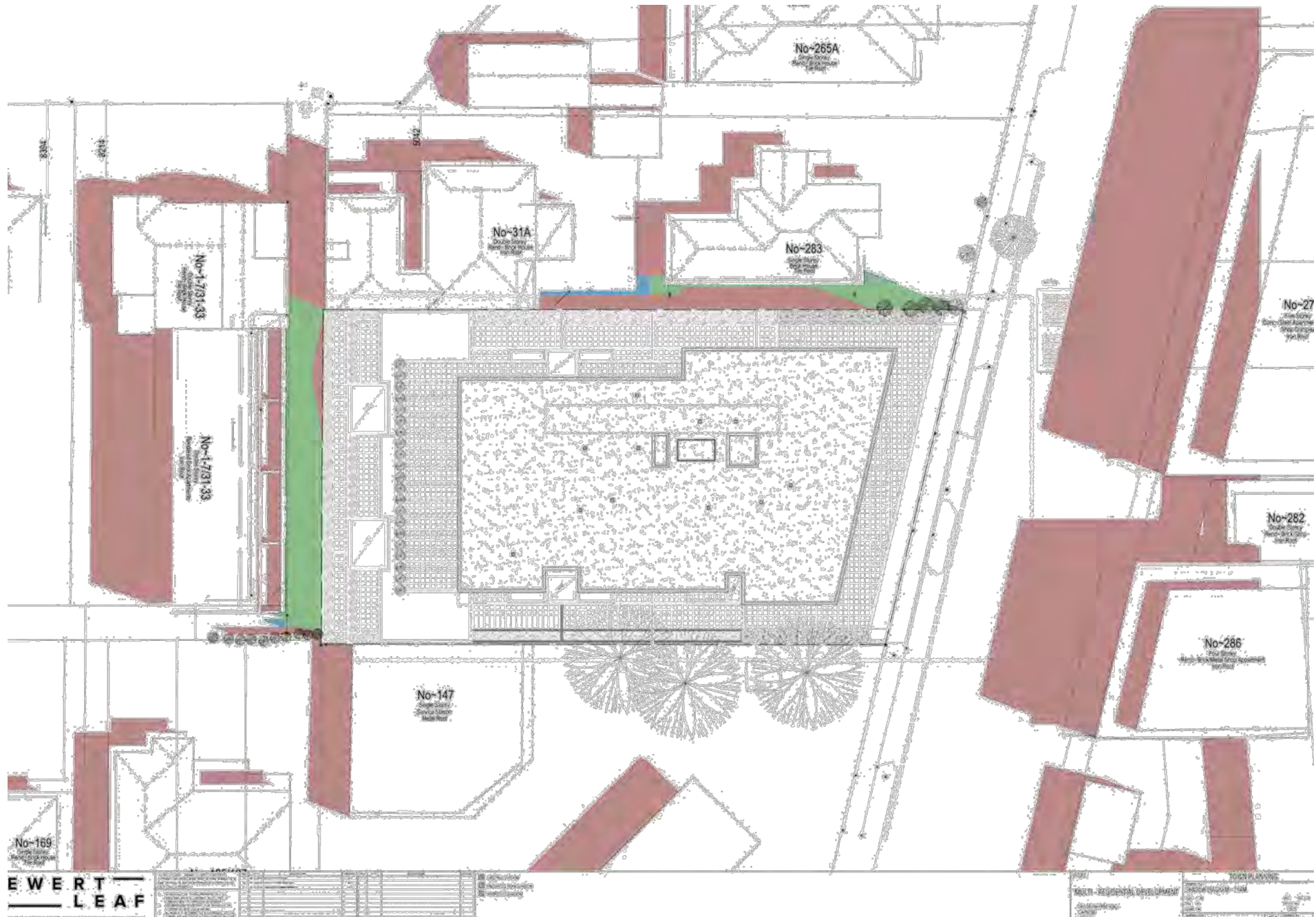
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DWG NO:
TP-402.L

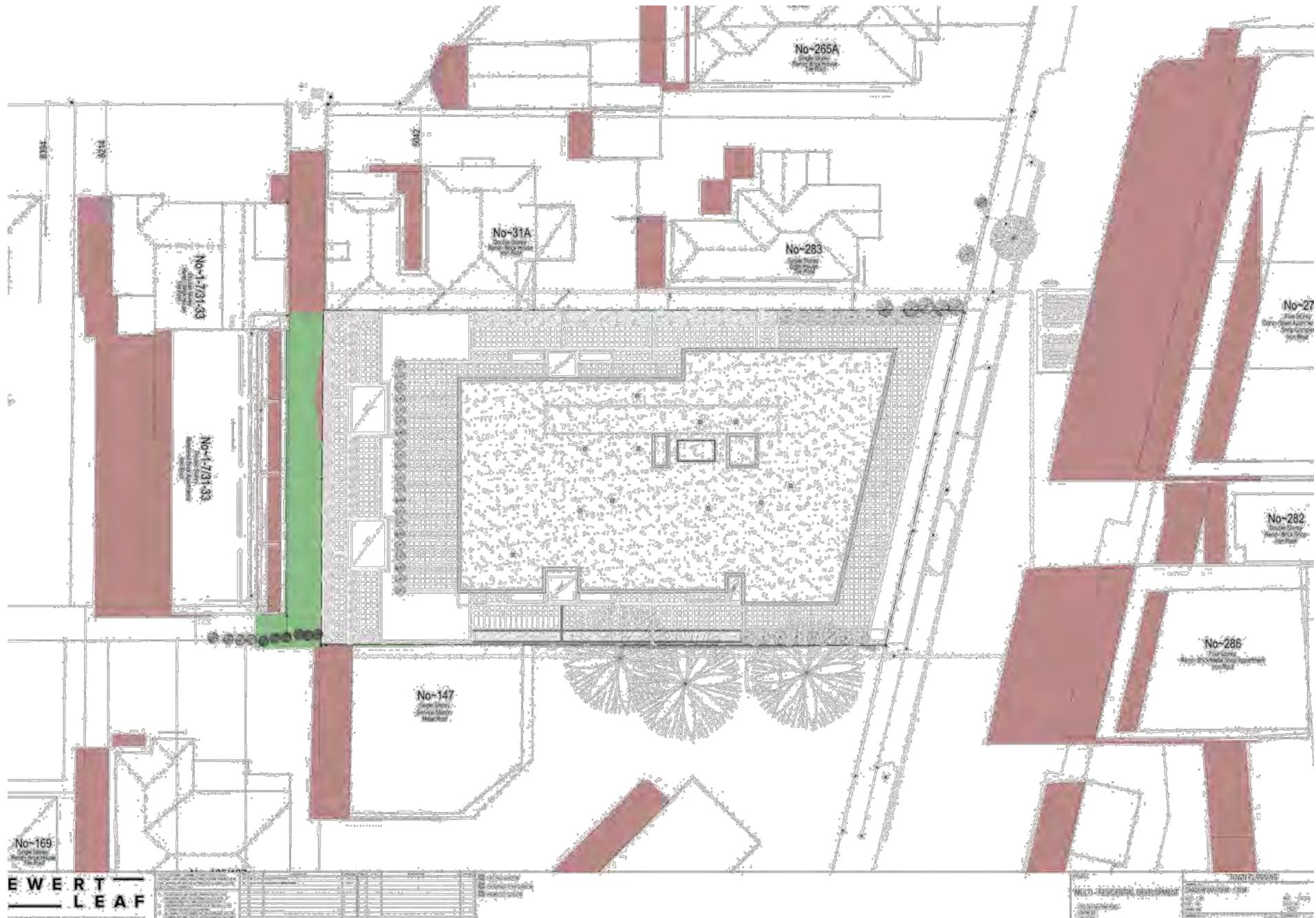
SECTION 87A AMENDMENT

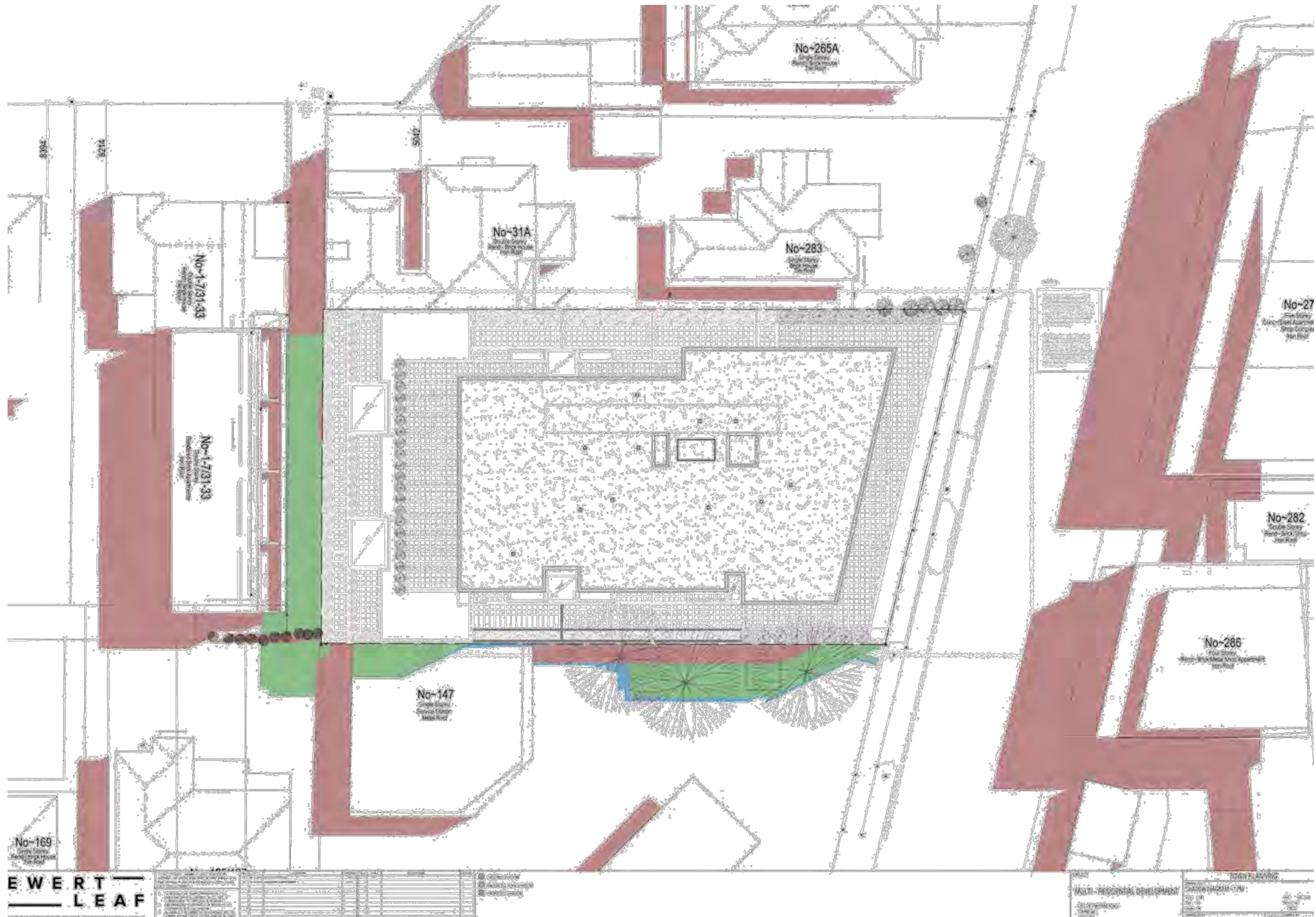


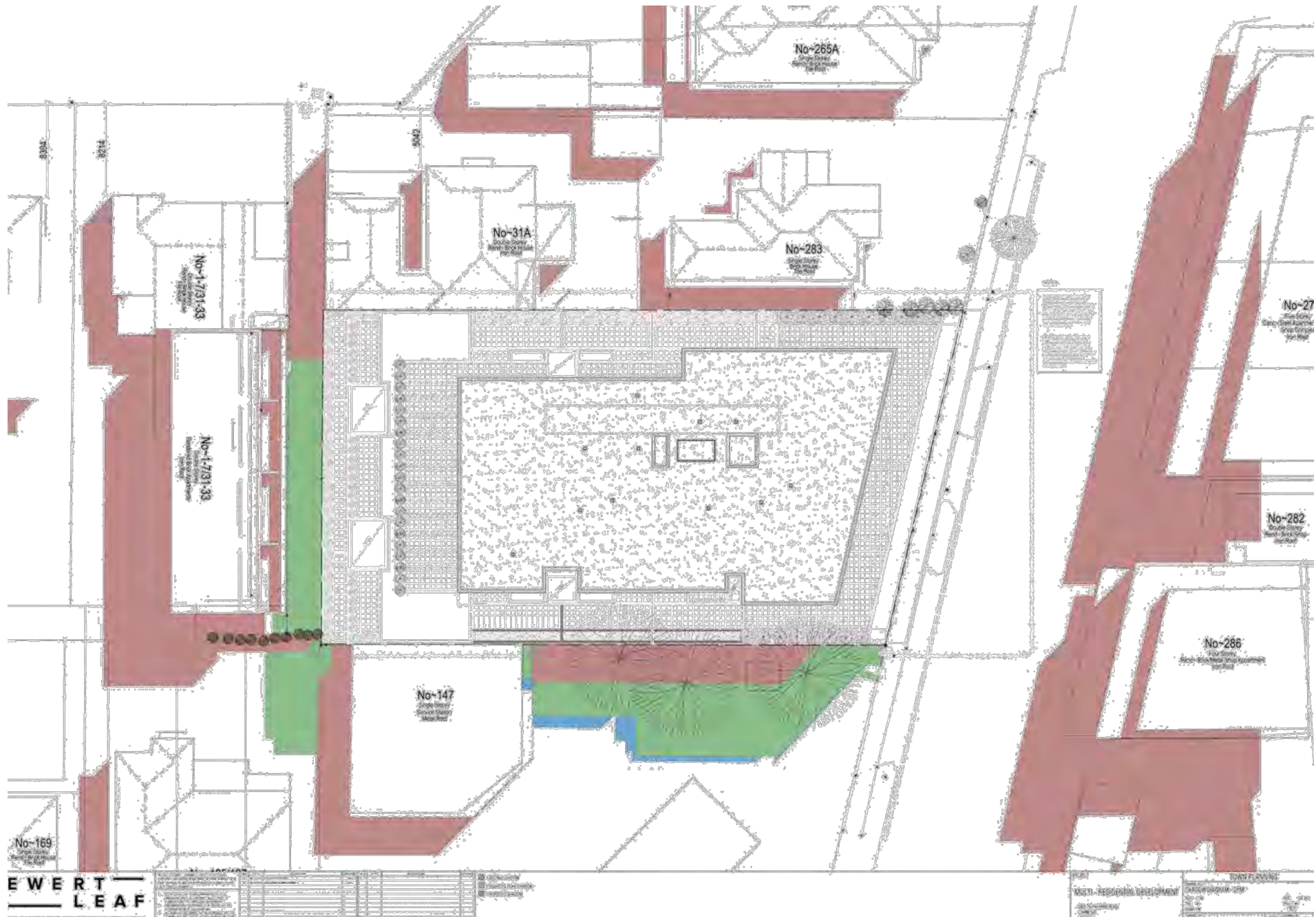


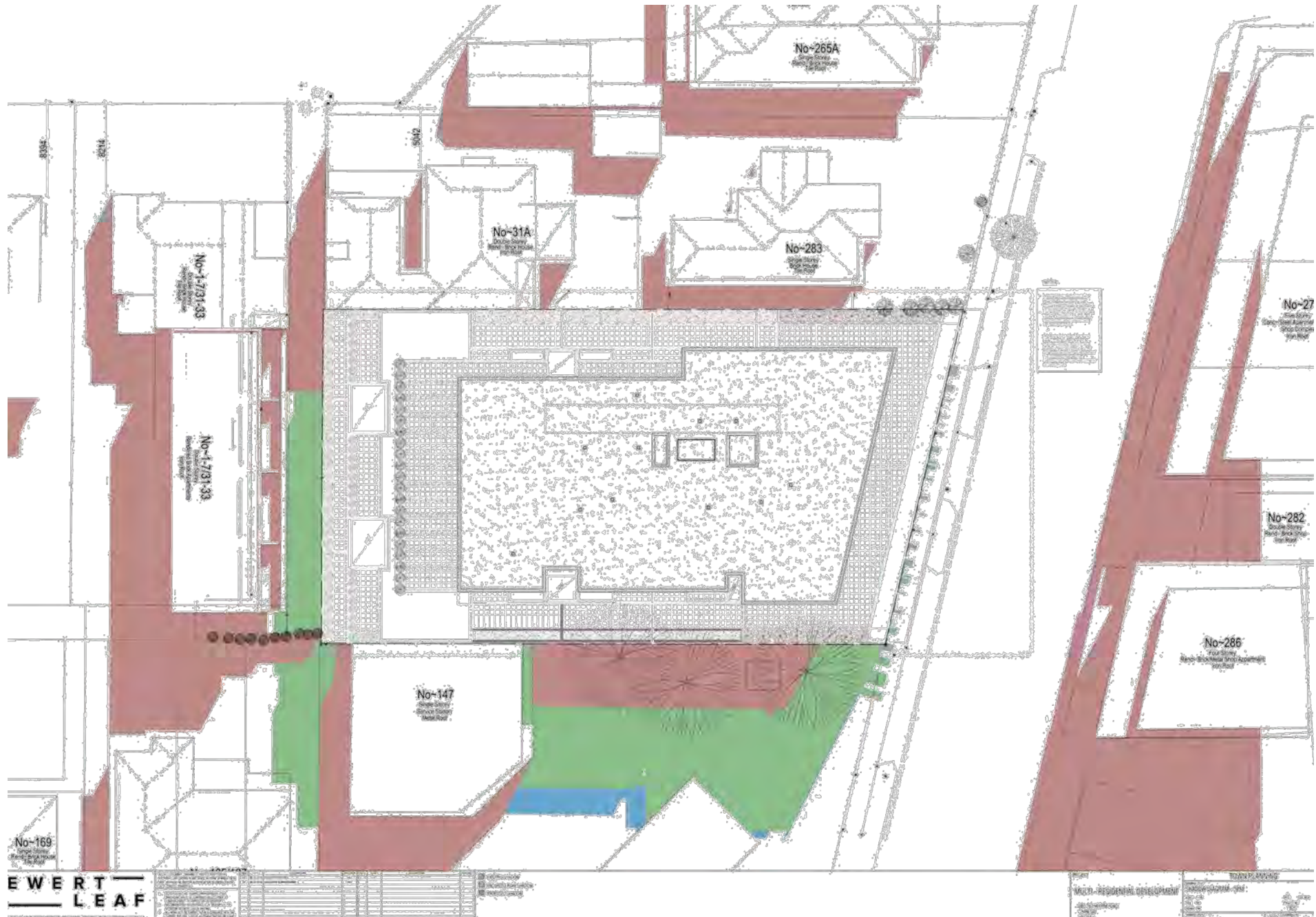













9.2 VCAT WATCH

Author: Kristian Cook, Coordinator Urban Planning

Trim No: 19/1112497

Attachments: 1. VCAT Watch - 21 May 2019 - Attachment [↓](#) 

PURPOSE AND SUMMARY

To report to Council applications currently before, and recent decisions of the Victorian Civil and Administrative Tribunal (VCAT).

RECOMMENDATION

That Council notes the recent decisions and applications currently before the Victorian Civil and Administrative Tribunal (VCAT), including the recent applications that have been lodged with VCAT.

BACKGROUND

The VCAT process is an integral part of the planning permit process and provides opportunity for independent review of planning decisions. VCAT is required to take into consideration any relevant planning policy.

ISSUES AND DISCUSSION

This report includes an attachment that provides an overview of all applications currently before, or that have recently been decided by the VCAT. The attachment table is broken down into 'New appeals lodged with the VCAT', 'Current matters before the VCAT' (including upcoming hearings or where Council is waiting for a decision after the hearing has taken place), and 'Recent decisions of the VCAT'.

There was one decision since the previous report, which is discussed below.

Address	81 Dalny Road, Murrumbeena
Proposal	The construction of three double storey dwellings over a basement car park
Council decision	Refusal
VCAT decision	Refusal
Appellant	Dalny Developments Pty Ltd



Councillors may recall this application, which was decided at the 14 August 2018 Council meeting. Officers recommended support, subject to conditions that increased street setbacks, reduced the extent, height and design of front fencing, requirements for tree protection measures and minor changes to the basement. Councillors determined to refuse the application on grounds relating to non-compliances with the Minimal Change Area Policy by means of more than 2 dwellings on a lot, the high and solid front fence and enclosing of the front yard, whilst grounds relating to street setbacks and neighbourhood character were also included.

In consideration of its decision, the Tribunal made the following observations:

“It is my view that the proposal fails to achieve an appropriate response to the existing neighbourhood character and context for two reasons. First, because of the intrusive presentation of the development to the street, especially when viewed from the west and second, due to the high front fencing that prevents integration of the development in the streetscape.”

“All parties made submissions about the acceptability of three dwellings in an area designated for minimal change and referred to a number of Tribunal decisions that address this issue. Local policy for the minimal change area promotes predominantly single dwellings and two dwelling developments and provides a list of circumstances where more than two dwellings may be achieved. Council acknowledged the list is not exhaustive and that a contextual analysis is required. I agree and do not refuse this application merely because three dwellings are proposed “

Ultimately, the Tribunal determined that the issues relating to the insufficient street setbacks and the use of the front yard for secluded private open space, which would require a high and solid front fence treatment, were at odds with the existing and preferred character for the area. The Tribunal did not consider that these issues could be addressed by permit conditions. Therefore the application was refused on these grounds.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

There are no financial, resource or asset management implications.

POLICY AND LEGISLATIVE IMPLICATIONS

There are no policy or legislative implications for this report.

COMMUNICATION AND ENGAGEMENT

There has been no communication or engagement for this report.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme One: Liveable and Well Designed
A well planned City that is a great place to live.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

This report provides an update of the applications before and recent decisions of the VCAT.

APPLICATIONS BEFORE AND RECENT DECISION OF THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL**NEW APPEALS LODGED WITH THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL**

Address	VCAT Reference	Description of proposal	Type of Appeal	Zone	Council Decision	Delegate for Decision	Next Hearing Type	Next VCAT date
No new appeals lodged.								

MATTERS BEFORE THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (* INCLUDING APPEALS AWAITING A DECISION)								
Address	VCAT Reference	Description of Proposal	Type of Appeal	Zone	Council Decision	Delegate for Decision	Hearing Type	Hearing Date
679 South Road, Bentleigh East	P1548/2018	Construction of two double storey attached dwellings and alteration of access to a Road Zone Category 1.	s82 (Objector)	NRZ1	NOD	DPF	Merits Hearing	*
11 Caleb Street, Bentleigh East	P704/2018	Construction of four (4) triple storey dwellings	s77 (Refusal)	GRZ1	Refusal	DPF	Merits Hearing	*
45 Hoddle Street, Elsternwick	P1723/2018	Construction of three (3) double storey dwellings and basement	s77 (Refusal)	NRZ1	Refusal	Officer	Merits Hearing	*
2 Pearce Street, Caulfield South	P1925/2018	Construction of a three storey building comprising of 5 dwellings above a basement car park and a reduction in visitor car parking	s77 (Refusal)	GRZ1	Refusal	Council	Merits Hearing	*
342-346 Centre Road, Bentleigh	P2003/2018	Extension of time request Existing permit allows: The construction of a seven storey building comprising ground floor shops, car parking and up to 24 dwellings on land in a Commercial 1 Zone, adjacent to a Road Zone Category 1 and affected by the Special Building Overlay, use of the land for accommodation in a Commercial 1 Zone, reduction of car parking requirements associated with residential visitors and the shop and waiver of loading bay requirements	s81 (EOT)	C1Z	Refusal	Officer	Merits Hearing	*
1207 Glen Huntly Road, Glen Huntly	P2396/2018 & P2083/2018	Buildings and works including the construction of a two storey extension to the existing building in the Commercial 1 Zone in accordance with the endorsed plans	S82 (NOD) & s80 (Conditions)	C1Z	NOD	Council	Merits Hearing	*
38 Eddys Grove, Bentleigh	P40/2019	Partial demolition and construction of alterations and additions including a carport and front fence	S80 (Conditions)	NRZ1	Permit	Coordinator	Merits Hearing	*
12 Wheeler Street, Ormond	P2573/2018	Construction of three (3) storey dwellings and one (1) two storey dwelling on land affected by a Special Building Overlay	S77 (Refusal)	GRZ1	Refusal	Council	Merits Hearing	27-May-19
9 Marlborough Street, Bentleigh East	P2364/2018	Construction of three (3) double storey attached dwellings	s77 (Refusal)	NRZ1	Refusal	Officer	Merits Hearing	31-May-19

58 Patterson Road, Bentleigh	P2360/2018	Use and Development of the land for a child care centre	s82 (Objector)	C1Z	NOD	DPF	Merits Hearing	7-Jun-19
2 Eskdale Road, Caulfield North	P269/2019	Construction of two double storey attached dwellings	s80 (Conditions)	GRZ1	Planning Permit	Officer	Merits Hearing	7-Jun-19
100-104 Mimosa Road, Carnegie	P35/2019	Construction of a three (3) storey building comprising of 41 dwellings on land affected by the Design and Development Overlay	S77 (Refusal)	RGZ1	Refusal	Manager	Merits Hearing	11-Jun-19
51 College Street, Elsternwick	P2451/2018	Construction of two double storey dwellings	s82 (Objector)	NRZ1	NOD	DPF	Merits Hearing	13-Jun-19
47 Almond Street, Caulfield South	P171/2019	Construction of a part two, part three storey apartment comprising of 6 dwellings with basement carparking on land affected by the Special Building Overlay	s79 (Failure)	GRZ1	Supported, subject to conditions	Council	Merits Hearing	24-Jun-19
57 Snowdon Avenue, Caulfield	P173/2019	Construction of 4 dwellings within a double storey building above basement parking	s77 (Refusal)	NRZ1	Refusal	Council	Merits Hearing	2-Jul-19
285-287 Neerim Road, Carnegie	P208/2019	Construction of a four storey mixed use building comprising up to 41 dwellings, a retail space and a food and drink premises, reduction in the associated car parking requirement, waiver of the loading bay requirement and alteration of access to a road in a Road Zone, Category 1. Amendment to include an additional level (5 th storey)	s87 (Amend)	MUZ1	Application direct to VCAT.		Merits Hearing	3-Jul-19
14 Hopetoun Street, Elsternwick	P238/2019	Construction of two (2) double storey attached dwellings	s77 (Refusal)	NRZ1	Refusal	Officer	Merits Hearing	17-Jul-19
31 Weeroona Road, Murrumbena	P25/2019	Construction of seven (7) attached dwellings with basement car parking	s77 (Refusal)	GRZ1	Refusal	Council	Merits Hearing	29-Jul-19
10-16 Selwyn Street, Elsternwick	P263/2019	Part demolition of the site and construction of a mixed use building of up to 14 storeys; use of the land as a shop, place of assembly and for the sale of packaged liquor	s77 (Refusal)	MUZ1	Refusal	Council	Merits Hearing	31-Jul-19
749-753 Glen Huntly Road, Caulfield	P99/2019	Demolition of the existing building and construction of a 4 storey building on land within the Heritage Overlay, use of the land for the purpose of dwellings and reduction of the car parking requirement for a shop	s80 (Conditions)	C1Z	Planning Permit	Council	Merits Hearing	31-Jul-19
421-439 Glen Huntly Road, Elsternwick	P296/2019	Partial demolition of existing building and construction of a proposed multi-level residential development with office and residential tenancies (ground floor and first floor), basement parking on land affected by the Heritage Overlay and Design and Development Overlay	s79 (Failure)	C1Z	Refusal	Officer	Merits Hearing	31-Jul-19




45 Hoddle Street, Elsternwick	P221/2019	Construction of three (3) double-storey dwellings and basement	s77 (Refusal)	NRZ1	Refusal	Officer	Merits Hearing	5-Aug-19
371-377 Hawthorn Road and 3 Olive Street, Caulfield South	P467/2019	Construction of a 9 (nine) storey building comprising three basement car parking levels, a supermarket, dwellings, a reduction in the standard car parking requirement for the commercial component and alteration of access to a Road Zone Category 1	S77 (Refusal)	C1Z & GRZ1	Refusal	Manager	Merits Hearing	19-Aug-19
1 Portland Street, Carnegie	P369/2019	Construction of two (2) double storey attached dwellings	S82 (Objector)	NRZ1	NOD	Officer	Merits Hearing	4-Sep-19
33-35 Nicholson Street, Bentleigh	P412/2019	Construction of a four (4) storey building containing 24 apartments and associated basement level car parking (reduction in visitor spaces)	S82 (Objector)	RGZ1	NOD	Council	Merits Hearing	11-Sep-19

RECENT DECISIONS OF THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL									
Address	VCAT Reference	Description of Proposal	Type of Appeal	Zone	Council Decision	Delegate for Decision	Appeal Outcome	Date of VCAT Decision	VCAT Decision (effect on Council Decision)
81 Dalny Road MURRUMBEENA	P1758/2018	Construction of three (3) double storey attached dwellings with a basement car park	s77 (Refusal)	NRZ1	Refusal	Council	Affirmed	11-Apr-19	Refusal

9.3 GLEN EIRA ROOMING HOUSE STRATEGY

Author: Sarah O'Brien, Coordinator Public Health

Trim No: 19/1114594

Attachments: 1. 2019 - Glen Eira Rooming House Strategy [↓](#) 
2. 2019 - Consultation feedback - Draft Rooming House Strategy [↓](#) 
3. Glen Eira Affordable Housing Definitions diagram [↓](#) 

PURPOSE AND SUMMARY

To seek endorsement of the *Glen Eira Rooming House Strategy* (Attachment 1).

RECOMMENDATION

That Council:

1. Acknowledges the feedback received during the community engagement process, and thanks all submitters.
2. Endorses the *Glen Eira Rooming House Strategy*.

BACKGROUND

Rooming houses offer accommodation for many low income and disadvantage members of the community, particularly for those who cannot access, afford or sustain a tenancy in the private rental market.

The number of rooming houses operating in Glen Eira has almost doubled in the past five years. Currently there are 49 rooming houses registered with Council that accommodate approximately 500 vulnerable residents.

The resident profile of rooming house tenants indicates high levels of vulnerability with a strong reliance on health, welfare and community services.

Rooming houses are at times associated with anti-social behaviour, excessive noise, the consumption of alcohol and drug use which can affect neighbouring residents and the wider community. However, the number of rooming houses that receive complaints from neighbours only make up a small proportion of the total in the municipality.

The law including regulations, standards and guidelines that relate to the design, construction, location and operation of rooming houses is very complex. The responsibility for the enforcement of rooming house standards also falls to a number of different agencies.

Council's role in relation to rooming houses is as a regulator of legislated requirements and as an advocate to improve the access to and supply of social and affordable accommodation to meet the needs the Glen Eira community.

The proposed *Strategy* responds to the steady increase in the number of rooming houses, concerns raised by the Glen Eira community and the need for appropriate social and affordable housing in Glen Eira.

The *Strategy* adopts a whole of Council approach, focused on improving the standards of rooming houses in Glen Eira and improved agency coordination for the regulation of rooming houses. It aims to advocate and work in partnership with government bodies, local agencies that support rooming house operators, rooming house residents and the wider community.

The *Strategy* incorporates current needs and priorities identified through both research and community consultation. This has resulted in four key priority areas being identified:

1. Multiplicity of Agencies, Legislation and Regulation involved in Rooming Houses.

Council's role in relation to rooming houses is to regulate and enforce the planning, building and health requirements outlined in State Government legislation. Consumer Affairs Victoria monitors compliance with rooming house minimum standards, with tenancy laws and with the rooming house operator licensing scheme. The Victoria Police plays a role in addressing any criminal or antisocial behaviour issues that may arise at rooming houses. This multiplicity of agencies makes it confusing for rooming house operators, rooming house residents and the Glen Eira community to understand the legislation and which agency can deal with their concerns.

2. Insufficient minimum standards.

The current minimum standards for rooming houses are insufficient and should be raised to protect and improve the health and wellbeing of rooming house residents and to allow residents to live in dignified and respectful circumstances.

3. Safety and Security of Rooming Houses.

Many rooming house residents express concerns about their safety. The vulnerability of many rooming house residents means they can be easily exploited and intimidated as they generally do not have any alternative housing options. There are increasing concerns from neighbours, the community and authorised officers regarding the safety of rooming houses.

4. Greater Need for Social and Affordable Housing.

All those consulted in relation to this strategy noted that the issue of rooming houses needs to be seen in the broader context of social and affordable housing. While social and affordable housing is beyond the scope of this strategy, Council is developing a social and affordable housing strategy and actively considering ways to increase the level of social and affordable housing within the municipality.

The Action Plan contained in the *Strategy* addresses the key issues raised above and outlines a number of actions for Council to undertake.

ISSUES AND DISCUSSION

Community and Stakeholder Consultation Feedback

The community feedback showed overall support for the draft *Glen Eira Rooming House Strategy*, particularly supporting the four key priority areas as appropriate priorities to work on. There was great support for the establishment of a Glen Eira Rooming House Working Group with a number of agencies welcoming the opportunity to work collaboratively with Council to advocate for improved rooming house outcomes.

A summary of all feedback received is attached (Attachment 2).

A submission was received from Peninsula Community Legal Centre which suggested 28 items for incorporation into the *Strategy*. Upon review of these items, it has been found that

20 of the items are addressed in various ways in the *Strategy*. The following items were not incorporated into the *Strategy* as they are considered outside the scope of the *Strategy*:

- Consultation to include rooming house residents to ensure actions meet their needs. *The opportunity to provide feedback on the Strategy was available to the wider Glen Eira community which includes residents living in rooming houses.*
- Advocating for rent control legislation.
- Improved training to rooming houses proprietors, focused on working with clients with health issues, substance issues, mental health.
- Commonwealth advocacy for raising the level of Newstart allowance and rent assistance in conjunction with rent control measures.
- Develop a Rooming Houses residents' committee chaired by Council to provide direct input into and review of Council's Rooming House Strategy and Action Plan.
- Development of local support agencies list for display in Rooming Houses.
- Survey current rooming house residents about their safety needs.
- Facilitate training to community service workers on working with Rooming House residents.

Council believes the establishment of the Glen Eira Rooming House Working Group will provide a platform for Council to support Peninsula Community Legal Centre in their advocacy of these items.

Feedback from Glen Eira residents indicated a high concern regarding community safety and amenity impacts of rooming houses operating in residential areas. Issues in particular included noise, inadequate waste control measures and antisocial behaviour including alleged drug use and criminal activity. While Council is responsible for investigating amenity complaints, Victoria Police is primarily responsible for the immediate response to antisocial behaviour and criminal activity. Council recognises the importance of safety for people residing in Glen Eira and as a result safety and security of rooming houses is one of the key priority areas identified in this *Strategy*.

Council is committed to implementing the following action items outlined below and believes these actions will improve Glen Eira residents' understanding of agencies' roles and responsibilities and advocate for improved safety and security measures of rooming houses and increased community safety:

- Council to implement an operational procedure to ensure neighbours and the community have a single point of contact within Council so that Council can, with regard to its own legislative responsibilities, regulate rooming houses in a coordinated and consistent way.
- Educate rooming house operators on their roles and responsibilities and promote the 'Running A Better Rooming House: A Best Practice Handbook for Operators' (RAAV, 2011) to rooming house operators.
- Improve communication to assist the community to understand roles and responsibilities of the various agencies involved in the regulation of rooming houses.
- Publish a fact sheet for rooming house residents, neighbours and rooming house operators that provides an overview of regulations, best practice and how to deal with neighbourhood concerns.
- Review and update Council's publications to include best practice recommendations regarding safety and security.

- Establish a Glen Eira Rooming House Working Group consisting of Council Officers, Consumer Affairs Victoria, Department of Health and Human Services, local agencies that support rooming house residents and operators and rooming house operators. The aim of the group is to improve communication across all key stakeholders, work collaboratively to advocate for improved rooming house outcomes and to monitor and review Council's Rooming House Strategy and Action Plan.

Feedback from the Glen Eira community expressed concern regarding rooming houses operating in residential areas and the adequacy of planning controls.

Currently, under the Glen Eira Planning Scheme, a planning permit is not required for a rooming house that has no more than 9 bedrooms and where no more than 12 persons are accommodated. A key action of the draft Rooming House Strategy is to review the current conditions contained on Planning Permits and investigate feasibility to have standard conditions listed on permits that seek to limit negative amenity impacts on surrounding properties and residents.

Feedback from Glen Eira residents and local agencies also indicated the importance and need for social and affordable housing in Glen Eira.

Two key actions of the *Strategy* are to:

- Continue to advocate to State and Federal Governments to increase the supply and funding for social and affordable housing in our community; and
- Develop a Social and Affordable Housing Strategy which develops initiatives for more appropriate models of social and affordable housing within Glen Eira to support vulnerable members of the community.

Council is committed to working to improve the social and affordable housing in Glen Eira and is currently developing a *Social and Affordable Housing Strategy*. Whilst Council defines rooming houses as a separate form of housing, Council understands the strong relationship between the two this is reflected in both strategies.

Amendments following community and stakeholder feedback

A submission was received from Consumer Affairs Victoria with suggested changes to the content of the *Strategy* in particular the sections of the *Strategy* that referenced Consumer Affairs Victoria's role as a regulator of rooming houses. Amendments made to the *Strategy* include the following:

- In the section 'Definitions – What is a Rooming House' the definition of a rooming house under the provisions of the *Residential Tenancies Act 1997* has been amended to '*under the Residential Tenancies Act 1997, a rooming house is 'a building in which there is one or more rooms available for occupancy on payment of rent in which the total number of people who may occupy those rooms is not less than four'* to reflect the correct definition in the Act.
- In the section 'Executive Summary' '*Consumer Affairs Victoria monitors compliance with the rooming house minimum standards, with tenancy laws and with the rooming house operator licensing scheme*' has been included to clarify Consumer Affairs Victoria's role in monitoring rooming house compliance.
- In the section 'Rooming Houses Standards, Regulations and Compliance' the following paragraph has been added to clarify the latest legislative changes relating to rooming houses '*In September 2018, the Victorian Parliament passed the Residential Tenancies Amendment (Long-term Tenancy Agreements) Act 2018 which will introduce a suite of reforms to the residential tenancies laws including*

reforms specific to rooming houses. Implementation of these new reforms came into effect on 1 February 2019 and are required to be implemented by 1 July 2020’.

- In the section ‘Rooming Houses Standards, Regulations and Compliance’ the following paragraph has been included to clarify Consumer Affairs Victoria’s role in administering the rooming house operator licencing scheme ‘CAV also administers the rooming house operators licensing scheme, established under the *Rooming House Operators Act 2016*, which require all rooming houses operators to be licensed. Licenses are issued by the Business Licensing Authority within the Department of Justice and Community Safety’.
- In the section ‘Rooming Houses Standards, Regulations and Compliance’ the following paragraph has been amended to clarify Consumer Affairs Victoria’s role in monitoring rooming house compliance ‘CAV investigators check compliance with the rooming house minimum standards and registration and licensing requirements. Investigators pay particular focus to safety issues such as having current gas and electrical safety certificates and compliant door and window locks. In addition, CAV investigators investigate breaches of consumer law and other legislative requirements in support of each industry program’.
- In the section ‘Rooming Houses Standards, Regulations and Compliance’ the following sentence has been updated with the most recent data figures ‘The CAV have advised that in 2017/2018 there were 1,256 rooming houses registered in Victoria and CAV officers conducted 738 rooming house inspections’.
- In the section ‘Major Issues in Rooming House Operations’ the *Residential Tenancies (Rooming House Standards) Regulations 2012* definition of minimum standards has been included to provide clarity on the multiple definitions of minimum standards used by government bodies.
- In the section ‘Major Issues in Rooming House Operation’ the following paragraph has been removed ‘The minimum standards are not simply related to the physical standard of rooming houses. Operators of rooming houses are not required to show any understanding of the relevant legislation or the best practice guidelines for operating a rooming house. A Rooming House license is very easy to obtain the annual registration fees are extremely low (\$140) and the assessment of a ‘fit and proper person’ does not require that they demonstrate any knowledge or aptitude to operate the business’.

Consumer Affairs Victoria has advised that under the provisions of the *Rooming House Operators Act 2016* a licence disqualification criteria is already established to determine what is a ‘fit and proper person’.

Business Licensing Authority will refuse a licence when a rooming house operator or manager:

- have, within the last 10 years, been convicted or found guilty by a court of certain serious criminal offences that could have attracted three or more months’ jail, including sexual offences and offences involving violence or dishonesty
- are bankrupt, insolvent or lack legal capacity, or
- have, within the last five years, been convicted or found guilty by a court of certain other offences, or have been declared by a court to have contravened certain other legal obligations, particularly in relation to rooming houses, or

- were within the last five years, an officer of a body corporate at the time it was convicted or found guilty by a court of certain other offences, or was declared by a court to have contravened certain other legal obligations, particularly in relation to rooming houses.
- In the section 'Major Issues in Rooming House Operations' the following action item has been removed 'Advocate for Business Licensing Victoria to develop a more rigorous assessment process to determine a "fit and proper" person to operate a rooming house'. Note the comments above as to the reason for removing this action. This change has also been reflected in the Action Plan.
- In the section 'Major Issues in Rooming House Operations' the following action 'Advocate for minimum safety and security standards in rooming houses, including the provision of contact details of rooming house managers/operators in case of emergencies for residents and neighbours, secure locks on doors, visitor control and ensuring mail deliveries are secure' has been amended to remove the provisions of contact details of rooming house managers/operators in case of emergencies for residents and neighbours. This change has also been reflected in the Action Plan.

Consumer Affairs Victoria has advised that:

- under the provisions of the *Residential Tenancies Act 1997* a requirement already exists for the rooming house owner to provide the resident with their full name, address and an emergency telephone number. In addition, under the provisions of the *Privacy and Data Protection Act 2014* Council authorised officers are prohibited from disclosing the contact details of rooming house managers/operators to rooming house residents and neighbours, if those contact details contain personal information.

Additionally amendments to the *Strategy* include:

- In the section 'Executive Summary' the current number of rooming houses in Glen Eira was updated from 52 to 49 to reflect the latest data figures.
- In the section 'Background, 3.1 Housing Affordability in Glen Eira' Figure 2 Council's approach to affordable housing, which incorporates social housing, private market housing and homelessness, is added to the strategy (Attachment 3).
- In the section 'Rooming Houses in Glen Eira' data figures were updated to reflect the latest information.
- In the section 'Major Issues in Rooming House Operations' the third dot point in the first action 'the requirement to receive mail in a confidential manner' has been removed as this is already covered in existing legislation. Under the provisions of the *Criminal Code Act 1995* along with the *Telecommunications and Postal Services Act 1989* cover a variety of postal offences that can result in criminal penalties. Offences include: stealing mail from postal services, tampering with a post box, dishonesty receiving stolen mail. Australia Post provides a variety of options to receiving mail at alternative locations in addition to residential addresses. This change has also been reflected in the Action Plan.
- In the section 'Major Issues in Rooming House Operations' the following action items has been removed as it is duplicate elsewhere in the strategy: 'Review the current conditions contained on Planning Permits and investigate the feasibility to have

standard conditions listed on permits to limit the negative impacts on surrounding properties and residents'. This action is still contained in the Action Plan.

- In the section 'Major Issues in Rooming House Operations', the following action 'Advocate for minimum safety and security standards in rooming houses, including the provision of contact details of rooming house managers/operators in case of emergencies for residents and neighbours, secure locks on doors, visitor control and ensuring mail deliveries are secure' has been amended to remove the provisions of contact details of rooming house managers/operators in case of emergencies for residents and neighbours (as outlined in the CAV submission amendments). Also, 'ensuring mail deliveries are secure' has been removed as this is already covered in existing legislation. Under the provisions of the *Criminal Code Act 1995* and the *Telecommunications and Postal Services Act 1989* a variety of postal offences can result in criminal penalties. Offences include: stealing mail from postal services, tampering with a post box, dishonesty receiving stolen mail. Australia Post provides a variety of options to receiving mail at alternative locations in addition to residential addresses. In addition, 'secure locks on doors' has been updated to 'secure key locks on all doors'. This change has also been reflected in the Action Plan.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The implementation of the Glen Eira Rooming House Strategy will occur within the existing and operating budgets.

POLICY AND LEGISLATIVE IMPLICATIONS

Legislation relating to rooming houses includes *Residential Tenancies Act 1997*, *Rooming House Operators Act 2016*, *Planning and Environment Act 1987*, *Public Health and Wellbeing Act 2008* and the *Building Act 1993*.

COMMUNICATION AND ENGAGEMENT

Council, at its 18 December 2018 meeting, endorsed the release of the draft Glen Eira Rooming House Strategy for public exhibition.

Copies of the draft Glen Eira Rooming House Strategy were made available to the public and comment sought between 11 February to 10 March 2019. Copies were distributed:

- on Council's web page;
- online at www.haveyoursaygleneira.com.au Have Your Say discussion forum;
- to rooming house operators; and
- to key rooming house stakeholders.

Council reached out to engage the community through:

- Have Your Say online;
- Council Facebook post; and
- Glen Eira News article.

Community engagement on the draft Glen Eira Rooming House Strategy received 23 online forum submissions, 9 email submissions and 4 likes and 3 comments on Council's Facebook post.

Feedback was also sought from relevant authorities and State Government agencies.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme Three: Safe, Healthy and Inclusive

A strong and safe community that connects people and enhances health and wellbeing.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

The *Glen Eira Rooming House Strategy* identifies the key role Council can play in advocating to the State Government for improved standards in rooming houses and the simplifying of complex legislation. Through the establishment of a Glen Eira Rooming House Working Group, Council and key stakeholders will work collaboratively to develop a coordinated response to issues faced by rooming house operators, rooming house residents and the Glen Eira community, to improve communication across agencies and to monitor and review *Glen Eira's Rooming House Strategy* and Action Plan.



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ROOMING HOUSE STRATEGY 2019



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1 Definitions - What is a Rooming House?

A rooming house is defined in the *Public Health and Wellbeing Regulations 2009* as “A building in which there is one or more rooms available for occupancy on payment of rent in which the total number of people who may occupy that room or those rooms is not less than 4 (Reg 4, PHWB Regulations 2009).

A rooming house resident is a person who rents a room in a rooming house as their only or main residence and shares common facilities such as bathrooms, kitchens and laundries with other residents.

Similarly, under the provisions of the *Residential Tenancies Act 1997*, a rooming house is ‘a building in which there is one or more rooms available for occupancy on payment of rent in which the total number of people who may occupy those rooms is not less than four.

The Minister for Housing can also declare a property as a rooming house.

People living in rooming houses are counted as homeless by the Australian Bureau of Statistics (ABS).

2 Executive Summary

Rooming houses offer accommodation for many low income and disadvantaged members of the community, particularly for those who cannot access, afford or sustain a tenancy in the private rental market.

The number of rooming houses operating in Glen Eira has almost doubled in the past five years. Currently there are 49 rooming houses registered with Council that accommodate approximately 500 vulnerable residents. The demand for local rooming house accommodation continues to increase due to a range of influences including; a shortage of affordable housing, a shortage of emergency accommodation, an increasing cost of rental accommodation and Glen Eira's proximity to public transport and major entertainment precincts.

This strategy addresses four major issues associated with rooming houses.

1. Multiplicity of Agencies, Legislation and Regulations involved in Rooming Houses.

Council's role in relation to rooming houses is to regulate and enforce planning, building and health requirements outlined in State Government legislation. Consumer Affairs Victoria monitors compliance with the rooming house minimum standards, with tenancy laws and with the rooming house operator licensing scheme. Victoria Police play a role in addressing any criminal behaviour issues that may arise at local rooming house premises. It is difficult for residents and members of the public to understand which agency can deal with their concerns. This multiplicity of agencies makes it confusing for rooming house operators, residents and the broader community to understand the legislation and regulations.

2. Insufficient minimum standards.

The current minimum standards for rooming houses are insufficient and should be raised to protect and improve the health and wellbeing of rooming house residents and to allow residents to live in dignified and respectful circumstances.

3. Safety and Security of Rooming Houses.

Many rooming house residents express concerns about their safety. The vulnerability of many rooming house residents means they can be easily exploited and intimidated as they generally do not have any alternative housing options. There are increasing concerns from neighbours, the community and authorised officers regarding the safety of rooming houses.

4. Greater Need for Social and Affordable Housing.

All those consulted in relation to this strategy noted that the issue of rooming houses needs to be seen in the broader context of social and affordable housing and homelessness. While social and affordable housing is beyond the scope of this strategy, Council is developing a social and affordable housing strategy and actively considering ways to increase the level of social and affordable housing within the municipality. While Rooming Houses are not considered Social Housing (the ABS defines rooming house residents as homeless) ultimately an increase in the supply of social housing is required to provide those who may use rooming houses with safe and affordable housing.

The Action Plan contained in the Rooming House Strategy addresses the key issues raised above and outlines a number of actions for Council to undertake.

3 Background

3.1 Housing Affordability in Glen Eira

In recent years, there has been a decline in housing affordability in Glen Eira, adding further pressure on people to find alternative forms of accommodation, particularly those with low or single incomes.

In 2006, the median house price was only 5.3 times the median income. In 2016, the median house price in Glen Eira was 11.8 times the median house income¹. Median weekly rental rates in Glen Eira have increased from \$190 in 2000 to \$420 in 2016, an increase of 121 per cent.

Figure 1 shows the house to price income ratio across Melbourne Local Governments.

Figure 1: LGA price of housing to income ratio in 2016.

House price to income ratio in Melbourne LGAs					
LGA	1996	2001	2006	2011	2016
Stonnington	6.8	9.6	12.0	14.1	15.9
Melbourne	4.6	7.0	9.3	10.3	14.7
Boroondara	5.6	8.3	10.0	12.8	14.2
Port Phillip	7.5	9.9	11.0	11.4	13.3
Glen Eira	5.3	8.0	10.0	11.5	11.8
Bayside	6.0	9.2	10.9	12.4	11.6
Monash	3.6	5.6	7.5	9.9	11.3
Manningham	3.9	5.9	7.7	9.7	11.1

The Victorian Department of Health and Human Services produces a regular rental report², the latest data for the quarter to March 2018, shows that in Glen Eira:

- there were 570 one-bedroom rentals available; and
- the median weekly rent for a one-bedroom flat is \$300³.

The Rental Report also calculates 'affordable lettings', rental properties that are accessible (do not consume more than 30% of gross income) to those receiving a low income (Newstart).

As at early September 2018⁴, the Newstart Allowance is currently set at a maximum **fortnightly** payment of \$545.80 for singles. As at March 2018⁵, information provided by the Australian Department of Social Services shows there to be **1,847 recipients of Newstart in Glen Eira**.

The Rental Report finds that in the quarter to March 2018, there were just **3** one-bedroom flats affordable to a person receiving Newstart (0.5% of total one-bedroom flats)⁶.

The lack of affordable rental properties in the municipality that are available to those residents on Newstart allowance is pushing many low-income households out of the private rental market and into other forms of accommodation. Over the past five years, Glen Eira has grown by 9,860⁷ residents and 3,552⁸ new dwellings. It is projected that the Glen Eira population will grow from 148,385 in 2016 to 170,412 by 2031 – an increase of 14.8 percent⁹.

¹ <http://www.greaterdandenong.com/document/27592/statistics-housing-costs-1996-2011>

² <https://dhhs.vic.gov.au/publications/rental-report>

³ <https://dhhs.vic.gov.au/sites/default/files/documents/201805/Quarterly%20median%20rents%20by%20local%20government%20area%20-%20March%20quarter%202018.xlsx>

⁴ <https://www.humanservices.gov.au/individuals/services/centrelink/newstart-allowance/how-much-you-can-get>

⁵ <https://data.gov.au/dataset/dss-payment-demographic-data/resource/c9bcd6ed-b6bd-423b-abc5-86b54bd7a591>

⁶ <https://dhhs.vic.gov.au/sites/default/files/documents/201805/Affordable%20lettings%20by%20local%20government%20area%20-%20March%20quarter%202018.xlsx>

⁷ As counted in the Census Place of Usual Residence dataset

⁸ <https://profile.id.com.au/glen-eira/dwellings?EndYear=2006&DataType=EN>

⁹ Department of Environment, Land, Water and Planning, State Government of Victoria 2016, Victoria in the Future 2016, <https://www.planning.vic.gov.au/land-use-and-population-research/victoria-in-future-2016/victoria-in-future-data-tables>

The diverse range of accommodation types is illustrated below.



3.2 Social Housing and Homelessness in Glen Eira

Social housing includes both public housing provided by the Office of Housing and housing provided by the not-for-profit community housing sector. Glen Eira has one of the lowest percentages of social housing as a percentage total of dwellings across surrounding Councils with 1.3 per cent, compared to 3.4 per cent for the Southern Metropolitan Region and 3.9 per cent for Victoria (refer to Figure 3). This figure ranks Glen Eira as number 70 of 79 Local Government authorities in Victoria.

Figure 3: Social Housing as a percentage of total housing stock.

	Social housing as a percentage of total dwellings
Bayside	3.5%
Glen Eira	1.3%
Kingston	2.4%
Port Phillip	7.5%
Stonnington	3.9%
Southern Metropolitan Region	3.4%
Victoria	3.9%

The Australian Bureau of Statistics (ABS) defines homelessness broadly, including within the concept those persons who do not have suitable accommodation alternatives and whose living arrangement:

- is a dwelling that is inadequate,
- has no tenure or whose tenure is short and not extendable; or
- does not allow them to have control of and access to space for social relations¹⁰

The ABS classifies those who live in rooming houses as homeless; this is because the accommodation is inadequate, short tenure and does not allow residents to have control of and access to space for social activities.

Following the 2016 Census, the ABS identified a total of 497 homeless people in Glen Eira, equating to 2.4% of the total number of homeless persons across the 31 Greater Melbourne local government areas¹⁰. The number of homeless persons in Glen Eira has increased from 382 in 2011, an increase of 40% in five years.

Pressures in the housing system push many low-income households out of the private rental housing market and into other forms of accommodation such as rooming houses. As a result, the number of rooming houses in Glen Eira has more than doubled since 2013.

Without an adequate housing mix in the City, residents including families with low incomes, students and vulnerable people may not have sufficient income to cover vital needs such as food, utilities or health related expenses. It is important that an adequate supply of appropriate social and affordable housing is provided to meet the future wellbeing and health needs of local residents.

¹⁰ <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/4922.0Main+Features12012?OpenDocument>

¹¹ <http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/2049.02016?OpenDocument>

4 Rooming Houses in Glen Eira

The number of rooming houses operating in Glen Eira has almost doubled in the past five years. Currently there are 49 rooming houses registered with Council that accommodate approximately 500 residents.

Of these 49 registered rooming houses, fifteen rooming houses are registered in Caulfield North, eight in Caulfield South, three in St Kilda East, five in Caulfield, five in Caulfield East, four in Carnegie, three in Bentleigh, two in Ormond, two in Glen Huntly, one in Murrumbeena and one in Elsternwick.

Forty eight rooming houses in Glen Eira operate based on a for-profit business model and only one operates as a not-for-profit. The majority of rooming houses in Glen Eira are not purpose built and have been established by converting suburban houses to accommodate larger numbers of people.

A number of rooming houses in the northern area of the municipality target backpackers for cheap accommodation. Glen Eira location is very popular with overseas travellers due to the close proximity to major entertainment precincts located in St Kilda and Prahran.

Rooming house operators determine occupant accommodation costs and on average a single occupant is charged approximately \$170-\$250 per week which is not affordable for people on Centrelink incomes or low income work.

Rooming houses offer accommodation for many low income and disadvantaged members of the community, particularly for those who have experienced homelessness or who cannot sustain a tenancy in the private rental market, including people exiting prison, hospitals and other institutions. Rooming houses are used as short term emergency accommodation which often becomes long term due to a lack of other low income housing options.

The ABS classifies those who live in rooming houses as homeless; this is because the accommodation is inadequate, short tenure and does not allow residents to have control of and access to space for social activities.

The resident profile of rooming house residents indicates high levels of vulnerability with a strong reliance on health, welfare and community services. Residents have few alternative accommodation options and are often reluctant to pursue their tenancy rights.

5 Rooming House Standards, Regulation and Compliance

The regulations, standards and guidelines relating to the operation of rooming houses are very complex. The responsibility for the enforcement of rooming house standards also falls to a number of different agencies.

The complex nature of the rooming regulatory framework makes it difficult for rooming house operators to gain a sound understanding of the requirements to run an effective and safe rooming house. It is also very difficult for rooming house residents and members of the public to understand which agency can deal with their concerns.

CONSUMER AFFAIRS VICTORIA

Rooming house operators must comply with minimum standards set out in the *Residential Tenancies Act 1997* and *Residential Tenancies (Rooming House Standards) Regulations 2012*. These standards relate to privacy, security, safety and amenity in rooming houses. The minimum standards apply to a rooming house and its rooms, irrespective of whether the resident is on a rooming house agreement or individual tenancy agreement.

In September 2018, the Victorian Parliament passed the *Residential Tenancies Amendment (Long-term Tenancy Agreements) Act 2018* which will introduce a suite of reforms to the residential tenancies laws including reforms specific to rooming houses. Implementation of these new reforms came into effect on 1 February 2019 and are required to be implemented by 1 July 2020.

Consumer Affairs Victoria (CAV) administers laws about all residential tenancies in Victoria, including rooming houses. They give information and advice about disputes between owners and residents including rental bonds, rent increases, rights and obligations of residents and operators, notice periods and goods left behind.

CAV also administers the rooming house operators licensing scheme, established under the *Rooming House Operators Act 2016*, which require all rooming houses operators to be licensed. Licenses are issued by the Business Licensing Authority within the Department of Justice and Community Safety.

CAV also hosts a public register of licensed Rooming House operators across Victoria which is accessible through the CAV website. This registry allows people to search for registered rooming houses by address or business that operates the property. This register allows the community to check to see if a rooming house is listed and enable them to contact Council if they suspect an illegal rooming house has opened in their area. Agencies such as Peninsula Community Legal Centre, Tenants Victoria and Star Health have a significant reliance on the loading and maintenance of registrations to identify registered rooming houses in each LGA for purposes of resident outreach services.

CAV investigators check compliance with the Rooming House Minimum Standards and registration and licensing requirements. Investigators pay particular focus to safety issues such as having current gas and electrical safety certificates and compliant door and window locks. In addition, CAV investigators investigate breaches of consumer law and other legislative requirements in support of each industry program.

The CAV can fine or pursue a rooming house operator through court action in relation to breaches of the minimum standards and licensing laws. The CAV can also investigate lodgement of tenancy bonds, unfair eviction and other tenancy matters outlined in the *Residential Tenancies Act 1997*.

The CAV have advised that in 2017/2018 there were 1,256 rooming houses registered in Victoria and CAV officers conducted 738 rooming house inspections.

	Number of Registered Rooming Houses in Victoria	Number of CAV rooming house inspections across Victoria
FY2014	1,127	1,377
FY2015	1,129	679
FY2016	1,157	1,252
FY2017/2018	1,256	738

COUNCIL

Local Government is primarily responsible for enforcing the public health, building and town planning legislative requirements for rooming houses under various Acts of Parliament.

Between 2014 and 2017 Council has received 336 of complaints from members of the community or rooming house residents regarding rooming house standards. Primarily these complaints relate to rooming houses operating unregistered, rubbish and late night noise complaints.

Year	Operating Unregistered	Rubbish	Noise	Other	TOTAL
2014	39	10	7	12	68
2015	33	21	13	22	89
2016	44	17	10	21	92
2017	42	16	9	20	87

Council's health and building officers have conducted 862 compliance visits of rooming houses over the past five years. In that time Council has issued 83 orders to rooming houses and has taken legal action against six operators.

- **Planning**

Under the Planning and Environment Act 1987 and through the implementation of the Glen Eira Planning Scheme, a planning permit may be required for a rooming house. Previously a rooming house was broadly captured under the planning definition of "shared housing" if it has more than 10 habitable rooms.

However, recent changes to planning provisions across Victoria have led to a specific provision for rooming houses, whose purpose is: *To facilitate the establishment of domestic-scale rooming houses.*

The State-wide planning provision changes include a new land use term for rooming houses together with a permit exemption for use and development of land for a rooming house where specified requirements are met. The exemptions include a threshold of 9 bedrooms, 12 persons, and a total floor area of 300 square metres. A rooming house which exceeds these thresholds or does not meet the requirements set out below will need a planning permit.

- Bedrooms can only be accessed from within the building.
- If the development is in the General Residential Zone or Neighbourhood Residential Zone, a garden area is provided in accordance with the minimum garden area requirement specified in the zone.
- Shared entry facilities and common areas, including a kitchen and living area, are provided.

Council's Urban Planning Officers have the power to require properties to have a valid planning permit before the commencement of any building works. Urban Planning issue permits to ensure the use of the building complies with Council requirements and meets all relevant conditions imposed. Urban Planning also has the authority to require that any breaches of the planning permit or associated conditions are rectified by the owners.

- **Public Health**

Under the provisions of the *Public Health and Wellbeing Act 2008*, a rooming house must be registered with Council where there are four or more occupants. Council become aware of illegal rooming houses through monitoring the local area, complaints from neighbours, specialist homelessness services or by the CAV.

Rooming houses can often be confused with share house accommodation by local residents. Rooming houses can be distinguished from a share house by the leasing arrangement of the rented premises. Residents of a share house have exclusive possession of the rented premises and do not require registration. Whereas, residents of a rooming house only have exclusive possession to their room with shared access to communal facilities, such as kitchens, bathrooms, laundries and living areas.

The *Public Health and Wellbeing Regulations 2009* outline the requirements that rooming houses must meet including bedroom size, toilet and bathing facilities, maintenance, cleanliness, water supply, discharge of sewerage and refuse receptacles and disposal. These regulations are exclusively designed to protect the health and wellbeing of the occupants.

The *Public Health and Wellbeing Regulations 2009* state that the number of people that can be accommodated in a rooming house is determined by the floor area of the rooms where people are sleeping and also takes into consideration the number of toilets and bathing facilities. The number of people accommodated also varies depending on the length of stay. Under these regulations each bedroom must have a minimum floor space of 7.5 square metres to prevent overcrowding.

Council Environmental Health Officers monitor registered rooming houses by an annual inspection and enforce these regulations to prevent overcrowding, ensure a reasonable standard of hygiene and sanitation and to minimise the risk of communicable diseases.

Local Councils are the only authority who are able to deregister a rooming house. In instances where operators fail to rectify issues within the required time frames Council has the authority to issue penalty infringement notices and initiate legal proceedings.

- **Building**

The *Building Act 1993*, *Building Interim Regulations 2018* and *National Construction Code* have provisions that apply to rooming houses. This legislation contains technical provisions for the design and construction of rooming houses.

These Acts and codes also include requirements for fire safety including smoke alarms and sprinklers, building structure, access and egress, services and equipment and amenity. These requirements are designed to protect the residents of the rooming houses in the event of an emergency. The Metropolitan Fire Brigade is also able to conduct assessments of building fire safety.

In the case of a serious breach where it is determined that there is danger to life or property, Council may issue an Emergency Order for evacuation of the premises (either immediately or within 24-48 hours dependent on the nature of the breach). Legal proceedings may also be instigated against the owner.

Rooming houses with a floor area of no more than 300 square meters, and no more than 12 residents are classified as a Class 1b building as per the *National Construction Code*. When an owner/occupier changes the use of a dwelling from a Class 1a (a single dwelling) to Class 1b (rooming house), they must obtain a building permit for the new use and ensure that essential safety measures are installed and maintained.

- **Council Officers and compliance**

The table below summarises of the role of each Council officer in relation to registering a rooming house and enforcing compliance.

Building Inspector	Environmental Health Officer	Planning Officers
General state of repair Fire Hazards Display of fire safety measures Fire prevention systems Emergency lighting Noise complaints Any other risk to life, safety or health	Registration of rooming house – four or more people rent rooms with shared communal facilities. Register of residents Number of bathrooms General hygiene Room size Rubbish collection Pest control Supply of hot and cold water Overcrowding issues	Planning permits for new rooming houses – 10 or more bedrooms) * Enforcement of any planning conditions placed against the property as part of the approved planning permit.
Building Interim Regulations 2018 Council Local Laws	Public Health and Wellbeing Act 2008 Public Health and Wellbeing Regulations 2009	Glen Eira Planning Scheme and the Planning and Environment Act 1987.

**Clause 52.23 of the Glen Eira Planning Scheme sets out permit exemptions.*

Prospective rooming house operators or developers are advised to speak to Council about their proposal. This is important given the complex interplay of Building, Health and Planning legislation.

VICTORIA POLICE

Rooming houses are often associated with anti-social behaviour, excessive noise, the consumption of alcohol and drug use which can affect neighbouring residents and the wider community. The Victoria Police are primarily responsible for the immediate response to these matters and ensuring community safety. The profile of people living in rooming houses indicates a higher level of vulnerability including residents with alcohol and drug related issues, mental health issues and criminal records.

6 Major Issues in Rooming House Operation

Council has identified a number of key issues in relation to Rooming Houses and has set out recommended actions it will take to address these issues. These key issues will be addressed in the four priority areas listed in the Rooming House Strategy Action Plan (page 14).

Multiplicity of legislation, regulation and agencies involved

It is not surprising that the multiplicity of legislative and regulatory frameworks as outlined above has led to widespread confusion around the roles and responsibilities of various agencies regarding the regulation of rooming houses. For example, Local Council is responsible for registering dwellings as a rooming house. Consumer Affairs Victoria is responsible for regulating the relationship between the operator and residents, enforcing minimum standards for rooming houses and licensing. The Department of Health and Human Services is responsible for managing welfare of residents in the case of a rooming house closure and imminent homelessness. Victoria Police deal with many of the crime and antisocial related issues often associated with rooming houses.

The issues in terms of calls to police by members of the public may be as a result of a lack of a proactive, responsible property and people management approach by the manager/head tenant.

There is also lack of timely, accurate and easy to understand information (material aid, health and government services) for residents who occupy rooming houses.

The definitions of a rooming house and how it operates differs across legislation. For example, the definition of a rooming house in the *Public Health and Wellbeing Act 2008* has been aligned to the definition in the *Residential Tenancies Act 1997*, and only until recently, there was no definition for a rooming house or any guidance on its design, location and size in the Planning and Environment Act 1987 or the Victoria Planning Provisions.

Important inconsistencies exist in the legislation for example Building Inspectors have limited powers of entry to inspect a rooming house, and must only enter the property during reasonable daylight hours with the consent of the owner/operator or with a search warrant. This makes it difficult for building inspectors to undertake their role in a timely manner. However, Environmental Health Officers do have the right of entry under the *Public Health and Wellbeing Act 2008*. Furthermore when a rooming house meets the threshold for a planning permit Council is able to impose conditions on the operation of the rooming house. However, with smaller rooming houses Council has no legislative method to impose conditions since they are exempt from requiring planning permission under certain circumstances.

Actions	
Advocacy	Advocate for the establishment of an agency with legislative mandate to enforce a single set of standards for rooming houses in Victoria.
	Advocate to increase the powers of entry of Authorised Officers so that the condition of the property can be inspected and conditions reviewed.
Council Action	Council to implement an operational procedure to ensure residents have a single point of contact so that Council can, with regard to their own legislative responsibilities, regulate rooming houses in a coordinated and consistent way.
	Review the current conditions contained on Planning Permits and investigate the feasibility to have standard conditions listed on permits to limit the negative impacts on surrounding properties and residents.
	Educate rooming house operators on their roles and responsibilities and promote the 'Running A Better Rooming House: A Best Practice Handbook for Operators' (RAAV, 2011) to rooming house operators.
	Improve communication to assist the community to understand roles and responsibilities of the various agencies involved in the regulation of rooming houses.
	Establish a Glen Eira Rooming House Working Group consisting of Council's planning, building and health Departments, Consumer Affairs Victoria, Department of Health and Human Services, local agencies that support rooming house residents, local agencies that support rooming house operators and local rooming house operators.
	Hold an annual forum for rooming house operators for Council to explain their role and responsibilities and outline the best practice requirements for operators.

Current minimum standards are too low

Minimum standards for rooming houses are outlined in a number of pieces of legislation and regulations. For example *Residential Tenancies (Rooming House Standards) Regulations 2012* minimum standards relate to privacy, security, safety and amenity in rooming houses.

Whereas the *Public Health and Wellbeing Regulations 2009* outline the requirements that rooming houses must meet including bedroom size, toilet and bathing facilities, maintenance, cleanliness, water supply, discharge of sewerage and refuse receptacles and disposal. These regulations are exclusively designed to protect the health and wellbeing of the occupants. However, the current standards do not require operators to provide common living areas and only one toilet and one bathroom is required for every 10 residents. Rooming house outreach workers advise that sharing of toilet, bathroom and kitchen facilities can be a major source of conflict for rooming house residents.

The current minimum standards create a number of issues, the lack of provision for common living areas results in residents congregating in front and rear yards of properties where they sometimes engage in antisocial behaviour. Furthermore, there are no minimum standards for security and outdoor space.

The conversion of existing dwellings to rooming houses has resulted in many of these properties having inadequate shared communal facilities, rather than more modern standards such as self-contained accommodation rooms or units.

Actions	
Advocacy	<p>Advocate to increase the current minimum standards for rooming houses to better protect and improve the health and wellbeing of rooming house residents. Including:</p> <ul style="list-style-type: none"> • A minimum of one toilet for every five residents. • A requirement to provide an indoor social space.
Council Action	<p>Review the Council's Annual registration fee for rooming houses to ensure that it is reflective of the ongoing inspections, complaint investigations and enforcement activity that these premises require.</p> <p>Investigate the introduction of incentives for rooming house operators to provide higher quality rooming houses. This may include how the fee structures of registration can be used to encourage registration and compliance, which should be done sensitively to ensure that this does not negatively impact on residents.</p>

Safety and Security

Many rooming house residents express concerns about their safety and report that the level of privacy and safety is inadequate. The vulnerability of many rooming house residents means that they can be easily exploited and intimidated as they generally do not have any alternative housing options. There is reported exploitation from some rooming house operators in relation to emergency funding provided to residents.

There are increasing concerns from neighbours, the community and staff who are required to enter rooming houses regarding their safety. The community is concerned about antisocial behaviour, drug use and criminal activities occurring within rooming houses.

Operators are not required to take into consideration the mix of residents who reside in a rooming house and there are no standards in this area. There are also no standards for medical waste and safe disposal of syringes.

There are real safety concerns for Authorised Officers and Social, Legal and Health workers when visiting Rooming Houses. On occasions this level of safety means that residents do not receive the services to which they are entitled as support workers are reluctant to enter properties for legitimate safety reasons.

Actions	
Advocacy	Advocate for minimum safety and security standards in rooming houses, including the provision of secure key locks on all doors and visitor control
	Advocate for standards and controls for medical waste disposal facilities that are available in rooming houses for residents to use safely and minimise harm to other residents.
	Advocate for increased safe access provisions for authorised officers and support workers to ensure that rooming houses are inspected appropriately and that the residents receive access to required social, legal and health support.
	Advocate for a review of the existing emergency funding requirements and the introduction of tighter controls to reduce the exploitation of residents and funding by rooming house operators.
Council Action	Review Council's operational procedures to ensure that officer safety is considered when attending rooming houses.
	Publish a fact sheet for residents, neighbours and rooming house operators that provides an overview of regulations, best practice and how to deal with neighbourhood concerns.
	Review and update Council's publications to include best practice recommendations regarding safety and security.

Greater need for Social and Affordable Housing.

Rooming houses are often considered to be social housing as they house vulnerable members of our community. However, they meet neither the ABS definition of social housing nor definitions of social housing from the *Planning and Environment Act 1987*. Rooming House rentals are not based on income and are generally well in excess of 30% of resident's income. For example the Newstart allowance is approximately \$270 per week and rental for Rooming Houses in Glen Eira are in the range of \$170 to \$250 per week. Furthermore residents seldom have secure tenure, nor do they have control of or access to space for social relations.

Rooming Houses are not an appropriate form of accommodation for many vulnerable groups in our community, including families with young children, women escaping domestic violence, people with chronic health or mental health issues and the elderly. These groups need secure social or affordable housing and as outlined in the introduction to this strategy Glen Eira has one of the lowest levels of affordable housing of any municipality (rated 70th out of 79).

Actions	
Advocacy	Continue to advocate to State and Federal Governments to increase the supply and funding for social and affordable housing in our community.
Council Action	Develop a Social and Affordable Housing Strategy which develops initiatives for more appropriate models of social and affordable housing within Glen Eira to support vulnerable members of the community.

7 Implementation, Monitoring and Review

The implementation of the objectives and policy directions of this Rooming House Strategy will be overseen through the establishment of a Glen Eira Rooming House Working Group.

This group will consist of representatives from Council's Planning, Building and Health Departments, Consumer Affairs Victoria, Department of Health and Human Services, local agencies that support rooming house residents, local agencies that support rooming house operators and local rooming house operators.

The Rooming House Strategy will need to be monitored and reviewed over time to ensure that it keeps pace with the issues, concerns, challenges and opportunities for rooming houses within the City of Glen Eira.

The action plan below contains the key priorities for Council that will be implemented by the working group. Short, Medium and long term timelines have been set. Some of the work to be undertaken by the working group will be ongoing.

- Short term – to be achieved within 18 months of the Rooming House Strategy being finalised.
- Medium term – to be achieved within 18 months – 3 years of the Rooming House Strategy being finalised.
- Long term – to be achieved within 3 – 5 years of the Rooming House Strategy being finalised.
- Ongoing – where there is no identified time frame, or where multiple opportunities may arise to fulfil the action.

Monitoring and Review

The Rooming House Strategy will be formally reviewed every two years to ensure that the issues, concerns, challenges and opportunities identified within the strategy remain current and up to date.

Members of the Rooming House Working Group will also be used as an informal reference group to provide ongoing assistance and advice to Council on matters relating to rooming houses.

8 Rooming House Strategy – Action Plan

Key Issue	Actions	Timeframe
Multiplicity of legislation, regulation and agencies involved	Advocate for the establishment of an agency with legislative mandate to enforce a single set of standards for rooming houses in Victoria.	Medium term
	Advocate to increase the powers of entry of Authorised Officers so that the condition of the property can be inspected and conditions reviewed.	Medium term
	Council to implement an operational procedure to ensure residents have a single point of contact so that Council can, with regard to their own legislative responsibilities, regulate rooming houses in a coordinated and consistent way.	Short term
	Review the current conditions contained on Planning Permits and investigate the feasibility to have standard conditions listed on permits to limit the negative impacts on surrounding properties and residents.	Short term
	Educate rooming house operators on their roles and responsibilities and promote the 'Running A Better Rooming House: A Best Practice Handbook for Operators' (RAAV, 2011) to rooming house operators.	Short term
	Improve communication to assist the community to understand roles and responsibilities of the various agencies involved in the regulation of rooming houses.	Short term
	Establish a Glen Eira Rooming House Working Group consisting of Council's planning, building and health Departments, Consumer Affairs Victoria, Department of Health and Human Services, local agencies that support rooming house residents, local agencies that support rooming house operators and local rooming house operators.	Short term
	Hold an annual forum for rooming house operators for Council to explain their role and responsibilities and outline the best practice requirements for operators.	Short term
Current minimum standards are too low	Advocate to increase the current minimum standards for rooming houses to better protect and improve the health and wellbeing of rooming house residents. Including: <ul style="list-style-type: none"> A minimum of one toilet for every five residents. A requirement to provide an indoor social space. 	Medium term
	Review the Council's Annual registration fee for rooming houses to ensure that it is reflective of the ongoing inspections, complaint investigations and enforcement activity that these premises require.	Short term
	Investigate the introduction of incentives for rooming house operators to provide higher quality rooming houses. This may include how the fee structures of registration can be used to encourage registration and compliance, which should be done sensitively to ensure that this does not negatively impact on residents.	Long term

Key Issue	Actions	Timeframe
Safety and Security of residents, the Community, staff and health and agency workers	Advocate for minimum safety and security standards in rooming houses, including the provision of secure key locks on doors and visitor control.	Medium term
	Advocate for standards and controls for medical waste disposal facilities that are available in rooming houses for residents to use safely and minimise harm to other residents.	Medium term
	Advocate for increased safe access provisions for Authorised Officers and support workers to ensure that rooming houses are inspected appropriately and that the residents receive access to required social, legal and health support.	Medium term
	Advocate for a review of the existing emergency funding requirements and the introduction of tighter controls to reduce the exploitation of residents and funding by rooming house operators.	Long term
	Review Council's operational procedures to ensure that officer safety is considered when attending rooming houses.	Short term
	Publish a fact sheet for residents, neighbours and rooming house operators that provides an overview of regulations, best practice and how to deal with neighbourhood concerns.	Short term
	Review and update Council's publications to include best practice recommendations regarding safety and security.	Short term
Greater need for social and affordable housing	Continue to advocate to State and Federal Governments to increase the supply and funding for social and affordable housing in our community.	Long term
	Develop a Social and Affordable Housing Strategy which develops initiatives for more appropriate models of social and affordable housing within Glen Eira to support vulnerable members of the community.	Long term

APPENDIX A**9 Appendix A - Agencies and Resources that provide support for rooming house operators and residents*****Rooming Houses – A guide for residents and operators***

The *Rooming Houses – A guide for residents and operators (2018)* brochure was published by the Victorian Government and is available from the Consumer Affairs Victoria Website. The guide sets out the minimum standards for rooming houses in Victoria. Rooming House Operators must give a copy of this guide to every new resident.

This guide also explains what residents and operators must do to follow Victoria's rooming house laws.

The guide also contains useful information about rents, bonds, rights of access to rooms, repairs, maintenance and how to resolve disputes. The guide contains useful checklists for operators and residents. A summary of the information contained in this guide is contained in Appendix B.

Running a better rooming house practice handbook

The Registered Accommodation Association of Victoria Ltd (RAAV) is the peak body for rooming houses in Victoria. The RAAV provides a forum for privately owned and operated rooming houses in the registered accommodation sector and brings together owners and operators of registered accommodation to represent the views of the industry.

The RAAV has produced 'Running a better rooming house – A best practice handbook for operators (2014)'. The handbook provides a useful guide to improve the image of the rooming house, developing a business plan, how to select rooming house managers and residents, how to manage a rooming house and information about how to settle disputes. A summary of the recommendations for rooming house operators about how to run an effective rooming house is outlined in Appendix C.

Tenants Victoria

Tenants Victoria provides free legal advice and assistance for residents and can help negotiate with rooming house owners and government departments. The Tenants Union of Victoria does not assist with disputes between residents.

Dispute Settlement Centre of Victoria

The Dispute Settlement Centre of Victoria can help resolve a wide range of issues, without the parties involved having to report to legal action. The Dispute Settlement Centre of Victoria also has a free telephone service that will work with residents or rooming house operators to try to resolve a dispute.

Department of Health and Human Services

The Department of Health and Human Services provides public housing, bond assistance and other accommodation support for Victorians most in need.

The Victorian Civil and Administrative Appeals Tribunal

The Victorian Civil and Administrative Tribunal hear disputes between residents and owners. The list can make orders forcing the owner or tenant to do something, such as to make repairs or pay some money, or to stop doing something, such as causing a nuisance. The list can make orders about bonds or compensation.

Peninsula Community Legal Centre

Peninsula Community Legal Centre offers free legal services to people in the South East region. The Tenancy Assistance and Advocacy Program assist clients across a large catchment area. A rooming house outreach and support program is also offered for residents/tenants in the South East region.

APPENDIX B**10 Appendix B - Rooming Houses – A Guide for Residents and Operators Summary**

- Rooming house licensing and registration requirements.
- Definition of a rooming house and guidance about establishing a rooming house.
- The minimum standards in rooming houses – residents' rooms, bathrooms, kitchens, dining facilities, common areas, shared laundries, general rooming standards.
- Gas and electrical safety checks.
- Building and fire safety standards, lighting, health and hygiene standards.
- What should happen when a resident moves in including, providing the guide to each resident, written statements about house rules and resident rights and duties.
- Notices about rights to room use and costs of any extra services .
- Rent and charging bonds including administration of bonds through the Residential Tenancies Bond Authority and conditions relating to receipts for rent, rental amounts and rental assessments.
- Condition reports of rooms to be signed by operators and residents.
- Maintenance and repairs including urgent and non-urgent maintenance items and who is responsible for repairs.
- Entry rights of operators to tenant rooms respecting privacy and security of tenant's goods.
- What should happen when a tenant leaves a rooming house including issuing 'notices to vacate', repaying bonds, and how to deal with goods left behind.
- Information to assist with resolving disputes including using the Dispute Settlement Centre and the Victorian Civil and Administrative Tribunal.

APPENDIX C**11 Appendix C - Running a Better Rooming House Practice Handbook**

The publication suggests that rooming house operators:

- Consider employing a manager or lead tenant.
- Ban excessive noise, littering and loitering.
- Manage visitors by establishing visiting hours and providing a sign-in register.
- Include neighbours in the operation of a rooming house (e.g. provide a copy of house rules, contact number of operator/manager, show notices that may be issued to residents, explain laws).
- Identify complex issues of residents (e.g. alcohol usage, mental health issues, etc.) and prepare an action plan if problems arise or a case worker is required.
- Develop relationships with police, fire stations, ambulance, medical services and other services to identify procedures for emergency response.
- Manage and monitor common areas.
- Consider installing security cameras in common areas to monitor issues such as theft and unauthorised entry to the rooming house.
- Develop relationships with agencies that refer clients to rooming houses for accommodation.
- Interview prospective residents to get the right mix of people who have common interests and to screen residents to check whether they would be suited to rooming house living.
- Provide sufficient toilet and bathroom facilities for residents.
- Maintain a good external appearance of the rooming house.



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mail@gleneira.vic.gov.au

www.gleneira.vic.gov.au

National Relay Service

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrs.vic.gov.au>

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

Social media

What's on in Glen Eira:

www.facebook.com/GlenEiraCityCouncil

Glen Eira arts, gallery and events:

www.facebook.com/gleneiraarts

Glen Eira Libraries and Learning Centres:

www.facebook.com/GlenEiraLibraries

Glen Eira Maternal and Child Health:

www.facebook.com/GlenEiraMaternalandChildHealth

Glen Eira Sports and Aquatic Centre:

www.facebook.com/GESACOnline

www.twitter.com/GESACOnline

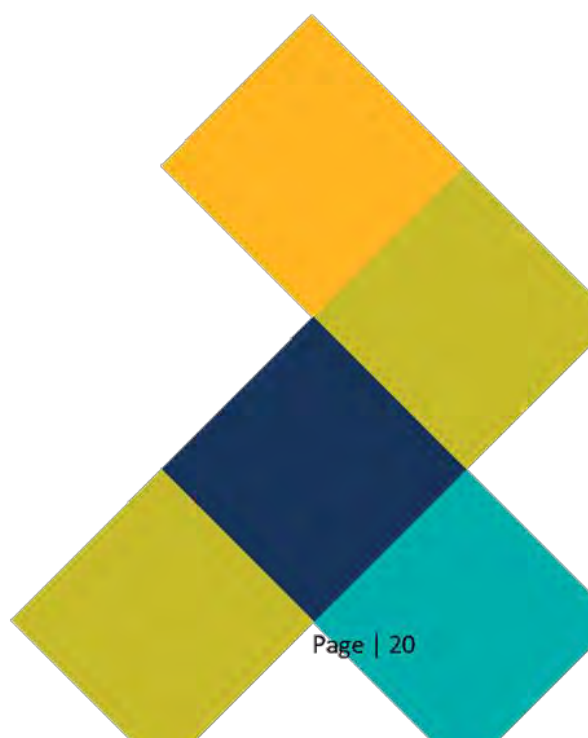
Glen Eira Youth Services:

www.facebook.com/GlenEiraYouthServices

www.instagram.com/gleneirayouthservices

Glen Eira sustainable living:

www.facebook.com/sustainablelivinggleneira



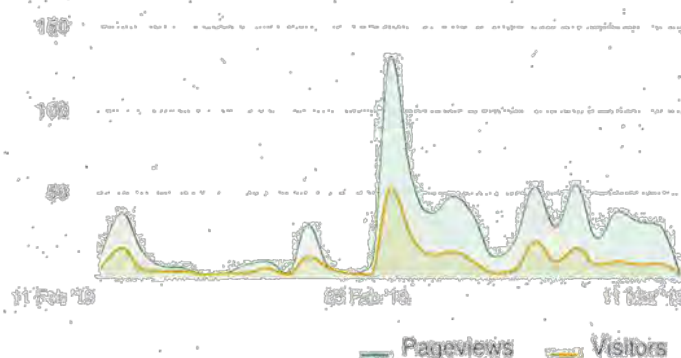
Project Report

10 February 2019 - 11 March 2019

Have your say Glen Eira Draft Glen Eira Rooming House Strategy

engagement **hq**
by Doing the Table

Visitors Summary



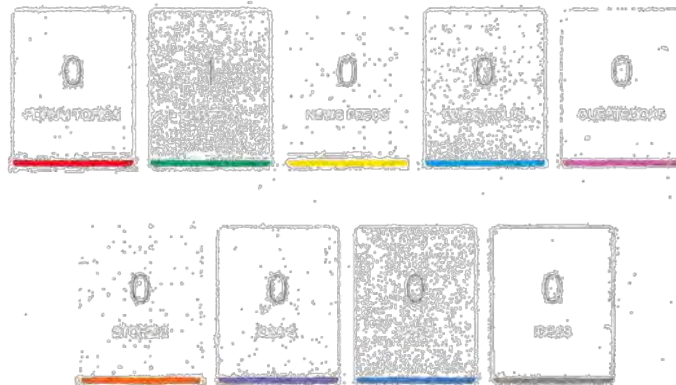
Highlights

TOTAL VISITS	312	MAX VISITORS PER DAY	53
NEW REGISTRATIONS	14		
ENGAGED VISITORS	23	INFORMED VISITORS	132
		AWARE VISITORS	233

Aware Participants		233	Engaged Participants		23
Aware Actions Performed		Participants	Engaged Actions Performed		RegisteredUnverifiedAnonymous
Visited a Project or Tool Page		233			
Informed Participants		132	Contributed to Forums		000
Informed Actions Performed		Participants	Participated in Surveys		2000
Viewed a video		0	Contributed to Newsletters		000
Viewed a photo		0	Participated in Quick Polls		000
Downloaded a document		100	Posted on Facebook		000
Visited the Key Dates page		2	Contributed to Stories		000
Visited an FAQ list Page		0	Asked Questions		000
Visited Instagram Page		0	Placed Pins on Maps		000
Visited Multiple Project Pages		111	Contributed to Maps		000
Contributed to a tool (engaged)		20			

Have your say Glen Eira : Summary Report for 12 February 2019 to 11 March 2019

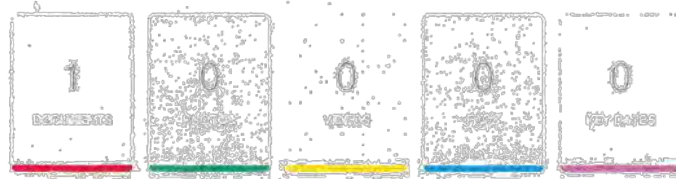
ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Draft Glen Eira Roofing House Strategy Survey	Published	120	23	25	0

Have your say Glen Eira : Summary Report for 16 February 2019 to 11 March 2019.

INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Views	Video Downloads
Document	2019 Draft Housing Needs Strategy	100	100
Replies	Key Date	2	2

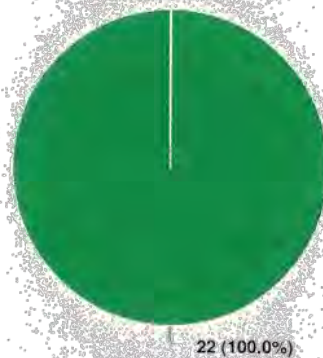
Have your say Glen Eira : Summary Report for 19 February 2019 to 11 March 2019

ENGAGEMENT TOOL: SURVEY TOOL

Draft Glen Eira Rooming House Strategy Survey

VISITORS	80	CONTRIBUTORS	23	CONTRIBUTIONS	23
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Have you read the Draft Glen Eira Rooming House Strategy?

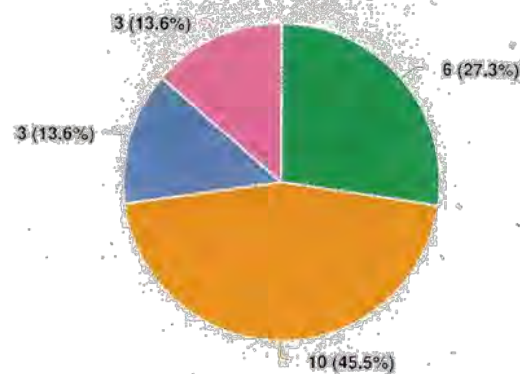


Question options

Yes

Optional question (22 responses, 1 skipped)

Do you agree or disagree with the draft Strategy?



Question options

Strongly agree

Agree

Neither agree nor disagree

Strongly disagree

Optional question (22 responses, 1 skipped)

Report generated at: 2019-03-12 14:12:13 by Sunita Varlamos

Project: Draft Glen Eira Rooming House Strategy

SurveyTool: Draft Glen Eira Rooming House Strategy Survey

Question: Do you have any further comments or thoughts on the draft Strategy?

No.	Contribution
1	More overt community consultation needs to happen with those neighbours already feeling the impact of boarding houses.
2	Really pleased to see this initiative. Council need to be careful with implementing this type of accomodation. Residents need to feel safe. Provide rooming houses away from schools. Urban renewal precincts are adequate.
3	Not to have a ghetto of social housing either. Before granting a permit to developers to develop a tower of apartments. There should be a mandatory requirement of affordable apartments on site. That way there is a mix of o apartments types.
4	There are many unregistered rooming houses; which also need attention. I've heard that some new multi storey developments must build and provide part of their development for low income
5	earners. Thia should be written into housing regulations, eg mandated 10% of new developments must be low income housing and/or rooming houses.
6	I'm extremely glad to see an initiative in this area to improve the living conditions for rooming house tenants. It is an important issue, because many of the occupants would otherwise be homeless.
7	Standards should be in place and reinforced. Would be better if people could be offered their own private accommodation be this in a small apartment, unit or flat where there was Government assistance and support.
8	Consider yourself living in ,around or next to what you are implementing then re consider. We need to make sure standards are higher however ensure operators expenses are not passed onto the residents
9	We also need to make sure that by lifting minimum standards we do not encourage non registered rooming houses to 'pop up' due to these operators not wanting to pay the expenses associated with raising the standards

I can only reinforce the Strategy's finding that:

The community is concerned about antisocial behaviour, drug use and criminal activities occurring within rooming houses. A woman with a young child was threatened with violence by a criminal living in a boarding house next to a school. We have observed ambulances regularly taking assaulted Rooming Houses residents to hospital.

We have been advised by young rooming house residents with mental health problems that criminals in a particular rooming house threaten and bully them. It is likely that such vulnerable young people are extorted or trained and recruited

- 10 into criminal activity in this environment. Council has a responsibility to ensure thorough monitoring and investigation of the owners and managers of Rooming Houses 'known to police', both by police and council inspectors.

Newly arrived international students are using Rooming Houses. Notwithstanding the limitations of current legislation, in the event that an international student suffers a life threatening or a serious criminal emergency through living in a Rooming House, there could be unfortunate ramifications for the Council and state government and Victoria's education sector. The use of Rooming Houses by international, and indeed domestic, students should be carefully monitored by Council.

- 11 Good executive summary and framing of the issues.

Less rooming houses.

No more rooming houses granted.

Check validity of number of people in a room.

Students should not be allowed, unless one to a room.

The huge rise in new apartment buildingseg Neerim rd

- 12 Murrumbidgee necessitate

control over number of residents in an area.

Rooming house increase will over populate an area.

Glen Eira will no longer be desirable for home ownership.

Limit the number of people in a defined area.

I don't want any more cluster living.....noise, cars, rubbish, water, over use of facilities.

We appreciate the chance to provide input. We are a bit concerned that we only became aware of the Draft Strategy from reading the Glen Eira News on Friday, 8th March. We

- 13 may have overlooked some earlier notification but it's an issue we feel strongly about and would have been frustrated to have missed the opportunity to comment.

- With years of de-regulation, handing over so much to the private sector, private for profit based owner/operators that was once owned and monitored by governments has been a disaster in so many sectors of our society, eg banks, elec/gas providers etc. There must be more not for profit govt funded services that have suitably experienced/qualified managers/employees. There must be a better balance between private for profit and not for profit.
- 14 Some rational/practical compassion in the way services are created/provided would not go astray, but also taking into consideration that some residents actions can be very high risk/danger to others and themselves and there must be a system to ensure that they are removed from social/community housing, but moved to where?
- Please feel free to contact me on [REDACTED] with any
- 15 further questions. I have personal experience of living next to a rooming house.
- I am concerned about issues regarding drugs and alcohol, mental health, and crime, often associated with Rooming Houses. I understand that the a Glen Eira Rooming House
- 16 Working Group will be established - if there are any problems regarding the aforementioned issues, will this be the Department at Council to contact to discuss.
- 17 A commercial business allowed to operate in residential area with no consultation or consideration of the rate payers.
- Let's move away from only building for profit. Mixed
- 18 communities are better communities and remind us to think big, outside of our own back-yard. Well done Council for the draft strategy.
- I appreciate your help in trying to improve the situation for future rooming houses in the area to avoid similar issues.
- 19 Please contact me regarding [REDACTED] and I can provide further information.

END OF REPORT

Report generated at: 2019-03-12 14:10:59 by Sunita Varlamos

Project: Draft Glen Eira Rooming House Strategy

SurveyTool: Draft Glen Eira Rooming House Strategy Survey

Question: Could the Draft Strategy and Action Plan be improved? Please exp
No.

Contribution

Concern that the majority of the rooming house operators are for profits and the absence of not for profits operating in the
1 area. Could Council learn from neighboring suburbs such as ST Kilda rooming house group and encourage more not for profits to become involved?

2 No

I feel the draft strategy doesn't go far enough to support vulnerable and homeless people in our community. What is the council doing to provide increased places for transient people? What has council done to support people living in
3 parks in Glen Eira? I think council is probably spending too much money on regulations and committees which will not directly benefit the people who need it. I look forward to hearing more about how council plans to support homeless and vulnerable people in our community

There needs measures taken to ensure boarding houses - with the commensurate issues particularly of violence - can not be approved in immediate proximity to the vulnerable communities such as Primary Schools and Kindergartens.

There needs to be annual reviews of rooming house approvals and neighbours need to be directly involved.
4

██████████ is located directly opposite the main entrance of ██████████ - the commensurate issues of constant rubbish dumping, pigeon infestation and emergency call outs due to violent and alcohol or drug affected rooming house residents makes the primary school students vulnerable and no agency has taken responsibility for this.

5 Needs to be implemented first then any areas of improvement that can be identified

Full time manager on site of rooming accommodation
Away from schools or kinders

6 Not in residential streets with families.

Do not want anti social behaviour affecting my family's well being & safety.

Rooming houses provide accommodation for our most vulnerable. The report makes that clear but talks about the difficult bureaucracy and the impact on neighbours as well as for residents. I would like to see Council say it supports rooming houses and actively seeks to protect the vulnerable. The report now reads as if Council acknowledges the need for them and is trying to deal with amenity issues for neighbors and wants to improve the standards. This is 7 laudable but I would like to see that taken further to state that Council sees their importance and seeks to support better standards. That when an application for a rooming house is received that meets the standards, Council will support the planning application. Would Council consider the inclusion of a rooming house as part of a large rezoning and would make the passage of the rezoning more straightforward if it were included? Not sure if feasible but something to think about.

Community education is required to minimise the "not in my 8 backyard" attitude of neighbours, but only once safety for the rooming house residents and their neighbours is improved.

9 Yes, as above.

The strategy should focus more on creating affordable / social housing in Glen Eira. Policing rooming houses is just a band-aid fix in my opinion.

Additionally, there is a much greater occurrence of illegal rooming houses in large apartment complexes. This is evidenced by the number of people who have had to have 10 been evacuated during the building tower fires () where the number of people evacuating far exceeded the number of theoretical occupants. I've also heard many friends telling me about their own experiences, especially whilst they were (international) students. I believe that there should be additional inspection requirements for large developments due to the inherent difficulties of detecting them otherwise.

11 Not familiar with the complete situation surrounding this area. So would rather not comment.

You mention affordable housing and yet you are housing people who you deem to have no or low incomes in what is a very nice family orientated street that is heritage listed where 12 I live. You are allowing a business to run in a residential area. Why on earth can you not place these people or houses in cheaper outer lying areas or away from dense residential areas like ours. Even on main roads but not in quiet streets.

The Recommended Actions for Safety and Security are welcome but inadequate. Council needs to pressure Victoria Police and Consumer affairs to investigate rooming houses regularly 'known to police' to determine if they are being used as covers for organised crime, notably distribution of drugs, stolen property and prostitution, as well as chaotic persistent anti-social behavior destroying the social peace of neighbourhoods, and presenting a threat to vulnerable citizens such as children, the elderly.

In relation to: Review the current conditions contained on Planning Permits and investigate the feasibility to have standard conditions listed on permits to limit the negative impacts on surrounding properties and residents.

- 13 Council needs powers to withdraw permits, take legal action and close rooming houses where a pattern can be established of neighbouring residents or people living in the dwelling being threatened or harmed or where continuous and audible conflict or violence is heard and reported to police by neighbours. This information is easily obtainable from Victoria Police.

Additionally, Council needs to be proactive in ensuring that Boarding Houses next to schools, child care centres, children's playgrounds in its LGA are monitored by Police, Corrective Services and the Parole Board in relation to Rooming House dwellers' criminal records or charges if on bail – especially for violence and sexual crimes - so that these homeless people can be found accommodation in a Rooming

RE: Proposed membership of a GE Rooming House Working Group (p.14 action plan). I suggest that the Tenants Union of Vic be included to more fully represent rooming house resident's issues and broader housing collaboration issues.

RE: Consultation and input. Have neighbouring LGAs, ie. COPP and Stonnington, both with more experience of

- 14 rooming house issues, had input to the draft strategy? What other organisations have had input? A list of key contributors and a summary of their comments and indications of support / concerns would improve the credibility and effectiveness of the draft strategy.

A few minor typos for editing

- 15 Too wordy for a voluntary survey.

Is the strategy going to address what furniture should be

- 16 provided when the tenant moves in. We often find tenant sleeping on the floor. Also should any cooking pots, cutlery and crockery be provided.

We don't doubt that there should be better coordination between the various State and Local Govt agencies which have an interest in homelessness and RH's. Perhaps as part of that, Council, CAV and police may need more information on the social background of the existing RH tenants before moving forward with specific strategies?

We would support the recommendation that Council educate operators about roles and responsibilities and best practice in management. In particular, the notion of Rooming House operators reaching out to neighbours and appointing a responsible resident as in-house manager or lead tenant to act as a point of contact would be positive steps forward. While it waxes and wains over time, there can be distressing issues with noise and litter from the RH and having someone responsible to approach about it would be very welcome.

We support the idea of the Council establishing a Working Group and holding an annual Forum for social welfare agencies and Rooming House operators. We suggest that the scope of these be widened to include the broader community, including neighbours.

We would urge Council to consider the introduction of Rooming Houses as a planning permissions issue. It is amazing to us that property owners are required to seek input from neighbours for even minor changes to houses but major and much more consequential changes to the use of the houses, such as the introduction of for-profit Rooming

Investigate the establishment of more not for profit rooming house providers as there is such an imbalance with there only being one not for profit currently. Obviously the not for profit rooming houses would need to be govt funded but could be done so jointly between, local, state and federal govt all pitching in as all have a responsibility to ensure everyone has a secure and safe roof over their head that is a good standard liveable respectable environment. The problem with housing and property that it has become an investment right rather than a human right. Profit over people. Private for profit owners will make short cuts & provide less to make more money.

You mention an annual forum for operators, but what about a 6 monthly information session to rooming house residents
18 held at the Glen Eira town hall whereby local groups who assist the residents are there, almost like a one stop shop. Residents can be advised again of there rights and responsibilities and also what assistance is available etc. A resident to be on the Glen Eira working group to get first hand feedback and input from a resident's point of view. The agencies working to support rooming house residents could suggest residents that may wish to be the resident in the working group.

Consult with 'Everybody's Home' for ideas, they are campaigning to fix Australia's housing system.

<https://everybodyshome.com.au/>

More affordable social housing for purchase and for rent and community housing for rent is critical.

More Govt owned not for profit social/community housing that

- The definition of responsibility and standards for rooming house must be changed to clearly include the entire property, not just the actual building/dwelling - this will give council greater power to enforce the law and make property owners and rooming house operators responsible for the entire property and not just the building/dwelling.
 - Regulations must change to make property owners more answerable to the community, they are currently treating us with contempt and to make a profit under the guise of helping to solve social housing problems. The changes include:
 1. Rooming house fees must increase significantly (\$140 is an absolute JOKE) to allow council to address the harm and damage to public safety, health and amenity caused by many rooming houses.
- 19 2. More resources must be devoted to council inspections of rooming houses so regulations can be enforced - this includes inspections with police and security escorts and council officers are currently not entering property for fear of their safety - but these properties are still allowed to operate among the community in disregard of laws.
- The council must advocate for penalties to be enforced against property owners for breaches of the various rooming house regulations - it is too easy for property owners to simply pass responsibility to rooming house operators.
 - The Council should have a public register of number and type of proven complaints/penalties/enforcement notices (with personal details removed and all privacy considerations accounted for) made against individual rooming houses naming the operating company and property owner who
- Yes: the council have a lot of building under utilised, council
- 20 could open them up to the homeless and low income earners. All your doing is pushing young families out.

- The strategy could be improved by including a case study, such as [REDACTED]. That will show exactly how nearby residents (neighbours) were impacted by the rooming house. For several months, we were subjected to verbal threats and we could not use our back yards. Despite many residents complaining nothing could be done and it took months to evict the tenants or shut the rooming house
- 21 down. Fencing was also destroyed during a suspicious explosion at the rear of [REDACTED]. My own fencing is still discoloured and my garden has burnt/dead trees and nobody took action on this. People were seen carrying mattresses up and down the street. Alarming, the house was found to have non-functioning smoke alarms which showed evidence of tampering. I really think that rooming houses should have to pass regular inspections to keep operating. Otherwise, how are the residents, and nearby neighbours, safe?

END OF REPORT

Facebook Post

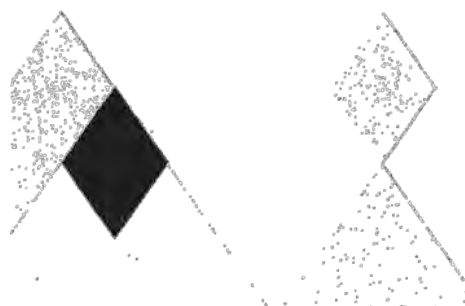


What's on in Glen Eira

24 February

We are seeking feedback on our draft Glen Eira Rooming House Strategy. Rooming houses offer accommodation for many low income disadvantaged members of the community. The Strategy responds to a steady increase in the number of rooming houses, concerns raised by the Glen Eira community, and the growing need to appropriately house our most at-need groups in Glen Eira. For further information and to have your say, visit www.haveyoursaygleneira.com.au/draft-glen-eira-rooming-hous...

DRAFT ROOMING HOUSE STRATEGY 2019



4 likes

3 comments 3 shares

Comments

Some of these people can qualify for aged care homes but who is assisting with the acas assessment

Many homeless in bentleigh now yet more construction and empty home

Consumer Affairs Victoria's response to Council's Draft Rooming House Strategy

- We question the accuracy of statements in the paper to the effect that "The ABS classifies those who live in rooming houses as homeless."
 - Defining and counting the homeless is a difficult and complex activity based on many assumptions, inclusions and exclusions.
 - The ABS Census does not include a definition of 'rooming house' in the Census as it is defined in the Act. The most similar dwelling categorisation is 'type of non-private dwelling = boarding house'.
 - The Census count is a number of persons enumerated in a boarding house.
 - The ABS does not count homelessness as part of the Census but it does estimate the number of people likely to be homeless. See link
 - <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/2049.0Explanatory%20Notes12016?OpenDocument>
 - The ABS estimate of homelessness is based on a prevalence of current living arrangements, rather than a type of dwelling or non-private. The following link is to an ABS paper that outlines the methodology for estimating homelessness from the Census.
 - [http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/61102520832D348ECA257A6F0012AF91/\\$File/2049055001_2012.pdf](http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/61102520832D348ECA257A6F0012AF91/$File/2049055001_2012.pdf)
 - This paper is extensive so here are a few important points.
 - P8 outlines the ABS definition of homelessness to be when a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:
 - is in a dwelling that is inadequate; or
 - has no tenure, or if their initial tenure is short and not extendable; or
 - does not allow them to have control of, and access to space for social relations.
 - P9 identifies that persons living in boarding houses are one of six groups likely to have been homeless on Census night.
 - P20 identifies that the ABS uses a number of assumptions to categorise individual persons living in private and non-private dwellings as homeless.
 - P36 lists the assumptions/calculations the ABS uses to identify those persons living in boarding houses as likely to be homeless.
- As noted above, the ABS does not define all rooming house residents as homeless, but does include some rooming house residents in its estimates of persons likely to be homeless. The ABS' estimates of 'likely to be homeless' do include some people living in boarding houses, but these estimates subtract some cohorts of boarding house residents due to factors such as employment and full time study.
- Paper may want to note that in September 2018 the Victorian Parliament passed the *Residential Tenancies Amendment Act 2018* which will introduce a suite of reforms to residential tenancies laws, including the removal of the 'no specified reason' notice to vacate and reforms specific to rooming houses. Implementation of the reforms is required by 1 July 2020.
- CAV also administers the rooming house operators licensing scheme, which requires all rooming house operators to be licensed. More information about the scheme at <https://www.consumer.vic.gov.au/licensing-and-registration/rooming-house-operators>.

- CAV checks compliance with the Rooming House Minimum Standards and registration and licensing requirements. Inspectors pay particular focus to safety issues such as having current gas and electrical safety certificates and having compliant door and window locks.
- CAV can also issue infringement notices, with penalties, for breaches of the minimum standard regulations and licensing breaches
- Building owners and their agents are also obliged under s142D of the Residential Tenancies Act 1997 to notify council if the building owner or their agent has reason to believe the building is being used as an unregistered rooming house.
- Operators are required to give a copy of the CAV guide 'Rooming houses: a guide for residents and operators' to every resident on or before the day they move in.
- Under CAV's State Inspection Program, rooming houses are regularly inspected across Victoria on an annual basis. Rooming houses are inspected based on a risk analysis. This may be where previous non-compliance has been identified, if the rooming house is newly licensed, or it has not been inspected in the previous year (we can provide a full description of our risk methodology on request). Our inspections are designed so that inspectors take a consistent approach, checking the same requirements at each inspection. Currently we check compliance with approximately 80 requirements under RT (Min Standard) Regs, the RT Act and the RH Operators Act. CAV also has a formal program in place to check that licensing requirements are met.
- CAV can provide further detail about the SIP and licensing programs on request.
- CAV has a guide for Rooming House Operators and Residents
- CAV checks best practice and knowledge of legislative requirements at inspections
- The licence is not easy to obtain. All operators and rooming house managers are subject to criminal history and financial probity checks. There are no permission applications and anyone who is not eligible according to the checks that we make will not be granted a licence. The fees have a variable structure and are on a par with estate agent fees - ie, on top of the base application and licence fee, licensees pay an additional fee per director/rooming house manager. See <https://www.consumer.vic.gov.au/licensing-and-registration/rooming-house-operators/fees-for-rooming-house-operators>. Renewal fees are structured in the same way - base application and licence renewal fees plus a renewal fee for each relevant person.
- The licensing scheme already sets out criteria to qualify an applicant a fit and proper person - maybe spell out what more rigorous assessment process is contemplated eg knowledge of legislation test, submitting business plan?
- Door locks are part of RT (Minimum Standards) Regs
- Under RT Act operators/managers are required to provide emergency contact details for residents.
- Requirement is to give emergency telephone number for urgent repairs.

- The Rights and duties of a rooming house resident statement must be displayed in every resident's room and given to an occupant no later than the day they agree to start living at the rooming house. Download and use our Rights and duties of a rooming house resident poster (PDF, 36KB).
- Residents must be given a copy of the house rules on or before the day they agree to move in, and they must be prominently displayed in each resident's room.
- This issue was debated at length during the Residential Tenancies review and public consultation culminated in a decision not to impose individual post box requirements, for example, due to the availability of suitable alternatives (e.g. free Australia Post boxes). Further advocacy on this point is unlikely to be fruitful.



Registered Accommodation
Association of Victoria
www.raav.org.au

[REDACTED]
City of Glen Eira
PO Box 42 Caulfield South VIC 3162

Dear [REDACTED]

We appreciate the extension of time granted to provide these comments on Glen Eira's draft discussion paper "Rooming House Strategy 2019" and the opportunity to provide this input.

At the outset may we compliment the City of Glen Eira on producing a comprehensive document. Our comments at this time are confined to a number of matters. We would be pleased to meet with the Council to contribute further to the draft policy.

- **Who is RAAV?**

The Registered Accommodation Association of Victoria Ltd (RAAV) is the peak industry association for privately owned and operated rooming houses in the accommodation sector. RAAV has 130 members who own or operate over 400 or around a third of Victoria's registered and legal Rooming Houses.

About 85% of RAAV's members operate class 1b premises and 15% operate class 3 premises.

- **Definition of a rooming house**

Whilst the Glen Eira's draft Rooming House Strategy 2019 focuses on the need to provide accommodation for vulnerable and disadvantaged persons, not all of the clients housed in rooming houses come under that description.

This view of rooming houses may have been true 20 years ago but is certainly not the case now. RAAV has surveyed its membership base to obtain insights into who actually lives in rooming houses and the results reflect a different reality. The reality is that the majority of rooming house residents/tenants are not "highly vulnerable residents or itinerant workers".

Whilst many of RAAV's members focus on providing affordable accommodation for these people, RAAV's members also offer affordable accommodation to a wide range of people who would otherwise struggle to find accommodation including welfare recipients, blue and white collar workers, service industry staff, hospitality industry staff and students.

In fact, the majority of people who stay in rooming houses either have jobs or are studying. Accommodation for students, especially international students, is becoming a significant requirement for rooming house accommodation throughout Victoria. We estimate that around 40% of RAAV's membership located in proximity to universities, TAFE Colleges and medical facilities provide accommodation for this sector. As you would be aware Monash University campus is located within Glen Eira City Council.

- **Multiplicity of Agencies, Legislation and Regulations involved in Rooming House**

RAAV agrees with Council's view that it is difficult for residents, members of the public and rooming house operators to understand the legislation and regulations. There are 12 separate Government legislation or regulations which rooming house operators must comply with already.

- Residential Tenancy Act (1997)
- Rooming House Operators Act
- Building Act
- Building Regulations
- Rooming House Operators Regulations
- Public Health and Wellbeing Act
- Public Health and Wellbeing Regulations
- The Planning and Environment Act
- Australian Consumer Law and Fair Trading Act
- Residential Rooming House Standards Regulations (2012)
- Australian Consumer Law (Victoria)
- Rooming House Licensing Act

This creates a more difficult situation for rooming house operators whose first language is not English.

- **Insufficient minimum standards**

Since Consumer Affairs Victoria announced that 130 amendments are proposed for the Residential Tenancies Act (1997) in October, RAAV has been advised of rooming house members who have closed their operations.

To RAAV's knowledge:

- Three class 3 rooming houses have closed.
- Twelve class 1b rooming houses have closed or are in the process of shutting down.
- Investment has stalled for new rooming houses.
- The above closures mean that so far there are 200 fewer beds for disadvantaged and vulnerable people resulting in over 10,000 fewer bed nights available per annum.

Why are these operators closing or deferring investment?

- Uncertainty about the RTA and other regulations that will be introduced and how they will affect their operations.
- Not prepared to risk high penalties though possible vexatious litigants. Some CAV penalties are set at up to \$126,000 for corporations.
- One member has closed 6 rooming houses and is waiting for clear understanding of the RTA's requirements before remaining in the industry with their eleven other rooming houses. They have cancelled opening new rooming houses.
- The cost of complying with increasing Government red tape and legislation is making operations financially unviable.
- One long standing member operating several rooming houses for over 30 years has been quietly closing them and converting the properties to home units.

The advocacy on page eleven states that Councils' annual registration fee for rooming houses be reviewed to reflect ongoing costs. Councils are already increasing their rates at levels higher than CPI and this is having an adverse effect on operators' return on investment.

RAAV would appreciate receiving advice if the proposal to introduce additional toilet and bathroom facilities and a social area will only be required for new applications or will be retrospective to existing rooming houses. RAAV would also appreciate advice whether Glen Eira's proposal will be advocated to DHHS for implementation on a State-wide basis.

There has been a gradual shift from converting class 1A premises to class 1b properties to a new model rooming house by implementing self contained rooms. This overcomes the difficulty in managing common areas where most of the disharmony and disputes reported by RAAV's members are generated by common recreation areas.

It is noted that the Council plans to advocate on the requirement to receive mail in a confidential manner. The Options Paper circulated by CAV for the RTA Review also advocated a similar proposal. The Options Paper drew heavily on a survey conducted by EY Sweeney who surveyed tenants and stakeholders. The EY Sweeney report did not state that that secure mail was an issue at all for tenants. EY Sweeney has confirmed to RAAV that this issue was not even raised once in all of the surveys that were conducted with tenants.

Rooming house operators are aware of their legal obligations under the Postal Act and implement a secure system for distributing mail to the residents.

As a result of RAAV's submission, CAV did not proceed with this proposal which had severe economic ramifications for the rooming house sector.

Should Glen Eira pursue these amendments, we recommend that a Regulatory Impact Statement be undertaken to identify the effect that introducing new standards will have on the economic viability of operating rooming houses.

- **Safety and security in rooming houses**

RAAV believes it is important to differentiate safety and security issues between registered and unregistered rooming houses. RAAV has continually advocated tighter control on identifying and closing unregistered rooming houses for the health and wellbeing of the residents.

It is pleasing to see that Glen Eira Council proposes to distribute RAAV's Best Practice handbook on a regular basis. Since this was first introduced six years ago, 6,000 copies of the first three editions have been distributed to a wide circle of stakeholders including councils and rooming house operators. RAAV has noticed an increase in better performance through distributing this publication and is currently undertaking preparing a fourth edition which will be available in June.

The 4th edition will also include new material on safety, well being and legal obligations. RAAV produces other publications on a regular basis which are also widely distributed. These include "Your Legal Obligations", "Licensing Requirements" and "Serving International Students and Tenants" and this material will be sent to you in separate emails. These brochures are available in electronic form and

hard copies. The student brochure contains many safety and cultural issues. We will be including some of the material from the brochures in the 4th edition of the "Best Practice Handbook".

RAAV would be pleased to consult with the Council about including appropriate information about other best practice matters for inclusion in future RAAV or Council publications.

RAAV's information sessions which are held regularly in cooperation with councils, police, MFB and other stakeholders have become a valuable tool for educating rooming house operators. Over 50 information sessions have been held throughout Melbourne and regional Victorian centres attracting over 100 attendees on a number of occasions. RAAV will be pleased to cooperate with Glen Eira Council to assist in the proposed Forum.

Greater need for social and affordable housing

As mentioned earlier, the profile of residents in rooming houses is rapidly changing. The ABS classification stated on page 4 stating that "those who live in rooming houses as homeless" is not accurate given RAAV's research stated previously. Nevertheless, rooming houses will be an important facility to continue to provide a low cost alternative for vulnerable and disadvantaged people.

As stated in your draft document, the median rent for a one bedroom flat is \$300. To RAAV's knowledge, there are not many registered rooming house operators charging more than \$200 per week and most who service vulnerable and disadvantaged persons charge less. Higher rents may be charged for self contained rooming houses but these are usually not occupied by vulnerable or disadvantaged persons.

It is worthwhile commenting on what residents in registered rooming houses receive for the rents that are charged. It is difficult to compare a rooming house with self contained accommodation or units and apartments. Rooming houses usually provide all oncosts as part of the rent, e.g. furniture and furnishings, water, property insurance, electricity and heating, other communal facilities whereas renters in self contained accommodation or units and apartments need to pay for many of these costs.

• Implementation, Monitoring and Review

RAAV will be pleased to support and participate in the proposed new Glen Eira Rooming House Working Group and provide feedback on experience gained in conducting our Best Practice Program since 2010. As mentioned above, RAAV will be pleased to participate in any review meeting prior to the Working Group being formed.

Yours Sincerely



11 March 2019



SOUTHERN HOMELESSNESS SERVICES NETWORK

C/- Level 1, 11 Chesterville Rd
Cheltenham, Vic. 3192

W www.shsnetwork.online

8 March 2019

Southern Homelessness Services Network (SHSN) Submission to the Glen Eira Council Rooming House Strategy Consultation

About the Southern Homelessness Services Network (SHSN)

The Southern Homelessness Services Network (SHSN) comprises all funded Specialist Homelessness Services in the Southern Region including services providing crisis, transitional, long term, family violence and youth support and accommodation. Our members include Launch Housing, the Salvation Army and Sacred Heart Mission. The SHSN also supports allied service sectors working in homelessness. The SHSN is a resource for the homelessness sector in the South.

The Vision of the SHSN is an end to homelessness in Southern Region of Melbourne (comprising Bayside-Peninsula and Southern Melbourne Department of Health and Human Services areas and covering ten local council areas including Glen Eira). The SHSN is funded by DHHS and works with similar networks across Victoria.

The Mission of the

Victorian Homelessness Networks is to facilitate, inform and support regional homelessness services and stakeholders to work together to co-ordinate services to people who are experiencing or who are at risk of homelessness.

The key strategic SHSN objectives are:

1. To promote and support innovation, knowledge sharing and expertise in the best interests of consumers
2. To foster relationships and collaboration between service providers to ensure timely, coordinated and effective responses
3. To act as a conduit between the Department of Health and Human Services and the regional service sector homelessness related data, issues and trends to inform policy
4. Working together to end homelessness

It is important to note that our front door homelessness services often refer people into rooming houses as emergency accommodation due to a lack of suitable alternative housing options using a funding stream called the Housing Establishment Fund (HEF). Member agencies will generally only refer clients to registered rooming houses.

SHSN Response to the Draft Rooming House Strategy

The SHSN commends Glen Eira Council for developing the draft Rooming House Strategy. Responding to the range of complex issues around private rooming houses is not an easy task and the SHSN is pleased to see Glen Eira Council taking a leadership role on these issues. The issues raised in the Strategy are of great concern to our member agencies - the steady increase in the number of rooming houses (registered and unregistered), the complex needs of residents, community concern and the growing need to appropriately house vulnerable and disadvantaged members of our community.

The SHSN consulted members regarding the draft Glen Eira Strategy. This member consultation together with our knowledge and experience of private rooming houses informs this submission. In addition, information and links to the Strategy consultation were included in the SHSN February newsletter to promote Glen Eira Council's consultation process.

The issues Glen Eira is facing around rooming houses are not unique to this municipality and are common across inner, middle and outer areas of the Southern Region, and Melbourne more broadly.

As the Strategy states "people living in rooming houses are counted as homeless" by the ABS and this recognition then leads to further discussion about how to support and assist people living in rooming houses to sustain themselves and to find other more appropriate housing to end their homelessness.

In general, the SHSN found that the Strategy provides a useful description of the key problems and issues relating to rooming houses in Glen Eira. The Strategy's description relating to the multiplicity of agencies, legislation and regulations shows the complexity of addressing these issues effectively.

The SHSN sees the following aspects of the Strategy as strengths -

- Understanding that people living in rooming houses are defined by the ABS as homeless – this definition underpins the Strategy.
- Advocacy for streamlining responsibility and legislation and a single body to monitor compliance and respond to issues.
- Advocacy to raise the minimum standards of rooming houses.
- Strong advocacy for more social housing in Glen Eira to provide more appropriate and affordable accommodation for this target group. It is critical to ensure that social and affordable housing is accessible for people on the lowest incomes who cannot sustain other housing options as well as providing housing for other groups in need of affordable housing.
- Measures to increase the security and safety measures in rooming houses
- Exploring incentives to engage with rooming house operators
- Having a specific action plan outlining timeframes is a useful tool for Council to enact the Strategy.

The SHSN sees that the Strategy requires strengthening in the following areas:

- Consultation should include rooming house residents to ensure actions meet their needs as well as the needs of the broader community, this includes participation in the proposed Council Working Group.

- Improved clarity and articulation of Council's goals and the desired outcomes to be achieved by the Strategy.
- Advocacy for more social housing should be a stronger priority with more immediate timelines and targets and Council offering up Council sites and some funding. If there was adequate social and affordable housing, the business model for private rooming houses would not be so profitable.
- Rooming houses need to have an operational procedure and proprietors need mandatory training around substance use, mental health and available support services. This training would be in addition to any training on their legal requirements in managing a rooming house.
- Advocacy for better crisis accommodation options for vulnerable people (including youth, families, the elderly and people with disabilities and mental illness) so that Specialist Homelessness Services do not have to use private rooming houses for emergency accommodation
- Advocating for price control so that rooming house residents are not paying more than 30% of their income in rent and/or facilities and mechanisms to ensure that the quality of the accommodation reflect the pricing. Making it harder to make large profits from rooming houses would limit the numbers of unscrupulous operators.
- Council to consider higher registration fees reflecting the profits being made. These fee increases could fund increased outreach support services for residents
- Assist outreach support services in coordinating services and Council to consider funding rooming house outreach staff on an ongoing basis (as have other Councils).
- Federal advocacy for raising the level of the Newstart allowance and rent assistance, whilst ensuring landlords do not raise rents accordingly
- Advocacy for funding for effective policing of the regulations by CAV and Councils.
- Glen Eira to work with other councils dealing with the same issues relating to rooming houses and include specific actions in the Strategy to enable this to occur.

The SHSN makes the following comment on prioritising actions under each of the four priority areas of the draft Strategy:

Multiplicity of Agencies, Legislation and Regulations

SHSN priority actions are:

- Advocate for the establishment of one key agency monitors and enforces a single set of standards for rooming houses in the future.
- Advocate to increase the powers of entry of Authorised Officers so that the actual condition of the property can be inspected and conditions reviewed.
- Educate operators on their roles and responsibilities and promote the *Running a Better Rooming House: A Best Practice Handbook for Operators* (RAAV, 2011) to rooming house operators. Mail out to operators – annually
- Establish a Glen Eira Rooming House Working Group

Insufficient Minimum Standards

SHSN priority actions are:

- Advocate to increase the current minimum standards for rooming houses
- Review the Council's annual registration fee
- Council will investigate the introduction of incentives for rooming house operators

Safety and Security

SHSN priority actions are:

- Advocate for minimum safety and security standards in rooming houses,
- Advocate for increased safe access provisions for authorised officers and support workers
- Introduce tighter controls to reduce the exploitation of residents and funding by rooming house operators.

Greater Need for Social and Affordable Housing

SHSN supports both priority actions:

- Continue to advocate to State and Federal Governments to increase the supply and funding for social and affordable housing in our community.
- Develop a Social housing Policy which develops initiatives for more appropriate models of social housing within Glen Eira to support vulnerable members of the community.

Relevant work relating to Rooming Houses

The SHSN would like to highlight related work on the issue of rooming houses, and housing and homelessness more broadly, that are congruent with this Strategy. Council may wish to become more involved with some of these campaigns and projects under the Rooming House and the Affordable Social Housing Strategies.

SHSN Rooming House Summit – 2 April 2019

The SHSN is convening a solution-focussed Rooming House Summit bringing stakeholders together to improve the safety and appropriateness of private rooming house options for vulnerable people in the Southern Region of Melbourne. This Summit is for decision and policy makers, advocates, outreach workers, homelessness agencies, local government, rooming house regulators and anyone interested in making private rooming houses a better place to live. Speakers include the Commissioner for Residential Tenancies, a local government speaker, an effective rooming house operator, a person with lived experienced of rooming houses and outreach staff.

The SHSN welcomes Glen Eira Council's participation in the Summit. The Summit will provide an opportunity for Glen Eira Council to link in with other Councils working to address rooming house issues as well as workshop potential solutions. The link to the Summit booking is <https://www.trybooking.com/BAVFC>

Crisis in Crisis Accommodation Report

The SHSN counterpart networks in the North and West of Melbourne recently launched their *Crisis in Crisis Accommodation* report. The Northern and Western Homelessness Networks (NWHN) prepared this report in response to consumer feedback that highlights the crisis in crisis accommodation in Melbourne's north and west. This report highlights the appalling conditions that people are required to live in while they wait for more secure accommodation to become available, if at all. The NWHN members have come together and made the following statement -

As a sector we are no longer prepared to refer people to substandard crisis accommodation, nor are we willing to participate in continuing to harm vulnerable people seeking our assistance. (Crisis in Crisis Report, 2019:2).

The report received substantial media coverage and can be read on the NWHN website <http://www.nwhn.net.au/Crisis-in-Crisis.aspx>

The report highlights that Melbourne is experiencing a housing crisis. As a result, the numbers of people who have no home are increasing. When people have nowhere to live, they often look to the homelessness service system for urgent support. Unfortunately, the Homelessness Service System across Victoria only has access to 423 government funded crisis beds. This results in our sector using unsafe, inappropriate and unaffordable emergency accommodation options including motels, hotels and rooming houses. The Crisis in Crisis advocacy continues.

CHP's Election Strategy

Council to Homeless Persons (CHP) is the peak agency for homelessness in Victoria and plays a critical advocacy role on a range of issues relating to homelessness. CHP recently released its Pre-State Submission to the 2019-2020 State Budget. CHP's Submission identifies six key areas requiring increased funding in the State Budget. Three of these relate directly to the Glen Eira draft Rooming House Strategy.

Firstly CHP identify and quantify the need for vastly increased investment in social housing in Victoria. Secondly CHP are calling for a "more robust crisis response" which addresses some of the issues raised in the *Crisis in Crisis* Report.

Thirdly, CHP calls for a substantial increase to rooming house outreach stating that

While reforms have introduced minimum standards, and a fit and proper persons test for operators, the reality is that many rooming houses are still damaging environments for people's health and wellbeing (CHP, 2019:6).

CHP points out that "despite their vulnerability, this [rooming house residents] is an almost completely unserved population" (CHP, 2019:6). CHP is calling for the funding of new homelessness outreach teams to support the wellbeing of this extremely vulnerable group, and more effectively break the cycle of homelessness. CHP call on the State Government for funding of approximately \$3 million per annum to support 2,500 rooming house residents annually. The CHP submission can be read here <http://chp.org.au/statebudgetsubmissions/>

Everybody's Home

The Everybody's Home Campaign brings together a wide range of concerned organisations and individuals nationally to fix the housing problem in Australia. Everybody's Home has put together a plan for how governments can fix the housing problem, calling on leaders to take that plan and make it a reality. The campaign is organised under five themes some of which

synergise with Council's moves towards more affordable and social housing in Glen Eira. The themes are:

1. Support for first home-buyers, by setting the tax system to make it fairer for ordinary Australians wanting to buy a home.
2. Develop a National Housing strategy to meet Australia's identified shortfall of 500,000 social and affordable rental homes.
3. A better deal for renters, by changing the tenancy laws to protect tenants against evictions, unfair rent rises, discrimination and landlords who refuse to maintain properties.
4. Immediate relief for Australians in chronic rental stress, by increasing Commonwealth Rent Assistance.
5. A plan to end homelessness, to halve homelessness in five years and end it in 10.

Glen Eira Council can join with other Councils in supporting this campaign in the lead up to the Federal Election. For more information about Everybody's Home see <http://everybodyshome.com.au/>

Raise the Rate

The Australian Council of Social Services (ACOSS) is calling on the government to raise the single rate of Newstart, Youth Allowance and related payments. This is the Raise the Rate campaign. ACOSS points out that

Over 800,000 people, including parents, carers, people with disability, other people locked out of paid work and students are struggling daily to afford basic essentials like a roof over their head and food on their table. People are having to make tough choices between eating a meal and paying a bill, buying shoes for their children and maintaining their health. It is nearly impossible to look for paid work if you are homeless and hungry. Newstart has not increased in real terms in 24 years, but the cost of essentials has drastically increased. Already there are 3 million people living in poverty in Australia, including over 730,000 children (<https://www.acoss.org.au/raisetherate/>)

The Australian Local Government Association (ALGA) supported a raise to the rate in June 2018 yet only a very small number of councils in Victoria are supporting this campaign. Glen Eira can join this national campaign to call for increased income support for our most disadvantaged citizens in the lead up to the Federal election.

Future Involvement in the Glen Eira Council Rooming House Strategy

SHSN members would like to be involved in further consultation on the Strategy and with future implementation where relevant to the community sector, including participation on the proposed Council Working Group. The SHSN can also work with our member agencies to facilitate consultation and engagement with rooming house residents in the next stage of the Strategy finalisation. In addition, the SHSN can provide advice on homelessness services and policies, including statistics and how the service system operates which may be of use to Council in its future work on addressing the rooming house category of homelessness.

For further information please contact the SHSN Coordinator, [REDACTED]



Peninsula Community Legal Centre Inc.

Submission to the City of Glen Eira Rooming House Strategy

March 2019



**Submission to the Glen Eira Council Rooming House
Strategy Consultation**



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Submission to the Glen Eira Council Rooming House
Strategy Consultation



INTRODUCTION

Peninsula Community Legal Centre (PCLC) welcomes this opportunity to contribute to the City of Glen Eira Council Rooming House Strategy.

ABOUT PENINSULA COMMUNITY LEGAL CENTRE

PCLC is an independent, not-for-profit organisation that has been providing free legal services to vulnerable and disadvantaged people in Melbourne's outer south east since 1977. Today, it is one of the largest community legal centres in Australia, spanning a catchment of over 2,600 square kilometers, six local government areas and a population of almost one million people, with larger catchments for some programs. The Centre's head office is in Frankston, with branch offices in Bentleigh East, Cranbourne, Pines (Frankston North) and Rosebud, and visiting outreach services in Chelsea, Clayton South and Hastings.

As is typical of community legal centres, PCLC provides legal information, advice, ongoing legal assistance and representation and undertakes community legal education, community development and public advocacy activities.

In addition to its general legal services, the Centre operates programs and services in family law, family violence, fines, tenancy and rooming house outreach, with a social worker and a visiting financial counsellor to support the legal programs.

Of particular relevance to this consultation, the Centre has specialist programs in rooming house and tenancy, providing a comprehensive practice across the Southern Metropolitan and Bayside Peninsula regions of Melbourne. Our tenancy assistance and advocacy program (TAAP) assists tenants in privately rented homes, as well as privately owned rooming houses and caravan park residents providing a range of services to promote and protect tenant and residents rights, including legal advice and information, negotiation with landlords, rooming house proprietors and real estate agents, outreach activities, referral to other services, and assistance in preparing for and attending hearings at the Victoria Civil & Administrative Tribunal (VCAT).

We provide clients with free and accessible legal services, particularly the most disadvantaged and marginalised in our community who may otherwise 'fall through the gaps' as they cannot afford private lawyers and would not qualify for legal aid. Our clients are low income earners with 75% on no or low income (less than \$26,000 gross per annum). With more than a third of Australians having been forced into the private rental market, it is not surprising that many of the Peninsula Community Legal Centre's clients have tenancy problems. Typically, our clients' tenancy problems are complicated by family violence, history of substance abuse, mental health issues or disability.

PCLC is primarily funded through the Community Legal Services Program of the Australian Attorney General's Department and Victorian Department of Justice and Regulation. It also receives funding from local governments and private foundations.

Submission to the Glen Eira Council Rooming House
Strategy Consultation



ROOMING HOUSE OUTREACH PROGRAM (RHOP)

The Peninsula Community Legal Centre's Rooming House Outreach Program conducts a visiting outreach service to residents and tenants of private rooming houses across a vast catchment in the south east region consisting of 17 local government areas (LGA's) and over 800 registered rooming houses.

The Program provides advice and support services. The program aims to identify and actively connect single people living in private rooming houses who are inappropriately housed to support services who will assist them to secure long term housing appropriate to their needs and reduce their risk of homelessness. The Program also aims to identify non registered rooming houses and those rooming houses that are operating outside of the *Minimum standards in rooming houses*.

The Rooming House Program is funded for two years 2017-2019 by the Department of Health & Human Services and is delivered jointly by Tenants Victoria and Peninsula Community Legal Centre, Tenants Victoria is primarily responsible for the Northern and Western regions and PCLC responsible for the Southern and Eastern metro regions.

A key element of the RHOP is the development of community partnerships with health, housing, material aid and support services. In 2018 over 20% of private rooming house visits were in conjunction with Star Health, Community Connections Program – StKilda covering Port Phillip, Stonnington and Glen Eira LGA's.ⁱ

Support of the RHOP is enhanced with significant contributions of material aid from Salvation Army, Community Support & Information Centre's and private donors. The result is delivery of timely and vital services and support to a segment of the most vulnerable and disadvantaged in our community – single persons living in private rooming houses.

Furthermore, cooperation and communication with regulators (local councils and Consumer Affairs Victoria) has resulted in reporting, investigation and remedy of breaches of legislation relating to licensing of operators and compliance of minimum standards.

The key objectives of the Rooming House Outreach Program are:

1. Conduct outreach visits to both registered and unregistered private rooming houses to make direct contact with single people.
2. Identify single people residing in private rooming houses, who are inappropriately housed and actively refer/connect residents to service providers able to assist in securing long term housing appropriate to their needs and reduce their risk of homelessness.
3. Identify single people residing in private rooming houses with unmet support needs and actively connect clients with the appropriate support services, including reconnection with previous support providers.
4. Identify and assist residents with tenancy issues and report breaches, with the approval of clients, to regulators (minimum standards, licensing).

**Submission to the Glen Eira Council Rooming House
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5. Identify unregistered rooming houses, and where appropriate, include in visitation schedule.

The Rooming House Outreach team is comprised of one Rooming House Outreach and Support Worker, 0.8EFT and a Social Worker, 0.2EFT. Workers from other services also conduct joint visits including our project partners Tenants Victoria,

Decisions to visit rooming houses are as a result of:

1. requests from PCLC tenant advocates, local community services, housing agencies, Tenants Victoria
2. information received from local council health and environment departments
3. contact from rooming house residents
4. focus on a specific LGA by the rooming house outreach team.

Key achievements of the RHOP October 2017 - December 2018

- 310 rooming House Visits
- 413 residents contacted
- 125 residents assisted with more suitable housing
- 33 residents provided with tenancy advice
- 38 unregistered rooming houses identified
- 65 rooming house visits material aid supplied
- 5,600 rights and duties guides distributed
- 6 minimum standards breaches reported to regulators
- 13 operator license breaches reported to regulatorⁱⁱ

Rooming Houses in Glen Eira

Since the inception of the PCLC support for single people living in rooming houses program in mid 2017 a total of 42 rooming house visits have been recorded within the City of Glen Eira (includes multiple visits for purposes of ongoing support and advice).

For the period September 2018 to March 2019 of the 95 rooming house visits in the South East region 74% of residents state there are outstanding tenancy issues at the rooming house. More specifically in the City of Glen Eira of the 11 rooming houses visited in the same period 64% of residents stated outstanding tenancy issues, in particular premises in a state of disrepair.

A significant number of residents consistently request more suitable housing options, connection to health services, material aid and breaches of minimum standards.

Submission to the Glen Eira Council Rooming House
Strategy Consultation



Case Study : Falling between the cracks

Sebastian is a 49 year old man of Anglo background. He is a gay man and has been subjected to ongoing discrimination, including physical and verbal abuse, for most of his life.

Following a referral from the Tenancy team, the Rooming House Outreach Team visited him at the rooming house where he has lived for the past two years. Altogether there are thirteen people who live there. Sebastian told us that he was very concerned for his safety as there was significant drug use at the house and drug related violence. Sebastian has been a drug user in the past but has been clean for the last two years. Sebastian receives the Newstart Allowance and pays \$200 per week rent. As a result, Sebastian has very little left over each fortnight for food, medication and other basic requirements. He often goes days without food and is extremely underweight. He also has mental health issues which are compromised by his frequent inability to purchase prescribed medication and as a result of living in a violent, hostile and unpredictable environment.

At our initial meeting, Sebastian presented as extremely depressed and reported that he felt powerless about his current situation. He said that he tries to spend as much time out of the house as he can and visits the local library on a daily basis. When he does return to the rooming house he retreats to his room and stays there ensuring he has as little contact with other residents as possible.

Sebastian originally lodged an application for DOH public housing in 1998 but DOH claim that they lost contact with him so he had to re-register in 2006. He had recently received documentation from the Department stating that he has been approved for priority housing but to date has not received any offers of accommodation.

As a Newstart recipient with mental health concerns, Sebastian is required to attend a local Job Support provider but he reported that they seemed to do very little for him other than requesting that he sign his name on an attendance sheet each fortnight. In the past they had been more active, but of late he said he had received minimal support. He wanted to transition to the Disability Support Pension as he believed that his mental health issues make him entirely incapable of successfully undertaking or sustaining employment.

The Team advocated with his bank to cancel overdrawn fees charged following a reduction in his Centrelink payment, and also provided a food voucher along with a day trip voucher for public transport so that he could attend a Centrelink medical review.

Since the Team's involvement, Sebastian has been approved for the Disability Support Pension and his application for DOH accommodation has been re-prioritised.

Sebastian remains at the rooming house but due to an increased income is able to ensure he has enough to eat, can purchase his medication and can get out and about more often. While he waits on an offer of accommodation from DOH.

**Submission to the Glen Eira Council Rooming House
Strategy Consultation**



SCOPE OF SUBMISSION

Our submission highlights areas in the Rooming House system that we believe need improvement based on our clients' experiences. We will provide examples of what has and hasn't worked for our clients in case studies, some of which are individual client cases and others examples of types of cases that we commonly see. We will also provide recommendations with the aim of improving the system for the most disadvantaged and vulnerable clients in our community.

Our submission addresses the following four priority areas of the draft strategy;

- Multiplicity of Agencies, Legislation and Regulations;
- Insufficient Minimum Standards
- Safety and Security
- Greater Need for Social and Affordable Housing

Submission to the Glen Eira Council Rooming House
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PCLC RESPONSE TO ROOMING HOUSE STRATEGY

Peninsula Community Legal Centre Inc. commends the City of Glen Eira for taking a leadership role in raising awareness of the complex issues faced by those residents residing in private rooming houses with the development the draft Rooming House Strategy.

With housing affordability at an unprecedented high, more than one million Australians are living in poor-quality housing, particularly those facing disadvantage. People living in rental accommodation are particularly affected, with some tenants/residents renting places in a shocking state of disrepair: without adequate heating, exposed to weather, overcrowding or infested with mould and pests. Increasingly private rooming houses both registered and unregistered are housing low income and disadvantaged members of our community, particularly those who cannot afford or access the private rental market. Often rooming houses are used as crisis accommodation by the housing sector due to the lack of alternative accommodation.

A significant number of residents living in private rooming houses accept there is a lack of alternative housing options within the residential market. PCLC's Rooming House Program data indicates a 30 month average occupation period in private rooming houses. Waiting periods to acquire more appropriate housing (public housing register) can take a considerable number of years.

PCLC welcomes the Council's Strategy Action Plan to continue to advocate to State and Federal Governments to increase the supply and funding for social affordable housing for those most in need and housing alternatives and strategies for people in need of affordable and appropriate housing.

Peninsula Community Legal Centre endorses the Southern Homelessness Services Network's submissionⁱⁱⁱ and supports the SHSN's views seeking strengthening of the Strategy in the following areas:

- Consultation to include rooming house residents to ensure actions meet their needs.
- Improved clarity and articulation of Council's goals and desired outcomes.
- Prioritising Advocacy for more social housing as the primary goal of the proposed development of a Social Housing Policy
- Working with crisis accommodation agencies to advocate for increased crisis accommodation in the region, with a goal to reduce the need to use private rooming houses for emergency accommodation.
- Advocating for rent control legislation.
- Improved training to rooming house proprietors, focussed on working with clients with health issues, substance issues, mental health
- Commonwealth advocacy for raising the level of Newstart allowance and rent assistance in conjunction with rent control measures

**Submission to the Glen Eira Council Rooming House
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- Development of strategies to improve co-ordination and communication between regulators and local government
- Glen Eira Council to work with the LGA association and other councils to share learnings and work towards a consistent and timely response of regulations, standards and compliance across the State.

Peninsula Community Legal Centre response to the four priority areas of the draft Strategy:

Multiplicity of Agencies, Legislation and Regulations

- Advocate for greater co-ordination between regulators, explore streamlining of new registrations and removal of registrations to ensure Rooming House register is up-to-date
- Develop a Plain English flow chart for residents and community members. system is difficult for rooming house residents to navigate.
- Establish a Glen Eira Working Group consisting of Council, Consumer Affairs Victoria, Department of Health & Human Services, Specialist Rooming House & Housing Support services, Vicpol and Rooming House Proprietors
- Develop a Rooming House resident's committee chaired by Council to provide direct input into and review of Council's Rooming House Strategy and Action Plan
- Advocate to increase the powers of entry of authorised Officers so that the actual condition of the property can be inspected and conditions reviewed.
- Educate operators on their roles and responsibilities and promote the 'Running A Better Rooming House: A Best Practice Handbook for Operators (RAAV 2011) to Rooming House Operators , including the provision of the Residents Rights & Duties Guide to all residents.

Current minimum standards are too low

- Advocate to increase the current minimum standards for rooming houses
 - A minimum of one toilet for every five residents
 - A minimum of one shower for every five residents
 - Weekly cleaning of the communal areas and residents rooms
 - External & Secure & Mailboxes for each room
 - Adequate communal social space
 - Secure & Current Australian Standard entry door locks
 - 24 hour access to adequate heating, cooking & washing facilities
- Advocate for Business Licensing Victoria to develop a more rigorous assessment process to determine a "fit and proper" person to operate a rooming house
- Review the Councils annual registration fee, with the fee increases used for the benefits of rooming house residents

Safety and Security of residents, the Community, staff and health and agency workers

- Advocate for minimum safety and security standards

**Submission to the Glen Eira Council Rooming House
Strategy Consultation**



- Advocate for increased safe access provisions for authorised officers and support workers
- Advocate for residents to have access to required social, legal and health support
- Development of local support agencies lists for display in Rooming Houses.
- Survey current rooming house residents about their safety needs.
- Facilitate with key Rooming House & Specialist Housing agencies a annual Rooming House forum for residents.

Greater need for Social and Affordable housing

- Advocate for increased emergency relief funding in the region
- Facilitate training to community services workers on working with Rooming House residents
- Continue to advocate to State and Federal Governments to increase the supply and funding for social and affordable housing in our community
- Develop a Social housing Policy which develops initiatives for more appropriate models of social housing within Glen Eira to support vulnerable members of the community.

There is a variety of legislative requirements and regulations shared between CAV and local government. As we have highlighted this makes it difficult to implement a cohesive approach to rooming house regulation, in particular where there are differing policies and procedures between agencies in relation to monitoring, education and regulation of operators.

Breaches such as minimum standards such as insecure door locks, faulty smoke detectors contribute to residents feeling unsafe.

According to PCLC RHOP data approximately 20% of privately registered rooming houses continue to operate in a significant state of disrepair and lack of maintenance. Most residents and tenants are reluctant to voice concerns due to the fear of retaliatory actions by the operators/managers.

The rooming house outreach team find residents have little or know knowledge of local support services available, this is often the case where residents are relocated from other parts of metropolitan Melbourne. This has detrimental impacts on residents including:

1. Loss of supports, connections and well established friendships.
2. Have little knowledge of local services and resources.
3. No means of transport for moving belongings.
4. Limited capacity to understand what is happening and difficulties making decisions about their future.

Submission to the Glen Eira Council Rooming House Strategy Consultation



The following case study of one of our clients provides an example of such a situation.

Mr T is 49 years old. He had previously lived in Sunshine and referred by the local emergency accommodation provider to a rooming house in the South East. He has no front teeth, close cropped hair and several tattoos.

On the Rooming house outreach team's first visit to his accommodation he said that after paying rent of \$440 per fortnight had insufficient food supplies until his next Newstart payment (the following week). He was referred to a local support service for assistance with the RHOP Social Worker contacting the organisation to advise that he would be attending that afternoon.

The following week, Mr T claimed he had attended the centre but that he was very unhappy about the experience. He felt he was a potential threat to staff and other clients whilst sitting in the waiting area. When he eventually met with the centre's assessment worker and was assessed as eligible for support, he was provided with a \$20 food voucher.

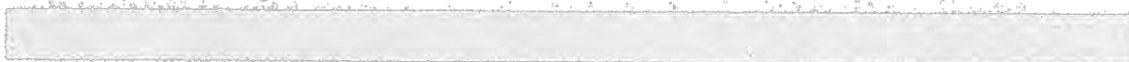
Mr T was of the opinion if he had known he was only going to be offered a \$20 food voucher he would have saved the petrol travelling there. He said that on the basis of that experience, he would never go back.

The rooming house outreach team followed up with the agency who explained they had acted in accordance with protocols and procedures. It was acknowledged the service don't get many rooming house residents presenting and volunteers at the front counter may have been a little uncomfortable dealing with Mr T.

The RHOP continued to work with Mr T and referred him to the local dental health clinic for treatment.

Moving Forward

Peninsula Community Legal Centre Inc. would welcome the opportunity to be involved in further consultation on the Strategy and participation on the proposed working group.



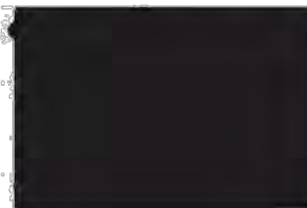
¹ Peninsula Community Legal Centre Rooming House Outreach Program (2018/2019)

² Peninsula Community Legal Centre Impact Report

³ Southern Homelessness Services Network Submission to the Glen Eira Council Rooming House Strategy Consultation

Received
27/3/2019
@ 10am
CTH LF.

KF/DM



Date: Wednesday 27th March 2019

At: Glen Eira council

COUNCIL ENQUIRY AND REVIEW ON ROOMING HOUSES

SUBMISSION ON ROOMING HOUSE LICENSES AND THEIR REGULATION

1. Original purpose- Widows and Orphans v Current Purpose – Young backpackers and itinerants
2. Zoning: Licence to operate- Residential A area v Tourism area
 - a. Residential A is highest category
 - b. Buy land, spend \$1m to build a home and next door is a rooming house business
 - c. This is a business operation, not a passive rental operation
 - d. The licencees have multiple sites
 - e. The directors and owners of the licence do not live on the premises
3. If licensee not on site, must have a Manager on site – none at [REDACTED] Should be a condition precedent for getting a licence.
4. No ability to create and maintain a neighbourly relationship
5. Distinguish between a stand-alone residential licenced premises v a licence where there are other units or flats at the site with non-rooming house occupants. Licences should only be issued where the premises subject to the licence are at a stand alone address
6. Operating a business in a residential area. How would a tannery go?
7. There is no non-conforming use provision so why allow it in a Residential A zone?
8. Health and Wellbeing Act and Environmental protection act
 - Dealing with behavioural issues – health and safety, high risk
 - Enforcement against nuisance and offensive behaviour
 - City of Glen Eira is issuing rooming house licences
 - are applications really that difficult to reject?
 - Enforcement requires the conduct of a prompt investigation which can lead to a licence cancellation

P1/2

we now have a court ruling as to what does not constitute an investigation.

9. Appear to have ignored decision of Magistrates court delivered on the 24th December, (copy attached). Council's letter dated 28th February 2018 still requiring log book to be maintained. This is not about an air conditioning unit which is used intermittently and causes noise issues. A phone call to Council is the same report. Importantly, it is clearly inferable that noise logs completed by the complainant do not constitute an investigation and as ruled by the court, advising the complainant [REDACTED] to contact the Police is not a investigation.
10. Council will be taken to court if it persists with this line of log books and costs will be awarded against avoid that situation.
11. Council according to the evidence in court have an after hours 24/7 service for dog attacks and fires but not for noise and offensive behaviour complaints.
12. Council has to provide a 24/7 complaint service if it is to be able to conduct an investigation. As his honour stated at paragraph 40:

"In determining this case, I take into account... the nature of noise complaints is such that they require prompt investigation."

13. Hit the licensee with massive penalties re enforcement.
14. Can't deal with nuisance if it's on common property - council refuses to issue a notice re a car with no plates on common property. Advised not a health hazard as no rubbish in car. Means that Complainant has to go to VCAT?
15. Does a resident adjacent to a rooming house have to have their life and limb impacted and suffer a reaction by a rooming house occupant before this issue is treated with the respect it deserves?



12/2

[REDACTED]

From: [REDACTED]
Sent: 08 March 2019 15:14
To: Public Health
Subject: Rooming House Strategy

Glen Eira Council
Public Health Unit

Dear Sir/Madam,

As I live next door to a rooming house, I would be very happy to see controls be placed on the amount of noise that can be made at night. I have visited Council twice regarding loud parties next door at the rooming house and was told by council to ring the police. I have called the police a number of times at about 1am and even though they are sympathetic and promise to send a car around, the noise continues for many hours. And then another party with loud noise occurs a few weeks later.

It appears there are no consequences to continually break noise regulations.

As my bedroom is at a close proximity to the rooming house's back garden, even loud talking and laughing (without amplified music) is disturbing when it occurs late at night. It may not be loud enough to warrant a call to the police, but it is still annoying.

Also, the rubbish bins are usually overflowing and when it is windy, rubbish flies into my garden which I have to pick up. This happens quite often.

It would make more sense for rooming houses to be zoned to more commercialised areas instead of being allowed in quiet residential streets.

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 10 March 2019 04:08
To: Public Health
Subject: Rooming houses /backpacker accommodation

Dear [REDACTED]

We have read the draft rooming house strategy. Your proposals seem very good. We like the oversight by one body and adding protections for both residents and neighbours. It is clearly important to pressure governments to provide more social and affordable housing for those in low incomes. Lack of this means more homeless living on the streets of Glen Eira; we have seen the increase in the last few years. As most rooming houses are for profit, they are not providing affordable housing really.

In the meantime, although mentioned, the problems of backpacker accommodation especially in residential streets, is not addressed. We have one in [REDACTED] street, St Kilda East at number [REDACTED]. It is a quiet residential very small cul de sac and having the Backpacker Rooming House has been distressing for us all on a daily basis. We have many children living on the street and it is very worrying seeing uber drivers and taxis driving very fast up and down the street every day to pick up the residents of the backpackers. The rubbish overflows and there is often broken glass on the small pavement. The bins are left for days on the pavement meaning we have to walk on the road to get past. The police have been called a number of times to the property to sort out fights and manage noise in the middle of the night. It is quite vexatious that someone is making a profit at the expense of our quality of living. And yet the Council seem unable to regulate or better close down this sort of property. We are not sure your proposals solve any of our issues.

Many thanks

[REDACTED]

[REDACTED]

[REDACTED]

Subject:

FW: Rooming Houses

From: [REDACTED]

Sent: Saturday, March 9, 2019 12:02 PM

To: Rebecca McKenzie

Cc: Prue Harvey

Subject: RE: Rooming Houses

Hi Prue and Rebecca,

We have reviewed the Rooming House strategy the provide the following feedback:

The current situation at [REDACTED]:

- Our main concern is that, in our opinion, the house it no way resembles a Rooming House especially this time of the year (European winter) the house is almost purely a backpackers short stay accommodation.
- [REDACTED] is currently listed on travellers websites as low grade cheap accommodation, also on the web sites is information saying that it is safe to park in [REDACTED] or [REDACTED] and sleep in cars. Over weekends and week days we have counted up to 8 vehicles at a time parked at the venue and either staying in the house or sleeping in cars and using the house facilities as young travellers will often buy a cheap car in Australia, drive it around the country and sell it when they leave.
- The above being noted the backpackers are generally happy and come and go within a couple of days without to many issues.

The main issue is with what we believe is the landlord or caretaker as we believe they sell drugs from the property and there is some connection with the neighbouring property ([REDACTED]) as residents have seen people walking back and forward between these two properties.

Bringing the comments above back to the Strategy and the property, if it is used as our main concern is page 9 where Rooming House is generally associated with anti-social behaviours, excess noise and alcohol and drug use including mental health issues. These types of association with an accommodation which is in such close proximity of the school is very concerning for student safety and their vulnerability to be in such close proximity for access to alcohol and drugs.

To summaries there are a couple of issues which we believe need to be addressed:

- How does the Council manage any Rooming House property from being used as any kind of property other than a Rooming House?
- Are there any rules against locations of Rooming Houses as we would suggest that there is possibility an exclusion zone around certain facilities such as school, child care centre etc. where the anti-social behaviour might be of greater risk?
- How does the Council manage the areas surrounding the property such as parking and safety of local residents and their property when there are people affected drugs, alcohol and mental health issues in the area?
- What communication is being provided to residents in the area regarding the Rooming House and are they aware of their rights? We believe that the residents in the area should be provided more information and support from the Council so they feel safe at all times and are aware of what they can/cannot do in the case of day to day operations and also in case of an incident. This may also include being given an opportunity for input when a Rooming House is proposed.
- The register needs to be fully up to date as [REDACTED] is not currently on the register for a Rooming House. However it is advertised as accommodation which we believe may be a trigger for the Council to immediate take action in preventing it from being a short stay accommodation?

[REDACTED]

From: Public Health [PublicHealth@gleneira.vic.gov.au] on behalf of Public Health
Sent: 05 March 2019 14:26
To: [REDACTED]
Subject: FW: Draft Glen Eira Rooming House Strategy



[REDACTED]

Sent: 05 March 2019 13:21
To: Public Health
Subject: RE: Draft Glen Eira Rooming House Strategy

Hi [REDACTED],

Thanks for taking the time to discuss the strategy with me, I appreciate it.

The home share operating companies that I mentioned are "[REDACTED] PTY LTD" and "[REDACTED] Pty Ltd". They are listed if you look up the Consumer Affairs website. In the case of [REDACTED], they were in charge of the property, but I could never contact them and they never took responsibility.

Their website is [REDACTED]

They seem to allow tenants to sub-let rooms, as per this old webpage for [REDACTED]:

- Is that allowed? It seems to complicate things when you have this amount of parties to deal with: a) property owner, b) rooming house operator, c) agent, d) sub-letter, e) sub-lettees / tenants. It may make standards difficult to enforce when this is happening.

On the House Share website, you can see that are advertising a normal sized house (such as [REDACTED] Caulfield) as having "8 bedrooms and 2 bathrooms". That doesn't seem correct. How are they achieving this from a small house, and still meeting the required standards and room sizes? As far as I can see, the draft strategy would not prevent them from continuing with this type of advertising or numbers of occupants. In fact, they could rent 10 rooms if they wanted. Do you agree? Also, I'm unsure of the relationship between the home owner and the home share company operating. To further confuse the issue, there was a property agent involved.

I have some follow up questions which can hopefully translate into some additions to the strategy. When you have time, can you please review these?

At that time, our children couldn't use the back yard. There was loud noise, fights, mattresses lying around, etc. There were allegations of drug use within the house. Also, there were 3 mysterious fires and / or explosions, as a result our fencing and garden were damaged. The whole thing was hugely concerning and frustrating and dragged on for months and months.

With all this in mind, can you please guide me in relation to providing feedback – eg. Which section of the draft should I focus on? Was the draft written with these situations in mind? How would it help in these situations?

Please note, I have also reached out to Tony and Margaret to flag this important issue.

Happy to discuss with you if that will help. Look forward to hearing from you.

Regards,

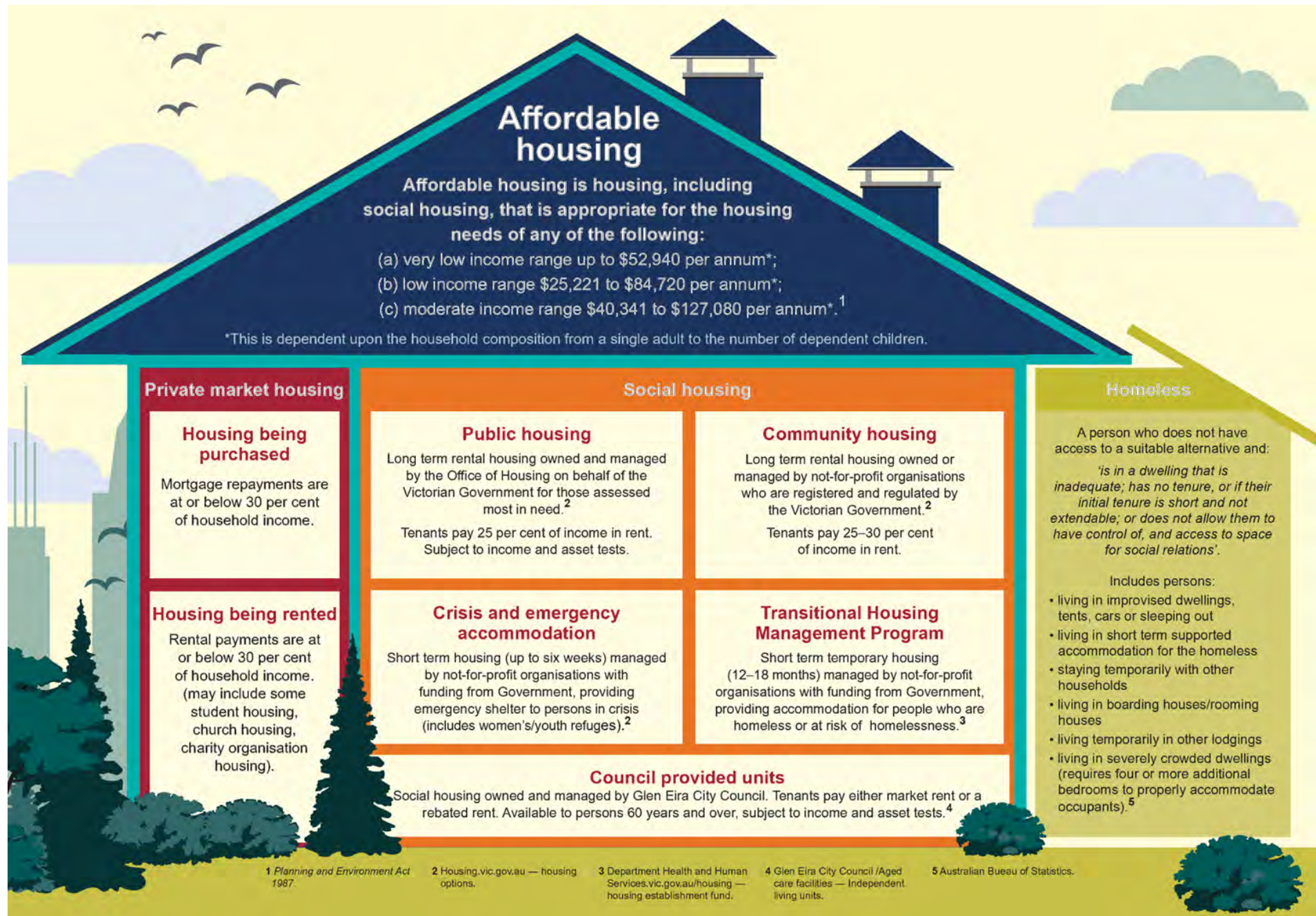
[REDACTED]
[REDACTED]

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9.4 DIGITISATION OF HISTORIC RECORDS

Author: Rosemary Hanscombe, History and Heritage Team Leader

Trim No: 19/1116360

Attachments: Nil

PURPOSE AND SUMMARY

At the meeting of 5 February 2019, Council resolved that officers provide a report that sets out an overview of:

- i) current Council Historical records;
- ii) the extent to which these records are digitised; and
- iii) recommend priorities and estimated costs for further digitisation with such digitised records to be made publicly available.

RECOMMENDATION

That Council notes the priority digitisation projects planned for the next 12 months and that the 2019/20 budget has an allocation of \$10,000 to achieve these projects. That Officers prepare a Heritage Digitisation Strategy that aims to preserve material to capture and make accessible our local history. The Strategy should be comprehensive and long term in nature as well capturing immediate digitisation priorities.

In preparing the Strategy, Officers will explore potential material for digitisation held by local historical societies and Glen Eira City Council and consider other collaborative projects working with State agencies, historical societies and Local Governments.

BACKGROUND

Council holds a large number of historical records. Some of these records have been digitised by Glen Eira or by external agencies. Of these digitised records, only some are publicly available. Some of these historical records are publicly available in hard copy, depending on the nature of the record.

The process of digitising historical records ensures the longevity of those records as well as creating great opportunities for public access. Digitisation also creates a way forward for Council to collaborate with other keepers of Glen Eira's history - the local history societies and other government agencies.

Online resources, websites and social media are excellent ways of creating access to historical records which have been digitised. It also expands the records available for research to both Council Officer's and the public.

ISSUES AND DISCUSSION

Council currently holds two main types of historical records -

1. Corporate records generated by Council's as an organisation, managed by Council's Records unit in accordance with the Public Records Act.
2. Records and items managed by Council's History and Heritage unit.

Historical records of interest to the City of Glen Eira are also held by other agencies, specifically -

3. Records which have been transferred to the Public Records Office of Victoria (PROV) as required by the Public Records Act.
4. Records and Items held by local historical societies.

Record Type 1 –

Corporate records generated by Council's as an organisation, managed by Council's Records department.

The majority of Council records are held and managed by Council's Records department, or have been transferred to the Public Records Office of Victoria (PROV) as required under the Public Records Act.

The Records department have plans to undertake an audit of records housed at their offsite storage facility. History and Heritage officers are working to collaborate with the Records department to use the audit to assist in prioritising what should be digitised for public access.

➤ *Extent of Digitisation:*

Currently building permits and some town planning documents are digitised. Otherwise, only documents that are specifically requested by Council officers are digitised. The vast majority of documents created currently are 'born' digital items and therefore do not require digitisation, but do require decisions around whether and where they should be held as future historical records.

➤ *Extent of Access:*

Council officers access items that are either born digital or have been digitised through Council's records management system. Alternatively records can be requested by staff through Council's records department.

These records have limited public access presently. The public can access public accessible documents via Council's website or by contacting Council or alternatively private corporate documents through Freedom of Information (FOI) request.

Record Type 2 –

Records and items managed by Council's History and Heritage unit.

The History and Heritage unit manages the *Glen Eira Heritage Collection* of around 250 items comprising documents, photographs, drawings, maps, ceremonial items and various ephemera.

➤ *Extent of Digitisation:*

The items within the Heritage Collection are digitised as they are collected, as well as fully catalogued.

➤ *Extent of Access:*

The majority of records are publicly available through online resources as follows –

- Via a link on Council's History and Heritage webpage to the Victorian Collections website: <https://www.gleneira.vic.gov.au/Places-and-events/History/Research-resources/Collection>

- Australian Museums and Galleries Association Victoria and Museums Victoria, Online Collection Management Database, *Victorian Collections*:
<https://victoriancollections.net.au/organisations/glen-eira-city-council-history-and-heritage-collection>
- National Library of Australia database, *TROVE*:
<https://trove.nla.gov.au/>

Record Type 3 –***Records which have been transferred to the Public Records Office of Victoria (PROV).***

As required by State Government legislation, many Council records processed or held by the Records unit are transferred to the Public Records Office of Victoria (PROV) to be preserved as State archives.

The PROV holdings include records from the former Cities of Caulfield and Moorabbin, as well as the City of Glen Eira, and include Council meeting agendas, minutes, rate books, land and property registers, health registers and voters' roles, amongst other items.

➤ *Extent of Digitisation:*

The Council minutes of the prior City of Caulfield have been digitised by PROV, and a digital copy returned to Glen Eira.

The minutes of prior City of Moorabbin are not digitised as yet; however officers are in discussions with PROV to have them digitised. Requests to digitise these records would need to go to the City of Kingston as the 'owner' of the material'.

The minutes of the City of Glen Eira from 1994 to the present are digitised.

Municipal rate books from across the State of Victoria including the City of Caulfield, 1857-1955 and the City of Moorabbin, 1862-1900 have been digitised as part of a PROV program.

➤ *Extent of Access:*

Generally speaking, historical records transferred to PROV are made available to the public. However, digitised sets of records, ie Council minutes are only available to Council officers at present, mainly due to privacy concerns.

The Council minutes of the prior City of Caulfield which have been digitised by PROV and a digital copy returned to Glen Eira are only available to Council officers in consultation with the Corporate Governance unit at present. This has primarily been due to privacy concerns.

The minutes of prior City of Moorabbin are not digitised as yet so that only hard copy is publically available at PROV.

The minutes of the City of Glen Eira from 1994 to the present which have been digitised are available to Council officers upon request. Records from 2013 to the present are publically downloadable from Council's website –
<https://www.gleneira.vic.gov.au/Council/Meetings-and-agendas/Council-meeting-agendas-and-minutes>

The majority of Council records held by PROV are also publicly accessible in hard copy or on microfiche through the PROV Reading Room in North Melbourne. This includes both the City of Caulfield Council Meeting Minutes, 1857-1997, City of Moorabbin Minutes, 1892-

1994. Council officers can access hard copy records held by PROV via request through Council's records department.

The City of Caulfield, 1857-1955 and the City of Moorabbin, 1862-1900 rate books that have been digitised by PROV are publicly available online at *Ancestry Library Edition* which is available at the Glen Eira Libraries.

Record Type 4 –

Records and Items held by local historical societies.

The two local historical societies - the Glen Eira Historical Society and the City of Moorabbin Historical Society operating Box Cottage - collect, store, research and interpret the history of the local area. Many of these are objects rather than historical records.

It appears that at the time of amalgamation many Council records (that would otherwise remain with Council) found their way to the local historical societies. This includes items such as photographs, copies of meeting minutes, policies and plans, invitations and other ephemera. Additionally, the societies have other items related to Council's history that could be digitised.

➤ Extent of Digitisation and Access:

The Glen Eira Historical Society is working to digitise their historical records with around 1300 searchable items, including 450 images. These are available to the public via the Victorian Collections databases:

<https://victoriancollections.net.au/organisations/glen-eira-historical-society?page=1-4&rnd=bfxf#collection-records>

City of Moorabbin Historical Society is also working to digitise their historical records of around 950 searchable items, including around 750 images. These are available to the public via the Victorian Collections databases:

<https://victoriancollections.net.au/organisations/box-cottage-museum#collection-records>

Digitisation Priority Areas and Projects.

Outlined below are priority areas and projects over the next 12 months. These projects will be done within existing operational resources; \$10K has been provided for *Digitisation Projects* in the 2019/20 budget.

Priority Areas	Priority Projects
Digitise those records held by external organisations particularly PROV and historical societies which have direct relevance to the history of Council.	<ul style="list-style-type: none"> • <i>Community Collections Digitisation Project</i> Collaboration with the historical societies to enable digitisation of Council related historical records, particularly related to the Town Hall, parks and gardens, Activity Centres and significant buildings and sites. • <i>City of Moorabbin Project</i> Digitise the Council meeting minutes currently held at PROV.
Digitise high priority Council historical records to add to Council's history collection.	<ul style="list-style-type: none"> • <i>GE News Archive (1996-present)</i> digitise the archive of editions and make available to the public via Council's website.

	<ul style="list-style-type: none"> • <i>Offsite Records Archive</i> audit the records held at Council's offsite storage facility to identify historical records for digitisation.
Maximise access to and interest in Council's History and Heritage digitised Collection	<ul style="list-style-type: none"> • <i>Use social Media and Website</i> Plans for increasing historical material to be available online will continue with the newly redeveloped website that is due to be launched in 2019. • <i>Glen Eira Walking Tour App</i> Officers have recently launched the second walking tour on the Glen Eira Walking Tour App. This is of Historic Elsternwick to join the Boyd Walking tour around Murrumbeena. A Tour of the Ross Town Railway will be added in 2020 and one based around Centre Road Bentleigh to follow.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

There are no risk and asset management implications identified from this report. An allocation of \$10k has been made in the 2019/20 budget to progress Council's history digitisation projects.

POLICY AND LEGISLATIVE IMPLICATIONS

This report aligns with relevant policies and plans of Council, State and Commonwealth Governments. There are no policy and legislative implications arising from this report.

COMMUNICATION AND ENGAGEMENT

This report was prepared in consultation with Records, Glen Eira Historical Society and City of Moorabbin Historical Society.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme Five: Informed and Engaged

A well governed Council that is committed to transparency and engages residents in decision-making.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

Council is in a position to explore new opportunities to develop publicly accessible digitised heritage resources and will develop a Heritage Digitisation Strategy to guide both immediate and long term digitisation priorities and utilisation of materials.

Although access to Council's current historic resources are limited, there are programs in place to digitise more of Council's own records and opportunities collaborate on projects with State agencies, historical societies and other Local Governments.

In addition to any Council funding, officers will explore any opportunities to obtain State and/or Federal Government funding for digitisation related projects such as the National Library of Australia Community Heritage Grants and PROV's Local History Grants. Officers have begun discussions with the historical societies about applying for grants in the future and will support the societies to that end.

9.5 LOCAL GOVERNMENT WOMEN'S CHARTER

Author: Gaye Stewart, Manager Community Development & Care

Trim No: 18/1343132

Attachments: 1. Women's Charter [↓](#) 

PURPOSE AND SUMMARY

To request that Council endorses the Victorian Local Government Women's Charter to contribute towards the global goal of gender equity for women.

RECOMMENDATION

That Council endorses the Victorian Local Government Women's Charter.

BACKGROUND

The Victorian Local Government Women's Charter was launched by the Women's Participation in Local Government Coalition in 1996. The Charter recognises that Local Government is in a unique position to contribute to gender equity – a powerful tool in changing attitudes towards discrimination, harassment and all forms of violence against women. The Charter aims to affirm Victorian Councils' commitment to equal participation of women and support for the key principles of gender equity, diversity and active citizenship.

These three principles support increased participation of women in key decision making forums within the community and in democratic governance:

1. **Gender Equity:** That women and men have an equal right to be representatives in local governments, committees and decision-making positions.
2. **Diversity:** The inclusion of different experiences and perspectives in local government and community decision-making strengthens local democratic governance and helps build cohesive communities. Councils and communities encourage and welcome the participation of all women.
3. **Active Citizenship:** Local governments will work with the community to increase the numbers and participation of women in public life, so that decision-making more clearly represents and reflects the interests and demographics of communities

As part of the *Family Violence Prevention Action Plan 2018-2019*, Council made a commitment to endorse the Charter. This sits under Objective Seven: To improve understanding across the workforce in the prevention of family violence and support diversity, gender equality and respectful relationships. Action 7.7 states that Council 'adopt the *Local Government Women's Charter*'.

The Charter has been formally endorsed by 72 of the 79 Victorian Local Governments.

ISSUES AND DISCUSSION

Formal endorsement of the Charter aligns with Council's commitment to supporting gender equity, diversity and active citizenship.

These principles are embedded and supported by the following plans and strategies:

- *Family Violence Prevention Action Plan 2018-2019*
- *Municipal Public Health and Wellbeing Plan 2017-2021*

- *Community Safety Plan 2018-2022*
- *Workplace Diversity Strategy 2017-2020.*

Upon endorsement of the Charter, it is a requirement that an action plan is developed to ensure Council is undertaking initiatives to address the three key principles. As Council already has several action plans in place to address these principles, a new action plan is not required.

Council will ensure that the Family Violence Prevention Action Plan to be developed for 2019-2020 will continue to support activities that meet the objectives of the Charter.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

None.

POLICY AND LEGISLATIVE IMPLICATIONS

None.

COMMUNICATION AND ENGAGEMENT

None required.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme Three: Safe, Healthy and Inclusive

A strong and safe community that connects people and enhances health and wellbeing.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

It is recommended that Council endorse the Victorian Local Government Women's Charter, which is an action identified in the *Family Violence Prevention Action Plan 2018-2019*.

Victorian Local Government

Women's Charter

Gender Equity

Local government is in a unique position to be a lead player in achieving the global goal of gender equity for women. Gender equity is acknowledged as a powerful tool in changing social culture in relation to discrimination, harassment and all forms of violence against women

Diversity

That women and men have an equal right to be representatives in local governments, committees and decision-making positions

Active Citizenship

The inclusion of different experiences and perspectives in local government and community decision-making strengthens local democratic governance and helps build cohesive communities. Councils and communities encourage and welcome the participation of all women

Recognising the need for equal participation by women in key decision-making forums and in democratic governance, we the local governments of Victoria, on behalf of our communities, support the principles of gender equity, diversity and active citizenship

Local governments will work with the community to increase the numbers and participation of women in public life, so that decision-making more clearly represents and reflects the interests and demographics of communities

VLGA
Victorian Local Government Association

MALAV
MUNICIPAL ASSOCIATION OF VICTORIA

This Charter is consistent with state, national and international protocols highlighting equal rights and opportunities as central to good local governance, including: Safe and Strong—A Victorian Gender Equity Strategy 2016; Victorian Human Rights and Responsibilities Charter 2006; 50:50 VISION A National Program for Gender Equity in Local Government ALGWA 2009 ; Paris Local and Regional Government Global Agenda for Equality of Women and Men in Local Life 2013

9.6 LEASE AGREEMENT BETWEEN MELBOURNE RACING CLUB AND THE CAULFIELD RACECOURSE RESERVE TRUST

Author: Rebecca McKenzie, Chief Executive Officer

Trim No: 19/11286

Attachments: Nil

PURPOSE AND SUMMARY

This report provides an update to Council on the terms of the lease negotiated between the Caulfield Racecourse Reserve Trust and Melbourne Racing Club. It responds to a Request for a Report resolved by Councillors at the Ordinary Meeting of Council on 7 November 2018.

RECOMMENDATION

That Council:

1. Notes the Report.
2. Continues to advocate for :
 - a) The full implementation of the recommendations contained within the 21 August 2016 report of the Bi-Partisan Working Group;
 - b) Ongoing and prompt progress with the development of a Masterplan for the Reserve as a priority project for the Caulfield Racecourse Reserve Trust;
 - c) The negotiation of revised Lease conditions at the Trigger Point that better achieve the objective of financially self-sustaining open space community facilities that successfully co-exist with racing on the Reserve; and
 - d) Future funding commitments from both State and Federal Governments, in partnership with other key stakeholders, to ensure that the long term vision for Caulfield Racecourse Reserve as a regional sporting precinct and community asset is realised.

BACKGROUND

The Caulfield Racecourse Reserve is a 54-hectare parcel of Crown land, located in Caulfield, adjacent to the Caulfield Station precinct. The site was originally reserved for three purposes – racing, recreation and as a public park. Achieving a better balance between these three uses, and facilitating ease of community access has been a point of advocacy for Council for a period in excess of 15 years.

The Reserve was established in the 1870s and at the time its management was vested in a group of trustees who represented the Government, the Melbourne Racing Club (MRC) and the local municipality.

In 2014 the Victorian Auditor General conducted an audit on the management and oversight of the Reserve. The audit examined the effectiveness of the management of the Reserve by the Trustees and the oversight provided by the State Government. It assessed whether the Trustees had applied sound management principles in their decision making and adhered to good governance arrangements.

The Auditor General found that the Trustees had not been effective, that their decisions had disproportionately favoured racing over other uses, and that there were significant governance and management issues. It should be noted that these were issues that had been of concern for a long period of time and were not constrained to the Trust in place at the time of the Auditor General's review. The Auditor General made 15 recommendations for the attention of the Trustees and the Department.

In March 2016, a Bi-partisan Working Group was established by the then Minister for Environment, Climate Change and Water, Hon Lisa Neville, to review the implementation of the 2014 Victorian Auditor-General's Office report. The working group was also asked to provide independent advice on the future management and governance of the Reserve.

On 21 August 2016 the Bi-partisan Working Group provided their report and recommendations to the then Minister for Energy, Environment and Climate Change, Hon Lily D'Ambrosio, for her consideration. A copy of the report is available at the following link :

https://www.forestsandreserves.vic.gov.au/_data/assets/pdf_file/0014/31730/Bipartisan-Working-Group-Report-of-the-Caulfield-Racecourse-Reserve.pdf

The report considered how the long running governance and operational issues relating to the Reserve could be best addressed by the Government. This included matters relating to land management structure and lease arrangements for the Melbourne Racing Club.

On 11 September 2016 Minister D'Ambrosio announced that she had accepted the recommendations of the Bi-Partisan Working Group and that :

- The Government would develop new legislation to improve public access at Caulfield Racecourse Reserve;
- A new, independent body would be appointed to manage the land for the purposes for which it was originally reserved – a racecourse with public recreation space;
- The legislation will establish a transparent and modern governance model for the independent body to ensure the local community is aware of and can enjoy the public open space at the Reserve;
- All Trustees of the Reserve had been asked to resign their positions and that the Department of Environment, Land, Water and Planning (DELWP) would act as interim land manager until a new Trust was appointed.

At the Ordinary Council Meeting on Monday 19 September 2016 Council considered the Working Group's report and the Minister's decision in more detail, and endorsed a number of advocacy points with regard to the future Trust and management of the Reserve. While the full details are available in the Minutes of the meeting for that date, a number of specific points were agreed with regard to any future lease arrangements. Specifically Council sought to ensure that :

- a. The legislation ensured that the Trust was established in a way that enables it to be financially self-sustaining, including with the ability to leverage debt, in order to fund the development, maintenance and management of the Reserve;
- b. That the duration of a long term lease to the Melbourne Racing Club ideally be for a term of no greater than 21 years;

- c. That any license to be granted for the areas of the Reserve currently utilised for training be for a period of no more than 5 years, and that the license for the Western Stables is not extended when it expires in March 2019;

On 30 June 2018 the Minister for Energy, Environment and Climate Change announced the appointment of a new Board of Trustees to manage the Caulfield Racecourse Reserve. At a community meeting soon thereafter, the Chair of the Trust, Mr Sam Almaliki expressed that, having inherited advanced negotiations from DELWP, one of the Trust's priority actions was to bring final resolution to the outstanding lease arrangements with the MRC so that certainty for the future of the reserve could be given.

On 22 October 2018, the Minister for Racing announced that a new 65 year lease had been agreed between the Trust on behalf of the State Government and the Melbourne Racing Club. The press announcements at the time alluded to 'significant developments', provision for a second track, and lights for night racing. Little further detail was provided at the time, particularly regarding the potential impact on the Reserve's future use, although commitment was made to the removal of training from the Reserve within 5 years.

At the 7 November 2018 Ordinary Meeting of Council, Councillors resolved that a report be prepared:

- on the detail of the lease agreement between the Melbourne Racing Club and the State of Victoria;
- that provides a view on any potential implications that the lease agreement may have on the ability for the recommendations of the Bi-Partisan Working Group to be achieved; and
- that provides advice to Council on options for advocacy where appropriate.

ISSUES AND DISCUSSION

a) Details of the Lease Agreement

Immediately following the resolution of Council, officers made informal and then later formal approaches to the Department of Environment, Land, Water and Planning and the Caulfield Racecourse Reserve Trust to sight a copy of the Lease. A copy of the Lease was provided to Council officers on 11 April 2019. As the Lease contains information that is commercial in confidence it has not been appended to this report, however its content has been used to inform the report's drafting.

The Lease is largely a standard lease agreement between the Caulfield Racecourse Reserve Trust and the Victoria Amateur Turf Club (Incorporating the Melbourne Racing Club). Its contents cover details of the leased area, rent, arrangements for service and maintenance, permitted use, subletting arrangements, insurances, termination and renewal arrangements. The Lease has a 65 year term commencing 11 October 2018.

Items worthy of noting are :

- While the Lease is for a 65 year term it is broken into 2 Stages. Stage 1 being from the Commencement Date until the Trigger Date (the Trigger Date being the date of

relocation of training which is to be no later than 31 July 2024); and Stage 2 being for the remainder of the Lease term.

- The rent payable for Stage 1 is \$375,000 plus GST and is to be reviewed on the Trigger Date and every 10 years thereafter;
- The Lease provides that at Stage 2 the Lease may be varied by agreement to take into account the relocation of training; the design of 2 racing tracks and associated lighting and any submissions from the MRC regarding their operational and maintenance requirements.
- If the Lease is varied by agreement at Stage 2 both the rent and the 'premises' (the area covered by the Lease) may be varied, but all other terms and conditions of the original Lease are expected to be confirmed.
- Permitted uses during Stage 1 include :
 - Racing recreation and public park;
 - Car parking for patrons and for commercial use;
 - Gaming venue;
 - Telecommunications;
 - Functions and events;
 - Horse Training; and
 - Ancillary uses to support the above.
- Permitted uses during Stage 2 include :
 - Racing (including night racing), recreation and public park;
 - Car parking for patrons and for commercial use;
 - Gaming venue;
 - Telecommunications;
 - Functions and events; and
 - Ancillary uses to support the above.
- During the term of the Lease the MRC must ensure that at all times other than during a Caulfield Racecourse Reserve Event appropriate public access to the Reserve is maintained at least at the same level and access points as at the Commencement Date or as otherwise agreed between the hours of 9.45am and sunset during Stage 1 and at reasonable times to be determined by the parties during Stage 2.
- During the term of the Lease the Trust retains control over the balance of the Reserve at all times other than during a Caulfield Racecourse Reserve Event. Within this capacity the Trust may grant leases, licenses permits or other uses of the Reserve at its sole discretion.
- Works undertaken by the MRC on the leased land with a value in excess of \$10m require authorisation of the Trust and the Minister.

The Lease is accompanied by a Property Maintenance Deed between the Caulfield Racecourse Reserve Trust and the Victoria Amateur Turf Club (Incorporating the Melbourne Racing Club) as contractor, for the upkeep and maintenance of the non-racing related elements of the Reserve. The Property Maintenance Deed has a 12 month term from 11 October 2018.

b) Potential Implications for the Achievement of recommendations of the Bi-Partisan Working Group

Leaving aside the issue of the appointment of a new Land Manager which has been addressed through the establishment and appointment of the new Caulfield Racecourse Reserve Trust, the Bi-Partisan Working Group made a number of observations on issues that they felt also needed to be addressed.

These are outlined in turn in the table below.

Bi-Partisan Working Group Observation	Addressed by Lease	Comment
MRC should have a lease of sufficient length to give it certainty and surety for its planning. Currently it does not have a lease in place for the grandstand area and this needs to be rectified.	Y	65 year lease gives certainty. Designated premises includes the grandstand area.
Training facilities currently exist that have never been licensed or under lease. Leases issued under the provisions of section 22 of the CLRA currently exist for the Western Stables and the Neerim Road Stables and expire on 31 March 2019 and 22 April 2029 respectively	Y	Resolved as designated premises under the Lease.
Where training activities are conducted on unleased or unlicensed Crown land, investigation should be undertaken to ensure adequate insurance coverage is in place	Y	Lease provides that the MRC indemnifies the Trust from any public liability claim for damage to property or persons while on Trust land.
Areas that are occupied but not under existing (or previous) lease or licence arrangements should be leased or licensed to avoid doubt and to enhance transparency. However, leases or licenses should not be issued that would interfere with the cessation of training at the reserve and the return of the land to community use within a relatively short timeframe	P	Addressed in part by the separation of the Lease into Stages 1 and 2. Council's previous submissions on this matter have suggested that the Guineas Carpark would be an appropriate revenue generating asset for the Trust and enable re-investment in Reserve community assets. Under the Lease this carpark, and its revenue, are retained by the MRC.
MRC has indicated that it wants to remove training from Caulfield within five years of signing a new long term lease. In the event that training is removed there needs to be a requirement on MRC to reinstate these untenured areas for use as public open space.	Y	The lease requires the MRC as tenant to remove all Training Fences by the Trigger Date. With the exception of the Training Fences, the Lease provides that the Tenant may determine whether or not it will remove other improvements. If they do elect to remove their improvements there is a requirement that the land must be left in a condition acceptable to the Trust.
The Minister could consider making a condition of any new lease or licensing arrangement that the training be removed from the Reserve within five years of signing of the new lease or licence.	Y	The Lease assumes that Stage 1 will be complete by no later than 31 July 2024.
As part of any lease negotiation, consideration should be given as to whether MRC should make a capital commitment to the development of community sporting and recreation facilities inside the Reserve, once training has been removed.	N	Not addressed in the Lease.

Bi-Partisan Working Group Observation	Addressed by Lease	Comment
MRC has developed quite a comprehensive master plan and CRRT has also commenced such a task. The Minister should consider making the development of such a plan, which takes into account interests of all stakeholders, an urgent priority for the new land manager.	N	Not addressed in the Lease however the Trust has already initiated the development of a Masterplan for the Reserve as their priority project and is involving key stakeholders including both Council and the MRC.

c) Options for Advocacy

While there is little opportunity for Council to influence the terms of the 65 year Lease that has already been agreed, it is important to note that the lease provides for a review of both 'Premises' and 'Rent' at the Trigger date ie by no later than 31 July 2024. This aligns with the relocation of training, and the change in permitted uses to provide for night racing and a second track.

At the time that the Lease was negotiated between the MRC and the Trust, Council expressed concern that, in Council's opinion, the 'value' of the rent payable by the MRC did not sufficiently reflect the commercial value of the benefit the land and premises provided to the MRC. Council was also concerned that the rent payable did not establish a sufficient funding stream to ensure that the Trust could, over time, become financially self-sustaining both for capital improvements necessary for a regional sporting and community asset of this nature, and for its ongoing maintenance.

When challenged on this point, the Department of Land, Water and Planning advised that the rent for the long term lease was determined through a process of negotiation. Several things informed this negotiation process including Crown land leasing principles and valuation reports. They advised that Crown land leasing principles allow for the negotiations to take account of the community benefit that a tenant might provide, rather than applying purely commercial terms. Therefore, valuation advice they received through the process was that the appropriate rental for a sporting facility such as a racecourse was most analogous to other sporting facilities such as AFL grounds.

Assuming that Council's view of October 2018 remains unchanged, challenging this interpretation and seeking to positively influence decisions in relation to Premises and Rent at the Trigger Point in the contract would appear to be the most productive way to achieve Council's objective of financially self-sustaining open space community facilities that successfully co-exist with racing on the Reserve.

Finally, it is also worth noting that Council has joined with the Caulfield Racecourse Reserve Trust in calling on State and Federal Governments to invest in the future of the Reserve as a regional sporting precinct. This advocacy should continue, in parallel with other advocacy initiatives.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

Developing and maintaining a community asset of the nature envisaged for the Caulfield Racecourse Reserve is a significant undertaking. This will require a sustainable funding

stream to service both capital infrastructure, and the long term maintenance and upkeep. Without a sustainable funding stream there is a risk that the asset does not achieve its potential for the Glen Eira and wider community, or that a significant financial impost is borne by Glen Eira residents and ratepayers.

POLICY AND LEGISLATIVE IMPLICATIONS

Glen Eira has the least amount of open space per head of population in Metropolitan Melbourne. Council's Open Space Strategy commits Council to increasing access to both active and passive open space as a strategic priority.

COMMUNICATION AND ENGAGEMENT

The Chair of the Caulfield Racecourse Reserve Trust and the Department of Environment, Land, Water and Planning were consulted in the process of preparing this report. A copy has also been provided to the Melbourne Racing Club.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme Four: Clean and Sustainable

An attractive and sustainable environment for future generations.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

Achieving a better balance between the three intended purposes of the Caulfield Racecourse Reserve – racing, recreation and public park – has been a point of advocacy for Council for a period in excess of 15 years. The appointment and commencement of the new Caulfield Racecourse Reserve Trust as governing body has been a significant step forward in achieving this goal.

While there are a number of aspects of the new 65 year Lease between the Trust and the Melbourne Racing Club that are at odds with Council's previous advocacy on this matter, the Lease's Stage 1 Trigger Point provides the best opportunity for Council to again seek to positively influence decisions in relation to Premises and Rent. This is most productive means to by which Council can achieve its objective of financially self-sustaining open space community facilities that successfully co-exist with racing on the Reserve.

Council should also continue existing advocacy efforts both with the Caulfield Racecourse Reserve Trust and with State and Federal Governments to ensure that the long term vision for the precinct is realised - in line with intent of the Bi-Partisan Working Group's recommendations.

9.7 QUARTERLY SERVICE PERFORMANCE REPORT MARCH 2019

Author: Jenny Priest, Executive Assistant, Director Corporate Services

Trim No: 19/1117783

Attachments: 1. Quarterly Service Performance Report March 2019 [↓](#) 

PURPOSE AND SUMMARY

The Quarterly Service Performance Report has been developed to provide a reporting structure that is meaningful, progressive and based on business intelligence principles.

The Quarterly Service Performance Report provides trend analysis and insights on the effectiveness and efficiency of Council services from July 2018 to March 2019.

RECOMMENDATION

That Council notes the Quarterly Service Performance Report for the period ending March 2019.

BACKGROUND

The State Government's introduction of the 'Know Your Council' website has raised residents' expectation of the information provided by councils. Residents have an increasing expectation of being provided fast, accurate and meaningful reporting of Council's progress. This was reinforced through recent community consultation as part of the development of the 2017–2021 Council and Community Plan.

ISSUES AND DISCUSSION

Some items of note for this quarter include:

- Council released a Social and Affordable Housing Strategy Discussion Paper for community engagement and feedback;
- Council endorsed the Nature Strip Planting Guidelines; and
- Council adopted the Outer Circle Railway Lines Park Management Plan;

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The level of activity undertaken by Council is not always apparent from financial information. Statistical information complements monthly financial reporting and provides more detailed information on the diverse range of activities undertaken by Council. Regular reporting can provide an indication of where productivity or efficiency gains have been made along with identifying trends that will assist in decision making and resource allocation.

POLICY AND LEGISLATIVE IMPLICATIONS

The Quarterly Service Performance Report ensures compliance with statutory requirements legislated under:

- *Local Government Act*;
- Victoria Auditor General's office (VAGO); and
- Service specific quality and assessment standards.

COMMUNICATION AND ENGAGEMENT

The Quarterly Service Performance Report has been developed in consultation with the Community Consultation Committee and Councillors to provide consistent and transparent information on Council's commitments to its community.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme One: Liveable and Well Designed
A well planned City that is a great place to live.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

Glen Eira Council's Quarterly Service Performance Report aims to respond to community's expectation of providing a clear and transparent snapshot of Council's progress for the year to date.

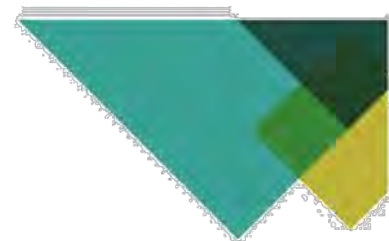


GLEN EIRA
CITY COUNCIL

BENTLEIGH
BENTLEIGH EAST
BRIGHTON EAST
CARNEGIE
CAULFIELD
ELSTERNWICK
GARDENVALE
GLEN HUNTLY
MCKINNON
MURRUMBEENA
ORMOND
ST KILDA EAST

QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING MARCH 2019 • WWW.GLENEIRA.VIC.GOV.AU



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This report uses the best available information. While care has been taken to ensure the content in the report is accurate, it cannot be guaranteed at time of publication. There may be errors and omissions, or it may not be wholly appropriate for your particular purposes. In addition, the publication is a snapshot in time based on historic information which is liable to change.

CHIEF EXECUTIVE OFFICER OVERVIEW



I'm pleased to share with you our latest Quarterly Performance Report - for the third quarter of 2018-19. This report provides an overview of how we are tracking against key performance measures and provides transparency on the progress made in delivering our commitments to community in the *2017–2021 Council and Community Plan*.

Council is a complex business providing over 120 different services, to our population of over 151,000 residents. Every year we receive approximately 240,000 phone calls and raise more than 171,500 service requests. Through this report we want you to feel informed about the things that are important to you and have the confidence that we are delivering on our promises.

As you will read in the coming pages, our financial position remains very healthy, with a forecast operating surplus for the year of \$24.26 million; reflecting a positive variance against budget of \$5.6 million. In the Financial Overview sections of this report you can read more about the reasons for this variance.

Progress worthy of noting this quarter includes:

- Council released a Social and Affordable Housing Strategy Discussion Paper for community engagement and feedback;
- Council endorsed the Nature Strip Planting Guidelines; and
- Council adopted the *Outer Circle Railway Lines Park Management Plan* on 19 March 2019.

We have also been busy improving our Recreation and Open Spaces. Works this quarter have included:

- Completion of 5 new cricket/multipurpose training facilities at Moorleigh Community Village, Bentleigh East;
- Turf cricket pitch and drainage upgrade at Bentleigh Reserve;
- Upgrade of the netball courts at Duncan Mackinnon Reserve;
- An upgrade of sportsground lighting at McKinnon Reserve, McKinnon;
- Upgrade of play equipment at Wattle Grove Reserve; and
- Construction of a new sensory garden at Rosanna Street Reserve, Carnegie.

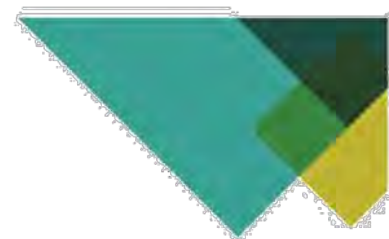
These are just some of the services, events, projects and programs delivered by Council this quarter that we hope you are now enjoying and that together contribute to the City of Glen Eira being a great municipality in which to live, work and raise a family.

I hope you find the information in this report helpful in understanding the work of Council and tracking our progress in delivering our priorities. If you have feedback, please don't hesitate to email me at mail@gleneira.vic.gov.au

Regards,

Rebecca McKenzie
Chief Executive Officer,

FINANCIAL OVERVIEW



Council has again delivered a positive financial result for the 3rd quarter of 2018–19.

The operating result year-to-date is higher than was anticipated when the annual budget was set, and the balance sheet position and the cash position are sound.

At the end of March 2019, the financial performance against budget from ordinary activities showed a positive variance of \$6.66 million. This is due to higher than anticipated income of \$4.69 million including: better than anticipated income received for statutory fees and fines \$3.13 million, government grants \$1.16 million and interest received \$388,000. Operating expenditure is favourable by \$1.0 million including: employee costs \$1.45 million, maintenance \$886,000 and materials and consumables \$636,000, and reduced by unfavourable doubtful debt expense of \$2.09 million as a result of the increased fee income.

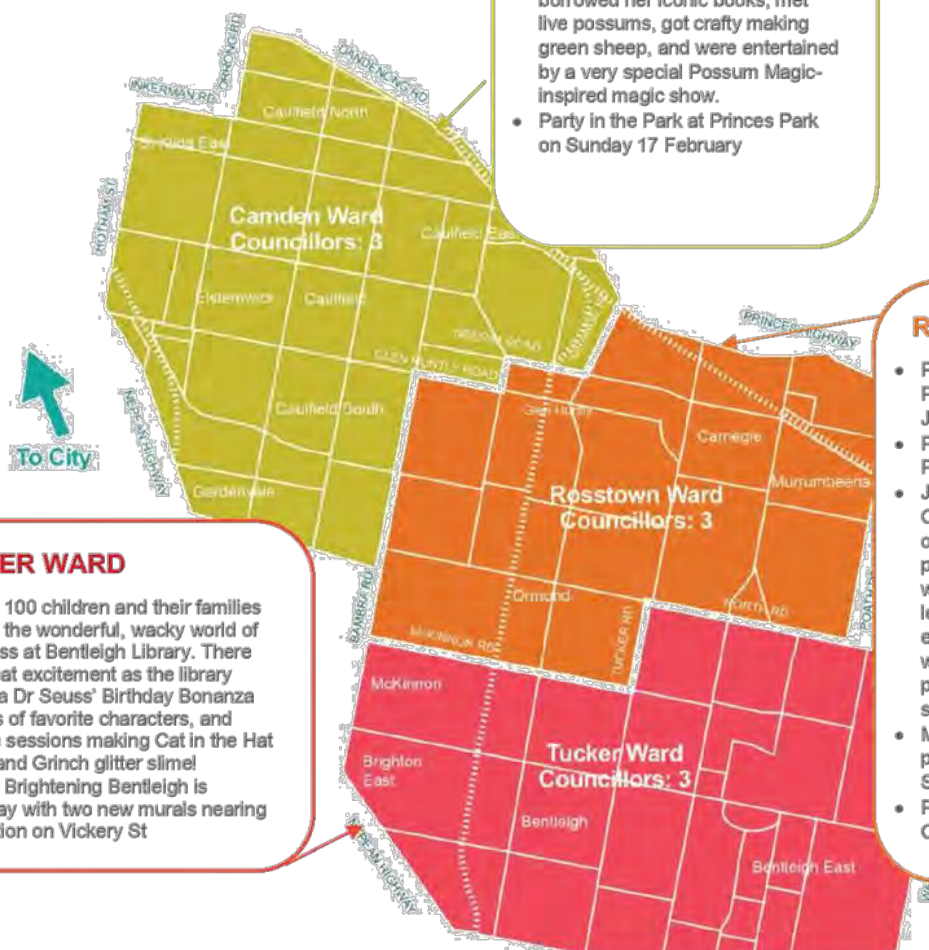
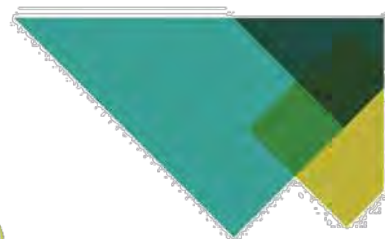
The forecast result expected for the financial year is a surplus of \$24.03 million compared with the original adopted 2018–19 Annual Budget of \$18.66 million.

The Council's current asset ratio, a measurement of our financial strength, increased to 1.49. This means for every \$1 of current liability, the Council had \$1.49 in current assets to meet those commitments. The Council remains financially well positioned and the 2018–19 surplus provides further financial flexibility to meet the city's future infrastructure funding needs.

The table below details Council's forecast performance based on the Victorian Auditor-General Financial Sustainability Risk Indicators.

FINANCIAL SUSTAINABILITY RISK INDICATORS	Objective	2017-2018 Actuals based on VAGO Parliamentary Report	2018-2019 Annual Budget as at 30 June 2019	2018-2019 Annual Forecast as at 30 June 2019	2018-2019 Risk based on Annual Forecast as at 30 June 2019	COMMENT
Net Result	To generate surpluses consistently greater than 0%.	17.05%	10.23%	12.78%	Low	Council is generating positive surpluses.
Underlying Result (%)	Ability to generate surplus in the ordinary course of business, excluding non-recurrent capital grants and non-monetary asset contributions to fund capital expenditure from net result. Low risk indicator is to be more than 5%.	13.88%	9.52%	12.75%	Low	Council is generating positive surpluses to fund operations.
Liquidity	To measure Council's ability to repay short-term liabilities as they fall due. Low risk - indicator is to be greater than 1.0.	1.42	1.23	1.49	Low	Council's forecast to 30 June 2019 indicates a Liquidity Ratio of greater than 1.0.
Indebtedness	Lower than 40% relates to the ability to repay debt from own-source revenue.	13.06%	10.06%	10.02%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
Internal Financing	Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%.	152.55%	112.45%	100.42%	Low	Council is generating enough cash from operations to fund new assets.
Capital Replacement	To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5.	1.49	1.87	2.14	Low	Council operates at a low level of risk with respect to capital replacement.
Renewal Gap	To ensure there is sufficient spending on Council's asset base. Low risk indicator is to be greater than 1.0.	1.21	1.48	1.48	Low	Council spends sufficient funds on its asset base.

WHAT'S BEEN HAPPENING AT A LOCAL LEVEL



CAMDEN WARD

- March – Children of all ages and their families visited Elsternwick Library to celebrate the birthday of award-winning Australian author, Mem Fox. Ninety children read and borrowed her iconic books, met live possums, got crafty making green sheep, and were entertained by a very special Possum Magic-inspired magic show.
- Party in the Park at Princes Park on Sunday 17 February

ROSSTOWN WARD

- Party in the Park Under the Stars at Packer Park on Saturday 19 January
- Party in the Park and Pet Expo at Packer Park on Sunday 17 March
- January - Carnegie Library and Community Centre transformed into outer space with a mobile planetarium dome and interactive workshops for 100 children. They learnt about distant galaxies and exploration of the universe and were entranced by the 360° digital projections as they toured the night sky and solar system.
- March - The free to play community piano heads to Murrumbeena Train Station
- Playspot Pop Up Playgroup at Carnegie 15 February

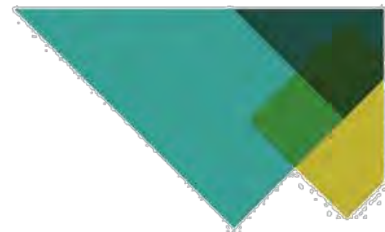
TUCKER WARD

- March - 100 children and their families entered the wonderful, wacky world of Dr. Seuss at Bentleigh Library. There was great excitement as the library hosted a Dr Seuss' Birthday Bonanza with lots of favorite characters, and creative sessions making Cat in the Hat masks and Grinch glitter slime!
- March - Brightening Bentleigh is underway with two new murals nearing completion on Vickery St

ALL WARDS

- The Bee Movie for Earth Hour 30 March
- January – Almost 1,200 children and teens participated in the Libraries' Summer Reading Club, reading 12,000 books over the summer break. This annual program encourages children to keep up their reading practice through summer, and includes incentives, interactive activities and complementary programs running at all the libraries to promote a love of books and reading.
- February – Glen Eira Libraries ran a series of popular mindfulness workshops for 200 children, families and adults to practice relaxation, stress management, and mindful movement techniques to instill a sense of wellbeing and self-care.
- Sensory friendly film session 'Incredibles 2' was held at the Glen Eira Town Hall on Sunday 10 March with 40 children and adults in attendance.
- Exploring Nature exhibition at Glen Eira City Council Gallery – 22 January – 10 February
- International Baccalaureate exhibition at Glen Eira City Council Gallery – 14 February – 3 March
- Paper Walls exhibition at Glen Eira City Council Gallery 7-24 March
- Excavating Modernism exhibition at Glen Eira City Council Gallery 7-24 March

MAJOR PROJECT UPDATES



1. Duncan Mackinnon Reserve

Master Plan Implementation - Stage 1 Landscape

- **Project Status:** Stage 1 Landscaping Works package Tender closed. Report being prepared for 30 April Council meeting.
- **Key achievements:** Stage 1 design completed and Tendered.
- **Planned activities for the next quarter:** Construction of Stage 1 landscaping works. Finalise detailed civil design and documentation for future (stage 2) landscaping works.

2. Lord Reserve and Koornang Park

Carnegie Swim Centre (CSC) Redevelopment

- **Project Status:** Currently in Feasibility Phase.
- **Key achievements:** The scope of future services to be provided at CSC is being reviewed in conjunction with current and future services at GESAC to determine the best mix of leisure services for the community across both sites.
- **Planned activities for the next quarter:** Further refinement of Business Plan for CSC including consideration of GESAC impacts prior to the next phase of community consultation.

Carnegie Precinct Master Plan (Lord Reserve and Koornang Park)

- **Project Status:** Currently in concept design phase.
- **Key achievements:** The scope of future facilities and recreation activities to be provided at the Carnegie precinct is being reviewed in conjunction with future plans for the redevelopment of the Carnegie Swim Centre.
- **Planned activities for the next quarter:** Undertake community consultation on the draft Masterplan for Lord Reserve and Koornang Park.



Existing Photos of Carnegie Swim Centre, Lord Reserve and Koornang Park

MAJOR PROJECT UPDATES

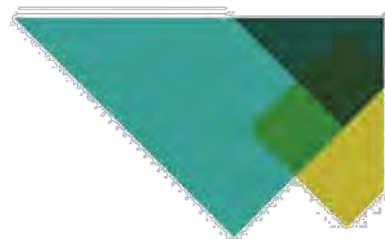


3. **Preparation and implementation of *Structure Plans* for Carnegie, Elsternwick and Bentleigh and *Quality Design Guidelines* for Glen Eira.**
 - **Project Status:** Work is well underway in the preparation and implementation of *Structure Plans* and *Quality Design Guidelines* for Carnegie and Bentleigh. Elsternwick is undergoing a separate process. When adopting the *Elsternwick Structure Plan* Council committed to further Shadowing and Traffic Analysis for the Urban Renewal Area, and the formation of a community reference group. Technical studies have been finalised and made publicly available.
 - **Key achievements:** Since adoption of the *Structure Plans* in 2018, the Minister for Planning has approved 'interim planning controls' for Bentleigh, Carnegie and Elsternwick. The 'interim planning controls' place a height limit on areas where the current planning controls allow for greater development heights than those proposed in the *Structure Plans*. Proposed planning controls for Carnegie and Bentleigh were presented to a Council meeting in December 2018. The proposed planning controls for Bentleigh and Carnegie have been sent to the Minister for Planning for authorisation to be publicly exhibited.
 - **Planned activities for the next quarter:** A Place Analysis Report for the Elsternwick Urban Renewal South area will be released for the community to provide feedback on. The feedback will allow Council to progress with developing a draft Masterplan. Pending authorisation from the Minister for Planning, the Bentleigh and Carnegie planning controls will be publicly exhibited for the community to make a formal submission. (Refer to flowchart on page 11).
4. **Elsternwick Community Hub**
 - **Project Status:** Proposed components/feasibility
 - **Key achievements:** Since the adoption of the *Elsternwick Structure Plan*, Council has committed to developing a new vibrant community hub in Elsternwick. Proposed components have been developed for community consultation which will occur in May 2019.
 - **Planned activities for the next quarter:** Following community consultation, feasibility will be undertaken.
5. **Carnegie Market**
 - **Project Status:** Concept/Feasibility.
 - **Key achievements:** Since the adoption of the *Carnegie Structure Plan*, Council has sought to realise vision of creating a market on the Library car park. Initial feasibility assessment has been completed and high-level concept plans are being developed.
 - **Planned activities for the next quarter:** Progress high level development concept designs and further detailed modelling and feasibility.
6. **Carnegie Warehouse — 296–298 Neerim Road, Carnegie**
 - **Project Status:** Demolition/Concept for activation
 - **Key achievements:** Tender to demolish the current warehouse underway. Concept design for interim use of the site is underway.
 - **Planned activities for the next quarter:** Demolition of the existing building as well as exploration of management and curation opportunities for events. The concept design will be finalised and presented to Councillors prior to consultation.



Warehouse at 296-298 Neerim Road, Carnegie

MAJOR PROJECT UPDATES



7. Elsternwick Cultural Precinct

- **Project Status:** Concept/Road closure.
- **Key achievements:** In November 2018, Council endorsed a vision for the Elsternwick Cultural Precinct, centered around Selwyn Street. In addition to this, officers have commenced a process to undertake road configuration modifications. Public notification of the road configuration modifications has concluded, and Council will consider this proposal at 30 April Ordinary Council Meeting. An advisory committee has been established for this project.
- **Planned activities for the next quarter:** A consultant team will be appointed for the development of a detailed design for the precinct that includes the integration of a commemorative artwork for survivors of the Holocaust.

8. Pedestrian Safe Neighbourhood Pilot

- **Project Status:** Concept development
- **Key achievements:** Council adopted an *Integrated Transport Strategy* in 2018. To achieve the vision of the *Strategy*, Council has committed to a Pedestrian Safe Neighbourhood Pilot in the area surrounding Coatesville Primary School in Bentleigh East. A Community Reference Group has been established with the first meeting held.
- **Planned activities for the next quarter:** A Draft Neighbourhood Plan will be developed and released for community feedback.

9. Safe Cycling Corridor Pilot

- **Project Status:** Concept development
- **Key achievements:** Council adopted an *Integrated Transport Strategy* in 2018. To achieve the vision of the *Strategy*, Council has committed to a Safe Cycling Corridor along Inkerman Road.
- **Planned activities for the next quarter:** The first stages of community consultation is underway with expressions of interest still open to join a Community Reference Group for the project.

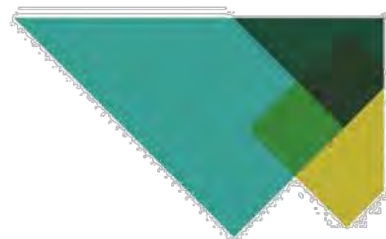


Inkerman Road

10. Bentleigh Library Improvements

- **Project Status:** Concept/Feasibility.
- **Key achievements:** With the adoption of the Bentleigh Structure Plan, Council has committed to undertaking improvements to the Bentleigh Library, including a Youth Hub.
- **Planned activities for the next quarter:** Concept designs have been prepared for community consultation.

MAJOR PROJECT UPDATES



11. Bentleigh Eat Street

- **Project Status:** Concept design completed.
- **Key achievements:** With the adoption of the Bentleigh Structure Plan, Council has committed to realising the vision of a pedestrian-friendly mall in the Bentleigh activity centre.
- **Planned activities for the next quarter:** Go out to Tender for detailed design consultants.



Bentleigh Structure Plan: indicative image for Bentleigh Eat Street

12. Murrumbeena Community Hub

- **Project Status:** Concept plans completed.
- **Key achievements:** Costed concept plan has been completed.
- **Planned activities for the next quarter:** Commence community consultation in conjunction with the draft Landscape Masterplan.

13. Harleston Park

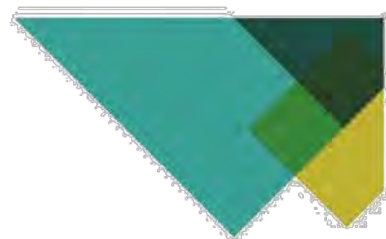
Play space and Sports Court

- **Project Status:** Construction Stage
- **Key achievements:** The demolition of the existing playground has been completed. The construction of the basketball court is complete. The installation of play equipment and rockwork is nearing completion. The construction of concrete paving is in progress.
- **Planned activities for the next quarter:** The completion of the concrete paving works. Rubber surfacing, irrigation and landscape works to follow. The works are due for completion in the next quarter.



Harleston Park Playspace and Sports Court

MAJOR PROJECT UPDATES



14. Harleston Park

Public Toilets

- **Project Status:** Construction Stage
- **Key achievements:** The demolition of existing toilets has been completed. Footing construction and underground services installation are complete. The prefabricated toilet building has been installed. Connection of electricity and water supply is in progress.
- **Planned activities for the next quarter:** The scheduled concrete paving and landscaping works will be followed by the commissioning of toilets. The works are due for completion in the next quarter.



Harleston Park Public Toilets

15. McKinnon Reserve Playspace

- **Project Status:** Construction Stage 1
- **Key achievements:** Tender was awarded for the works and construction works commenced on the play space. Contract awarded for procurement of public toilets.
- **Planned activities for the next quarter:** Construction works to continue in play space and on new toilets. Works due for completion this quarter.

16. McKinnon Reserve

Public Toilets

- **Project Status:** Construction Stage
- **Key achievements:** Footing construction and underground services installation are complete. The prefabricated toilet building has been installed. Connection of electricity and water supply is completed.
- **Planned activities for the next quarter:** The scheduled concrete paving and landscaping works will be followed by the commissioning of toilets. The works are due for completion in the next quarter.



McKinnon Reserve Public Toilets

MAJOR PROJECT UPDATES

17. EE Gunn Reserve

Cricket Nets

- **Project Status:** Construction Stage
- **Key achievements:** Retaining walls, drainage, slab and cricket nets and roof installed.
- **Planned activities for the next quarter:** Installation of rubber rebound walls to cricket nets, installation of synthetic surface.

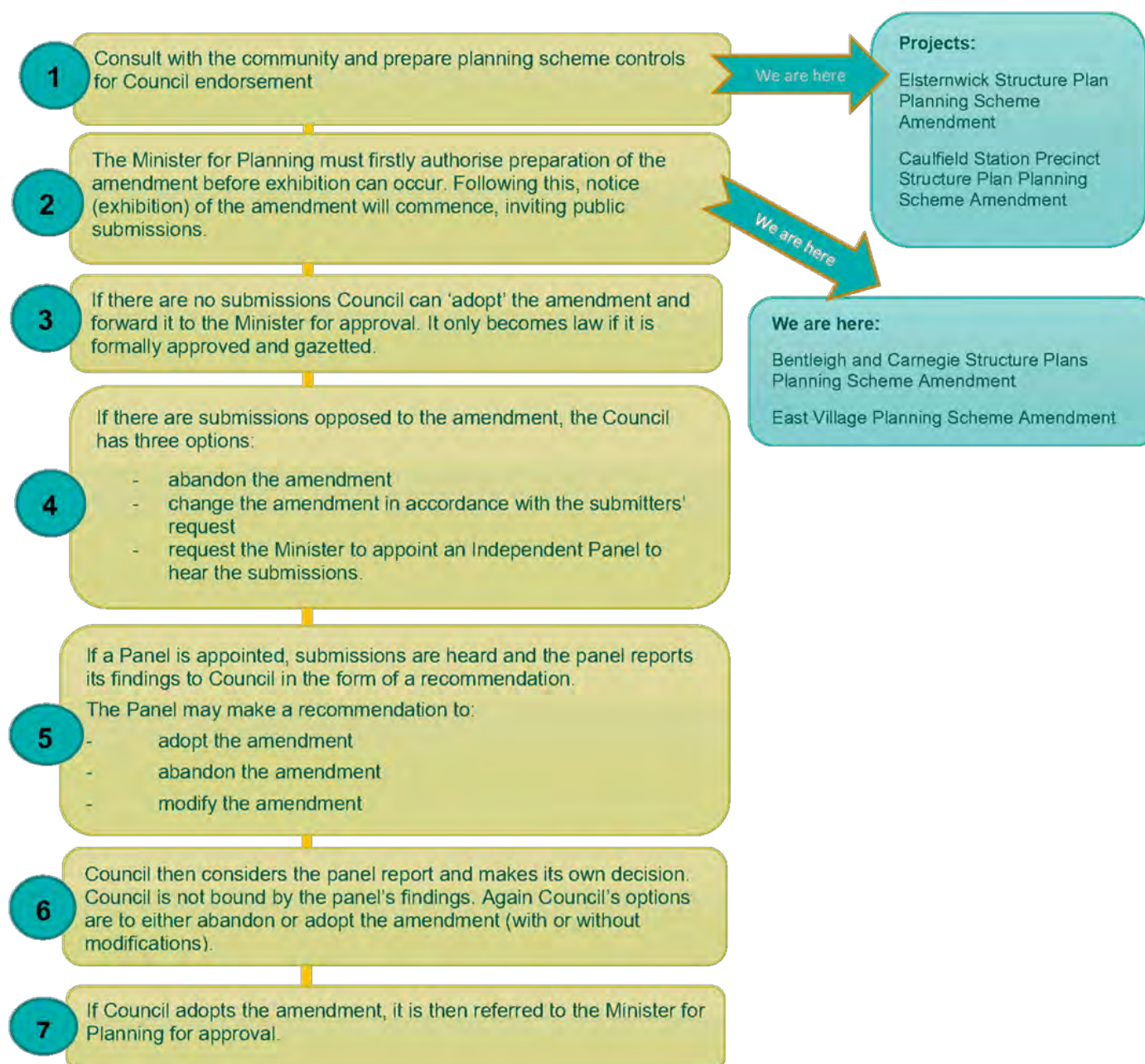


MAJOR PROJECT UPDATES

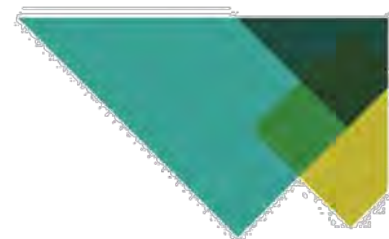
To implement the vision of various major projects, the objectives need to be translated into the Glen Eira Planning Scheme. The Scheme guides decision-making on planning permit applications and governs issues such as design and development; land use; development contributions and amenity.

This statutory translation is achieved by undertaking a Planning Scheme Amendment, which involves community consultation.

The planning scheme amendment must go through the following fixed statutory steps:



PERFORMANCE AT A GLANCE

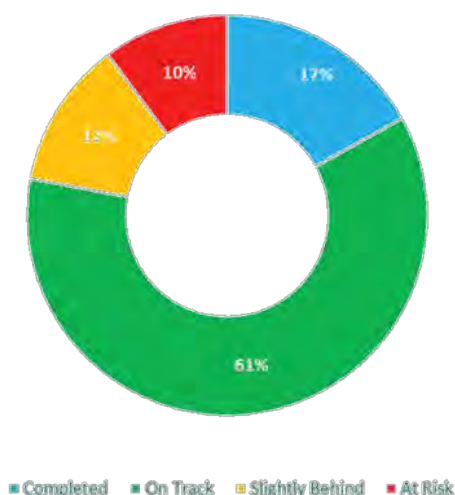


The *Council Plan 2017–2022* sets out five themes where Council will focus its efforts to enhance community experience over the next five years. These themes were developed in consultation with the community. The following section of this report tracks our performance in delivery against those five themes.

PROGRESS AGAINST GLEN EIRA COUNCIL AND COMMUNITY PLAN COMMITMENTS

Total Number of Community Plan commitments for 2017-18		59	%
Completed		10	17%
On Track		36	61%
Slightly Behind		7	12%
At Risk		6	10%

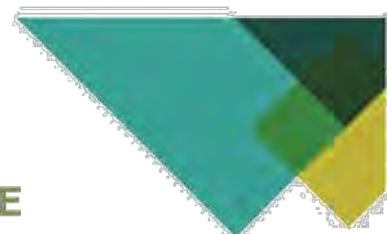
Performance At a Glance



Pages 12 to 39 provide an update on the *Council and Community Plan 2017–2021* commitments and related service performance indicators for each of the five themes.

LIVEABLE AND WELL DESIGNED

A WELL PLANNED CITY THAT IS A GREAT PLACE TO BE



COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 March 2019	
We will work with the Victorian Planning Authority to manage growth in our municipality in a way that involves the community and stakeholders, and addresses development, open space, business and transport.	Deliver a structure plan for East Village, Bentleigh East and substantially progress the structure plan for the Caulfield Station Precinct in partnership with the Victorian Planning Authority.	Council is working with the VPA, the East Village landowner and DELWP to address the authorisation conditions prior to exhibition. Council is working with the Victorian Planning Authority to undertake the Caulfield Station Precinct Structure Plan. Council is working with the VPA to develop the scope for the Plan.	
We will progress the development of a new vibrant community hub in Elsternwick.	Community consultation undertaken on feasibility and proposed components of the new community hub by June 2019.	Feasibility study commenced. Community engagement on proposed components planned to occur by June 2019.	
We will commence the statutory implementation of our structure plans for Bentleigh, Carnegie and Elsternwick.	Panel process concluded and amendments submitted to the Minister for Planning for approval.	In January 2019 Council lodged the authorisation request for the Bentleigh and Carnegie Planning Scheme Amendment. The implementation of the Elsternwick Structure Plan is going through a separate process. Council is progressing with the development of a Masterplan for the Elsternwick Urban Renewal South area, with background technical studies drafted. The Community Reference Group has provided detailed feedback on the draft reports.	
We will update and refresh a minimum of two key Council community infrastructure strategies relating to recreation, open space and facilities.	<i>Naturestrip Planting Guidelines</i> endorsed by Council.	Council endorsed the Naturestrip Planting Guidelines at the 19 March 2019 Ordinary Council Meeting.	
	Recreation Needs Analysis updated and endorsed by Council.	Recreation Needs Analysis review completed. Draft document planned to be presented to Council in May 2019.	
We will develop, consult and implement policies and controls that protect heritage, and the character of our residential areas.	Major Heritage Review amendment is endorsed by Council and submitted to the Minister for Planning for authorisation.	Council considered submissions received in relation to the heritage amendment for the former ABC site at 8 Gordon Street. For the Major Heritage Review, assessment underway for Bentleigh and Carnegie residential areas and Elsternwick. Panel of heritage consultants engaged for further work.	
We will invest a minimum of \$30M through Council's <i>Capital Works Program</i> .	\$35M spent on <i>Capital Works Program</i> for 2018-19.	\$22.281 million spent at the end of March 2019.	
We will further progress the development of a community focussed multi-use recreation precinct for Lord Reserve, Carnegie Swim Centre, and Koornang Park, Carnegie.	Community consultation on concept plans for Carnegie Swim Centre and endorsement by Council.	The business case, feasibility and scope for Carnegie Swim Centre is being reviewed in conjunction with current and future service offerings at GESAC to determine the best mix of leisure services for the community across both sites.	
	Community consultation on concept master plan for Lord Reserve / Koornang Park and endorsement by Council.	Masterplan concepts being prepared. Community consultation planned for May 2019.	
We will commence the implementation of a new "Eat Street" in Bentleigh.	Community consultation completed.	Community consultation completed. Feedback will be incorporated into design development phase.	
We will start planning for the development of a new food market in Carnegie.	A feasibility report on a future market as part of a development in the Carnegie Library car park presented to Council by June 2019.	Initial feasibility modelling has been completed. Further refinement and detail of market functionality, facilities, access and amenity currently progressing to inform feasibility report. Scheduled for presentation to Council in May 2019.	
We will refresh Glen Eira City Council's Municipal Strategic Statement to reflect recent strategic planning work, including the <i>Activity Centre, Housing and Local Economy Strategy (July 17)</i> .	Council adoption of planning scheme amendment and submission to Minister for Planning for approval.	The Planning Minister introduced a new structure for all Victorian Planning Schemes (VC148) on 31 July 2018. The process is supported by DELWP who will help with converting the Municipal Strategic Statement into the new format Planning Policy Framework in the second half of 2019. Given this, Council can no longer update the Municipal Strategic Statement this financial year.	
We will guide better buildings in Glen Eira through the implementation of our <i>Quality Design Guidelines</i> .	Public exhibition of permanent planning controls which seek to implement the <i>Quality Design Guidelines</i> .	The Quality Design Guidelines have been implemented in Bentleigh, Carnegie and Elsternwick through the interim Design and Development Overlay approved by the Minister in August 2018. Detailed work continues to inform the development of a suite of permanent planning controls that will implement the Quality Design Guidelines. Carnegie and Bentleigh will be the first centres as part of the Structure Plans Planning Scheme Amendment.	
We will take steps to increase the future availability of social and affordable housing in the municipality.	<i>Social and Affordable Housing Strategy</i> endorsed by Council for community consultation by December 2018. Ensure that the Section 173 Agreement for East Village contains provisions for delivery of affordable housing outcomes.	Council has been successful in securing funding to develop an Affordable Housing Strategy and this work is currently being undertaken. A Social and Affordable Housing discussion paper was endorsed for public consultation by Council in February 2019. Community engagement took place 4 March-1 April. It is intended that the East Village Section 173 Agreement will contain provisions for the delivery of affordable housing outcomes.	

Completed

On Track

Slightly behind

At risk

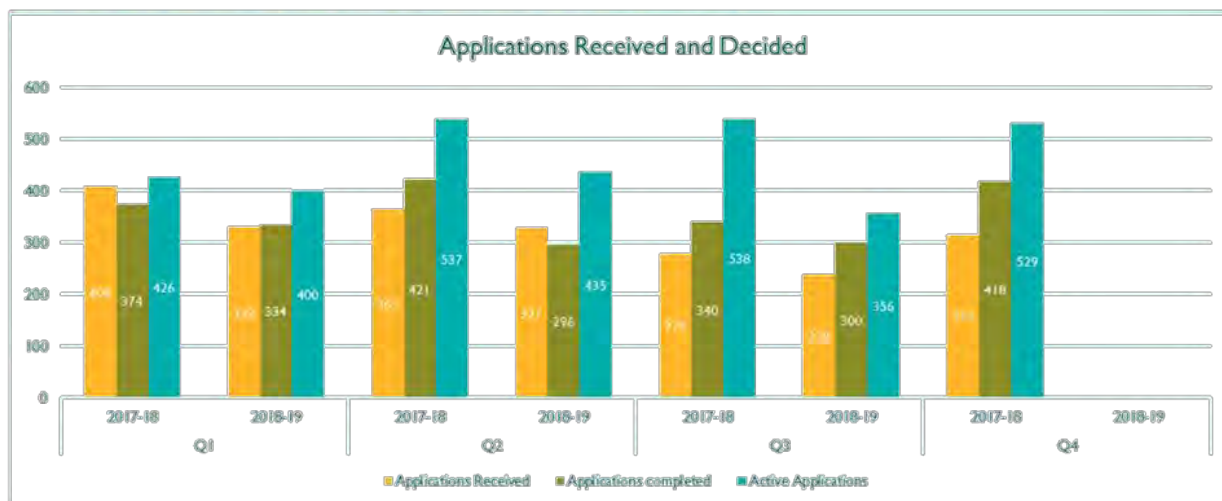
Not started

SERVICE PERFORMANCE INDICATORS — PLANNING

The following service performance indicators are being monitored under

Theme 1 – Liveable and Well Designed

PLANNING APPLICATIONS RECEIVED AND DECIDED



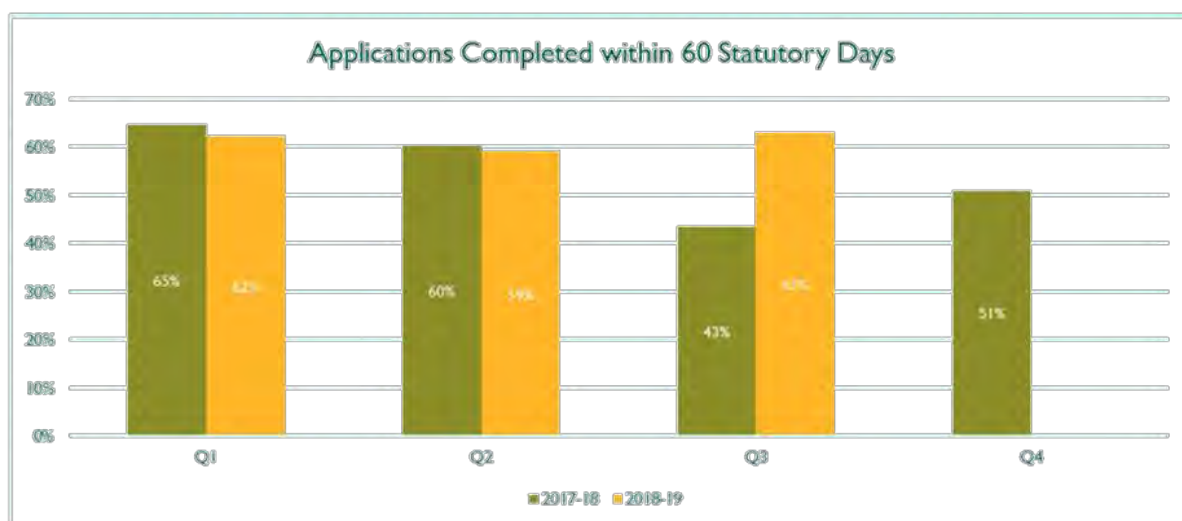
Comment:

This quarter there has been a reduction in applications received and this may be a result of the uncertainties of the current housing and lending market.

Active Applications continue to be lower than the previous financial year. This trend is likely to continue as the benefits of planning office process improvements are realised.

Decisions made in each quarter involve some applications lodged in the previous quarter.

PLANNING APPLICATIONS COMPLETED WITHIN 60 STATUTORY DAYS



Comment:

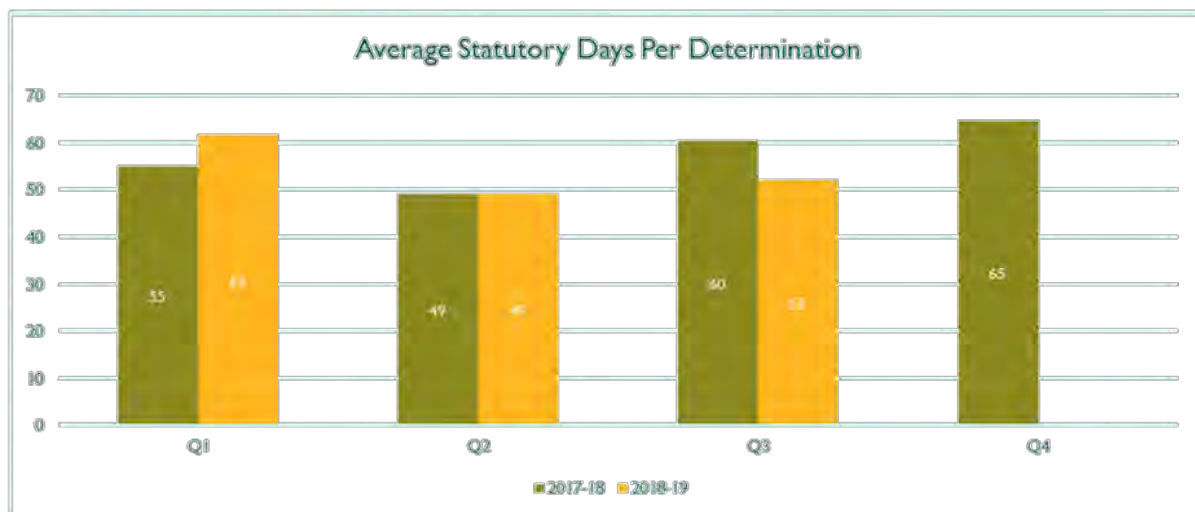
The third quarter of 2018-19 saw a welcome improvement in the % of applications completed within 60 statutory days. This has been achieved whilst still engaging in more open communication with applicants to facilitate better planning decisions. This is reflected in broader improvements in other criteria including significant reduction in the number of appeals lodged.

SERVICE PERFORMANCE INDICATORS — PLANNING

The following service performance indicators are being monitored under

Theme 1 – Liveable and Well Designed

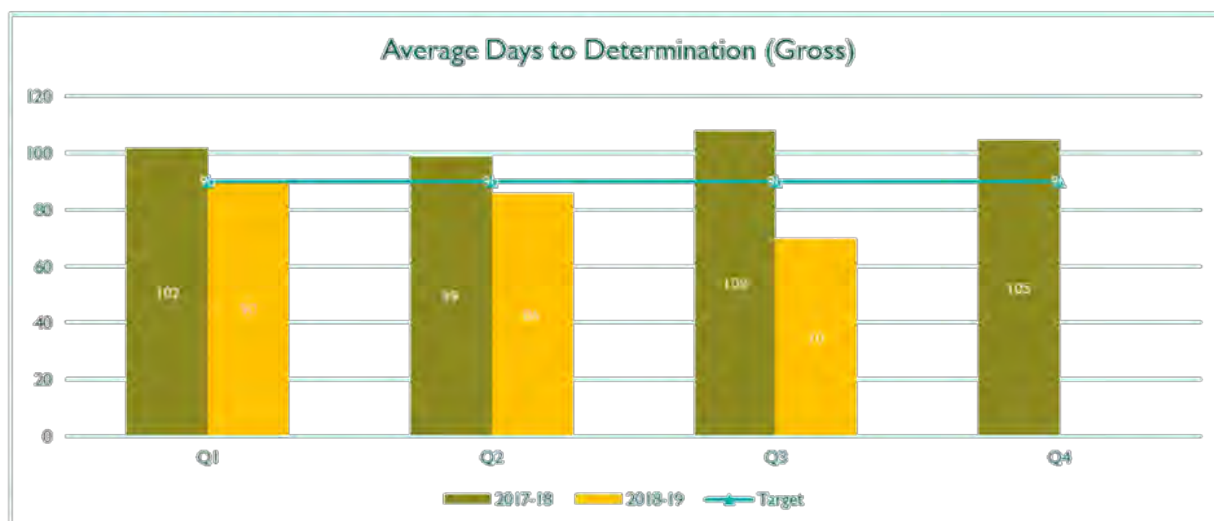
AVERAGE STATUTORY DAYS



Comment:

Whilst there was a slight increase in the average number of statutory days from the second quarter, it is tracking well against the previous year average.

AVERAGE GROSS DAYS



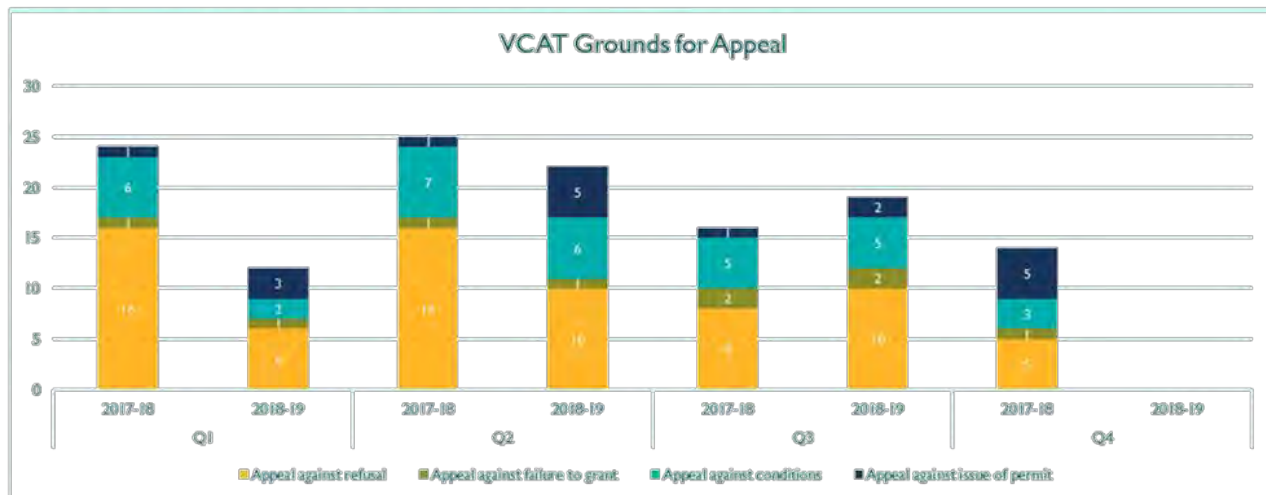
Comment:

We have seen a significant and pleasing reduction in the average gross days to determination in Q3 which is a positive trend. It reflects improved monitoring of gross days as a performance measure within the team.

Note: This measurement is in calendar days, not statutory days. It is extracted from the State Government Planning Permit Activity Reporting Systems (PPARS).

SERVICE PERFORMANCE INDICATORS — PLANNING

VCAT APPEALS AND REASONS FOR APPEALS

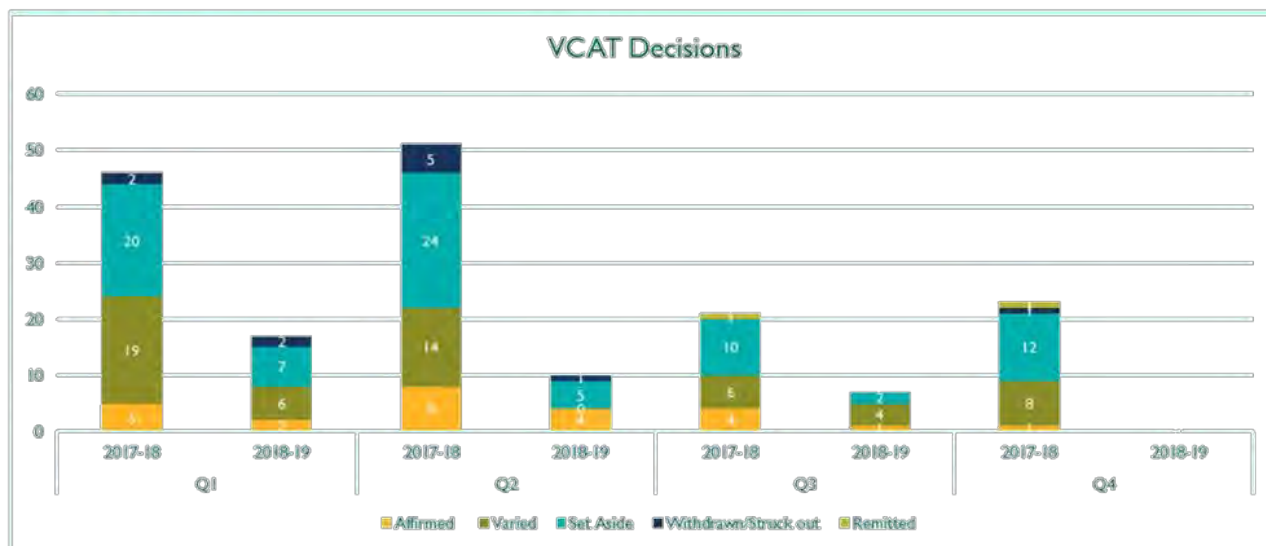


Comment:

The number of appeals in Q3 has continued to be low. This demonstrates that our decision making is finding a reasonable balance between various stakeholder expectations.

Data source: Planning Permit Activity Reporting Systems (PPARS) – DELWP

VCAT DECISIONS



Comment:

There has been a significant drop in the number of VCAT decisions. This is due to increased negotiation by Urban Planning to achieve an appropriate outcome as part of the assessment process and greater policy direction with Council's structure planning program. It also reflects the lower number of overall applications to VCAT seeking review of Council's decisions.

SERVICE PERFORMANCE INDICATORS — PLANNING

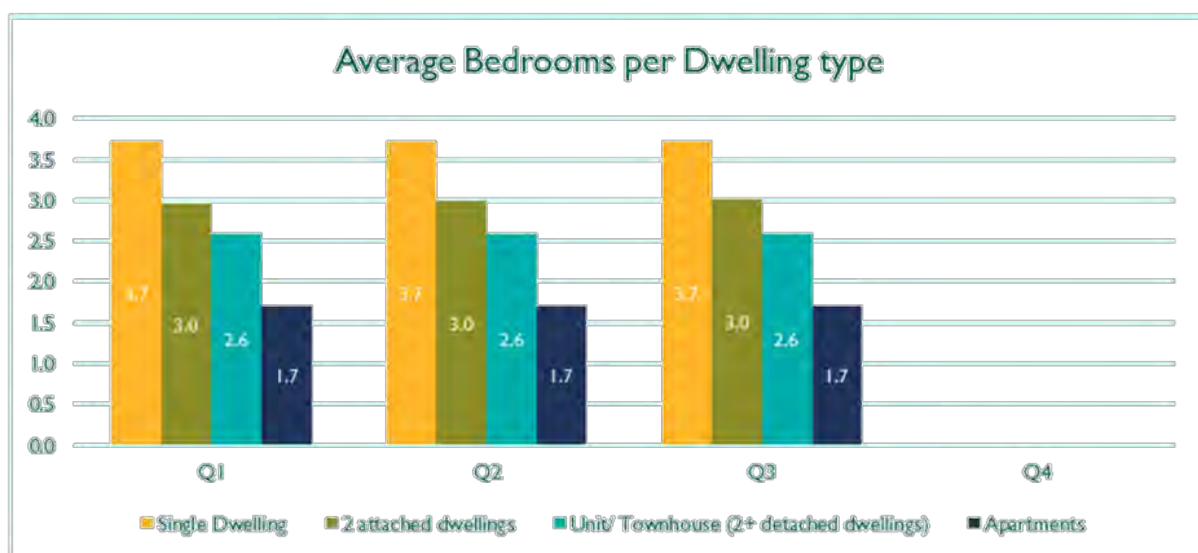
TREND IN AVAILABLE HOUSING STOCK



Comment:

The majority of completed housing continues to be apartments of 1 or 2 bedrooms. Council's Structure plans seek to counter this imbalance and provide a greater diversity of housing across the municipality.

Note: Due to the conversion of systems from Pathway to VM online, no supplementary valuations were completed in August.

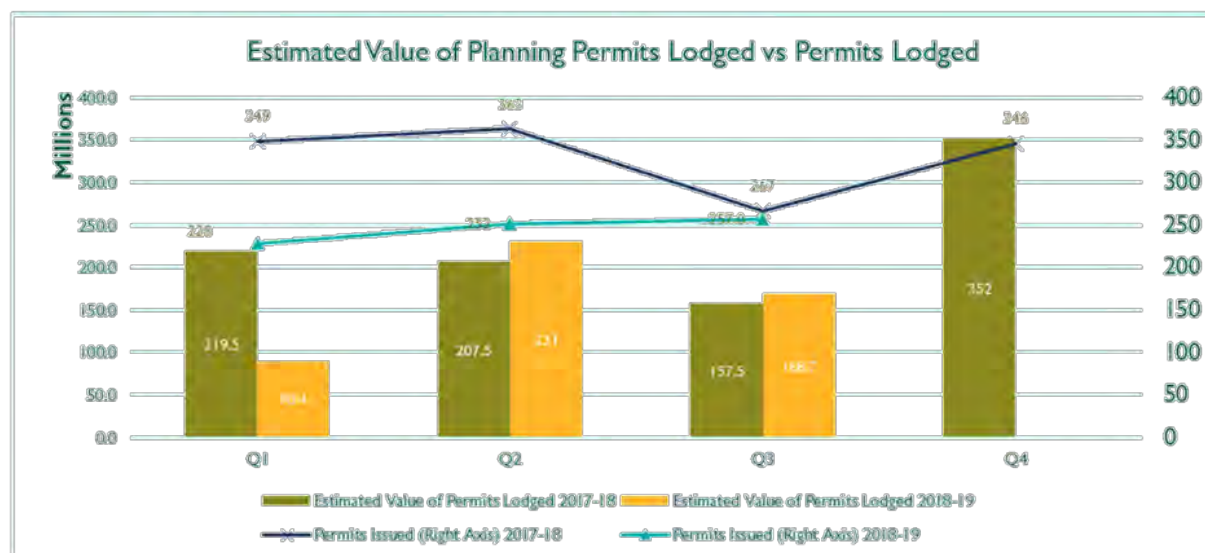


Comment:

The average bedroom numbers per dwelling continues to remain at 3-4 for houses and 1-2 bedrooms per apartments but recent planning applications suggest that apartment sizes may be slowly increasing.

SERVICE PERFORMANCE INDICATORS — PLANNING

ESTIMATED VALUE OF PLANNING PERMITS LODGED



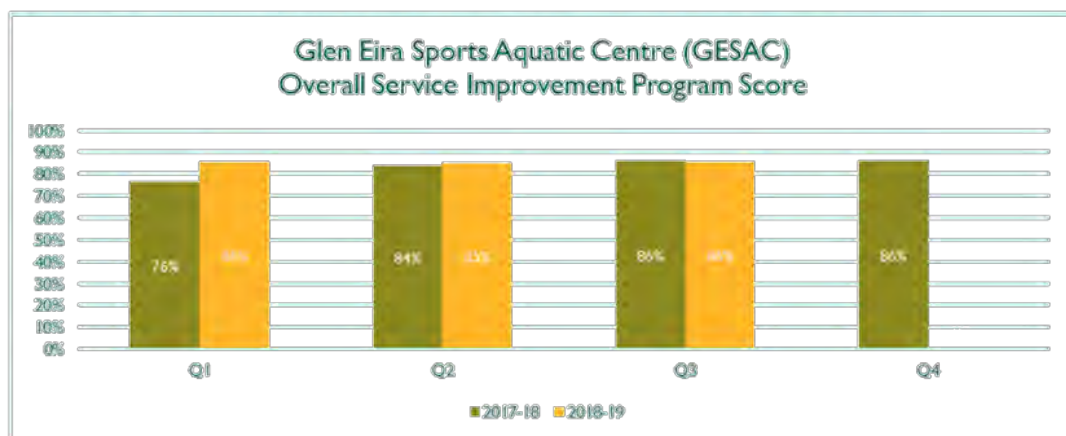
Comment:

The impending federal election, softening of property prices and current lending conditions all impact on application numbers and sizes of developments proposed.

Data source: *Planning Permit Activity Reporting Systems (PPARS) – Department of Environment, Land, Water and Planning (DELWP)*

SERVICE PERFORMANCE INDICATORS — GESAC

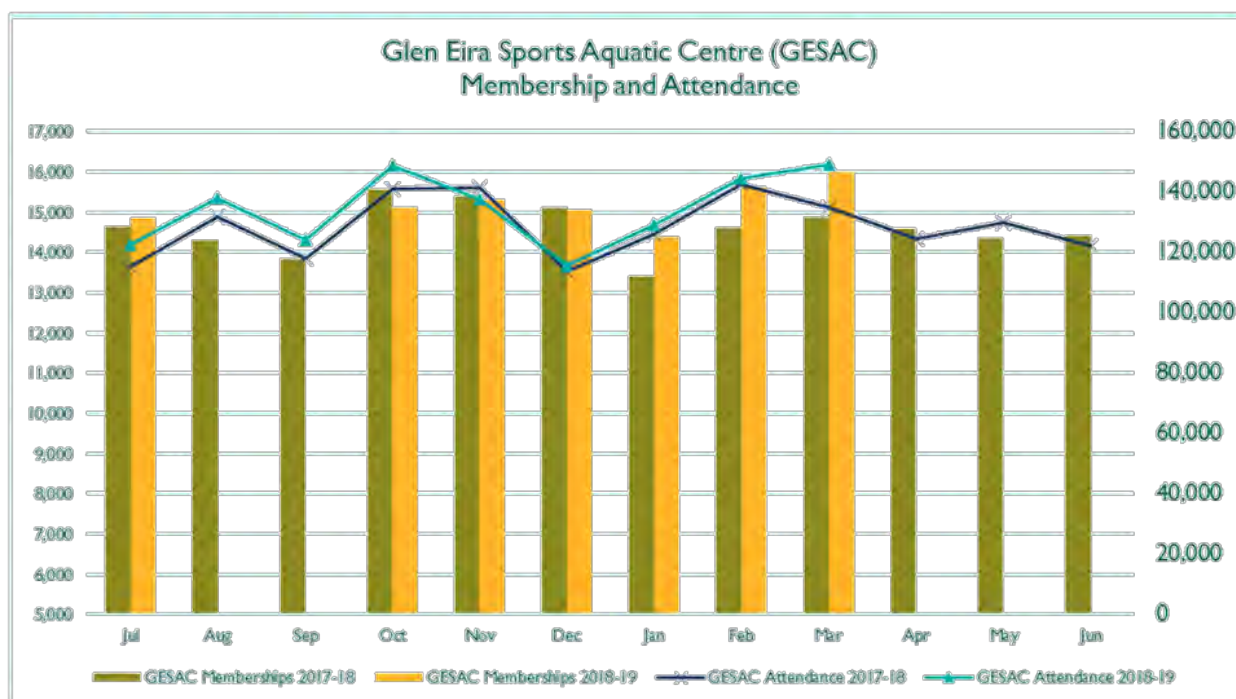
OVERALL SERVICE IMPROVEMENT PROGRAM SCORE — GESAC



Comment:

It's pleasing to see a consistent high result for Service Improvement Program results, compared to previous years. The third quarter is also usually more challenging due to the influx of new staff.

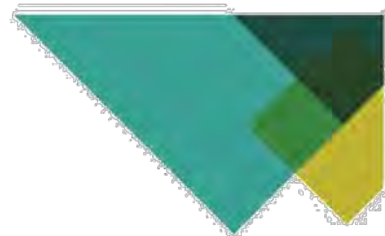
GESAC MEMBERSHIP AND ATTENDANCE



Comment:

Membership numbers have increased from last year due to a number of factors including a slowdown in the cancellation of gym members, an overall improvement in the maintenance of swim school members, and the continued improvement in stadium programs. Aquatic memberships have also grown consistently over the past year as focus has been applied to this area. This has translated into an increased overall attendance for the period.

ACCESSIBLE AND WELL CONNECTED



A CITY THAT IS EASY TO MOVE AROUND, WITH SAFE TRAVEL OPTIONS AND WALKABLE NEIGHBOURHOODS

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 March 2019	
We will develop pilot projects in line with our new <i>Integrated Transport Strategy</i> , with a focus on creating safer and walkable neighbourhoods.	Pilot one pedestrian safe neighbourhood project.	In September 2018, Council resolved to pilot a pedestrian safe neighbourhood around Coatesville Primary School. Project and consultation plans have been developed. Data collection and an issues & opportunities paper has been prepared and is available online. A draft precinct plan is expected by the end of May 2019.	Yellow
	Pilot one corridor improvement for safe cycling project.	In September 2018, Council resolved to pilot a new safe cycling corridor in Inkerman Road. A Traffic and parking survey report has been prepared and is available online. A survey asking for people's opinions, aspirations and ideas for the project has now concluded.	Red
	Pilot with one school for the Active Schools project (safe travel to school) initiative.	The trial with Valkstone Primary is now complete and statistical data will be analysed to assist with an ongoing program to create safer and walkable neighbourhoods.	Blue
We will develop and implement a new <i>Car Parking Policy</i> based on the principles of the <i>Integrated Transport Strategy</i> .	Adopt and implement a <i>Car Parking Policy</i> .	Council has commenced the development of the Parking Policy.	Red
We will update our action plans for walking and cycling based on the principles of the <i>Integrated Transport Strategy</i> .	Update and endorse a revised <i>Walking Action Plan and Cycling Action Plan</i> .	Council has appointed a consultant team to update the Walking Plan and Cycling Action Plans. These updated Plans will be presented to Council in June 2019. The two pilot projects Council is undertaking in Benteigh East and Inkerman Road represent a significant change in approach to how Council is seeking to improve walking and cycling in Glen Eira. The development of these pilots will largely inform the updated Walking and Cycling Action Plans.	Green
We will work with the Level Crossing Removal Authority to implement upgrade works to Neerim Road, Murrumbeena in line with community feedback and Council endorsed designs.	Commence the upgrade of Neerim Road, Murrumbeena streetscape works.	Proposed to alter scope of project and stage the works. Unforeseen issues with third party authorities and tender responses. Further consideration of broader activity centre requirements to be reviewed and presented to Council in April 2019.	Red
We will undertake a gap analysis on public transport availability and accessibility across the municipality.	A gap analysis prepared with community consultation and reported to Council. Gap analysis informs Council's advocacy efforts with State Government.	Council Officers have developed a draft Public Transport Gap Analysis Report and Advocacy Reference Document, this will be presented to Council in April to seek approval to commence community consultation in May.	Yellow
We will construct a number of new footpaths throughout the municipality, creating connections where there are missing footpaths.	Construct one kilometre of new footpaths in prioritised locations across the municipality.	The footpaths construction is in progress. 75% of the program is completed. Expected completion by the end of May 2019.	Green

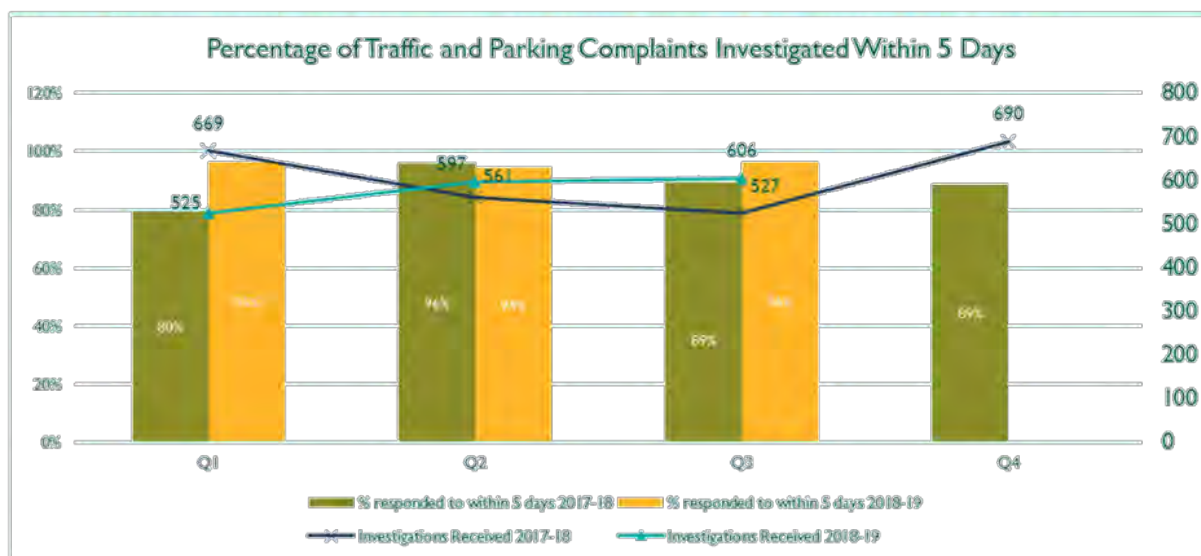
Completed
 On Track
 Slightly behind
 At risk
 Not started

SERVICE PERFORMANCE INDICATORS — TRAFFIC AND SAFETY

The following performance indicators are being monitored under

Theme 2 – Accessible and Well Connected

TRAFFIC AND PARKING COMPLAINTS RESPONDED TO WITHIN FIVE DAYS



Comment:

A total of 606 investigations were completed in the second quarter of 2018-19. This is 79 more than the same time last year. The response rate for this quarter is reasonable given the ongoing in-house transition and recent changes to the department.

COMMUNITY SAFETY AUDITS

An independent road safety auditor has been appointed to carry out audits at 3 schools and 2 local neighbourhood centres.

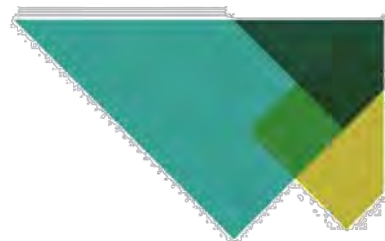
Road safety audits have been carried out at the following schools:

1. Adass Israel School, Elsternwick
2. Wesley College, Elsternwick
3. Our Lady of the Sacred Heart, Bentleigh

Road safety audits were also carried out at the following local neighbourhood centres:

1. Patterson Road shopping village, Bentleigh (Completed in quarter 1)
2. Alma Village, Caulfield North

SERVICE PERFORMANCE INDICATORS — FOOTPATHS



FOOTPATH IMPROVEMENTS



Comment:

Footpath improvements M² saw a slight decrease for Q3 due to contractors being on leave for the Christmas and New Year period.

SAFE, HEALTHY AND INCLUSIVE

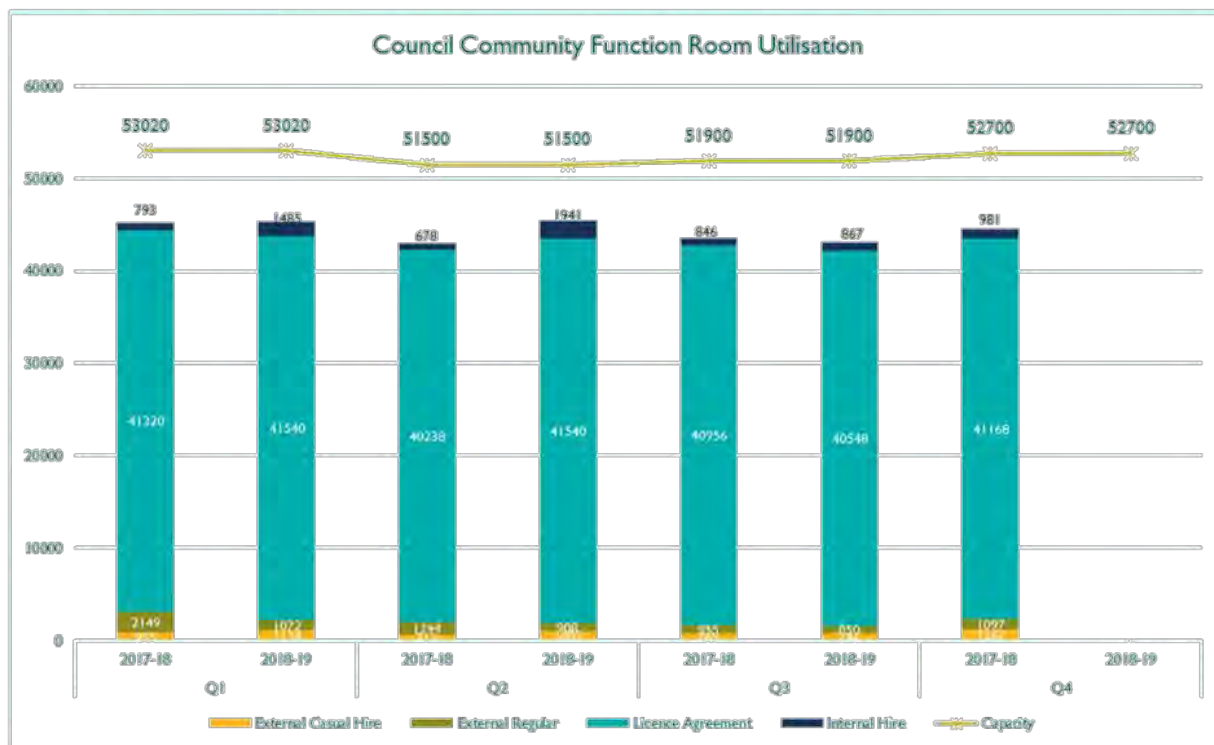
A STRONG AND SAFE COMMUNITY THAT BRINGS PEOPLE TOGETHER AND ENHANCES HEALTH AND WELLBEING

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 March 2019	
We will develop a <i>Youth Strategy</i> which addresses the needs outlined in the <i>Glen Eira Student Resilience Survey 2017 Report</i> .	Strategy developed and endorsed by Council.	Draft Youth Strategy placed on public exhibition for a period of 28 days.	
We will support crime prevention in the municipality through the delivery of key activities under our <i>Community Safety Plan 2018–2022</i> and Community Safety Committee.	Implement and evaluate a pilot program of at least four neighbourhood and street activities which will build connections.	Six community activities have been delivered in different parts of the municipality. An evaluation and recommendations for future activity is currently being prepared.	
	Partner with Victoria Police and key stakeholders to conduct quarterly community safety engagement activities.	Four activities have been delivered in partnership with police to date with two more scheduled before end of financial year.	
We will continue to implement all-abilities access in Council managed community facilities, aligned with Council's <i>Disability Action Plan 2017–2021</i> .	Implement upgrades in a number of Council facilities, including: Caulfield Park Pavilion; Caulfield Recreation Centre; Glen Huntly Park Pavilion; and Council depot buildings to ensure all-abilities access.	To improve the access for all-abilities to our Council buildings we have started implementing the necessary work as indicated in our action plan. The specified work has been reviewed with some sites being re-assessed and completed as identified in the audit. Completed sites to date include our high priority pavilion sites including Koornang Park Pavilion, Murrumbeena Park Pavilion, McKinnon Reserve Pavilion, EE Gunn Reserve Pavilion, DC Bricker Pavilion and East Caulfield Reserve Pavilion.	
We will provide and continue to maintain an online collaboration tool for small business.	Minimum of 50 per cent of small business owners who attend Council's <i>Connection Economy</i> events register for the online platform.	50 per cent of small business owners who attended Council's Connection Economy events are registered for the online platform.	
We will invest in increased compliance activity around building sites in order to improve safety and amenity during major construction works.	Decrease in the number of complaints received.	Complaints have remained consistent with the first quarter; the need to issue notices have reduced indicating compliance levels have improved.	
We will develop a <i>Family Violence Action Plan 2018–19</i> .	Conduct a campaign to raise awareness of Council's actions. A minimum of 90 per cent of 2018–19 actions are delivered.	Family Violence action plan for 2018-19 endorsed by Council on 24 July 2018. Delivery of action items is in progress.	
We will review our <i>Community Grants Program</i> to ensure it is aligned to the achievement of the <i>Glen Eira Council and Community Plan 2017–2021</i> outcomes.	A new look <i>Community Grants Program</i> is launched by March 2019.	New look community grants program has commenced.	
We will enhance volunteering opportunities within Council to increase community participation.	Development of a framework for volunteering within Council.	Draft strategy complete and scheduled for Council meeting in May.	
We will complete an 'innovate' <i>Reconciliation Action Plan</i> and implement key activities associated with the <i>Plan</i> .	A minimum of 90 per cent of 2018–19 actions implemented.	Reconciliation Action Plan endorsed by Council on 16 October 2018. Plan was publicly launched on 10 December 2018. Implementation is in progress.	
We will deliver a community garden at Moorleigh Village.	Community garden established by June 2019	Garden is in situ and will be opened officially in May 2019.	
We will consult the community on the design for a Community Shed at Moorleigh Village.	Concept designs completed and project 'shovel ready' by June 2019.	Community has been consulted on sketch plans for a new community shed. Revised plans will commence shortly. Preliminary works on power to site has commenced.	
We will consult with the community on plans for improvements to Bentleigh Library and Youth Hub.	Community consultation and design completed for improvements to Bentleigh Library and Youth Hub.	Concept designs completed and will be presented to Council for consideration in April 2019.	
<div> <div>Completed</div> <div>On Track</div> <div>Slightly behind</div> <div>At risk</div> <div>Not started</div> </div>			

SERVICE PERFORMANCE INDICATORS — COUNCIL FACILITIES

The following performance indicators are being monitored under Theme 3 – Safe, Healthy and Inclusive

UTILISATION OF COUNCIL COMMUNITY FUNCTION ROOMS

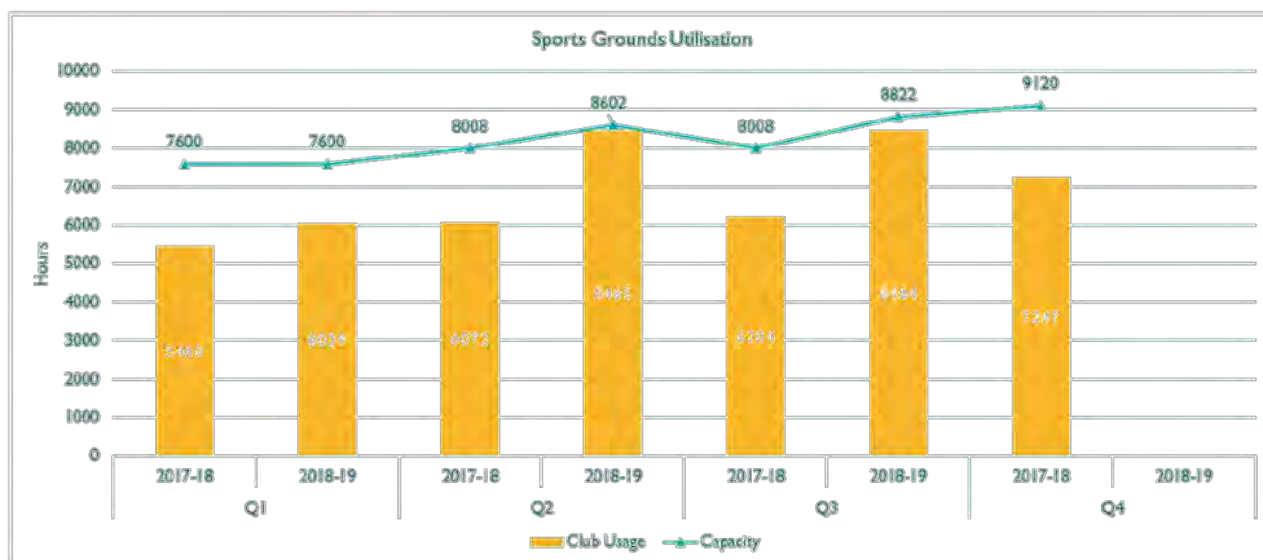


Comment:

- Figures above represent the monthly bookings of Council's eleven Community Function Rooms: Bentleigh McKinnon Youth Centre, Caulfield Park Pavilion and Community Room, DC Bricker Function Room, Duncan Mackinnon Reserve Social Room, East Caulfield Function Room, Glen Huntly Park Function Room, McKinnon Public Hall, Murrumbeena Function Room, Packer Park Function Room, Moorleigh Function Room and the Moorleigh Community Village Centre.
- Users consist of a mix of community casual hire, regular hire (e.g. judo, ballet, gymnastics and Pilates groups), licence agreements and internal Council bookings.
- Licence agreements are in place for rooms at Moorleigh Community Village Centre, Bentleigh McKinnon Youth Centre (YMCA Victoria) and DC Bricker Pavilion (Sandringham Dragons).
- Figures exclude the Town Hall and Carnegie Library Rooms.
- At venues other than our licence agreement venues, there is capacity and opportunity to increase casual hire and external regular hire usage.

SERVICE PERFORMANCE INDICATORS — COUNCIL FACILITIES

SPORTS GROUND USAGE

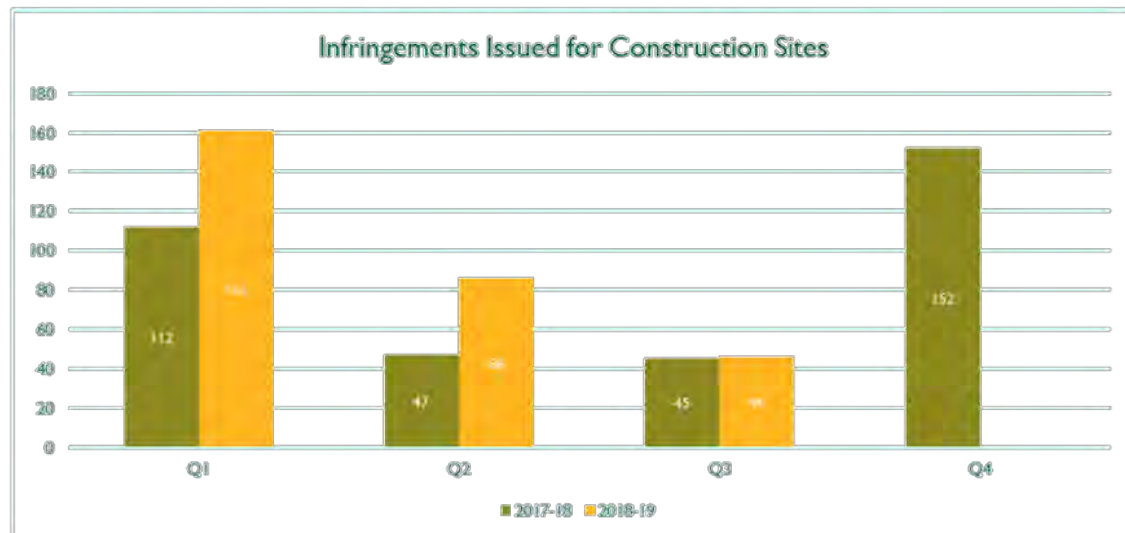


Comment:

- Q3 figures do not account for pre-season training use. This would represent an addition 300-400 usage units
- Q1 (10-week period) Q2 (11-week period) Q3 (10-week period)
- Summer sports usage differs from winter sports usage. E.g. cricket usage only allows two teams to be allocated to a timeslot in summer – E.g. Fri PM, Sat AM, Sat PM, Sun AM and Sun PM.
- Oval 1 at Bailey Reserve closed in Q 1 & 2. Bentleigh Reserve closed in Q2. Oval 1 at Bailey Reserve was brought back online for Q3, however in limited capacity in line with turf management requirements.
- School & casual usage and passive (dog walking and active play) usage is not calculated as part of the weekly allocated hours per sports ground.
- Q3 club usage increased in 2019 due to capturing all mid-week club competitions including T20 and women's cricket. Junior introductory programming was also including in this year's data.
- Q3 school usage increased in 2019 due to EE Gunn No.2&3 being reopened and heavily utilised by Kilvington Grammar who have a blanket daily booking during school terms.
- Q3 overall capacity increased in 2018 due to redefining of ovals at EE Gunn No.2&3 (capturing baseball x 2, senior turf x 2 and junior synthetic cricket) and McKinnon outer ovals (senior turf x 1 and 2 x junior synthetic cricket) which now provides a truer reflection of the overall capacity of sports played at these grounds.

SERVICE PERFORMANCE INDICATORS — LOCAL LAWS

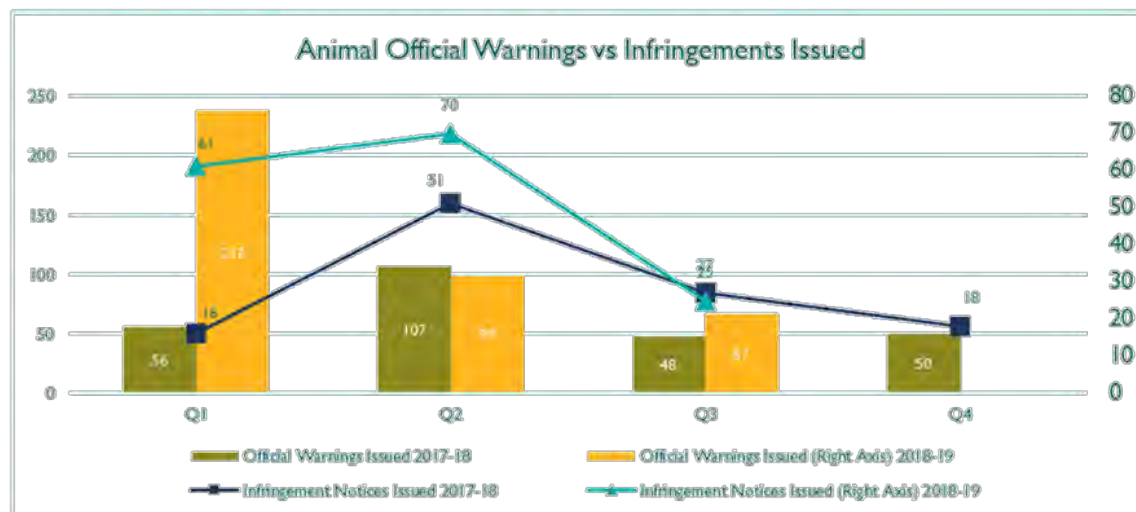
INFRINGEMENT NOTICES ISSUED FOR CONSTRUCTION SITES



Comment:

Figures have continued to drop from last quarter which is consistent with the prediction that construction activity is remaining stable and Council's enforcement strategy is continuing to have a positive impact.

ANIMAL OFFICIAL WARNINGS VS INFRINGEMENTS ISSUED

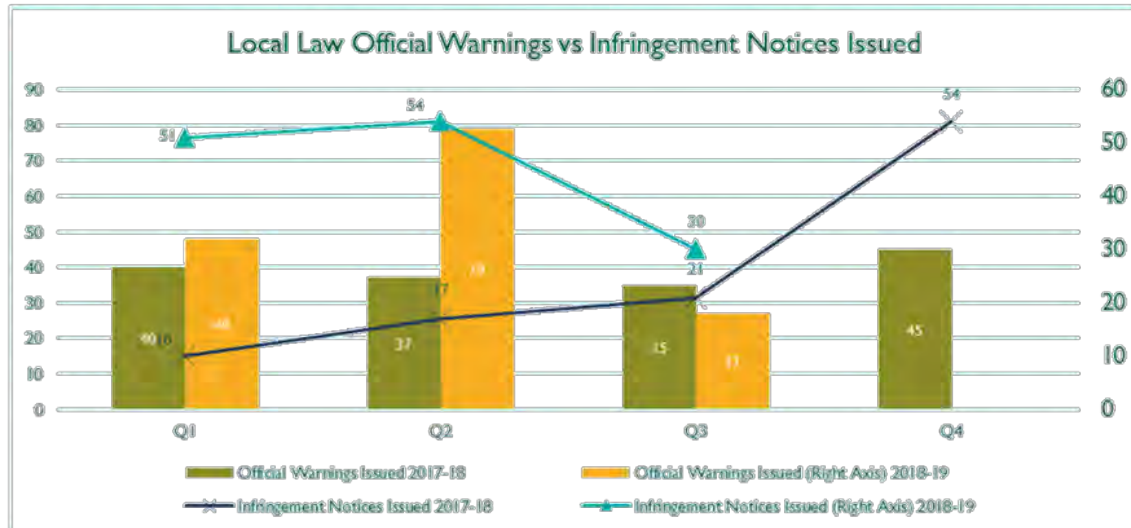


Comment:

Official warnings and infringements both dropped significantly in the quarter which is consistent with this period annually due to animal renewals from the 18/19 year being finalised.

SERVICE PERFORMANCE INDICATORS — LOCAL LAWS

LOCAL LAW - OFFICIAL WARNINGS VERSUS INFRINGEMENT NOTICES ISSUED

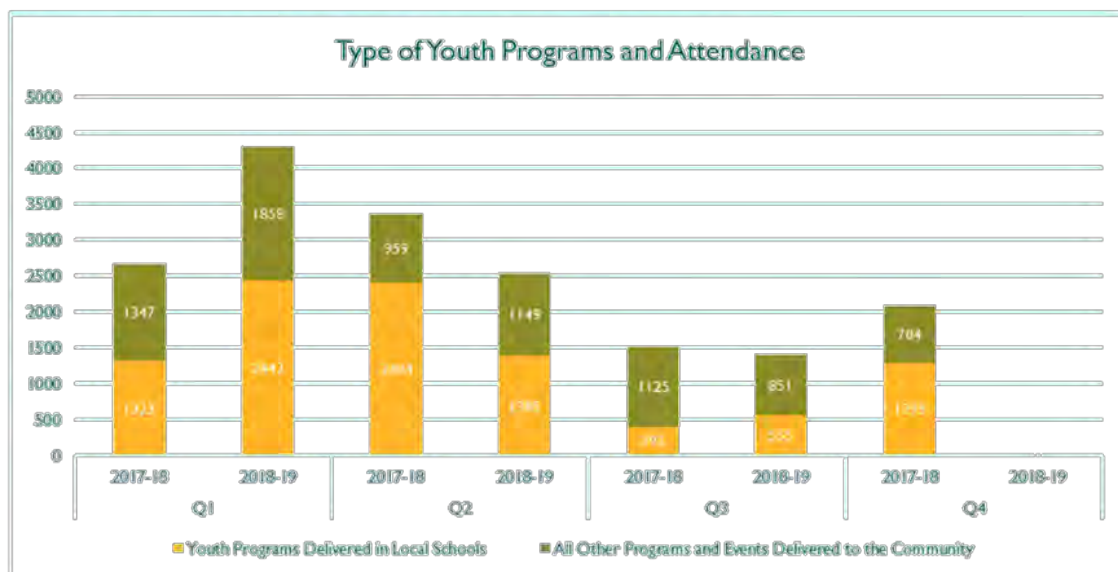


Comment:

Official warnings and infringements dropped from the previous quarter. This is expected as the previous quarter's increase is due to the majority of seasonal overhanging shrubs and general amenity complaints having been resolved.

SERVICE PERFORMANCE INDICATORS — COMMUNITY SERVICES

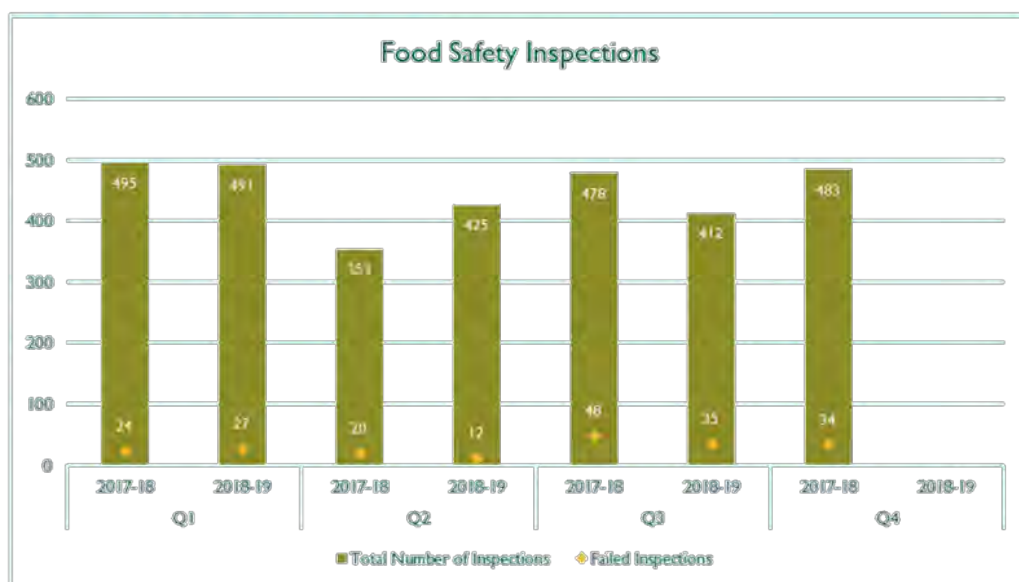
NUMBER OF YOUNG PEOPLE ATTENDING PROGRAMS



Comment:

Quarter 3 saw a higher uptake in secondary school programs, particularly the Healthy/Respectful Relationships delivered in Secondary Schools, compared to 2017/18. While Council's community programs continued to have strong participation, the shifting of some youth events to later in the year reflected lower youth event numbers compared to this time last year.

FOOD SAFETY INSPECTIONS

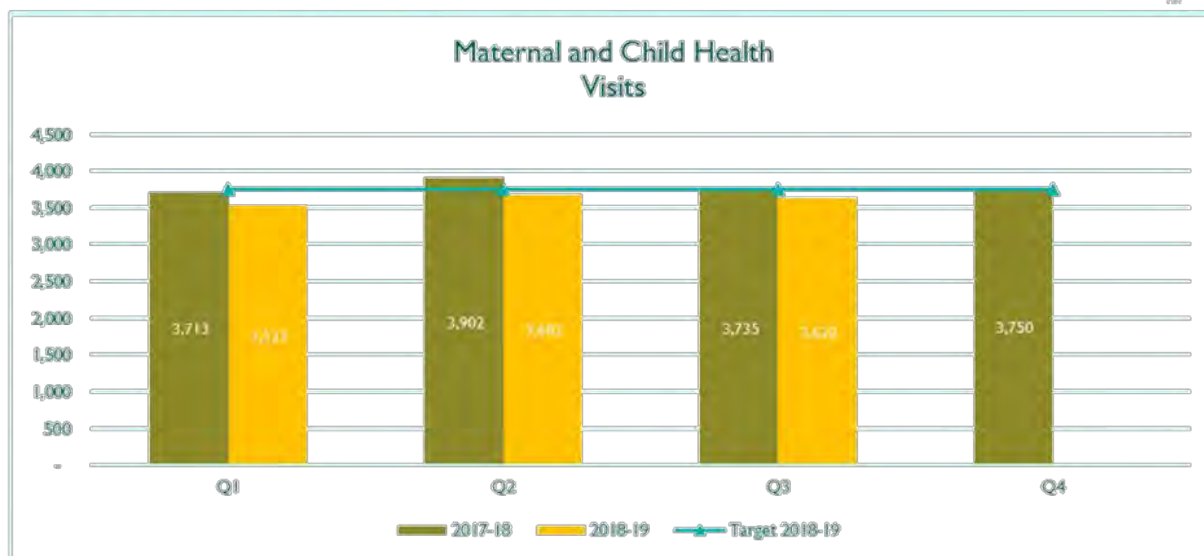


Comment:

The number of inspections remains generally consistent with a pleasing reduction in the number of failed inspections. A failed inspection in this instance uses the same definition as the LGPRF critical and major non-compliance definitions. It is when a deficiency is found by a Council officer that poses an immediate serious threat to public health and must be followed up by the Council. This includes situations where there is a serious risk of food being sold that is unsafe to eat.

SERVICE PERFORMANCE INDICATORS — COMMUNITY SERVICES

MATERNAL AND CHILD HEALTH SERVICES

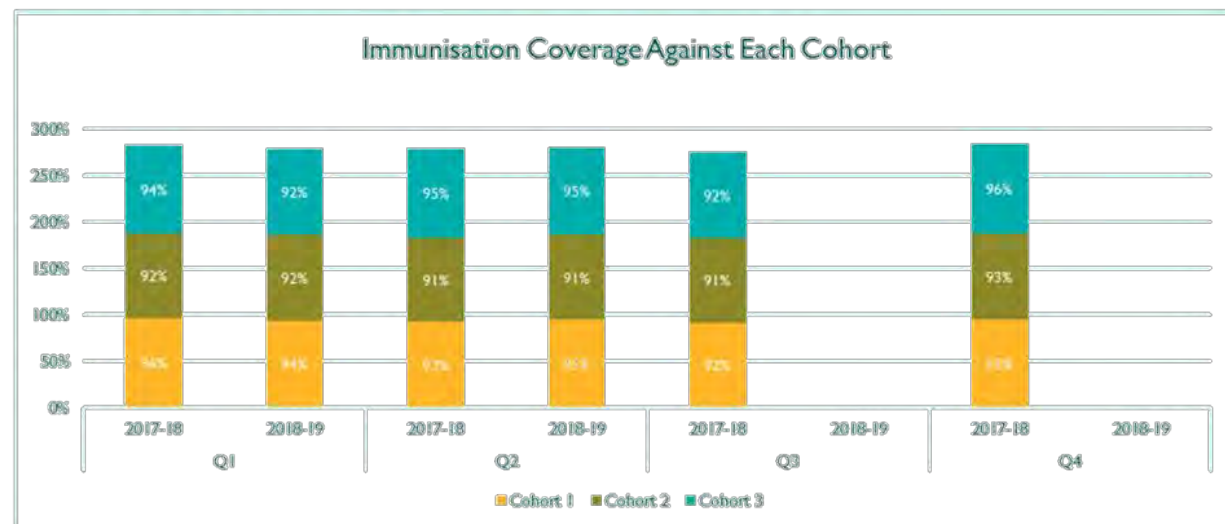


Comment:

Birth notices for the Jan – March quarter averaged 139, slightly higher than the 2nd Quarter. Key Ages and Stages visits slightly lower due to families taking leave during the holiday period.

Visit numbers each quarter are dependent upon when children are born each year and when scheduled visits fall. There are approximately 1,750 births in Glen Eira each year.

IMMUNISATION COVERAGE AGAINST EACH COHORT



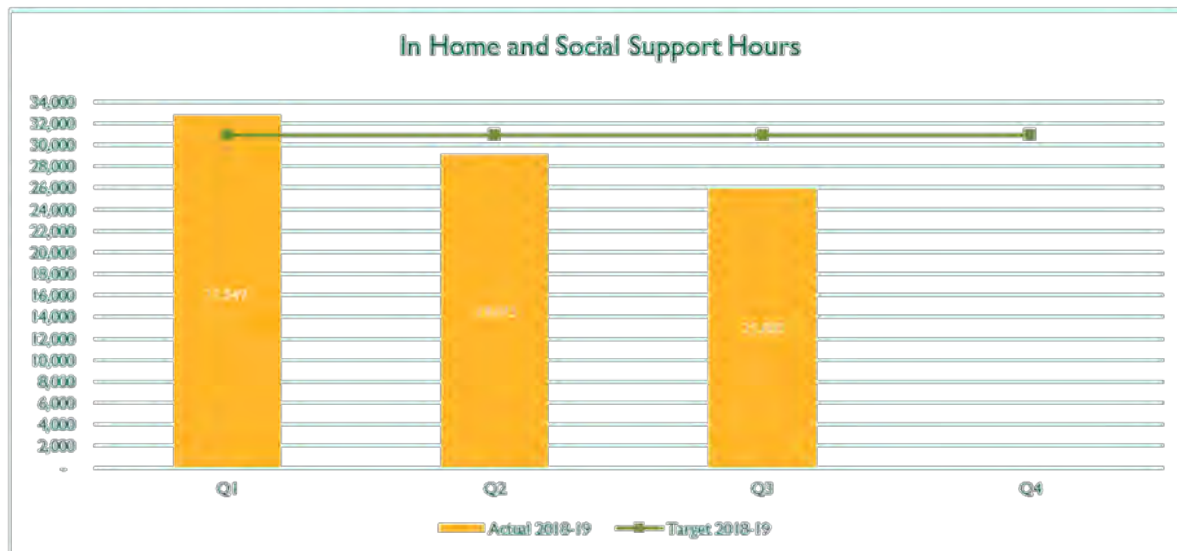
Comment:

At the time of preparing this report, data for Q3 was not available from the Department of Health and Human Services.

Cohort 1 - Children must receive all required vaccines by the age of one year and three months; Cohort 2 - Children must receive all required vaccines by the age of two years and three months; Cohort 3 - Children must receive all required vaccines by the age of five years and three months.

SERVICE PERFORMANCE INDICATORS — COMMUNITY SERVICES

IN HOME AND SOCIAL SUPPORT



Comment:

Low hours reported for Jan as expected given shutdown of Social Support Groups - Social Groups dropped on average 1400 hours in Dec/ Jan alone. Meals have fallen since the listeria scare which resulted in approximately 20 clients suspending service as they do not enjoy the meals from the interim provider. Other services continue to trend in line with individual targets. All Council service requests were satisfied for Q1, Q2 & Q3.

Over the year service hours will reduce each quarter by transition of clients to NDIS

LIBRARY LOANS

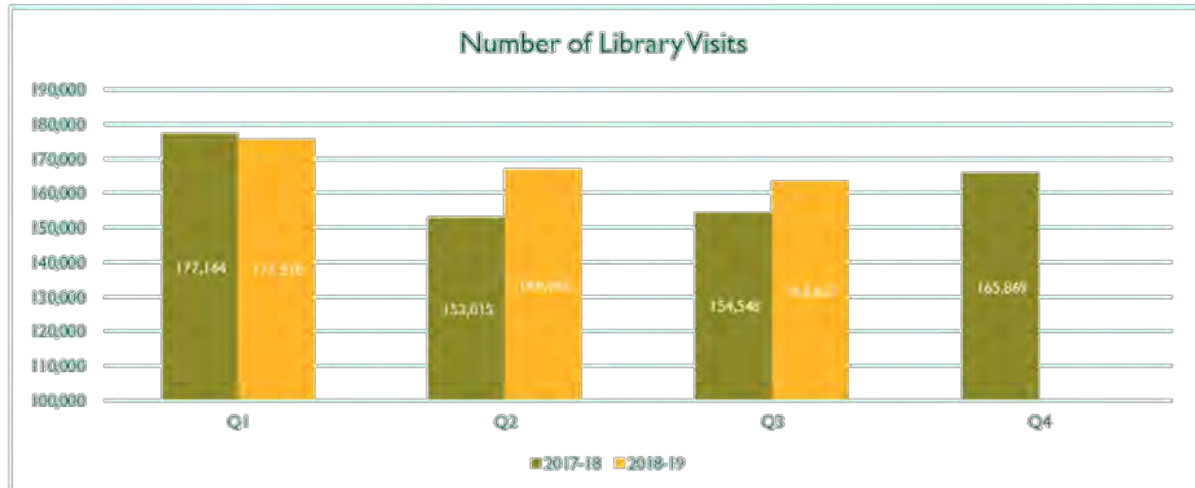


Comment:

Loans of library items have increased compared to Q3 last year, with digital loans increasing by 11.54%. March 2019 saw monthly loans of digital items exceed 10,000 for the first time.

SERVICE PERFORMANCE INDICATORS — COMMUNITY SERVICES

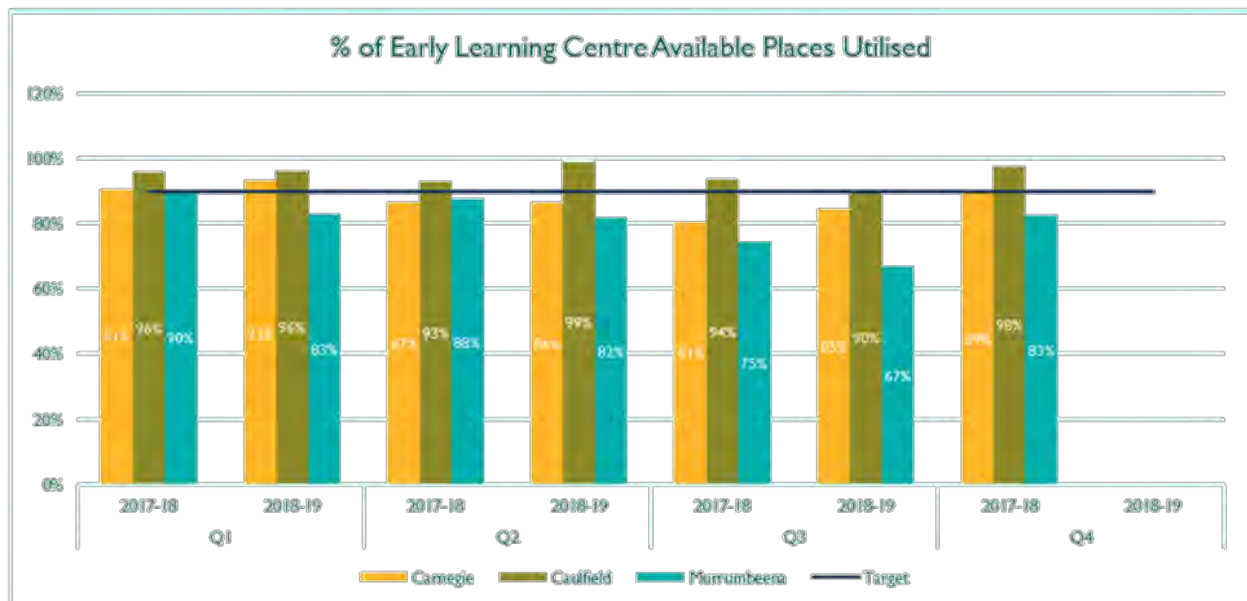
LIBRARY VISITS



Comment:

All library branches experienced increased visitation compared to Q3 last year, especially Elsternwick Library with an increase of 9.15% for the quarter.

EARLY LEARNING CENTRES UTILISATION RATE %

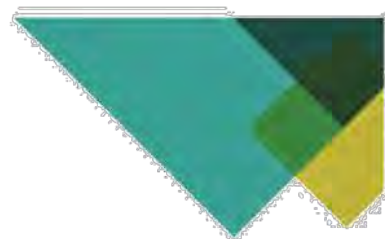


Comment:

Average Financial year to date utilisation is Carnegie 88%, Caulfield 97% and Murrumbeena 77%.

CLEAN AND SUSTAINABLE

AN ATTRACTIVE AND SUSTAINABLE ENVIRONMENT FOR FUTURE GENERATIONS

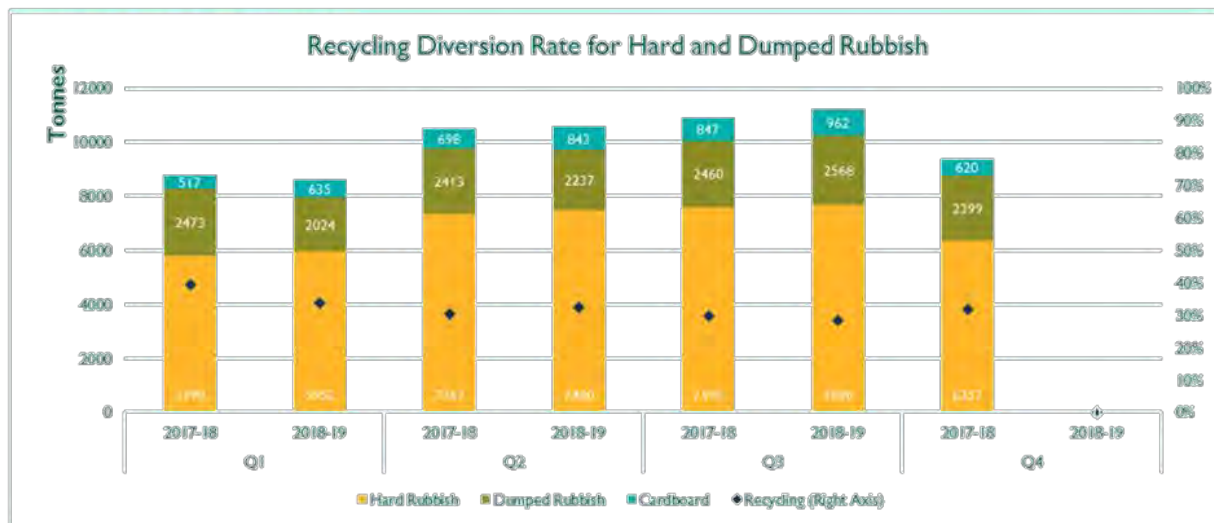


COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 March 2019	0
We will continue to implement our <i>Open Space Strategy 2013–2026</i> priority actions, including design and construction of open space projects.	Landscape design completed for Spring Road Reserve — stage two, Caulfield South; Lirrewa Grove, Caulfield; and Hopetoun Gardens, Elsternwick.	Concept designs for Stage 2 Spring Road Reserve are complete. Consultation will be undertaken when timing of drainage works in Spring Road are determined. Lirrewa Grove concept is complete. Hopetoun Gardens concept design is in progress and a heritage assessment on the park is also underway.	Green
	Construction of the sports court at Harleston Park, Elsternwick. Landscape enhancements at Moorleigh Community Village, Bentleigh East; and the dog agility park at The Wedge, Caulfield East.	Construction of Harleston Park sports court almost completed and will be opened with the playground upgrade which is due in June 2019. Construction of the Wedge dog agility park is underway, due for completion in June 2019. The landscape enhancement works at Moorleigh Village are complete.	
	Commence implementation of master plan at EE Gunn Reserve.	Cricket nets under construction. Works planned to be completed in May 2019. Car park in Foch Street –tendered and awarded, construction commenced.	
	Boyd Park, Murrumbene masterplan refreshed and endorsed by Council.	<i>Boyd Park (Outer Circle) Management Plan</i> community consultation completed and recommended changes to the <i>Plan</i> undertaken and endorsed by Council on 19 March 2019.	
We will replace street lighting on major Council roads with energy efficient lighting.	Replace 1,000 street lights with energy efficient lighting.	The upgrade of 1,350 major road street lights to energy efficient LED technology commenced in March 2019 and will be completed by June 2019, delivering an approximate 6% reduction in greenhouse gas emissions.	Green
Five per cent of the capital budget for all new and large refurbishment building projects will be allocated to sustainability measures, over and above the minimum required standards.	Five percent of Carnegie Swim Centre redevelopment budget allocated to sustainable initiatives and separately reflected in cost plans.	Five percent has been allocated in the Cost Plan specifically for ESD.	Green
We will protect our valued trees within our City and consult on the establishment of a new tree protection policy and <i>Significant Tree Register</i> (may change subject to Council resolution following consultation).	Complete the development of the tree protection policy and <i>Significant Tree Register</i> (through a Local Law).	Officers currently preparing a draft Tree Protection Local Law and draft Classified Tree Policy, which are scheduled for consideration at an Ordinary Council Meeting in April 2019 prior to community consultation.	Yellow
We will expand on recent trials of place-based teams to improve amenity in our activity centres.	High level of satisfaction of traders and/or community with the presentation of our activity centres, measured through a survey.	A second Care Crew vehicle commenced in October 2018 to expand service in the activity centres. A survey will be developed to measure trader's experiences and gain feedback towards the end of the financial year.	Green
We will invest in solar energy generation on Council's larger buildings and support the community to implement initiatives that contribute to our sustainability objectives.	Additional solar generation installed at Glen Eira Sports and Aquatic Centre, Bentleigh East and Carnegie Library, Carnegie.	Works are scheduled to accommodate another 100kw system including an evacuated tubing system at GESAC to improve operations. Currently projected works at GESAC on-track and expected to be delivered this financial year. Funds for solar panels at Carnegie Library have been redirected to the evacuated tubing system at GESAC as existing solar paneling provides sufficient coverage.	Red
	Two community programs delivered.	Council has joined two programs, Positive Charge and Solar Savers to help residents reduce energy use and install solar. In March 2019 the citizen science program, Nature Next Door, was launched. This will help to monitor the impacts of climate change on local biodiversity.	Blue
<div> Completed On Track Slightly behind At risk Not started </div>			

SERVICE PERFORMANCE INDICATORS — RECYCLING

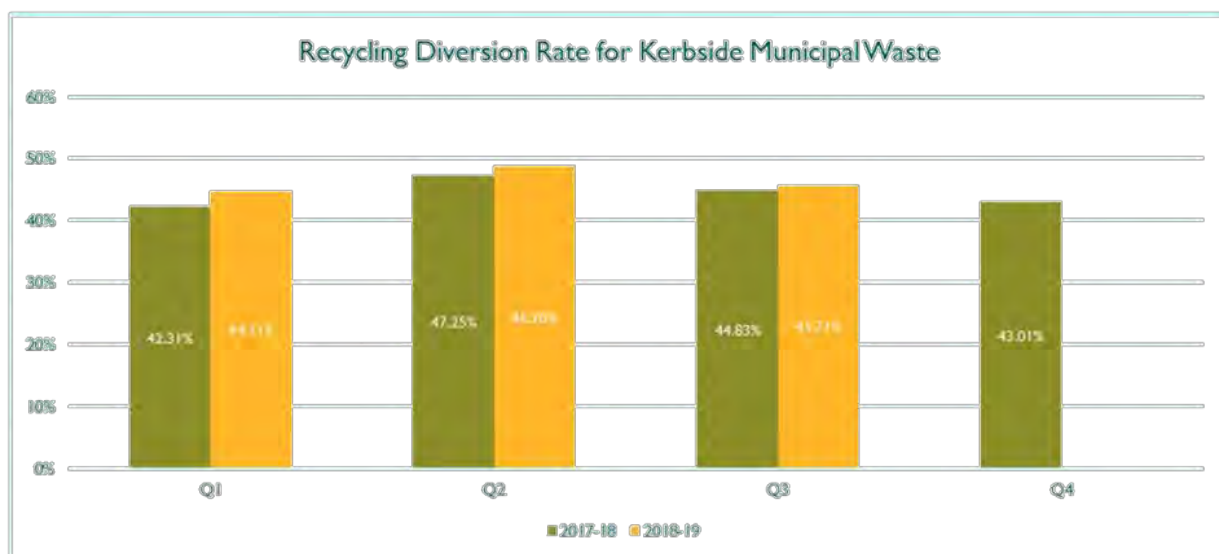
The following performance indicators are being monitored under Theme 4 – Clean and Sustainable

RECYCLING DIVERSION



Comment:

The recycling diversion rate from hard and dumped rubbish is similar compared to the same quarter of the 2017-18 financial year.

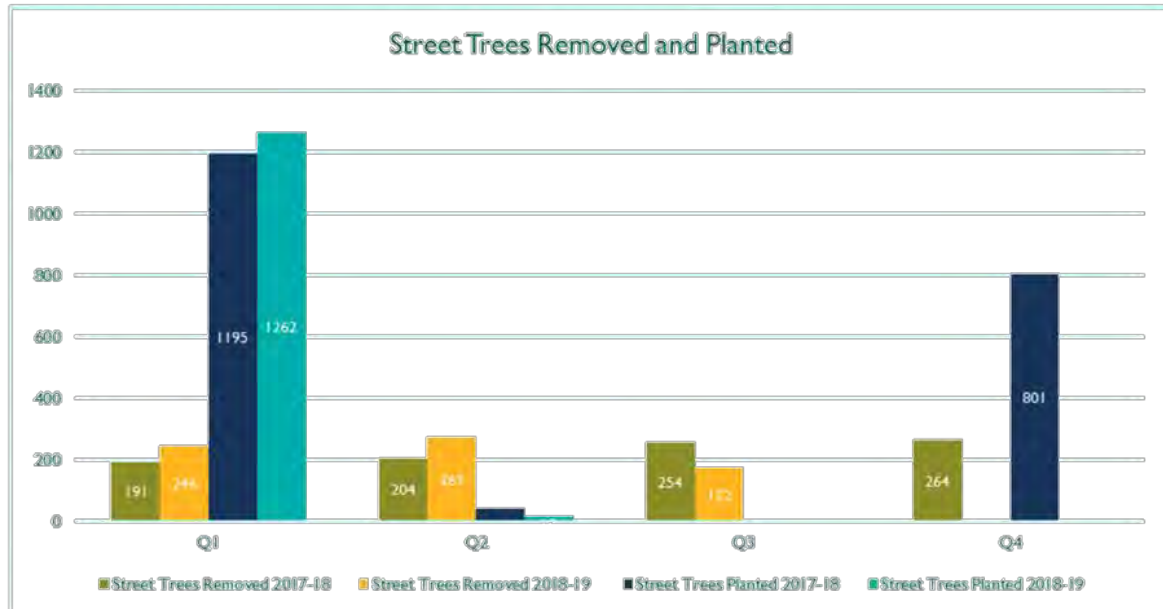


Comment:

The kerbside recycling diversion rate had been steadily rising compared to the same time last year but saw a decrease in February. It is possible the shutdown of SKM and related media attention on recycling issues caused residents to lose confidence that their recycling was being processed correctly. However, March shows a slight increase in diversion rate compared to last year and demonstrates Council messaging about continuing to recycle has been successful. Continued uptake of food waste recycling has also likely contributed.

SERVICE PERFORMANCE INDICATORS — PARKS

STREET TREES



Comment:

Tree removals for the 3rd Quarter, trending similar to last year as the focus is mainly on the removal of aging tree stock. No replanting during the summer period as the hot dry conditions are unfavorable to tree survival.

INFORMED AND ENGAGED

A WELL GOVERNED COUNCIL THAT IS COMMITTED TO TRANSPARENCY AND ENGAGES RESIDENTS IN DECISION-MAKING

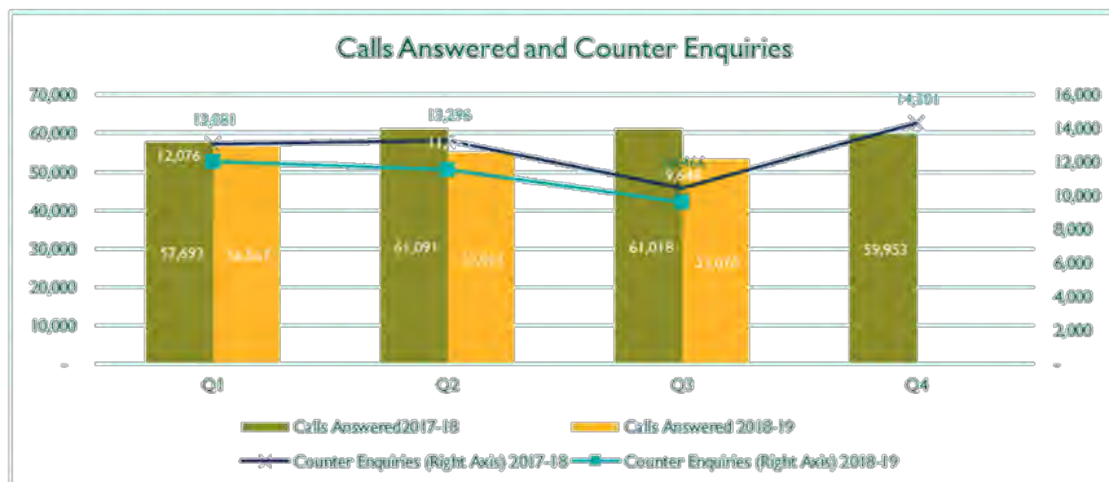
COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 March 2019	0
We will implement our <i>Community Engagement Strategy 2018–2021</i> .	Develop an online live chat platform that will enhance community opportunities to ask questions and engage with Council.	Facebook chat with the Mayor will be held to discuss draft Budget on 16 May 2019.	
	Establish a 'We asked - You said -We did' online platform to report back to the community following all community engagement activities.	A first iteration of a 'We Asked-You Said We Did' page on the current Council website is now live.	
	Consult with Glen Eira Community Voice on at least six occasions.	Three consultations and one quick survey have been completed and future consultations using community voice are being planned.	
We will continue to provide greater online options for residents by ensuring that our top 20 transactions are available via Council's website.	New Council website implemented by June 2019	Content is written and in the approval stage with management. New site is being built and in test stage ready for deployment	
	Top 20 most accessed community transactions will be available via Council's website.	Top fourteen transactions are now online and can be accessed through Council's website. Six additional transactions are in progress to be completed on time to meet the commitment	
We will streamline and simplify processes for the community to engage with Council during key life events.	New residents will have access to a seamless online workflow that automatically connects them to Council services relevant to their needs by June 2019.	Community research has been undertaken to establish pain points and needs of the user. User journeys and online content has been completed as part of the content development of the new website.	
	New businesses will have access to a seamless on-line workflow that automatically connects them to council services relevant to their needs by June 2019	Community research has been undertaken with businesses to establish pain points and needs of the user. User journeys and online content has been completed as part of the content development of the new website.	
	New parents will have access to a seamless on-line workflow that automatically connects them to council services relevant to their needs by June 2019.	Community research has been undertaken with parents to establish pain points and needs of the user. User journeys and online content has been completed as part of the content development of the new website.	
We will advocate with State and Federal Governments in line with our endorsed <i>Advocacy Strategy 2018–2020</i> .	Election period advocacy campaign deployed for each State electorate.	Advocacy priorities identified for each of the three State electorates represented in Glen Eira. Advocacy Breakfast held on Wednesday 24 October 2018. Outcomes of Council advocacy activities reported to Council in February 2019.	
We will demonstrate our commitment to transparency by increasing the amount of information that is available to the public via various communication modes.	Increased social media presence by posting a minimum of five messages per week that informs the community on a range of Council services and events via Council's <i>What's on in Glen Eira</i> Facebook and Instagram pages and an increase in the use of video.	A total of 396 posts and 33 videos have been streamed across Facebook and Instagram showcasing and informing the community of Council's services and events as well as relevant State Government initiatives.	
	Improvement in the Community Satisfaction Rating with how Council has performed in making decisions in the interest of the community.	Once the results from the Local Government Community Satisfaction Survey for 2019 are released a comparison will be made against the 2018 result.	
We will commence a review of our Local Law in consultation with the community.	Complete consultation with internal stakeholders and community stakeholders. Prepare draft Local Law for comment by 30 June 2019.	A full project plan (Plan) was discussed at the meeting of the Local Laws Advisory Committee in October 2018 and at a Council Assembly meeting in November 2018. Stage 1 of Plan, which is to identify areas of the current Local Law that may require amendment, is substantially complete. Stage 2 of Plan, which is to draft the proposed Local Laws, Community Impact Statements and Human Rights Statements, is currently underway.	
We will ensure that Council's governance processes and frameworks remain consistent with contemporary practice and <i>Local Government Act</i> requirements.	All requirements of the new <i>Local Government Act</i> will be complied with in accordance with implementation timelines set by the Minister for Local Government.	The new <i>Local Government Act</i> was not enacted before the last election and although general opinion is that it will be revived, at this time it is not on the legislative agenda. This action will therefore not be delivered this year.	
We will report quarterly to the community on our progress against all of our promises outlined in this <i>Plan</i> .	Quarterly reporting considered by Council in August, November, February and May annually.	The December Quarterly Service Performance Report was endorsed by Council in February 2019 and is currently live on Council's website.	

Completed
 On Track
 Slightly behind
 At risk
 Not started

SERVICE PERFORMANCE INDICATORS — SERVICE CENTRE

The following performance indicators are being monitored under Theme 4 – Informed and Engaged

CALLS ANSWERED AND COUNTER ENQUIRIES

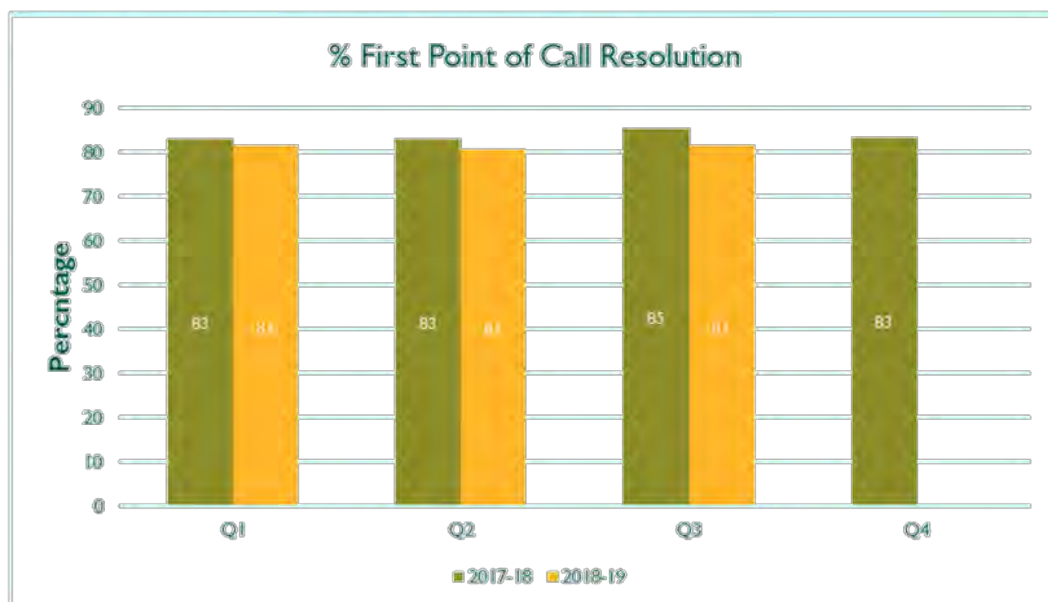


Comment:

Q3 for the Service Centre saw a decrease in calls by over 100 calls a day compared to the same quarter last financial year. This is mainly due to more online services available to the community and staff that are now more experienced and can answer complex enquiries resulting in less repeat calls.

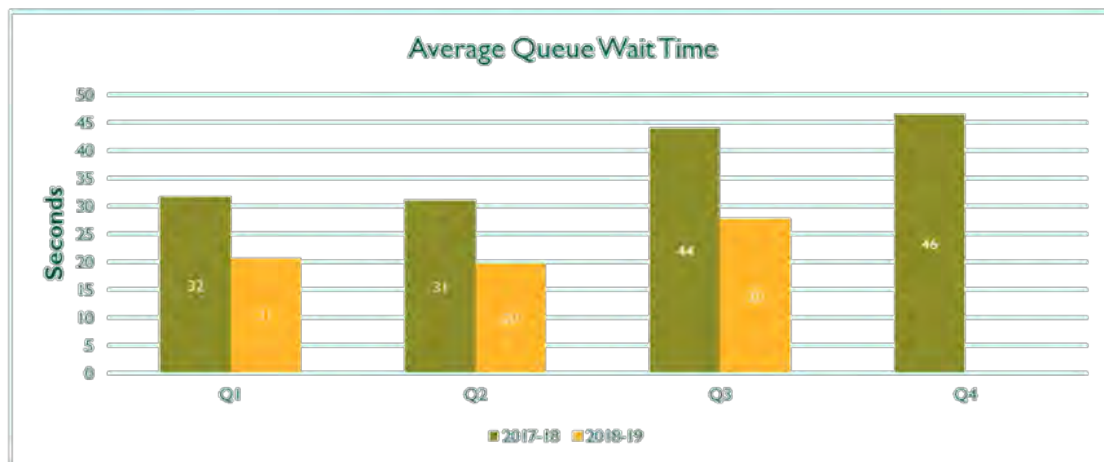
Similarly, counter enquiries have decreased but mainly because of planning services that are now available online.

PERCENTAGE FIRST POINT OF RESOLUTION



Comment:

Service Centre staff can answer most customer enquiries at first point of contact. Calls are answered immediately, tracked through Council's Customer Tracking System (Pathways), or directed to Council officers to return customers' calls. First Call Resolution has always been consistently between 80-85%.

AVERAGE QUEUE WAIT TIME**Comment:**

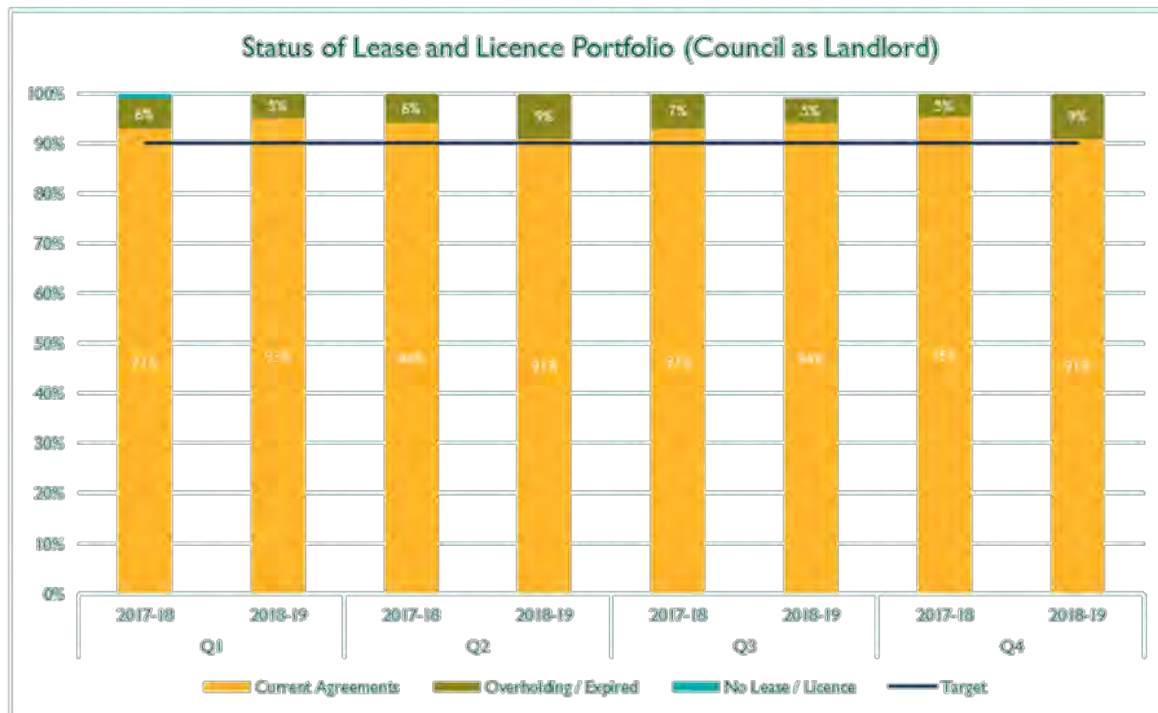
Service Centre performance has been much better this financial year compared to last year. Our average queue wait time has been around 25 seconds. The performance is a result of several factors such as more emphasis on data analysis, regular team meetings, one on one catch ups, call monitoring and auto call backs.

GOVERNANCE
**PUBLIC QUESTIONS TO ORDINARY COUNCIL MEETINGS FOR THE PERIOD
5 FEBRUARY 2019 TO 19 MARCH 2019**

Number of Meetings	3
Number of public questions asked	20
Number of public questions ruled inadmissible	0
Number of public questions answered at the Meetings	10
Number of public questions answered after Meetings (person submitting question not present and/or public question taken on notice)	10
Time taken to reply to public questions taken on notice (average)	N/A

SERVICE PERFORMANCE INDICATORS — BUILDING AND PROPERTIES

STATUS OF LEASE AND LICENCE PORTFOLIO (COUNCIL AS LANDLORD)



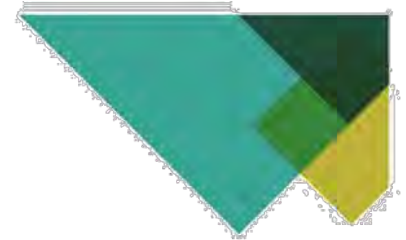
Comment:

Council administers 88* agreements covering a variety of community and commercial tenancies. Our aim is to renew leases and licences ahead of their expiry. If they are not renewed they move to overholding or to a month by month basis. Reasons for agreements not being renewed may be due to detailed negotiation or consideration of long-term strategic issues i.e. three leases are waiting on the outcome of the Tennis Strategy (i.e. St Kevin's Primary School playground and tennis club and the Caulfield Park Tennis Club). There are also two leases with Telstra for telecommunication equipment at the Town Hall and Princes Park currently being renegotiated following the original lease expires. Licences to Rotary Club of Bentleigh Moorabbin Central, Community Information Support Victoria and Australian Football League are all finalised and have been sent to the respective tenants for execution.

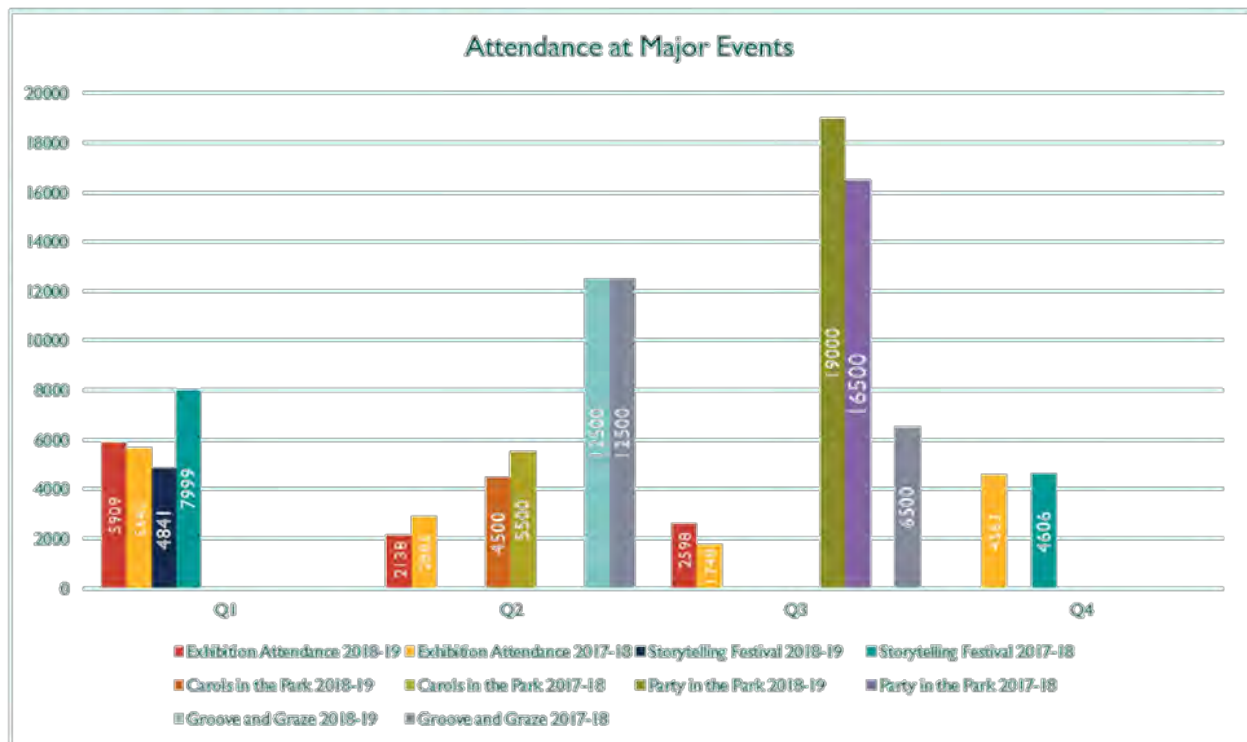
At the end of quarter 3 all occupiers of council land or buildings had a current agreement, with the proportion of current lease agreements sitting at 91% and those in overholding 9%.

**Since the last report Council executed a new lease with Melbourne Racing Club for their occupation of part of Caulfield Wedge. We are also working with the AFL to finalise a new lease for their continued occupation of part of DC Bricker Pavilion.*

SERVICE PERFORMANCE INDICATORS — EVENTS



ATTENDANCE AT MAJOR EVENTS

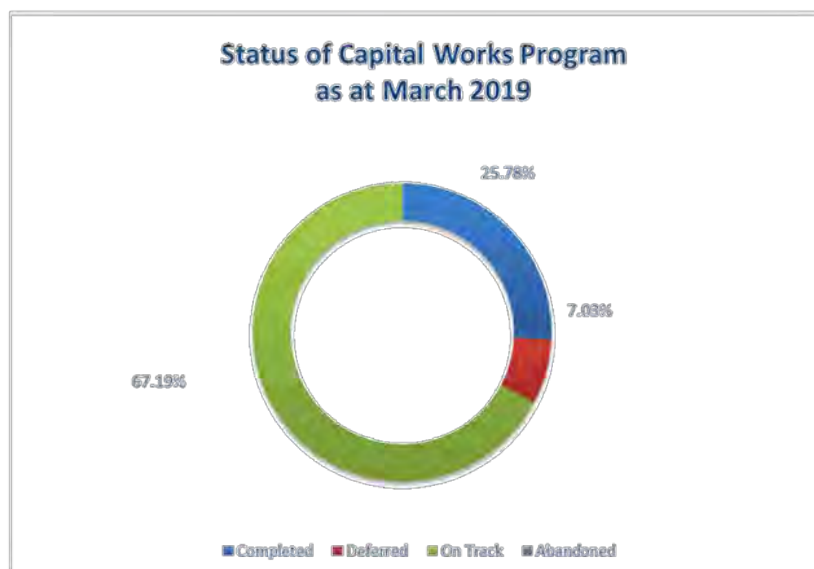
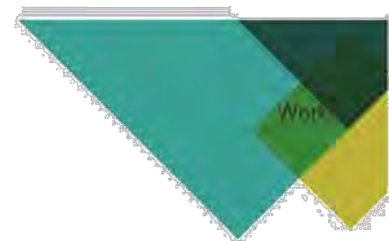


Comment:

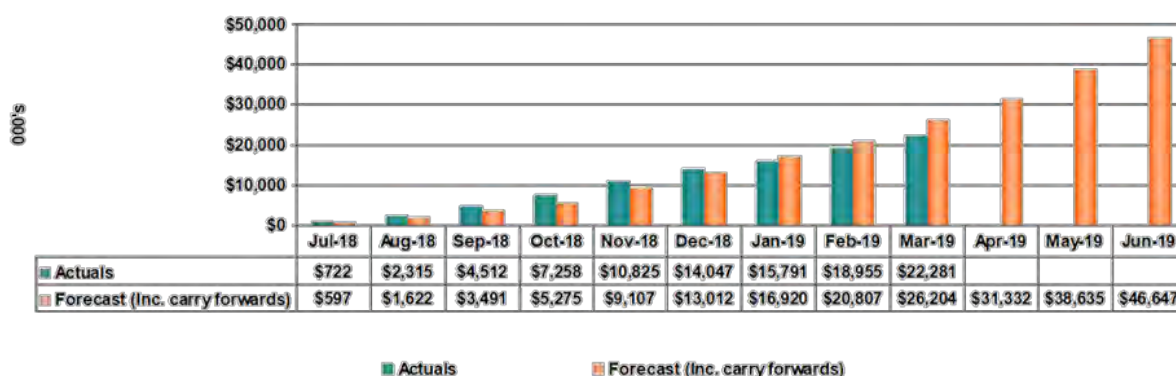
There was a 49% increase in the number of Gallery visitors compared with 2017-18, the main reason being the introduction of social media promotion for all hirer exhibitions. Party in the Park attendances increased by 13% due to a more popular artist choice for the January event compared with 2018 and there was no Groove and Graze held.

Capital
Program Update

PROJECTS COMPLETED THIS QUARTER



**Capital Works Program Expenditure
for the period ending 31 March 2019**



Comment:

Council's capital expenditure is below forecast by \$3.92m mainly due to underspends in: Continuous Improvement Projects (Website Development \$437k, On Line Forms \$209k, Customer Request Platform \$100k), Fleet & Plant \$529k, New Public Toilets at Harleston and McKinnon parks \$352k, Open Space Strategy Implementation at EE Gunn Reserve (Foch St) \$326k and Duncan McKinnon Landscaping Works \$290k.

CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMMENCED THIS QUARTER

Some of the projects commenced in quarter 3 include:

Sportsground Lighting Upgrades

- Bentleigh Reserve - Commenced onsite preliminary works, such as electrical pit preparation, and lighting poles and fittings ordered for the 150lux LED sports ground lighting upgrade. Construction scheduled for May/June with completion by 30 June.
- Bailey Reserve Sportsground Lighting Upgrade - Commenced onsite preliminary works, such as electrical pit preparation, and lighting poles and fittings ordered for the 150lux, LED sports ground lighting upgrade to Oval 1. Construction scheduled for May/June with completion by 30 June.
- Minor Sportsground Lighting Upgrade Renewals - Audit and review of all lux (lighting) levels at identified sports grounds was completed third quarter. Retrofitting new light fittings to existing poles also commenced Q3.

Caulfield Park pathway lighting upgrade

- Conversion of existing pathway lights to energy efficient LED lighting – contractor engaged and lights on order. Conversion works to be undertaken in April/May 2019.

The Caulfield Wedge

- **Project Status:** Construction has commenced at 'The Wedge'.
- **Key achievements:** Contractor engaged to construct pathways. The preparation works have commenced to shape the overall park. Contractor engaged for boundary fence construction. Agility equipment and park furniture also ordered.
- **Planned activities for the next quarter:** Shaping and drainage works, installation of dog agility equipment, construction of fencing, construction of pathways, planting and surface works. Works scheduled for completion by 30 June 2019.



Joyce Park - New Open Space

- **Project Status:** Construction of new multipurpose space at Joyce Park has commenced
- **Key achievements:** Earthworks to transform the site from the previous turf bowling green. Drainage works and construction of rebound/hit up wall completed.
- **Planned activities for the next quarter:** Installation of multipurpose goals, netball goal and table tennis tables. Construction of plexipave sports courts and line marking. Installation of park furniture – shelter, seating, bike racks, etc.

CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMMENCED THIS QUARTER



Joyce Park - January 2019



Joyce Park - March 2019



Joyce Park – Rebound/Hit Up Wall

CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMMENCED THIS QUARTER

Gardenvale Park playground upgrade & renewal

- Renewal / upgrade of play equipment – community consultation undertaken, playground design finalised.
- Construction to commence April 2019.



Duncan Mackinnon Reserve playground upgrade & renewal

- Renewal / upgrade of play equipment – playground design finalised and equipment being manufactured.
- Construction to commence May 2019.



CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMMENCED THIS QUARTER

Foch Street Car Parking and Road Works

- **Project Status:** Construction of indented parking bays in Foch St along EE Gunn Reserve, including road and drainage improvements commenced
- **Key achievements:** Design completed, Tender awarded and works commenced.
- **Planned activities for the next quarter:** Construction works to be completed and linked to pathway at EE Gunn cricket nets.



Foch Street Road and Car Park Works

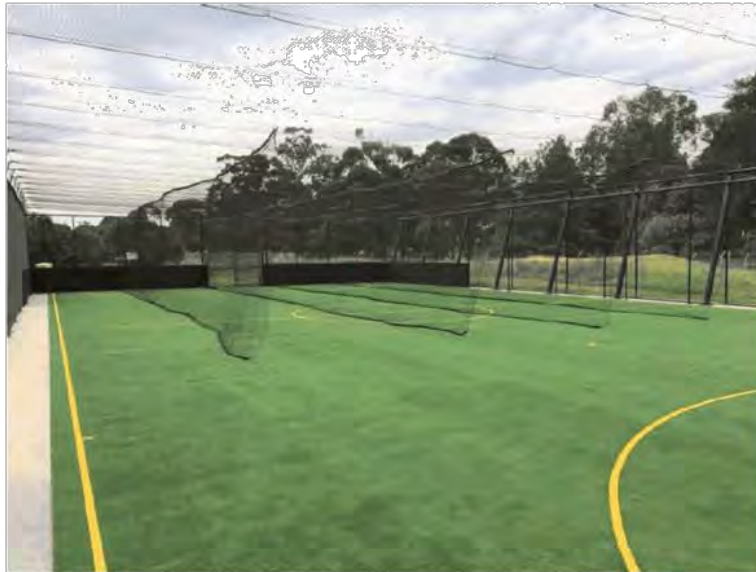
CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMPLETED THIS QUARTER

Some of the projects completed in quarter 3 include:

Moorleigh Community Village, Bentleigh East

- New 5 bay cricket/multipurpose training facility. Nets, concrete slab, goals, synthetic surface and line marking completed & access path to new training facility.



New 5 bay cricket/multipurpose training facility

McKinnon Reserve, McKinnon

Sportsground Lighting Upgrade, Oval 1 – Installation of 4 new poles and LED fittings completed. Upgrade allows the ability to switch between 50lux and 150lux depending on usage requirements.



New Lighting McKinnon Reserve Oval 1

CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMPLETED THIS QUARTER

Bentleigh Wicket & drainage

- Turf Wicket Table and Drainage Upgrade – New turf wicket constructed and turfed & new drainage completed with reinstatement of drainage lines.



Bentleigh Reserve - Turf wicket table and drainage upgrade

Duncan Mackinnon Netball Courts

- Installation of rubber base, fiberglass cover, 1 coat of sealant, 3 coats of paint and line marking



New Rebound Ace surface

Wattle Grove Reserve playground upgrade & renewal



Renewal / upgrade of play equipment constructed February 2019.

CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMPLETED THIS QUARTER

Rosanna Street Reserve, Carnegie

- Landscape Enhancement Works – Construction of a new sensory garden at the eastern end of the reserve completed. Works included excavation of the site, realignment of the shared path, construction of new shelter, picnic tables, seats and bins, irrigation and drainage installation.



Rosanna Street Reserve Sensory Garden

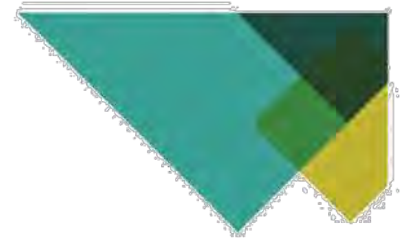
CAPITAL WORKS PROGRAM UPDATE

PROJECTS COMPLETED THIS QUARTER

Caulfield Park

- Rehabilitation of area adjacent to vehicle entrance and bandstand, with turf tiles, irrigation and over sewing





CAPITAL WORKS PROGRAM UPDATE

DESIGN WORKS THIS QUARTER

Some of the projects in quarter 3 include:

Aileen Avenue

- Design of new Open Space. Concept design and community consultation completed. Results of consultation reported to Council. Professional Contract Group established. Road discontinuance process has commenced. Detailed design to begin in Q1 2019-20.

Caulfield Park

- Refreshment of Masterplan. Revised & updated masterplan completed. Results of consultation reported to Council Q3. Masterplan to be presented to Council for adoption in Q4.

Outer Circle Railway

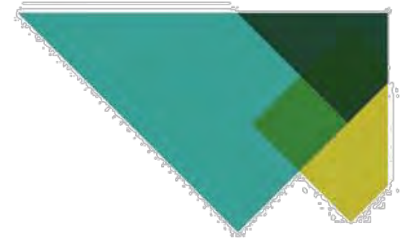
- Development of Management Plan (including Boyd Park). Development of *Draft Management Plan* and community consultation completed, and report presented to December Council Meeting. Minor amendments to be reported back to Council Meeting Q3. *Management Plan* was endorsed by Council on 19 March 2019.

Lirrewa Grove

- Development of landscape design for park renewal - Initial concept design completed. Finalisation of concept and subsequent community engagement to begin Q3. Construction to commence Q1 19/20

Hopetoun Gardens

- Development of new Management Plan - Final concept design / draft plan completed. Following Heritage assessment, concept design reviewed. Community consultation to begin Q4.



CAPITAL WORKS PROGRAM UPDATE

DESIGN WORKS THIS QUARTER

Some of the projects in quarter 3 include:

Packer Park, Carnegie

- Retaining wall rectification - Works to replace the pedestrian bridge / retaining wall due to structural failures. Works completed.

Building Works

- King George Pavilion redevelopment and extension, Bentleigh commenced and progressing.
 - Lock up stage achieved.
 - Internal framing works complete.
 - Works on schedule.



- Harleston Reserve Public Toilet, Elsternwick. Tender awarded, construction works in the play space have commenced and progressing. Automated toilet equipment ordered, construction works to commence in third quarter



CAPITAL WORKS PROGRAM UPDATE

DESIGN WORKS THIS QUARTER

Road Reconstruction Works

- Wallace Avenue, Murrumbena. Crosbie Road to Reid Street. Construction works now completed – in maintenance and Defects Liability Period.



- Kinlock Ave, Murrumbena. Brett Street to Reid Street. Construction works now completed – in maintenance and Defects Liability Period.

CAPITAL WORKS PROGRAM UPDATE

DESIGN WORKS THIS QUARTER



- Stewart St Reconstruction Murrumbidgee Poath Road to Howe Street, construction works now completed – in maintenance and Defects Liability Period Works include kerb and channel replacement, sections of road pavement and footpath replacement and road resurfacing. Installation of 179m of underground drainage up to 450mm diameter.



- Sussex Street Reconstruction Caulfield South Brooklyn Avenue to Steele Street, Construction works are in progress Works include kerb and channel replacement, sections of road pavement and footpath replacement and road resurfacing. Installation of 200m of underground drainage up to 375mm diameter.

CAPITAL WORKS PROGRAM UPDATE

DESIGN WORKS THIS QUARTER

Drainage Works

- Lancaster Street Catchment Stage 3B Drainage Works, Bentleigh East. Completed and consisted of a combination of conventional and detention storage totaling 319m of underground drainage up to 1,800mm diameter.



- Godfrey Street Easement Drain, Bentleigh. Between No.33 to No.41. Completed Works and consisted of 77m of underground drainage up to 300mm diameter.
- Noora Avenue Drainage Works, Bentleigh East. Completed works.



CAPITAL WORKS PROGRAM UPDATE

DESIGN WORKS THIS QUARTER

- Bealiba Road catchment Stage 2B, Caulfield South. Completed, works include a combination of conventional and detention storage totaling 481m of underground drainage up to 1,800mm diameter.



- Buckingham Avenue catchment Stages 1 and 1A, Bentleigh. Winsor Avenue / Osborne Avenue and St James Avenue works include a combination of conventional and detention storage totaling 747m of underground drainage up to 1,800mm diameter.



Neville Street Outfall Drainage works, Ormond. Tender awarded, Construction works to commence in third quarter, works include a combination of conventional and detention storage totaling 156m of underground drainage up to 525mm diameter.

COMMUNITY ENGAGEMENT UPDATE

Across Council there are six key areas of activity that drive community engagement.

Council engages with the community via information sessions, workshops, e-newsletters and events.

In the period January to March 2019 Council conducted 16 consultations with the community and approximately 2,683 community members participated.

We are committed to engaging on matters that involve:	Consultations conducted	Responses Received
Significant change to services and facilities	15	2,054
A change in strategic direction	1	629
Changes to existing amenity or character of an area		
Considerable budget implications		
Controversial or sensitive matter		
Key emerging issue		

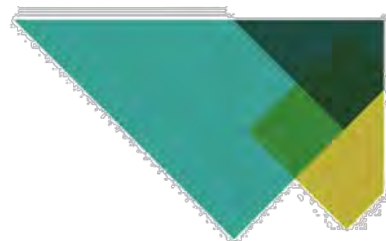
** Note that at the time of preparing this report 8 consultations were ongoing.*



COMMUNITY ENGAGEMENT UPDATE

OVERVIEW

WHAT DID THE COMMUNITY TELL US?



New Community Shed at Moorleigh Village – *"Pleased also to see it is not a 'men's shed', I would encourage the younger community members to be able to come along and enjoy the features"*

Social and Affordable Housing – *"The majority of participants indicated that housing affordability is an issue in Glen Eira to a moderate to large/great/very large extent"*

Rosanna Street Reserve (Stage 2) – *"concept design was generally well received. Requests for consideration/change included - installation of BBQ facilities, review location of some significant trees due to overshadowing neighbouring properties, request to install active recreation space"*

Bentleigh East Street – *"Noise needs to be considered, vehicle access, space will foster a stronger sense of community"*

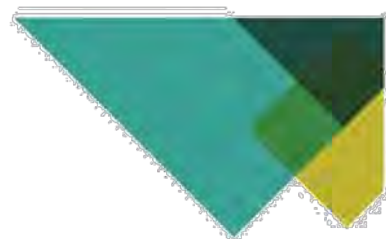
Pedestrian Safe Neighbourhood project – *"Unsafe environment around school during pick up and drop off, rat running, need for better walking and cycling routes in the area"*

Safe Cycling Corridor project – *"Loss of parking is not supported. Council should explore different route options other than Inverman Road, concern about safety of pedestrians"*

COMMUNITY ENGAGEMENT UPDATE

OVERVIEW

UPCOMING PROJECTS IN THE NEXT QUARTER



Koornang Park and Lord Reserve Masterplan

The draft Koornang Park and Lord Reserve Masterplan, not including the Carnegie Swim Centre redevelopment, will be advertised for community consultation during May/June. The draft Masterplan presents an overall vision for these reserves, aiming to provide an integrated and community orientated vision for this precinct, whilst retaining the individual character of both reserves. Community consultation will seek feedback from local residents as well as the broader community regarding the proposals in the draft Masterplan.

EE Gunn Reserve Sportsground Floodlighting Upgrade

Council received Federal Government funding to upgrade the sportsground floodlighting on Oval 1 at EE Gunn Reserve in 2019/20. As with recent sportsground floodlighting upgrades undertaken at other reserves, engagement with the community will happen by way of information provided to residents within close proximity to the sportsground to inform them of the project, including the benefits, outcomes and how impacts have been minimised.

Packer Park Sportsground Floodlighting Upgrade

Council received Federal Government funding to upgrade the sportsground floodlighting Packer Park in 2019/20. As with recent sportsground floodlighting upgrades undertaken at other reserves, engagement with the community will happen by way of information provided to residents within close proximity to the sportsground to inform them of the project, including the benefits, outcomes and how impacts have been minimised.

Elsternwick Urban Renewal South Masterplan – Place Analysis Report

Council is working towards the development of a Masterplan for the Elsternwick Urban Renewal South area. The first phase of this project has involved undertaking background technical studies for urban design, traffic and economics, studies which have informed a Place Analysis Report. Council will be seeking community feedback on this Report.

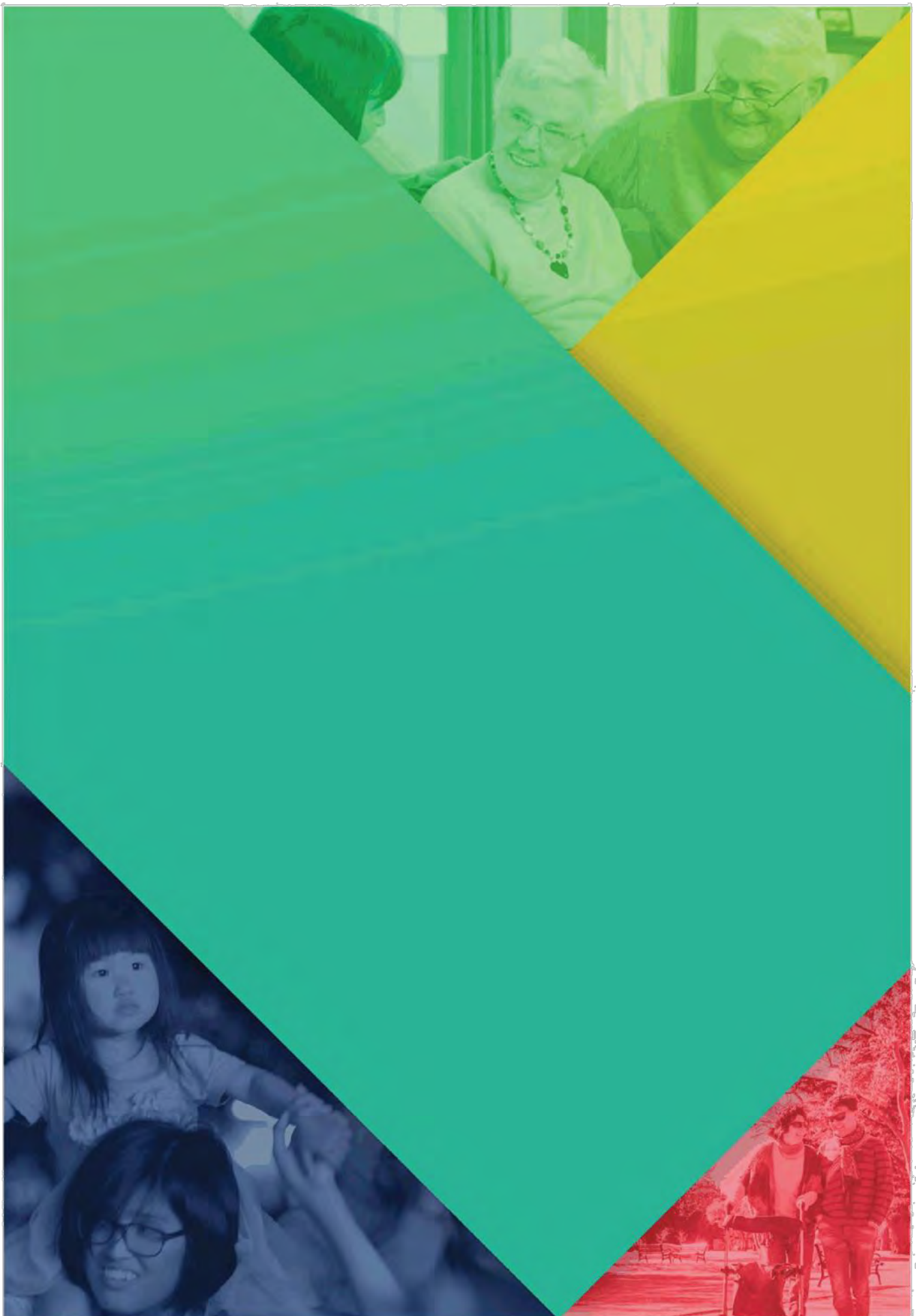
Elsternwick Community Hub

The adopted Elsternwick Structure Plan outlines a vision for a community hub to be established in the activity centre that accommodates the Elsternwick Library and Orrong Road Kindergarten. Council will be seeking community input on what other components should be considered when designing the Hub.

Public Transport Gap Analysis

The Integrated Transport Strategy has set a goal to 'strive for a 50:50 mode share of car and non-car trips by 2031'. This goal aims to provide alternate transport options to vehicle use to help relieve congestion and improve wellbeing. A public transport gap analysis will be prepared to assess the current state of public transport and accessibility across the municipality. The analysis will be available for community review.

Visit us online at www.haveyoursaygleneira.com.au/communityvoice to find out more.



9.8 FINANCIAL MANAGEMENT REPORT FOR THE PERIOD ENDING 31 MARCH 2019

Author: Karen Oh, Corporate Accountant

Trim No: 19/1117205

Attachments: 1. March 2019 Financial Management Report [↓](#) 

PURPOSE AND SUMMARY

To report Council's finances in the Financial Management Report for the period ending 31 March 2019.

RECOMMENDATION

That Council notes the Financial Management Report for the period ending 31 March 2019.

BACKGROUND

The report includes a comparison of year-to-date (YTD) actual income and expenditure with budgeted (YTD and forecast end-of-year) and other information for the current financial year.

This report also provides a review of the 2018-19 Capital Works Program, cash flow reports and investment reports.

ISSUES AND DISCUSSION

(a) Forecast

Council's forecast operating surplus is projected to be \$24.03m, which is \$5.38m ahead of the adopted Annual Budget.

(b) Financial Position

Council's financial position is sound. The Balance Sheet indicates a satisfactory financial position with forecast total current assets of \$100.25m and total current liabilities of \$67.5m.

Cash and investment holdings at 31 March are \$90.23m. This is higher than originally budgeted due to the opening cash position being better than expected and results in a forecast liquidity ratio of 1.49 as at 30 June 2019.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The key financial objectives for Council are:

- Manage finances appropriately within the constraints set by the State Government's Rate Capping regime.
- Renew and upgrade our ageing assets and community facilities.
- Maintain essential services at not less than current levels.
- Set fee increases that are manageable and sustainable.
- Invest in continuous improvement, technology and other enablers to efficiency and embrace customer outcomes.
- Keep day-to-day costs manageable and rates below our peers.

POLICY AND LEGISLATIVE IMPLICATIONS

Section 138 of the *Local Government Act* 1989 (the Act).

COMMUNICATION AND ENGAGEMENT

Council officers in preparing the Financial Management Report, take into account other plans and strategies in regard to services and initiatives which commit financial and non-financial resources for the current financial year.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme Five: Informed and Engaged

A well governed Council that is committed to transparency and engages residents in decision-making.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

The positive operating result year to date is higher than was anticipated when the annual budget was set. The Balance Sheet position and the cash position are sound.

ATTACHMENT 1:

Financial Management Report for the period ending 31 March 2019

1. Contents

Executive Summary 2

Income Statement..... 6

Balance Sheet..... 7

Capital Works Expenditure Program 13

Financial Strategy 20

Assurance Map 23

ORDINARY COUNCIL MEETING

21 MAY 2019

Executive Summary**for the period ending 31 March 2019****a) Current Month Budget Result**

At the end of March 2019, the performance against budget from ordinary activities showed a positive variance of \$5.69m due to higher than anticipated income of \$4.69m and favourable variance in operating expenditure of \$1m (refer to page 8 for details of the variances).

Current Month Forecast Result

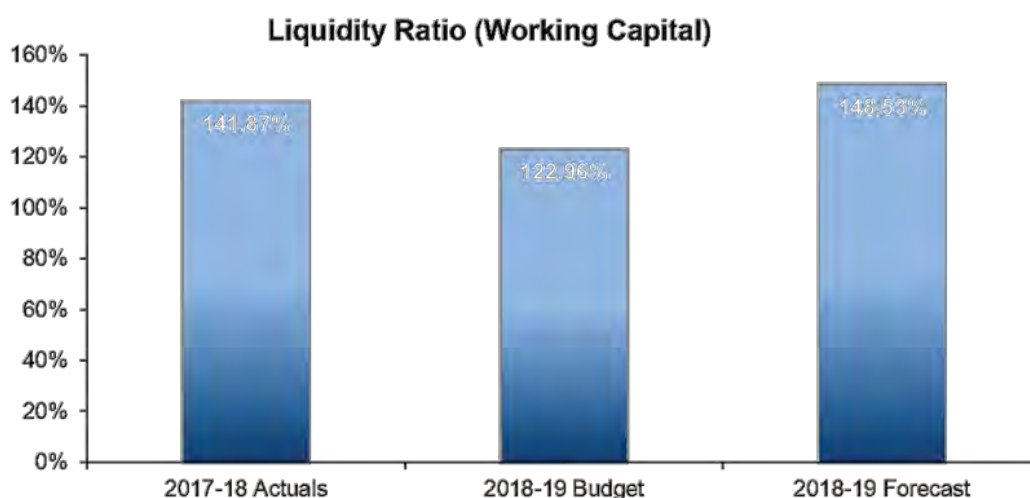
The forecast result expected for the financial year is a surplus of \$24.03m compared with the original adopted *2018-19 Annual Budget* of \$18.66m.

The current monthly forecast movement from ordinary activities shows an increase in operating revenue of \$767k and a decrease in operating expenditure of \$85k.

b) Liquidity

Working capital is the excess of current assets above current liabilities. This calculation recognises that although Council has current assets, some of those assets are already committed to the future settlement of liabilities in the following 12 months, and are therefore not available for discretionary spending.

Council will continue to have a large investment in capital works projects. Council is required to hold sufficient cash to cover 'Restricted Assets' such as: Residential Aged Care Deposits, Public Open Space Reserve, Contract Deposits and *Fire Services Property Levy*.



ORDINARY COUNCIL MEETING

21 MAY 2019

c) Open Space**Contributions**

All multi-unit developers pay a uniform 5.7 per cent of the value of the land (or give Council 5.7 per cent of the area of the land). All money raised by the levy will go into more and better open space.

Open Space Reserve

The balance of the Open Space Reserve as at 31 March 2019 is as follows:

Description	2018-19 Current Month Actual	2018-19 Year to Date
Open Space Contributions Received	\$484,249	\$6,739,581
Open Space Capital Expenditure	(\$7,215)	(\$47,626)
Net Movement	\$477,034	\$6,691,956
Opening Balance as at 1 July 2018		\$13,793,497
Closing Balance – Open Space Reserve*		\$20,485,452

**Please note: the table above excludes expenditure on improving existing public open space, which is expenditure allowable under Section 20(2) of the Subdivision Act.*

ORDINARY COUNCIL MEETING

21 MAY 2019

Superannuation – Defined Benefits Scheme***Vested Benefits Index (VBI)***

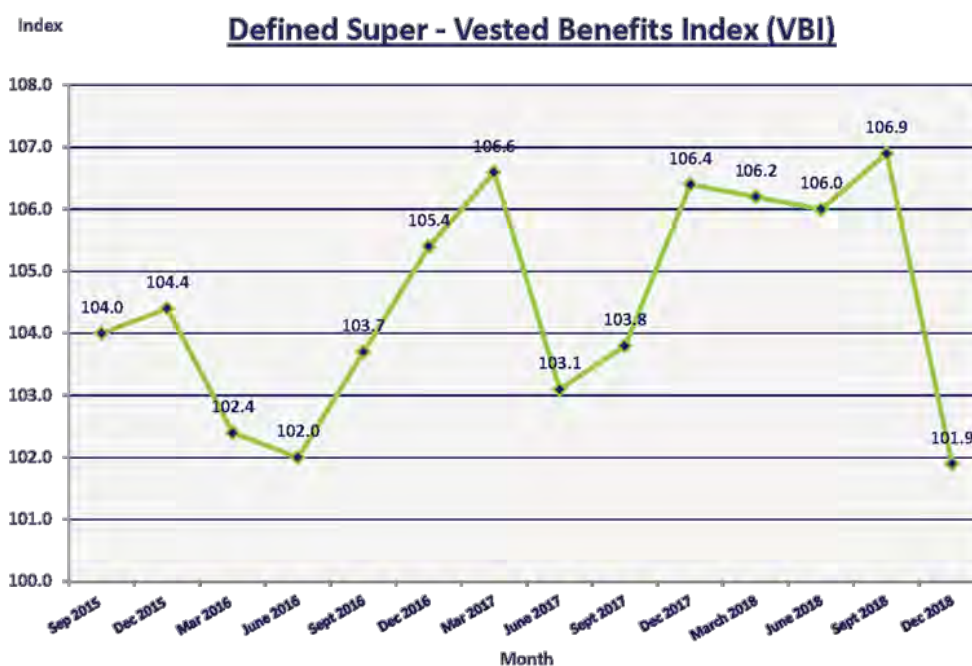
Defined benefit plans are required by law to have an actuarial investigation at least once every three years. Vision Super monitors the vested benefit position of the defined benefits plan on a quarterly basis.

The VBI is the key index that the super fund regulator, APRA, considers when assessing the financial position of the Defined Benefit Plan. In simple terms, this measures whether there would be enough assets to meet the liabilities of the Defined Benefit Plan if it became necessary to pay all members their total entitlements on a particular day.

Under the superannuation prudential standards, VBI's must generally be kept above a fund's nominated shortfall threshold, currently 97%. The higher the index the less chance of a future call.

For the Plan to be in a satisfactory financial position requires a VBI of 100% or more.

Below is the estimated VBI updated to 31 December 2018.



ORDINARY COUNCIL MEETING

21 MAY 2019

Forecast adjustments for March 2019***Income from ordinary activities increase of \$767k***

The income forecast movement is mainly due to:

- **Statutory Fees and Fines** – relates mainly to fees and fines levied in accordance with legislation and include animal registrations, health act registrations and parking fines.
This increase is mainly due to higher than forecast parking infringements income across the municipality (\$627k) which is offset by an increase in the bad debts provision.

Expenditure from ordinary activities decrease of \$85k

- **Employee Costs** – decrease of \$297k.
This includes all labour related expenditure and on-costs such as allowances, leave entitlements, employer superannuation and Worksafe. The decrease is mainly due to the timing of staff recruitment and decrease in Worksafe levy.
- **Other Expenses** – the increase of \$553k relates mainly to the provision for parking infringement debtors which is offset by additional parking infringements income, (refer to statutory fees and fines above).

ORDINARY COUNCIL MEETING

21 MAY 2019

Income Statement

for the period ending 31 March 2019

	2018-19 Year to Date Actual	2018-19 Year to Date Budget	2018-19 Year to Date Variance	2018-19 Year to Date Variance	2018-19 Last Month Forecast	2018-19 Current Month Forecast	2018-19 Current Month Forecast Movement \$ 000's	2018-19 Annual Budget	2018-19 Budget Forecast Variance	2018-19 Budget Forecast Variance
	\$ 000's	\$ 000's	\$ 000's	(%)	\$ 000's	\$ 000's		\$ 000's	\$ 000's	(%)
Income										
<i>Income from Ordinary Activities</i>										
General Rates	92,219	92,145	74	0.1%	92,663	92,679	16	92,145	534	0.6%
Supplementary Rates	775	750	25	3.3%	798	825	28	800	25	3.1%
Waste and Recycling Charges	16,385	16,365	20	0.1%	16,388	16,387	(1)	16,367	20	0.1%
Grants (Operating and Capital)	18,940	17,782	1,159	6.5%	23,931	24,222	291	22,934	1,289	5.6%
Interest Received	1,513	1,125	388	34.5%	1,814	1,888	74	1,500	388	25.9%
User Fees	21,054	21,784	(731)	(3.4%)	28,952	28,685	(267)	29,514	(829)	(2.8%)
Statutory Fees and Fines	9,333	6,200	3,133	50.5%	10,622	11,248	627	8,116	3,133	38.6%
Contributions (Monetary)	6,740	6,750	(10)	(0.2%)	9,505	9,530	24	9,000	530	5.9%
Other Income	2,164	1,527	637	41.7%	2,644	2,620	(25)	1,942	678	34.9%
Total Income from Ordinary Activities	169,122	164,428	4,693	2.85%	187,316	188,084	767	182,318	5,766	3.2%
Expenses										
<i>Expenses from Ordinary Activities</i>										
Employee Costs	57,871	59,319	1,449	2.4%	77,499	77,202	297	78,231	1,029	1.3%
Materials and Consumables	3,669	4,305	636	14.8%	5,587	5,466	120	5,962	496	8.3%
Contractor Payments	25,007	24,669	(338)	(1.4%)	35,038	34,951	88	33,551	(1,400)	(4.2%)
Maintenance	4,508	5,394	886	16.4%	7,363	7,231	132	7,472	241	3.2%
Utility Services	3,322	3,787	465	12.3%	4,791	4,811	(20)	5,168	357	6.9%
Insurances	940	829	(111)	(13.4%)	1,226	1,208	18	1,053	(155)	(14.7%)
Other Expenses	6,264	4,311	(1,953)	(45.3%)	6,913	7,465	(553)	5,706	(1,759)	(30.8%)
Grants and Subsidies	1,108	1,085	(23)	(2.1%)	1,341	1,340	2	1,312	(27)	(2.1%)
Borrowing Costs	427	416	(11)	(2.6%)	566	565	1	554	(11)	(2.0%)
Total Expenses from Ordinary Activities	103,115	104,115	1,000	1.0%	140,324	140,239	85	139,010	(1,229)	(0.9%)
Surplus before non operational activities	66,007	60,313	5,693	9.4%	46,992	47,845	853	43,308	4,537	10.5%
<i>Non-operational Activities</i>										
Proceeds from Sale of Property, Infrastructure, Plant and Equipment	286	348	(62)	(17.7%)	477	439	(38)	501	(62)	(12.3%)
Written Down Value of Assets Sold/Disposed	590	639	49	7.6%	1,839	1,758	81	1,596	(163)	(10.2%)
Depreciation and Amortisation	16,690	17,668	977	5.5%	22,527	22,493	34	23,557	1,064	4.5%
Surplus for the period	49,013	42,355	6,658	15.7%	23,103	24,033	930	18,656	5,377	28.8%
Key to Variance - Positive figures relate to an increase in revenue and a decrease in expenditure. Negative figures relate to a decrease in revenue and increase in expenditure.										

ORDINARY COUNCIL MEETING

21 MAY 2019

Balance Sheet*for the period ending 31 March 2019*

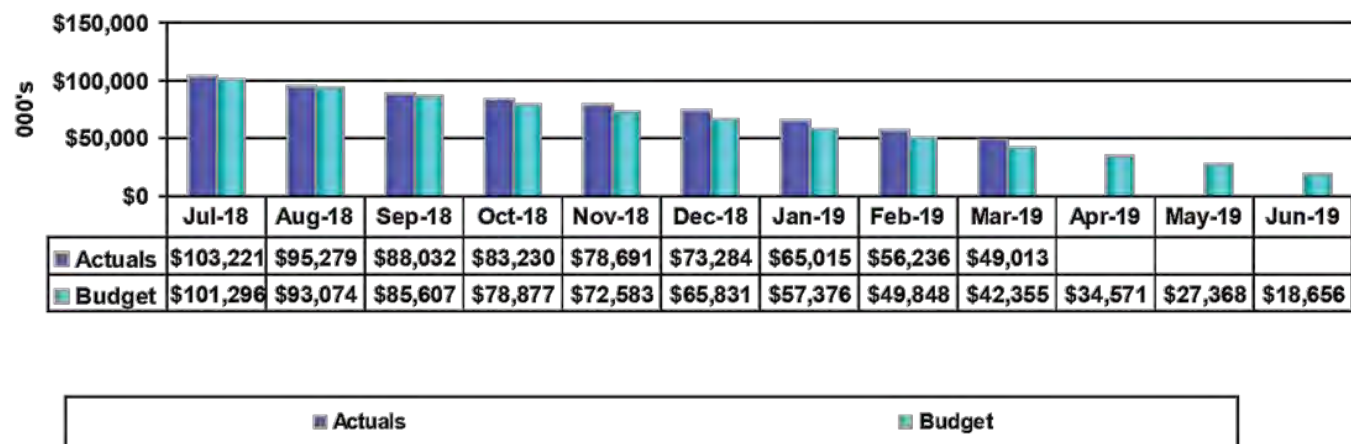
	Actuals 2017-18	Annual Budget 2018-19	Annual Forecast 2018-19	Year to Date Actual 2018-19	Previous Month's Actuals
	\$ 000's	\$ 000's	\$ 000's	\$ 000's	\$ 000's
Assets					
Current Assets					
Cash and Cash Equivalents	74,207	61,398	84,397	90,232	94,370
Trade and Other Receivables	13,815	12,739	14,232	40,789	49,896
Other Assets	1,625	1,497	1,625	0	0
Total Current Assets	89,647	75,634	100,254	131,021	144,266
Non-Current Assets					
Property, Infrastructure, Plant and Equipment	2,541,984	2,222,727	2,566,255	2,546,889	2,545,419
Intangible Assets	563	764	447	648	677
Investments in Joint Operations	1,457	1,592	1,457	1,457	1,457
Other Financial Assets	5	5	5	5	5
Total Non-Current Assets	2,544,009	2,225,088	2,568,164	2,549,000	2,547,558
TOTAL ASSETS	2,633,656	2,300,722	2,668,418	2,680,020	2,691,824
Liabilities					
Current Liabilities					
Trade and Other Payables	13,926	14,717	18,106	8,001	10,701
Trust Funds and Deposits	32,353	29,874	32,353	38,459	40,130
Provisions	13,468	13,350	13,468	13,340	13,249
Interest-Bearing Liabilities	3,444	3,571	3,571	3,544	3,533
Total Current Liabilities	63,191	61,512	67,498	63,344	67,613
Non-Current Liabilities					
Provisions	1,360	1,431	1,360	1,286	1,286
Interest-Bearing Liabilities	14,858	11,277	11,277	12,183	12,496
Other Liabilities - Joint Operations	2,820	2,420	2,820	2,820	2,820
Total Non-Current Liabilities	19,038	15,128	15,457	16,289	16,602
Total Liabilities	82,229	76,640	82,955	79,633	84,214
Net Assets	2,551,427	2,224,082	2,585,463	2,600,387	2,607,610
Equity					
Accumulated Surplus	941,638	969,644	979,464	983,960	991,660
Asset Revaluation Reserve	1,595,996	1,254,438	1,595,996	1,595,942	1,595,942
Public Open Space Reserve	13,793	-	10,003	20,485	20,008
Total Equity	2,551,427	2,224,082	2,585,463	2,600,387	2,607,610

ORDINARY COUNCIL MEETING

21 MAY 2019

Performance Graphs

Financial Performance
for the period ending 31 March 2019



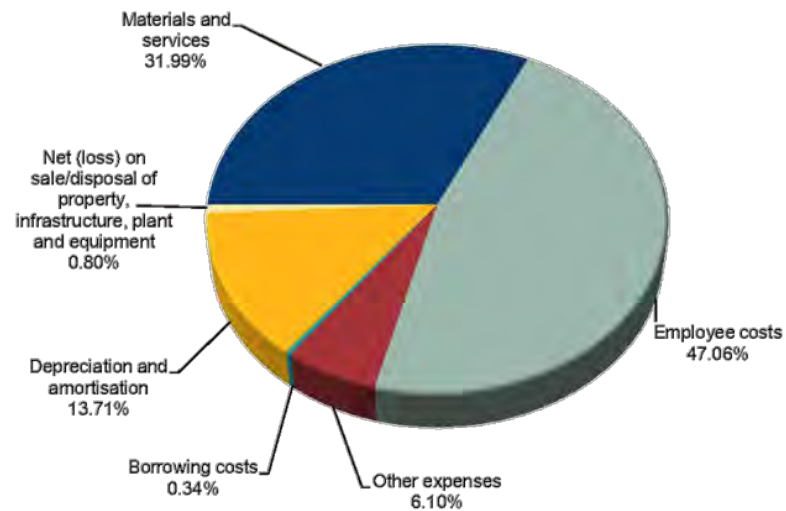
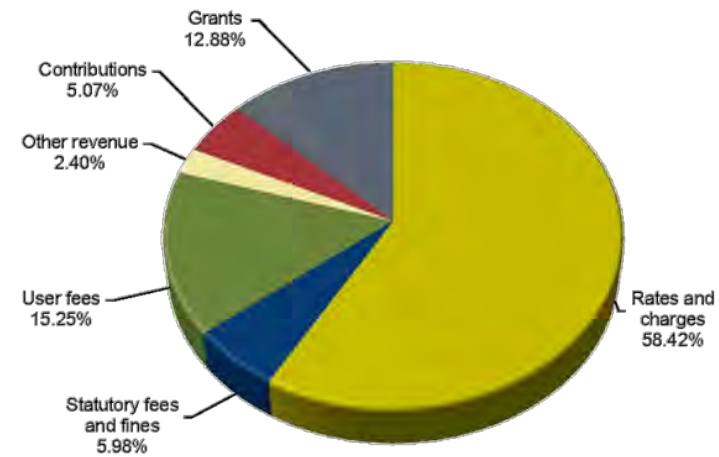
The March 2019 year to date financial performance was \$6.66m better than the year to date budget mainly due to:

- Better than anticipated income received for Statutory Fees and Fines of \$3.13m, Grants of \$1.16m, Other Income of \$637k, Interest Received of \$388k, offset by lower than expected user fees (\$731k).
- Favourable variances in expenditure items including: Employee Costs of \$1.45m, Maintenance of \$886k, Materials and Consumables of \$636k and Utility Services of \$465k. Offset by increased Other Expenses of \$1.95m, Contractors \$338k and Insurance costs of \$111k.

ORDINARY COUNCIL MEETING

21 MAY 2019

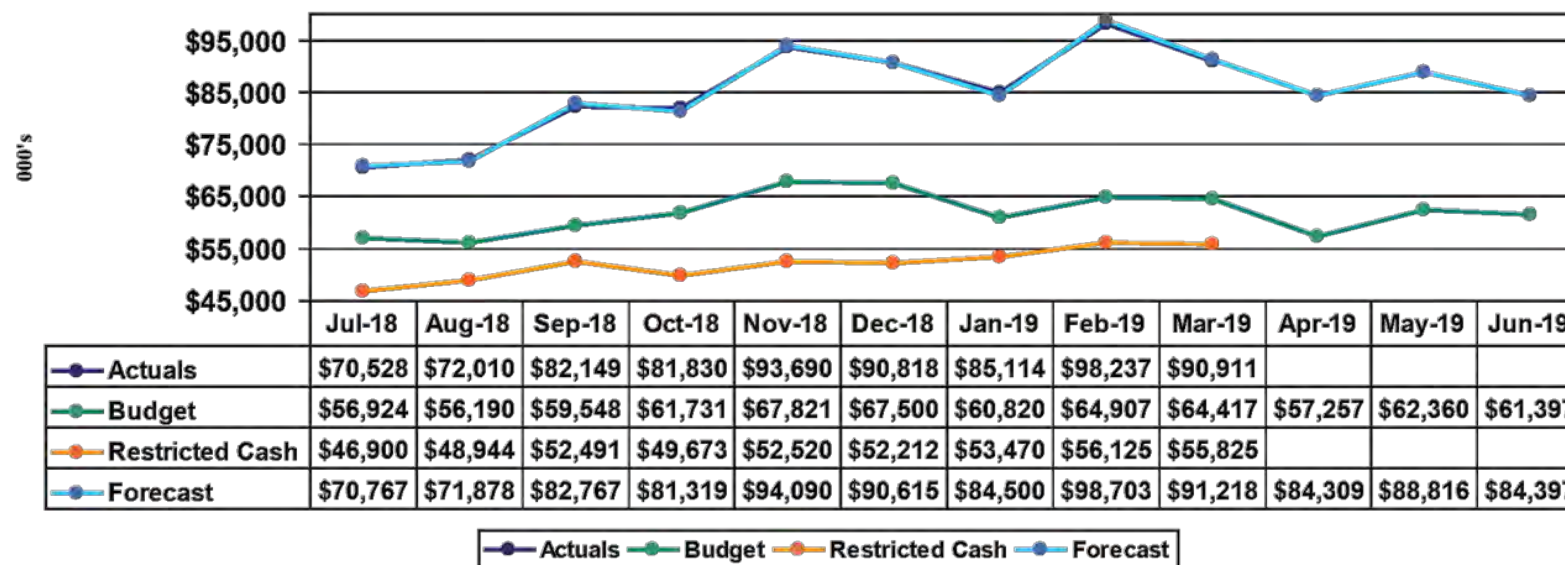
Financial Performance
for the period ending 31 March 2019

2018-19 Forecast categories of expenditure**2018-19 Forecast sources of income**

ORDINARY COUNCIL MEETING

21 MAY 2019

Cash and Investments
for the period ending 31 March 2019



- Council's year to date cash balance of \$90.91m is higher than budget for the current month. Council's forecast position to June 2019 of \$84.4m has been adjusted to reflect the movements in Council's Income Statement and Capital Works Program forecast adjustments.
- Council has cash assets that are subject to restrictions. Restricted funds as at 31 March 2019 include: residential aged care deposits of \$30.02m, trust funds and deposits of \$5.04m (including asset protection permits), open space reserve of \$20.49m and fire services property levy of \$278k

ORDINARY COUNCIL MEETING

21 MAY 2019

Rates Income and Debtors
for the period ending 31 March 2019

Rate and Charges Income – is an important source of revenue, accounting for approximately 60 per cent of the total revenue received by Council annually. Glen Eira continues to have the second-lowest average rates and charges in metro Melbourne.

Rate Capping - The Victorian Government's *Fair Go Rates System* (FGRS) limits the maximum increase in Councils' average rates. The amount is calculated by dividing total revenue from general rates by the total number of rateable properties in the municipality.

Each year the Minister for Local Government sets the average rate cap increase for Councils.

The cap for 2018-19 was set at forecast CPI of 2.25% (2.0% for 2017-18).

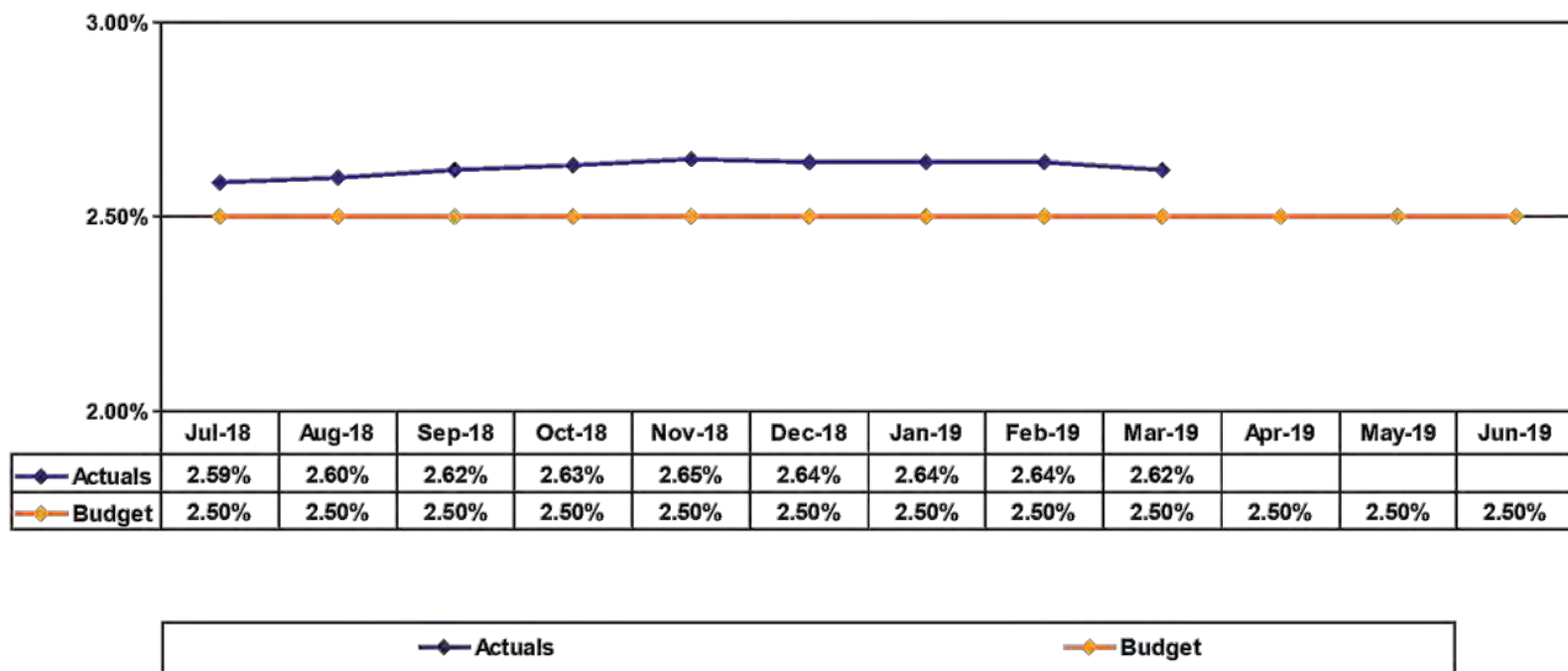
Rate Payments - Rates are paid in four instalments during the year: February, May, September and November. Council's cash flow is impacted by the timing of rate payments. The following table reflects the rate debtors balance as at 31 March 2019.

Rate Debtors	2018-2019 Year to date
	\$'000
Arrears Brought Forward	6,493
2018-19 Rates & Garbage Generated	108,168
2018-19 Fire Services Property Levy	12,688
Total Rates & Charges	127,349
Payments/Adjustments:	
Glen Eira Pension Rebate	(293)
State Government Rebate	(1,651)
Fire Services Property Levy Rebate	(360)
Receipts	(93,272)
Interest	358
Supplementary Valuations	931
Adjustments	397
Total Payments/Adjustments	(93,889)
Rates & Charges Balance at Month End	33,459

ORDINARY COUNCIL MEETING

21 MAY 2019

Investment Interest Rates
for the period ending 31 March 2019



Council achieved a return of 2.62% against the budget of 2.50%.

ORDINARY COUNCIL MEETING

21 MAY 2019

Capital Works Expenditure Program

As at the end of March 2019, total capital works expenditure forecast for 2018-19 is expected to be \$46.65m, represented by:

- New capital works projects as per the 2018-19 Annual Budget \$37.62m
- Capital works funding \$1.38m
- Carry forward expenditure from the 2017-18 financial year \$8.66m
- Forecast decrease year to date \$1.02m.

Forecast changes for the month of March 2019 include:

i. Forecast reductions/savings of \$3.11m

- Savings from feasibility work on pavilions, design of swim centre and masterplan design (\$622k). Next stages of projects provided for in 2019-20 Budget and Strategic Resource Plan.
- Murrumbeena Park Pavilion Upgrade – (\$501k). Project has been re-scoped and re-phased. Project costs provided for in 2019-20 Budget and Strategic Resource Plan.
- Activity Centre Streetscape Minor Upgrades Works – (\$400k) due to revised staging of works at Neerim Road.
- Fleet and Plant – (\$300k) due to plant items not required for replacement for the current year.
- Bailey Reserve Upgrades and Redevelopment – (\$235k) from Skate Park, Oval 1 and lighting works.
- Caulfield to Dandenong Rail Corridor – (\$180k) due to deferral of works at East Caulfield Reserve and Boyd Park.
- Carnegie Structure Plan – (\$140k) relating to: Neerim Rd (\$50k), Koornang Road including Morton Ave & Egan Ave (\$70k) and Kokaribb Road (\$20k).
- Koornang Park Female Friendly Toilets – (\$125k) due to project coming under QS budget in the tender process.
- Bentleigh Structure Plan – Vickery Street & Rotunda (Eat Street) – (\$120k) in concept design. Project to continue in 2019-20.
- Spring Road Reserve Landscape works – (\$115k), due to the project being deferred to align with staged drainage works.
- GESAC – (\$100k) on stadium cooling and defect rectification works.
- Heather Street Public Toilets – (\$61k) due to total costs coming under budget.
- Independent Living Units – (\$52k) in renewal program.
- Street Lighting Conversion – (\$50k).
- Cricket Wicket Upgrade at Bentleigh Reserve – (\$41k).
- Pavilion Designs – Caulfield Park (grey brick), Mackie Road reserve, Bailey Soccer – (\$31k). Feasibility studies incorporated within the standard Pavilion Design Program.
- Plinth Curbing at Marara Road Reserve – (\$28k).
- Bentleigh Library – (\$10k), design provided for in 2019-20 Budget.

ii. Additional funding of \$2.56m

- Funding increases due to tenders exceeding approved budget (as approved by Council): Harleston Park Public Toilet (\$158k) and Play Space and Sports Court (\$591k), McKinnon Reserve Play Space (\$454k) and Joyce Park (\$680k).
- Public Safety Infrastructure Grant for Lighting in Bentleigh Laneways – (\$80k).
- Additional footpath upgrades across the Municipality – (\$600k).

ORDINARY COUNCIL MEETING

21 MAY 2019

iii. *Transfer of funding between programs*

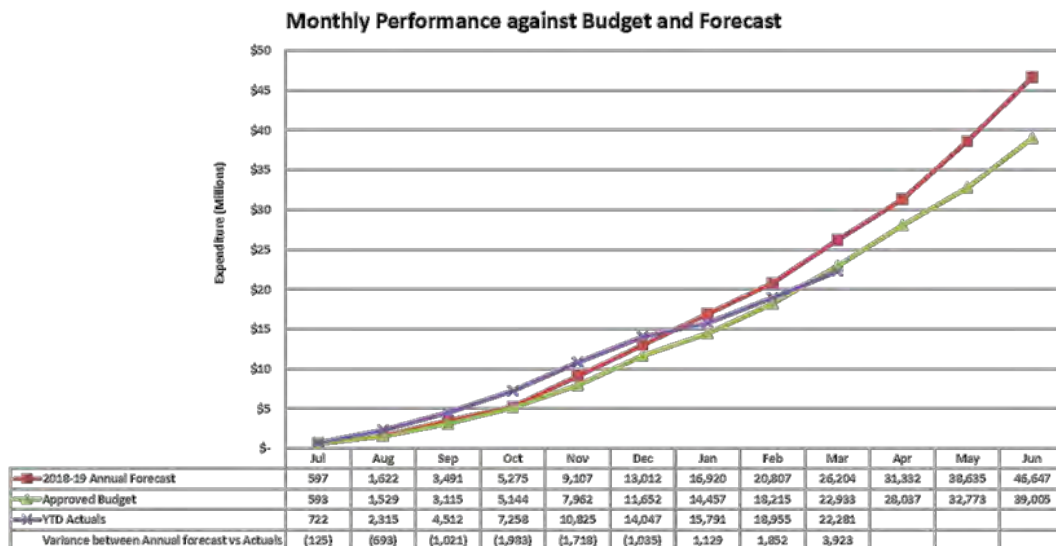
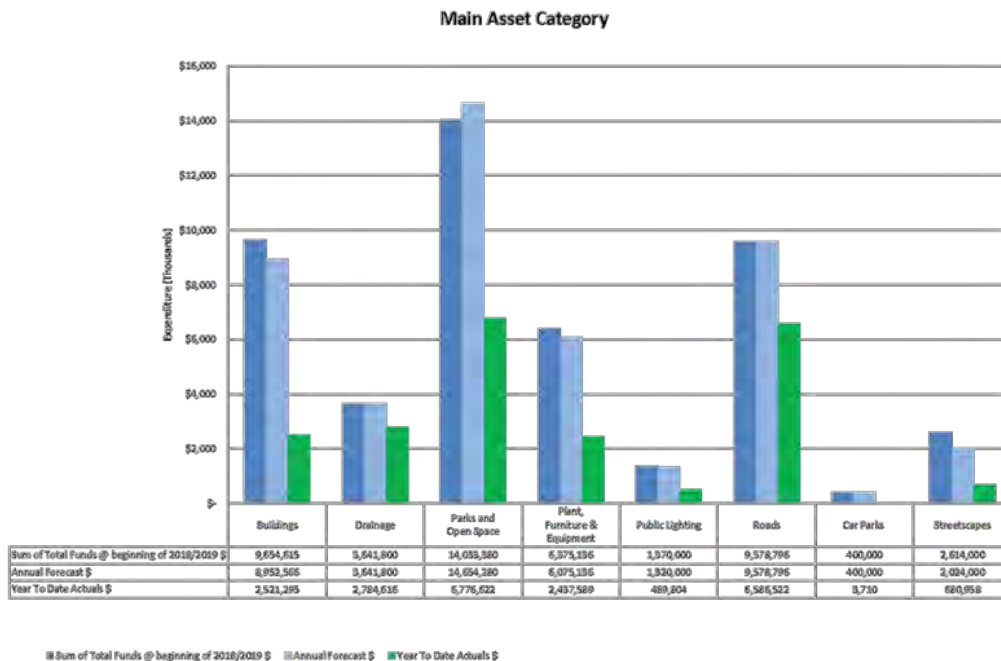
- Replacement of Park Shelter at East Caulfield Reserve – savings of \$55k being transferred to Harleston Park shelter renewal.
- Reduction of funds from Sustainability Initiatives \$154k. This is due to most of the solar projects being completed on or under budget. A few of the projects were brought forward and completed at the end of the previous financial year. All solar projects were assessed and one particular solar project was not feasible for Council.
- Increase funds for Town Hall Roof Safety Works \$113k; Ormond Kinder refurbishment \$112k and Koornang Park storage shed \$31k.
- Transfer of \$27k from the Flooring Renewal Program and \$25k from the Painting Program has been allocated to bathroom renewal at Glen Huntly Reserve.
- Transfer of \$13k from the Kitchen and Joinery Renewal Program to accommodate the Carpet Renewal at GESAC which was not originally budgeted.
- Savings of \$13k from the Flooring Renewal Program has been allocated to accommodate the Town Hall Roof Renewal Works.
- Transfer of \$11k from Security Upgrades for Buildings to Moorleigh Village fencing upgrade.
- Transfer of \$19k from the Buildings Signage budget to the Caulfield Early Learning Centre fencing upgrade.

ORDINARY COUNCIL MEETING

21 MAY 2019

(b) Capital Works Performance Graphs

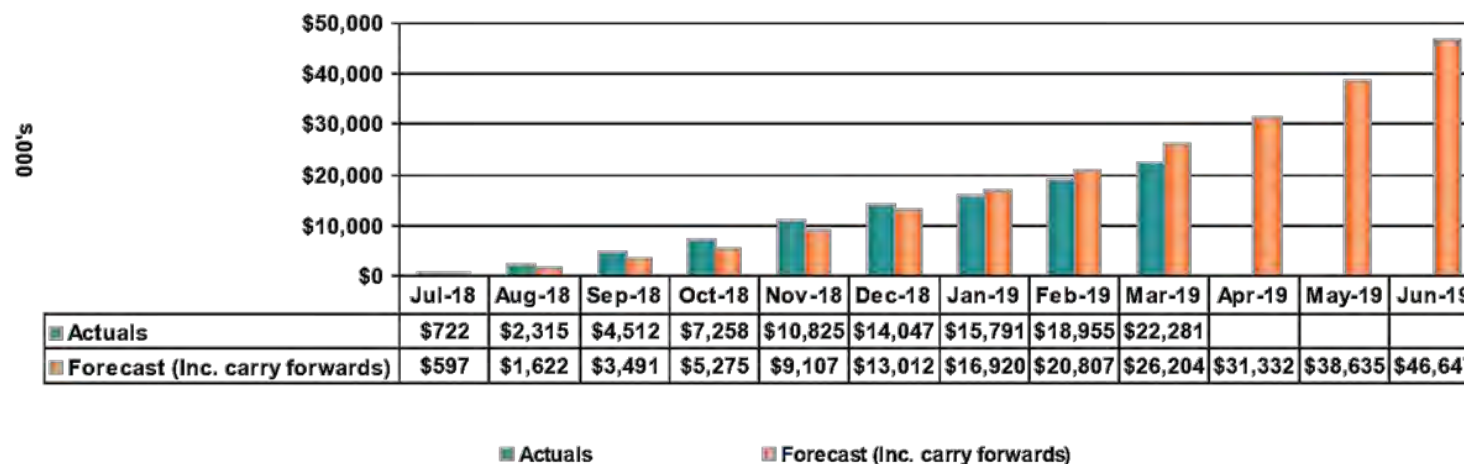
The below graphs reflect the 2018-19 budget allocations for the main asset category and performance against budget and forecast.



ORDINARY COUNCIL MEETING

21 MAY 2019

**Capital Works Program Expenditure
for the period ending 31 March 2019**



Council's capital expenditure is below forecast by \$3.92m mainly due to underspends in: Continuous Improvement Projects (Website Development \$437k, On Line Forms \$209k, Customer Request Platform \$100k), Fleet & Plant \$529k, New Public Toilets at Harleston and McKinnon parks \$352k, Open Space Strategy Implementation at EE Gunn Reserve (Foch St) \$326k and Duncan McKinnon Landscaping Works \$290k.

ORDINARY COUNCIL MEETING

21 MAY 2019

for period ending 31 March 2019

Description	2018-19 Carry Forward from 2017-18	2018-19 Annual Capital Budget	2018-19 Capital Grant Funding	2018-19 Budget Plus 2018-17 Carry Forward	2018-19 YTD Work In Progress	2018-19 YTD Forecast	2018-19 YTD Variance	2018-19 Annual Forecast Projected end of June 2019 expenditure	2018-19 Forecast Adjustments
	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)
CAPITAL WORKS: STRATEGIC PROJECTS									
Continuous Improvement & Innovation	939,075	300,000	-	1,239,075	431,303	1,239,075	807,772	1,239,075	-
Activity Centre Streetscape upgrades & Minor renewal works	-	1,000,000	-	1,000,000	165,307	40,000	(125,307)	680,000	(320,000)
Bentleigh Structure Plans	152,000	350,000	-	502,000	132,062	177,000	44,938	372,000	(130,000)
Carnegie Structure Plan	-	500,000	-	500,000	24,327	245,000	220,673	380,000	(120,000)
Elsternwick Structure Plan	-	220,000	-	220,000	138,421	130,000	(8,421)	200,000	(20,000)
Integrated Transport Strategy Implementation	-	300,000	-	300,000	220,841	180,000	(40,841)	300,000	-
Caulfield to Dandenong rail corridor open space upgrade	-	200,000	-	200,000	-	20,000	20,000	20,000	(180,000)
TOTAL STRATEGIC PROJECTS	1,091,075	2,870,000	-	3,961,075	1,112,261	2,031,075	918,814	3,191,075	(770,000)
CAPITAL WORKS: PORTFOLIOS									
CAPITAL WORKS: PORTFOLIOS-COMMUNITY FACILITIES									
Buildings Upgrade	-	1,440,500	100,000	1,540,500	192,314	96,500	(95,814)	1,540,500	-
GEL-Upgrade 24 hour access	-	65,000	-	65,000	-	65,000	65,000	65,000	-
GESAC Defect rectification and outdoor gym area	-	272,000	-	272,000	18,199	172,000	153,801	192,000	(80,000)
New Public Toilets	345,000	431,250	-	776,250	165,941	517,500	351,559	934,250	158,000
Child Care Centre Upgrades	-	17,250	-	17,250	14,589	17,250	2,661	17,250	-
Building Security Upgrades	-	118,000	-	118,000	40,957	42,600	1,743	106,600	(11,400)
Pavilion Upgrades	-	45,000	-	45,000	-	-	-	14,000	(31,000)
MCHC Upgrades	-	17,250	-	17,250	12,129	17,250	5,121	17,250	-
F&E Senior Citizens Centres	-	60,000	-	60,000	20,625	60,000	39,375	60,000	-
Community Shed Moorleigh Village	-	50,000	-	50,000	26,560	-	(26,560)	50,000	-
Community Garden Moorleigh Village	-	65,000	-	65,000	-	55,000	55,000	65,000	-
TOTAL CAPITAL WORKS: PORTFOLIOS-COMMUNITY FACILITIES	345,000	2,581,250	100,000	3,026,250	491,212	1,043,100	551,888	3,061,850	35,600
CAPITAL WORKS: PORTFOLIOS-COMMUNITY SAFETY									
Transport Planning Program	24,000	650,000	-	674,000	92,924	334,000	241,076	514,000	(160,000)
New Footpath Program	-	250,000	-	250,000	34,700	110,000	75,300	250,000	-
Bicycle Strategy	305,000	25,000	-	330,000	222,552	330,000	107,448	330,000	-
Blackspot program upgrade	-	40,000	-	40,000	-	40,000	40,000	40,000	-
TOTAL CAPITAL WORKS: PORTFOLIOS-COMMUNITY SAFETY	329,000	965,000	-	1,294,000	350,175	814,000	463,825	1,134,000	(160,000)
CAPITAL WORKS: PORTFOLIOS-RECREATION AND OPENSACE									
ADASS outdoor Landscaping space Upgrade	-	112,500	-	112,500	50,000	-	(50,000)	112,500	-
Memorial structure for Holocaust survivors	-	100,000	-	100,000	-	-	-	100,000	-
Major Playground Redevelopment - Construction	901,000	439,500	-	1,340,500	916,492	699,100	(217,392)	2,385,500	1,045,000
Open Space Strategy Initiatives & Implementation	988,000	1,340,380	80,000	2,408,380	1,345,894	1,584,180	237,286	2,973,380	565,000
Park Furniture-New	-	150,000	-	150,000	161,510	112,500	(49,010)	150,000	-
Plant and Equipment Upgrade- Booran Reserve	-	65,100	-	65,100	4,408	-	(4,408)	65,100	-
Multi-purpose Sports Training facility- Moorleigh	206,000	-	100,000	306,000	449,745	456,600	6,855	456,600	150,600
Street Tree Planting Program- narrow nature strips	-	480,000	-	480,000	422,969	280,000	(142,969)	480,000	-
Replacing and Reinforcing Retaining wall and Bridge	213,000	-	-	213,000	226,037	213,000	(13,037)	213,000	-
Sportsground Lighting Renewal	-	230,000	150,000	380,000	13,816	-	(13,816)	380,000	-
Cricket Net Facilities Upgrade	117,000	51,750	-	168,750	168,680	168,750	70	168,750	-
Plinth Curbing	-	86,250	-	86,250	58,012	58,250	238	58,250	(28,000)
Sportsground Lighting Upgrade-Bailley Reserve Skate Park	62,000	-	-	62,000	38,467	42,000	3,533	42,000	(20,000)
Sportsground Lighting Upgrade-Bailley Reserve (subject to 2018-2019 The World Game Facilities funding)	-	175,000	175,000	350,000	15,940	-	(15,940)	425,000	75,000
Open Space Strategy Implementation - Master Plan Construction - Duncan Mackinnon	774,000	497,000	-	1,271,000	444,182	734,000	289,818	1,271,000	-
Maintenance storage- Booran Reserve	-	70,000	-	70,000	84,231	70,000	(14,231)	70,000	-
Cricket Wicket Upgrade - Turf and Sub Surface Drainage	-	361,000	-	361,000	260,916	320,000	59,084	320,000	(41,000)
Sportsground Lighting Upgrade-McKinnon Reserve	154,000	50,000	150,000	354,000	299,537	394,000	94,463	434,000	80,000
Warm Season Grass Bailley Reserve	437,000	-	-	437,000	367,481	385,000	17,519	385,000	(52,000)
Netball Court Development- Duncan Mackinnon Reserve	-	-	-	-	151,398	-	(151,398)	-	-
Open Space Strategy Implementation- Master Plan Construction- EE Gunn (Foch St)	-	1,155,400	-	1,155,400	4,484	330,400	325,916	1,155,400	-
TOTAL CAPITAL WORKS: PORTFOLIOS-RECREATION AND OPENSACE	3,852,000	5,363,880	655,000	9,870,880	5,485,199	5,847,780	362,581	11,645,480	1,774,600

ORDINARY COUNCIL MEETING

21 MAY 2019

for period ending 31 March 2019 (continued)

Description	2018-19 Carry Forwards from 2017-18	2018-19 Adopted Annual Capital Budget	2018-19 Capital Grant Funding	2018-19 Budget Plus 2018-17 Carry Forward	2018-19 YTD Work In Progress	2018-19 YTD Forecast	2018-19 YTD Variance	2018-19 Annual Forecast Projected end of June 2019 expenditure	2018-19 Forecast Adjustments
	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)
CAPITAL WORKS: PORTFOLIOS SUSTAINABILITY									
Building Improvements	-	1,370,000	-	1,370,000	489,604	456,000	(33,804)	1,320,000	(50,000)
Kitchen/Joinery Renewal	-	270,000	-	270,000	(0)	-	0	270,000	-
Roof Renewal	-	69,000	-	69,000	-	-	-	69,000	-
Sustainability Initiatives	455,000	762,000	-	1,217,000	349,242	605,811	256,569	1,063,811	(153,189)
Switchboard Renewal	-	92,000	-	92,000	-	46,000	46,000	92,000	-
TOTAL CAPITAL WORKS: PORTFOLIOS SUSTAINABILITY	455,000	2,563,000	-	3,018,000	839,046	1,107,811	268,765	2,814,811	(203,189)
TOTAL PORTFOLIO PROJECTS	4,981,000	11,473,130	755,000	17,209,130	7,185,632	8,812,691	1,647,059	10,656,141	1,447,011
CAPITAL WORKS: MAJOR PROJECTS									
Redevelopment of change and bathroom facilities - Koomang Park Pavilion	358,000	-	-	358,000	12,761	-	(12,761)	232,472	(125,528)
Pavilion Construction - King George Pavilion	756,500	796,000	275,000	1,827,500	610,804	964,170	365,366	1,827,500	-
Carnegie Sports Precinct - Redevelopment - Koomang Park	-	192,000	-	192,000	-	-	-	-	(192,000)
Murumbidgee Pavilion Upgrade	-	616,565	-	616,565	56,394	125,644	69,250	125,644	(490,921)
Carnegie Sports Precinct - Redevelopment - Pavilions - Lord Reserve	-	192,000	-	192,000	4,946	30,000	25,054	80,000	(112,000)
Carnegie Sports Precinct - Redevelopment - Master Plan landscape and sports grounds	-	345,000	-	345,000	22,410	-	(22,410)	27,000	(318,000)
Bailey Skate Park Redevelopment	698,000	-	-	698,000	474,638	535,000	60,362	535,000	(163,000)
Carnegie Sports Precinct Redevelopment - Swim Centre	-	345,000	-	345,000	54,110	45,000	(9,110)	156,300	(188,700)
Duncan Mackinnon Athletic Track Upgrade	-	-	-	-	132,520	-	(132,520)	-	-
TOTAL MAJOR PROJECTS	1,812,500	2,486,565	275,000	4,574,065	1,376,582	1,719,814	343,232	2,983,916	(1,590,149)
RENEWALS									
CAPITAL WORKS: RENEWALS BUILDING WORKS									
Minor HVAC Renewal	-	178,000	-	178,000	142,443	71,000	(71,443)	178,000	-
Building Upgrades	74,000	360,000	-	434,000	148,187	361,000	212,813	483,619	49,619
Kitchen and Joinery Renewal	-	74,000	-	74,000	18,147	43,500	25,353	61,000	(13,000)
Roof Renewal	-	133,500	-	133,500	53,846	146,500	92,654	146,500	13,000
ILU Renewal	-	162,000	-	162,000	11,354	-	(11,354)	121,400	(40,600)
Ormond Kinder Upgrade	35,000	90,000	-	125,000	6,090	-	(6,090)	236,570	111,570
Painting Renewal Program	-	135,900	-	135,900	64,128	91,200	27,072	110,850	(25,050)
Plant Renewal- GESAC	-	61,000	-	61,000	(0)	61,000	61,000	61,000	-
Improving current system or adding in fans/chiller to the stadium- GESAC	109,000	-	-	109,000	63,632	88,000	24,368	88,000	(20,000)
Bathroom Renewal	35,000	211,400	-	246,400	57,984	194,850	137,776	210,850	(27,540)
Floor Covering Replacement Renewal	-	112,800	-	112,800	66,728	132,240	65,512	165,390	52,590
Signage Upgrade	-	125,000	-	125,000	9,568	50,000	40,432	106,000	(19,000)
Roof Safety	-	47,200	-	47,200	-	-	-	50,200	11,000
Public Toilet Upgrade	285,000	-	-	285,000	131,021	224,400	93,379	224,400	(60,600)
Lift Upgrade	-	-	-	-	(3,505)	-	3,505	-	-
TOTAL CAPITAL WORKS: RENEWALS BUILDING WORKS	537,000	1,890,800	-	2,227,800	768,723	1,463,700	694,977	2,259,789	31,989
CAPITAL WORKS: RENEWAL AGED CARE									
Residential Services Minor Improvements	-	270,000	-	270,000	70,675	180,000	109,325	270,000	-
TOTAL CAPITAL WORKS: RENEWAL AGED CARE	-	270,000	-	270,000	70,675	180,000	109,325	270,000	-
CAPITAL WORKS: RENEWALS FAMILY & CHILDREN'S SERVICES									
Family Youth and Children's Centre upgrades	-	22,000	-	22,000	18,578	-	(18,578)	22,000	-
Replacement of FDC Equipment	-	16,000	-	16,000	7,817	-	(7,817)	16,000	-
TOTAL CAPITAL WORKS: RENEWALS FAMILY & CHILDREN'S SERVICES	-	38,000	-	38,000	26,396	-	(26,396)	38,000	-

ORDINARY COUNCIL MEETING

21 MAY 2019

for period ending 31 March 2019 (continued)

Description	2018-19 Carry Forwards from 2017-18	2018-19 Adopted Annual Capital Budget	2018-19 Capital Grant Funding	2018-19 Budget Plus 2018-17 Carry Forward	2018-19 YTD Work In Progress	2018-19 YTD Forecast	2018-19 YTD Variance	2018-19 Annual Forecast Projected end of June 2019 expenditure	2018-19 Forecast Adjustments
	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)
<u>CAPITAL WORKS: RENEWAL-PUBLIC OPEN SPACES AND RECREATIONAL FACILITIES</u>									
Park Perimeter Fence Renewal	-	50,000	-	50,000	17,550	50,000	32,450	50,000	-
Minor Playground Upgrade and Renewal	-	350,000	-	350,000	73,117	210,000	136,883	405,000	55,000
Leisure Pool Equipment -GESAC& Carnegie Swim Centres	30,000	692,688	-	722,688	302,507	465,000	162,493	722,688	-
GESAC Pool Tile Rectification Works	-	450,000	-	450,000	158,583	-	(158,583)	450,000	-
Minor Park Improvements	-	680,000	-	680,000	317,233	494,000	176,767	625,000	(55,000)
Sportsground Lighting Renewal	-	230,000	-	230,000	4,640	-	(4,640)	230,000	-
Goal Posts Renewal	-	125,000	-	125,000	-	125,000	125,000	125,000	-
TOTAL CAPITAL WORKS: RENEWAL-PUBLIC OPEN SPACES AND RECREATIONAL FACILITIES	30,000	2,577,688	-	2,607,688	873,631	1,344,000	470,369	2,607,688	-
<u>CAPITAL WORKS: RENEWAL-INFRASTRUCTURE</u>									
Footpath Program	-	2,020,000	-	2,020,000	2,439,453	1,614,997	(924,456)	2,020,000	-
Kerb and Channel Renewal Program	-	166,454	-	166,454	89,752	124,048	35,096	166,454	-
Road Reconstruction Program	-	3,549,000	-	3,549,000	1,536,834	1,625,000	88,166	3,709,000	160,000
Drainage Renewal and Upgrade Program	-	3,641,800	-	3,641,800	2,764,616	2,920,400	135,784	3,641,800	-
Local Road Resurfacing Program	-	1,500,000	-	1,500,000	1,429,606	1,200,000	(229,606)	1,500,000	-
Right of Way Renewal Program	-	343,332	-	343,332	62,017	183,332	121,315	343,332	-
Local Area Traffic Management renewal	-	500,000	-	500,000	425,685	260,000	(165,685)	500,000	-
Car Park Renewal Program	-	400,000	-	400,000	3,710	-	(3,710)	400,000	-
Roads to Recovery Program	-	250,592	285,408	536,000	475,552	536,000	60,448	536,000	-
TOTAL CAPITAL WORKS: RENEWAL-INFRASTRUCTURE	-	12,371,188	285,408	12,656,596	9,247,224	8,364,577	(892,647)	12,816,596	160,000
<u>CAPITAL WORKS: RENEWAL-OTHER</u>									
Furniture & Fittings	32,000	50,000	-	82,000	5,412	-	(5,412)	5,412	(75,588)
Information Technology	99,438	831,000	-	930,438	525,424	616,000	89,576	1,007,026	75,588
Fleet and Plant	80,000	2,141,605	-	2,221,605	461,077	990,211	529,134	1,921,605	(300,000)
Library and Learning Centres Books	-	823,904	65,426	889,330	648,081	682,735	34,654	889,330	-
TOTAL CAPITAL WORKS: RENEWAL-OTHER	211,438	3,846,509	65,426	4,123,373	1,639,993	2,287,946	647,953	3,823,373	(300,000)
TOTAL RENEWAL PROJECTS	778,438	20,794,185	350,834	21,923,457	12,626,642	13,640,223	1,013,581	21,815,446	(108,011)
TOTAL CAPITAL WORKS EXPENDITURE	8,663,813	37,623,880	1,380,834	47,667,727	22,281,119	26,203,803	3,922,688	46,848,578	(1,021,149)

ORDINARY COUNCIL MEETING

21 MAY 2019

Financial Strategy

Each year, the Auditor-General of Victoria performs an audit of the Local Government sector and produces a report to Parliament of the results of those audits. As part of this process, the Auditor-General assesses the financial sustainability of Councils. In 2017-18 the Auditor-General assessed the financial sustainability risk at an individual Council level. The following pages explain and present the Auditor-General's financial sustainability risks and criteria and page 21 provides indicators for Glen Eira City Council.

(a) Financial sustainability risk indicators

Indicator	Definition	Formula
Net result (%)	This measures how much of each dollar collected as revenue translates to net result. A positive result indicates a surplus, and the larger the percentage, the stronger the result.	$\text{Net result} / \text{Total revenue}$
Adjusted underlying result	This measures an entity's ability to generate surplus in the ordinary course of business—excluding non-recurrent capital grants, non-monetary asset contributions, and other contributions to fund capital expenditure from net result. A surplus or increasing surplus suggests an improvement in the operating position.	$\text{Adjusted underlying surplus (or deficit)} / \text{Adjusted underlying revenue}$
Liquidity (ratio)	This measures an entity's ability to pay existing liabilities in the next 12 months. A ratio greater than 1.0 means there are more cash and liquid assets than short-term liabilities.	$\text{Current assets} / \text{Current liabilities}$
Internal financing (%)	This measures an entity's ability to finance capital works using cash generated by its operating cash flows. The higher the percentage, the greater the ability for the entity to finance capital works from its own funds.	$\text{Net operating cash flow} / \text{Net capital expenditure}$
Indebtedness (%)	This assesses an entity's ability to pay the principal and interest on borrowings, as and when they fall due, from the funds it generates. The lower the ratio, the less revenue the entity is required to use to repay its total debt. Own-sourced revenue is used, rather than total revenue, because it does not include grants or contributions.	$\text{Non-current liabilities} / \text{Own-sourced revenue}$
Capital replacement (ratio)	This compares the rate of spending on infrastructure, property, plant and equipment, and intangibles with its depreciation and amortisation. This is a long-term indicator, as capital expenditure can differ in the short term if there are insufficient funds available from operations, and borrowing is not an option. A ratio less than 1.0 means the spending on capital works has not kept pace with consumption of assets.	$\text{Cash outflows for property, plant and equipment} / \text{Depreciation}$
Renewal gap (ratio)	This compares the rate of spending on existing assets through renewing, restoring, and replacing existing assets with depreciation. Ratios higher than 1.0 indicate that spending on existing assets is faster than the depreciation rate.	$\text{Renewal and upgrade expenditure} / \text{Depreciation}$

Source: VAGO.

ORDINARY COUNCIL MEETING

21 MAY 2019

Financial Strategy (continued)**(b) Financial sustainability risk assessment criteria**

The financial sustainability risk of each local council is assessed using the criteria outlined below:

Risk	Net result	Adjusted underlying result	Liquidity	Internal financing	Indebtedness	Capital replacement	Renewal gap
High	Less than negative 10%	Less than 0%	Less than 0.75	Less than 75%	More than 60%	Less than 1.0	Less than 0.5
	Insufficient revenue is being generated to fund operations and asset renewal.	Insufficient surplus being generated to fund operations	Immediate sustainability issues with insufficient current assets to cover liabilities.	Limited cash generated from operations to fund new assets and asset renewal.	Potentially long-term concern over ability to repay debt levels from own-source revenue.	Spending on capital works has not kept pace with consumption of assets.	Spending on existing assets has not kept pace with consumption of these assets.
Medium	Negative 10%–0%	0%–5%	0.75–1.0	75–100%	40–60%	1.0–1.5	0.5–1.0
	A risk of long-term run down to cash reserves and inability to fund asset renewals.	Surplus being generated to fund operations	Need for caution with cash flow, as issues could arise with meeting obligations as they fall due.	May not be generating sufficient cash from operations to fund new assets.	Some concern over the ability to repay debt from own-source revenue.	May indicate spending on asset renewal is insufficient.	May indicate insufficient spending on renewal of existing assets.
Low	More than 0%	More than 5%	More than 1.0	More than 100%	40% or less	More than 1.5	More than 1.0
	Generating surpluses consistently.	Generating strong surpluses to fund operations	No immediate issues with repaying short-term liabilities as they fall due.	Generating enough cash from operations to fund new assets.	No concern over the ability to repay debt from own-source revenue.	Low risk of insufficient spending on asset renewal.	Low risk of insufficient spending on asset base.

Source: VAGO.

ORDINARY COUNCIL MEETING

21 MAY 2019

Financial Strategy (continued)**Monthly Report Relative to Financial Strategy**



































Financial Sustainability Risk Indicators	Objective	2017-2018 Actuals based on VAGO Parliamentary Report	2018-2019 Annual Budget as at 30 June 2019	2018-2019 Annual Forecast as at 30 June 2019	2018-2019 Risk based on Annual Forecast as at 30 June 2019	Comment
(1) Net Result	To generate surpluses consistently greater than 0%.	17.05%	10.23%	12.78%	Low	Council is generating positive surpluses.
(2) Underlying Result (%)	Ability to generate surplus in the ordinary course of business, excluding non-recurrent capital grants and non-monetary asset contributions to fund capital expenditure from net result. Low risk indicator to be more than 5%.	13.88%	9.52%	12.75%	Low	Council is generating positive surpluses to fund operations.
(3) Liquidity	To measure Council's ability to repay short-term liabilities as they fall due. Low risk - indicator is to be greater than 1.0.	1.42	1.23	1.49	Low	Council's forecast to 30 June 2019 indicates a Liquidity Ratio of greater than 1.0.
(4) Indebtedness	Lower than 40% relates to the ability to repay debt from own-source revenue.	13.06%	10.06%	10.02%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
(5) Internal Financing	Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%.	152.55%	112.45%	100.42%	Low	Council is generating enough cash from operations to fund new assets.
(6) Capital Replacement	To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5.	1.49	1.87	2.14	Low	Council operates at a low level of risk with respect to capital replacement.
(7) Renewal Gap	To ensure there is sufficient spending on Council's asset base. Low risk indicator is to be greater than 1.0.	1.21	1.48	1.48	Low	Council spends sufficient funds on its asset base.
Council aims to keep average rates and charges significantly below benchmark Councils and provide a pensioner rate rebate over the State Government's universal rebate.	Council aims to keep average rates and charges significantly below benchmark Councils and the pensioner rate rebate above the State Government's universal rebate.	\$1,580	\$1,640	\$1,649	In terms of Rates per assessment, Glen Eira is again the second lowest of the 21 Inner Melbourne Councils (2016/17; also second lowest) and is \$294 per assessment (\$19.3M) below the average outcome.	
<ul style="list-style-type: none"> Average Rates and Charges Pensioner Rate Rebate 		\$270	\$270	\$270		
Operating costs per property should be kept as low as possible in order to generate <u>both</u> operating surpluses <u>and</u> lower Rates.	Council should aim to keep average operating costs below the average benchmark Councils.	\$1,992	\$2,456	\$2,461	In terms of operational expenditure (excluding depreciation), Glen Eira ranks as spending \$133 less per assessment (\$8.7M) than the average for the Inner Melbourne Councils grouping.	

ORDINARY COUNCIL MEETING

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Assurance Map

The assurance map considers the key risks to Council in achieving its objectives and performance expectations, and the assurance activities which have been conducted over the operation of controls that apply to those risks. The Assurance Map is indicative of the type of activity in place to provide Council Management with comfort that the control environment is operating as intended. A formal review of strategic risks is undertaken annually by Executive. The risks have been identified, assessed and ranked in order of risk exposure to Council. The assurance map will be updated after every formal review and when assurance activities are proposed or undertaken.

Council's Strategic Risks	Risk Rating	Type of Assurance						Previous and proposed IA activity 2016/17-2017/18, and/or other independent reviews/checks
		Management	External Parties				Internal Audit	
		Management Review / self-assessment	Insurance Coverage	LG Investigations / Compliance Inspectorate	VAGO Performance Audits*	Independent Consultants / External party review	Internal Audit	
1. State Government decisions impacting our community	E							Food Safety (2011/12) Statutory Planning (2013/14) Infringement Management Audit (2018/19)
2. Terrorist Attack – Lone Wolf	H							Security Protocol Review (2014) Building Emergency Management Planning (2017/18) Implementation of Federal Government's Strategy for Protecting Crowded Places from Terrorism 2017 – use of the Crowded Places Security Audit, Self-Assessment Tool and guidelines.
3. Vulnerability to cyber attack	H							Cyber Security Review including mobile devices website management and penetration testing (2016/17) IT General Controls Audit (2018/19)
4. Contracts – contracting process by Council	H							Tendering (2013/14) Contract Management (2013/14) Financial Compliance transaction analysis (annual) Contract Management Review (2016/17) Major Project Management (2017/18) Immunisation Audit (2018/19)
5. Vulnerability to litigious action	H							Risk Management Framework (2015/16) Fraud & Corruption Control (2016/17) Claims Management Review (2016/17) Statutory Planning Legislative Compliance Audit (2018/19)
6. Failure to keep pace with emerging technologies and digital environment	H							IT Strategy (management) (2013/14) Regular penetration testing on the internal and external network infrastructure and external websites IT Sensitive Information (2011/12) IT Security (2012/13, 2014/15) IT General Controls (2015/16) Performance Audit – GECC Transformation Project (2017/18)
7. Vulnerability to significant fraud	H							Fraud Review (2013/14) Financial Controls (2014/15) Risk Management Framework (2015/16) Fraud & Corruption Control (2016/17) Financial Compliance transaction analysis (annual – 2018/19) Payroll (2017/18) Open Space Contributions (2017/18) Community Grant Management Audit (2018/19)
8. Not sufficiently agile to respond to change	H							Change Management Framework Promapp Performance Audit – GECC Transformation Project (2017/18)
9. Failure to effectively plan for the changing demographic of our workforce	M							SafetyMAP recertification (2013/14) OH&S Review (2015/16) Performance Audit – GECC Transformation Project (2017/18)
10. Transformation program fails to deliver anticipated benefits for the organisation and community	M							Performance Audit – GECC Transformation Project (2017/18) Performance Audit (2018/19)

* Reviews performed are ad-hoc and Council may or may not be included in selected sampling
Level of coverage provided where not all aspects of the risk may have been addressed by assurance activity.

Level of coverage:  Exhaustive  Partial  None

Please note that the External Audit process is designed to enable the AG to express an opinion on the annual financial report. The external audit is not a comprehensive audit of all systems and processes and is not designed to uncover all deficiencies, breaches and irregularities in those systems & processes.

9.9 APPOINTMENT OF SIGNATORIES FOR 2018-19 FINANCIAL REPORT

Author: John Vastianos, Chief Financial Officer

Trim No: 19/166908

Attachments: Nil

PURPOSE AND SUMMARY

To appoint two Councillors as signatories to the 2018-19 Financial Statements and Performance Statement.

RECOMMENDATION

That Council:

Appoints the Mayor and Deputy Mayor to sign the 2018-19 Financial Statements and Performance Statement.

BACKGROUND

The State Government has a structured process it applies to approving the end-of-year Financial Report.

Council is required to consider the (proposed) Financial Statements after the external auditors (Victorian Auditor-General's Office - VAGO) have performed their role but before the audit by the Auditor-General is finalised.

Council is not expected to audit any of the figures itself. Council is expected to assure itself that due process has been followed (e.g. by the activities of the independent external auditors etc.), to ensure that the statements represent the financial position of the Council. In Glen Eira, this role is carried out mainly through the Audit Committee with its mix of Councillors and independent Members.

Past practice has been that the Mayor and Deputy Mayor, or one Councillor Member of the Audit and Risk Committee, be the authorised signatories.

ISSUES AND DISCUSSION

The 2018-19 Financial Report will be reviewed at Council's Audit and Risk Committee meeting on Friday, 16 August 2019.

Council will be asked to adopt the statements 'in principle' at the Ordinary Council meeting on Tuesday, 3 September 2019. This will in effect mean that Council is confirming that an appropriate process (as confirmed by the Audit and Risk Committee) has been followed in preparing the Statements. In this respect, Council will be relying on the Victorian Auditor-General's Office to confirm the accuracy of the statements and compliance with accounting standards.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

Financial conclusions should not be drawn until after the statements are audited and finalised by the Auditor-Generals Office.

POLICY AND LEGISLATIVE IMPLICATIONS***(i) Local Government Act 1989***

Section 132 (5) - Annual Report preparation:

The Council must ensure that the Performance Statement and Financial Statements, in their final form after any changes recommended or agreed by the auditor have been made, are certified in accordance with the regulations by:

- 2 Councillors authorised by the Council for the purposes of this subsection; and
- any other prescribed persons.

(ii) Local Government (Planning and Reporting) Regulations 2014

- Section 18 - Certification of Performance Statement; and
- Section 21 - Certification of Financial Statements.

(iii) Audit Act 1994

Section 9 - Audit opinions on Financial Statements:

The *Audit Act 1994* requires the Auditor-General to form an opinion on your Financial Report and Performance Statement and provide a copy of the audit reports to you and the Minister for Local Government.

COMMUNICATION AND ENGAGEMENT

The Audit and Risk Committee will meet on 16 August 2019 to consider the accounts and recommended that the accounts be adopted in principle, subject to some minor amendments, and subject to no significant changes by the Auditor-General.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme Five: Informed and Engaged

A well governed Council that is committed to transparency and engages residents in decision-making.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

That Council appoints the Mayor and Deputy Mayor to sign the 2018-19 Financial Statements and Performance Statement.

9.10 INSTRUMENTS FOR APPOINTMENT AND AUTHORISATION

Author: Tienyi Long, Legal and Governance Officer

Trim No: 19/1113253

Attachments: 1. Instruments for approval [↓](#) 

PURPOSE AND SUMMARY

To appoint Council officers by resolution as authorised officers for the purposes of enforcing the *Planning and Environment Act 1987* (**Act**).

RECOMMENDATION

That Council in the exercise of the powers conferred by section 147(4) of the *Planning and Environment Act 1987* (Vic) and section 232 of the *Local Government Act 1989* (Vic) resolves that:

1. the staff members referred to in the attached Instruments be appointed and authorised as set out in the Instruments;
2. any existing Instruments of Appointment and Authorisation under the *Planning and Environment Act 1987* to the staff members referred to in the attached Instruments be revoked effective immediately upon the Instruments referred to in the paragraph numbered 1 above coming into effect; and
3. the Instruments be signed and sealed.

BACKGROUND

Authorisations are required for members of staff whose duties require them to enforce the Act. The Act provides in s147(4) for Council to appoint officers by resolution.

ISSUES AND DISCUSSION

Not applicable

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

Not applicable

POLICY AND LEGISLATIVE IMPLICATIONS

The attached Instruments are made under the *Planning and Environment Act 1987* (Vic).

COMMUNICATION AND ENGAGEMENT

Not applicable.

LINK TO COUNCIL AND COMMUNITY PLAN

Theme Five: Informed and Engaged

A well governed Council that is committed to transparency and engages residents in decision-making.

OFFICER DECLARATION OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any direct or indirect interest in this matter.

CONCLUSION

Councillors are asked to approve the appointment of the staff members referred to in the attached Instruments as authorised officers in accordance with the Instruments.

S11A Instrument of Appointment and Authorisation
(*Planning and Environment Act 1987*)

In this Instrument "**officer**" means -

Stuart Taylor, Urban Planner

By this Instrument of Appointment and Authorisation Glen Eira City Council -

1. under section 147(4) of the *Planning and Environment Act 1987* appoints the officer to be an authorised officer for the purposes of the *Planning and Environment Act 1987* and the regulations made under the Act.

It is declared that this Instrument -

- (a) comes into force immediately upon its execution; and
- (b) remains in force until varied or revoked, or the officer ceases to be an employee of Glen Eira City Council.

This Instrument is authorised by a resolution of Glen Eira City Council on 21 May 2019.

The seal of Glen Eira City Council was hereto affixed in the presence of:

..... Councillor

..... Chief Executive Officer

Date:

S11A Instrument of Appointment and Authorisation
(*Planning and Environment Act 1987*)

In this Instrument "**officer**" means -

Luke Kovacevic, Civic Compliance Officer

By this Instrument of Appointment and Authorisation Glen Eira City Council -

1. under section 147(4) of the *Planning and Environment Act 1987* appoints the officer to be an authorised officer for the purposes of the *Planning and Environment Act 1987* and the regulations made under the Act.

It is declared that this Instrument -

- (a) comes into force immediately upon its execution; and
- (b) remains in force until varied or revoked, or the officer ceases to be an employee of Glen Eira City Council.

This Instrument is authorised by a resolution of Glen Eira City Council on 21 May 2019.

The seal of Glen Eira City Council was hereto affixed in the presence of:

..... Councillor

..... Chief Executive Officer

Date:

S11A Instrument of Appointment and Authorisation
(*Planning and Environment Act 1987*)

In this Instrument "**officer**" means -

Alison Orwin, Senior Urban Planner

By this Instrument of Appointment and Authorisation Glen Eira City Council -

1. under section 147(4) of the *Planning and Environment Act 1987* appoints the officer to be an authorised officer for the purposes of the *Planning and Environment Act 1987* and the regulations made under the Act.

It is declared that this Instrument -

- (a) comes into force immediately upon its execution; and
- (b) remains in force until varied or revoked, or the officer ceases to be an employee of Glen Eira City Council.

This Instrument is authorised by a resolution of Glen Eira City Council on 21 May 2019.

The seal of Glen Eira City Council was hereto affixed in the presence of:

..... Councillor

..... Chief Executive Officer

Date:

10. URGENT BUSINESS

11. ORDINARY BUSINESS

11.1 Requests for reports from Officers

11.2 Right of reply

11.3 Councillor questions

11.4 Public questions to Council

12. CONSIDERATION OF IN CAMERA ITEMS**RECOMMENDATION**

That pursuant to Section 89(2) of the Local Government Act 1989, the Council resolves that so much of this meeting be closed to members of the public, as it involves Council consideration of matters coming within some or all of the following categories listed in Section 89(2) of such Act.

- (a) Personnel matters;
- (b) The personal hardship of any resident or ratepayers;
- (c) Industrial matters;
- (d) Contractual matters;
- (e) Proposed developments;
- (f) Legal advice;
- (g) Matters affecting the security of Council property;
- (h) Any other matter which the Council or Special Committee considers would prejudice the Council or any person;
- (i) A resolution to close the meeting to members of the public.

12.1 Tender 2019.127 Selwyn Street Cultural Precinct - Concept and Detailed Consultancy
Local Government Act 1989 - Section 89(2) (d)

12.2 Tender 2019.126 Integration Platform
Local Government Act 1989 - Section 89(2) (d)

12.3 Tender 2019.23 Duncan MacKinnon Reserve Civil and Landscape Works Stage 1
Local Government Act 1989 - Section 89(2) (d)

12.4 Extension of Short-Term Processing Deed 2019.2 for Short Term Recycling
Local Government Act 1989 - Section 89(2) (d)

13. CLOSURE OF MEETING