



GLEN EIRA CITY COUNCIL

ORDINARY COUNCIL MEETING

TUESDAY 14 DECEMBER 2021

AGENDA

**Meeting to be held in the Council Chambers,
corner Hawthorn & Glen Eira Roads, Caulfield
at 7:30pm**

*"The role of a Council is to provide good governance
in its municipal district for the benefit and
wellbeing of the municipal community."*

- S8(1) Local Government Act 2020

Councillors:

The Mayor, Councillor Jim Magee
Councillor Tony Athanasopoulos
Councillor Anne-Marie Cade
Councillor Margaret Esakoff
Councillor Sam Parasol
Councillor Neil Pilling
Councillor Li Zhang
Councillor Simone Zmood
Councillor David Zyngier

Chief Executive Officer: Rebecca McKenzie

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1. ACKNOWLEDGEMENT

Glen Eira City Council Acknowledges the peoples of the Kulin Nation as Traditional Owners and Custodians, and pay our respect to their Elders past, present and emerging. We Acknowledge and uphold their continuing relationship to land and waterways. Council extends its respect to all Aboriginal and Torres Strait Islander peoples.

2. APOLOGIES

3. REMINDER TO DECLARE ANY CONFLICTS OF INTEREST IN ANY ITEMS ON THE AGENDA

Councillors are 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 Section 130(2) of the *Local Government Act 2020* and Rule 60(3) of the Glen Eira City Council Governance Rules. Councillors are now invited to indicate any such conflict of interest.

PROCEDURAL MOTION

That Council:

1. considers the meeting to be adjourned for 10 minutes from the commencement of any technical problem which prevents Council from livestreaming the meeting; and
2. adjourns the meeting in the event livestreaming cannot be resumed within 30 minutes from the commencement of the technical problem which prevents livestreaming on Council's website with the meeting to be reconvened on Wednesday 15 December 2021 at 7.30pm via livestreaming.

4. CONFIRMATION OF MINUTES OF PREVIOUS COUNCIL MEETING OR MEETINGS

Copies of Minutes previously circulated.

RECOMMENDATION

That the minutes of the Ordinary Council Meeting held on 23 November 2021 be confirmed.

5. RECEPTION AND READING OF PETITIONS AND JOINT LETTERS

6. REPORTS BY DELEGATES APPOINTED BY COUNCIL TO VARIOUS ORGANISATIONS

7. REPORTS FROM COMMITTEES AND RECORDS OF ASSEMBLY**7.1 Advisory Committees****7.1.1 ADVISORY COMMITTEE MINUTES**

Author: Janice Pouw, Coordinator Councillor Business

Trim No: 21/1267757

Attachments: 1. Open Space Sport and Recreation Advisory Committee - 7 Oct 2021 [↓](#)
2. Sustainability Advisory Committee Meeting Minutes - 11 Nov 2021 [↓](#)
3. Local Laws Advisory Committee Minutes - 12 Nov 2021 [↓](#)

RECOMMENDATION

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

1. Open Space, Sport and Recreation Advisory Committee Meeting Minutes – 7 October 2021;
2. Sustainability Advisory Committee Meeting Minutes – 11 November 2021; and
3. Local Laws Advisory Committee Meeting Minutes - 12 November 2021

OPEN SPACE, SPORT AND RECREATION ADVISORY COMMITTEE



Meeting Minutes

Thursday 7 October 2021 - 6:00pm

Virtual – Microsoft Teams



Invitees	<p>Councillors Cr Sam Parasol (Chair) Cr Tony Athanasopoulos (TA) Cr Li Zhang (LZ)</p> <p>Council Staff Niall McDonagh, Director Infrastructure & Open Space (DIOS) Andrew Barden, Manager, Recreation & Open Space (MRO) Matthew Barbetta, Open Space Coordinator (OSC) Susan Cannell, Recreation Development Coordinator (RDC)</p>
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Item

1. Welcome / Apologies / Conflict of Interest

- 1.1. Meeting opened at 6:03pm
- 1.2. Apologies - none
- 1.3. No conflict of interest declared

2. What is Open Space?

2.1. Open space vs Civic open space

OSC identified that Councillors should be aware of the significant difference between open space and civic open space, particularly with the structure plans that are being presented to Council.

Open space = green space, respite from the built environment. Further to this, an example of encumbered open space is Caulfield Racecourse Reserve.

Civic open space = open space that is surrounded by roads, buildings, activity centres, etc. An example of civic open space is the new space created at the old factory site on Neerim Road, Carnegie.

Pocket parks are going to become more important and valuable assets due to high density living. Whilst a 600sqm block would have been overlooked 20 years ago, these will fill gaps in open space in the near future. A specific example of new open space through a pocket park is Aileen Avenue, Caulfield South, that is currently under construction.

The creation of new open space is a priority for Council and the Open Space Strategy and advocacy will continue in this space. It was discussed that greater communication is required to advise the community of what is happening, such as new open space at Aileen Avenue, and the acquisition of two properties on Mackie Road Reserve to increase the size and functionality of Mackie Road Reserve. TA suggested greater awareness through a regular Glen Eira News article; OSC identified opportunities through site signage and fencing wrap; and DIOS indicated that quarterly reporting on the Council Plan will also provide a community update.

ACTION: Officers to investigate opportunities to provide valuable communication methods to raise awareness of new and improved public open space.

2.2. Open space property acquisition

OSC explained that, in seeking opportunities for new open space, we undertake assessments based on the Open Space Strategy Refresh 2020 criteria which identifies spaces that are accessible, visible, connected and reached by a wide section of the community.

Chair raised the opportunity of a property acquisition in Camden Ward. OSC responded to say the site had been investigated and, whilst it was large in size, was not feasible due to: it's location in a dead end street with low activity; proximity to residential properties creating limited opportunity for activity and challenges with overshadowing; and the asking price was considered high based on community value.

OSC explained that, similarly, St Johns Elsternwick Tennis Club has been suggested as a potential purchase for Council. But it's proximity to Harleston Park and Hopetoun Gardens doesn't address the open space gap area in this part of the municipality.

OSC explained the need to be pragmatic in the response to open space opportunities rather than responding to every opportunity. TA also identified that, whilst the open space contribution fund is provided by new residents where major development is occurring, Council has a responsibility to protect areas that aren't being developed as they have lived without open space for so long.

Discussion ensued regarding opportunities for access arrangements to open space similar to Ripponlea Gardens. Glenfern, located at 417 Inkerman Street, has established trees and gardens and Council had previously approached the National Trust to establish a long-term access arrangement that had been declined by the Trust at the time.

ACTION: Officers to pursue discussions with the National Trust regarding interest in a long-term access arrangement at Glenfern. Officers to prepare Assembly report to present outcomes.

3. Community Engagement on Open Space

3.1. Reserve Advisory Committees

More of an awareness item, as there is a paper going to the Ordinary Council Meeting on 12 October 2021 regarding the disbandment of Reserve Advisory Committees. Due to the establishment of more effective, timely and personalised communication and engagement methods, officers have recommended that Reserve Advisory Committees be disbanded to allow input from a broader community base.

3.2. Community Engagement Practice

MRO detailed the current methods of community engagement undertaken in relation to open space projects. It was agreed that the current format of the Open Space, Sport and Recreation Advisory Committee (OSSRAC) meetings does not require regular community member attendance. However, community members would be invited to any relevant OSSRAC meetings that were specific to a project that required a high level of community collaboration.

4. Functionality of Open Space

4.1. Mackie Road Reserve Masterplan

Over 450 community responses were received for the community engagement undertaken for the Masterplan for the future uses and development of Mackie Road Reserve. The broad feedback received provided insight into what people value from the reserve, particularly those things that extend beyond organised sport such as tree retention and nature play.

OSC explained that the next steps are to utilise the feedback to prepare a concept plan to present to Council with the engagement outcomes. This concept plan will then go out to the community for a second phase of engagement.

4.2. Multipurpose sports facilities

Council is continually looking at functionality of open space and maximising use, including those areas that are identified as 'exclusive use'. This has seen the recent installation of book-a-court at tennis clubs, conversion of cricket nets to multipurpose facilities, etc. The intention is to provide multipurpose sports facilities that benefit more of the community, not just one sporting club or sporting code. Discussion included the provision of turf cricket wickets in public open space, that are exclusively used by turf cricket clubs.

ACTION: Officers to prepare a future discussion paper identifying key points and opportunities for multipurpose sports facilities moving forward.

4.3. Proposed pop-ups

MRO indicated that a local Member of Parliament (MP) has shown some interest in pop-up recreation opportunities within Glen Eira, particularly to increase activity for youth. Officers are considering options for activating car parks, trial road closures, etc. and are preparing some concept designs to present to the interested MP.

The pop-up sites may present an opportunity for activating Moira Avenue during the development of Carnegie Swim Centre. This will respond to an action from the Lord Reserve Koornang Park Masterplan, and TA requested this would require established pop-up timelines, community feedback opportunities and valuable presentation of data.

4.4. Tennis Strategy

Many actions from the Tennis Strategy have been delivered on, following officers meeting with all tennis clubs in Glen Eira. Achievements include: addressing club governance (to ensure sustainable tennis clubs); installation of book-a-court to allow casual use of courts; entering into 4-year deed of renewals for tennis leases; and partnering with Tennis Victoria to deliver on Thriving Tennis Communities.

Lease negotiations are now complete for the new tenant at Caulfield Park Tennis Centre. The lease will be sent to DELWP next week to obtain the Minister's signature. It is expected that the capital upgrades to the centre will be completed by the end of this year, with the facility to be reopened early 2022.

4.5. Naming of pavilions policy

At the 30 September 2021 Assembly of Councillors meeting, officers presented a paper regarding requests from sports clubs and other community members to name sports pavilions located within public parks. A further discussion paper was presented, identifying the purpose of the proposed 'naming of pavilions policy' as well as suitable criteria for assessing naming requests.

TA requested further opportunity to discuss the principles around naming pavilions. This discussion needs to be around what the policy would look like – e.g. having names on pavilions vs not having names; when does indigenous naming take precedence; how long does a name last, etc.

ACTION: Officers to prepare Assembly report to determine guiding principles for the preparation of the proposed naming pavilions policy

5. Sports Clubs Allocation and Charges Policy

MRO advised that officers had engaged with sports clubs on the Sports Clubs Allocation and Charges Policy. Only one club had provided feedback, acknowledging agreement with the policy principles.

Proposed next steps include utilising usage data to align with the charging principles in the policy and review the charges applied for sports club use. Officers will prepare an Assembly paper for early 2022.

6. General Business

6.1. TA requested the inclusion of a rolling action item list on the agenda. This was agreed.

6.2. LZ requested increased promotion and awareness of parks, playgrounds, etc. Indicated that the community use the 'walking app' and suggested we build on this to include playgrounds, parks, etc., as well as future use of Glen Eira News articles and pozi.

ACTION: Officers to include action item list on the OSSRAC agenda moving forward.

ACTION: Officers to investigate opportunities for increased community awareness of facilities and activities in open space.

7. Next meeting – Date TBC (February 2022)

Meeting closed at 7:15pm

SUSTAINABILITY ADVISORY COMMITTEE MINUTES

Thursday 11 November 2021, 6.30pm

Online via Zoom



Attendees	<p>Councillors</p> <p>Cr Li Zhang (LZ)</p> <p>Cr Simone Zmood (SZ)</p> <p>Cr David Zyngier (DZ)</p> <p>Community Representatives</p> <p>Judy Glick (JG)</p> <p>Lindsay Donde (LD)</p> <p>Diana Prapas (DP)</p> <p>Council Staff</p> <p>Ron Torres, Director Place, Planning and Sustainability (RT)</p> <p>Kim Le Cerf, Manager Climate and Sustainability (KLC)</p> <p>Bruce Paton, Coordinator Climate Emergency and Environment (BP)</p> <p>Andriana Kursar, Senior Sustainability Officer (AK)</p> <p><i>For agenda item 4:</i></p> <p>Niall McDonagh, Director Infrastructure and Open Space (ND)</p> <p>Tarryn Gillies, Manager Project Management Office (TG)</p> <p>Rachel Harbeck, Project Officer (RH)</p> <p>External Representative</p> <p>Bronwyn Benn, Baron Consulting (BB)</p>
Apologies	Sophie Vidinovski (SV)

1. Welcome and declaration of conflicts of interest

- No conflicts of interest declared.
- Councillors Zhang, Zmood and Zyngier have been appointed to the SAC for the next year.
- The SAC agreed to appoint Cr Zyngier as Chairperson and Cr Zmood as Deputy Chairperson.

2. Previous minutes

- 19 August 2021 minutes endorsed at 12 October 2021 Ordinary Council meeting.
- 26 May 2021, 19 August 2021 and 20 October 2021 minutes accepted by the SAC.

3. Summary of previous SAC recommendations/actions

- The SAC actions and recommendations from the 19 August 2021 were presented.
- KLC reported that action around developing a one-page guide for supermarkets will be completed in near future.
- Five recommendations/actions were complete.
- KLC introduced Bruce Paton, Council's new Coordinator Climate Emergency and Environment.

4. Proposed multi-deck commuter carparks in Bentleigh and Elsternwick

- NM and TG gave an overview of the history of the [proposed multi-deck commuter carparks project](#) in Bentleigh and Elsternwick, funded by the Federal Government's Urban Congestion Fund (UFC). The project is currently out for community consultation and an update and recommendation will be presented to Council on 14 December. Council has appointed Bronwyn Benn from Baron Consulting, an independent probity auditor, who is also present at the SAC meeting.
- Information about the community consultation is available on Council's Have Your Say page, including an online survey and community forum on 16 November.
- The proposed sites for the car parks are near existing train stations in Elsternwick and Bentleigh.
 - There are currently 78 car spaces in the existing Elsternwick train station carpark. These spaces would be retained, and an additional 82-122 spaces created.
 - In Bentleigh, there is the opportunity to create an open space plaza which could create more green space. The 142 existing spaces would be retained, and an additional 158-208 spaces created.
- It is proposed that Environmentally Sustainable Design (ESD) features are included in the developments, including electric vehicle charging stations, recycled concrete, vertical gardens, end-of-trip and bicycle storage facilities, and solar PV panels.

Summary of feedback from SAC:

- Positive that an independent body has been appointed, but concerned that there appears to be a poor return on investment. Also, the project does not reduce car travel into the CBD enough.
- Questions were asked about the installation of solar panels on the roof would limit the creation of the maximum number of carparks and if they may be overshadowed by future development – this will be explored during the feasibility and detail design phases, if Council proceeds with project.
- Concern that not enough Federal funding is being allocated to reducing congestion around schools, any new green space created adjacent to the proposed Bentleigh carpark wouldn't be safe for young children to utilise, and the loss of the Bentleigh markets site is unfortunate.
- Questions were asked about why these locations in Glen Eira, and if it would be more effective for trams to be upgraded to better link Caulfield residents to Elsternwick train station.
- Data is needed about car parking in the activity centres after hours – anecdotally it was reported that it is difficult to find a park at night time in Elsternwick, and this had a flow on affect to nearby streets.

Actions/recommendations:

- SAC members encouraged to provide further feedback on the proposed multi-deck commuter carparks project via the Have Your Say page.

5. Climate emergency position statement and advocacy priorities

- KLC stated that a key action in the new *Our Climate Emergency Response Strategy 2021-2025* for 2021-22 is to develop a climate emergency position statement and advocacy priorities. The *Strategy* does not contain specific advocacy activities for State and Federal Government.
- We have previously worked with the Eastern Alliance for Greenhouse Action (EAGA) on advocacy, which provides a good starting point for Glen Eira's position.

Priorities identified by the SAC:

- **Planning and building:** strengthening the National Construction Code and ESD in the planning scheme – this should include passive design objectives, as well as energy, water, waste, greening and biodiversity outcomes.
- **Energy market reform:** focus on changes to electricity rules that can unlock local opportunities, such as community generation and storage and local network capacity.
- **Urban forest and biodiversity**
- **All electric homes:** shift away from gas appliances and wood-fire heating
- **Increased support for retrofitting of existing homes and better integration of government subsidies and programs:** support uptake of solar and batteries, including community or shared batteries.
- **More investment in research and development**

Tactics and approaches

- Pursuing policies, projects or programs that support vulnerable households reduce their impact and build their resilience to climate change impacts.
- Amplifying advocacy and campaigns of other organisations.
- Ensuring all types of benefits of action are included, e.g. health benefits of all-electric households or reducing urban heat island effect.

6. Action planning for *Our Climate Emergency Response Strategy 2021-2025*

- Actions that council could take were identified during the advocacy discussion. This includes:
 - Incentivising residents to plant out their nature strip (and prioritise support for the hottest streets)
 - Reviewing street tree palette
 - Supporting new laneways and gardens
 - Providing free trees and shrubs to residents and community groups
 - Partnering with universities to research microgrids and green roofs.

Actions/recommendations:

- AK to promote Council's free mulch facility to the community.

LD left the meeting at 8.12pm**7. Community education update**

- From 20 August to 4 November 2021, a total of 208 Glen Eira residents attended a sustainability webinar.
- A total of five webinars were held in this period.
- There was a good level of online engagement via the Sustainable living in Glen Eira Facebook page and two e-newsletters.
- The most popular Facebook posts were Energy Savers program for businesses, Climate Conversations Facilitator training, upcoming Solar Savers webinars, small paper bags can go in the green bin and releasing balloons is now illegal.
- JG queried if follow up is carried out with event participants to measure changes in attitudes and behaviours.

8. SAC Terms of Reference

- KLC reported that changes have recently been made to TOR to make them more consistent with other Advisory Committees and to include reference to the new *Our Climate Emergency Response Strategy 2021-2025*.
- The SAC did not express any concerns.

9. Future SAC agenda items

- KLC suggested that the draft Integrated Water Management Plan (IWMP) could be discussed at the February 2022 meeting.

10. General business

- KLC stated that the term for the four community representatives concludes in May 2022, with two SAC meetings left. Council will advertise for four new community representatives in the near future.
- JG recommended that future meetings start at 7pm to cater for members with young families.
- KLC suggested that new community representatives can be consulted on best time to meet.

11. Future meeting schedule

- The next SAC meeting will be held on Thursday 3 February 2022.

Meeting concluded at 8.33pm.

Local Laws Advisory Committee**MINUTES****of the meeting held by Zoom****4:00 pm, Friday, 12 November 2021**

	Present:	Apologies:
Members	Cr. Anne-Marie Cade - Chairperson Cr. Neil Pilling Cr. Margaret Esakoff	
Council Officers	Brooke Ranken Bruce Allen Fiona Whiteley Michael O'Connor Peter Swabey Rebecca McKenzie Ron Torres	

Item 1 – Opening

Cr. Esakoff opened the meeting at 4.05 pm.

Cr. Esakoff advised that the Terms of Reference for this Committee require a Chairperson to be appointed annually.

Cr. Pilling and Cr. Esakoff nominated Cr. Cade to be appointed to the role of Chairperson of the Local Laws Advisory Committee.

Moved: Cr. Pilling **Seconded:** Cr. Esakoff

That Cr. Cade be appointed as Chairperson of the Local Laws Advisory Committee.

Carried Unanimously

Item 2 – Update on the boundaries of the proposed smoke-free zones

Fiona Whiteley joined the meeting at 4:10 pm

Bruce Allen, Co-ordinator Civic Compliance, provided an update on the proposed changes to the boundaries of the proposed smoke-free zones in the 14 Activity Centers. He advised that Council officers had considered the submissions received during the community consultation from 2 to 23 August 2021 and had undertaken a re-examination of the boundaries of the proposed smoke-free zone.

Bruce Allen spoke to each of the proposed changes to the proposed smoke-free zones. He advised that Council officers had considered the residential interface in the areas abutting the proposed smoke-free zones and made changes to ensure that this was protected.

Cr. Esakoff queried whether the zones could be extended to promote alignment of the footpaths on each side of the roads within the zones.

Bruce Allen advised that the boundary of the smoke-free zones was designed to promote residential amenity. He advised that Council would monitor any impacts of the smoke-free zones on residential amenity and review its operation.

Item 3 – Update on engagement with adjoining municipalities on interface issues

Brooke Ranken, Manager Community Safety and Compliance, advised that three Activity Centres are proposed to be prescribed, extending into adjoining municipalities, namely Alma Village, Glen Huntly Road, Elsternwick and Poath Road, Murrumbeena. She advised that these adjoining municipalities have not designated smoke-free areas within their adjoining Activity Centres at this point. She advised that Council officers initially received no responses from the adjoining municipalities before or during the community consultation in August 2021. She advised that as a result of further engagement, responses were received from Port Phillip and Monash. She advised that Officers from Port Phillip indicated support for the proposed Smoke-Free Zones Local Law and had no concerns with any interface issues. She advised that Monash had recently resolved to prescribe areas in and around Kingsway – Glen Waverley and Eaton Mall – Oakleigh to be smoke-free. She advised that Monash will consider declaring more smoke-free areas in other activity centres. She advised that those interface areas that are smoke-free in neighbouring Councils will form part of those considerations. She advised that there was no response from Stonnington Council.

Item 4 – Update on development of signage for the smoke-free zones

Brooke Ranken spoke to the development of signage for the smoke-free zones and the community consultation that was undertaken. She advised that once a smoke-free zone has been prescribed, signage will be deployed in that area to communicate and educate the community that the smoke-free zone now applies.

Brooke Ranken advised that the estimated cost of signage is around \$14,000, including portable signage deployed at Council events.

The Committee discussed the messaging to appear on the signage. The Committee endorsed the additional messaging that "fines apply" on the signage.

Item 5 – Proposed Smoke-Free Zones Local Law

Michael O'Connor, Principal Legal Officer, spoke to the document titled "LLAC Paper - Community Engagement Results – 8 November 2021", detailing the outcome of the community engagement on the Smoke-Free Zones Local Law.

Michael O'Connor advised that the proposed Smoke-Free Zones Local Law went out for community consultation from 13 October until 3 November. He advised that Council had received 13 written submissions, and there has been a request from two submitters to speak to their submissions at the Council meeting on 23 November 2021.

Michael O'Connor advised that overall the submissions indicated support for the proposed Smoke-Free Zones Local Law. He said that in opposition to the proposed Local Law, it was argued that the proposed Local Law would impact people's freedom to smoke in public places.

Cr. Piling suggested that the Committee endorses the proposed Smoke-Free Zones Local Law, the updated smoke-free zones maps and its rationale.

Moved: Cr. Pilling **Seconded:** Cr. Esakoff

That the Committee endorse the proposed Smoke-Free Zones Local Law, the updated smoke-free zones in Attachment 2 to the Local Laws Advisory Committee Meeting – 12 November 2021 and its rationale in Attachment 1 to the Local Laws Advisory Committee Meeting – 12 November 2021.

Carried Unanimously

Item 6 – Future meetings and administrative arrangements

Future Committee meetings to be held as and when required.

The meeting concluded at 4:50 pm.

DRAFT

7.2 Records of Assembly**7.2.1 RECORDS OF ASSEMBLIES OF COUNCILLORS**

Author: Janice Pouw, Coordinator Councillor Business

Trim No: 21/1267779

Attachments: 1. 9 November 2021 Assembly [↓](#)
2. 16 November 2021 Assembly [↓](#)
3. 23 November 2021 Pre-meeting [↓](#)

RECOMMENDATION

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

1. 9 November 2021 Assembly;
2. 16 November 2021 Assembly; and
3. 23 November 2021 Pre-meeting

Assembly of Councillors
Tuesday 9 November 2021

Assembly Meeting held virtually commenced at 6.34pm

Present

Cr Jim Magee (Mayor)
Cr Margaret Esakoff
Cr Sam Parasol
Cr Li Zhang
Cr Simone Zmood

Council Officers

Rebecca McKenzie
Ron Torres
Peter Swabey
Mark Saunders
Alexandra Fry
Kellie Vise

Matters considered

1. Apologies – Cr Cade
2. Communications, engagement and advocacy review
6.40pm Cr Zyngier joined the Assembly
6.41pm Cr Athanasopoulos joined the Assembly and left at 6.43pm
3. Fees and Charges – Leasing
7.09pm Cr Zyngier left the Assembly and returned at 7.18pm
4. Draft Caulfield Structure Plan Update
7.23pm Cr Zyngier left the Assembly and returned at 7.25pm
7.33pm Cr Pilling left the Assembly and returned at 7.44pm
5. General Business
6. Proposed submission in relation to planning application at 8 Egan Street, Carnegie
8.29 pm Cr Zyngier left the Assembly and returned 8.34pm
7. Environmental Upgrade Agreements for businesses

Assembly adjourned 8.44pm and resumed at 8.56pm

Present

Cr Jim Magee (Mayor)
Cr Tony Athanasopoulos
Cr Margaret Esakoff
Cr Sam Parasol
Cr Li Zhang
Cr Simone Zmood
Cr David Zyngier

8. Post-War and Hidden Gems Heritage Review and Thematic Environmental History
(Refresh) Planning Panel Report Planning Scheme Amendment C214

8.59pm Cr Athanasopoulos left the Assembly

9. Residential Aged Care

10. Rosstown Community facility

9.33pm Cr Zyngier left the assembly and returned at 9.35pm

11. In person vs on-line attendance at meetings

9.39 pm Cr Athanasopoulos joined the Assembly

9.44pm Cr Cade joined the Assembly

12. Councillor / CEO only time

- Post-War and Hidden Gems Heritage Review and Thematic Environmental History (Refresh) Planning Panel Report Planning Scheme Amendment C214

Assembly finished at 10.05 pm

Assembly of Councillors Tuesday 16 November 2021

Assembly Meeting held virtually commenced at 6.34pm

Present

Cr Jim Magee (Mayor)
Cr Margaret Esakoff
Cr Sam Parasol
Cr Li Zhang
Cr David Zyngier

Council Officers

Rebecca McKenzie
Niall McDonagh
Mark Saunders
Peter Swabey
Ron Torres
Paul Wood
Brooke Ranken
Kim Le Cerf
Matt Slavin
Michael O'Connor
Janice Pouw

Matters considered

1. Apologies – Cr Tony Athanasopoulos, Cr Neil Pilling
2. Advanced Waste Processing
- 6.39pm Cr Zmood entered the virtual Assembly*
- 6.42pm Cr Cade entered the virtual Assembly*
- 7.07pm Cr Esakoff left the virtual meeting and re-entered at 7.24pm*
3. Special Council Meeting
4. Draft Domestic Animal Management Plan Community Consultation Update
5. Draft Council Meeting Agenda
 - Item 8.12 – Annual Review of 2017-2021 Domestic Animal Management Plan
 - Item 8.13 – Domestic Animal Management Plan
 - Item 8.16 – Revocation of Policies – Community Safety and Compliance
6. General Business
 - Cr Zyngier – Request for reports from a member of Council staff – Woodfire Heating
 - Manager Urban Planning
 - a) 358 Koornang Road Carnegie
 - b) 45 Fitzgibbon Crescent, Caulfield North
 - c) Heritage matters
 - Chief Executive Officer
 - a) Correspondence – presentation to a committee
 - b) Australia Day 2022
 - c) Advocacy discussion

Director Community Assets and Leisure

- a) COVID update
- b) Local Roads and Community Infrastructure projects

Cr Zhang

- a) Multi-deck car park workshop
- b) Chinese New Year event – February 2022

Cr Esakoff

- a) 233-247 Glen Huntly Road, Elsternwick
- b) Parking concerns near construction site
- c) 113 Balaclava Road

Cr Zmood

- a) Elsternwick South – Heritage
- b) Inkerman Road data collection
- c) Open Space Levy

Cr Magee - GESAC basketball courts

8.50pm - The Assembly was adjourned and resumed at 9pm

Present

Cr Jim Magee (Mayor)
Cr Anne-Marie Cade
Cr Margaret Esakoff
Cr Sam Parasol
Cr Li Zhang
Cr David Zyngier

7. Draft Ordinary Council Meeting Agenda

- Item 8.7 – Glen Eira Sustainability Report 2020-21

9.02pm Cr Simone Zmood entered the virtual Assembly

- Item 8.8 – Environmental Upgrade Agreements for Businesses
- Item 8.17 – Revocation of Policies – Climate and Sustainability and City Futures
- Item 7.1 – Advisory Committee Minutes
- Item 7.2 – Assemblies of Councillors
- Item 8.1 – Smoke-Free Zone Local Law – Outcomes of the Statutory Public Notice and Submission Process
- Item 8.2 – 342-346 Centre Road, Bentleigh
- Item 8.3 – VCAT Watch
- Item 8.4 – Financial Management Report (31 October 2021)
- Item 8.5 – Post-War and Hidden Gems Heritage Review and Thematic Environmental History (Refresh) Planning Panel Report, Planning Scheme Amendment C214
- Item 8.6 – Neighbourhood Activity Centres Built Form Frameworks
- Item 8.9 – Tender 2022.56 Princes Park Playspace Upgrade
- Item 8.10 – Inclusion of 5 Trees in the Classified Tree Register
- Item 8.11 – Glen Eira Social and Affordable Housing Strategy Implementation Plan Year Three 2021-2022
- Item 8.14 – Sale of Land – abutting 554 Hill Street Bentleigh East

7. Draft Ordinary Council Meeting Agenda (continued)
- Item 8.15 – Draft Community Engagement Strategy 2022-2026
 - Item 8.18 – Revocation of Policies – Urban Planning
 - Item 10.1 – Request for reports from a member of Council staff – Cr Zyngier
 - Contract 2022.62 Retail trade – Supply of natural gas

Assembly finished at 9.40pm

Pre-meeting
Tuesday 23 November 2021

Pre-Meeting held virtually and commenced at 6.49pm

A. Present

Cr Jim Magee (Mayor)
Cr Anne-Marie Cade
Cr Margaret Esakoff
Cr Sam Parasol
Cr Li Zhang
Cr Simone Zmood
Cr David Zyngier

Council Officers

Rebecca McKenzie
Peter Swabey
Mark Saunders
Ron Torres
Niall McDonagh
Janice Pouw

Matters considered

1. Apologies – Cr Tony Athanasopoulos, Cr Neil Pilling
2. Declaration of Conflicts of Interest – Nil
3. Item 5 – Reception and Reading of Petitions and Joint Letters
4. Procedural Motion to change the order of business
5. Item 10.5 – Written public questions to Council
6. Item 8.1 – Smoke-Free Zones Local Law – Outcomes of the Statutory public notice and submission process
7. Item 8.5 – Post-War and Hidden Gems Heritage Review and Thematic Environmental History (Refresh) Planning Panel Report – Planning Scheme Amendment C214
8. Item 8.13 – Domestic Animal Management Plan
9. Item 8.15 – Draft Community Engagement Strategy 2022-2026
10. Item 10.1 – Request for reports from a member of Council staff – Cr Zyngier
11. Item 8.16 – Revocation of Policies – Community Safety and Compliance

The virtual pre-meeting concluded at 7.23pm.

8. OFFICER REPORTS (AS LISTED)

8.1 VCAT WATCH

Author: Kristian Cook, Coordinator Urban Planning

Trim No: 21/1315386

Attachments: 1. VCAT Watch - Attachment - 14 December 2021 [↓](#)

EXECUTIVE SUMMARY

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

RECOMMENDATION

That Council notes the update on VCAT matters.

BACKGROUND

The VCAT process is an integral part of the planning permit process and provides opportunity of 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 VCAT. The attachment table is broken down into 'New Appeals lodged with VCAT' and 'Current matters before VCAT' (including upcoming hearings or where Council is waiting for a decision after the hearing has taken place) and 'Recent decisions of VCAT'.

Since the previous report there has been two new appeals lodged and five new decisions received. Two appeals were resolved via consent and one was withdrawn. All decisions are discussed below.

Application determined by the Tribunal

Address	31 The Highway, Bentleigh
Proposal	Construction of a double storey dwelling to the rear of the existing dwelling and a front fence on land affected by the Neighbourhood Character Overlay
Council decision	Refusal
VCAT decision	Refusal

This was a review of Council's decision to refuse an application for the construction of a double storey dwelling to the rear of the existing dwelling. Council's grounds related to the integration of the new dwelling within the Seaview Avenue streetscape due to its setbacks and design detail, location and design of secluded private open space for both dwellings, front fencing and functional layout issues.

In considering each of the issues raised by Council, the Tribunal made the following findings:

Integration within the Seaview Avenue streetscape

The proposal does not provide such a recessive upper level and I therefore find it is not consistent with the character of the area. I share the council conclusion that the upper level being so close and prominent in the street will be visually dominant, failing the decision guidelines and the objective of clause 55.03 for the front setback of the new dwelling to Seaview Avenue

Secluded private open space and front fencing for new dwelling

The proposal also includes SPOS to the new dwelling within the front setback and use of a high, two metre front fence to Seaview Avenue. While the site context could enable some of the SPOS to be in the front setback I am not satisfied that the use of a two metre brick front fence across much of the site's frontage and then use of a similarly high gate with a garage to its side provides a front street presentation that respects the character of the area. The fence to Seaview Avenue is a response that fails clause 55.06-2 as it does not respond to the character of the area as it limits any perception of a garden setting to what becomes a front street setback to this street frontage.

Secluded private open space and front fencing for existing dwelling

I find the proposed SPOS to the existing dwelling is unacceptable when tested against the provisions set out in 55.05-4 and 55.05-5 of the planning scheme. This is because:

- a The area of SPOS has poor dimension and is limited in its usability being accessed from a side door not directly from the living area of the house. While residents may choose to use some of the public domain in The Highway, as a three bedroom dwelling it should also provide reasonable on-site SPOS.*
- b Much of the area will be shaded by the dwelling itself therefore failing to allow solar access into the useable area of the secluded private open space proposed for this dwelling. I am not satisfied it meets the tests of standard B29 set out in clause 55.05-5 while also meeting the minimum dimension requirement set out in clause B28 with reference to the NRZ1 schedule*

Functional layout of dwellings

The garage to the new dwelling may be capable of accommodating sufficient storage but overall the plans do not provide an acceptable resolution to the location of services and fencing of spaces between dwellings. I am therefore not satisfied the proposal meets the objectives of clause 55.06-4 for site services to dwellings

In determining the application, the Tribunal agreed with Council that the proposal had several issues that warranted refusal of the application and affirmed Council's decision to refuse the application.

Address	35 Graham Avenue, McKinnon
Proposal	Permit allows: The construction of three (3) double storey dwellings on land affected by the Special Building Overlay in accordance with the endorsed plans. Proposed amendments: Reduction in overall building height, reduced side and rear setbacks, changes to the internal layout of dwellings, changes to the dwelling façade and change in roof style.
Council decision	Notice of decision to amend the planning permit
VCAT decision	Refusal

This was an application determined by Council on 30 July 2020. A review of Council's decision to approve the amendments was lodged by an objector of an adjoining property. Their grounds generally related to additional overshadowing impacts to their secluded private open space area.

The matter was the subject of two hearing days on 3 June 2021 and 21 July 2021. Following the second hearing day, the Tribunal requested further information from the permit applicant and further written submissions from the parties in response to the further information requested.

Before a decision was made on the appeal against Council's notice of decision to amend the permit, the objector lodged an application to cancel the permit. This was the subject of two preliminary hearing days on 3 and 29 September 2021. In preparing for the preliminary hearings, Council identified that the permit had in fact expired on 24 October 2020 and as more than six months had transpired since the expiry date (24 April 2021), the permit could no longer be extended. It is noted that when Council determined to approve the amendments, the permit was still valid, it expired during the VCAT process.

As the permit had expired, the Tribunal had no other option then to set aside Council's decision to approve the amendment to the permit. The application for cancellation of the permit was therefore unnecessary and this was withdrawn.

Applications resolved via consent

For many cases before VCAT, there is an alternative dispute resolution process that occurs before a hearing. This is known as a Compulsory Conference.

The following are details of recent matters that were settled with the consent of all parties at a Compulsory Conference.

Address	9 Venus Street & 460 Kooyong Road, Caulfield South
Proposal	Construction of eight dwellings over two lots
Council decision	Refusal
VCAT decision	Permit
Summary of consent position	<p>The applicant circulated without prejudice amended plans before the compulsory conference, which increased street and side setbacks and modified the landscaping and design layout of the front setback to Venus Street.</p> <p>Council and the objectors were generally supportive of these changes, but sought further changes including the deletion of the roof terraces, relocation of a swimming pool in the Venus Street setback, changes to the entrance to the dwelling fronting Venus Street and increased landscaping.</p> <p>The applicant accepted these additional requirements and the matter was settled.</p>

Address	Lot S7 441-495 Inkerman Road, St Kilda East
Proposal	Construction of a roof garden to the existing motel
Council decision	Notice of decision to grant a planning permit
VCAT decision	Permit
Summary of consent position	<p>The applicant proposed further screening measures to the roof garden to limit overlooking, whilst they also accepted restrictions on the use of the area with regards to hours of operation and number of people present at any one time. These additional measures were accepted by objectors and Council and the matter was settled.</p>

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

There are no climate emergency response strategy implications associated with this report.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

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

POLICY AND LEGISLATIVE IMPLICATIONS

There are no policy or legislative implications associated with this report.

COMMUNICATION AND ENGAGEMENT

There has been no community engagement for this report.

LINK TO COUNCIL AND COMMUNITY PLAN

Strategic Direction 3: A liveable and well planned city

Our planning aims to balance population growth with enhancing the unique character and heritage of our city

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The report provides an update of the applications before VCAT.

APPLICATIONS BEFORE AND RECENT DECISIONS 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	Decision delegate	Hearing date
19 Fosbery Avenue, Caulfield North	P11665/2021	Construction of a double storey building containing three dwellings above basement car park	s82 (NOD)	NRZ1	NOD	Council	29/6/2022 (2 days)
430-434 Neerim Road, Murrumbena	P11686/2021	Partial demolition, building and works within a heritage overlay for a seven storey building above a basement, the use of land for student accommodation and the reduction in car parking requirement associated with a retail use	s79 (Failure)	C1Z	Refusal	Council	27/6/2022 (4 days)

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	Decision delegate	Hearing date
483 North Road, Ormond	P1774/2020 & P58/2021	Partial demolition and carrying out of works and display of signage on land in the Commercial 1 Zone and affected by a Heritage Overlay (HO75) and alteration to existing liquor licence for an increase in patron numbers, alteration of hours and increase in red line plan area.	s82 (Objector) & s80 (Conditions)	C1Z	NOD	Council	*
92 Kooyong Road, Caulfield North	P2391/2020	Existing permit allows: Use of the land for accommodation (dwellings) in a Commercial 1 Zone construction of a building or construction or carrying out of works in a Commercial 1 Zone, construction of a building or construction or carrying out of works in a Special Building Overlay. Proposed amendment: Extension to balcony of Unit 302	s82 (Objector)	C1Z	NOD	DPF	*
15-23 Mayfield Street, St Kilda East	P2038/2020	Use and development of the subject land as an education centre and place of worship and waiver of car parking	s82 (Objector)	NRZ1	NOD	Council	*
39 Amelia Street, McKinnon	P211/2021	Construction of three double storey dwellings on a lot	s82 (Objector)	NRZ1	NOD	DPF	*
8 Ardyne Street, Murrumbena	P542/2021 & P799/2021	Construction of a three storey apartment building above a basement car park containing up to 10 dwellings.	s82 (Objector)	GRZ1	NOD	Council	*
13 Villiers Street, Elsternwick	P613/2021	Partial demolition and construction of alterations and additions to an existing dwelling on land affected by a Heritage Overlay	s77 (Refusal)	NRZ1	Refusal	Council	*
125 Tucker Road, Bentleigh	P434/2021	Construction of an extension and modifications to the existing building, use of the land for a medical centre, reduction in car parking and display of advertising signs	s77 (Refusal)	NRZ1	Refusal	Officer	*
27 O'Loughlan Street Ormond	P741/2021	Partial demolition, external alterations and construction of a double storey extension to the existing dwelling on land affected by the Heritage Overlay	s82 (Objector)	NRZ1	NOD	Officer	*
61 Balaclava Road, St Kilda East	P688/2021	Existing permit allows: Use and development of the land for the purpose of a child care centre. Proposed amendment: amendment to the wording of condition 19 regarding the use of car parking areas	s82 (Objector)	GRZ2	NOD	Officer	*
168 Hawthorn Road Caulfield North	P972/2021	Construction of four (4) three storey dwellings and alteration of access to a road in a Road Zone	s77 (Refusal)	GRZ2	Refusal	Officer	*
6-8 Bevis Street, Bentleigh East	P11139/2021	Construction of a three storey building comprising 19 dwellings and a basement car park and construction of a front fence in excess of 1.5 metres in height	s77 (Refusal)	GRZ1	Refusal	Council	9/2/2022 (3 days)
467-469 North Road, Ormond	P11073/2021	The sale and consumption of liquor in association with a Restaurant and reducing the car parking requirement	s82 (Objector)	C1Z	NOD	Officer	10/2/2022

60 Howitt Road and 2 Kiers Court, Caulfield North	P11094/2021	2 lot subdivision	s80 (Conditions)	NRZ	Permit	Officer	14/2/2022
76 Murray Road, McKinnon	P11213/2021	Existing permit allows: Construction of two double storey dwelling on a lot affected by the Special Building Overlay. Proposed amendments: Addition of a balcony for Unit's 1 and 2, modifications to the building façade, windows and internal layouts.	s82 (Objector)	GRZ1	NOD	Officer	28/3/2022
401-407 Centre Road, Bentleigh	P11580/2021	Use of the land for the sale and consumption of liquor in association with a food and drink premises (bar) with live music and a reduction in car parking requirements	s82 (NOD)	C1Z	NOD	Officer	7/4/2022
10-16 Selwyn Street, Elsternwick	P11383/2021	The partial demolition and removal of a building under Clause 43.0-1 of the Heritage Overlay, The construction of a building or the construction or carrying out works under Clause 43.0-1 of the Heritage Overlay and under Clause 43.02-2 of the Design and Development Overlay, The construction of two or more dwellings on a lot under Clause 32.04-9 of the Mixed Use Zone, The construction and display of a sign under Clause 43.01-1 of the Heritage Overlay and Clause 52.05 of Signs, The use of the land for a supermarket and place of assembly under Clause 32.04-6 of the Mixed Use Zone; and - The use of the land for the sale of packaged liquor under Clause 52.27 of Licensed premises	S77 (Refusal)	MUZ	Refusal	Council	23, 24, 25, 26, 30, 31 May, 1, 2, 6, 7, 8, 9, 14, 15 and 16 June 2022 (15 days)
239 Kooyong Road, Elsternwick	P11549/2021	Construction of three double storey dwellings on a lot	s82 (NOD)	NRZ	NOD	Officer	30/5/2022

RECENT DECISIONS OF THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL									
Address	VCAT Reference	Description of proposal	Type of appeal	Zone	Council decision	Decision delegate	Appeal outcome	Date of VCAT decision	VCAT effect on Council decision
9 Venus Street & 460 Kooyong Road, Caulfield South	P11223/2021	Construction of eight dwellings over two lots	s77 (Refusal)	NRZ	Refusal	Officer	Set aside by consent	26/10/2021	Permit issued
35 Graham Avenue, McKinnon	P1396/2020	Permit allows: The construction of three (3) double storey dwellings on land affected by the Special Building Overlay in accordance with the endorsed plans. Proposed amendments: Reduction in overall building height, reduced side and rear setbacks, changes to the dwellings internal layouts, changes to the dwellings façade and change in roof style.	s82 (NOD)	GRZ1	NOD	Officer	Set aside	28/10/2021	Amended permit refused
35 Graham Avenue, McKinnon	P11172/2021	Construction of three (3) double storey dwellings on land affected by the Special Building Overlay	s87 (Cancel)	GRZ1	Permit	Officer	Withdrawn	28/10/2021	Permit expired

Lot S7 441-495 Inkerman Road, St Kilda East	P815/2021 & P835/2021	Construction of a roof garden to the existing motel	s82 (NOD)	NRZ	NOD	DPF	Varied	29/10/2021	Permit issued
31 The Highway, Bentleigh	P177/2021	Construction of a double storey dwelling to the rear of the existing dwelling and a front fence on land affected by the Neighbourhood Character Overlay	s77 (Refusal)	NRZ1	Refusal	Officer	Affirmed	1/11/2021	Permit issued

8.2 MULTIDECK CARPARKS COMMUNITY ENGAGEMENT AND CONSULTATION

Author: Rachel Harbeck, Project Officer

Trim No: 21/1321864

Attachments:

1. [HYS Detailed Report](#)
2. [CV Detailed Report](#)
3. [HYS Individual Comments](#)
4. [CV Individual Comments](#)
5. [WSP Report - Online Community Workshop](#)
6. [Chat - Online Community Workshop](#)
7. [Social Media](#)
8. [Written Correspondence](#)
9. [Baron Consulting Probity Report](#)

1. EXECUTIVE SUMMARY

To provide an overview of the responses, feedback and overall outcome of the Community Engagement and Consultation process on the proposed Multi Deck Commuter Carparks Project in Bentleigh and Elsternwick.

2. RECOMMENDATION

That Council:

1. notes the feedback received from community engagement and consultation; and
2. supports proceeding to the feasibility phase of the project, which would include site investigation, due diligence, development of an early concept design and scoping development.

3. BACKGROUND

In 2019, Glen Eira City Council received part federal funding to develop two commuter car parks located in Elsternwick and Bentleigh as part of the Urban Congestion Fund. This triggered initial community engagement about the multi-level commuter carparks with the local community. It is understood the information and approach resulted in some negative feedback.

Since this initial engagement, Council secured 100 per cent federal government funding and the location of both carparks changed. As a result, Council decided to re-engage the community, with the aim of better understanding the community's and key stakeholder's views around accepting the funding, their views around the new locations proposed for car parking should this funding be accepted, and priorities for any possible new congestion initiatives should further funding become available or advocacy opportunities arise.

At the Ordinary Council Meeting on 10 August 2020, Council unanimously carried the motion below;

That Council initiates a process of community engagement regarding whether Council should participate in delivering projects under the Federal Government's Urban Congestion Fund. The consultation is to, as a minimum:

1. *Close the loop on the previous consultation regarding proposed multi-deck commuter car park sites in Elsternwick and Bentleigh;*

2. Outline what Council is now considering with regard to potential multi-deck commuter car park sites in Elsternwick and Bentleigh and seek community views and input;

3. Provide clarity regarding the source of the funding and why Council thinks it is important to test the community's appetite regarding whether the funding should be accepted or not;

4. Seek community feedback / views on the relative priority of other congestion busting initiatives such as protected bike pathways, safe cycling zones around schools, on-call shuttle buses to take commuters to train stations, and repair of footpaths to inform a further application to the Federal Government for funding under the Urban Congestion Fund.

The detailed design of the consultation, including questions to be asked, must be presented to Councillors at an Assembly meeting before consultation commences.

Council Officers engaged an external community engagement consultant, Elton Consulting (WSP), to draft the community engagement plan and assist with the process.

The Community Engagement Plan was endorsed by Council at an Ordinary Council Meeting on 12 October 2021. Community Engagement commenced on 13 October 2021 and concluded on 19 November 2021. The Community Engagement process consisted of the following:

- Glen Eira media release
- Glen Eira project webpage
- Letter drops to immediate residents
- GE News feature
- Have your Say engagement survey
- Social Media Campaign
- Community Voice Panel survey
- Internal communications
- Online community workshop
- Strategic Transport Advisory Committee engagement (STAC)
- Sustainability Advisory Committee engagement – (SAC)

4. ISSUES AND DISCUSSION

Community engagement and consultation on the carparks project was undertaken with the aim of better understanding the community's and key stakeholder's views around accepting the funding, their views around the new locations proposed for car parking should the funding be accepted, and priorities for any possible new congestion initiatives should further funding become available or advocacy opportunities arise.

Following the completion of the community engagement and consultation process, Officers reviewed and collated the feedback from each activity that took place in the community engagement process.

A summary of the consultation process, and numbers of submissions is provided below:

Engagement Snapshot

- 313 people completed the 'Have Your Say' survey on Council's website
- 160 people completed the Community Voice Panel Survey
- Four separate Facebook posts with a combined total of 29 comments, 27 likes and 12 shares on the Glen Eira Facebook page
- Four separate Instagram posts on the Glen Eira Instagram page with a combined total of 96 likes and 6 comments

- 80 people downloaded the VLC report and 54 people downloaded the Probity report from the Have Your Say page
- 36 participants attended the Online Community Workshop

Notification of Engagement

- Distribution of 300 information flyers mailed out and emailed to immediate residents
- Online Community Workshop held on 16 November 2021 with 36 participants
- Article in Council's October Edition of Glen Eira News
- October Media Release
- Information and FAQs on Council's 'Have your Say' webpage and Project page
- Promoted on Council's homepage
- Four separate Facebook and Instagram posts on Council's social media pages
- Emails to registered users of 'Have your Say' and subscribers of Council's Community Voice Panel
- Emails to the Bentleigh Rotary Club, Elsternwick Mainstreet Committee and Bentleigh Traders Association from the immediate area
- Project presentations to Strategic Transport Advisory Committee (STAC) and Sustainability Advisory Committee (SAC)

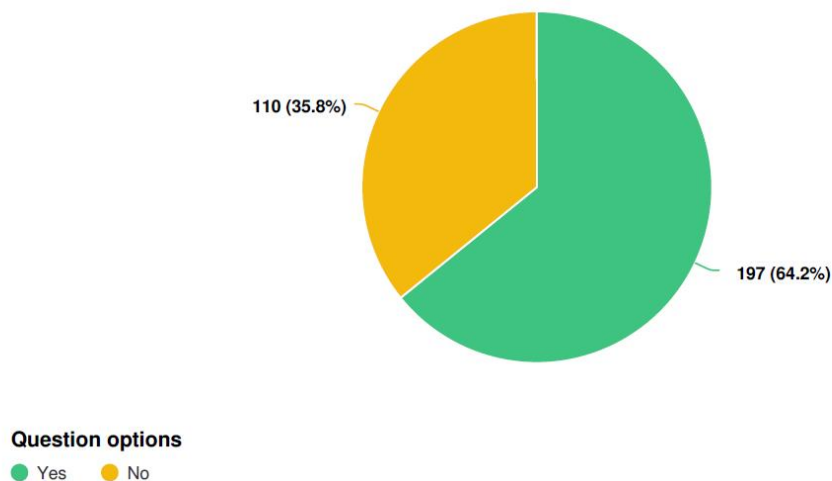
Feedback

- A full transcript of all feedback is included in the attachments, which comprises of:
 - Have your Say Engagement Survey
 - Community Voice Panel Survey
 - Social Media Campaign
 - Online Community Workshop (questions and comments)
 - Strategic Transport Advisory Committee engagement (STAC)
 - Sustainability Advisory Committee engagement (SAC)
 - Written correspondence (emails)

Community consultation outcomes**Views on the funding**

Table 1 – Municipality-wide 'Have Your Say' survey results on the fund

Based on the information provided, should Council proceed with developing commuter car parks in the municipality?



There are more in favour than not in favour for developing commuter car parks with the federal commuter carpark fund municipality wide.

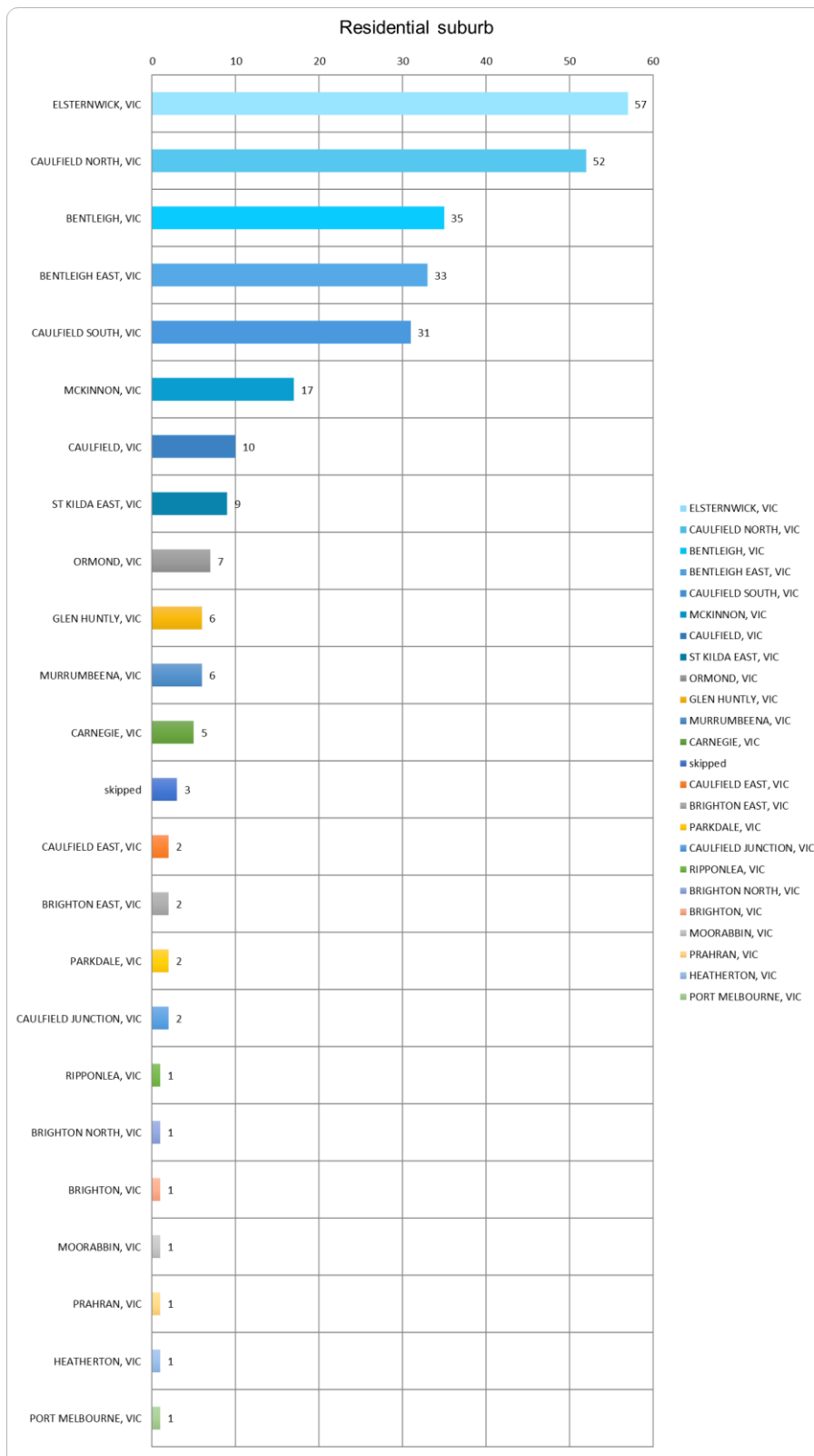
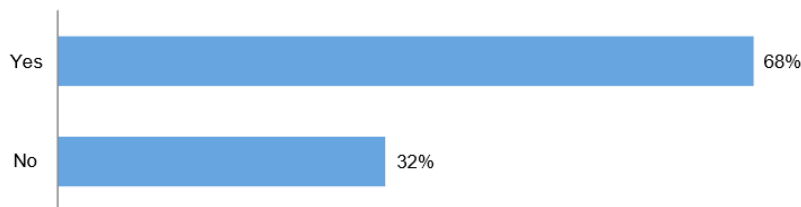
Table 2 – Breakdown of survey respondents by suburb from 'Have Your Say'

Table 3 – Results from ‘Community Voice Panel’ on the funding

Based on the information provided, should Council proceed with developing commuter car parks in the municipality?

147 responses to this question.



Comments in favour:

- Fully funded by the Federal Government
- Free up funds for other projects
- Increase in Electric Vehicle Charging stations
- Opportunity for increased green space in Bentleigh
- Viability for widened footpaths/ cycling infrastructure, encouraging less driving
- Improvement of Rotary Market in Bentleigh
- Increased parking for growing elderly population
- More parking options for residents
- Supports small businesses and local traders
- Decrease in street parking creates viability for outdoor dining options
- Reduces pressure on on-street parking
- Increases open-space available for cafes and restaurants
- Provides parking to compensate for increased apartment developments
- Supports potential for other markets in this space

Comments not in favour:

- Funding is without integrity
- Funding was allocated before alternatives were considered.
- Council did not request the funding
- Not the most effective use of the funding
- Increases traffic and congestion within the community
- Benefits people outside the community, not within
- Not needed - sufficient parking already exists
- Concerns around displacement of Bentleigh Market
- Community was not consulted properly regarding the change in proposed sites
- Sites not suitable for multideck carparks - suggestions of alternative sites include Ormond, Gordon Street in Elsternwick, the Elsternwick Library, Caulfield and Nicholson Street in Bentleigh

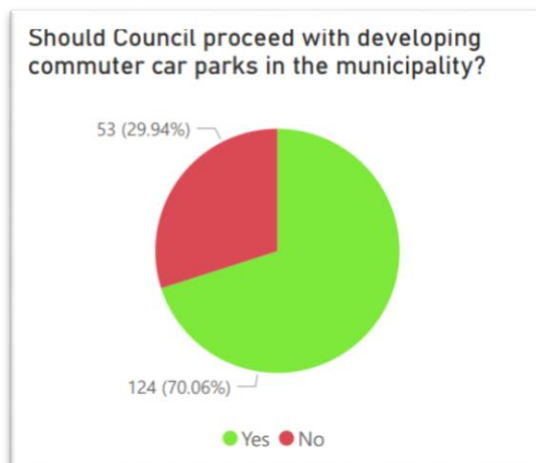
- Structures such as carparks create heat island effects
- Project contradicts Council's commitment to reduce carbon emissions and promote environmental sustainability

Refer to attachments 1 and 2 for a detailed report on the 'Have your Say' municipality-wide survey results and the Community Voice survey results.

Camden ward

There are more in favour than not in favour for developing commuter car parks with the federal commuter carpark fund in Camden Ward.

Table 4 – Camden ward 'Have Your Say' survey results on the fund



Comments in favour:

"Great idea! parking in Elsternwick particularly during peak times when things are open is a nightmare"

"Because Council endorsed the Elsternwick Structure Plan, and the impact of no parking at Jewish Arts Quarter building"

"We have widely canvassed views from our members (of the Elsternwick Traders Association), and we are in favour of the multideck car park being built at the proposed location as we believe additional carparking is needed within the shopping precinct. The need for additional carparking will only increase within the next few years as the Selwyn Street Cultural Precinct/Jewish Art Quarter (JAQ) are built and will draw more people to the area. With plans for the JAQ not including an onsite car park additional parking in the precinct is paramount for our local shoppers and visitors to the area"

"Better car parking will also encourage locals to eat out and move around the area and support local business"

"Local businesses are struggling. By improving parking it will enable easier access to those businesses. I am concerned that with continued parking problems, especially in the Elsternwick area many of those businesses will be forced to shut down as people decide to shop elsewhere"

"This has been a carpark for as long as I can remember and if parking can be increased, will service commuters, customers of local traders and other vibrant Elsternwick offerings (park adjacent to Bang Bang and Goat House), Classic Cinema, Ripponlea Gardens etc"

"Create space for Elsternwick community activities like markets"

Comments not in favour:

"It's not the best place to maximise park and ride. If you think of it as a development site, why not have the parking underground and residential above? Putting cars above ground seems to old-fashioned (and cheap). GE should hold itself to a higher standard"

"I'd prefer separated bike lanes on major roads, a large underground bike parking station and a park or community facilities on top"

"Multi storey car parks solve one issues for commuters who are not locals and create many negative issues for those living nearby, safety and security being a huge one!"

"Eye sore to the neighbouring houses. Disrupts the vibe and atmosphere of the neighbourhood"

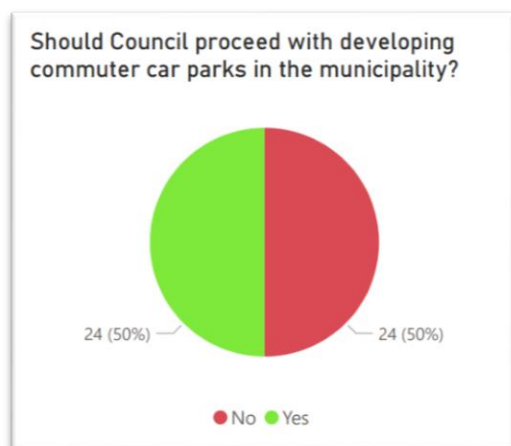
"Encouraging more cars contributes to climate change and makes an area that already has too many cars even worse. Spend the time and money on things that will actually get more people onto public transport such as upgrading the tram stops to platforms and making the buses more frequent"

"It's inappropriate for the area. This is a residential area, and along with the current ongoing increases in residential dwellings, the additional cars will only serve to increase traffic congestion and further pollute our area"

Rosstown ward

Views were equally split in Rosstown ward for developing commuter car parks with the federal commuter carpark fund.

Table 5 – Rosstown ward 'Have Your Say' survey results on the fund



"A commuter carpark would be better placed at Ormond where it is accessible to a major arterial road and there is significant space above an around the station to build a multideck carpark"

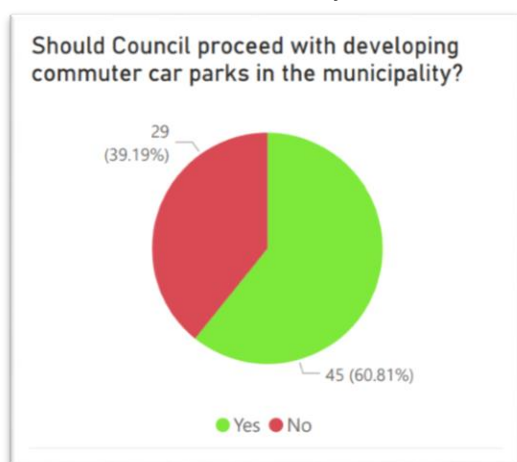
“High cost for small number of additional train passengers, if any. Focus on improving access by walking, riding, bus and tram”

“Previous question didn't ask if I thought the site was inappropriate. There is insufficient information to know. Any planning proposal of this size needs to provide detailed information so it can be properly assessed. I do criticize Council for granting a permit for Selwyn St in the same precinct that provides zero parking. The politics involved here across all 3 tiers of government stinks”

Tucker ward

There are more in favour than not in favour for developing commuter car parks with the federal commuter carpark fund in Tucker Ward.

Table 6 – Tucker ward survey results on the fund



Comments in favour:

“People who live and/or work in Bentleigh already face competition from people outside of Bentleigh for adequate parking space near the railway station and retail area, particularly in non-pandemic times”

“The Bentleigh Traders Association welcomes the news of the proposed multi story carpark to be built in Bent Street Bentleigh With car parking at the Train Station not able to accommodate the number of cars, often the local nearby streets and any available all-day parking is utilised by Train Commuters very early in the morning – thus producing a very poor turn rate on these carparks The additional carparking with this development will relieve nearby residential streets and free up parking for Traders and Customers alike”

“Close to local supermarket, makes parking more convenient”

“The purpose of the project is wrong. If the main objective of this project was to reduce the footprint of the existing carpark area to create more green spaces, then I support this initiative. This could be aligned to Glen Eira's urban forest and water/drainage strategies as it will reduce impervious area and increase tree cover. The project would be even more beneficial if the roof of the multi-level carpark was a green roof with community gardens. However, I don't believe this project will reduce traffic congestion and shouldn't be built to achieve that objective. The aim should be to have no negative impact on traffic congestion AND reduce/offset carbon emissions from commuters.”

Comments not in favour:

“It will be an ugly eyesore in Bentleigh, and will increase the level of crime (break-ins and car theft because the cars will be out of view”

“Not enough information on how environmental concerns in relation to development and green space can be incorporated. Personal safety issues with these type of structures, especially at night time. It will increase congestion and traffic in the surrounding small streets. Increase in pedestrian safety issues. Creating more structures that contribute to urban heat islands.”

Refer to attachments 3 and 4 for individual comments from the ‘Have your Say’ municipality-wide survey results and the Community Voice survey results.

Views on the new locations proposed for car parking should the funding be accepted

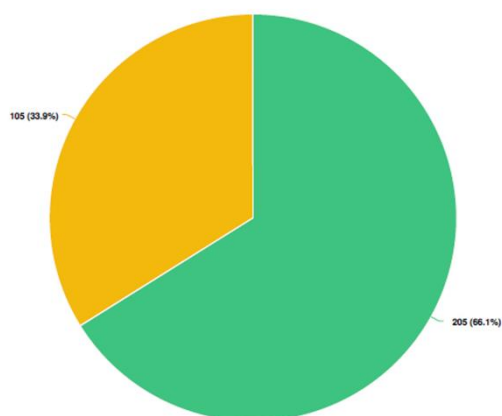
Council asked the community how they felt about the proposed locations in Elsternwick and Bentleigh.

Municipality wide

There are more in favour than not in favour for chosen site locations in Elsternwick and Bentleigh, municipality wide.

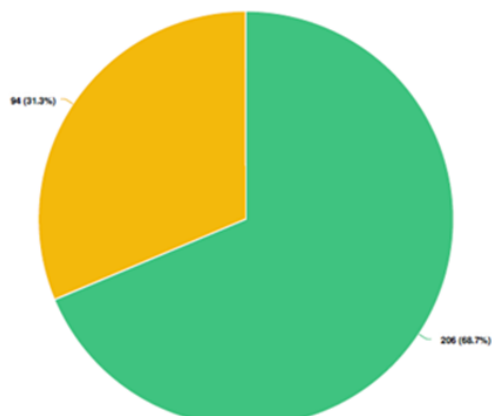
Table 7 – Municipality-wide survey results on the site locations in Elsternwick and Bentleigh

Based on the information provided, should we proceed with providing commuter car parking on this Elsternwick site?



Question options
 ● Yes ● No

Based on the information provided, should we proceed with providing commuter car parking on this Bentleigh site?

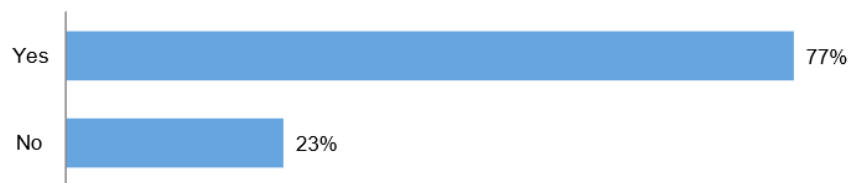


Question options
 ● Yes ● No

Table 8 – Results from ‘Community Voice Panel’ on the chosen site location in Elsternwick

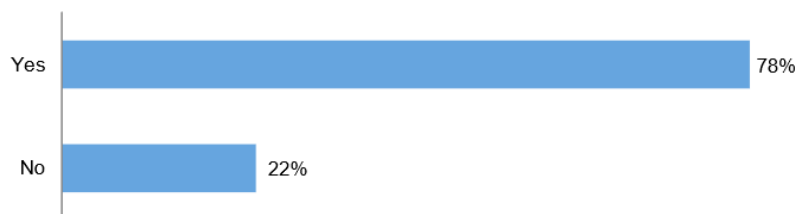
Based on the information provided, should we proceed with providing commuter car parking on this Elsternwick site?

149 responses to this question.

*Table 9 – Results from ‘Community Voice Panel’ on the chosen site location in Bentleigh*

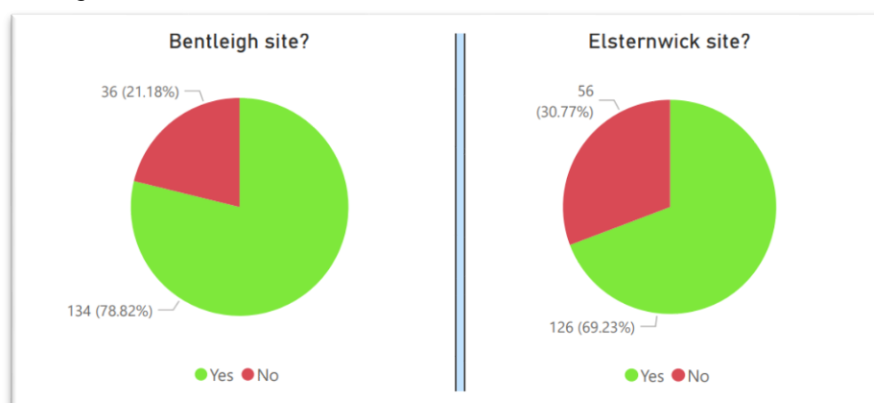
Based on the information provided, should we proceed with providing commuter car parking on this Bentleigh site?

147 responses to question.

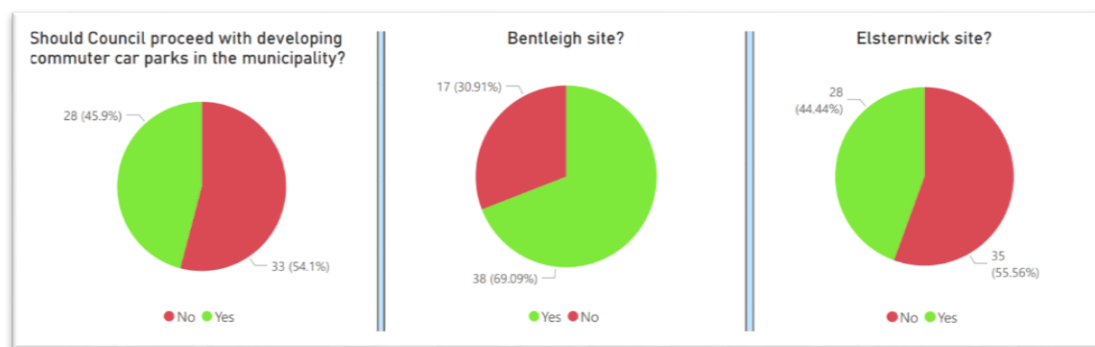


Camden ward

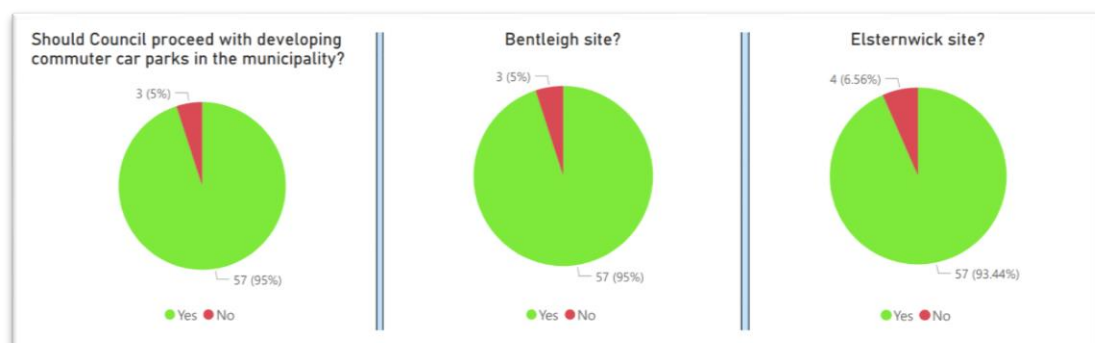
There are more in favour than not in favour for chosen site locations in Elsternwick and Bentleigh, in Camden ward.

Table 10 – Camden ward ‘Have Your Say’ survey results on the site locations in Elsternwick and Bentleigh

Interestingly, when drilling into the suburb specific data, the respondents who chose Elsternwick as their residential suburb were not supportive of using the funding or the chosen location in Elsternwick. They were, however, supportive of the location in Bentleigh.

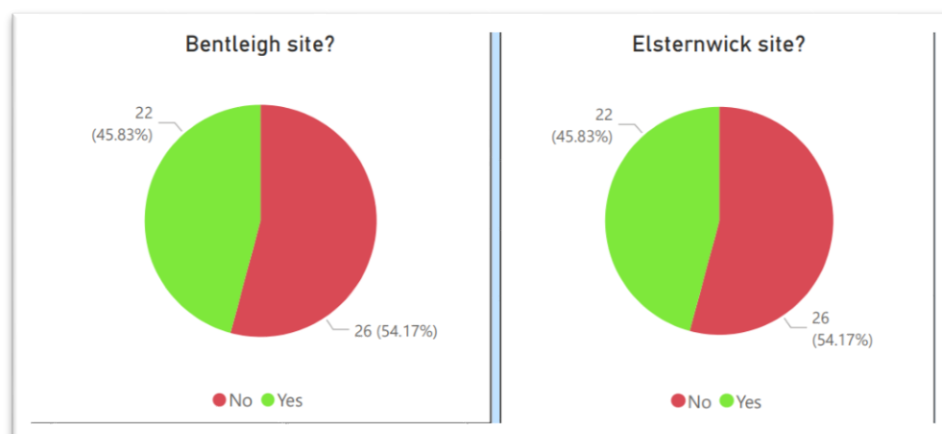
Table 11 – Key ‘Have Your Say’ survey results for Elsternwick

Drilling into the neighbouring suburb of Caulfield North, where the second highest amount of survey respondents indicated this was their residential suburb, there was strong support for the developments proceeding, potentially due to this suburb being further proximity to train stations.

Table 12 – Key ‘Have Your Say’ survey results for Caulfield North

Rosstown ward

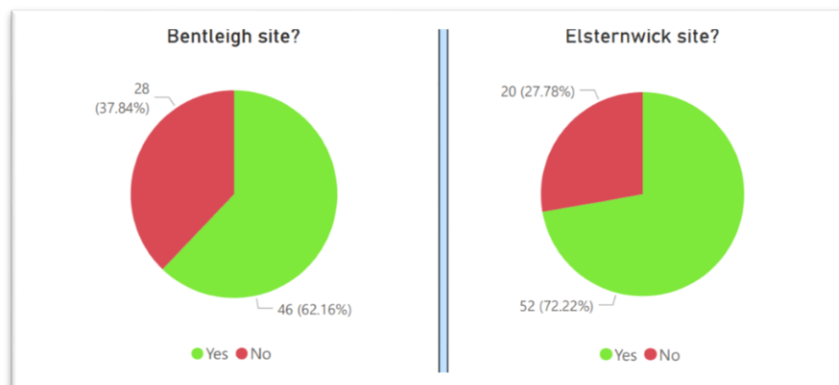
There are more not in favour than in favour for chosen site locations in Elsternwick and Bentleigh, in Rosstown ward.

Table 13 – Key ‘Have Your Say’ survey results for Rosstown ward

Tucker ward

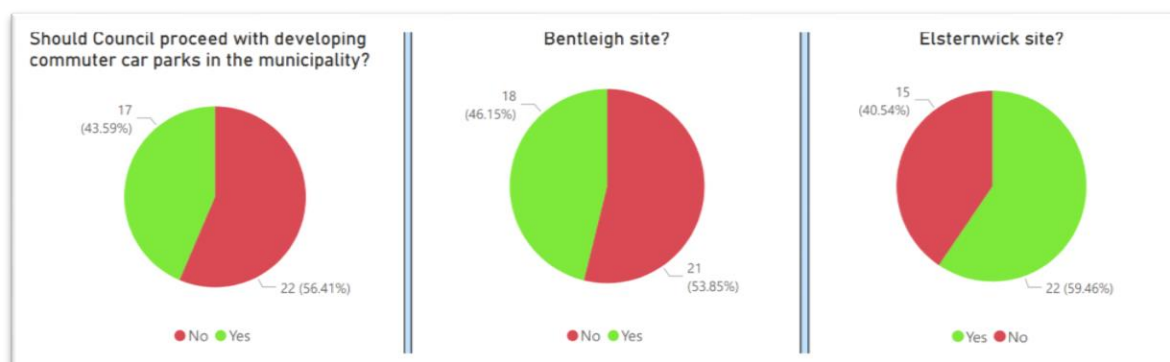
There are more in favour than not in favour for chosen site locations in Elsternwick and Bentleigh, in Tucker ward.

Table 14 – Key ‘Have Your Say’ survey results for Tucker ward

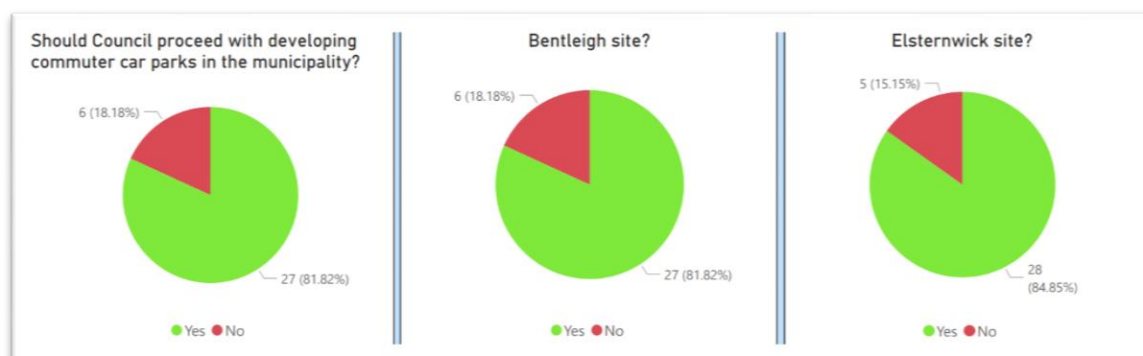


Similarly, to the Elsternwick results mentioned above, when drilling into the suburb specific data, the respondents who chose Bentleigh as their residential suburb were not supportive of using the funding or the chosen location in Bentleigh. They were, however, supportive of the location in Elsternwick.

Table 15– Key ‘Have Your Say’ survey results for Bentleigh



Drilling into the neighbouring suburb of Bentleigh East, where the fourth highest amount of survey respondents indicated this was their residential suburb, there was strong support for the developments proceeding, potentially due to this suburb being further proximity to train stations.

Table 16– Key ‘Have Your Say’ survey results for Bentleigh East

Online Community Workshop

An online workshop was held on 16 November 2021 from 5:30pm to 6:30pm. The workshop was hosted by Council’s external community engagement consultant, WSP, and Council Officers presented on the project. This facilitated group discussion provided participants with the opportunity to consider the carparks project in depth, and allowed participants to delve into each issue, consider outcomes and gain a more considered view of the project. 50 participants registered for the workshop, and 36 attended on the night. Many of the attendees chose not to identify which suburb they resided in, however polling data on the night indicated most attendees were residents of Elsternwick and Bentleigh. Several Councillors and Council’s external Probity Consultant, Baron Consulting, also attended to observe. The group generally expressed negative views to the proposed carparks.

The main themes included:

- The impact the carpark will have to the immediate residential area (Elsternwick)
- Queries around why the sites had changed and why they were chosen
- Concerns around the outcome to the Bentleigh market
- Comments on the integrity of the funding and how Council should not encourage “pork barrelling”
- What the cost of parking will be to residents and concerns around carpark provisions
- Concerns around how the community will be affected including increased congestion
- Suggestions that the carparks should be built underground
- Comments on issues of sustainability and project not aligning to Council’s declaration of a ‘climate emergency’ and that Council should be trying to decrease motor usage

Refer to attachment 5 for a report by WSP regarding the online community workshop.

Refer to attachment 6 for the list of questions and comments raised in the ‘chat’ function of the workshop.

Social Media Campaign

Four separate posts on both Facebook and Instagram informed the Glen Eira community of the consultation and engaged them with the process. The campaign linked directly to the Have Your Say webpage. Statistics on the campaign are shown below:

Facebook

Date	Reached	Engagements	Likes	Angry	Comments	Link clicks	Shares	Other clicks
13/10/21	1,639	745	11	10	19	40	9	545
20/10/21	2,003	156	7	1	7	34	0	102
7/11/21	434	32	7	0	1	6	3	14
15/11/21	1,917	78	2	0	2	16	0	52

Instagram

Date	Reached	Interactions	Profile visits	Website clicks	Likes	Comments	Shares	Saves
13/10/21	1,982	101	36	8	36	1	18	2
20/10/21	1,378	47	16	2	24	5	0	0
7/11/21	857	26	4	1	18	0	3	0
15/11/21	966	24	5	0	18	0	1	0

Refer to attachment 7 for social media comments, terms and definitions.

Strategic Transport Advisory Committee engagement (STAC)

STAC assists Council on transport related projects in Glen Eira and can support the community engagement of this project by drawing on their local knowledge, interest, and experiences. Council Officers provided a presentation to the committee at the 24 November 2021 STAC meeting to receive feedback on the Projects.

Key points during discussion included:

- Queries around how the carparks would benefit the community
- Increase in congestion within these activity centres
- Council should wait to determine the outcome of COVID and return of workers to the CBD to then determine need of carparks
- Carparks make it easier for people to drive instead of using public transport
- Lifetime of car park is 50 years. Need to engage more young people as they will be the ones living with it
- Discussion around importance of incorporating other end of trip facilities in the design including bike parking
- Understand rationale of accepting the funding but not sure it's the best way to utilise
- Council will absorb the problem of congestion within municipality instead of towards CBD
- Project does not align with Council plans and initiatives

A range of comments and queries were addressed and discussed, and the Committee is eager to understand more around design and feasibility should the project proceed.

Sustainability Advisory Committee engagement (SAC)

SAC provides recommendations about environmental sustainability, including advocacy on behalf of the community, responding to strategic Council and/or sector issues and opportunities and policy development. Council Officers provided a presentation to the committee at the 11 November 2021 SAC meeting to receive feedback on the Projects.

Key points during discussion included:

- Poor return on investment
- Carparks are not a priority
- Wariness of the funding
- Acknowledgment that the funding would be lost if unutilised
- Concerns around how sustainability measures will be implemented
- Project does not align with group's views on sustainability
- Carparks may encourage more driving from residents
- Discussion on ways to maximise the benefits such as including bike storage and making it a 'transport hub'

Despite the mix of views and options, the Committee were eager to understand more around design and feasibility should the project proceed.

Written Correspondence

Council Officers received a total of 37 forms of written communication, mainly by way of email. Some correspondence included general queries and suggestions about the carparks, others expressed concerns about the proposed carparks and others from trader groups were supportive.

Refer to attachment 8 for a transcript of written correspondence.

Community Response to other congestion busting initiatives

Council also asked 'Have Your Say' participants and the Community Voice Panel what other congestion reducing initiatives were important to them. Responses included:

- Repair of footpaths; and
- Improve cycling infrastructure.

Table 17– Key survey results from ‘Have your Say’ on other congestion busting initiatives

What other types of congestion reducing initiatives should Council seek further federal government funding for under the Urban Congestion Fund? Select all that apply.

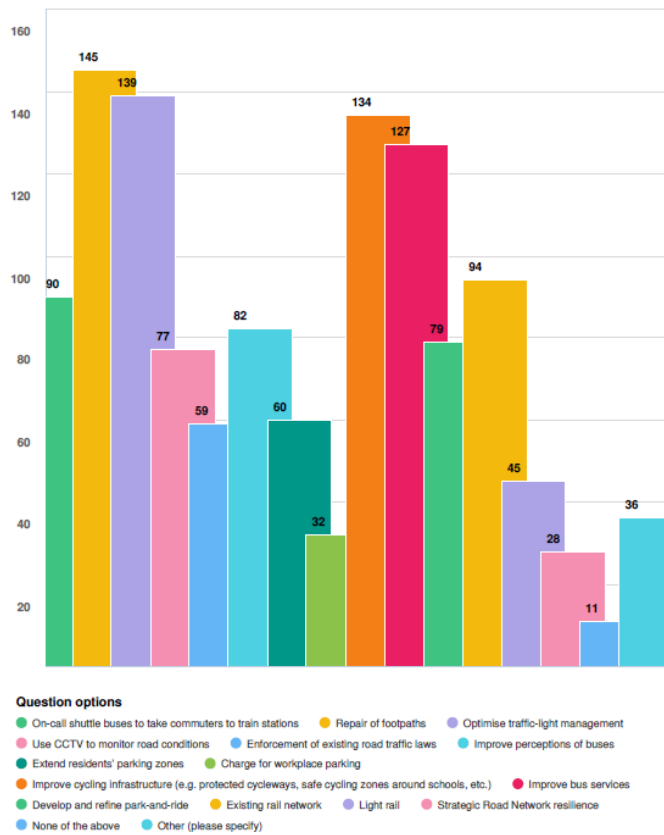
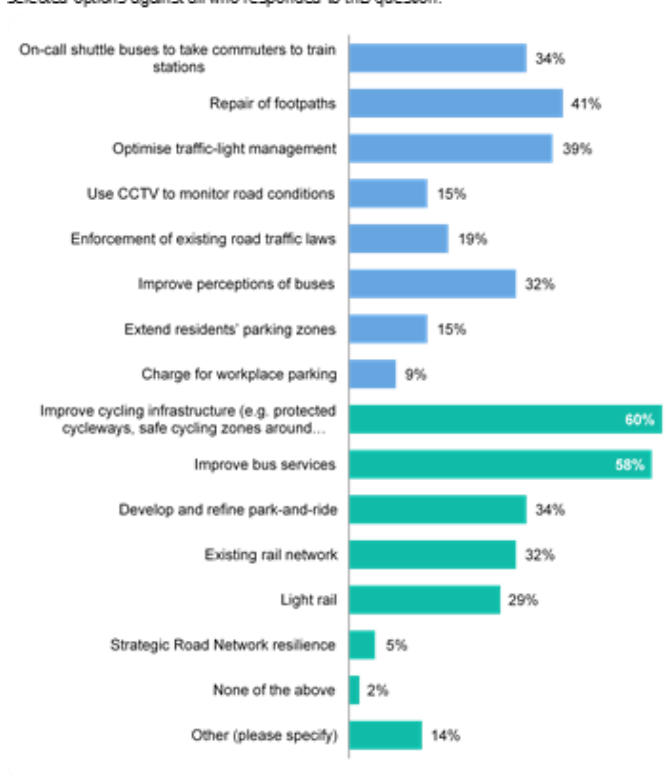


Table 18– Key survey results from ‘Community Voice Panel’ on other congestion busting initiatives

What other types of congestion reducing initiatives should Council seek further federal government funding for under the Urban Congestion Fund? Please select from the following initiatives or add another.

150 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.



This feedback aligns clearly with Council's broader transport strategies and plans as well as Great Walking Streets footpath renewal program, which Council has recently received funding for under the Federal Government Local Roads Community Infrastructure Program (LRCI).

Council also has also been allocated additional funding of 847k as part of a further phase of the LRCI program which could be allocated to congestion busting initiatives deemed as priority by the community arising from this consultation.

The safe cycling corridor project and the safer schools catchment project at Coatesville Primary School could be suitable projects to put forward for funding under the Urban Congestion Fund as these projects align closely with the community congestion busting priorities also arising from the consultation.

Petition: Multideck Carpark – Elsternwick

A petition containing 17 signatures opposing the proposed carpark in Elsternwick was received by Council Officers and submitted for review and consideration at a Council meeting held on 23 November 2021.

Probity Report – Baron Consulting

Council engaged a probity consultant, Baron Consulting, to produce a document setting out protocols and principles-based guidance to assist staff to construct a probity firewall between the Council and the Department to insulate processes and decision making from external risks and issues from a probity perspective.

Refer to attachment 9 for the Baron Consulting Probity Report of the Community Engagement process.

TIMELINES

Timelines and next steps are outlined below should Council proceed beyond this hold point:

Council Hold point	December 2021
Site Investigation / Due Diligence	January – February 2022
Concept and Scoping Development	January – February 2022
Community Engagement Phase 2	March 2022
Hold Point for Federal Government	March 2022
Concept design adopted	April 2022
PM Consultant engaged	April 2022
Principal Design Consultant engaged	May – June 2022
Schematic design	August 2022
Tender and award head contractor	September 2022
Detailed Design	November 2022
Community Engagement Phase 3	November - December 2022
Council adopt final design	December 2022
Construction Commence	January 2023
New Car parks open	March 2024

5. CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

The analysis into the congestion busting measure does align with the adopted Our Climate Emergency Response Strategy 2021-25 (Strategy).

Specifically, it will enhance opportunities for Council to work with the community through the following Goals, Principles and Actions within the Strategy:

Goal 1 - climate change action is embedded in everything that we do

Goal 3 - **infrastructure is resilient and safe for our community**

Principle 1 – that we work together with the community

Principle 5 - proactive in meeting challenges and innovate using evidence-based methods

6. FINANCIAL, RESOURCE AND ASSET MANAGEMENT IMPLICATIONS

To date, Council has received funding totalling \$500k per site (\$1M total) to progress feasibility and development options of the sites identified by Council at locations in both Elsternwick and Bentleigh.

Following the proposed feasibility and concept stage, if an acceptable proposal can be agreed to between Council and the Federal government these projects would be fully funded by the committed grant funding of \$20.6M (total project costs).

It is important that Council detail within the proposal to the Federal Government the provision of land which would form part of its 'contribution' to the project in order to retain the existing at grade car parking for non-commuter parking as part of the proposed developments.

There is no current provision in the Long-Term Financial Plan (LTFP) to construct new multi-deck carparks for commuters or shoppers in any activity centre in the municipality.

Council's LTFP has been significantly impacted by COVID-19 and substantial borrowings are required to fund Council's strategic capital works program in the LTFP. Furthermore, Council's working capital position has been severely affected by COVID-19 and has been assessed as a medium risk for a majority of the 10-year period of the LTFP.

7. POLICY AND LEGISLATIVE IMPLICATIONS

The two sites identified are not impacted by planning overlays or zoning issues and, as such would have minimal implications and unlikely to trigger the need for any planning applications.

8. COMMUNICATION AND ENGAGEMENT

Refer to above.

9. LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services
We build trust through engaging with our community, delivering quality services and making evidence-based decisions

10. OFFICER DECLARATION OF CONFLICT OF INTEREST

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

11. CONCLUSION

Community support for the proposed multideck carparks shows an overall majority, with over 65% in support of accepting the funding and proceeding to the concept design and feasibility phase for the proposed multi-deck car parks in Bentleigh and Elsternwick. It is also important to note, that there is support for the multideck carparks in Camden ward and Tucker ward, where the infrastructure would be constructed, with users coming from neighbouring suburbs ie. Bentleigh East and Caulfield North as examples, which are not currently serviced well by public transport and are not of easy walking distance to stations in Bentleigh and Elsternwick, respectively.

The fund provides a rare opportunity to deliver sustainable, purposeful community infrastructure at no expense to Council. This would be the largest grant ever received by Council for capital infrastructure.

Currently there is no current provision in Council's own Long-Term Financial Plan (LTFP) to construct new multi-deck carparks for commuters or shoppers in activity centres.

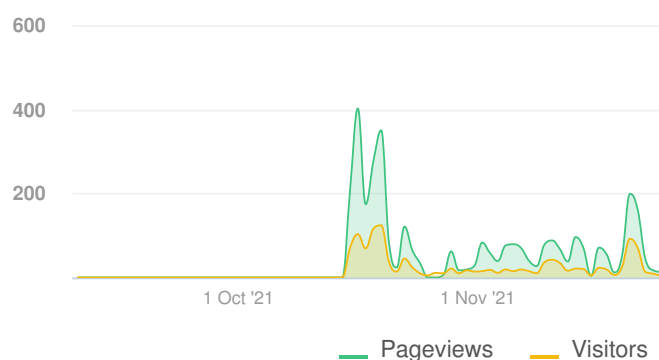
Project Report

09 October 2010 - 22 November 2021

Have your say Glen Eira Glen Eira Multideck Car Parks



Visitors Summary



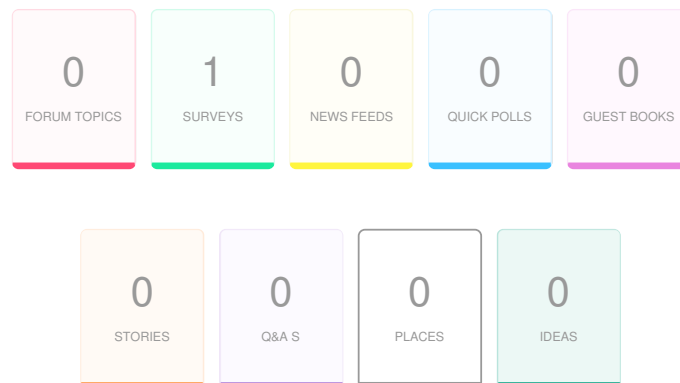
Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
1.4 k	124	
NEW REGISTRATIONS		
224		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
313	729	1.3 k

Aware Participants	1,260	Engaged Participants	313		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	1,260				
Informed Participants	729	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	313	0	0
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	212	Participated in Quick Polls	0	0	0
Downloaded a document	94	Posted on Guestbooks	0	0	0
Visited the Key Dates page	0	Contributed to Stories	0	0	0
Visited an FAQ list Page	80	Asked Questions	0	0	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	394	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	313				

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

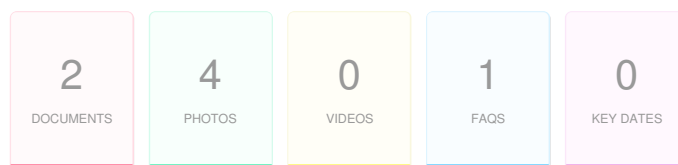
ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Multideck car parks survey	Draft	602	313	0	0

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Photo	Proposed Multideck Car Park - Bentleigh	127	131
Photo	Proposed Multideck Car Park - Elsternwick	100	103
Photo	Multideck Car Park Map - Bentleigh	96	100
Photo	Multideck Car Park Map - Elsternwick	86	89
Faqs	faqs	80	84
Document	Glen Eira Park and Ride - Final Report 30 September 2021	70	80
Document	Baron Consulting Probity Report 1 Aug 2021	46	54

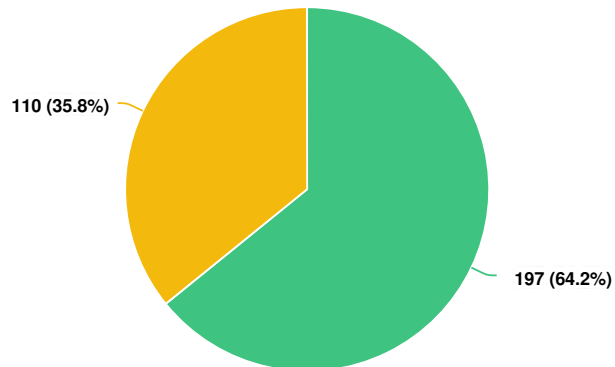
Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

ENGAGEMENT TOOL: SURVEY TOOL

Multideck car parks survey

Visitors	602	Contributors	313	CONTRIBUTIONS	313
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Based on the information provided, should Council proceed with developing commuter car parks in the municipality?



Question options

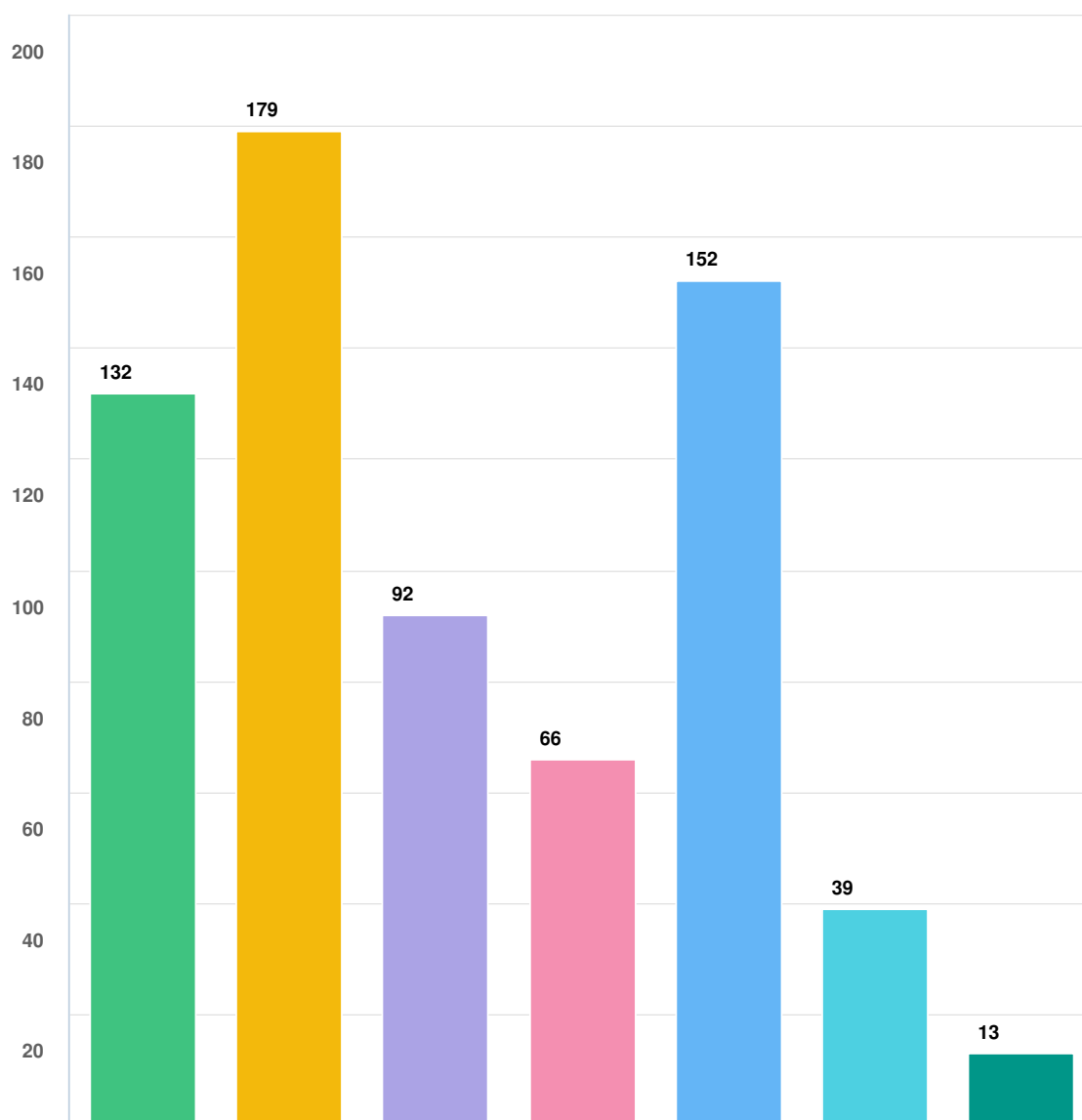
Yes No

Optional question (307 response(s), 6 skipped)

Question type: Radio Button Question

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

Why should Glen Eira City Council proceed with the projects? Select all that apply.



Question options

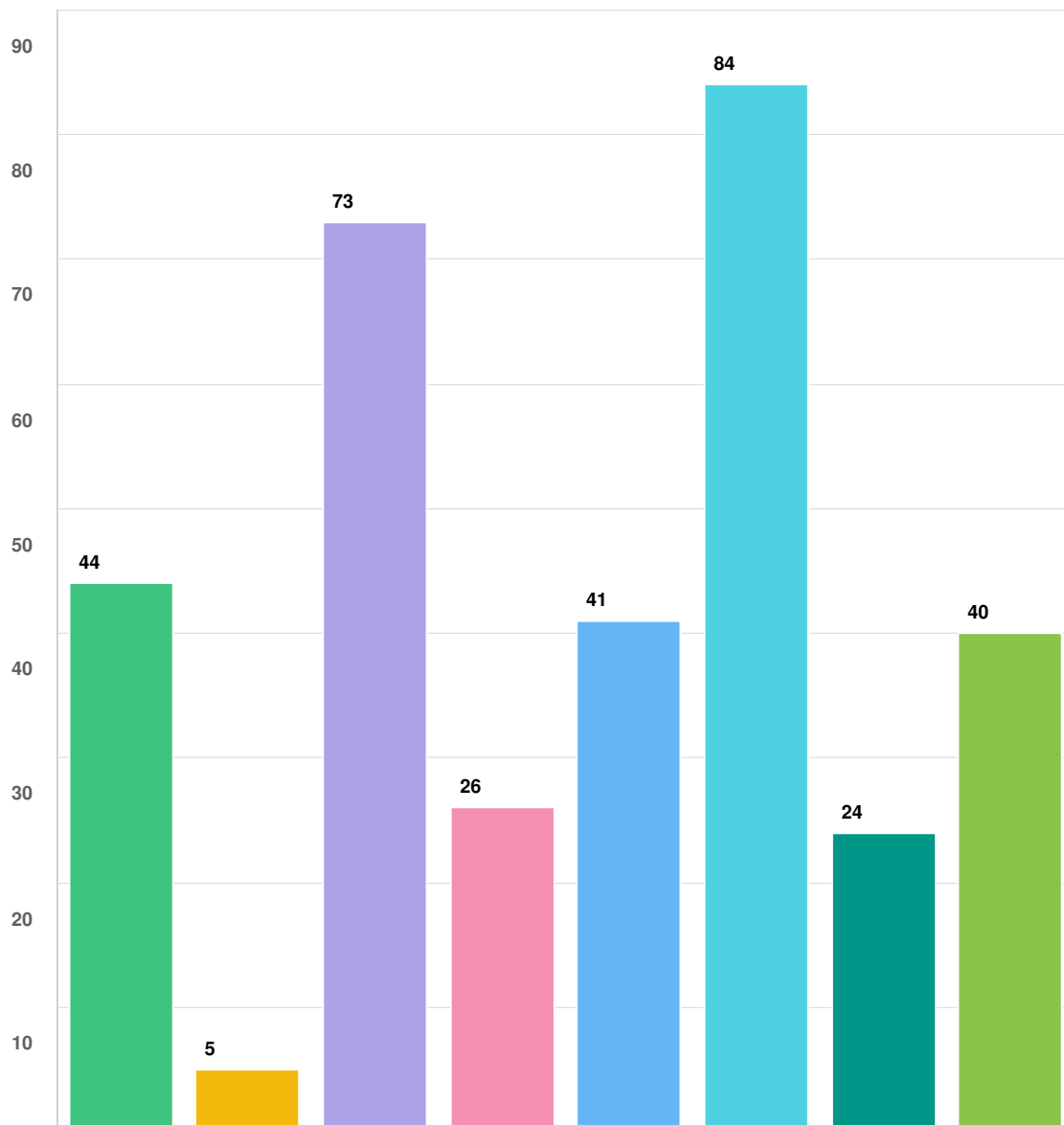
- The funding will improve local infrastructure for the community
- Glen Eira needs more car parking near transport and shopping areas
- Provide more access to a diverse range of transport options in the municipality
- The probity and audit reports confirm it is legitimate funding to accept
- It will reduce pressure on the local parking network
- To maintain a working relationship with the federal government
- Other (please specify)

Optional question (196 response(s), 117 skipped)

Question type: Checkbox Question

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

Why shouldn't Glen Eira City Council proceed with these projects? Select all that apply.



Question options

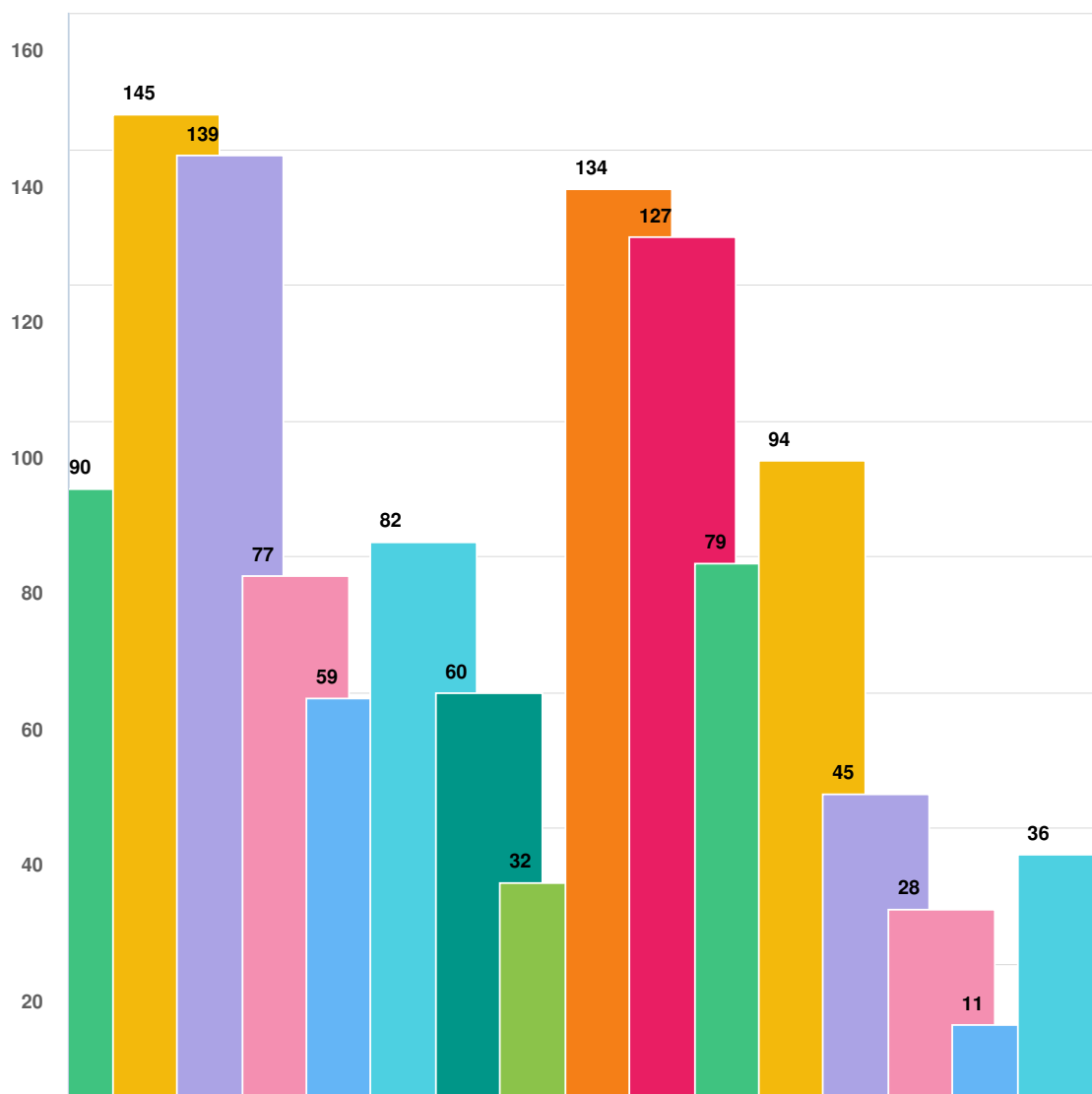
- I don't support the utilisation of the funding ● I only support the development of one of the proposed site locations
- Council should prioritise other congestion reducing initiatives ● Car parking isn't needed near transport and shopping areas
- The project doesn't support the integrated transport strategy's goal of 50:50 mode share ● The project won't reduce congestion
- Commuter car parks would be better in other locations ● Other (please specify)

Optional question (109 response(s), 204 skipped)

Question type: Checkbox Question

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

What other types of congestion reducing initiatives should Council seek further federal government funding for under the Urban Congestion Fund? Select all that apply.



Question options

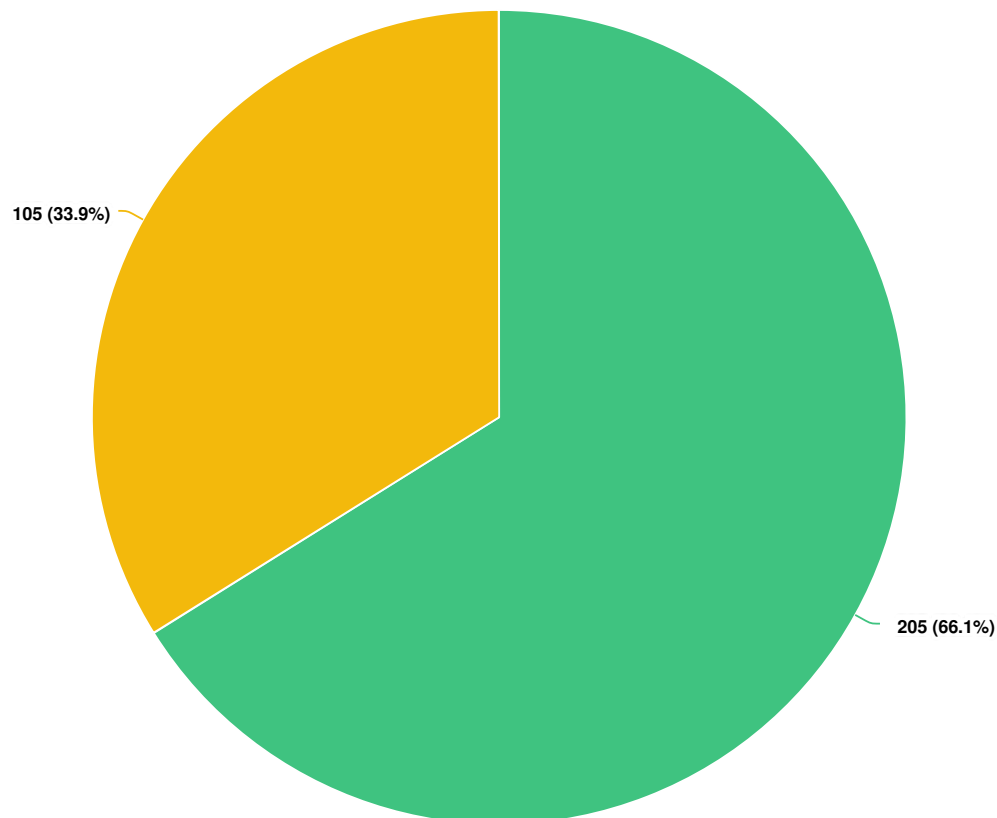
- On-call shuttle buses to take commuters to train stations
 ● Repair of footpaths
 ● Optimise traffic-light management
- Use CCTV to monitor road conditions
 ● Enforcement of existing road traffic laws
 ● Improve perceptions of buses
- Extend residents' parking zones
 ● Charge for workplace parking
- Improve cycling infrastructure (e.g. protected cycleways, safe cycling zones around schools, etc.)
 ● Improve bus services
- Develop and refine park-and-ride
 ● Existing rail network
 ● Light rail
 ● Strategic Road Network resilience
- None of the above
 ● Other (please specify)

Optional question (309 response(s), 4 skipped)

Question type: Checkbox Question

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

Based on the information provided, should we proceed with providing commuter car parking on this Elsternwick site?



Question options

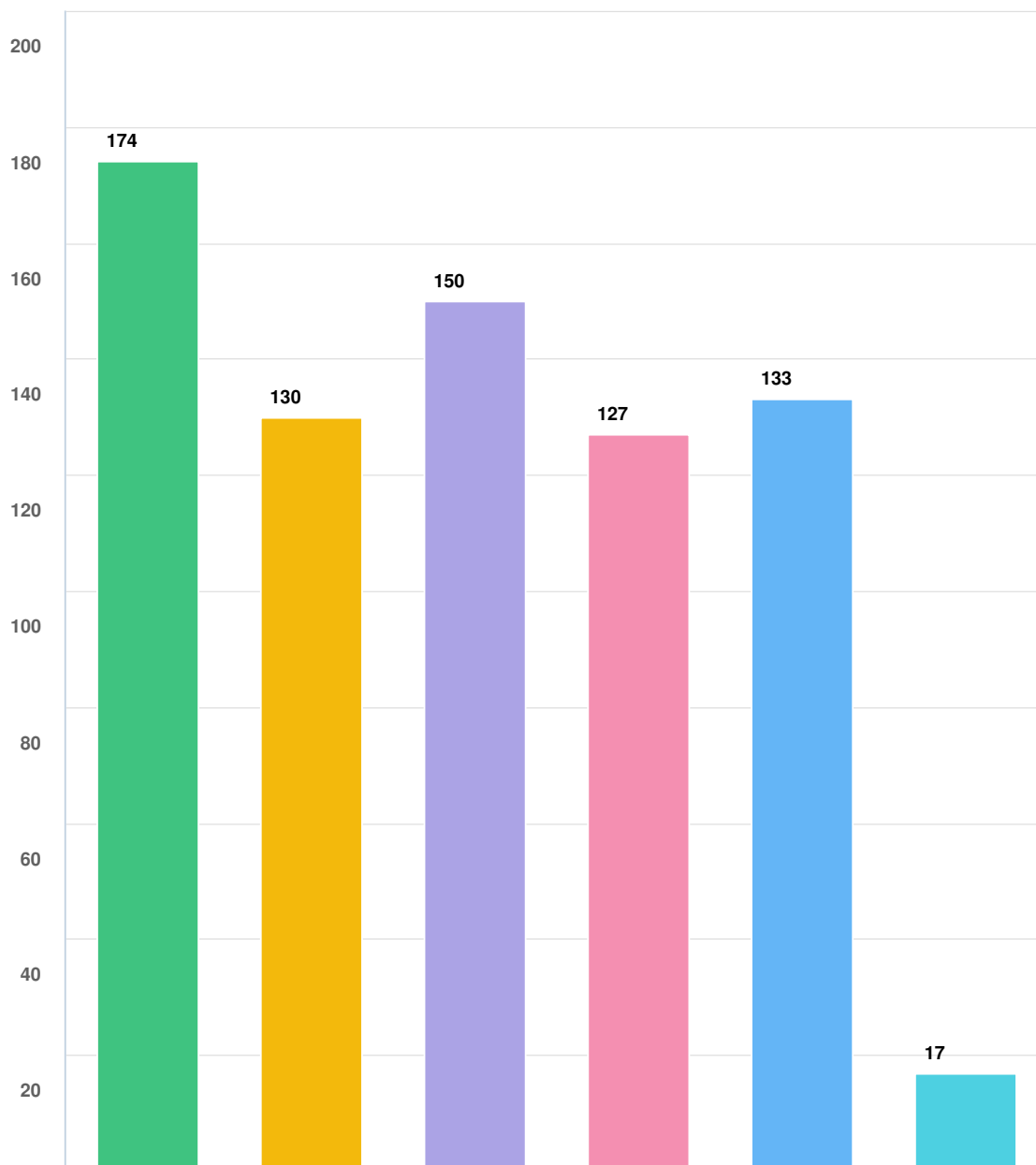
● Yes ● No

Optional question (310 response(s), 3 skipped)

Question type: Radio Button Question

Have your say Glen Eira : Summary Report for 09 October 2010 to 22 November 2021

**Why do you think this site in Elsternwick is appropriate for commuter car parking?
Select all that apply.**



Question options

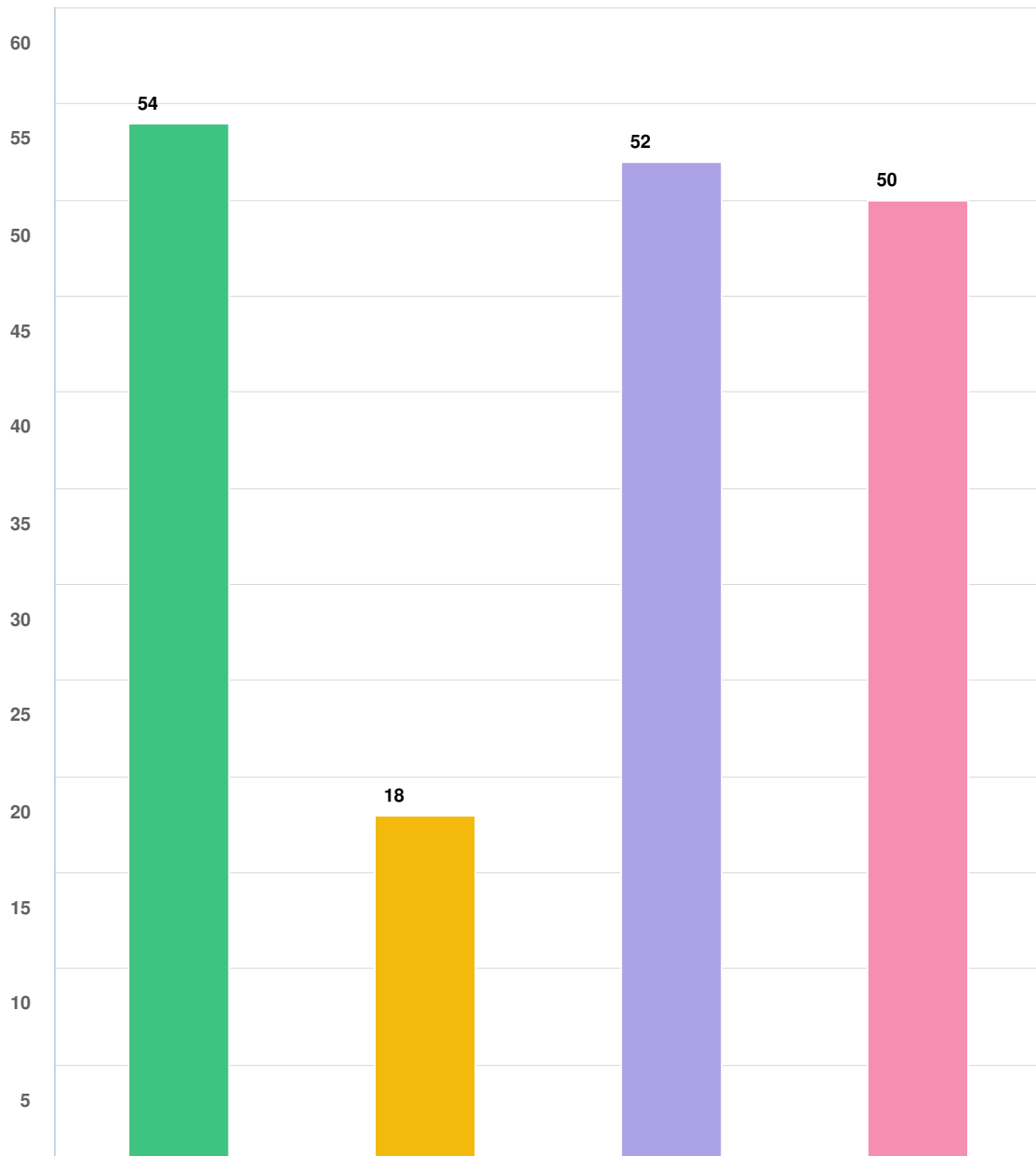
- Proximity to public transport network
- Minimised impact on residential street
- Proximity to local businesses
- Minimises impact on on-street parking
- Reduces impact on on-street parking
- Other (please specify)

Optional question (205 response(s), 108 skipped)

Question type: Checkbox Question

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

**Why do you think this site in Elsternwick is inappropriate for commuter car parking?
Select all that apply.**



Question options

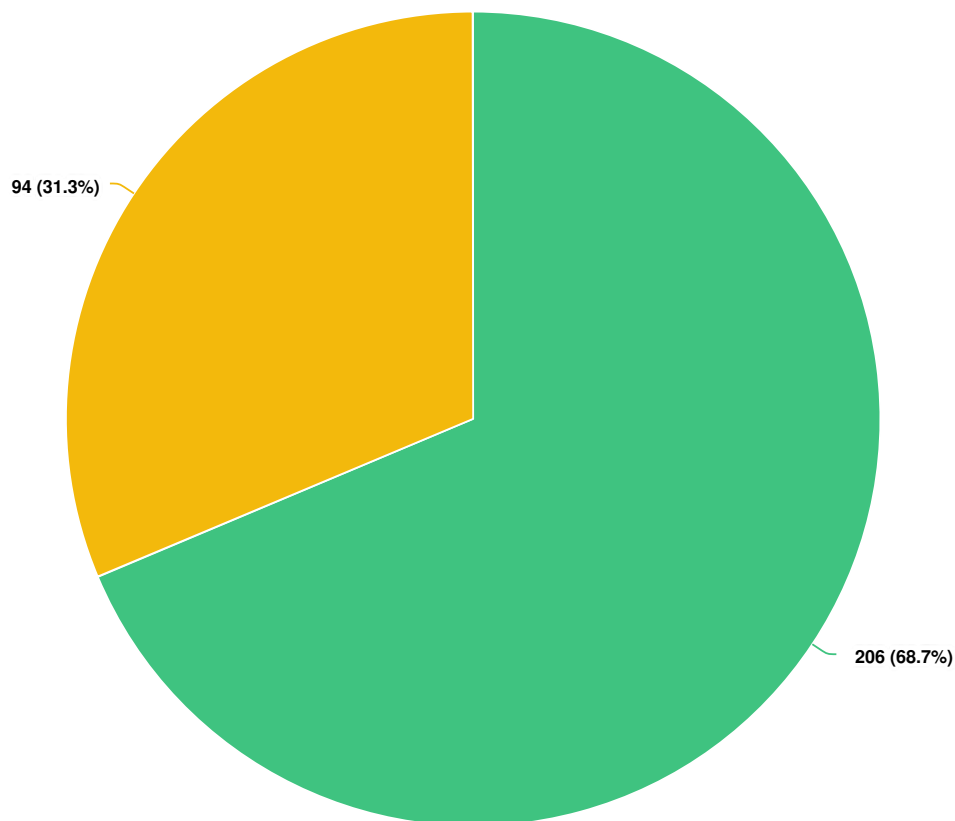
- ☒ Interface with a residential street ☒ Site allows for a smaller scale development ☒ I don't support the utilisation of the funding
☒ Other (please specify)

Optional question (104 response(s), 209 skipped)

Question type: Checkbox Question

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

Based on the information provided, should we proceed with providing commuter car parking on this Bentleigh site?



Question options

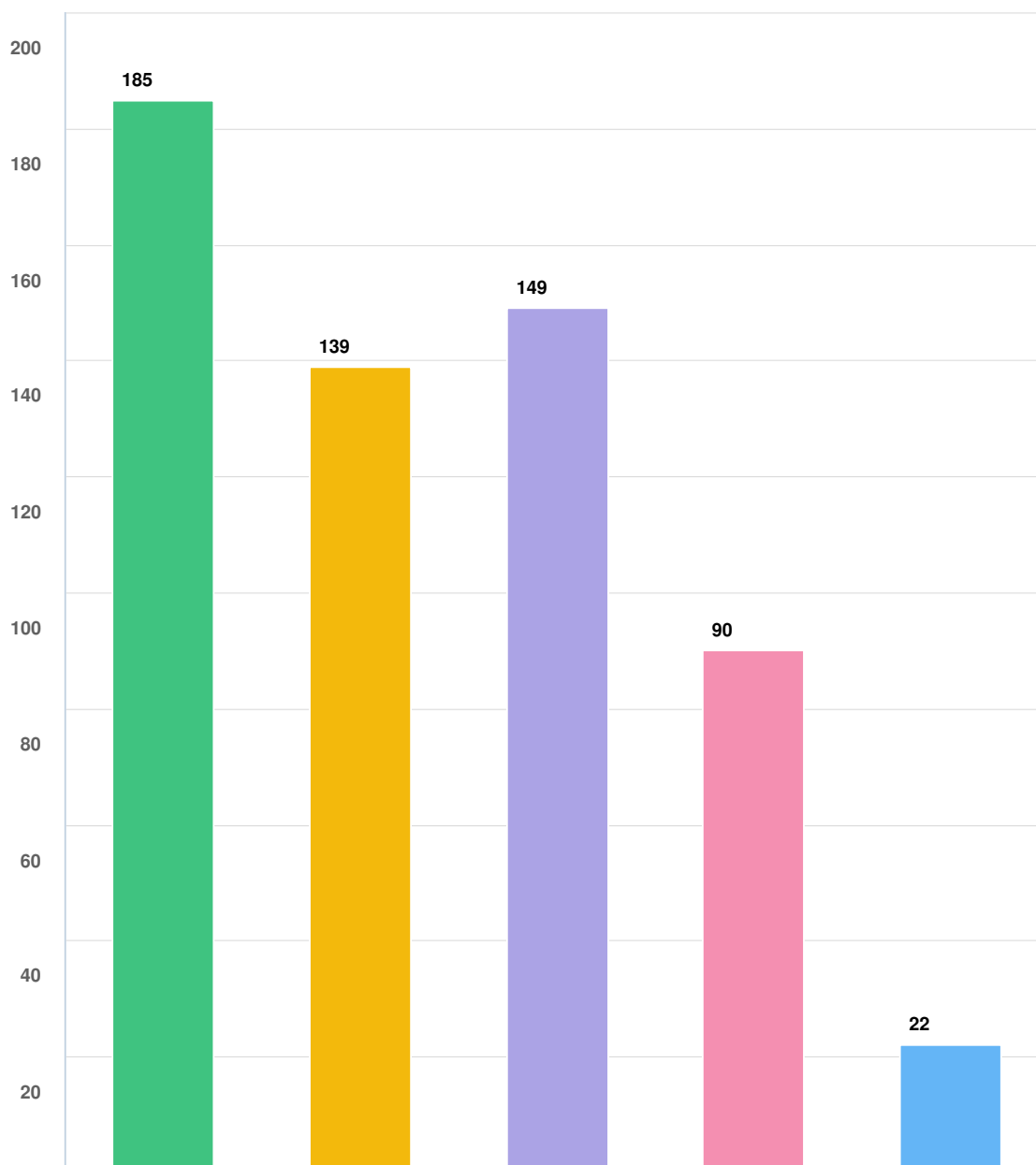
● Yes ● No

Optional question (300 response(s), 13 skipped)

Question type: Radio Button Question

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

**Why do you think this site in Bentleigh is appropriate for commuter car parking?
Select all that apply.**



Question options

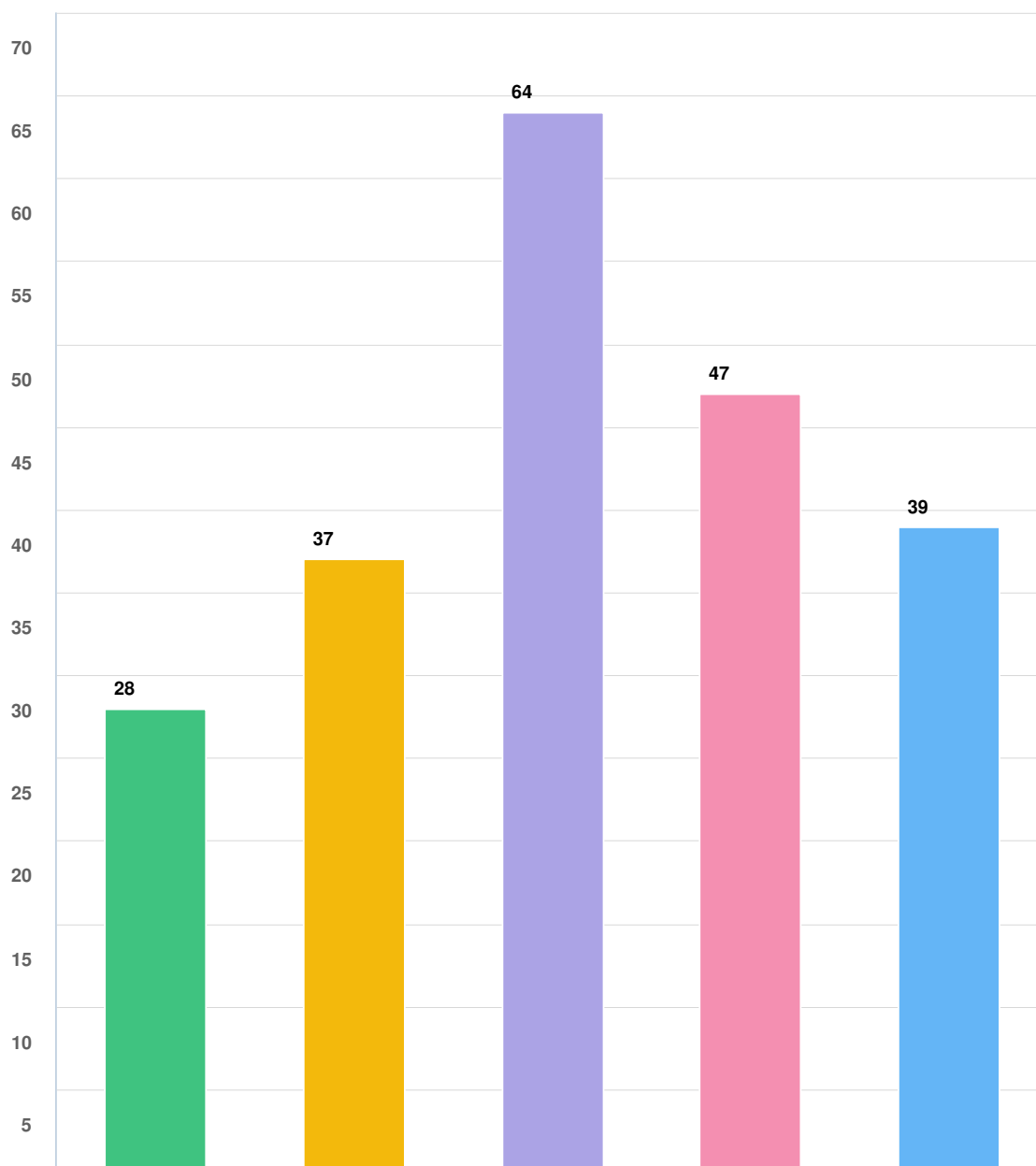
- Proximity to Bentleigh Railway Station ● Already established car park ● Reduces impact on on-street parking
● Will enable the creation of an open space ● Other (please specify)

Optional question (205 response(s), 108 skipped)

Question type: Checkbox Question

Have your say Glen Eira : Summary Report for 09 October 2010 to 22 November 2021

Why do you think this site in Bentleigh is inappropriate for commuter car parking?



Question options

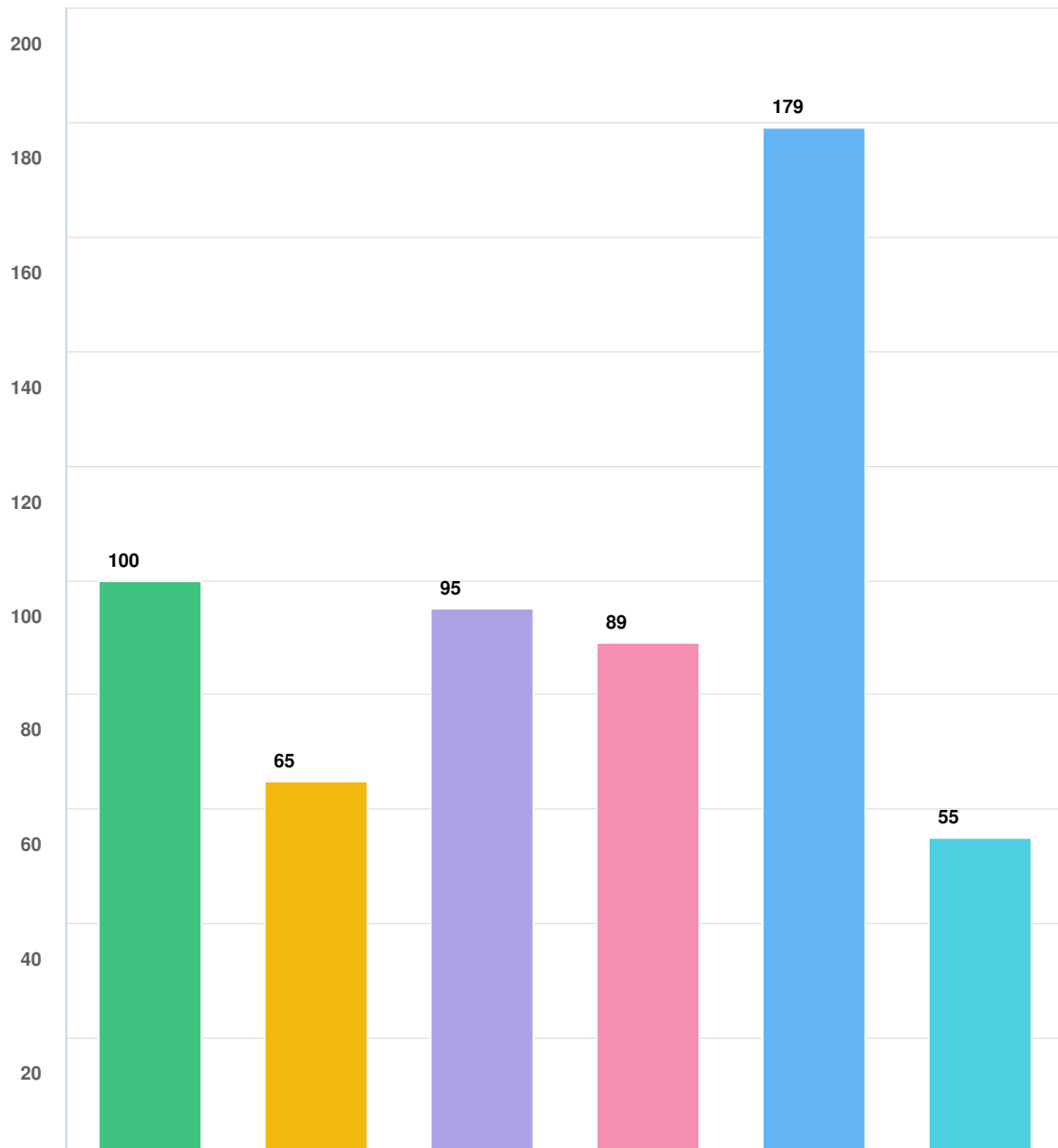
- Difficulty of access ● Disruption to key community groups (i.e. Rotary Club) ● Will increase congestion on Bent Street
● I don't support the utilisation of the funding ● Other (please specify)

Optional question (94 response(s), 219 skipped)

Question type: Checkbox Question

Have your say Glen Eira : Summary Report for 09 October 2010 to 22 November 2021

How will you be impacted by the proposed commuter car parks? Select all that apply.



Question options

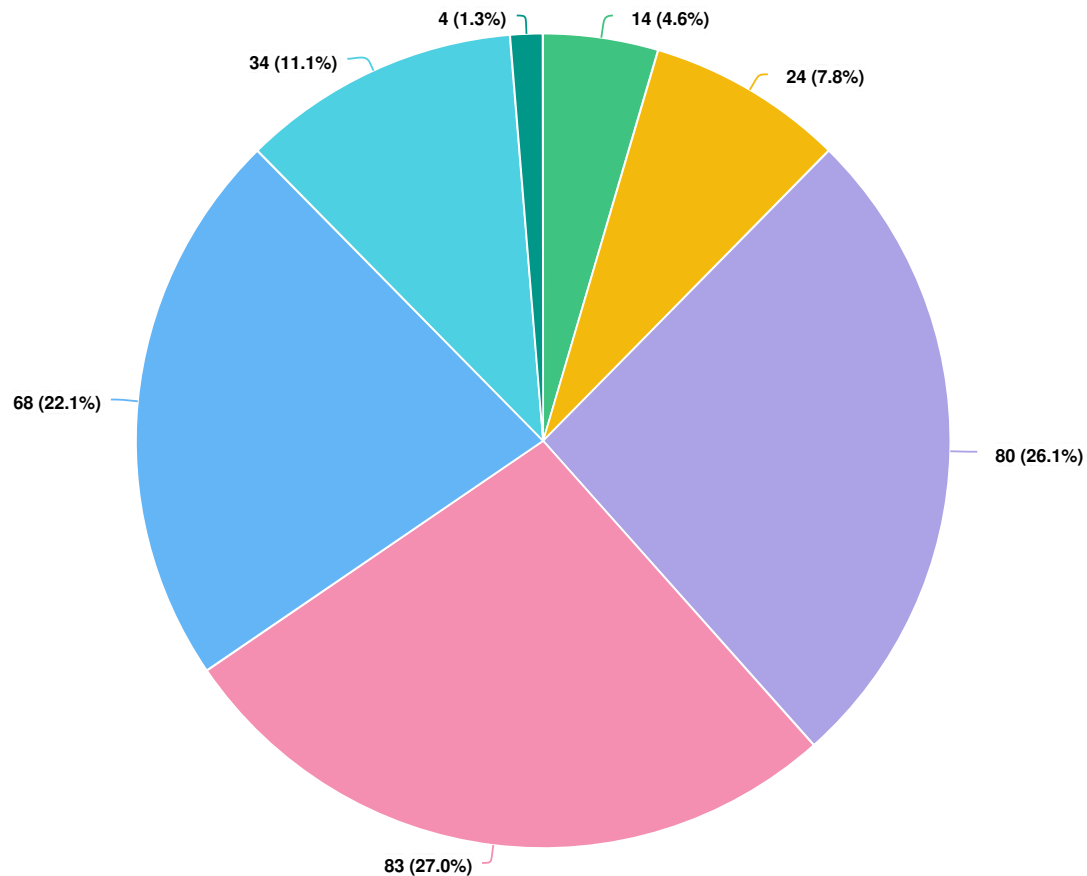
- Live in the immediate area of the proposed Elsternwick site
- Live in the immediate area of the proposed Bentleigh site
- Will use it as a commuter
- Will use it outside of peak commuting hours
- I'm interested in reducing the impact of congestion
- Other (please specify)

Optional question (304 response(s), 9 skipped)

Question type: Checkbox Question

Have your say Glen Eira : Summary Report for 09 October 2020 to 22 November 2021

Age group



Question options

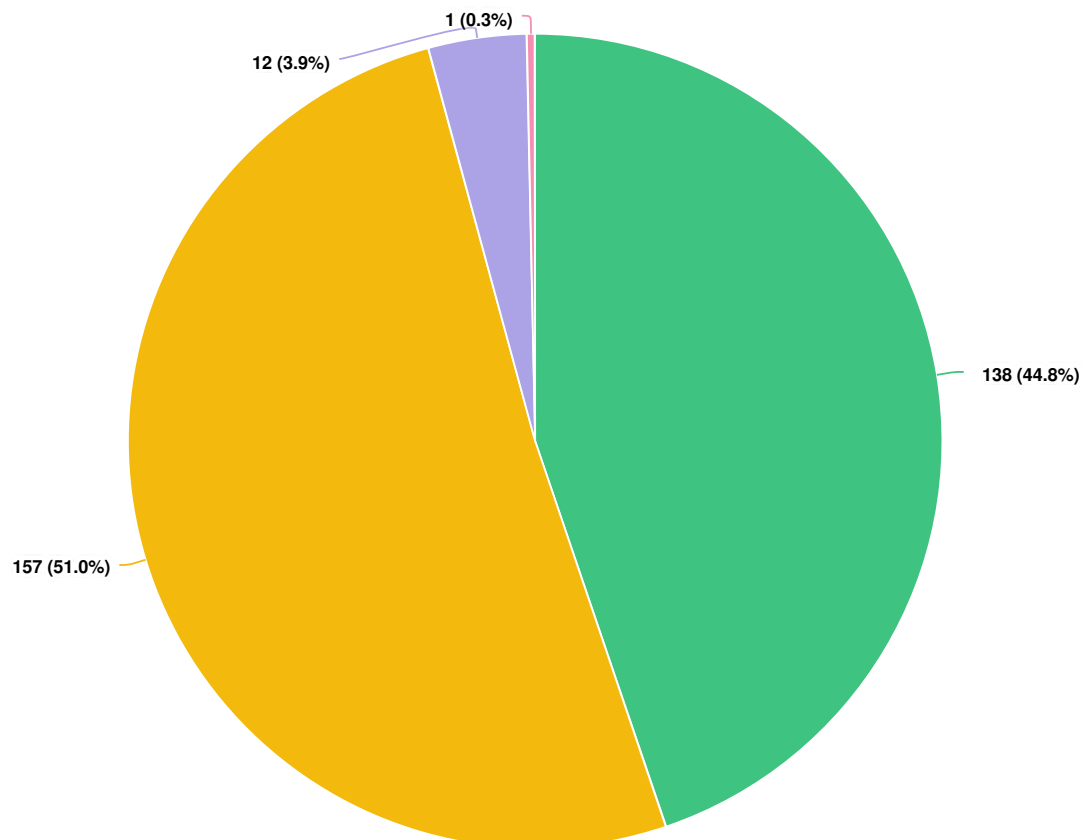
18-24 25-34 35-49 50-59 60-69 70-79 80+

Optional question (307 response(s), 6 skipped)

Question type: Radio Button Question

Have your say Glen Eira : Summary Report for 09 October 2010 to 22 November 2021

I identify as...



Question options

Female Male Prefer not to say Prefer to self identify. I identify as:

Optional question (308 response(s), 5 skipped)

Question type: Radio Button Question



Community Voice Survey October 2021 Summary Report Multideck Car Parks

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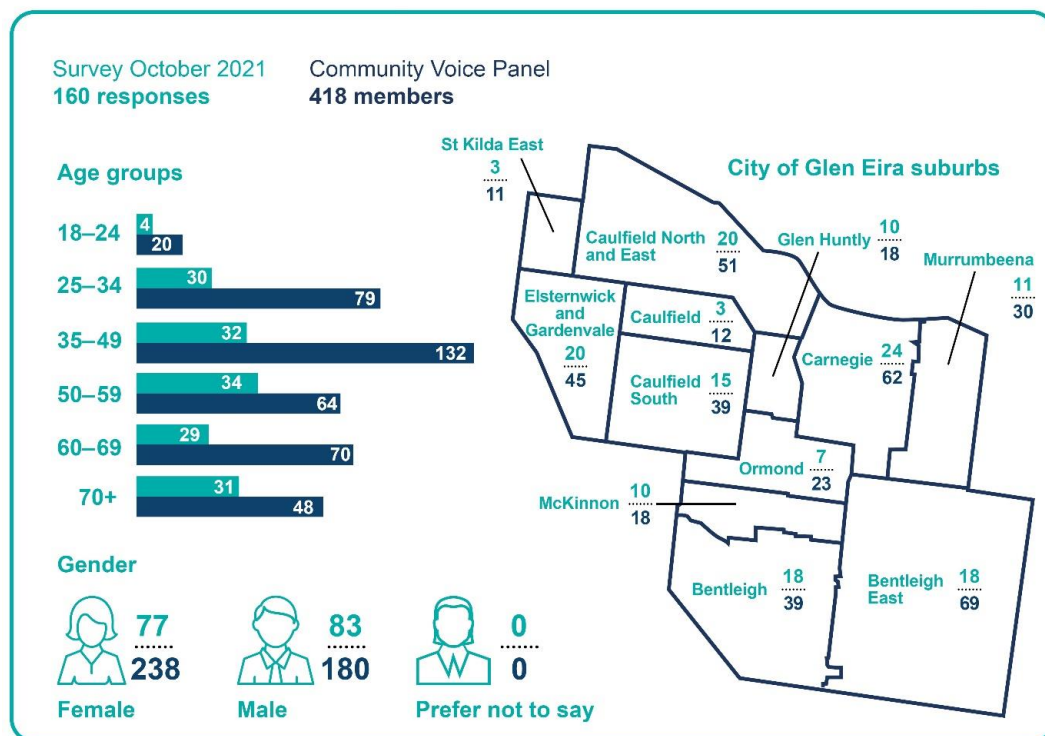
COMMUNITY VOICE SURVEY OCTOBER 2021

This report presents findings from a Community Voice survey that was open from 26 October to 10 November 2021.

In the survey, we asked questions about the following topics:

- **Glen Eira Multideck Car Parks** to help determine whether there is community support for this project and sense-check results from Community Voice against results from broader engagement.

Community Voice is an online panel currently made up of 418 Glen Eira residents who broadly represent the municipality in terms of age, gender and suburb. 160 Community Voice members responded to this survey, a response rate of 38 per cent.



GLEN EIRA MULTIDECK CAR PARKS

In 2019, Glen Eira City Council received part federal funding to develop two commuter car parks located in Elsternwick and Bentleigh as part of the Urban Congestion Fund.

Since initial engagement, Council has negotiated for the carparks to be fully funded by the federal government (\$20 million) and has engaged with the community on its acceptance of the funding, alternative congestion reducing initiatives and proposed carpark locations.

Feedback gained through the Community Voice survey will complement findings received through other channels from the engagement process.

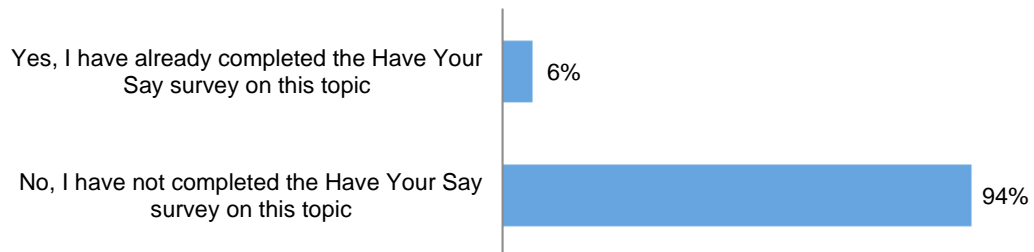
Council will now determine the appropriate use for funding, including the community's perception of its use and priorities for congestion reduction in Bentleigh and Elsternwick. A review of the findings from all engagement efforts will be completed, and the proceeding report presented to Council at a special Council Meeting on 14 December 2021. The outcomes of this meeting will inform next steps for Council.

KEY FINDINGS

- 68 per cent of total participants (100 participants) indicated that Council **should proceed** with developing commuter car parks in the municipality.
- 86 per cent of participants (84 participants) who thought Council **should proceed** with the project indicated Council should proceed because Glen Eira needed more car parking near transportation and shopping areas.
- 69 per cent of participants (31 participants) who thought Council **shouldn't proceed** with the project indicated Council should prioritise other congestion reducing initiatives.
- 60 per cent of total participants (90 participants) indicated they wanted to see improved cycling infrastructure as an alternative congestion reducing initiative.
- Of participants that indicated the Elsternwick site was appropriate for commuter car parking:
 - 94 per cent (103 participants) indicated this was because of its proximity to public transport.
 - 78 per cent (90 participants) indicated this was because it would reduce impacts of on-street parking.
- 78 per cent of total participants (115 participants) agreed that Council **should proceed** with providing commuter car parking at the Bentleigh site.
 - Of those, 92 per cent (104 participants) indicated the proximity to Bentleigh Railway Station made it an appropriate site followed by the fact that it was already an established car park
- 78 per cent of total participants (115 participants) indicated that the main way they would be impacted by the proposed commuter car parks would be by a reduction in traffic congestion.

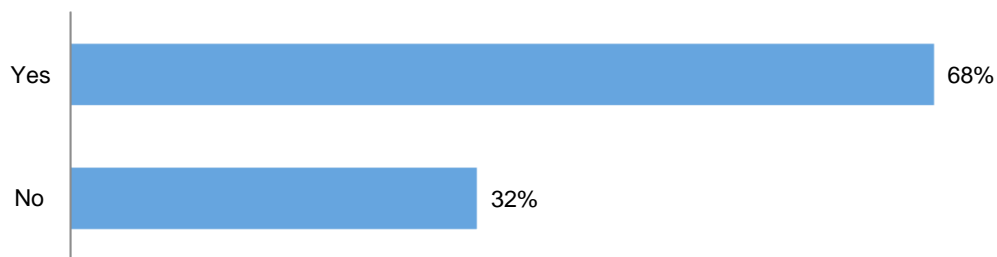
To ensure you are not responding to these questions again, please indicate whether you have already completed them, and you will be taken to the next topic in this survey.

160 responses to this question.



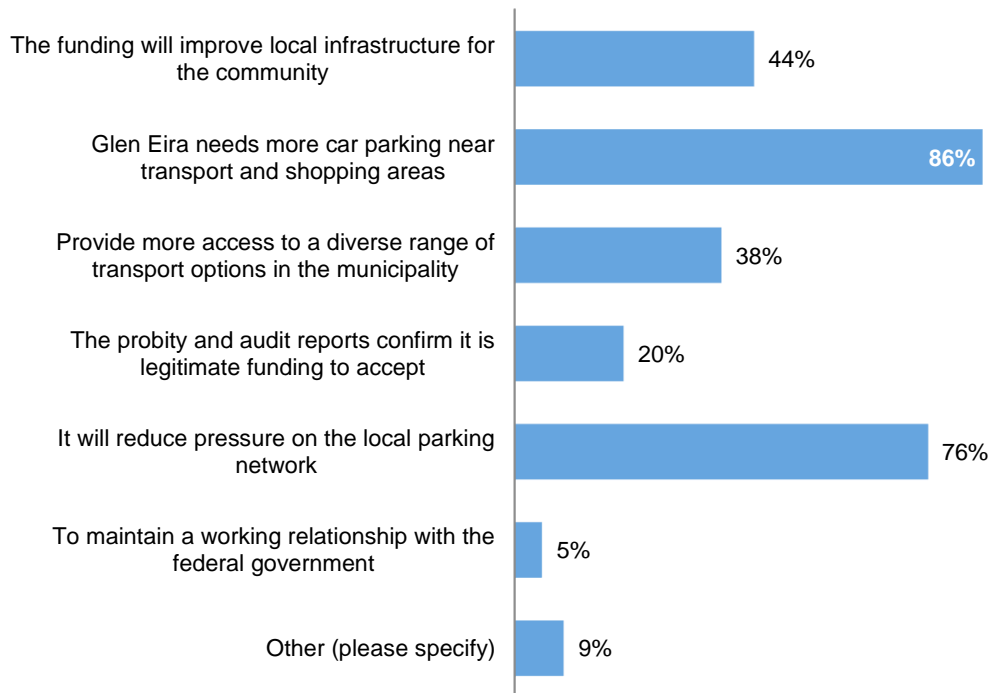
Based on the information provided, should Council proceed with developing commuter car parks in the municipality?

147 responses to this question.



Why should Glen Eira City Council proceed with the projects? Please select from the following reasons or add in another.

98 responses to this question. Percentages indicate the number of participants who selected options against all who responded to this question.

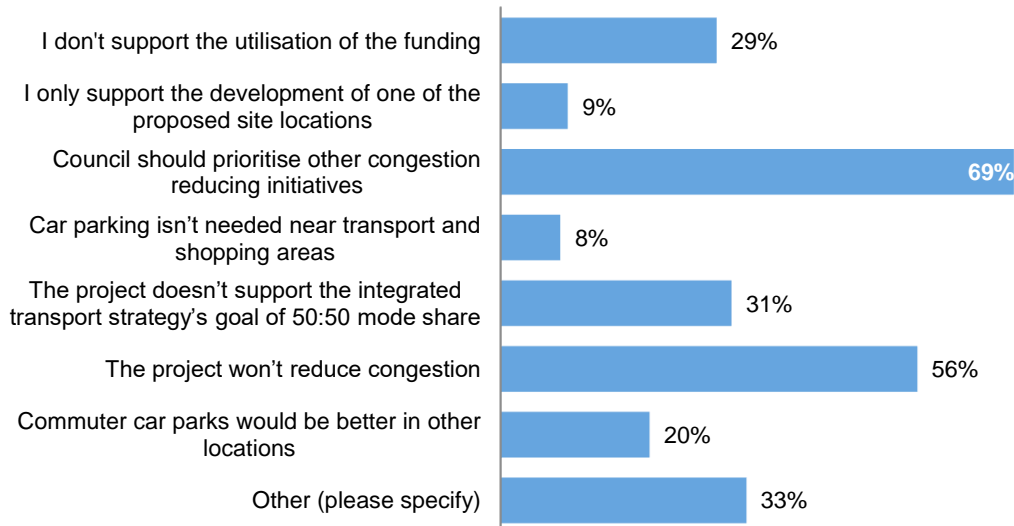


‘Other’ responses included:

- To reduce pressure on on-street parking;
- increase open-space available for cafes and restaurants;
- reduce pollution from vehicle use; utilise the availability of funding for infrastructure;
- provide opportunities to charge electric vehicles
- provide parking to compensate for increased apartment developments.

Why shouldn't Glen Eira City Council proceed with these projects? Select all that apply.

45 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.

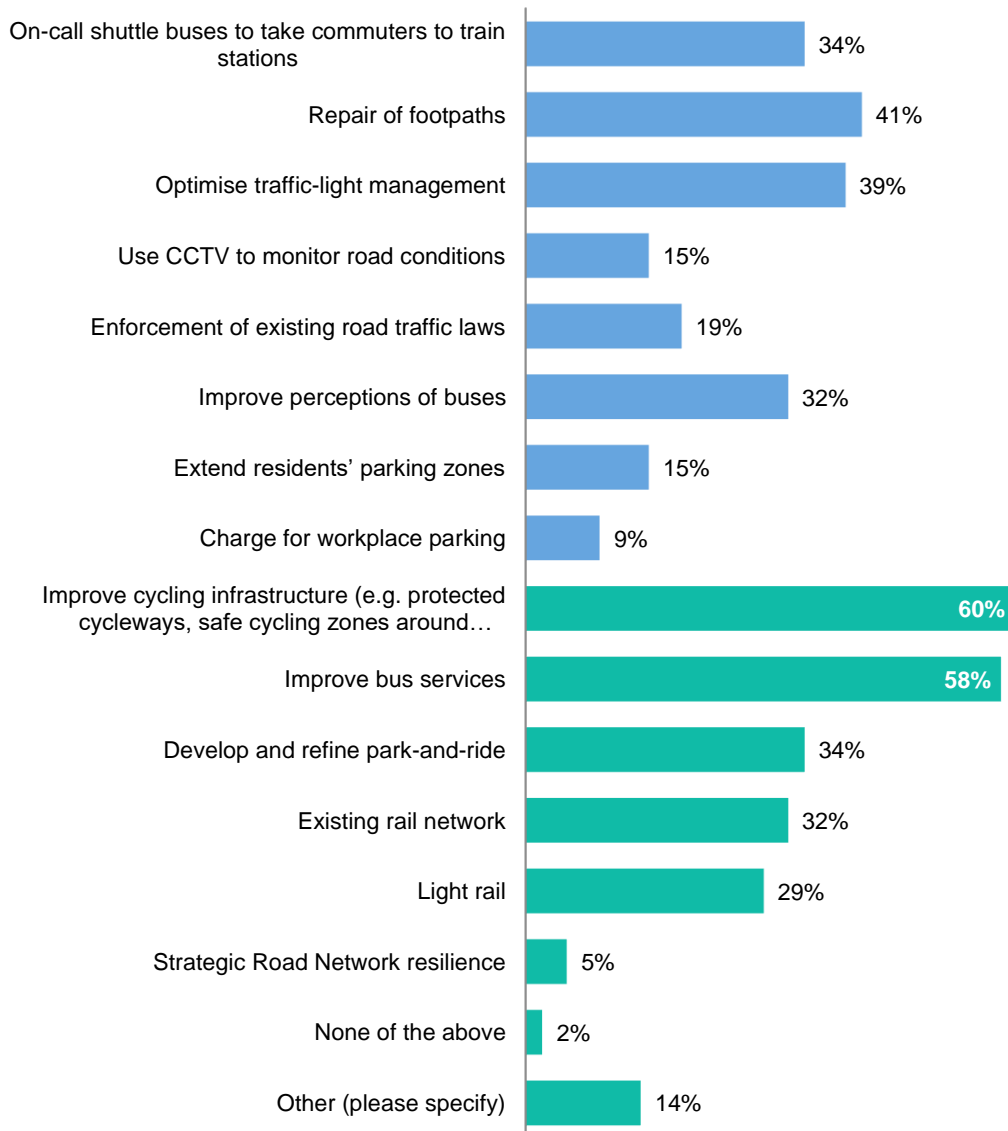


'Other' responses included:

- Sufficient parking already exists;
- focus should be on improved infrastructure for more sustainable methods of transport;
- public transport, walking and cycling; prime locations should be utilised for other means;
- more parking will only encourage more people and therefore increased congestion;
- lack of trust in Council to protect existing residents with regard to infrastructure projects
- funding appears to be a form of pork-barelling.

What other types of congestion reducing initiatives should Council seek further federal government funding for under the Urban Congestion Fund? Please select from the following initiatives or add another.

150 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.



'Other' responses included:

- Improved bicycle storage at train stations;
- establish 'bike only' lanes on streets;
- improve public transport and walking paths;
- improve traffic management in school zones and promote active transport;
- real-time traffic-light software; increase parking allocation with new infrastructure proposals;

- improve disability access to public transport; install measures and barriers to slow traffic and reduce reckless driving.

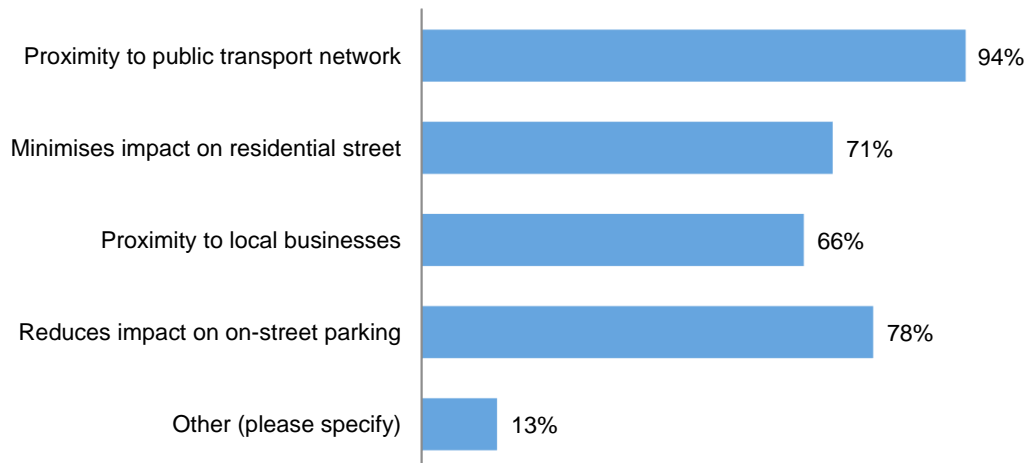
Based on the information provided, should we proceed with providing commuter car parking on this Elsternwick site?

149 responses to this question.



Why do you think this site in Elsternwick is appropriate for commuter car parking? Please select from the following reasons or add another.

115 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.

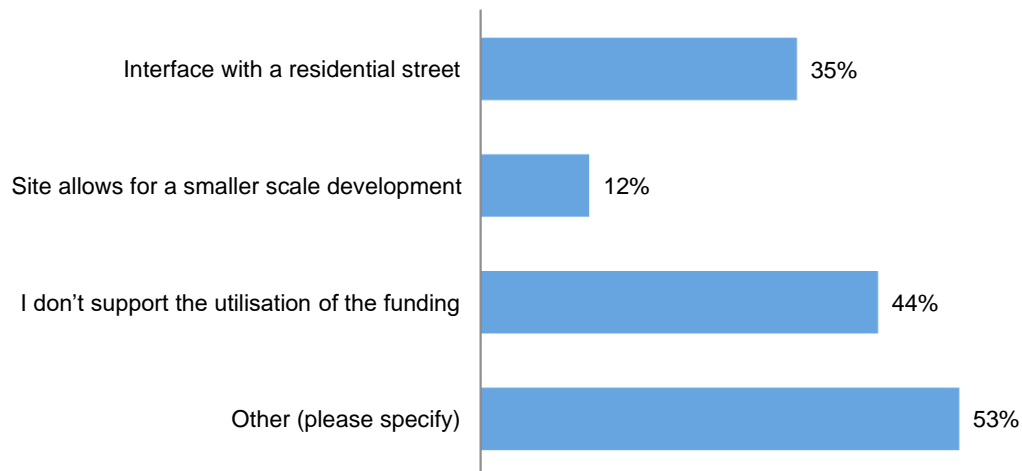


'Other' responses included:

- Promotes public transport use;
- improved capacity of a pre-existing car park;
- located in business zone;
- increased capacity to charge Electric Vehicles;
- will coincide with proposed changes to Glenhuntly Road which is moving from residential to local business hub.

Why do you think this site in Elsternwick is inappropriate for commuter car parking? Please select from the following reasons or add another.

34 responses to this question. Percentages indicate the number of respondents who selected options against all who responded to this question.

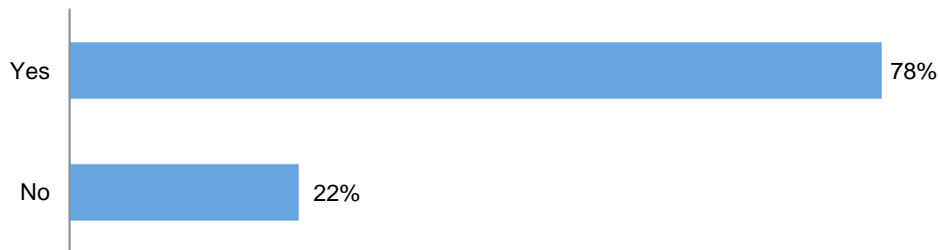


'Other' responses included:

- The benefit of the additional 100 parking spaces doesn't justify the cost;
- money would be better spent on improving public transport routes;
- this method doesn't discourage driving;
- parking should be provided for local shoppers, not commuters;
- pollution will increase due to increased congestion.

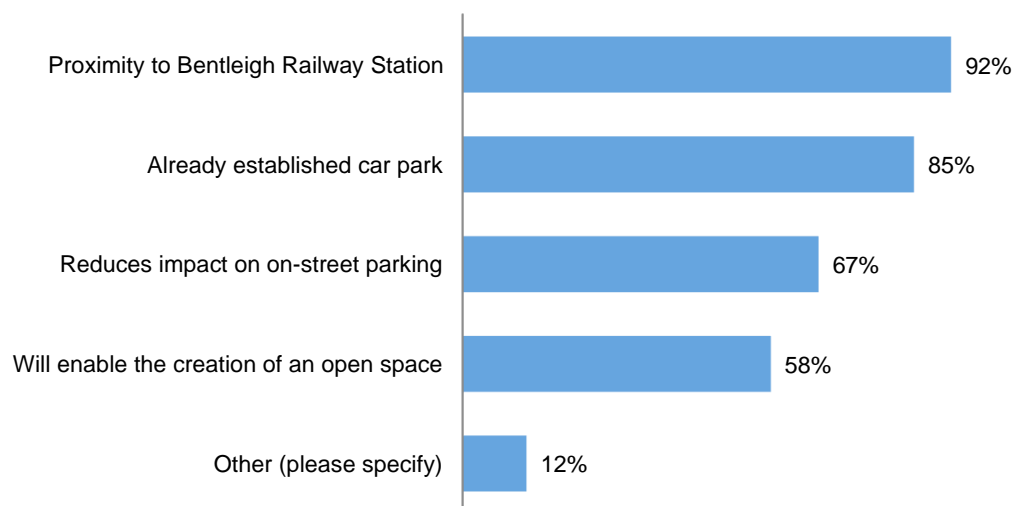
Based on the information provided, should we proceed with providing commuter car parking on this Bentleigh site?

147 responses to question.



Why do you think this site in Bentleigh is appropriate for commuter car parking? Please select from the following reasons or add another.

113 responses to question. Percentages indicate the number of respondents who selected options against all who responded to this question.

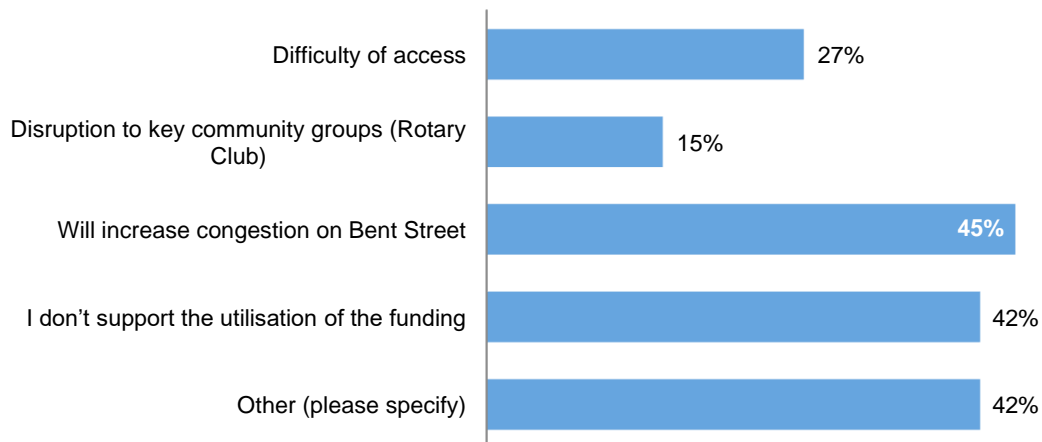


'Other' responses included:

- Concern about whether local Farmers Markets will continue if the project goes ahead;
- potential support for markets in this space;
- increased Electric Vehicle charging stations;
- improvements on existing car park preferred over new car parks, which may reduce open space.

Why do you think this site in Bentleigh is inappropriate for commuter car parking? Please select from the following reasons or add another.

33 responses to question. Percentages indicate the number of respondents who selected options against all who responded to this question.

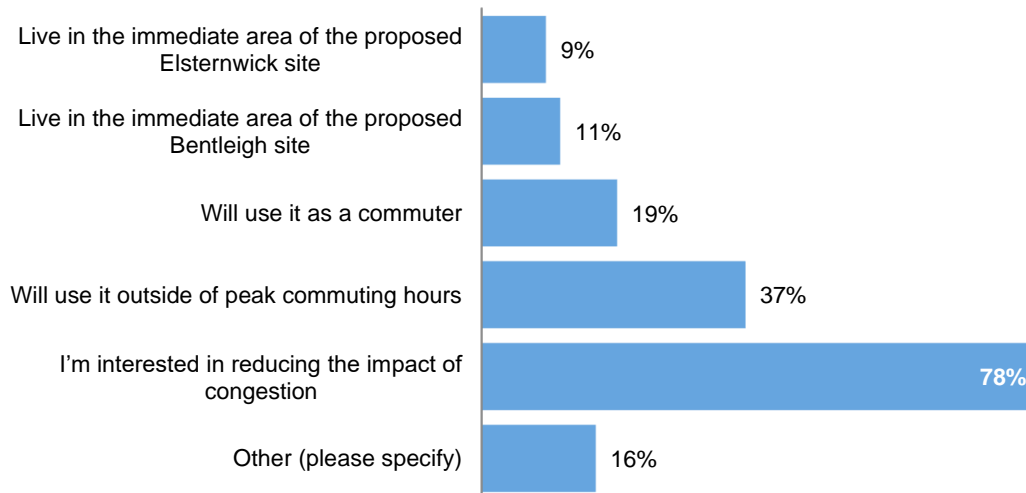


'Other' responses included:

- Overall gain from this project is not significant enough;
- congestion will only increase with more parking spaces;
- inefficient use of space;
- prioritise local users over commuters;
- lack of trust in Council protecting nearby residents' amenity;
- adequate parking already exists;
- priority should be given to improving public transport instead of car parks.

How will you be impacted by the proposed commuter car parks? Select all that apply.

148 responses to question. Percentages indicate the number of respondents who selected options against all who responded to this question.

**'Other' responses included:**

- Impacted by the views;
- interested in increasing safety along walking and cycling paths;
- additional access for commuters, local businesses and residential properties;
- interested in climate impacts associated with public transport use;
- public market protection from new infrastructure;
- reduced traffic for children's safety;
- prioritise sustainable travel into the future;
- taxpayer with an interest in funding;
- interest in opportunities for sustainable collaborations.

No.	Age group	Suburb	Why should Glen Eira City Council proceed with the projects?	Why shouldn't Glen Eira City Council proceed with these projects?	What other types of congestion reducing initiatives should Council seek further federal government funding for under the Urban Congestion Fund?	Why do you think this site in Elsternwick is appropriate for commuter car parking?	Why do you think this site in Elsternwick is inappropriate for commuter car parking?	Why do you think this site in Bentleigh is appropriate for commuter car parking?	Why do you think this site in Bentleigh is inappropriate for commuter car parking?	How will you be impacted by the proposed commuter car parks? Select all that apply.
1	60-69	ST KILDA EAST, VIC	You must stop your war against the motorist. This will help.							
2	25-34	CAULFIELD NORTH, VIC				Because Council endorsed the Elsternwick Structure Plan, and the impact of no parking at Jewish Arts Quarter building		Bentleigh Structure Plan includes it.		
3	50-59	MCKINNON, VIC			Improve the station bus and tram stops so they are convenient and accessible from the station and provide good protection from		High cost for small number of additional train passengers, if any. Focus on improving access by		High costs but unlikely to result in any additional public transport use given limited capacity of site and existing	Live in general (rather than immediate) area of Bentleigh and regularly use Centre Road shops. Additional

					weather, traffic, etc.		walking, riding, bus and tram.		parking in general area not saturated. Focus instead on making walking and riding safe and attractive and ensuring bus stops provide convenient access to station and provide protection from weather and traffic.	parking will encourage more traffic and reduce amenity. Would prefer measures that reduce traffic in my area, but car parking would increase traffic. Access by commuters and shoppers can be provided without high levels of traffic if alternative transport is of good quality.
4	60-69	MCKINNON, VIC		It has already shown to be a rorted system and the council should have nothing to do with this money. Also these multi storey carparks will simply add to congestion, not reduce it. It is one of the worst ideas I have ever seen						

				proposed by Glen Eira Council.						
5	35-49	CAULFIELD, VIC						Don't go to bentleigh much so don't know		
6	50-59	PARKDALE, VIC		Funding was allocated before alternatives were considered. This is an ill-conceived method, and has failed to consider viable non-car alternatives such as the provision of improved service operating times, frequencies and coverage for existing bus routes.	Enforcement of the use of railway station carparks for railway station journeys. This would free-up misused car parks for legitimate rail travellers.		Car parking is an extremely low value use of such land. The land could return a far greater value to the community if used for almost any other purpose - public and social service facilities, healthcare, education, retail, commercial, residential. More detail: https://humantransit.org/2014/10/basics-the-		Car parking is an extremely low value use of such land. The land could return a far greater value to the community if used for almost any other purpose - public and social service facilities, healthcare, education, retail, commercial, residential. More detail: https://humantransit.org/2014/10/basics-the-	This is public money, and I do not support the misconstrued of public money. This survey and consultation feels like an exercise post-budget-allocation justification for something that is ill-considered. Glen Eira transport planners should be appalled at the proposition.

							math-of-park-and-ride.html		math-of-park-and-ride.html	
7	35-49	MOORABBIN, VIC					Elsternwick is adequately served by multiple public transport modes. Additional car parking encourages people to drive from further afield to utilise.		Public and active transport options should be prioritised. Just because the level crossing doesn't hold anyone up any more, doesn't mean more traffic should be encouraged.	
8	18-24	BENTLEIGH EAST, VIC				allows for a new park to be built elsewhere				
9	35-49						Site would be better used for other purposes.		Site would be better used for other higher-value purposes.	Have family who live in the immediate area of the proposed Bentleigh site.

10	35-49	ELSTERNWICK, VIC					<p>We desperately need green space in the area and playgrounds. The one on the corner of Stanley is overflowing with people and kids run into each other. IF you went ahead with a parking space in this location, it should be two levels underground with a green area on street level. It's completely short sighted of council to do otherwise. But then, residents have become used to our voices not being heard. GREEN SPACE NOT ANOTHER CONCRETE JUNGLE.</p>		<p>Please use the funding to build underground car spaces and a GREEN space at street level. No more concrete multi-levels please! Become a progressive council, PLEASE1</p>	<p>I live in Elsternwick and I have NEVER found car parking a problem on the gardenvale side of Glen Huntly road. If anything, the congestion is toxic on the other side of Glen Huntly road towards Caulfield grammar.</p>
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11	35-49	ELSTERNWICK, VIC		Been a neighbour on Stanley st, the street is starting to look like a concrete playground, I would like car parks which would be underground with a green area on top to provide the community with more green spaces for bbq, playgrounds etc.					Not enough green spaces in BENTLEIGH central	
12	35-49	BENTLEIGH, VIC				Close to Nepean Highway			Not convenient as a commuter hub. Would greatly increase traffic on Centre road	
13	35-49	ELSTERNWICK, VIC		This car park will be used to service the new 9-storey office development a stones throw away on Selwyn Street, and unlikely for resident or community benefit. Let's not kid ourselves that 9 floors of staff					No comment, not a bentleigh resident	

				are going green and using the train like the report had suggested - the timing of this car park is suspiciously aligned with the Selwyn St tower.						
14	25-34	ORMOND, VIC								
15	35-49	ST KILDA EAST, VIC			DO NOT CHARGE FOR PARKING INCREASE TIME LIMITS IN SHOPPING AREAS If you want residents or the public to socialise, eat and shop you need the time to complete all these ... 1 or 2 hours NOT ENOUGH ... 3 or more hrs is reasonable	As long as there is NO PAY STATION WHEN PARKING IN THIS NEW BUILD		more car spaces means more people shopping easily. BUT again MAKE SURE THERE IS NO PAY STATION ATTACHED to the car park facility. With more car spaces you wouldn't even need a parking limit.		Most times I want a quick shop at the bank or the chemist. It's so much easier knowing that I can quickly park complete my task and then go. With more car parking facilities it would make things much easier than parking far away and making my task longer to

										complete. BUT NO TICKET PAY SYSTEM ... SO UNFAIR TO PAY FOR PARKING WHEN YOU PAY RATES IN THE AREA AS WELL !!!!!
16	25-34	ORMOND, VIC		Removing community spaces						Will no longer get to engage with the community at the rotary club, just so more people can drive to a train station
17	35-49	CAULFIELD SOUTH, VIC						Also close to shops obviously. I often drive around the Coles carpark and can't find a parking spot then leave the area annoyed and frustrated.		I already park in both of these carparks in Elsternwick and Bentleigh. Many times over the years I have tried parking there to go to chemist warehouse or zap fitness or coles bentleigh, and so many times I have not been able to find any

										available parking spaces and it makes me very angry and upset from the frustration. Especially off-putting when I LOVE going to the gym in Elsternwick but want to drive there and then can't find somewhere to park..... it's not good at all for my mental health and has affected me greatly pre covid days. Also makes me incredibly upset mentally when I am driving through bentleigh and need food to not feel sick (diabetic) but can't find parking at the supermarket!! Then thinking about driving
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										far out of my way to get to another supermarket also again... pre covid I have had many emotional breakdowns in the car while driving around because of it!!!! So yes, PLEASE HELP by adding more parking!!!
18	50-59	ELSTERNWICK, VIC			Use the money to build separated bike lanes on major roads and a giant bike parking station, like in the Netherlands		I'd prefer separated bike lanes on major roads, a large underground bike parking station and a park or community facilities on top.		Money and space should be used for increasing non-car related transport, community services or more green open space.	
19	35-49	ELSTERNWICK, VIC		Most councils across VIC now reject multi-storey above ground carparks - refer to city of Melb. Council has changed the location of the			It is not required - car park is not always full day in day out. Road and traffic congestion in residential			Elsternwick site is opposite my house! It will significantly reduce amenity to residents on Stanley street south and north, reduce

				Elsternwick site from the Elsternwick structural plan without consultation. The new proposed site is not suitable. The money would be better spent developing the car park at the Elsternwick library site.			streets particular Riddell and Stanley. Proposed site is already over developed with high rises and will creat a concrete jungle. It will block northern light access to Stanley street south residential heritage homes. Also block west solar access to homes in that street abutting the car park. More open space is required in the area not more multi story developments. Council has changed location from what was proposed in the structural plan - the			solar access, increase noisy and congestion to the street and access points into Stanley street. Its overdevelopme nt in and area that is already over developed. There is bo need for a multi-storey car park - leave it as is which services perfectly well the local community.
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							Stanley st east site originally proposed offers more site coverage and access via a major road being orrong road and has less interface with residential home and better serves shoppers in Glen Huntly Rd.			
20	50-59	BENTLEIGH EAST, VIC					I don't believe multilevel carpark are safe.		I don't believe multilevel carpark are safe. Further what congestion is it supposed to resolve. If there is more parking then there will be more congestion on our side streets as people access the carpark.	

21	60-69	CAULFIELD NORTH, VIC	Why are you wasting time if already approved????							Used more for shopping
22	50-59	ELSTERNWICK, VIC		I live in the area of the proposed Elsternwick carpark, and think the idea of increasing traffic and "rat-running" on our residential streets, especially during peak times, is an exceptionally bad one! I find it hazardous to get out of my driveway most mornings as it is, with the amount of drivers who race down the street exceeding the speed limit, do we want to double, triple, quadruple that number?? NO!!!!						

23	50-59	BENTLEIGH EAST, VIC						Also close to local supermarket, makes parking more convenient		
24	35-49	ELSTERNWICK, VIC					It's not the best place to maximise park and ride. If you think of it as a development site, why not have the parking underground and residential above? Putting cars above ground seems to old-fashioned (and cheap). GE should hold itself to a higher standard.			I live in Elsternwick.
25	60-69	MCKINNON, VIC					Enough parking in district	Improve market with cover		

26	70-79	ELSTERNWICK, VIC		retain all 3 carpark or build basement with open decks	use area above rail lines for commuters		no more than two basements with open deck.....see example in Prahran			Any development will be in conflict with heritage properties in Stanley Street. Highrise is a absolutely no
27	60-69	CAULFIELD SOUTH, VIC						Proximity to local shops.		
28	60-69						I don't support the utilisation of the dishonest funding, pork-barreling funding or voter buying funding by desperate politicians, call it what you like. Building more car parking and especially multi deck car parking is unsustainable in a Glen Eira context. Our UFS say we		The same reasons I gave for not supporting the proposal for the Elsternwick multi-deck car parking	I live in Glen Eira and I think attracting more cars into these activity centres without any direct planning to say we need them is bad planning. COVID-19 has shown we should be lowering our dependency on cars and commuting to the CBD. We need sustainable living solutions to lower our

							need to preserve tree, even the ones in this proposed site, not fell them and replace them with concrete. This proposed building will be one big concrete heat sink.			carbon emissions, not concrete car parking solutions on the whim of crooked politicians
29	50-59	ST KILDA EAST, VIC								Although not in the immediate area to either, I shop at both Elsternwick and Bentleigh so I regularly park my car in these shopping areas. The increasing number of apartments around these shopping areas add to congestion and increased parking is necessary. These commuter car parks will take

										pressure off other car parks where I like to park including opposite The Classic cinema. Also, if I do want to commute to the city, I will have somewhere to park as I usually try to park near Balaclava station and the number of parking near the station is very limited.
30	25-34	ELSTERNWICK, VIC		4 hour + parking should not be free in areas like Elsternwick and Bentleigh. Until you start charging for it you can't really gauge the value people place on them. If those people driving less than 2km won't pay \$5 (example) a day then they don't			Council should prove the demand for paid 4 hour+ car parking before dedicating such a valuable resource (high value land holding in an activity centre). Even though the Federal Gov is			I'm interested in value-for-money and good outcomes for GE residents and businesses.

				really value the parking. Please do a trial of paid all-day parking near train stations (e.g. Gordon St, Elsternwick) before providing even more free all-day parking			proposing to pay for the infrastructure here, GE residents are still subsidising non-GE residents and those GE resident unwilling to travel less than 2km by non-car modes of transport by giving up a valuable land holding. How is this fair? This car park actually takes GE residents away from GE businesses, by allowing them to access areas beyond GE on the rail network. Who benefits here? On balance it doesn't sound like the City of Glen Eira. Not even close.			
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31	25-34	BENTLEIGH, VIC			Improve the attraction of 'staying local' for work and play - many of Glen Eira's residents don't need to commute to the CBD everyday for work.			The purpose of the project is wrong. If the main objective of this project was to reduce the footprint of the existing carpark area to create more green spaces, then I support this initiative. This could be aligned to Glen Eira's urban forest and water/drainage strategies as it will reduce impervious area and increase tree cover. The project would be even more beneficial if the roof of the multi-level carpark was a green roof with community gardens. However, I don't believe this project will	I will use the green spaces and be proud to live in a local area that reduces the footprint of existing car spaces to reduce stormwater runoff, increase tree coverage and reduce/offset carbon emissions.
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								reduce traffic congestion and shouldn't be built to achieve that objective. The aim should be to have no negative impact on traffic congestion AND reduce/offset carbon emissions from commuters.		
32	50-59	CAULFIELD SOUTH, VIC			Install bicycle parking racks at all train stations.		This car park will attract more traffic congestion to Glen Huntley Road. It is not close enough to the train station to attract commuters, so it seems primarily designed to attract shoppers to the Glen Huntley Road businesses. Additional cars		I don't understand your statement that it is not worth enhancing walkability, particularly in the Southeast where walkability is low. If it's low, isn't that where it MOST makes sense to enhance walkability? Building car parks is simply going to entice	It will attract more cars to Glen Huntley Road, increasing congestion on a road I use regularly. It will become more dangerous for me since there are no bike lanes, and there will be more cars on the road.

							going to this car park will further slow trams on Glen Huntley Road, further discouraging use of end-to-end public transport. Bike parking at the station would encourage more people to leave their cars at home.		more people to drive cars, and if this is an initiative to reduce congestion, it doesn't make sense. The result will be an increase in congestion, at least in Glen Eira.	
33	60-69	ELSTERNWICK, VIC		Multi stores car parks have an aura about them. They feel unsafe even in daylight hours as well as providing a Mecca for opportunistic car break-ins and for the disenfranchised people to gather.	Promotion of existing tram services to connect to Elsternwick and Glenhuntly railway stations		Multi storey car parks solve one issues for commuters who are not locals and create many negative issues for those living nearby, safety and security being a huge one!		Same reasons as my comments re Elsternwick	
34	35-49	ORMOND, VIC	Design allows for increased green space in Bentleigh. Reduced pressure on street parking increases viability of improved bicycle		Linked bicycle network, especially to and from train stations		No increase in green space from the project, no reduction in street parking to allow for			

			paths and widened footpaths/outdoor dining options on Centre Rd and Glen Huntly Rd.				bicycle lanes or widened footpaths			
35	60-69	BENTLEIGH EAST, VIC		Car parking encourages more vehicles to come to the area, thereby increasing (rather than reducing) congestion			Utilise for open space given Glen Eira ranks poorly in this regard		Additional car parking will increase traffic congestion	
36	70-79	ELSTERNWICK, VIC	Please enter into a similar deal with the state government to build a multi level car park over the railway line on Gordon St. Elsternwick		A multi deck car park funded by the state government over the railway line along Gordon St. With all the proposed development in Selwyn St. and lack of parking for cinema patrons such a car park would make surrounding businesses viable into the future.					

37	35-49	CAULFIELD, VIC		This is just encouraging more people to drive cars, creating more carbon emissions, and decreasing people's opportunities to use sustainable transport methods.						
38	60-69	ST KILDA EAST, VIC		We pay our council rates to better the City of Glen Eira for its residents. These car parks are for the benefit of people who don't live in Glen Eira who wish to reduce their transport time into the city by driving into Glen Eira, parking in Glen Eira and training or tramming into the city. Please stop making decisions for the benefit of residents of other council areas, and concentrate on	All these suggestions are just a waste of money and constant tinkering with these leads to great frustration. None of this should be council business. As for "improving the perception of buses", what nonsense. The role of the council is to provide services and amenities to its rate payers, none of the above are					My rates will be wasted again on nonsense. Thank you for seeking the opinions of the ratepayers. I hope the council will give more consideration as to what amenities and services they can provide to the people of Glen Eira, rather than looking for ways to maximise revenue and spending.

				improving the quality of life for Glen Eira residents. Also, decisions should be made after considering the wishes of those immediately impacted by them, for example greater weighting should be given to the views of those living near the proposed car parks over those living further afield.	relevant to this. We are sick and tired of the roads and the speed limits constantly being tinkered with for no actual benefit. Just stop it! Leave the roads alone.					Perhaps funding could be re directed to creating more open spaces which are sadly lacking in Glen Eira.
39	60-69	CAULFIELD NORTH, VIC			Local community bus around the municipality, as Port Phillip has, for libraries and various local shopping areas	Proximity to the new Jewish precinct in Selwyn St where parking will be removed and not provided for in a multi-storey building				
40	60-69	BENTLEIGH, VIC		The Report EVIDENCE OF THE RELATIVE EFFECTIVENESS FOR URBAN "CONGESTION BUSTING"					Also - if it is factual, then a massive build for 200 cars (if parking for train travel) is one train of	Bent Street - is central to the recently proposed Bentleigh Structure Plan, and that plan

				<p>MEASURES IN GLEN EIRA notes: While LBS data can be used to determine origins and destinations of users of the two commuter car parks, it cannot be used to determine mode of access to the stations. However, where the destinations of car park users are along a train line, we can infer that these travellers travelled by train after parking their cars. This is incorrect for Bentleigh as the car spaces - where marked - spacers are currently used on a 50:50 basis for local strip shopping centre employees, Coles employees and shoppers. The Reports</p>					<p>passengers. That is a lot of money and effort - and it really does not achieve very much.</p>	<p>has not been considered when suggesting the location. Bent Street is a carriageway of traffic between McKinnon and Bentleigh for local traffic - and at most times is one one traffic due to car parking on both sides of Bent Street. With Vuckery Street closing for the Eat Street project access to Centre Road, the Vickery Street traffic will change to Bent Street.</p>
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				assumption is incorrect.						
41	60-69	GLEN HUNTLY, VIC		Council did not request the funding						
42	25-34	BENTLEIGH EAST, VIC								For a council that has previously reduced net spend in systems proven to increase operational efficiency, reduce risk and also create a governance framework, for the incumbent council members to be against this would be a slap in the face. The government is offering money, from a legitimate source, and rejection of

										said money could lead to future instances where money is no longer provided. Glen eira council needs to drastically improve. Incompetence and arrogance is running high, and further arrogance would be shown by not adopting this scheme.
43	50-59	BENTLEIGH, VIC		high rise car parking is not an appropriate solution					high rise not appropriate	
44	50-59	BENTLEIGH EAST, VIC			1) Widen road access by reducing nature's trip to provide car parking 2) making it illegal for caravan, boats and trailers to be stored on					

					residential streets - need to go into storage and need a permit displayed if to be outside on street for longer than 48 hours. These are taking up too many car parks in residential streets and increasing congestion.					
45	60-69	ELSTERNWICK, VIC			Improved nighttime lighting (sensor lights so they dont have to be on all night). There is no way I would walk into or home from Elsternwick commercial zone from/to my my home at night, 600m. I don't like walking past the graffiti people and the(very) dark areas. I use	ONLY proceed if the design incorporates a border (or other) of deep rooted trees. There are 72 mature or slender trees on this site - in the documentation provided there is no discussion or mitigation on the loss of significant (for Elsternwick) tree canopy - you can see the canopy in your images - go and walk around this				

					my car - if there are no carspots (usually there are none on my way home from work), then no takeaway or I don't go out.	site - have a look - it will surprise you. Then work out a design to save/replant a SIGNIFICANT number of trees. Given Glen Eira's tree canopy loss I am astonished that there is no discussion on this. I would prefer a taller build WITH A SMALLER footprint to allow trees to grow in deep soil - please make this a priority, otherwise your green walls are a poor substitute in hot weather and given the concrete bulk = more heat island effect , regardless of whether the concrete is recycled				
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46	35-49	CAULFIELD NORTH, VIC			Car parking near train stations	Better car parking will also encourage locals to eat out and move around the area and support local business		Glen eira needs more open space. Additional parking will bring more people to that area		
47	35-49						It is not the most effective use of funding to increase car parking at a Station that only has 1 line (Sandringham) run through it. Caulfield is a much larger hub and access to free parking here is much more problematic. Any infrastructure investment at Elsternwick would need to include appropriate security upgrades - the current carpark often feels unsafe with			

							evidence of public urination in the parking area/stairwell			
48	70-79	ST KILDA EAST, VIC								Property owner and shopper in Glenhuntly Road.. Frequenter of Glenhuntly Road for shopping & recreation. Need more car parking spaces in the area, especially in the next few years. It's a brilliant opportunity!!!
49	25-34	ELSTERNWICK, VIC		Encouraging more car use contributes to climate change which does not comply with council policy or state government legislation			Encouraging more cars contributes to climate change and makes an area that already has too many cars even worse. Spend the time and money on things that will actually get more people		Encouraging more cars contributes to climate change. This site could be better used for other things such as public housing. Money could be better spent on improving the cycling lanes to get to	Glen Eira ratepayer and will be impacted by climate change in the future as well as my children

							onto public transport such as upgrading the tram stops to platforms and making the buses more frequent		the station or increasing the bus frequency	
50	70-79	CAULFIELD, VIC								reduce through traffic and take car commuters off road
51	35-49	MCKINNON, VIC						Reduce impact on Bent and surrounding streets by commuters parking on residential streets in Bentleigh and McKinnon		
52	50-59	BENTLEIGH, VIC			Address the nonsense of weekend parking restrictions running 8-12 on Saturdays which no longer reflects current shopping patterns. Eg Nicholson st near centre rd	Sorry, no opinion or knowledge of elsternwick				

53	35-49	BENTLEIGH EAST, VIC								
54	35-49	BENTLEIGH, VIC								
55	60-69	ELSTERNWICK, VIC								Reduction of tree canopy. Increasing heat in area. GlenEira already 1.5 degrees above average.
56	50-59	BENTLEIGH EAST, VIC		It will be an ugly eyesore in Bentleigh, and will increase the level of crime (break-ins and car theft because the cars will be out of view.						Female members of my family will no longer be able to park at the station car park, as multi-story car parks are a lot less safe for female users.
57	35-49	MCKINNON, VIC		Multi-storey car parks would negatively impact the amenity of the activity centres.			Increasing capacity will increase congestion and reduce sustainable		Increasing capacity will increase vehicle traffic congestion on Centre Rd and	

							mode share split.		other surrounding roads.	
58	35-49	GLEN HUNTLY, VIC			<p>Make walking, cycling and public transport the easy modes to use to access the train station.</p> <p>Advocate to the State government to improve PT services.</p>		<p>There is no shortage of parking in the area.</p> <p>There are high quality and regular tram and bus services people can use to access the train station.</p> <p>There are high quality walking and cycling connections to the train station.</p>		<p>Inappropriate to construct a multi storey car park in the transition are from commercial use to residential use.</p> <p>Sensitive interface to consider.</p> <p>Good quality public and active transport connections already exist.</p> <p>The car park design will be poor with the focus on maximising numbers. It will not be a space that is friendly for markets.</p>	<p>Impacted by increased traffic on our streets from well outside of GECC trying to access the car parks.</p>

59	35-49	BENTLEIGH, VIC						As long as it is an underground car park with green space on top, similar to what has been achieved in Prahran (Cato Street)		
60	50-59	BENTLEIGH EAST, VIC		Not enough information on how environmental concerns in relation to development and green space can be incorporated. Personal safety issues with these type of structures, especially at night time. It will increase congestion and traffic in the surrounding small streets. Increase in pedestrian safety issues. Creating more structures that contribute to				Not enough information on how environmental concerns in relation to development and green space can be incorporated. Personal safety issues with these type of structures, especially at night time. It will increase congestion and traffic in the surrounding small streets. Increase in pedestrian safety issues. Creating more structures that	Development in the local area has the capacity to create and increase the urban heat island effect which has a flow on affect. Continuing approval of multi level development allows for further creep of such development into the surrounding areas.	

				urban heat islands.					contribute to urban heat islands of which is becoming a bigger issue in Bentleigh and East Bentleigh.	
61	60-69	ELSTERNWICK, VIC	It is an improvement to Glen Eira that does not come out of council's budget, freeing up funds for other services.		More pedestrianised streets. One issue with providing carpark for people living outside the municipality to park and drive is that it will increase congestion in Elsternwick as more cars are driven to the car park. It should not be free for non residents.	When commuters are not using it, those residents that can't find a car park near their home will have somewhere legal to park rather than risk getting a fine in permit only spots. There are currently not enough spaces for residents to park legally. There are people that rent buildings that are 130 years old in Glen Huntly Rd Elsternwick that have no parking spots and are not provided with a permit by council. And				Less evening traffic as locals will not need to drive the streets looking for a park for the night. Theatre goers and shoppers will not be cruising our streets. I say this under the assumption that residents will have overnight free parking and only about a third of those using this type of commuter carpark will be commuting. Will be negatively impacted by the effect on

						Council are still approving developments with reduced parking allowances. If they didn't do that, they wouldn't need the Federal Government to bail them out. Developers should be paying for this car park rather than it coming from Government funding.				climate change. There are currently about 70 trees in the site; the concrete, whether it is made with recycled material or not will act as a heat bank. To rectify this, it should be built underground with a park and tree canopy on top.
62	70-79								If a multi storey carpark is needed it should be located over the existing carpark in Nicholson Street.	
63	25-34	ELSTERNWICK, VIC		Multi-storey carparks are something that you see in the city that are poorly maintained and are an eye sore. this does not give			Eye sore to the neighbouring houses. Disrupts the vibe and atmosphere of the		Disrupts the neighbourhood vibe	it will obstruct the view from my house

				the neighbourhood good vibe			neighbourhood .			
64	50-59	ELSTERNWICK, VIC		I'm not against car parking, however, i'm against an antiquated approach of a multideck above ground car parking facility. We are in 2021 and we need to be progressive with our construction. The multi deck above ground car parking facility is very 1980's. We have the opportunity to be able to not only create more car parking via an underground basement multi level parking (paid by commuters or otherwise) but more importantly to create open						

				green space above ground especially on the Stanley st site. We the residents are crying for bigger and larger open spaces, especially with the escalating amounts of apartments being constructed. Two of which are abutting the site of Stanley st on Riddell Pde. We do not have to look far but at our neighbours in Pahran, and they did not waste an opportunity to be modern with their car parking construction. The above ground could be an extension of the park on Riddell Pde plus house bike cages to encourage bike riding to Elsternwick to reduce						
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				congestion. Plus the park could also could be used for community events such as a ' Artisan Market ' to help promote the local artist. Or retro food trucks on special occasions. Please be progressive and not waste precious real estate on an ugly eyesore. Let's give our children precious open space with the funcionailtiy of car parking underground.						
65	60-69	CAULFIELD NORTH, VIC	Older members of the community (eg my disabled mother) will have greater access to parking.					With out sufficient car parking the shopping centres will die.		
66	50-59	CAULFIELD SOUTH, VIC	New car parks can house new Electric Vehicle chargers			Supports parking for restaurants, Classic Cinema		Helps commuters who have to catch bus from Bentleigh		

67	60-69	CAULFIELD NORTH, VIC	we have an aging population in Glen Eira. More parking will allow easier access to those with mobility problems. Prioritising transport options to busses and bicycles discriminates against the elderly with mobility problems and the disabled.			Local businesses are struggling. By improving parking it will enable easier access to those businesses. I am concerned that with continued parking problems, especially in the Elsternwick area many of those businesses will be forced to shut down as people decide to shop elsewhere.		By increasing parking we make access to local businesses easier and hence support local small business owners. This is particularly important in these times where local shopping centres are struggling.		
68	25-34	ELSTERNWICK, VIC					The impact of traffic on Riddell parade especially near a park and with residential access is already congested. More parking will compound this issue dramatically.			

69	70-79	CAULFIELD SOUTH, VIC	Improve retail & small business services. Parking is an opportunity to support small business		Maintain tram & rail services plus maintain roads & footpaths.... Keep bike lanes behind shops!	Well placed parking should support retailers, services, & businesses. Small sites can be a good option, to increasing parking. Amalgamating sites is good especially in the long term, when opportunities come along Stop cycling lanes... they could use laneways, but not tramways ... cycling.lanes should not be at expense of Tram, parking, access to commercial businesses.		Parking in Centre Rd area gives Council amalgamation of small sites. Cycle lanes should be laneways, park surrounds please look for multi storey carpark opportunities		Parking for work & pleasure is important. Railways should provide every opportunity for Parking. Cycling lanes have intruded into parking etc Cycling lanes around parks is safer & encourages children & adults to utilise these areas
70	35-49	CAULFIELD SOUTH, VIC			More local milk bars				It will turn Bentleigh Market into Cheltenham market, which is cold and unpleasant under a multistorey	I don't want Bentleigh market to change. I like it the way that it is.

									concrete carpark.	
71	60-69	ELSTERNWICK, VIC					<p>Its too small. The other end of Stanley street is far better with less impact on residents, much bigger and more central to shopping and only 5 minutes further for commuters to walk.</p> <p>this site at 26 Stanley st will provide very limited benefits, will interfere with residents in 26 Riddell Parade who face the car park and is only recommended because the council approved the large new</p>			

							building in Selwyn street without ANY parking.			
72	50-59	CAULFIELD NORTH, VIC		I would be supportive of a multi-deck car park if it coincided with removing car parking on shopping streets for outdoor dining, more trees and bike lanes.	I would be supportive of a multi-deck car park if it coincided with removing car parking on shopping streets for outdoor dining, more trees and bike lanes.					
73	35-49	ELSTERNWICK, VIC					Should be basement parking with public greenspace above. Multi level high rise parking is an ABSOLUTE NO. The area needs more green space above assisting commuters from outside GE council areas to park closer to			

							Elsternwick station. Funds should be directed to fixing the unsightly existing footpaths and streets scapes around Glenhuntly Rd. These are in appalling condition!			
74	70-79		Council should state clearly that the process used by the Federal Government in allocating funds was without integrity.							
75	35-49						Increasing parking capacity will only increase the volume of cars in the local residential streets trying to get parking spots (currently already a dire situation) and create rat runs in local streets bypassing			

							major thoroughfares (eg Glen Huntly and Kooyong Roads, Gardenvale Road/Nepean Highway). Need to see solutions that will reduce volumes of cars not increase them!			
76		BENTLEIGH, VIC	People who live and/or work in Bentleigh already face competition from people outside of Bentleigh for adequate parking space near the railway station and retail area, particularly in non-pandemic times.					Would allow Sunday Market to continue, although there must be a review of its operation re costs/benefits including negative impacts that often go unrecognised.		I live approx ten minute walk from the station, and would not need to have car parking during the day. However, it is essential for me or many others who are leaving or returning to the station outside of daylight hours, especially re personal safety issues. Also, it is very important that

										users who are confirmed as Bentleigh 3204 residents or holders of Glen Eira disability parking permits get first priority for use of the parking. In addition, this Commonwealth funded project should provide free parking, and never be outsourced to obtain revenue - this would raise concerns around potentially corrupt behaviour. Re Sunday Market, it would improve access for stall holders, visitors and local retail shoppers.
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77	60-69	BENTLEIGH, VIC		Multi storey carparks are somewhat unsightly and add nothing to the streetscape. There are also security/safety issues, particularly at night, as they can attract undesirable characters, incl opportunistic car break-ins, unless they are adequately policed		There should be a third option in Question 4. Yes No or Other ie not sure or maybe or ...			See my earlier answer	
78	70-79	ELSTERNWICK, VIC		A multideck above ground car park in Stanley Street would be a terrible eyesore. If additional parking is needed, and I don't know if it is, then a far better solution would be for underground parking with green space above						An above ground multi deck car park will be an eyesore. Glen Eira needs more green space. If additional car parking is required, and I don't know that it is, then build a below ground facility with green space above.

79	50-59	ELSTERNWICK, VIC					It's been proven that the majority of workers will not return to inner-city/CBD workplaces in a full-time capacity post-COVID. A multi-story commuter carpark is an entirely redundant project and an outrageous waste of taxpayer money. What's more, there's already an underused multi-story car park at the train station and could be improved instead. Even the proposed Stanley street is rarely ever full. It's in a better location than the previous			
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							suggestion (further down Stanely street), but still seems unnecessary.			
80	35-49	ELSTERNWICK, VIC					Council should consider underground parking with a green space on top. Glen Eira is already quite scarce in green spaces. Utilize this area for an underground carpark and a beautiful green space for all to use. Beautify the suburb, stop building these horrible towering apartments and in this case, an ugly above ground carpark.			
81	60-69	ELSTERNWICK, VIC					Multi storey parking is unpleasant to look at and also unpleasant to use. GECC should pursue			

							ground level site - or perhaps at most an 'open' first floor only developments at both Stanley St sites			
82	60-69	ELSTERNWICK, VIC			Glenhuntly Rd is single lane traffic and cars making right turns can hold up traffic, trams and times. Parking near these turns should be removed so traffic can go around turning vehicles.					
83	50-59	CAULFIELD SOUTH, VIC				Will there still be a level in the proposed commuter park that will remain for local shoppers?		How does a multi storey carpark create open space?		I'm a local shopper - don't use Elsterwick/Bentleigh Stations - use other stations closer to my home. I see that it will reduce my parking options at both shopping precincts.

84	50-59	MCKINNON, VIC		Wherever these large concrete towers are built they physically break up the community by creating an inhospitable landscape for pedestrians. The roadway access to these car park towers become dangerous for pedestrians and people like myself end up avoiding these alienating zones	On the improvement of perception of buses- a rapid transition to electric buses is required. They are currently noisy and emit offensive hazardous fumes which are off-putting. This should then be followed up with expanding the network and frequency of these cleaner quieter buses		As per other comments on car park towers- I object to this location for the reason that these concrete towers are destructive of local amenity and community - and pedestrian access becomes more difficult and unpleasant		As per my previous comments these concrete car park towers are destructive of local amenity and make pedestrian access more difficult, unpleasant and cause pedestrians to shy away from the area around the car park which become inhospitable	I have no doubt that this proposed car park with create a “dead zone” around it for pedestrians- as is the case with all other such structures. We should be encouraging active transport, yet these towers make pedestrian and cycling access to the immediate area around the car park much less safe, more inhospitable and alienating. I object strongly to the introduction of these car parks to my community
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85	60-69	MCKINNON, VIC			work to overcome the enormous traffic flow in Bent and Nicholson sts you have built 300 apts in bent st and havent thought of traffic flow or parking requirements believing residents only have 1 car which is totally ridiculous				the traffic will increase incredibly along Bent street and traffic jams will be created near the shops	
86	50-59	CAULFIELD SOUTH, VIC	To support our strip shopping areas			This has been a carpark for as long as I can remember and if parking can be increased, will service commuters, customers of local traders and other vibrant Elsternwick offerings (park adjacent to Bang Bang and Goat House), Classic Cinema,		It is a no brainer if it is fully funded by the Federal Government.		I am a regular shopper in Elsternwick and in Bentleigh and also regularly eat at the cafe's & restaurants in both locations

						Ripponlea Gardens etc				
87	50-59	MCKINNON, VIC		The development will remove an important community space that houses the Bentleigh Market - this will impact on the cultural connections residents experience from this shared space. Investment in car parking is short sighted given the negative environmental impact of motor vehicles. Public transport and sustainable transport improvements should be the focus.			Council should invest in more sustainable transport options.		The open air market provides public amenity that an undercover site would lack. A great deal of the experience if the market is that it operates in all weather, outdoors. Not in a horrible concrete carpark.	
88	50-59	BENTLEIGH, VIC			Customer car parking limits should be 1 hour so the parking keeps moving. Longer					

					parking on boundaries. All car parking along centre road should be one hour. 2 min/ and 15 minute limits removed. Confusing and irrelevant to strip shopping. All parking limits should be consistent so NOT to confuse patrons.					
89	50-59	ELSTERNWICK, VIC		Elsternwick already has a multi-deck commuter car park. Residents don't want another. Council has failed to explain why the proposed site has changed. Council's assertion that this new proposal will have "minimal impact on the surrounding residential area" is false.			It is dishonest and wrong to assert that here will be minimal impact on the surrounding residential area", when a residential impact study has not been undertaken. The new site is bordered by two apartment towers and heritage houses directly			As a long-term resident and ratepayer living in Elsternwick, I do not wish to see my local neighbourhood swamped by another ugly concrete structure which will attract more cars, noise, fumes and congestion into already congested local streets. Besides the well-

				<p>Council has failed to undertake a residential impact study for the new site.</p> <p>Where is the consideration of the impact of more cars, more noise, more congestion, more pollution, loss of amenity, loss of privacy, loss of trees, overshadowing, traffic hazards etc?</p> <p>This proposal will be hugely detrimental to residents in the two apartment buildings directly adjacent to the car park, and to residents in Stanley St, including the heritage properties directly opposite the site.</p> <p>The proposal is totally incongruent with</p>			<p>opposite, and it is totally incongruent with the neighbourhood character overlays. The Stanley St East car park would have a much lower residential impact, and has the benefit of proximity to the much larger Orrong Rd, rather than funnelling more traffic into already congested, smaller local streets.</p> <p>The proposal represents a net increase of between 82-122 car spaces, at a cost of between \$82,000 and \$122,000 per parking space, assuming a total outlay of</p>			<p>documented problems of air pollution, congestion and accidents caused every year, the largest effect cars have on suburbs is the tremendous damage they do to social spaces. The local community deserves better.</p> <p>Living locally, my family, neighbours and I will suffer with more cars, more noise, more congestion, more pollution, loss of amenity, loss of privacy, loss of trees, overshadowing, increased traffic hazards etc.</p> <p>Multi deck car parks are</p>
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				<p>Council's neighbourhood character overlays. Doubling the number of car spaces at a cost of \$10 million, or in excess of \$100,000 per car parking space is ridiculously expensive, inefficient and wasteful, given the standard cost of multi-deck car park spaces is around \$50k. Council has declared a "climate emergency". Building a concrete multi-deck car park to attract more cars to congested local streets directly contradicts the stated policy of reducing carbon emissions and promoting environmental sustainability.</p>			<p>\$10 million. Given that the standard cost of multi-deck car park spaces is around \$50k, the proposal is horrendously expensive, inefficient and wasteful. The VLC Report states that "the increase in capacity park and ride at Bentleigh and Elsternwick can be expected to reduce the rate of car trips towards the CBD by about one third of all new users of the car parks, or in other words, every three new car parks will mean one less longer distance car trip towards the CBD." Unfortunately the VLC report</p>			<p>bulky, ugly and depressing. Living in a heritage property in Stanley St, the established trees in the car park are visually pleasing and cool the surrounding area. The proposal is totally incongruent with Council's neighbourhood character overlays, which aim to protect the characteristics which contribute to the local character, and ensure that the character, appearance, location, form, height and bulk of new development is compatible</p>
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				<p>Why hasn't consideration been given to an underground option like Prahran Square in Prahran?</p> <p>The VLC 'analysis' fails to investigate costs as well as benefits, which renders it, and its 'findings' meaningless.</p> <p>Glen Eira has the lowest amount of open space within any Victorian municipality, and a tree canopy which is gradually being eroded. Using valuable open space to build a multi-deck car park, and removing the mature trees at the site would only worsen these problems.</p> <p>In the wake of the pandemic, we have the opportunity to</p>			<p>does not contain any rigorous analysis, uses 15 year old data, and these assertions cannot be verified.</p> <p>One of the biggest problems with the idea of driving to public transport is psychological. Once you've started your journey in a car, you've got little reason not to drive it all the way to your destination; i.e. it undermines public transport use. One of the best ways to encourage people to drive is to provide car parking and make it free.</p>			<p>with those aspects of existing premises on the site, or in the local streetscape. A multi-deck carpark fails to meet all of these residential development standards, and would be an ugly blight on the streetscape. Council has declared a "climate emergency". Building a concrete multi-deck car park to attract more cars to congested local streets directly contradicts the stated policy of reducing carbon emissions and promoting environmental</p>
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				reimagine better options for how our suburb functions, - with more space for people and less for cars. It is time for long-term vision and planning to replace knee-jerk policymaking and political expediency.			Like building roads to relieve congestion, the provision of parking creates its own demand, and so increases the problem instead of reducing it. There's never going to be enough parking. One solution is to use local feeder buses. For a fraction of the \$10 million outlay, it would be possible to purchase and operate a fleet of buses which would deliver local passengers to trains all day, not just in peak hour when parking spaces might be available. There needs to			sustainability. One of the best ways to encourage people to drive is to provide car parking and make it free. Glen Eira has the lowest amount of open space within any Victorian municipality, and a tree canopy which is gradually being eroded. Using valuable open space to build a multi-deck car park, and removing the mature trees at the site would only worsen these problems. Ironically, in assessing "congestion-busting" initiatives the VLC report concludes: "it is
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							<p>be a shift in mindset to implement sustainable solutions. Building more and more car parks is a non-solution. The rationale for the funding is flawed. The areas where car parks are under the most needed is in Melbourne's outer-fringe suburbs, in the west and the south-east of Melbourne. Inexplicably, it was Liberal-held eastern Melbourne electorates like Goldstein and Kooyong, where the annual population growth is less than 1 per cent, that</p>			<p>likely that the risk of local congestion at the Elsternwick activity centre is greater than that at Bentleigh"..."congestion-busting" indeed?! Another multi deck car park would be too expensive to build and maintain, is space-intensive, locks up valuable real estate, and requires public transport users to own just as many cars as if public transport didn't exist. Elsternwick ratepayers are looking to Council for smarter, more sustainable solutions. This proposal is a</p>
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							received funding for multiple car parks. Suburbs like Werribee and Melton, in Melbourne's west, where population is growing at a rate four times faster, and which are considered safe Labor seats, did not get car parks and representatives were not given a chance to propose any. A concrete multi-deck car park would create an urban heat island. Replacing natural land cover with a dense concentration of concrete that that absorbs and			disaster. In the wake of the pandemic, we have the opportunity to reimagine better options for how our suburb functions, - with more space for people and less for cars. It is time for long-term vision and planning to replace knee-jerk policymaking and political expediency.
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							<p>retain heat, would result in heat trapped by the hard concrete surfaces, increasing urban temperatures, and resulting in a less liveable and less attractive neighbourhood .</p> <p>Council needs to investigate how we can cool down our suburbs. Building more artificial surfaces which hold more heat and make our urban environments hotter, with heat radiating from roads and footpaths is not a solution. Despite the Urban Congestion Fund's stated</p>			
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							purpose to manage congestion, there's certainly not an obvious correlation between congested roads and where the commuter car parks are proposed. Expecting people to drive to railway stations puts an artificial limit on the number of passengers the train system can support. Car parks are expensive to build and maintain, are space-intensive, lock up valuable real estate near stations, and require public transport users to own just as			
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							many cars as if public transport didn't exist. Multi deck car parks pose anti-social threats as well: poor lighting and lack of surveillance can turn them into hangouts for vandals, and a hub for antisocial behaviour including theft, assaults, graffiti, vandalism etc. Another multi-deck car park is inappropriate in Elsternwick. It would be too expensive to build and maintain, extremely space-intensive, locks up valuable real estate, and would require public			
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							transport users to own just as many cars as if public transport didn't exist.			
90	35-49	CAULFIELD, VIC		This is a big concern: while it may potentially reduce some congestion between this area and the city, it will horrifically increase the congestion in our local area, where we live and play and will make it very difficult for residents. As the representatives for the residents in Glen Eira, council should be pushing back on this project. Glen Eira is already subject to massive population density increase, and already we have traffic concerns, with this additional	There NEEDS to be a safe cycle lane for commuters to cycle into the city! THIS IS SUCH AN OBVIOUS SOLUTION and would immediately drop congestion. IF YOU BUILD IT, PEOPLE WILL USE IT! It will benefit our health and wellbeing along with the environmental benefits.		It's inappropriate for the area. This is a residential area, and along with the current ongoing increases in residential dwellings, the additional cars will only serve to increase traffic congestion and further pollute our area.		Again, while this may benefit others outside our area, this will significantly negatively impact Glen Eira residents. Please ask the Government to instead think GREEN and CLIMATE CHANGE and FUTURE PROOFING and HEALTH AND WELLBEING, and advise them to instead use this funding to BUILD A SAFE BIKE LANE INTO THE CITY. This would achieve the goal of	I live in Glen Eira and will be impacted by the shift in traffic congestion, which already has its issues, and the increased pollution, which is not being balanced by adequate green space / tree canopy.

				plan, traffic will literally be backed up and impact on the entire area - not to mention the significant environmental impact that all the additional cars pollution will have on an area with the least amount of green space in Victoria.					reducing congestion.	
91	50-59	CAULFIELD NORTH, VIC			More turn right arrows at intersections to clear the traffic eg Glen huntly and Hawthorn Rd.	It won't stand out visually. It is an under utilised piece of land.				I will use the car parks to park safely when shopping or dining in those areas.
92	50-59	ORMOND, VIC							The existing carpark is never full anyway, so more spaces not required. Waste of money. Security - multi level car parks not safe at night. Inappropriate development of the area.	

93	70-79	CAULFIELD EAST, VIC			Secure bicycle parking at stations such as Elsternwick		A multi-level car park will add to congestion in this area.			I object strongly to the manner in which funding for these commuter car parks has been allocated and consider that there are more pressing needs elsewhere in australia.
94	18-24	ORMOND, VIC			I just wanna really double down on cycling infrastructure There are some verry buissy roads in glen ira with terrible to no bike lanes where your just brushing up against fast traffic I really think we should be working to a Glen ira where everyone feels safe riding on the roads					

95	60-69	MCKINNON, VIC					<p>A commuter carpark would be better placed at Ormond where it is accessible to a major arterial road and there is significant space above an around the station to build a multideck carpark. Building carparks in a congested shopping centre like Elsternwick will just add to congestion in the surrounding narrow streets.</p>		<p>A commuter carpark would be better placed at Ormond where it is accessible to a major arterial road and there is significant space above an around the station to build a multideck carpark. Building carparks in a congested shopping centre like Bentleigh will just add to congestion in the surrounding narrow streets. There are many new apartment developments in this area which have paid lip service to adequate carparking. Many residents from</p>	<p>A vertical carpark would be unsightly and access to the Bentleigh shopping precinct would become further congested, and remove the current space which is used by the Sunday market. Neighbouring streets will be more difficult to use as both pedestrians, cyclists and drivers. Ormond has none of these issues.</p>
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									neighbouring precincts like East Bentleigh and further out already drive over to access the Frankston Railway line and park their cars in the surrounding streets all day. Local residents in Bentleigh and McKinnon can walk to their stations and could be encouraged to do so by charging fees for parking. Commuter parking should be accessible to those living further away and a small fee would be worthwhile for them.	
96	35-49	CARNEGIE, VIC			Removal of the Neerim rd and Glenhuntly Rd level crossings.					

97	50-59	BENTLEIGH, VIC					commuters should utilise existing bus connections to elsternwick station.			Centre rd is too congested as is . Construction of a carpark will bring more commuters into the area that cause more congestion and crime . just look at what happens at Huntingdale station
98	60-69	PARKDALE, VIC						Provision for expanded Rotary Market		Member of Bentleigh Rotary Club
99	25-34	ELSTERNWICK, VIC					Likely to cause traffic back ups in nearby streets due to limited ability to handle traffic, encouraging and facilitating car use will increase not decrease congestion			

100	50-59	MCKINNON, VIC		Bentleigh has already been damaged by inappropriate development. It doesn't need the additional ugliness of a multi-story car-park, particularly since COVID when fewer people are commuting.					Bentleigh has already suffered from over-development in recent years, and seems to get getting uglier by the day. In particular it doesn't need the added ugliness of a multi-story carpark when there is already plenty of parking, and particularly so since COVID when fewer people are commuting. The Sunday Rotary Market is a local favourite - why would you destroy such a community success story?	
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101	50-59	BENTLEIGH EAST, VIC								Not required or needed. Will impact area by developing another hideous carpark.
102	60-69	BENTLEIGH, VIC							traffic flow in Bent street will not cope, difficult as it is now since pandemic commuter numbers to city are greatly reduced on street car parking presently meets the needs of community more high rise in the congested area will diminish the appeal of the area rather see green spaces in shopping centres for community to meet and chat	congestion of traffic in the shopping area will be worse, this will make it more difficult to get back into centre road from bent st. would prefer to see this carpark on the Nicholson side of the Bentleigh railway as this is the vic track land which is commuter parking space

103				I suggest that the Council liaise with the Victorian Railways with a view of building over the railway cutting to provide many more spaces adjacent to all modes of transport and the shopping centre.			I am concerned that by doubling the capacity of the existing carpark the safety and traffic problems will be badly exacerbated.			It is suggested that the Council liaise with Victorian railways and build over the railway cutting adjacent to the Elsternwick station and shopping
104	70-79			Council being locked in to a 'solution' which is contra its strategies on IT and Climate Emergency						Less likely that alternatives such as flexible bus services and improved cycling will occur in favour of this focus on carparks. Flexible bus services should cater not just for commuters but everyone. Impacts on me as I get older and want alternatives to car and long walks to Bentleigh

105	50-59	ELSTERNWICK, VIC								The car park next to Elsternwick station attracts graffiti artists, druggies and youths. There is no need to provide a like space to attract similar problems in Stanley street
106	35-49	ELSTERNWICK, VIC			More localised bike share programs where the bicycles can get people to and from the station.		Safety. There is frequently 'unsocial' behaviour occurring in this car park in its present form. The creation of a larger parking complex would possibly encourage more of this type of behaviour in less visible spaces.			
107	70-79	CAULFIELD NORTH, VIC					Wrong location. Why not cover over the railway cutting opposite the			

							cinema on Gordon St?			
108	80+	CAULFIELD SOUTH, VIC					<p>I do not believe more parking in this area will reduce congestion. Elsternwick is already a busy, high traffic area with several carparks and more carparks - especially ones designed for rail commuters - will only encourage more people to drive to Elsternwick. People taking the train should be encouraged to find other ways to get to the station including bus and tram (which are well serviced in the</p>			

							area but frequency could always improve), cycling or walking. A new carpark would only encourage more people to drive to the station including from outside Elsternwick. Furthermore it is inappropriate for Council to build carparks that were not planned or there is no utility for simply because the Federal Government is trying to pork-barrel the area. Council should ask for this funding to go towards genuinely needed local congestion			
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							priority projects.			
109	50-59	CAULFIELD NORTH, VIC		In particular to Elsternwick, would reduce ambience of the village, existing areas of parking exist and is not required at all in consideration of high transport links currently aligned to the railway station.			Site as it presents now offers sufficient, preferential, low-level local parking as well as greenery surrounds and across that add to local ambience. Further, the addition of multi-parking closely adjacent to schools and library, both of which experience high junior walking traffic, is to be discouraged.	Additional guaranteed provision of future stakeholder usage (Rotary) and open space plaza		
110	35-49			Car parking needs to be dispersed across shopping precincts and not consolidated. Numerous at	Please provide good safe link to other linear corridors such as Gardiner's		Congestion in surrounding streets will increase and wait times to move will	Creates more open space		

				grade parking disperses congestion and improves access to different parts of an activity centre. At grade is safer and enables canopy trees throughout the car park. Multi level parking makes me feel unsafe and is not innovative when 50 years from now, cars mode and use will be different.	Creek form Elsternwick		increase in peak periods. Leave as is.			
111	35-49	CAULFIELD SOUTH, VIC					I don't think the increase in parking is worth it			
112	35-49	CAULFIELD NORTH, VIC	Support local traders			Create space for Elsternwick community activities like markets		Space for communal activities and green areas		Will use to shop and use trains to the city/ work
113	50-59	BENTLEIGH, VIC			Reduced road speeds on local roads to encourage walking and cycling		Distance from station is unlikely to encourage train commuters to		Cost per space is poor value for money for taxpayer funds. Multi-storey structure will	As a regular pedestrian in this area, I will be impacted by increased

					Ensure traffic lights are more responsive to pedestrians		use it. Even if they do, the cost per space is poor value for money for taxpayer funds.		overshadow the station platforms, reducing natural light, particularly in the mornings when passengers are waiting. Also likely to add to congestion on Centre Road at peak times.	traffic congestion.
114	25-34	PRAHRAN, VIC								I cycle through Elsternwick and Bentleigh, this will increase car usage, congestion, and make rides worse. This will also be worse for local air pollution and carbon emissions.
115	35-49	BENTLEIGH, VIC			Destroys the openness of the current sites				Build the car parking over the train line.	

116	35-49	CAULFIELD NORTH, VIC		Bentleigh MIGHT be arguable based on lack of PT but: a. a proper, evidence based assessment is needed for both traffic movement and parking demand, b. proper investigation of alternatives in the form of a genuine, good faith, exploration of more frequent and thus convenient public transport services.			Perhaps a little more attention needs to be paid to the adopted Elsternwick Structure Plan as well as the Integrated Transport Strategy, Parking Policy, Our Climate Emergency Response Strategy and the Glen Eira Planning Scheme particularly Clause 52.06.		See response to the Elsternwick site. Insofar as the Rotary Club is concerned the existing market has utilised the decades and according to its own website has existed since 1977. I am sure the Market will continue to operate well into the future under current conditions.	I'm interested in increasing the liveability of the municipality through trying to both reduce the impact of climate change in an appropriate timeframe and encourage Council to give effect to it's own policies around all of these issues as well as the 20 minute neighbourhood .
117	50-59			It's a corrupt use of Federal government funds, and direct funding of local government projects by the Federal government is almost certainly unconstitutional.	Congestion cannot be solved - it's a sign of living in a vibrant busy community. Any improvement in traffic flow will simply be occupied by more cars. Conversely, measures to remove traffic				\$10 million to gain at most 208 car spaces is an outrageous use of money. I have *never* seen this car park full, indicating that there is no problem with car parking at the Bentleigh	I already use the existing car park at the site when I need to shop at Coles. If the existing car park for shoppers is largely repurposed for commuters that would make parking

					capacity (& use the space for other liveability uses - e.g. improved pedestrian permeability) will simply reduce car usage.				shops. In fact, at most times it is far less than 50% full. Vehicle access would be mostly via Centre Rd - which is already at capacity for most of the day.	*more* difficult.
118	50-59			Encourage active transport is walking, cycling. Or Small and regular electric buses to deliver patrons to railway stations.					Encourage active transport ie. walking, cycling. Or small and regular electric buses to deliver patrons to railway stations.	
119	50-59	CAULFIELD SOUTH, VIC					I don't believe commuter car parking is a priority for Elsternwick. I believe it will only increase congestion, not reduce it. Encouraging more people to drive to the			I am a regular shopper, diner and visitor in Elsternwick and use the station as my local train station

							train station will only create more traffic and more congestion and spill out into other parking areas that shoppers, diners and residents need to use. People who want to take the train to the city or elsewhere should make arrangements to get to the station without their cars. Local residents, shops and restaurants should be prioritised in what is already a crowded area. This Federal Government funding which was evidently thrust onto the community without any			
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							consultation or regard for local priorities should be redirected to priorities that will actually reduce congestion and improve amenity in Elsternwick - whether that be improving bus and tram services, cycling or even CCTV and lighting for safety. If it cannot be used for a better purpose it should be rejected. It is not Council's role to force projects on the community just because the Federal Government has made a political promise.			
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120	60-69	CAULFIELD NORTH, VIC								Enable walking to Holocaust Centre and Classic Cinemas
121	35-49	CAULFIELD, VIC			This whole survey seems to be geared towards glen eira wanting 50% bicycles on the road by 2031. I disagree with this.					
122	60-69	CARNEGIE, VIC		Council policies and practices are internally inconsistent: we don't have a coherent strategy. Spending public money to compensate for failed planning decisions needs to be called out. We need comprehensive parking precinct plans rather than ad-hoc piecemeal spending.	Council needs to be clearer about what its ultimate goals are. At present it is not to reduce congestion but to assist developers. We don't have a decent sustainability strategy either. Before investing heavily in proposed "solutions", outline what the goals are, AND report on how successful		Previous question didn't ask if I thought the site was inappropriate. There is insufficient information to know. Any planning proposal of this size needs to provide detailed information so it can be properly assessed. I do criticize Council for granting a permit for Selwyn St in		Council's plans are incoherent. It doesn't know what the public's transport needs are, when they need to travel, where they need to travel to. Before investing heavily on a proposed solution, we need to be clearer on what the goals are, what the alternatives are, the	Standard Council practice is to use salami tactics--make a decision in say Elsternwick, then use it and its feedback to justify doing something similar elsewhere. You're not proposing stopping people from parking across my driveway. You're not lobbying State Government

					past measures have been. The Planning Scheme alleges Council's policies have reduced congestion. Well, have they?		the same precinct that provides zero parking. The politics involved here across all 3 tiers of government stinks.		likelihood of success, and how well past investments and predictions have performed.	about deficiencies in their own policies. Council's own policies are contributing to traffic congestion and you're not planning to improve them.
123	18-24	BENTLEIGH, VIC		A Multi-storey Carpark would be a massive eyesore in the Bentleigh Shopping Strip area. It would be an ugly juxtaposition to the village-like atmosphere and only add to the congestion along Center Road.			A mistake in Urban planning does not need to be continually repeated.			
124	70-79	BENTLEIGH, VIC					There is already adequate parking at Elsternwick and adding more will increase congestion due to commuters attracted from further away		The project will increase congestion on Centre Rd as well by attracting commuters from outside walking or bus commute distance	

*Where no comments were provided, the row was removed.

No.	Age	Suburb	Why should Glen Eira City Council proceed with the projects? Please select from the following reasons or add another.	Why shouldn't Glen Eira City Council proceed with these projects?	What other types of congestion reducing initiatives should Council seek further federal government funding for under the Urban Congestion Fund? Please select from the following initiatives or add another.	Why do you think this site in Elsternwick is appropriate for commuter car parking? Please select from the following reasons or add another.	Why do you think this site in Elsternwick is inappropriate for commuter car parking? Please select from the following reasons or add another.	Why do you think this site in Bentleigh is appropriate for commuter car parking? Please select from the following reasons or add another.	Why do you think this site in Bentleigh is inappropriate for commuter car parking? Please select from the following reasons or add another.	How will you be impacted by the proposed commuter car parks? Select all that apply.	Is there anything else you would like to tell us about this topic?	Do you have any comments about your experience to date and your expectations for Community Voice?
1	50-59	ELSTERN WICK, VIC				Acknowledgement that that end of Glenhuntly Rd is changing from residential - schools, cinema, upcoming Jewish Arts Quarter, Woolworths Supermarket.						
2	25-34	MURRUM BEENA, VIC				Environmentally friendly		Environmentally friendly				
3	70-84	BENTLEIGH EAST, VIC									How about spending some money on updating parking in residential streets, eg,	

											hockey sticks, making allowance for the varying size of cars SUV's Tradie Trucks when creating parking spaces. Putting speed humps in suburban streets, to prevent traffic speeding and cutting through local streets to evade traffic lights. Policing set hours of parking. Reducing parking times in busy streets, eg Centre Rd Bentleigh, thus creating CLEARWAYS at appropriate peak traffic times.	
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4	60-69	ELSTERN WICK, VIC									This is a very difficult survey to fill in as we need significant information to really be able to present a considered view. Really not appropriate for this format. Would be better focus group(s)	Topic is really inappropriate for such a survey as presented
5	35-49	BENTLEIGH EAST, VIC			Prioritise pedestrians more around key hubs like Caulfield station						I'd love to see council thinking more deeply about opportunity cost and prioritizing projects and getting better value for money from its projects. I don't know details about costs but the removal of the rotunda in Centre Road Bentleigh	

										seems to be a bloated project that doesn't deliver commensurate benefits. I'd love to see that money going in to Libraries instead. I'd like to see more investment and care put into Bentleigh East.	
6	50-59	BENTLEIGH, VIC		There is a multi story carpark next to Elsternwick station already. Also sufficient parking in Bentleigh.			All this cost and development for 100 extra car spots is not necessary		It is not a huge increase in car spots. A massive disruption to Bentleigh, without sufficient gain. How will disabled people walk up and down the stairs at the carpark? The streets in Bentleigh are too narrow for this overly	It will be a concrete eyesore for Bentleigh. Too many cars will congest a small and narrow street. There is sufficient parking in Bentleigh next to the station already.	In question 10, it is very hard to pick the highest priority for Council as all are very important.

									large development.			
7	50-59	CAULFIELD SOUTH, VIC					improved bus services to train station or new bus routes would result in people accessing public transport from home to work.		Green space is what is needed to improve liveability not more car parking congestion.	i cycle to the station to catch the train, only because of improved cycling paths from Ormond station. this is what i want so i feel safe for myself and family cycling. I catch bus to Elsternwick station.	Please buy houses next to parks to increase size of parks. Not enough green space.	The studies are not always accurate. At a Townhall meeting many years ago when GESAC was being planned we were told that our area could not support GESAC AND Carnegie pool. We need open space and more swimming lanes.
8	70-84	CAULFIELD NORTH, VIC									It is hard to make a judgment without considering options and needs within each category.	

9	35-49	BENTLEIGH, VIC			more work is needed to ensure PT is Covid safe.		Please invest in other congestion busting options instead. Encouraging people to drive relatively short distances to train stations is not the answer in my opinion.		As per response for Elsternwick. Please invest in something more appropriate. Also, it's already impossible to drive down center road near the station, I can't see how adding more cars will help.			
10	50-59	CARNEGIE, VIC									Chart is meaningless for colorblind users	Budget section tedious and annoyingly difficult due to the way information was presented
11	35-49	CARNEGIE, VIC			A lot of congestion seems to come from families needing the convenience and ease of dropping young's kids off at childcare and school, I feel this needs to be better	It is already a car park and there is nothing that attractive about the back of the Elsternwick strip shops				Although I won't use it as much now given I can walk to a train station, I used to use the Elsternwick car park regularly on		

					understood to work out what the solutions might be. E.g. could be having more childcare near the transport hubs or park and ride					my train commute to the city when I lived in East Brighton. It was so beneficial but really stressful on the days I couldn't get a park. Expanding it would be critical for so many people.		
12	70-84	CARNEGIE , VIC						Will improve conditions for local community events / activities, i.e. Rotray Club markets		I'm a Glen Eira resident and what happens in one part of Glen Eira is relevant to life in other parts of Glen Eira in an overall sense.		
13	70-84	ST KILDA EAST, VIC									Rates are too high & rising too quickly during the pandemic & lockdowns	Community voices need to be heard! Keep up the consultations and heed the responses.

14	50-59	ELSTERN WICK, VIC	Development is continued to be permitted without acceptable parking requirements. For eg The Jewish Museum Precinct which without acceptable contingency for parking will create massive parking issues. Also repeated high rise development granted permission to occur without the required parking enforced.			Because it will be free parking?						Never enough information to make an informed response. Questions are always very general and do not allow council receive informed answers.
15	70-84	MCKINNO N, VIC			Several of the above choices are outside the realm of council responsibility, so why are they listed?							

16	70-84	CAULFIELD NORTH, VIC			install barriers and traffic slowing devices in local streets used to bypass main road intersections.	located in business zone/area				improves vehicle parking/ access to businesses and nearby residential premises by reducing pressure on street parking'	There is insufficient open space in many neighborhoods. Footpath maintenance is very poor. With increasing traffic flows, local streets should be reconfigured to reduce rat runs.	As a retired municipal engineer/ CEO, I appreciate Council seeking input.
17	25-34	CARNEGIE, VIC	It provides an opportunity to reduce on-street parking and give greater open space to cafes & restaurants!									
18	50-59	CAULFIELD NORTH, VIC			The worst traffic I have encountered is around the schools (Shelford, Caulfield Grammar, Grimwade). Children are discouraged from riding to school because its so dangerous in that					I'm interested in the climate impact of public transport use		

					area. A partnership with schools to increase safe walking and riding or 'active transport' options would be good.							
19	60-69	CARNEGIE , VIC								Like the fact the market will be undercover as use this market		
20	70-84	CAULFIELD NORTH, VIC		High quality, secure bicycle parking as used by the Dutch makes real sense. To support this provide separated bicycle path network across the whole community. Far cheaper, better for the environment and better for citizens help; they actually get a bit of exercise while commuting			To support this provide separated bicycle path network across the whole community. Far cheaper, better for the environment and better for citizens help; they actually get a bit of exercise while commuting		To support this provide separated bicycle path network across the whole community. Far cheaper, better for the environment and better for citizens help; they actually get a bit of exercise while commuting	To support this provide separated bicycle path network across the whole community. Far cheaper, better for the environment and better for citizens help; they actually get a bit of exercise while commuting		

21				the project dosnt address bicycles pedestrians or improve the the train services that are associated with it. building a carpark without considering these factors seems like a oversight. i also think the carparks dont need to be in prime locations. they could just as easily be a few blocks away. this would get people walking and leave the prime locations for more important things.	i feel like having some work places closer to where people live would reduce the need for these things. maybe there could be a grant for hiring local staff?	the environmental aspects are appealing. this could be furthered with solar panels for the EV charging. i think having lots of spots for EVs only would be a great way to encourage people to support the growing innovations. id also like to add that adding more carparking here could mean places could be taken away in other spots and replaced with bicycle parking. its a really space efficient way of getting customers to local business, elsternwic is lacking for bike parking.			its in a bad location. space in prime spots near the train station should be for better things. like shops or community buildings, maybe even a men's shed	i want safer roads/ streets for pedestrians and cyclists. these places if designed and positioned badly will become really dangerous to other road users and to people walking past.	i would like to see better use of funds for the bike plan. the new parth behing EE gun rotunda is poorly designed and Unnecessary. we need separated bike lanes so we dont get hit not a weird path thats got a very small one way section and more signs then anyone an understand.	i feel like many of these options do not allow me to acurately reflect my opinion on these topics.
22	70-84	ELSTERN WICK, VIC			Mandate all new building proposals exceed car park ratios. If they do not exceed parking ratios they should be rejected immediately, no							I don't feel I have the expertise to comment on budget preparation

					negotiating, just a flat rejection.							
23	60-69	MCKINNON, VIC	To reduce commuter trips to the city of Melbourne which will reduce traffic contesting but also lung congestion. Pollution of Melbourne's air will be reduced.		Traffic flow is connected to traffic light management. This may be helped with real time traffic information software.						Can a parallel futures budget that focuses on the impact of climate change be workshopped so that all ideas related to sustainable actions can be listed and considered alongside the existing budget ideas?	Thankyou for listening
24	60-69	BENTLEIGH EAST, VIC	The design will hopefully be forward-looking & allow for parked electric-vehicle charging to increase EV range & motivate reduced petrol car usage.							In favour of weather-protected Rotary Club Sunday market.	The funding allocation to Council from State & Federal Govts needs to align better with the service provision responsibilities imposed on Council.	

25	25-34	CAULFIEL D NORTH, VIC		adding an extra X parking spaces in central Elsternwick will attract X extra cars per day plus another several hundred trying to get those spots even after they are filled up.			parking spaces should be created for shopping locally. These spaces can generate money for the local economy instead of for commuters. 2- 3h parking would be more productive for the cinema, restaurants, etc.		provide parking for local access to shops, not for storage of vehicle all day long. Inefficient use of space compared to 2h parking which generates higher return on investment.	my kids play in the park in Elsternwick Plaza and I'd prefer fewer rather than more cars.	A lot of upgrades to safe walking and cycling can probably be done with existing maintenance and capital works budgets. It is a matter of prioritisation. Narrow the streets, widen footpaths.	i hope you get a broad response from reasonable people in these that can speak louder to councillors and urban planning than the loud voices of crazy NIMBYs.	
26	50-59	CAULFIEL D NORTH					This would squeeze out parking for shoppers in the Elsternwick village. It can be hard enough to park now as it is.					Please have more consideration for the urban environment in your planning decisions. There is a huge amount of congestion resulting from multi-storey flats, both in traffic and availability of on-street parking. It is almost impossible for us to have	We feel that you are turning your deaf ear to the responses that we make.

											visitors as our street is full of cars and the parking restrictions are not enforced. Also, please do not increase your budget and keep passing this on through rates to residents.	
27	60-69	CAULFIELD NORTH, VIC			look at mobility, transport and train/bus access. develop and publish access and timetables on public transport for this municipality and CBD			as long as the markets can still function			where is community safety? It surely must be a priority for the council	
28	70-84	BENTLEIGH, VIC									Council should supervise the spending of funds more closely	
29	50-59	CAULFIELD NORTH, VIC								I'm interested in reducing car use		

30	50-59	ORMOND, VIC						Offering electric car charging stations is vital and a good incentive for the take up of green transport			In some cases how that funding is used is more important than how much	Appreciate the reminders, sometimes too busy to do the surveys first time around
31	50-59	ORMOND, VIC		I do not trust council capacity to protect existing residents quality of life in the area of the car parks - council has not demonstrated proper risk mitigation to protect resident or remedy where their development negatively impact residents					don't trust council to protect adjoining residents		A budgetary focus on disadvantage d residents is really needed - cannot believe council spends so much more on parks and recreation than it does on culture, family, aged services or sustainability - clearly our councilors do not have a balanced perspective	More accountability and transparency of feedback
32	60-69	ELSTERN WICK, VIC					Significantly increased traffic volumes, movements in what is effectively a		As per the reasons I put for the Elsternwick proposal. Significant			Still very little evidence that comments are taken into account in Council's

							residential area. Will cause significant traffic movements in surrounding streets, traffic conflict point at Riddell Pde and Glenhuntly Rd, local traffic congestion, increased pollution.		increases of traffic movements in mainly residential streets, increasing congestion of already very busy Centre Rd, traffic movement conflict with the Coles Supermarket.			decision making. Actual evidence as part of feedback would be very useful and would increase validity of surveys
33	25-34	MURRUM BEENA, VIC		Whether commuter parking reduces congestion or not, it is still a short term view of the need to encourage different transport choices for a sustainable future.						I support a sustainable future that encourages alternative transport choices to car use. These projects are not in the interest of that future.	As new assets are added, and existing open spaces, parks and recreation facilities become more complex, adequate continuous funding should be provided to maintain these places for community use.	I love being a part of Community Voice. I often mean to fill out surveys on Have Your Say but lack the impetus. Community Voice is the prompt I need. I get updated on what Council is currently considering and I feel heard. Thank you.

34	50-59	ELSTERN WICK, VIC					This site could be better used than as a magnet to attract another 100 locals to park here while they are at work.	Supports the market				
35	35-49	CAULFIELD NORTH, VIC	Encourage commuters to use public transport instead of driving into city.							ElsternWick site is near to my kids school. So would be convenient.		
36	25-34	CAULFIELD NORTH, VIC			Better bicycle storage		See the previous list Not an efficient use of tax payer money. Only a small amount of car parks for 100 car parks in a residential street. Not appropriate	Makes more sense		Tax payer, interested in elsternwick and surrounds		
37	25-34	CAULFIELD NORTH, VIC			Better bicycle storage at stations		This is not an efficient use of taxpayer funds for the purpose of reducing congestion. Arguably this			Opportunity cost: funds could be spent on more effective measures which would		

							would increase congestion as an additional 100 cars try to get to the carpark each morning			better utilise available funds		
38	50-59	MCKINNON, VIC							I think there is probably adequate parking at Bentleigh already, particularly in the context of more people being likely to continue working from home (at least part of the time)			
39	35-49	CAULFIELD SOUTH, VIC					Covid-19 has changed our economy, train commuting is no longer important as it was. Council should seek to increase green space(s)					

40	50-59	CAULFIELD SOUTH, VIC	The money is there spend it				What is the cost per parking space		Improve public transport to railway			
41	70-84	ELSTERNWICK, VIC					The Elsternwick station is well served by other public transport means. Encouraging car parking translates into one person per car . The cost per person is therefore prohibitive					
42	25-34	GLEN HUNTLY, VIC				Future proofing for electric vehicles		Great it is being future proofed with EV charging stations but also to be able to utilise the space for other means by the community.			Glen Huntly road needs bike lanes, they had one of the highest number of accidents reported yet was excluded from your transport plan.	

43	60-69	MCKINNO N, VIC		The federal funding is totally corrupt pork barreling and should not be used by council.			Totally unnecessary and a complete waste of money.		This is one of the worst ideas I have ever seen from council. Please reject this immediately.			
44	70-84	ELSTERN WICK, VIC									more cycling tracks, and local bus shuttle	more council efforts to reduce plastic packaging
45	60-69	BENTLEIG H EAST, VIC				It utilises an area already used for public parking						No
46	70-84	BENTLEIG H, VIC									Concentrate on the core basic services. Ensure the physical environment is first rate then on the softer services.	
47	50-59	BENTLEIG H, VIC		Rather than create concrete parking towers council should NOT allow reduced parking	Invest in improving train and bus network, increase and extend timetable and encourage public	This site is more 'tucked away' and is located more toward the end of the shopping strip and close to the			This site would be served best by turning it into a bus hub that is, where	Am constantly being held up on Centre Road with traffic at a standstill and	In reference to question 11 I do query what the specific "assets" might	Frankly, I see it as yet another tick box. Council can say they 'consulted' or

				<p>at multilevel apartments such that streets are congested with occupiers' cars. Further, there should instead be an increase of buses in the suburbs that take people to the stations and shopping centres to reduce the number of cars on the roads and congesting the shopping centres. The stations and shopping centres should be people hubs not traffic or carpark hubs. Encouraging parking only attracts more cars rather than alleviating the problem or solving parking and vehicle congestion.</p>	<p>transport to train and shopping hubs. Definitely improve the cycling paths and cycleways - this so far is a disgraceful attempt at making the streets look like they have cycling lanes. The existing streets are too narrow already and painting a line down streets e.g. Brewer Road to tick a box to say there is a cycling lane is ridiculous. it is unsafe and unusable. Cars park in the cycling lanes and cyclists cannot ride safely along these streets. This approach is a waste of money. Get serious about establishing bike lanes, safe cycling and encouraging people to ride bikes. This tick box approach does the opposite in fact the only thing it encourages is</p>	<p>intersection of the highway intersection. I believe it will still cause congestion when cars are exiting at peak hours but Elsternwick is a high traffic area for commuters and shoppers alike. Having used the Elsternwick tram and train service for many years to go to work in the city, I witnessed increasing numbers attending the glenhuntly road shops and businesses, increased numbers on trams and trains. Parking on Glenhuntly Road causes roadblocks and side streets are often clogged with cars. We have stopped going to restaurants and shopping there as parking has become too difficult or one has to walk 1km before they get</p>			<p>buses service the local residents to be dropped off and picked up on buses right next to the train station. The area should be well sheltered for awaiting people, with seating and well let for safety and security. The shelters should be like those at Melbourne Airport where people are protected from the elements whilst they wait and there is good service coverage of the streets in the suburbs to get people to and from their home to the shops</p>	<p>have to endure so many turning in and out of the side streets. With the increased number of apartments and side by side properties being allowed to be built with reduced car parking spaces building a multi storey car park is NOT going to solve the problem. I think Council needs to have a good look at how much density they are permitting in the area.</p>	<p>be so whilst I answered the question I am also concerned as to what assets may be in question. My thinking is to upgrade assets like unsafe playground equipment, unsafe trees (an issue which would have been highlighted from recent weather events), improved/upgraded walking paths and cycling related assets e.g. bike racks, bike sheds for commuters, and energy efficient lighting, upgraded storm drains, pipes. We also have an</p>	<p>asked for opinions but so many people don't even know about this survey. I still see Council spending money without planning and thought just to tick boxes and we continue to pay for jobs to be re-done rather than take a little more and spend a little more to 'di it right the first time'.</p>
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					accidents and perhaps fatalities.	back to their car if eating out for dinner.			and/or station. This will result in less vehicle congestion, less vehicle pollution and improved and increased access to public transport.		aging population and we need to focus on getting facilities improved for the elderly especially as so many more are choosing to stay home longer and avoid going into an aged care facility.	
48	35-49	CAULFIELD SOUTH, VIC				It is an old carpark that needs updating already as is. It is often full or near full and the spaces available can be tight for larger vehicle's. My old car which I had for 15 years was lowered and getting in and out of the driveway to the carpark I had to go on a large angle to not scrap the car against the concrete road. My next vehicle was a large van which I couldn't fit into some spaces when						

						busy. I parked there today to go to the chemist and there were only a handful of available parking spots around midday on a Thursday. When I want to go to the zap fitness gym there on a Friday or Saturday night I can't park anywhere near there because of people going to the restaurants or cinema etc and it ruins my mood so I can't then exercise because I get angry and frustrated...						
49	25-34	CAULFIELD NORTH, VIC	if Glen Eira can secure funding for any infrastructure then it should absolutely do it									
50	60-69	MURRUMBEE, VIC								Use it probably when shopping at local shops. Want to support local small	Do not want more growth in dwellings such as apartments. Infrastructure not coping as it is. I've lived	Appreciate reading the results. Read summary of results in our local GlenEira News. The important

										businesses but parking always a problem at both of these localities. Both have really good shopping strips.	here for 40 years and it is getting increasingly difficult to move around. Cars parked in side streets are a constant hazard.	point will be how much is to be actioned. It's one thing to seek community views, another to implement what the majority really want.
51	25-34	MURRUM BEENA, VIC									Feels like some of the road/footpath renewal projects around our area are a waste of money that could be spent on things like improving walkability and safety of pedestrian crossings, or on improving park facilities.	

52	60-69	CAULFIELD NORTH, VIC	It should reduce green house gas emissions from car use.		Create Principal Predestrian Network Plans for each activity centre and upgrade footpaths to at least 1.8m wide, 2.4m wherever possible, to make walking more comfortable, safer and attractive. Integrate with urban forestry plan.			The design can include Crime Prevention Through Environmental Design [CPTED]			Capital Works budget should focus on upgrades	Please continue the Community Voice engagement.
53	50-59	ORMOND, VIC		I find this kind of pork-barrelling extremely corrupt. No matter that the Liberal Party seems to take it for granted as its "normal" way of doing business. I'm sorry if we really need the car parks in our area (which we may well do), but I just can't condone the way the funds were allocated.				Electric vehicle charging station! Very forward-thinking. And may I just add that I LOVE the plan for more open/green space in Glen Eira.			I'm sorry I don't know more than I do about budgeting, which would allow me to offer more useful feedback. For example, I don't know what the Council does as far as "Cultural Services" nor what those are. Nor do I have an understanding of what is needed for "Planning for	

											growth and the future." So I had to mark a few too many things "unsure." But I hope the rest of my input helps.	
54	50-59	CAULFIELD SOUTH, VIC	Just because more apartments are been built around the public transport, does not mean that these residents will not come with a car also. More residents always equals more cars. Impacting parking accessible to Elsternwick station and the shops.			It takes me 20-25minutes to walk to the Elsternwick station, when going into town or visiting friends for dinner, if I can get parking near the station I get the train, if I cannot find a park, I continue driving.						
55	85 and over	BENTLEIGH, VIC								More car parking spaces are desperately needed in Bentleigh for	I have not found any way to reduce expenditure so I hope that rates would	Happy to contribute from personal expectations of Council's work and

										rail passengers and local shoppers.	not have to increase to fund any extra expenses.	effectiveness. Could we please have a space at the end of each survey to add some further ideas which are not covered by the questions asked.
56	70-84	CARNEGIE , VIC		need to offer more bike spaces at the stations and allow more uber like car spots around Glen Eira			It will be another ugly multi storey building and create more traffic blocking the flow of Glen Huntly Rd onto Nepean Highway					
57	50-59	GLEN HUNTLY, VIC			Fast track level crossing removal, in coordination with state government and other affected councils.						During lockdown I walked many of the streets around Caulfield, Carnegie and Glen Huntly. It became apparent to me that nearly all of our open spaces are	

											sports fields ("green deserts"). We need a drawcard space like the St Kilda botanic gardens. The centre of the racecourse, if it is ever redeveloped, is a prime spot.	
58	25-34	GLEN HUNTLY, VIC										
59	50-59	CARNEGIE, VIC						incentives for small cars with smaller carbon footprints might be something to consider, also facility to park bicycles along with consideration for safe cycle route to transport links will encourage people to engage in		Good and safe links to cycleways and footpaths also important consideration, encouraging use of green energy and reducing impact of congestion in the city. Discounted or free electric vehicle		

								healthy behaviours, good for individuals, the environment and each other I.		recharging might help, also EV charging for bicycles, scooters or other modes of transport, including bike maintenance station/ sales shopfront. Also, Could be co-located with recycle /or repair shop. Could also be part of a work creation project or vocational education program or social enterprise/ impact project promoting sustainability in a range of ways, sustainability hub- for resources, ideas, collaboration,		
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										info and advice????		
60	25-34	CAULFIELD SOUTH, VIC		There is already too much parking for "free". I contacted professor Donald Shoup to ask him if his ideas which were written in an american urban and suburban context would apply to Glen Eira, and he said our demographics and car usage would be ideal for his ideas.	Have all parking in Glen Eira be paid by the users of the parking and reduce council rates with the money gained.	It is already a parking lot, might as well be multi-story						
61	25-34	GLEN HUNTLY, VIC										
62	60-69	ST KILDA EAST, VIC				Because site already used as a car park						

63	70-84	CARNEGIE , VIC									Funding for shelter for homeless people in Glen Eira should be a priority	
64	50-59	BENTLEIGH EAST, VIC										
65	50-59	ELSTERNWICK, VIC										
66	35-49	GLEN HUNTLY, VIC		(1) As noted in the Effectiveness Report, there would be an adverse effect locally, particularly during rush hour. With so many cars going to one point, congestion would be much worse than it is already (at those times at least). This would have a negative effect on the character of	Another question this all raises is: What is the end game? As we know, as our suburbs get more dense, there will be more and more cars. Do we continually build bigger and bigger carparks? We should have a vision for the future - excellent public transport infrastructure combined with excellent walking &		100 car spaces extra? That is insignificant for congestion. How much does that cost per car space? As laid out in the Effectiveness Report, they expect a reduction of one car for every three car spots. So, in terms of congestion, it takes only		As with the Elsternwick one, the increase in parking spaces in terms of reducing congestion is negligible, since, as the Effectiveness Report states, only 1 car will be removed from traffic for every carspace.	My family and I regularly dine and shop in Elsternwick (we live a few km away). The small amount of extra parking would probably be useful (although we always find a spot at the moment) - but see my other	Climate change is our biggest problem, should be more focus on that. Also planning for a future with less car reliance, so spending on PT, walkability and cycling.	It would be good to have an explicit deadline date to complete these. Otherwise all good - thanks!

				<p>the areas.</p> <p>(2) Imagine if this sort of money were put into improving walking, cycling, and public transport options. These are clearly things our community would prefer to focus on, and they have a strong effect in terms of health and livability. A renewed focus on cars is not the way forward for these principles.</p> <p>(3) If we want to take cars off roads (reduce congestion), making it easier for people to use their cars to get to a station is not the way, at least for a suburb. Clearly we need to make the public transport network much more attractive (short walks to stops, good walking facilities,</p>	<p>cycling facilities. If we start this path now, Glen Eira will be a very attractive place to live in the future.</p>		<p>about 30 cars of the road. A very expensive exercise if that is the aim. It is so small that it will be mainly used by local shoppers/diners I think. So much for "Congestion Busting". This funding (which the survey notes is the subject of multiple investigations) was clearly not well thought out.</p>		<p>How much is that per car? And what are the other costs (to livability, increased local congestion, community groups)? Really doesn't sound worth it. The money is better spent elsewhere, even ignoring the fact that it appears to be 'tainted', with many investigations into its distribution.</p>	<p>comments - it's expensive for what it is and we should be moving away from cars, so should be putting money into PT, walking, cycling, and livability, instead. A very large carpark would increase local congestion, which would change the character of the area, which is the main reason we like to go there.</p>		
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				safe cycling paths, cycling cages - I can't believe Elsternwick station doesn't have a bike cage!)								
67	18-24	ORMOND, VIC								Visit both places regularly and often need to drive as public transport is not convenient between my house and each town		
68	50-59	CARNEGIE , VIC					Too congested in this area. We don't need more cars there				After living near Packer Park for 14 years, it's the first time I've ever heard frogs croaking in the pond...did the council reintroduce these frogs?? Need to do what we can to preserve this wildlife in the suburbs	

69	60-69	ST KILDA EAST, VIC						Does not affect me so can't comment				With regards to some of the questions eg. Bentleigh car parking, which does not affect me) a 'N/A' option would have been useful
70	25-34	CAULFIEL D, VIC		It encourages car use - congestion itself encourages public transport use.			In principle opposition to building of car parks - public transport upgrades is what is needed		In principle opposition to use of car parks to reduce congestion - car parks encourage car use.			
71	35-49	MCKINNO N, VIC		High density commuter parking will attract PT users from surrounding areas. Better to increase parking at all stations and increase frequency and operating times if buses.	Better connection between bus and train - e.g. app which tells bus approaching railway station there are train passengers wanting to transfer to that bus							

72	50-59	ST KILDA EAST, VIC			<p>Congestion, noise and reckless speeding drivers on Hotham Street is like a freeway and racetrack, as the council border is on the east side of the road, sadly I doubt city of glen eira will do anything about the problem and pass the buck stating it is a city of port phillip problem, joint initiative with the 2 councils to sort out the problem of the heavy traffic and speeding/reckless drivers on this street. these days traffic is often banked up from Glen Eira road almost back to Carlisle street and same in the other direction from Carlisle street back to glen eira rd. I live on the corner of Denman AVE and Hotham St on the east side of Hotham, the Glen Eira side but I guess</p>	<p>A car park already exists so minimises impact on local residents and the environment as no park/native bushland has to be sacrificed.</p>		<p>The car park already exists so less impact on residents and no environmental impact with the latter no park or native bushland, wildlife being removed/impacted and no impact on residents.</p>			<p>It's a significant aging population, so more money towards preventative health services for the aged (over 50s), eg subsidised fitness/lifestyle programs with classes offered not only during weekdays during the day but on weekday evenings and weekends making it accessible for all. And there is a housing crisis, providing subsidies, means tested, for housing costs such as ongoing fees in a retirement village, the purchase of a</p>	<p>From community feedback and consultation implementation of requirements aiming for positive constructive results/outcomes and seeking feedback from community when something has been implemented after the initial implementation and again at certain periods of time later.</p>
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					<p>I can't complain to the city of port phillip as I don't live in that area and am not a rate payer in that area. Also trying to exit my street either turning right or left is very difficult and dangerous at times to enter Hotham St due to heavy congestion the traffic banked back blocking my exit and also speeding traffic. Others exiting other streets into Hotham st have the same problem, I suggest for traffic calming and allowing some of the side streets to have better easier access into Hotham by putting in some roundabouts. With roundabouts some drivers who are not local residents would find it a pain and would use an alternative route which would be Brighton</p>						<p>property in a village is generally not the problem financially it is the exorbitant ongoing fees; means tested provision of subsidised rents for people living in private rental accommodation etc, more social and public housing. Homelessness if rising, and the greatest increase in homelessness is in the category of women over 50. With more financially desperate people can come more pressure on relevant services and a possible increase in crime etc, the</p>	
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					<div>Rd/Neapean Hwy and would reduce traffic congestion, also the queuing on Hotham street at school drop off and pick up times is terrible and dangerous the drivers will block Hotham Street between Inkerman and Carlisle Streets and also Balaclava rd east of Hotham Street vehicles sit in the middle of the road, [REDACTED]</div>						<div>division widening between the haves and have nots.</div>	
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					[REDACTED]							
73	25-34	MURRUM BEENA, VIC			[REDACTED] **	Tucked away, should be too much of an eye sore for locals.		As long as Bentleigh Market can continue (after).			Investment in community / recreational spaces that integrate small business, I believe, is what builds a strong community that is desirable to reside in.	While it may be important info the introduction information is far too long (specially when reading on mobile). Maybe provide a prominent text to voice option that reads it to you. Otherwise you just skim / skip and then resulting answers are

												not based on the facts (you believe they are).
74	70-84	ELSTERN WICK, VIC		Based on the modelling of the attached documentation, it does not appear that these carparks will deliver value for money.	Improve wheelchair access at Elsternwick and Gardenvale stations for example, where the ramps are perilous for wheelchair users. The 67 tram line is not accessible to people with disabilities. I for example must use a car when I might otherwise prefer to use public transport					I support increased use of public transport for environmental reasons, and hope these facilities might enable that. I am more strongly in favour of the Bentleigh car park than the Elsternwick one		

*Where no comments were provided, the row was removed.

**This comment was redacted due to culturally sensitive matters.



Multideck Commuter Carparks Summary

Glen Eira City Council

Date	16 November 2021, 5.30pm – 6.30pm
Attendees	36
Facilitator	Camilla Hamilton, Senior Associate, WSP
Purpose	To understand community reactions/reception of the car parking funding amongst community members and elicit further information that will enhance the feedback received through other engagement channels (e.g. the survey)

Summary

The one-hour online webinar was well attended by residents from Bentleigh and Elsternwick. It was also observed by several Glen Eira City Councillors and a Probity Advisor.

The session began with some residents voicing concerns on the lack of detail provided by Council at this point in the project, impacting their ability to give informed feedback during this session.

Several questions were raised and directed to the project team about the identification, selection and feasibility studies undertaken on the proposed sites. Many of the answers sought were unavailable at this time as Council decides on whether to proceed with accepting the funding before undertaking further assessment on the sites.

The Mentimeter online polling tool allowed us to steer the conversation back to the purpose of the session and ensure attendees provided feedback on whether Council should accept the funding and the proposed sites.

The project team were able to record comments and concerns from several community members, specifically those who seem to be directly impacted by the proposed facilities.

Most of the concern from residents was around the site selection and potential structural design of the proposed Elsternwick site. A suggestion was raised for Council to ask the Federal Government for additional funding that would enable the carpark to be created underground and provide a green space from the community at ground level. Another suggestion was that a site that was smaller and to the west of the train station would be more suitable for this purpose.

The conversation moved to discussing other congestion busting initiatives. Specifically, conversation focused on the need for investment cycling infrastructure, bus services and an integrated approach from Council.

It will be important to close the loop with attendees and the wider community with answers (where possible) to their questions and concerns.

Comments from participants – *paraphrased at times*

- “It doesn’t stack up in what’s indicated in terms of the number of car parks. Would be nice to get accurate information at this stage of the funding”
- “Seem like you’re putting the horse before the cart”
- “I support the concept of additional parking “
- “Has Council actually had a think about how this links with Integrated Transport Strategy and the climate change emergency?” [REDACTED]

- “I think we should be taking away parking, not adding more”
- “Cycling is important not just around Elsternwick but how it connects to other cycling infrastructure. It also needs to be safe and there is not really a fantastic network particularly around the Elsternwick area.”
- “Residents in Bentleigh who don’t drive are frequently relying on bus services and flexibility and reliability of the service has been an ongoing issue. Not only having a bus service but having integration with train services.”
- “Increasingly important for connectivity.”
- “Have Council looked at feeder buses or similar?”

17:36:08 From [REDACTED] : repeat the code please

17:36:12 From [REDACTED] to everyone: Can you post the details here

17:36:23 From [REDACTED] : how do you do this again

17:36:25 From [REDACTED] : The code is on the screen

17:36:31 From [REDACTED] : Good evening everyone.

17:36:33 From [REDACTED] : where is the poll booth

17:36:50 From [REDACTED] : where do you log on?

17:37:01 From [REDACTED] - WSP to everyone : www.menti.com

Code is: 55451887

17:37:17 From [REDACTED] S : Evening all

17:37:46 From [REDACTED] : terrible process should just use poll in zoom

17:38:15 From [REDACTED] : My suburb is not listed

17:39:27 From [REDACTED] - WSP to everyone : Hi Valerian, please let us know your suburb here in the chat so we can make sure it's captured. Thanks Nicola

17:39:34 From [REDACTED] : Caulfield North

17:39:42 From [REDACTED] - WSP to everyone: Thank you

17:39:59 From [REDACTED] to everyone : I missed saying I'm in Mckinnon

17:40:11 From [REDACTED] to everyone : Can't see the code

17:40:36 From [REDACTED] - WSP to everyone: Hi Lily, www.menti.com

Code is: 55451887

17:41:11 From [REDACTED] : What was the initial phase of engagement?

17:41:13 From [REDACTED] : Don't know what or where it is please just put it here

17:42:46 From [REDACTED] : my phone wont connect on that code

17:43:18 From [REDACTED] - WSP to everyone : Hi Lily, the Menti details are here: www.menti.com

Code is: 55451887

17:43:21 From [REDACTED] to everyone : Wsp ????

17:43:42 From [REDACTED] to everyone: Why can't you just give us the code ?

17:43:59 From [REDACTED] - WSP to everyone : Hi Lily, the code is: 55451887

17:44:15 From [REDACTED] to everyone : Why weren't we told we needed to also use a computer ?

17:44:16 From [REDACTED] : Where was the other proposed site mentioned?

17:44:21 From [REDACTED] to everyone : What will happen to the Bentleigh markets?

17:44:53 From [REDACTED] to everyone: Still waiting to get code so I can participate

17:45:25 From [REDACTED] to everyone : What were the options raised by council to federal govt originally?
Were the related to the Transport Plan?

- 17:45:25 From [REDACTED] [REDACTED] : How are the ipaqts been determined for the new Elsternwick site
- 17:45:33 From [REDACTED] [REDACTED] : Helen, might be Vickery St. or Godfrey St/
- 17:45:41 From [REDACTED] [REDACTED] : Where is the residential impact studie for the new Elsternwick site?
- 17:45:43 From [REDACTED] [REDACTED] : Thank you
- 17:45:44 From [REDACTED] [REDACTED] to everyone : Open markets are a special experience that will not be replicated in an enclosed space
- 17:45:49 From [REDACTED] : As a major (only) tenant of the proposed Bentleigh site I am unaware of any consultation with our organization recent communication came as a surprise. No discussion about inside or outside new carpark.
- 17:46:10 From [REDACTED] [REDACTED] to everyone : What is the code ? Is no one monitoring this chat ?
- 17:46:47 From [REDACTED] [REDACTED] : Looking for the rationale for the Federal Government funding for this project, I have read the Australian National Audit Office (ANAO) report, and note the ANAO's statement that "The Department of Infrastructure's approach to identifying and selecting commuter car park projects for funding commitment was not appropriate" The federal government picked 47 car parks to fund by canvassing the opinions of 23 Coalition MPs and candidates in five Labor seats the government wanted to win at the 2019 election. This approach is clearly not a logical rationale for town planning. The National Audit Office investigation also stated that the planned locations for car parks don't line up with Melbourne's traffic patterns, population growth or even the conventional wisdom on which train stations were best suited for commuter car parks.
- 17:46:55 From [REDACTED] [REDACTED] : I never received the email to attend, I had a ticket. .A last minute call to a Councillor, who kindly sent the link. So what going on with consultation process when people are ignored, How many others where sidelined, I wonder.
- 17:47:07 From [REDACTED] [REDACTED] : Pork Barrelling
- 17:47:07 From [REDACTED] : What will the cost be to using the parking? I don't assume that it will be free.
- 17:47:23 From [REDACTED] [REDACTED] : So ratepayers have already spent our own money on this for the Probity Report?
- 17:47:33 From [REDACTED] [REDACTED] to everyone: I believe it will be free - but cost will be paid in loss of amenity
- 17:47:44 From [REDACTED] [REDACTED] : If fed gov funding this project why are you charging parking fees - is this a revenue raising exercise for GE?
- 17:48:37 From [REDACTED] [REDACTED] to everyone: Are you aware of the works currently underway at Chadstone SC. With that in mind why isn't consideration given to building up on the existing multideck rail car park?
- 17:48:44 From [REDACTED] [REDACTED] : The VLC report is so high level, and contains so little rigorous analysis, it is of little value. Importantly it neglects to include updated information on initiatives currently underway in Auckland and Wellington.

For instance, Auckland City Council has removed approximately 800 car parks since 2007, -reducing from around 4,200 carparks to around 3,400 carparks. Downtown streets are being converted and upgraded, and car parks across Auckland are being removed to pave the way for bus lanes and cycleways.

Auckland City Council hopes this will be a trend to encourage Aucklanders to use more public transport.

Auckland Council's planning committee is designing Auckland Transport's new strategy, which could remove parking spots on main arterial routes and in some parts of the city, as a way of curbing diesel and petrol car use.

Although the city as agreed to cut emissions by 50 per cent by 2030 - emissions are currently forecast to increase with car trips playing a part.

17:49:02 From [REDACTED] : If adopted, the strategy would be rolled out most vigorously in the city centre and metro areas close to rapid transport networks and main arterial routes, including the CBD, Newmarket, Takapuna, Albany, New Lynn, Henderson, Sylvia Park, and Manukau. Aucklanders could no longer count on being able to store their car using on-street parking either.

The strategy is an attempt to cut the Auckland's greenhouse gas emissions by reducing the distance travelled by petrol and diesel cars and shifting towards more climate-friendly forms of transport.

Wellington has invested in cycling infrastructure and the uptake of Onzo bikes shows people will be using it. More people are getting out of their vehicles and choosing the healthy option of cycling and walking.

Recent Wellington Council documents state:

"In order to reduce vehicular traffic through the city and start improving the streets a parking strategy identifying parking needs and goals for reducing parking in the city centre is needed. Copenhagen has developed a

17:49:22 From [REDACTED] : Copenhagen has developed an effective parking policy where 2-3% of inner city parking has been removed each year during the last ten years. Alongside the positive side effect of less traffic the road space has been used for cycle lanes and widened footpaths. At present the excess width of the Wellington streets is used for car parking. A better use is possible."

The "Let's Get Wellington Moving" project is planning initiatives to overhaul transport in the city. These include light rail to Island Bay and a priority bus system to the airport and eastern suburbs. A second Mount Victoria Tunnel is also on the cards to separate traffic from walkers and cyclists.

The VLC report references dated case studies, and fails to consider the respective costs. Such 'analysis' which fails to investigate costs as well as benefits renders it, and its 'findings' meaningless.

17:49:53 From [REDACTED] : it will increase congestion in Stanley St, Riddle Pde and Glen Huntly Rd into a tiny heritage precinct

17:50:24 From [REDACTED] : As what will be a mainly commuter car park has any thought been given to building the car park on the Vic track owned site on the other side of the railway line in Nicholson Street. What benefits to local traders and residents?

17:50:24 From [REDACTED] : There is support from firms to move to working flexible from home since COVID and the likelihood is that there will be less people commuting to the city for work.

17:51:00 From [REDACTED] : Would be better if it is underground

17:52:46 From [REDACTED] to everyone: How much green space could there be squeezed in to that space?

17:52:59 From [REDACTED] to everyone : Referring to Bentleigh

17:53:55 From [REDACTED] to everyone : How many people are participating please - are there only 18 residents?

17:54:02 From [REDACTED] to everyone : Why is the code not being shared so I can participate ?

17:55:00 From [REDACTED] : current car park in Elsternwick is free

17:55:16 From [REDACTED] : we sent questions a week ago and not had them answered.

17:55:52 From [REDACTED] to everyone : Great questions and comments Warren

17:55:59 From [REDACTED] : Current use of Stanley street has vacant spaces at all times

17:56:30 From [REDACTED] : So for around 180 commuter cars it's proposed to spend \$20mil, seems excessive for such limited value and when around a third of new users from local area according to the report

17:57:08 From [REDACTED] to everyone : Not very well done or organized from a participant point of view.

17:57:16 From [REDACTED] - WSP to everyone : Hi Cr David Syngier, we have 32 attendees online currently. Thanks, Nicola

17:57:26 From [REDACTED] to everyone : In Elsternwick there should be at least one underground

17:57:26 From [REDACTED] : That's right, where will we park if we are going shopping to Bentleigh shops and Coles? These spots won't be available if this carpark is for commuter parking.

17:57:48 From [REDACTED] to everyone: Agree Rose

17:58:30 From [REDACTED] : 2 levels at stanly strest is better than stanlet street west

17:58:52 From [REDACTED] : oops Stanley steet

17:59:18 From [REDACTED] In Bentleigh, Bent street is already highly congested. It will be worse if there will be a high rise carpark.

17:59:25 From [REDACTED] to everyone: Why not build over the railway line at Elsternwick station

18:00:38 From [REDACTED] : Glen Eira has declared a climate change emergency, we should be reducing parking not increasing it.

18:00:58 From [REDACTED] to everyone : Agree Paul

18:02:30 From [REDACTED] to everyone : Yes, Elsternwick station carpark is free

18:03:29 From [REDACTED] : What consideration made for post pandemic commuting and the likelihood of a Melbourne Congestion tax at some stage in the future?

18:03:50 From [REDACTED] : No answers provided - will you follow up? You clearly do not know if the site will be a fee for use or not. Coucils project officer clearly in writing state it would be a user pays car park. Please clarify. Current site is free times carparking.

18:04:09 From [REDACTED] - WSP to everyone : Yes we will follow up Giselle. Thanks for your feedback

18:04:13 From [REDACTED] : excellent question Ron.

18:04:39 From [REDACTED] : has the council considered underground parks as seen in prahran

18:05:19 From [REDACTED] [REDACTED] : I think underground would be great, what would be the cost for underground?

18:05:34 From [REDACTED] [REDACTED] : Or I should say the difference in cost.

18:06:53 From [REDACTED] [REDACTED] : I was of the understanding Staniland Gove carpark would be underground

18:07:24 From [REDACTED] [REDACTED] : And what is now proposed for the Stanley St East site if no long marked as per structural plan for the new carpark?

18:07:36 From [REDACTED] [REDACTED] to everyone : This projects aims to reduce congestion - but congestion where? City congestion? I fear it will increase congestion around Glen Huntly Rd, Elsternwick, as a free carpark will attract commuters from outside the area, or will draw people off the many public transport options that feed into Elsternwick station, encouraging them to drive to the station instead. So could this simply shift congestion from the city to Elsternwick?

18:07:48 From [REDACTED] [REDACTED] : still cant answer question Council!

18:08:20 From [REDACTED] : Remember at the end of the car parks life it will cost a lot of ratpayer money to remove, possibly more than it cost to build.

18:09:07 From [REDACTED] : sorry ratepayer

18:09:40 From [REDACTED] : It should be rejected on the basis that this is not connected or related to any of Council's strategies or plans

18:09:47 From [REDACTED] : Can you let everyone know answer to that

18:09:53 From [REDACTED] : Answer the climate emergency question?

18:10:19 From [REDACTED] : If Bentleigh was to proceed what Is the timeframe from start to finish?

18:10:25 From [REDACTED] : I note GECC has declared a "climate emergency". How does building more multi-deck car parks and encouraging greater use of fossil-fuel burning vehicles align with this Council policy? This is a disappointing combination of poor planning and total hypocrisy. The environmental impacts of building multi deck car parks are not just from encouraging the use of cars over public transit or walking and cycling, but also from activities related to building and maintaining the infrastructure.

The energy use and materials associated with creating more parking spaces has a significant environmental impact. A huge amount of resources are used to build a multi deck car park – mostly concrete, which has its own environmental implications.

18:10:39 From [REDACTED] : Providing free parking only encourages more cars into local streets, and raises the levels of greenhouse gases like carbon dioxide, methane and nitrous oxide.

Glen Eira has the lowest amount of open space within any Victorian municipality, and a tree canopy which is gradually being eroded. Building a multi-deck car park on scarce open space, and removing the established, mature trees at the site would worsen these problems. A concrete multi-deck car park would create an urban heat island. Replacing natural land cover with a dense concentration of concrete that that absorbs and retain heat, would result in heat trapped by the hard concrete surfaces, increasing urban temperatures, and resulting in a less liveable and less attractive neighbourhood.

Council needs to investigate how we can cool down our suburbs. Building more artificial surfaces which hold more heat and make our urban environments hotter, with heat radiating from roads and footpaths is not a solution.

18:10:57 From [REDACTED] to everyone : There are many outer suburbs that could really do with this commuter carpark funding. The funding should be redirected to areas of need.

18:11:08 From [REDACTED] : The large trees currently on the site reduce air and surface temperatures through shade and evapotranspiration, - shading building surfaces, deflecting radiation from the sun, and releasing moisture into the atmosphere. In addition, the removal of trees and vegetation would have flash flooding runoff impacts. Again, Council is guilty of poor planning and failure to commit to initiatives which would remedy these long-standing problems. This proposal reeks of climate hypocrisy.

The Covid-19 pandemic has given us a glimpse of what a changed world looks like with far fewer cars and much cleaner air.

18:11:25 From [REDACTED] : The sudden drop in pollution and improvement of air quality around the world has been a wake-up call.

The coronavirus pandemic struck at a time of climate emergency, - an emergency caused in large part by the huge amount of greenhouse gas emissions released into the atmosphere – much of which comes from cars. This pandemic may have inadvertently triggered an environmental reprieve, but it has not stopped climate change. Fewer cars on the road means improved air quality, better public health and a major contribution to tackling the climate crisis. The pandemic has changed transport globally. We have the opportunity to see what would our cities look like when we are designing for people, not cars.

18:11:34 From [REDACTED] : Any decline in car use cannot be expected unless people have efficient, accessible and affordable alternative options. Policy and behaviour change may take a long time, but there exists a building momentum across the world that recognises car-free streets as a critical way of tackling the urgent climate crisis, as well as a strategy to improve health and wellbeing. This pandemic has resulted in countless forced changes to our lifestyles, economies and environments. Seeing what's possible can lead to change – the question is how to ensure the change resulting from this global emergency improves health for people and planet.

Reducing car use is good for health, productivity, urban liveability and the economy.

- 18:11:51 From [REDACTED] : What si proposed design of Stanley west
- 18:11:56 From [REDACTED] to everyone : CCTV
- 18:12:23 From [REDACTED] to everyone : FOOTPATHS
- 18:12:58 From [REDACTED] to everyone : RIDE N PARK
- 18:13:31 From [REDACTED] : Good points about Glen Eira's climate emergency declaration.
- 18:13:35 From [REDACTED] : Concrete is concrete - what alternatives are you suggesting?
- 18:13:59 From [REDACTED] : It's going to be concrete! It's not climate friendly!
- 18:15:24 From [REDACTED] : putting the horse before the cart
- 18:15:31 From [REDACTED] : Lily the site is menti.com code 55451887 you can use your phone
- 18:15:57 From [REDACTED] : What materials do you recommend, Helen?
- 18:16:53 From [REDACTED] : Not to build a high rise carpark
- 18:17:27 From [REDACTED] : You can only use concrete
- 18:17:34 From [REDACTED] to everyone : Keep some trees please
- 18:17:41 From [REDACTED] to everyone : Thanks Davy
- 18:17:49 From [REDACTED] to everyone : David
- 18:17:53 From [REDACTED] : Will you be adding charges to the parking one day?
- 18:18:52 From [REDACTED] : Thanks for conducting the session and facilitating the discussion! Can you please provide some feedback on a couple of queries re Bentleigh? 1) The design indicates a green space to the north. Given the footprint size, can 300 car parks be delivered over three levels on the area identified? 2) What funding conditions exist for the parking controls for the commuter car parks? It was mentioned that it would be all day parking, if this is the case these car parks may not be available for sort term stay, can you please comment on this? Thanks.
- 18:20:02 From [REDACTED] - WSP : Thanks Warren, we'll make sure your questions are captured. Nicola
- 18:20:08 [REDACTED] : Agree connectivity between buses and trains is pivotal
- 18:21:34 From [REDACTED] to everyone : East Stanley st is far better option for multi storey car park and far more cost effective.
- 18:21:41 From [REDACTED] : have you considered placing a car park over railway opening
- 18:21:53 From [REDACTED] : Well facilitated Camilla.
- 18:22:33 From [REDACTED] : To quote Professor Graham Currie, Monash University transport expert, Melbourne railway stations already had some of the biggest car parks in the world, and better bus services would ease the pressure. "Car parks are ugly and awful, they make station environments less attractive, but they reflect the car dependency of our city".

There needs to be a shift in mindset to implement sustainable solutions. Building more and more car parks is a non-solution.

18:22:42 From [REDACTED] : One solution is to use local feeder buses. For a fraction of the \$10 million outlay, it would be possible to purchase and operate a fleet of buses which would deliver local passengers to trains all day, not just in peak hour when parking spaces might be available.

A feeder bus could provide reliable transfers to/from the CBD with the cost to drivers included in their parking fee. For example, Launceston City Council has implemented a shuttle bus/park & ride service which loops around the city, picking up people

including commuters, shoppers and tourists and dropping them at key destinations. It encourages people to leave their cars at home, or for those who live a little further out, to use the less congested and cheaper car parking facilities on the outskirts of town and catch the free bus in. This promotes a healthier way of getting around while reducing the amount of traffic and pressure on parking.

18:23:49 From [REDACTED] to everyone: Agreed with Paul: let us not sanction pork barrelling. This project is not a response to a priority community need for this area: it is a response to a political need. It is a solution in search of a problem.

18:24:13 From [REDACTED] : We should encourage pork barreling.

18:24:58 From [REDACTED] : Underground can have flooding

18:25:08 From [REDACTED] : City of Stonnington build undercover parking and also turned into an amazing plaza for community

18:25:10 From [REDACTED] : sorry again I'm meant should not encourage pork barreling

18:26:03 From [REDACTED] : Agree Paul.

18:26:48 From [REDACTED] : Prahran market car park went up and is an eye sore. Underground parking behind Coles in Chapel Street enhanced and has the community useage.

18:26:59 From [REDACTED] : Suggest Council go back to Feds and request additional budget to deliver underground parking

18:28:05 From [REDACTED] : This funding doesn't relate to need and is driving a potentially distrastrous solution locking us into more car use rather than develop the alternatives which benefit more residents than 200 commuters who'll use a carpark

18:28:25 From [REDACTED] to everyone : Why not build over the Elsternwick railway line. So close to all transport

18:28:41 From [REDACTED] : Houses nearby can crack when digging for underground

18:29:15 From [REDACTED] : food

18:29:24 From [REDACTED] : We have gone underground for trains and seen the benefits there.

18:29:45 From [REDACTED]n to everyone: Underground or high-rise: commuter parking will become a congestion magnet in the heart of Elsternwick.

18:30:30 From [REDACTED] : Will you be looking at chat and using it?

18:30:39 From [REDACTED] - WSP to everyone : Hi Rose - yes we will

18:31:05 From [REDACTED] S : Last dot point of next steps presupposes project will proceed

18:31:27 From [REDACTED] : Has the two projects been costed against meeting our net zero emissions framework. We also must consider the heat island effect such a structure will have on their surrounds

18:31:32 From [REDACTED] : Thankyou, look forward to next session

18:31:37 From [REDACTED] : Stongly support the under-grounding car parking. Bentleigh has two major shopping centres with shoppers parking at grade. Has Council consulted with these stakeholders about the possibility of under-grounding car parking below supermarkets and allowing increased height on those sites? This would reduced current on grade car parking and potentially open up an alternate funding source. GE has the lowest provision of open space per capita in Vic and this would also avail opportunities to increase open space.

18:31:39 From [REDACTED] : We need positive notice that our queries have been adressed

18:31:40
don't really need

From [REDACTED] : Sounds like the dazzling dollars are driving this and giving a solution that we

Multideck Carparks - Social Media feedback received

Instagram	No.	Contribution
	1	Think it's a great idea
	2	Any towers going to be built in Ripponlea?
	3	Where exactly will they be built in Bentleigh? Over current station parking?
	4	bentleigh definitely needs parking to encourage train travel!!!
	5	Elsternwick desperately needs extra car parking.
	6	What are you doing to reduce the number of cars on the road? Build more car parks. For what purpose? Why not spend the money on incentives for retailers to lease empty high streets and diversify high streets by spreading your commerce to drive local foot traffic rather than build more congestion. We need to reduce the number cars on the road. This isn't a sustainable plan. Bentleigh has an abundance of car parks already

Facebook	No.	Contribution
	1	How will the car parks be made safe for people using them, especially in winter etc when it's dark.
	2	Improve the cycling network and safe cycling. All these starting points are viable to get to the city on a bike.
	3	Where would the Elsternwick one go? Just can't imagine where it would fit near the station.
		FB user reply to 3: 26 Stanley Street where the old carpark is behind Chemist Warehouse, Grill'd etc. to create more car parking spaces. Bentleigh site is where the carpark is next to the station in Bent Street where the Sunday market is held
	4	Need one in Carnegie
	5	FB user reply to 4: There could be another round, if the councillors don't decide to refuse this offer of full funding.
	6	FB user reply to 5: Let's hope so
	7	FB user reply to 5: Thank you. Maybe a rooftop garden?
	8	FB user reply to 6: they intend to include a rooftop garden
	9	FB user reply to 7: Thanks! I really hope it goes ahead. Sounds fantastic!

10	FB user reply to 8: That's awesome.
12	FB user reply to 4: so agree and unfortunately we have been waiting for 10+ years There were plans for a carpark and market similar to South Melbourne and Prahran market. Sadly they have placed it on hold indefinitely What a shame Carnegie is left behind on many levels Starting to look very neglected unkept is how many describe it and yet we are a beautiful busy shopping strip with a beautiful community spirit A shame those that should see it don't
13	Tag
14	Reply to 8: read that, trying to identify where they're proposing locating it
15	Tag
16	I think they're great!
17	More bike lanes and a better use of public money as it moves more people. Glen Eira BUG https://www.facebook.com/groups/gleneirabug/
18	Reply yo 2: Not everyone can or wants to use a bike!
19	White elephant
20	Why didn't you just do it as part of the Bentleigh level crossing removal?
21	Provision for EV chargers and solar panels+ batteries on the top level; movement detecting lights which drop to a lower illumination when no people or vehicle movements. Higher illumination at entry and exit points for more than the required minimum depth. Security provisions.

SOCIAL MEDIA TERMS AND DEFINITIONS**Facebook**

Term	Meaning
Reached	The number of users who were shown the content in their feed
Engagements	A user read the post and then engaged with it in some way
Likes	A user clicked the Like button
Loves	A user clicked the Love button
Comments	A user left a comment
Link Clicks	A user clicked the link in the post
Shares	A user shared the post on their page or to a Facebook group
Other Clicks	A user clicked on something else in the post that was not the link (eg. image, comment). These clicks show that the user is trying to gather more information

Instagram

Term	Meaning
Reached	The number of users who were shown the content in their feed
Interactions	A user read the post and then interacted with it in some way
Profile Visits	How many people visited the Glen Eira profile from the post
Website Clicks	How many clicks on the webpage
Likes	A user clicked the Like button
Save	Users can create and organise saved posts in private folders on Instagram so they can return to them later

Multideck Carparks - Written Correspondence feedback received

No.	Contribution
1	Can you advise what car parking controls are being proposed for the potential multi-deck car park at Bentleigh? This doesn't appear to be listed in any documents but is important regarding how spaces will be allocated. As an example, long stay versus short stay allocation. Can you please also provide a summary of the consultation process. Will there be a letter box drop to nearby residents?
2	Response to 1: A follow up question, I note that the consultation process makes no reference to specifically advising nearby residents. Will Council be undertaking a mail out to nearby residents regarding this consultation process?
3	<p>Thank you for the opportunity to have a say on this important matter. Sufficient car parking will definitely define whether a local shopping strip survives with so many other ways to shop that don't require parking. I would have hoped that council may have considered roofing the state government owned railway line on Gordon Street opposite the classic. In addition to Federal funding their could also be state government funding. A two level car park at that location would service train travellers, movie goers, the Jewish Museum, Kadimah Centre, Jewish Holocaust Centre and Woolworths and visitors to the apartments above. If the state government provided funding this may enable 2 car park sites that would ensure the long term success of the Elsternwick shopping precinct. The East end of GlenHuntly Road Elsternwick already has the benefit of the Coles, Stanley street , CBA and library car parks. The middle area of the shopping centre car park , will/ would , provide for the current and future of the middle of the shopping strip.</p> <p>A car park over the railway line opposite the Classic Cinema would cater for the west end of the strip.</p>
4	<p>Could you please clarify if the "estimated total car parks achieved" at Bentleigh and Elsternwick incorporate the existing car parks on the proposed multi-deck sites i.e. at Bentleigh is the 300-350 as a net gain of car parking, less those existing on the site (123?), and at Elsternwick the 160-200 as a net gain of car parking less those existing on the site (75?)?</p> <p>I saw some mention of cycle parking to be added as part of the car park developments and is this still proposed, and if so, what is the provision?</p>
5	<p>Thank you for the opportunity to provide feedback regarding possible ideas for development of the Elsternwick car park.</p> <p>Stonnington council has developed an amazing example of a car park construction incorporating soft open green space for the community - A much needed asset by the Glen Eira residents and greater community.</p> <p>Although the cost was excessive, the concept of green space for the community could be adopted according to budget available.</p> <p>Please refer to link below for further information:</p> <p>https://www.acecon.com.au/prahran-square-car-park-redevelopment-project/</p>

6	<p>I write on behalf of myself and my family to provide feedback in response to the development of the Elsternwick car park.</p> <p>Stonnington council has supported the development of an amazing car park construction which has become a noteworthy asset to all residents and visitors alike.</p> <p>It incorporates much needed open green space and whilst addressing the car parking issue.</p> <p>We strongly believe a similar concept should be adopted for the Elsternwick precinct.</p> <p>Please refer to link below for further information:</p> <p>https://www.acecon.com.au/prahran-square-car-park-redevelopment-project/</p>
7	<p>Can you please sign me up for the multi-deck car parking workshop.</p> <p>What time is this, its not listed on line?</p> <p>Also, I am only interested in Bentleigh and assume this will be sperate?</p>
8	<p>The proposal of this Multi storey car park is potentially dangerous adding further stress to the traffic asking Centre Road which is already over utilised. The location of this car park being so close to Centre Road will aggravate this problem. There are already numerous buses connecting to the Bentleigh train station .People can connect with the buses no need to drive there to park only to add extra congestion.</p> <p>The idea of the multi storey car park will work elsewhere but not at Bentleigh. I suggest Ormond where people can access from North Rd, a wider road for more cars.</p>

9	<p>Follow up email to 8: Thanks for your reply. I understand where the Council stand in this instance. I am however very concerned with the blocked traffic conditions along Centre Rd particularly near the shops and train station, now before the multi storey car park is built and even more so later when additional cars will access this already fully congested area from other suburbs.</p> <p>I would like to request the Council to especially consider this issue thoroughly and lay it out with the federal government. Careful considerations and planning need to be done regarding the entrance and exit point for this car park to avoid further burdening the traffic and pedestrians on Centre Road.</p> <p>Also, is Public Transport Victoria going to increase the frequency of trains for Frankston line? I noticed trains along the Frankston line run slower than the Sandringham line for unknown reasons. Is it because of the numerous level crossings along its route? Could you find out and to improve that as well? It is because having more passengers using this Bentleigh station will demand more trains and more efficient services.</p> <p>I appreciate your help and reply.</p>
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10	<p>I hope this email finds you well.</p> <p>I'm writing to you regarding the proposed multi-deck carpark that is in the consultation phase for Elsternwick and Bentleigh.</p> <p>My family and I have lived at 18 Stanley St Elsternwick for 13 years so i feel that our opinion matters. Due to the fact that your decision in the multi-deck carpark will directly impact on our quality of life.</p> <p>We understand the urgency for increased car parking in the street, we live it everyday. However, the car parking needs to be 3 levels underground at a basement level.</p> <p>We do not want to live near a 3 story level multi-deck car park. It is depressing as it is that we have to live near the newly built towers on Riddell Pde. It is imperative the three level car parking needs to be built underground at basement level.</p> <p>Dale, I implore you, we need to be progressive with our design and not waste an opportunity that we have been given. The Federal Government's generous gift should be spent wisely and leave a legacy to the future residents of Elsternwick</p> <p>We only need to look at our neighbours in Prahran for inspiration. They not only satisfied the car parking requirement by delivering an underground parking, they also created a wonderful meeting plaza with open space for families to enjoy as a community. The ever increasing rise in realestate land value, and lack of large parcels of land should warrant serious consideration to construct the multi level car parking at a basement level. Please do not waste precious land on car parking at a ground level. We should be more innovative than this.</p> <p>Most of the residents on Stanley St and Riddell Pde are families. We don't have much open space to gather around in. This is only getting worse, with each additional residential tower being approved and constructed. Lord knows when this will ever cease. The Residents are desperate for more green open space.</p> <p>Yes we have Elsternwick Plaza, however, this is far too small to adequately host all the new residents moving into our area. Each tower represents hundreds of people living or visiting Elsternwick. We are desperate for a bigger area to gather and relax in.</p>
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11

Regarding the article on page 6 of the "Glen Eira News":

It is the nature of us humans to want get to and from public transport as directly/quickly as possible.

Bentleigh: If the carpark is built where shown on the diagram, then users would have to walk southwards along a lane way to Centre Road, enter the station and head back northwards to the station platform. This would be made worse if the pedestrian entrance/exit is on the Bent Street side of the carpark, and not on the southern (laneway) side of the building.

Suggestion for Bentleigh. A pedestrian overpass directly from the carpark to the train platforms. This could be added to the carpark at minimal cost. Disabled folks could still access the platforms via the existing lifts, or the overpass could have ramps to the platforms.

Elsternwick: If the carpark is built at the shown site, then there is a fair hike (unpleasant in wet or hot weather) northwestward to Glen Huntly Road, then double back southeast through the station foyer and down the ramp to the platform to end up near where you came from.

Suggestion for Elsternwick: A pedestrian overpass from the roundabout adjacent to the station (sorry, I don't have a map handy, so don't know the name of the street that joins Stanley Street) directly to the southeastern end of the platforms. Again, wouldn't cost much money, but save patrons lots of time and money.

Given that we no longer have gatekeepers at railway stations, perhaps we can move past the days when railway stations had only one fiercely guarded entrance/exit?

12	<p>I have grave concerns and fervently object to the proposed Elsternwick site in Stanley Street West.</p> <p>This is a massive departure from the Elsternwick structural plan which had the car park at Stanley Street East site pegged for this obscene development.</p> <p>I have several questions seeking a response from you of which I have highlighted in yellow.</p> <p>What I don't understand is why the change from the original site from Stanley St East to Stanley Street West. No justification has been provided by council. Can you please provide this?</p> <p>No details have been provided regarding the following and I seek you to provide these details not only to me but publicly as part of the community consultation process:</p> <ul style="list-style-type: none">-Comparisons between the original proposed site at Stanley St East - the scale of the development, size, height, site coverage, entry and exit or proposed development costs and whether this will be a free of charge or user pay car park <p>No details have been provided as to the assessments to impact to residential structures if this development was to go ahead at Stanley St West. Can you please substantiate how the impact been assessed, by whom and when – what are the measurements and findings as per claim “a minimised impact to the surrounding residential and sensitive interfaces” made in the FAQs (https://www.gleneira.vic.gov.au/about-council/council-projects/glen-eira-multideck-car-parks)</p> <p>Our home is directly opposite the new proposed site at Stanley St West. The impacts to the amenity of our property are great from the visual bulk an above ground multi story which will greatly reduce north solar access to our property. The proposed multistorey carpark will face directly onto habitable bedrooms and living areas of our property and directly at eye level from our balcony and upstairs bedrooms and pose an intrusion of privacy.</p> <p>The increased traffic burden will be immense and ruin the quiet enjoyment of our home.</p> <p>Congestion is already an issue during peak hours along Riddle Parade and it makes no sense whatsoever why the site would be moved from a easily accessible main road such as Orrong Rd to a residential street and to a significantly reduce site plan?</p> <p>We have already experienced continued disruption from over development of multi-story buildings directly across the road from 28 Riddle Parade and the Park Lane development immediately abutting 28 Riddle and the Stanley St West car pack for the past 6+years and this proposed development would create and further disruption effectively meaning we will have lived opposite a construction site for over 10 year.</p> <p>There are well established gum trees on the current Stanley St West car park site which will not be able to be replaced with this development.</p> <p>Our immediate vicinity has experienced a complete lack of oversight to the damage and degradation of the heritage of the precinct with obsessive multi story development. Essentially the corner of Riddell parade and Stanley St will become a complete and utter concrete jungle.</p>
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13	<p>Follow up email to 11: The revised Elsternwick site is not an attractive proposition as it suffers the exact same issues the Stanley St East site was rejected for:</p> <ul style="list-style-type: none">-The size and scale of the proposed buildings (too many levels / too large)-Concerns regarding existing site conditions-Management requirement of traffic speeds and increased traffic volume-Concerns regarding antisocial behaviour-Proposed location of the car parks (i.e. distance from stations)-Proposals being discordant to the character and built form of surrounding areas <p>Can you please provide me with the residential impact study that has been undertaken for both Stanley St East and Stanley St West sites.</p>
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14	<p>Follow up email to 12: Thank you for your reply.</p> <p>My comments to your responses follow below in blue text.</p> <p>Also, please find attached a petition to Council regarding the Multideck Carpark at 26 Stanley St Elsternwick containing 22 signatures objecting to this proposed development.</p> <p>Look forward to raising this at the workshop tomorrow and hope that you are able to answer many of the questions we have raised.</p> <p>Thank you for your email of 4 November 2021 regarding the proposed Elsternwick multideck car park. Below I have responded to each of the points that you raised under the specific headings:</p> <p>CHANGE OF SITE</p> <p>There are a number of reasons why the proposed car park project site in Elsternwick has changed from Stanley St East to Stanley Street West. In 2019/20, Council undertook a phase of engagement to inform the community of the car park proposal at Stanley St East.</p> <p>Overall, the feedback from this consultation process raised several concerns with local residents and traders. Some general feedback from the community included:</p> <ul style="list-style-type: none"> -The size and scale of the proposed buildings (too many levels / too large) -The scale and size are of much greater concern at the proposed site, and would be absorbed much better by the original, much larger site. -Concerns regarding existing site conditions -For example? The conditions are the same at the proposed site. -Management requirement of traffic speeds and increased traffic volume -This makes no sense. The previous site has access to Orrong Rd, which is a main road, whereas Riddell Pde and Stanley St are smaller, already
15	<p>I am very much against the building of an above ground multi level car park. If more parking is needed in Elsternwick, then please build it underground and have green open space at ground level.</p>
16	<p>Follow up email to 14: Thanks for your response. My response now is then is no above ground multideck car park! It would be an absolute eyesore.</p>

17	<p>I'm contacting you to object in the strongest possible way to another proposed multi storey carpark in Elsternwick. The existing one next to Elsternwick station is a perfect example of what they very quickly become dirty, scary places with dark corners for undesirable activities to occur. As a female I will not use that facility.</p> <p>Question is does GECC have the spine to say 'no' to the federal funding being offered and represent the people who elected them.? I have yet to find one local resident in favour of this proposal ... support for it will only come from those who do not live in our suburb.</p> <p>PS How did the museum and cultural centre development in Selwyn St which includes a 300 seat theatre receive approval with zero on site parking? This makes the current proposal even more galling!</p>
18	<p>I just wanted to send a brief note to express my horror at the proposed multi deck carpark being considered for Bentleigh.</p> <p>If we have learned anything from the past weeks it is that our reliance on fossil fuels and unsustainable transport should be challenged at every opportunity. To build an ugly, multi-storey carpark will only encourage more motor traffic. Along with that, it threatens the market that is an important part of local culture.</p> <p>As my elected representative, I ask you to oppose this foolish proposal and propose more sustainable investment in transport. How can we look children in the eye if we squander their future by foolishly clinging to these outdated approaches?</p> <p>I am very happy to discuss any aspect of this and will certainly campaign actively against this proposal.</p>
19	Can you tell me the location for the planned multi deck car park in Elsternwick please.
20	<p>That's a better site than the original plan.</p> <p>How many levels please?</p>

21

I am a resident of Stanley Street Elsternwick across the road from the proposed multi level car park.

I am incredibly disappointed to learn about the plans to develop the car park across the road. As you would be aware the council recently changed the zoning to “Heritage and Character” and over turning the previous zoning which allowed for multi level development (mixed zone, 4 level construction allowed). It was over turned because the council thought it was important to retain homes with character. In supporting this view I do not think it is reasonable to build a large scale commercial car park in the area that you want homes to be retained.

If additional parking is required I propose that the car park be built under ground on the site rather than above ground. This would create the opportunity to add value to the community by creating a green space above the car park. Glen Eira has an extraordinarily low amount of green space and creating this near the cafes and restaurants on Glen Huntley Road would add enormous value to the suburb and bring people to the area.

I appreciate there is additional cost in building the car park underground but the improvement to the suburb attractiveness and local traders would be significant. If additional revenue is required, the car parking could be paid for commuters/workers which I believe would be well supported in exchange for more green space.

I strongly object to the proposed development and ask that you listen to the voice of our local community and deliver a solution that adds parking as well as much needed green space for the community.

22	<p>Forgive me for weighing in as a mere resident but I wonder whether Council (and more particularly the council officer responsible for writing the officer report) would benefit from feedback by a select group of residents who have expressed an interest in transport matters. I imagine some members of the committee would be aware that the notion of building multi-deck carparks at the two selected sites arose as part of the Elsternwick and Bentleigh Structure Plans. They may have paid particular attention to the two traffic analyses which formed part of that process. They then might have given some time and thought as to how the construction of these structures interacts with the Integrated Transport Strategy, Parking Policy and Our Climate Response Strategy and read and considered some of the submissions made to the Senate inquiry into the Urban Congestion Fund.</p> <p>Oddly, none of the above has been referenced on Council's dedicated webpage soliciting public feedback or the relevant page of the Have Your Say website. I'd have thought the quality of public feedback will, to some extent, suffer as a result. The final officer report (and recommendation) may well benefit from at least some residents making use of that material to provide feedback on a draft officer report and recommendation. Of course if the administration is content with the very broadest and shallow form of public feedback augmented with feedback by a smaller group of residents benefitting from an audio-visual presentation then by all means the Committee ought to be limited to providing some comments on the presentation.</p>
23	<p>Elsternwick</p> <p>If the carpark were ground and one level higher level only and if trees were planted to lessen impact to residents it could be useful. Not so much to reduce congestion..only 20 trips saved per day, but to provide nighttime parking for the Classic and the restaurants in the area. Currently the car park is short term- 2 hours I think, not whole day. Short term parking still needs to be provided. This mix would spread the traffic issues</p> <p>If car parking is going to be part of the precinct plans -without a Woolworths, then the car park would be unnecessary for nighttime.</p> <p>Did the council have existing plans for the carpark?</p> <p>BENTLEIGH</p> <p>I'm not familiar with this area but from the information provided it appeared that there would be less impact on the surrounds c/f a multi-storey in Elsternwick . Is there a demand for night time parking in this location?</p> <p>In general I am averse to pressure on planning decisions.</p>
24	<p>Has anyone pointed out that this statement about building multi-deck car parks makes no sense: "Enhancing walkability and cycling facilities in Glen Eira are less likely to have a significant impact on reducing car usage, particularly in the south east of Glen Eira where walkability is low."? So, enhancing walkability doesn't make sense where walkability is low? Does that mean it makes sense to enhance walkability where walkability is already high? It seems to me that where walkability is low is exactly where it should be enhanced! Building car parks, which encourages more people to drive, is definitely not the way to reduce congestion. This whole proposal just reads like nonsense to me.</p>

25

Overall, the quality of responses from Council was disappointing. Too many questions were taken 'on notice', and many answers were lacking in detail, confused and contradictory.

For instance, when Giselle queried how Council had arrived at the assertion that the multi-deck car park proposed for Elsternwick would have minimal impact on the surrounding residential area, - given a residential impact study has not been conducted, - Taryn, after initially questioning the statement, then said it related to the 'construction phase' of the project. This is the first time we have heard this explanation. What evidence is this based on?

Council's FAQ's on its website states:

"The proposed Elsternwick site is being chosen due to its proximity to the train station and activity centre, and for the minimal impact it will have on the surrounding residential area and sensitive interfaces."

In the absence of a residential impact report, -and any facts or evidence to support such a statement, - Council cannot make such claims.

When Paul Caine questioned how multi-deck car parks aligned with Council's declaration of a 'climate emergency', Taryn's response was that, as far as possible, environmentally friendly materials would be used in construction.

The reality is that cutting down established trees and building a concrete structure, with a huge carbon footprint and associated urban heat island effects, makes a mockery of Council's claims that 'it is committed to addressing the local impacts of climate change and building momentum for sustained community climate action.'

Council has committed to ambitious new carbon emission reduction targets of zero net corporate emissions by 2025, and zero net community emissions by 2030.

26

I am a resident of Stanley Street Elsternwick across the road from the proposed multi level car park.

I am incredibly disappointed to learn about the plans to develop the car park across the road. As you would be aware the council recently changed the zoning to “Heritage and Character” and over turning the previous zoning which allowed for multi level development (mixed zone, 4 level construction allowed). It was over turned because the council thought it was important to retain homes with character. In supporting this view I do not think it is reasonable to build a large scale commercial car park in the area that you want homes to be retained.

If additional parking is required I propose that the car park be built under ground on the site rather than above ground. This would create the opportunity to add value to the community by creating a green space above the car park. Glen Eira has an extraordinarily low amount of green space and creating this near the cafes and restaurants on Glen Huntley Road would add enormous value to the suburb and bring people to the area.

I appreciate there is additional cost in building the car park underground but the improvement to the suburb attractiveness and local traders would be significant. If additional revenue is required, the car parking could be paid for commuters/workers which I believe would be well supported in exchange for more green space.

I strongly object to the proposed development and ask that you listen to the voice of our local community and deliver a solution that adds parking as well as much needed green space for the community.

27	<p>I am writing to let you know that I am very unhappy about the proposal for a hideous, unsafe and unnecessary multi-story carpark.</p> <p>Our council desperately needs more open space not more multi-storey buildings. Our suburb has become a giant concrete heat magnet yet ongoing high rise development appears your goal at the expense of liveability and retaining a connection with our history.</p> <p>If you have ever walked through the Elsternwick train station carpark at night you will understand it is not a safe destination for anyone particular females at night. It also attracts undesirables for activities like drug dealing. I have 3 young daughters living with me at 27 Stanley St / 32 Riddell. The idea of a very close unsafe environment like a multistorey carpark is of great concern. I am totally unconvinced as to the need...just because there is the possibility of Federal funding. Decisions on development should be based on need not funding availability.</p> <p>You would be aware that there is a massive work from home change that will also significantly reduce public transport traffic into the city and the need for commuter carparks.</p> <p>Please spend any funds we have access to on making our environment more sustainable, liveable, accessible.</p> <p>I am also particularly unhappy about what seems Council's failure to ensure sufficient carparking for recent multi-storey developments and are now scrambling to find ways for rate payers to make up any gap.</p> <p>The Selwyn street development has raised very significant concerns about Council's decision making and governance. Some of the decisions and support for the development do not seem to be completely above board. I am no conspiracy theorist but my reading of this raises concerns about proper process being followed.</p> <p>As George Orwell penned, "some animals are more equal than others", some (large) developers are more equal than others!</p> <p>You are elected to represent your rate payers and fellow citizens. Please ensure any decision is being made for the betterment of us.</p>
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28	<p>I am writing this email to you as a response to the community consultation on the Bentleigh and Elsternwick multi deck car parks.</p> <p>Whilst I have lived in Bentleigh for over 20 years, my more relevant experience is from my employment at VicUrban (now Development Victoria).</p> <p>Whilst at VicUrban, I completed a research scholarship on developing car park sites for a higher and better use, whilst maintaining the carparks. The business adopted this concept and completed numerous feasibility studies for a number of publicly owned carpark sites.</p> <p>Before you continue to a feasibility stage, I would recommend consideration of developing the multideck carparks with residential apartments above (as private or affordable housing), and retail frontages to the street so that the sites are developed to a higher and better use than carparking alone. Depending on the possible configurations of the site, the additional uses could fund the construction of the carparking.</p> <p>Whilst I was at VicUrban, we worked in partnership with many Council areas, and undertook the initial feasibility investigation process. I do not have an understanding of Development Victoria's current interest in this area, however this could be a potential partnership opportunity for you to consider.</p> <p>I will not be able to share specific details of the feasibility studies at VicUrban as it is their intellectual property, however should you wish for me to assist in an introduction to Development Victoria or to discuss this concept further please do not hesitate to contact me.</p>
29	<p>Just wanted to chat to someone about the new carpark proposed in Stanley Street.</p> <p>I'm the owner of the adjacent office at 28 Riddell Parade, Elsternwick which will have significant issues with natural light and reduced amenity from the outlook if the carpark proceeds in its current form.</p> <p>The office currently holds almost 80 people and is one of the larger employers in the area.</p> <p>If someone could please contact me to discuss that would be great.</p>
30	<p>Please find attached my objection to the proposed multi-deck car park at 26 Stanley St Elsternwick.</p> <p>Attached letter: Please find below reasons for this objection: Elsternwick already has a multi-deck commuter car park. Residents don't want another.</p>

As a long-term resident and ratepayer living in Elsternwick, I do not wish to see my local neighbourhood swamped by another ugly concrete structure which will attract more cars, noise, fumes and congestion into already congested local streets. Besides the well-documented problems of air pollution, congestion and accidents caused every year, the largest effect cars have on suburbs is the tremendous damage they do to social spaces. The local community deserves better.

We long-suffering locals have been subjected to obsessive and inappropriate multi-story development in the Stanley St/ Riddell Pde precinct, and have effectively had to live with continuous building work in the immediate vicinity for almost ten years, - a most unpleasant experience, with significant loss of amenity.

Council has failed to explain why the proposed site has changed. Where are the site due diligence, concept design and feasibility studies undertaken for the Stanley St East site, which is much larger, serviced by a major road and would have minimal impact on residents?

Why is Council funnelling so much car parking in Elsternwick to the south side of Glenhuntly Rd? A more balanced approach to planning needs to consider boosting the very limited parking options to the north side of Glenhuntly Rd.

Council's assertion that this new proposal will have "minimal impact on the surrounding residential area" is false. It is dishonest and misleading to make such a statement when a residential impact study has not been undertaken.

Where is the consideration of the impact of more cars, more noise, more congestion, more pollution, loss of amenity, loss of privacy, loss of trees, the creation of an 'urban heat island', overshadowing, traffic hazards etc? There is no such thing as "free parking".

This proposal will be hugely detrimental to residents in the two apartment buildings directly adjacent to the car park, and to residents in Riddell Pde and Stanley St, including the heritage properties directly opposite the site.

The proposal is totally incongruent with Council's neighbourhood character overlays, which aim to protect the characteristics which contribute to the local character, and ensure that the character, appearance, location, form, height and bulk of new development is compatible with those aspects of existing premises on the site, or in the local streetscape. A multi-deck carpark fails to meet all of these residential development standards, and would be an ugly blight on the streetscape.

Doubling the number of car spaces at a cost of \$10 million, or in excess of \$100,000 per car parking space is ridiculously expensive, inefficient and wasteful, given the standard cost of multi-deck car park spaces is around \$50k. Regardless of whether Council is paying for the project, it is a massive waste of taxpayer funds, which could be better spent elsewhere.

Council has declared a "climate emergency". Building a concrete multi-deck car park to attract more cars to congested local streets directly contradicts its stated policy of reducing carbon emissions and promoting environmental sustainability. One of the best ways to encourage people to drive is to provide car parking and make it free.

Glen Eira has the lowest amount of open space within any Victorian municipality, and a tree canopy which is gradually being eroded. Using valuable open space to build a multi-deck car park, and removing the mature trees at the site would only worsen these problems.

Why hasn't consideration been given to an underground option like Prahran Square in Prahran which has provided 500 spaces of underground car parking, while meeting Stonnington's commitment to the environment by implementing a broad range of holistic environmental and sustainability initiatives, with an open-air plaza and urban garden for recreation, events, festivals and markets.

The cost of providing underground parking is not as expensive as many assume, and in a balanced approach, should have at least been considered. The Federal funding rationale is flawed, with most of the chosen projects in Melbourne's south-east, despite more of the city's most congested roads being in its north-west.

Suburbs in Melbourne's west with annual population growth of 4 per cent have not received funding while Liberal-held eastern Melbourne electorates like Goldstein, where the annual population growth is less than 1 per cent received funding for multiple car parks.

International and Australian research has showed commuter car parks are effective when they are built in lower-density, outer suburban areas, where people live too far from train stations to walk or cycle.

The online survey quotes the VLC report commissioned by Council. This report is lightweight at best. Using case studies over 15 years old, it is mediocre high-level analysis, focussed only on the benefits of potential measures and does not address the respective costs. Such 'analysis' which fails to investigate costs as well as benefits renders it, and its 'findings' meaningless.

Ironically, in assessing "congestion-busting" initiatives the VLC report concludes: "it is likely that the risk of local congestion at the Elsternwick activity centre is greater than that at Bentleigh" ...- "congestion-busting" indeed?!

Another multi deck car park would be expensive to build and maintain, is space-intensive, locks up valuable real estate, and requires public transport users to own just as many cars as if public transport didn't exist.

In the wake of the pandemic, we have the opportunity to reimagine better options for how our suburb functions, - with more space for people and less for cars. It is time for long-term vision and planning to replace knee-jerk policymaking and political expediency.

Land use in close proximity to train stations needs to carefully consider present and future value. Present needs must be balanced with future value and needs.

Parking can directly compromise the adoption of active and sustainable modes of transport. Free and easily accessible parking contributes to induced driving and car ownership.

Advancements in transport technology, such as autonomous vehicles may fundamentally change future private car use. Areas occupied by car parks today are likely to become valuable community assets in the future. Anticipating future change and need should inform site selection and building design. Elsternwick residents are looking to Council to provide vision, planning and leadership in these areas.

The energy and digital transition currently underway is changing the way cities accommodate cars, which spend 95% of their time stationary. The advent of the electric car, the autonomous car, new transport capabilities such as Uber, car and ride sharing, and alternative modes of transport such as bicycles and electric scooters will lead to a reduction in the number of cars, and much less need for parking spaces.

The rationale for Federal funding is flawed

Looking for the rationale for the Federal Government funding for this project, I have read the Australian National Audit Office (ANAO) report, and note the ANAO's statement that "The Department of Infrastructure's approach to identifying and selecting commuter car park projects for funding commitment was not appropriate"

The federal government picked 47 car parks to fund by canvassing the opinions of 23 Coalition MPs and candidates in five Labor seats the government wanted to win at the 2019 election. This approach is clearly not a logical rationale for town planning.

The National Audit Office investigation also stated that the planned locations for car parks don't line up with Melbourne's traffic patterns, population growth or even the conventional wisdom on which train stations were best suited for commuter car parks.

I appreciate there are legitimate issues around accessing the rail network, however the areas where car parks are under the most pressure is in Melbourne's outer-fringe growth suburbs, in the west and the south-east of Melbourne. Inexplicably, it was Liberal-held eastern Melbourne electorates like Goldstein and Kooyong, where the annual population growth is less than 1 per cent, that received funding for multiple car parks. Suburbs like Werribee and Melton, in Melbourne's west, where population is growing at a rate four times faster, and which are considered safe Labor seats, did not get car parks and representatives were not given a chance to propose any.

The majority of the projects are in Melbourne, despite Infrastructure Australia previously saying road congestion was a far bigger problem in Sydney. Most of the chosen projects were also in Melbourne's south-east, despite more of the city's most congested roads being in its north-west.

Impact on residents

The GECC website states "The proposed Elsternwick site is being chosen due to its proximity to the train station and activity centre, and for the minimal impact it will have on the surrounding residential area and sensitive interfaces."

It is dishonest and wrong to assert that there will be minimal impact on the surrounding residential area", when a residential impact study has not been undertaken.

The new site is bordered by two apartment towers and heritage houses directly opposite, and it is totally incongruent with the neighbourhood character overlays. The Stanley St East car park would have a much lower residential impact, and has the benefit of proximity to the much larger Orrong Rd, rather than funnelling more traffic into already congested, smaller local streets.

For years, local residents have been subjected to obsessive and inappropriate multi-story development in the Stanley St/ Riddell Pde precinct, and have effectively had to live with continuous building work in the immediate vicinity for almost ten years, - a most unpleasant experience, with significant loss of amenity.

Where is the consideration of the impact of more building works, more cars, more noise, more congestion, more pollution, loss of amenity, loss of privacy, the creation of an 'urban heat island, loss of trees, overshadowing, traffic hazards etc?

The VLC park and ride report fails to investigate costs, yet still concludes: "it is likely that the risk of local congestion at the Elsternwick activity centre is greater than that at Bentleigh". The current high levels of congestion in Elsternwick are intolerable and must be addressed.

Costs

Elsternwick is proposed to have a total of 160-200 car parking spaces at the site. All existing 78 car parking spaces will be retained.

This represents a net increase of between 82-122 car spaces, at a cost of between \$82,000 and \$122,000 per parking space, assuming a total outlay of \$10 million.

Given that the standard cost of multi-deck car park spaces is around \$50k, the proposal is horrendously expensive, inefficient and wasteful. The common response of "Council isn't paying for the project" misses the point that this proposal represents a massive waste of taxpayer funds, which could be better spent elsewhere. There's no such thing as "free parking".

In Melbourne, the Federal funding for locations for car parks doesn't line up with the city's traffic patterns, population growth or even the conventional wisdom on which train stations are best suited for commuter car parks.

The VLC Report states that "the increase in capacity park and ride at Bentleigh and Elsternwick can be expected to reduce the rate of car trips towards the CBD by about one third of all new users of the car parks, or in other words, every three new car parks will mean one less longer distance car trip towards the CBD."

Unfortunately, the VLC report does not contain any rigorous analysis, and these assertions cannot be verified. Like so many similar reports, it contains outdated, unused and poorly examined and aligned metrics.

Monash University senior lecturer in urban planning Dr Elizabeth Taylor has stated that even when commuter car parks were effective, they didn't necessarily take cars off the road.

For every person who drives to a car park and then catches the train instead of driving into the city, there is usually another person who used to walk, cycle or catch the bus to the station who now drives.

One of the biggest problems with the idea of driving to public transport is psychological. Once you've started your journey in a car, you've got little reason not to drive it all the way to your destination; i.e. it undermines public transport use.

One of the best ways to encourage people to drive is to provide car parking and make it free. Like building roads to relieve congestion, the provision of parking creates its own demand, and so increases the problem instead of reducing it. There's never going to be enough parking. Even if you doubled the size of every station car park in Melbourne, it would increase train patronage by 20 per cent - from 5 per cent of the population to 6 per cent. Such a tiny increase seems hardly worth the very substantial cost of providing all that extra parking.

It is simply not possible to keep on building more car parks. It is not possible or sensible to keep building more and more car parks. Eventually we will just have stations surrounded by acres of car parks.

Better solutions must be found

To quote Professor Graham Currie, Monash University transport expert, Melbourne railway stations already had some of the biggest car parks in the world, and better bus services would ease the pressure. "Car parks are ugly and awful, they make station environments less attractive, but they reflect the car dependency of our city".

There needs to be a shift in mindset to implement sustainable solutions. Building more and more car parks is a non-solution.

One solution is to use local feeder buses. For a fraction of the \$10 million outlay, it would be possible to purchase and operate a fleet of buses which would deliver local passengers to trains all day, not just in peak hour when parking spaces might be available.

A feeder bus could provide reliable transfers to/from the CBD with the cost to drivers included in their parking fee. For example, Launceston City Council has implemented a shuttle bus/park & ride service which loops around the city, picking up people including commuters, shoppers and tourists and dropping them at key destinations. It encourages people to leave their cars at home, or for those who live a little further out, to use the less congested and cheaper car parking facilities on the outskirts of town and catch the free bus in. This promotes a healthier way of getting around while reducing the amount of traffic and pressure on parking.

Another option is to price parking to account more accurately for actual demand, to incentivise use of active and sustainable modes of transport, and advocating generally for more efficient publicly-shared spaces.

In metropolitan Melbourne, nearly 85 per cent of households have walkable access to local buses, however this does not translate to usage, and despite having per capita one of the world's largest tram and rail networks, public transport patronage in Melbourne is lower than in either Sydney or Brisbane.

This reflects the fact that successive governments in Victoria have failed to deliver the transport infrastructure and services needed to support rapidly growing communities. This is adversely impacting accessibility, and risks the future liveability of metropolitan Melbourne. Urgent action is required to address this serious problem. These deficiencies are increasing car dependence, pollution and exacerbating traffic congestion at significant community cost.

A multi-deck car park is a significant long-term investment and once built, its use is difficult to change. In the wake of the pandemic, we have an opportunity to reimagine how our suburbs function, with more space for people and less for cars.

For our suburb to evolve with integrated transport options, long-term strategic thinking must take precedent over short-term "easy wins". Political expediency must be replaced by sensible planning and long-term vision.

Climate impacts

I note GECC has declared a "climate emergency". How does building more multi-deck car parks and encouraging greater use of fossil-fuel burning vehicles align with this Council policy? This is a disappointing combination of poor planning and total hypocrisy.

The environmental impacts of building multi deck car parks are not just from encouraging the use of cars over public transit or walking and cycling, but also from activities related to building and maintaining the infrastructure.

The energy use and materials associated with creating more parking spaces has a significant environmental impact. A huge amount of resources are used to build a multi deck car park – mostly concrete, which has its own environmental implications.

Providing free parking only encourages more cars into local streets, and raises the levels of greenhouse gases like carbon dioxide, methane and nitrous oxide.

Glen Eira has the lowest amount of open space within any Victorian municipality, and a tree canopy which is gradually being eroded. Building a multi-deck car park on scarce open space, and removing the established, mature trees at the site would worsen these problems.

A concrete multi-deck car park would create an urban heat island. Replacing natural land cover with a dense concentration of concrete that absorbs and retains heat, would result in heat trapped by the hard concrete surfaces, increasing urban temperatures, and resulting in a less liveable and less attractive neighbourhood.

Council needs to investigate how we can cool down our suburbs. Building more artificial surfaces which hold more heat and make our urban environments hotter, with heat radiating from roads and footpaths is not a solution.

The large trees currently on the site reduce air and surface temperatures through shade and evapotranspiration, - shading building surfaces, deflecting radiation from the sun, and releasing moisture into the atmosphere. In addition, the removal of trees and vegetation would have flash flooding runoff impacts.

Again, Council is guilty of poor planning and failure to commit to initiatives which would remedy these long-standing problems. This proposal reeks of climate hypocrisy.

The Covid-19 pandemic has given us a glimpse of what a changed world looks like with far fewer cars and much cleaner air.

The sudden drop in pollution and improvement of air quality around the world has been a wake-up call.

The coronavirus pandemic struck at a time of climate emergency, - an emergency caused in large part by the huge amount of greenhouse gas emissions released into the atmosphere – much of which comes from cars. This pandemic may have inadvertently triggered an environmental reprieve, but it has not stopped climate change.

Fewer cars on the road means improved air quality, better public health and a major contribution to tackling the climate crisis. The pandemic has changed transport globally. We have the opportunity to see what would our cities look like when we are designing for people, not cars.

Any decline in car use cannot be expected unless people have efficient, accessible and affordable alternative options. Policy and behaviour change may take a long time, but there exists a building momentum across the world that recognises car-free streets as a critical way of tackling the urgent climate crisis, as well as a strategy to improve health and wellbeing. This pandemic has resulted in countless forced changes to our lifestyles, economies and environments. Seeing what's possible can lead to change – the question is how to ensure the change resulting from this global emergency improves health for people and planet.

Reducing car use is good for health, productivity, urban liveability and the economy.

Park and ride

Relying on park-and-ride to grow patronage assumes that every new driver using the car park is someone who used to drive alone to their destination - as distinct from someone who previously caught the bus, or perhaps carpooled with someone else.

The cars of train passengers, -some of whom according to the VLC report come from Beaumaris, Highett and Cheltenham, - also add to traffic congestion in Elsternwick, detracting from urban amenity

A 2010 study of seven commuter car parks built in Victoria found a third of users had previously driven for their entire journey, while a quarter had previously walked or used public transport entirely.

While commuter car parks are one way of getting people to use the train network, the numbers are fairly neutral.

Despite the Urban Congestion Fund's stated purpose to manage congestion, there's certainly not an obvious correlation between congested roads and where the commuter car parks are proposed.

Expecting people to drive to railway stations puts an artificial limit on the number of passengers the train system can support. Car parks are expensive to build and maintain, are space-intensive, lock up valuable real estate near stations, and require public transport users to own just as many cars as if public transport didn't exist.

In well-patronised rail systems around the world, most train passengers arrive at the station by feeder bus or tram, not by car; it would simply be impossible to provide enough car parking to get all these passengers there by car instead.

According to ABS Census data, one in five Melbourne rail commuters travels to the station by car. On the other hand, a clear majority of train travellers walk to the station, while a comparable number arrive by bus or tram as by car (despite the generally very poor provision of these services).

The proportion of people driving to the station is usually thought much greater than it really is. Currently, around 5 per cent of Melburnians are train users, and 20 per cent drive to the station; Melbourne's railway station car parks are quite capable of housing the cars of this 1 per cent of the population (20 per cent of 5 per cent). But what if not 1 per cent, but 25 per cent of Melbourne's population wanted to park their cars at railway stations? There wouldn't be enough land or enough concrete to handle the task!

Like building roads to relieve congestion, the provision of parking creates its own demand, and so increases the problem instead of reducing it.

Even if we doubled the size of every station car park in Melbourne, the very best result we could expect is to increase train patronage by 20 per cent - from 5 per cent of the population to 6 per cent. Such a tiny increase seems hardly worth the very substantial cost of providing all that extra parking.

Park-and-ride also leads to an increased number of short car trips, which contribute disproportionately to air pollution owing to the 'cold start' effect.

Anti-social impacts

Large public car parks pose threats as well: poor lighting and lack of surveillance can turn them into hangouts for vandals, and a hub for antisocial behaviour including theft, assaults, graffiti, vandalism etc

The experience in other countries

Multi deck car parks create unequal, inefficient and unsustainable suburbs. It's time for genuine long-term planning and vision.

Cities across the world have begun rethinking their parking policies and are moving to prioritise walkable urban development and the type of city living that does not require a car for every trip, renouncing policies of providing abundant parking.

The energy and digital transition currently underway is changing the way cities accommodate cars, which spend 90% of their time stationary. The advent of the electric car, the autonomous car, new transport capabilities such as Uber, car and ride sharing, and alternative modes of transport such as bicycles and electric scooters will lead to a reduction in the number of cars and much less need for parking spaces.

Zurich has been among the most aggressive. In 1996, the city decreed that there would be no more parking: officials placed a cap on the amount of parking spaces that would exist there. The result has been that the city's streets have become even more amenable to walking, cycling and transit use.

Copenhagen has also been reducing the amount of parking in the central city. Forty years ago, traffic was as bad in Copenhagen as any other large city. Today, over half of the city's population cycles to work every day

Copenhagen started introducing pedestrian zones in the 1960's, and car-free zones slowly spread over following decades. Urban planners are recognising that streets should be designed for people, not cars.

Paris has been even more aggressive. Starting in 2003, the city began eliminating on-street parking and replacing it with underground facilities. Roughly 15,000 surface parking spaces have been eliminated since.

Paris' Mayor Anne Hidalgo's Plan Vélo has promised to make every street cycle-friendly by 2024 and remove 72% of Paris's on-street car parking spaces.

A car-free zone has been introduced in Oslo. While not 100 percent off-limits to cars, the city is succeeding at drastically reducing car use in this area, eliminating parking spots and banning cars on many streets. The car-free zone is part of a larger plan to make the whole city carbon neutral by 2050.

Madrid has banned cars from the city centre and major streets. Pollution dropped and safety improved, and the streets became a joy to walk.

Hyderabad, India's tech hub, has experimented with banning cars from its IT corridor every Thursday. New York and Mexico City have both taken back major streets from cars periodically.

Along with all these initiatives to deprioritise cars, there needs to be other ways available for residents to get around. Otherwise, the system simply punishes those with less money. Without other good transportation options, the rich can afford to pay the extra costs while the poor can't afford to commute.

Helsinki, the Finnish capital plans to drastically reduce the number of cars on its streets by investing heavily in better public transport, imposing higher parking fees, encouraging bikes and walking and converting inner city ring roads into residential and walking areas.

It's time for Glen Eira to study progressive planning around the world where moves are underway to overcome high levels of car dependence, and cities are moving to prioritise active and sustainable modes of transport.

Another multi-deck car park is inappropriate in Elsternwick. It would be too expensive to build and maintain, extremely space-intensive, locks up valuable real estate, and would require public transport users to own just as many cars as if public transport didn't exist. It would dramatically reduce amenity for local residents who do not want to look at more ugly concrete and have to deal with more cars, noise, traffic hazards and pollution.

	<p>Questions to GECC?</p> <p>The cost to build a car park in Australia (in 2019) varies significantly according to the city (cost range per gross floor area – \$/m2): Open Deck Multi-Storey: \$650 to \$1,500 Basement (CBD): \$1,060 to \$3,100 Basement (Other than the CBD): \$930 to \$2,800 Undercroft (Other than CBD): \$580 to \$1,200</p>
31	<p>I add my support to the building of the car parks in Elsternwick and Bentleigh. Without them, retail will die and amenity will be decreased in Glen Eira.</p> <p>Many thanks for your consideration</p>
32	I support the building of new car parks in elsternwick and Bentleigh
33	I am in favour of council accepting federal govt grants to build public car parks in Elsternwick and Bentleigh.
34	<p>Carparking in Glen Eira is in short supply.</p> <p>It is appropriate that car parking in shopping strip areas be extended, as land becomes available, & where suitable it should be multi storey. It can intermingle with commercial developments, near residential developments in areas where there is shortfall, where developments can add parklands utilizing some small sites that can be extended. Council should do parklands and carparks in key areas.</p> <p>The Federal Government should take the opportunity to create worthwhile developments that permit employment.</p> <p>The opportunity to add sculptures in strip shopping areas would included jobs in these shopping areas and school zones, developing the art, employment and creativity.</p> <p>Please take these comments into the community.</p>



Mr. Niall McDonagh
Director, Infrastructure and Open Space
Glen Eira City Council
Cnr. Glen Eira and Hawthorn Roads
Caulfield VIC 3162

18 November 2021

Probity Report Multi-Deck Car Parks – Community Engagement

Context

In 2019 Glen Eira City Council (the **Council**) was offered funding for two proposed car parks, located in Elsternwick and Bentleigh, from the Commonwealth Government's Urban Congestion Fund (the **Fund**), which is administered by the Department of Infrastructure, Transport, Regional Development and Communications (the **Department**).

The Department's administration of the Fund was the subject of an audit conducted by the Australian National Audit Office, noting issues with the sub-optimal allocation of grant money from the Fund to local councils across Australia.

The Council has engaged Baron Consulting to advise it in relation to the two proposed car park projects, from a probity perspective.

Our engagement comprised two parts:

- the development of a set of protocols designed to guide Council staff in mitigating any risks and issues emanating from the sub-optimal administration of the Fund by the Department (which was delivered on 10 November 2021); and
- the provision of probity oversight of a community engagement process initiated to inform decision making in relation to the car park projects.

This Probity Report addresses the community engagement process.

Scope of Probity Advisory Assignment

Our engagement for the provision of probity advisory support to the community engagement process required us to carry out the following tasks:

- **Meetings:** attend meetings as required with Council staff to discuss the community engagement process;
- **Review:** review documents relevant to the community engagement;
- **Community meetings:** attend community-based meetings as nominated by Council staff;
- **Report:** provide a final report setting out our findings and conclusions (being, this Probity Report).

Baron Consulting Pty Ltd
baronconsulting.net.au

P.O. Box 761
South Melbourne VIC 3025

ACN 626061461 ABN 36626061461



Community Engagement Consultant

We note that the Council appointed WSP Elton Consulting to support and facilitate the community engagement process.

Compliance

The *Local Government Act 2020* requires Victorian local councils to give effect to the public transparency principles, which are as follows:

- Council decision making processes must be transparent except when Council is dealing with information that is confidential under the Act;
- Council information must be publicly available unless it is confidential under the Act, or its release would not be in the public interest;
- Council information must be accessible and understandable to members of the community; and
- public awareness of the availability of Council information must be facilitated.

Under the *Glen Eira City Council Staff Code of Conduct*, Council officers must also satisfy the following broad requirements while carrying out their duties, of relevance to a community engagement:

- demonstrate professional behaviour while interacting with community members,
- avoid disclosing personal or confidential information, and
- avoid or mitigate conflicts of interest.

From a probity perspective, not only do Council staff need to ensure that any conducted community engagement processes comply with these requirements, sufficient transparency needs to be incorporated into such processes to allow external observers to see that the requirements have been satisfied.

Reviewed Documents

Over the course of this assignment, we were provided with copies of the following documents:

- **Council Policies and Protocols:**
 - Community Engagement Policy
 - Public Transparency Policy
 - Open Data Policy
 - Staff Code of Conduct.
- **Community Engagement Planning Documents:**
 - Community Engagement Plan (September 2021)
 - Community Engagement and Communication Plan (table).
- **Reports:**
 - Veitch Lester Consultants – Glen Eira Park and Ride – Final Report (30 September 2021).



- **Have Your Say Documentation:**
 - Glen Eira City Council website – Have Your Say – Glen Eira Multideck Car Parks
 - Project Report
 - Survey Responses.
- **Council Agenda Papers:**
 - Response to Council Call for Report – Urban Congestion Busting Measures (undated)
 - Community Engagement Plan Update (5 November 2021).

Meetings Attended

We attended meetings with Council staff to discuss the community engagement process on the following dates:

- 21 September 2021, and
- 8 November 2021.

We also attended (as observers) the following community-based meetings at the request of the Council:

- Sustainability Advisory Committee (8 November 2021), to observe a presentation by Council officers about the car park projects and the Committee's discussion of issues arising; and
- Glen Eira Multideck Car Parks Community Workshop (16 November 2021), to observe a discussion by the participants regarding whether or not they supported the projects, their reasons for their views, and what alternative congestion reduction measures they would support.

Community Engagement Planning

As required by the Council's Community Engagement Policy, a detailed community engagement plan was developed, with the assistance of WSP Elton Consulting.

We reviewed the community engagement plan and noted that it appropriately incorporated the following:

- background, objectives, and key questions and messages for the engagement;
- a stakeholder analysis and RACI matrix;
- a detailed communication plan, including a risk mitigation strategy; and
- a survey to be offered for completion by interested community members.

We consider that the plan was appropriately structured and transparent so as to:

- ensure a wide and representative sample of the community was consulted about the car park projects; and
- mitigate the potential risk of external parties:
 - providing inaccurate input,
 - misrepresenting community views, or
 - inappropriately influencing Council processes.

The questions contained in the community survey appeared to be open in nature, allowing respondents to indicate their level of support (or non-support) for the projects, the reasons for their choice, and their preferences for the funding of alternative congestion reduction options.



We consider that the balanced nature and proper structure of the survey questions would have clearly indicated to the community that the Council was not seeking to either promote or restrict particular responses provided to Council staff.

Community Engagement Process

The community engagement plan provided for a range of forms for engagement with the community. The principal direct forms of engagement were:

- the publication of the survey in the 'Have Your Say' section of the Council's website,
- seeking feedback at forthcoming community advisory committee meetings (one of which was attended by Baron Consulting), and
- the facilitation of group discussions via an online community workshop (attended by Baron Consulting).

The background material provided to accompany the community survey on the 'Have Your Say' section of the Council's website was comprehensive, including setting out a detailed FAQ section. We consider that this approach would have demonstrated a high level of transparency and a genuine effort to seek the community's views on the projects, so as to motivate community members to participate in the engagement.

The 'Have Your Say' reports, which (we understand) will be presented to Councillors, provide the results of the community survey, along with supporting data, in a straightforward manner. The Project Report shows the aggregated survey results in the form of tables and graphs (without commentary), while the Survey Responses attachment includes all the (de-identified) individual survey responses.

As noted above, we attended a meeting of the Sustainability Advisory Committee and the online workshop. At both meetings, Council officers:

- provided a detailed presentation of the background and issues raised by the car park projects, and
- encouraged meeting participants to provide their views.

The information provided in both meetings to the community attendees was consistent with the documents we had reviewed and the content of discussions held with Council staff. Council staff were professional in their approach to community members and provided ample opportunity and encouragement for them to express their views (whether for, against, or agnostic about, the projects). We consider that these meetings would have demonstrated to community attendees that the Council was transparent and genuine in its efforts to:

- provide accurate and balanced information to the community for consideration, and
- ensure feedback was representative of broader/whole community opinion in relation to the car park projects.

The approach taken by the Council to the community engagement process was consistent with the community engagement plan, the legislative requirements for transparency, and the requirements of the Staff Code of Conduct.

We, therefore, consider that it would be unlikely that a disaffected stakeholder/community member could legitimately call into question the integrity of the process conducted by Council staff.



Our Findings

Based on our review of the provided documents, discussions with Council staff and attendance at meetings, we have concluded that Council staff:

- properly planned and structured the community engagement process to satisfy transparency requirements;
- conducted a process that complied with the community engagement plan;
- satisfied the legislative requirements around 'transparency of process'; and
- as a consequence, are likely to have obtained representative data on community views concerning the car park projects.

We did not identify any probity related risks which might result in the integrity of the community engagement process being questioned.

Our Conclusion

Underpinned by a review of the provided documents and our subsequent findings, any decision of the Councillors to either proceed or not proceed with the car park projects based on the outcome of the community engagement process would be defensible from a probity perspective.

Disclaimer

This Probity Report is not (nor should it be interpreted or relied upon to be) legal, accounting or financial advice.

In developing this Probity Report, we have relied upon the accuracy of:

- documents provided by Council staff, and
- content of verbal conversations with Council staff.

Where we have been unable to validate provided information, we have had to assume that the information is current and accurate.

At the time of drafting this Probity Report, we were not aware as to whether Council staff were proposing to recommend (or not recommend) the progression of the car park projects. Nonetheless, our findings and conclusions are valid irrespective of the outcome for the community engagement.

Conflict of Interest Declaration

For this assignment, we confirm that we do not have any conflicts of interest with respect to the community engagement process or the car park projects.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Bronwyn Benn'.

Bronwyn Benn
Senior Probity Advisor

A handwritten signature in black ink, appearing to read 'Ricky G. Bolton'.

Ricky Bolton
Director

8.3 INCLUSION OF 8 TREES IN THE CLASSIFIED TREE REGISTER

Author: Christian Renaud, Arborist (Vegetation Assessment Officer)

Trim No: 21/1305994

Attachments:

1. Council Tree Report for CTR Inclusion 5 River Red Gums - Murrumbeena Train Station Precinct 42CTR2020 [↓](#)
2. Council Tree Report for CTR Inclusion of English Oak - EE Gunn Reserve, Ormond 102CTR2021 [↓](#)
3. Council Tree Report for CTR Inclusion of Manna Gum - Horsley Street Carpark, Bentleigh 112CTR2021 [↓](#)
4. Council Tree Report for CTR Inclusion of River Red Gum - Elster Creek Trail, Bentleigh 220CTR2021 [↓](#)

EXECUTIVE SUMMARY

The purpose of this report is to seek Council's endorsement for the inclusion of eight trees in the Classified Tree Register.

The details of each tree and the assessment completed is provided in the four attached tree assessment reports.

RECOMMENDATION

That Council:

1. includes the following trees in the Classified Tree Register:
 - a) Group of 5 River Red Gums (*Eucalyptus camaldulensis*) located along Railway Pde, Murrumbeena Train Station Precinct, Murrumbeena – 420/CTR/2020;
 - b) English Oak (*Quercus robur*) located at EE Gunn Reserve, Ormond – 102/CTR/2021;
 - c) Manna Gum (*Eucalyptus viminalis*) located within the Horsley Street Carpark, Bentleigh – 112/CTR/2021;
 - d) River Red Gum (*Eucalyptus camaldulensis*) located along the Elster Creek Trail, Whitmuir Rd, Bentleigh – 220/CTR/2021;
2. notifies each person who nominated a tree detailed in this report;
3. notifies all relevant landholders of the trees detailed in this report; and
4. authorises a notice to be published in the Victorian Government Gazette of the decision to include the trees outlined in his report in the Classified Tree Register.

BACKGROUND

To date a total of 290 nominations have been submitted for trees to be assessed for inclusion in the Classified Tree Register following its implementation in September 2020.

Council have already endorsed the inclusion of 60 trees in the Register.

ISSUES AND DISCUSSION

The assessment process has been completed for another eight (8) trees from four nominations, which are listed in part 1 of the recommendation. The assessments were undertaken in accordance with Council's Classified Tree Local Law and Classified Tree Policy.

The significance of each tree was evaluated in accordance with the criteria set out by the Classified Tree Policy, and therefore considered the following:

- value;
- uniqueness;
- rarity;
- age;
- size;
- aesthetic value;
- growth habit;
- history;
- Aboriginal culture; and
- habitat

Five of the trees recommended for inclusion in the Register were contained within one nomination. These trees have each been assessed and satisfy several of the criteria listed in the Categories of Significance as individual trees as well as a collective grouping of trees.

The other three trees assessed each satisfy multiple Categories of Significance.

Following the preliminary assessment by Council's arborists, notification of the assessments was provided to all relevant landowners and occupiers, which provided them the opportunity to make a submission regarding the assessment. No objections regarding any of the assessments of these trees were submitted.

No applications for review to include any of the trees listed in part 1 of the recommendation in the Classified Tree Register was received from any relevant landowners, including the owners and occupiers of properties on which the trees are situated.

Parks Services have also engaged additional Consultant Arboricultural resources to assist with the assessment and processing of nominations for the Register.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

Mature, established canopy trees absorb more CO₂, create more shading and provide greater cooling than young trees making their retention and protection a vital component in mitigating the impacts of Climate Change and ensuring the successful implementation of the Urban Forest Strategy.

The continued protection of the significant trees across the municipality aligns with Councils adopted Our Climate Emergency Response Strategy 2021-25. Specifically, in regard to Principle 4 and Action 3.2, which both seek to maximise and diversify our green and natural spaces.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The cost of including the eight trees in the Classified Tree Register, administering permit applications and engaging additional resources can be accommodated within the existing operating budget of Park Services.

COMMUNICATION AND ENGAGEMENT

The assessment of the trees nominated for inclusion in the Classified Tree Register was managed and conducted in accordance with Council's Classified Tree Policy and Classified Tree Local Law.

All relevant landholders were advised of the outcome of the Council arborist's preliminary assessment between 09 September 2021 and 20 September 2021.

Relevant landholders were notified that inclusion of a tree in the Classified Tree Register may result in future management, financial and development constraints because of the tree being in the Classified Tree Register.

All relevant landholders and nominators will be notified of the decision regarding each tree.

LINK TO COUNCIL PLAN

Strategic Direction 4: A green and sustainable community

Our actions and priorities aim to protect our community from the worst impacts of climate change

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The continued assessment and inclusion of the City's significant trees in the Classified Tree Register is a vital component in helping Glen Eira mitigate the impacts of Climate Change. Additionally, the retention of these mature trees helps maintain an attractive landscape as well as raising awareness within the community about the value of trees in the urban environment.

The additional resources being allocated to the assessment of nominated trees will enable a greater number of nominations to be processed in the coming months and ensure many more trees are included in the Register and protected for the benefit of future generations.

Glen Eira Classified Tree Register

TREE REPORT



Classified Tree Register nomination number: 42/CTR/2020

Date of Assessment: 30/06/2021

Assessing Officer: Christian Renaud

Tree Owner: Council Trees

Address: Murrumbeena Train Station Precinct along Railway Pde, Murrumbeena

Location: Public Open Space

Record type: Group of Trees

Number of trees: 05

Botanical name: *Eucalyptus camadulensis*

Common name: River Red Gums

Structural Root Zone (SRZ): 3.0m – 3.9m

Approximate age: Estimated age range across all 5 trees is 106 – 390 years

Diameter at breast height: 70cm – 137cm

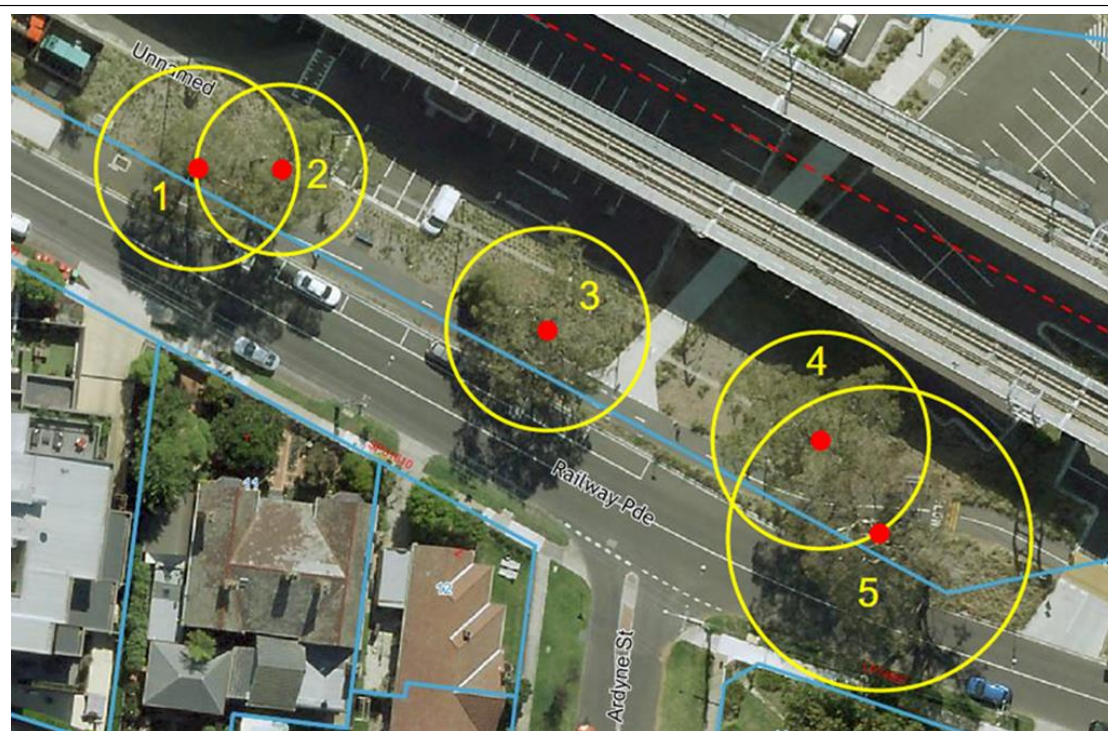
Tree Protection Zone (TPZ): 8.4m – 15m

Tree height: 15m – 24m

Tree canopy width: 11m – 18m

Co-ordinates: 330137 & 5804533; 330146 & 5804533; 330170 & 5804517;
330198 & 5804506; 330206 & 5804493

Glen Eira Asset ID's: TS76364; TS76365; TS76366; TS32080 & TS32079



Site Map: 5 River Red Gums along Railway Pde, Murrumbeena

Glen Eira Classified Tree Register

TREE REPORT



Statement of significance:

These trees fulfil the criteria of:

- Horticultural or genetic value,
- Unique location or context,
- Particularly Old Specimen,
- Outstanding size (girth height spread),
- Aesthetic value,
- Outstanding habitat and biodiversity value

These 5 trees represent another rare grouping of remnant and self-sown indigenous River Red Gums within Glen Eira. They have been identified within the Glen Eira Biodiversity report as forming a key component of the wildlife corridor providing crucial habitat and food resources, especially in conjunction with the River Red Gums around Carnegie Train Station. The trees are of varying sizes and ages with some having significant height and or trunk girth and canopy spread. The oldest tree is potentially up to 390 years old with one or two other specimens also predating colonial settlement of the area.

These trees make a major contribution to the local landscape and neighbourhood character, especially in the context of being remnant trees within a developed urban landscape. As indigenous vegetation, they could represent an important source of propagating stock in the future.



Tree 1 – TS76364



Tree 2 – TS76365

Glen Eira Classified Tree Register

TREE REPORT



GLEN EIRA
CITY COUNCIL



Tree 3 – TS76366



Tree 5 – TS32079



Tree 4 – TS32080

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

Glen Eira Classified Tree Register

TREE REPORT



Tree number: 102/CTR/2021

Date of Assessment: 03/11/2021

Assessing Officer: Christian Renaud

Tree Owner: Council Tree

Address: EE Gunn Reserve, Ormond

Location: Public Open Space

Record type: Single Specimen Tree

Number of trees: 01

Botanical name: *Quercus robur*

Common name: English Oak

Structural Root Zone (SRZ): 3.4m

Approximate age: 50+ years

Diameter at breast height: 99cm

Tree Protection Zone (TPZ): 11.9m

Tree height: 16m

Tree canopy width: 20m

Easting: 327600.7

Northing: 5803734.0

Glen Eira Asset ID: TP104113



Statement of significance:

This tree fulfils the criteria of:

- Outstanding Size (girth height spread)
- Aesthetic value

This is a very healthy and particularly well-formed example of the species in a prominent location as an individual tree within the public reserve.

The tree has an outstanding canopy spread of approximately 20m, especially given it is a young-mature English Oak with very good potential for significant future growth. The tree is wider than it is tall.

The tree has great aesthetic value as it is located between two sport fields. It is striking in the landscape, contributing to the neighbourhood character and providing significant amenity to park users, especially giving shade to spectators watching sporting matches on the grounds.

Glen Eira Classified Tree Register

TREE REPORT



Tree number: 112/CTR/2021

Date of Assessment: 10/09/2021

Assessing Officer: Christian Renaud

Tree Owner: Council Tree

Address: Horsley Street Carpark, Bentleigh

Location: Public Carpark

Record type: Single Specimen Tree

Number of trees: 01

Botanical name: *Eucalyptus viminalis*

Common name: Manna Gum

Structural Root Zone (SRZ): 3.7m

Approximate age: 70+ years

Diameter at breast height: 131cm

Tree Protection Zone (TPZ): 15m

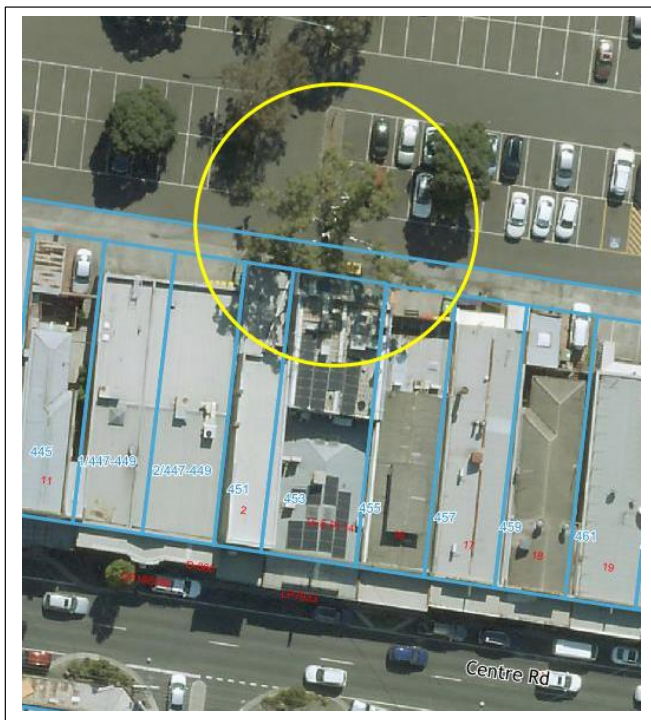
Tree height: 20m

Tree canopy width: 20m

Easting: 327784.8

Northing: 5801439.4

Glen Eira Asset ID: TP115209



Statement of significance:

This tree fulfils the criteria of:

- Unique location or context
- Outstanding Size (girth height spread)
- Aesthetic value

This is a particularly large and impressive tree to be located within a public carpark. It makes a major contribution to an otherwise featureless, paved landscape.

This tree has an outstanding trunk girth and is a particularly large specimen for a tree located within a busy, developed shopping precinct. It is the largest and tallest tree within the carpark.

Although showing signs of the impacts of urbanisation and development around it, this tree still provides significant amenity value as an established canopy tree that is prominent within a large asphalt car park. The tree provides significant canopy coverage and visual appeal which is striking within the landscape, benefiting the entire community.

Glen Eira Classified Tree Register

TREE REPORT



Tree number: 220/CTR/2021

Date of Assessment: 19/09/2021

Assessing Officer: Christian Renaud

Tree Owner: Council Tree

Address: Elster Creek Trail, Whitmuir Rd, Bentleigh

Location: Public Open Space

Record type: Single Specimen Tree

Number of trees: 01

Botanical name: *Eucalyptus camaldulensis*

Common name: River Red Gum

Structural Root Zone (SRZ): 3.7m

Approximate age: 150+ years

Diameter at breast height: 70.6cm

Tree Protection Zone (TPZ): 8.5m

Tree height: 10m

Tree canopy width: 10m

Easting: 326742.3

Northing: 5802056.0

Glen Eira Asset ID: TP109797



Statement of significance:

This tree fulfils the criteria of:

- Horticultural or genetic value
- Unique location or context
- Particularly old specimen
- Curious growth habit
- Outstanding habitat and biodiversity value

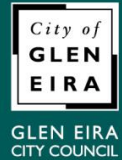
Despite its diminished health, this tree is significant due to it being a potentially valuable source of propagating stock as an indigenous specimen that is either self-seeded or remnant from along the original Elster Creek watercourse which now forms part of the walking trail through Glen Eira and Bayside.

The health impacts have resulted in reduced growth and although smaller than other mature Red Gums, it is possible this tree is a remnant specimen. It is estimated at 150+ years old and is visible in aerial photographs from 1945. Additionally, the tree has a curious structure and growth habit with parallel trunk growing at a significant lean angle but is completely stable.

There are hollows in the tree that were observed to be a nesting site for rainbow lorikeets and the splits in the old, decayed heartwood are ideal shelter for indigenous microbats.



Glen Eira Classified Tree Register TREE REPORT



The tree has parallel twin trunks



The tree has a significant leaning growth habit



The tree is identifiable from aerial photographs from 1945

8.4 DOG OFF-LEASH TRIAL AREAS: COMMUNITY ENGAGEMENT AND OUTCOMES

Author: Andrew Barden, Manager, Recreation and Open Space

Trim No: 21/1317932

Attachments: Nil

EXECUTIVE SUMMARY

At the Special Council Meeting held on 5 May 2020, Council endorsed the 'Dog off-leash areas within Glen Eira' report, which recommended the implementation of new dog off-leash areas. Three of new sites were implemented for an initial 12-month trial period. The trial period has now concluded; and this report details the community feedback received, outcomes and recommendations.

RECOMMENDATION

That Council:

1. notes this report and the community engagement received during the trial period;
2. endorses that the three trial dog off-leash locations be made permanent, as follows:
 - a) Implement an all-day dog off-leash area at Wattle Grove Reserve 20m south of the hit-up wall. Signage to be installed to differentiate between the dog on and off-leash areas;
 - b) Implement a timed dog off-leash area (6am – 9am) at Rosanna Street Reserve between the playground and the sensory garden. Install clear signage to indicate the time restrictions and differentiate between the dog on and off-leash areas;
 - c) Implement a timed dog off-leash area (6am – 9am) at Springthorpe Gardens. Install clear signage to indicate the time restrictions; and
3. authorises officers to undertake the necessary processes to formalise changes to dog off-leash areas, including an amendment to the Order previously made by Council on 19 May 2020 under section 26(2) of the Domestic Animals Act 1994.

BACKGROUND

Dog off-leash areas across the municipality were originally formalised in 2011. In 2019, extensive community engagement was undertaken to inform the updated 'Dog off-leash areas within Glen Eira' report.

The key findings of this report, presented to Council on 5 May 2020, included:

- opportunity to extend and/or better align dog off-leash areas within public open space; and
- community needs with regard to fencing, lighting, signage and education.

Based on the information collected during the community engagement phase, there were ten proposed changes to off-leash areas recommended to Council: six of these were implemented; three were implemented as trial periods and one was not implemented.

The recommendations below relate to the three trial sites as per the May 2020 report:

- Wattle Grove Reserve: Implement dog off-leash area 20m south of the hit-up wall;

- Rosanna Street Reserve: Implement timed dog off-leash area between 6am – 9am only, in the open space between the playground and the sensory garden space; and
- Boyd Park, Murrumbeena: Implement timed dog off-leash area between 6am-9am to include Springthorpe Gardens.

As per Council resolution, the above recommendations were implemented with the following changes:

- Wattle Grove Reserve changed to timed off-leash from 6am – 9am; and
- All sites required to undergo a 12-month trial period.

Due to Covid-19 restrictions throughout 2020, and the resultant change in behaviour of all park users, the trial areas were implemented on 31 October 2020.

During the trial period, various strategies were used to inform park users of the trial period and seek feedback from both dog and non-dog owners. Signs were posted in all three parks, with a QR code to access Council's Have Your Say page and complete the relevant survey. In addition to this, a direct link was also available in the engagement section on Council's website; articles were published in Glen Eira News; and social media posts were made.

ISSUES AND DISCUSSION

Dog off-leash areas in Glen Eira

The *Dog off-leash areas in Glen Eira 2020* report detailed the extensive community engagement that had been undertaken to inform the final report. The recommendations within this report were based on the assessment of dog off-leash areas (existing and new); the need for extended and/or realigned dog off-leash areas as per community feedback; and the need to balance the needs of all park users.

This report also details Council's position regarding fencing, lighting, signage and education of dog owners. As Council continues to receive community requests for more dog off-leash areas, including fenced dog parks, this report allows officers to respond consistently with consideration of the broad use and users of parks that feature dog off-leash areas.

Trial dog off-leash areas

Specific to the recommendations made, the trial dog off-leash areas were implemented at Wattle Grove Reserve, Rosanna Street Reserve and Springthorpe Gardens from 31 October 2020 to 31 October 2021. During this trial period, officers received significant community feedback, which is further detailed in the Community and Engagement section of this report.

- *Wattle Grove Reserve*

The recommendation from the *Dog off-leash areas in Glen Eira 2020* report was to implement a dog off-leash area at the southern end of the reserve (shown by the green section in the aerial below). The trial period implemented was a timed dog off-leash area from 6am – 9am only.



This recommendation was made on the basis that there was an identified community need (based on engagement as well as observations of existing use); that access to the dog on-leash areas of the site (i.e. playground, picnic shelter, etc.) could be achieved without the need to traverse the proposed dog off-leash area; and the area provided physical boundaries and could easily be managed through basic site signage.

The trial period at Wattle Grove Reserve received a lot of community interest and feedback throughout the trial period. The outcomes of this feedback identified the following:

- 86% of respondents to Wattle Grove Reserve were in support of the off-leash area being retained following the trial period;
- 84% of respondents were in support of the off-leash area being increased to all day (rather than timed 6am- 9am) which was the original recommendation of the *Dog off-leash areas in Glen Eira 2020* report;
- those not in support of the off-leash area made observations of use outside of the timed 6am-9am period;
- observations and community interactions with Local Laws Officers indicate the need and preference for this location to be retained as dog off-leash (all day); and

- the bordering properties at this location respond directly to community requests for more extensively fenced dog off-leash areas within Glen Eira.

Recommendation: Implement a dog off-leash area at Wattle Grove Reserve 20m south of the hit-up wall. This will be an all-day dog off-leash area. Signage to be installed to differentiate between the dog on and off-leash areas.

- *Rosanna Street Reserve*

The recommendation from the *Dog off-leash areas in Glen Eira 2020* report was to implement a timed dog off-leash area (6am – 9am) between the playground (west) and the sensory garden (east) as shown by the green section the aerial below:



This recommendation was made to service park users in close proximity to Rosanna Street Reserve. The timed off-leash area was recommended due to a number of reasons:

1. the size of the dog off-leash space available;
2. the type and timing of use of other areas of the park (and to avoid conflict with other park users);
3. consistent with similar open space areas across Glen Eira (e.g. Harleston Park, Greenmeadows Gardens and Hopetoun Gardens); and
4. proximity to the extensive dog off-leash areas available at nearby Packer Park.

The trial period at Rosanna Street Reserve did not generate much community interest, however 75% of respondents were in support of the timed dog off-leash area continuing beyond the trial period. There were no requests for this off-leash area to be provided outside of the 6am-9am period.

Other feedback received during the trial period were: increased dog faeces at Rosanna Street Reserve; and the timed period allows an on-leash option for people with difficult dogs that are unable to be exercise off-leash.

Recommendation: Implement a timed dog off-leash area (6am – 9am) between the playground and the sensory garden. Install clear signage to indicate the time restrictions and differentiate between the dog on and off-leash areas. Provide a minimum 20 metre on-leash buffer between both the playground and the sensory garden area.

- *Springthorpe Gardens*

The Outer Circle Railway features an all-day dog off-leash area within Boyd Park. Whilst the *Dog off-leash areas in Glen Eira 2020* report indicated this was a suitable and required site to retain, officers often receive complaints about conflict areas in this park, particularly between dogs off-leash and the shared path used by cyclists (particularly in the morning commuter hours).

Therefore, *Dog off-leash areas in Glen Eira 2020* report recommended the increase of opportunity for dogs off-leash during the earlier hours of the day. The recommendation was to implement Springthorpe Gardens as a timed dog off-leash area (6am – 9am) as shown in the aerial below:



The feedback received during engagement indicated that 83% of respondents were in support of the off-leash area continuing beyond the trial period. There was also one request for fencing this site.

Recommendation: Implement a timed dog off-leash area (6am – 9am) at Springthorpe Gardens. Install clear signage to indicate the time restrictions. Do not install fencing as this is not required as part of the Outer Circle Railway Land Management Plan and is not consistent with Council's position on fencing dog off-leash areas.

Awareness and compliance with dog off-leash areas in Glen Eira

The response most often received when officers ask why a dog is off-leash in an on-leash area is the lack of awareness due to limited signage. Whilst ignorance is not a feasible reason, it is acknowledged that the open vistas of our open space presents challenges with providing adequate signage that can be seen by all users. As such, to assist with the implementation of the above recommendations, the following priorities have been identified to assist with educating dog owners and park users, and assisting officers to ensure compliance:

- signage audit undertaken at all parks;

- staged project to improve clarity of signage across all parks (already achieved at Caulfield Park, Boyd Park and Allnutt Park), including relocated signs, new signs and signs that comply with the Glen Eira City Council Municipal Signage Style Guidelines. This will be especially important at the three parks included within this dog off-leash trial;
- improved and consistent signage at the locations where timed dog off-leash areas exist;
- updated detail on Council's online platforms (i.e. pozi, website);
- Glen Eira News article and social media update to formally conclude the trial period and raise awareness for park users; and
- update of the dog off-leash guide that officers provide to park users.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

This report and its recommendations have no implications on *Our Climate Emergency Response Strategy*.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

Any endorsed changes will require short term investment in site upgrades, particularly regarding the installation of signage.

The changes will formally acknowledge and increase the number of dog off-leash areas that require patrols by Council officers. Whilst the proposed small changes do not have a large impact on resource management, it is anticipated that the addition of these off-leash areas will offset the dog off-leash areas where conflict is common and reduce the existing levels of confrontation experienced by officers.

POLICY AND LEGISLATIVE IMPLICATIONS

The power to make an Order relating to the restraint of dogs in public places within the municipality is given to Council under section 26(2) of the Domestic Animals Act 1994. To confirm the recommended new dog off-leash areas an amendment to the Order made on 19 May 2020 is required.

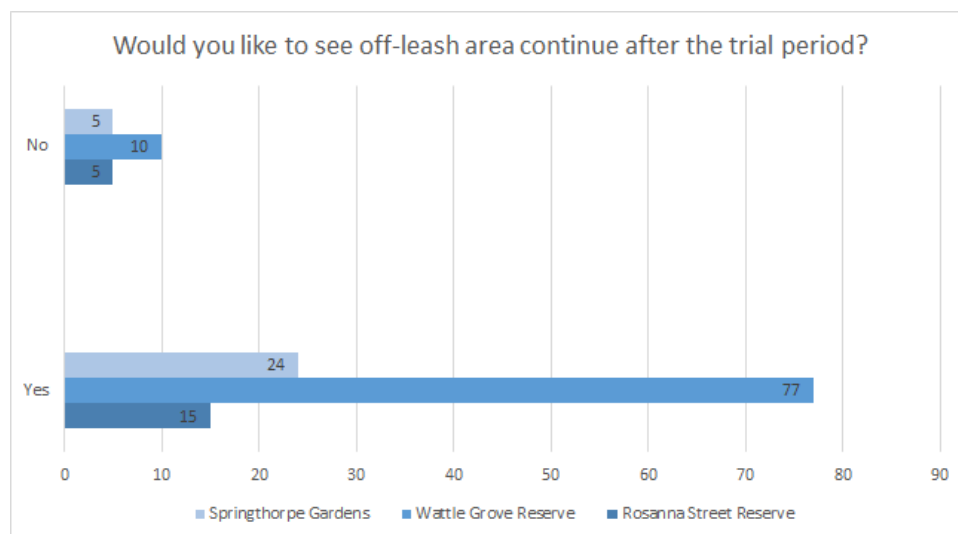
COMMUNICATION AND ENGAGEMENT

This report and its recommendations are based on community engagement and internal engagement with Local Laws officers who patrol open space, including dog off-leash areas. It is also relevant to note that this is the second phase of community engagement regarding dog off-leash areas at these three sites. The initial recommendations for these sites are detailed in the background of this report.

With regard to community engagement for the three dog off-leash trial sites, the majority of data to inform this report was collected via an online survey: with 351 visitors to the online site and 136 submissions. Council also received seven emails with further feedback in response to the trial locations.

The information obtained through community engagement for each park is included within the issues and discussion section of this report. This includes a summary of the responses relative to that park and the subsequent recommendation for the dog off-leash area following the trial period.

For reference, the below table provides a snapshot for each park and the responses received to either continue or discontinue the dog off-leash area following the trial period.



Engagement with Local Laws officers and their interactions and observations onsite during the trial period, supports the recommendations made in this report. Local Laws officers experience challenges regarding timed dog off-leash areas, however appreciate the reason these exist at particular sites. Officers were supportive of the increase of Wattle Grove Reserve to an all-day dog off-leash location to support the way in which the community utilises this open space.

LINK TO COUNCIL PLAN

Strategic Direction 2: Well designed and maintained open spaces and places.
Our public open spaces and places support a healthy and connected community and contribute to a more sustainable and vibrant city.

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The purpose of the dog off-leash trial areas was to determine the suitability and need for the three nominated locations. These locations had been identified as opportunities to respond to the demand of dog off-leash areas, particularly those that aren't located on sportsgrounds.

The 12-month trial period provided an opportunity for the community to trial these areas; to provide feedback on the ongoing use of these sites; and for officers to undertake data collection. The outcomes and detail of this trial period has taken into account the community feedback received; the original recommendations from the *Dog off-leash areas in Glen Eira 2020* report; and the opportunity to improve signage and education of dog owners to comply with the on and off-leash areas across the municipality.

This report seeks approval for the recommendations made in relation to the three dog off-leash trial sites located at Wattle Grove Reserve, Rosanna Street Reserve and Springthorpe Gardens.

8.5 SMOKE-FREE ZONES LOCAL LAW

Author: Michael O'Connor, Principal Legal Officer

Trim No: 21/1321077

Attachments: 1. Section 74(1) certificate [↓](#)
2. Proposed Smoke-Free Zones Local Law [↓](#)

EXECUTIVE SUMMARY

The purpose of this report is for Council to consider making the proposed Smoke-Free Zones Local Law (**proposed Local Law**).

This report follows on from the report in Item 8.1 of the Council agenda for the Ordinary Council meeting on 23 November 2021, where Council resolved to receive and consider 13 written submissions regarding the proposed Local Law. At that meeting, one submitter from Lung Foundation Australia spoke to their written submission.

RECOMMENDATION

That Council:

1. notes the certificate tabled under section 74(1) of the *Local Government Act 2020* that the proposed Smoke-Free Zones Local Law is consistent with the local law requirements set out in section 72 of the *Local Government Act 2020* (Attachment 1 to the report);
2. resolves, having complied with the requirements of section 73 of the *Local Government Act 2020* and having received and considered the 13 written submissions from members of the public and not for profit organisations, to make the Smoke-Free Zones Local Law (Attachment 2 to the report);
3. notes that notice of the making of the Smoke-Free Zones Local Law will be made in accordance with sections 74(4) and (5) of the *Local Government Act 2020*; and
4. notes that Council officers will write to each person who made a written submission regarding the proposed Smoke-Free Zones Local Law, informing them of Council's decision and the reasons for that decision.

BACKGROUND

At its meeting on 21 July 2020, Council adopted the Smoke-Free Outdoor Policy (Policy) and directed officers to develop a local law to support the Policy by enabling Council to enforce smoke-free zones. Consistent with that direction, the proposed Local Law was drafted for Council's consideration.

On 12 October 2021, Council endorsed the proposed Local Law for public exhibition and called for written submissions from 13 October to 3 November 2021.

Council received 13 written submissions on the proposed Local Law.

ISSUES AND DISCUSSION

The proposed Local Law aims to address gaps in other existing controls over smoking and complement the *Tobacco Act 1987* (Vic).

The objectives of the proposed Local Law are to:

1. provide for the peace, order and good government of the municipality;
2. promote a physical and social environment free from hazards to health, in which the residents of and visitors to the municipality can enjoy a quality of life that meets the general expectations of the community;
3. promote the health and wellbeing of residents of, and visitors to, the municipality;
4. provide mechanisms for Council to declare parts of the municipality as smoke-free zones; and
5. provide mechanisms for Council to proclaim parts of the municipality as smoke-free zones.

The proposed Local Law will provide mechanisms for Council to prescribe and declare areas within the municipality to be smoke-free.

The power to prescribe a smoke-free zone is reserved to Council.

The power to declare a smoke-free zone is reserved to Council and the Chief Executive Officer.

An area can be declared a smoke-free zone for a single event without the requirement for extensive public consultation required when prescribing an area to be an ongoing smoke-free zone.

Where State legislation controls smoking in a smoke-free zone, the proposed Local Law will be inoperative. For example, the proposed Local Law will not prohibit smoking in an outdoor drinking area in a smoke-free zone.

The proposed Local Law provides that when determining whether an area is to be smoke-free, Council must consider matters such as the size of the proposed smoke-free zone; its proximity to a public place, part or all of which is not in the zone; the opinions of owners and occupiers of properties within or adjoining the zone; the extent and outcome of any community consultation; and any evidence of benefits or detriments to the community arising from prescribing the zone.

The proposed process accounts for a range of considerations that will assist decision-making regarding community and stakeholder interests and procedural fairness.

The proposed Local Law, when implemented, will then give power to authorised Council officers, if required, to issue warnings, impose fines or prosecute people found smoking in smoke-free zones and require them to extinguish the tobacco product and dispose of it appropriately.

The proposed Local Law creates three offences attracting a maximum penalty of 5 penalty units, as set out below:

10 Smoke-Free Zone: offence by smoker

(1) A person must not smoke in a smoke-free zone.

(2) A person must not smoke or otherwise have control over an ignited shisha pipe or associated apparatus in a smoke-free zone.

Penalty: 5 penalty units.

...

(4) A person to whom a direction is given under subclause (3) must comply with that direction.

Penalty: 5 penalty units.

The definition of smoke includes the use of an e-cigarette to generate or release an aerosol or vapour.

Clause 12 of the proposed Local Law provides that an infringement penalty is one penalty unit for the above three offences. From 1 July 2021 to 30 June 2022, the value of the penalty unit is \$181.74.

Public consultation on the proposed Local Law commenced on 13 October and concluded on 3 November 2021. This period provided the community with 21 calendar days with which to make a written submission.

The proposed Local Law and its Community Impact Statement were placed on exhibition, and written submissions were invited by notices published on Council's website and displayed in the Town Hall on 13 October 2021. Additional public notice was given in the following manner:

- an information story foreshadowing the community engagement was published in the October 2021 edition of the Glen Eira News newspaper;
- two drop-in public information sessions were held via Zoom on 20 and 27 October 2021, with senior staff members available for those wishing to discuss or learn more about the proposed Local Law;
- dedicated webpages on Council's website and HaveYourSay website, detailing the proposed Local Law and making available all exhibited documents for viewing and download;
- posters were placed in public-facing areas of the Town Hall and Council's libraries;
- information on Council's Facebook page;
- direct email notification to key external stakeholders; and
- notification to Glen Eira Community Voice.

In response to the request for submissions, there were a total of 74 visits to the HaveYourSay webpage on the proposed Local Law, with the exhibited documents downloaded a total of 27 times.

At the close of submissions on 3 November 2021, Council had received 13 written submissions on the proposed Local Law.

The majority of the submissions received during the submission period indicated direct or indirect support of the proposed Local Law.

Those in support of the proposed Local Law included two not for profit organisations (Lung Foundation Australia and Quit Victoria) and some individuals.

One of the points raised by the not for profit organisations concerned the modelling impact of smoking on current smokers, people who have quit or trying to quit and young people.

Other concerns were the effect of second-hand smoke on the lung health of children. Smoke-free zones were considered to improve amenity and wellbeing by helping to protect people (residents and visitors) from exposure to second-hand smoke, prevent avoidable

illness, reduce litter from cigarette butts and packets, and reduce fire risk.

According to the Chief Executive Officer of Lung Foundation Australia, it is now accepted that Coronavirus can spread by aerosols, which means there is a very small but real risk of Coronavirus transmission by tobacco and e-cigarette use.

In opposition to the proposed Local Law were individuals. Of those submissions, the main argument was the importance of protecting people's freedom to smoke in public open spaces.

Council officers wrote to all submitters providing them with the opportunity to be heard in support of their written submission.

At the Council meeting on 23 November 2021, Council resolved to receive, hear and consider the 13 written submissions made regarding the proposed Local Law and heard a submission from Lung Foundation Australia.

Council officers have considered the written submissions and responded, in the Council report of 23 November 2021, to the issues raised in those submissions.

Following consideration of the submissions received and made about the proposed Local Law, if it remains unaltered, or is altered but not in a manner which requires a further notification and submission process, Council, acting under section 71(1) of the *Local Government Act 2020 (the Act)*, may, at a Council meeting, resolve to make the proposed Local Law.

Section 74(1) of the Act provides that before a Council makes a local law, it must obtain a certificate from an Australian lawyer, who has been admitted to the legal profession for at least five years and is not a Councillor of the Council, stating that the person is of the opinion that the proposed local law is consistent with the local law requirements.

The certificate under section 74(1) of the Act from a lawyer certifying that the proposed Local Law is consistent with the local law requirements set out in the Act is in Attachment 1.

If the proposed Local Law is made, Council must comply with the statutory process in Division 3 of Part 3 of the Act. The timeline for further procedure following the making of the proposed Local Law is outlined in Table 1 below.

TABLE 1: STATUTORY PROCESS FOLLOWING THE MAKING OF THE PROPOSED LOCAL LAW

Date	Event
14 December 2021	Council makes the proposed Local Law. The Local Law comes into effect.
15 December 2021	<p>Council gives notice of the making of the proposed Local Law by publishing a notice on Council's website, stating—</p> <ul style="list-style-type: none"> (a) the title of the Local Law; and (b) the objectives of the Local Law; and (c) the effect of the Local Law; and (d) that a copy of the Local Law is available for inspection— <ul style="list-style-type: none"> (i) at the Council's office; and (ii) on the Council's website. <p>Copies of the Local Law are made available for inspection—</p> <ul style="list-style-type: none"> (i) at the Council's office; and (ii) on the Council's website.
16 December 2021	<p>Council gives notice of the making of the Local Law by publishing a notice, in the Government Gazette, stating—</p> <ul style="list-style-type: none"> (a) the title of the Local Law; and (b) the objectives of the Local Law; and (c) the effect of the Local Law; and (d) that a copy of the Local Law is available for inspection— <ul style="list-style-type: none"> (i) at the Council's office; and (ii) on the Council's website.
As soon as possible	Council officers write to each person who made a written submission informing them of Council's decision and the reasons for that decision.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

Globally, the cultivation of 32.4 million tonnes (Mt) of green tobacco, used to produce 6.48 Mt of dry tobacco in the six trillion cigarettes manufactured worldwide in 2014, contributes almost 84 Mt CO₂ emissions to climate change – approximately 0.2% of the global total.

The proposed Local Law supports a reduction in smoking rates in Glen Eira. This is a measure that, along with other local, State and Federal initiatives, reduces the prevalence of smoking, which may ultimately reduce the CO₂ emissions from tobacco production.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The preparation of the proposed Local Law and the resource implications of Council making the proposed Local Law is currently funded from Planning, Place, and Sustainability's 2021-22 operating budget

POLICY AND LEGISLATIVE IMPLICATIONS

This is a Council issue because it supports:

- principle 3 of Council's 2040 Community Vision - Inclusive and Healthy Community;

- direction five of Council's Council Plan 2021-2025 - a healthy, inclusive and resilient community;
- priority four of Council's Community Wellbeing Plan 2021-2025 - create healthier environments - 2. Reduce harm to our community from tobacco, alcohol and other drugs and from gambling; and
- the objectives of Council's Smoke-Free Outdoor Policy - reduce the impact of smoking on the community by promoting Smoke-Free Zones.

If Council resolves to make the proposed Local Law, it will come into effect on 14 December 2021.

Council must comply with the procedure for making a local law set out in Division 3 of Part 3 of the Act.

COMMUNICATION AND ENGAGEMENT

The public exhibition, submission and consultation period for the proposed Local Law was managed and conducted in line with a Community Engagement Plan developed in partnership with Community Engagement and included the actions set out in the body of this report. In addition, the following key external stakeholders were notified of the proposed Local Law and their feedback sought:

- Bentleigh East Traders Group
- Bentleigh Traders Association
- Carnegie Traders Association
- Caulfield Commerce Association
- Caulfield Community Health Services
- Connect Health & Community
- Elsternwick Traders Association
- Metro Trains Melbourne
- Murrumbeena Traders Association
- Ormond Traders Association
- Patterson Traders Group
- Victoria Police
- Victorian Rail Track Corporation

Each person who lodged a submission was notified in writing, thanking them for their submission and advising of the date of the Council meeting to consider the written submissions.

If Council resolves to make the proposed Local Law, Council officers will write to all submitters explaining the reason for Council's decision.

LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services
We build trust through engaging with our community, delivering quality services and making evidence-based decisions

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The public submission process provided an opportunity for the municipal community to provide submissions on the proposed Local Law.

Council has received and considered 13 written submissions.

The Ordinary Council meeting on 23 November 2021 provided submitters with an opportunity to speak to their written submissions.

All statutory requirements have been completed up to this point where Council can determine whether or not to make the proposed Local Law.

Certificate under section 74(1) of the *Local Government Act 2020* (Vic)**Glen Eira City Council - Smoke-Free Zones Local Law**

Glen Eira City Council (**Council**) proposes making the Smoke-Free Zones Local Law (**proposed Local Law**).

I have been asked to provide a certificate under section 74(1) of the *Local Government Act 2020* (Vic) (the **Act**) in respect of the proposed Local Law.

In accordance with section 74(1) of the Act, I have assessed the proposed Local Law for consistency with the local law requirements in section 72 of the Act, as outlined in Table 1 below.

Table 1: Assessment of the local law requirements in section 72 of the *Local Government Act 2020*

Part of section 72	local law requirement	Is the proposed Local Law consistent with the local law requirements?	Notes
(a)	a local law must not be inconsistent with any Act (including the Charter of Human Rights and Responsibilities Act 2006) or regulations;	Yes.	<p>The proposed Local Law is not inconsistent with any Act or regulations.</p> <p>Existing State legislation that deals with issues which are also dealt with by the proposed Local Law include the following:</p> <ul style="list-style-type: none"> o <i>Tobacco Act 1987</i>; and o <i>Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015</i>. <p>The proposed Local Law complements existing legislation and provides a more appropriate local response, whilst not overlapping, duplicating or conflicting with existing State legislation.</p> <p>State legislation does not prohibit Council from making a local law to control smoking.</p> <p>There is nothing in the proposed Local Law that seeks to address any issues best addressed at the State or Federal level.</p> <p>The proposed Local Law has been reviewed for compatibility with the <i>Human Rights and Responsibilities Act 2006</i> (the Charter) and is considered to be compatible with the Charter.</p>
(b)	a local law must not duplicate or be inconsistent with a planning scheme that is in force in the municipal district;	Yes.	Nothing in the proposed Local Law duplicates or is inconsistent with Council's Planning Scheme.

Certificate under section 74(1) of the *Local Government Act 2020* (Vic)

(c)	a local law for or with respect to the issuing of film permits must not be inconsistent with the film friendly principles;	Yes.	Nothing in the proposed Local Law is inconsistent with the film friendly principles.
(d)	a local law must not exceed the power to make local laws conferred by this Act or any other authorising Act;	Yes.	<p>Council has broad powers to make local laws for or with respect to any act, matter or thing in respect of which it has a function or power under the <i>Local Government Act 2020</i> or any other Act.</p> <p>The proposed Local Law identifies the authority on which it is based and remains within that power.</p> <p>A local law is made under section 71(1) of the Act.</p> <p>The proposed Local Law is consistent with, and does not exceed, the scope of Council's powers to make local laws under the Act.</p>
(e)	a local law must be consistent with the objectives of this Act or any other authorising Act;	Yes.	<p>The proposed Local Law is made under section 71(1) of the Act.</p> <p>The objectives of the Act are to ensure that—</p> <ul style="list-style-type: none"> a) local government continues to be constituted as a democratically elected tier of Government in Victoria; and b) Councils are constituted as representative bodies that are accountable, transparent, collaborative, efficient and engaged with their communities; and c) Councils have the functions and powers necessary to enable Councils to perform their role. <p>The proposed Local Law is not inconsistent with the objectives of the Act. The proposed Local Law provides Council with the powers necessary for it to perform its role.</p>
(f)	a local law must be expressed as clearly and unambiguously as is reasonably possible;	Yes.	The proposed Local Law is clear and unambiguous.
(g)	<p>unless there is clear and express power to do so under this Act or any other authorising Act, a local law must not—</p> <ul style="list-style-type: none"> (i) seek to have a retrospective effect; or (ii) impose any tax, fee, fine, imprisonment or other 	Yes.	<p>The proposed Local Law does not:</p> <ul style="list-style-type: none"> (i) seek to have a retrospective effect; or (ii) impose any tax, fee or imprisonment; or (iii) authorise the sub-delegation of powers delegated under the local law; <p>Section 79(1) of the Act provides that a local law may prescribe a penalty not exceeding 20 penalty units for a contravention of the local law.</p> <p>The proposed Local Law creates three offences (clauses 10(1), 10(2) and 10(4)), attracting a</p>

Certificate under section 74(1) of the *Local Government Act 2020* (Vic)

	(iii) penalty; or authorise the sub-delegation of powers delegated under the local law;		maximum penalty of 5 penalty units, with an infringement penalty of 1 penalty unit. The monetary value for each penalty unit is controlled by State Legislation and is currently set at \$181.74.
(h)	a local law must comply with any details prescribed in the regulations relating to the preparation and content of local laws.	Yes.	No regulations relating to the preparation and content of local laws have been made when preparing this certification.

I, Michael O'Connor, Principal Legal Officer, certify that I:

- am an Australian lawyer who has been admitted to the legal profession for at least five years;
- am not a Councillor of Council;
- have reviewed the proposed Local Law against the local law requirements in section 72 of the Act; and
- am of the opinion that the proposed Local Law is consistent with the local law requirements in section 72 of the Act.

Signed by Michael O'Connor
in Victoria on 29 November 2021





GLEN EIRA
CITY COUNCIL

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

GLEN EIRA CITY COUNCIL PROPOSED SMOKE-FREE ZONES LOCAL LAW



**Glen Eira City Council
Smoke-Free Zones Local Law**

Date made by Council — [date]

Commencement Date — [date]

Sunset Date — [date]

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Part 1- Preliminary**1 Title**

This local law is the Glen Eira City Council Smoke-Free Zones Local Law and is referred to as the “Local Law”.

2 Objectives

The objectives of the Local Law are to:

- (1) provide for the peace, order and good government of the municipality;
- (2) promote a physical and social environment free from hazards to health, in which the residents of and visitors to the municipality can enjoy a quality of life that meets the general expectations of the community;
- (3) promote the health and wellbeing of residents of and visitors to the municipality;
- (4) provide mechanisms for Council to declare parts of the municipality as smoke-free zones; and
- (5) provide mechanisms for Council to proclaim parts of the municipality as smoke-free zones.

3 Authorising Provision

This Local Law is made under section 71(1) of the Local Government Act 2020.

4 Commencement

This Local Law comes into operation at the beginning of the day on which it is made.

5 To what parts of the municipality does this Local Law apply?

This Local Law applies to all land throughout the whole of the municipality.

6 Scope of this Local Law

The provisions of this Local Law apply to the extent that they are not inconsistent with—

- (1) any Act (including the **Charter of Human Rights and Responsibilities Act 2006**) or regulations applicable to Council or its municipality;
- (2) the planning scheme that is in force in the municipality; and
- (3) the film friendly principles.

7 Definition of words used in this Local Law

- (1) Unless the contrary intention appears in this Local Law—

- (a) words defined in section 3(1) of the Local Government Act 2020 have the same meaning in this Local Law; and
- (b) words defined below have that meaning in this Local Law.

acceptable no smoking sign has the same meaning as in the Tobacco Act 1987.

Authorised Officer, means a person appointed by Council to be an Authorised Officer under section 224 of the Local Government Act 1989.

Council, means Glen Eira City Council.

e-cigarette has the same meaning as in the Tobacco Act 1987.

event means an organised recreational, cultural, commercial or social event or a gathering of people held on a road.

film friendly principles have the same meaning as it has in the Filming Approval Act 2014.

Local Government Act 1989, means the Local Government Act 1989 (Vic).

Local Government Act 2020, means the Local Government Act 2020 (Vic) or any later equivalent enactment.

municipality, means the district under the local government of Council.

prescribe and **prescribed** includes resolved by Council.

planning scheme means the Glen Eira Planning Scheme under the **Planning and Environment Act 1987** or any replacement scheme.

road has the same meaning as in the Local Government Act 1989.

shisha pipe means a single or multi-stemmed water pipe used for vaporising and smoking flavoured tobacco, herbs or fruit mixes, the vapour or smoke of which is passed through a water basin before inhalation.

smoke has the same meaning as in the Tobacco Act 1987.

smoke-free zone has the meaning ascribed to it by clause 9(1) of this Local Law.

tobacco product has the same meaning as in the Tobacco Act 1987.

- (2) Headings above each clause, introductions to parts and notes do not form part of this Local Law.

8 Delegations

- (1) Under section 78 of the Local Government Act 2020, Council hereby delegates to the Chief Executive Officer and Authorised Officers all the powers, discretions, authorities and considerations of Council under this Local Law to do any act, matter

or thing necessary or incidental to the exercise of any function or power by Council under this Local Law.

- (2) Notwithstanding subclause (1), Council does not delegate to:
- (a) the Chief Executive Officer and Authorised Officers the powers, discretions, authorities and considerations of Council under subclause 9(2); or
 - (b) Authorised Officers the powers, discretions, authorities and considerations of Council under subclause 9(5).

Part 2 – Smoke-Free Zones**9 Prescribing and Declaring Smoke-Free Zones**

- (1) In this Local Law, a smoke-free zone means any area within the municipality that is:
 - (a) prescribed to be a smoke-free zone in accordance with subclause (2); or
 - (b) declared to be a smoke-free zone in accordance with subclause (5).
- (2) Council may prescribe any area within the municipality to be a smoke-free zone.
- (3) The prescription under subclause (2) may be unconditional or limited to certain times of the day, certain days of the year, defined public holiday periods, special events or particular places.
- (4) When determining whether to prescribe an area as a smoke-free zone for the purposes of subclause (2), Council must have regard to the following factors:
 - (a) the size of the proposed smoke-free zone;
 - (b) the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone;
 - (c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;
 - (d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;
 - (e) the extent and outcome of any community engagement on the proposed smoke-free zone;
 - (f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;
 - (g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and
 - (h) any other factors that Council considers relevant.
- (5) In addition to the smoke-free zones prescribed in accordance with subclause (2), Council may declare any other area within the municipality to be a smoke-free zone.
- (6) A declaration under subclause (5) must be limited by reference to a specified event on a particular day, during specified times on that day.
- (7) Any prescription under subclause (2) or declaration under subclause (5) (including details of the relevant areas, times and dates referred to in the prescription or declaration) must be published by Council by giving public notice at least 14 days before the prescription or declaration (as the case may be) takes effect by:
 - (a) giving notice on Council's website;

- (b) giving notice on a publicly accessible notice board at the principal office of Council; and
 - (c) retaining a copy of the public notice in the register of prescriptions and declarations to be kept with this Local Law from the date of the notice until the restrictions have ceased to operate.
- (8) Council may erect, or cause to be erected, an acceptable no smoking sign in or proximate to a smoke-free zone.

Note: maps showing smoke-free zones are available from the Service Centre, Glen Eira City Council Town Hall or by visiting www.gleneira.vic.gov.au.

Part 3 - No Smoking in Smoke-Free Zones

Introduction: The following clause prohibits smoking in smoke-free zones within the municipality.

10 Smoke-Free Zone: offence by smoker

- (1) A person must not smoke in a smoke-free zone.
- (2) A person must not smoke or otherwise have control over an ignited shisha pipe or associated apparatus in a smoke-free zone.

Penalty: 5 penalty units.

- (3) Where an Authorised Officer believes on reasonable grounds that a person is contravening or has contravened subclauses (1) or (2) the Authorised Officer may direct the person to:
 - (a) in the case of a tobacco product, extinguish and then dispose of the tobacco product; or
 - (b) in the case of an e-cigarette, cease using the device; or
 - (c) in the case of shisha pipe or associated apparatus, cease using the device.
- (4) A person to whom a direction is given under subclause (3) must comply with that direction.

Penalty: 5 penalty units.

Part 4 – Offences and Infringement Notices

Introduction: This Part provides for enforcement of this Local Law by service of infringement notices by Authorised Officers.

11 Offences

A person who—

- (1) contravenes any provision of this Local Law; or
- (2) fails to comply with a direction of an Authorised Officer under this Local Law

is guilty of an offence and is liable to—

- (a) the penalty stated under a provision in this Local Law, or if no penalty is stated then twenty (20) penalty units; and
- (b) upon a finding of guilt by any court for a second or subsequent offence, a penalty of twenty (20) penalty units will apply (unless otherwise stated).

12 Infringement Notices

As an alternative to prosecution, an Authorised Officer may issue an infringement notice on a person who the Authorised Officer believes has committed an infringement offence referred to in an item in Schedule 1 requiring the person to pay the infringement penalty specified in column A of Schedule 1 for that infringement offence.

Schedule 1
Infringement offences

		Column A
Item	Infringement offence	Infringement penalty
1	An offence against clause 10(1)	1 penalty unit
2	An offence against clause 10(2)	1 penalty unit
3	An offence against clause 10(4)	1 penalty unit



GLEN EIRA
CITY COUNCIL

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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.nrsccall.gov.au>

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

Social media

Glen Eira City Council:

www.facebook.com/GlenEiraCityCouncil

@cityofgleneira:

www.instagram.com/cityofgleneira

Glen Eira arts, gallery and events:

www.facebook.com/gleneiraarts

Glen Eira Leisure:

www.facebook.com/GESACOnline

<https://www.instagram.com/gleneiraleisure>

www.twitter.com/GESACOnline

Glen Eira Libraries and Learning Centres:

www.facebook.com/GlenEiraLibraries

<https://www.instagram.com/gleneiralibraries>

Glen Eira Youth Services:

www.facebook.com/GlenEiraYouthServices

www.instagram.com/gleneirayouthservices

Glen Eira sustainable living:

www.facebook.com/sustainablelivinggleneira



8.6 PRESCRIBING SMOKE-FREE ZONES

Author: Brooke Ranken, Manager Community Safety and Compliance

Trim No: 21/1323007

Attachments:

1. Final proposed smoke-free zones [↓](#)
2. Initial proposed smoke-free zones (first consultation period 2 to 23 August 2021) [↓](#)
3. Community Consultation Results (period 2 to 23 August and 17 to 24 November 2021) [↓](#)
4. Rationale for the smoke-free zones [↓](#)
5. Amended proposed smoke-free zones (second consultation period 17 to 24 November 2021) [↓](#)
6. Themes from Community Consultation [↓](#)

EXECUTIVE SUMMARY

This report presents the outcomes of the community engagement on the proposed smoke-free zones from 2 to 23 August and 17 to 24 November 2021. Overall, the submissions received reflect a high level of support for the proposed smoke-free zones.

On 14 December 2021, Council will consider making the Smoke-Free Zones Local Law (**Local Law**). The making of the Local Law will provide Council with the power to prescribe smoke-free zones by resolution.

This report nominates areas in 14 Activity Centres within the municipality for the purposes of prescribing those areas as smoke-free zones under clause 9(2) of the Local Law.

RECOMMENDATION

That Council:

1. notes the report in Attachment 4 to this report addressing the factors in clause 9(4) of the Smoke-Free Zones Local Law that Council must have regard to when determining whether to prescribe the proposed smoke-free zones;
2. prescribes the area marked in brown for the 14 zones shown in Attachment 1 to the report. Each item in the Schedule below identifies the 14 Smoke-Free Zones, under clause 9(2) of the Smoke-Free Zones Local Law;

Schedule

Item	Location of Smoke-Free Zone shown in Attachment 1
1.	Alma Village
2.	Caulfield Park
3.	Elsternwick
4.	Caulfield South
5.	Glen Huntly
6.	Carnegie
7.	Murrumbeena
8.	Hughesdale
9.	Ormond
10.	McKinnon
11.	Bentleigh
12.	Patterson

13.	Bentleigh East
14.	Caulfield Station Precinct

3. instructs officers to erect and maintain signs for the areas prescribed as smoke-free zones; and
4. informs the community of the new smoke-free zones.

BACKGROUND

At its meeting on 21 July 2020, Council adopted the Smoke-Free Outdoor Policy (**Policy**) and directed officers to develop a Local Law to support the Policy by enabling Council to enforce smoke-free zones. Consistent with that direction, the proposed Local Law was drafted for Council's consideration.

On 14 December 2021, Council will consider making the proposed Smoke-Free Zones Local Law. If made, Council can then consider prescribing smoke-free zones under clause 9(2) of the Local Law.

Council officers identified areas within 14 Activity Centres (see Attachment 2) as suitable for Council to consider prescribing as smoke-free zones.

Council consulted with the community on the boundaries of the proposed smoke-free zones from 2 to 23 August and 17 to 24 November 2021 (see Attachment 3).

ISSUES AND DISCUSSION

The Local Law provides mechanisms for Council to prescribe zones within the municipality to be smoke-free. Under clause 9(4) of the Local Law, when prescribing a smoke-free zone, Council must have regard to the following factors:

- (a) the size of the proposed smoke-free zone;
- (b) the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone;
- (c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;
- (d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;
- (e) the extent and outcome of any community consultation on the proposed smoke-free zone;
- (f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;
- (g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and
- (h) any other factors that Council considers relevant.

Council officers have prepared Attachment 4, which contains information relevant to the matters Council is required to have regard to under clause 9(4) of the Local Law when determining whether to prescribe an area as a smoke-free zone.

When considering prescribing a smoke-free zone, an appropriate level of consultation must be undertaken to obtain the information that Council must have regard to under clauses 9(4)(c), (d) and (e) of the Local Law when determining whether to prescribe an area as a smoke-free zone. Consistent with that requirement, copies of the proposed smoke-free zones were made available on the HaveYourSay website. Additional public notice was given in the following manner:

- 8,967 letters were issued to the owners/occupiers of land located within the 14 proposed smoke-free zones and the properties that abut those zones;
- a dedicated webpage on Council's website provided information about the proposed smoke-free zones;
- an information story in the August 2021 edition of the Glen Eira News;
- information on Council's Facebook and Instagram pages;
- direct email notification to key external stakeholders; and
- direct email notification to residents on Council's Glen Eira Community Voice.

Two 60-minute drop-in public information sessions were held via Zoom on 9 and 11 August 2021, with senior staff members available for those wishing to discuss or learn more about the proposed smoke-free zones. These drop-in public information sessions were advertised on Council and the HaveYourSay websites. One member of the community attended the information sessions.

In response to the request for submissions, there were a total of 208 visits to the HaveYourSay website on the proposed smoke-free zones and 64 downloads of the proposed smoke-free zones maps.

At the close of the submission period on 23 August 2021, Council had received 144 written submissions on the proposed smoke-free zones comprising:

- 126 submissions through the HaveYourSay website (see Attachment 3); and
- 18 submissions by email (see Attachment 3).

In assessing the comments received in the submissions, the themes in Table 1 were identified (see Attachment 6). Council officers have considered each of the themes and proposed the response or actions outlined in Table 1.

The proposed smoke-free zones were further refined following evaluation of the information received during the community consultation in August 2021.

Nine of the proposed smoke-free zones were updated following the community consultation in August 2021. The changes made to these proposed smoke-free zones are shown in Attachment 5. The area of the smoke-free zones that Council consulted on, from 2 to 23 August 2021, are marked in yellow. Extensions to the zones are marked green on the maps, and areas removed are marked in red.

Consistent with that requirement to consult on the proposed smoke-free zones, copies of the updated maps were made available on the HaveYourSay website. Additional public notice was given in the following manner:

- 42 letters were issued to the owners/occupiers of land located within three of the proposed smoke-free zones and the properties that abut those zones where the changes to the proposed smoke-free zones interfaced with residential properties or businesses;
- Information on Council's Facebook page; and
- Direct email notification to key external stakeholders.

In response to the request for submissions, there were a total of 46 visits to the HaveYourSay website on the proposed smoke-free zones and 49 downloads of the updated proposed smoke-free zones maps.

At the close of the submission period on 24 November 2021, Council had received two written submissions (see Attachment 3).

Overall, the submissions from the community consultations on 2 to 23 August and 17 to 24 November 2021 reflect a high level of support for the proposed smoke-free zones.

Murrumbeena Station

The open space area at the front of the Murrumbeena Station, marked in red in Map 3 of Attachment 5, was removed from the proposed smoke-free zone as Council no longer leases it from VicTrack. Council is engaging with Metro Trains Melbourne, VicTrack and the Level Crossing Removal Authority to address any regulatory issues arising from Council's proposal to introduce a smoke-free zone in this area.

Education

Following the prescribing of a smoke-free zone, an education period of six months will be undertaken to allow Council Officers the opportunity to inform the municipal community of the no-smoking restrictions. Notification of the restrictions will also be posted on Council's website, via social media channels, and Glen Eira News newspaper.

Enforcement

Authorised Council officers may issue a warning, an infringement notice or prosecute an offence under the Local Law. Currently, the Local Law sets out a penalty of \$181.74 for an Infringement Notice, up to \$908 if prosecuted in Court for a first offence and up to \$3,634 if prosecuted in Court for a second or subsequent offence.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

Globally, the cultivation of 32.4 million tonnes (Mt) of green tobacco, used to produce 6.48 Mt of dry tobacco in the six trillion cigarettes manufactured worldwide in 2014, contributes almost 84 Mt CO₂ emissions to climate change – approximately 0.2% of the global total.

The proposed smoke-free zones support a reduction in smoking rates in Glen Eira. This is a measure that, along with other local, State and Federal initiatives, reduces the prevalence of smoking, which may ultimately reduce the CO₂ emissions from tobacco production.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The implementation of signage within the 14 smoke-free zones will cost approximately \$14,000.

Officers will assess complaint numbers and gather statistics in terms of non-compliance within Activity Centres during the first 12-month period to determine the extent of resources required in the future.

POLICY AND LEGISLATIVE IMPLICATIONS

This is a Council issue because it supports:

- Principle 3 of Council's 2040 Community Vision – Inclusive and Healthy Community;
- Direction five of Council's Council Plan 2021-2025 – a healthy, inclusive and resilient community;

- Priority four of Council's Community Wellbeing Plan 2021-2025 – create healthier environments – 2. Reduce harm to our community from tobacco, alcohol and other drugs and from gambling; and
- The objectives of Council's Smoke-Free Outdoor Policy – reduce the impact of smoking on the community by promoting smoke-free zones.

Clause 9(2) of the Local Law allows Council to prescribe any area within the municipality as a smoke-free zone.

Council must have regard to the factors in clause 9(4) of the Local Law when deciding whether to prescribe an area as a smoke-free zone under clause 9(2) of the Local Law.

There may be parts of smoke-free zones where the *Tobacco Act 1987* (Vic) applies, meaning that the Local Law will be inoperative in those areas. For example, the Local Law provision will not operate in an 'outdoor drinking area' in a smoke-free zone.

COMMUNICATION AND ENGAGEMENT

The public exhibition, submission and consultation period was managed and conducted in line with a Community Engagement Plan developed in partnership with Community Engagement and included the actions set out in the body of the report. In addition, the following key external stakeholders were notified of the proposed smoke-free zones, and their feedback was sought:

- Bentleigh East Traders Group
- Bentleigh Traders Association
- Carnegie Traders Association
- Caulfield Commerce Association
- Caulfield Community Health Services
- Connect Health & Community
- Elsternwick Traders Association
- Metro Trains Melbourne
- Murrumbeena Traders Association
- Ormond Traders Association
- Patterson Traders Group
- Victoria Police
- Victorian Rail Track Corporation

LINK TO COUNCIL PLAN

Strategic Direction 5: A healthy, inclusive and resilient community

We support our residents to be healthy, strong and resilient and will embrace and celebrate our diverse community

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The public submission process provided an opportunity for the municipal community to provide submissions on the proposed smoke-free zones.

All Local Law requirements have been completed up to this point where Council can determine whether or not to prescribe the areas in Attachment 1 as smoke-free zones.

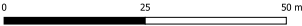
Item 1



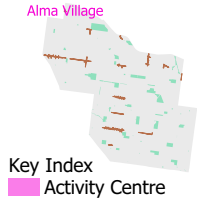
Note: To the extent that smoking is regulated in the smoke-free zone pursuant to the Tobacco Act 1987 or the Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015, the provisions of the Smoke-Free Zones Local Law in respect of smoking are inoperative.

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SmokeFreeZones

Alma Village
Smoke-Free Zone



Printed 01.12.2021



Item 2

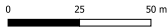


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- SmokeFreeZones
- Park

**Caulfield Park
Smoke-Free Zone**



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SmokeFreeZones

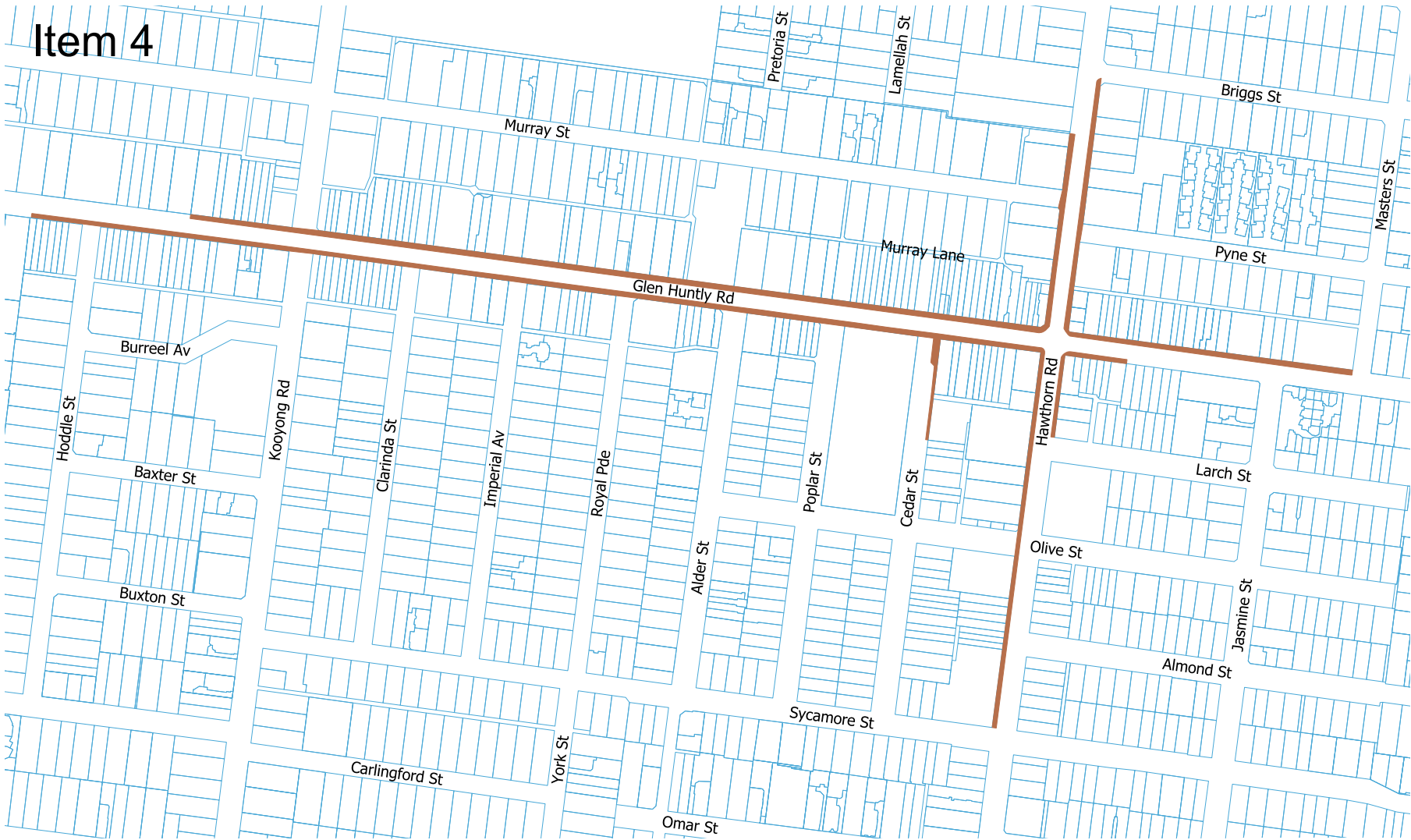
Park

Elsternwick
Smoke-Free Zone



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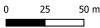
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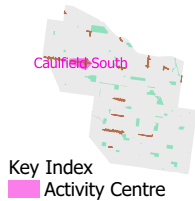
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Caulfield South
Smoke-Free Zone



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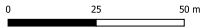
Item 5



Note: To the extent that smoking is regulated in the smoke-free zone pursuant to the Tobacco Act 1987 or the Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015, the provisions of the Smoke-Free Zones Local Law in respect of smoking are inoperative.

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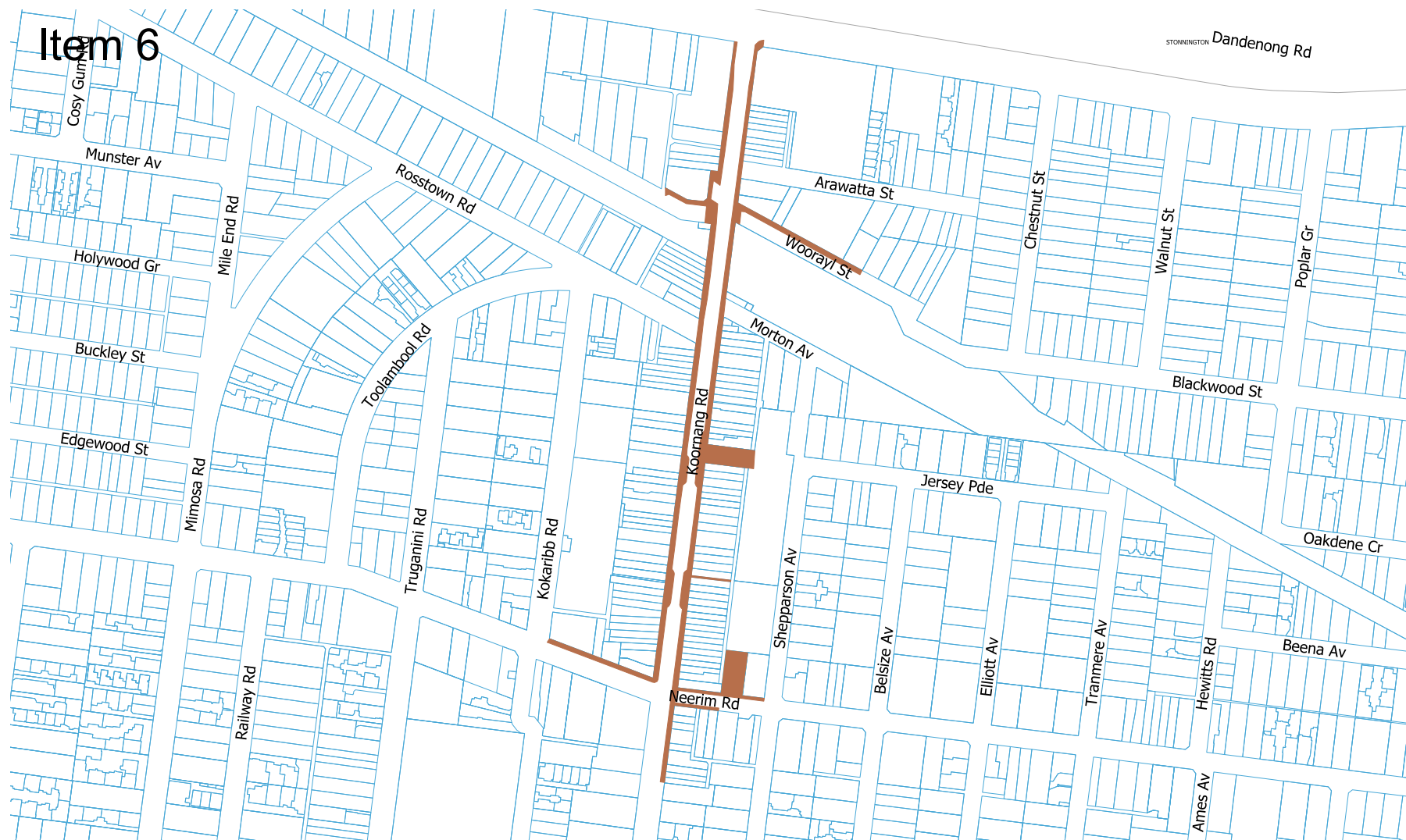
Glen Huntly
Smoke-Free Zone



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Item 6



Note: To the extent that smoking is regulated in the smoke-free zone pursuant to the Tobacco Act 1987 or the Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015, the provisions of the Smoke-Free Zones Local Law in respect of smoking are inoperative.



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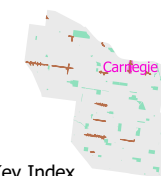
SmokeFreeZones

 Park



Carnegie
Smoke-Free Zone

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Key Index
Activity Centre

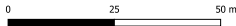
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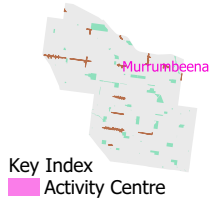
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Murrumbeena
Smoke-Free Zone



Printed 01.12.2021



Item 8

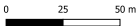


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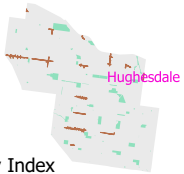
SmokeFreeZones

Park



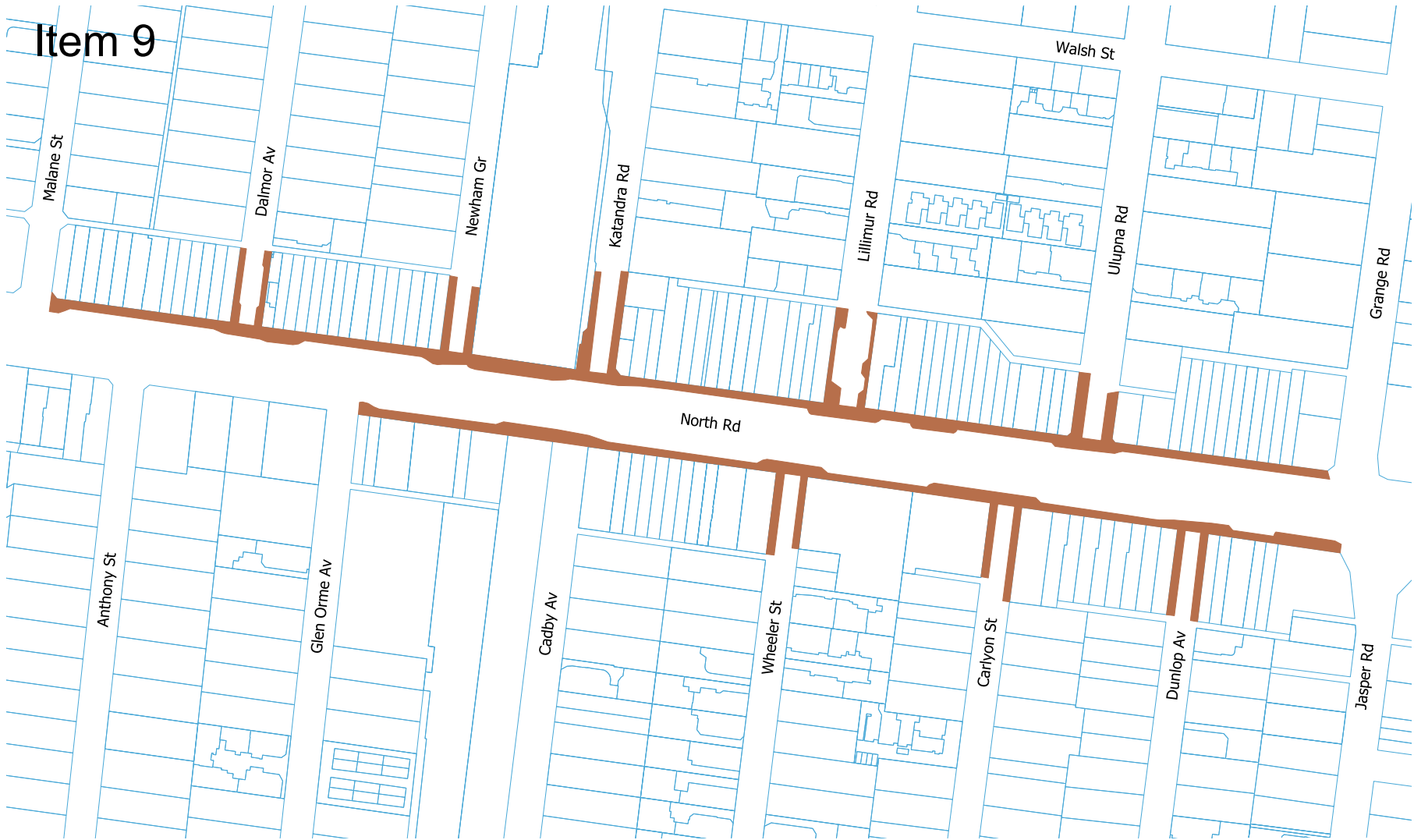
Hughesdale
Smoke-Free Zone

Printed 01.12.2021



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Activity Centre

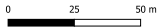
Item 9



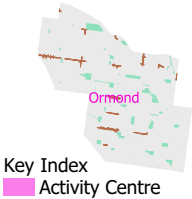
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Ormond
Smoke-Free Zone



Printed 01.12.2021



Item 10



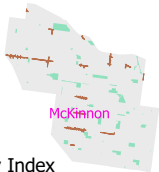
Note: To the extent that smoking is regulated in the smoke-free zone pursuant to the Tobacco Act 1987 or the Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015, the provisions of the Smoke-Free Zones Local Law in respect of smoking are inoperative.

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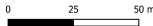
SmokeFreeZones

Park

McKinnon
Smoke-Free Zone

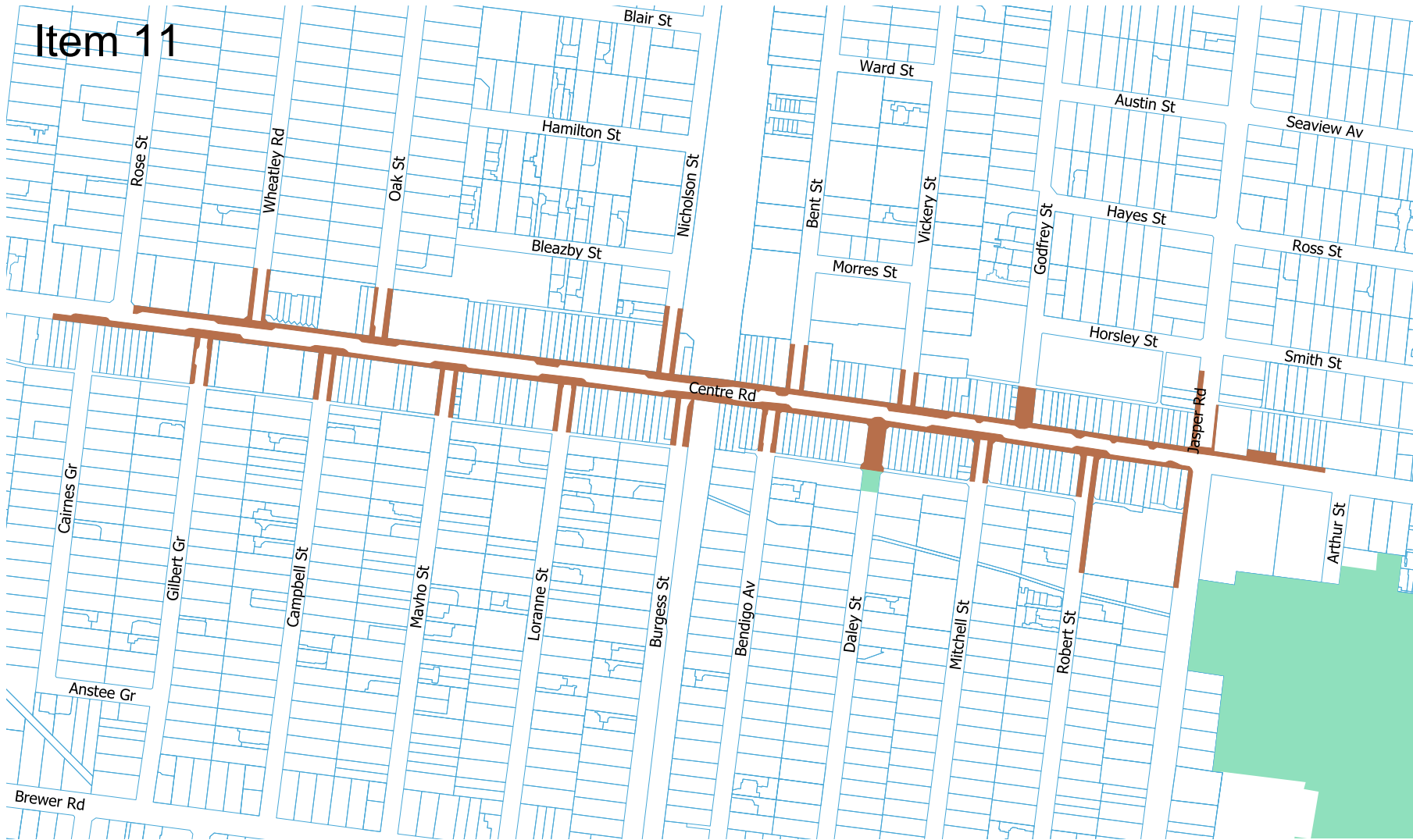


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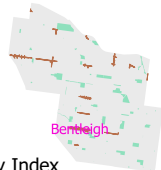
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SmokeFreeZones

Park

Bentleigh
Smoke-Free Zone



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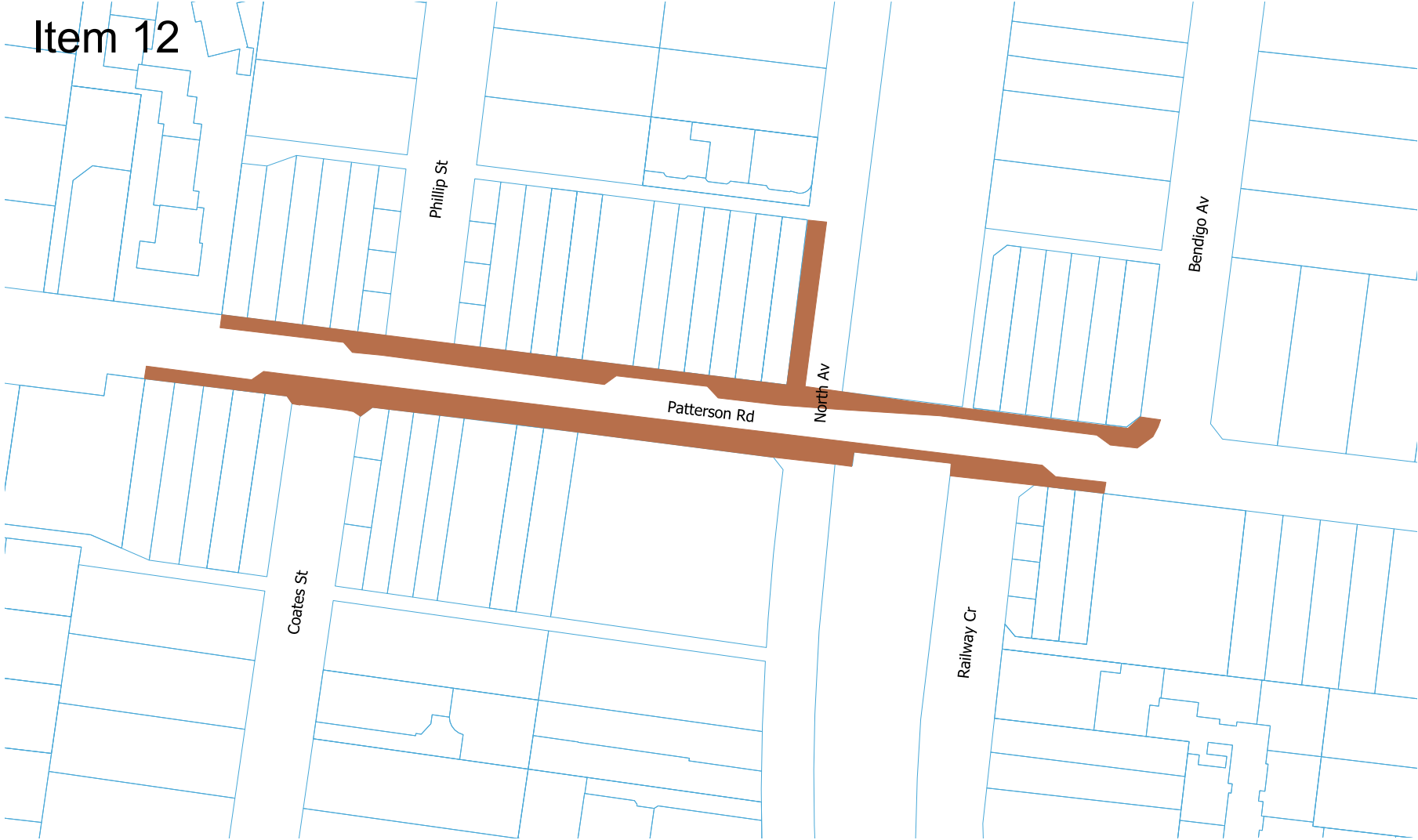


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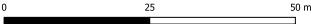
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Note: To the extent that smoking is regulated in the smoke-free zone pursuant to the Tobacco Act 1987 or the Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015, the provisions of the Smoke-Free Zones Local Law in respect of smoking are inoperative.

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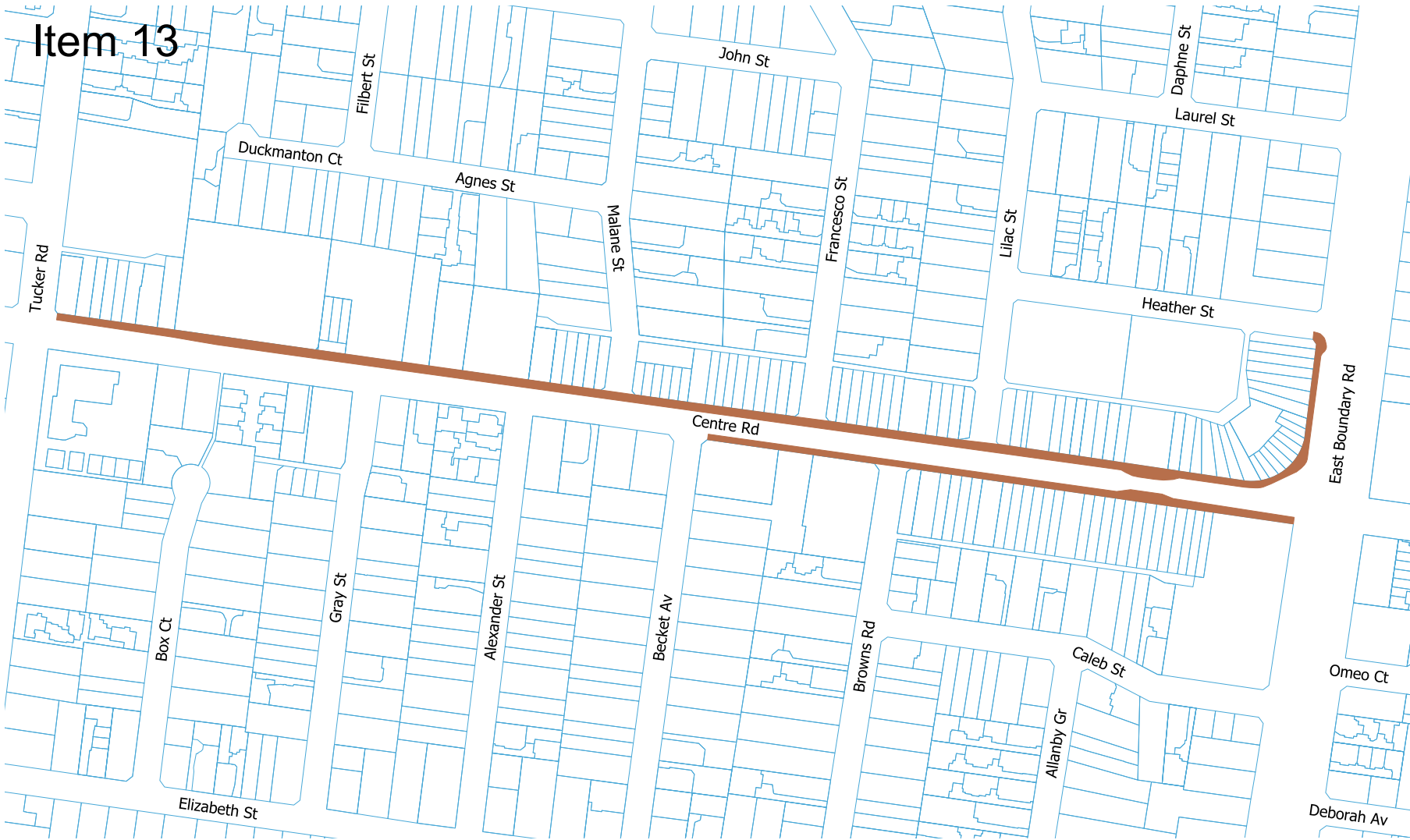
Patterson
Smoke-Free Zone



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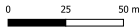


Note: To the extent that smoking is regulated in the smoke-free zone pursuant to the Tobacco Act 1987 or the Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015, the provisions of the Smoke-Free Zones Local Law in respect of smoking are inoperative.

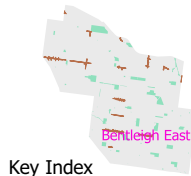
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Bentleigh East
Smoke-Free Zone

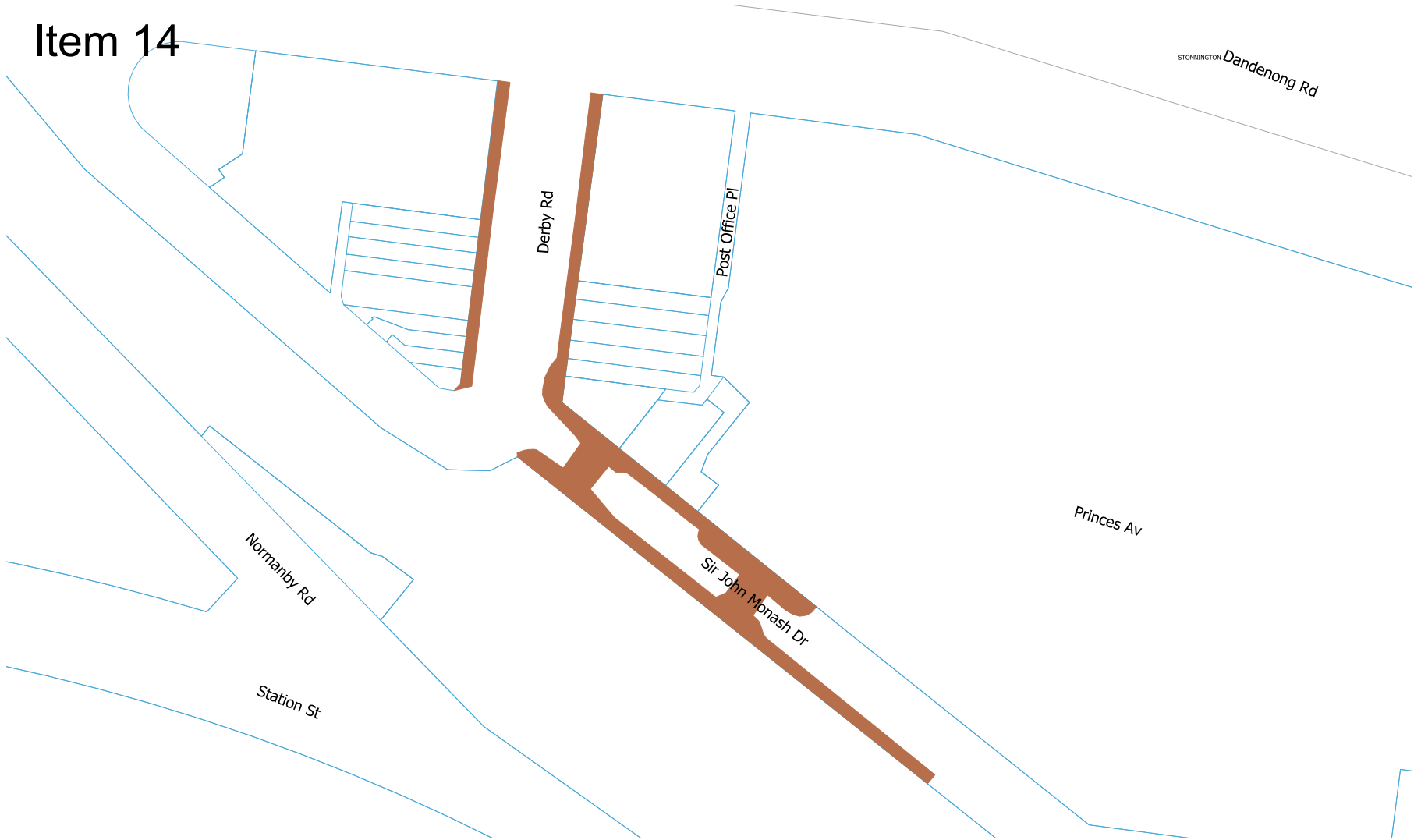


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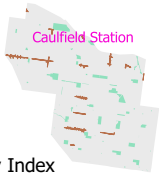
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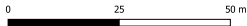
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Caulfield Station
Smoke-Free Zone



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Activity Centre



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Map 1
Alma Village Neighbourhood Activity Centre Smoke Free Zone

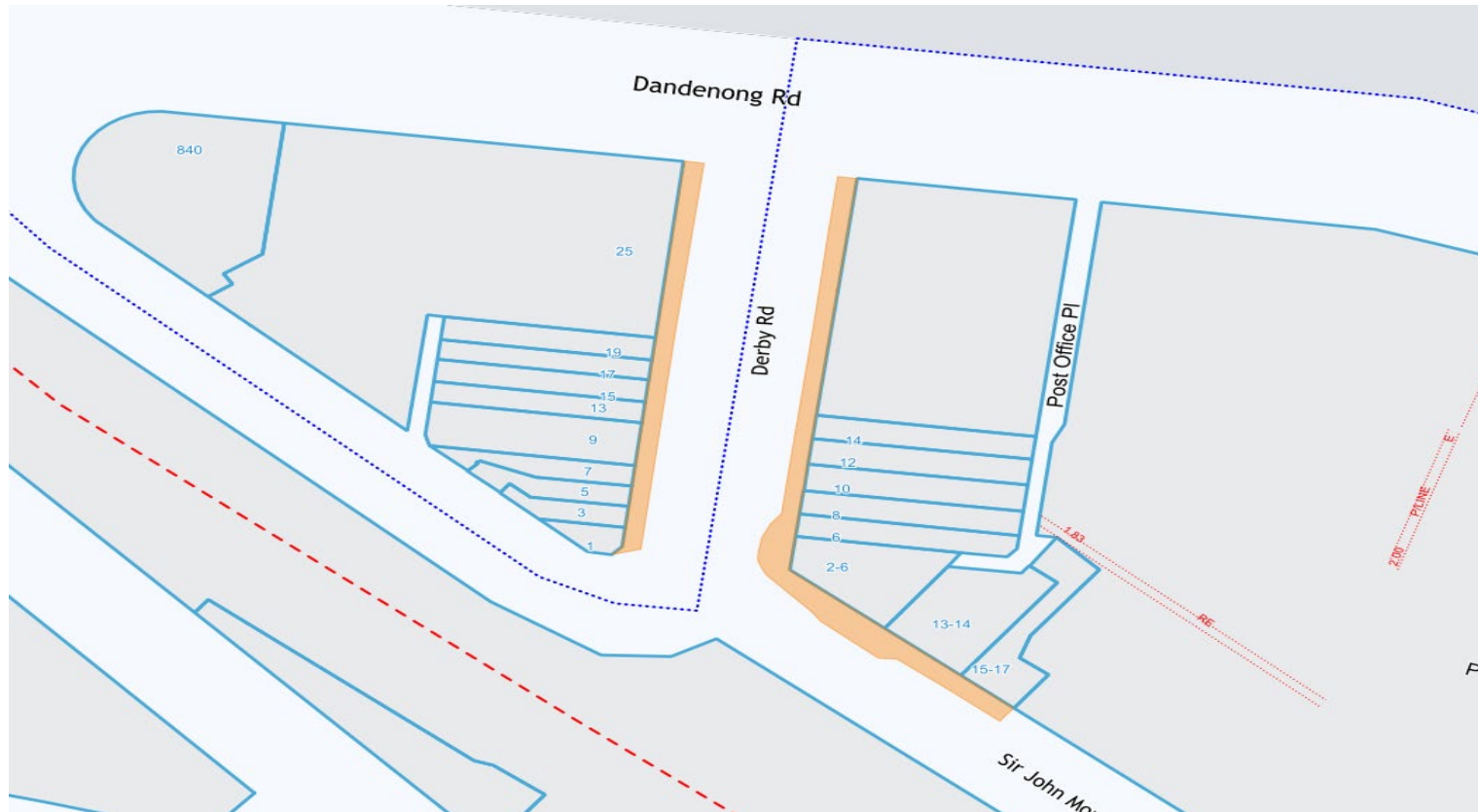


Map 2
Caulfield Park Activity Centre Smoke Free Zone



Map 3

Caulfield East Activity Centre Smoke Free Zone



Map 4 Carnegie Major Activity Centre Smoke Free Zone

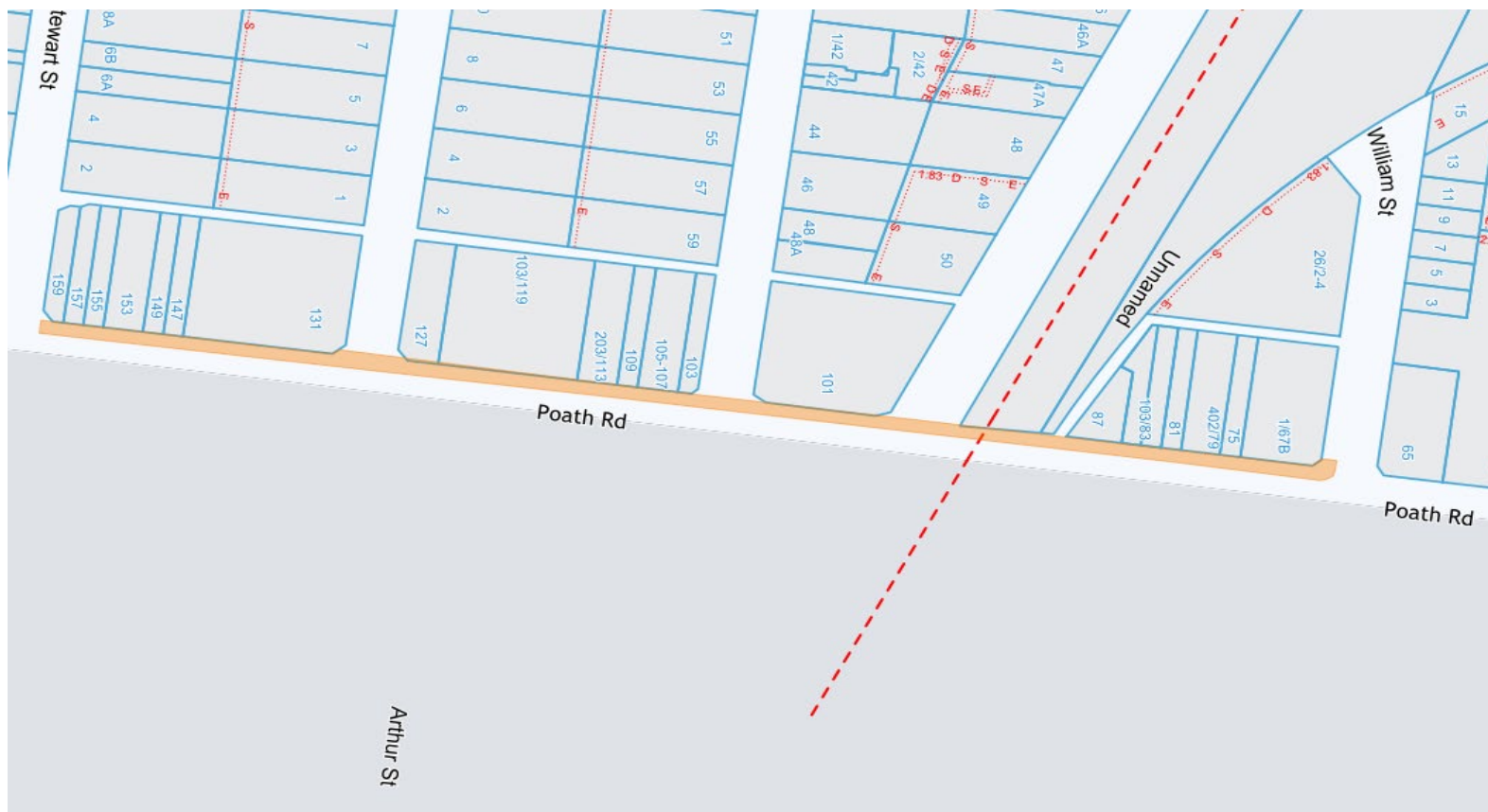


Map 5

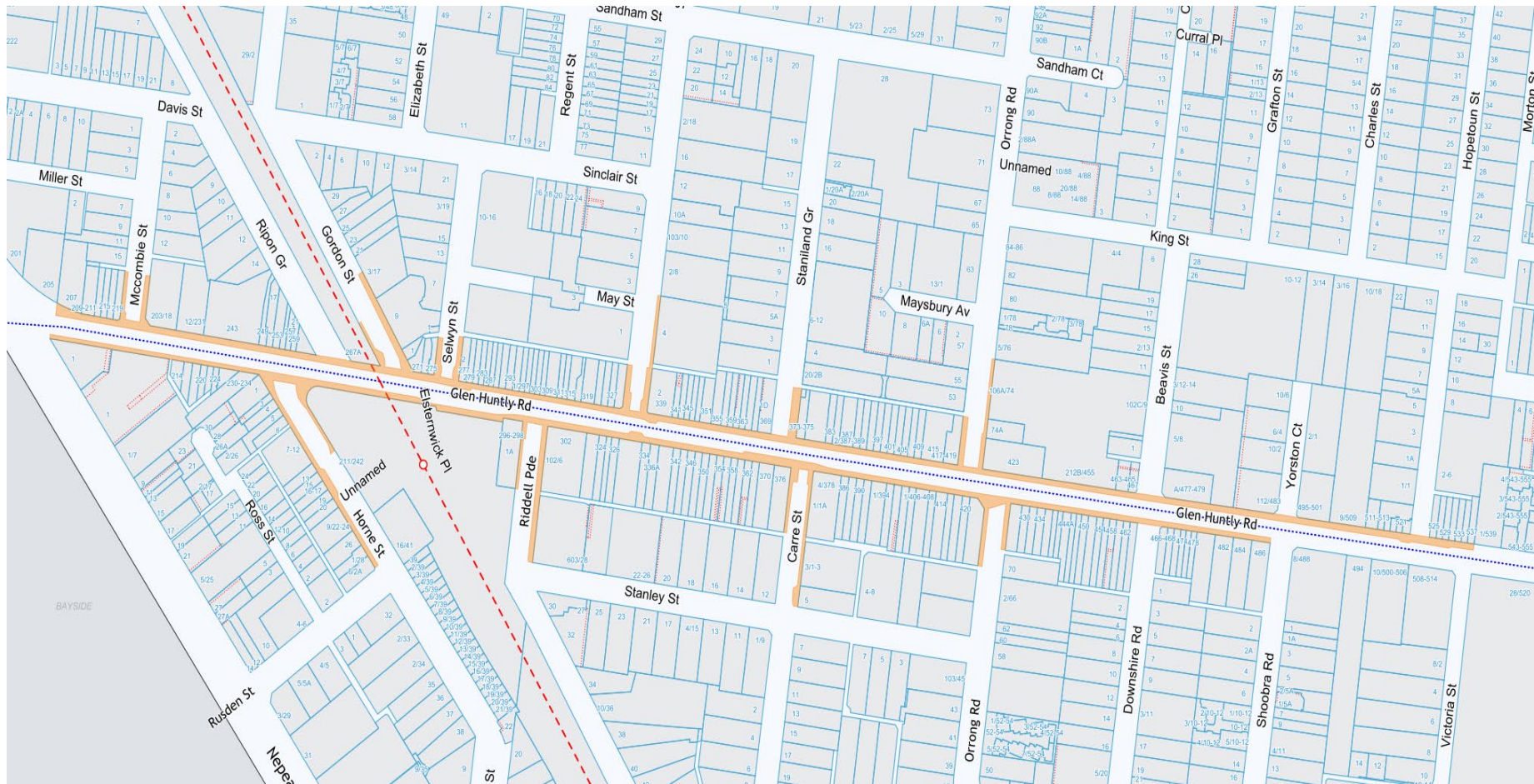
Murrumbeena Neighbourhood Activity Centre Smoke Free Zone



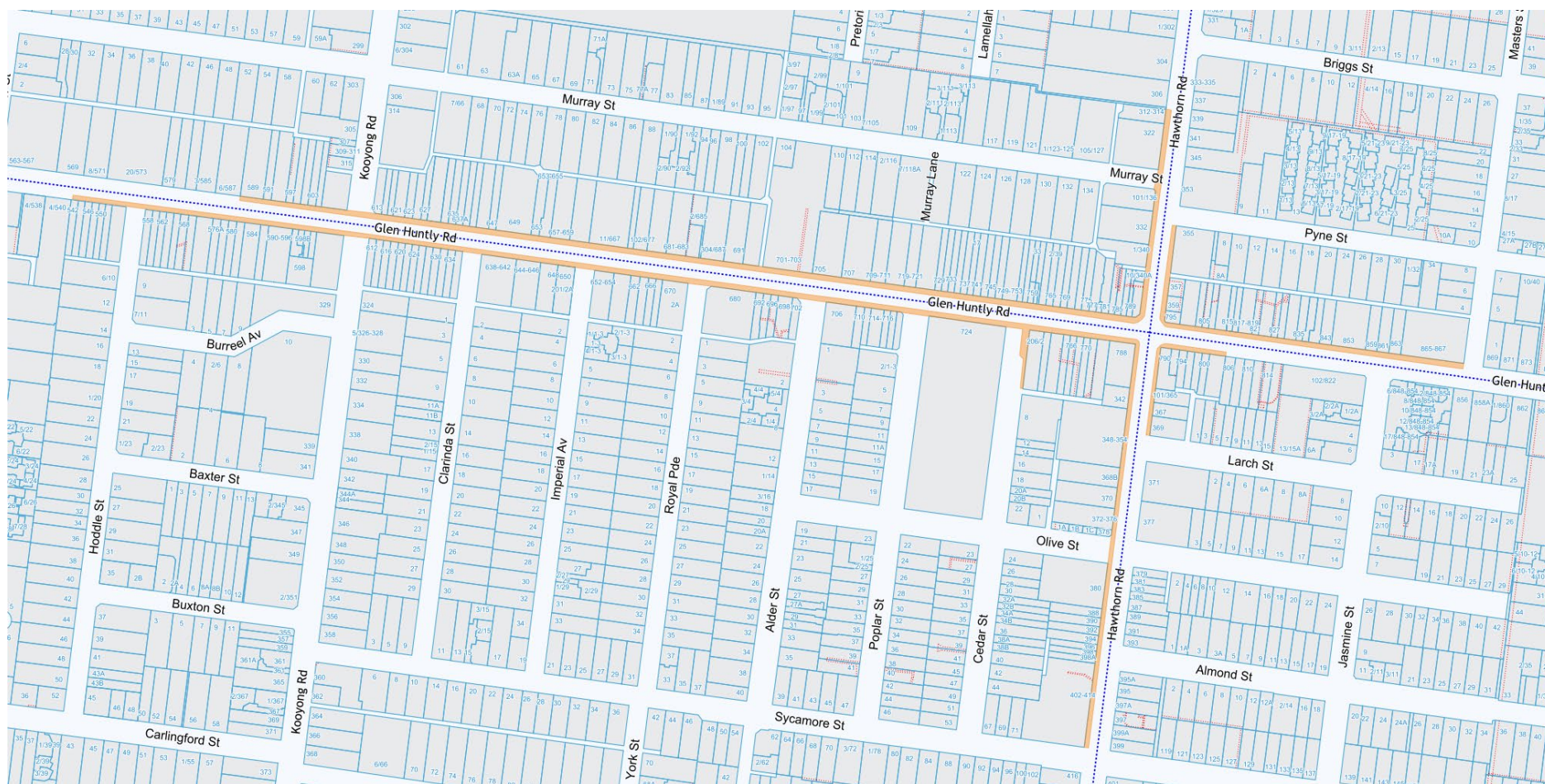
Map 6
Hughesdale Neighbourhood Activity Centre Smoke Free Zone



Map 7 Elsternwick Major Activity Centre Smoke Free Zone



Map 8 Caulfield South Neighbourhood Activity Centre Smoke Free Zone

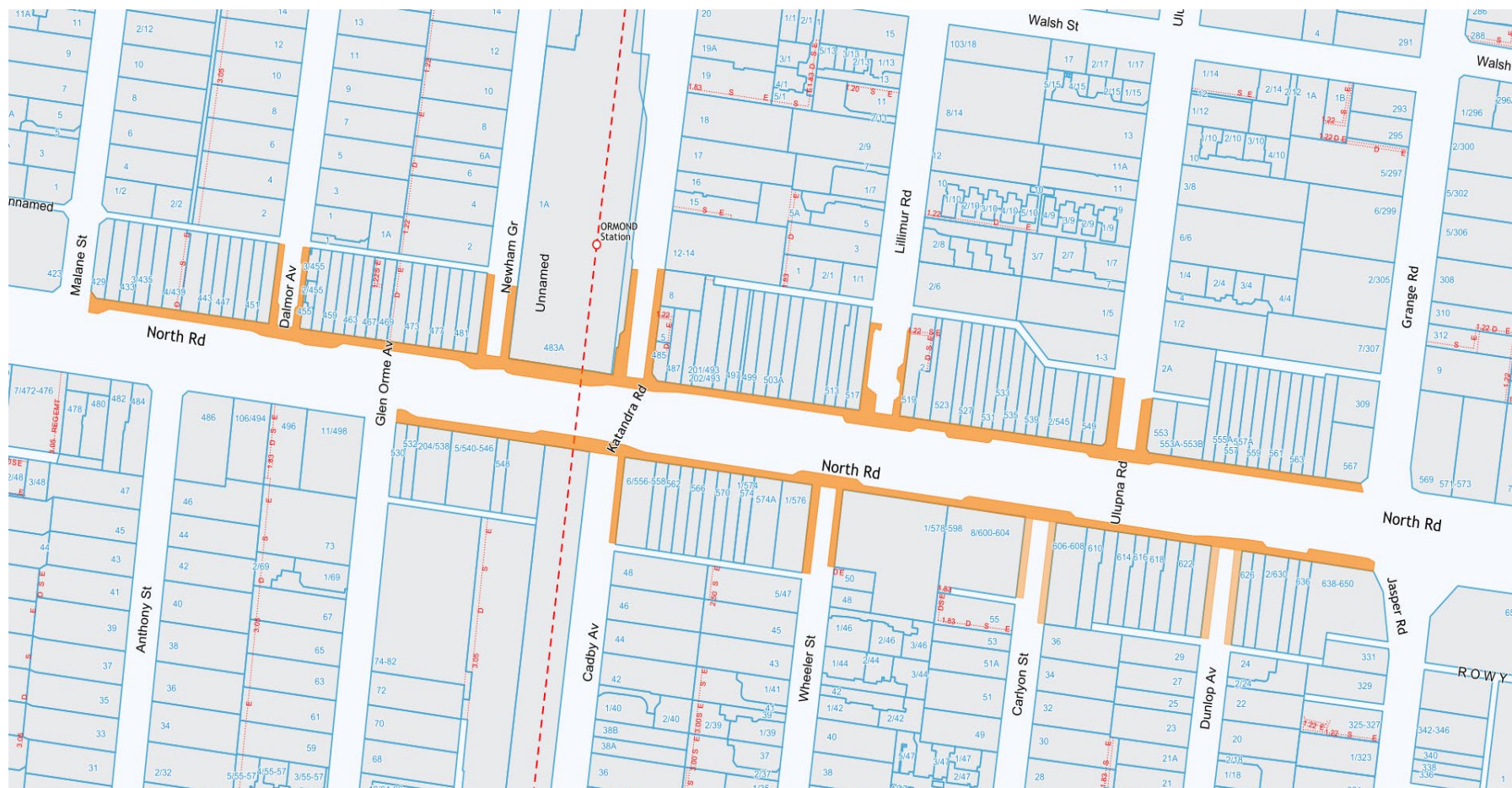


Map 9
Glen Huntly Major Activity Centre Smoke Free Zone



Map 10

Ormond Neighbourhood Activity Centre Smoke Free Zone



Map 11
McKinnon Neighbourhood Activity Centre Smoke Free Zone

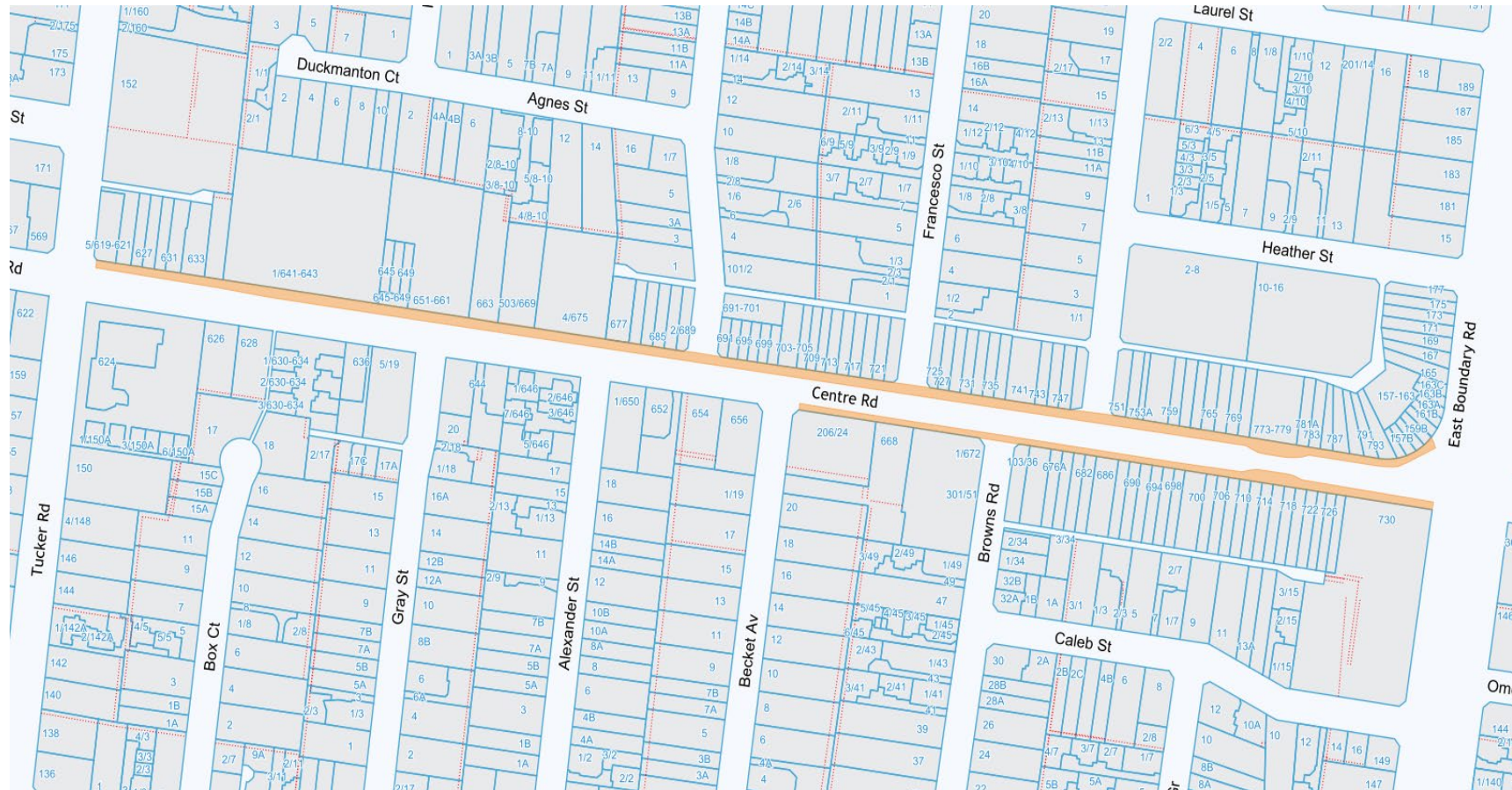


Map 12 Bentleigh Major Activity Centre Smoke Free Zone



Map 13

Bentleigh East Neighbourhood Activity Centre Smoke Free Zone



Map 14

Patterson Neighbourhood Activity Centre Smoke Free Zone



**ATTACHMENT 3 – COMMUNITY CONSULTATION RESULTS
(PERIOD 2 TO 23 AUGUST AND 17 TO 24 NOVEMBER 2021)**

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Alma Village				my concern is how is this going to be enforced?
Alma Village	Make as large as possible	Make larger		Ban all smoking in public in Glen Eira
Bentleigh				From a business perspective and for the well being of our customers who choose to dine out on our footpath trading - this is a very welcomed initiative!
Bentleigh	Too large. Centre Road Bentleigh has many eateries which even smokers like to visit. Your current plan leaves no space for a smoker to relax after a meal or a coffee.	Please provide a safe and discreet area for smokers. With this plan you have smokers in dark and unsafe areas.		My comments hold true in all the proposed areas. You are sending smokers to a dark (at night) and perhaps unsafe space.
Bentleigh				Need to have amenity for smokers outside the zones. Imagine many smokers will retreat to the car parks surrounding Centre Road. Will need areas with shelter.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Bentleigh	I support the need for non-smoking areas, including where people are in confined spaces & eating outdoors. However as a resident who's front door opens onto Centre Road (the proposed non-smoking zone), this plan impedes on my ability to enjoy my living space in whatever way I should choose. This plan is drafted with pedestrians & shoppers in mind, but not for those of us who live in this zone and will be impacted by this ban 24/7, not just as we are leisurely enjoying our home spaces. As my balcony opens directly over Centre Road - are you suggesting that I cannot have friends or family smoke on my private balcony - as that will be directly over shop fronts as listed on this proposed plan? What measures have been taken to include for residents in this proposal?	It is overly restrictive on residents who actually live within the space.	Specific guidance for residents.	

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Bentleigh	Way too restrictive. Stop overregulating everything. This policing by Victoria government and local councils should stop. Provide services to the community and not just more activist views on how to improve the world.	Scrap smoke free zone in Patterson Road and Centre Road	Make clearer how many positive votes and how many negative votes you actually received. This is all driven by council "inner section" departments claiming to act in community interest but really just acting on the loud voices of a minority	Reconsider and scrap that proposal
Bentleigh	Should add the laneway from Nicholson Street through to Aldi carpark & possibly even Bleazby Street to avoid congregation of smoking hot spots.	As a resident in Bleazby Street & also have tenants who reside along laneway (bedroom windows) & we have all experienced passive smoke from smokers at times congregating behind the Centre Road shops, Bleazby Street & car park. Further anticipate this to be an issue once the undercover carpark is developed.		Perhaps consider creating small public smoking spaces / shelters where people can gather for an active or passive smoke.
Bentleigh	No size this council is ruining this by thinking they can stop people from not smoking If this is passed smokers will just wouldn't care and probably litter which will make it worse	Should not be a boundry Should not ban smokers		Listen to the majority which are smokers We will not shop there so local industries lose out if you ban smoking

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Bentleigh	Too large you are not considering smokers which is discrimination	Make it smaller		Stop discrimination against smokers
Bentleigh				Just wanted to say I think the entire project is a fabulous idea but that I think you'll have the hardest time / least compliance to it in the Bentleigh zone.
Bentleigh	Please extend zone to include the beginning of Rose St. Workers come here to smoke and excess blows into the apartments along the corner.			
Bentleigh				Where the smoke free zone boundary is, provide adequate signage and also appropriate bins. Cigarette butts are littered everywhere.
Bentleigh	Too small. Should also include the car parking areas behind shops, particularly close to the areas where people funnel from carparks to the shopping strip. Smoking should be limited to some specific areas that are easily	Should include car parking areas and area around library. See above. Should include outdoor drinking areas in front of cafes. Particularly in winter when cafe blinds are down this creates a smoke corridor in front of some cafes which is		Smokers are constantly throwing their butts on the street. Walking down Centre Rd is often gross with piles of butts in garden areas of around seats. Council does a poor job of cleaning up this litter. Much of

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
	avoided by non-smokers and easy for council to keep clean of smokers litter. The area around the Bentleigh library should be included as this is frequented by children.	extremely unpleasant, and unhealthy, to walk through. And hard to avoid.		it likely ends up in the drains. Confining smokers to limited smoking areas will allow council to more effectively manage this litter/pollution.
Bentleigh	Non Smokers and Smokers have equal rights	Yes	Probably	No
Bentleigh	Outside and around all shops, cafes and for at least 25 metres beyond the boundary of the shops/cafes including car parks. Smoke from cigarettes travels on the wind and is hazardous to those who are within "smelling distance".	Include car parks and a further distance around the boundary of shops, cafes and carparks to take into account the fact that cigarette smoke blows around when the wind blows.	Larger signage, images of sick people with cigarette related diseases, focus on the people we love ie: do you want your child, grandchild to suffer from asthma, breathing difficulty etc because of your selfish behaviour etc.	I think it is great that the council is taking this step. I don't think smoking should be allowed in any area where people gather to shop etc.
Bentleigh	Too large. Side streets do not need to be included.	As above		As a non smoker, I am against this. Why further persecute smokers who already have limited options. They have rights too.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Bentleigh	Smokers should have the right to smoke in outdoors			You will create more environmental damage if you allow smoke free zones
Bentleigh	too big, smokers have rights as well. We contribute vast amounts in tax and excise	too big, smoking outdoors should not be curtailed	Based on false information	
Bentleigh				So happy if this is implemented. Not fair on our kids to breathe in second hand smoke.
Bentleigh	Thank you for the great initiative. (Too small!!). Pandemic showed how important is HEALTH. Our authorities are taking the hard decisions (Lockdowns) to protect our HEALTH. Please make is clear & cover all the streets with NO SMOKING SIGNS. The effects of active & passive smoking are well-known for decades. It is time for the smokers in our community to	Please cover all the streets in Glen Eira. This will make it simple with no confusion on the boundaries. Thanks for caring about our HEALTH.		Please do not hesitate to look after our HEALTH (passive smoking), & the health of smokers (this will discourage them from smoking), & to discourage young people from starting the bad habit. Signs (similar to signs on cigarette packets) in our streets with how to contact "QUIT". In the meantime, please leave them

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
	quit this bad habit & for the young not to start.			an interim small smoking area until they quit the bad habit.
Bentleigh East	Should not be introduced its discrimination to smokers			
Bentleigh East				It's a great idea but I don't think people will pay any attention to it
Bentleigh East	stupid	smoking in open areas is ok	stupid ideas	The federal government cannot survive without tobacco and alcohol exise
Bentleigh East	Should extend down East Boundary past the medical centre. (or at least up to the end of the shops)	By extending it. Should also be smoke free inside all parks	By education and enforcement.	N/A

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Bentleigh East	Too large			Not fair taking rights away from smokers
Bentleigh East	Too large	Boundry needs to be smaller		Stop trying to descrimate smoker's
Bentleigh East	You should not have the right to tell smokers where to smoke This is discrimination			
Bentleigh East	No smoke free zones, stop trying to dictate people's freedom of life	Don't implement this	Not implement them	Don't implement. Take cars off the road and stop petrol stations using petrol...those fumes are worse than cigarette smoke.
Bentleigh East	Thank you for the great initiative. We prefer that all streets be smoke-free, including the streets in the inner neighbourhood. The effects of smoking (active & passive) are well-known for decades. This will encourage	As above, I vote for the boundaries to be extended to cover all the streets. There is no intention to exclude smokers. Smokers attend closed places but don't smoke. On the contrary, this will encourage smokers to quit smoking, & deter		Thank you for the great initiative. Please issue fines for offenders, especially those who throw their cigarette butts in our streets, even from the windows of their cars. Smokers are not excluded, since they still

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
	smokers to quit the bad habit, prevent passive smoking, & decrease littering of cigarette butts.	young people from starting the bad habit.		attend public "closed" places (without smoking). They will do the same in our streets.
Bentleigh East	Too large	More smoker friendly zone would be nice or a smoking area		
Bentleigh East	Please make it bigger		More signage and enforcement	
Bentleigh East	It should cover the entire center road. Smoke is hazardous for everyone and should be eliminated from this planet.			
Bentleigh East	Please include Ritchies Supermarket in the zone.	as above	Adequate signage	no

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Carnegie			More signs, greater enforcement	It's being ignored by self centred smokers.
Carnegie	Please make it bigger to cover the koornang rd shopping strip			
Carnegie	Zero. The State Laws are sufficient.	Not having it.	Unclear how it will be policed.	It is just another law to victimize a section of the community and gives people another reason to abuse others. If Council was serious about air pollution and cigarette litter you might start with stopping people leaving cars idling in car spaces (as they have done in Canberra); or introducing tree controls in their Planning Scheme (as a heap of Council's have done); or putting HUGE fines for people dropping a cigarette butt (where it could be washed into the ocean). But no ... let's just marginalize a

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
				section of our community and create another banning law ... because that is an easier cop-out and may attract votes. I notice that it wasn't on any election platforms in the last Council election, or I sure wouldn't have voted for those I did.
Carnegie	Too Small - I don't want to walk past someone smoking EVER. Make the whole municipality smoke free.	Smokers should be excluded from the centers. They can smoke somewhere else.		More enforcement is needed. People still smoke in the current smoke free zone.
Carnegie	Would like it expanded even further to include side streets, area around Carnegie Library and Community Centre and the entire area around the train station	Yes but would like it expanded further		This is a great start but I would like to see it expanded to include all public spaces within Carnegie. Smoking should be limited to private spaces/ permitted areas of businesses
Carnegie	MAKE IT BIGGER!!!!!!!!!!!!			

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Carnegie	A bit excessive	Smaller boundaries please		
Carnegie		The zone should be extended to include the two walk ways from Koornang Rd to Woolworths Carnegie		Smokers should be encouraged to carry their own cigarette waste disposal container. These containers could be provided by Council as is the case in Japan. This would reduce the need to empty cigarette waste bins
Carnegie				Signage should be implemented to ensure people understand the new rules
Carnegie	Would also add Kokaribb Rd and parts of Neerim Rd which are always busy (small Woolworths and near Sauls sandwiches and Spilt Milk)			A great idea!
Carnegie	This should not be in place			

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Carnegie				Would like to see this rolled out to all of greater Glen Eira. Smoking should just be confined to the home.
Carnegie				I have an investment property on the 1st level of 276 Neerim Rd., Carnegie & do not want my renter's peace enjoyment of the balcony impacted negatively by smoke filtering up from the food & beverage service place opening up in the former office site of this block (corner Kokaribb Rd). I have also bought another apartment in this block so will be moving in on 1st September & would very much appreciate living in a smoke free area.
Carnegie				Definitely needed as smokers do not wear masks either.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Carnegie	Too small, should also include the new community space next to the car park on Shepparson Ave			Would be great if they were regulated better, often signage isn't enough.
Carnegie		The smoke free zone does not extend to the front of the Carnegie library nor cover the childrens play area at the Childrens centre. There is a new childrens play area I believe next to the station which is also not included nor is the area between the station entrance and the footpath.		
Carnegie			More signs and re-enforcement of the rule.	Smokers in Carnegie ignore the signs as there is no enforcement of the rule. Until fines are issued, council are wasting resources trying to ban smoking.
Carnegie				No it seems a great idea and covers all of the existing shopping area, although the new buildings on the western corner of Neerim road should be covered now.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Carnegie			The sign of smoke free needs to be obvious and enforced especially around cafes who have outdoor area in public spaces I. Consequences need to be implemented as well. Relevant business needs to be on board by advising their patron re smoke free zone.	As above
Carnegie		Abandon this policy Yes I am a non smoker		Government is happy to tax them to the max It is legal LEAVE THEM ALONE
Carnegie	To me, I love a smoke free environment (when I shop/dine/walk around). So the bigger the size the better			no
Carnegie			Yes, more signage on Koornang Road as people tend to walk through shopping centre smoking, naturally without wearing a mask and feeling entitled to do so. If we could point to a sign that would be a big help!	Not smoking, but more signage would be great re adults who cycle and food delivery drivers who feel entitled to ride through Koornang Road shopping pedestrian path without regard to pedestrians many of whom are elderly.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
				Only sign seen is on corner of Koornang and Rosstown Roads sign reads cyclists dismount. Please could these be placed in the same manner as requested for smoke-free signage along shopping strip. Thank you for reading, I have lived in Carnegie for 35 years, love it, and walk to Main Street most days.
Caulfield Park	Smokers will simply go to the rear of their address. Where the rear of commercial areas abut residential the smoke free zone should extend to the commercial/residential interface.	Extend to commercial/residential interfaces		
Caulfield Park	Smoke can easily blow from the zone which is unfair to nearby persons.			Thank you for implementing smoke free zones
Caulfield Park				I would prefer that it is larger, but support starting somewhere and extending it subsequently I do wonder seeing as it extends

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
				to Stanley Parade whether it could be just a little larger to cover the entrances to Caulfield Junior College on Balaclava Rd and Stanley Parade
Caulfield Park	I refer to your proposed zone in Alma and Orrong Roads which is outside my home.	Not to be implemented at all		I find it the height of hypocrisy that smoke free zones are proposed and approved while absolutely nothing is said about motor vehicles pumping poison gasses into our air, leaving asbestos dust from their bakes in the air and coating everything in carbon black from their tires (check the Council trees on Orrong Road in front of the shops between Alma Road and Lucan St). Also, where is the uproar from Trams using sand for braking on wet tracks which then creates clouds of silica dust which is highly carcinogenic. Stand in a tram stop in the City and see the clouds of silica dust whipped up when a fire engine roars through the stop. Smoking is a

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
				legal practice but with the most appalling hypocrisy, Government and Councils go for the captive audience of addicted (Yes addicted) smokers because they are the easy target. Of course that doesn't stop you robbing us blind on twice yearly indexing of cigarette pricing putting a pack of 30s now over \$50. We pay all this tax then get told we cant smoke in areas but as mentioned above, people site at street side cafes breathing in all the above poison's from vehicles and trams but not a word is said about that. I just believe we smokers are asking for a fair go.
Caulfield Park				The more smoke-free zones, the less often I will smoke and for that I would be terribly thankful.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Caulfield Park				<p>I fully support the Caulfield Park, and all, the smoke-free zones.</p> <p>It is important that any signage (both temporary, that is education about the new zones, and also permanent signage) that is installed in conjunction with the creation of the smoke-free zones, be sited in a way that doesn't cause sightline problems for road users (i.e. signs may need to be a certain distance from corners, orientated a certain way etc.).</p>
Caulfield Park	Too small. Should be the whole way around the park where people exercise.	Increase it...smokers should be excluded...they are a health hazard. I have asthma and walking past a smoker could be a real problem for me...	I don't see how a few signs can make any difference? I have not met a lot of smokers who care for signs, though I may be biased. And what does a sign mean? Who's actually policing it? Who is there to find anyone doing the wrong thing? I've been in hospitals with people sitting under no smoking signs, walking past heavily pregnant and there is zero care, just	

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
			rude gestures. I really don't see much point in this to be honest!	
Caulfield Park				It's still legal to smoke
Caulfield South				I walk through the Caulfield South centre almost everyday and dislike it when there are people smoking, most often at the 7Eleven on the cnr Pyne St/Hawthorn Road. I strongly support the new smoke free zones.
Caulfield South	this is basically all of glen huntly road which has many shops or cafes, restaurants and bars. i completely support current law of not smoking in near restaurants etc but this nonsensical new law means smokers will congregate in residential streets in front of peoples houses and some in the	reduce pockets outside bars and restaurants as smoking zones and make more butt litter bins available	it could be clearer by simply stating a north korean type of regime is being implemented or just make the whole locality smoke free. you will lose a portion of your smoking clientele as customers and this will result in an impact to bars and restaurants	see above

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
	dark. in some cases even inner lanes have been cordoned off. furthermore there are no bins on side streets so butt litter will be outside peoples houses.			
Caulfield South	Should be larger to cover all points where cigarette butts are commonly dropped	Extended along east side of Hawthorn Rd, north to Briggs St, south to Olive St.		Highest recorded Cigarette butts 'hot spots' from our clean-up group in Caulfield South are at 7-11, tramstops, outside cafes, and Community Centre.
Caulfield South	All of Caulfield should be designated smoke free in public	All of Glen Eira should be smoke free in public spaces		
Caulfield South	I feel like while the policy is sound, it's impossible to police and is unfair to smokers.	Allow smokers "zones" to smoke while others - non smokers can cross the road wherr/whe required.	Appropriate signage. But also, impossible to implement as council cannot fine random people for smoking.	As a non smoker I think council are going to far in their scope and should focus on imprpved rubbish collection roll-outs or lack thereof.
Caulfield South	I am concerned about the impact of this on the residential buildings in the area, some of which do not have private yards. It seems as if people who live in flats will be forced to either smoke inside their homes- which, besides	See above.		

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
	exacerbating the health effects of smoking, invalidates lease agreements- or risk fines. Some of these areas look particularly large and loop around corners down residential streets, pushing smokers into residential areas where they would not otherwise be which has its own issues. Has council considered designated smoking areas that are not in front of residences but set off to the side so they have less impact on commercial, recreational, or transport centres? Smokers want to do the right thing and a provided area, with appropriate receptacles for butts, would be used.			
Caulfield South				It would be so great to be able to walk my daughter up to daycare and go to the shops without us having to be affected by second hand smoke from smokers especially around the intersection of Glen Huntley and Hawthorn, around the taxi zone and outside Australia Post.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Caulfield South				Fully support this, thank you. I actually can't think of a time when I _have_ seen someone smoking at that shopping strip, so I'm surprised it's not already a smoke-free zone.
Caulfield South		Not support free smoking zone at all, people have rights to have their own decisions were smoke at open space	Can't see reason for ban	People now desperate with COVID situation, stop treating smokers they are part of our community
Caulfield South				once again who is going to enforce this?
Caulfield Station	please make it larger, incorporating the south side of caulfield station	make it larger		thank you for your vision re this important subject
Caulfield Station	Too small. Does not cover bus stops and railway station surrounds. Should cover Sir john Monash Dve and Normanby Road and part of Station St.	Does not cover bus stops and railway station surrounds. Should cover Sir john Monash Dve and Normanby Road and part of Station		Cigarette Butt 'hot spots' around Caulfield Station has identified are at/near bus stops, taxi rank, Normanby Rd 2 min pick-up zone, lane from Derby

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
		St. Also, lane up to Caulfield Plaza from Derby Road.		Road to Caulfield Plaza. Length of Sir Monash Dve should be included and Caulfield Plaza car park. Please add these.
Elsternwick				How will it be enforced in any of the proposed smoke-free zones. I have seen Z E R O local council by laws officers in Elsternwick - none in past 3 years enforcing anything apart from parking (and that does not happen often).
Elsternwick				I think that making the Glen Huntley Rd area (including the Elsternwick green space between Bang Bang & the Goathouse) should be smoke free. We are encouraging use of outdoor spaces for gathering, play & dining outdoors. Nothing ruins enjoyment of the outdoors more than cigarette smoke. It is intrusive, inconsiderate & unhealthy.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Elsternwick	Side streets off Glen Huntly Road should not be included in the smoke free zone as they have absolutely minimal foot traffic.	Allow smoking in the side streets off Glen Huntly Road.	Rationale for including areas in side streets off Glen Huntly Road.	
Elsternwick	The whole length of any shopping area in Glen Eira would be preferable	Ban smoking completely from Glen Eira. Be pioneers!		
Elsternwick	Zone on glen huntley road should not stop. should be continuous all the way from Nepean highway to Hawthorn road (and potentially beyond).			
Elsternwick	It is legal to smoke. You cannot enforce or police this. Look after rubbish, roads, shopping strips.	Teach people to be aware of others & act respectfully and accordingly.	Stop legislation	You cannot enforce this, so don't waste tax payers funds & resources.
Elsternwick	Too large - where to restaurant patrons smoke? You are taking away people's rights	It's not needed! Reduce the restriction you are imposing on smokers	Get rid of this stupid ban!	It's overkill- it's the whole strip and side streets. Where to restaurant and cafe patron go to smoke. If I'm walking down the street I have a right to smoke.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Elsternwick	Making the whole of glen huntly rd smoke free will kill the bars and restaurants along there. People will ignore the rules or simply not bother coming next time.	Making the whole of glen huntly rd smoke free will kill the bars and restaurants along there. People will ignore the rules or simply not bother coming next time. There could be gaps of smoking areas.		
Elsternwick	I think the smoke-free zone should be extended into Downshire Road, adjacent to the commercial properties on the corner with Glen Huntly (on both the eastern and western sides of Downshire). The recently vacated Repco store is perfect to be redeveloped for a food & drink premises with sunny footpath seating opportunities in Downshire Road. The smoke-free zone should be established now, before a new business moves in. I also think the smoke-free zones should extend to all Council-owned car parks. Sadly, these are frequently littered with cigarette butts.			

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Elsternwick				Very good idea
Elsternwick	Should be zero	Not implementing it		<p>Let's just slowly ban everything and marginalize sections of our community bit-by-bit.</p> <p>I shop (and often attend cafes) in Carnegie, Elsternwick and Koornang Road and regularly walk Caulfield Park. Luckily I have the City of Port Phillip nearby ... so it will be Acland Street for grocery shopping and walking the beach instead of Caulfield Park once these laws are introduced.</p> <p>I hope other Council's do not follow Glen Eira's autocratic position.</p> <p>I suppose eating whilst walking these streets will be the next thing for Council to ban (even licking an icecream) ... and then someone will come up with something else to ban.</p>

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Elsternwick	Please extend the smoke free zone to the entry forecourt of the library, around the nearby public toilets and to the park/square between the station and Riddell Pde - these should be healthy safe people places for children and families. Please extend along Orrong Road to the bus stops near the corners of Glenhuntly Road and in front of the kinder.	Please extend the smoke free zone to the entry forecourt of the library, around the nearby public toilets and to the park/square between the station and Riddell Pde - these should be healthy safe people places for children and families. Please extend along Orrong Road to the bus stops near the corners of Glenhuntly Road and in front of the kinder.		In communicating with traders please ask them to discourage staff smoking near the shops open back doors as it make shops stink and deters customers - particular problem at Elsternwick opp shops.
Glen Huntly				No
Glen Huntly	Too large - should not exist at all	It should be removed	If smoking at food venues is already illegal why is this needed? This is not clear.	
Glen Huntly	It should extend at least to the corner of Booran Road and Glen Huntly Road. There are lots of young family with children walking by to visit Booran Reserve, and also many students from Glen Eira			It should be smoke-free zone everywhere on the main road at least.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
	College walk pass, and also use the tram stop right on the corner there. It is inappropriate for smoke around there.			
Glen Huntly	Preferably only around the major pedestrian points, otherwise it just seems excessive, smoking doesn't seem to be a major problem in the shopping strips	I think that it should be limited to the major pedestrian points, where it could be considered anti social, such as outside the train station and Woolworths front entrance, as in the less trafficked areas it shouldn't be an issue		
Glen Huntly		Extend smoke free to station precinct and both sides of Royal Ave. Remove the sign encouraging smoking on the rubbish bin at the corner of Glenhuntly Rd and Manchester Gve outside Glen Huntly Supermarket beside bike parking fence and pedestrian lights. Discourage shopkeepers from smoking behind their shops with shop doors open allowing smoke into shops - particular problem at Glen Huntly and Elsternwick opp shops. Extend smoke free zones to all Glen		yes please introduce these and expand smoke free zones to all Glen Eira parkland and railtrails - Djerring, Frankston and Rosstown Trail. When Council can have outdoor events again please make these smoke free and require clubs on council land to discourage smoking there.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
		Eira parkland and railtrails - Djerring, Frankston and Rosstown Trail. Smokers beside our babies and kids at Parties in the Park, Carols by Candlelight and at picnics at the Carnegie Pool spoiled several events for us forcing us to leave. GESAC - Please make entry and bike parking and a clean air buffer zone smoke free.		
Glen Huntly	It should be larger, extend down Station Place and to the car parks down each end of Huntly St. Lots of people park in this area to use Glen Huntly Road precinct and due to this area's residential nature, the non smoking zone should be extended along here.	It should be larger, extend down Station Place and to the car parks down each end of Huntly St. Lots of people park in this area to use Glen Huntly Road precinct and due to this area's residential nature, the non smoking zone should be extended along here.		
Hughesdale				There needs to be lots of signage to make it clear

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Hughesdale		<p>There's no point implementing a smoke free zone along Poath Road if it's not consistent with whatever the City of Monash approach is.</p> <p>It becomes silly where the western side of Poath Road is smoke free but the eastern (Monash) side is not.</p> <p>It is unclear what Monash have said about the changes and whilst I recognise you shouldn't be bound by what other Councils do you do need to recognise Poath Road is the boundary between the two councils so ensure that whatever you decide it is consistent on both sides.</p> <p>This helps avoid it being like the situations during covid where in some parts of Melbourne people were not allowed to dine in, but 5 metres away in another suburb they were able to.</p> <p>Please work with Monash to be consistent.</p>		

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
		I am not against the smoke free proposal, but just don't want 2 sets of rules.		
Hughesdale		Remove the smoke free zone.	Tell me who will police and enforce the zone	Who will police this and how much will it cost?
McKinnon	Consider extending to areas where community members have compromised health such as the McKinnon Hill Medical Centre or down to McKinnon Secondary College			I would love to see improved signage and regulation. I regularly see tradespeople working on new large builds on Centre Road Bentleigh & shopper owners smoking in the smoke free zones.
McKinnon	I think it should extend further to Wattle Grv on both sides of the road			
McKinnon	The proposed zone is too small and should extend into adjoining side streets similar to what is proposed for the Bentleigh zone and others.	Extend the zones into the adjoining side streets, particularly where short term parking is provided. E.g. 1 & 2 hr parking areas.		

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
McKinnon	Too small. There is so much construction work being completed in the area and all the workers take smoke breaks or smoke in the local parklet areas	Increased further to include the full strip of businesses between Jasper Rd and Wheatley Rd		
McKinnon	Needs to be smaller to accommodate smokers			
McKinnon	Please extend the smoke free zone along Jasper rd in front of the McKinnon Hotel and the group of shops across the road	Extended as above and also around schools and kindergartens		Please extend the zones

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
McKinnon	The zone should be extended to include the shops in Jasper Rd adjacent to McKinnon Rd as they are effectively part of the same shopping centre.	By extending it to include all shops as noted above.		
Murrumbeena	Increase the size to include the areas around and underneath the station			
Murrumbeena	Need to consider smoking areas	Need to make it smaller		
Murrumbeena	Need a bigger area because it doesn't take into account playgrounds in the area.			The zone/s would be hard to enforce as people who are already smoking when they reach a zone are highly unlikely to be willing to stop if they are simply walking through it on the way to somewhere else.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Murrumbeena	too much area taken.the actual station side of Neerim Rd should not be included becuae smokers coming off the trains may be wanting to smoke because of the non smoking journey and will light up when getting off the train regardless of the non smoking signs and arguments will occur between them and non smokers , give the smoking addicts some [coff,cough] breathing space please !	leave station side of Neerim Rd clear of prohibition	explain with scientific facts why it is deemed and proven dangerous to non smokers	give smokers about where they can smoke freely
Murrumbeena	Would like to see the section of Murrumbeena Rd, extended south on the west side to cover Spurway Nursing Home and the Child Carfe/Maternal & Child Heath Centre	As above	Plenty of signge	No
Murrumbeena			Does this cover the underrail area at the back of the station, where people meet and eat?	Hope there is adequate signage and bins to take cigarette buts at each end of the zone.
Ormond				It is a good initiative to keep public areas a smoke-free zone. Thanks and keep up the good work.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Ormond	completely hypocritical due to GE council allowing a smoke house restaurant	Get rid of Smokey Jakes	Get rid of Smokey Jakes	Smokey Jakes gives me a headache, itchy eyes and gravelly throat..
Ormond	Current proposal is Too small. As our property abuts the zone, this will force smokers to sit on our fence to smoke as it is the first place out of the zone. We already have issues with smokers doing this and leaving their rubbish in our garden, and damaging our fence.	Unsure as the same issue will happen at any boundary.		Worried about how this will be enforced, and how it will cause more people to smoke in front of our house since it is the first place outside the boundary
Ormond				NO
Ormond		Not support free smoking zone at all, people have rights to have their own decisions were smoke at open space	Can't seen reasons for ban	People now desperate with COVID situation, stop treating smokers they are part of our community
Ormond	for ease of residents/visitors and enforcement by council officers, keep the limit to footpath areas directly adjacent to north road. no side roads please - its too over-the-top!	Ormond - no ban on side roads please. keep the no smoke zone to footpaths fronting north road for ease of practice and enforcement		I agree with a smoking ban on the footpaths directly adjoining north road, but including side streets will be difficult to follow and enforce. lets be reasonable please.

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Ormond				Welcome the move
Ormond	<p>We live in Cadby Ave Ormond & according to the map the proposed smoke free zone will cease at the end of the building 558 North Rd.</p> <p>Presently people (customers and owners from Arcadia Whisky Bar, tenants of the 558 North Road building) stand in the lane next to our house to smoke and venture up the street to the front of the house to smoke, this issue has increased since the opening of Arcadia Whisky bar. We believe that with the proposed zone ending at the end of the building 558 North Rd more people will be using the adjacent lane and the front of our house to smoke. We would like the smoke free zone extended to past the lane and if possible to past the first couple of houses in Cadby Avenue.</p>	Please refer to question 9		

Attachment 3 – HaveYourSay open-ended survey results – 2 to 23 August 2021

Which proposed smoke-free zone do you wish to comment on?	Please specify preferred size and why:	How could it be improved?	How could it be clearer?	Do you have any further comments on this proposed smoke-free zone?
Ormond	Should not be a zone leave it as it is			
Ormond	The zone should be extended to include the shops in Jasper Rd adjacent to North Rd as they are effectively part of the same shopping centre.	By extending it to include all shops as noted above.		
Patterson				Brilliant idea. Awful walking through these spaces with kids breathing in smoke.

Attachment 3 – E-mail submissions – 2 to 23 August 2021

No	Subject	Body
1	Smoke free zone ORMOND	<p>Dear Brooke,</p> <p>Thank you for the opportunity to have our say on the proposed smoke free zones.</p> <p>We live in Cadby Ave Ormond and according to the map the proposed smoke free zone in North Road/Cadby Avenue Ormond will cease at the end of the building 558 North Road Ormond.</p> <p>Presently people, (customers and owners of Arcadia Whisky Bar and tenants of 558 North Road) stand in the lane next to our house to smoke and venture up the street to the front of the house to smoke. This issue has increased since the opening of Arcadia Whisky Bar.</p> <p>We believe that with the proposed zone ending at the end of the building 558 North road, more people will be using the adjacent lane and the front of our house and the neighbours houses to smoke, polluting our environment and making it uncomfortable to leave doors and windows open for fresh air, as is the problem now.</p> <p>Our proposition is for the smoke free zone to be extended so it includes the lane, if not all then 1/4 of the lane, and the first few houses in Cadby Avenue.</p> <p>with regards,</p>
2	LGA DISCRIMINATION	<p>I HAVE A QUESTION:</p> <p>The precincts are designated to major shopping strips going from the plans available, with the probability to expand precincts beyond their current representation.</p> <p>My question is: will this affect residents contained in the catchment or will permits for residents be assigned. As in parking permits etc.</p> <p>Furthermore, the flats are multi level constructions. will they be exempt as they reside on private land?</p> <p>Will this legislature only apply to restaurants or those serving alcohol and other drugs like coffee or chocolate?</p> <p>Finally, has the impact on the constituents' with a disability been incorporated into the proposal for planning?</p> <p>For example, lower SES have a greater likelihood of smoking and the Carnegie area is of high density housing at low cost. This type of a precinct attracts people with mental health considerations and diversity that have a fair reason to use tobacco and smoke it, that is inordinately disproportionate to typical highly developed areas. We do need to consider tobacco is available for sale at many retailers in this precinct.</p> <p>Can you please highlight where this has been considered and balanced accordingly ?</p>

Attachment 3 – E-mail submissions – 2 to 23 August 2021

		-- Kind regards,
3	FW: Please extend Caulfield South Smoke-free zone along Cedar St	<p>Hi Michael and Brooke,</p> <p>Thanks for the opportunity to chat last week.</p> <p>Please see attached some stats re cigarette butts from our Love Our Street monthly clean-ups around Caulfield.</p> <p>It would be great if you could include private car parks, as one of the butt litter 'hotspots' is in the Woollies car park in Glenhuntly (north east side), where staff go for breaks. We've emailed them a few times but Council could be more persuasive for them to act.</p> <p>You're welcome to contact our group anytime you need some data or action. https://www.facebook.com/LoveOurStreet3162</p> <p>Regards,</p>
4	FW: Glen Eira Council wants our input into making the area non-smoking	<p>Hi Marissa & Brooke,</p> <p>As you can see our head office is located on level 1, 561 North Road, Ormond, next door to Smokey Jake's Restaurant, at 559A North Road, Ormond. This Restaurant emits a lot of noxious smoke from its chimney (as shown in the attached video) which affects our staff badly. Our staff often become sick from it & sometimes have to leave work & go home because it is intolerable to be able to continue working in this environment. One of our staff has bad asthma & suffers from bad migraines from it. Others get headaches, sore throats, breathing problems, & itchy eyes from it. This is not fair to our staff, who have to work every day during the week, to earn their living.</p> <p>Our business has been operating from this premises for over 16 years & we never had these problems before Smokey Jake's started operating. We have advised various members of your Council Staff numerous times about this happening & they have never done anything much to fix this</p>

Attachment 3 – E-mail submissions – 2 to 23 August 2021

		<p>problem, except to advise us to contact the Environment Protection Authority, who told us that they have no powers to do anything about it, as only the Glen Eira Council can enforce regulations on their operation to fix it.</p> <p>We note that Smokey Jake's have acknowledged the problem & have extended the length of their smoke pipe/chimney to attempt to alleviate the amount of smoke pouring out from it. Yet all this has done is increase the amount of smoke in our building.</p> <p>We know that this problem is as bad as people smoking nearby & causes serious health problems & mental health issues in our office/work environment. We need your Council to act to protect us as well as other people in this area, just as much as you are doing against cigarette smokers. By the way none of our staff smoke.</p> <p>Please make sure that our work environment is completely smoke free, so that our business can operate like every other business, without smoke causing extra health issues & interruptions affecting everyone's wellbeing.</p> <p>Kind regards</p>
5	Smoke Free Areas Proposal - Bentleigh	<p>Hi</p> <p>Just following up on my survey response submitted online re this proposal.</p> <p>The smoke free areas should be extended to the surrounding car parks and also the library. Smoking should be limited to specific contained smoking areas. This will allow people to avoid these areas and limit their exposure to the toxic smoke. This will also allow council to properly maintain these areas. Council currently does a poor job of cleaning up smokers litter. Some areas of Centre Rd where smokers congregate are disgusting. Much of the litter/pollution will inevitably end up in stormwater and the bay.</p> <p>Thank you for addressing this longstanding issue.</p> <p>Kind regards</p>
6	Feed-back	Greetings Brooke.

Attachment 3 – E-mail submissions – 2 to 23 August 2021

		<p>As the owner of 473 Centre Rd and 169 Jasper Rd Bentleigh, I fully support the introduction of the proposed zones.</p> <p>As far as I am concerned, all Council controlled areas should be smoke free. It is an infringement of the rights of all citizens to be forced to breathe carcinogenic smoke created by a minority who don't know what's good for them.</p> <p>I hope that feedback is sufficiently direct and unambiguous!</p> <p>Best wishes.</p>
7	Please extend Caulfield South Smoke-free zone along Cedar St	<p>Hi CoGE,</p> <p>I received your letter re Proposed Smoke-Free Zones as a neighbour abutting the Caulfield South zone at 12 Cedar St.</p> <p>Please extend the Caulfield South zone along Cedar Street to cover the front of the Community Centre at 8-10 Cedar St. This is a 'hotspot' for cigarette butts which I see and pick up daily. Kerb outstands along the street are also littered with butts too.</p> <p>Please also extend the zone on the east side of Hawthorn Road north to Briggs St and south to Olive St, (past the new supermarket / apartment complex to be built).</p> <p>I am in the Love Our Street 3162 Clean-up group and we pick up cigarette butts in our 1 hour long monthly cleans. Our data for 2 proposed zones shows an average of over 2600 butts picked up in Caulfield South each clean, and over 4300 butts collected from the Caulfield Racecourse & Station precinct (mostly Station St and Normanby Road). The Caulfield Station zone should cover both sides of the railway station, along Sir John Monash Drive (both sides to Queens Ave) along Station St and Normanby Road where bus stops and Bus Replacement Stops are, and the 2 minute pick-up zone in Normanby Road.</p>

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		<p>I realise you do not wish to ostracise smokers from shopping strips, but our group are the ones who perform the 'anti-social' duty of picking up littered cigarette butts before they enter the stormwater system and the Bay. Having picked up tens of thousands of cigarette butts in these zones, we have no sympathy.</p> <p>Most smokers obviously do not care where they litter cigarette butts, nor about the harmful effects of secondary smoke, nor for the impact on the environment, and the cost to clean up litter.</p> <p>Please extend the proposed zones to cover places where butts are regularly littered.</p> <p>Thanks and Regards,</p>
8	How can GE Council allow this in the backyard next door and want smokers off their street	<p>How can GE Council allow this in the backyard next door and want smokers off their street?</p> <p>What a joke!</p> <p>Kind regards</p>
9	Re; Proposed Smoke-Free Zones For Glen Eira Activity Centres	<p>Hi Brooke,</p> <p>I assume that the smoke free orange lines shown on the Proposed pdf maps apply to the footpaths only - that they do not apply to wood fires within a property.</p> <p>I would just like this confirmed.</p> <p>Regards,</p>
10	Smoke free zones	<p>Dear Council</p> <p>Thanks for the opportunity to provide feedback on your proposed local law. My concern is that smokers in commercial areas will move to the rear of their property to smoke. Where the rear of a commercial strip interfaces with residential the smoke free zone should be extended to safeguard the abutting residential premises.</p>

Attachment 3 – E-mail submissions – 2 to 23 August 2021

		Regards
11	Enquiry on harmful smokes from wood heaters	<p>Hi Brooks, Hope you are well.</p> <p>We just received the information letter about proposing a smoke free zones in glen Eira from you guys. And we believe this is a fantastic idea, smoke free zones should be covering as much public area as possible.</p> <p>In the meantime, we have an enquiry about harmful smokes from wood heaters. As the weather getting colder and colder in this winter, many properties in the neighbourhood are using the facilities that they can burning wood to produce heat. However, few of them may understand that they should use appropriate dried timber and use correct method to light up the fire, while many others don't really care. Hence, this type of heating have caused extensive emissions of air pollution that is harmful to human body.</p> <p>Particularly, my family have been victims of wood heaters emissions pollution from my neighbour. My wife and 3 yrs old son have asthma, and we also just recently had a new baby. We can accept this at night while all the windows are shut. But they were even using the wood heater during sunny daytime when we tried to hang clothes and open windows to allow fresh air to come in. I tried but failed negotiating with our neighbour, as they think this is their only heating resource.</p> <p>Therefore, I'm writing to you to seek some advice that if this issue can be raised in the council. It may not be a big deal at Yarra Valley, but Glen Eira is a city with population density higher than most others. I believe we are not the only victims.</p> <p>Anyway, thanks for reading my letter, it would be so much appreciated that if you can pass our voice to the authorities.</p> <p>I look forward for hearing from you</p> <p>Kind regard,</p>
12	Smoke free zone	<p>Hi as an ex smoker.I can not to want the issue is Unless the smoking is in doors people should mind there own business.We are over policed now.Keep the smoking away from children that should be the only concern.If its outdoors should be fine. As its not against the law to smoke. ??</p>
13	Smoke free zones	<p>This is fantastic</p> <p>Regards,</p>


Attachment 3 – E-mail submissions – 2 to 23 August 2021

14	Smoke free	Hi Brooke, Extremely supportive of your proposed change. Regards
15	Smoke Free Zone Feedback	Hi there, Not one to typically engage in local council affairs however I received a letter today regarding the Smoke Free Zone extensions in the Glen Eira council and I think it is a great, overdue initiative! I was intending on emailing a few weeks back, however didn't really know the best way to get in touch so this letter was timely. I note the Centre Road Bentleigh Smoke Free zone is often not adhered to. I think this is partly due to poor signing and obviously quite difficult to police. I think expanding the smoke free areas to other strips in the council will increase the council's ability to communicate the smoke free zones which may in part assist the adherence. As the initiative is expanded it would be great to consider how it can be better communicated (especially to those who may not be always in the council ie Tradespeople who may be breaking the rule inadvertently). I also often see small business owners on the Centre Road Bentleigh strip smoking out the front of their stores (particularly in the mornings when I'm going on a run which makes it less than ideal to pass through!) Perhaps tougher restrictions and a consideration on how to improve enforcement could also be wrapped up into the updated expansion proposal. Again, great initiative! Thank you
16	RE: Glen Eira City Council – Smoke Free Zones consultation	Brilliant idea! Thank you. Cheers
17	Smoke free zones	Hi Michael, Good idea, but I hope you don't intend to erect even more signs at either end of the zones. Secondly, I would like to see the maps in satellite view, and the continuity is unclear to me exactly where the each zone starts and ends. Stay safe,


Attachment 3 – E-mail submissions – 2 to 24 August 2021

18	RE: Glen Eira City Council – Smoke Free Zones consultation	Hi Michael, The proposed locations are great, I would like to provide feedback to council regarding adding Kooyong Rd in front of Caulfield Hospital. Ironically, many smokers gather here on the footpath outside the hospital. Happy to chat further.
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Attachment 3 – E-mail submissions - 17 to 24 Novemeber 2021

No	Subject	Body
1	Proposed Smokefree Zones - Glen Eira City Council	<p>Dear Mr O'Connor,</p> <p>I commend the Glen Eira City Council for introducing and extending proposed smokefree zones in the City of Glen Eira. This initiative will absolutely make a difference in protecting people from the harms and unpleasantness of secondhand smoke, supporting people who are trying to quit smoking, and deterring children from starting to smoke.</p> <p>I would, however, strongly encourage the Council to reconsider excluding the pocket park area, on the corner of Murrumbeena and Neerim Roads, in the Murrumbeena Neighbourhood Activity Centre Smoke Free Zone, because:</p> <ul style="list-style-type: none"> - the bus shelter that appears to be within the exclusion zone is a no smoking area under State legislation - people entering/exiting Murrumbeena Station from/to the Neerim Road shopping strip will be forced to pass through the smoking area - there is a food and drink kiosk facing onto the pocket park; it is possible that staff will have ongoing exposure to secondhand smoke through the large open windows and the amenity of customers will be reduced <p>The Council has clearly invested in this pocket park - with sculpture, landscape design, seats and (one day) shaded grassy areas – with the apparent intent to create a public space in which people can sit and enjoy their surroundings. Permitting smoking in this area is antithetical to the presumed purpose of the pocket park.</p> <p>Best wishes,</p> <div style="display: flex; align-items: center;">  <div> <p>[Redact – Personal Information],</p> <p><i>Pronouns: she/her</i></p> <p>Director</p> <p>Quit Victoria</p> <p>T: (03) 9514 6383</p> <p>615 St Kilda Rd, Melbourne Vic 3004 Australia</p> <p>www.quit.org.au</p> </div> </div>

Attachment 3 – E-mail submissions - 17 to 24 Novemeber 2021

		 Prevent Cancer. Empower Patients. Save Lives.
2	ROPOSED SMOKE-FREE ZONES FOR GLEN EIRA ACTIVITY CENTRES	<p>Dear Brooke</p> <p>I would like to advise that I do not agree with the proposed smoke-free zones, where there are restaurants and bars.</p> <p>Note that I am not a smoker.</p> <p>My business, [Redact – Personal Information], is located in Royal Avenue, Glen Huntly. I have been here for approximately 14 years.</p> <p>I am concerned about the proposed extension of a smoke-free zone in this area, along Royal Avenue. There is a café and a bar located in Royal Avenue. This extension of the proposed smoke-free zone, will impact on these businesses, along with businesses that have employees that smoke.</p> <p>The bar is open in the evenings, with no other business operating during this time. My business is located next door and I have no problem with patrons smoking along the footpath. The bar does provide receptacles for the butts.</p> <p>Also, the train station exit in Royal Avenue, only operates during peak times.</p> <p>I note that you have removed the zone in Ormond on Cadby Avenue – no doubt this is to assist with accommodating the Whisky bar located in the arcade.</p> <p>I therefore propose that you do the same and remove the proposed extended zone in Royal Avenue.</p> <p>We are all aware of the health issues that are caused by smoking, however smoking is still a legal activity, with government making billions of dollars in tax.</p> <p>I look forward to a favourable outcome.</p>

Attachment 3 – E-mail submissions - 17 to 24 Novemeber 2021

		Yours sincerely
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Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the smoke-free zone; and	(h) - any other factors that Council considers relevant
1	Alma Village Neighbourhood Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary commences from Lucan Street, wrapping around onto Alma Road, ending before the car park at number 242. The area includes the full width of the footpath and is about 123 metres in length.</p> <p>The boundary continues beginning at 336 Orrong Road, wrapping around onto Orrong Crescent, ending at number 89. The area includes the full width of the footpath and is about 150 metres in length.</p>	<p>The opposite side of Orrong Road is in the Port Phillip municipal area.</p> <p>While the City of Port Phillip has provisions in its local law to designate any area in its municipality as a smoke-free area, the opposite side of Orrong Road has not been designated a smoke-free area. The City of Port Phillip has been advised of Council's proposal to introduce a smoke-free zone.</p> <p>There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.</p>	No submissions were received from individuals as belonging to this group.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	<p>By prescribing the proposed smoke-free zones, smoking will be prohibited around this Activity Centre's "high street".</p> <p>The smoke-free zone provides the community with the benefits arising from not being exposed to tobacco smoke and e-cigarettes, including:</p> <ul style="list-style-type: none"> • Health and amenity benefits from de-normalising smoking and reducing the amount of second-hand smoke in this area; and • amenity benefits from reducing the amount of litter from discarded cigarette butts and packets in the environment. 	Smokers will be restricted from smoking within the smoke-free zone.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.
2	Caulfield Park Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>There are three parts to the smoke-free zone.</p> <p>Beginning at 166 Hawthorn Road, wrapping around</p>	Caulfield Park has no restriction on smoking other than those imposed by the Tobacco Act, such as areas in the vicinity of outdoor children's playground equipment and at or in the vicinity of outdoor sporting venues. Caulfield Park is located opposite the smoke-free zone.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	The submissions reflect a high level of support for the proposed smoke-free zones. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		<p>onto Balaclava Road and ending at the corner of Kinross Avenue. The zone covers the full width of the footpath and is about 389 metres in length.</p> <p>The zone continues on the opposite side of Balaclava Road, commencing from the corner of Stanley Parade and ending at Hawthorn Road. The zone covers the full width of the footpath and is about 185 metres in length.</p> <p>Commencing from the corner of Halstead Street, the zone continues along Hawthorn Road, wrapping around onto Balaclava Road, ending at number 231. The zone covers the full length of the footpath and is about 297 metres in length.</p>	There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.						in this Activity Centre.
3	Elsternwick Major Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the length of the main street and the full width of the footpath on both sides of Glen Huntly Road.</p> <p>Commencing from 207 Glen Huntly Road and ending at 537 Glen Huntly Road, it is about 1125 metres in length and on the opposite side of Glen Huntly Road, commencing</p>	<p>The Elsternwick Station entrance is located at 267A Glen Huntly Road. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015</i>. Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.</p> <p>Elsternwick station reserve is located between 272 and 294 Glen Huntly Road. This area is a walk-through space.</p>	The submissions reflect a neutral level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		<p>from 1 Nepean Hwy and ending at 486 Glen Huntly Road, is about 980 metres in length.</p> <p>Main side streets of Glen Huntly Road adjoining retail premises are included in the zone, as is the library forecourt as a facility that is an integral part of Activity Centre, and the eastern side to Stanley St aligned with restaurants opposite and completes the boundary of Elsternwick plaza.</p>	There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.						
4	Caulfield South Neighbourhood Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the full width of the footpath on both sides of Hawthorn Road and Glen Huntly Road. There are four sections to this zone.</p> <p>The first commences at 312 Hawthorn Road, wrapping around onto Glen Huntly Road, ending at number 589. This section is about 874 metres in length.</p> <p>On the opposite side of Glen Huntly Road, the second section commences at 542 Glen Huntly Road, wrapping around onto Hawthorn</p>	There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		<p>Road and ending at the corner of Sycamore Street. This section is about 1152 metres in length.</p> <p>The third section commences on the corner of Larch Street, wrapping around Glen Huntly Road and ending at number 804. The length of this section is about 119 metres in length.</p> <p>The fourth section commences on the corner of Masters Street, wrapping around onto Hawthorn Road and ending at Briggs St. The length of this section is 450 metres in length.</p> <p>Cedar Street open space area off Glen Huntly Road adjoining retail premises is included in the zone and extends along the western side for 80 metres, incorporating Council facility at no. 8</p>							
5	Glen Huntly Major Activity Centre Smoke-Free Zone	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the length of the main street and the full width of the footpath on both sides of Glen Huntly Road.</p>	<p>Part of the smoke-free zone opposite the entrance to Glen Huntly Station at 1154 Glen Huntly Road. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) Regulations 2015</i>. Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.</p>	<p>The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.</p>	<p>The submissions reflect a neutral level of support for the proposed smoke-free zone. See Annexure 1 for further detail.</p>	<p>Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.</p>	As above.	As above.	<p>The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.</p>

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		<p>Commencing from the corner of Roseberry Grove and ending at 1223 Glen Huntly Road, it is about 445 metres in length and on the opposite side of Glen Huntly Road commencing from 1102A Glen Huntly Road and ending at Grange Road, is about 425 metres in length.</p> <p>The zone extends down Manchester Grove, James Street and Royal Avenue. These side streets interface directly with retail outlets on Glen Huntly Road.</p> <p>Royal Ave extends approximately 100m to Rosedale Ave. It incorporates the retail premises on the eastern and western sides to create a buffer/deterrent for high volume public transport users and protect dining amenity.</p>	There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.						
6	Carnegie Major Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the length of the main street and the full width of the footpath on both sides of Koornang Road. Commencing from 1084 Dandenong Road and</p>	The entrance to the Carnegie Station is located at 44A Koornang. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) Regulations 2015</i> . Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		<p>extending down Neerim Road westward from 145 Koornang Road, it is about 640 metres in length and on the opposite side of Koornang Road, commencing from 2 Koornang Road and ending at 176 Koornang Road, is about 630 metres in length.</p> <p>The forecourt to Carnegie library is included as an area of congregation.</p> <p>A laneway located between 122 and 120 Koornang Road is a walk through from the rear car park to Koornang Road and is included in the smoke-free zone.</p> <p>The zone extends along the northside of Woorayl St for 120 metres and includes the full width of Woorayl St pedestrian crossing to provide full coverage of the crossing.</p> <p>The northside of Egan St for about 40 metres incorporating the café at 223 is included.</p> <p>New public space at 296-298 Neerim Rd is included for consistency with similar public spaces in other smoke-free zones.</p>	<p>Between 41 Koornang Road and 25 Koornang Road is an open public space including seating and a bike path along Egan Street.</p> <p>A laneway located between 85 and 89 Koornang Road is a walk through from the Woolworths car park to Koornang Road and is private land</p> <p>The City of Stonnington does not have provisions in its local law to designate any area in its municipality as a smoke-free area. The City of Stonnington has been advised of Council's proposal to introduce a smoke-free zone.</p> <p>There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.</p>						
7	Murrumbeena Neighbourhood Activity Centre	The smoke-free zone is primarily limited to the	The entrance to the Murrumbeena Station is located between Railway Parade and Neerim	The submissions reflect a neutral level of support for the	The submissions reflect a neutral level of support for the	Overall, the submissions reflect a high level of support	As above.	As above.	The area proposed to be prescribed

Rationale for the smoke-free zones

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		<p>footpath on the "high street" of the Activity Centre.</p> <p>There are three sections to this smoke-free zone that include the full width of the footpath on both sides of Neerim Road and Murrumbeena Road.</p> <p>The first section commences at 430 Neerim Road and ends at Hobart Road. This section is about 264 metres in length.</p> <p>On the opposite side of Neerim Road, the second section commences from 473 Neerim Road, wrapping around the corner onto Murrumbeena Road, ending at number 96A and includes the pedestrian crossings between Neerim road East and Railway Parade. The length of this section is about 420 metres.</p> <p>The third section commences at 91 Murrumbeena Road and ends at 51 Murrumbeena Road. The length of this section is about 210 metres long.</p>	<p>Road. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) Regulations 2015</i>. Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.</p> <p>The open space area at the front of the Murrumbeena Station is no longer leased by Council. Council is engaging with Metro Trains Melbourne, VicTrack and the Level Crossing Removal Authority to address any regulatory issues arising from Council's proposal to introduce a smoke-free zone in this area.</p> <p>There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.</p>	proposed smoke-free zone. See Annexure 1 for further detail.	proposed smoke-free zone. See Annexure 1 for further detail.	for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.			as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.
8	Hughesdale Neighbourhood Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the width of the footpath on one</p>	On the opposite side of Poath Road is in the City of Monash municipal area.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	No submissions were received from individuals as belonging to this group.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		side of Poath Road from the corner of Stewart Street to William Street. The length of this zone is about 353 metres.	<p>Whilst the City of Monash has provisions in its local law¹ to prescribe any area in its municipality as a smoke-free area, the opposite side of Poath Road has not been prescribed as a smoke-free area. The City of Monash has been advised of Council's proposal to introduce a smoke-free zone.</p> <p>The entrance to the Hughesdale station is located on Poath Road at Railway Parade. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015</i>. Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.</p> <p>There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.</p>			Annexure 1 for further detail.			highest level of foot traffic in this Activity Centre.
9	Ormond Neighbourhood Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the full width of the footpath along both sides of North Road.</p> <p>Commencing at the corner of Malane Street and</p>	The Ormond railway station is located at 483A North Road. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015</i> . Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.

¹ See the clause 8.1.3 of the Smoke Free Areas Local Law (2021)

Rationale for the smoke-free zones

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		<p>ending at Grange Road, the length is about 625 metres.</p> <p>The zone continues on the opposite side of North Road, commencing at Glen Orme Avenue and ending at Jasper Road and is around 480 meters in length.</p> <p>The smoke-free zone includes sections of residential properties at 612 - 624 North Road and the adjoining Dunlop Avenue frontage. The inclusion of these residential properties in the smoke-free zone is considered necessary to limit confusion for the community and enforcement of the zone.</p> <p>The zone extends down the side streets of North Road shown on the map for this smoke-free zone. These side streets interface directly with retail outlets on North Road.</p>	There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.						
10	McKinnon Neighbourhood Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the full width of the footpath on</p>	The entrance to the McKinnon train station is located at 169 McKinnon Road. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) (Conduct on</i>	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		<p>both sides of McKinnon Road.</p> <p>Commencing from 119 McKinnon road to Jasper Road, the length is about 620 metres. Commencing from 140 McKinnon Road to Jasper Road, the length is about 500 metres.</p> <p>Part of the zone includes a section of residential properties between Bent Street and Claire Street (numbers 168 to 184). The inclusion of these residential properties has been considered necessary to limit confusion for the community and enforcement of the zone.</p>	<p><i>Public Transport) Regulations 2015.</i> Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.</p> <p>Under the Tobacco Act, there is a no-smoking zone within 4 metres of any part of a pedestrian access point to GEKA McKinnon Kindergarten at 220 McKinnon Zone.</p> <p>There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.</p>			Annexure 1 for further detail.			highest level of foot traffic in this Activity Centre.
11	Bentleigh Major Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the length of the main street and the full width of the footpath on both sides of Centre Road.</p> <p>Commencing from the corner of Rose Street and ending at 493 Centre Road, it is about 1046 metres in length and on the opposite side of Centre Road, commencing from 248 Centre Road and ending at Jasper Road, is about 1000 metres in length.</p>	<p>The entrance to the Bentleigh Station is located at 367A Centre Road. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) Regulations 2015</i>. Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.</p> <p>There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.</p>	The submissions reflect support for the proposed smoke-free zones. See Annexure 1 for further detail.	The submissions reflect a high level of support for the proposed smoke-free zone. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		<p>The Rotunda and Godfrey street seating areas are included as areas of congregation.</p> <p>The zone extends down the side streets of Centre Road shown on the map for this smoke-free zone. These side streets interface directly with retail outlets on Centre Road.</p> <p>The zone also extends 100m along Robert St and Jasper Rd to incorporate Benteigh Library as an integral part of the Activity Centre.</p>							
12	Patterson Neighbourhood Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the full width of the footpath on both sides of Patterson Road.</p> <p>Commencing at 29 Patterson Road and ending at Bendigo Avenue, this length is about 203 metres. Continuing on the opposite side of the road, commencing at 112 Patterson Road and ending at 68 Patterson Road, this section is about 212 metres in length.</p>	<p>There is a large car park located at 94 - 106 Patterson Road.</p> <p>The Patterson railway station is located at North Avenue, and the footpath along Patterson Road continues beneath an underpass. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) (Conduct on Public Transport) Regulations 2015</i>. Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.</p> <p>There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.</p>	No submissions were received from individuals identifying as belonging to this group.	The submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		The zone extends down the east side of North Avenue as this side street interfaces directly with retail outlets on Patterson Road.							
13	Bentleigh East Neighbourhood Activity Centre	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the full width of the footpath.</p> <p>On the northern side of Centre Road, it commences at the corner of Tucker Road to East Boundary Road, extending north up East Boundary Rd to Heather St to incorporate the remainder of the shops, and is about 780 metres in length.</p> <p>On the opposite side of Centre Road, the boundary commences at the corner of Becket Avenue ending at East Boundary Road and is about 329 metres in length.</p>	There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.	The submissions reflect a high level of opposition to the proposed smoke-free zones. See Annexure 1 for further detail	The submissions reflect a high level of support for the proposed smoke-free zones. See Annexure 1 for further detail	Overall, the submissions reflect support for the proposed smoke-free zones, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.
14	Caulfield Station Precinct (Caulfield East Activity)	<p>The smoke-free zone is primarily limited to the footpath on the "high street" of the Activity Centre.</p> <p>The boundary includes the full width of the footpath on both sides of Derby Road. Commencing from 1 Sir John Monash Drive and ending at 25 Derby Road, it</p>	Part of the smoke-free zone between 2 Sir John Monash Drive and Princes Avenue is opposite the entrance to Caulfield Station, whilst the southside from Derby Parade to the end of the restaurant is directly adjacent. Several areas within a railway station are no-smoking zones under the <i>Transport (Compliance and Miscellaneous) (Conduct on</i>	No submissions were received from individuals identifying as belonging to this group.	No submissions were received from individuals identifying as belonging to this group.	Overall, the submissions reflect a high level of support for the proposed smoke-free zone, particularly amongst non-smokers. See Annexure 1 for further detail.	As above.	As above.	The area proposed to be prescribed as a smoke-free zone is perceived to have the highest level of foot traffic in this Activity Centre.

Rationale for the smoke-free zones

Item in Attachment 1	Name of Activity Centre	(a) - the size of the proposed smoke-free zone;	(b) - the proximity of the proposed smoke-free zone to a public place, part or all of which is not in a smoke-free zone	(c) the opinions of any person who is the owner or occupier of any part of the proposed smoke-free zone;	(d) the opinions of any person who is the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone;	(e) the extent and outcome of any community consultation on the proposed smoke-free zone;	(f) any evidence of benefits to the community which would be achieved by Council prescribing the proposed smoke-free zone;	(g) any evidence of detriments to the community which would be caused by Council prescribing the proposed smoke-free zone; and	(h) - any other factors that Council considers relevant
		<p>is about 90 metres in length and on the opposite side of Derby Road, commencing from 28 Derby Road and ending at Princes Avenue, is about 185 metres in length.</p> <p>It also extends southside of Sir John Monash Drive from Derby Pde to the end of the restaurant to create a buffer/deterrent for high volume public transport users and protect dining amenity, and is about 150 metres in length</p>	<p><i>Public Transport) Regulations 2015.</i> Metro Trains Melbourne have been advised of Council's proposal to introduce a smoke-free zone.</p> <p>Besides the smoke-free zone, which ends at Princes Avenue, there is land owned by Monash University, including a car park located about 80 metres away from Monash University Campus. Monash University has a Smoke-Free Campus Procedure that encourages non-smoking on its property.²</p> <p>The City of Stonnington does not have provisions in its local law to designate any area in its municipality as a smoke-free area. The City of Stonnington has been advised of Council's proposal to introduce a smoke-free zone.</p> <p>There may be some 'outdoor drinking areas' within or close to this proposed smoke-free zone, which will, under the Tobacco Act 1987, be areas in which smoking is permitted.</p>						

² See https://www.monash.edu/__data/assets/pdf_file/0007/1485133/Smoke-Free-Campus-Procedure.pdf

Annexure 1

Council invited the community to provide feedback on the proposed smoke-free zones from 2 to 23 August 2021.

The proposed smoke-free zones were further refined following evaluation of the information received during the community consultation from 2 to 23 August 2021.

Council further invited the community to provide feedback on the updates to the proposed smoke-free zones from 17 to 24 November 2021.

From 2 to 23 August 2021, copies of the proposed smoke-free zones were made available on the HaveYourSay website. Additional public notice was given in the following manner:

- 8967 letters were issued to the owners/occupiers of land located within the 14 proposed smoke-free zones and the properties that abut those zones;
- a dedicated webpage on Council's website provided information about the proposed smoke-free zones;
- an information story in the August 2021 edition of the Glen Eira News;
- information on Council's Facebook and Instagram pages;
- direct email notification to key external stakeholders;
- direct email notification to residents on Council's Glen Eira Community Voice.

At the close of the submission period on 23 August 2021, Council had received 144 written submissions on the proposed smoke-free zones comprising:

- 126 submissions through the HaveYourSay website; and
- 18 submissions by email.

Two of HaveYourSay submissions made submissions in relation to two Activity Centres.

From 17 to 24 November 2021, copies of the proposed smoke-free zones were made available on the HaveYourSay website. Additional public notice was given in the following manner:

- 42 letters were issued to the owners/occupiers of land located within three of the proposed smoke-free zones and the properties that abut those zones where the changes to the proposed smoke-free zones interfaced with residential properties or businesses;
- Information on Council's Facebook page; and
- Direct email notification to key external stakeholders.

At the close of the submission period on 24 November 2021, Council had received 2 written submissions on the proposed smoke-free zones.

Results

Table 1 provides a breakdown of the sentiment expressed in the submissions for each Activity Centre. The sentiment is categorised into "No zones", "Decrease the size of the zones", "Just Right", and "Increase the size of zones". Submission responses were assigned to these categories from a review of multiple-choice answers and open-ended questions in the responses to the HaveYourSay survey.

Table 1: Sentiment per Activity Centre

Annexure 1

Activity Centre	No Zones	Decrease the size of zones	Just right	Increase the size of zones	Total
Alma Village	0	0	1	1	2
Bentleigh	5	4	11	5	25
Bentleigh East	5	2	4	5	16
Carnegie	3	1	16	7	27
Caulfield Park	1	0	4	3	8
Caulfield South	1	1	5	3	10
Caulfield Station	0	0	0	2	2
Elsternwick	4	1	8	4	17
Glen Huntly	1	2	4	2	9
Hughesdale	1	0	2	0	3
McKinnon	0	1	1	6	8
Murrumbeena	0	2	1	4	7
Ormond	2	1	7	3	13
Patterson	0	0	1	0	1
Total	23	15	65	45	148

An analysis of sentiment expressed in Table 1 indicates that an average of 74% (n=110 (65+45)) of the submissions expressed support for smoke-free zones. Support was expressed by indicating that the current smoke-free zones were "Just right" (n=65, 44%) or that Council should "increase the size of zones" (n=45, 30.4%).

The level of support across the Activity Centres ranged from 56% to 100%, with the lowest level of support for the proposed smoke-free zone in Bentleigh East.

72% of those who expressed a negative sentiment ("No Zones or "Decrease the size of the zones") were either an everyday smoker or an occasional smoker. This may suggest limited buy-in to the policy objectives by these survey respondents. If this is representative of the sentiment of this group in the community, it may suggest that voluntary compliance amongst this group may be limited.

Overall, the submissions reflect a high level of support for the proposed smoke-free zones, particularly amongst non-smokers.

Table 2 provides a breakdown of the sentiment expressed in the submissions, for each Activity Centre, from those who indicated they were the owner or occupier of any part of the proposed smoke-free zone. The sentiment is categorised into "No zones", "Decrease the size of the zones", "Just Right", and "Increase the size of zones". Submission responses were assigned to these categories from a review of multiple-choice answers and open-ended questions in the responses to the HaveYourSay survey.

Annexure 1

Table 2: Sentiment per Activity Centre

Activity Centre	No Zones	Decrease the size of zones	Just right	Increase the size of zones	Total
Bentleigh	3	2	4	2	11
Bentleigh East	3	1	1	0	5
Carnegie	1	1	2	2	6
Caulfield Park	1	0	1	1	3
Caulfield South	0	0	1	1	2
Elsternwick	2	1	3	0	6
Glen Huntly	0	1	1	1	3
Hughesdale	1	0	2	0	3
McKinnon	0	1	1	2	4
Murrumbeena	0	1	0	1	2
Ormond	0	1	4	1	6
Total	11	9	20	11	51

An analysis of sentiment expressed in Table 2 indicates that an average of 61% (n=33 (11+20)) of these submissions per Activity Centre expressed support for smoke-free zones. Support was expressed by indicating that the current smoke-free zones were "Just right" (n=20, 39.2%) or that Council should "increase the size of zones (n=11, 21.5%).

The level of support across the Activity Centres ranged from 20% to 100%, with the lowest level of support for the proposed smoke-free zone in Bentleigh East.

Overall, the submissions reflect a high level of support for the proposed smoke-free zones.

Table 3 provides a breakdown of the sentiment expressed in the submissions, for each Activity Centre, from those who indicated they were the owner or occupier of any part of the area immediately adjoining the proposed smoke-free zone. The sentiment is categorised into "No zones", "Decrease the size of the zones", "Just Right", and "Increase the size of zones". Submission responses were assigned to these categories from a review of multiple-choice answers and open-ended questions in the responses to the HaveYourSay survey.

Table 3: Sentiment per Activity Centre.

Activity Centre	No Zones	Decrease the size of zones	Just right	Increase the size of zones	Total
Alma Village	0	0	1	0	1
Bentleigh	0	1	5	2	8

Annexure 1

Bentleigh East	0	1	2	2	5
Carnegie	0	0	7	4	11
Caulfield Park	0	0	1	1	2
Caulfield South	1	1	2	2	6
Elsternwick	1	0	4	3	8
Glen Huntly	1	1	1	1	4
McKinnon	0	0	0	3	3
Murrumbeena	0	1	0	1	2
Ormond	1	0	3	1	5
Patterson	0	0	1	0	1
Total	4	5	27	20	56

An analysis of sentiment expressed in Table 3 indicates that an average of 84% (n=47 (20+27)) of these submissions per Activity Centre expressed support for smoke-free zones. Support was expressed by indicating that the current smoke-free zones were "Just right" (n=27, 48%) or that Council should "increase the size of zones (n=20, 35.7%).

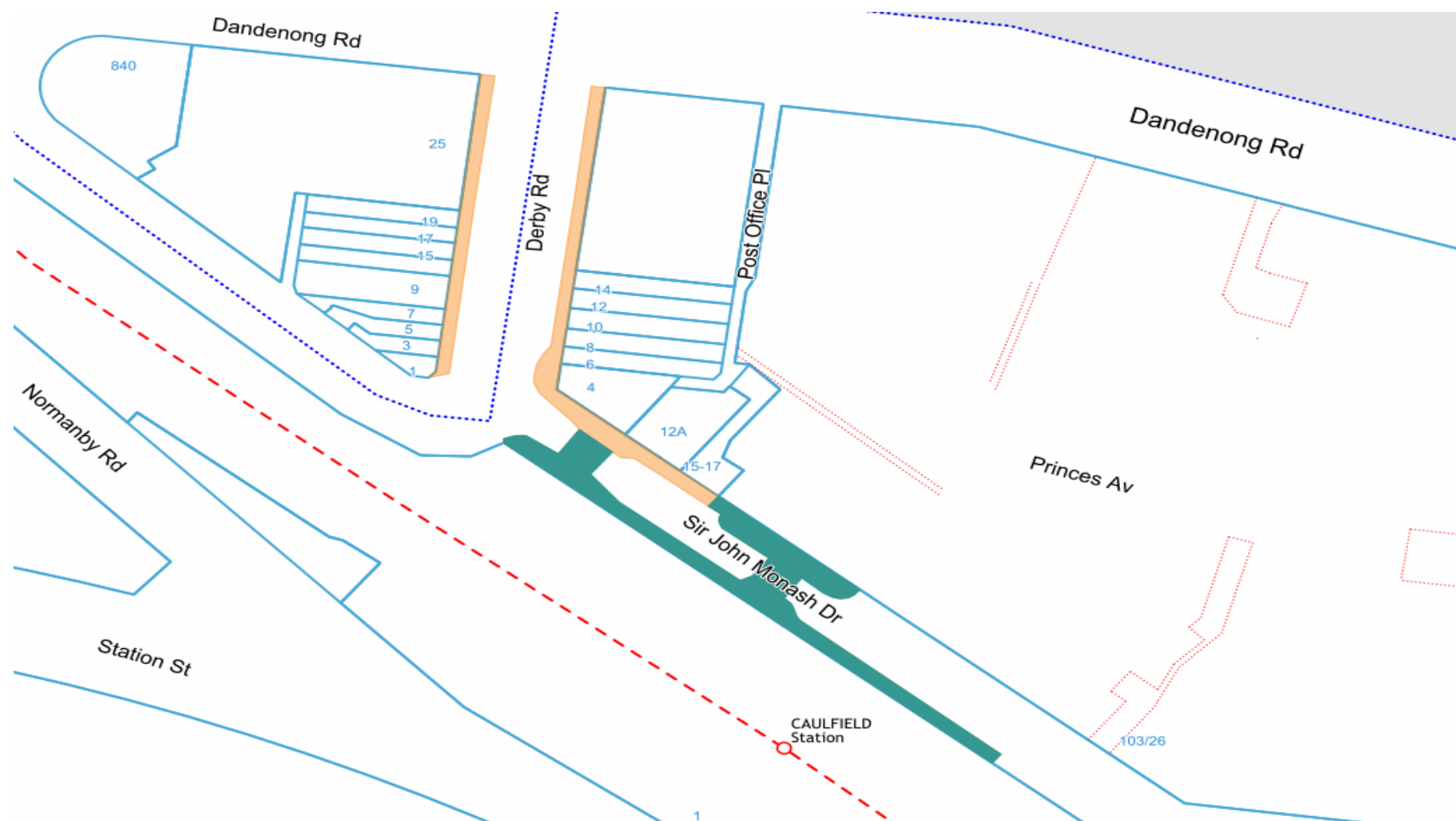
The level of support across the Activity Centres ranged from 50% to 100%, with the lowest level of support for the proposed smoke-free zone in Glen Huntly.

Overall, the submissions reflect a high level of support for the proposed smoke-free zones.

Map 1

Caulfield East Activity Centre Smoke Free Zone

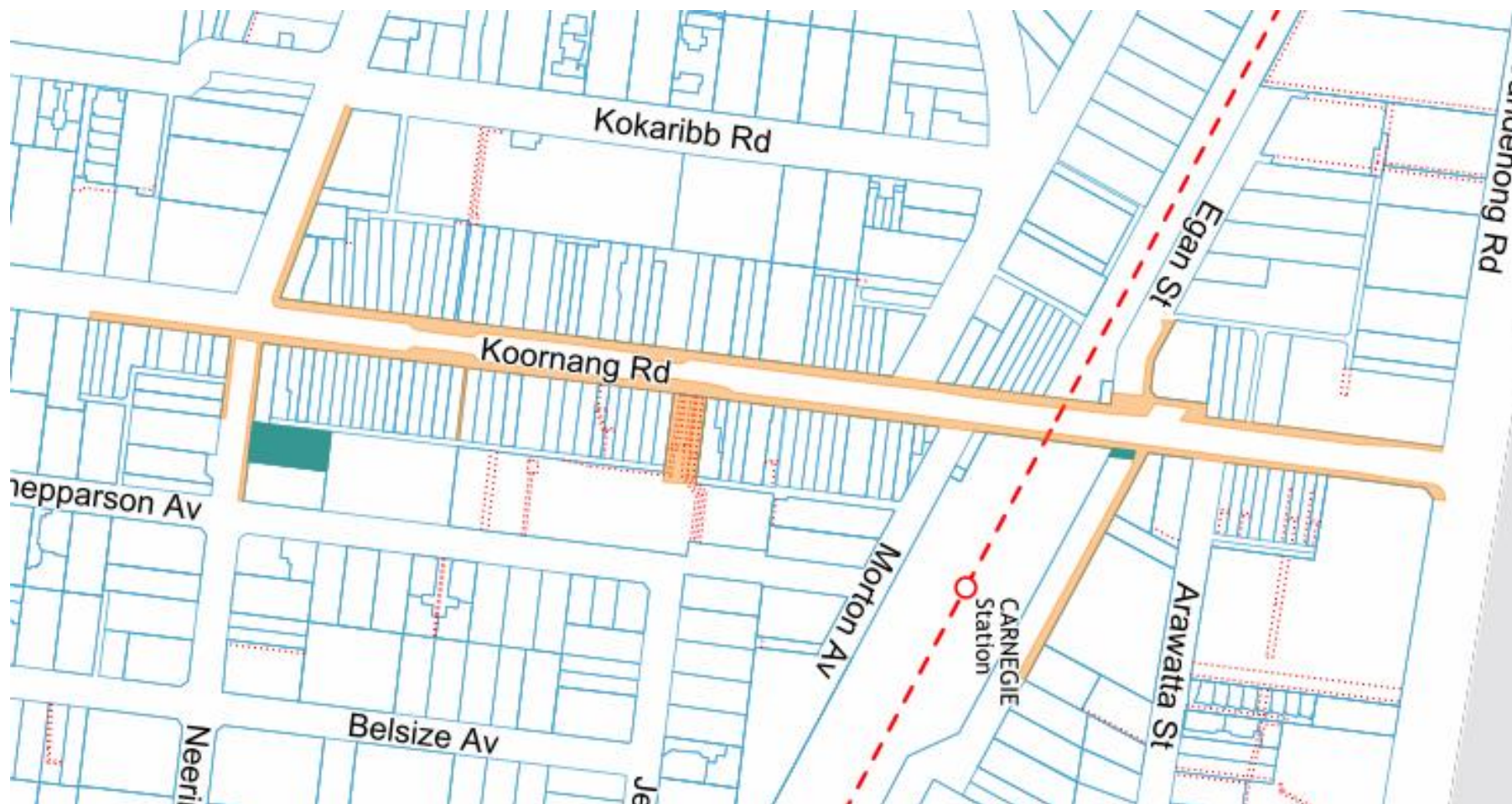
Extended



Map 2

Carnegie Major Activity Centre Smoke Free Zone

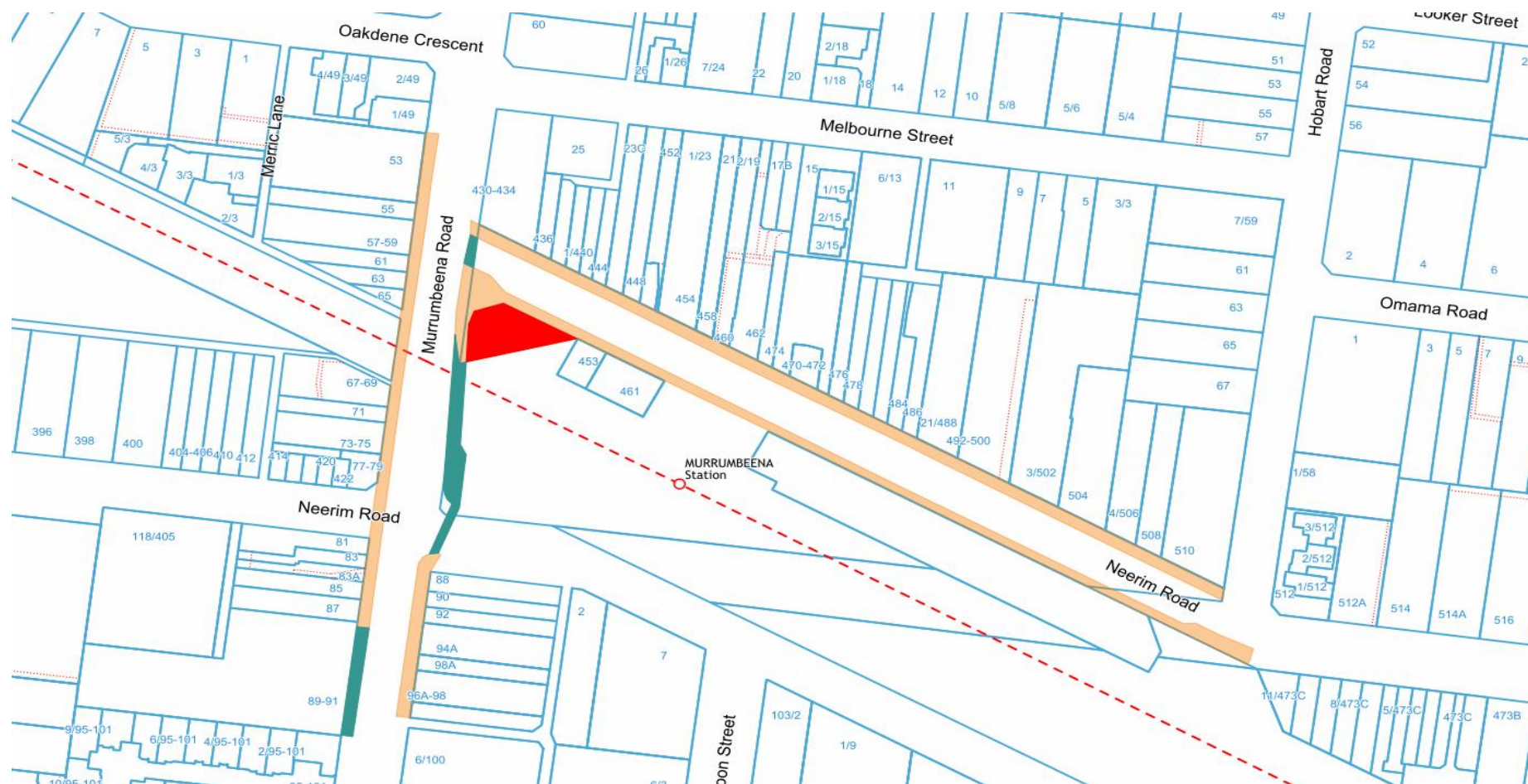
Extended



Map 3

Murrumbeena Neighbourhood Activity Centre Smoke Free Zone

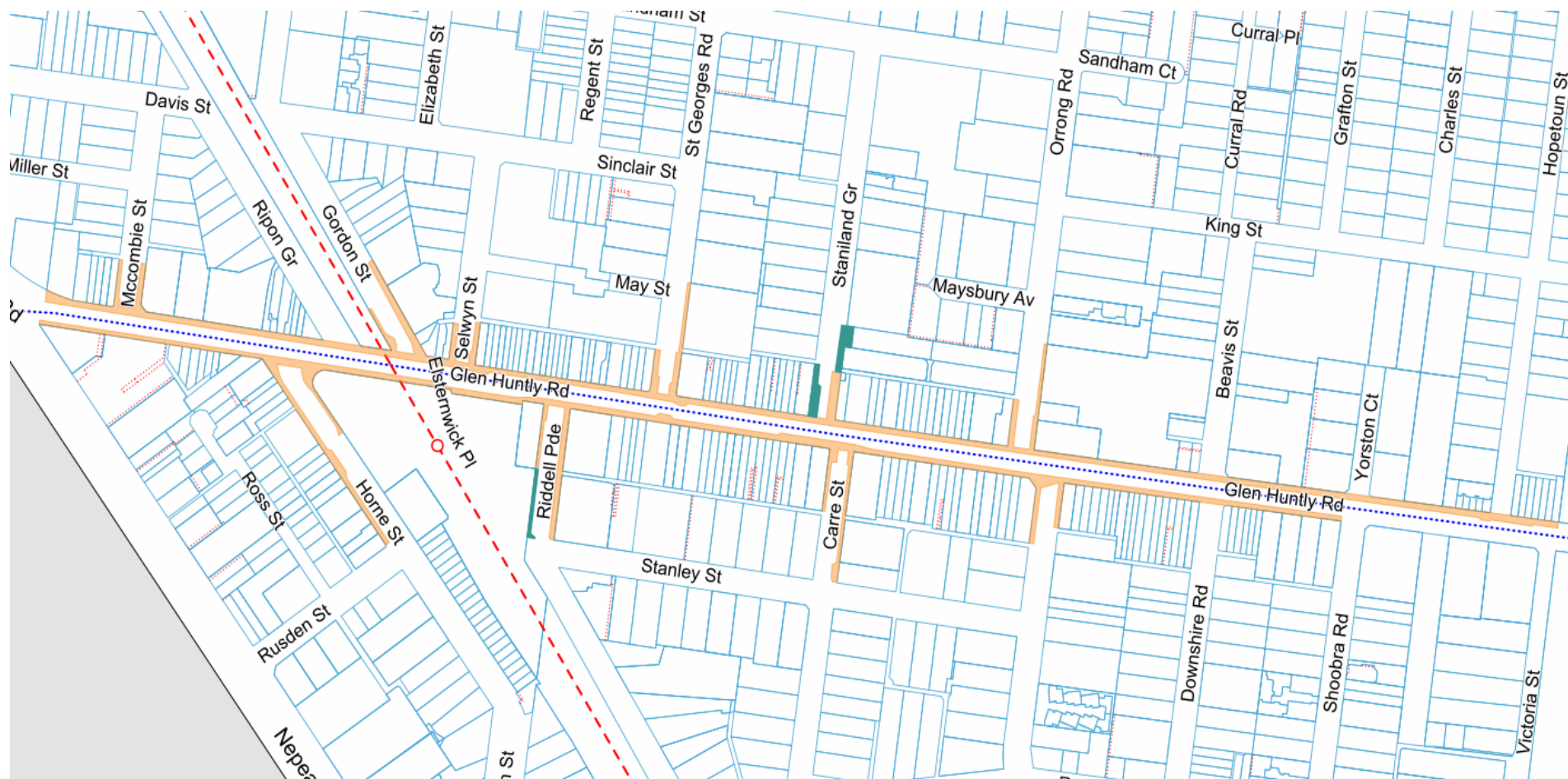
Extended
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Map 4

Elsternwick Major Activity Centre Smoke Free Zone

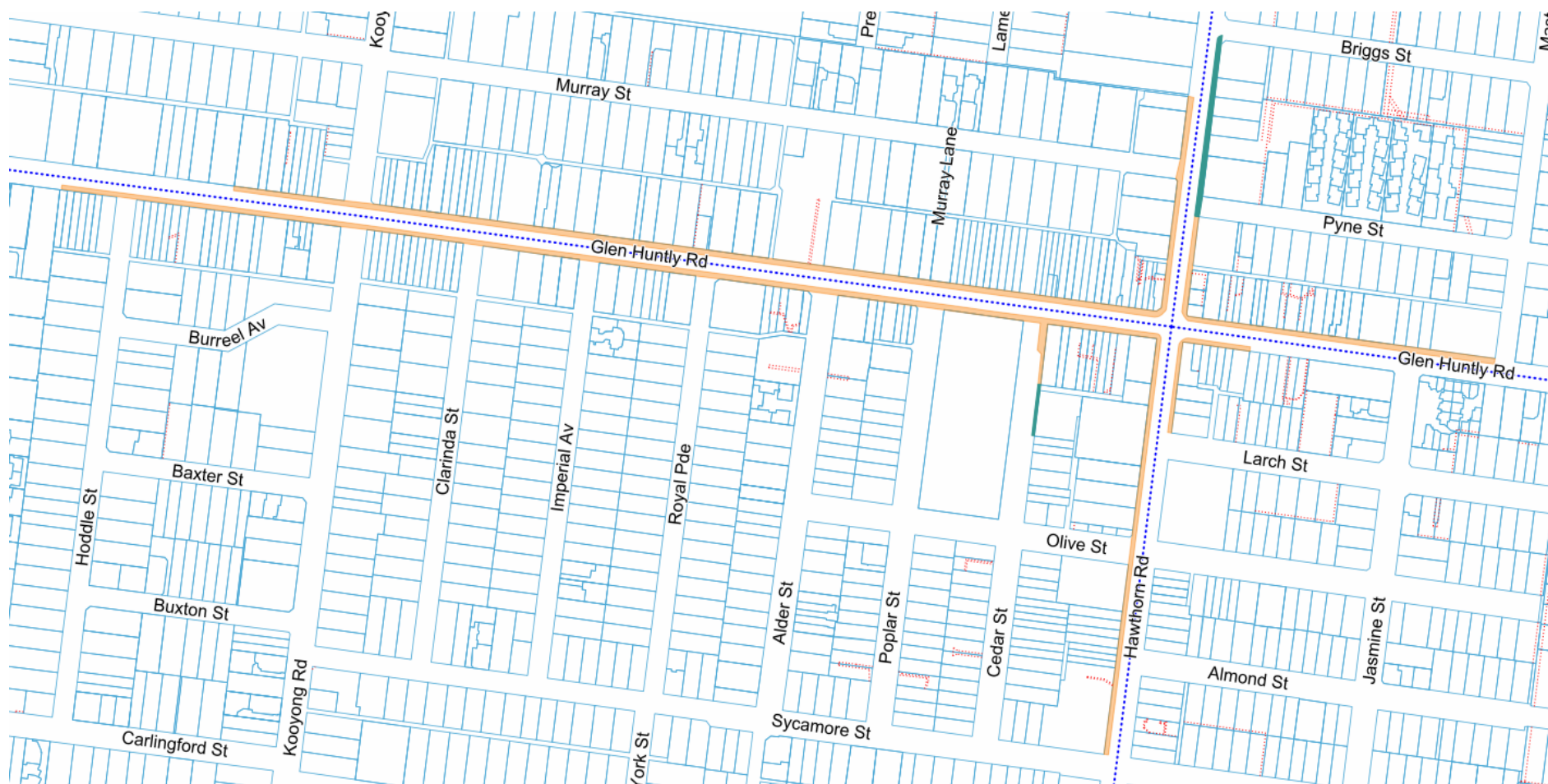
Extended



Map 5

Caulfield South Neighbourhood Activity Centre Smoke Free Zone

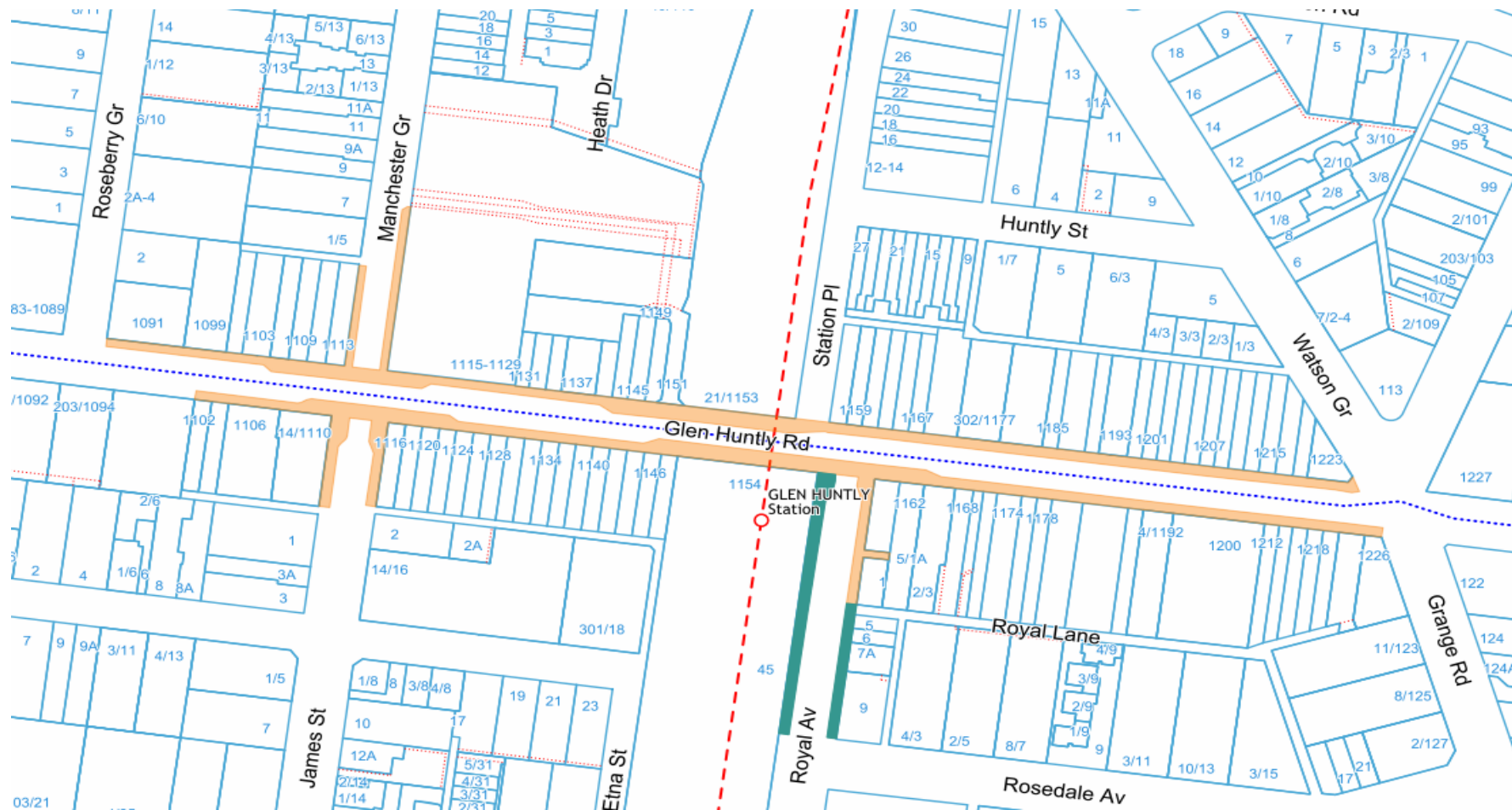
Extended



Map 6

Glen Huntly Major Activity Centre Smoke Free Zone

Extended



Map 7

Bentleigh East Neighbourhood Activity Centre Smoke Free Zone

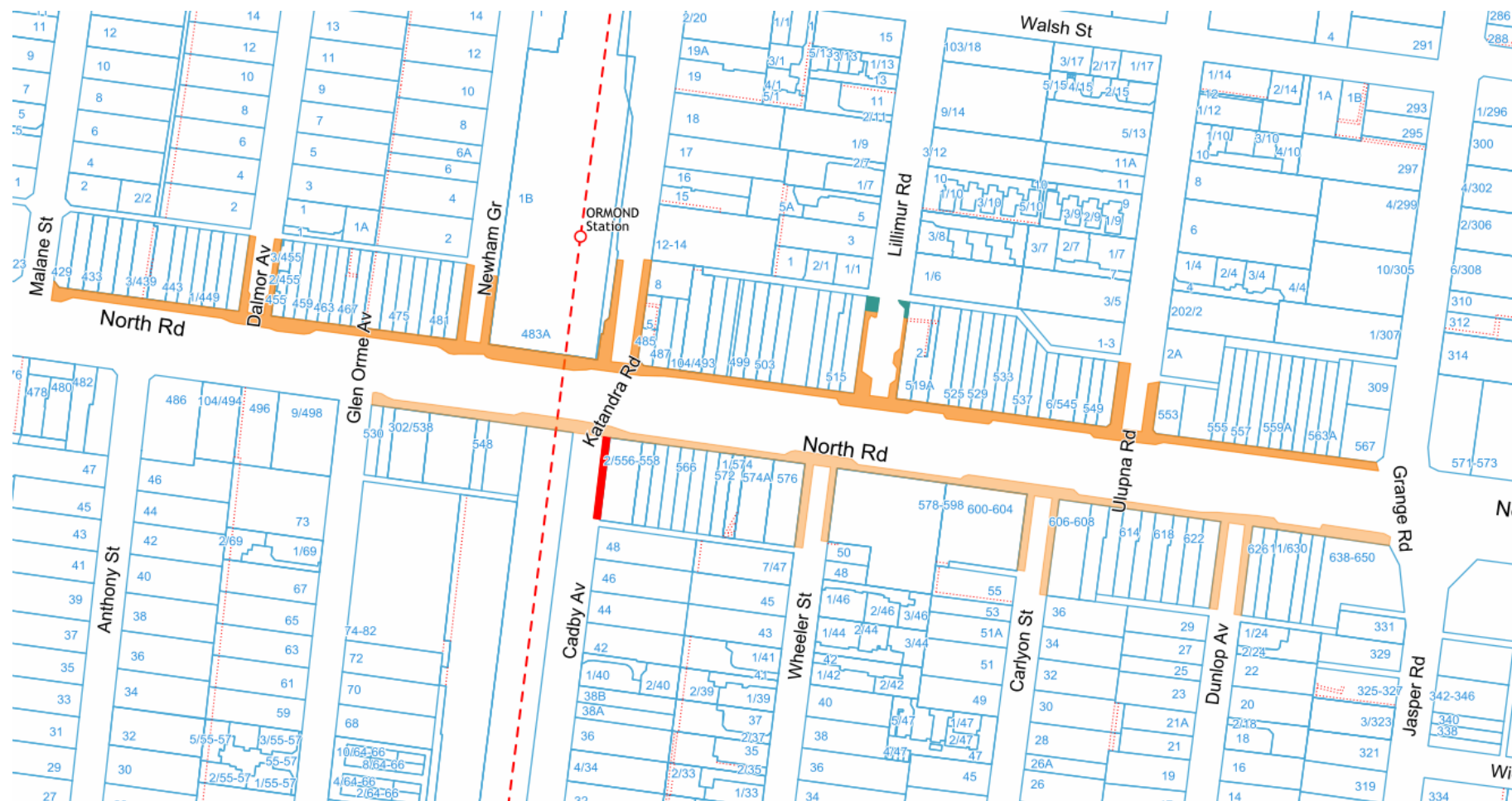
Extended



Map 8

Ormond Neighbourhood Activity Centre Smoke Free Zone

Extended
Removed



Map 9

Bentleigh Major Activity Centre Smoke Free Zone

Extended

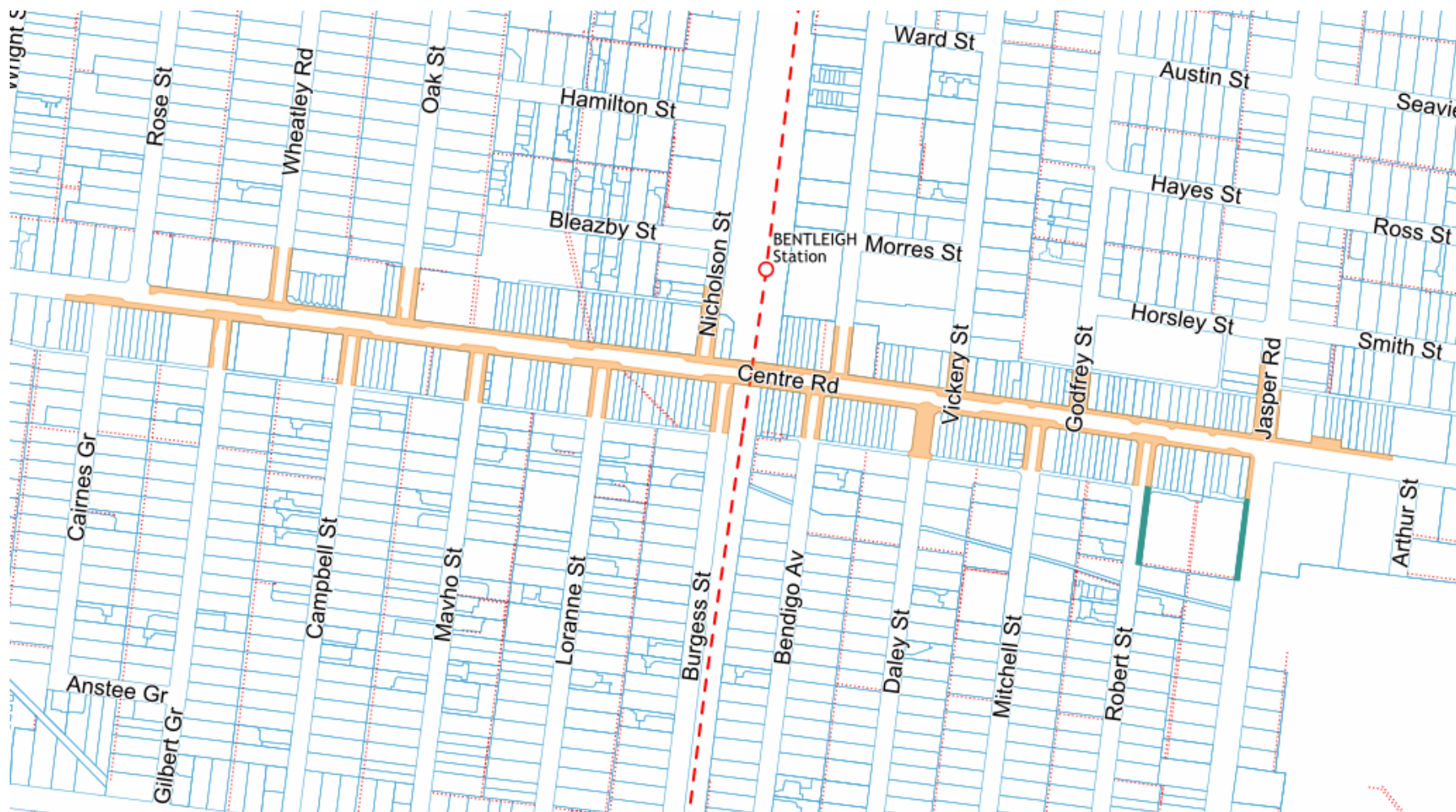


Table 1: Themes from community engagements 2 to 23 August 2021 / 17 to 24 November 2021 and responses

Theme	Summary of the issue raised	Response/Action
Changes to the proposed smoke-free zones	Fifty-eight of the submissions indicated that there should either be an increase or decrease in the size of the proposed smoke-free zones.	<p>The proposed smoke-free zones were further refined following evaluation of the information received during the community consultation from 2 to 23 August 2021.</p> <p>The changes made to the proposed smoke-free zones are shown in Attachment 3. The area of the smoke-free zones that Council consulted on, from 2 to 23 August 2021, are marked in yellow. Extensions to the zones are marked green on the maps, and areas removed are marked in red.</p>
The need for effective signage and education	Participants expressed that effective signage was required to educate smokers and denormalise smoking in the proposed smoke-free zones.	<p>Smoke-Free Zones signage, public communication and education strategies will be used to inform the community about smoke-free zones.</p> <p>Once a smoke-free zone has been prescribed, signage will be deployed in that area to communicate and educate the community that the smoke-free zone now applies.</p>
Concerns with the effectiveness of the policy, if breaches are not enforced	Enforcement of the smoke-free zones was perceived as a potential issue. Responses indicated that enforcement was required to achieve the policy objective of having smoke-free zones.	While enforcement options are available under the proposed Smoke-Free Zones Local Law, it is anticipated that the proposed smoke-free zones will be self-enforcing. This approach is reflected in the Smoke-Free Outdoor Policy. Wilful compliance with the smoke-free zones must be achieved through community education, particularly through effective signage and community expectations that denormalise smoking in these zones.
The creation of areas on boundaries affecting those living there/working/attending	Participants expressed concerns about the potential for smokers congregating on the boundary of the smoke-free zone.	It is recognised that smokers congregating on the boundaries of smoke-free zones may lead to increased exposure to second-hand smoke for people living/working at the boundaries. The perception that the personal safety of smokers may be impacted by being relocated to

Table 1: Themes from community engagement 2 to 23 August 2021/17 to 24 November 2021 and responses

Theme	Summary of the issue raised	Response/Action
		secluded areas to smoke was also expressed in the submissions.
The effects of policy on smokers	<p>Participants expressed a range of views on the effect that the policy will have on smokers.</p> <p>The perceived victimisation of smokers was another idea that emerged in this community engagement.</p>	One of the aims of smoke-free zones is to reinforce the social unacceptability of smoking and, subsequently, stigmatise people who smoke. Smoker-related stigma may encourage certain groups to quit or discourage initial uptake.
The need for designated smoking areas	Participants felt the need for a designated smoking area.	Council officers consider that introducing designated smoking areas would adversely impact the operation of the proposed smoke-free zones. The proposed smoke-free zones are predominantly long and narrow strips extending over the footpaths of the high traffic areas of Activity Centres. There is insufficient space on the footpaths to designate an area for smoking that would not impact pedestrians.
Interface issues	<p>A participant highlighted the challenge of smoke-free zones at the boundary of the municipality. There are three Activity Centres proposed to be prescribed, extending into an adjoining municipality. While the adjoining municipalities can create smoke-free areas, they have not done so within the adjoining Activity Centres.</p>	<p>There are three Activity Centres proposed to be prescribed, extending into an adjoining municipality, namely:</p> <ul style="list-style-type: none"> • Alma Village • Glen Huntly Road, Elsternwick; and • Poath Road, Murrumbeena. <p>Council has advised these municipalities of its proposals to create smoke-free zones and has invited dialogue to address the interface issues.</p>

Table 1: Themes from community engagement 2 to 23 August 2021/17 to 24 November 2021 and responses

Theme	Summary of the issue raised	Response/Action
Litter bins	Participants indicated that there was a need for more litter bins.	In developing this proposal, the potential impact of increased cigarette butt litter in specific areas has been considered, as have the benefits of reduced butt litter in prescribed smoke-free zones. Council will consider the impact of cigarette associated litter and any requirements for cigarette litter receptacles in and around the proposed smoke-free zones.

8.7 SUBMISSION IN RELATION TO THE STATE GOVERNMENT DISCUSSION PAPER 'IMPROVING THE OPERATION OF RESCODE'

Author: Paul Wood, Manager Urban Planning

Trim No: 21/1323316

Attachments: 1. *Improving the operation of ResCode - Glen Eira City Council - Submission* [↓](#)

EXECUTIVE SUMMARY

The State Government is consulting on changes to the Victoria Planning Provisions and ResCode (Clauses 54, 55 and 58 within all planning schemes) that would introduce a new assessment model for residential development planning permit applications by replacing the ResCode assessment requirements based on objectives, standards, and decision guidelines with a new Performance Assessment Module.

The changes would not remove any third party notice or appeal rights, it would just modify the operation of the assessment framework for planning applications. The aim is to streamline the assessment process to make it easier for users of the planning system.

The report includes a submission in response to the discussion paper 'Improving the operation of ResCode'. The submission provides an overview of the proposed changes, evaluates the merits of the proposed changes and includes a series of recommendations.

In summary, the submission identifies that the proposed structure of the Performance Assessment Module has the potential to improve how applications are assessed, however that there are several shortcomings with the drafting of the module, that unless changed would likely lead to poor development outcomes. This would have a detrimental impact on the amenity and character of established suburbs.

The submission provides a series of recommendations to address the shortcoming. It is recommended that Council endorses the submission.

RECOMMENDATION

That Council endorses the submission to the State Government Discussion Paper '*Improving the operation of ResCode*'; Attachment 1 to this report.

BACKGROUND

The State Government is consulting on a discussion paper: 'Improving the operation of ResCode'. It proposes changes to the Victoria Planning Provisions (VPP) and ResCode (Clauses 54, 55 and 58 within all planning schemes).

The key changes proposed to ResCode is the removal of the current format that includes 'objectives', 'standards' and 'decision guidelines' and their replacement with a 'Performance Assessment Module' (PAM). The PAM will consist of 'performance objectives', 'performance measures' and 'performance criteria'. The new ResCode will also include new 'information required' component.

The purpose of the move to the PAM model is to significantly reduce uncertainty about what is expected for each design matter and whether a design response meets those expectations. This is to achieve the following benefits:

- A clear, consistent, more modular structure for the preparation of provisions that guide the exercise of discretion across the VPPs.
- A more consistent operational framework that promotes the use of objective Performance Measures to clearly signal and facilitate outcomes that are deemed to be acceptable.
- A consistent structure and format for discretionary provisions that will support the long-term development and delivery of fully digital planning schemes.

The new components of the PAM are described as follows:

Performance Objectives	Clearly describe acceptable design outcomes.
Performance Measures	Specify quantitative measures or objectively ascertainable conditions. Compliance with performances measures will be deemed to achieve the relevant Performance Objective.
Performance Criteria	Where a Performance Measure cannot be specified or is not complied with, the Performance Criteria will specify qualitative standards for determining whether the proposal achieves the Performance Objective.
Information required	Identifies any specific information needed to inform a decision about whether a Performance Objective is met.

ISSUES AND DISCUSSION

The aim of the PAM is to provide more certainty about decision making, faster processing of applications, more transparent and easier to understand information for impacted people and improved opportunities for more digitised processing. This aim is supported.

The submission identifies that there are a number of key concerns, that would not deliver on the aim, these include:

- The implications of a 'tick a box' approach to several objectives leading to poor outcomes that will have a detrimental impact on the amenity and character of established suburbs.
- The proposed drafting of several performance measures and criteria that do not provide clear direction or certainty, in some instances are not helpful at all.
- Improvements required to the new 'information required' section.
- Improvements to well known existing issues with the existing standards in ResCode.

The specific details about these concerns are detailed within the attached submission along with a series of recommendations that would assist the operation of the PAM.

It is recommended that the Department of Environment, Land, Water and Planning adopt the recommendations within the submission in order to ensure that the operation of the PAM is successful and can deliver new development that respects character and does not impact on the amenity for the community.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

The proposed changes to ResCode do not introduce any new sustainability measures as this is not within the scope of the discussion paper.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The proposed ResCode changes may have some financial and resource implications for Council if they are implemented in the form that is set out in the discussion paper. The changes propose to limit the scope of assessment in relation to neighbourhood character, however provide an option for Council's to prepare their own planning scheme amendments to expand the scope of consideration in respect to built form, design detail, landscaping and car parking. The submission makes recommendations that would not place this onus on Council. These are detailed in the submission.

POLICY AND LEGISLATIVE IMPLICATIONS

There are no policy or legislative implications.

COMMUNICATION AND ENGAGEMENT

The State Government is currently seeking feedback from users of the planning system about the proposed changes.

LINK TO COUNCIL PLAN

Strategic Direction 3: A liveable and well planned city
Our planning aims to balance population growth with enhancing the unique character and heritage of our city

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The modernisation of ResCode with the aim to achieve more certainty and improved efficiencies has the potential to be a great success. However, there is considerable work still to be done on the drafting of the Performance Assessment Module to achieve this outcome.

Based on the information presented in the discussion paper, it is considered that it will not achieve the objective of reducing uncertainty, providing a clear and concise model, or providing a framework that achieves reasonable or acceptable outcomes.

The submission provides a comprehensive review of the proposed changes and includes a number of recommendations to improve the operation of the PAM. Once this further work is undertaken, Council would welcome further opportunities for engagement on the proposed changes.



GLEN EIRA CITY COUNCIL

Improving the operation of ResCode

SUBMISSION

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

Improving the operation of ResCode

INTRODUCTION

Glen Eira City Council (Council) appreciates the opportunity to make submissions to the proposed planning reforms that seek to improve the operation of ResCode.

Council recognises that there is opportunity for improvements to ResCode, noting that it has served a useful purpose since its inception more than two decades ago.

The Department of Environment, Land, Water and Planning's (DELWP) proposal to improve the operation of ResCode and achieve a more usable, consistent and streamlined planning provision is welcomed. However, Council recommends that much more work is required and several changes to those proposed are required before the new format can be implemented into Planning Schemes.

Key concerns for Council relate to:

- The implications of a 'tick a box' approach to several objectives leading to poor outcomes that will have a detrimental impact on the amenity and character of established suburbs;
- The proposed drafting of several performance measures and criteria that do not provide clear direction or certainty, in some instances are not helpful at all;
- Further work with the items listed within the new information required section; and
- Improvements to well known existing issues with the existing standards in ResCode.

Council elaborates on these concerns in the following submission and also provide some preliminary recommendations that we would strongly recommend that DELWP consider and implement with further consultation to occur.

OVERVIEW OF PROPOSED CHANGES TO RESCODE

The Performance Assessment Module

The key changes proposed to ResCode is the removal of the current format that includes 'objectives', 'standards' and 'decision guidelines' and their replacement with a 'Performance Assessment Module' (PAM). The PAM will consist of 'performance objectives', 'performance measures' and 'performance criteria'. The new ResCode will also include 'information required'.

The purpose of the move to the PAM model is to significantly reduce uncertainty about what is expected for each design matter and whether a design response meets those expectations. This is to achieve the following benefits:

- A clear, consistent, more modular structure for the preparation of provisions that guide the exercise of discretion across the Victoria Planning Provisions (VPP).
- A more consistent operational framework that promotes the use of objective Performance Measures to clearly signal and facilitate outcomes that are deemed to be acceptable.
- A consistent structure and format for discretionary provisions that will support the long-term development and delivery of fully digital planning schemes.

Implementation of the PAM provisions will allow digital platforms to be able to collect all the relevant PAMs for an application and present them in a consistent, integrated form that will enable:

- An applicant to clearly see what performance objectives are required to be achieved, how they might be achieved and exactly what information is required to be presented with the application.
- The responsible authority to get a quick and complete checklist of all the matters that need to be assessed in a form suitable for direct inclusion in their planning report.
- The community to readily see which aspects of a proposal achieve expectations and the basis on which aspects that may not will be assessed.

The new components are described as follows:

- **Performance Objectives** – that clearly describe acceptable design outcomes.
- **Performance Measures** – that specify quantitative measures or objectively ascertainable conditions. Compliance with performance measures will be deemed to achieve the relevant Performance Objective.
- **Performance Criteria** – where a Performance Measure cannot be specified or is not complied with, the Performance Criteria will specify qualitative standards for determining whether the proposal achieves the Performance Objective.
- **Information required** – that identifies any specific information needed to inform a decision about whether a Performance Objective is met.

SUBMISSIONS

Compliance with the measure satisfies the objective

Council acknowledges the desire for more certainty with planning permit application assessments. This should lead to improved decision making, faster processing of applications, more transparent and easier to understand information for impacted people and improved opportunities for more digitised processing. However, this should not come at an unreasonable cost to the amenity or character of established suburbs.

The translation from the current ResCode format to the proposed PAM format, is similar to the current ResCode structure, however with two notable changes.

Currently, if a 'standard' is met, this does not automatically mean that the 'objective' is met.

The second change is the inclusion of required information.

Whilst a new format is now sought, generally, the wording set out in the 'performance objectives' and 'performance standards' remains consistent with that currently set out in ResCode. In most instances, the changes to wording have little consequence to an assessment.

The wording set out in the 'performance criteria' is a combination of existing wording from the current ResCode standards or decision guidelines, whilst there are also some new additions.

Council raises significant concern with the current draft of ResCode, whereby a performance objective is satisfied if the performance measure is met. Council submits that this approach will result in:

- Loss of neighbourhood character;
- Increased amenity impacts on adjoining and nearby properties; and
- Uninspiring and low quality built form, in other words, a 'cookie cutter' approach to development.

These issues are further explored in the following submissions.

Neighbourhood character

The discussion paper makes great effort to reassure Council's that neighbourhood character will still be a relevant consideration. Within Glen Eira, neighbourhood character remains one of the most raised concerns from our community when assessing planning permit applications, or when proposing new planning controls.

The proposed drafting of the new neighbourhood character performance measures, simply requires compliance with the numerical requirements of the following performance measures:

- Street setback.
- Building height.
- Site coverage.
- Side and rear setbacks.
- Walls on boundaries.
- Front fences.

It is noted that any variation to the above standards by a schedule to a zone or overlay still applies, whilst Council's can vary the performance measure for neighbourhood character and design detailing through a schedule to a zone.

Council submits that this one size fits all approach to neighbourhood character is a poor outcome. It is accepted that there are many areas that will be protected through existing variations in zone and overlay schedules, however these are generally only to those areas identified as having unique and consistent character, such as a Heritage (HO) or Neighbourhood Character Overlay (NCO). Most residentially zoned land within Glen Eira is not protected by a HO or NCO, but that is not to say that these areas do not display common characteristics that are worthy of protection or where new development is proposed, a design response that responds to the particular character .

To require Council's to prepare planning scheme amendments to introduce what are currently accepted as basic neighbourhood character considerations with respect to built form, design detail, landscaping and car parking, is an unreasonable and unrealistic burden to impose on Council's.

The application of such a basic design assessment criteria to a broad range of housing types from single dwelling extensions up to three storey apartments buildings, within inner urban, middle ring suburban and outer area neighbours is an ill conceived approach to planning.

Simply requiring compliance with six siting standards will not achieve a design response that respects the existing, or preferred character sought by Council. Compliance with these standards will not result in built form, design detail, landscaping or car parking that is respectful to the existing or preferred character. Rather, it will result in a built form that fits within a prescribed envelope.

Simply put, Council strongly recommends much further work be done on this aspect of the proposed changes. Some preliminary recommendations may include:

- Incorporating more measures into the neighbourhood character assessment 'performance measure', such as:
 - Reference to any local requirements for neighbourhood character as set out in the Planning Policy Framework; and
 - Reference to A19/B31 (Design detail) performance measures.
- The ability for Council to implement neighbourhood character variations to zone schedules that align with requirements set out in the local sections of the Planning Policy Framework through a fast tracked planning scheme amendment; or
- Retain a more flexible assessment model for neighbourhood character in the new ResCode, by turning off the function of meeting the performance measure means that the performance objective is met.

Increased amenity impacts

Council accepts that several amenity based provisions can be easily converted to a 'tick a box' approach. Such provisions are:

- A12/B19 – Daylight to existing windows
- A13/B20 – North facing windows
- A14/B21 – Overshadowing open space
- A15/B22 – Overlooking
- B23 – Internal views
- A16/B27 – Daylight to existing windows
- A17/B28 – Private open space
- A18/B29 – Solar access to open space
- B30 – Storage

However, significant concerns are raised with applying this approach to A10/B17 Side and rear setbacks and A11/B18 Walls on boundaries.

Firstly, applying this approach will further add to the concerns raised in the neighbourhood character section of this submission regarding 'cookie cutter' development outcomes. This will have unacceptable consequences for amenity and character, as the outcome could be large expanses of unrelating built form that has no regard to its context.

Secondly, Council has concerns as to how a side and rear setback/wall on boundary assessment can be deemed acceptable by simply relying on a numerical requirement. Site context is a critical consideration in determining whether a building has been appropriately sited. To apply the same requirements to a non sensitive interface (ie. a driveway and blank wall) to a sensitive interface (ie. small secluded private open space area, or window to a primary living area) is non-sensical.

The application of a 'tick a box' approach means that the starting point is the performance measure, as opposed to the performance measure being the maximum. Council submits that this is unreasonable and a significant departure from the current ResCode format.

The existing decision guidelines in ResCode are critical, as they allow for decision makers to take into consideration the context, meaning that in many instances meeting the standard will not be enough in order to meet the objective.

This issue has been frequently addressed in decisions of the Victorian Civil and Administrative Tribunal (VCAT) and for good reason. Most notably is the VCAT decision of *Lamaro v Hume CC & Anor (includes Summary)(Red Dot) [2013] VCAT 957*:

It must also be remembered that the objectives to be achieved are both quantitative and qualitative. Clause 55 places parameters around amenity impacts (such as wall heights, lengths and set backs), which can be measured quantitatively through compliance with the relevant standard. However, many of the clause 55 objectives contain both a reference to a particular amenity impact as well as the development being respectful of the existing or preferred neighbourhood character. This second part to the objectives requires a qualitative consideration about neighbourhood character. This is, in part, a subjective consideration and may involve consideration of a strategic planning context like a local planning policy for a preferred neighbourhood character outcome. This means that compliance with a clause 55 standard does not necessarily mean a permit should issue.

The application of quantitative standards does not achieve the purpose of clause 55 as there is a qualitative judgment to be made in each neighbourhood context. Reliance on the quantitative standards that apply everywhere do not necessarily achieve a design response that is respectful of the existing neighbourhood character or contributes to a preferred neighbourhood character; or a design that is responsive to its site and its neighbourhood context. Therefore, whilst there may remain some question as to whether the three dot points under the 'operation' heading in clause 55 should be read sequentially or collectively, it is my view that they need to be taken as a whole and read collectively in order to achieve the purpose of clause 55. The decision guidelines therefore need to be considered in all cases irrespective of whether the standard is met.

Emphasis added

Council agrees with this analysis from the Tribunal regarding the challenges with trying to apply a 'tick a box' approach, noting it equally applies to Council's concerns raised in the neighbourhood character section of this submission.

Council strongly recommends a rethink of these performance measures. A preliminary recommendation would be to include more performance measure considerations such as the interfaces raised above.

Unclear and unhelpful performance measures and criteria*Structure*

The structure of the 'performance objective', 'performance measure', 'performance criteria' and 'information required' is a good format that is easily understood.

It appears that the drafting of the performance measures and criteria is generally a translation of the existing standards and decision guidelines respectively. There are some areas where decision guidelines have been translated into a performance measures, whilst some standards are proposed to be a performance criteria, which is generally supported.

Performance criteria issues

While the broad structure of the PAMs is acceptable, there are concerns with several of the new provisions. For example, B23 – Internal views is proposed as follows:

B29 – Solar access to open space	
<u>Performance objective</u>	The secluded private open space of a new dwelling or residential building has adequate solar access.
<u>Performance measure</u>	The private open space is located on the north side of the dwelling. The southern boundary of secluded private open space is set back from any wall on the north of the space at least $(2 + 0.9h)$ metres, where 'h' is the height of the wall.
<u>Performance criteria</u>	The solar access to the secluded private open space of any dwelling or residential building is acceptable considering the useability and amenity of the secluded private open space, based on the sunlight it will receive.
<u>Information required</u>	The design response.

In the above example, it is clear that secluded private open space areas need adequate solar access. The performance measure then clearly articulates how this can be achieved through a reasonable numerical requirement. However, the wording set out in the performance criteria is not helpful in considering a variation to the performance measure.

The purpose of the performance criteria is defined as:

*where a Performance Measure cannot be specified or is not complied with, the Performance Criteria will specify **qualitative standards for determining whether the proposal achieves the Performance Objective***

Emphasis added

The wording of the performance criteria is vague, does not set out parameters that might influence the support of a variation to the measure and does not provide clarity or certainty. It is essentially a rephrasing of the objective.

Council submits that this issue is seen within the following provisions¹:

¹ Will also apply to corresponding Clause 54 performance criteria

- B3 – Dwelling diversity
- B5 – Integration with the street
- B15 – Parking location
- B23 – Internal views
- B24 – Noise impacts
- B25 – Accessibility
- B26 – Dwelling entry
- B28 – Private open space
- B29 – Solar access to open space
- B30 – Storage

Council submits that further work is required with developing considered and useful performance criteria for the above provisions. Examples of where this has been done better is within the following provisions²:

- B6 – Street setback
- B7 – Building height
- B8 – Site coverage
- B9 – Permeability and stormwater management
- B10 – Energy efficiency
- B11 – Open space
- B13 – Landscaping
- B14 – Access
- B17 – Side and rear setbacks
- B18 – Walls on boundaries
- B21 – Overlooking

Whilst several of the above provisions may be good examples of the type of things that should be included in a performance criteria, many of these could still be improved. For example, B6 – Street setback contains the following performance criteria:

The building setback is appropriate considering:

- Whether a different setback is more appropriate taking into account the prevailing setbacks of existing buildings on nearby lots.
- The visual impact of the building when viewed from the street and from adjoining properties.
- The value of retaining vegetation in the front setback.

² Will also apply to corresponding Clause 54 performance criteria

Whilst the above criteria are reasonable, there are several other common considerations that should be undertaken when determining an alternative street setback to that sought by the performance measure, for example:

- The orientation of the site and whether a reduced street setback would help with providing improved solar access to the secluded private open space areas within the development;
- The streetscape rhythm and whether a transitional setback across the development is appropriate; and
- The strategic direction for the site/area. A variation to a development in the General Residential Zone which is seeking increased housing might be more appropriate compared to a development in the Neighbourhood Residential Zone.

Council has also identified issues with several of the performance criteria that require review and correction as follows:

- B2 – Residential policy. It is considered that the performance criteria should be the performance measure, particularly noting that there is currently no performance measure proposed.
- B4 – Infrastructure – It is considered that the performance criteria should be a performance measure. It should be a clear consideration in determining whether the objective has been met.
- B9 – Building height – Since the introduction of mandatory building height controls in residential zones, this does not appear to be needed. If a Council imposes discretionary building height requirements through a zone schedule, the zone schedule should articulate decision guidelines for when an exceedance of that height is needed.
- B10 – Energy efficiency – A key issue with this provision since the introduction of protection of rooftop solar energy systems, has been the lack of specific assessment criteria. For example, what time year/day should the impact be based on, what percentage of reduced functionality is acceptable to name a few. The consideration of whether the rooftop solar energy system is “appropriately” located needs further clarification. Is it appropriately located to maximise its output, or to protect it from future development, or both.
- B11 – Open space – Only considers communal or public open space within the development, yet the performance objective relates to communal or public open space within development and on adjacent land.
- B12 – Safety - It is considered that the performance criteria should be a performance measure. It should be a clear consideration in determining whether the objective has been met.
- B13 – Landscaping – The reference to policy should be a performance measure.
- B19 – Daylight to existing windows – It would be useful if further considerations such as the type of habitable room affected, or whether the room has other windows on differently orientated walls. The existing conditions should also be considered.
- B20 – Solar access to north facing windows - It would be useful if further considerations such as the type of habitable room affected, or whether the room has other windows on differently orientated walls. The existing conditions should also be considered.
- B33 – Common property - It is considered that the performance criteria should be a performance measure. It should be a clear consideration in determining whether the objective has been met.

- B34 – Site services - It is considered that the performance criteria should be a performance measure. It should be a clear consideration in determining whether the objective has been met.

Whilst the above submissions that focused on those provisions within Clause 54/55, Council notes that the same issues occur throughout Clause 58.

Information required

The inclusion of an information required section within ResCode is welcomed. However, the items listed in these new sections is lacking.

Council notes the current planning reforms being undertaken by the State Government with respect to improving the efficiency of planning permit assessments. A key delay in assessments is the need for Council's to request further information. Glen Eira's experience with requests for further information often involves the same information being needed. For example:

- Neighbourhood and site description – Not given enough details with respect to building heights, street setbacks, site coverage, site permeability, significant trees, front fences, delineation of accessways to name a few.
- Details of trees within the subject site and adjoining, including their size, species and setback to the subject site.
- Arborist reports when developments are likely to impact trees to be retained or those on adjoining properties.
- General information on plans with respect to the neighbouring context including but not limited to habitable room windows (location, size, type of habitable room and is it screened), secluded private open space, existing fence/building heights and levels of adjoining land.

Council also notes the comments Under *Section 5. Considerations for implementation* of the discussion paper, where it suggests that Clause 55.01 (Neighbourhood and site description and design response) will need to be amended to reflect the new model. However, no draft has been provided. The information set out in Clause 55.01 is critical to determine what information should be included in the neighbourhood and site description. It is also a good opportunity to modernise the information requirements for the Neighbourhood and site description.

Council would support a review of this new section to better guide applicants as to the information expectations to ensure a complete application is submitted to enable faster processing.

Improvements to existing standards

Council considers it may have been an appropriate opportunity to reconsider some of the existing numerical assessment requirements. For example, within B20 – North facing windows, the performance measure continues to apply the setback requirements from the boundary. However, this treats an adjoining habitable room window that is setback 2.99m from the boundary the same as an adjoining habitable room window that is setback 1.0m from the boundary. This would have been an opportunity to revise this to apply an approach similar to that used in B19 – Daylight to existing windows, where the setback is taken from the window, not the boundary. It would have also been useful to list what time of the year the impact to the solar access should be considered, similar to how this is applied with B21 – Overshadowing open space.

Clause 56 – Residential subdivision

Council notes that Clause 56 has not been included in the proposed changes, yet has the same format and structure as clauses 54, 55 and 58. Council submits that for consistency, it would have been preferable for Clause 56 to have been updated to the new PAM model at the same time. It is relatively common for an application that proposes to construct two or more dwellings and

subdivision of the land in the one application. Without consistency in format and structure, it will create challenges for all parties in the process.

CONCLUSION

Council welcomes the proposal by DELWP to review and modernise ResCode and their ambition to achieve more certainty and improved efficiencies. The Performance Assessment Module has the potential to achieve these outcomes. However, in its present form, Council submits that there is considerable work still to be done.

Based on the information presented in the discussion paper, Council does not consider that it will achieve the objective of reducing uncertainty, providing a clear and concise model, or a framework that achieves reasonable or acceptable outcomes.

Council recommends that more work is undertaken to respond to the issues raised in our submission. Once this further work is undertaken, Council would welcome further opportunities for engagement on the proposed changes.

8.8 QUARTERLY SERVICES PERFORMANCE REPORT

Author: Kellie Vise, Chief Transformation Officer

Trim No: 21/1313665

Attachments: 1. Quarterly Service Performance Report Q1 2021-2022 [↓](#)

EXECUTIVE SUMMARY

The Quarterly Service Performance Report provides Council and Glen Eira residents with information about Council's performance for the period between 1 July and 30 September 2021. The report for the first quarter of 2021-2022 provides an overview of Council's progress towards the delivery of the agreed Capital Works program, along with a range of services and programs.

RECOMMENDATION

That Council notes the Quarterly Service Performance Report for the period ending 30 September 2021 (Attachment 1 to this report).

BACKGROUND

The Quarterly Service Performance Report is provided to Council each quarter and published for the community via Council's website to keep up to date with how Council is tracking against its commitments. This report relates to the period between 1 July and 30 September 2021. As the new Council Plan 2021-2025 was adopted on 26 October 2021, this report does not address on progress against any measures within the Plan. The first report on progress for the new Council Plan will be published in March 2022.

ISSUES AND DISCUSSION

During the first quarter of 2021/2022 Council continued to navigate the impacts of the COVID-19 restrictions, while focusing on delivering high quality and responsive services to support our community. Despite ongoing lockdowns and restrictions, Council progressed a range of initiatives and projects and commenced the delivery of our 2021-2022 Capital Works Program, making good progress on a number of fronts.

We finalised an extensive program of engagement with our community to inform our new 2021-2025 Council Plan and Community Wellbeing Plan and commenced engagement on the development of our Housing Strategy and Domestic Animal Management Plan.

Some of the key highlights for the period included:

- A major focus on engaging with the community to inform the development of important strategies and plans including our 2021-2025 Council Plan and Community Wellbeing Plan, Community Safety Plan, Mackie Road Masterplan, Domestic Animal Management Plan and Housing Strategy
- Completion of upgrade works at Mackie Reserve Pavilion to ensure equitable access to all community members and visitors
- Commencement of stage one demolition works on the Bentleigh Eat Street project
- Progress on the Bentleigh Library and Youth Hub and Aileen Avenue Park projects

- The launch of our GEL Anywhere PLUS membership program and continued success of the GEL online exercise program
- An increase in our recycling diversion rate for household rubbish from 49 per cent to 60 per cent.

The measures and appearance of the quarterly report will be refreshed and updated for the next period in line with the new initiatives and measures outlined in the new Council Plan 2021-2025, which was adopted by Council on 26 October 2021.

Once endorsed, the Quarterly Services Performance Report will be made available for all community members to view on Council's website.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

The Quarterly Services Performance Report provides the community with insights into how Council is progressing against a range of measures relating to strategies to respond to the climate emergency and increase awareness of sustainability issues.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The Quarterly Service Performance Report provides a financial and operational view of Council's performance. The inclusion of additional statistical information complements monthly financial reporting and provides richer insight into the diverse range of activities undertaken by Council. Regular reporting also provides an indication of where productivity or efficiency gains have been made along with identifying trends that will assist decision making and resource allocation.

POLICY AND LEGISLATIVE IMPLICATIONS

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

- Local Government Act 2020;
- 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. Once endorsed by Council, the final report will be published on Council's Website.

LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services
We build trust through engaging with our community, delivering quality services and making evidence-based decisions

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

Glen Eira City Council's Quarterly Service Performance Report aims to respond to community's expectation of having reasonable access to clear and transparent information about Council's progress against key priorities and programs.



GLEN EIRA
CITY COUNCIL

BENTLEIGH
BENTLEIGH EAST
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QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING SEPTEMBER 2021 WWW.GLENEIRA.VIC.GOV.AU

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Acknowledgement



Acknowledgement of Country

Glen Eira City Council acknowledges the Boonwurrung/Bunurong and Wurrundjeri Woi Wurrung peoples of the Eastern Kulin Nation as Traditional Owners and Custodians, and pays respect to their Elders past, present and emerging.

We acknowledge and uphold Traditional Owner's continuing relationship to the land and waterways.

Council extends its respect to all Aboriginal and Torres Strait Islander peoples.

Chief Executive Officer Overview

Welcome to the first Quarterly Services Performance Report for the new financial year. Over the last three months Council continued to navigate the impacts of the COVID-19 restrictions, while focusing on delivering high quality and responsive services to support our community. Despite ongoing lockdowns and restrictions during this period, Council progressed a range of initiatives and projects and commenced the delivery of our 2021-2022 Capital Works Program, making good progress on a number of fronts.



We finalised an extensive program of engagement with our community to inform our new 2021-2025 Council Plan and Community Wellbeing Plan and commenced the development of our Housing Strategy and Domestic Animal Management Plan.

SOME OF THE HIGHLIGHTS THIS QUARTER INCLUDED:

- A major focus on engaging with the community to inform the development of important strategies and plans including our 2021-2025 Council Plan and Community Wellbeing Plan, Community Safety Plan, Mackie Road Masterplan, Domestic Animal Management Plan and Housing Strategy
- Completion of upgrade works at Mackie Reserve Pavilion to ensure equitable access to all community members and visitors
- Commencement of Stage One demolition works on the Bentleigh Eat Street project
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- The launch of our GEL Anywhere PLUS membership program and continued success of the GEL online exercise program
- An increase in our recycling diversion rate for household rubbish from 49 per cent to 60 per cent.

We will be refreshing the measures and appearance of the quarterly report for the next period in line with the new initiatives and measures outlined in the new Council Plan 2021-2025, which was adopted by Council on 26 October 2021.

As always, I welcome any feedback and ideas for how we can improve the information we provide for our community, please don't hesitate to email me at mail@gleneira.vic.gov.au.

Regards,
Rebecca McKenzie
Chief Executive Officer

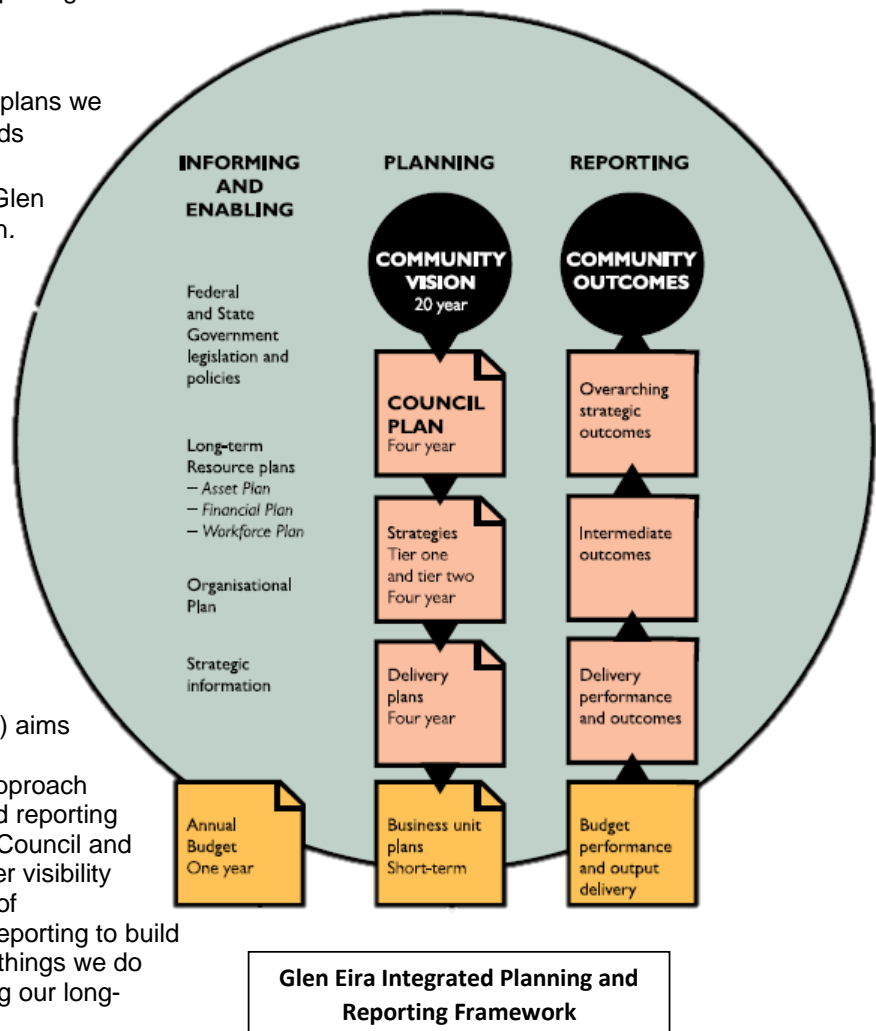
Integrated Planning and Reporting Framework

Under the Local Government Act (Vic) 2020 all councils must operate under a set of principles which support improved decision-making and more integrated and transparent planning and reporting.

Integrated planning and reporting are important because the strategies and plans we develop all contribute towards achieving the community's aspirations, outlined in the Glen Eira 2040 Community Vision.

Integrated planning links the initiatives and services we offer to the longer-term goals set out in the Community Vision, and four-year Council Plan. It also recognises that Council is subject to external influences and obligations from our regulators and partners.

Council's new *Integrated Planning and Reporting Framework* (the Framework) aims to ensure we take a more transparent and cohesive approach to our strategic planning and reporting to our community. It allows Council and the community to have better visibility across the various aspects of our strategic planning and reporting to build greater confidence that the things we do today contribute to achieving our long-term goals.



Our **Quarterly Service Performance Report** is a critical element of the Framework as it provides transparency about how we are performing to the community on a regular basis.

For more information about the Framework, as well as our strategic planning and reporting activities you can visit www.gleneira.vic.gov.au

Financial Overview

The 2021-2022 financial year began with further lockdowns that forced the ongoing closure of many of council services and reduced our ability to raise income. The operating result year-to-date is lower than anticipated when the budget was set, however the balance sheet position and the cash position remain favourable.

At the end of September 2021, performance against budget from ordinary activities showed a favourable variance of \$806,000. This included lower than anticipated income of \$2.2 million mainly due to the loss of user fees during service closures; and reduced expenditure - now \$3 million under budget. This was made up of savings where services could not be provided but also work delayed that will still need to occur when safe to do so.

The forecast result expected for the financial year was a surplus of \$9.5 million compared with the adopted 2021–22 Budget surplus of \$11.05 million. The decreased forecast result was attributed to reduced fee income due to the ongoing nature of the pandemic (\$2.35 million), statutory fees and fines (\$889,000) and partially offset by expenditure savings (\$1.36 million) mainly in employee costs.

Council's forecast liquidity ratio, a measurement of our financial strength, is 0.95 against our budget of 0.94. This means for every \$1 of current liability, Council has \$0.95 in current assets to meet those commitments. This position has been deemed by Council as an acceptable risk in the short term while we fund our strategic Capital Works Program. Council will continue to closely monitor and manage the financial situation in order to minimise further risk.

Financial Sustainability Risk Indicators

Financial Sustainability Risk Indicators	2020-2021 Actuals	2021-2022 Annual Budget as at 30 June 2022	2021-2022 Annual Forecast as at 30 June 2022	2021-2022 Risk based on Annual Forecast as at 30 June 2022	Comment
Net Result <i>To generate surpluses consistently greater than 0%.</i>	0.29%	5.67%	4.95%	Low	Council is generating positive surpluses.
Underlying Result (%) <i>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%.</i>	-2.91%	-0.45%	-1.31%	High	Council anticipates a low underlying result during 2021-22 due to our reduced ability to generate fee income during the COVID-19 pandemic.
Liquidity <i>To measure Council's ability to repay short-term liabilities as they fall due. Low risk - indicator is to be greater than 1.0.</i>	1.21	0.94	0.95	Medium	Council's forecast to 30 June 2022 indicates a Liquidity Ratio of slightly lower than 1.0.
Internal Financing <i>Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%.</i>	42.72%	60%	51%	High	Council is restricted in generating cash due to our COVID-19 responses in the short term. Measures to correct this will be implemented over the coming months.
Indebtedness <i>Lower than 40% relates to the ability to repay debt from own-source revenue.</i>	8.56%	22.87%	24.51%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
Capital Replacement <i>To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5.</i>	1.34	3.31	3.20	Low	Council operates at a low level of risk with respect to capital replacement.
Renewal Gap <i>To ensure there is sufficient spending on Council's asset base. Low risk indicator is to be greater than 1.0.</i>	0.89	2.23	2.23	Low	Council spends sufficient funds on its asset base.

Capital Works Update

Completed Projects:

Unisex and inclusive facilities – Mackie Road Reserve Pavilion Upgrade (\$40,000)

The pavilion at Mackie did not effectively respond to unisex use of facilities. The pavilion provided four changerooms to service the sportsground, however the amenities comprised an open bay shower area, one pan toilet and one urinal that were all in poor condition and the umpires' room did not meet recommended guidelines for umpire facilities.

Hydraulic Renewal (\$30,000)

Rolling program for renewal of hydraulic components across Council assets

Fire Detection Upgrade (\$45,000)

Upgrade Fire detection system, throughout the three wings at Moorleigh Village

Mechanical Renewal (\$40,000)

Strategic renewal program for replacing HVAC units at various Council buildings

Flooring Renewal (\$30,000)

Packer Park Pavilion flooring works

Project updates:

[Bentleigh Library and Youth Services Hub](#)

Construction has resumed following a pause due to the 25 per cent capacity limit imposed due to COVID-19 restrictions. The building extension is taking shape with structural steel being erected around the new entrance and book returns area. The impact on timelines of the ongoing restrictions means there may be a delay in the planned finish date of June 2022.

[Carnegie Memorial Pool Redevelopment](#)

The detailed designs have been completed and a “fly through” tour can be found [here](#).

Progress on the redevelopment has been delayed due to an unexpected public submission lodged with Heritage Victoria. Heritage Victoria has commenced its assessment and hope to advertise the project in their November issue. A site visit will be conducted in November for further review and assessment.

[Bentleigh Eat Street](#)

Stage One works have commenced with demolition of the rotunda and retaining walls erected at Sonder bar and Sportsgirl. Concrete slabs in the plaza area have been poured and stone pavers are being installed. This stage is due for completion in January 2022.

[Lord Reserve Pavilion development](#)

Demolition has taken place and the blockwork has been completed. Construction of the frames and inground supply of electricity through pits has commenced.

[New open space – Aileen Avenue](#)

The construction of the Aileen Avenue Park has commenced with the set out of the central seating area, bulk earthworks and the placement of the terraced rockwork. The project was delayed for a short period due to COVID-19 restrictions, but works have now recommenced.

Selwyn Street Cultural Precinct

The concept design for the Cultural Precinct is progressing in line with the design program under the oversight of a special advisory committee. Concepts are also being developed for an integrated commemorative public artwork.

The team is also working closely with Yarra Trams while exploring the opportunity of relocating the tram stop to directly cater to the precinct.

A traffic assessment report is being prepared to understand the flow of traffic from Selwyn Street to Glen Huntly Road.

The project is on track and we aim to wrap up the design works by June 2022.

Murrumbeena Community Hub

The Murrumbeena Community Hub construction is underway with ground floor blockwork almost complete. Work on the first floor will commence in November 2021.

Pedestrian Safety Program

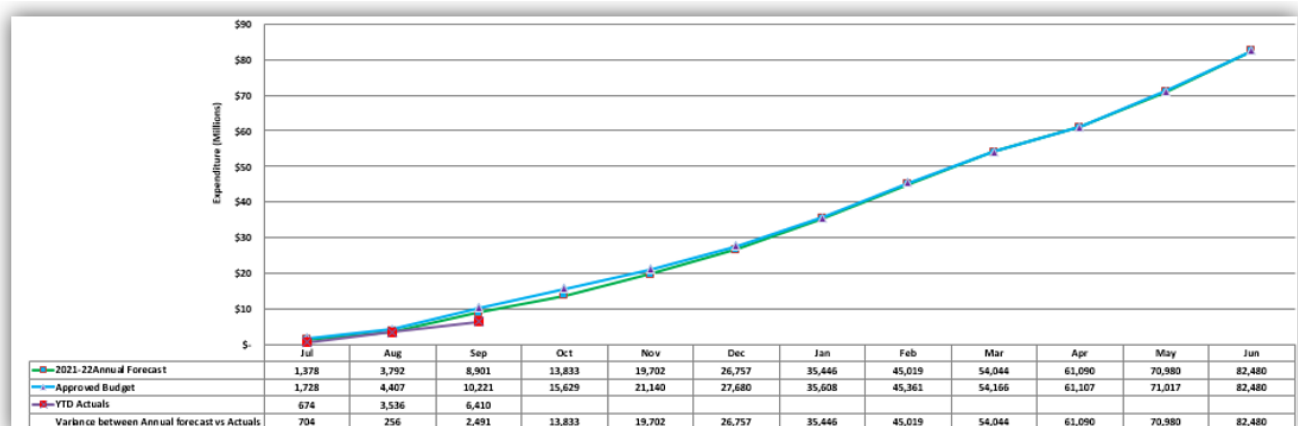


As part of Council's Pedestrian Safety program, a safer pedestrian crossing has been completed on the western side of the intersection of Brewer Road and Bendigo Avenue, Bentleigh.

The newly constructed Kooyong Road Pedestrian refuge will also provide another location for pedestrians to safely cross the road.

Capital Financial Performance

Capital monthly performance against budget and forecast - 30 September 2021



THEME ONE:

WELL INFORMED AND TRANSPARENT DECISIONS AND HIGHLY VALUED SERVICES



We build trust through engaging with our community, delivering quality services and making evidence-based decisions.

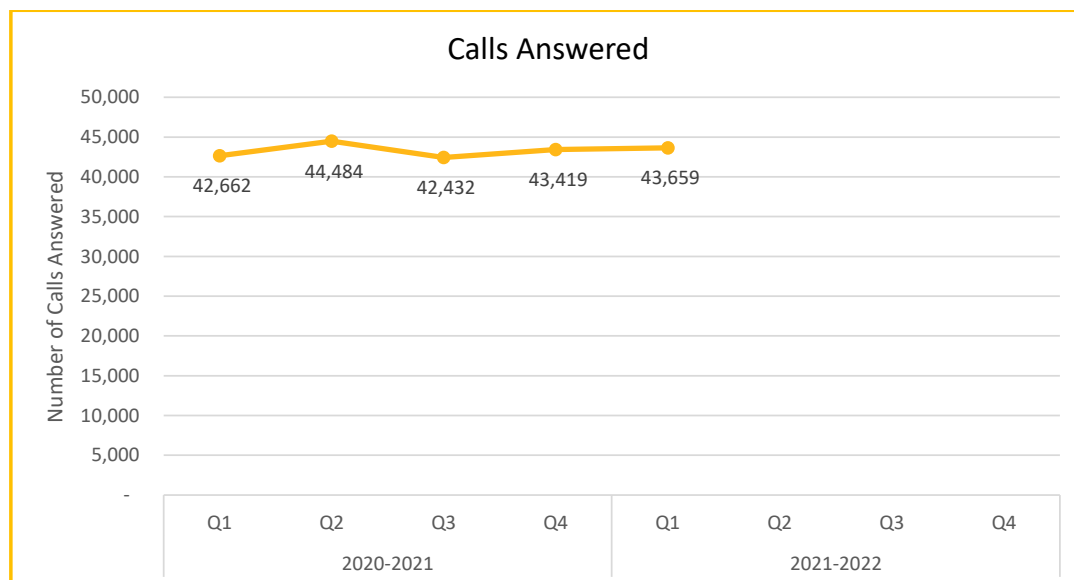
Governance

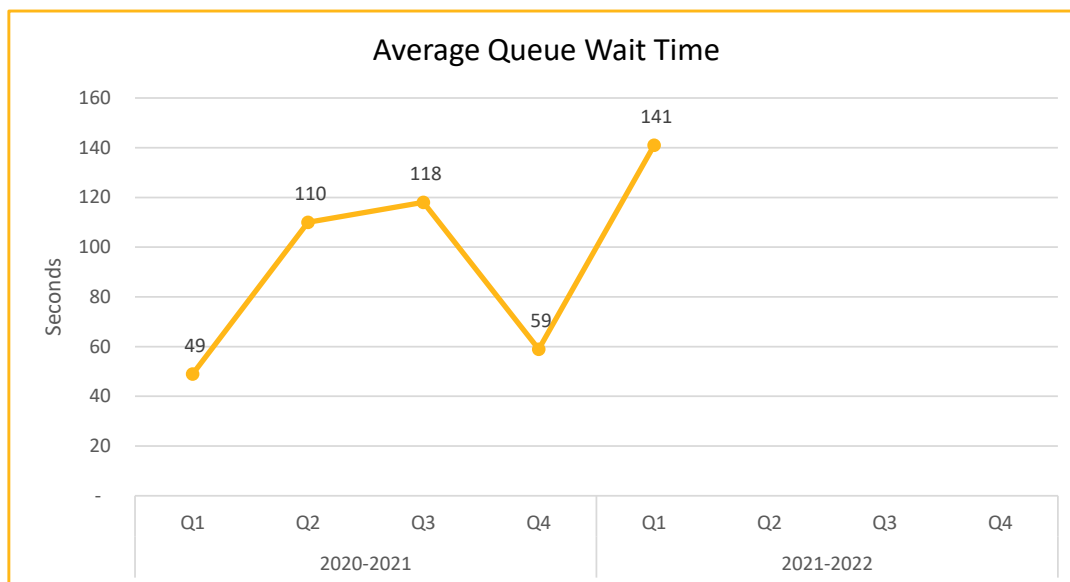
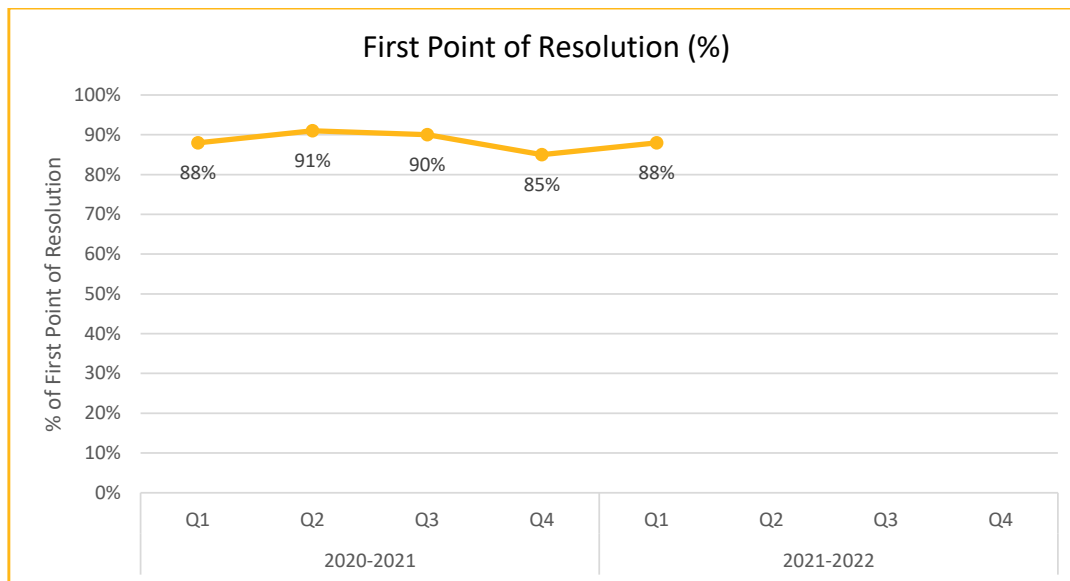
PUBLIC QUESTIONS TO ORDINARY COUNCIL MEETINGS – 1 July to 30 September 2021

Metric	Quantity
Average time taken to reply to public questions taken on notice at Ordinary Council meetings	0
Number of Ordinary Council meetings	4
Number of public questions asked at Ordinary Council meetings	32
Number of Public questions ruled inadmissible at Ordinary Council meetings	6
Public questions answered following Ordinary Council meetings (person submitting question not present and/or public question taken on notice)	0

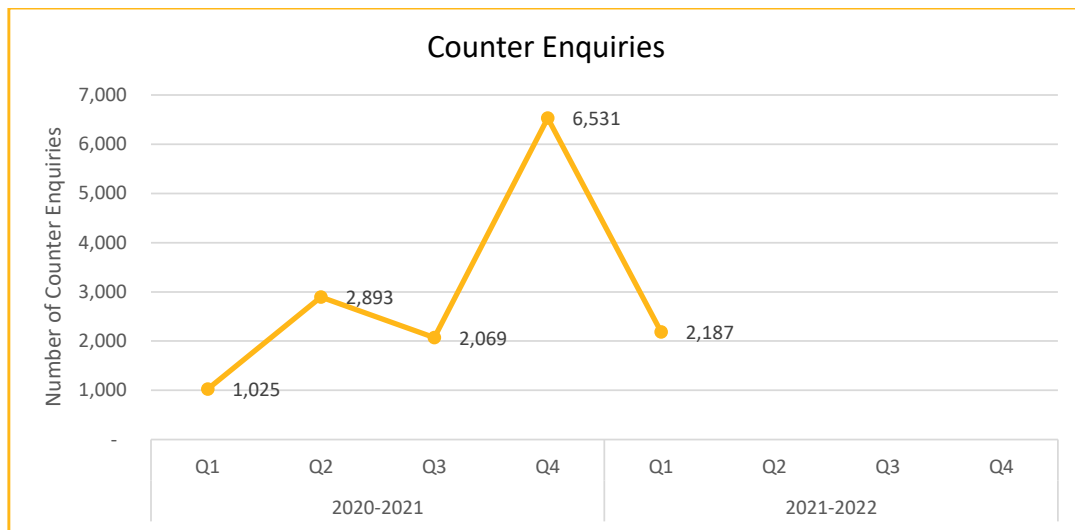
Comment: The questions submitted that were ruled inadmissible at Ordinary Council Meetings exceeded the number of questions allowed under the Written Public Questions to Council Guidelines.

Customer Service



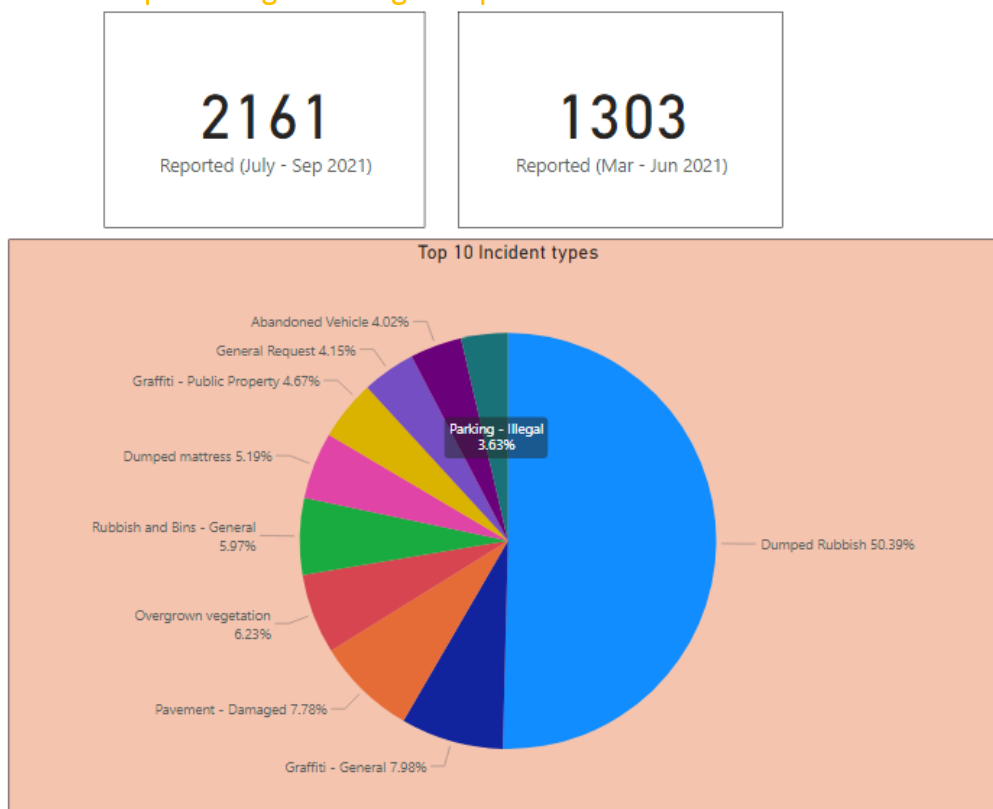


Comment: There were several factors that contributed to the increase in queue wait time. One of the main contributors was the change in Waste Collection services, which commenced in July. Other factors included increased enquiries related to various reminder notices and the easing of COVID-19 restrictions.



Comment: Overall there has been a 67% decline in counter enquiries this quarter. This was due to the closure of counters to the public as a result of the COVID-19 restrictions. The 2,187 counter enquiries recorded was during the brief period where we were able to open our Service Centre at Town Hall to the public.

Customer reports lodged through Snap Send Solve



Comment: Snap Send Solve is an app that provides an alternative method for the community to report local issues to Council and other authorities. During the month of September, Snap Send Solve ran a campaign that saw an increase in incidents lodged from 625 in July and 636 in August to 892 in September. More information about Snap Send Solve is available here www.snapsendsolve.com.au

THEME TWO:

ACCESS TO WELL DESIGNED AND MAINTAINED OPEN SPACES AND PLACES



Our public open spaces and places support a healthy and connected community and contribute to a more sustainable and vibrant City.

Glen Eira Open Space

Key facts and values of open space in Glen Eira City Council

72 reserves

170.89
hectares

4.5% of
municipal area

PRECINCT NAME	Total open space Ha	Total population 2016	Sqm of open space per person 2016	Forecast population 2031	Sqm of open space per person 2031
Bentleigh	13.40	17,828	8	20,160	7
Bentleigh East	32.98	28,813	11	32,591	10
Carnegie	21.07	18,228	12	22,279	9
Caulfield	0.05	5,920	0.08	6,594	0.07
Caulfield East	8.81	Incl. in Caul. Nth	20	Incl. in Caul. Nth	14
Caulfield North	26.33	17,849	20	25,730	14
Caulfield South	15.39	12,536	12	13,479	11
Elsternwick	3.55	12,061	3	14,007	3
Gardenvale	0.45	Incl in Elsternwick	3	Incl in Elsternwick	3
Glen Huntly	2.73	5,318	5	6,193	4
McKinnon	14.18	6,605	21	7,376	19
Murrumbeena	21.20	10,647	20	11,621	18
Ormond	9.39	8,850	11	9,392	10
St Kilda East	1.35	4,358	3	4,400	3
TOTALS	170.89	149,013	11	173,822	10

Source: [Glen Eira Open Space Strategy Refresh 2020](#)

Comparison of Glen Eira open space quantity with adjoining municipalities

Municipality	Total open space sqm	Total municipal land area sqm	Total Population estimated population 2013	Open Space sqm per person	% of open space as a proportion of total land area
Glen Eira	1,729,324	38,700,000	140,320	12	4.5%
Bayside	4,413,000	37,000,000	97,400	45	11.9%
Kingston	12,406,000	91,000,000	149,772	83	13.6%
Monash	7,770,000	82,000,000	177,999	44	9.5%
Port Phillip	3,881,000	20,620,000	96,922	40	18.8%
Stonnington	1,726,000	25,600,000	89,883	19	6.7%



Source: [Glen Eira Open Space Strategy Refresh 2020](#)

Trees and Footpaths

As part of the Federal Government Local Roads and *Community Infrastructure Funding Program*, Council was successful in securing \$500,000 towards a project aimed at improving the condition of our footpaths on higher pedestrian-use streets. Highlighting the commitment toward providing safe and accessible walking environments. Council has also committed \$200,000 to this project.

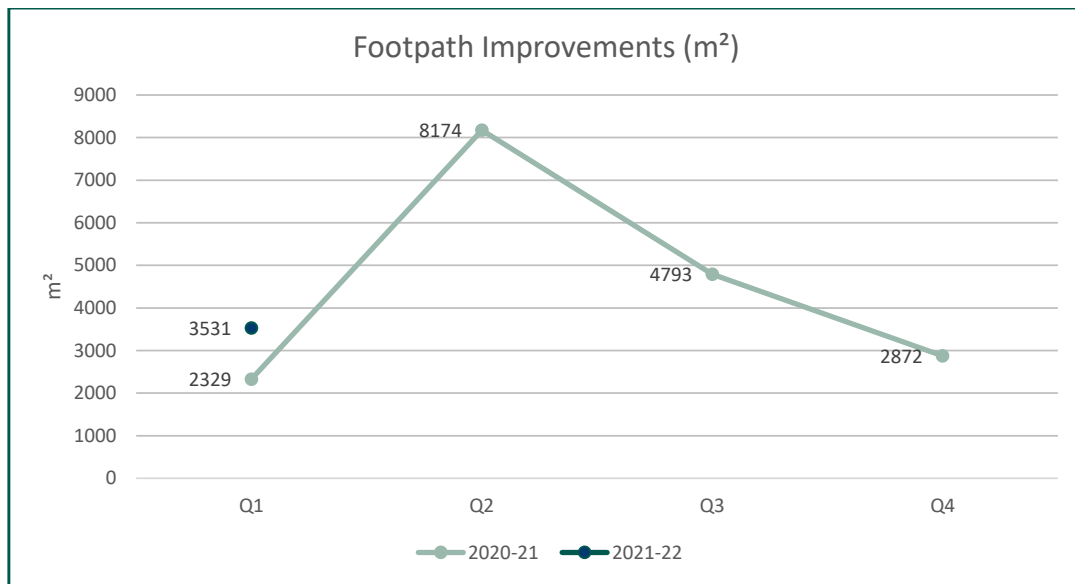
The *Great Walking Streets* Project aims to identify and remove footpath hazards on our most used streets, with a view to further encourage outdoor exercise and provide a means of improving both physical and mental health. We have replaced 4,801 square metres of footpath to date as part of the project.

The following locations have been completed:

- Patterson Road, Bentleigh between Nepean Highway and Jasper Road
- McKinnon Road, McKinnon between Thomas Street and Tucker Road
- Koornang Road, Carnegie between Dandenong Road and North Road
- Glenhuntly Road, Caulfield South and Carnegie between Bambra Road and Truganini Road
- Tucker Road, Ormond and Bentleigh between North Road and Centre Road and
- Neerim Road, Murrumbeena between Murrumbeena Road and Poath Road.



Council has recently engaged with the community on the new footpaths program, with strong support for Baylon Street (Bentleigh), Lyons Street (Bentleigh East), Park View Drive (Carnegie) and Dromana Avenue (Bentleigh). These streets will undergo design in the coming months, prior to works beginning in early 2022.

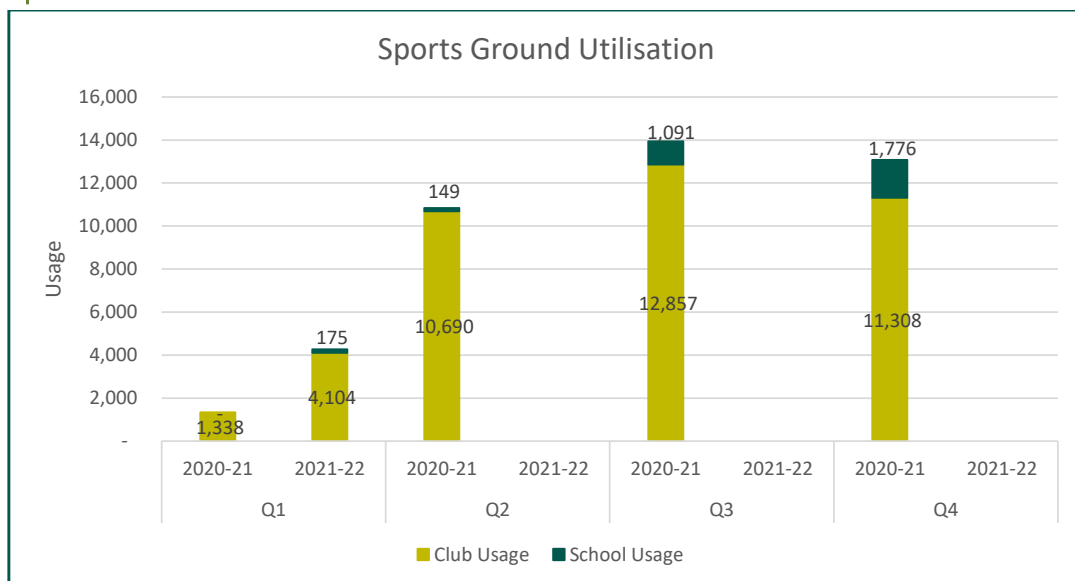


Comment: Progress on the tree planting program for the quarter saw 567 trees fewer than the target due to a shortage of suitable planting sites. The shortfall in the number of street trees planted will be addressed in the fourth quarter.



Comment: The tree removal trend is less than average as a result of the positive impact of the pruning program.

Sports Ground Utilisation



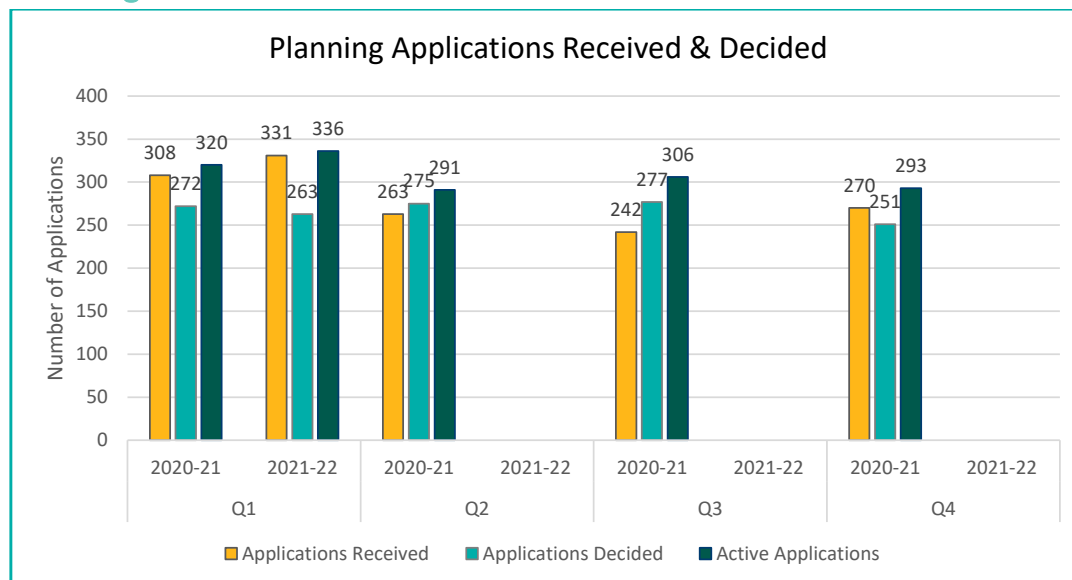
Comment: Sports grounds utilisation for the period was impacted by COVID-19 restrictions, with community sport only permitted from 1 – 15 July and 28 July – 4 August 2021.

THEME THREE:

A LIVEABLE AND WELL
PLANNED CITY

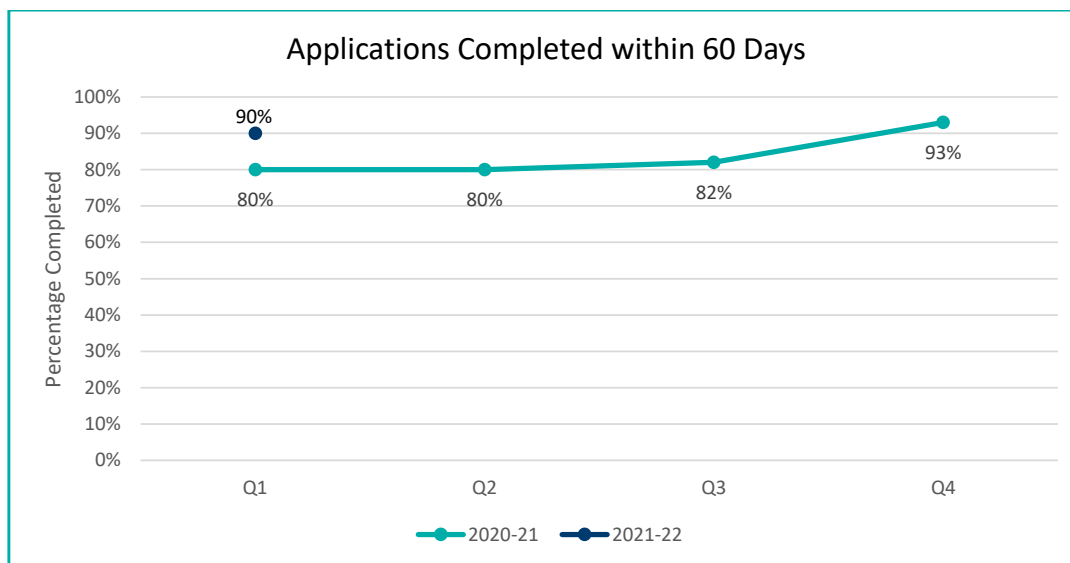
Our planning aims to balance population growth with enhancing the unique character and heritage of our City.

Planning



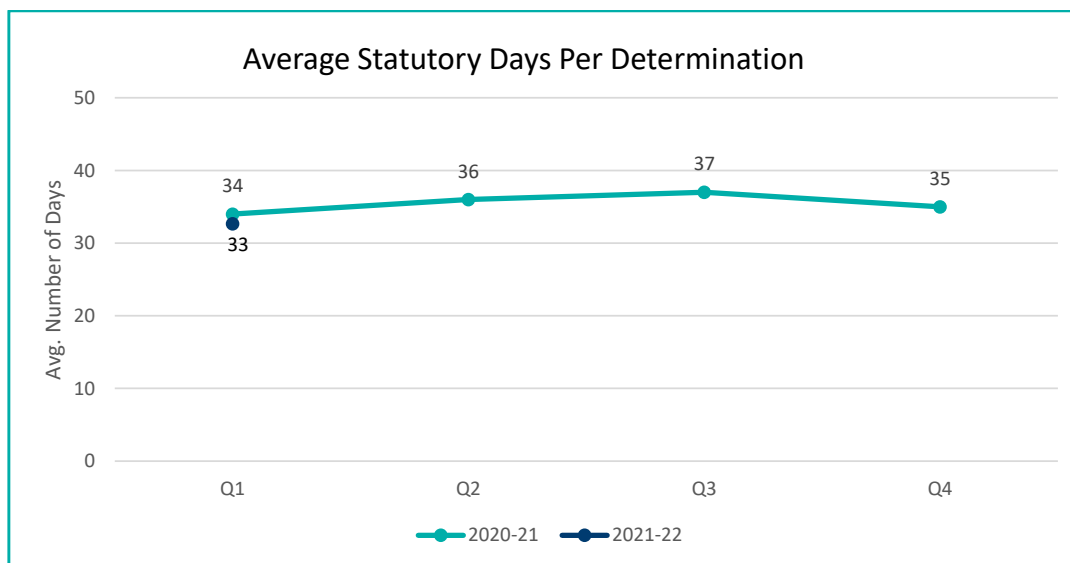
Comment: There has been a 22 per cent increase in the number of applications received this quarter, while maintaining a generally consistent output in decisions. A higher number of applications is typically received in the first quarter of the financial year. This is attributed to people wanting to obtain permits to commence developments during the warmer months. While there has been an increase in the number of active applications, based on previous years, this will balance out over the coming months. It is important to note that other indicators remain positive such as percentage of applications within timeframes and average days to process an application.

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.

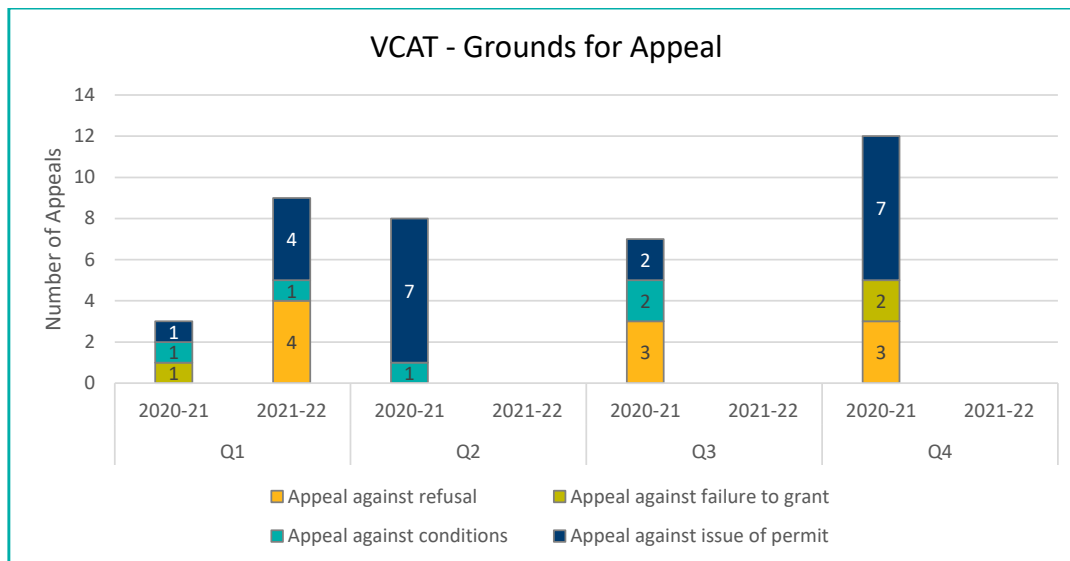


Comment: On average 90 per cent of applications have been determined within the statutory timeframe for this quarter. There has been a material increase in the statutory timeframes compared to the previous quarters.

In comparison to other Metropolitan Councils, Glen Eira is still one of the top performing councils within the State for the percentage of decisions made within statutory timeframes.



Comment: The average number of days to decide a planning application remains below the State and Metropolitan averages. Glen Eira Council is one of the best performing metropolitan Councils in relation to the timeliness of decision making.



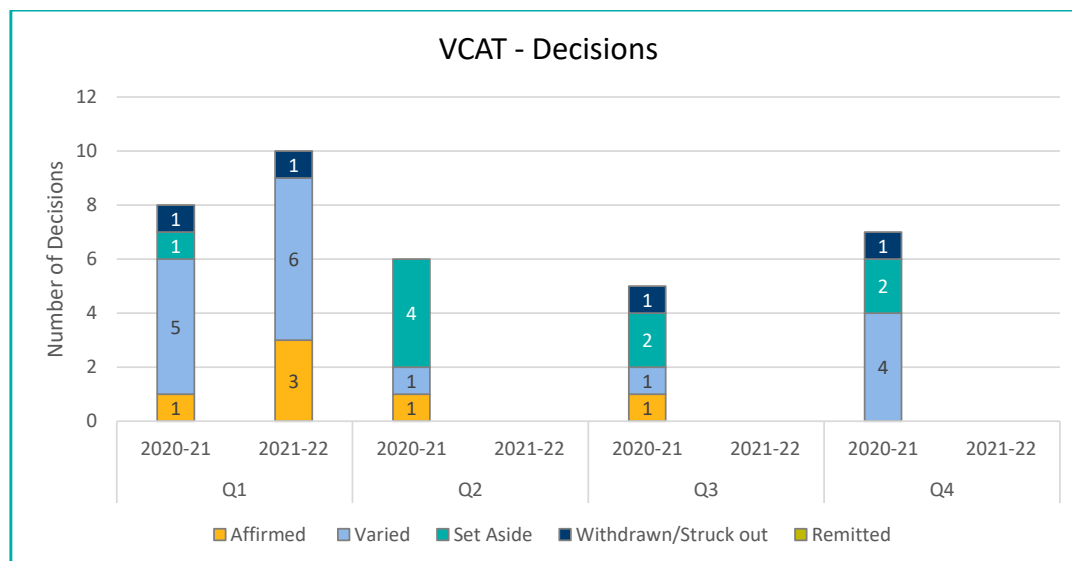
Comment: Nine appeals were lodged this quarter, which continues to be low for a metropolitan Council. Performance is consistent across the different appeal types (ie. applicant appeals against refusal and objector appeals against approval).

VCAT Appeal against refusal - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by the applicant against the refusal by the Responsible Authority to issue a permit

VCAT Appeal against failure to grant - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by the applicant following the expiration the 60 day time period without a determination by the Responsible Authority

VCAT Appeal against conditions - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by the applicant against conditions applied by the Responsible Authority pursuant to the issue of a permit

VCAT Appeal against issue of permit - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by a stakeholder against the issue of a permit by the Responsible Authority



Comment: The number of VCAT decisions remains low, noting that VCAT decisions were all either affirmed or varied.

VCAT Decisions Affirmed - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been determined by VCAT as affirming the original Responsible Authority determination

VCAT Decisions Remitted - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and VCAT have remitted the application back to the Responsible Authority for further consideration

VCAT Decisions Set aside - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been determined by VCAT as setting aside the original Responsible Authority determination, and issuing its own.

VCAT Decisions Withdrawn/Struck out - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have either been withdrawn by the applicant, or have been struck out by VCAT

VCAT Decisions Varied - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been determined by VCAT as varying the original Responsible Authority determination

THEME FOUR:

A GREEN AND SUSTAINABLE COMMUNITY



Our actions and priorities aim to protect our community from the worst impacts of climate change.

Urban Forest Strategy

Our *Urban Forest Strategy* was adopted by Council at the end of June 2021, providing a clear and pragmatic plan which aims to reverse the current trajectory of canopy loss across Glen Eira. The Strategy aims to tackle the problem of reconciling the growing population and development with urban greening and canopy cover. The ultimate aim is that through the collective actions of Council, the community, State Government and other agencies we can increase the municipal tree canopy cover from 12.5 per cent to 22 per cent by 2040.



Image 1: Tree canopy cover per mesh block for the LGA of Glen Eira. Source: *Vegetation_Cover_2018*, Spatial Datamart, DELWP, 2020.

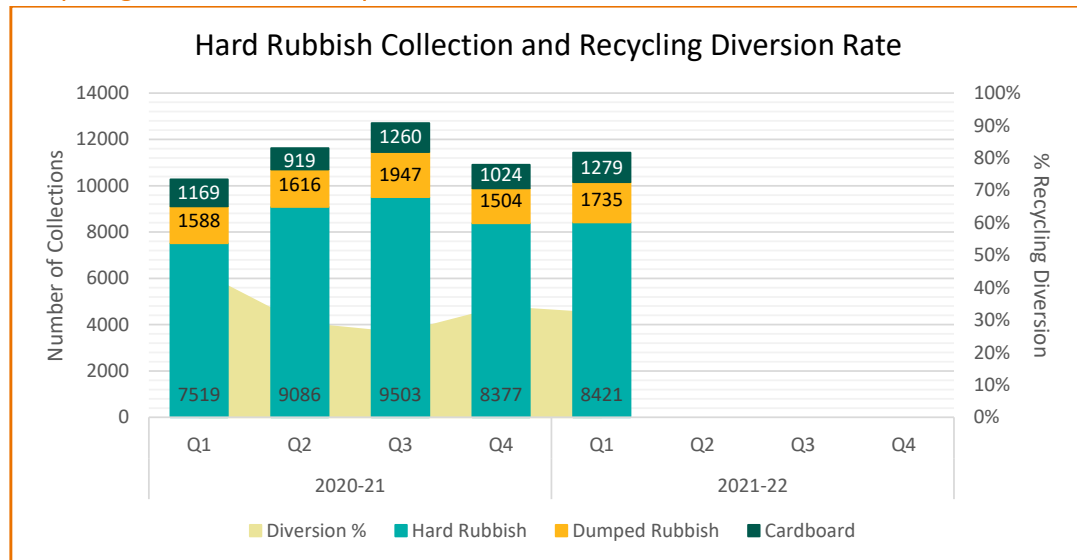
There are many areas across Glen Eira that record a tree canopy cover of 10 per cent or less (shown in lightest green colour). Bentleigh East and Bentleigh have the greatest proportions of land with low tree canopy cover. The dark green block in Elsternwick is the well-treed Rippon Lea Estate and the linear area of higher tree canopy cover in Murrumbeena is Boyd Park and the Outer Circle Linear Railway Park.

Source: <https://www.gleneira.vic.gov.au/media/9301/glen-eira-urban-forest-strategy.pdf>

Classified Tree Register

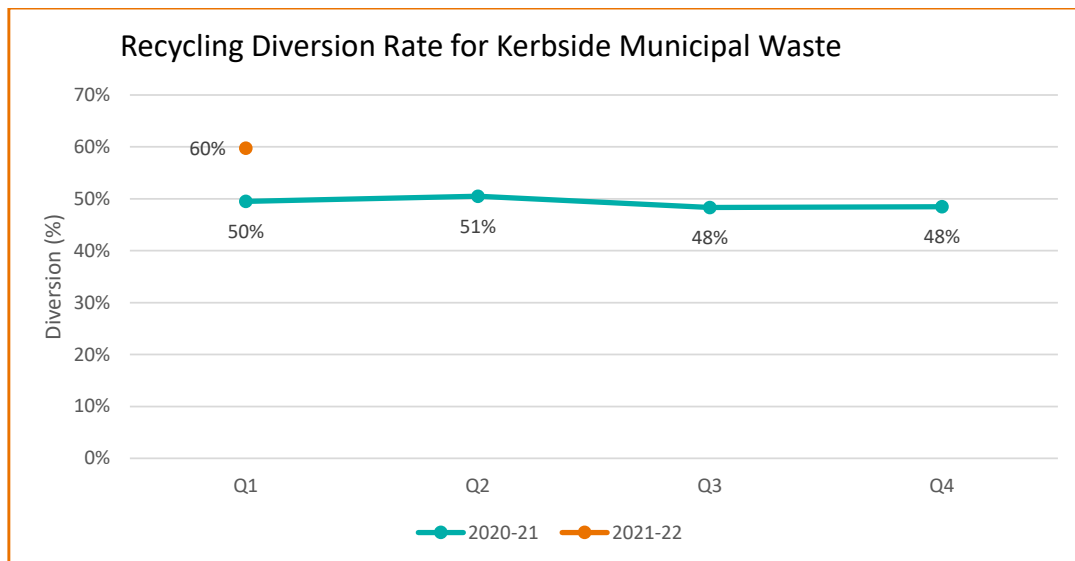
Council received 58 applications for our [classified tree register](#) in the opening period. These submissions will be assessed based around the 'categories of significance' – the [National Trust of Australia's criteria](#) for identification and classification of trees. Examples within Glen Eira can be found [here](#).

Recycling and Sustainability



Comment: As people stayed at home due to the COVID-19 restrictions, the number of hard rubbish collections increased compared to the same time last year.

The recycling rate for hard rubbish dipped slightly to 32 per cent compared to 34 per cent the previous quarter. This is a result of an increase in the weight in landfill and a drop in weight of the materials that were recycled.



Comment: The kerbside recycling rate significantly increased compared to the same quarter, last year. Food and organic tonnes collected increased during August and September, due to the change to the weekly collection service. Waste sent to landfill decreased by around 25 per cent compared with the same time last year.

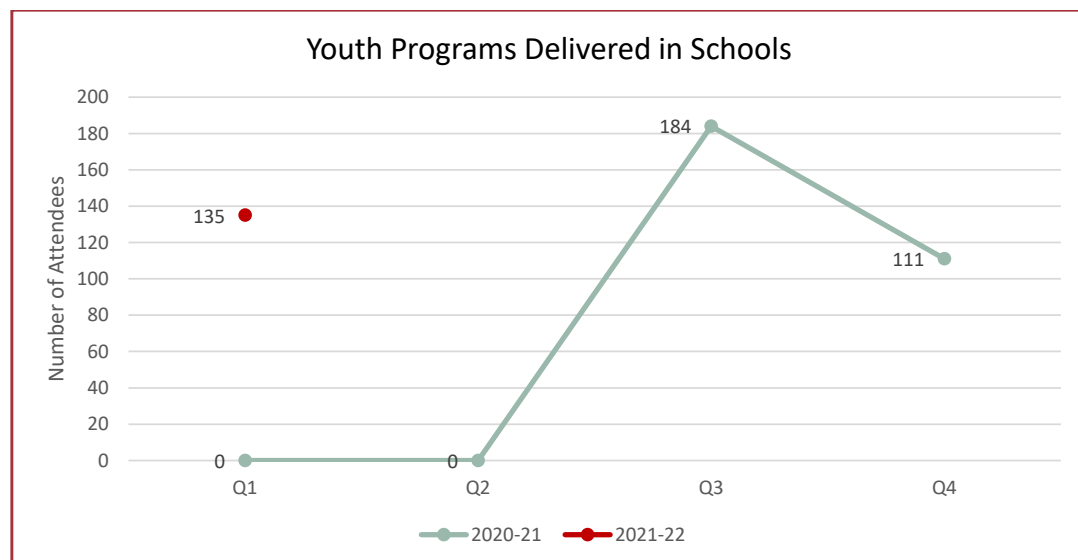
THEME FIVE:

A HEALTHY, INCLUSIVE AND RESILIENT COMMUNITY

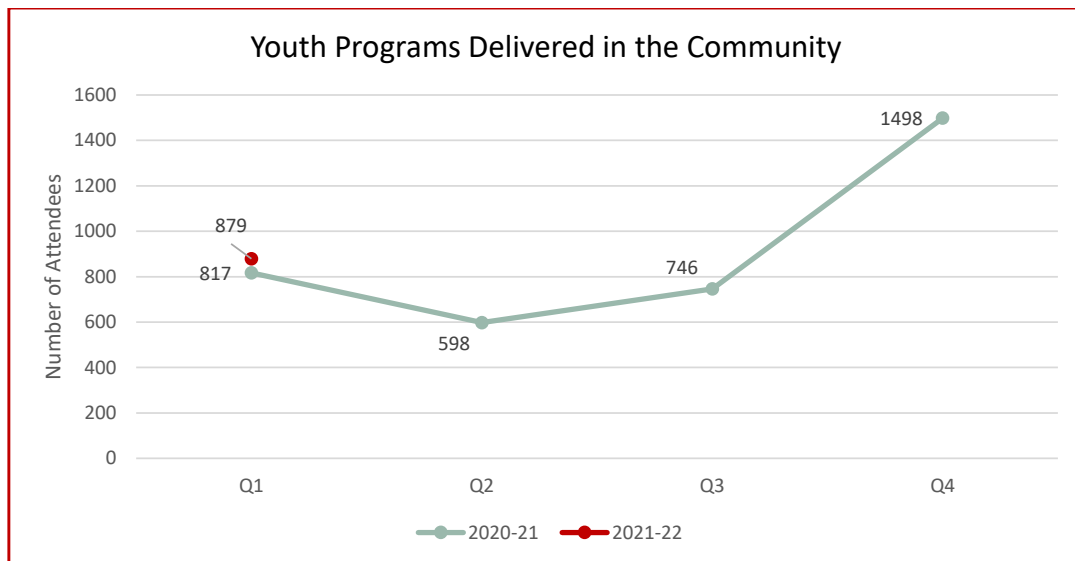


We support our residents to be healthy, strong and resilient and will embrace and celebrate our diverse community.

Youth



Comment: An information session on the Teen Mental Health First Aid Program was conducted at Bentleigh Secondary School for all Year 10 students. Face-to-face programming for schools was postponed due to COVID-19 restrictions. Youth Services Pride in schools also supported the celebration of 'Wear it Purple Day' by providing prizes for the school to use within their special programming to celebrate the day.



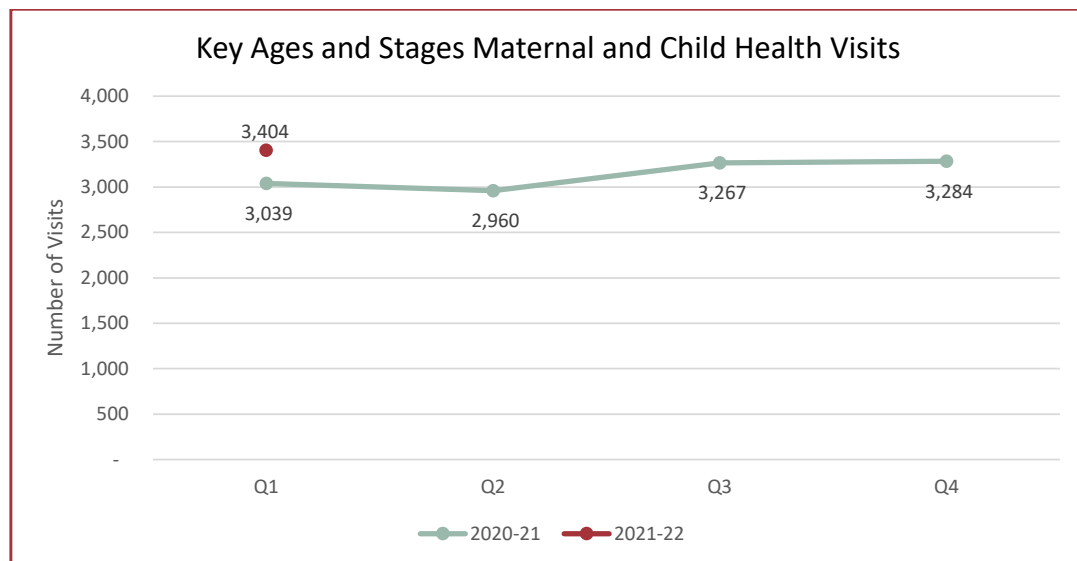
Comment: The Winter School Holiday Program ran to a limited capacity due to COVID-19 restrictions, with sessions including both online and face-to-face activities. Community based programs operated online and returned face-to-face with limited capacity. Youth Services reverted back to online programming for community-based programs. Youth Services facilitated an online parent information night in partnership with the Cyber Safety Project. New programs were launched to support casual participation in youth services by young people, such as the Living and Life Skills Series and the drop-in sessions.

Public Health



Comment: The number of failed inspections increased compared to the same time last year; however, the number of failed inspections remains low overall. The state of disaster declared in August 2020 and associated restrictions on businesses attributed to the lower total number of inspections completed and failed inspections identified during Quarter 1 last year.

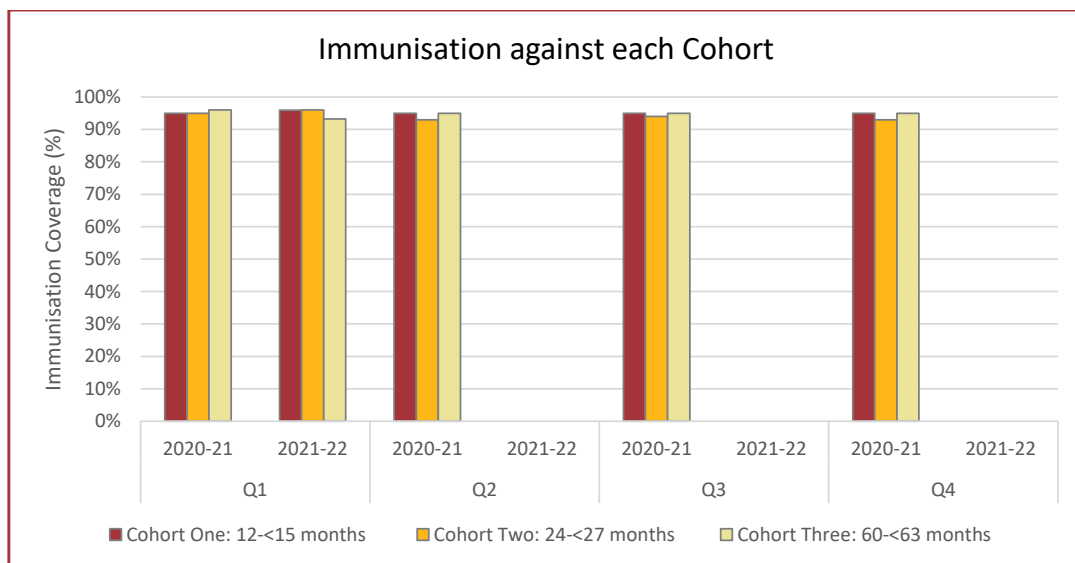
Children's Services



Comment: Throughout the COVID-19 pandemic, Council's Maternal and Child Health (MCH) Service offered a flexible service and conducted the Key Ages and Stages (KAS) consultations via telehealth and face-to-face appointments. To comply with COVID-19 restrictions and Victorian Department of Health requirements all children, with a priority placed on vulnerable children, children aged 0-8 weeks and their parents/carers received all required Key Age and Stage appointments. Additionally, all clients enrolled in the Enhanced Maternal and Child Health Service, who identify as Aboriginal or Torres Strait Islander or who were identified as vulnerable received face-to-face consults and/or home visits.

The increase in Council's MCH Service and KAS participation was due to:

- MCH Services continuing to engage with all families and offer flexible and engaging services all throughout 2021
- Staff not taking leave as this allowed for more capacity for KAS appointments to be offered
- Continuation of MCH Service resulted in less disruption to client's appointments and rescheduling/cancelling of appointments
- Limited capacity of other Community Services being open for face-to-face consultations for families, families seeking support from MCH Service



Comment: The immunisation coverage for the program delivered by Glen Eira City Council in accordance with the National Immunisation Program is separated under three age groups:

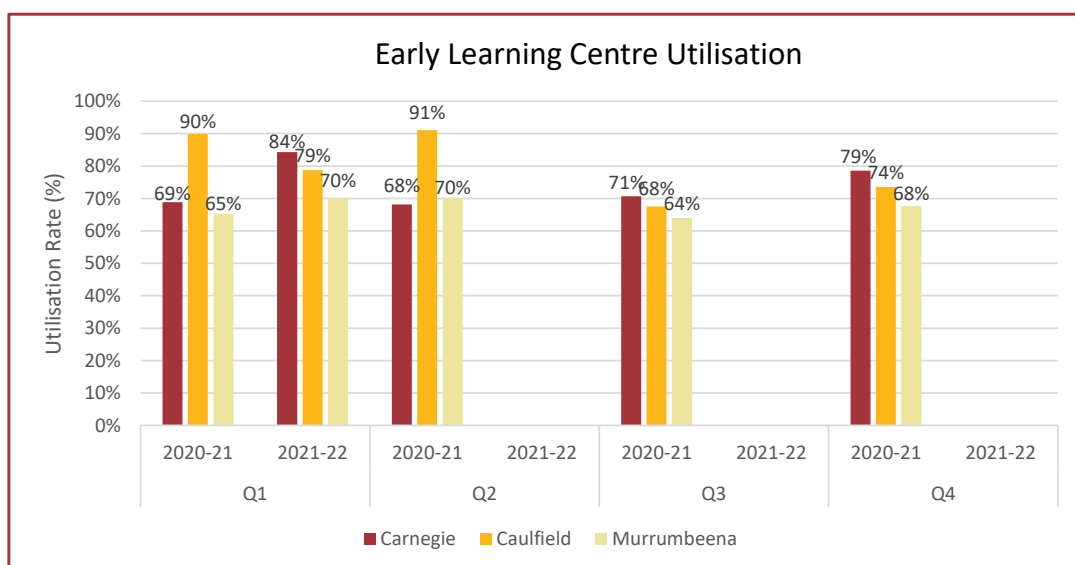
Cohort 1: 12-<15 months

Cohort 2: 24-<27 months

Cohort 3: 60-<63 months

Community immunisation sessions remained operational throughout the COVID-19 restrictions. Walk-in sessions were available until September 2021 and online bookings were introduced in October 2021. Promotion of immunisation sessions and the importance of keeping up to date with the vaccination schedule occurred through social media, Glen Eira News and Council's Maternal and Child Health Service.

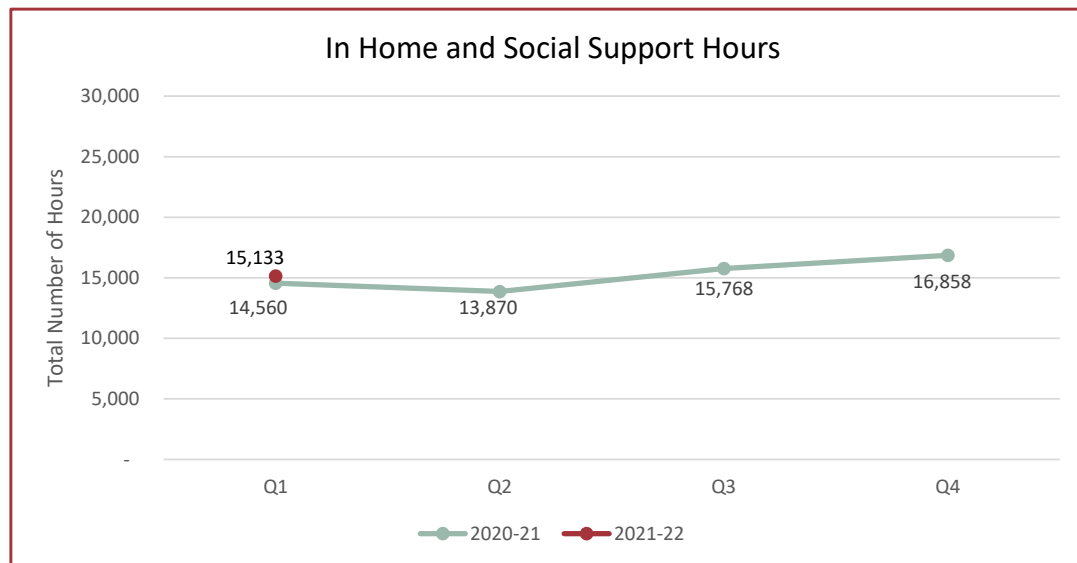
Quarterly immunisation data from the Victorian Government demonstrates that immunisation rates have fluctuated during 2020-2021 and 2021-2022 due to the impact of COVID-19 particularly in Quarter 1 of Cohort 3 group of 2021-2022, however other groups have displayed good vaccination rates for all cohorts.



Comment: The average enrolment for the Early Learning Services across the period was approximately 78 per cent. COVID-19 restrictions delayed the commencement of early learning for new families as only children of parents with Authorised Worker Permits were allowed to attend.

The easing of restrictions in September saw an increase in new enrolments and current children attended more frequently.

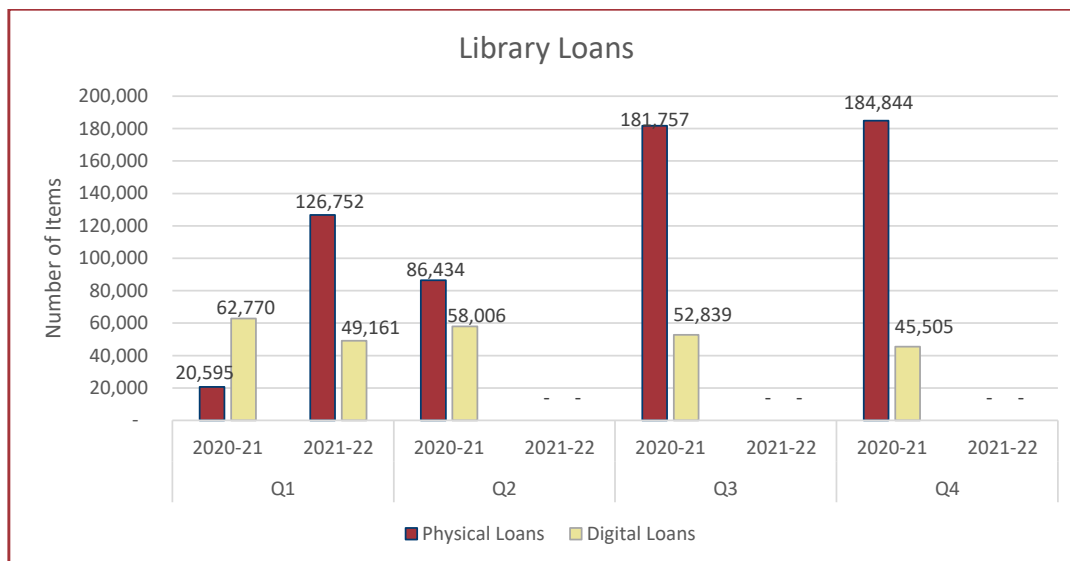
In Home Support



Comment: COVID-19 continues to impact on services being cancelled due to fear, exposure sites, isolation and illness. Year on year analysis shows that:

- During the period, there was an increase of 1,000 hours in providing social support to groups compared to this time last year and transport services were up 290 trips.
- However, social support to individuals dropped by 304 hours and domestic assistance was down by 512 hours due to the impacts of COVID-19 and the lockdowns.
- Personal care: providing companionship to residents, increased by 284 hours due to the pandemic.
- The 'Home maintenance' service was up 243 hours. The increase in home maintenance and home modifications reflect the changing needs of residents as they "age in place" at home and modifications required to "stay at home longer."
- Delivered meals were down by 1,500 units compared to this time last year.

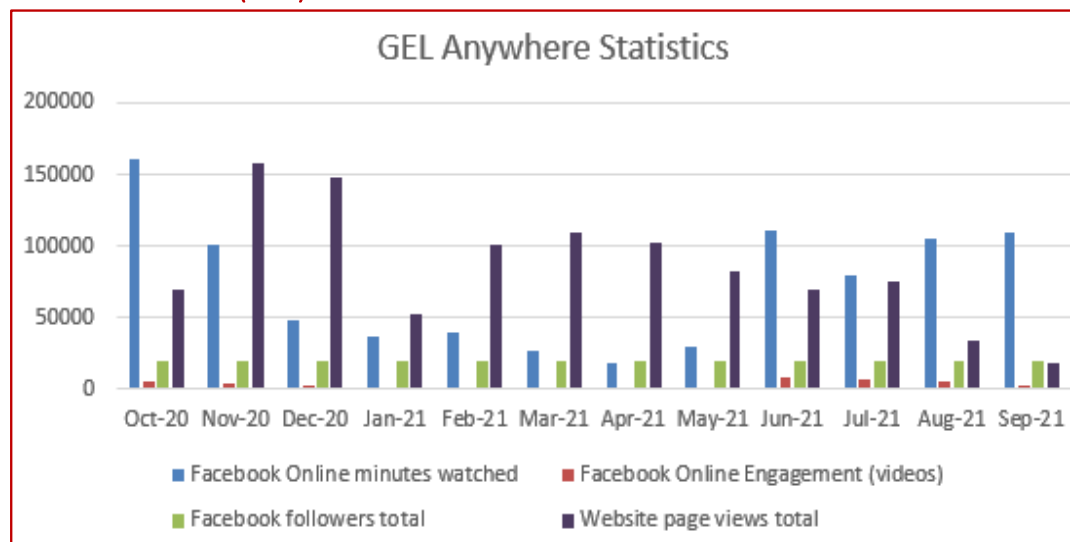
Libraries



Comment: Loans of digital items such as eBooks and eAudio books reduced in comparison to Quarter 1 last year, this is due to increased opportunities to borrow physical library items in between lockdowns.

Loans of physical library items were significantly greater compared to last year due to increased opportunities for borrowing in between lockdowns.

Glen Eira Leisure (GEL)



Community events – Arts and Culture

While the gallery remained closed to the public during the last quarter, Council offered several online events as part of our normal programming and Glen Eira@Home calendar including:

An online Artist floor talk featuring Tony Scott and Simon Lloyd

We were joined by local artists Simon Lloyd and Tony Scott for an engaging online conversation with Council's Curator Diane Soumilas about their creative practice, careers and the works to be featured in their upcoming exhibitions in the Council's Gallery.

Colour the world with Tiptoe Giants sessions

We took time to Colour the World! Open our eyes, ears, heart and minds on a rainbow, musical adventure with Tiptoe Giants.

Draw a mandala

We observed patterns in nature while enjoying a walk. Drawing online, making with nature objects or colouring one in.

Chloe James Sunday session throwback

We enjoyed her Sunday session set including a mix of covers and originals, performed with her sister, Grace.

The Glen Eira@Home program is updated weekly and includes activities that are available at any time as well as special live events. All events and activities are free however booking is essential for the live events.

You can view the current offerings here:

- **Glen Eira@Home live events**
- **Glen Eira@Home activities for youth**
- **Glen Eira@Home events and activities for parents and carers**
- **Glen Eira@Home any time activities**

Community Engagement Update

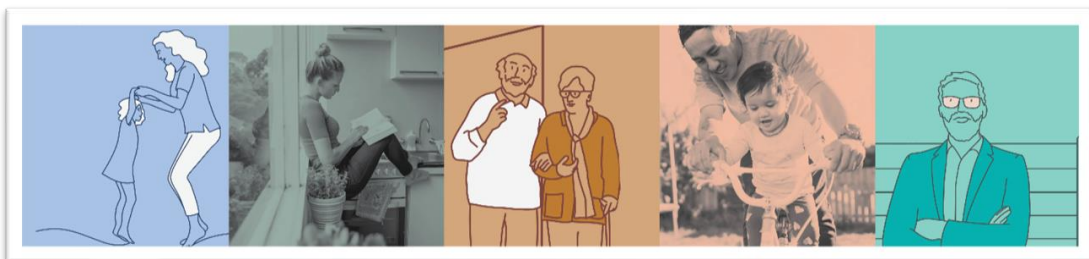
We are committed to engaging on matters that involve:	Consultations conducted	Responses Received
Significant change to services and facilities	1	147
A change in strategic direction	4	2,362
Changes to existing amenity or character of an area	2	650
Considerable budget implications	0	0
Controversial or sensitive matter	0	0
Key emerging issue	2	242

Overview



Help us create a Healthy, Connected and Thriving Glen Eira (Council Plan 2021-2025 and Community Wellbeing Plan 2021-2025)

Council prepared a draft four-year Council Plan 2021-2025 and Community Wellbeing Plan 2021-2025 to guide the initiatives, priorities and projects that Council will focus on over the next four years. The draft Plans describe how Council will contribute to the principles established by the community in the Glen Eira 2040 Community Vision.



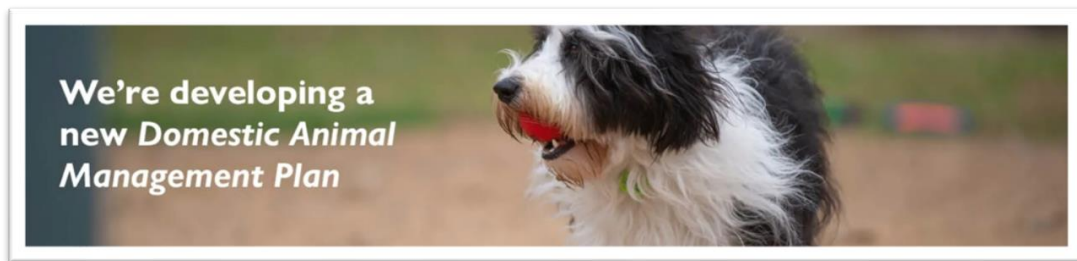
Our Housing, Our Future: New Housing Strategy for Glen Eira

Work is underway on the draft Housing Strategy, which will consider how Council can address a range of housing challenges over coming decades. Council is reviewing research and community engagement to date. Council will consider releasing a draft Housing Strategy for further community engagement in early 2022.



Proposed Smoke-Free Zones

Following the adoption of a smoke-free outdoor policy and implementation of zones in Elsternwick, Carnegie and Bentleigh in 2020, Council sought feedback on proposed smoke-free zone boundaries at various shopping strips across Glen Eira. Now more than ever, we need our public spaces to be healthy, to ensure people feel welcome and invited to shop, walk, browse and socialise safely.



Domestic Animal Management Plan 2022-2026

The draft Domestic Animal Management Plan (DAMP) was developed after a community and stakeholder engagement phase where Council received more than 2,000 community survey responses. The draft Plan will be exhibited in October before being considered for adoption at a Council meeting in November.



Community Safety Plan 2022-2026

Council sought community insights to determine how it could support a safe, healthy and inclusive community for everyone. Feedback is informing the development of the new Community Safety Plan 2022-2026.



Mackie Road Reserve Masterplan

Council wanted to know what community members liked, disliked, or would like to see at Mackie Road Reserve in the future. This phase of community engagement is helping to inform the Mackie Road Reserve Masterplan, to guide future investment and development at the site.



Packer Park Playground

Packer Park playground in Carnegie is getting an upgrade and Council sought input from the community about what it would like to see there. Feedback is informing the development of a concept design that will later go back to the community for more feedback.



Smart Cities Roadmap

Council is exploring how it can use smart technology to support better outcomes for the community. A smart city roadmap promotes the use of digital technologies to create a more liveable, sustainable, connected and productive city.



Community Voice August survey

The August survey included the following topics:

- Community confidence and feelings of safety - to better understand the community feels about safety and identify priorities to shape the Community Safety Plan 2022-2026.
- The Domestic Animal Management Plan - to gain ideas about how Council can help improve the co-existence of pets, pet and non-pet owners and inform Council's next plan.
- Our Housing, Our Future - to gain insights on the topic and test what we have heard from the community so far.

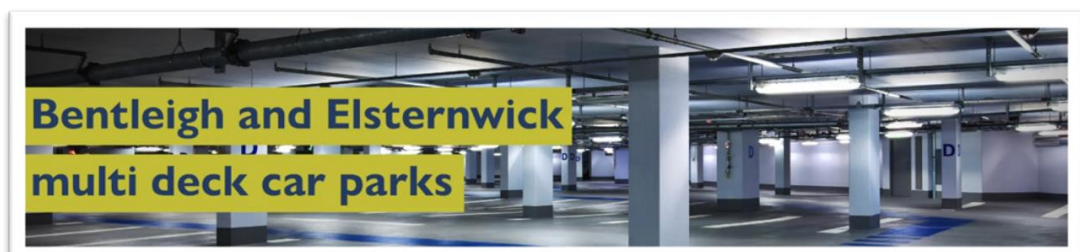
What did the Community tell us?

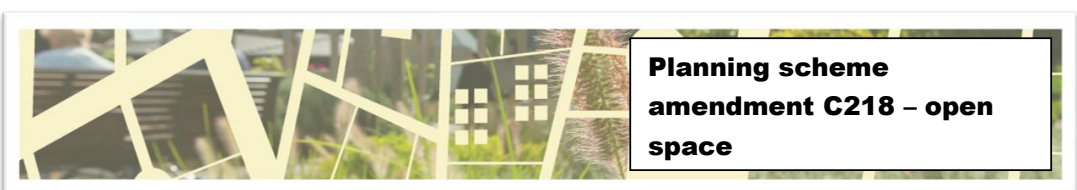
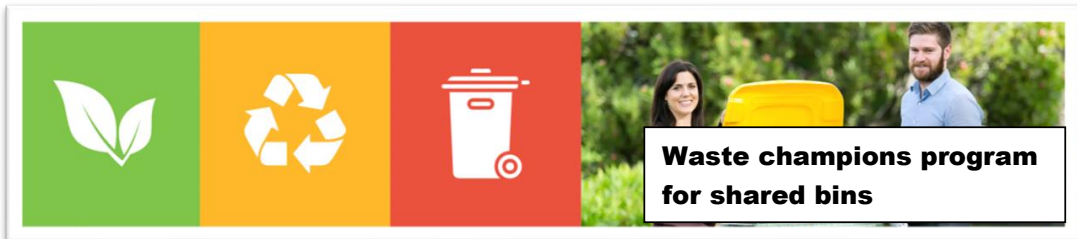
*"By not taking my mobile phone with me on walks makes me feel vulnerable in the event that I need help or need to call for help.
(Community Safety Plan / Community Voice August survey)*

"There needs to a blitz type operation to reinforce on-lead areas in parks as well as the rules around playgrounds. Once word gets out that council is checking it should discourage dogs being off lead where they shouldn't be" (Domestic Animal Management Plan / Community Voice August survey)

"Development should be kept within walking distance of public transport, i think train stations are the optimum of this but trams are a close second. I want to say walking distance is around 5km. I would like to see development focused to with 5km of train/ tram stations" (Our Housing, Our Future: A New Housing Strategy for Glen Eira / Community Voice August survey)

Upcoming Projects in the next Quarter





- *Community Voice Survey October*
- *Community Voice Survey November*

Glen Eira Community Voice



Want to be part of a group of Glen Eira residents that provides regular feedback to Council about key projects and issues? Community Voice is your opportunity to have ongoing, regular input into Council decision-making.

Register your interest here: <https://www.haveyoursaygleneira.com.au/communityvoice>



8.9 FEES AND CHARGES - LEASING AND LICENSING

Author: Jeanette Blackwood, Property Consultant

Trim No: 21/1314072

Attachments: 1. Moorleigh Rentals [↓](#)

EXECUTIVE SUMMARY

Council's Leasing and Licensing Policy was endorsed by Council in 2019.

One of the actions of the Policy proposed a review of the rental fees and charges associated with the occupation of council buildings under a lease or licence.

At present there are a variety of rental fees and charges in place, and a review was required to develop a consistent, transparent and fair method of charging. Unfortunately, in applying a consistent approach, some tenants would incur a higher charge as they have not been previously charged for using Council's facilities.

RECOMMENDATION

That Council:

1. resolves to set a minimum rental for Group 1 and Group 2 community tenants, as defined in Council's Leasing and Licensing Policy 2019 as follows:
 - a) when a new or further lease or licence commences following 1 July 2022, an annual rental commencing at \$104.00 per annum plus GST, which will thereafter increase annually by CPI.
2. resolves to set a minimum rental and include fees and charges for Group 1 and Group 2 community tenants, as defined in Council's Leasing and Licensing Policy 2019, occupying Council owned and operated premises at Moorleigh Community Village, as follows:
 - a) when a new or further lease or licence commences following 1 July 2022, an annual rental commencing at \$104.00 per annum plus GST, which will thereafter increase annually by CPI
 - b) when a new or further lease or licence commences following 1 July 2022, pass on a proportion of utility charges to lease and licence holders based upon the area of occupation; and
 - c) when a new or further lease or licence commences following 1 July 2022, pass on 20% of maintenance and insurance costs to lease and licence holders at Moorleigh based upon the area of occupation
3. notes that
 - a) if the implementation of a fixed rental together with the fees and charges outlined above financially benefits a tenant, the new rental and fees and charges will apply immediately; and
 - b) subject to 3 a) above, the changes noted in Recommendation 2 above, will not occur during the period of a current lease or licence (or as outlined in Table 4), including the Option to renew, and will only be implemented when new or existing tenants enter into a lease or licence for new or continued occupation of Council owned premises.

BACKGROUND

A review of fees and charges for leases and licences is the second phase of the review process following the adoption of Council's Leasing and Licensing Policy (Policy). The first phase was the review of our venue hire facilities (i.e. town hall auditorium, etc) which was completed in 2020.

The Policy established 3 categories of tenants as follows:

Table 1

Category	Type	Group	Description
1	Community Tenant	Community groups	Not for profit community organisations, such as toy libraries, historical societies, kindergartens and sporting clubs.
2	Community Tenant	Community ground lease	Tenants who have constructed a building on Council land and have an ongoing maintenance and capital replacement responsibility.
3	Commercial Tenant	Commercial entity	Commercial entities using Council Facilities for commercial gain.

The Policy provides that:

'4.1.11 'Council will establish charges for the leasing and/or licencing of Council Facilities for Category 1 and 2 tenants

and

'4.1.13 Subject to the application of the Retail Leases Act 2003 (Vic), all outgoings for services, and costs incurred by Council administering a lease will be passed on to the tenant.'

A Victorian Auditor General Office (VAGO) review noted that Councils generally *'are not basing their fees and charges on any clear understanding of these costs, or of the other societal, economic and legal factors that must be considered when establishing prices for community services'*.

Furthermore, the VAGO report into Fraud and Corruption Control in 2018 stated:

'Most Council's know they may face longer term viability risks as a result of rate capping, but many don't yet understand how to respond to this risk. The first step councils must take is to understand the nature of all the services they provide.'

Taking these reports into account, it is important that when establishing rentals and outgoings charges for all community tenants, Council should be mindful of the cost of running and maintaining facilities and the foregone market rental.

ISSUES AND DISCUSSION

It is proposed that Category 1 and 2 tenants all pay a peppercorn rental of \$104.00 plus GST per annum. This will be increased annually by CPI.

When Council's biennial Land and Building revaluations are carried out, we also report on the achievable market rental of each property. In future years this will be used as a basis for identifying the subsidy being offered to all tenants.

The Community tenants are summarised below (Table 2), with existing rentals and proposed rentals as follows:

Table 2

Category 1 Tenants

Tenant type	Number of tenants	Current annual rental charge (excl GST)	Proposed
Community	10	\$104	\$104
Kindergartens	11	\$104	\$104
Scouts/Guides	11	\$104	\$104
Moorleigh tenants	12	Vary between \$1 - \$5,400	Discussed below

Category 2 Tenants

Tenant type	Number of tenants	Current annual rental charge (excl GST)	Proposed
Bowling clubs	6	\$1.00*	\$104
Tennis Clubs	14	\$1.00	\$104
Croquet Club	1	\$1.00	\$104

* Benthleigh Bowls club pay \$104, but also licence land back to Council for \$104

Category 3 tenants (commercial tenants) will be determined by a market tested process, or subject to a market rental valuation prepared by a valuer.

Community Tenants (excluding Moorleigh Community Village Tenants)

Council tenants with exclusive occupation, such as bowls, croquet, tennis, scouts, guides, kindergartens and some community groups are responsible for all outgoings such as utilities, waste management, cleaning and day to day maintenance. In the case of those tenants with a ground lease¹ they are also responsible for all building and capital works. In all cases, these tenants pay building insurance or reimburse the premium to Council. It is not proposed to alter these arrangements.

Moorleigh Community Village Tenants

The community tenants at Moorleigh Community Village (Moorleigh) are treated inconsistently, both within Moorleigh itself and when compared to other community tenants occupying other Council facilities. This is apparent when comparing the various fees and charges between the Moorleigh tenants and to community groups occupying other facilities.

Seven (7) tenants at Moorleigh are on a lease or licence and contribute towards outgoings (i.e. utilities, maintenance, etc) and pay a rental based upon a model that was created many years ago and was calculated on the amount of space occupied. This fee has remained static since 2004 and no longer has any direct relationship to the costs incurred or the area occupied.

¹ A ground lease is an agreement in which a tenant is permitted to develop a piece of property during the [lease](#) period, after which the land and all improvements are turned over to the property owner i.e. Council. this includes Bowls, Croquet, Tennis, Scout and Guide groups on Council land

Four (4) Moorleigh tenants pay a variety of peppercorn rentals which have largely been determined individually, depending on the drivers of that tenancy.

This includes:

- SES
- MiCare
- Bentmoor Community Shed
- East Bentleigh Community Garden

(Please Note: The Senior citizens groups do not hold a lease or licence and have a standalone allocation arrangement. They have not been considered as part of this proposal and have not been considered in the budget calculations.)

As Moorleigh tenants currently do not directly contribute to maintenance, cleaning, insurance and waste management it is proposed that the approach to fees for these tenants be updated to create a model that provides consistency and transparency across our leasing portfolio.

It is proposed that a fee will be structured to include:

1. Peppercorn rental of \$104.00 plus GST per annum, increasing by CPI annually;
2. A proportion of the utility costs based upon the area of the building they occupy; and
3. A proportion of the maintenance and insurance costs based upon the area of the building they occupy.

Such an approach would also respond to the VAGO Report and provide a clear representation of the level of subsidy that is being provided to Moorleigh tenants.

A summary of the estimated total costs to Council, including building and grounds maintenance, insurance and outgoings for Moorleigh Community Village is as follows:

Table 3

Maintenance and Insurance Costs (per annum)		Utility Costs (per annum)	
Garden and surrounds	\$14,771	Electricity	\$17,300
Building insurance	\$9,441	Gas	\$45,000
Building maintenance	\$266,039	Water (estimated)	\$16,000
Total	\$290,251	Total	\$78,300
<i>Cost/m2 building area</i>	<i>\$70</i>	<i>Utilities/m2</i>	<i>\$19</i>

The cost of all ongoing cleaning of common areas and all building maintenance is covered by Council.

Attachment 1 shows the effect of applying a uniform charge for utilities and a fee equal to 20% of the maintenance costs to each occupier (based on their area of occupation), with a comparison against what they currently pay. An annual rental of \$104.00 plus GST would also be charged to each tenant in line with the other Category 1 Tenants.

(Please note: If total maintenance costs were passed on, this would result in very large increases for all tenants. Therefore, an 80% discount has been applied to outgoings for each tenant, and this would lead to a similar charge to that applied in previous years for seven of the tenants.)

Other options were investigated but it was considered that they didn't create an equitable charge compared to the other community tenants who currently carry out maintenance and pay all their utilities.

The proposed approach to fees would affect Moorleigh tenancies as they reach the end of their lease term and new agreements are prepared. Details of lease expiry dates are outlined below:

Table 4

Tenant	Lease commencement	Lease expiry, including Options	Transition to new charges
Caulfield and District Netball Association Inc	26 May 2021	25 May 2022	Immediately. Already paying utilities and services. 2022 – moving to DC Bricker pavilion
Bentmoor Community Men's Shed Inc	1 February 2021	31 January 2024	1 February 2024
East Bentleigh Village Garden Inc	1 July 2021	30 June 2023	1 July 2023
Glen Eira Cheltenham Art Group Inc	27 May 2021	26 May 2022	Immediately. Already paying utilities and services.
MiCare Ltd	1 July 2020	30 June 2025	1 July 2025
Moorabbin Area Toy Library Inc	27 May 2021	26 May 2022	Immediately. Already paying utilities and services.
Moorleigh Ceramic Co-op Ltd	23 July 2021	22 July 2022	Immediately. Already paying utilities and services.
SES	1 July 2019	30 July 2029	1 July 2023 – licence allows for payment of utilities and charges
Thalassaemia and Sick Cell Australia	12 March 2021	11 March 2022	1 July 2022. Already paying utilities and services.
U3A	27 May 2021	26 May 2022	Immediately. Already paying utilities and services.

It is proposed that because of the effects of COVID-19 and implications for tenants at Moorleigh, that substantial increases that result from the proposed approach will not be applied for a period of two years unless it financially benefits the tenant to do this earlier.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

There are no impacts to Our Climate Emergency Response strategy implications.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The existing income budget from rentals and outgoings for Moorleigh, excluding the senior citizens, is \$38,815 per annum.

The effect to Councils revenue based upon this proposal would be an increase from \$38,815 to \$47,535, an increase of \$8,720 per annum.

This has little effect on Council's overall income position but would provide a uniform charge-out method to tenants.

The most recent cost estimates associated with the operation of Moorleigh Community Village are approximately \$290,000 for maintenance and \$78,300 for utilities.

POLICY AND LEGISLATIVE IMPLICATIONS

The proposed approach of an annual rental charge of \$104.00 plus GST is in line with the Council Leasing and Licensing Policy as follows:

'4.1.11 Council will establish charges for the leasing and/or licencing of Council Facilities for Category 1 and 2 tenants

'4.1.13 Subject to the application of the Retail Leases Act 2003 (Vic), all outgoings for services, and costs incurred by Council administering a lease will be passed on to the tenant.'

COMMUNICATION AND ENGAGEMENT

Consultation has been carried out internally with Council's Community Development and Care team who manage the day to day operations at Moorleigh. They raised concerns that various tenants over the last two years have had reduced income and have been affected by COVID-19 restrictions (*although it is noted that Council waived all rental fees and charges for twelve months from 1 April 2020 to 31 March 2021 as part of our COVID-19 Response and Recovery Package*).

External consultation was also carried out with neighbouring SE suburban councils to understand how they approach fees and charges for community tenants. This showed that there is a mix of rentals charged, but mostly at a peppercorn rates and most are looking to increase these rentals each year. In addition, all benchmarked Councils pass on utility costs and building insurance costs.

LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services
We support our residents to be healthy, strong and resilient and will embrace and celebrate our diverse community

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The implementation of the proposed method for establishing fees and charges for Council leases and licences will create a consistent model that will ensure occupiers are treated equitably.

Attachment 1 - Annual Fees and Charges Proposal for Leases and Licences at Moorleigh

Community Group	Area	Utilities		Rent		Service Fee		Total costs including utilities		Difference
		Existing 2020-21	Proposed 2021-22	Existing 2020-21	Proposed 2021-22	Existing 2020-21	Proposed 2021-22*	Existing 2020-21	Proposed 2021-22*	
David House Fellowship Inc	86.73	\$1,494	\$1,629	\$743	\$104	\$0	\$1,208	\$2,237	\$2,941	\$704
Moorabbin Area Toy Library	123.3	\$4,175	\$2,316	\$2,161	\$104	\$0	\$1,717	\$6,335	\$4,137	-\$2,198
U3A Moorleigh	350.97	\$10,663	\$6,592	\$5,423	\$104	\$0	\$4,887	\$16,086	\$11,584	-\$4,502
Maternal Child & Health Centre										
Thalassaemia & Sickle Cell Aust	27.8	\$655	\$522	\$341	\$104	\$0	\$387	\$996	\$1,013	\$17
Bob Flavell Wing (Sth Wing)										
Cheltenham Art Group	103.68	\$2,542	\$1,947	\$1,284	\$104	\$0	\$1,444	\$3,826	\$3,495	-\$331
Moorleigh Ceramic Co-op	104.57	\$2,564	\$1,964	\$1,295	\$104	\$0	\$1,456	\$3,859	\$3,524	-\$335
Caulfield & District Netball	105.57	\$3,566	\$1,983	\$1,802	\$104	\$0	\$1,470	\$5,369	\$3,557	-\$1,812
Chris Koutoumas Wing (Nth Wing)										
MiCare/Community Services	298	\$0	\$5,597	\$1	\$104	\$0	\$4,150	\$1	\$9,851	\$9,850
Victorian SES#	158	\$0	\$2,968	\$1	\$104	\$0	\$0	\$1	\$3,072	\$3,071
External										
Bentmoore Comm Mens Shed	101	\$0	\$1,897	\$104	\$104	\$0	\$1,406	\$104	\$3,408	\$3,304
East Bentleigh Garden Group	26	\$0	\$488	\$1	\$104	\$0	\$362	\$1	\$954	\$953
Total		\$25,659	\$27,903	\$13,156			\$18,487	\$38,815	\$47,536	\$8,721

* total cost for 2021-22 assumes 80% discount of maintenance cost

service charge not passes on as detailed in report

8.10 DRAFT GLEN EIRA CITY COUNCIL SMART CITY ROADMAP

Author: Kellie Vise, Chief Transformation Officer

Trim No: 21/1324910

Attachments: 1. Draft Glen Eira Smart City Roadmap [↓](#)

EXECUTIVE SUMMARY

A *smart city* is defined as a city that applies digital technology, data and innovative practices to improve liveability, sustainability, collaboration and economic opportunities. Council recognises the enormous opportunities for our community presented by rapidly evolving digital technology, innovation, and data and growing expectations from our residents to become 'smarter' in the way these tools are used to improve services, deliver efficiencies and become more sustainable

Following consultation and engagement with the community, Councillors and stakeholders Council has developed a draft *Smart City Roadmap (Roadmap)*. The *Roadmap* will guide how Council maximises the benefits and manages the risks involved with these opportunities for the Glen Eira community.

The *Roadmap* will help Council get the best out of technology and deliver improved outcomes for the community. It will also signal to other stakeholders that Council is open to opportunities to partner, collaborate and lead innovation that maximises the benefits of smart city initiatives.

The community will be invited to provide feedback and comment on the draft *Roadmap* prior to its final adoption by Council in early 2022.

RECOMMENDATION

That Council endorses the draft Glen Eira Smart City Roadmap (Attachment 1 to this report) for the purposes of publishing it for community feedback from 17 January until 21 February 2022.

BACKGROUND

Over recent years, Glen Eira has undertaken a number of smart city programs and initiatives. While these have identified some of the potential benefits of smart cities and provided some valuable data, a more structured approach is required to ensure there is a shared vision, clear accountabilities, alignment to strategic objectives and a robust basis for future technology investment decisions.

Council is looking to leverage and scale its current smart city opportunities through developing a *Roadmap*. This *Roadmap* will provide Council, community, potential partners and investors with clear strategic directions to inform how smart and innovative initiatives will be progressed to enhance community outcomes

The *Roadmap* will help Council get the best out of technology and deliver improved outcomes for the Glen Eira community, while ensuring the associated risks are understood and mitigated. It will also signal to our community and stakeholders that Council is open to opportunities to partner, collaborate and lead innovation that maximises the benefits of smart city initiatives.

Council engaged with a broad range of community members and other stakeholders to understand the challenges, aspirations, opportunities and risks in relation to smart cities. This engagement included surveys and workshops with Councillors, staff, community members and a range of public and private sector organisations. The engagement process had a dual purpose – to build understanding, awareness, and excitement of smart cities in Glen Eira, as well as collecting insights into the challenges, opportunities, and priorities of Glen Eira Community priorities for a smart Glen Eira which emerged from this engagement have been incorporated into the *Smart City Roadmap*.

ISSUES AND DISCUSSION

The draft *Roadmap* provides a strategic framework to guide Council's approach to using data and digital technologies to improve infrastructure, services and operations. It has been developed in collaboration with the community and key stakeholders and provides a coordinated and prioritised approach to progressing Council's future agenda for integrating community-centred, digital technology and innovation into our operations, infrastructure and service delivery.

The *Roadmap* reflects community and stakeholder engagement along with the latest research and analysis and is aligned to the directions outlined in the *2040 Community Vision*, *Council Plan 2021-2025* and other key strategic documents. It acts as both an educational document and an enabling strategy and aims to ensure stakeholders feel informed and confident in Glen Eira's smart city direction.

The *Roadmap* showcases a number of current smart city initiatives and priorities and outlines how the future initiatives will align with existing strategies, projects, and policies of Council and with the broader regional and National policy agenda.

The *Roadmap* will support and enhance existing commitments and investments in smart city developments and assist with attracting new funding from both the Victorian and Federal governments for new initiatives. Attracting investment for smart projects requires a clear smart city 'brand'. Additionally, support for small business through innovation and digital literacy programs can further this culture of innovation, and better support a diverse and smart local economy

Smart City Vision and Principles

The *Roadmap* establishes a smart city vision, or long-term ambition to guide Council's activities and initiatives.

Glen Eira's smart city vision is *A future-ready, data and technology enabled Glen Eira*:

- Committed to climate action and making the most of our natural environment
- Powered by local innovation, skills and collaboration opportunities
- Focused on enhanced liveability, safety and mobility
- Informed by real-time data and proactive decision-making
- Dedicated to transparent and accountable action

The Vision is supported by a set of principles which underpin the approach that Council, community, partners, and investors will take to smart city activities in Glen Eira. All projects will align with the principles to coordinate their design and implementation in accordance with our community's expectations and priorities.

Draft Smart City Outcomes

The *Roadmap* outlines the outcomes, objectives and potential initiatives we will pursue, all aligned to Councils' broader strategic goals. The specific nature of these initiatives will be explored further as part of the detailed implementation planning process, and are summarised under the following key themes:

- Future community
- Future economy
- Future environment
- Future place
- Future mobility

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

Council has declared a climate emergency with a mandate of taking urgent and definitive action to mitigate the worst impacts of climate change. Using smart technology and systems can help Council to create a more resilient, efficient, and sustainable city. Initiatives such as smart water meters, smart traffic mobility management and Internet of Things (IoT) networks for environmental monitoring can reduce carbon emissions and help mitigate the effects of climate change.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

Funding for the development of the *Roadmap* is provided within the 2021/2022 adopted Budget. Future funding for initiatives and programs will be the subject of separate budget allocation processes. With strong state and federal government policy platforms in this area there is also significant opportunity for Council to seek external funding through government and other partners to progress smart city initiatives.

POLICY AND LEGISLATIVE IMPLICATIONS

The *Roadmap* will build on existing strategic plans, projects and policies. The process of developing the principles and roadmap included consideration of existing smart city projects, policies and strategic plans, and broader State and National Government directions. All of these initiatives provided valuable context for the *Roadmap* and will enable streamlined smart city action in Glen Eira that is aligned with local, state and national objectives.

COMMUNICATION AND ENGAGEMENT

Council engaged with a broad range of community members and other stakeholders to understand the challenges, aspirations, opportunities and risks in relation to smart cities. This engagement included surveys and workshops with Councillors, staff, community members and a range of public and private sector organisations. Collaboration is an essential factor in sharing knowledge, understanding local opportunities, and developing tailored projects and policies that best suit the people of Glen Eira.

The engagement process had a dual purpose – to build understanding, awareness, and excitement of smart cities as well as collecting insights into the challenges, opportunities, and priorities for Glen Eira.

The insights and observations are summarised below:

- There was a focus on climate change action and adaption, and environmental sustainability more generally
- Improving liveability – community connection, mobility, health, safety by using integrated technologies was a shared aspiration

- A theme throughout engagement, particularly with staff, was a desire to develop practical solutions to local challenges and create opportunities to support local innovation and community empowerment.
- All cohorts expressed a desire for Council to leverage data and digital technology to be more proactive and responsive.
- There was an emphasis on further improving transparency and trust in Council.

The key barriers and areas of concern were identified as:

- Building staff and community digital skills
- Addressing issues of funding and communicating value for money
- Promoting clear smart city leadership
- Communicating smart city governance and pathways
- Addressing privacy and security concerns

Community priorities for a smart Glen Eira which emerged from this engagement have been incorporated into the draft *Roadmap* are summarised on pages 18-19.

Future community engagement and participation is embedded in the *Roadmap* within the principles of *collaboration and inclusion*. This means that any future smart city initiatives will require engagement, collaboration and partnership with our community to ensure projects reflect their aspirations and needs. Not only that, one of the key enablers of smart cities is *communication and participation* which will encourage co-design and collaboration with the community at every step along the way.

An outcome sought through the Roadmap is '*Future Community*' including the development of a digital democracy roadmap, digital literacy programs and greater support for digital accessibility and participation in decision making.

The draft *Roadmap* will be published to the community seeking feedback and comments to inform the development of the final document. Once the *Roadmap* is adopted, community engagement, education and consultation will take place in relation to major initiatives and projects to ensure the community and other stakeholders have the opportunity to share their views and ideas

LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services
We build trust through engaging with our community, delivering quality services and making evidence-based decisions

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The *Smart City Roadmap* will help Council get the best out of technology and deliver improved outcomes for the community, while ensuring the associated risks are understood and mitigated. It will also signal to other stakeholders that Council is open to opportunities to partner, collaborate and lead innovation that maximises the benefits of smart city initiatives.

The development of the *Smart City Roadmap* fulfils a key initiative identified in the 2021-2025 Council Plan and accompanying 2021-2022 Annual Action Plan, supporting Council's strategic direction to deliver *well informed, transparent decisions and highly valued services*.

Council will publish the draft *Roadmap* inviting feedback and input from the community prior to considering it for adoption at the March 2022 Ordinary Council Meeting.

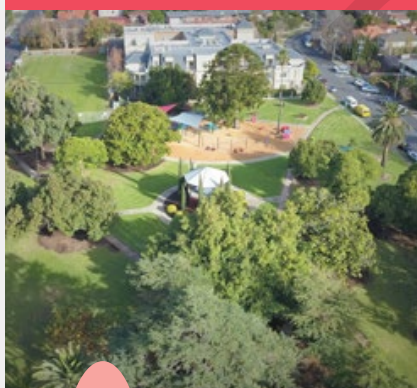
GLEN EIRA
CITY COUNCIL



SMART CITY ROADMAP

Leveraging technology, data and innovation for a thriving, inclusive and sustainable future

gleneira.vic.gov.au



December 2021



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Acknowledgement of Country

Glen Eira City Council acknowledges the Boonwurrung/Bunurong and Wurrundjeri Woi Wurrung peoples of the Eastern Kulin Nation as Traditional Owners and Custodians, and pays respect to their Elders past, present and emerging. We acknowledge and uphold Traditional Owners' continuing relationship to the land and waterways.

FOREWORD



Cr Jim Magee
Mayor



Rebecca McKenzie
Chief Executive Officer

We are living through an exciting time for our City. Council recognises the enormous potential of digital technology, data and innovation, and we have developed this *Smart City Roadmap (Roadmap)* to make the most of these opportunities.

This *Roadmap* represents our commitment to delivering high quality services to our community. It will help us remain as one of the healthiest, safest, most liveable and accessible cities in Victoria.

This *Roadmap* is a huge step forward for our City and is a critical component of our strategic framework. It will help Council get the best out of technology and deliver improved outcomes for the community.

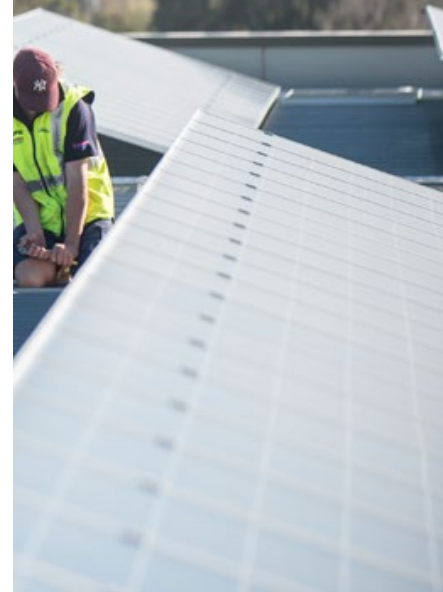
The City of Glen Eira is working towards a digitally enabled future. We have developed this *Roadmap* to guide us as we leverage the benefits of technology and data to support our broader vision and purpose.

At the core of the *Roadmap* is a focus on liveability, sustainability, proactivity, collaboration and of course, our community.

A city does not become 'smart' just by rolling out technology. It does so by taking a considered approach to solving problems with the help of digital technology.

This *Roadmap* is our approach to getting the best results out of our technological investments, ensuring these investments deliver community outcomes and protecting the community and Council from smart city risks.

We are excited by the opportunities smart cities will bring to Council, our community and partners over the coming weeks, months, and years.



INTRODUCTION

Glen Eira City Council is getting ready for the future — to be sustainable, prosperous and empowered.

Smart city transformation at the City of Glen Eira is underway, with the use of data, enhanced connectivity and digital technology delivering improved, more efficient services for our community.

Developed in collaboration with the community and key local stakeholders, this *Smart City Roadmap (Roadmap)* provides a coordinated and prioritised approach to progressing our transformation agenda and integrating digital technology and innovation into our operations and services.

Adapting to new opportunities

Smart technologies, enhanced digital skills, and the use of data are opening new opportunities to organisations in both public and private spheres across the world.

This *Roadmap* leverages the effort and progress made at Glen Eira to date, to support Council adopt the emerging opportunities of the digital age and enhance our ability to respond to challenges proactively and efficiently.

Key benefits and opportunities include the ability to use data for more informed decision-making, enhancing the ease and convenience of accessing Council services and improving organisational efficiencies to better focus our budgets on tangible community benefit.

...and challenges

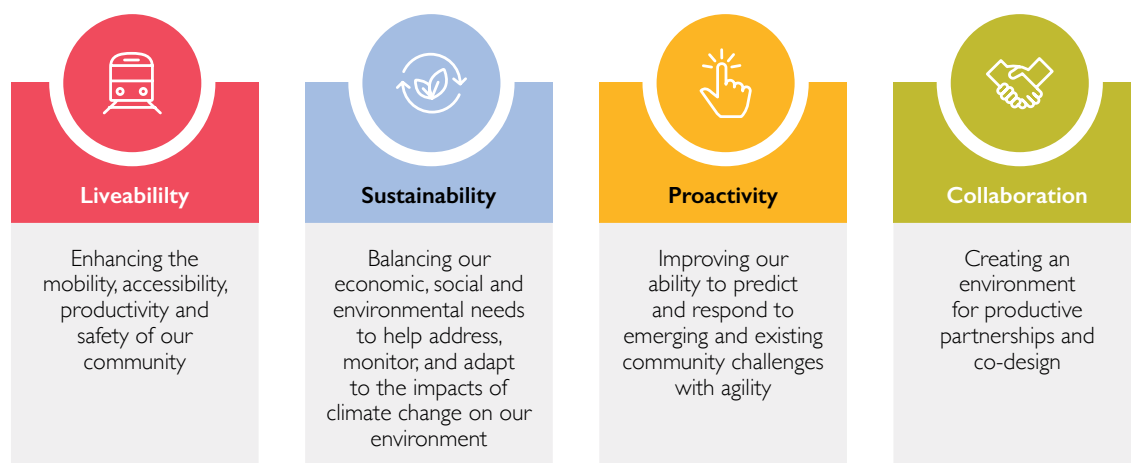
Digital technology does not come without its challenges. We are committed to the ethical, collaborative and transparent application of technology and data that focusses on protecting the privacy and security of Glen Eira residents, Council staff and the broader community.

Council's approach is inclusive. We want to expand the opportunities and convenience of services available in Glen Eira without limiting access or avenues for participation.

Ultimately, Council's aim is to continue to be one of the most liveable, accessible, healthy and safe cities in Victoria, and we will leverage the benefits and mitigate the risks of digital technology to better support these objectives and the broader aspirations of the community.

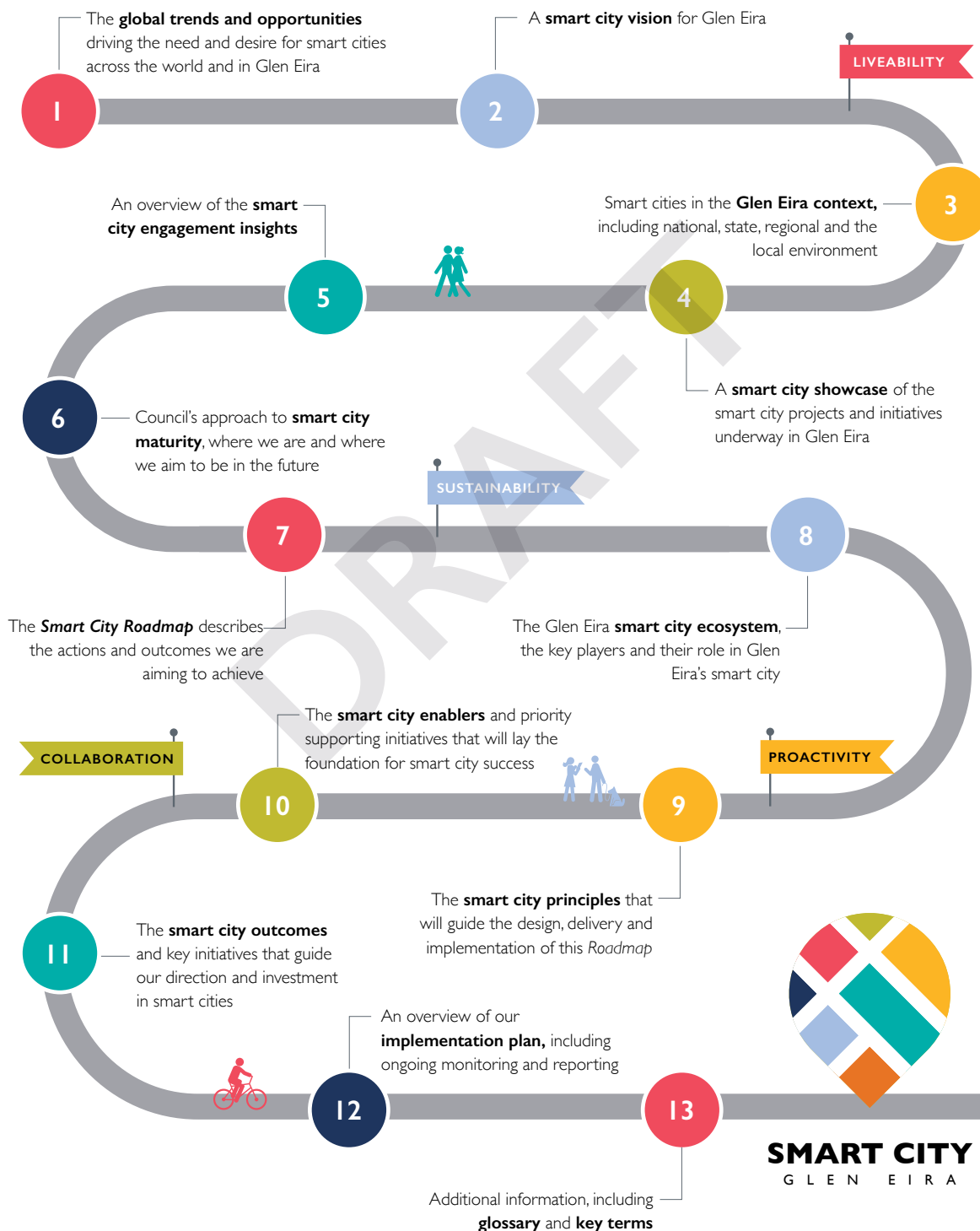
Defining smart cities for Glen Eira

Smart cities are generally defined as cities that use digital technology, data and innovation to deliver better outcomes to their communities. How we prioritise the use of these smart technologies and practices determines the outcomes and enhancements for our community. For Glen Eira, we will focus on using digital technologies for:



Our Smart City Roadmap

This *Smart City Roadmap* takes us on the journey of smart cities now and into the future of Glen Eira, covering:



GLOBAL TRENDS AND OPPORTUNITIES

Digital technologies, data analytics and automation, among other emerging trends, are opening a world of opportunities.

Organisations across the world from banks to health providers are embracing new technology and data to create value and manage risk. As individuals experience improved digital services from business and community organisations, their expectations of government will rightly increase.



Why are governments trying to build smarter cities?

THE CHALLENGE

- > Rapid urbanisation is a phenomenon around the world. In the 2019–2020 financial year, Melbourne had the largest growth of any city in Australia (80,100 people), putting pressure on environmental, social, and economic sustainability. Urbanisation is changing councils' capacity to adapt and deliver high quality services that meet community expectations.
- > Impacts of climate change are also affecting community health and wellbeing and the way governments plan and deliver services and infrastructure.

Smart cities can help councils respond to these challenges.

THE OPPORTUNITY

- > Smart cities are enabled by the latest technological advances. It is through these transformations that platforms can be created where large, diverse communities can organise, share knowledge and co-design policy and projects.
- > In the last few decades alone the amount of data collected and the speed at which it can be analysed has increased exponentially. So too has the ability of technology and data to enable greater efficiency; connect, automate and transform traditional city elements; and empower innovation, creativity and new solutions.





THE GOAL

To succeed in the 21st Century cities need to be productive, accessible, liveable and sustainable, with clear focus on serving their citizens. Our *Council Plan 2021–2025* outlines our pathway to success, which is enhanced and supported by the integration of digital technology. Our Council Plan is working towards:

> **Well informed, transparent decisions and highly valued services**

Smart cities leverage digital platforms to share information about Council process and performance, and to facilitate community feedback and co-design.

> **Access to well designed and maintained open spaces and places**

Smart cities analyse spatial and temporal data to understand, optimise and expand public and open spaces; they leverage the latest technologies to help maintain our natural and built environments.

> **A liveable and well-planned City**

Smart cities support a more productive, accessible and sustainable city by collaborating with citizens to design policy, using data to inform decisions and by employing the latest solutions.

> **A green and sustainable community**

Smart cities support greater sustainability through the optimisation of processes that reduce resource consumption and support us in achieving net-zero emissions.

> **A healthy, inclusive and resilient community**

Smart cities support individual and community wellbeing and inclusion by helping to connect people to each other, community groups and services.



Overview of global trends and smart city opportunities

There are several global trends that interact closely with Glen Eira's smart city efforts. Through this *Roadmap*, Council is considering these trends and coordinating action to address the challenges and opportunities. A few of the opportunities associated with some of the most pertinent global trends are outlined below.

Urbanisation

The increase in the number of people living in towns and cities.

- > Through smart planning and reform, Glen Eira's smart city efforts can increase housing innovation and ensure sustainable development across the City.
- > Smart planning, using technology, such as GIS digital twins, and other e-planning reforms, can help improve the function of our City.
- > Data-driven decision-making can help ensure outcomes are meeting and adapting to the changing needs of the community.

Computing advancements

Rapid increases in the quantity, speed and complexity of information computer processing over the last few decades.

- > A smarter Glen Eira can build collaborative and innovative ecosystems to find solutions for local challenges.
- > We can utilise new technologies to optimise and connect City process and create new opportunities.
- > Data management, systems and technology will be increasingly vital to Glen Eira's smart city success as we use data to make better decisions.

Climate change

Human-induced global warming and its large-scale impacts on weather patterns.

- > Glen Eira's smart city approach identifies and tackles sustainability challenges.
- > Integrating smart and sustainable planning and building practices can ensure assets are efficiently maintained, natural resources are used effectively and a circular economy is promoted.
- > Smart sustainability initiatives could include intelligent irrigation of our parks and green spaces, carbon emissions tracking and mitigation, combating urban heat islands, enhanced waste management systems and green transport solutions.

New models of working

The growth of remote and flexible work, co-working spaces and on-demand freelance contractor work.

- > Through enhanced connectivity, Glen Eira can empower remote working and enable small scale operations to tap into global markets and supply chains.
- > Likewise, Council can advocate and support the use of digital technology within local businesses to streamline processes to generate a more efficient local economy.

Mobility

The way we moving around our cities is changing — shared cars and bikes, e-scooters, real-time public transport data, computer optimised routes, electric vehicles, autonomous vehicles.

- > Smart technology can support Glen Eira in understanding and managing mobility issues. Innovative approaches can also support alternative solutions, such as active travel, micro-mobility, autonomous vehicles and on-demand transport.
- > Public transport can be enhanced by digital integrations, such as wayfinding, and innovative solutions to last/first kilometre challenges.

Social disconnection and misinformation

The rapid growth of online misinformation, social disconnection and polarisation.

- > Smart technology can help combat disconnection and polarisation by improving connectivity and increasing collaboration.
- > Tackling digital exclusion through initiatives, such as free public Wi-Fi, digital community training programs and additional collaboration opportunities.
- > Council can also increase trust in government through online engagement platforms, innovation networks and greater transparency.

SMART CITY VISION

A future-ready, data-smart, and tech-enabled Glen Eira...

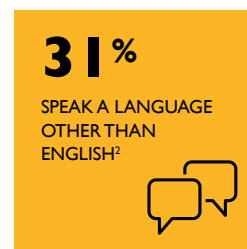
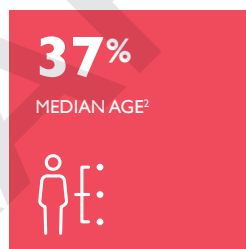
- Committed to climate action and making the most of our natural environment
- Powered by local innovation, skills and collaboration opportunities
- Focused on enhanced liveability, safety and mobility
- Informed by real-time data and proactive decision-making
- Dedicated to transparent and accountable action

GLEN EIRA CONTEXT

The *Glen Eira 2040 Community Vision* — developed by Council and informed by wide community engagement — is ‘Our Glen Eira: A thriving and empowered community working together for an inclusive and sustainable future.’

To help achieve this *Vision*, Council is working with the community, neighbouring councils and the Victorian and Australian Governments through several dedicated policies. We are based on the land of the Traditional Owners, the Boonwurrung/Bunurong and Wurrundjeri Woi Wurrung peoples of the Eastern Kulin Nation.

We are a prosperous and diverse city — with approximately 158,000 residents belonging to a range of cultures. We are also the proud home of Australia's largest Jewish population and have residents born in China, India, England, South Africa, Israel and other countries around the world.



1. 2019/20 National Institute of Economic and Industry Research. Compiled by economyid by .id (informed decisions)
2. 2016 Australian Bureau of Statistics, Census of Population and Housing



Strategic context

This *Roadmap* supports the existing plans, projects and policies of Glen Eira. In addition, the *Roadmap* aligns with the broader regional and national policy agenda.



GLEN EIRA SMART CITY ROADMAP

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National, state and regional context

Smart cities and the integration of digital technology in strategic planning has been on the policy agenda across Victoria and Australia for a number of years.

Key context include:

Australian Smart Cities Plan

The Australian Government's vision for smart city development and plan for maximising smart city success through smart investment, smart policy and smart technology

Plan Melbourne

The Victorian Government's long-term strategy to enable Melbourne's future growth and tackle key challenges, including digital connectivity, data-informed planning and remaining competitive in the digital economy

Regional alliances

- > Inner South Metropolitan Mayor's Forum
- > Municipal Association of Victoria
- > Victorian Local Governance Association
- > Inner South East Metro Partnership
- > South Eastern Councils Climate Alliance
- > Eastern Alliance for Greenhouse Action

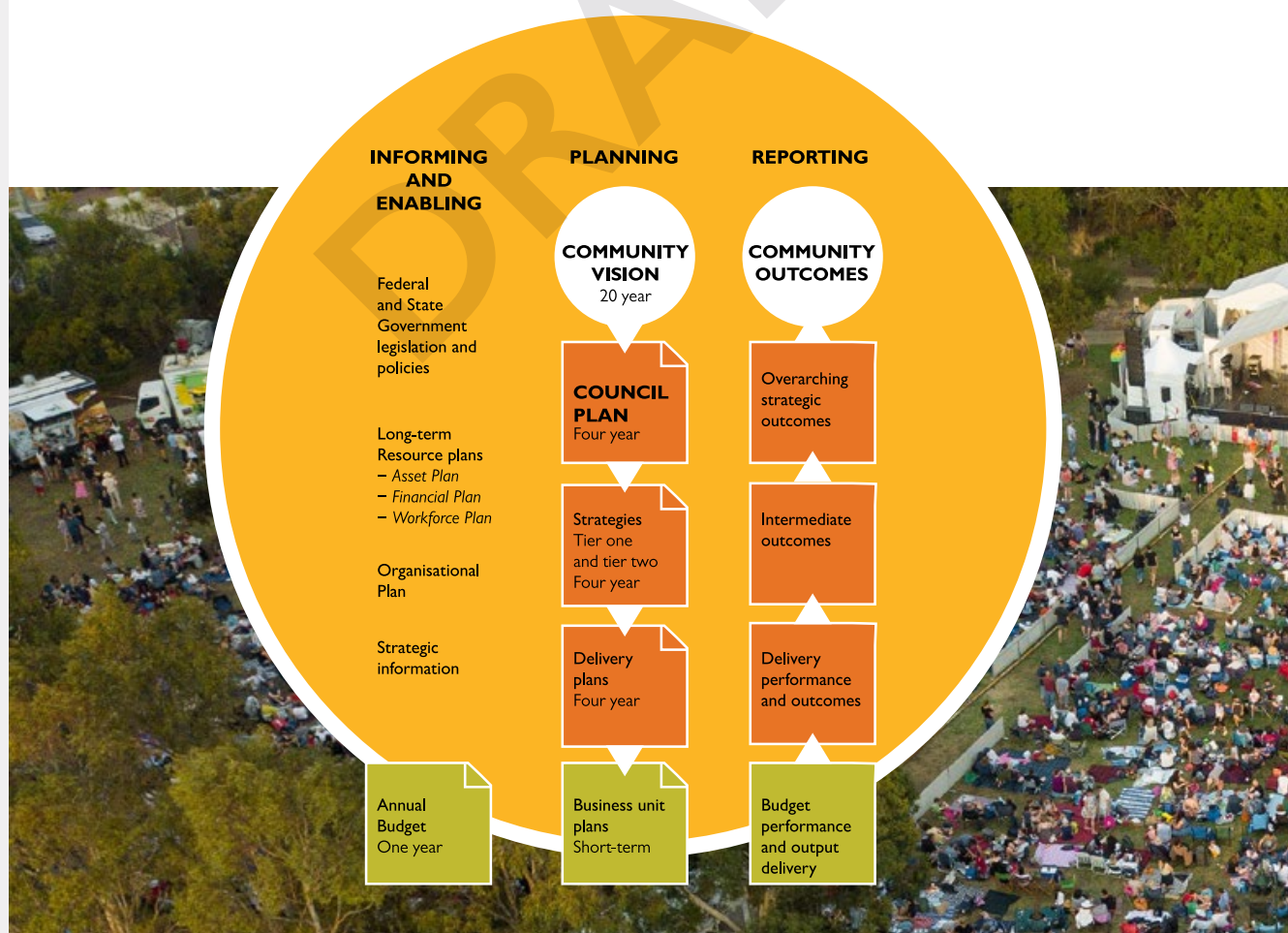


Glen Eira strategic framework

Along with the 2040 Community Vision and the Council Plan, the Smart City Roadmap is an important component of Glen Eira's Integrated Planning and Reporting Framework (the Framework). The Framework describes how strategic planning and reporting will be developed and managed by Council to ensure it contributes to the goals and aspirations of the Glen Eira community.

The Framework outlines how Council will plan for the future across multiple functions, levels and locations to contribute to those aspirations. It also shows how the obligations from our regulators and relationships with our partners impact and contribute to the community's desired outcomes. From a reporting perspective, the Framework ensures there are mechanisms in place to monitor progress towards achieving those outcomes and report transparently to the community.

The Smart City Roadmap will contribute to the Integrated Planning and Reporting Framework as a key informing and enabling element, facilitating an integrated approach to all of Council's operational activities. This will in turn support the integrated strategic planning and reporting of all Council activities across the organisation.



GLEN EIRA SMART CITY ROADMAP

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Other key strategies and plans include:

2040 COMMUNITY VISION

- > We work together
- > Planning for community resilience
- > Inclusive and healthy community
- > Maximise and diversify our green and natural spaces
- > We are proactive in meeting challenges and innovate using evidence-based methods
- > Promote and develop our creative potential

COUNCIL PLAN 2021–2025

- > Well informed, transparent decisions and highly valued services
- > Access to well designed and maintained open spaces and places
- > A liveable and well planned city
- > A green and sustainable community
- > A healthy, inclusive and resilient community

GLEN EIRA TOGETHER — OUR ORGANISATION PLAN

- > We have the culture, workforce and leadership to enable future success
- > Our technology and digital capabilities support our strategic goals
- > We are customer centric and deliver innovation that improves the customer experience
- > We think strategically, evolving our organisation to position us for success
- > We plan and manage our resources to ensure our long-term financial sustainability while proactively managing our risks
- > We are committed to taking action on climate change

IT Strategy

- > Under Development
- > The IT Strategy will play a key role in supporting smart-enabled technology deployment and skill-building

Open Data Policy

- > Open access
- > Availability and licensing
- > Publishing
- > Standards, metadata and administration

Customer Experience Strategy

- > Empathetic
- > Accessible
- > Timely
- > Simple
- > Consistent

Community Engagement Policy

- > Inclusive and accessible
- > Informed and meaningful
- > Respectful and supportive
- > Open and transparent
- > Accountable
- > Advocacy

Glen Eira City Plan

- > Placemaking: Well-connected and distinctive neighbourhoods
- > Local economy: Vibrant activity centres with a thriving local economy
- > Housing: Quality housing and buildings for the future

Open Space Strategy

- > Equitable
- > Accessible
- > Adaptable
- > Networked
- > Diverse
- > Sustainable

Climate Emergency Response Strategy

- > We embed climate change action in everything we do
- > Our community is active and mobilised on climate action
- > Council-owned buildings and infrastructure are resilient and safe for our staff and community
- > Our community is protected from the worst impacts of climate change
- > Net zero Council emissions by 2025
- > Net zero community emissions by 2030

Integrated Transport Strategy

- > Liveable and well designed
- > Accessible and well connected
- > Safe, healthy and inclusive

Smart city strengths

The Glen Eira smart city ecosystem has many strengths and points of difference that support and boost our smart city potential as noted in the diagram below:



3. Regional Development Australia, 2019



SMART CITY SHOWCASE

A number of smart city initiatives are already underway in Glen Eira. These initiatives will support the rollout of this *Roadmap* by forming a solid foundation upon which to achieve smart city success.

A selection of these projects include:

INITIATIVE	DESCRIPTION	OUTCOMES
People counting sensors	<p>Council has implemented eight infrared people counters on Centre Road in Bentleigh. They are being used to deliver information about the use of this area before and after re-development.</p> <p>Council has also used people-counting technology at the Glen Eira City Council Gallery to monitor usage. This is currently being upgraded to artificial intelligence cameras with people counting capability. This technology is not used for the collection of personal data.</p> <p>People counting technology has also been used to measure visitation at the Glen Eira Sports and Aquatic Centre.</p>	<p>The people counters on Centre Road have been used to deliver 'base line' information about the traffic and usage of the area. They will be re-deployed to measure the impact of re-development on usage of the area.</p> <p>The evolving smart technology being used in the gallery is delivering accurate information to Council regarding attendance and use of the facility.</p> <p>Glen Eira Leisure uses 3D people counters at their facilities to track customer traffic flow. This information is used to better understand customer trends, influences rostering and cleaning schedules, and provides key auditable data for Council reporting.</p>
Electric vehicles	<p>Council has installed four electric vehicle charging stations at the Town Hall for use by Council and public vehicles. Council has also purchased four electric vehicles for staff use.</p>	<p>In the almost 12 months the four charging stations have been operational, they have seen well over 400 individual charging sessions instigated by both public and Council vehicles, which has resulted in a CO₂ abatement of more than 1.3 tonnes. The vehicles will assist Council be more accountable for climate change action in Glen Eira.</p>
Internet of Things network	<p>Glen Eira Council area is covered by three Internet of Things (IoT) gateways. These are located in the Town Hall, Duncan Mackinnon Reserve and Bentleigh Hodgson Reserve.</p>	<p>Council's IoT network enables connectivity to a wide range of devices. It ensures Council is able to deploy technology across Glen Eira in the most efficient manner.</p>
Smart street lighting trial	<p>Council installed 205 smart enabled street lights for the purpose of a trial and that were able to control lighting output and provide lighting status to Council.</p>	<p>The trial was a success showing that smart lighting technology can deliver real energy savings and asset management benefits.</p>
Solar photovoltaics (PV) monitoring	<p>Council developed an online portal which connects solar energy generation data from the growing PV fleet on Council buildings into one online location. Currently 36 out of a total of 46 systems are connected. Work is underway to connect new PV systems as they are installed on Council buildings.</p>	<p>Consolidated data from five separate online solar portals enable efficient remote monitoring and reporting of renewable energy generation and carbon emission savings.</p>

GLEN EIRA SMART CITY ROADMAP

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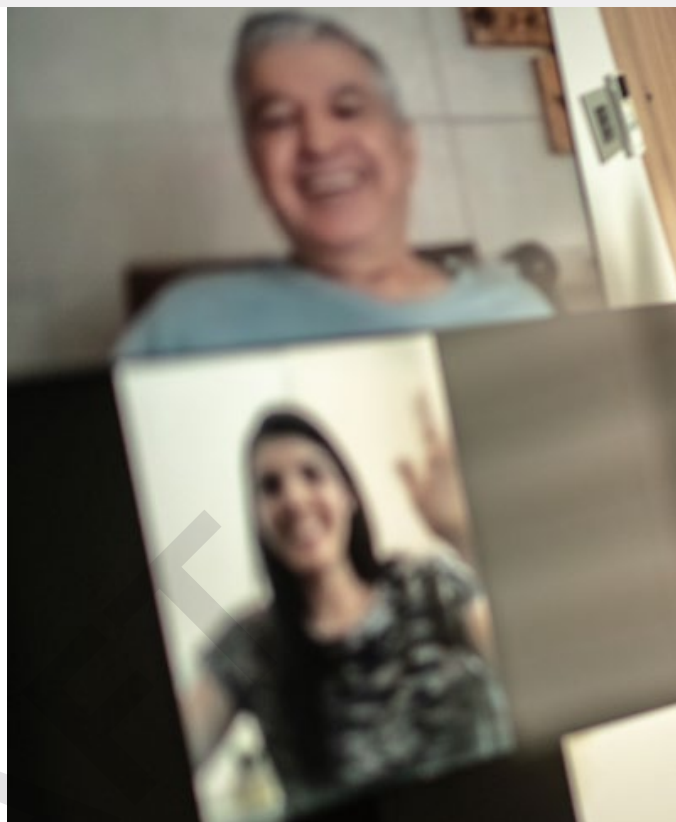
INITIATIVE	DESCRIPTION	OUTCOMES
Digital literacy training programs	Council has run a series of digital literacy training programs for businesses to support digital skills, confidence and capability in the local economy.	Council's digital literacy initiatives have helped business owners develop knowledge and build confidence around online platforms and resources. Digital masterclasses that introduced business owners to digital marketing concepts and platforms like content marketing, social media, SEO and Google My Business; the creation of Council's dedicated business digital support hub 'Taking Care of Your Business' with an entire section dedicated to 'Taking Your Business Online' and a Council run Facebook page designed to boost the social media presence of businesses among the local community are just three of the ways Council has worked to equip business owners with the skills and digital resilience they need to succeed online.
Digital engagement tools	<p>Council has begun the use of a series of digital engagement tools across a wide range of its operations. Digital tools and services include:</p> <ul style="list-style-type: none"> > virtual group fitness programs > online events and programs > 3D videos and virtual reality tools for planning processes > digital walking tours > historical digitisation > QR codes for planning application notices and various other purposes 	<p>Digital engagement tools are efficient ways to distribute information and promote two-way communication with the community.</p> <p>Digital engagement tools have delivered huge benefits to communities world-wide during the COVID-19 pandemic.</p> <p>Well utilised digital engagement increased public participation and the reach of Council's messaging. It can also provide a convenient avenue for the delivery of services, both traditional and contemporary.</p>
Walk quality	Council in partnership with Swinburne University is planning the development of an online tool that will assist the community in planning walking journeys. This tool will also assist our urban planners to make better decisions.	The goal is to help the community plan active journeys by identifying the five key barriers to active journeys: pedestrian accessibility, topography (steepness), pedestrian risk (such as dangerous street crossings), human thermal comfort (including shading), and pollution (both air and noise).
Glen Eira GIS modelling	A geographic information system (GIS) is used extensively throughout Glen Eira for property and asset location, identification and management. GIS displays and analyses information in relation to associated factors like planning overlays or environmental constraints. This is built from 2D data with the capacity to link to 3D.	GIS is themed into disciplines to focus on customer service, property, planning, essential services, infrastructure, transportation, environment and asset management. GIS links property, assets and other environmental constraints to databases and other data sources, retrieving location specific information.
Glen Eira 3D model	Council will investigate the build and delivery of a digital 3D model of the Glen Eira local government area. This would allow Council and the community to visualise future development and significant projects more accurately than ever before.	3D modelling would improve the accuracy, efficiency and transparency of Council's planning processes and support informed decision-making. It would allow stakeholders to see proposed, approved and constructed developments in an accurate digital visualisation. The technology that enables built form to be analysed from a variety of angles can be used to assess development proposals, including their impact on the surrounding area. It could also be used to inform structure plans and amendments to the Planning Scheme. Council will investigate how the project could improve transparency and communication with the community.

ENGAGEMENT INSIGHTS

To establish a vision, aspirations and priorities for the uptake of smart technology that was fit for Glen Eira, Council engaged with community members, key stakeholders and staff.

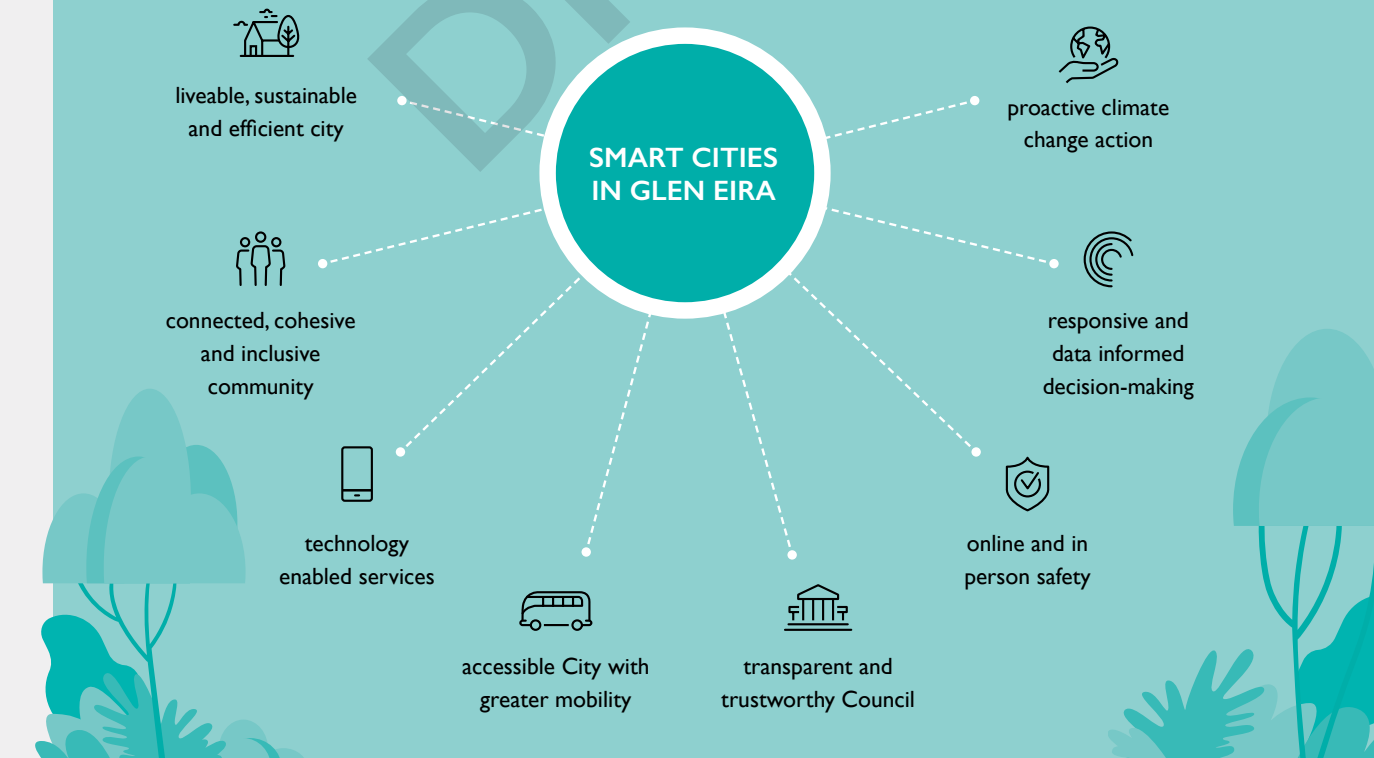
Through this process Council aimed to gain deeper insights into the challenges, opportunities and priorities of stakeholders, and build smart city understanding and awareness.

Stakeholders were engaged via online workshops and surveys in light of COVID-19 restrictions.



What the community said

A vision of a smart Glen Eira





Community priorities for a smart Glen Eira

1

Resource management

- > Waste
- > Energy
- > Environment
- > Assets

2

Mobility

- > Active and public transport
- > Parking and congestion
- > Information
- > First/last kilometre transport challenge

3

Safety and health

- > Community connection and support
- > Safer public spaces
- > Service accessibility
- > Access to green/open spaces

4

Council

- > Transparency
- > Partnerships and investment
- > Cyber-security and privacy
- > Red-tape reduction

Community and Council staff survey participants agree that:

77%

COUNCIL SHOULD PROACTIVELY ADOPT NEW TECHNOLOGY AND SYSTEMS

Community survey participants are:

88%

LIKELY TO EMBRACE NEW DIGITAL TECHNOLOGIES

83%

CONFIDENT IN THEIR TECHNOLOGY SKILLS AND UNDERSTANDING

MATURITY — OUR APPROACH TO SMART CITY SUCCESS

Smart city success is a transformation and change process — moving from our standard routine to a technology and innovation enabled approach.

Like all change, smart cities take time to build into the everyday processes and operations of Council. It has taken smart cities across the world like Copenhagen and Barcelona upwards of 10 years to become leaders with numerous trials and errors along the way.

In terms of smart city maturity, Glen Eira is currently at the beginning, with key foundations to be laid to enable future success. With numerous smart city initiatives being undertaken by local governments of various levels of maturity, this is an opportunity to build our foundations, our maturity and lasting partnerships along the way.



BEGINNING

DEVELOPING

EMBEDDING

LEADING





Building smart city maturity

Glen Eira is committed to building our smart city maturity to ensure our technology-enabled services and processes are delivering the best value to residents and our broader community. Over the next five years, through the delivery of this Roadmap, we hope to move towards becoming a leading smart city with key changes across the following dimensions:

		TIME AND COMPLEXITY →	
		BEGINNING STATE	LEADING STATE
MATURITY DIMENSION	Awareness and understanding	<ul style="list-style-type: none"> > Low awareness of smart city initiatives and their desired outcomes > Dispersed understanding of smart technologies, data and innovation and their benefits 	<ul style="list-style-type: none"> > High awareness and smart city reputation that attracts talent and investment > Sophisticated understanding of smart cities across Council and the community
	Capability and skills	<ul style="list-style-type: none"> > Limited/siloed smart city skills and experience > Low confidence in the integration of smart technologies in service and policy planning and implementation 	<ul style="list-style-type: none"> > Advanced smart city skills are seen as business as usual across Council and the community > Seamless integration of digitally inclusive practices in the delivery of services
	Smart city leadership	<ul style="list-style-type: none"> > Informal smart city leadership and basic governance pathways > Smart city action primarily driven by Council 	<ul style="list-style-type: none"> > Clear multi-sector leadership, with agile and innovative governance models in place. > Shared action driven in partnership with community and local smart city ecosystem
	Smart city culture	<ul style="list-style-type: none"> > Ad hoc innovation with limited pathways to promote and encourage > Ad hoc use, collection and management of data 	<ul style="list-style-type: none"> > Innovative culture, encouraged through frameworks, policies and processes with high levels of digital autonomy > Advanced data management and processes, with analytics used to help make decisions and drive innovation
	Partnerships and collaboration	<ul style="list-style-type: none"> > Limited partnerships or collaboration between communities, or between public and private organisations > Cross-department collaboration and communication is minimal and largely not innovative 	<ul style="list-style-type: none"> > Universally recognised partnerships between various parties, helping to deliver innovative and creative solutions to community problems > Council-wide collaboration and communication between various directorates, assisting in the delivery of innovative solutions

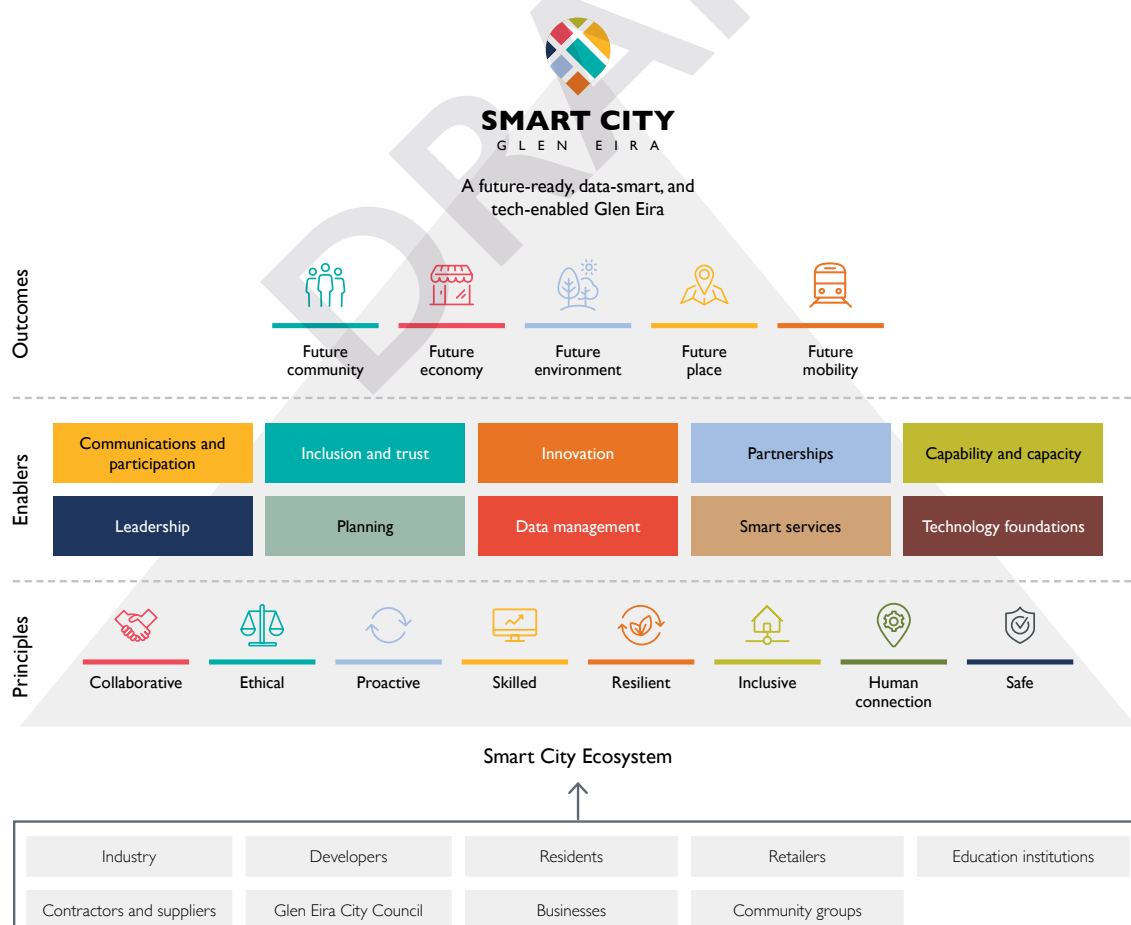
SMART CITY ROADMAP

This *Smart City Roadmap* describes the actions and outcomes we are aiming to achieve as we continue to deliver value to our community with the help of digital technology, data and innovation.

Underpinning our *Roadmap* is an understanding of our smart city ecosystem. We have a rich, talented network of community members, businesses, industries and academics who each play an important role in building our success as a smart city. We will continue to engage, collaborate on, co-design and expand our ecosystem through the delivery of this *Roadmap*.

In delivering this *Roadmap* and future projects we will be guided by our smart city principles that ensure we continue to meet best practice and community values and expectations.

We have taken a maturity-based approach to our *Roadmap*, laying a foundation of smart city enablers to focus and coordinate our smart city activity.



OUR SMART CITY ECOSYSTEM — HELPING CREATE A SMART GLEN EIRA

Smart cities depend on a dynamic and vibrant ecosystem, where individuals share, combine, and apply their unique insights to create better outcomes for the community.

Why?

- > Innovation is complex. It requires local insights, experts and a willingness to test, review and adapt.
- > Smart cities are interconnected. Smart cities are built on systems that connect opportunities to action, and challenges to solutions.
- > Digital technology is everywhere. More and more, our lives are impacted by the benefits and challenges of the internet, connected technologies and data. Smart cities need an ecosystem of people to make sure they are inclusive and empowering.



SMART CITY PRINCIPLES

Smart city principles reflect our values and guide the approach that Council, our community, partners and investors apply to smart city activities in Glen Eira.

All projects, policies and initiatives will reflect and consider these principles in their design and implementation.



Collaborative

We will work with the community and our partners to co-design, share ideas and expertise and promote an environment to innovative thinking.



Ethical

We will consider the ethical expectations of our community before deploying smart technologies.



Proactive

We will take a proactive approach to planning for the future, leveraging data to support informed decision-making.



Skilled

We will enhance Council and our community's ability to engage and participate in the digital economy.



Resilient

We will explore opportunities to mitigate and address the impacts of climate change, consider climate resilient approaches and support sustainable economic growth.



Inclusive

We will actively engage in issues of digital inclusion and empowerment to ensure our community has the means to participate in our smart city initiatives.



Human connection

We will take a holistic approach to technology, ensuring our design and implementation are led by human need.



Safe

We will work to support the physical and digital safety of our community to encourage confidence in all aspects of life.



SMART CITY ENABLERS

Glen Eira is at the beginning of its smart city journey. We are focussing on building our foundation to enable and accelerate future success.

These smart city enablers act as key facilitators to deliver valuable outcomes to our community.

Communications and participation

Smart cities are built on community participation and support. We will enhance our communications and improve awareness of smart cities to build a reputation as a destination for innovation, collaboration, and high-quality services.

Supporting initiatives include:

- > developing a smart city communications and branding toolkit that builds smart city awareness and reputation; and
- > encouraging smart city co-design and collaboration to build our smart city ecosystem.

Inclusion and trust

Smart cities enable safe and secure participation across diverse populations. We will take an inclusive approach to digital technology that builds community trust in Council and digital technology more broadly.

Supporting initiatives include:

- > delivering a digital inclusion framework to support equitable participation in smart city transformation; and
- > updating and communicating cyber security and privacy policies to ensure uptake of best practice and confidence in Council's digital assets.

Innovation

Smart cities are catalysts for innovation and entrepreneurial thinking. We will facilitate an environment ripe for innovation, knowledge sharing and smart city leadership to encourage new economic opportunities and business models.

Supporting initiatives include:

- > facilitating the development of a Glen Eira Innovation Network to encourage new ideas, collaboration and community-led initiatives; and
- > establishing an innovation framework in line with the broader transformation agenda to provide clear direction and pathways for innovation.

Partnerships

Smart cities encourage shared leadership and action across a community or broader region. We will partner up with others to leverage shared resources, knowledge, expertise and experience, and encourage broader participation in our smart city aspirations. Any partnerships that also contribute to delivering net zero carbon emissions by Council by 2025, and by the Community by 2030 are strongly supported.

Supporting initiatives include:

- > establishing a smart city partnership framework to standardise expectations and attract investment, which could include steps to decarbonise our supply chain; and
- > continuing to work with the South-East Melbourne Smart City Collaboration Councils to promote shared leadership and action across the region.

GLEN EIRA SMART CITY ROADMAP

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Capability and capacity

Smart cities require confidence and skills in designing, implementing and delivering appropriate projects, programs, policies and reforms. We will support Council staff in obtaining the skills and digital autonomy required to effect meaningful change and improvements through smart technologies.

Supporting initiatives include:

- > developing a series of smart city training programs to build awareness, understanding and confidence in the use of data and digital technologies in Council initiatives; and
- > establishing smart city communities of practice and knowledge sharing platform to promote cross-Council smart city action and break-down internal silos.

Leadership

Smart cities are successful when given direction and clear priorities. We will work with the community and key stakeholders to guide activity towards a coordinated approach with an appropriate platform to support action.

Supporting initiatives include:

- > communicating smart city governance and touchpoints within Council and the community; and
- > facilitating a network of smart city champions and ambassadors to promote the benefits and processes for smart cities in Glen Eira.

Planning

Smart cities support enhanced planning and operational outcomes. We will integrate smart technology in our processes and policies to support smart city uptake and deliver operational efficiencies that benefit our community.

Supporting initiatives include:

- > exploring opportunities to implement a smart asset management system to support management, monitoring and maintenance of Council assets; and
- > working with local developers to establish guidelines for smart development to encourage appropriate integration of smart technologies in new and existing developments.

Data management

Smart cities value the collection, utilisation and sharing of non-personalised data. We will appropriately manage, protect and share data to help inform decision-making and community data creativity.

Supporting initiatives include:

- > strengthening our data management framework to support consistent and appropriate collection, use, storage and sharing of data; and
- > exploring opportunities to integrate enhanced data analytics in decision-making and reporting.

Smart services

Smart cities are not driven by technology, but rather the desire to deliver better outcomes to communities. We will take a holistic approach to technology integrations, considering inclusion, accessibility, service modernisation and customer experience and value.

Supporting initiatives include:

- > exploring the integration of smart technologies in high-priority services to improve service delivery; and
- > integrating innovation in procurement processes to encourage contractor competition and seek enhanced efficiencies.

Technology foundations

Smart cities leverage technology to deliver solutions to community challenges. We will future-proof by delivering the foundational technology that enables smart city success.

Supporting initiatives include:

- > conducting an audit of local digital connectivity/ accessibility to support advocacy and prioritisation of connectivity resources; and
- > expanding our IoT Network to encourage smart city activity across Glen Eira.



SMART CITY OUTCOMES

Supported by our smart city enablers, the City of Glen Eira has identified the following priority smart city outcomes:



Future community



Future economy



Future environment



Future place



Future mobility



Future community

Our priority outcomes and key initiatives were shaped by community engagement and supported by in-depth research and analysis. They build on the base and direction set by our *2040 Community Vision*, *Council Plan 2021–2025* and *Glen Eira Together — Our Organisational Plan 2021–2025*.

Our community is at the heart of what we do. Our smart city approach is focused on the community's needs and priorities to deliver value and convenience. We will work with partners across Glen Eira to promote digital inclusion and participation and support greater engagement and access to community services.

We aim to:

- Increase community participation in decision-making
- Reduce digital exclusion and social isolation
- Improve access to community health and wellbeing services

To achieve this, key initiatives we will explore include:

- developing a digital democracy roadmap to identify opportunities to support enhanced community participation in decision-making;
- working with local community groups and service providers to deliver targeted digital literacy and accessibility programs; and
- investigating Council's role in supporting and advocating for smart community health and wellbeing related services that support accessibility in Glen Eira.

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GLEN EIRA SMART CITY ROADMAP



Future economy

We have a diverse, prosperous and highly skilled economic base. We are focussed on supporting economic development and innovation in Glen Eira to drive resilience and recovery. We will work with our local industries to ensure they have the skills and information they need to thrive in the digital economy.

We aim to:

- Increase digital capability and confidence of our business sector
- Increase access to open data
- Support economic recovery and sustainability

To achieve this, key initiatives we will explore include:

- establishing a series of digital economy programs to support business and entrepreneur participation in the digital economy;
- exploring how Council can share, communicate and collect data with local businesses, innovators, education institutions and investors to encourage innovation and informed decision-making; and
- working with local businesses and advisory groups to integrate smart technologies that support economic recovery and sustainability.



Future environment

The future of our planet and our local environment is a key concern of our community. Our smart city approach is focused on combating climate change, reducing climate emissions, and making our City more sustainable. We will work with partners across Glen Eira to mitigate the effects of climate change, increase resource efficiency, support environmental outcomes and work towards net zero corporate emissions by 2025.

We aim to:

- Improve Council's ability to measure and respond to impacts of climate change
- Increase efficiency of waste management
- Reduce the effects of urban heat

To achieve this, key initiatives we will explore include:

- delivering a network of smart monitoring sensors to measure and respond to the impacts of climate change and our associated policies;
- exploring opportunities to enhance waste collection and management across Council, including smart bins in public spaces; and
- investigating opportunities to mitigate the effect of urban heat through appropriate tree mapping and informed urban design.

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GLEN EIRA SMART CITY ROADMAP



Future place

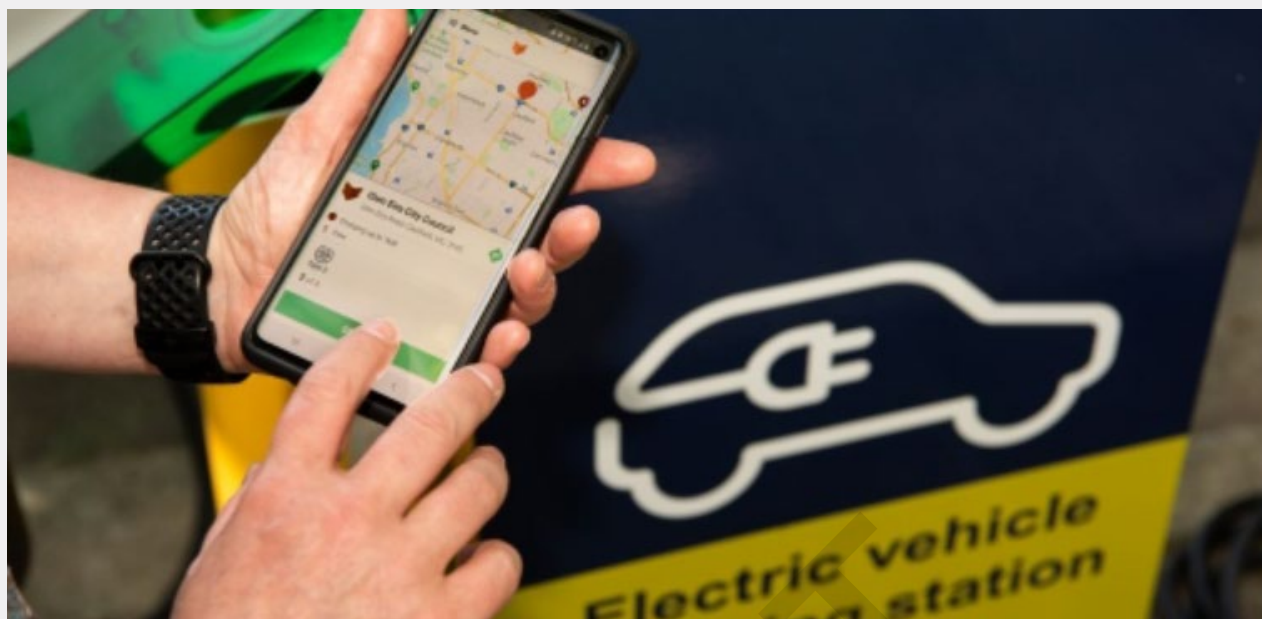
Our City is where we work, live and play. Our smart city approach is focused on making the City more liveable. We will work with partners across Glen Eira to improve development and planning processes and outcomes and maintain and enliven public spaces.

We aim to:

- Increase customer satisfaction in development application processes
- Increase activation of public spaces
- Increase irrigation efficiencies

To achieve this, key initiatives we will explore include:

- developing a 3D city model to support efficiencies and engagement in development application processes;
- exploring how smart technology and innovative urban design can improve the activation, amenity and safety of public spaces and places; and
- improving water management and our understanding of water systems by expanding intelligent irrigation of public spaces to enhance resource efficiencies.



Future mobility

A convenient and safe City to move around is vital for our health, prosperity and wellbeing. Our smart city approach is focused on innovatively improving connection and sustainability. We will work with partners across Glen Eira to make your trip around the City accessible, easy and enjoyable.

We aim to:

- Improve communication about Glen Eira walkability
- Improving understanding about public space utilisation
- Increase low-emission vehicle uptake

To achieve this, key initiatives we will explore include:

- delivering a walkability project in collaboration with Swinburne University and the City of Maribyrnong to understand and communicate the walkability and accessibility of key paths and trails across Glen Eira;
- expanding our people monitoring projects to better understand how people use and move around Glen Eira and inform better planning of public assets; and
- exploring opportunities to support uptake of low-emission vehicles.

IMPLEMENTATION PLAN — AN OVERVIEW

Council is taking a deliberate approach to the rollout of this *Smart City Roadmap*. Underpinning this *Roadmap*, Council has developed a *Smart City Implementation Plan*, which will guide us as we deliver, measure and adapt individual programs, and evaluate, review and build on the overall policy direction.

Throughout this process Council will work closely with key partners, such as the Victorian Government and local community groups, to coordinate effort. Going forward, implementation will continue to adapt to external forces to meet the priorities of the Glen Eira community.

Key elements of our *Implementation Plan* include:

Action schedule	A detailed 12-month action schedule that works to achieve the initiatives outlined in this <i>Roadmap</i> . This action schedule will be reviewed yearly in line with Council budget processes to ensure smart city activity supports Council and community priorities year to year.
Measurement Framework	A <i>Framework</i> to measure and monitor the success and progress of individual initiatives. This <i>Framework</i> will be tailored and adapted on a project-by-project basis with key statistics and outcomes shared with the public.
Smart city project assessment criteria	A criteria assessment tool to support the prioritisation of future smart city initiatives. This criteria promotes the delivery of projects that are aligned to the role, direction and capability of Council.
Partnership Framework	A <i>Framework</i> to support the development of smart city partnerships. Partnerships are a critical element to the success of smart cities, and this <i>Framework</i> will guide Council as it establishes and maintains key partnerships.
Ongoing Communications Plan	A <i>Plan</i> to encourage ongoing smart city communications within Council and in the broader community. The <i>Plan</i> supports regular communication of progress, updates and outcomes of smart city activity.
Change Management Plan	A <i>Plan</i> to direct and coordinate transformation activities within Council that support innovation and smart city outcomes. This <i>Plan</i> builds on key results from the engagement process to target change outcomes.
Governance Framework	A <i>Framework</i> to clearly communicate the roles and responsibilities of key smart city stakeholders. The <i>Framework</i> supports authority and mandate, communicates delivery pathways and encourages accountability for smart city outcomes.

GLOSSARY AND KEY TERMS

Smart city: A city that uses digital technology, data and innovation to deliver better outcomes to its community.

Artificial intelligence (AI)	AI or machine learning is the programming of technology to analyse information and take 'human-like' action, such as problem-solving or pattern identification.	Innovation	Doing something different with the aim of improving processes and outcomes.
Big data	The use of technology (especially sensors and networks) to collect, manage, analyse, and utilise large volumes of data.	Innovation ecosystem	The network of people, institutions, programs, regulations, culture, and resources that work to promote innovation.
Circular economy/ lifestyle	A system of production and consumption designed to eliminate waste through recycling, re-use, and reduction.	Internet of Things	The millions of physical devices around us connected online, sharing data – from tiny weather gauges up to super computers – this is the fabric of the digital world around us.
Citizen-centric	Approaching Council service delivery from the perspective of the community to ensure their needs and expectations are met.	Liveability	The general perceptions of the quality of life living in a particular area. Consider accessibility, safety, inclusion, local services, and the environment.
Co-creation/ co-design	Working with clients, communities, and customers to design and create services/ solutions that meet user expectations and needs.	Local services	Public services provided by the local government (e.g. Parks, parking, planning, rubbish collection).
Connectivity	The breadth, depth and quality of telecommunications and internet infrastructure, networks, and services.	Open data	Making data more accessible and useable to enhance transparency, innovation, and community outcomes. Note sensitive, confidential, and private data will remain secure.
Co-working	The mode of working where a mix of individuals, innovators and organisations work in the same physical location, sharing space, ideas, technology, and motivation.	Place activation	Integrating new and innovative enterprises and projects to attract and retain people to underutilised public spaces.
Digital democracy	The use of digital technology to modernise democratic processes and institutions and facilitating participation in debate and decision-making.	Red tape	Inefficient legislation, regulation or business processes that inhibit innovation and place undue cost on the economy.
Digital literacy	The skills and capabilities to use digital technology effectively and confidently.	Smart technology	Digital networks, sensors and systems that support the delivery of smart services and assets.
Entrepreneur	A person who creates, innovates, invests, and takes on risk aiming to make commercial profit.	Smart city transformation	The act of strategically integrating and embedding digital technology, innovation and data into operations and service offerings within a community or organisation.
Geographic information system (GIS)	A system that analyses, collects, visualises, and maps data geographically.	Sustainability	Balancing social, environmental, and economic outcomes and benefits.

Source: Delos Delta



SMART CITY

G L E N E I R A



GLEN EIRA
CITY COUNCIL

gleneira.vic.gov.au

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



**8.11 FOUNDATION FOR YOUTH EXCELLENCE - COUNCIL RECOMMENDATIONS
QUARTER 4**

Author: *Shae Elms, Co-ordinator Youth Services, Family Youth and Children's Services*

Trim No: *21/1295140*

Attachments: *Nil*

EXECUTIVE SUMMARY

To seek endorsement of the Foundation for Youth Excellence Awards for the 4th quarter, 1 August – 31 October 2021

RECOMMENDATION

That Council approves the following Foundation for Youth Excellence grants for the 4th Quarter 2021:

1. \$600 to Alisa Gimgina to compete in the Australian Gymnastics Championships in Queensland, Australia;
2. \$600 to Chelsea Whittle to compete in the Little Athletics Australia National Camp in Queensland, Australia; and
3. \$1,200 to Maia Weisinger Braun to compete in the Prix de Lausanne, Ballet competition in Montreux, Switzerland.

BACKGROUND

The Foundation for Youth Excellence ('Foundation') is a Council initiative that aims to recognise young people who have achieved excellence in the fields of creative and performing arts; education; leadership or sport.

Young people aged between 10 and 25 who live in Glen Eira and are competing or performing at a state, national or international level are eligible to apply for an award. High priority will be given to applicants who demonstrate a proven history of achieving excellence within their chosen field and an association with a recognised official affiliated body.

Foundation for Youth Excellence applications are assessed quarterly each year. Closing dates are:

1st Quarter - 31 January

2nd Quarter - 30 April

3rd Quarter - 31 July

4th Quarter - 31 October

AWARD CATEGORIES

(1) Creative and Performing Arts

Awards in the areas of dance, music, drama, film and media for applicants who are preparing for prestigious exhibitions, events, presentations, productions and competitions. Assistance may be given to help pay for expenses in accessing or attending one of the above. For example, master classes or special enrichment programs in which the applicant is participating.

(2) Education

Awards for applicants who are pursuing intellectual endeavours or increasing their educational qualifications or skills. Assistance may be given to help applicants pay for expenses in accessing or participating in intellectual enrichment activities, such as forums, conferences, workshops or mentor programs.

(3) Leadership

Awards for applicants seeking personal growth or development through participation in leadership development programs. It is preferable that these programs enhance an applicant's capacity to initiate, contribute to and lead activities within the community.

(4) Sport

Awards for applicants competing, representing or participating in a sport at state, national or international level. The applicant's chosen sport must:

- have a defined set of rules and an applicable code;
- be competitive in nature; and
- be an officially recognised event by the relevant applicable code.

Award Levels

The level of awards are:

- State level up to \$360.
- National level up to \$600.
- International level up to \$1,200.

General Conditions

Applicants must demonstrate that they have achieved excellence within their chosen field.

No more than two awards will be made to any one applicant.

Awards will not be made for international accommodation or travel.

Sporting applicants must be representing Victoria or Australia in a recognised state/national/international competition. A state or Australian team must be one affiliated with a national sporting organisation registered with the Australian Sports Commission.

Successful applicants must provide the Foundation with a report on the funded activity, a statement of expenditure after attendance at the relevant event and a photo taken at the event.

Any promotions must acknowledge the contribution of the Foundation.

ISSUES AND DISCUSSION

The following applicants have successfully met the Foundation for Youth Excellence selection criteria and demonstrated how the award will allow them to achieve excellence within their chosen field.

GIMGINA, Alisa

Alisa was selected by Gymnastics Australia, to represent Victoria at the Australian Gymnastics Championships on the Gold Coast, QLD.

Alisa is a valued member of Gymnastics Australia's Rhythmic Gymnastics Senior National Squad. Alisa has represented Victoria at the Australian Championships since 2014 (2014-2021).

Alisa decided to complete her final year of high school over two years so that she could focus on her training; she is committed to train 24 hours a week.

Alisa has received a Foundation for Youth Excellence award once before in September 2018. This will be Alisa's final application for a Foundation for Youth Excellence award.

Alisa is seeking \$600 to contribute to the total expenditure of \$1622.19 for costs associated with travelling to and participating at the Australian Gymnastics Championships located on the Gold Coast, QLD.

WHITTLE, Chelsea

Chelsea has been selected by Athletics Victoria, a recognised State Sporting Organisation, to attend the Little Athletics Australia National Camp held on the Gold Coast, QLD, which has been postponed until January 2022.

Chelsea represented Victoria in the Athletics Australia Nationals in Sydney April 2021 and Darwin in 2019. Chelsea was also selected to represent Victoria in the Australian Indoor Netball Junior Championships in 2019, and the Touch Football Championships in Canberra, 2019.

Chelsea has received a Foundation for Youth Excellence award once before in September 2019. This will be Chelsea's final application for a Foundation for Youth Excellence award.

Chelsea is seeking \$600 to contribute towards the Little Athletics Australia National Camp costs in January which are predicted to total \$1791.50.

WEISINGER BRAUN, Maia

Maia has been selected by the Melbourne Academy of the Arts to attend an International Ballet Competition: The Prix De Lausanne in Montreux, Switzerland to be held between 30 January and 2 February 2022.

Maia attends the Melbourne Academy of the Arts, Australian National Youth Ballet, where she has had the opportunity to perform alongside and partner with international guest artists.

Maia has participated in numerous virtual competitions during 2021, including the Global Dance Open (Australia Regional) where Maia was awarded 1st place in Contemporary and 3rd place in Classical and received an invitation to the finals.

This is the first time Maia is applying for the Foundation for Youth Excellence Award.

Maia is seeking financial support of \$1,200 to contribute towards the estimated cost of \$6,900 associated with attending the Prix De Lausanne competition in Montreux, Switzerland.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

Not applicable

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

Total recommended grants amount: \$2,400

POLICY AND LEGISLATIVE IMPLICATIONS

Not applicable

COMMUNICATION AND ENGAGEMENT

The Foundation for Youth Excellence is advertised through the Council website, Glen Eira News, Glen Eira Youth Services newsletter and Council Facebook pages.

LINK TO COUNCIL AND COMMUNITY PLAN

Strategic Direction 5: A healthy, inclusive and resilient community
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 general or material interest in this matter.

CONCLUSION

Each of the applicants outlined in this report has successfully met the Foundation for Youth Excellence selection criteria and demonstrated how the award will allow them to achieve excellence within their chosen field.

By awarding the recommended Foundation grants, Council can continue to support these young people to achieve further success in the fields of creative and performing arts; education; leadership or sport.

8.12 TENDER 2022.20 WEBB STREET DRAINAGE WORKS & RECONSTRUCTION

Author: Henry Krzywdzinski, Co-ordinator Infrastructure Renewals

Trim No: 21/1310368

Attachments: 1. 2022.20 Report on conclusion of evaluation panel - Council
(CONFIDENTIAL)

EXECUTIVE SUMMARY

The purpose of this report is to recommend a contractor to be appointed to undertake the works tendered in Tender number 2022.20 Webb Street Drainage Works & Reconstruction, Webb Street, Caulfield.

RECOMMENDATION

That Council, having reviewed and considered the attached confidential Tender Evaluation report:

1. appoints Presta Construction Group Pty Ltd, A.C.N. 096 137 745 as the contractor under Tender number 2022.20 for an amount of \$1,160,128.30 exclusive of GST in accordance with the Schedule of Rates submitted;
2. prepares the contract in accordance with the Conditions of Contract included in the tender;
3. authorises the Chief Executive Officer to execute the contract on Council's behalf;
4. notes the attachments to the report remain confidential in accordance with section 3(1)(g) and section 66(5) of the *Local Government Act 2020* or until Council resolves otherwise; and
5. authorises Council officers to disclose any confidential information in relation to this item, but only to the extent necessary to give effect to the resolution.

BACKGROUND**Reason for Tender**

The proposed works were identified as part of Council's Drainage Renewal and Flood Mitigation program.

The works are located in Webb Street, Caulfield and include the installation of underground drainage pipes and pits, kerb & channel reinstatement and asphaltting of road pavement as part of the Webb Street Drainage Works & Reconstruction project.

Proposed Contract period

The contract is a Schedule of Rates due for completion by 30 June 2021 plus a 52-week Defects Liability Period.

TENDER PROCESS

Advertising

An invitation to submit tenders for the contract as described in the preceding section was advertised on 23 October 2021 in *The Age* newspaper Saturday edition (and Council's eTendering Portal on 23 October 2021), and closed on Friday 12 November 2021.

Tenders Collected/Received

Twenty one (21) tender documents were requested.

Eight (8) submissions were received by the closing date.

EVALUATION PROCESS

Evaluation Criteria

All conforming tenders were evaluated against the following criteria:

CRITERIA	INDICATORS
1. Cost to Council. In assessing this criterion, the submitted tender prices are weighted against other tender submissions to provide the appropriate price ranking.	
2. Ability to undertake Works as specified. In reviewing this Criterion, a number of sub-categories form part of the evaluation, which include: <ul style="list-style-type: none">- Previous Relevant Experience- Technical Skills- Customer Service- Site Management- Management Systems- Timelines- Resources	
3. Ability to provide a safe work place. This is a pass or fail criterion based on the completion of tender OH&S questionnaire, in that the the Tenderer must demonstrated they have satisfactory OH&S systems. There is also a requirement within this criterion for the tender to confirm that they have 3rd party accredited systems for OH&S Management.	

ISSUES AND DISCUSSION

Not applicable.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

The works will include the installation of underground drainage pipes and pits to assist with mitigation with the onset of increased incidence of stormwater flooding.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS**Budget**

The Webb Street Drainage works & Reconstruction project will be funded from the Council's Drainage Renewal and Flood Mitigation sub-programs.

The budget for the 2021/2022 Drainage Renewal and Flood Mitigation sub-program is more than \$3.8 million. The construction cost of the project is \$1,160,128.30 (excl GST). This is within budget.

POLICY AND LEGISLATIVE IMPLICATIONS

This report is in accordance with the Procurement Policy and the Local Government Act 2020.

COMMUNICATION AND ENGAGEMENT

Not applicable.

LINK TO COUNCIL PLAN

Strategic Direction 3: A liveable and well planned city

Our planning aims to balance population growth with enhancing the unique character and heritage of our city

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION**Evaluation Panel Conclusion**

The Evaluation Panel appointed by the Director Community Assets & Leisure reached the conclusion that when assessed against the evaluation criteria, the tender of **Presta Construction Group Pty Ltd, A.C.N. 096 137 745** represented the best quality and value for money for the community.

The report of the Evaluation Panel is attached. This attachment concerns confidential information within the meaning of that term in the *Local Government Act 2020* (the Act) being private commercial information, being information provided by a business, commercial or financial undertaking that—

- (i) relates to trade secrets; or
- (ii) if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage;

and the meeting will be closed to the public (under s 66(2) of the Act) should such information need to be considered and discussed and all documents containing such information shall remain confidential.

8.13 TENDER 2022.55 PROVISION OF OFFICE FURNITURE

Author: Kate Chapman, Project Manager

Trim No: 21/1305178

Attachments: 1. 2022.55 - Provision of Office Furniture - Report on conclusion of Evaluation Panel (CONFIDENTIAL)

EXECUTIVE SUMMARY

The purpose of this report is to recommend a contractor to be appointed to undertake the services tendered in Tender Number 2022.55 – Provision of office furniture.

RECOMMENDATION

That Council having reviewed and considered the attached confidential Tender Evaluation report:

1. appoints Eastern Commercial Furniture Pty Ltd, ACN 052 238 409 as the contractor under Tender Number 2022.55 in accordance with the schedule of rates submitted;
2. prepares the contract in accordance with the Conditions of Contract included in the tender;
3. authorises the Chief Executive Officer to execute the contract on Council's behalf;
4. notes the attachments to the report remain confidential in accordance with Section 3(1)(g) and Section 66(5) of the *Local Government Act 2020* or until Council resolves otherwise; and
5. authorises Council officers to disclose any confidential information in relation to this item, but only to the extent necessary to give effect to the resolution.

BACKGROUND**Reason for Tender**

Council is currently undertaking the design process for a refurbishment of the office accommodation at the Town Hall. As part of this refurbishment some new office furniture will be required. In addition, Council requires a furniture supplier for ongoing ad-hoc purchases of new and replacement office chairs and desks. This tender is to appoint an office furniture contractor to provide this service.

Proposed Contract Period

The proposed term of the contract is three years with options on the part of Council to extend for two terms of one year each.

Tender Process

An invitation to submit tenders for the contract as described in the preceding section was advertised on Saturday 25 September 2021 in *The Age* newspaper Saturday edition. It was also advertised on Council's eTendering portal on Monday 27 September 2021. The advertising period closed on Monday 18 October 2021.

Tenders Collected/Received

15 requests for tender documents were received.

Five 5 tender submissions were received by the closing date.

Evaluation Process

All conforming tenders were evaluated against the following criteria:

Evaluation criteria	Indicator
Technical Analysis	<u>Suitability of Furniture Proposed</u> <ul style="list-style-type: none"> • Fit-for-purpose and meets the requirements outlined in the tender documentation. • A suitable quality to ensure longevity. • Available within the timeframes required. • Sustainable and recycled components • Origin/source of materials
Financial Analysis	Cost to Council (exclusive of GST)
Commercial Analysis	<u>Previous Relevant experience</u> <ul style="list-style-type: none"> • Demonstrated experience in successfully completing projects of a similar type and scale. • Skills, Qualifications and Experience of staff. <u>Capacity / Resources</u> <ul style="list-style-type: none"> • Capacity of tenderer to undertake services within the timeframe outlined. • Appropriate resources to allocate to the project to ensure delivery. • Local provider
Quality and Environmental Management Analysis	<ul style="list-style-type: none"> • Quality Assurance policy and procedures • Environmental Management policy and procedures • Occupational Health and Safety policy and procedures • Risk management policy and procedures
Safety Analysis (PASS/FAIL)	<ul style="list-style-type: none"> • Demonstrated commitment and ability to achieve a safe workplace.

ISSUES AND DISCUSSION

Not applicable

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

Not applicable.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS**Budget**

The budget for year one of this contract is \$295,000 including GST. An estimated amount over the five year life of the contract would be approximately \$800,000 inclusive of GST.

POLICY AND LEGISLATIVE IMPLICATIONS

This report is in accordance with the Procurement Policy and *Local Government Act 2020*.

COMMUNICATION AND ENGAGEMENT

Not applicable.

LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services
We build trust through engaging with our community, delivering quality services and making evidence-based decisions

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION**Evaluation Panel Conclusion**

The Evaluation Panel appointed by the Director of Community Assets and Leisure reached the conclusion that when assessed against the evaluation criteria, the tender of **Eastern Commercial Furniture Pty Ltd, A.C.N. 052 238 409**, represented the best quality and value for money for the community.

The report of the evaluation panel is attached. This attachment contains confidential information within the meaning of that term in the *Local Government Act 2020* (the Act) being private commercial information, being information provided by a business, commercial or financial undertaking that:

- i. relates to trade secrets; or
- ii. if released would unreasonably expose the business, commercial or financial undertaking to disadvantage;

and the meeting will be closed to the public (under s.66(2) of the Act) should such information need to be considered and discussed all documents containing such information shall remain confidential.

8.14 APPOINTMENT OF ACTING CHIEF EXECUTIVE OFFICER

Author: Prue Harvey, Executive Officer

Trim No: 21/1316054

Attachments: Nil

EXECUTIVE SUMMARY

To appoint an Acting Chief Executive Officer for the period from 5pm on Friday 17 December 2021 to 8am on Monday 3 January 2022 inclusive, during the absence of the Chief Executive Officer. The temporary appointment is in accordance with section 44(4) of the *Local Government Act 2020 (Vic)*.

RECOMMENDATION

That Council appoints Mr Peter Swabey, Director Corporate Services to the role of Acting Chief Executive Officer for the period 5pm on Friday 17 December 2021 to 8am on Monday 3 January 2022 inclusive during the absence of the Chief Executive Officer.

BACKGROUND

The Chief Executive Officer, Ms Rebecca McKenzie will be taking leave from 5pm on Friday 17 December 2021 to 8am on Monday 3 January 2022 inclusive. To ensure the continued smooth and efficient operation of Council's business, it will be necessary for Council to appoint an Acting Chief Executive Officer for the period.

ISSUES AND DISCUSSION

In accordance with section 44(4) of the *Local Government Act 2020 (Vic)*, (*the Act*), the Council may appoint an Acting Chief Executive Officer during the absence of the Chief Executive Officer for a period of not greater than up to 12 months, without the requirement to consider applications invited through a public process.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

There are no climate emergency implications associated with this report.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

Mr Peter Swabey will receive a higher duties allowance for the term of the Acting appointment.

POLICY AND LEGISLATIVE IMPLICATIONS

This report is consistent with section 44(4) of the *Local Government Act 2020 (Vic)* to appoint a person to act as its Chief Executive Officer for a period of not more than 12 months.

COMMUNICATION AND ENGAGEMENT

There was no communication and engagement associated with this report.

LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services

We support our residents to be healthy, strong and resilient and will embrace and celebrate our diverse community

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The appointment of Mr Peter Swabey, Director Corporate Services to the role of Acting Chief Executive Officer will ensure the continued good governance of the organisation during the CEO's leave period.

8.15 REVOCATION OF POLICIES REPORT - PROJECTS AND INFRASTRUCTURE

Author: Jessica Wingad, Manager Projects and Infrastructure

Trim No: 21/1325250

Attachments: 1. *Projects and Infrastructure Proposed Revoked Policies* [↓](#)

EXECUTIVE SUMMARY

As part of the implementation of to the *Local Government Act 2020*, and the adoption of Council's Public Transparency Policy, we are required to make all Council policies publicly available.

The Projects and Infrastructure business unit is responsible for the long-term planning of Council's infrastructure assets as well as the capital delivery of renewed and new assets. The policies relevant to this area have been reviewed and several policies have been identified as no longer being required, outdated or as being unnecessary due to replacement policies or procedures therefore requiring revocation.

RECOMMENDATION

That Council endorses the revocation of the identified policies outlined in this report and shown as Attachment 1 to this report.

BACKGROUND

Council activities are guided by policies, which are approved by Council resolution or in writing by the Executive. Any action by a Council officer should have a basis in legislation or an approved policy.

A policy is a formal statement of principle which regulates Council activities. Clear, relevant, and accessible policies ensure a consistent standard of behaviour and are a key part of transparent decision-making.

A policy is principles-based: it sets out appropriate rules and standards for day-to-day work at Council.

A procedure provides more detailed instructions about how to implement a policy or carry out a Council function. It is developed by a business unit and does not require approval by Council or the CEO.

The Projects and Infrastructure business unit has reviewed 20 policies of which 17 were identified as no longer being required, outdated or as being unnecessary due to replacement policies or procedures, and require revocation. The review included consideration of the following;

- Age of the policy and if any revisions have been made over time, and
- Whether the objectives of the policy have been replicated in any other document or policy, and
- Is the policy required to ensure Council meets its legislative obligations; and
- Existing legislation or Acts which supersede Council Policy, and

- Whether the policy provides clarity for the community.

The Asset Management Policy, Public Street Lighting Policy and the recently adopted Bluestone Lane and Kerb and Channel Reconstruction Policy are being reviewed and drafted for Council consideration in early 2022.

The policies in the following table have all been previously adopted by Council, except for *Management of Major Construction Contracts* which was previously approved by Executive. Policies adopted by Council will need to ultimately be revoked by Council.

ISSUES AND DISCUSSION

All Council policies are to become publicly available by in accordance with Council's Public Transparency Policy.

Through this process, the policies in the following table below (and included in Attachment 1) have been, or are proposed to be converted to procedures, are duplicates or included in more recent Council documents as outlines in the reasons for revocation.

Business Area	Name of Policy	Reason for revocation
Projects and Infrastructure	Drainage Connections	The Local Law covers the need for the Policy. The Local Law Part 4 – Management of Drains, Waterways or Similar, directs the need for a permit. The website outlines how to obtain the permit. This policy replicated this process and does not add further value.
Projects and Infrastructure	Infrastructure – Night Work	This policy is redundant. Council will always abide by existing local laws and provisions under EPA construction guidelines and seek exemptions if or when required.
Projects and Infrastructure	Infrastructure Protection	This can be replaced with an executive approved guidelines and procedure for the process and legally is covered in the Local Law Part 2 – Protection of Council Assets.
Projects and Infrastructure	Management of Major Construction Contracts	To be incorporated into the Contract Management Framework but also covered under Contract Law in general.
Projects and Infrastructure	Painting of Roadside Parking Lines ('Hockey Sticks')	Superseded by Parking Policy (Section 5.3.2) - any updates relating to this policy can be proposed through an updated to the Parking Policy.
Projects and Infrastructure	Parking Restrictions	Superseded by Parking Policy (Section 2.2.2) - any updates relating to this policy can be proposed through that process.

Business Area	Name of Policy	Reason for revocation
Projects and Infrastructure	Protection of Drainage Assets & Easements	The local Law, Part 2- Protection of Council asset sets the principles and points to the need for a permit. This policy outlines the guidelines for the permit - therefore an updated guideline will be more effective way to articulate the Local Law requirement to the community.
Projects and Infrastructure	Register of Public Roads	This policy is replicating Council's requirements under the Road Management Act and articulated in Councils Road Management Plan, Part 4.
Projects and Infrastructure	Road Widths	Revert to an executive endorsed standard. General guidelines are being developed as part of Council's Street Design guidelines which also reflects Vic Roads standards together with Council planning policy.
Projects and Infrastructure	Street and Laneway Design and Construction	Replaced with Bluestone Laneway and Kerb and Channel Reconstruction Policy in 2020.
Projects and Infrastructure	Street Design and Construction <i>(Please note policy was originally listed on the register, however, was identified as a duplicate of the Street and Laneway Design and Construction Policy there is not included in Attachment 1.</i>	Replaced with the Bluestone Laneway and Kerb and Channel Reconstruction Policy together with recent Council adopted strategies such as the Integrated Transport Plan which looks to develop Street Design guidelines. Replaced with a new Guidelines for civil standards
Projects and Infrastructure	Traffic Management Plans	This policy is replicating Council's requirements under the Road Management Act.
Projects and Infrastructure	Traffic Management Capital Funding Priorities	Review in terms of longer-term Council Plan or Executive endorsed strategy
Projects and Infrastructure	Traffic Management Consultation	Superseded by Council wide Community Engagement Policy and strategy and also included in the Parking Policy.
Projects and Infrastructure	Traffic Management Warrant System	Review in terms of Council or Executive endorsed strategy. Currently superseded by priorities in the Integrated Transport Plan.
Projects and Infrastructure	Use of rights of ways	Covered generally in Local Law, Part 6 (26.2). Existing policy not reflecting the integrated approach to right of way management. Executive adopted standard or guideline proposed. Priority for review and updating.
Projects and Infrastructure	Vehicle Crossings	Temporary crossings covered in Local Law Part 3 (18). Review in terms of longer-term Council or Executive endorsed strategy.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

The revocation of these policies has no impact on the Climate Emergency Response Strategy. The review and updating of existing policies allow for the opportunity to effectively align with the Climate Emergency Response Strategy; specifically the Asset Management Policy and the Public Street Lighting Policy.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

There are no identified risks associated with the recommendations in this report. The process is consistent with the Council wide policy review and all policies identified for revocation are effectively redundant and have been replaced with alternative processes, guidelines or policies.

POLICY AND LEGISLATIVE IMPLICATIONS

As part of the implementation of to the *Local Government Act 2020*, and the adoption of Council's Public Transparency Policy, we are required to make all Council policies publicly available.

The opportunity to review existing Council policies has identified replication of current Council policies and/or existing State legislation that supersede the existing Council policies.

Any revocation of policy has considered whether Council can continue to meet both its legislative responsibility.

COMMUNICATION AND ENGAGEMENT

Internal consultation was conducted to ensure all links to current Council policies and plans are accurate and meet the needs of all stakeholders.

LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services
We build trust through engaging with our community, delivering quality services and making evidence-based decisions

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

That Council revokes the policies identified in this report and as shown in Attachment 1

- **POLICY NUMBER:** 8.11
 - **TITLE:** Drainage Connections
 - **ADOPTED BY:** Glen Eira City Council
 - **DATE ADOPTED:** 6 February 2007
-

1. Objective

To enhance the amenity of the city by ensuring that all properties have appropriate provision for stormwater disposal to Council's drainage system.

2. Definitions

Point of Discharge: A low point within or at a property boundary. It is not necessarily the *Point of Connection*.

Point of Connection: A connection to Council's drainage system to drain a property. A *Point of Connection* may be to a *Council Underground Drainage System* or the kerb and channel of a road.

Council Underground Drainage System: A Council drainage pit or pipe.

3. Policy

- i. All impermeable surfaces within a property must drain to the *Point of Connection* via the *Point of Discharge*.
- ii. The relevant property owner is responsible for installing and maintaining the:
 - Internal property drainage system;
 - Drainage system between the Point of Discharge and the Point of Connection, inclusive.
- iii. A property owner must obtain a permit from Council before altering or installing a Point of Connection. The design of a Point of Connection must accord with Council's Standard Drawings as applicable.
- iv. Where Council provides a report for a property in accordance with Clause 610 of the Building Regulations, the report shall include :
 - Council's nominated *Point of Discharge*.
 - Details of Council's downstream stormwater drainage network.
 - Likely *Point of Connection*.
- v. A drainage system between the property boundary and the Point of Connection must not be pumped unless:
 - The Point of Connection is to a Council Underground Drainage System; and
 - The receiving Council system has enough capacity to accommodate the additional flow; and
 - There is no other practical means to drain the property.

-
- **Relevant Legislation:** Local Government Act 1989
Health Act 1958, Building Regulations 2006
 - **Cross References to other Policies/Documents:**
City of Glen Eira Local Law
 - **Responsible Officer:** Director Assets and Facilities

- **POLICY NUMBER:** 8.8
 - **TITLE:** Infrastructure – Night Work
 - **ADOPTED BY:** Glen Eira City Council
 - **DATE ADOPTED:** 19 March 2001
-

1. Objective:

To minimise disruption, inconvenience and/or danger to residents, traders, members of the public and/or Council staff and/or contractors.

2. Policy:

It is the policy of Council that all construction and/or maintenance work related to infrastructure will be carried out during normal working hours, except where:

- Performance of the work during normal hours would result in the movement of vehicle or pedestrian traffic or public transport services being disrupted to an unacceptable degree, OR
 - Performance of the work during normal hours would have a serious negative impact on the conduct of business in the city, OR
 - The work is necessary due to a Municipal Emergency, OR
 - The work is necessary due to a situation, which would potentially expose members of the public or Council staff and/or contractors to personal injury and/or serious property damage.
-

- **Relevant Legislation:** *Local Government Act 1989*
Emergency Management Act 1986
- **Cross References to other Policies/Documents:**
- **Responsible Officer:** Director Infrastructure

-
- * **POLICY NUMBER:** 8.4
 - * **TITLE:** Infrastructure Protection
 - * **ADOPTED BY:** Glen Eira City Council
 - * **DATE ADOPTED:** 3 February 1997
-

1. Objective

- 1.1 To be aware through a notification and permit system of development works that have potential to damage Council assets.
- 1.2 To outline the responsibility of property owners to protect or reinstate Council assets when undertaking property developments.

2. Policy

- 2.1 All works associated with developments must have an appropriate Council permit for road opening, stormwater tapping or footpath occupancy prior to the commencement of works.
 - 2.2 The property owner who has initiated the development work will be held accountable to the full extent of the law for all damage arising from the development activity.
-

- * **Relevant Legislation:** *Local Government Act 1989*
- * **Cross References to other Policies / Documents:** Glen Eira Local Laws
- * **Responsible Officer(s):** Manager Infrastructure Contracts

*	POLICY NUMBER:	7.4
*	TITLE:	Management Of Major Construction Contracts
*	ADOPTED BY:	Executive
*	DATE ADOPTED:	5 November 2003

1. Objective

To provide for transparent and accountable management, within authorised delegations, of large construction contracts.

2. Background

By their very nature, larger construction contracts require tight management, but also flexibility to deal with changes and variations within the terms of the contract on a daily basis.

A myriad of variations, instructions, additional quotations etc. can occur over the length of these contracts. Dealing with these promptly and efficiently can minimise cost escalation and potentially also produce savings under the contract.

3. Policy

- 3.1 In each contract awarded by Council a contract contingency amount shall be included. The actual amount set will be determined on a contract by contract basis.
- 3.2 Subject to the nature and complexity of the contract, and with the Manager Corporate Assets approval, a further client contingency amount may be allowed for in the Council resolution to award the contract. This contingency amount will not be known to the contractor.
- 3.3 Following the Council resolution to award the contract, two purchase orders will be raised, one for the main contract and contingency, a second for the client contingency amount.
- 3.4 Variations under the contract are to be authorised by the Manager Corporate Assets.

- 3.5 If the total value of the variations exceeds the sum of the contingency amounts a separate purchase order will be raised on the authorisation of the Chief Executive Officer.
- 3.6 Following completion of the contract, a post contract report must be put before Council.

* **Relevant Legislation:** *Local Government Act 1989*

* **Relevant Community Plan Goal(s):** *Goal 4:* Ensure that community assets are renewed, developed, maintained and managed in environmentally sustainable ways.

* **Cross References to other Policies / Documents:**

* **Responsible Officer(s):** Manager Corporate Assets

* POLICY NUMBER:	8.16
* TITLE:	Painting of Roadside Parking Lines ('Hockey Sticks')
* ADOPTED BY:	Glen Eira City Council
* DATE ADOPTED:	2 November 2005

1. Objective

- To ensure that 'hockey sticks' (white painted lines on the road each side of private driveways) on Council Roads are only provided in appropriate locations.
- To minimise the visual impact and cost of installing and maintaining hockey sticks.

2. Background

Council annually receives many requests to paint 'hockey sticks' each side of private driveways.

Hockey sticks are often requested in response to motorists parking against the edge of a private driveway. This has tended to result in a proliferation of hockey sticks.

Individually the cost and visual impact of these is minimal however this starts to become significant as the number of hockey sticks increases.

Unlike intersections, there is no statutory minimum distance that motorists are required to park clear of private driveways. The only requirement is that parked vehicles do not obstruct private driveways i.e. park in such a manner as to prevent vehicles getting in or out of the driveway (as distinct from requiring multiple manoeuvres to do so).

The intended purpose of hockey sticks is to deal with situations where there is a recurring problem with vehicles obstructing private driveways because (for example) 3 vehicles regularly try to fit into kerbside space that can only accommodate 2 cars.

Under the *Road Management Act* Council is not responsible for the road pavement of VicRoads Declared Main Roads. It is not therefore appropriate that hockey sticks be painted on such roads by Council. Nor is it the responsibility of Council to maintain existing hockey sticks on VicRoads Declared Main Roads.

3. Policy

- Hockey sticks will only be installed where there is a recurring problem with vehicles obstructing private driveways i.e. parking in such a manner that vehicles cannot get in or out of the driveway.
- Hockey sticks are not intended to be used to prevent motorists lawfully parking against the edge of private driveways.
- Hockey sticks will not be provided by Council on VicRoads Declared Main Roads.

* **Relevant Legislation:** Road Rules Victoria, *Local Government Act* 1989

* **Cross References to other Policies / Documents:**

* **Responsible Officer(s):** Director City Development

*	POLICY NUMBER:	13.3
*	TITLE:	Parking Restrictions
*	ADOPTED BY:	Glen Eira City Council
*	DATE ADOPTED:	12 August 2002

1. Objective

- 1.1 To provide **equitable** access to public car parking spaces in areas of competing demands and to appropriately **balance** the often competing need for:
- Protecting residential amenity.
 - Supporting the viability of local shopping centres including (where practicable) the provision of staff car parking.
 - Providing for the highest turnover of prime public car parking spaces in retail and commercial areas.
 - Providing opportunity for longer term commuter car parking at public transport nodes to support public transport usage.
 - Providing opportunities for visitors and shoppers to easily access services.

2. Background

- 2.1 Parking restrictions have been introduced throughout the City of Glen Eira over many years, in response to requests from the local community where demand for parking exceeds supply (a situation which happens over much of the City). These requests remain a constant component of Council's traffic engineering work in the City.
- 2.2 Parking management in an urban environment is a complex issue that requires ongoing monitoring, review and adjustment. Parking restrictions are a supply management approach along with enforcement, provision of public carparks and the application of parking requirements on private developers. The other half of the parking management equation is a demand management approach aimed at reducing reliance on motor vehicles by supporting public transport and alternate forms of transport including walking.

3. Policy

3.1 General

- 3.1.1 Parking restriction decisions will be based on an **analysis of local conditions** (parking survey & observations) and consideration given to flow-on impacts on neighbouring areas.
- 3.1.2 Parking restriction decisions will be made following appropriate **consultation** with immediately affected residents, business persons, community and sporting groups.
- 3.1.3 Parking restrictions will be **simple, clear, practical** and able to be **enforced**.
- 3.1.4 There will be a generally **consistent approach** taken to parking restrictions across like parts of the City.

3.1.5 Parking restriction changes will require the **approval of an authorised Council Officer** as expressed in the delegation deeds from Council.

3.1.6 Parking decisions will be made having regard to the general objectives above and the specific circumstances following:

3.2 Specific

Parking decisions will be made having regard to the general objectives above and the specific circumstances following:

Residential

3.2.1 Where residents' premises are within close proximity to commercial premises and restrictions are warranted, restrictions will generally be imposed on one side of the street only to provide a balance of short and long term parking.

Commercial

3.2.2 Duration of restrictions will depend on the type of commercial uses in the locality having regard to business needs related to customer turnover times.

3.2.3 Application of restrictions shorter than 1 hour or outside normal business hours are generally discouraged given the limitations of enforcing these restrictions.

-
- * **Relevant Legislation:** *Road Safety Act 1986, Local Government Act 1989, Transport Act 1958*
 - * **Cross References to other Policies / Documents:** Policy 13.1 - Traffic Management Consultation
 - * **Responsible Officer(s):** Director City Development, Group Manager Statutory Services, Manager Civic Amenity, Senior Transportation Engineer, Traffic Engineers.

* POLICY NUMBER:	8.9
* TITLE:	Protection of Drainage Assets and Easements
* ADOPTED BY:	Glen Eira City Council
* DATE ADOPTED:	31 August 2010

1. Introduction:

Council receives requests for consent to build structures over Council drainage assets and easements within private property.

Section 310 of the Building Regulations 2006 requires the report, permit and consent of Council to construct a building over an easement vested in Council.

Under Council's Local Law 2009 it is an offence to interfere with or alter "any Council owned or managed waterway, ditch, creek, gutter, drain, tunnel, bridge, levee, culvert or fence" unless Council has granted a Permit for that activity.

2. Objective

To protect the integrity of, and access to, easements and existing and future stormwater drainage assets on privately or publicly owned land.

To protect the integrity of overland flow paths to reduce the occurrence and adverse effects of local flooding.

3. Definitions

For the purpose of this Policy:

"Structure" means:

any structure or earthworks and includes but not limited to: buildings as defined in the Building Act 1993; minor structures like garden sheds, cubby houses, hot water services; and other structures like swimming pools, ornamental pools, driveways, paving, fences, poles, signs, walls, and pergolas.

"Interfere with a Council drain" means:

Build over or within 1 metre of a Council drainage asset thereby limiting access to or creating the potential to damage the asset.

4. Policy

Council may permit to the construction of a structure over or near a Council drainage asset and/or over an easement, providing:

- The structure is designed and constructed so that there is no detrimental impact on existing or future Council drainage assets;

- The design, construction and on-going management of the structure enables Council to gain unimpeded access to the easement and drainage assets for any reasonable purpose;
- The structure does not impede the natural flow of surface stormwater where the Director of Assets and Facilities, Manager of Infrastructure Assets or successors determines there is or likely to be an overland flow path;
- The owner of the property and subsequent owners accept responsibility for:
 - (a) Any reasonable costs arising from and reasonably necessary for the removal of any structure built over the easement;
 - (b) the reconstruction and reinstatement at the owners own expense of any structure, landscaping or cost reasonably necessitated from and related to Council's reasonable use or reasonable accessing the easement.
- The above conditions and site specific requirements are registered as an encumbrance on the property title at the property owner's cost by way of an Agreement under Section 173 of the Planning and Environment Act 1987 or any other means the Director of Assets and Facilities deems appropriate;
- A "Building Over Easement / Drain" permit is obtained from Council prior to any structure being constructed:
 - (a) over an easement; or
 - (b) within one metre or over a Council drainage asset.
- In accessing the easement Council will take reasonable care to minimise damage to the property and will take reasonable care to minimise disruption to existing planting.

*** Relevant Legislation:** Building Act 1993, Building Regulations 2006, Local Government Act 1989, Planning and Environment Act 1987, Subdivision Act 1988, Glen Eira City Council Local Law 2009

*** Cross References to other Policies / Documents:** None

*** Responsible Officer(s):** Director Assets & Facilities

TITLE: REGISTER OF PUBLIC ROADS

ADOPTED BY: Glen Eira City Council

DATE ADOPTED: 19 March 2013

1. Objectives

To provide guidance on which municipal roads in the City of Glen Eira that Council will manage under the Road Management Act 2004.

2. Definitions

“The Act” means the Road Management Act 2004.

“Municipal road” means any road that is not a State Road¹

“Public road” means a public road for the purpose of Section 17(1) of the Act.

3. Background

The Act requires that Council maintain a register of public roads. Council must inspect, maintain and repair these roads in accordance with its Road Management Plan.²

Council has no statutory or common-law duty to undertake road management functions on municipal roads not on its register.

Council must include a municipal road that is public road on its register. This includes roads that Council has decided are “reasonably required for general public use”.³

4. Policy

For the purpose of Sections 17(3) of the Act, a road is “reasonably required for general public use” and therefore a public road if:

- i. The public has unrestricted access to the road or Council has determined there should be unrestricted access; and
- ii. the Director Assets and Facilities has determined the road meets Council standards for a constructed road; and
- iii. the road provides physical access to at least two properties; and
- iv. the land under the road is not common property associated with an Owners Corporation.

A municipal road shall also be “reasonably required for general public use” if Council otherwise resolves it is a public road.

¹ As defined by Act.

² Section 40(1) of the Act

³ Section 17(3) of the Act

If a road on the register is no longer a public road and/or Council decides it no longer meets the criteria of being “reasonably required for general public use”, Council shall remove it from the register.⁴

5. References:

Local Government Act 1989
Road Management Act 2004
Policy 8.13 – Use of Rights of Way

6. Responsible Officer:

Director Assets and Facilities

7. Delegated Officer:

Manager Infrastructure Assets

⁴ Section 17(4) of the Act.

Road Widths

Date first adopted 2 November 2005	Version: 1 Next review date: June 2016	Status: Adopted
Position Title of Responsible Business Unit Manager:	Director Assets & Facilities	

Road Widths

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Glen Eira City Council

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1. TITLE

Road Widths

2. OBJECTIVE

To (where practical) provide appropriate carriageway widths in streets under the care and management of Council at the time these undergo major reconstruction.

3. BACKGROUND

ResCode provides guidelines for the carriageway width of various types of residential streets to accommodate moving traffic and parking (as appropriate).

Construction of the vast majority of local streets in Glen Eira predates ResCode; however the carriageway width of most streets is generally in accordance with ResCode.

However there are some instances where streets are too wide or too narrow relative to ResCode guidelines.

This can result in problems including:

- (a) Traffic congestion
- (b) Large vehicles unable to gain access between parked cars
- (c) Illegal parking (including on nature strips)
- (d) Speeding
- (e) Parked cars being side swiped

The cost of narrowing or widening the affected streets to comply with ResCode would be significant and consequently is not something that can be achieved in the short to medium term.

However logically, as the affected streets progressively undergo major reconstruction, consideration should be given at that time to adjusting the carriageway width where appropriate and practical.

In some cases this will not be achievable on account of the impact on street trees, footpaths, access or the high cost of relocating utility services. Widening of streets will typically not be feasible where this would require relocation of light / power poles.

4. POLICY

As Council streets progressively undergo major reconstruction, consideration will be given at that time to adjusting the pavement width of the carriageway where practical and appropriate in accordance with ResCode guidelines.

This decision whether or not to widen or narrow a street will be based on consideration of:

- (a) Impact on road cross section / integrity;
- (b) Impact on utility services both above and below ground;
- (c) Impact on street trees / landscaping;
- (d) Cost;
- (e) Community views;
- (f) Any other relevant consideration.

5. REFERENCES/RESOURCES

Clause 56 of the Glen Eira Planning Scheme

Road Widths

POLICY NUMBER:	8.12
• TITLE:	STREET AND LANEWAY DESIGN AND CONSTRUCTION
• ADOPTED BY:	Glen Eira City Council
• DATE ADOPTED:	10 February 2003
• DATE AMENDED:	26 February 2013

OBJECTIVE

To ensure that the standards of design and construction of streets and laneways in the City adequately reflect their assigned roles in the City's road hierarchy.

POLICY

General

Streets and laneways¹ in the City will be reconstructed on a priority basis based on condition and within budget constraints.

As a general rule, streets and laneways will be reconstructed using similar materials to those existing.

Street and laneway design will take into account:

- Australian Standards and other industry standards for engineering design
- The need for associated drainage improvements.
- The amenity of the local environment including heritage considerations and the need for an attractive design.
- Relevant Council Plans and Strategies.
- The needs of all users including motorists, pedestrians and cyclists.
- The needs of people of all abilities.

¹ Identified as "rights-of-way" in Council's Register of Public Roads

Bluestone Laneways

When renewing the surface of an old bluestone laneway subject to a Heritage Overlay or Neighbourhood Character Overlay, Council shall renew with bluestone pavers unless a Town Planning Permit requires otherwise.

When renewing the surface of an old bluestone laneway which is not subject to one of the above overlays, Council will replace the surface with concrete when the laneway meets at least one of the following criteria:

- Is subject to regular pedestrian and/or bicycle use
- Is the primary pedestrian access to a property
- Abuts a commercial area

If the laneway does not meet at least one of the above criteria, Council will renew the laneway surface with bluestone.

-
- **Relevant Legislation:** Local Government Act 1989
Commonwealth Discrimination Act 1992
Road Management Act 2004
 - **Cross References to other Policies/Documents:**
Glen Eira Planning Scheme
Street Tree Strategy
Bicycle Strategy
Asset Management Strategy
Road Management Plan
Disability Action Plan
Sustainable Transport Plan
 - **Responsible Officer:** Director Assets and Facilities

* POLICY NUMBER:	8.14
* TITLE:	Traffic Management Plans
* ADOPTED BY:	Glen Eira City Council
* DATE ADOPTED:	21 March 2005
* DATE AMENDED	24 November 2009

1. Objective

- 1.1 To ensure that Council meets its obligations as a road authority in a responsible manner, as required by the *Road Management Act* 2004.
- 1.2 To ensure that Council is not deemed to be responsible for Traffic Management Plans prepared by others for the works manager.
- 1.3 To ensure that the works manager retains responsibility for ensuring the work site conforms to the requirements of the Traffic Management Plan.

2. Background

The *Road Management Act* 2004 places the responsibility for work sites within public roads on works managers, infrastructure managers, and road authorities. It is a requirement of the legislation and associated regulations that Traffic Management Plans are prepared by suitably qualified people. This responsibility defaults to the works' manager, who often will not be Council.

Section 63(2) of the *Road Management Act* exempts utility companies and their agents from obtaining the consent of the road authority prior to performing works. Hence, in only some instances will Council receive prior notification of works that are occurring within the road reserve when works are performed by others. The Act does not intend to place the responsibility for work site management on the road authority.

Regulations made under the *Road Management Act* limit the fees that can be charged by road authorities for various types of works on various classes of road. Fees are not chargeable for works that are exempt from the consent and notification requirements of the Act.

3. Policy

- 3.1 Where prior consent of Council is required, Council will require that Traffic Management Plans are prepared by suitably qualified persons for road works, as a condition of Permit.
- 3.2 Council is not responsible for the quality or correctness of Traffic Management Plans prepared by others and will not check or approve them to state or verify conformance with the "Code of Practice for Worksite Safety - Traffic Management".

- 3.3 Occasional random audits of conformance at the work site by the works manager with Traffic Management Plans will be performed by Council for works where prior consent of the work by Council is required and a permit has been issued.
- 3.4 An audit will also be performed by Council where Council has specific notice that a Traffic Management Plan has not been implemented or is not being adhered to in respect of works where Council has issued a permit.

This Policy is to be reviewed by 31 December 2012 or on the earlier amendment of the relevant legislation.

-
- * **Relevant Legislation:** *Road Management Act 2004*
Road Safety Act 1986
Local Government Act 1989
Health and Safety Act 1985
 - * **Cross References to other Policies / Documents:** Road Management Plan - November 2004
 - * **Responsible Officer(s):** Manager Infrastructure Assets

*	POLICY NUMBER:	13.11
*	TITLE:	Traffic Management Capital Funding Priorities
*	ADOPTED BY:	Glen Eira City Council
*	DATE ADOPTED:	5 May 2003

1. Objective

- 1.1 To ensure the setting of traffic management capital funding priorities (for Council funds) is transparent, equitable and merit based.

2. Policy

- 2.1 The key considerations for determining annual traffic management capital funding priorities shall include:

- Glen Eira Community Plan Goals
- Glen Eira Road Safety Strategic Plan
- Traffic engineering warrants list (Priority ranking)
- Road categorisation (i.e. priority given to *Local* Council controlled roads over State controlled roads)
- Likelihood of funding for specific projects from other sources (i.e. Blackspot funding)
- Capacity to deliver – cost, timing and management

- 2.2 The annual program should generally seek to make advancements in the following:

- Road Safety
- Residential Amenity
- Traffic efficiency
- Parking management

- 2.3 The implementation of traffic engineering capital projects shall be subject to consultation with affected residents.

* **Relevant Legislation:** *Local Government Act* 1989, Road Rules Victoria

* **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira

* **Cross References to other Policies / Documents:** Glen Eira Road Safety Strategic Plan, Policy 13.10 - Traffic Management Warrant System, Policy 13.1 - Traffic Management Consultation

* **Responsible Officer(s):** Director City Development

*	POLICY NUMBER:	13.1
*	TITLE:	Traffic Management Consultation
*	ADOPTED BY:	Glen Eira City Council
*	DATE ADOPTED:	3 February 1997
*	DATE AMENDED:	12 August 2002

1. Objective

- 1.1 To ensure appropriate consultation occurs with persons potentially affected by Council proposals to introduce traffic management controls, devices and/or treatments within the municipality.

2. Background

- 2.1 Traffic management proposals have potential impacts on local communities that need to be considered in making a decision. Often varying views exist in the community as to the merits of traffic management proposals and Council is required to balance these competing views. Effective public consultation is a critical component to ensure sound decisions are made.

- 2.2 It is Council Policy (Parking Restrictions Policy 11.3) that:

"Parking restriction decisions are undertaken following appropriate consultation with immediately affected persons".

In addition traffic engineering works (speed humps, road closures etc.) have potential community impact and an opportunity needs to be provided for affected persons to comment and be considered prior to decisions being made.

2. Policy

- 3.1 The extent of consultation shall be determined by Council traffic management officers based on the nature of proposed controls/works and the local context. Generally, all property owners and/or occupiers directly affected by a proposal will be notified.
- 3.2 The form of consultation shall generally be in writing from Council to potentially affected persons inclusive of residents, business persons, community and sporting groups (as applicable).
- 3.3 Potentially affected persons shall be provided with a minimum of 10 days from receipt of notice to make a submission to Council in response.
- 3.4 All submissions shall be considered in making a decision.

- 3.5 All submitters shall be advised of the Council (or its delegate) decision in writing.
- 3.6 Notwithstanding community comment, the ultimate decision rests with Council or its delegate having regard to the advice of Council's traffic engineers. There may be occasions where safety or traffic engineering considerations outweigh the majority community view.

-
- * **Relevant Legislation:** *Road Safety Act 1986, Local Government Act 1989, Transport Act 1958*
 - * **Cross References to other Policies / Documents:** Policy 13.3 - Parking Restrictions
 - * **Responsible Officer(s):** Director City Development, Group Manager Statutory Services, Manager Civic Amenity, Senior Transportation Engineer.

- * **POLICY NUMBER:** 13.10
 - * **TITLE:** Traffic Management Warrant System
 - * **ADOPTED BY:** Glen Eira City Council
 - * **DATE ADOPTED:** 5 May 2003
-

1. Objective

- 1.1 To maintain a systematic and equitable system for assessing and ranking streets for traffic management treatment throughout the municipality.

2. Policy

- 2.1 Streets, in which concerns have been expressed about traffic management, shall be assessed and ranked relative to other such streets on the basis of 'warrants' comprising speed, volume, accident history and other relevant factors.
- 2.2 The warrants may be varied from time to time, however, all candidate streets shall be assessed on a common set of warrants.
- 2.3 The ranking of each street (based on the warrants) shall inform the setting of priorities for capital funding bids however a high ranking does not guarantee immediate funding.
- 2.4 The traffic data (speed, volume etc.) to which the warrants are applied will be updated at appropriate intervals and ranking adjusted accordingly.
-

- * **Relevant Legislation:**
- * **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira
- * **Cross References to other Policies / Documents:** Policy 13.11 - Traffic Management Capital Funding Priorities
- * **Responsible Officer(s):** Director City Development

* POLICY NUMBER:	8.13
* TITLE:	Use of Rights of Way
* ADOPTED BY:	Glen Eira City Council
* DATE ADOPTED:	21 May 2001

1. Policy Basis

Rights of way were principally created as part of subdivisions for the purpose of providing ancillary services to properties, which include sanitary collection, deliveries to retail, commercial and industrial properties. Most rights of way were never intended to be the principal means of access to any property, nor are they wide enough to cater for public vehicular through traffic and/or pedestrian access. Unless the originally intended use of the road can be demonstrated to be still required, Council holds the view that the best use of such land should be discontinuance and sale to adjoining properties.

A number of planning proposals for multi unit developments are on sites adjoining rights of way. Some of these planning proposals seek to rely on the right of way for vehicular and pedestrian access to a dwelling. This raises a number of issues such as maintenance, security, pedestrian safety, lighting, inability for garbage and emergency vehicle access and difficulties in street numbering.

The Municipal Strategic Statement encourages a balanced mix of housing types and densities, and the facilitation of shop top housing where appropriate. There are some locations where the use of rights of way may actually assist in the achievement of strategic planning objectives such as providing shop top housing or providing increased residential densities in urban villages and neighbourhood centres.

2. Objective

To provide a coordinated approach for Council in considering the use of rights of way within the municipality.

3. Policy

It is policy that;

3.1 Maintenance

- Council may, at its discretion, continue to maintain existing constructed sections of rights of way.
- The care and management of rights of way not maintained by Council, including all unmade sections, rests with adjoining properties.
- The provision and maintenance of public lighting in rights of way is the responsibility of adjoining properties.

3.2 Planning permit applications

- It is Council's preferred option that all properties contain all access within their title boundary onto the primary road abutting their property.
- Where an owner seeks to use an abutting right of way as an access to his/her property, it is desirable that the owner purchase the abutting section of the right of way from Council, subject to the constraints of this policy.
- Where it is not possible to purchase such land, the applicant should be required to:
 - (i) construct and thereafter maintain the section of right of way to be used to Council's satisfaction; and
 - (ii) take measures to restrict access to the property only along the section of right of way immediately abutting the property.
- Council will only encourage use of rights of way for vehicular access in urban villages or neighbourhood centres where an outcome consistent with the Municipal Strategic Statement would be achieved. Use of rights of ways for vehicular access in "incremental change" areas should be discouraged.
- Pedestrian access to the primary road abutting the property should be provided at all times.

3.3 Assigning street names to rights of way

- Council will consider assigning a street name to a right of way only if all of the following have occurred;
 - (i) A planning permit has been issued for at least one property which provides sole abuttal to the right of way;
 - (ii) Council considers that addressing the above property(ies) from the principal road might not provide sufficient identification to visitors;
 - (iii) The applicant requesting the naming is an owner of an adjoining property and has received written support for the request from the majority of other adjoining owners;
 - (iv) The applicant has also obtained written consent from Australia Post in support of the request;
 - (v) Adjoining owners have been advised that –
 - Any such naming is made solely for the purposes of assisting residents in the better identification of their properties by visitors;
 - No obligation rests with Council to improve, upgrade or maintain the right of way as a result of properties using the new street name as their address. Any such works would be at the expense of adjoining owners;
 - (vi) Any name assigned will recognise that it is a subsidiary road, and will contain the suffix 'Lane'.

* **Relevant Legislation:** *Local Government Act 1989, Subdivision Act 1988*

* **Cross References to other Policies / Documents:** Policy 7.2 – Rights of way & reserves – Discontinuance & sale, Glen Eira Municipal Strategic Statement.

* **Responsible Officer(s):** Director Infrastructure, Director City Development, Compliance Co-ordinator, Statutory Planning officers, Manager Corporate Assets

Vehicle Crossings

Date first adopted: 3 September 2001	Version: 2 Next review date: November 2018	Status: Reviewed
Replaced and Adopted: 25 November 2014		
Position Title of Responsible Director:	Director Assets & Facilities	

Vehicle Crossings

Glen Eira City Council

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1 TITLE

Vehicle Crossings Policy

2 PURPOSE

To ensure the number and design of Vehicle Crossings meet specified requirements and standards and respects neighbourhood character.

3 OBJECTIVE

To ensure:

- a consistent approach to granting Vehicle Crossing Permits;
- Vehicle Crossings meet minimum design standards with respect to width, materials and clearances to road side infrastructure;
- street trees, footpaths and neighbourhood character are not unreasonably affected by Vehicle Crossing works;
- on-street parking is maximised while providing reasonable access for off-street parking; and
- the number of locations where vehicle cross pedestrian and cycle paths is kept to a minimum to promote safety.

4 BACKGROUND

- 4.1 Clause 429 of Council's Local Law 2009 prohibits the damage, destruction or interference with a Road (clause 429) without a Permit. It follows that, unless legislation otherwise allows, a Person must seek for Council to grant a Vehicle Crossing Permit Council to modify, repair or remove a Vehicle Crossing. Council's granting of a Vehicle Crossing Permit maybe subject to conditions (clause 605). Council may also direct an owner of a Property to remove a Vehicle Crossing that is no longer required (clause 419).
- 4.2 The Glen Eira Planning Scheme aims to ensure that the number and design of Vehicle Crossings respects the neighbourhood character. The Scheme however, only applies to Vehicle Crossings the construction of which also requires a Town Planning Permit. It is Council's position that the standards and decision guidelines under the Scheme are appropriate to all Vehicle Crossings. The Scheme covers matters such as the width of Crossings, minimising the loss of on-street parking and ensuring that Crossings do not adversely affect pedestrian safety.

5 DEFINITIONS AND ABBREVIATIONS

Term	Meaning
General	Unless otherwise stated, terms shall have the same meaning as Council's Local Law 2009.
Vehicle Crossing or Crossing	Means the area constructed between the road and the adjacent property to allow vehicles to cross the nature strip and footpath. It does not include the footpath section but includes the Road channel.
Vehicle Crossing Permit	A permit that Council may grant in accordance with clause 605 of the Local Law 2009 for work associated with a Vehicle Crossing.
Vehicle Crossing Permit Standard Conditions	A list of standard conditions in a Vehicle Crossing Permit the approved by the Director Assets and Facilities from time to time.
Vehicle Crossing Standard Drawings	Drawings that include standard details and specifications relating to Vehicle Crossings the Director Assets and Facilities has approved.

6 POLICY*Conformance with the Glen Eira Planning Scheme*

- 6.1 Unless otherwise approved by the Director Assets and Facilities, Council will not grant a Vehicle Crossing Permit that is the subject of an active Town Planning Permit Application¹.
- 6.2 Council may grant a Vehicle Crossing Permit to modify, repair or replace an existing Crossing or install a new Crossing where:
- 6.2.1 A Town Planning Permit has been issued for an adjacent property and the Vehicle Crossing Permit is consistent with the Town Planning Permit, including requirements for service, emergency and delivery vehicles; or
- 6.2.2 a Town Planning Permit is not required and Council has, in relation to that Vehicle Crossing, considered the design standards and decision guidelines of the Glen Eira Planning Scheme as it relates to Vehicle Crossings.

Conditions of a Vehicle Crossing Permit

- 6.3 Council may grant a Vehicle Crossing Permit to modify, repair or replace an existing Crossing or construct a new Crossing subject to:

¹ This is to ensure that a Vehicle Crossing Permit conditions are consistent with the Town Planning Permit.

- 6.3.1 the proposed Vehicle Crossing complying with Council's Vehicle Crossing Standard Drawings and Vehicle Crossing Permit Standard Conditions; and
- 6.3.2 any other condition(s) the Council thinks fit that otherwise accords with the Glen Eira Planning Scheme, Local Law 2009 and Council policy.

7 HUMAN RIGHTS CHARTER COMPATIBILITY

This Policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006*.

8 ASSOCIATED DOCUMENTS

- Vehicle Crossing Standard Drawings
- Vehicle Crossing Permit Standard Conditions
- Road Management Plan

9 REFERENCES/RESOURCES

- *Local Government Act 1989*
- Glen Eira Planning Scheme
- Glen Eira Local Law 2009

8.16 REVOCATION OF POLICIES - URBAN PLANNING

Author: Paul Wood, Manager Urban Planning

Trim No: 21/1299899

Attachments:

1. Urban Planning policies to be revoked [↓](#)
2. Administration of planning conference amended policy [↓](#)
3. Public notice amended policy [↓](#)
4. Urban Planning policies to be amended [↓](#)

EXECUTIVE SUMMARY

As part of the implementation of the *Local Government Act 2020*, and the adoption of Council's Public Transparency Policy, Council is required to make all Council policies publicly available.

Urban Planning has reviewed its policies and identified that eight of the ten policies are no longer required. They have been identified as being either unnecessary due to the function now being legislated or where the policy content has been included in an operational procedure.

Two of the policies remain relevant, however require amendments to ensure that they adhere to legislative requirements or to reflect contemporary practices.

The policies for revocation and the amended policies for adoption are attached for consideration by Council.

RECOMMENDATION

That Council:

1. revokes the policies shown in Attachment 1 to this report; and
2. adopts the amended policy shown in Attachment 2 and 3 to this report in respect of 'Administration of Planning Conferences' and 'Public Notice (Advertising) of statutory planning applications over the summer holiday period'.

BACKGROUND

- Council activities are guided by policies, which are approved by Council resolution or in writing by the Chief Executive Officer. Any action by a Council officer should have a basis in legislation or an approved policy.
- A policy is a formal statement of principle which regulates Council activities. Clear, relevant, and accessible policies ensure a consistent standard of behaviour and are a key part of transparent decision-making.
- A policy is principles-based: it sets out appropriate rules and standards for day-to-day work at Council.
- A procedure provides more detailed instructions about how to implement a policy or carry out a Council function. It is developed by a business unit and does not require approval by Council or the CEO.

ISSUES AND DISCUSSION

Policies to be revoked

All Council policies are to become publicly available in accordance with Council's Public Transparency Policy. The ten Urban Planning related policies have been reviewed and it is proposed to revoke eight of them as detailed in the table below. This is because the policies are either now subject to a legislated process or have been converted to an operational procedure. They require revocation by Council.

It is recommended that the following policies be revoked. The reason for the revocation has been included in the table.

Business Area	Name of Policy	Reason for revocation
Urban Planning	Administration of Open Space contribution	This is now a legislated responsibility. The existing policy was set in place before the planning scheme regulated the contribution rate. Land based contributions are negotiated in accordance with the Open Space Strategy and structure plans. The process for how contributions can be spent is enshrined in legislation.
Urban Planning	Applications escalated to Council	The Instrument of Delegation provides the mechanism to escalate applications to Council. It is reviewed and adopted annually by Council. It includes defined applications that must be determined at an Ordinary Council Meeting and a mechanism to enable any application to be 'called-in' for a decision at an Ordinary Council Meeting.
Urban Planning	Dealing with Planning Applications & Planning Scheme amendments which affect Council owned property	The <i>Planning and Environment Act 1987</i> and Instrument of Delegation provides the framework for decision making associated with Council owned property.
Urban Planning	Pre-lodgement certification of Planning Applications	This was originally established to assist with speeding up decision making. This service is no longer offered. Following the improvements made as a result of the Urban Planning Service Review, decision making timeframes and processes have now been improved and Council is now one of the leading Town Planning functions in the State. The operation of the Urban Planning Department is managed through a series of Key Performance Indicators and Urban Planning Office Procedures to ensure that an efficient planning process is administered.
Urban Planning	Providing zoning information to the public	This is now a legislated responsibility. Of note, Planning Certificates are issued by the State Government and this is detailed on Council's website and within the Urban Planning Office Procedure.

Business Area	Name of Policy	Reason for revocation
Urban Planning	Recommending Allied Professionals/Firms (such as Architects, Draftsperson & Planning consultants) to members of the public	The legislative framework restricts Council staff from being able to recommend allied professions and the likes. This is an operational matter and is included in the Urban Planning Office Procedure.
Urban Planning	Releasing Panel Reports to the Community	The process for releasing Panel Reports is now legislated. It details Council's responsibilities and timeframes for releasing a Panel Report.
Urban Planning	Town planning decision making	See discussion below

Town Planning Decision Making

The existing 'policy' is more so a procedural document for how planning applications will be processed. It is not a policy statement. There is historical context for its establishment. It was implemented at a time when Glen Eira (and metropolitan councils) had a significant influx in planning applications and it set in place a procedure to be able to manage Council's statutory obligation of determining planning applications. At its core, the principles of the policy were to get applications decided and to not negotiate an outcome with the applicant.

While the policy approach assisted in making decisions, it had unintended consequences. It resulted in Glen Eira having the highest number of applications in the State appealed to the Victorian Civil and Administrative Tribunal (VCAT) because Council was not negotiating acceptable outcomes. This impacted the customer experience and redirected significant resources to advocate at VCAT.

The planning process is established under the *Planning and Environment Act 1987*. An objective of this Act is to facilitate planning processes by engaging with the various stakeholders. It is therefore the Act that provides the framework for Town Planning decision making.

In addition to this, Council undertook a service review of the Statutory Planning service in 2017 and implemented a whole of service transformation. It was underpinned by Council's Organisational Values (Collaboration, Respect, Service Excellence, Integrity and Innovation) and had recommendations for best practice service that involved bench marking other Councils. The recommendations have been implemented and the Urban Planning service now has ambitious Key Performance Indicators that manage the steps in the planning process and this is supported by a comprehensive Urban Planning Office Procedure that provides more detailed instructions about how to carry out this function.

On the basis of the legislative framework, Key Performance Indicators, Values approach to working and the Urban Planning Office Procedure, it is recommended that this 'policy' is revoked.

Policies to be amended

There are two existing policies that require updating to ensure that they adhere to legislative requirements or to reflect contemporary practices.

Administration of Planning Conferences

This is an enabling policy that provides for the undertaking of a Planning Conference when a statutory planning application or planning scheme amendment is to be determined at an Ordinary Council Meeting. It is an opportunity for submitter to a planning item to discuss their written submissions before a decision is made.

The policy has been updated to reflect Council's current policy template.

Public Notice (Advertising) of Statutory Planning Applications over the summer holiday period

Under the legislative framework, any relevant statutory planning application must be advertised for two weeks. A decision on a statutory planning application that is advertised should be made within 60 statutory days. There are risks for Council if decisions are not made within this timeframe.

The purpose of this policy is to provide some reprieve for the community over the key dates of the summer holiday period. Council however is unable to prevent a planning application from being advertised, because if Council does not do it themselves, then the applicant can undertake the advertising in accordance with the *Planning and Environment Act 1987*.

The policy therefore seeks to balance the legislative obligations while providing some reprieve to the community. It proposes that:

- Where Council undertakes the advertising of a planning applications and any part of the advertising period falls between 24 December and 1 January, advertising will be undertaken for a minimum of three weeks (i.e. extending the timeframe to put in a submission); or
- Where the town planning applicant undertakes the advertising of a planning applications, that the town planning applicant will be encouraged where any part of the advertising period falls between 24 December and 1 January, to undertake advertising for a minimum of three weeks. It is however sufficient for the purpose of the Act to undertake advertising for a minimum of two weeks.

The proposed amendment to the policy manages risk and ensures that the community still has an extended period of time to consider how a planning application will affect them.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

There are no Climate Emergency Response Strategy implications.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

There are no financial, resource and asset management implications. It is important that any policy is aligned with legislative responsibilities to manage risk implications. These have been detailed in the report.

POLICY AND LEGISLATIVE IMPLICATIONS

Local Government Act 2020

Public transparency principles in the Act state:

- A. Council decision making processes must be transparent except when the Council is dealing with information that is confidential by virtue of this Act or any other Act;
- B. Council information must be publicly available unless—
 - (i) the information is confidential by virtue of this Act or any other Act; or
 - (ii) public availability of the information would be contrary to the public interest;
- C. Council information must be understandable and accessible to members of the municipal community;
- D. Public awareness of the availability of Council information must be facilitated.

Public Transparency Policy (Adopted 11 August 2020)

The objectives of this policy are to:

- A. Embed a culture of public transparency as part of business as usual in Council;
- B. Increase transparency in Council's decision-making processes;
- C. Raise public awareness of the availability of Council information by promoting access to information that is current, easily accessible and disseminated in a timely manner; and
- D. Give effect to the public transparency principles set out in the Local Government Act 2020 (Vic).

COMMUNICATION AND ENGAGEMENT

The revocation of Urban Planning Policies does not impact the statutory requirement to consult or engage on planning applications.

LINK TO COUNCIL AND COMMUNITY PLAN

Strategic Direction 1: Well informed and transparent decisions and highly valued services. We build trust through engaging with our community, delivering quality services and making evidence-based decisions.

Strategic Direction 3: A liveable and well planned city
Our planning aims to balance population growth with enhancing the unique character and heritage of our City.

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

The revocation of the eight listed policies will not impact Urban Planning service delivery to the community. The matters are largely legislated and where not, have been converted to operating procedures to ensure that there is a focus of timeliness, transparency and balanced decision making.

The two updated to policies remain relevant. They however require changes to ensure that they adhere to legislative requirements or to reflect contemporary practices.

It is recommended that Council revokes the policies identified in Attachment 1 and adopts the amended policies in attachment 2 and 3.

*	POLICY NUMBER:	10.3
*	TITLE:	Administration of Open Space Contributions (OSC)
*	ADOPTED BY:	Executive
*	DATE ADOPTED:	22 January 2003

1. Introduction

Glen Eira City Council needs to have a policy that clearly sets out the statutory obligations of managing open space contributions. The legislation applicable to open spaces is set out below under the heading 'relevant legislation'. In particular, the *Subdivision Act* 1988 applies and stipulates how and what limitations apply to Council in terms of raising and then spending contributions received for open space.

The purpose of this policy is to ensure that open space contribution transactions after the levy has been paid are accurately recorded in a timely manner, ensuring compliance with statutory obligations and in line with Council requirements. This will ensure that Council avoids any legal action that may be taken against it, whilst meeting statutory requirements and most importantly Public Open Space is increased or improved for the benefit of the community.

2. Background

The *Subdivision Act* 1988 (the Act) requires a context for Council to impose a requirement for the payment of an open space levy by an applicant or developer requesting the subdivision of land. The levy is payable when land is subdivided into three or more lots.

There are many two-lot subdivisions in Glen Eira ("dual occupancies") but these are exempt from payment unless one of the lots is capable of further subdivision.

The Act provides for a payment of up to 5% of the value of the land being subdivided. The means of imposing the levy on applicants/developers is through a condition of planning permit.

Criteria contained in the Act, in a developed municipality like Glen Eira, means that Council very rarely obtains the maximum 5%. Developers are able to challenge the permit condition at VCAT and are often successful in reducing the open space payment. On average a payment around 2 to 3% has been common.

An alternative to relying on the Act is available to Council through inserting an open space provision into the Glen Eira Planning Scheme. An amendment to do this has been adopted by Council and at this time is awaiting approval of the Minister for Planning. If the Minister approved the amendment Council will increase the amount of money it receives through the Subdivision Act and can be used to improve Public Open Space

As the trigger for payment is subdivision this in turn is a reflection of the state of the construction economy. City Development Division makes an annual budget prediction about the amount of money likely to be paid each year. It typically has been around \$500K over recent years.

Under the provisions of the *Subdivision Act* the developer can make a “payment” in two ways.

- A monetary payment of up to 5% land value
- Actual land.

Whilst the “actual land” option is most common in developing municipalities it is rare in Glen Eira because the city has already urbanised. A notable recent exception was Mallanbool Reserve, which was taken as land rather than a cash payment. Mallanbool Reserve represented nearly 20% of the land area being developed (former Murrumbena High School). This was only done in association with Corporate Assets, Recreation and Council where the conclusion was that the land was of greater community benefit than money.

Once an open space contribution has been made the money must by statute be spent by Council in one of only two ways

1. Purchase additional land for new public open space.
2. Improvements to existing public open space.

This policy is primarily directed to these two issues, that is, what happens after the open space levy has been collected by Council.

3. Objective

This policy aims to outline the statutory obligations with regard to Open Space Contributions and specify how these monies can be spent within statutory limitations.

4. Policy

- The City Development Division is responsible for estimating the open space contribution in bulk for the year. The current budget for open space contribution is under this Division.
- City Development will seek at all times to optimise the amount of money paid as an open space levy consistent with the provisions of the *Subdivision Act* and the Glen Eira Planning Scheme. City Development’s role ends once the money has been raised.
- Council will (must) spend the money on open space acquisition or open space improvements in accordance with the requirements of the *Subdivision Act*.
- Subject to the limitations of the *Subdivision Act* decisions as to how the open space contributions are spent form part of Council’s budgetary process. No one may spend money other than what is authorised in the budget, except with the written permission of the Council, the Chief Executive Officer or the Chief Financial Officer.
- The Assets and Facilities Division should carry out the actual spending of the money received through an open space contribution.
- Council will **not** accept land or other asset in lieu of a cash payment unless the value of the asset is deemed to be in excess of 5% of the land value, there is considered to be a net community advantage in so doing and the transaction has CEO or Council approval.
- Where the contribution is not received in cash, but in exchange for an asset or group of assets, Council will assess the treatment of these on a case by case basis. Ideally, the nominated asset/s will be recorded as income in the Statement of Financial Performance, be recorded in the asset register and form part of Non Current Assets in Council’s balance sheet.
- Assets and Facilities will spend monies collected from the open space levy on new open space acquisitions or improvements to existing open space in accordance with the requirements of the *Subdivision Act* and Council’s adopted budget.

- Finance will record the revenue raised from the open space levy and then expended on new open space acquisition or improvement to demonstrate compliance with the requirements of the Subdivision Act.
- If it is demonstrated to Council that a subdivision will not proceed as already approved the Council may refund monies paid as an open space contribution.

* **Relevant Legislation:**

Subdivision Act 1988
Planning and Environment Act 1987
Building Act 1993
Valuation of Land Act 1960
Local Government Act 1989

* **Cross References to other Policies / Documents:** PriceWaterhouseCoopers Internal Audit Report

* **Responsible Officer(s):** Chief Financial Officer, Director Assets and Facilities, Director of City Development

APPENDIX

As referred to in the body of the policy, the relevant sections of the applicable legislation are inserted here for ease of reference.

Subdivision Act 1988

S. 3(1) definition

"**public open space**" means land set aside in a plan or land in a plan zoned or reserved under a planning scheme--

- (a) for public recreation or public resort; or
- (b) as parklands; or
- (c) for similar purposes

"**subdivision**" means the division of land into two or more parts which can be disposed of separately

Requirements for open space contribution

S. 18(1) *Subdivision Act 1988*

Requirements for open space are specified under the **Subdivision Act** and the Council may require the applicant who proposes to create any additional separately disposable parcel of land by a plan of subdivision to:

- S.18 (1)(a). Set aside on the plan, for public open space, in a location satisfactory to the Council, a percentage of all of the land in the subdivision intended to be used for residential, industrial or commercial purposes, being a percentage set by the Council not exceeding 5 per cent; or
- S.18 (1)(b). Pay or agree to pay to the Council a percentage of the site value of all of the land in the subdivision intended to be used for residential, industrial or commercial purposes, being a percentage set by the Council not exceeding 5 per cent; or
- S.18 (1)(c). Do a combination of (a) and (b) so that the total of the percentages required under (a) and (b) does not exceed 5 per cent of the site value of all the land in the subdivision.

A public open space requirement is **not required** if:

S.18(8) *Subdivision Act 1988*

S.18(8)(a). The subdivision is of a class of subdivision that is exempted from the public open space requirement by the planning scheme; or

S.18(8)(b). The subdivision is for the purpose of excising land to be transferred to a public authority, Council or a Minister for a utility installation; or

S.18(8)(c). The subdivision subdivides land into two lots and the Council considers it unlikely that each lot will be further subdivided

The ***Subdivision Act 1988 S.18(1A)***. The council may only make a public Open space requirement if it considers that, as a result of the subdivision, there will be a need for more open space, having regard to:

S.18 (1A)(a). The existing and proposed use or development of the land;

S.18 (1A)(b). Any likelihood that existing open space will be more intensively used after than before the subdivision;

S.18 (1A)(c). Any existing or likely population density in the area of the subdivision and the effect of the subdivision on this;

S.18 (1A)(d). Whether there are existing places of public resort or recreation in the neighborhood of the subdivision, and the adequacy of these;

S.18 (1A)(e). How much of the land in the subdivision is likely to be used for places of resort and recreation for lot owners;

S.18 (1A)(f). Any policies of the Council concerning the provision of places of public resort and recreation.

Payment of open space contributions

If the Council requires an applicant to pay or agree to pay an amount the following apply under the of the ***Subdivision Act 1988 S.18(1B)***:

S.18(1B)(a). The amount must be paid before the Council issues its statement of compliance; and

S.18(1B)(b). Subject to paragraph (a), the time for payment of the amount is at the applicant's discretion; and

S.18(1B)(c). Despite paragraph (a), the whole or any part of the amount may be paid after the Council issues its statement of compliance if the applicant and the Council so agree under section 21(1)(b)(ii).

The applicant may agree with the Council to set aside or pay a percentage other than the set percentage. (*Subdivision Act 1988 S.18 (4)*)

When land or an asset other than cash has been offered as an open space contribution

Once council obtains land as an open space contribution as per the ***Subdivision Act 1988 S.19***, the council should:

S.19(1). Obtain a valuation of the land from a person who holds the qualifications or experience specified under section 13DA(1A) of the Valuation of Land Act 1960 if the value is not agreed.

S.19(2). The land is to be valued on a day not more than 12 months before the date for payment of the public open space contribution.

S.19(3). The Council must give the applicant a copy of the valuation.

S.19(4). An appeal against the valuation may be made under Part III of the *Valuation of Land Act 1958* as if the valuation had been made under Part 8 of the *Local Government Act 1989*.

S.19(5). If a public open space contribution is not paid within 12 months after it is required, the Council may obtain a revaluation at each anniversary of the making of the requirement, and vary the amount of the payment accordingly.

What Council can do with the open space contribution

S.20 of the Subdivision Act 1988 stipulates what the council could do with the public open space contribution:

- S.20(1). The Council must set aside for public open space any land that is vested in the Council for that purpose.
- S.20(2) The Council must use any payment towards public open space it receives under this Act the proceeds of any sale of public open space to--
- S.20(2)(a) Buy land for use for public recreation or public resort, as parklands or for similar purposes; or
- S.20(2)(b) Improve land already set aside, zoned or reserved (by the Council, the Crown, a planning scheme or otherwise) for use for public recreation or public resort, as parklands or for similar purposes; or
- S.20(2)(c) With the approval of the Minister administering the **Local Government Act 1989**, improve land (whether set aside on a plan or not) used for public recreation or public resort, as parklands or for similar purposes.
- S.20(4). Public open space can be used for municipal purposes in accordance with the planning scheme, or sold only if the Council has provided for replacement public open space.

Staged subdivision procedures

S.18(2) *Subdivision Act 1988*

In the case of a staged subdivision using the procedure under section 37:

- S.18(2)(a). If an open space requirement is to be made, it must be made for the master plan, but may be expressed to apply to any particular stage or stages; and
- S.18(2)(b). If the requirement applies to the second or a subsequent stage, the location of the open space need not be defined except on the plan for that stage; and
- S.18(2)(c) If the requirement applies to the second or a subsequent stage and is a requirement to pay money, the total amount to be paid may be apportioned between particular stages, and the proportion need not be specified except for the plans of the appropriate stages.

*	POLICY NUMBER:	10.10
*	TITLE:	Applications Escalated To Council
*	ADOPTED BY:	Glen Eira City Council
*	DATE ADOPTED:	3 March 2003

1. Objective

- 1.1 To ensure a consistent approach in identifying what planning permit applications should be decided by Council.
- 1.2 To ensure that the powers of delegation given to officers of the Planning Office are applied responsibly and efficiently.

2. Background

- 2.1 Glen Eira City Council has acknowledged best practice town planning decision making. It is premised on total delegation being given from Council to Officers and a “kick up” system whereby officers direct back to Council those items which senior officers determine should not be decided by Officers.
- 2.2 The system has proven effective over many years and the basis for its effectiveness is trust between officers and Councillors and vice versa.
- 2.3 **Every** planning application is determined against Council policy (adopted by Council resolution) regardless of who decides the application (officers, Delegated Planning Committee or Council).
- 2.4 In those cases where Council does not decide the application, mechanisms are in place for every resident objector to have the opportunity to fairly express their views in writing or verbally direct to the actual decision makers.

3. Policy

- 3.1 If a planning permit application meets any one (or combination) of the following criteria, planning staff will alert the Manager Statutory Planning as soon as possible. A decision will be made as to whether or not the full Council should determine the application (as opposed to officer delegation or the DPC). The decision will be influenced by:-
 - Significantly at odds with Council policies or likely to set an undesirable precedent.
 - Significant Councillor involvement prior to or during the application process.
 - Political sensitivities or media interest.
 - Extensive community involvement or objection.
 - All applications involving Council owned land.
 - A highly contentious or sensitive matter.
 - A site which has experienced a previous relevant Council decision.
 - Any other matter which, in the Manager's, Director of City Development's, or Group Manager Statutory Planning's professional opinion, warrants a Council decision

3.2 If in doubt as to whether or not Council should determine an application, weight will be given to a conservative approach and refer it to Council.

3.3 Management of Information:

Councillors should note that there are mechanisms in place to ensure Councillors are kept informed of all planning matters. These are:

- Weekly Current Issues
- Weekly spreadsheet of all new applications
- Weekly report on VCAT dates and new appeals
- Monthly report on VCAT decisions
- Planning applications register available on-line
- Delegated Planning Committee report of decisions

-
- * **Relevant Legislation:** *Planning & Environment Act 1987*
 - * **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira
 - * **Cross References to other Policies / Documents:** Statutory Planning Procedures Manual, Glen Eira Planning Scheme
 - * **Responsible Officer:** Director City Development

- * **POLICY NUMBER:** 10.7
 - * **TITLE:** Dealing with Planning Applications and Planning Scheme Amendments which affect Council Owned Properties
 - * **ADOPTED BY:** Glen Eira City Council
 - * **DATE ADOPTED:** 3 March 2003
-

1. Objective

- 1.1 To ensure that planning applications or planning scheme amendments which affect Council owned properties are dealt with in a fair, transparent, equitable manner
- 1.2 To ensure a clear line is drawn between Council's role as a responsible authority and land owner

2. Policy

- 2.1 Planning applications or planning scheme amendments affecting Council owned properties will be not be prepared by officers of Council's Town Planning Department.
 - 2.2 Council officers will offer consultants preparing such applications or amendments the same level of pre-application advice which would be offered to any other applicant
 - 2.3 Planning applications or planning scheme amendments affecting Council owned properties will be considered by Council.
-

- * **Relevant Legislation:** *Planning and Environment Act 1987*
- * **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira
- * **Cross References to other Policies / Documents:** Glen Eira Planning Scheme
- * **Responsible Officer(s):** Director City Development

- * **POLICY NUMBER:** 10.8
 - * **TITLE:** Pre lodgement Certification of Planning Applications
 - * **ADOPTED BY:** Glen Eira City Council
 - * **DATE ADOPTED:** 3 March 2003
-

1. Objective

- 1.1 To provide a pre-lodgement certification program that offers applicants the option of lodging a planning application that has undergone a process of assessment and certification.

2. Policy

- 2.1 The program is to be implemented generally in accordance with the steps outlined in the *Applicant/Certifiers Information Kit* and *Information Booklet*.
 - 2.2 The program is limited to pre-lodgement.
 - 2.3 Council retains full control over the decision making and the program offers no guarantee on the decision outcome.
 - 2.4 The program is a voluntary option for applicants.
 - 2.5 The applicant is required to engage in a private contract with the certifier and Council has no relationship with the certifiers.
 - 2.6 Council will ensure that certified planning applications are processed in a timely manner and will provide priority over non certified planning applications.
-

- * **Relevant Legislation:** *Planning and Environment Act 1987*
- * **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira
- * **Cross References to other Policies / Documents:** Statutory Planning Procedures Manual, Glen Eira Planning Scheme
- * **Responsible Officer:** Director City Development

* POLICY NUMBER:	10.5
* TITLE:	Providing Zoning Information to the Public
* ADOPTED BY:	Glen Eira City Council
* DATE ADOPTED:	1 July 2002

1. Objective

- 1.1 To ensure the consistent and accurate provision of zoning information to the public. ('Zoning information' includes any overlay controls).

2. Background

- 2.1 As part of its aim to maintain its high level of customer service, the Planning Office provides, inter alia, zoning information both verbally and in writing. However, many customers are unaware that it is a Planning Certificate that is legally binding, comprehensive, and the most accurate inventory of planning controls for a property. Glen Eira City Council is not empowered to issue Planning Certificates. They are available from the Department of Infrastructure.

3. Policy

- 3.1 Officers must take all due care in ensuring that the advice provided is correct, comprehensive and specific to an address. Officers shall do so through reference to current zoning maps provided by the Department of Infrastructure and/or Council's GIS computer system.
- 3.2 Advice must not be provided if the person enquiring cannot accurately identify a property or is unsure to which property they require information.
- 3.3 Information provided *verbally* must always be qualified with the following statement: *"The zoning information provided is based on Council records only. A Planning Certificate must be obtained from the Department of Infrastructure to verify our advice prior to acting upon it."* The staff member must then be satisfied that the person enquiring understands the statement by asking: *"Do you understand?"* If the answer is "yes" then no further discussion is required. If the answer is "no" then the staff member must say: *"Please disregard the zoning advice I have given you. You need to obtain a Planning Certificate from the Department of Infrastructure."*
- 3.4 The Planning Office will only provide information *in writing* if a written request is submitted and an enquiry fee paid. The written request must clearly identify the subject property, and clearly state what information is sought. A written response from Council must always contain the following qualification: *"The zoning information provided is based on Council records only. A Planning Certificate must be obtained from the Department of Infrastructure to verify Council's advice prior to acting upon it."*

- 3.5 Any advice on the interpretation of will only be provided by qualified town planning staff and the subdivision officer.

-
- * **Relevant Legislation:** *Planning and Environment Act 1987*, Glen Eira Planning Scheme
 - * **Cross References to other Policies / Documents:** *'Do I need a Planning Permit?' - Planning Office Practice Note (Internal Use Only)*
 - * **Responsible Officer(s):** Statutory Town Planners / Strategic Town Planners / Customer Service Team / Subdivision Officer / Manager and Co-Ordinator Statutory Planning

- * **POLICY NUMBER:** 10.9
- * **TITLE:** **Recommending Allied Professionals/Firms (Such as Architects, Draftspersons, and Planning Consultants) To Members Of The Public**
- * **ADOPTED BY:** Glen Eira City Council
- * **DATE ADOPTED:** 3 March 2003

1. Objective

- 1.1 To ensure Council's Planning Office operates in accordance with the Trade Practices Act and does not conduct 'anti-competitive' behaviour.

2. Background

- 2.1 The policy aims to cover situations where a member of the public requests information from Council in choosing a suitably qualified professional to assist them in their town planning matter. This happens regularly when applicants/objectors understand the complexity of issues involved.

3. Policy

- 3.1 Planning officers will not provide verbal or written recommendations or endorsements of particular firms or persons.
- 3.2 In the case of somebody wanting a planning consultant or suitably qualified professional, staff will always refer the public to the telephone directory. Furthermore, planning staff will not try to circumvent this approach by advising of particular persons or firms who regularly deal with the Glen Eira Planning Office.
- 3.3 An alternative and valid approach, which aims to be helpful is to show the public the Planning Applications Register. The public can then be informed that it contains details, including applicant details, of all applications lodged. The register is also available on Council's website. (The register must, by law, be maintained and made available at all times)
- 3.4 Due to deregulation of the building industry, planning staff cannot and will not specifically recommend or endorse Council's building surveyors. However, after advising a customer that they should consult a building surveyor regarding their proposal, staff will ask the customer if they would like to speak to Council's building surveyor.

-
- * **Relevant Legislation:** *Trade Practices Act 1974*. Relevant sections of the Act which relate to anti-competitive behaviour are: Restrictive Trade Practices (Part IV) and Consumer Protection Provisions (Parts IV & V)
 - * **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira
 - * **Cross References to other Policies / Documents:** Statutory Planning Procedures Manual, Glen Eira Planning Scheme, *Planning & Environment Act 1987*
 - * **Responsible Officer:** Director City Development

*	POLICY NUMBER:	11.2
*	TITLE:	Releasing Panel Reports to the Community
*	ADOPTED BY:	Glen Eira City Council
*	DATE ADOPTED:	3 March 2003

1. Objective

- 1.1 To ensure that the reports of independent panels considering planning scheme amendments are released to the community in a timely and transparent manner

2. Policy

- 2.1 Councillors will be briefed on the recommendations of the panel's report prior to it being released so that they are in a position to respond to community enquiries.
- 2.2 Panel reports will be released to the public within 28 days of being received by Council
- 2.3 All submitters will receive notification that the panel report has been received, where it can be viewed and will be provided with a copy or a summary of the panel's recommendations
-

- * **Relevant Legislation:** *Planning & Environment Act 1987*
- * **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira
- * **Cross References to other Policies / Documents:**
- * **Responsible Officer:** Director City Development

*	POLICY NUMBER:	10.13
*	TITLE:	Town Planning Decision Making (Let's Make a Decision)
*	ADOPTED BY:	Glen Eira City Council
*	DATE ADOPTED:	3 March 2003

1. Objective

- 1.1 To emphasise the role of Council's town planners as decision makers.
- 1.2 Promote a culture in the processing of town planning permit applications in order to be effective, efficient, decisive and fair.
- 1.3 To make timely and quality decisions in terms of taking into account the views of applicants and objectors alike which meet all statutory requirements and Council Policy requirements.

2. Background

- 2.1 On 30 July 2001 a paradigm shift occurred in the way the Glen Eira Planning Office handled planning permit applications towards:
 - Placing greater emphasis on making a decision and less emphasis on negotiating a better outcome with the applicant. (More decision making less "coaching").
 - Emphasis on pre-application process, i.e. getting the quality up front **before** the application is lodged. This does not mean, however, that our planners "work up" the application – this is the role of independent consultants.
 - Emphasis placed on planners making a decision once the application is lodged. Our planners approach is one of saying to the applicant "are you really serious about wanting to develop **this** proposal in our city?" If the applicant says "no" or "I am not sure" the application should not have been lodged. If the answer is "yes" – decide it.
 - An exception to the above is a one and one only written request for further information.
 - Input into a planning decision can often involve other expert professionals – urban design, heritage, traffic engineering and landscape architect. The planner manages this process. It is never acceptable to delay a planning decision due to a delay in expert advice.

- Planning requirements have become increasingly complex resulting in most cases for applicants to seek professional assistance prior to lodging a planning application.
- Whilst the necessary information required to lodge an application is publicly “discoverable” most applications continue to be lodged with deficient information.
- Once the information has been received decide the application.
- Whilst “a quick no is preferable to an elongated maybe”, an emphasis is placed on a conditional approval rather than a refusal.

3. Policy

- 3.1 When a planning application is lodged an assumption is made that the applicant wants the application as submitted assessed. Council planners will assess the application on this basis with a view to making a decision on the applicant's proposal as submitted.
- 3.2 If an application lacks desired but not necessary information the mind set of the planner will be to ultimately conditionally approve the proposal hence it can proceed to be advertised.
- 3.3 If an application lacks necessary required information, only one request for further information will be made by the Planning Office. The request for information will always be sent within 28 days of receipt of a valid planning application. (If the 28 day limit is exceeded, then the Planning Office will not request information and the application will continue to be assessed based on what has been submitted).
- 3.4 Basic or necessary information must be received prior to advertising.
- 3.5 The above principle and time frame also applies to any significant preliminary issues the planning officer has identified. These will be conveyed in the following form:

I refer to your planning application at the above address and wish to advise that a preliminary assessment of the proposal has been undertaken and the following issues have been identified:

- | |
|---|
| <ul style="list-style-type: none">• (list issues) e.g. Non-compliance with Council Policy |
|---|

Please be advised that the application will not receive officer's support unless each of these matters is satisfactorily resolved.

- 3.6 The note below will be contained in all letters requesting information.

Note:

- Council will only issue **one** Request for Further Information. If the above information requirements are not satisfactorily met in **one** submission, the application will not be approved.
- Furthermore, if the above information is **not received within 28 days** from the date of this letter, the application will be refused.
- It is recommended that you seek the advice of an independent town planning professional if you are unsure how to meet the information requirements or resolve any planning issues raised in this letter.

Policy Outcomes

- Council planners are primarily decision-makers and not de facto planning consultants subsidised by the community. They determine if an **applicant's proposal** is reasonable to be built in Glen Eira. Council planners are umpires not coaches.
- Applications that are in the system, after the further information request, that do not meet Council or State policies or law should not be there. These will be refused.
- Decisions should/will be made more quickly on the basis that it is quicker being a critic than an author.
- Applicants will learn to get it right **before** lodging an application.
- Planners will have more manageable workloads.
- 90% of decisions will be made within 60 statutory days.

-
- * **Relevant Legislation:** *Planning & Environment Act 1987*
 - * **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira
 - * **Cross References to other Policies / Documents:** Statutory Planning Procedures Manual, Glen Eira Planning Scheme
 - * **Responsible Officer:** Director City Development

Administration of Planning Conferences

Date first adopted:	3 March 2003
Dates amended:	14 December 2021
Next review date:	14 December 2026
Position title of responsible business unit Manager:	Manager Urban Planning
Approved by:	Council
Internal external or both	Both

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1. TITLE

Administration of Planning Conferences

2. OBJECTIVE

To provide an opportunity for submitters to a statutory planning application or planning scheme amendment that will be determined at an Ordinary Council Meeting to discuss their written submissions before a decision is made.

3. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
N/A	

4. POLICY

It is policy that:

- A Planning Conference is held for any statutory planning application or planning scheme amendment that will be determined at an Ordinary Council Meeting and where a submission has been received in respect of that item.
- A Planning Conference will provide an opportunity for a submitter to discuss their written submission and for the planning applicant or proponent to respond to the submission. It will not be a decision making forum and no officer position or recommendation will be provided at a Planning Conference.
- A Planning Conference will be chaired by a nominated Councillor, or where a Councillor is not available, by either the Director Planning, Place and Sustainability, Manager or Coordinator from the Urban Planning or City Futures Departments.
- The chairperson will provide a fair and reasonable opportunity to all parties to discuss their written submissions and for the planning applicant or proponent to respond to a submission.
- A time limit may be set for submitters, the planning applicant or proponent and it will be at the discretion of the chairperson.
- No formal minutes will be taken at a Planning Conference, however significant points raised at a Planning Conference will be included in the final Council report along with a summary of all written submissions.
- All parties will be notified of the date of the Ordinary Council Meeting where the item will be decided.

5. HUMAN RIGHTS CHARTER COMPATIBILITY

This Policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic).

6. ASSOCIATED INTERNAL DOCUMENTS

- Urban Planning Office Procedure

7. EXTERNAL REFERENCES/RESOURCES

- *Planning and Environment Act 1987* (Vic)
- *Local Government Act 2020* (Vic)
- *Glen Eira Planning Scheme*

Public notice (advertising) of statutory planning applications over the summer holiday period

Date first adopted:	1 July 2002
Dates amended:	10 June 2014 14 December 2021
Next review date:	14 December 2026
Position title of responsible business unit Manager:	Manager Urban Planning
Approved by:	Council
Internal external or both	Both

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7. EXTERNAL REFERENCES/RESOURCES 3

1. TITLE

Public notice (advertising) of statutory planning applications over the summer holiday period

2. OBJECTIVE

To provide a consistent process for the public notice (advertising) of statutory planning applications over the summer holiday period that balances legislative and operational risk requirements with the significance of the holiday period for our community.

3. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
Act	<i>Planning and Environment Act 1987 (Vic)</i>

4. POLICY

It is policy that:

- Where Council undertakes the public notice (advertising) of statutory planning applications and any part of the advertising period falls between 24 December and 1 January, advertising will be undertaken for a minimum of three weeks; or
- Where the town planning applicant undertakes the public notice (advertising) of town planning applications as provided for at Section 52 of the Act, the town planning applicant will be encouraged where any part of the advertising period falls between 24 December and 1 January, to undertake advertising for a minimum of three weeks. It is however sufficient for the purpose of the Act to undertake advertising for a minimum of two weeks.

5. HUMAN RIGHTS CHARTER COMPATIBILITY

This Policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006 (Vic)*.

6. ASSOCIATED INTERNAL DOCUMENTS

- Urban Planning Office Procedure

7. EXTERNAL REFERENCES/RESOURCES

- *Planning and Environment Act 1987 (Vic)*

*	POLICY NUMBER:	10.11
*	TITLE:	Administration of Planning Conferences
*	ADOPTED BY:	Glen Eira City Council
*	DATE ADOPTED:	3 March 2003

1. Objective

- 1.1 To provide guidelines on the administration of Planning Conferences.

2. Background

- 2.1 Glen Eira City Council conducts a fair and efficient decision making process whereby a Planning Conference is held for every application prior to being decided by the full Council.
- 2.2 A Planning Conference is a consultation meeting whereby all parties are invited to elaborate on their respective views and freely discuss the proposal before a Councillor and Council planners.
- 2.3 Its aim is to try to settle or at least reduce the areas of contention that have arisen during the planning process before the matter is referred to the full Council for a decision.
- 2.4 A Council meeting is an inappropriate forum for negotiating planning outcomes. Therefore, it is an important pre-requisite as parties generally do not have the ability to speak at the Council meeting.

3. Policy

- 3.1 The meeting will be chaired by a nominated Councillor with other Council officers in attendance as required. The chairperson for the meeting will be chosen from a rotating list of Councillors.
- 3.2 A decision, or Council officer position, will not be provided at the meeting. The role of the Council officer is to primarily outline the planning issues which have surfaced through the process to date.
- 3.3 The chairperson shall provide a fair and reasonable opportunity to all parties to express their views.
- 3.4 The Planning Office will send invitation letters to all parties five days prior to the scheduled meeting. Meetings are held after business hours.
- 3.5 The Planning Office will provide a copy of the planning officer's report outlining only the facts and issues (including plans) five days prior to the scheduled meeting.

- 3.6 The suggested order of proceedings will be:
1. Introduction by Councillor who is the chair of the meeting. All parties informed of process.
 2. Brief officer presentation. No recommendation will be given.
 3. Verbal presentations by objectors.
 4. Applicant's presentation and response to matters raised by objectors. (The Councillor may allow further discussion from parties depending on circumstances)
 5. Allow questions from objectors to the applicant.
 6. Conclusion by Councillor (and planning officer if requested) including likely future processing details like date to Council for decision.
- 3.7 Whilst formal minutes of the meeting are not kept, the Planning Officer will record significant points raised and include these in the final Council report.
- 3.8 Following the Planning Conference, all parties will be sent a written invitation to attend the Council meeting at least five days prior to the scheduled meeting.

-
- * **Relevant Legislation:** *Planning & Environment Act 1987*
 - * **Relevant Community Plan Goal:** Enhance the quality of life in Glen Eira
 - * **Cross References to other Policies / Documents:** Statutory Planning Procedures Manual, Glen Eira Planning Scheme
 - * **Responsible Officer:** Director City Development

Policy ID Number: 14.1

Public Notice (Advertising) Of Statutory Planning Applications Over The Summer Holiday Period

Date first adopted: 1 July 2002 Amended and adopted: 10 June 2014	Version: 2 Next review date: June 2016	Status: Reviewed
Position Title of Responsible Business Unit Manager:	Manager Town Planning and Transport	

Public Notice (Advertising) of Statutory Planning Applications over the Summer Holiday Period
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Public Notice (Advertising) of Statutory Planning Applications over the Summer Holiday Period

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Glen Eira City Council

1. TITLE

Public Notice (Advertising) of Statutory Planning Applications over the Summer Holiday Period

2. OBJECTIVE

To ensure that public notice of town planning applications over the summer holiday period is carried out consistently and according to a clearly defined and publicly known procedure.

3. BACKGROUND

In its public notice process, the *Planning and Environment Act 1987* ('Act') does not take into account public or religious holidays. Therefore, there is no statutory obligation for Council to vary the public notice process over the summer holiday period. However, Council will apply a two week suspension of public notice of applications during the summer holiday period, in order to balance public participation in the process and the statutory requirements of the Act.

4. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
N/a	

5. POLICY

Public notice (Advertising) of town planning applications will be suspended from 24 December to 7 January.

6. ASSOCIATED DOCUMENTS

N/a

7. REFERENCES/RESOURCES

Planning and Environment Act 1987

Public Notice (Advertising) of Statutory Planning Applications over the Summer Holiday Period

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Glen Eira City Council

8.17 COMPLAINTS HANDLING POLICY

Author: Peter Swabey, Director Corporate Services

Trim No: 21/1325490

Attachments: 1. Draft Complaints Handling Policy [↗](#)

EXECUTIVE SUMMARY

The Local Government Act 2020 requires Council to develop and maintain a Complaints Policy. The Act broadly defines what a complaint is and also prescribes a number of matters that need to be included in the Complaints Policy.

This report presents a draft Complaints Handling Policy ('Policy') for Council to review and approve.

RECOMMENDATION

That Council:

1. adopts the Complaints Handling Policy as shown in Attachment 1 of this report; and
2. on the Complaints Handling Policy, as shown in Attachment 1 of this report, coming into force, the Managing Unreasonable Complainant Conduct Policy adopted by Council on 7 June 2016 is revoked.

BACKGROUND

The Policy is generally consistent with Council's existing complaints and unreasonable complainant policies and the 2 existing policies have been combined into this one Policy.

The Policy has been prepared having regard to:

- the requirements of the Local Government Act 2020 (LGA 2020), particularly s 107; and
- the recommendations of the Victorian Ombudsman in 'Councils and Complaints - a Good Practice Guide', published in July this year (Ombudsman Guide).

ISSUES AND DISCUSSION

Some of the other matters requiring consideration as part of this Policy were:

- The Policy objectives have been broadly established as have the processes to be followed by Council. We have sought to avoid prescriptive or highly detailed descriptions of the steps to be taken by Council officers in managing Complaints and dealing with Unreasonable Complainant Conduct;
- We have sought to ensure that there is a high degree of transparency in the way that Council handles Complaints but also provide some flexibility to apply the Policy and respond to Complainants without being bound to strict adherence with highly prescriptive requirements;

- Definition of Complaint - the term 'complaint' is broadly defined in the LGA 2020 and now includes Complaints regarding Council decisions. To ensure that it is clear to readers and Council officers which matters constitute Complaints that will be handled in accordance with the Policy, we have included Clause 5, which clearly identifies what is, and is not, considered to be a Complaint to which the Policy applies. Consistent with the LGA 2020 and the Ombudsman Guide, this excludes:
 - o requests for service;
 - o Complaints regarding individual Councillors; and
 - o Complaints that are otherwise subject to statutory review.
- Complaints Officer – A significant change proposed in the Policy is the creation of the 'Complaints Officer' role. The Complaints Officer performs an important facilitative role in the handling of Complaints by Council. The Complaints Officer is responsible for:
 - o receiving and triaging Complaints escalated by Council officers who were unable to easily resolve the Complaint when it was received;
 - o deciding how to handle escalated Complaints, including assigning it to the appropriate Council officer for investigation and resolution (which, depending on the nature of the Complaint, may be the Complaints Officer);
 - o receiving requests for internal review and assigning them to the appropriate Council officer who was independent of the action, decision, service, delay or policy that was the subject of the original Complaint; and
 - o considering whether certain Complaints are otherwise subject statutory review and exercising the discretion to refuse to deal with such Complaints under the Complaints Policy.
- Handling Specific Kinds of Complaints - Complaints that meet the definition set out in the LGA 2020 are handled in accordance with the four-tier complaint handling process described in Clause 8 of the Policy. This is modelled on the system contemplated in the Ombudsman Guide and is generally consistent with Council's existing complaints policy. However, the nature of certain kinds of Complaints is such that they are not appropriate to be handled in accordance with the ordinary Complaints handling process. Clause 9 of the Policy describes the way that Council will handle these Complaints (e.g. Complaints about Councillors; Complaints received by Councillors and Complaints about the CEO).
- Managing Unreasonable Complainants – Clause 12 of the Policy sets out the way that Council will manage Complainants exhibiting challenging behaviours or Unreasonable Complainant Conduct. Clause 12 is generally consistent with Council's existing unreasonable complainants' policy.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

Not applicable.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The new LGA 2020 is putting significant compliance and resourcing requirements onto Councils. By way of example, this Policy anticipates a new role for a Complaints Officer. Satisfying this requirement is likely to be an additional burden on our resources and will need to be a consideration for the 2021-22 Budget process.

POLICY AND LEGISLATIVE IMPLICATIONS

In accordance with section 107 of the *Local Government Act 2020*.

COMMUNICATION AND ENGAGEMENT

Council's Audit and Risk Committee requested officers to provide a paper reflecting Council's practices of handling complaints and how this compared to the Ombudsman Complaints Review and best practice guidelines. A report covering the draft Complaints Handling Policy was submitted to the Audit and Risk Committee on 26 November 2021. The Committee noted Council's draft Complaints Handling Policy and provided feedback to officers by highlighting some minor areas for management to review wording. These changes have been incorporated in the attached draft Policy.

LINK TO COUNCIL PLAN

Strategic Direction 1: Well informed, transparent decisions and highly valued services
We build trust through engaging with our community, delivering quality services and making evidence-based decisions

OFFICER DECLARATION OF CONFLICT OF INTEREST

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

CONCLUSION

That Council adopts the Complaints Handling Policy.

Complaints Handling Policy

Date first adopted:	
Dates amended:	
Next review date:	
Position title of responsible Manager:	Director, Corporate Services
Approved by:	Council

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1. Title

Complaints Handling Policy

2. Preamble

Council delivers a large and diverse range of services and strives to ensure its decision-making processes result in fair and reasonable outcomes for the community. We understand that in some circumstances our services or actions may not meet the expectations of all community members and are committed to ensuring that there are appropriate mechanisms in place for complaints to be raised. Complaints provide important insights about Council services and a valuable opportunity to identify areas that may need improvement.

This Complaint Handling Policy aims to ensure that community members can feel confident to raise complaints with Council easily with an understanding that Council will listen, be respectful and responsive and handle their complaints fairly and objectively.

3. Objective

The objectives of this Policy are to:

- 3.1 assist Council to comply with the requirements of s107 of the Local Government Act;
- 3.2 assist Council staff to identify and manage Complaints appropriately and consistently and establish processes for handling Complaints concerning actions taken, decisions made, and services provided by Council, Council staff and Contractors fairly and objectively;
- 3.3 ensure that members of the public understand how to make Complaints and how Council will respond to their Complaints; and
- 3.4 set out Council's approach to managing Unreasonable Complainants and assist Council staff to identify Unreasonable Complainant Conduct and to apply strategies to manage such behaviour in a way that is reasonable and proportionate.

4. Scope

This Policy applies to all employees, Contractors, agents, volunteers and customers of Council.

5. Definitions

In this Policy, the following words and phrases have the following meaning:

- 5.1 "Act" means the Local Government Act 2020;
- 5.2 "CEO" means the Chief Executive Officer of Council and includes a person acting in that position;
- 5.3 "Complainant" means a person who makes a Complaint;
- 5.4 "Complaint" includes the communication, whether orally or in writing, to Council by a person of their dissatisfaction with:
 - 5.4.1 the quality of an action taken, decision made or service provided by a member of Council staff or a Contractor engaged by Council;
 - 5.4.2 the delay by a member of Council staff or a Contractor in taking an action, making a decision or providing a service; or

5.4.3 a policy or decision made by Council or a member of Council staff or a Contractor;

5.5 “Complaints Officer” means the officer appointed as the Complaints Officer by the CEO for the purposes of this Policy;

5.6 “Contractor” means a third party engaged by Council to carry out services, supply goods or perform works or functions on behalf of Council;

5.7 “FOI” means Freedom of Information;

5.8 “Outcome” means the action to be taken to resolve the issues identified in a Complaint;

5.9 “Request for Service” means a request by a customer seeking assistance, access to a new service or advice, or to inform Council of, or make a report about something for which Council has responsibility, but does not include a Complaint;

5.10 “Unreasonable Complainant” means a Complainant whose conduct is considered to be Unreasonable Complainant Conduct;

5.11 “Unreasonable Complainant Conduct” means conduct by a Complainant which, because of its nature or frequency, raises health, safety, resource or equity issues for Council, Council staff, Councillors and other people who use Council services.

6. What constitutes a Complaint?

6.1 This Policy is only concerned with Complaints, as defined in clause 5.4 above. In simple terms, a Complaint is any communication which:

6.1.1 is an expression of dissatisfaction;

6.1.2 is about an action, decision, policy or service; and

6.1.3 relates to the conduct of Council staff, including the CEO, a Contractor, or the Council as a decision-making body (but not individual Councillors).

6.2 The following matters are not Complaints to which this Policy applies:

6.2.1 Requests for Service – while a Complaint may lead to a Request for Service,¹ Requests for Service are not handled under this Policy;

6.2.2 Complaints regarding individual Councillors – Councillor conduct is dealt with under Part 6 of the Act and is outside the scope of this Policy; and

6.2.3 subject to clause 9.5, Complaints regarding an action, decision or service that is otherwise subject to statutory review, for example:

(a) infringements issued by an authorised officer may be subject to review under the *Infringements Act 2006*; and

(b) planning decisions are subject to review under the *Planning and Environment Act 1987*.

7. How to make a Complaint

7.1 Any member of the public can make a Complaint. Complaints can be made by:

¹ For example, a Complaint about a missed bin might result in a request for the bin to be collected (i.e. a Request for Service).

Phone	9524 3333
Online	https://www.gleneira.vic.gov.au/contact-us/lodge-a-complaint
Email	Mail@gleneira.vic.gov.au
In person	Glen Eira City Council Town Hall, Corner Glen Eira and Hawthorn Roads, Caulfield
Post	PO Box 42, Caulfield South 3162

- 7.2 Council will handle any communication that constitutes a Complaint in accordance with this Policy, regardless of the way it is made. To ensure Complaints are identified and handled quickly, it is recommended written Complaints should be addressed to the Complaints Officer and are clearly identified as a Complaint (e.g. by including 'Complaint' in the subject line).
- 7.3 To facilitate the efficient handling of a Complaint, Complainants are encouraged to include the following details when submitting a Complaint:
- 7.3.1 name and contact details (Complaints may be made anonymously);
 - 7.3.2 a brief description of the action, decision, service, delay or policy that is the subject of the Complaint;
 - 7.3.3 any relevant details that support the Complaint (e.g. dates, times, location, reference numbers and documents);
 - 7.3.4 the reason(s) why the Complainant is dissatisfied;
 - 7.3.5 the desired Outcome; and
 - 7.3.6 any accessibility or other communication needs, including if the Complainant wishes to be represented by another person.
- 7.4 Council is committed to ensuring its Complaints process is accessible to everyone. Complainants are encouraged to identify any specific communication needs they may have or barriers they may experience to help Council to meet their needs. The Complainant will be provided with the help they need to make and resolve the Complaint.
- 7.5 Complaints may be made anonymously. Anonymous Complaints will be accepted and dealt with if sufficient information is provided to do so. Anonymous Complainants will not be advised of the progress or outcome of their Complaint.
- 7.6 To enable easy access for complainants, Council will maintain a dedicated accessible webpage on its website where complaints may be lodged at any time.

8. Complaint handling process

Council applies a four-tiered approach to managing Complaints. Where possible, Council will seek to resolve a Complaint at the time it is received. If that is not possible, the Complaint will be referred to the Complaints Officer and escalated, as appropriate.

- 8.1 First-contact complaint resolution

- 8.1.1 The member of Council staff who receives a Complaint will, if they can easily and immediately take steps to resolve the Complaint, take responsibility for managing the Complaint and handle it as appropriate (e.g. by lodging a Request for Service then and there or advising the Complainant that no action will be taken by Council). This may be completed over the phone.
- 8.1.2 No acknowledgement of resolution will be sent to a complainant if a complaint is resolved at first point of contact.
- 8.1.3 If the member of Council staff who receives a Complaint cannot reasonably resolve it, or cannot refer it to the appropriate department or Manager to resolve it, the member of Council staff will refer the Complaint to the Complaints Officer.
- 8.1.4 If a Complaint is referred to the Complaints Officer, the Complaints Officer will issue an acknowledgement to the Complainant within 5 working days advising of the likely time frame and next steps and who the Complainant can contact about the handling of their Complaint.
- 8.2 Escalation to the Complaints Officer and investigation
 - 8.2.1 If a Complaint is referred to the Complaints Officer, the Complaints Officer will assess the Complaint and decide how it will be handled, including by:
 - (a) assigning it to the appropriate Council officer for investigation and resolution (which, depending on the nature of the Complaint, may be the Complaints Officer);
 - (b) deciding that no action is required and advising the Complainant accordingly; or
 - (c) if there is an alternative statutory pathway for the Complaint, referring the Complainant to the appropriate pathway.
 - 8.2.2 If the Complaints Officer decides that the Complaint should be investigated by a Council officer, the investigation will be assigned to an officer:
 - (a) with appropriate experience and seniority, having regard to the nature and subject of the Complaint and the Outcome sought; and
 - (b) where possible, who is independent of the action, decision, service, delay or policy that is the subject of the Complaint.
 - 8.2.3 Council is committed to resolving all Complaints within 28 working days of receipt. Complainants will be advised if the investigation will take longer and will be updated about the progress of the investigation every 10 working days until the Complaint is resolved.
 - 8.2.4 As part of the investigation, the officer assigned to investigate the Complaint will:
 - (a) impartially assess the content of the Complaint against any relevant legislation, guidelines, policies and procedures to determine whether Council acted lawfully, fairly and appropriately;
 - (b) gather additional information, as required, which may include contacting the Complainant;
 - (c) determine whether, on balance, the Complaint is reasonably substantiated;
 - (d) determine an Outcome that is practical and proportionate; and

- (e) advise the Complainant in writing of the Outcome, the reasons and options for internal and external review.

8.3 Internal review

- 8.3.1 If the Complainant is dissatisfied with the decision on, and Council's response to, their Complaint, the Complainant can request an internal review. A request for internal review should set out the reason(s) why the Complainant is dissatisfied with the way their Complaint was handled.
- 8.3.2 A request for internal review will be acknowledged by the Complaints Officer within 5 working days of receipt and Council intends to complete internal reviews within 28 working days.
- 8.3.3 Subject to clause 8.3.4, the Complaints Officer will refer requests for internal review to a senior Council officer who has not had any prior involvement with the Complaint (unless the complaint is related to a claim against Council).
- 8.3.4 If the internal review relates to a decision in respect of a legal claim against Council which is not subject to statutory review in accordance with clause 9.5, the internal review will be undertaken by a qualified legal officer within the Corporate Counsel business unit.
- 8.3.5 As part of the internal review, the senior Council officer will:
- (a) consider whether the Complaint was managed appropriately and whether the Outcome was sound; and
 - (b) advise the Complainant in writing of the Outcome (i.e. whether the original decision is upheld, partially upheld or overturned) the reasons and options for external review.
- 8.3.6 The Complaints Officer will not conduct an internal review.

8.4 External review

- 8.4.1 There are many external bodies to whom a Complaint may be referred. The appropriate body depends on the nature of the relevant Complaint. The following bodies are responsible for the following kinds of Complaints:

Complaint	Appropriate external body
<p>Actions or decisions of Council, Council staff and Contractors, including the handling or review of a Complaint.</p> <p>This includes failure to consider human rights or failure to act compatibly with a human right under the <i>Charter of Human Rights and Responsibilities Act 2006</i></p>	<p>Victorian Ombudsman</p> <p>https://www.ombudsman.vic.gov.au</p>
<p>Breaches of the Act or the <i>Local Government Act 1989</i></p>	<p>Local Government Inspectorate</p> <p>www.lgi.vic.gov.au</p>

Breach of privacy or an FOI Complaint	Office of the Victorian Information Commission www.ovic.vic.gov.au
Corruption or public interest disclosure ('whistleblower') complaints	Independent Broad-based Anti-corruption Commission www.ibac.vic.gov.au
Discrimination	Victorian Human Rights and Equal Opportunity Commission www.humanrights.vic.gov.au
Council elections	Victorian Electoral Commission www.vec.vic.gov.au

9. Handling of specific categories of Complaints

Certain kinds of Complaints are subject to different treatment than that outlined in clause 8 above.

9.1 Complaints about Councillors

9.1.1 Complaints about individual Councillors are not Complaints for the purposes of this Policy. Complaints about individual Councillors will be referred to:

- (a) the Mayor; or
- (b) if the Complaint is about the Mayor, to the Deputy Mayor.

9.1.2 Councillor(s) who are the subject of a complaint will be notified of the Complaint by the Mayor or Deputy Mayor, as the case may be.

9.2 Complaints received by Councillors

9.2.1 Where a Councillor receives a Complaint directly, the Councillor will refer the Complaint to the Coordinator, Councillor Business for handling in accordance with this Policy.

9.2.2 The Councillor may advise the Complainant that their Complaint has been referred to the appropriate person for handling in accordance with this Policy. Councillors will not otherwise be involved in the Complaint handling process, but will be involved in responses to non-operational Councillor Requests.

9.2.3 Complaints received by Councillors and referred to Council staff will be handled in accordance with either clause 8 or clause 9.1 of this Policy, depending on its subject matter. The member of Council staff responsible for handling the Complaint will inform the relevant Councillor of the Outcome of the Complaint after it is resolved.

9.3 Complaints about the CEO

- 9.3.1 The CEO is employed by, and accountable to, Council and stands outside the usual oversight and reporting lines. Therefore, Complaints regarding the CEO must be subject to specific processes.
- 9.3.2 Complaints about the CEO will be referred to the Mayor and notified to all Councillors. After the Mayor receives a referral, they must, as appropriate:
- (a) determine that the Complaint is to be managed internally and how it will be handled; or
 - (b) refer the Complainant to the appropriate external body (e.g. the Victorian Ombudsman or the Independent Broad-based Anti-corruption Commission).
- 9.3.3 If the complaint alleges serious misconduct, consideration should be given as to whether the CEO Employment Matters Committee should be convened to consider the matter.
- 9.3.4 If a Complaint about the CEO is to be handled internally in accordance with clause 9.3.2(a), the CEO may, by giving written notice to the Mayor, request Council to appoint an external probity auditor in relation to a Complaint to:
- (a) assist Council to ensure probity in dealing with the Complaint; and
 - (b) provide a written report to Council regarding the extent to which Council has observed due probity in dealing with the Complaint.
- 9.3.5 If Council considers that the appointment of a probity auditor could assist in ensuring probity in dealing with the Complaint, Council may appoint a suitably qualified person to be a probity auditor in relation to the Complaint and to perform the duties described in clause 9.3.3, independently of a request made by the CEO. The Complainant will be advised, in writing, of the Outcome, the reasons and the relevant external options for review.

9.4 Complaints about Council decisions

- 9.4.1 Where a decision is made by Council Resolution at a Council meeting, it cannot be varied or overturned without a further Council Resolution.
- 9.4.2 The merits or virtues of decisions made, or policies adopted, by Council Resolution cannot be revisited by an officer responsible for managing Complaints made in respect of them.
- 9.4.3 Therefore, Complaints regarding decisions made, or policies adopted, by Council Resolution will be handled as follows:
- (a) Complaints that express disagreement with, or criticism of, a decision made, or policy adopted, by Council Resolution will be recorded as feedback but no substantive action will be taken in response; and
 - (b) Complaints regarding the way a Council decision was made, including whether the decision was lawful, will be referred to Corporate Counsel for consideration as to whether the decision was made lawfully, having regard to the applicable laws, processes and procedures.

9.5 Complaints otherwise subject to statutory review

- 9.5.1 Council has the discretion to refuse to deal with Complaints regarding an action, decision or service that can otherwise go through a statutory review process.
- 9.5.2 This includes, for example, Complaints where an Act or regulation provides for the relevant action, decision or service to be reviewed by the Victorian Civil and Administrative Tribunal or a court. Complaints of this type usually concern a particular subject matter, such as infringements, planning, or public health.
- 9.5.3 Council will always refer Complaints that are otherwise subject to statutory review to the appropriate statutory process, unless the Complaints Officer reasonably considers that it is appropriate to manage the Complaint in accordance with this Policy, having regard to:
- (a) the time and cost required to resolve the matter through external review; and
 - (b) the complexity of the Complaint and whether there is relevant and clear precedent for how it should be managed.
- 9.5.4 In making a decision under clause 9.5.3 to accept and deal with something as a Complaint, even though a statutory right of review is available in respect of it, the Complaints Officer will also have regard to the following:
- (a) the subject matter of the Complaint;
 - (b) the impact that the subject matter of the Complaint has on the Complainant;
 - (c) Council's capacity to finally resolve the Complaint and the likelihood that the Complainant may nonetheless proceed with the statutory review process;
 - (d) the volume of Complaints received about the same or similar subject matter; and
 - (e) such other matters as the Complaints Officer considers relevant.

10. Recording Complaints

- 10.1 Where practicable, Council will record all Complaints that it receives, including details with respect to how each Complaint was handled, the steps taken to resolve the Complaint and whether the Complainant was satisfied with the Outcome.
- 10.2 Each year, Council will maintain the following data regarding the Complaints that it receives:
- 10.2.1 the number of Complaints received;
 - 10.2.2 internal review Outcomes, including the number of Outcomes upheld, partially upheld or overturned; and
 - 10.2.3 the number of Complaints escalated to external review.

11. Privacy and confidentiality

- 11.1 Council collects a range of personal information about Complainants for the purpose of administering its Complaints handling processes, including name, address, contact information and demographic data.
- 11.2 Council uses the information submitted by Complainants to respond to their Complaints and may also analyse the information for the purpose of improving Council services.

- 11.3 Any Complaints data included in publicly accessible reports will be deidentified before publication.
- 11.4 For further information, please refer to Council's Privacy Policy.
- 12. Managing Unreasonable Complainants**
- 12.1 Council expects its staff to treat people with courtesy and respect and that this courtesy will be returned by Complainants. Council will not tolerate behaviour that is offensive, abusive or threatening, or which consumes disproportionate resources.
- 12.2 Examples of Unreasonable Complainant Conduct include, without limitation:
- 12.2.1 persistent, unrelenting and incessant attempts to raise issues that have been comprehensively dealt with;
 - 12.2.2 making demands for unattainable or constantly changing Outcomes;
 - 12.2.3 a continual unwillingness to cooperate in the Complaints handling process;
 - 12.2.4 constant and repeated arguments that are not based on reason; and
 - 12.2.5 acts of aggression, threats, verbal abuse or derogatory, racist or defamatory remarks.
- 12.3 Council aims to prevent challenging behaviour and Unreasonable Complainant Conduct where possible by practising good complaint handling in accordance with this Policy and seeking to ensure that:
- 12.3.1 Complainants feel heard and understood;
 - 12.3.2 Complainant expectations are clear and realistic, particularly in relation to what Council can do and cannot do in relation to a Complaint; and
 - 12.3.3 Council staff communicate clearly, including providing reasons.
- 12.4 If a Complainant's behaviour escalates to Unreasonable Complainant Conduct, Council staff will apply appropriate and proportionate strategies for managing the behaviour. The strategies will depend on the nature of the Unreasonable Complainant Conduct and may involve limiting one or more of:
- 12.4.1 who the Unreasonable Complainant can contact, e.g. limiting contact to a named officer;
 - 12.4.2 what issues Council will respond to, e.g. not responding to issues that have already been the subject of an assessment and explanation, unless the Unreasonable Complainant raises new issues that warrant attention;
 - 12.4.3 when a person can contact Council or when a response will be provided, including time of day and frequency or duration of contact;
 - 12.4.4 access to Council facilities and staff, including restricting or prohibiting entry to Council premises or limiting access to or communication with Council staff; and
 - 12.4.5 the method of communication with Council, e.g. confining contact to writing where the person has been verbally abusive.
- 12.5 Nothing in this Policy limits the type of action Council may decide to take to manage Unreasonable Complainant Conduct, provided that the response is reasonable and proportionate.

- 12.6 Council will continue to handle an Unreasonable Complainant's Complaint in accordance with the relevant processes set out in this Policy, but such handling may be modified in accordance with this clause 12.
- 12.7 Decisions to limit an Unreasonable Complainant's access will only be made by the relevant Divisional Director, following consultation with Corporate Counsel.
- 12.8 Before approving any limits on an Unreasonable Complainant under clause 12.7, the Divisional Director must be satisfied that:
- 12.8.1 the behaviour constitutes Unreasonable Complainant Conduct;
 - 12.8.2 alternative strategies have been, or are likely to be, ineffective in managing the risk;
 - 12.8.3 all relevant factors have been considered, including the Unreasonable Complainant's history, the nature of the conduct, their personal circumstances and the impact of limiting access on their welfare and that of their dependants;
 - 12.8.4 the limits are proportionate to the level of risk posed by the Unreasonable Complainant Conduct;
 - 12.8.5 the limits are consistent with the *Charter of Human Rights and Responsibilities Act 2006*; and
 - 12.8.6 if the Unreasonable Complainant Conduct may be a symptom or manifestation of a disability or other protected attribute, the limits are consistent with the *Equal Opportunity Act 2010*.
- 12.9 Warning and notification letters
- 12.9.1 In most cases, Council will send a warning letter to an Unreasonable Complainant, advising them:
 - (a) of the specific Unreasonable Complainant Conduct they have engaged in; and
 - (b) that, if their behaviour is not modified, Council may intervene to limit their access to Council and the proposed limitation (see clause 12.4).
 - 12.9.2 If the behaviour of an Unreasonable Complainant is not modified in response to a warning letter, or if the behaviour poses an imminent, ongoing or escalating risk to any person or property, Council will inform affected staff and send a notification letter to the Unreasonable Complainant advising:
 - (a) of the specific Unreasonable Complainant Conduct they have engaged in;
 - (b) the limitations imposed by Council, for how long they will be imposed and the details of how the Unreasonable Complainant is to engage with Council going forward; and
 - (c) that the Unreasonable Complainant may request a review of Council's decision to impose the limitation or complain to an external agency (e.g. the Victorian Equal Opportunity and Human Rights Commission or the Victorian Ombudsman).
 - 12.9.3 Warning and notification letters will be sent by ordinary post and/or email. A failure by the Unreasonable Complainant to receive or read the correspondence by their own action will not affect the application of this Policy or the validity of the actions taken under it.

12.10 Review of action taken against a Complainant

12.10.1 Council will review the limitations placed on the Complainant to determine if the limits are effective, proportionate and warranted:

- (a) at the request of the Complainant, but no earlier than 3 months following the implementation of the action or a previous review; and
- (b) once every 12 months thereafter.

12.10.2 Council will document the review and inform affected staff and the Unreasonable Complainant of any decision to remove or vary the limits on access.

13. Roles and responsibilities

13.1 All Council staff, Councillors and Contractors are responsible for contributing to Council's Complaints processes.

CEO	<ul style="list-style-type: none"> Promoting positive behaviours and practices relating to enabling, responding to and learning from Complaints. Supporting service improvements that arise from Complaints. Reviewing and publishing Complaint data.
Executive Leadership Team and senior officers	<ul style="list-style-type: none"> Recruiting, training and empowering staff to resolve Complaints promptly and in accordance with Council's policies and procedures. Managing conflicts of interest in the Complaint process. Reporting on and identifying improvements from Complaint data. Supporting staff who deal with Complaints. Managing Unreasonable Complainant Conduct and ensuring that all staff who interact with Complainants receive relevant training, guidance and direction, including in security procedures.
Council staff	<ul style="list-style-type: none"> Familiarising themselves with this Policy and Council's Complaint processes. Assisting in the consideration and resolution of Complaints when requested by the Complaints Officer. Assisting members of the public to make Complaints. Treating members of the public respectfully and professionally. Identifying challenging behaviour and reporting Unreasonable Complainant Conduct.
Councillors	<ul style="list-style-type: none"> Familiarising themselves with this Policy and Council's Complaint processes. Referring Complaints that they receive directly to Council staff to be dealt with in accordance with Council's Complaint processes.
Contractors	<ul style="list-style-type: none"> Familiarising themselves with this Policy and Council's Complaint processes. Assisting in the consideration and resolution of Complaints

	<p>when requested by the Complaints Officer.</p> <ul style="list-style-type: none">• Cooperating with Council's Complaint handling processes.
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14. Human Rights Charter Compatibility

This Policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006 (Vic)*.

15. Associated Internal Documents

Privacy Policy

16. External References/Resources

Local Government Act 2020 (Vic)

Victorian Ombudsman's 'Councils and Complaints - a Good Practice Guide', 2nd Edition July 2020

8.18 AUDIT & RISK COMMITTEE MINUTES (26 NOVEMBER 2021)

Author: John Vastianos, Chief Financial Officer

Trim No: 21/1296024

Attachments: 1. Audit & Risk Committee Minutes - 26 November 2021 [↓](#)

EXECUTIVE SUMMARY

For Council to approve the Audit & Risk Committee minutes from the meeting held on 26 November 2021.

RECOMMENDATION

That the minutes of the Audit & Risk Committee meeting held on 26 November 2021 as shown in Attachment 1 to the report be approved.

BACKGROUND

The City of Glen Eira has established an Audit & Risk Committee (the Committee) pursuant to Section 53 of the *Local Government Act 2020* (the Act) to support Council in discharging its oversight responsibilities related to financial and performance reporting, risk management, fraud prevention systems and control, Council's performance with regard to compliance with its policies and legislative and regulatory requirements, maintenance of a sound internal control environment, and assurance activities including internal and external audit. It acts in this capacity by monitoring, reviewing, endorsing and advising on the above matters as set out in its Charter.

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

The Committee is not a delegated committee but is directly responsible to Council for discharging its responsibilities as set out in the Charter. The Committee has no delegated authority from Council unless specifically provided by Council from time to time and any such authority shall be temporary and may only relate to specific matters as directed by Council.

ISSUES AND DISCUSSION

In accordance with the Committee's Charter (section 4.6) and sections 53 and 54 of the *Local Government Act 2020*, minutes will be prepared for all meetings and provided to Council at the first available opportunity after clearance by the Committee Chairperson. The draft minutes will be formally tabled and confirmed by the Committee at the following Committee meeting.

CLIMATE EMERGENCY RESPONSE STRATEGY IMPLICATIONS

Not applicable.

FINANCIAL, RESOURCE, RISK AND ASSET MANAGEMENT IMPLICATIONS

The Committee meets approximately five times per year.

POLICY AND LEGISLATIVE IMPLICATIONS

1. Local Government Act 2020:
 - Division 8—Audit and Risk Committee
 - Section 53: Council must establish an Audit and Risk Committee

- Section 54: Audit and Risk Committee Charter

2. Glen Eira City Council Audit & Risk Committee Charter (endorsed 11 August 2020).

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 general or material interest in this matter.

CONCLUSION

The Audit and Risk Committee is an important part of Council's commitment to good governance and probity. The actions outlined in this report ensure that Council's approach remains consistent with legislation and leading practice.



GLEN EIRA
CITY COUNCIL

GLEN EIRA CITY COUNCIL AUDIT AND RISK COMMITTEE

Minutes of Friday, 26 November 2021

Meeting: 8am, Online Via Zoom

Committee Attendees:

Committee Members

Lisa Woolmer, Chairperson
Craig Geddes, Independent Member
Menchi Schneier, Independent Member
Cr Margaret Esakoff, Committee Member
Cr Sam Parasol, Committee Member
Cr Jim Magee, Substitute Committee Member

Internal Auditors (HLB Mann Judd)

Kapil Kukreja, Senior Manager Risk, Assurance & Advisory

External Auditors (Victorian Auditor-General's Office)

Kevin Chan, Acting Senior Manager — Data Analytics
Sanchu Chummar, Senior Manager Financial Audit VAGO

Council Officers

Diana Vaynrib, Coordinator Risk Management
Jen Shin, Coordinator Recycling & Waste
John Fogarty, Executive Manager Residential Aged Care
John Vastianos, Chief Financial Officer
Mark Saunders, Director Community Wellbeing
Niall McDonagh, Director Community Assets & Leisure
Peter Swabey, Director Corporate Services
Rebecca McKenzie, Chief Executive Officer
Salim Murtaza, (Acting) Manager Works Depot
Tarryn Gillies, Senior Project Manager
Wendy Mason, (Acting) Manager Corporate Counsel

Apologies

Mark Holloway, Partner, Audit & Assurance

Minutes

Alon Milstein, Financial Accountant

The Committee met at 8am in-camera in discussion of broad issues facing Council and the risk elements thereof. New councillor induction was also conducted during the in-camera session for newly appointed Councillors.

AUDIT AND RISK COMMITTEE MEETING MINUTES

26 NOVEMBER 2021

AUDIT AND RISK COMMITTEE

Friday, 26 November 2021

8am (Online Via Zoom)

MINUTES**1. WELCOME AND APOLOGIES**

At 8:30am, the Chairperson opened the meeting and welcomed Cr Parasol and Cr Esakoff to the meeting. Cr Parasol and Cr Esakoff were appointed as members to the Audit and Risk Committee at the Council Meeting held on 3 November 2021. The Chairperson also noted that Mayor Magee and Cr Pilling were appointed as substitute members. The Committee acknowledged and thanked the previous Audit and Risk members, Cr Zmood and Cr Pilling, for their contributions. Apologies were noted for Mr Holloway.

12. EXTERNAL AUDIT**12.1 STATUS OF EXTERNAL AUDIT ACTIONS ***

Mr Chummar and Mr Chan presented an update on VAGO activities and external audit progress including work on finalising the 2020-21 VAGO Parliamentary Report for the Local Government sector, and planning for the 2021-22 external audit of Council which Mr Chan confirmed was tracking well. Mr Chan highlighted that revaluations will be an audit focus in 2021-22.

Mr Chummar informed the Committee that he was transitioning from the Local Government sector to the Health sector by the end of the year. Mr Chummar thanked Management for their support over the years, noting the high standards of quality and engagement with VAGO, and confirmed that the new director for Financial Audit will be Mr Travis Derricott.

The Committee thanked and acknowledged Mr Chummar for his work at Council over the years.

The Chairperson requested an in-camera meeting to meet the new director before the February 2022 meeting.

The Committee noted the progress and status of external audit actions from the VAGO external audit and other integrity agency bodies.

Mr Chummar and Mr Chan left the meeting at 8:40am.

2. DISCLOSURE OF INTERESTS, CONFLICTS, BREACHES OF ANY ACT**2.1 DISCLOSURE OF INTERESTS, CONFLICTS, BREACHES OF ANY ACT**

The Chairperson noted updates made to the register tabled.

The Chairperson asked if there were any further updates to the register to be declared and whether any person present was aware of any breaches of any *Local Government Act 2020*, or any other irregularity or matters which should be brought before the Committee. Independent members disclosed minor updates to the register.

No other breaches, irregularities or matters were reported.

AUDIT AND RISK COMMITTEE MEETING MINUTES**26 NOVEMBER 2021**

The Chairperson requested Members to send updated disclosures through to the CFO prior to the next meeting.

The Committee noted the Register of Interests of independent members, and that the table will be updated in future to address any specific *Local Government Act 2020* guidance.

3. CONFIRMATION OF AGENDA

The agenda of the Committee was confirmed. It was agreed that the following agenda items be taken as read with the discussion focussing on questions and comments from members:

- 6.1 - Quarterly & Monthly Finance Reporting
- 7.3 - Business Unit Rolling Risk Timetable
- 9.3 - VAGO Performance Audit and other Integrity Bodies Update
- 10.1 - Gifts, Benefits and Policy (Action Item)
- 10.3 - Transformation and Corporate Performance Update
- 10.4 - Sector Report (Internal Auditor)
- 11.6 - Status of Internal Audit Actions
- 11.7 - Internal Audit Activity Report
- 12.1 - Status of External Audit Actions
- 13.1 - 2021 Committee Work Plan
- 13.5 - 2022 Committee Meeting Dates
- 14.3 - 2020-21 Prudential Audit (Residential Aged Care)

4. MINUTES OF PREVIOUS MEETING 3 SEPTEMBER 2021

The minutes of the previous Audit and Risk Committee meeting held on 3 September 2021 were confirmed.

5. ACTION ITEMS ARISING FROM MINUTES**5.1 ACTION ITEMS ARISING FROM MINUTES**

The Committee noted the updated actions arising from minutes and outstanding issues carried over to the next Committee meeting.

6. FINANCIAL AND PERFORMANCE REPORTING**6.1 MONTHLY & QUARTERLY REPORTING ***

The Committee noted the Financial Management Report for the period ending 30 September 2021. The Chairperson recommended future finance reports include details of Council's borrowing facilities and any drawdowns.

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7. RISK MANAGEMENT**7.1 STRATEGIC RISKS & TREATMENT PLANS**

The Chairperson welcomed Ms Vaynrib to the meeting at 8:45am.

Ms Vaynrib provided an overview of risk management activities, including the updates to the Strategic Risk Register and COVID-19 Risk Register. The new reporting from Council's Risk Management software CAMMS was noted and Management was congratulated for further maturing this. Members queried the current and forecast ratings, controls and treatments for risks around residential aged care and delivery of the Council Plan in light of COVID-19 and changes in the external environment.

The Chairperson requested that an update on the risks impacting the delivery of the Council Plan be provided to the Committee for the May Meeting as part of the next risk update and ahead of year end reporting.

The Committee noted the updates to Council's strategic risks and treatment plans.

7.2 STRATEGIC RISK ASSURANCE MAP

Ms Vaynrib presented the updated Strategic Risk Assurance Map and noted this is currently under review together with the Risk Management Framework and Policy.

The Committee noted the updated Strategic Risk Assurance Map.

7.3 BUSINESS UNIT ROLLING RISK PROGRAM *

The Committee noted the schedule and timing of the Rolling Risk Program.

Ms Vaynrib left the meeting at 9:15am.

7.4 COVID-19 RESPONSE & RECOVERY

The Chairperson welcomed Mr Saunders to the meeting at 9:15am.

Mr Saunders presented an update of the current COVID-19 risks to Council's services including opening of Council facilities at GESAC, Early Learning Centres, Parks and Libraries. The Committee discussed the directive of mandatory vaccinations by the State Government and the impact on Council staff, their engagement with the public, and upcoming public events. Mitigations to address these, and business support, challenges were also noted.

The Committee noted the update on Council's response and recovery to the COVID-19 Pandemic and congratulated Management for their work in this area.

7.5 RESIDENTIAL AGED CARE (INC. RISK PLAN)

The Chairperson welcomed Mr Fogarty to the meeting at 9:35am.

Mr Saunders presented an update on the current situation at Council's Residential Aged Care Facilities. With the easing of community COVID-19 restrictions across Victoria, increasing number of COVID-19 cases in the community along with localised outbreaks in residential aged care facilities, COVID-19 risks remain high.

It was noted that since the paper had been drafted Council had resolved, at a Special Meeting on Tuesday 16 November 2021, to relocate all Rosstown residents and staff to

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the larger Warrawee site due to the impacts of COVID-19 on the aged care landscape and wider health sector.

Engagement with residents regarding the relocation program was discussed along with other areas including Aged Care Sector Reforms, the Royal Commission into Aged Care Quality and Safety, Commonwealth Government Response to the Royal Commission including staff-to-resident ratios and the continued role of Council's Residential Aged Care Reference Committee which met on Tuesday 26 October 2021 and reviewed the current risk plan, risk categories, ratings and treatments.

The Committee noted the updates on residential aged care and amendments to the risk management plan resulting from COVID-19.

Mr Saunders and Mr Fogarty left the Committee meeting at 9:50am.

7.6 CLAYTON SOUTH REGIONAL LANDFILL

The Chairperson welcomed Ms Shin to the meeting at 9:50am.

The Committee noted information on the Clayton South Regional Landfill Joint Venture relating to: status of EPA and other notices, site management and construction and financial and governance issues.

Ms Shin left the meeting at 9:55am.

7.7 BUSINESS UNIT RISK REPORT - PROJECT MANAGEMENT OFFICE (PMO)

The Chairperson welcomed Mr McDonagh and Ms Gillies to the Committee at 10am.

Ms Gillies presented the risk report for the Project Management Office which aims to assist in enabling the successful completion of projects and programs to agreed expectations, to help ensure the realisation of benefits and to drive the uplift of project management capability.

The key risks discussed included:

- Projects are not delivered to agreed expectations (including cost overrun) and/or Council plan commitments not met due to not complying with project management governance and framework.
- Material and resource supply shortages on construction projects leads to longer lead times, price increases and poor quality outcomes.
- Poor planning on projects leads to escalating costs, delays and unacceptable quality outcomes.
- COVID-19 transmission on construction sites leads to forced closures.
- Internal resource capacity limitations/constraints impact organisational ability to deliver largest capital program in Council's history.

The Committee noted the Risk Report for the Project Management Office.

Ms Gillies, Mayor Magee and Mr McDonagh left the meeting at 10:15am.

Committee break from 10:15am to 10:25am

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8. FRAUD PREVENTION SYSTEMS AND CONTROLS

Nil

9. COMPLIANCE MANAGEMENT**9.1 GOVERNANCE, COMPLIANCE & INTEGRITY FRAMEWORK (ACTION ITEM)**

Ms Mason was welcomed to the meeting at 10:25am.

Mr Swabey presented Council's draft Governance, Compliance and Integrity Framework for the Committee to review. The framework is designed to provide a structured set of guidelines that aggregate and integrate all compliance requirements. The framework specifically:

- promote and enable good governance practices;
- to provide a responsive and accountable framework that enables business to be conducted in compliance with legal and internal policy requirements;
- to ensure that the integrity of the Council is of the highest order;
- meet legislative requirements;
- provide a sound basis for decision making;
- define mechanisms for accountability; and
- support the achievement of organisational and legislative objectives.

The Committee noted the draft Governance, Compliance and Integrity Framework and commended Management for the document.

10.2 COMPLAINTS HANDLING (ACTION ITEM)

The Committee noted Council's draft Complaints Handling Policy and highlighted minor areas for management to review wording.

The Committee thanked Ms Mason for her work on the policy.

Ms Mason left the meeting at 10:55am.

9.4 ANNUAL COMPLIANCE – COUNCILLOR EXPENSES

The CFO explained Council's processes around managing Councillor expenses including due-diligence processes. The Committee sighted the listing of Councillor expenses to date, and noted the compliance and governance arrangements, key controls and processes regarding the management of councillor expenses. The Committee noted that the Local Government Inspectorate Report issued in 2020 recommended Councillor expenses be reviewed quarterly. Council's Audit and Risk Committee are comfortable with the review being conducted biannually.

9.2 LOCAL GOVERNMENT ACT 2020 COMPLIANCE

The CFO provided an update on Council's progress with legislative requirements of the *Local Government Act 2020* including completed items: the Financial Plan, Council Plan, Community Vision, CEO Remuneration Policy and Procurement Policy. Deliverables still in progress but on track include: Workforce Planning, Recruitment Policy, Complaints Policy and Asset Management Plans.

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The Committee noted Council's compliance with the *Local Government Act 2020* and other legislation relevant to the sector.

9.3 PERFORMANCE AUDIT & OTHER INTEGRITY AGENCIES (VAGO) *

The Committee noted updates from the Victorian Auditor-General's Office relating to performance audits and other integrity agencies.

10. INTERNAL CONTROL ENVIRONMENT**10.1 GIFTS, BENEFITS & POLICY (ACTION ITEM)**

The Committee noted the update on Council's gifts, benefits and hospitality policies and alignment with the *Local Government Act 2020*. The CFO indicated a review of policies is well underway with a report scheduled to be tabled to the Committee at the February meeting.

10.3 TRANSFORMATION & CORPORATE PERFORMANCE *

The Committee noted the status report from the Transformation and Corporate Performance business unit.

10.4 SECTOR REPORT (INTERNAL AUDITOR) *

The Committee noted the sector report prepared by the Internal Auditor.

11. INTERNAL AUDIT**11.1 FLEET MANAGEMENT (DRAFT SCOPE)**

The Committee reviewed and recommended the proposed scope for the review of Council's Fleet Management, subject to amendments discussed.

11.2 CORPORATE PERFORMANCE REPORTING (DRAFT SCOPE)

The Committee reviewed and recommended the proposed scope for the review of Council's Corporate Performance Reporting, subject to amendments discussed. The internal auditors agreed that Councillors would be asked to provide feedback as part of this review.

11.3 FINANCIAL CONTROLS REVIEW

Mr Kukreja presented the results of the Financial Controls Review.

The objective of the review was to assess controls around accounts payable, procurement, and Payroll. The review also included data analytics for accounts payable and payroll related activities to provide assurance over the completeness and accuracy of relevant data.

The key findings from the review were:

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- Update procurement, accounts payable and payroll related procedures.
- Update Council's financial delegation register and delegation limits within the system.
- Instances where purchase orders were raised after invoices were received.
- Vendor Masterfile review exercise to be conducted.
- Termination pay for casual employees to be more timely.

The Committee agreed that a deep dive payroll review would be considered as part of future internal audit planning discussions.

The Committee noted the Financial Controls Review.

11.4 DEPOT OPERATIONS REVIEW

The Chairperson welcomed back Mr McDonagh and Mr Murtaza to the meeting at 11:15am.

Mr Kukreja presented the results of the Depot Operations Review. The objective of the review was to review the effectiveness and efficiency of controls relating to : storage and use of plant/equipment, scheduling and programming of works, maintenance of plant/equipment, minimising and managing risk and procurement practices. The key findings from the review were:

- There is no Strategy or Business Unit Plan to set out the objectives and priorities of the Works Depot. The Asset Management Plans relating to Drainage, Roads and Footpaths have not been reviewed/ updated as required.
- Absence of policies and procedures to provide guidance to staff in the Works Depot Team. The target response times indicated on the Pathway system do not always align with the Road Management Plan.
- The need to develop a record of complete inventory of equipment and undertake periodic stock takes. Equipment also needs to be signed out/ in for accountability purposes.
- Absence of formal monitoring and evaluation of contractor performance.

The Committee noted the Depot Operations Review.

Mr McDonagh and Mr Murtaza left the meeting at 11:30am.

11.5 IT CYBER SECURITY REVIEW

The Committee noted the IT Cyber Security Review originally scheduled for discussion at the November Committee meeting will be deferred until February 2022 given the technical aspects of the review that required more time for Management consideration.

11.6 STATUS OF INTERNAL AUDIT ACTIONS *

The Committee noted the progress and status of internal audit action items from the internal audit program.

11.7 INTERNAL AUDIT ACTIVITY REPORT *

The Committee noted the Internal Audit Activity Report and progress of work in accordance with the 2021-22 Strategic Internal Audit Plan.

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13. AUDIT AND RISK COMMITTEE ITEMS**13.1 2021 COMMITTEE WORK PLAN ***

The Committee noted the Committee's Work Plan for the 2021 calendar year subject to any amendments.

13.2 COMMITTEE PERFORMANCE EVALUATION

The Chairperson noted the performance evaluation tabled and new requirement under the new *Local Government Act 2020* that the Committee shall report the outcomes of the evaluation process to Council through the CEO.

The Chairperson explained the assessment is to measure compliance against the Charter, and identify areas for improvement based on the Committee's experience. It was noted that the Committee Work Plan for 2022 has been updated to reflect feedback from members during the evaluation process.

The Committee recommended the CFO include information on the performance review in the next biannual report of the Committee scheduled for February 2022.

13.3 COMMITTEE ANNUAL CHARTER REVIEW

The Committee reviewed the Audit and Risk Committee Charter in context of the Committee's performance evaluation and noted that the Charter does not need any amendments to be endorsed by Council.

13.4 2022 COMMITTEE WORK PLAN

The Committee noted the Committee's Work Plan for the 2022 calendar year, as amended during the meeting.

13.5 2022 COMMITTEE MEETING DATES *

The Committee confirmed the meeting dates for the 2022 calendar year.

14. INFORMATION & UPDATE ON ITEMS (INFORMATION ONLY, NOT ACTION)**14.1 VAGO REPORT - SEXUAL HARASSMENT IN LG (ACTION ITEM)**

The Committee noted Council's progress in implementing the VAGO recommendations relating to VAGO's review on sexual harassment in local government.

14.2 WORKFORCE PLANNING UPDATE (ACTION ITEM)

The Committee noted Council's progress on Workforce Planning in accordance with the requirements of the *Local Government Act 2020*.

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14.3 2020-21 RESIDENTIAL AGED CARE PRUDENTIAL AUDIT *

The Committee noted the Independent Audit Report relating to the 2020-21 Prudential Audit required for Council's Residential Aged Care Facilities.

15. GENERAL BUSINESS**15.1 GENERAL BUSINESS**

The Committee noted and discussed General Business Agenda Items including a recent paper taken to Council and the processes around this. The first meeting for the 2022 calendar year was confirmed as Friday 18 February 2022.

Representatives from HLB Mann Judd left the meeting at 11:50am before the in-camera session for Committee members only.

16. AUDIT AND RISK COMMITTEE (MEMBERS ONLY)**INTERNAL AUDIT PERFORMANCE**

The Committee held an in-camera session to note the results of the evaluation of the internal auditors' performance. The Committee requested the CFO provide feedback to the internal auditors following the meeting.

17. CLOSURE OF MEETING

The meeting concluded at 12pm.

9. URGENT BUSINESS

10. ORDINARY BUSINESS

10.1 Requests for reports from a member of Council staff

10.2 Right of reply

10.3 Notice of Motion

10.4 Councillor questions

10.5 Written public questions to Council

11. CONFIDENTIAL ITEMS

Nil

12. CLOSURE OF MEETING