



Hobsons Bay City Council Report of Operations Annual Report 2020–21

HOBSONS
BAY CITY
COUNCIL





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Welcome to Hobsons Bay City Council's Annual Report 2020–21

The Annual Report is the primary means of informing the community about Council's activities, achievements, challenges and financial performance during the financial year 1 July 2020 to 30 June 2021, assessed against the Council Plan 2017–21 and the Budget 2020–21.

Hobsons Bay City Council is committed to transparent reporting and being accountable to the community. This Annual Report aims to provide a balanced review of the achievements and challenges of delivering services and infrastructure that our community requires.

The Annual Report was prepared to meet the operational and financial reporting requirements under the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*. This is the last Annual Report prepared under the *Local Government Act 1989*.

Acknowledgement of Country

Council acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners of these municipal lands and waterways, and pay our respects to Elders past and present.

Our mission

We will listen, engage and work with our community to plan, deliver and advocate for Hobsons Bay to secure a happy, healthy, fair and sustainable future for all.

Our values

These values reflect the held beliefs about what is important to Council's workforce and drives its behaviour.

Respectful

Treating everyone fairly and respecting different views.

Community driven and focused

Delivering results that demonstrate that we understand community needs and put people first.

Trusted and reliable

Working hard to be responsive and meet expectations, delivering on what we promise to achieve in the best interests of the community.

Efficient and responsible

Engaged and taking pride in our work, wanting to continually review and improve in order to provide good value and cost-efficient services.

Bold and innovative

Proactive, adaptable, open to change and taking calculated risks, not afraid to try new things and learn from mistakes.

Accountable and transparent

Making well-informed decisions based on best practice and evidence, which take into account what our community tells us.

Recognised

As working for an employer of choice, with leadership that recognises and values the contributions, skills and the expertise of its workforce and inspires people to develop and do their best.



The year in review





A word from the Mayor

On behalf of my fellow councillors, it gives me great pleasure to present the annual report for 2020–2021. Since our new Council term commenced in October 2020, my colleagues and I have worked hard as a team to represent our community. This document highlights Council's major achievements and the services we have delivered to our community over the past 12 months.

I would first like to acknowledge that this year has been an incredibly difficult one for all of us. Following a year marked by bushfires and the onset of the COVID-19 pandemic, we have spent almost 19 weeks in lockdown from July 2020 to June 2021, with many unable to work and cut off from loved ones and their usual support structures. We have yet to fully grasp the economic and social impacts that the pandemic has had — and continues to have — on our community.

With our world shrunk to a 5km radius for a large part of the year, COVID-19 has highlighted the importance of the work which Council does in delivering essential services, and in fostering connections and helping to keep residents together even while we were physically apart. Council set aside a community and business support package worth \$3 million to reach those of us most affected by the pandemic — namely local businesses, young people and the most isolated and vulnerable individuals in our community.

One key element of Council's support package to business was the Hobsons Bay Business Has Heart program which launched in October 2020. The program included a \$250,000 grant scheme for projects to encourage residents to support local business along with free one-on-one business support from communications, design and marketing professionals.

It also included Hobsons Bay Business has Heart Outdoors, an initiative which enabled more than 190 local businesses to operate within strict social distancing limitations by extending their trading areas onto footpaths, parking spaces and into other public spaces. Following extensive consultation with businesses and residents, Council made the decision to extend the program to May 2022.

Responding to the needs of isolated and vulnerable individuals, the Hobsons Bay Community Has Heart program also provides social and practical assistance through a roving community hub, distributing care packages with myki cards, nappies and other comfort items. A Community Connector refers those in need to local relief agencies and a "Virtual Hub" is designed to be a one-stop point of information for residents struggling to find assistance and information.

Once Stage 4 restrictions had eased, Council launched the "Make it Happen" grants program to promote community recovery and reconnection. The program supported 109 diverse projects with the aim of bringing our community together again after so much time spent apart.

Moving beyond the pandemic, Council introduced several programs and policies which work towards the Hobsons Bay 2030 Community Vision, including the Council Plan 2021-24. The Council Plan, which coincides with a new Council term, will guide Council's work and priorities over the coming four years and was formulated through extensive consultation with our community.

One major milestone is the development of the Urban Forest Strategy, an initiative which I have been proud to include in my Mayoral Program. The strategy aims to increase tree canopy cover from 7.5 per cent currently to 30 per cent by 2040 with 50,000 trees to be planted in Hobsons Bay over the next five years. In addition to making the city more attractive, trees have an important role to play in keeping our streets cool and improving air quality. To meet this target, we need to drastically increase the number of trees planted in private residential property which comprises half of all land use in the municipality. Fittingly, the strategy was launched with an event to give away 3,000 tree seedlings in Brooklyn, a suburb that has a particularly high level of heat vulnerability. In addition to trees planted on private property, Council is on track to plant 8,500 advanced trees in streets and reserves across the municipality by the end of this planting season.

Hobsons Bay has always been proud to lead the way in adopting sustainable and innovative practices — the introduction of the Virtual Energy Network is no exception. In December, we became the first metropolitan council in Victoria to introduce a Virtual Energy Network (VEN). The VEN will see the installation of solar panels on over 40 Council-owned buildings. The VEN will generate almost 4 megawatts of solar power thus enabling Council to share energy from buildings generating excess electricity with other buildings that require more. In other words, energy goes where it is needed, not just where it is generated, resulting in substantial savings in cost and carbon emissions.

The implementation of Council's first Coastal and Marine Management Plan is another major achievement for this year. Developed in consultation with the community and numerous stakeholder groups and agencies over the past two years, the CMMP will guide the management of all coastal areas and wetlands in Hobsons Bay for the next 10 years, responding to the significant challenges of erosion, storm surge and population growth.

After a highly successful result in Laverton in the first half of 2020, Council introduced the Better Places model to Spotswood and South Kingsville. Better Places began as a pilot project in Laverton to create a holistic and integrated approach to place-based design. Council worked in collaboration with the Spotswood and South Kingsville community to develop a shared community vision and a place guide that featured 16 projects, which directly respond to the community vision.

Several transport themes voiced during Better Places Spotswood and South Kingsville informed Council's development of the Local Area Movement Plans (LAMPs) for the northern part of Hobsons Bay. This project addressed the key challenges and constraints in the existing local transport network to improve the way our community travels on roads, public transport, cycling networks and footpaths. The LAMPs will guide Council's infrastructure planning and implementation and assist with our advocacy to state and federal governments to help maintain a safe and well-connected transport network.

Despite the challenges thrown up by the pandemic, Council's Capital Works program has continued to build the infrastructure needed to meet the current and future needs of our community, including upgrades to roads, buildings, bridges, footpaths, car parks, drainage, open space and Council-owned recreational facilities. Separate to this, a number of reserves and parks across the municipality were also upgraded or redeveloped including Lee Reserve in Altona, Homestead Run and Barry Jones reserves in Seabrook and Edwards Reserve in South Kingsville. Council also conducted flood mitigation works in Altona and Altona Meadows and constructed the Lan Avenue footbridge in Altona Meadows. Our Capital Works Program is also working in partnership with initiatives such as LAMPs and Better Places to promote active transport by building on our shared pathway network and providing traffic infrastructure to keep our people and goods moving efficiently and safely throughout our city.

I would like to thank our community for working in partnership with Council to overcome the many challenges we have faced together. I have been so proud to hear the many innovative ways in which our community has pulled together to support each other – from starting community pantries to creating scavenger hunts in parks or offering free online and socially distanced yoga and music lessons. These are just some examples of the resilience and generosity of spirit which has helped Hobsons Bay through this time of crisis and adversity.

Cr Jonathon Marsden

Mayor of Hobsons Bay

A word from the Chief Executive Officer



The 2020-21 financial year has been marked by resilience, adaptability and connection, as our community, Councillors and staff continued to feel the impacts of the global COVID-19 pandemic. Council worked hard to support the community, adapt essential service delivery, and build key infrastructure across Hobsons Bay. In October 2020, a new Council was sworn in following local government elections across the state and our new and returning Councillors have been dedicated in representing their communities.

Council rapidly moved a range of direct, customer-facing health and wellbeing services to online/virtual delivery. These included parenting support groups and education sessions, Children's Week, youth counselling, youth programs and activities, and the Victorian Seniors Festival. Council also provided regular welfare phone calls and care packs to Planned Activity Group and Community Transport clients and activity packs to Supported Playgroup families. Consultation sessions were conducted online and our much-loved Hobsons Bay Libraries service offered Book-a-Book deliveries and click and collect. Our staff have continued to think creatively as to how we can continue as close to "business as usual" but in a COVIDSafe way. I have been proud to be part of their innovation, resilience, commitment and tireless effort towards the community of Hobsons Bay.

To assist in supporting our community, exceeding service delivery expectations through a global pandemic and providing opportunities for those who had lost their jobs or been significantly impacted by COVID-19, Hobsons Bay participated in the Victorian Government's Working for Victoria program. We embarked on the biggest recruitment drive in Council's history, providing short-term contracts for more than 130 people within Hobsons Bay. The program officially finished in May 2021 with many participants using the opportunity to kickstart a new career and secure permanent positions in similar fields. As part of the program, Working for Victoria staff were provided with career coaching and resume writing and interview skills guidance.

This increase in workforce was not only beneficial for local employment and the economy but it also gave Council the capacity to accelerate projects, services and activities across Hobsons Bay, as well as support businesses to reopen following lockdowns.

Highlights include: planting 1,900 trees and 16,000 tubestock across the municipality; contributing to the Urban Forest Strategy and increasing tree canopy cover across Hobsons Bay; painting 22 community facilities; removing graffiti from 214 sites; creating new footpaths; assisting young people with youth unemployment; and providing welfare support for our older residents.

Working for Victoria staff also played a role in the \$1.541 million Hobsons Bay has Heart Outdoors program, installing 43 outdoor trading areas across the municipality for 193 participating businesses enabling the business to operate within strict social distancing limitations by extending their trading areas onto footpaths, parking spaces and other public spaces.

Council also provided customised support to businesses as they adapted to "COVID normal trading" through the Hobsons Bay Business has Heart program including business grants, one-on-one business consultations and communication campaigns.

While those outcomes were tangible and easy to see, Working for Victoria staff also joined the Hobsons Bay UP team to assist young people with youth employment, as well as Council's Economic Development team to support local businesses through the pandemic and our Community Life team to help our older residents. They also provided digital expertise to streamline Council processes and improve the customer experience when the community accesses Council services.

Following a two-month extension from the Victorian Government to all councils to complete their 2020-21 budgets, Council reshaped the Annual Budget 2020-21 to deliver \$2.2 million in rate relief, ongoing delivery of essential services, upscaling of grants, increased capital works, a revised Hardship Policy and financial assistance through a third Community Support Package worth \$3 million.

Council used the extra time to consult with the Hobsons Bay business and residential community to ensure the third Community Support Package provided meaningful and lasting ways to support our community in the recovery phase. Through the package, Council provided financial support to sporting clubs and associations, including waivers for sports ground allocation fees and rentals, strategic planning support for sports clubs to resume training and competition and a sports pavilion cleaning program. Council also supported over 100 community organisations as part of the Make it Happen Recovery and Reconnection grants.

Financial support was also available for residents most impacted by the pandemic. The Rates team proactively contacted nearly 5,000 ratepayers with arrears, which resulted in nearly 1,000 being placed on interest free rate deferrals. A rate adjustment was also included on the 2020-21 rate notice that returned approximately \$2.2 million back to ratepayers in financial relief.

Despite supply chain issues and working within state government restrictions, Council powered on with big builds and infrastructure, achieving 98 per cent of the 2020-21 Capital Works Program. Key infrastructure programs included the Altona Sports Centre Extension in Altona Meadows, the box lacrosse court at PJ Lynch Reserve in Altona North and works upgrading the Seaholme foreshore.

Work is also well under way on the Virtual Power Network initiative – an industry leading, large scale solar energy project that will see Hobsons Bay accelerate the uptake of renewable energy, create local jobs and reduce the impacts of climate change. Over the next five years, Council will be reducing its own direct emissions through the installation of solar panels on Council buildings, retrofitting existing buildings, installing LED street lighting and ensuring future infrastructure is sustainable. Through Council's Energy\$mart program, we have already reduced 153 tonnes of CO2 from installing solar panels.

In February, Council adopted a Community Engagement Policy 2021 focusing on deliberative engagement and reaffirming Council's commitment to involving Hobsons Bay residents and visitors in decisions that affect them. Key engagement projects included Better Places, Local Area Movement Plans, Council Plan 2021-25, refreshing the 2030 Community Vision and the Annual Budget 2020-21.

Community consultation and engagement was also a key component of the Council Plan 2021-25. Developed every four years, the Council Plan is the roadmap to achieving the Hobsons Bay 2030 Community Vision. The Council Plan covers the new Council term and our Councillors were heavily involved in formulating the plan. The community engagement campaign ran for more than 14 weeks and included 11 community facilitated workshops, return-paid postcards to every household and business, and a Hitting the Streets campaign. In total, 4,887 ideas were received about what Council should focus on over the next four years and 1,477 people were engaged to help shape the Council Plan.

Throughout the 2020-21 financial year, Council supported staff to work from home when possible and supported staff to be COVIDSafe working onsite. During the brief COVIDSafe period in 2021, we welcomed staff to the refurbished Civic Centre. A highlight of the renovated building is the collaborative meeting spaces for both staff and the public and the Activity Based Working open areas. We look forward to inviting the community to utilise these spaces when COVID-19 restrictions ease.

After two years of negotiations, Council successfully finalised the new Enterprise Agreement. One of the biggest benefits of the new agreement is it being a four-year agreement, giving Council financial certainty throughout this period and allowing Council to focus on service delivery for our community.

While 2020-21 brought many challenges, I am proud of how the organisation worked collaboratively and adapted to the changing environment to support the people who live, work and play in Hobsons Bay.

Aaron van Egmond

Chief Executive Officer
Hobsons Bay City Council

Highlights of the year

Corporate Services

Corporate Integrity

Council elections were conducted by postal ballot in October 2020 where new Councillors were elected for Hobsons Bay. This marked the start of the four-year Council period and kicked off the legislatively required governance and planning processes. Councillor induction sessions were successfully delivered. The development of a new Council Plan, which will provide the strategic direction for the next four years, began after a successful public consultation and engagement campaign with over 1,400 community members getting involved.

Another major event in the year was the new *Local Government Act 2020* that came into effect following the Royal Assent in March 2020. In line with the implementation stages, Council undertook assessments of all the organisational processes to ensure adherence with the new Act. This has resulted in 100 per cent compliance level.

Council continues to make improvements in its processes and the way services are delivered to the community. The improvements in the Animal Management service has seen a continuously increasing number of animals being reunited with their owners or adopted to a new home. In the local laws area, Council has moved to online and paperless Footpath Trading Permit applications, improving the customer experience and efficiency of the process.

People and Culture

The 2020-21 year has seen Council continue to emphasise the important role the leaders have in developing and driving organisational culture.

Council's Senior Leadership Team participated in the Korn Ferry Leadership Style and Climate Development program. The Korn Ferry Leadership Program assessed the leaders' leadership styles and how their actions create the climate within their teams. Each leader undertook a 360-degree feedback survey. Formal feedback and one-on-one coaching were provided. Each leader developed an action plan to help improve their leadership style and improve the overall performance of their teams. Council will continue to provide innovative and evolving leadership development programs for all leaders across the organisation.

Enterprise Agreement

After two years of negotiations Council successfully finalised the new Enterprise Agreement. One of the biggest benefits of the new agreement is it being a four-year agreement, giving Council financial certainty throughout this period and allowing Council to focus on service delivery for the community. The new Enterprise Agreement will last until 4 July 2025.

COVID-19 Safety

Safety and wellbeing are paramount in all that we do. In addition to continuing the regular safety program a number of new initiatives were introduced to ensure staff felt safe and were keeping safe during the uncertain times of COVID-19.

One of these initiatives was the setting up of COVID consultation groups, enabling staff to voice any concerns they had and ensuring they were being kept informed of the changing landscape of the pandemic. Staff were provided with personal protective equipment (PPE) and training to keep themselves, their colleagues and the community safe.

Council also surveyed the staff asking them how satisfied they were with the measures that Council had taken to keep them safe when they returned to the office, they were also asked how satisfied they were with the way Council enabled them to continue to carry out their duties during lockdown periods, both receiving very positive results.

Community Learning and Service Centres

Council was successful in receiving \$500,000 from the Victorian Government's Department of Jobs, Precincts and Regions under the Living Libraries Infrastructure Program to undertake some much-needed work at Altona Meadows Library and Learning Centre.

With a \$500,000 Council co-contribution and a \$10,000 donation from the Friends of Altona Libraries Group, the project will work to modernise and upgrade the library, cater for the changing needs of our growing and diverse community and provide room to expand popular programs and community events.

Receipt of the funding is a great outcome for the community and upon announcement of successful recipients, the Hon Jill Hennessy MP visited the library to talk about the plans ahead.

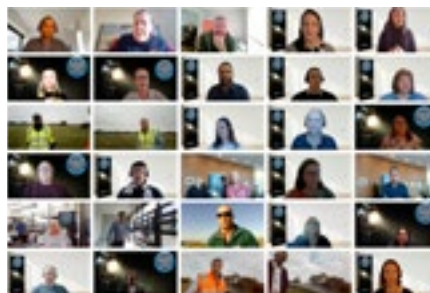
Digital Services

The 2020-21 financial year presented Council's Digital Services Department (the IT team) with several challenges and opportunities in which to thrive and bring about a positive digital change for Council.

The recent renovation of the Civic Centre required a shift to Activity Based Working (ABW) and the creation of more collaborative meeting spaces for both staff and the public. To support this contemporary style of working, the IT team delivered 16 "Microsoft Teams Rooms" – hybrid video conferencing environments designed to better engage with staff working remotely and with our community. The same Microsoft Teams based communication system is also used for the CEO's weekly "Huddles" – live streamed events to share organisation-wide updates and bring staff together.



*Mayor Cr Jonathon Marsden and
The Hon Jill Hennessy MP*



Microsoft Teams meeting

The Civic Centre renovation also required a complete rebuild of the IT server room and computer network. This provided the opportunity to build a new energy efficient server room with a solar compatible battery backup system and the rollout of a new high-speed wireless network to support the new ABW environment.



*Council's new IT server room
at the Hobsons Bay Civic Centre*

The Victorian Government's Working for Victoria (WfV) program enabled the Digital Services Department to accelerate many of its planned IT projects. With the help of some very talented WfV staff, Council now has a fully functional Virtual Reality (VR) space to better support community engagement, particularly for large capital works projects or sensitive planning applications that requires an immersive and real world view of the proposed changes.

The WfV staff also delivered Business Grant Applications Tool enabling Council staff to assess new grant applications quickly and accurately. A number of business intelligence dashboards were also developed, enabling better data-informed decision making in the areas of capital works financial planning and control, asset management, and customer service – improving operational efficiency and supporting better outcomes for the community.



Business intelligence dashboards

Business Transformation

Under the WfV program, Council secured five additional highly skilled team members focused on business and digital transformation. Combining with existing business analytics and project management team members, the Business Transformation team was formed in late 2020 to improve the organisational outcomes in customer experience, efficiency and continuous improvement.

Significant development occurred in Council's performance enabling corporate information system called "H2.0". The system enables a unified and dynamic way to manage and deliver on Council projects, actions and staff performance goals. The H2.0 system will continue to be developed to provide a one-stop shop for governance, project and action management, closely tied to staff performance planning.

The team supported agile responses to COVID-19 demands and decisions, including a fully digital end-to-end process for the “Free Upsize Rubbish Bin” program. Development and implementation occurred in under four weeks, resulted in over 5,000 properties having their bins swapped in an average of 13 days from request to delivery. This work was recognised, along with Council’s other Recycling 2.0 digital innovation, at the 2021 MAV Technology Awards for Excellence with a Highly Commended in the Customer Experience category.

Managing the logistics associated with continuing Council operations while the Civic Centre in Altona was redeveloped has been an 18-month project. This has been successfully guided by the team and achieved through cross-organisational collaboration.

The future planning for a new Community Request Management System began with internal and external consultation being completed. This has clarified the objectives for the new system that will be procured in the 2021–22 financial year and will underpin many changes that Council makes to improve the effectiveness and efficiency of how it responds to the community’s requests.



Hobsons Bay team receiving the Highly Commended for Customer Experience at the 2021 MAV Technology Awards for Excellence

Finance

The Victorian Government provided all councils with a two-month extension to complete their 2020–21 budgets to respond to emerging challenges in relation to the COVID-19 pandemic. This was the most thorough and significant budget developed by Council, who worked proactively with stakeholder representatives to source meaningful ways on how to best assist both residential and business community members hardest hit by the pandemic.

There were also a number of new and additional financial requirements as a result of the new *Local Government Act 2020*.

The Procurement team is now paperless and implemented a number of improvements and efficiencies to ensure we could continue through the lockdowns. This includes the digital formation and execution of Council contracts.

The Rates team worked extensively during the year to assist ratepayers most impacted by the pandemic. The team proactively contacted nearly 5,000 ratepayers with arrears, which resulted in nearly 1,000 being placed on interest free rate deferrals. A Rate Adjustment was also included on the 2020–21 rate notice that returned \$2.2 million to ratepayers in financial relief.

Infrastructure and City Services

Strategic Projects

Level Crossing Removal projects

Council, together with the local community have been involved in the planning and development of the Aviation Road, Laverton and Ferguson Street, North Williamstown Level Crossing Removals, and associated Precinct Plans.

The Aviation Road, Laverton Level Crossing Precinct Plan includes a central plaza with accessible connections between Aircraft Station and Aviation Road. The Ferguson Street, North Williamstown Level Crossing Precinct Plan will result in a community plaza space providing access through the precinct.

West Gate Tunnel Project

Council continues to be actively involved in the West Gate Tunnel Project (WGTP) including advocating for outcomes and improvements. Council has partnered with WGTP to plan and implement most of the Sports and Open Space Enhancement Package and West Gate Neighbourhood Fund, supporting many local community projects and organisations.

Asset Audits and Inspections

Footpath Condition Audit

In April 2021, a condition audit of Council’s 720km footpath network was completed. The network includes footpaths within road reserves, pathways through open space areas and shared trails. Since the last condition audit completed in 2017, Council has invested on average \$775,000 a year on renewing footpaths in poor condition.

Infrastructure Asset Renewal Program

During 2020–21, Council completed five year asset renewal programs for the \$1.1 billion of infrastructure assets including roads, buildings, bridges, footpaths, car parks, drainage, open space and recreation assets.

Road Management Plan Compliance Inspection

Throughout 2020–21, Council completed 17,885 inspections of road and footpath assets as required under Council's Road Management Plan 2020.

Better Places Program

Throughout 2020–21, the first Place Guide delivered under the Better Places Model was delivered for Laverton while considerable work in a Place Guide for Spotswood and South Kingsville was also completed.

Following the adoption of the Laverton Place Guide in September 2020, the projects quickly commenced with the "Looking Good Laverton" where a coordinated clean-up of public assets was completed. A tree planting program within streets and reserves is underway, design and consultation for park and playground upgrades have been carried out, while the consultation on the McCormack Park Master Plan has been planned to commence in early 2021–22.

The development of the Spotswood and South Kingsville Place Guide included consultation throughout 2020–21. The Draft Place Guide was adopted by Council in June 2021 for public exhibition with the final Place Guide to be considered by Council for adoption in late 2021.

Coastal and Marine Management Plan

The Hobsons Bay Coastal and Marine Management Plan is being developed to guide planning, management, and future upgrades of Council's foreshore areas. Consultation with the community and external agencies occurred during 2020–21. The final Coastal and Marine Management Plan will be considered by Council for adoption in September 2021.

Sport, Open Space and Foreshore Funding

Council was successful with funding applications supporting sport and recreation projects in 2020–21. For projects completed in 2020–21, a total of \$5.05 million of external funding was received. Projects due for completion in 2021–22 will be supported by \$610,000 of external funding.

Funding for projects completed in 2020–21 include:

- Bruce Comben Reserve – Oval 1 Floodlighting: Supporting 550 participants (\$150,000)
- Paisley Park – Box Lacrosse Facility Development: Supporting 250 participants (\$250,000)
- Altona Sports Centre Redevelopment: Supporting 6,000 participants (\$3 million)
- Altona Tennis Club Court Redevelopment: Supporting 600 participants (\$1 million)
- JT Gray Pavilion Redevelopment: Supporting 1,200 participants (\$650,000)

Funding for projects being completed in 2021–22:

- JK Grant Reserve Cricket Net Upgrade: Supporting 130 participants (\$120,000)
- Donald McLean Reserve Facilities for Active Seniors (\$200,000)
- Bryan Martyn Oval Pavilion Redevelopment: Supporting 1,000 participants (\$290,000)

Council has also been successful with a number of its funding applications for open space and foreshore projects. \$6.47 million of external funding has been received and/or committed. These include:

- PA Burns Dog Park, Altona, Stage 2 (\$270,000)
- Maclean Reserve, Williamstown, Park Upgrade (\$300,000)
- Weaver Reserve, Altona, Car Park (\$100,000)
- Pier Street/Altona Foreshore Revitalisation Project (\$5.8 million)

Biodiversity and Conservation

Achievements in the biodiversity and conservation area include:

- 41,741 indigenous tubestock trees planted into conservation reserves
- two ecological burns at Horsburgh Drive, Altona and Maidstone Street, Altona Grassland
- three rounds of the Habitat Gardens Program

Several Ranger engagement and education programs were delivered with:

- 306 volunteers engaged
- 25 school engagements
- 20 live community engagement activities
- 17 online community engagement activities

A list of conservation projects for 2020–21 include:

- five interpretive signs installed across three reserves: Altona Coastal Park, Emu Foot Grassland and Truganina Park
- 600 metres of rabbit proof fencing installed along the foreshore at Altona Coastal Park
- 500 metres of post and rail fencing installed at Truganina Park

Urban Forest Strategy

The Urban Forest Strategy sets a target of 30 percent canopy cover by 2040. Implementation of the Urban Forest Strategy include:

- planting of 5,000 advanced trees during the planting season
- tree giveaway event at Brooklyn Reserve where 3,000 tubestock trees were given away to residents

Capital Works Key Projects

Cherry Lake Ward Key Projects

- PA Burns Reserve, Altona (stage two)
- HW Lee Reserve, Altona park upgrade
- Traffic calming works at Marion, May and Cresser Street, Altona North
- Sargood Street, Altona flood mitigation works
- Open Space Enhancement and Access Project, Brooklyn

The first stage one of the court renewal works at the Altona Tennis Club has recently been completed. This work has included reconstruction of four synthetic grass courts and new lighting for improved training and competition outcomes. The second stage of the renewal works will involve renewal of the existing clay surface courts.

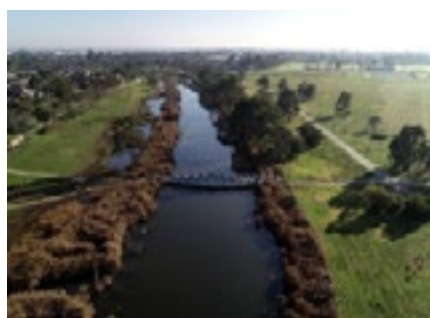


Altona Tennis Courts

Wetlands Ward Key Projects

- Altona Sports Centre extension
- Homestead Run Reserve, Seabrook and Barry Jones Reserve, Seabrook park upgrades
- Central Avenue, Altona Meadows flood mitigation works
- HD Graham Reserve, Altona Meadows sports facilities

The 95-metre Lan Avenue Bridge has been installed in Altona Meadows. The footbridge connects the four stages of the Skeleton Creek Shared Trail and provides a connection between Seabrook and Altona Meadows.



Lan Avenue Bridge, Altona Meadows

Strand Ward Key Projects

- Fearon Reserve, Williamstown – lacrosse barrier nets
- Rennie Street, Williamstown rehabilitation works
- Edwards Reserve, South Kingsville play space upgrade
- Harsley Pavilion, Fearon Reserve, Williamstown

Four new tennis courts and open space improvements consistent within the Dennis Reserve Master Plan were completed throughout 2020–21. The open space improvements include new irrigated lawns, reintroduces the gravel circuit path from the original plan and restores the heritage serpentine path through the middle of the site.

The PJ Lynch Reserve Box Lacrosse Arena is a training space for state and national level teams competing in box lacrosse competitions locally, nationally, and internationally.



Dennis Reserve, Williamstown



PJ Lynch Reserve, Altona North Box Lacrosse Arena

Sustainable Communities

Waste and Recycling Services

Hobsons Bay was one of the first councils in Victoria to introduce a four-bin waste and recycling service in February 2020. Following a full year of the new services, Council undertook a review of the service. The first year of Council's new kerbside waste and recycling program has:

- reduced landfill by 33% (7,000 tonnes)
- increased Food Organics and Garden Organics (FOGO) by 12.4% (9,500 tonnes)
- increased comingled recycling by 11%
- introduced a dedicated glass recycling stream, which has collected about 3,000 tonnes with very low contamination rates

Hobsons Bay Business has Heart

To support businesses through the COVID-19 pandemic Council undertook a significant program called Hobsons Bay Business has Heart. The program supported local businesses to survive, recover and thrive.

The program delivered a business grant scheme with funding provided to groups of businesses across the municipality for projects encouraging the community to engage with and support local business, ranging from social media campaigns to pop-up events and activations. It also provided businesses with free one-on-one support from communications and marketing professionals, as well as graphic and web designers. Promotional videos for the municipality engaged locals and visitors (restrictions permitting) to visit the great business precincts in Hobsons Bay.

The outdoors trading program enabled more than 190 local businesses to operate within strict social distancing limitations by extending their trading areas onto footpaths, parking spaces and other public spaces.



Outdoor trading

Large-scale Solar Project and Virtual Energy Network

Council's commitment to reducing carbon emissions and lowering energy costs through direct action progressed significantly. The large-scale solar program will deliver approximately 4MW of solar energy through the creation of a Virtual Energy Network. The network will support Council's goal of carbon neutrality by 2030, with solar infrastructure to be installed on more than 40 Council-owned buildings. This includes the opportunity for the community to join the solar network to access low-cost green energy. To date about 500kW of the total project scope of 4MW has been installed on Council buildings.

Council established a reference group to hear a broad range of perspectives including homeowners, tenants, businesses and not-for-profits on implementing community access to the solar program. The reference group has been providing input and guidance to ensure any extension of the program to the community meets the community's need.

Planning, Building and Health

Despite the impact of pandemic restrictions, there was minimal impact to Council's Planning Building and Health services.

Council approved an estimated \$596 million worth of planning permits within the municipality for the financial year, significantly up on the previous year.

In the 2020–21 financial year, the Planning, Building and Health services oversaw:

- 1,123 planning applications (both planning permits and amendments)
- 1,567 health inspections
- 1,330 building permits issued within the municipality (by both Council and private building surveyors)

The last financial year has also seen significant focus on enhancing the accessibility of online lodgement services, by investing in user-friendly online platforms, improving the customer experience, and improving the timeliness of decision making.

Health and Wellbeing Services during COVID-19

To ensure continuity of services and support for the community during COVID-19 restrictions, Council rapidly moved a range of direct customer-facing health and wellbeing services to virtual delivery. These included parenting support groups and education sessions, Children's Week, youth counselling, youth programs and activities, and the Victorian Seniors Festival.

Clients of services that could not be delivered virtually were supported with a range of alternatives including regular welfare phone calls and care packs. These were sent to Planned Activity Group and Community Transport clients, with activity packs also being sent to Supported Playgroup families.



Care packs for clients of the Planned Activity Group and Community Transport

Hobsons Bay Community has Heart

The Hobsons Bay Community has Heart program provided assistance to residents experiencing social isolation or loneliness and those requiring material, financial or other practical supports because of the COVID-19 pandemic.

Programs and activities included:

- Community Connector Service to refer people seeking emergency relief and other immediate assistance to local agencies
- Pen Pal program connecting local primary school children with aged care residents through letter writing
- distribution of travel vouchers and donated goods including locally produced homemade masks
- a dedicated webpage or "Virtual Hub" to assist residents to find the help they need quickly and easily

In addition to the above there was also an outreach Roving Hub program, which visited locations across the city, including housing estates and aged care residences. This was to promote available support services and distribute care packs to residents in need.

Make it Happen Recovery and Reconnection Grants

Make it Happen is a flexible and responsive grants program designed and delivered to help Council best support the community to "make things happen" through the impacts of COVID-19.

This program supported projects, events and resources across multiple sectors including environmental, youth, sport and recreation, arts and culture, health and wellbeing, multicultural, neighbourhood and community development

- applications to Make it Happen were open for monthly assessments from December 2020 to May 2021

- five grant writing and training workshops were held and attended by 64 participants
- 109 applications were supported with a total of \$764,203 allocated
- 23,293 volunteer hours were supported or created
- co-investment from applicants in Make it Happen is estimated at \$1,552,897

Hobsons Bay Creative City and Public Art

Council commissions and displays artworks in the public realm as part of the Hobsons Bay public art program. Two new sites were completed in Seabrook and in Laverton.

Skeleton Creek, Seabrook

Where the Skeleton Creek trail meets the underpass at Point Cook Road in Seabrook, people can now enjoy art with the completion of the commission *Once As It Was*, a mural by Melbourne artist Rich Keville. To develop the work, Rich worked with students from nearby Seabrook Primary School, Council's conservation team, Friends of Skeleton Creek and Wemba Wemba Wergaia man Dean Stewart. The resulting artwork adds creativity to the city and aims to generate conversation on the importance of conserving environment, habitat and culture.



"Once As It Was" mural by Rich Keville

Aviation Road, Laverton

Artist Ness Flett created and delivered an art concept for Aviation Road that looked at the shopping precinct as a whole, rather than individual sites that were suited for murals. The work incorporates shapes and various colourways that can be transferred throughout the precinct at various scales. This has enabled the work to be built and create a unique identity for the Aviation Road activity centre.

Other opportunities created for artists during the year included the Airtime Flags at Altona Meadows Skate Park which presents a creative exhibition space for local young artists as well as the Orbital exhibition space in Central Square, Altona Meadows.



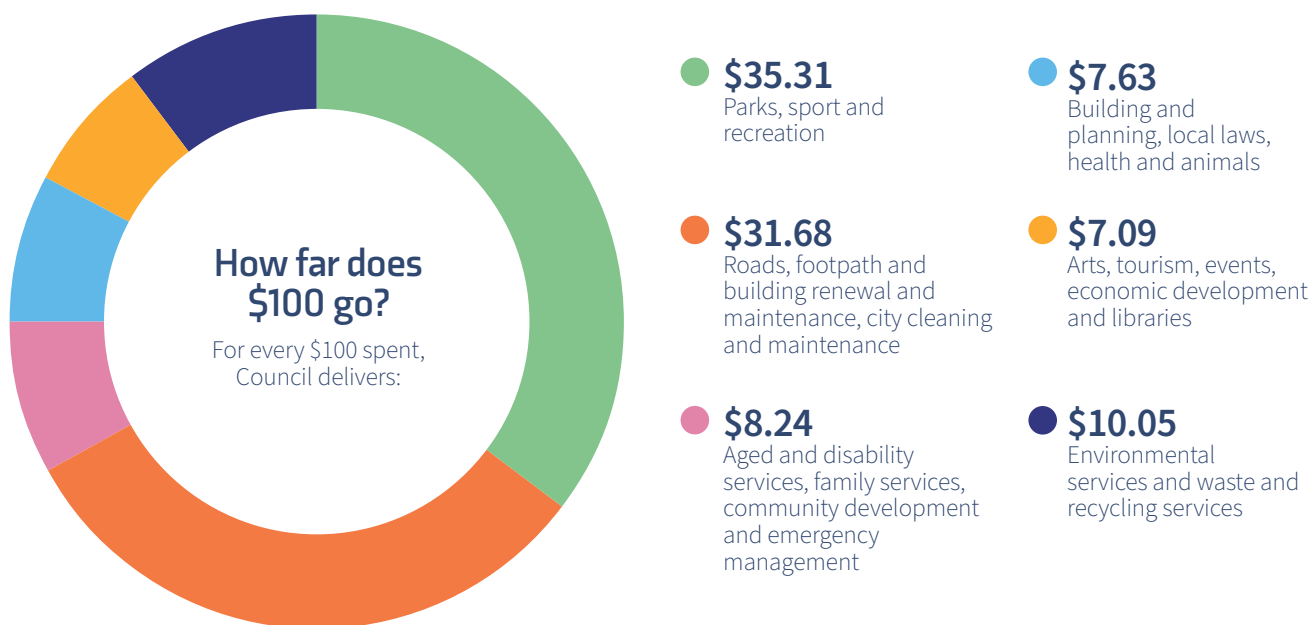
Aviation Road murals by Ness Flett



Financial summary

Council's financial performance in 2020–21 was strong despite the ongoing impact of the COVID-19 pandemic, while the financial position of Council continues to remain sound.

A summary of our financial performance and position is outlined below. Further detailed information relating to Council's finances is included in the Annual Financial Report.



Operating performance and position

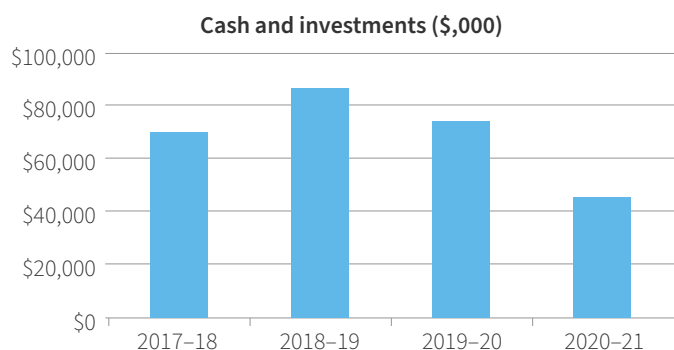
Council achieved a surplus of \$15.356 million in 2020–21, which is a reduction of \$7.973 million when compared to the prior year's surplus of \$23.329 million. The surplus is also a reduction when compared to the original budget in 2020–21 of \$23.762 million as the ongoing impact of COVID-19 has been greater than anticipated.

While a strong operational surplus has been achieved, it should be noted that surpluses are required to fund Council's significant investment in capital expenditure.

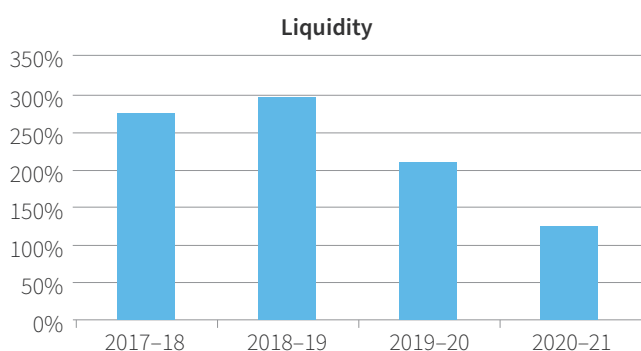


Cash and liquidity

Cash and investments decreased by \$29.404 million from the prior year mainly due to funding Council's significant investment in capital expenditure and the impacts of COVID-19 during 2020–21.



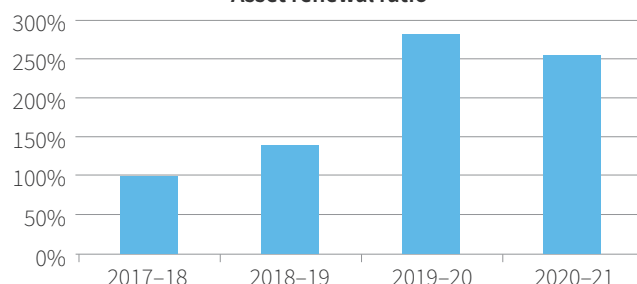
The liquidity (working capital) ratio assesses Council's ability to meet current commitments. It is calculated by measuring Council's current assets as a percentage of current liabilities. Council's result of 123 per cent at 30 June 2021 indicates a reasonable financial position, although it has reduced from 209 per cent at 30 June 2020. The reduction is in line with the reduction in cash and investments.



Obligations

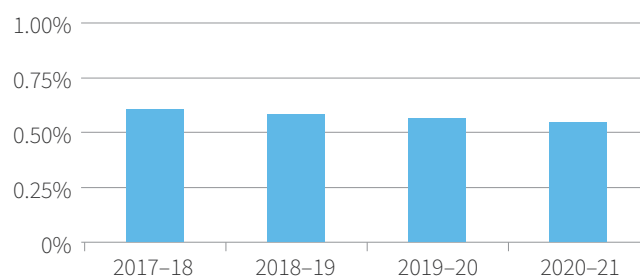
Council aims to maintain its infrastructure assets at expected levels, while at the same time continuing to deliver the services needed by the community. Council invested \$66.705 million in capital works, including \$19.492 million in renewal works and \$36.403 million in upgrade works during 2020–21 to bridge the infrastructure gap. Council's asset renewal and upgrade ratio is measured by comparing asset renewal and upgrade expenditure to depreciation and was 253 per cent during 2020–21.

Asset renewal ratio



At the end of the 2020–21 Council owed \$14.2 million in loan borrowings. Council's debt commitment ratio is measured by comparing interest bearing loans and borrowings to rate revenue and was 0.6 per cent at 30 June 2021. This highlights Council's capacity to increase its debt, while maintaining a financially sustainable position within acceptable debt levels. It should be remembered that borrowing money does not increase the amount of money available to spend. It may allow a higher level of expenditure in a given year, but as it must be repaid with interest it requires reductions in expenditure in future years.

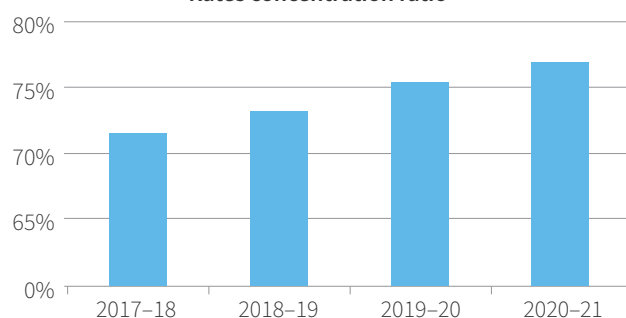
Debt commitment ratio



Stability and efficiency

Council raises a wide range of revenues including rates, user fees, fines, grants and contributions. Despite this, Council's rates concentration, which compares rate revenue to total revenue was 77 per cent for 2020–21. This is towards the top end, so Council is considering options to broaden its revenue base.

Rates concentration ratio





Our Council



Our place

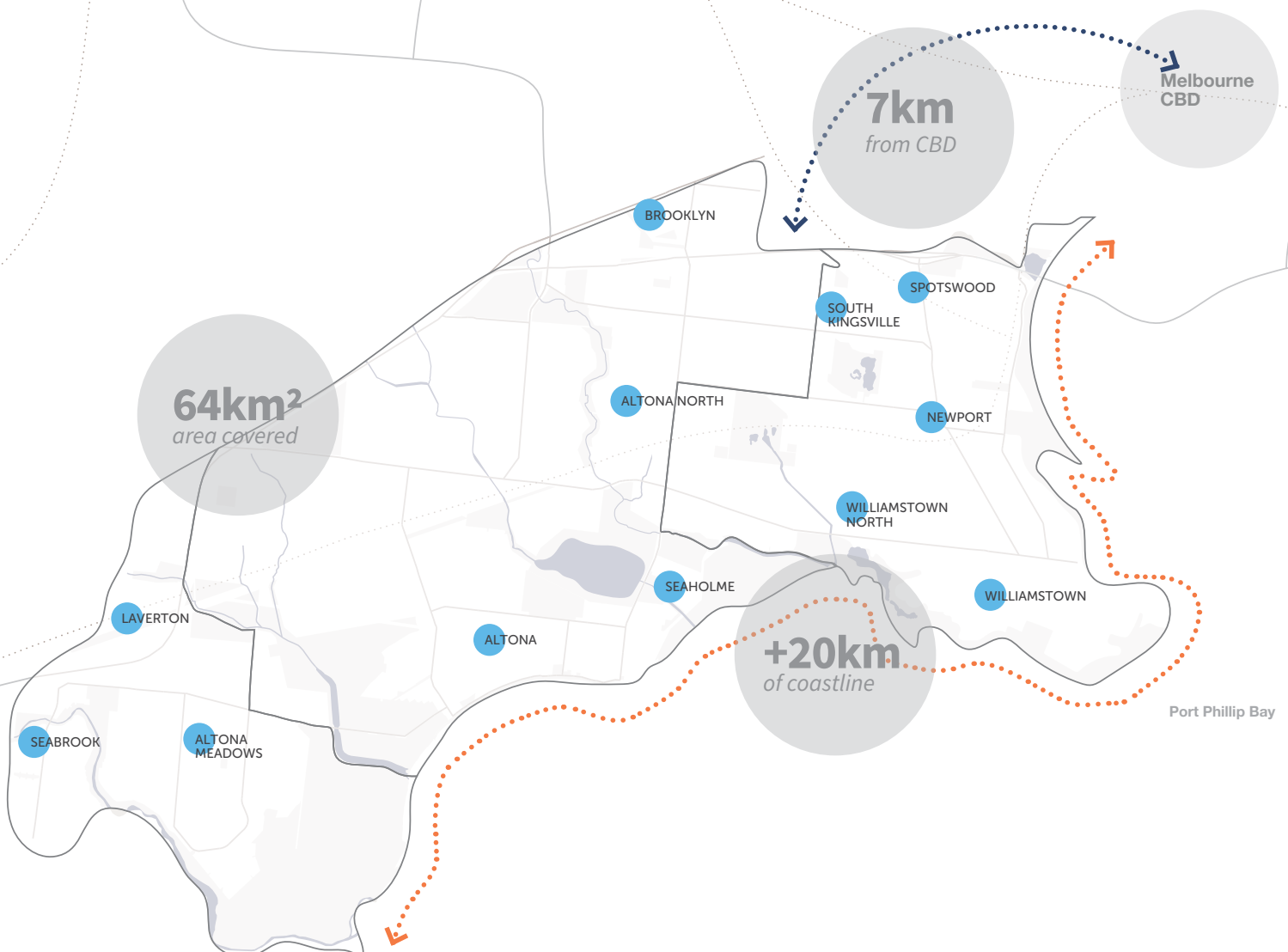
The Yalukit Willam clan of the Bunurong People lived in the area now known as Hobsons Bay and had strong connections to land and sea country. A number of sites of significance to the Aboriginal community are located throughout the municipality, particularly along the coastal trail.

Hobsons Bay covers an area of 64 square kilometres including the suburbs of Altona, Altona Meadows, Altona North, Brooklyn, Laverton, Newport, Seabrook, Seaholme, South Kingsville, Spotswood, Williamstown and Williamstown North. Each of these suburbs has its own unique character, from the historic seaport of Williamstown (one of the oldest settlements in Victoria), to the more recently developed residential areas of Altona Meadows and Seabrook.

Hobsons Bay's rich natural environment is one of its greatest assets. Open space contributes significantly to the quality of life of Hobsons Bay residents, covering 24 per cent of the municipality's land area. Hobsons Bay has over 20 kilometres of coastline and is home to significant coastal wetlands, five creek systems, remnant native grasslands, and important flora and fauna habitats.

Hobsons Bay also has a range of major industrial complexes, that contribute significantly to the economy of Victoria.

The city is located seven kilometres from the Melbourne CBD and has good access to regional transport facilities such as the West Gate Freeway, the Western Ring Road, CityLink, the National Rail Line and the ports and airports of Melbourne and



98,189

estimated resident population
in 2020

By 2025, the Hobsons Bay
population is forecast to reach

107,031

people

51% Female
49% Male

7%
LGBTIQA+

(LGBTIQA+ estimate based on a Victorian
Population Health Survey 2017)



100+
different spoken
languages

18%
(16,995)

estimated Hobsons
Bay residents have a
disability 5.6% (4,950)
have reported needing
help in their day-to-day
lives due to disability

30%

Hobsons Bay population
was born overseas
with residents coming
from more than

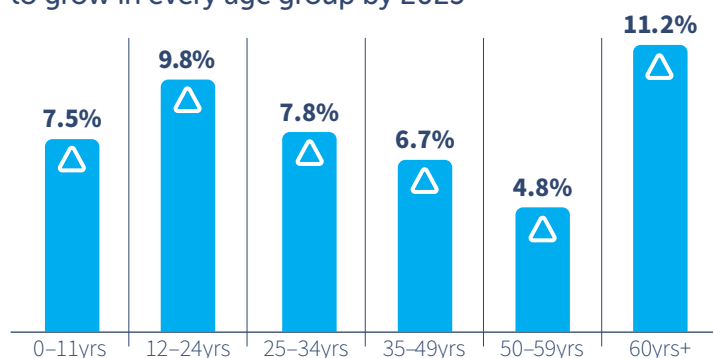
130
different countries
and speaking over
100
different languages



490

people identifying as Aboriginal
or Torres Strait Islander living in
Hobsons Bay

Compared to 2020 the population is predicted
to grow in every age group by 2025



Forecast figures have not been adjusted for COVID-19
pandemic impacts on migration.

We are a diverse community

The most culturally diverse suburbs
within Hobsons Bay are Laverton,
Brooklyn and Altona North

**Across Hobsons Bay, neighbourhoods are ageing
at different rates. Between 2020 and 2025**

55+ years

Williamstown,
Altona Meadows



Williamstown and Altona Meadows are
expected to have the largest growth in
the number of residents aged 55+years

0-11 years

Altona North,
Altona, Seaholme



The largest increase in the number
of children is expected in Altona
North, Altona and Seaholme

Seabrook, Newport,
Altona Meadows

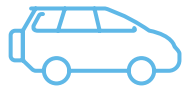


The number of children is
expected to decline in Seabrook,
Newport and Altona Meadows

Ways we travel

Altona Meadows and Seabrook score poorly on walkability measures and are more reliant on cars

69.9%



Private vehicle

1.5%



Bicycle

9.2%



Public transport

19.4%



Walking



Supermarket

Average distance to supermarkets by Local Government Area

Maribyrnong
696 metres

Hobsons Bay

1,010
metres

Wyndham
1,336 metres

Brimbank
1,341 metres

Open space

58.8%

of dwellings are within 400m of open space



400m



Business community

43,050

local jobs

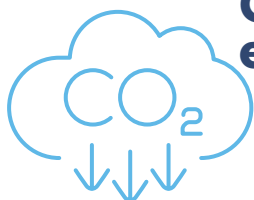
8,150

local businesses

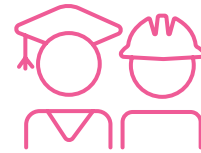
Greenhouse emissions

1,083,400

tonnes of greenhouse gas emissions in 2018



Participation



17%

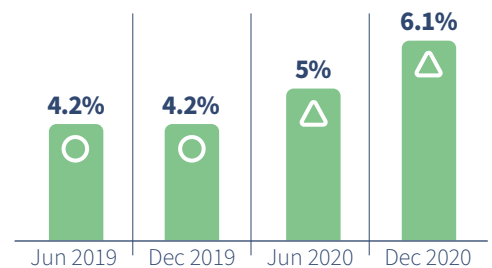
spent time doing voluntary work through an organisation or group

86%

of young people aged 15 to 24 engaged in employment or education



Unemployment rate (%) increased during the COVID-19 pandemic



Housing

32.7% Fully owned

31.6% Mortgage

25% Renting private housing

2.9% Renting social housing

7.8% Other tenure or not stated



Hobsons Bay housing stress

8.4% of households experienced mortgage stress

23.9% experienced rental stress

Trees

7.5%

canopy cover overall in Hobsons Bay



Our Councillors



Cr Jonathon Marsden (Mayor)



Cr Diana Grima



Cr Matt Tyler



Cr Tony Briffa JP



Cr Daria Kellander (Deputy Mayor)



Cr Peter Hemphill



Cr Pamela Sutton-Legaud

Wetlands Ward

Councillor Diana Grima

P: 9932 1044
M: 0499 600 476
E: dgrima@hobsonsabay.vic.gov.au

Councillor Matt Tyler

P: 9932 1044
M: 0407 748 235
E: mtyler@hobsonsabay.vic.gov.au

Cherry Lake Ward

Councillor Tony Briffa JP

P: 9932 1044
M: 0418 398 906
E: tbriffa@hobsonsabay.vic.gov.au

Councillor Daria Kellander (Deputy Mayor)

P: 9932 1044
M: 0499 600 438
E: dkellander@hobsonsabay.vic.gov.au

Strand Ward

Councillor Peter Hemphill

P: 9932 1044
M: 0419 762 266
E: phemphill@hobsonsabay.vic.gov.au

Councillor Jonathon Marsden (Mayor)

P: 9932 1044
M: 0419 868 009
E: jmarsden@hobsonsabay.vic.gov.au

Councillor Pamela Sutton-Legaud

P: 9932 1044
M: 0499 600 834
E: pslegaud@hobsonsabay.vic.gov.au

The Council was elected to provide good governance in its municipal district for the benefit and wellbeing of the municipal community. On 24 October 2020 the residents and ratepayers of Hobsons Bay elected the current Council for a four-year term.

There are seven Councillors elected across the three Wards that represent Hobsons Bay. Two Councillors represent the Wetlands Ward, two Councillors represent the Cherry Lake Ward and three Councillors represent the Strand Ward. Councillors have the responsibility for setting the strategic direction for the municipality, policy development, identifying service standards and monitoring performance across the organisation.

Council and community committees

In addition to Council Meetings and the Delegated Planning Committee, Councillors are also appointed to a range of committees as shown in the table below:

Councillor	Committee
Cr Briffa	Brooklyn Community Representative Group, Women's Charter Champion Proxy Delegate - Altona Complex Neighbourhood Consultative Group, RoadSafe Westgate Community Road Safety Council
Cr Grima	RoadSafe Westgate Community Road Safety Council Proxy Delegate – Hobsons Bay Community Fund, LeadWest, Truganina Explosives Reserve Advisory Committee
Cr Hemphill	Mobil Altona Refinery Community Liaison Committee, Substation Board
Cr Kellander	Audit and Risk Committee, Altona Complex Neighbourhood Consultative Group Proxy Delegate – Brooklyn Community Representative Group, Metropolitan Local Government Waste Forum, Mobil Altona Refinery Community Liaison Committee
Cr Marsden	Association of Bayside Municipalities, Metropolitan Transport Forum
Cr Sutton-Legaud	Hobsons Bay Community Fund, Audit and Risk Committee, Truganina Explosives Reserve Advisory Committee, Western Melbourne Tourism Board, Women's Charter Champion Proxy Delegate – Association of Bayside Municipalities, Municipal Association of Victoria, Substation Board
Cr Tyler	LeadWest, Metropolitan Local Government Waste Forum, Municipal Association of Victoria Proxy Delegate – Western Melbourne Tourism Board





Our staff



Organisational structure

Council is the governing body that appoints a Chief Executive Officer (CEO). The CEO has responsibility for the day-to-day management of operations in accordance with the strategic directions of the Council Plan. Three Directors and the CEO form the Executive Leadership Team (ELT) and lead the organisation.

Directors reporting directly to the CEO



Chief Executive Officer

Aaron van Egmond



Director Corporate Services

Andrew McLeod

Responsible for Corporate Integrity, Finance, Community Learning and Service Centres, Digital Services and People and Culture.



Director Infrastructure and City Services

Sanjay Manivasagasivam

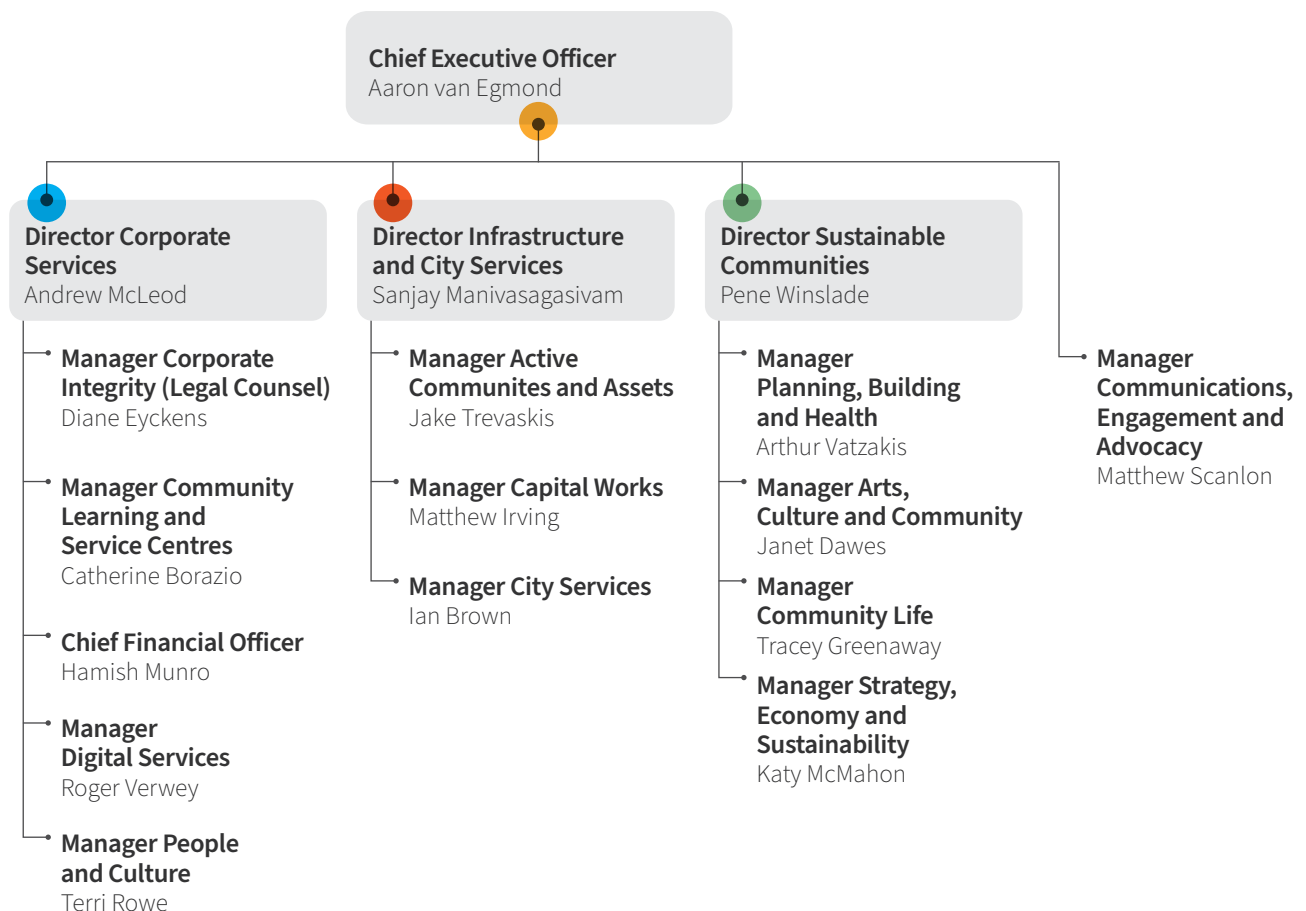
Responsible for City Services, Active Communities and Assets and Capital Works.



Director Sustainable Communities

Pene Winslade

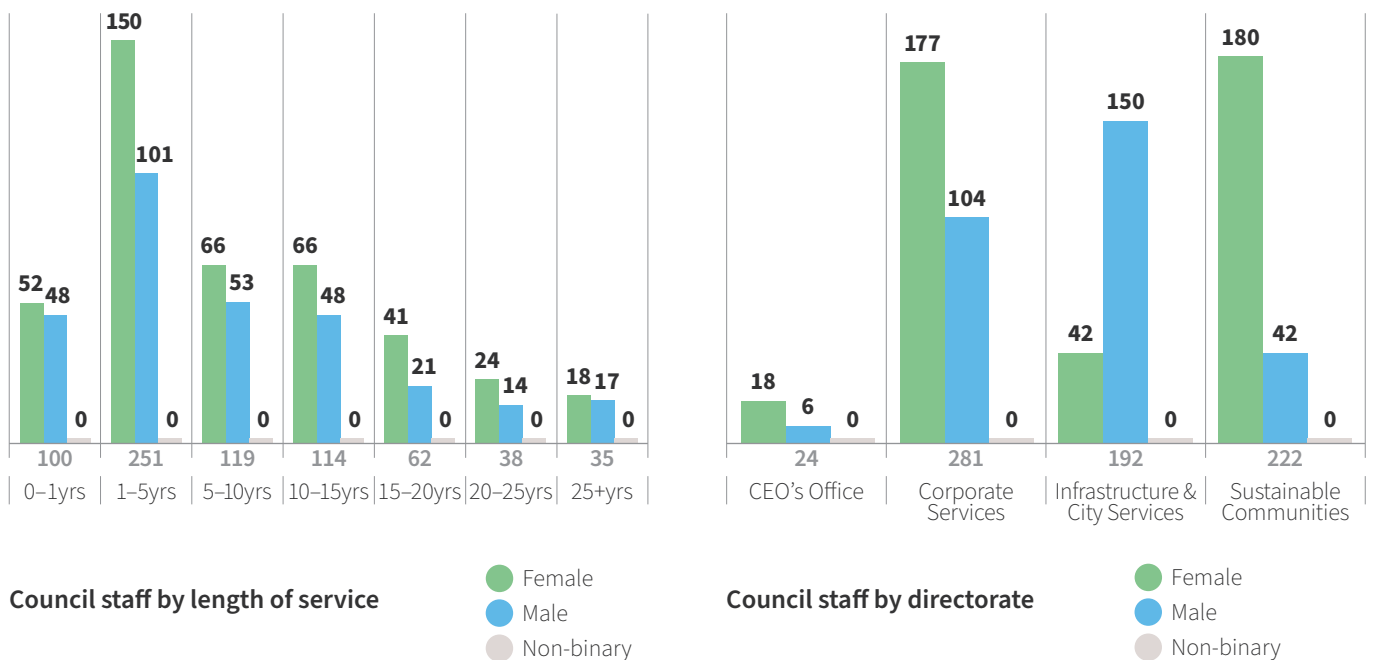
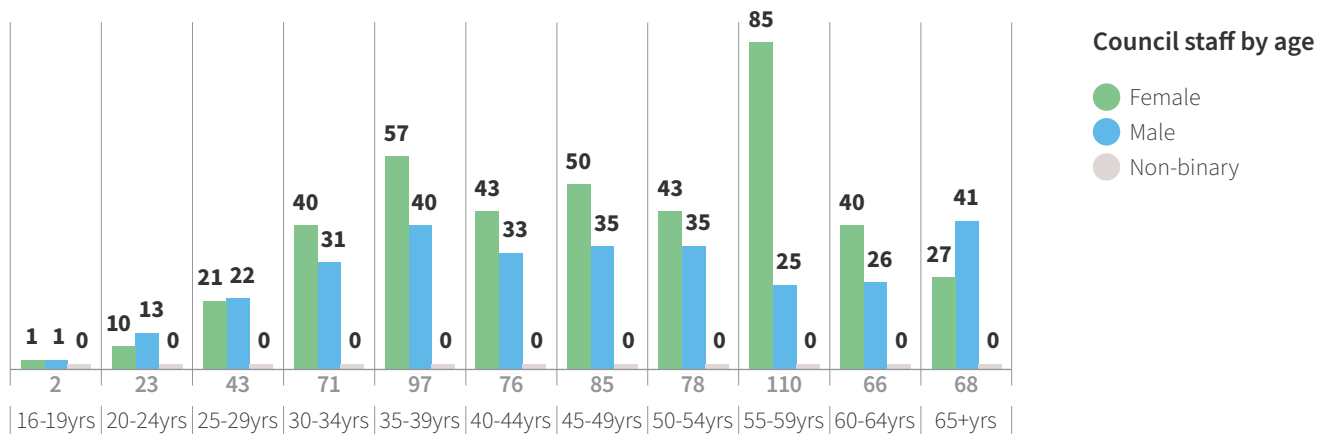
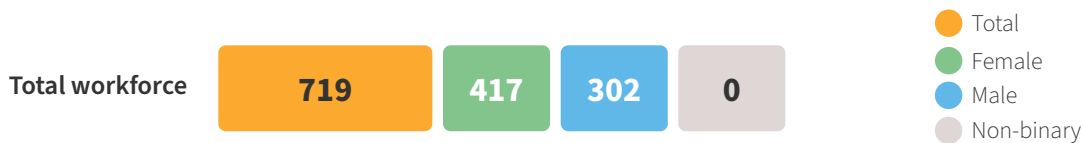
Responsible for Planning, Building and Health Services, Strategy, Economy and Sustainability, Arts, Culture and Community and Community Life.



Staff profile

As at 30 June 2021 Council operates with 719 employees, equating to 440 full time equivalent (FTE) positions. A total of 35 per cent (or 249 people) of the workforce has worked at Council for 10 years or more.

The breakdown of the numbers is set out below.



Full Time Equivalent positions (FTE) by employment classification

	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7	Band 8	Other	TOTAL
Permanent Full Time Female	0	0	7	16	29	38	16	11	14	131
Permanent Full Time Male	0	1	55	18	29	34	32	11	10	190
Permanent Full Time Non-binary	0	0	0	0	0	0	0	0	0	0
Permanent Part Time Female	1.58	0.13	6.1	17.82	19.03	22.71	2.4	1.6	10.94	82.31
Permanent Part Time Male	0.2	0.4	2.9	1.39	2.46	3.57	0.84	0.95	0	12.71
Permanent Part Time Non-binary	0	0	0	0	0	0	0	0	0	0
Casual Female	5	2.95	0.74	3.66	0.17	0.6	0	0.01	1.69	14.82
Casual Male	3.5	0.86	4.6	0.61	0	0	0	0	0	9.57
Casual Non-binary	0	0	0	0	0	0	0	0	0	0
TOTAL	10.28	5.34	76.34	57.48	79.66	98.88	51.24	24.56	36.63	440.41

Equal employment opportunity

Council's Equal Employment Opportunity (EEO) and Bullying and Harassment Policy supports a commitment to the principles of EEO and to providing a safe and productive work environment free from harassment for all.

To ensure employees are aware of the EEO principles and their obligations, Council provides a mandatory EEO course for all new employees and support via a network of Contact Officers. The EEO Contact Officer program, provides confidential assistance and advice to employees who feel they may be subject to discrimination, bullying or harassment.

In addition, Council's Gender Equity Policy Statement aims to create a gender equitable workplace, to be a leading organisation that is innovative, proactive and strives for continuous improvement.

Council aims to do this by:

- providing opportunities for women in management and senior management positions
- continuing the commitment to flexible workforce arrangements, including flexible parental leave and support for working from home, along with places to cater for breastfeeding, children's space, and the provision of baby change tables in unisex toilets

- supporting people across the organisation to champion and demonstrate gender equity e.g. men taking parental leave and having access to children's spaces
- ensuring position descriptions articulate how the role includes consideration of gender equity
- delivering internal staff training to ensure staff understand gender equity, why it is important, and what it means within their role
- continuing to ensure that pay equity is achieved between women, men and gender-diverse individuals
- reviewing roles within the organisation to understand gender balances
- working towards supporting opportunities to strengthen gender equity within traditional dominant gender roles such as maternal and child health (MCH) and engineering



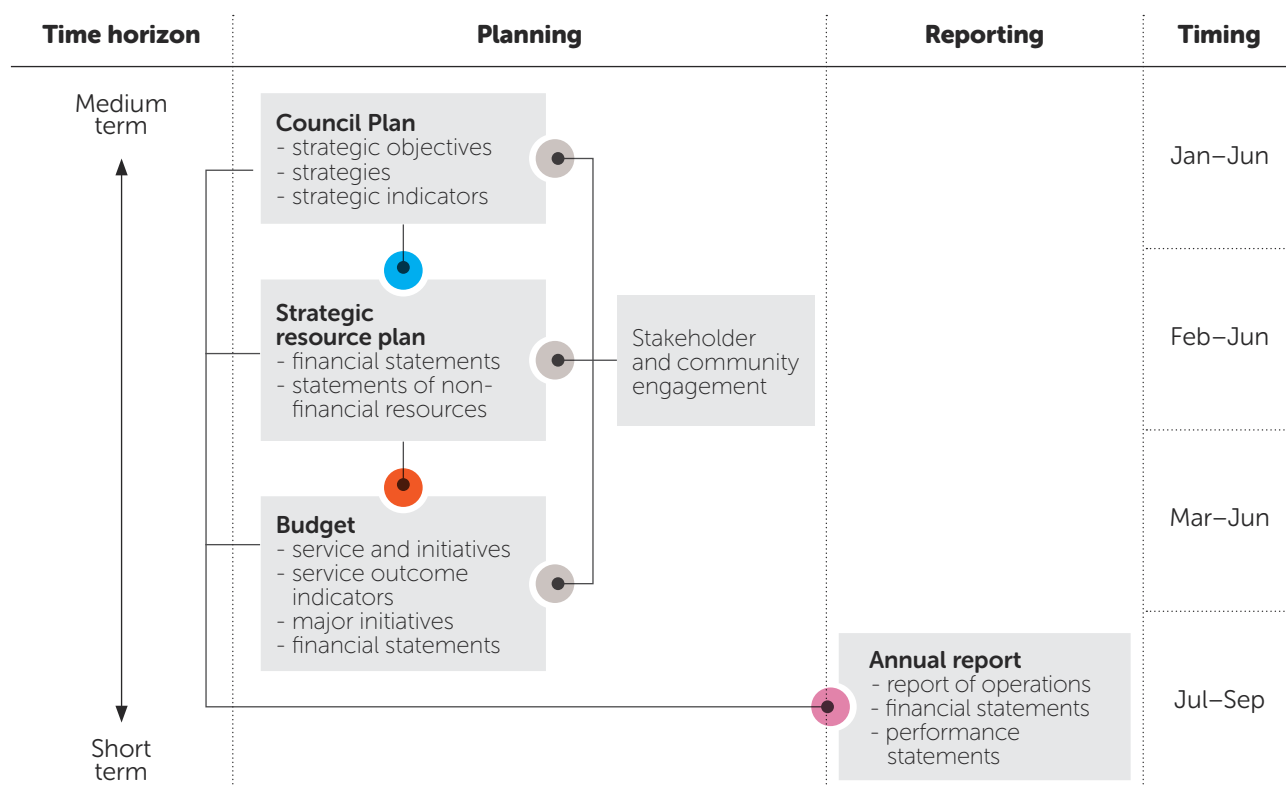
Our performance



Planning and accountability framework

Council's strategic planning framework allows the organisation to identify community needs and aspirations over the long term through the Hobsons Bay 2030 Community Vision, operationalise the required work in the medium term through the Council Plan, and ensure the required resources are available through the Annual Budget. Progress and achievements are reported publicly through the Annual Report.

The diagram below illustrates the Planning and Accountability Framework² that applies to local governments in Victoria. The timing of each component of the planning framework is critical to the successful achievement of the planned outcomes and shows that there are opportunities for community and stakeholder input and feedback at each stage of the planning and reporting cycle.



2. In accordance with the *Local Government Act* 1989 and the *Local Government (Planning and Reporting) Regulations* 2014

Hobsons Bay 2030 Community Vision

Hobsons Bay 2030 was developed by the community for the community and will guide Council's work until 2030. The Community Vision reads:

By 2030, embracing our heritage, environment and diversity, we – the community of Hobsons Bay – will be an inclusive, empowered, sustainable and visionary community, led and supported by a progressive Council of excellence.

Further details of the Community Vision can be found on Council's website at www.hobsonsbay.vic.gov.au/Council/Hobsons-Bay-2030

Council Plan 2017–21

The Council Plan is developed every four years and aligns the Hobsons Bay 2030 Community Vision to the planning, development, resource allocation and service provision to create an even better Hobsons Bay for the community. To support Council in delivering the strategic goals of the Council Plan, initiatives are also identified yearly through the Annual Budget and the Council Plan is reviewed annually in accordance with legislative requirements.

The goals of the Council Plan are aligned with the six key priority areas of the Hobsons Bay 2030 Community Vision, which were developed based on Councillor, staff and community feedback and consist of 20 strategic objectives that are framed around four goal areas.

Goal 1 *An inclusive and healthy community*

Goal 2 *A great place*

Goal 3 *A well designed, maintained and environmentally sustainable place*

Goal 4 *A Council of Excellence*

This is the last Annual Report prepared under the Council Plan 2017–21.

Further details of the Council Plan 2017–21 can be downloaded from Council's website at www.hobsonsbay.vic.gov.au/Council/Strategy-Planning/Council-Plan



Performance measures

Council's performance for the 2020–21 year has been reported against each strategic objective to demonstrate how Council is achieving the Council Plan 2017–21. Performance has been measured as follows:

1. Progress of the initiatives identified in the 2020–21 budget
2. Results achieved against the goals in the Council Plan via the Annual Community Satisfaction Survey
3. Results achieved against the Local Government Performance Reporting Framework indicators

The cost of the associated services provided by Council to deliver each Council Plan goal are also provided.

1. Initiatives

Initiatives are programs or projects that Council undertakes to support the delivery of the strategic objectives of the Council Plan. Major initiatives are the initiatives identified by Council as priorities.

2. Annual Community Satisfaction Survey

Council conducts an Annual Community Satisfaction Survey to measure how satisfied residents are with the services, facilities, and performance of Council, as well as the liveability of Hobsons Bay. This year, Council has aligned with most Victorian councils and switched survey providers. This move will ensure that Council can better benchmark its performance with the majority in the sector, providing a state-wide comparison reporting and geographic reporting based on electoral wards. The survey was conducted over February and March 2021 with a sample of 400 community members across Hobsons Bay. A detailed report of the results from the Annual Community Satisfaction Survey can be found on Council's website at www.hobsonsbay.vic.gov.au/Council/Strategy-Planning/Council-Plan

3. Local Government Performance Reporting Framework (LGPRF) indicators

The LGPRF is a mandatory reporting framework requiring all councils to report on services and core functions that the community expects from Council in a consistent format as part of its Annual Report. Performance measurement can be more meaningful when appropriate comparisons are developed and provided over a number of years. Council also utilises these indicators to measure performance against the strategic objectives within the Council Plan 2017–21.

Know Your Council and the LGPRF have been developed by Local Government Victoria (LGV) within the Department of Jobs, Precincts and Regions. More details on the LGPRF indicator results and past results can be found on the [Know Your Council website](#).



Goal one

An inclusive and healthy community

Enhancing the health and quality of life of the community through the equitable provision of quality services and opportunities for greater wellbeing.

Council will:

1.1 Provide access to high quality services that enhance community health and wellbeing.

1.2 Deliver, support and facilitate projects and programs that encourage equity and diversity, so everyone can reach their full potential.

1.3 Ensure all community members will have access to quality community, sport and recreation facilities, cultural experiences and open spaces that encourage a healthy and active lifestyle.

1.4 Work in partnership with stakeholders to advocate to all levels of government for quality education, training and lifelong learning opportunities for all community members.

1.5 Understand the current and future needs of our community, and work to ensure those most vulnerable in our community are safe and have equitable and timely access to the support they need.

Major initiatives

Objective 1.3

Altona Sports Centre extension

Stage two of the project, the construction of four new indoor courts has begun. The project will be carried over to the next financial year.

Initiatives

Objective 1.1

New Library Management System (LMS) planning, implementation and integration with current library technologies

Outreach module training for staff completed in July 2020.
Portfolio training for team completed in September 2020.
All components of the project completed.

Objective 1.4

Co-design, plan and deliver a Creative Technology Hub at Seaworks

Due to COVID-19 disruptions the launch date of 25 Feb 2021 has been rescheduled. Further review and assessment have also been delayed. The project will be carried over to the next financial year.



Annual Community Satisfaction Survey results

Community satisfaction with	Result 2020–21
Youth services	62
Aged services and support	62
Disability services and programs	64
Playgroups	72
Kindergarten support and central enrolment	75
Immunisations	75
Maternal and child health	74
Occasional care and family day care	72
Programs that support vulnerable communities and promote fairness	65
Libraries	83
Provision and maintenance of community facilities and venues for hire	72
Art and cultural activities	70
Provision of sports, ovals and other local sporting/recreation facilities	72
Amount of opportunities to volunteer	57
Access to schools, tertiary education and local learning opportunities	63
Access to quality internet in Hobsons Bay	55
Council's representation, lobbying and advocacy on behalf of the community	54
Access to health services (e.g. GPs, dentists, podiatrists, psychologists)	70
Rate of family violence incidents reported to police ³	1,091 incidents (down 2.8% compared to previous year)

3. Rate per 100,000 population. Data from Crime Statistic Agency for year ending March 2021
www.crimestatistics.vic.gov.au/crime-statistics/latest-crime-data-by-area

Local Government Performance Reporting Framework (LGPRF)

Service performance indicators

Indicator	2017-18	2018-19	2019-20	2020-21	Performance Commentary
Maternal and Child Health (MCH):					
Infant enrolments in the MCH service	101.25%	100.78%	100.16%	101.15%	Infants are enrolled in the MCH service by Council as part of the Birth Notification process. A result of more than 100% can occur when birth and first home visit / enrolment occur in different financial years.
Cost of the MCH service	\$87.64	\$97.01	\$101.37	\$85.55	The costings for direct service provision for this year have reduced due to the exclusion of indirect administration costs. This figure includes the Sleep and Settling Support Service that is fully externally funded and a new Mentoring Program for recently graduated MCH nurses to support ongoing workforce requirements.
Participation in the MCH service	74.42%	73.21%	72.94%	70.46%	COVID-19 restrictions continue to impact the results as some families were less likely to participate. Work to re-engage and ensure improvement in participation is ongoing.
Participation in the MCH service by Aboriginal children	75.00%	62.50%	71.88%	68.18%	Improvement was made in the second half of 2020–21. MCH service continues to strive to identify and encourage participation through further engagement of local Koorie Engagement Support Officer (KESO) workers, in addition to partaking in Cultural Awareness training for all MCH staff.
Participation in four week Key Age and Stage visit	N/A ⁴	N/A ⁴	95.54%	95.63%	This result is within the expected range of Council.
Libraries:					
Physical library collection usage (loans/item)	4.60	4.84	3.82	2.19	Turnover of physical items significantly reduced due to temporary branch closures in response to COVID-19 pandemic. This was partially offset by home deliveries of library items to Hobsons Bay households and the delivery of a "Click and Collect" service.
Recently purchased library collection	59.79%	65.17%	67.33%	68.98%	The library collection includes both physical and digital collections such as eBooks, audiobooks and magazines. In response to the COVID-19 pandemic and to ensure community access to collections, investment in e-resources was temporarily increased in 2020-21. As a result, recently purchased library collections increased to 69%.
Active library borrowers in municipality	18.80%	20.36%	19.46%	16.53%	There was a reduction in active borrower numbers as a result of successive COVID-19 lockdowns restricting branch operations.
Cost of library service per population	N/A ⁴	N/A ⁴	\$52.75	\$41.04	Temporary decrease in cost of library service per population as a result of successive COVID-19 lockdowns restricting branch operations.

4. New Indicator 2019–20 reporting.

Services linked to the goal area

Service area	Description of services provided	Net Cost Actual Budget Variance \$'000
Active Community Support	Provides social support and activity options for older residents and respite for carers through centre based activities, recreational and social events and outings.	(146) (96) (242)
Community Care Service Delivery	Provides high-quality in-home support services (directly and indirectly) and food services to frail older adults, younger people with disabilities and / their carers.	584 (592) 7
Early Years	Provides access to affordable and high-quality children's services for people who live and/or work in Hobsons Bay as well as providing support, mentoring, management and advocacy for local early years' service providers.	(538) (761) (223)
Community Child Health	Provides a universal primary health and immunisation service available to all Hobsons Bay families with children from birth to school age.	1,848 (1,776) 71
Youth Services	Provides sole generalist support service for young people in Hobsons Bay providing a range of high-quality support, information, referral, educational, social and recreational services for local young people aged 12 to 25 years.	862 (1,230) (368)
Libraries	Runs five library branches which facilitate and guide access to information, lifelong learning, reading and recreation; inspiring, empowering and enriching the community through industry leading programs, collections and service.	3,533 (4,197) (664)
Community Centres	Provides services through two Community Centres: Laverton Community Hub and Seabrook Community Centre.	409 (495) (86)
Community Development	Generates key community projects and builds internal and external capacity to deliver inclusive and responsive services that meet the needs of diverse and disadvantaged communities.	2,390 (2,622) (232)
Sport and Recreation	Manages and optimises the use of Council's sport, recreation and community facilities and increases participation in sport and recreation.	1,522 (956) 565

Other interesting statistics from our services in this goal area

Immunisation

11,435 immunisations given out (2,200 less than previous year) with **7,351** people immunised (schools not included)

Immunisation rates:

12-15 months **95.78%**
(1.01% higher than previous year)

24-27 months **93.26%**
(1.02% higher than previous year)

60-63 months **95.35%**
(1.00% higher than previous year)

Services for older residents, residents with a disability and their carers

8,419 hours of group social activities delivered

1,820 hours of centre-based respite delivered

4,989 trips of transport

892 hours of home maintenance and modifications delivered

29,842 meals provided

Maternal and child health

1,227 birth notifications received (31 fewer than previous year)

9,822 Maternal Child Health key ages and stages sessions provided (774 fewer than previous year)

198 families received the Enhanced Maternal and Child Health service (34 more than previous year)

112 families assisted via the Family Support Service (nine fewer than previous year)

Community centres

1,359 activities and programs delivered at the Laverton Community Hub (1,877 less than previous year)

306 activities and programs delivered at the Seabrook Community Centre (526 less than previous year)

Library service

114,015 total library visitors (70% less than previous year)

357,388 total library loans (28% less than previous year)

125,024 hours of internet usage provided in the libraries (23% less than previous year)

557 programs delivered at the libraries (29% less than previous year)

10,850 participants in library programs (72% less than previous year)

4,192 new library borrowers (18% more than previous year)

Hobsons Bay UP - Youth services

55 young people were each provided up to ten free counselling sessions

550 individual one-on-one counselling sessions delivered

36 young people from across Hobsons Bay consulted in the development of programs and services

48 parents participated in capacity building programs to support their children and families

300 direct engagements with young people through programs and services

Early years and family services

225 facilitated playgroup sessions provided to vulnerable families in nine neighbourhoods across the municipality including kindergartens, schools, early years hub and community centres

19 virtual playgroups delivered via Microsoft Teams

9 in-home support visits provided to families enrolled in the Smalltalk program

60 educators from community managed and private kindergartens attended two online courses: Strengthening Communication and Collaboration with Families, Starting out Safely (pilot with Early Learning Association Australia)

82 children assisted by the Preschool Field Officer Program

90 kindergarten committee members attended four online training opportunities: Starting from the Beginning, Financial Management, Developing Positive Working Relationships, Government's Roles in the Early Years

240 families attended three parent education forums: School Readiness, Raising Resilient Pre-schoolers, Parenting Children Who Worry

400 Occasional Care individual bookings provided in a community centre located in Altona Meadows

938 children accepted kindergarten places through Council's Central Registration Scheme for four-year-old kindergarten for 2021



Goal two

A great place

Ensure Hobsons Bay is a vibrant place to live, work and visit.

Council will:

2.1 Protect and promote public health and community safety.

2.2 Celebrate and promote the diversity of our community.

2.3 Support the growth of our local economy, and encourage business investment that creates and maintains local jobs.

2.4 Deliver, support and promote arts, cultural, heritage, recreational and sporting events and programs that foster a sense of belonging and contribute to the liveability of the city.

2.5 Work with all levels of government and other stakeholders to improve our transport network and to address gaps and capacity in public transport, our roads, foot paths and cycling routes.

Initiatives

Objective 2.4

Creative City Development - Creative Spaces

The community survey has been completed, while work on definitions of creative industries and types of spaces are ongoing. The research is drawing on external resources to position and align the work with Creative Victoria. Next is the mapping of the data with GIS to identify types, gaps, economic clusters and opportunities. This project will be carried over to the next financial year.

Creative City Development - Music Strategy

Work has commenced with a discussion group representative of various areas of Council including Arts and Culture, Youth Services, Community Development and Economic Development. Draft actions have been prepared and circulated internally. This project will be carried over to the next financial year.

Creative City Development - Public Art Strategy 2021–25

An overview of all areas of the Creative City portfolio including Public Art Strategy and Policy will be presented to the Executive Leadership Team to best determine a more consolidated planning approach across the business unit. This project will be carried over to the next financial year.

Develop a Cultural Collections Management Plan and Acquisition policy

The Cultural Collections Management Plan is currently in draft and will be carried over to the next financial year.

Annual Community Satisfaction Survey results

<i>Community satisfaction with</i>	Result 2020–21
Emergency management and preparedness (e.g. response to weather and/or other disruptive events)	71
Public health (e.g. food safety)	73
Building control (e.g. enforcement and permits)	52
Enforcement of local laws (e.g. parking management)	64
Animal management (e.g. animal registration)	69
Perceptions of safety	78
Amount of opportunities to connect socially with people in the local area	56
Visitor Information Centre	71
Economic development activities, supporting local businesses and tourism	66
Access to jobs and the level of economic investment in the local area	48
Events and festivals	66
Traffic management	54
Access to public transport	66
Ability to walk to destinations and amenities in their neighbourhood (e.g. local shops)	68



Local Government Performance Reporting Framework (LGPRF)

Service performance indicators

Indicator	2017-18	2018-19	2019-20	2020-21	Performance Commentary
Animal management:					
Time taken to action animal management requests (days per request)	1.11	1.64	1.56	2.59	The number of complex and lengthy investigations such as barking dogs and dog attacks contributed to the increase of time.
Animals reclaimed	36.55%	37.84%	56.52%	41.22%	Council aims to reunite as many stray dogs and cats directly with their owners as possible.
Animals rehomed	N/A ⁵	N/A ⁵	5.90%	4.76%	The kitten adoption program has had another successful year with 42 animals being rehomed in 2020–21.
Cost of animal management service	N/A ⁵	N/A ⁵	\$4.79	\$5.93	Increased costs associated with holding animals for court prosecutions contributed to this result.
Animal management prosecutions	N/A ⁵	N/A ⁵	93.75%	87.50%	Council is striving to increase the successful prosecutions result, in particular resolving a number of matters delayed due to COVID-19.
Food safety:					
Time taken to action food complaints (days per complaint)	2.71	2.95	1.72	1.21	Council's response time reflects the streamlining of existing processes and recognises the importance of this measure in protecting the health of the community.
Food safety assessments	96.11%	68.57%	80.57%	82.74%	Council continues to implement risk-based assessments as recommended by the Department of Health. While there is an improvement from the previous reporting period, the implementation of risk-based assessments in conjunction with operating constraints associated with a shortage of Environmental Health Officers and COVID-19 restrictions continue to impact the number of assessments completed.
Cost of food safety service	\$422.13	\$444.05	\$648.58	\$536.56	The cost of Council's service has reduced from the previous reporting period, reflecting ongoing work in streamlining processes and rationalising costs associated with the delivery of the service.
Critical and major non-compliance outcome notifications	92.47%	90.95%	81.70%	79.52%	Council continues to implement risk-based assessments as recommended by the Department of Health. Risk-based assessments are more resource intensive and occur more frequently as a direct response to manage risks associated with critical and major non-compliance notifications. While this thoroughly manages the risks associated with each notification, it continues to put underlying pressure on this measure.

5. New Indicator 2019–20 reporting.

Services linked to the goal area

Service area	Description of services provided	Net Cost Actual Budget Variance \$'000
Risk, Audit and Emergency Management	Facilitates Council's risk management, emergency planning, preparedness, response and recovery in accordance with the Emergency Management Acts as detailed in the Emergency Management Manual of Victoria.	348 (414) (66)
Community Safety and Compliance	To ensure that parking regulations are enforced, implementation of local laws, provision of an animal control service for residents, assist in the protection of the community from the threat of wild fire and ensure that all school crossings are staffed by school crossing supervisors.	569 (584) (15)
Building Control	Issue building permits and carry out mandated responsibilities in accordance with the Building Act and Regulations.	131 (122) 9
Public Health	Ensures the public health of the community by undertaking the responsibilities outlined in the <i>Public Health and Wellbeing Act 2008</i> , <i>Food Act 1984</i> , <i>Tobacco Act 1987</i> and <i>Environment Protection Act 2017</i> .	783 (930) (147)
Economic Development and Social Planning	Provides business development, investment attraction and facilitation, training workshops and programs, support to the business community, industry partnerships, tourism and sister cities. Social Planning stays abreast of policy changes, investigates and expands Council's understanding of the current and future population needs, inequities within and between population groups, develops Council positions to inform high level strategic decisions and whole of government responses, and supports community and stakeholders to undertake collaborative action.	1,461 (2,034) (573)
Events and Visitor Services	Provides opportunities for community celebration, encourage visitation, supports and promotes tourism development through a diverse and dispersed calendar of events and festivals, as well as operation of the Visitor Information Centre including the management of volunteers, promotion of local activities and events, industry partnerships and support to local traders and familiarisation tours of Hobsons Bay.	628 (1,015) (387)
Venues	Manages Council-owned venues, coordination of functions and bookings, performing arts program, support to local theatre companies and heritage conservation management.	450 (638) (187)
Arts and Culture	Provides visual arts, public art, cultural development, heritage, Indigenous culture, cultural collections, festival and events, arts spaces, policy strategy and development.	1,084 (1,251) (167)

Other interesting statistics from our services in this goal area

Events and festivals

135 events, festivals and activities were supported, produced, permitted or facilitated, including the Pier Festival for Queer Women, Melbourne Food and Wine Festival through Eat Drink Westside, the resumption of Anzac commemoration services in the city and an inaugural Seabrook Service

27 cancellations had to be made due to COVID-19 restrictions which continued to impact the sector, including the National and International Cadet Class Championships, the Williamstown Literary Festival and Newport Folk Festival

37 events received support during this period as part of Council's work with event organisers to support changing circumstances, changing landscape and emerging needs

98 permits were issued for the use of public space

Arts at your Doorstep

480 attendees – Archie Roach: Tell Me Why (Williamstown Town Hall) season capacity 100%

180 attendees – Sounds of Silent (Williamstown Town Hall) season capacity 70%

220 attendees – The Merger (Williamstown Town Hall) season capacity 80%

120 attendees – Magnolia Tree (Altona Theatre) season capacity 75%

Woods Street Arts Space, Laverton

60% capacity (a decrease from previous year due to COVID-19)

100+ creative programs for culturally diverse communities

30 all-inclusive sessions in pottery, printing and general visual arts

Arts projects

2 partnerships were established with major metropolitan festivals: Midsumma for a deferred presentation and Open House Melbourne for online delivery and the National Trust Heritage Festival

7 local artists were commissioned to develop and deliver COVIDSafe artworks that engage local community

3 Airtime Rotations were delivered, showcasing the art of young people at the Altona Meadows Skate Park

2 exhibitions were delivered at Orbital in Altona Meadows including Caring for Skeleton Creek by Altona Meadows Primary School

2 major street art projects were delivered in Aviation Road, Laverton and Skeleton Creek, Seabrook

Master classes with Hobsons Bay Arts Society

20 creative workshop sessions in music and art for children

30 creative workshops for young people, including 500 Cans Street Art Program, Studio Time and the Youth Creative Drop In hosted by Laverton Youth Foundations and partners

Economic development

1,281 businesses were directly engaged with

\$250K grant program provided support to 21 joint business grant applications

37 businesses received support in the form of free marketing and communications, graphic and web design

43 outdoor trading areas installed across the municipality servicing 193 participating businesses

2,000 Kids Local Passports were distributed across 62 businesses

1,000 businesses received poster packs including COVIDSafe messaging

193 businesses supported through provision of outdoor trading areas across 43 precincts

42 business development activities delivered with a combined total of 398 attendees

182 new members in the Hobsons Bay Business Network Facebook group

9 Hobsons Bay start-ups participated in the LaunchVic "Start, Now." program, supported by Council



Goal three

A well designed, maintained and environmentally sustainable place

Manage future growth and development to ensure it is well designed and accessible while protecting our natural and built environments.

Council will:

3.1 Work with all levels of government, key stakeholders and the community to ensure urban development is appropriate and considers neighbourhood character and heritage.

3.2 Deliver and maintain well designed, accessible and environmentally sustainable community assets.

3.3 Protect and enhance our coastal environment, biodiversity and natural areas in partnership with major stakeholders and the community.

3.4 Maintain a clean city and encourage the community, business and industry to reduce, reuse and recycle.

3.5 Work with the community, businesses and all levels of government to actively and innovatively address climate change and promote sustainable living.

Major initiatives

Objective 3.2

Upgrade to the Hobsons Bay Civic Centre, customer service and community meeting space

Occupancy permit was received in October 2020 and stage one area was operational for organisation user testing exercise in January and February 2021. Stage three of the project was also completed. This project will be carried over to the next financial year.

Design and construct a new regional multi-use community sports facility at JT Gray Reserve, Williamstown

Analysis of the project impact was completed. Council engaged with specialist engineering consultants to facilitate the design review. Structural design refinement was done with the contractor and relevant consultants. Consultation was also conducted with clubs on the impact of the construction delay. This project will be carried over to the next financial year.

Open space enhancement and access package at WLJ Crofts Reserve, Altona North, including a new sporting pavilion, car parks, cricket practice nets, redevelopment works and installation of new floodlighting

Steel framing completed and timber framing was at 90 per cent. Next is the completion of timber framing and roof works, with external finishes to commence. This project will be carried over to the next financial year.

Implementation of the Digman Reserve Master Plan in Newport including building a new pavilion and play area and upgrading the playing fields, floodlighting and car park

Preparation for the concrete paving of the pavilion is in progress. Work is currently on hold in the northwest carpark as contaminated soil was found at the site. The material needs to be disposed of before proceeding with the carpark. Flood lighting pole locations were finalised for the west oval redevelopment and soil investigation carried out identified non friable and a small quantity of friable asbestos. This project will be carried over to the next financial year.

Open space enhancement and access package at WLJ Crofts Reserve, Altona North, including redevelopment works to ovals 2 and 3 and installation of new sportsground floodlighting

Sports ovals completed. Turfing establishment is still in progress. For the floodlighting, additional engineering investigation shows soil profile is unsuitable for pad foundations and will revert to original foundation design. Investigation for the removal of contaminated soil is underway during the construction. Revised engineering is required for two footings due to unexpected soil conditions. This project will be carried over to the next financial year.

Stage 2 of the Paine Reserve community park upgrade in Newport

The works are complete and the contractor is currently undertaking the one-year maintenance period where a broken pit lid on the deck area was fixed. An update was also requested to the contractor to confirm the time frame to fix the seesaw; in the meantime it has been requested to keep it barricaded. The next step is to complete electrical works and conduct an inspection to check the deck where rust has been noticed on the steel substructure. This project will be carried over to the next financial year.

The solar program including the installation of solar systems on 43 identified Council sites

Solar panels were installed at 10 sites by the end of 2020, with the addition of Seabrook Community Centre and Altona Meadows Kindergarten by May 2021. This project will be carried over to the next financial year.

Open space enhancement and access package at Donald McLean Reserve, Spotswood, including redevelopment of ovals, new floodlighting, new multi-lined courts, upgrades to pavilion, playground and car parking

Pavilion sewer works were completed behind the building. Trenching for documented civil works is complete. Switchboard was reviewed and is under fabrication. Contract for the cricket nets was awarded, with clubs involved in the design meeting undertaken. Carparking works have been reviewed by Council's arborists for impacts on street trees, works have been rescheduled to the end of the year for Creek Street. This project will be carried over to the next financial year.

Initiatives

Objective 3.2

Engineer integrated parking across municipality

This project has been put on hold pending inclusion in the new Council Plan and discussion by the new Council.

Objective 3.4

Contamination inspections - Recycling 2.0 2020–21

Phases one to three of the project were completed. Phase four is underway but delayed due to COVID-19 restrictions. This project will be carried over to the next financial year.

Objective 3.3

Implementation of Urban Forest Strategy 2020–21

5,500 trees have been allocated to contractors for street planting, of which 700 have already been planted, while 800 trees have been planted in reserves by Council's tree team. Council continues to respond to residents' feedback from the planting program while securing the remaining trees for reserve planting in 2021. This project will be carried over to the next financial year.



Annual Community Satisfaction Survey results

<i>Community satisfaction with</i>	Result 2020–21
Town planning	54
Protection of local heritage	67
Developments that retain the community feel	60
Opportunities provided by Council to participate in strategic planning projects (e.g. structure plans, heritage studies, planning scheme amendments)	59
Residential density	48
Appropriateness of development in Hobsons Bay	54
Provision of car parking	60
Drains maintenance and repairs	61
Maintenance and repairs of sealed local roads	61
Footpath maintenance and repairs	59
Provision of on-road bike paths	64
Provision of off-road shared trails	71
Provision and maintenance of street trees	68
Provision and maintenance of parks, gardens, open space and the foreshore	82
Protection and enhancement of the foreshore	74
Protection and conservation of the natural environment in Hobsons Bay	62
Water quality of local creeks, lakes and wetlands	57
Maintenance and cleaning of public areas (including litter collection and graffiti removal)	72
Weekly garbage collection	68
Green waste collection	79
Recycling collection	74
Hard waste collection	67
Sustainability (climate change) policy development	69
Opportunities to get involved in local environmental activities	64

Local Government Performance Reporting Framework (LGPRF)

Service performance indicators

Indicator	2017-18	2018-19	2019-20	2020-21	Performance Commentary
Statutory planning:					
Time taken to decide planning applications (days/application)	106.00	114.00	91.00	105.00	The median number of days to consider an application has increased this year, mainly due to a number of complex planning applications that have been occurring within the strategic redevelopment areas.
Planning applications decided within required time frames	49.84%	46.92%	53.71%	58.29%	Despite the disruption to the planning unit being displaced due to the COVID-19 pandemic and needing to work remotely, processing times are still well within Council's expectation and an improvement from previous years.
Cost of statutory planning service	\$3,252.87	\$4,222.51	\$4,670.29	\$3,813.34	The cost of the statutory planning service is attributable to the large-scale projects and associated VCAT representation which saw a significant increase in estimated cost of works for these applications. The data used to provide this indicator was adjusted for this period after a review, which has resulted in a lower cost per application.
Council planning decisions upheld at VCAT	70.69%	53.06%	61.54%	62.50%	The result is a slight improvement from last year and consistent with the Victorian average. There has been no significant change in policy over this period that would explain the number of decisions set aside by VCAT, however the impending introduction of new residential zones within the municipality will provide greater guidance to applicants, Council and VCAT when making decisions.



Indicator	2017-18	2018-19	2019-20	2020-21	Performance Commentary
Roads:					
Sealed local road requests	141.44	147.90	165.97	163.11	There was a significant reduction in the volume of requests for potholes and pooled water on the road. However, the volume of kerb and channel requests has increased to counter this reduction resulting in minor overall reduction in requests compared to last year.
Sealed local roads maintained to condition standards	97.69%	97.60%	92.03%	95.59%	The completion of the new road condition audit and a change in assessment methodology contributed to the result.
Cost of sealed local road reconstruction	\$125.93	\$159.75	\$404.38	\$227.02	Advance planning of works including detail design and locking in the construction contractors at early stages has significantly improved the unit costs.
Cost of sealed local road resealing	\$13.85	\$25.24	\$24.71	\$22.55	Pre-planning with early start of the sealing program has improved unit costs.
Satisfaction with sealed local roads	62	63	56	61	Council's higher expenditure in road renewal program for 2020-21 has contributed to the increase in satisfaction level.
Waste collection:					
Kerbside bin collection requests	152.46	172.17	411.55	395.90	The data captures requests associated with the glass collection service as a compulsory Council recycling service. Throughout 2020, COVID-19 impacts on household waste volumes resulted in Council introducing a program for eligible households to increase their garbage bin from a 120L to a 240L garbage bin for free. The changes led to increased requests to Council as the community adapted to the new service introduced in February 2020 and opted into the free larger garbage bin. While the number of requests is reducing compared to the previous year, Council anticipates that the data reported will be reviewed as more councils transition to a four-bin recycling system.
Kerbside collection bins missed	6.74	6.18	18.36	22.04	In February 2020, Council implemented significant reform in its waste and recycling service implementing a weekly food and green waste service, fortnightly garbage service, four-weekly glass service and retaining its fortnightly recycling collection. The changes continue to impact the community and this continues to lead to increased missed bin requests. The change in the schedule to weekly food and green waste and fortnightly garbage collections magnified this.

Indicator	2017-18	2018-19	2019-20	2020-21	Performance Commentary
Cost of kerbside garbage bin collection service	\$89.65	\$95.20	\$88.91	\$159.40	The change to a fortnightly garbage collection service and weekly food and organics service since February 2020 caused an increase in garbage collection and landfilling costs compared to the previous year.
Cost of kerbside recyclables collection service	\$16.47	\$34.17	\$26.82	\$36.52	Council implemented a four-weekly glass collection service since February 2020. The number of glass bins in service and cost for this mandatory kerbside recycling service has been included in addition to the number and cost of the mandatory comingled recycling collections. The number of collections of recyclable materials has therefore increased, causing the cost per collection to decrease. Council anticipates that the data reported will be reviewed as more councils transition to a four-bin recycling system.
Kerbside collection waste diverted from landfill	46.33%	40.84%	45.37%	58.45%	The data captures the tonnes collected and diverted in the glass collection service as a compulsory recycling service. The implementation of the food and green waste system and changes in collection schedules since February 2020 have led to a significant increase in tonnes of organics diverted from landfill since then. The COVID-19 pandemic has substantially impacted household waste volumes, with more people at home generating waste for their kerbside bins. This has amplified pressure on garbage bins. Council has responded to this challenge by rolling out a free 240L garbage bin upsizing program for eligible households.



Services linked to the goal area

Service area	Description of services provided	Net Cost Actual Budget Variance \$'000
Environment and Sustainability	Delivers municipal waste and recycling services to the Hobsons Bay community, develops and delivers waste and litter policy, strategy and programs, develops policies and strategies (and support their implementation) that mitigate the effects of climate change by reducing greenhouse gas emissions while identifying adaptation initiatives for energy, waste and water management, and provides internal and external leadership through the provision of technical expertise and ongoing consultation to embed sustainability.	12,342 (13,003) (661)
Strategic Planning	Considers planning scheme amendments, works through planning projects and develops policy that directs future land use outcomes within the municipality.	1,271 (1,734) (463)
Statutory Planning	Assesses and provides advice and enforcement in relation to planning approvals under the Hobsons Bay Planning Scheme, the <i>Planning and Environment Act 1987</i> and the <i>Subdivision Act 1988</i> .	2,589 (2,317) (272)
Planning Operations	Oversees the efficient and effective operation of the Planning, Building and Health services department and management of the Statutory Planning administration support team.	222 (251) (29)
Property and Insurance	Administers Council's property and insurance portfolio to achieve Council's objectives of a sustainable and financially viable portfolio.	207 (738) 531
Parks, Gardens and Conservation	Manages and maintains open space assets including parks and gardens, sporting grounds, playgrounds, irrigation and park infrastructure (furniture and fencing) providing pleasant recreational and relaxation areas for local enjoyment.	10,800 (11,348) (547)
Works and City Amenity	Provides infrastructure maintenance services including fleet maintenance (passenger and heavy vehicles, plant and equipment across the organisation), city maintenance (ensuring street and park furniture and signage are maintained to an appropriate standard) and home maintenance services to residents who qualify.	16,139 (16,231) (91)
Strategic Projects	Plans and delivers the major capital program and Council's advocacy on the Victorian Government's infrastructure projects.	99 (439) (340)
Open Space and City Design	Leads the development of key strategies for open space, prepares master plans, develops design guidelines and technical standards for the public realm, designs and delivers open space capital works and supports and enables Council to proactively engage with the community regarding the development and delivery of a range of projects and services.	1,026 (1,130) (104)
Assets	Develops and maintains Council's asset systems and registers, including asset accounting, valuations, capitalisation and associated reporting.	687 (734) (47)
Capital Works	Delivers capital infrastructure development services to the community.	198 (167) 31
Engineering Services	Delivers the civil engineering services for both capital and operational projects, including engineering design, drainage works and traffic and transport management.	2,693 (3,069) (377)
Projects Management Office	Coordinates the planning, administration and reporting of the annual capital works program.	398 (510) (112)

Other interesting statistics from our services in this goal area

Environmental sustainability

38,982 tree seedlings and tubestock were planted (32% increase from previous year)

240 million litres of potable water used (4% decrease from previous year)

41 million litres of stormwater harvested and used for irrigation (47% decrease from previous year due to the temporary removal of underground tanks during construction works)

2,922 tonnes of CO₂-e emitted (560 tonne reduction from previous year)

2 additional electric vehicles purchased for Council's fleet

28% of Council's fleet are electric vehicles

153 tonnes of CO₂ reduced from installations of solar panels through Council's EnergySmart program

10 Community Environment Grants were awarded to the value of **\$19,868** to support community environmental projects

3,077 people were hosted by Hobsons Bay as part of the My Smart Garden program

15 online events were rated an average of 9.2/10. Of these, **702** participants attended the sessions live and **2,375** watched the event recordings. Participation rates are 6.6 times higher than pre-pandemic levels

Significant additional benefits from the online events were reported:

34% learned skills or knowledge that will help them manage the economic impact of the pandemic

39% learned skills or knowledge that will help them manage the psychological impact of the pandemic

50% chatted, shared or received gardening tips with other participants during the session

51% felt more connected to their local gardening community

54% felt more connected to their local environment

Waste management

372 kilograms of waste generated per person (12kg decrease from previous year) collected through garbage, recycling, glass, garden and food waste and hard waste services

3,000 tonnes approximate reduction of landfill

1,800 tonnes increase in glass recycling due to change of service

3,500 tonnes increase in Food Organics and Garden Organics (FOGO) due to change of service

13,959 waste service management requests, 89.3% attended to within business timeframes

Over **300** community members participated in Clean Up Australia Day activities, collecting over 25 cubic metres of litter (this was a 50% decrease from the previous year due to the COVID-19 restrictions)

Key capital works projects

Multi-year major projects in progress:

\$7.350 million - Altona Sports Centre extension, building upgrade

\$1.313 million - Donald McLean Reserve Master Plan implementation

\$3.880 million - Digman Reserve Master Plan implementation

\$4.097 million - WLJ Crofts Reserve Master Plan implementation

\$1.445 million - Renewable Energy, Solar Photovoltaic Rollout

Major projects completed:

\$1.541 million - Outdoor Dining Activation



Goal four

A Council of Excellence

We will be a leading and skilled council that is responsible, innovative and engaging in order to deliver excellence in all we do.

Council will:

4.1 Collaborate with all levels of government, service providers, not-for-profit organisations and the private sector to address the concerns of our community.

4.2 Be a more efficient and effective organisation by having a strong focus on continuous improvement, innovation, strategic planning and responsible financial management.

4.3 Provide excellent customer service while ensuring all our communications are clear and easy to understand.

4.4 Actively seek the community's views by providing a range of opportunities for the community to contribute to Council's decision making.

4.5 Support and develop an engaged, skilled and professional workforce who are committed to maintaining a high performing and sustainable organisation.

Initiatives

Objective 4.2

Digital transformation implementation 2020–21

Initial testing with the Virtual Reality (VR) sensors was successful. The next step is to setup and run a VR experience in the new Digital Lounge. This project will be carried over to the next financial year.

Learning management

Mandatory compliance training modules for new starters were added. Corporate professional development calendar can now be accessed via the PRISM Learning Management System. This project was completed.

Implement Youth Digital Engagement Strategy

Public consultation was completed on the Youth Digital Engagement Strategy. The project was completed.

Organisational Gender Equity Framework

Gender Equity roadmap was completed. A working group was established to develop a Gender Equity Action Plan and inform the rollout of the required Gender Impact Assessments. This project will be carried over to the next financial year.

Coordinate the implementation of a Growth Areas Authority (GAA) standards through the review of Council's project management system and infrastructure design standards

Internal discussions were held between the Drainage and Development team (D&D), Operations, Capital Works, Major Projects and other related teams to clarify the engineering requirements for new Council infrastructure being constructed. This will become a continual process coordinated by the D&D that are involved in engineering construction. The next step is to upload the standards into Council's intranet. This project will be carried over to the next financial year.

Objective 4.3

Mayoral Program short film series 2020–21

The program had to stop short early due to COVID-19 restrictions on filming in public areas. Films were promoted on digital platforms and the program was reported as part of the Mayoral Program governance report. Project was completed.

Annual Community Satisfaction Survey results

<i>Community satisfaction with</i>	Result 2020–21
Responsiveness of Council to local community needs	59
Council's representation, lobbying and advocacy on behalf of the community	54
Councils overall direction	60
Council's performance in maintaining the trust and confidence of the local community	60
Making decisions in the interest of the community	58
Overall value for money	63
Council's overall performance	67
Website	66
Quarterly newsletter Hobsons Bay Community News	66
Social media	64
General reception area at the Civic Centre	73
Care and attention to enquiries	68
Speed of service	66
Courtesy of service	74
Access to relevant officer/area	65
Provision of information about Council and its services	67
Staff's understanding of language and/or cultural needs	75
Staff's understanding of mobility or communication needs	70
Keeping the community informed	64
Providing opportunities for community to be heard on issues that are of importance	59
Efforts of Council in consulting and engaging with the community	61

Local Government Performance Reporting Framework (LGPRF)

Service performance indicators

Indicator	2017-18	2018-19	2019-20	2020-21	Performance Commentary
Governance:					
Council decisions made at meetings closed to the public	3.98%	4.42%	3.21%	2.62%	Council decisions made at meetings closed to the public are comparable with previous years. Matters dealt with at meetings closed to the public are always made in accordance with section 66(2)(a) of the <i>Local Government Act 2020</i> . The low rate of decisions made at meetings closed to the public reflects Council's commitment to transparency.
Satisfaction with community consultation and engagement	63	63	57	61	During 2021, Council has adopted the Community Engagement Policy in line with the <i>Local Government Act 2020</i> and will use this as a framework to guide all future community engagement ensuring all Council policies, procedures and projects fit within the International Association of Public Participation (IAP2) guidelines and the overarching Council Plan 2021–25 and Community Vision.
Councillor attendance at Council meetings	92.31%	85.71%	79.59%	97.96%	Several Councillors were unable to attend Council Meetings early in 2020 for health reasons. Following the adoption of Council's 2020 Virtual Meeting Policy at the Council Meeting held on 12 May 2020, Council has been able to flexibly run Council Meetings virtually, in Chamber or in a hybrid format to enable all Councillors to attend meetings without risk.
Cost of elected representation	\$39,940.43	\$40,393.29	\$40,459.00	\$41,241.71	The cost of elected representation is in line with previous years' results.
Satisfaction with Council decisions	64	63	58	58	Satisfaction with Council decisions has remained level with the previous year.
Population:					
Expenses per head of municipal population	\$1,300.43	\$1,240.29	\$1,275.25	\$1,335.93	The increase in 2020–21 is a result of the additional expenditure funded through the Working for Victoria program.
Infrastructure per head of municipal population	\$6,623.13	\$6,617.93	\$7,065.66	\$7,695.70	The increasing trend, including the significant increase in 2020–21, is in-line with Council's commitment to increase its capital works program.
Population density per length of road	219.87	223.64	226.59	227.82	There are minimal changes to this indicator due to generally consistent road lengths and a slowly increasing population.
Own-source revenue:					
Own-source revenue per head of municipal population	\$1,299.73	\$1,288.47	\$1,266.77	\$1,247.70	The reduction reflects the drop in own-source revenue, including Council's reimbursement of fees through its COVID-19 Community Support Package during 2020–21.

Sustainable capacity indicators

Indicator	2017-18	2018-19	2019-20	2020-21	Performance Commentary
Recurrent grants:					
Recurrent grants per head of municipal population	\$140.30	\$133.64	\$140.83	\$91.17	The significant reduction during 2020-21 is mainly a result of grant funding for aged home and community care now being paid directly to the new service provider.
Disadvantage:					
Relative Socio-Economic Disadvantage	7.00	7.00	7.00	7.00	The Socio-Economic Disadvantage indicator remains consistent.
Workforce turnover:					
Percentage of staff turnover	13.6%	28.7%	15.3%	16.1%	The turnover rate has returned to normal levels in 2019-20 and 2020-21 after the significant increase during 2018-19 as a result of the transfer of home care staff to a third-party service provider.
Efficiency:					
Expenses per property assessment	\$2,957.28	\$2,828.70	\$2,927.72	\$3,032.14	The increase in 2020-21 is a result of the additional expenditure funded through the Working for Victoria program. A decrease is expected in 2021-22 after the program finishes. The number of property assessments is forecast to increase gradually and reasonably consistently.
Average rate per property assessment	N/A ⁶	N/A ⁶	\$2,371.57	\$2,360.01	The slight decrease in 2020-21 is a result of the rate adjustment to support rate payers, which was applied through Council's COVID-19 Community Support Package. Future forecasts reflect increases to rates consistent with predicted rate caps and minimal increases to the number of properties.
Liquidity:					
Current assets compared to current liabilities	271.82%	295.64%	208.57%	123.02%	The decreases over the past three years, including in 2020-21, are consistent with the decreased level of cash at year end compared to the prior year due to Council utilising its cash reserves to fund its increased capital works program. A further decrease is forecast in 2021-22 due to the repayment of a \$9.2 million loan. The increasing trend from 2022-23 is a result of Council putting funds into its loan repayment reserve to ensure that loan principal can be repaid when it falls due.
Unrestricted cash compared to current liabilities	-69.90%	-108.78%	-40.13%	-17.11%	The negative results since 2017-18 are offset by other financial assets (investments) of \$40 million in 2020-21, which are investments held for periods over 90 days. These investments are not included in the unrestricted cash figure, but they are used to fund Council's ongoing operations and liabilities.

6. New Indicator 2019-20 reporting.

Financial performance indicators

Indicator	2017-18	2018-19	2019-20	2020-21	Performance Commentary
Obligations:					
Loans and borrowings compared to rates	13.76%	13.15%	12.71%	12.59%	Council existing loans are held as part of two Local Government Funding Vehicle (LGFV) interest only bonds and this is reflected in the consistent indicators between 2017-18 and 2020-21. The indicator is forecast to reduce slightly more in 2021-22, compared to other years, due to outstanding loans being reduced by \$2.2 million.
Loans and borrowings repayments compared to rates	0.61%	0.58%	0.56%	0.56%	Council has paid interest only on its Local Government Funding Vehicle loans since 2017-18, resulting in the extremely low indicators. This is forecast to increase significantly in 2021-22 to reflect the bullet principal repayment that year.
Non-current liabilities compared to own source revenue	12.16%	12.03%	12.49%	4.94%	The indicator has remained consistent since 2017-18, minimally impacted by own source revenue. The indicator reduced significantly in 2020-21 as \$9.2 million worth of borrowings is now regarded as a current liability, as it is forecast to be repaid in 2021-22.
Asset renewal and upgrade compared to depreciation	N/A ⁷	N/A ⁷	280.37%	253.43%	The result reflects Council's significant investment and ongoing commitment to capital works. The result has reduced in 2020-21 and this trend is expected to continue as Council has utilised its previous cash reserves to fund its capital works. Despite decreased forecasts to future capital works the results are projected to remain relatively high.
Operating position:					
Adjusted underlying surplus (or deficit)	12.78%	15.88%	11.56%	7.19%	The decreases in 2019-20 and 2020-21 are consistent with the reduction in the operational surplus, which has been impacted by COVID-19. The indicator is forecast to gradually increase from 2021-22, consistent with a conservative gradual recovery of Council's income generating capacity after the COVID-19 pandemic.
Stability:					
Rates compared to adjusted underlying revenue	72.85%	75.90%	79.29%	79.80%	This indicator continues to gradually increase as a result of rate income (including supplementary growth) increasing at a greater rate than other own-source revenue.
Rates compared to property values	0.36%	0.29%	0.30%	0.30%	Rates compared to property values in 2020-21 was consistent with the prior year. There were minimal increases in property values during the 2020 revaluation. Future forecasts reflect increases to rates consistent with predicted rate caps and minimal increases to property values.

7. New Indicator 2019-20 reporting.

Services linked to the goal area

Service area	Description of services provided	Net Cost Actual Budget Variance \$'000
Customer Service	Represents Council in the provision of efficient, effective, responsive customer service via a range of "customer preferred" channels including in person, telephone, email, webchat and Snap Send Solve.	1,309 (1,259) 50
Legal and Performance Reporting	Coordinates Council's organisational performance reporting activities which aims to ensure that Council continues to improve in everything it does and meets the legislated planning and reporting requirements, as well as providing legal information to the internal organisation.	493 (448) 45
Strategic Communications	Provides all communications, community relations advice, policy, protocol and delivery.	1,525 (1,702) (177)
Finance	Ensures that the Council meets its financial obligations and legislative requirements, maintains the organisation's financial controls, including financial support services to other departments within Council.	885 (1,437) (552)
Governance and Information Management	Provides a range of governance functions and administrative support to Council and the leadership team, including Council meetings and other statutory responsibilities, as well as providing efficient information and record management services, overseeing the application of information privacy principles and managing privacy related issues.	1,476 (1,566) (89)
Digital Services	Provides a cost-effective, secure, and robust Information and Communication Technology (ICT) platform that supports Council's business needs, and provides sound advice and support for ICT projects across the organisation.	3,746 (4,028) (281)
Human Resources and Safety	Delivers the operational full range of human resources, industrial relations, WorkCover, injury management and Occupational Health and Safety (OHS) services to management and staff.	1,892 (1,920) (28)
Organisational Culture and Development	Develops and implements organisational learning and development programs that are sustainable, relevant and build on the learning organisation concept.	249 (489) (241)
Mayor and Councillor Support	Provides administration support and advice to the Mayor and Councillors and the Executive Leadership Team to enhance the effectiveness of the organisation as a whole.	3,438 (3,348) 89

Other interesting statistics from our services in this goal area

Customer service

201,276 customer enquiries received, including 104,881 telephone calls (5,070 less than previous year)

9,951 payments processed made via the service desk (6,055 less than previous year)

56,279 online enquiries including Snap Send Solve, web forms or live chat (3,696 more than previous year)

4:34 seconds wait period for a call to be answered (9 seconds less than previous year)

Governance

30 Freedom of Information applications were received

100% of register of personal interests returns were completed within legislative timeframe

100% achievement of all *Local Government Act 2020* implementation deliverables

142 residents gained their citizenship in Hobsons Bay in 2020–21 in two ceremonies held at Williamstown Town Hall on 26 January 2021 and 27 April 2021

Learning and development

43 learning and development courses were delivered with **2,551** participants

- 6 compliance topics – 1,403 participants
- 8 diversity and inclusion topics – 165 participants
- 23 professional development topics – 280 participants
- 4 technical topics – 379 participants
- 1 discipline specific topic – 15 participants
- 1 technical information session topic – 309 participants

LinkedIn Learning statistics

212 people viewed 679 hours of content, an average of three hours and 12 minutes per viewer

435 course completions and 13,048 video completions

Occupational health and safety

26 safety walks were completed across all Council sites

373 ergonomic assessments conducted

100% of scheduled OHS committee meetings held

213 health and wellbeing activities for staff were delivered (43 more than previous year)

1,492 staff attended health and wellbeing activities (378 more than previous year)

143 OHS incidents were reported by staff (compared to 189 reported in previous year)

57 workplace injuries were sustained by staff (compared to 84 in previous year)

537 days were lost for work-related injuries (241 days more than previous year)

13 WorkCover claims were submitted (the same number as previous year)



Corporate governance and other information



Council meetings and attendance

Hobsons Bay City Council is constituted under the *Local Government Act 2020* to provide good governance in its municipal district for the benefit and wellbeing of the municipal community. In performing its role, Council gives effect to overarching governance principles by:

- making decisions and taking actions in accordance with the relevant law
- giving priority to achieving the best outcomes for the municipal community, including future generations
- promoting the economic, social and environmental sustainability of the municipal district, including mitigating and planning for climate change risks
- engaging the municipal community in strategic planning and strategic decision-making
- pursuing innovation and continuous improvement
- collaborating with other councils, governments and statutory bodies
- ensuring Council's ongoing financial viability
- taking into account regional, state and national plans and policies in its strategic planning and decision-making
- ensuring transparency of Council decisions, actions and information

Council is committed to effective and sustainable forms of democratic and corporate governance as the key to ensuring that Council and its administration meet the community's priorities. The community has many opportunities to provide input into Council's decision-making processes including community consultation, public forums and the ability to make submissions to Delegated Committees of Council.

Council's formal decision-making processes are conducted through Council Meetings and Delegated Committees of Council. Council delegates the majority of its decision-making to Council staff. These delegations are exercised in accordance with adopted Council policies.

Council conducts open public meetings once a month on a Tuesday evening. Members of the community are welcome to attend these meetings and observe from the gallery.

In 2020–21, Council held the following Council Meetings, including Unscheduled and Urgent Council Meetings:

14 July 2020	11 August 2020
25 August 2020	8 September 2020
13 October 2020	24 November 2020
8 December 2020	9 February 2021
22 February 2021	9 March 2021
20 April 2021	11 May 2021
8 June 2021	29 June 2021

A general council election was held on 24 October 2020, with four Councillors from the previous term choosing not to stand for re-election. The last Council Meeting of the previous term was held on 13 October 2020. The following table provides a summary of Councillor attendance at Council Meetings during 2020–21 prior to the election.

Councillor	Attendance
Cr Angela Altair	5/5
Cr Tony Briffa	5/5
Cr Colleen Gates	5/5
Cr Michael Grech	4/5
Cr Peter Hemphill	5/5
Cr Jonathon Marsden	5/5
Cr Sandra Wilson	5/5

The following table provides a summary of Councillor attendance at Council Meetings for the remainder of 2020–21

Councillor	Attendance
Cr Tony Briffa	8/9
Cr Diana Grima	9/9
Cr Peter Hemphill	9/9
Cr Daria Kellander	9/9
Cr Jonathon Marsden	9/9
Cr Pamela Sutton-Legaud	9/9
Cr Matt Tyler	9/9

Councillor Code of Conduct

The Hobsons Bay Councillor Code of Conduct 2021 meets the requirements under section 139 of the *Local Government Act 2020*. It includes the standards of conduct expected to be observed by Councillors in the course of performing their duties and functions.

The code was most recently updated on 22 February 2021 and is scheduled for review in 2025.

The protocol on interactions with staff complements the Councillor Code of Conduct and prohibits Councillors from improperly directing or seeking to influence Council staff.

Councillor allowances and expenses

In accordance with section 39 of the *Local Government Act 2020*, Councillors are entitled to receive an allowance while performing their duty as a Councillor. The Mayor is entitled to receive a higher allowance.

Under the Act, allowances for the Mayor, Deputy Mayor and Councillors will be set in accordance with a determination of the Victorian Independent Remuneration Tribunal. The tribunal's first determination has yet to be made.

A review of the Mayoral and Councillor allowances was therefore conducted in accordance with section 74 of the *Local Government Act 1989*, which provides for the allowances (along with an additional payment equivalent to the superannuation guarantee) to be reviewed and determined by Council and by the Minister for Local Government. At the 10 August 2021 Council Meeting, the allowances were fixed at the same level as for the 2019–20 period, being \$81,204 for the Mayor of Hobsons Bay and \$26,245 for all other Councillors.

Consistent with sections 40 and 42 of the *Local Government Act 2020*, in order to assist Councillors in performing their duties as elected representatives, Councillors are provided with administrative support, resources and facilities and are reimbursed for certain expenses, as specified in the Councillor Support and Expenses Policy. The Councillor Support and Expenses Policy is published on Council's website⁸, along with a list of expenses incurred.

8. www.hobsonsbay.vic.gov.au/Council/Mayor and Councillors/Councillor-support-expenses

*includes payments relating to period as Mayor.

Allowances received by Councillors for the 2020–21 period for the previous Council term are detailed in the following table:

Councillor	Total allowance payment July 2020 to October 2020
Cr Angela Altair	\$8,748
Cr Tony Briffa	\$8,748
Cr Colleen Gates*	\$27,068*
Cr Michael Grech	\$8,748
Cr Peter Hemphill	\$8,748
Cr Jonathon Marsden	\$8,748
Cr Sandra Wilson	\$8,748
Total	\$79,556

Allowances received by Councillors during the remainder of 2020–21 are detailed in the following table.

Councillor	Total allowance payment October 2020 to June 2021
Cr Tony Briffa	\$17,496
Cr Diana Grima	\$17,496
Cr Peter Hemphill	\$17,496
Cr Daria Kellander	\$17,496
Cr Jonathon Marsden*	\$54,136*
Cr Pamela Sutton-Legaud	\$17,496
Cr Matt Tyler	\$17,496
Total	\$159,112

The following expenses were incurred during the 2020–21 period prior to the general council election.

Councillor	Mobile phone	iPad/data	Vehicle/travel expenses	Training and conferences	Childcare expenses	Total
Cr Angela Altair	\$305.74	\$122.07				\$427.81
Cr Tony Briffa		\$9.10				\$9.10
Cr Colleen Gates*	\$120.82	\$35.07				\$155.89
Cr Michael Grech	\$68.04	\$277.24				\$345.28
Cr Peter Hemphill	\$120.39	\$61.04				\$181.43
Cr Jonathon Marsden		\$178.43				\$178.43
Cr Sandra Wilson	\$121.12	\$61.19				\$182.31
Total	\$736.11	\$744.14				\$1,480.25

The following expenses were incurred during the 2020–21 period after the general council election.

Councillor	Mobile phone	iPad/data	Vehicle/travel expenses	Training and conferences	Childcare expenses	Total
Cr Tony Briffa	\$69.80	\$115.66				\$185.46
Cr Diana Grima	\$244.44	\$126.71			\$1,284.54	\$1,655.68
Cr Peter Hemphill	\$240.96	\$186.39				\$427.35
Cr Daria Kellander	\$231.76	\$126.70			\$2,846.15	\$3,204.61
Cr Jonathon Marsden*		\$543.71			\$1,934.33	\$2,478.04
Cr Pamela Sutton-Legaud	\$241.21	\$126.91				\$368.12
Cr Matt Tyler	\$239.85	\$126.71				\$366.56
Total	\$1,268.02	\$543.71			\$6,065.02	\$8,685.82

*Mayor

Managing conflicts of interest

A conflict of interest arises when a Councillor has an interest that is in conflict with their duty as a Councillor. A conflict of interest exists even if no improper act results from it.

It is the personal responsibility of the individual Councillor to decide if they have an interest.

The penalties for failing to disclose a conflict of interest are significant.

The *Local Government Act 2020* distinguishes between general conflicts of interest (section 127) and material conflicts of interest (section 128). The conflict provisions also apply to members of Delegated Committees and members of Council staff.

A Councillor who has a conflict of interest in a matter being considered by Council, a Delegated Committee or a community asset committee must disclose the conflict of interest in the manner required by the Council's Governance Rules. They must also exclude themselves from the decision-making process in relation to that matter, including any discussion or vote on the matter at any Council Meeting or Delegated Committee and any action in relation to the matter. Any disclosure must be recorded in the minutes of the meeting.

The requirement to disclose a conflict of interest in a matter extends to meetings conducted under the auspices of Council, such as a Councillor Briefing.

The Hobsons Bay City Council Governance Rules require Council to maintain a conflict of interest register.

Audit and Risk Committee

In line with good governance practices and in accordance with section 53 of the *Local Government Act 2020*, Council has operated an Audit Committee since 2001. From 1 September 2020 the Audit Committee was formally renamed the Audit and Risk Committee, in accordance with section 53 of the *Local Government Act 2020*.

The Audit and Risk Committee is an advisory committee that provides independent advice to Council. Its role is to assist Council in the effective conduct of its responsibility for financial reporting, management of risk, maintaining a reliable system of internal control and facilitating the organisation's ethical development. The committee assists the organisation in maintaining strong corporate governance, risk management and internal controls.

The Audit and Risk Committee operates under a charter which was endorsed by Council on 25 August 2020 and focuses on monitoring Council's risk management, control framework, external accountability, legislative compliance, internal audit and external audit.

The Audit Committee consists of:

- two Councillors
- three suitably qualified, independent members
- the Mayor and the Chief Executive Officer (non-voting)

The Chairperson is appointed by Council and is one of the independent members.



Membership

Lisa Tripodi (Chair)

Ms Tripodi is the Chair of the Audit and Risk Committee and was appointed in May 2019. Ms Tripodi is a Certified Practising Accountant with over 25 years' experience in state and local governments and previously an Accounting and Assurance Partner at Oakton (NTT). Ms Tripodi's areas of expertise include internal audit, risk management, governance, probity, financial management and digital transformation. Ms Tripodi has a number of appointments as an independent Chair or Member of Audit and Risk Committees across Local Government and State Government. Ms Tripodi is also a Non-Executive Director on the Board of Greyhound Racing Victoria.

Terry Richards

Mr Richards was appointed as an independent member to the Audit and Risk Committee in May 2019.

Mr Richards' professional experience is broadly in Business Risk Consulting and Investigative Audit. Mr Richards' areas of expertise include Enterprise Risk Management, Governance, Risk and Compliance, Integrity Risk Management, Improper Conduct Investigations, Operational Review and Internal Audit.

John Watson

Mr Watson was appointed as an independent member of the Audit and Risk Committee in November 2019 and draws on more than four decades of experience across local and state governments. A former Executive Director of Local Government Victoria and the Chair of the Victorian Local Government Grants Commission (VLGGC) since 2012. The VLGGC allocates more than \$600 million annually in financial assistance grants to Victoria's councils.

Mr Watson's record for maintaining high standards for public administration is complemented by his reputation for ethical leadership and stewardship in governance and responsible financial management. Mr Watson is the Independent Chair or Member on a number of local government Audit and Risk Committees including for the Municipal Association of Victoria and he is a Director on the Boards of the Northern Health (Northern Hospital) and the Metropolitan Waste and Resource Recovery Group.

Audit and Risk Committee meetings

The Audit and Risk Committee met on five occasions during 2020–21. It has provided constructive advice to Council and its management team on a broad range of issues, including:

- Council's Annual Financial Statements, the external audit strategy, report and management letters
- outstanding audit recommendations
- internal audit program and reports
- risk management, the risk register and assurance mapping
- quarterly financial reports provided to Council
- Council's cash and investments

Audit Committee Meeting Attendance

	26 August 2020	3 September 2020	16 December 2020	24 February 2021	26 May 2021
Ms Lisa Tripodi	✓	✓	✓	✓	✓
Mr Terry Richards	✓	✓	✓	✓	✓
Mr John Watson	✓	✓	✓	✓	✓

Internal audit

The internal audit assists the organisation in maintaining strong corporate governance, risk management and internal controls. The Council's internal audit service is provided by Crowe Australasia.

The following internal audit reports were presented to the Audit and Risk Committee for consideration and comment:

- Leases and Licences
- Procurement – Over Tender Threshold
- Financial Controls (AP, GST Compliance)
- Occupational Violence – Staff Safety
- Child Safe Standards
- Maternal and Child Health
- Managing Land Contamination
- Performance Management and Reporting
- Various Financial Controls
- Corrective Actions Validation Audit

External audit

All local government entities in Victoria are required to be audited by the Victoria Auditor-General's Office (VAGO).

The external auditor's primary role is to provide an assurance that the financial statements fairly present the financial performance for the financial year and the financial position at the end of the year.

Risk management

Risk management is a continuous, proactive and systematic process used to understand, manage and communicate risk from an organisation-wide perspective.

Council is committed to the effective management of risk through its risk register, which is aligned with the organisational objectives, and is overseen by the Audit and Risk Committee at regular intervals.

Fraud risk management

Council's Fraud Risk Management Directive outlines employees' expected behaviour, how to report a suspected fraud, the role of various areas within Council and Council's commitment to increasing employee awareness, training and recording of possible fraud.

Newly adopted policies and strategies

Council advertises the development and exhibition of new policies and strategies to enable the community to provide their feedback and ideas.

During the 2020–21 period, Council adopted a number of significant policies, strategies and plans including:

- Annual Budget 2021–22 and Revenue and Rating Plan 2021–22 to 2024–25
- Audit and Risk Committee Charter
- Aviation Road Precinct Plan
- Bruce Comben Reserve Master Plan
- Building Asset Management Plan 2020
- Community Services and Infrastructure Plan 2020–30
- Councillor Code of Conduct
- COVID-19 Community Support Package 2021–22
- Ferguson Street Precinct Plan
- Hobsons Bay City Council 2019–20 Annual Report
- Hobsons Bay Community Engagement Policy 2021
- Hobsons Bay Council Support and Expenses Policy
- Hobsons Bay Gifts, Benefits and Hospitality Policy 2021
- Hobsons Bay Governance Rules, including the Delegated Planning Committee Terms of Reference and Hobsons Bay Election Period Policy
- Hobsons Bay Media Policy 2021
- Hobsons Bay Public Interest Disclosures Policy
- Hobsons Bay Public Transparency Policy
- Hobsons Bay Urban Forest Strategy
- Better Places Laverton Place Guide

Community Engagement Framework

In June 2015, Council acknowledged the importance of engagement with our community and adopted a Community Engagement Framework. The framework defines Council's commitment to the community and outlines the principles that drive our engagement practices. The framework aims to make it easier for the community to connect with Council in a variety of ways such as advisory groups, surveys, interactive online tools, focus groups, community visioning, co-design, citizens' panels and deliberative democracy.

In February 2021, Council adopted the Hobsons Bay Community Engagement Policy 2021, an extension of the work Council has been doing in community engagement, as directed by the Hobsons Bay Community Engagement Framework 2015. The policy articulates the principles, commitments and various levels of engagement that Council is committed to delivering to ensure a clear process for community engagement in Council's decision-making processes. The purpose of the policy is to guide and apply to all forms of engagement undertaken by Council officers, Councillors, and consultants/contractors acting on behalf of Council. The policy influences all aspects of Council's work, from day-to-day activities and service provision to overarching organisational policies and strategic directions. The *Local Government Act 2020* requires that all councils deliver and maintain a community engagement policy by 1 March 2021.

What is Community Engagement?

Community engagement is an overarching term to describe the planned process whereby Council and the community have conversations with each other and exchange information through a range of methods. When we refer to community engagement, these conversations take place in order for the community to be involved in Council's decision-making process, as well as to build relationships and strengthen the community. The fundamental principle behind Council's community engagement practice is to ensure a transparent and responsive process. Community engagement is one of the ways that transparency, openness and a reciprocal trust relationship between Council and the community is enabled.

Principles and commitments

The Community Engagement Policy includes principles that are responsive to the needs and wants of the Hobsons Bay community. These principles and their associated commitments build upon the Council's values and outline what the community can expect from Council.

The principles are: Respect and legitimacy; Transparency and honesty; Participation; Inclusion and accessibility; Accountability and responsive approach.

The commitments connected to each of the principles are contained in the "Principles and commitments" of the policy.

When do we engage?

Council will engage with the community in order to garner specific feedback when there is an opportunity or requirement for community and stakeholder input during the planning stages of a decision or deliverable of Council. Considerable planning goes into all community engagement activities at Council. Timing of engagement is a key consideration in this planning.

How do we engage?

When delivering community engagement processes, Council is guided by the principles, commitments and the IAP2 Spectrum of Public Participation. Council will be clear about what it is trying to achieve, understand who needs to be involved, and will engage in different ways to ensure everyone impacted or interested has an opportunity to participate. This will be mapped out by Council staff in the form of a community engagement plan that is specific to the matter.

Types and context of community engagement

The community engagement activities broadly fall into the below categories. The engagement approach, level and tools are selected depending on the needs and complexity of the matter.

1. Community engagement about major strategic work – deliberative engagement: the Act requires councils to apply their community engagement policy in the development of Community Vision, Council Plan, Financial Plan and Asset Plan.
2. Community engagement about local issues and regular operations: Some local decisions, projects and services, potentially including but not limited to annual budgets, revenue and rating plans, master plans, structure plans, city-wide policies / strategies / services and infrastructure delivery (built and non-built form) may require community engagement.

To read more about the Community Engagement Policy, visit Council's website at www.hobsonsbay.vic.gov.au/Council/Policies-Strategies-Plans/Community

A Fair Hobsons Bay for All

Project highlights

Council is committed to providing services and places that enables equitable opportunities for the community to access resources, be valued, contribute and belong. Council has completed the second year action plan of the A Fair Hobsons Bay for All 2019–23. Project highlights for 2020–21 include:

Built environment

- identified Council land suitable for affordable housing to consider appropriate development
- integrated Universal Design principles into Sporting Pavilion Infrastructure Manual to improve accessibility to all users

Social environment

- delivered programs and events targeted towards young people, older people, LGBTIQ+ community, people with disability, multicultural community and First Nations peoples
- worked with a group of councils on the issue of homelessness to consider advocacy and projects for collaboration
- conducted a review to understand service provision gaps among older residents and younger residents with disabilities, barriers to participating in early years and maternal and child health services, alcohol and other drugs services
- enhanced support for vulnerable families at risk of family violence through screening and safety planning in community child health services

Natural environment

- implemented leadership program for sustainability champions with diverse membership
- continued participation in community committees in areas most affected by poorer air quality
- delivered the My Smart Garden program targeting under-represented communities. Program was delivered online to improve accessibility
- reviewed Nature Strip Landscaping Guidelines, making it easier for residents to include food plants on nature strip

Economic environment

- delivered a youth employment and entrepreneurship program and a young people in business network
- worked with Business Victoria to promote in-language resources for the multicultural business community to support them during COVID-19
- promoted business education programs that support women-led business start-ups
- promoted business education programs that support businesses to be more inclusive and diverse workplaces



Governance management checklist

The following are the results of Council's assessment against the prescribed governance and management checklist.

Governance and Management Items	Assessment	
1 Community Engagement Policy (policy under section 55 of the <i>Local Government Act 2020</i> (the Act) outlining Council's commitment to engaging with the community on matters of public interest)	Adopted in accordance with section 55 of the Act Date of adoption: 1 March 2021	✓
2 Community engagement guidelines (guidelines to assist staff to determine when and how to engage with the community)	Guidelines Date of operation: 1 March 2021	✓
3 Financial Plan (plan under section 91 of the Act outlining the financial and non-financial resources required for at least the next 10 financial years)	Due to be adopted in accordance with section 91 of the Act Planned date to be adopted: 12 October 2021	✓
4 Asset Plan (plan under section 92 of the Act setting out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Asset Management Plans were adopted on: Roads 11 February 2020 Bridges 11 February 2020 Drainage 11 February 2020 Open Space 9 June 2020 The new Asset Plan is being developed with deliberative community engagement and is planned to be adopted in June 2022	✓
5 Revenue and Rating Plan (plan under section 93 of the Act setting out the rating structure of Council to levy rates and charges)	Adopted in accordance with section 93 of the Act Date of adoption: 29 June 2021	✓
6 Annual Budget (plan under section 94 of the Act setting out the services to be provided and initiatives to be undertaken during the budget year and the funding and other resources required)	Adopted in accordance with section 94 of the Act Date of adoption: 29 June 2021	✓
7 Risk Policy (policy outlining Council's commitment and approach to minimising the risks to Council's operations)	Policy Date of operation: 11 September 2018	✓
8 Fraud Policy (policy outlining Council's commitment and approach to minimising the risk of fraud)	Fraud Risk Management Directive Date of operation: 16 May 2018	✓
9 Municipal Emergency Management Plan (plan under section 20 of the <i>Emergency Management Act 1986</i> for emergency prevention, response and recovery)	Prepared and maintained in accordance with section 20 of the <i>Emergency Management Act 1986</i> Date of preparation: 20 October 2020	✓

Governance and Management Items		Assessment	
10	Procurement Policy (policy under section 108 of the Act outlining the principles, processes and procedures that will apply to the purchase of goods and services by the Council)	Adopted in accordance with section 108 of the Act Date of adoption: 10 September 2019	✓
11	Business Continuity Plan (plan setting out the actions that will be taken to ensure that key services continue to operate in the event of a disaster)	Plan Date of operation: 27 November 2018	✓
12	Disaster Recovery Plan (plan setting out the actions that will be undertaken to recover and restore business capability in the event of a disaster)	Plan (Information and Communications Technology Recovery Plan) Date of operation: 2 October 2020	✓
13	Risk Management Framework (framework outlining Council's approach to managing risks to the Council's operations)	Framework (Risk Management Strategy) Date of commencement: 8 August 2018	✓
14	Audit and Risk Committee (see sections 53 and 54 of the Act)	Established in accordance with section 53 of the Act Date of establishment: 25 August 2020	✓
15	Internal audit (independent accounting professionals engaged by the Council to provide analyses and recommendations aimed at improving Council's governance, risk and management controls)	Engaged Date of engagement of current provider: 16 July 2018	✓
16	Performance reporting framework (a set of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 131 of the <i>Local Government Act 1989</i>)	Framework (Performance Reporting Policy and Guidelines) Date of adoption: 22 July 2016	✓
17	Council Plan report (report reviewing the performance of the Council against the Council Plan, including the results in relation to the strategic indicators, for the first six months of the financial year)	Report (considered at the following Council Meetings) Date of report: 8 December 2020, 9 March 2021, 11 May 2021, 12 October 2021	✓
18	Financial reporting (quarterly statements to the Council under section 138(1) of the <i>Local Government Act 1989</i> , comparing actual and budgeted results and an explanation of any material variations)	Reports presented to the Council in accordance with section 138(1) of the <i>Local Government Act 1989</i> Date reports presented: 8 December 2020, 9 February 2021, 11 May 2021, 14 September 2021	✓
19	Risk reporting (six-monthly reports of strategic risks to Council's operations, their likelihood and consequences of occurring and risk minimisation strategies)	Reports (to Audit and Risk Committee) Date of reports: 16 December 2020 and 26 May 2021	✓

Governance and Management Items		Assessment	
20	Performance reporting (six-monthly reports of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 131 of the <i>Local Government Act 1989</i>)	Reports Date of reports: 9 March 2021 and planned for 16 November 2021	✓
21	Annual Report (annual report under sections 131, 132 and 133 of the <i>Local Government Act 1989</i> containing a report of operations and audited financial and performance statements)	Presented at a meeting of Council in accordance with section 134 of the Act Planned date to be considered 16 November 2021	✓
22	Councillor Code of Conduct (Code under section 139 of the Act setting out the standards of conduct to be followed by Councillors and other matters)	Reviewed and adopted in accordance with section 139 of the Act Date reviewed: 22 February 2021	✓
23	Delegations (documents setting out the powers, duties and functions of Council and the Chief Executive Officer that have been delegated to members of staff, in accordance with sections 11 and 47 of the Act)	Reviewed in accordance with section 11(7) of the Act and a register kept in accordance with sections 11(8) and 47(7) of the Act Date of review: 25 August 2020	✓
24	Meeting procedures (Governance Rules under section 60 of the Act governing the conduct of meetings of Council and delegated committees)	Governance Rules adopted in accordance with section 60 of the Act Date Governance Rules adopted: 20 August 2020	✓

I certify that this information presents fairly the status of Council's governance and management arrangements.



Aaron van Egmond
Chief Executive Officer
Dated: 1 November 2021



Cr Jonathon Marsden
Mayor
Dated: 1 November 2021

Statutory information

The following information is provided in accordance with legislative and other requirements applying to Council.

Documents available for inspection

Section 57 of the *Local Government Act 2020* requires Council to adopt and maintain a Public Transparency Policy. The Hobsons Bay Public Transparency Policy identifies that Council will make the following information publicly available:

- Register of Delegations made by Council
- Council and Delegated Committee Meeting Agendas and Minutes (unless designated as confidential under the Act or Governance Rules)
- Local Laws and any documents incorporated
- Council Plan
- Strategic Resource Plan
- Budget
- Annual Report
- Councillor Code of Conduct
- Procurement Policy
- Summary of Personal Interests
- Reappointment of CEO without advertisement
- Differential Rates
- Summary of Election Campaign Donation Returns
- Submissions received under section 223 of the *Local Government Act 1989*
- All Council adopted policies, plans and strategies
- Governance Rules
- Code of Conduct for Council Staff
- Register of Delegations made by the CEO
- Register of Authorised Officers
- Register of Interstate and Overseas Travel by Councillors and Staff
- Register of Land Leases entered into by Council
- Register of Donations and Grants made by Council Register of Gifts, Benefits and Hospitality received by Councillors and Council staff
- Register of Contracts awarded by Council
- Planning Permits and Endorsed Plans
- Planning Permit Delegate Reports
- Terms of Reference of Advisory Committees

Domestic Animal Management Plan

In accordance with section 68A(3)(c) of the *Domestic Animals Act 1994*, Council is required to prepare a Domestic Animal Management Plan every four years and evaluate its implementation in the annual report.

Council's Domestic Animal Management Plan 2017–21 aims to improve control of animals in the municipality. Highlights and achievements in relation to the implementation of this plan during 2020–21 are as follows.

Animal management services

- Council supported an additional Parking, Local Laws and Animal Management Officer to begin their studies in Certificate IV in Governance Compliance and Animal Management
- additional team training around handling of animals and understanding canine behaviour has been completed
- Council has continued to prioritise return of animals found wandering to their owners
- Council facilitated rescue or adoption of 42 kittens that would have otherwise been transported to The Lost Dogs' Home
- Council is considering feedback on the redevelopment of off-leash dog areas including PA Burns Reserve

Encouraging responsible pet ownership – community education

- a range of community education techniques regarding the importance of registration resulted in over 80% of registration payments being made on time during 2020–21

Identification and registration

- annual registration renewal notices were issued in March 2021
- 11,154 dogs and 4,257 cats were registered in 2020–21

Compliance and enforcement – local laws and orders

- routine activities continued, including investigation of dog attacks, barking complaints, off-leash offences, dogs at large, nuisance, feral cat issues and trapping program for instances of hoarding or colonies
- the cat trapping service continued and was expanded with average wait times less than two weeks in 2020–21
- a record number of complaints regarding dogs off leash, an increase of 51%
- 2017–21 Domestic Animal Management Plan annual review was completed in October 2020

Domestic animal businesses

- annual inspections of registered domestic animal businesses were conducted to ensure compliance with relevant codes of practice
- two businesses ceased trading due to the COVID-19 pandemic

Declared dogs

- annual inspections occurred to ensure compliance with “declared dog” requirements of the *Domestic Animals Act 1994*
- five restricted breed dogs are currently registered
- five declared dangerous dogs are currently registered
- three guard dogs are currently registered
- five declared menacing dogs are currently registered

	Dog	Cat	Other
Impounded	253	345	2
Reclaimed	229	47	2
Euthanised	12	181	0
Rehomed	12	107	2

Carers Recognition Act 2012

The *Carers Recognition Act 2012* formally recognises and values the role of carers and the importance of care relationships in the Victorian community.

Under the Act, councils are funded by the Victorian Government to provide programs or services to people in care relationships and need to report annually on all practicable measures to:

- ensure staff are aware of and understand the principles in the Act
- ensure staff promote the principles of the Act to people in care relationships
- reflect the care relationship principles in developing, providing or evaluating support and programs for those in care relationships

The *Carers Recognition Act 2012* formally recognises and values the role of carers and the importance of care relationships in the Victorian community.

During 2020–21 the following Council service provision supported carers in Hobsons Bay:

- supported activity groups that provide social activities for eligible residents while providing respite for their carers
- trips away for eligible residents, which also provides respite for their carers
- day and overnight respite for eligible residents
- information provision and referral to other services

Contracts

During the 2020–21 financial year Council continued to improve its processes to identify potential procurement non compliance issues with section 186 of the *Local Government Act 1989*.

During the year, Council entered into the following contracts valued at \$150,000 or more for goods or services, or \$200,000 or more for works without engaging in a competitive process:

- Avolin – IT support and maintenance
- Footprint Furniture – supply of furniture
- Manheim – passenger vehicles
- Marcus Land Group – consultancy services
- Royal Wolf Trading Australia – storage container hire
- The Lost Dogs Home – Animal Management
- Australia Post (postal services), City West Water (utilities) and LeadWest (membership), all of which are sole suppliers

Council continues to work through non-compliance issues to ensure a greater level of compliance in the new financial year.

Council did not enter into any contracts valued at \$150,000 or more for services, or \$200,000 or more for works of a kind specified in section 186(5) (a) or (c) in the *Local Government Act 1989*.

Road Management Act Ministerial Direction

In accordance with section 22 of the *Road Management Act* 2004, Council must publish a copy or summary of any ministerial direction in its annual report.

During the 2020–21 period no ministerial directions were received.

Food Act Ministerial Direction

In accordance with section 7E of the *Food Act* 1984, Council is required to publish a summary of any ministerial directions received during the financial year in its annual report.

During the 2020–21 period no ministerial directions were received.

Public Interest Disclosures Act 2012

The purpose of the *Public Interest Disclosures Act* 2012 is to promote openness and accountability in government by encouraging and facilitating disclosures and investigations of improper conduct.

Hobsons Bay City Council is committed to the aims and objectives of the *Public Interest Disclosures Act* 2012. Council does not tolerate improper conduct by its employees or Councillors and will not accept reprisals against those who come forward to disclose such conduct.

Council endorsed the Hobsons Bay Public Interest Disclosures Policy and Procedures on 25 August 2020.

During the 2020–21 period, no complaints were notified to the Independent Broad-based Anti-corruption Commission (IBAC).

Privacy and Data Protection Act 2014 and Health Records Act 2001

Council is committed to full compliance with its obligations under the *Privacy and Data Protection Act* 2014 and *Health Records Act* 2001. Council's Privacy Policy outlines how Council officers will handle information to maintain privacy. The policy also details how any complaints will be addressed.

The Privacy Officer within Council's Governance and Information Management unit is available to help staff and members of the public with privacy-related queries or issues.

During the 2020–21 period 12 privacy enquiries were received from the public.

Freedom of Information Act 1982

The *Freedom of Information Act* 1982 gives the community the ability to access certain Council documents.

There is an application procedure and rights of access are limited by exemptions detailed in the legislation. Applications must be accompanied with the appropriate application fee and specific details of the information requested.

During the 2020–21 period, Council received 30 freedom of information requests.

Charter of Human Rights and Responsibilities Act 2006

The *Charter of Human Rights and Responsibilities Act* 2006 is designed to protect the fundamental rights and freedoms of citizens. The charter gives legal protection to 20 fundamental human rights under four key values that include freedom, respect, equality and dignity.

Council acknowledges the legal responsibility to comply with the *Charter of Human Rights and Responsibilities Act* 2006 and the *Equal Opportunity Act* 2010.

Child safe standards

Council is committed to creating a culture of child safety and recognises that protecting children and preventing and responding to child abuse is an organisation-wide responsibility.

Council:

- has zero tolerance for child abuse
- will ensure that all employees are aware of their responsibilities and have access to the processes for responding to and reporting suspected child abuse within or outside the organisation
- will continually review work practices and procedures to reduce or remove the risk of abuse
- is committed to protecting the physical, emotional, cultural and social wellbeing of all children

This directive reflects Council's legislative responsibility in meeting the requirements of the Child Safe Standards and our commitment to the community to create and sustain an environment where children are safe and protected from abuse. The directive meets Council's obligations under Standard 2 of the Child Safe Standards – "A child safe policy or statement of commitment to child safety".

This directive applies to all Councillors, employees, contract staff, volunteers and work experience/work placement students, irrespective of their involvement in child related duties.

Development contributions

Development contributions are payments or works-in-kind towards the provision of infrastructure made by the proponent of a new development. Council has two Development Contributions Overlays:

- DCPO1 – Former Port Phillip Woollen Mill Development Contribution Plan (DCP)
- DCPO2 – Altona North Development Contributions Plan

Former Port Phillip Woollen Mill, Williamstown, Development Contributions Plan

The plan covers land generally bounded by:

- Nelson Place to the north
- Kanowna Street to the east
- Ann Street to the west
- the rear of properties facing Cecil Street to the south

In the 2020–21 financial year \$218,864.64 in contributions were received under this plan with no works-in-kind delivered.

The table below provides a breakdown of the projects that have been identified within the plan, and how much has been delivered and contributed towards these projects in the 2020–21 financial year.

Project description	DCP fund expended (\$)	Council's contribution (\$)	Total project expenditure (\$)	Percentage of item delivered
Dennis Reserve, Williamstown	\$3,256	\$276,244	\$1,500,000	19%
Fearon Reserve, Williamstown	Completed in 2019-20		\$1,030,000	0%
JT Gray Reserve	\$1,456	\$123,544	\$2,500,000	5%
Williamstown Mechanics Institute	\$0	\$0	\$5,760,000	0%
Williamstown Town Hall	Completed in 2018-19		\$3,000,000	0%
Aitken Street, Williamstown	\$0	\$0	\$274,154	0%
Ann Street, Williamstown	Completed in 2015-16		\$625,000	0%
Cecil Street, Williamstown	Completed in 2015-16		\$402,920	0%
Cole Street/Parker Street, Williamstown	Completed in 2018-19		\$1,234,035	0%
Electra Street, Williamstown	Completed in 2018-19		\$962,903	0%
Hanmer Street, Williamstown	\$0	\$0	\$401,643	0%
Coastal Trail	Completed in 2018-19		\$500,000	0%
Williamstown Heritage Elm Trees	\$814	\$59,686	\$605,000	10%
Park and Street Trees	\$672	\$49,327	\$500,000	10%
Preparation of Development Contributions Plan	Completed in 2015-16		\$10,000	0%
Total	\$6,199	\$508,800	\$19,305,655	

Altona North Development Contributions Plan

This land in Altona North and South Kingsville is generally bordered by:

- Kyle Road to the west
- Blackshaws Road to the south
- New Street to the east

- The West Gate Freeway and Brooklyn Terminal Substation to the north

\$49,964.58 in contributions were received within the 2020–21 financial year with no works undertaken.

Grants

Council conducts grants programs to support local activities that met community need and allowed groups and organisations to provide important services, events, festivals and programs to connect and support the community. One of the key needs throughout this year was to provide funding to support our community to "make things happen" as we learnt about, worked through and adapted to the impacts experienced in our city as a result of COVID-19.

In 2020–21, Council announced and provided funds to its Community Grants program (for which applications closed 30 June 2020) with a total of \$245,500 distributed in August 2020 to 162 proposals. Council also designed and implemented a new round, Make It Happen grants in response to COVID-19 recovery and reconnection needs, which opened for applications in

December 2020, closed in May 2021 and distributed \$764,203 to 109 proposals across six rounds. The Make It Happen grants program combined funds from the community grants program, environment grants program, festivals and events funding and funding allocated through Council's third Community Support package. Both grants programs provided funds to enable inclusive and diverse projects, events and festivals across all sectors including environment, sustainability, sport and recreation, arts and culture, health and wellbeing, multicultural, community and neighbourhood development, technology, projects for young people and older adults and more.

The following tables demonstrate the rounds. Details of the outcomes can be found on Council's website at www.hobsonsabay.vic.gov.au/Grants

Community Grants

Application summary

Applications received	193 applications
Recommended	162 applications
Not recommended	24 applications
Ineligible/withdrawn	7 applications

Four grant information and writing sessions were held; 41 residents attended

2020–21 Community Grants Program Summary

Grant type	Number	Amount
Small expenses	41	\$21,000
Toyota Equipment and/or resources	32	\$30,763
Toyota Equipment and/or resources – extra COVID recovery funding	10	\$9,237
Equipment and/or resources	26	\$25,823
Vibrant Community Project	53	\$158,677
Total	162	\$245,500

2020–21 Community Grants Program

Co-investment by community sector and volunteers (information provided by the grant applicant)

Estimate of group investment & other funding sources	Total participation numbers	Total volunteer numbers	Total volunteer hours
\$475,517	35,439	1,769	20,054

Make It Happen Grants Hobsons Bay Recovery and Reconnection Grants

Application summary

Applications received across six rounds	138 applications
Recommended	109 applications
Not recommended	17 applications
Ineligible/withdrawn	12 applications

Six grant information and writing sessions were held; 69 residents attended

Make It Happen - Hobsons Bay Recovery and Reconnection Grants

Grant type	Number	Amount
Equipment and/or resources	27	\$45,192
Event or festival	18	\$243,100
Project	64	\$475,911
Total	109	\$764,203

Make It Happen - Hobsons Bay Recovery and Reconnection Grants

Co-investment by community sector and volunteers (information provided by the grant applicant)

Estimate of group investment & other funding sources	Total participation numbers	Total volunteer numbers	Total volunteer hours
\$1,552,897	59,656	1,572	23,292







Hobsons Bay City Council

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**HOBSONS BAY
LANGUAGE LINE**

9932 1212

INTERPRETER SERVICE FOR ALL LANGUAGES

Your Council in your language

Recorded Council information in:

English	العربية	Ελληνικά
Italiano	ကဵုစိုၣ်	Tiếng Việt
粵語	Македонски	普通话

You can view a hard copy of this report at the Hobsons Bay Civic Centre or at any of Council's library branches. Additional copies or a copy of the report in an alternative format are available by:

- downloading a digital copy from Council's website www.hobsonsbay.vic.gov.au
- requesting a copy by email to customerservice@hobsonsbay.vic.gov.au
- requesting a printed copy by calling 1300 179 94. A limited number of printed copies are available

