



Agenda

Council Meeting

Monday 25 March 2024, 7:00 pm

Dandenong Civic Centre, 225 Lonsdale Street,
Dandenong, Victoria 3175

greaterdandenong.vic.gov.au



Council Meeting Details

At the time of printing this Agenda, the Council Meeting to be held on Monday 25 March 2024, will be open to the public to attend in person but will be subject to venue seating capacity. This will be a hybrid meeting consisting of Councillors attending in person and remotely.

If we are unable to accommodate you indoors, you will still be able to watch the webcast live on the Urban Screen in Harmony Square. To view the webcast and stay informed about the status of Council Meetings please visit Council's [website](#).

The Civic Centre basement carpark will be opened to all members of the public during library opening hours. Any parking in this area will be subject to availability and time limits as notified by any signage posted.

Your Councillors

[Mayor Lana Formoso](#)

[Cr Sean O'Reilly](#)

[Deputy Mayor Richard Lim OAM](#)

[Cr Sophaneth \(Sophie\) Tan](#)

[Cr Tim Dark](#)

[Cr Loi Truong](#)

[Cr Rhonda Garad](#)

[Cr Angela Long](#)

[Cr Jim Memeti](#)

[Cr Bob Milkovic](#)



We acknowledge the Traditional Owners and Custodians of this land, the Bunurong People, and pay respect to their Elders past and present.

We recognise and respect their continuing connections to climate, Culture, Country and waters.

 (03) 8571 1000

 council@cgd.vic.gov.au

 greaterdandenong.vic.gov.au



TTY: 133 677

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COUNCIL OBLIGATIONS AND AGENDA REPORTS

Council has several obligations in relation to its Community Vision, Council Plan, Instruments of Legislation and Council policy. These are summarily considered in each Agenda report and further details are added as required. The obligations are as follows:

Community Vision 2040 (Community Vision | Greater Dandenong Council)

After consultation with the Greater Dandenong community on what kind of future they wanted for themselves and our city, the Greater Dandenong People's Panel developed a new Community Vision for 2040:

*The City of Greater Dandenong is a home to all.
It's a city where you can enjoy and embrace life through celebration and equal opportunity.
We harmonise the community by valuing multiculturalism and the individual.
Our community is healthy, vibrant, innovative and creative.
Our growing city is committed to environmental sustainability.
Welcome to our exciting and peaceful community.*

Reports in this Agenda will identify when any of the above principles are relevant.

The Council Plan 2021-25 (Council Plan 2021-25 | Greater Dandenong Council)

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. The Council Plan has the following key strategic objectives:

- *A socially connected, safe and healthy city*
- *A city that respects and celebrates diversity, our history and the arts*
- *A city of accessible, vibrant centres and neighbourhoods*
- *A green city committed to a sustainable future*
- *A city that supports entrepreneurship, quality education and employment outcomes*
- *A Council that demonstrates leadership and a commitment to investing in the community.*

Reports in this Agenda will identify when any of the above principles are relevant.

The Overarching Governance Principles of the Local Government Act 2020

Section 9 of the *Local Government Act 2020* states that a Council must in the performance of its role give effect to the overarching governance principles. These are:

- a) Council decisions are to be made and actions taken in accordance with the relevant law;
- b) priority is to be given to achieving the best outcomes for the municipal community, including future generations;
- c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;
- d) the municipal community is to be engaged in strategic planning and strategic decision making;
- e) innovation and continuous improvement are to be pursued;
- f) collaboration with other Councils and Governments and statutory bodies is to be sought;
- g) the ongoing financial viability of the Council is to be ensured;
- h) regional, state and national plans and policies are to be taken into account in strategic planning and decision making;
- i) the transparency of Council decisions, actions and information is to be ensured.

Also, in giving effect to the overarching governance principles above, a Council must take into account the following supporting principles:

- a) the community engagement principles (section 56);
- b) the public transparency principles (section 58);
- c) the strategic planning principles (section 89);
- d) the financial management principles (section 101);
- e) the service performance principles (section 106).

Reports in this Agenda will identify when any of the above principles are relevant.



The Gender Equality Act 2020

The *Gender Equality Act 2020* came into operation on 31 March 2021 and requires councils to take positive action towards achieving workplace gender equality and to promote gender equality in their policies, programs and services. The objects of the Act are as follows:

- a) to promote, encourage and facilitate the achievement of gender equality and improvement in the status of women; and
- b) to support the identification and elimination of systemic causes of gender inequality in policy, programs and delivery of services in workplaces and communities; and
- c) to recognise that gender inequality may be compounded by other forms of disadvantage or discrimination that a person may experience on the basis of Aboriginality, age, disability, ethnicity, gender identity, race, religion, sexual orientation and other attributes; and
- d) to redress disadvantage, address stigma, stereotyping, prejudice and violence, and accommodate persons of different genders by way of structural change; and
- e) to enhance economic and social participation by persons of different genders; and
- f) to further promote the right to equality set out in the Victorian Charter of Human Rights and Responsibilities and the Convention on the Elimination of All Forms of Discrimination against Women.

Council is obligated to think about how its programs and services affect different people and different communities and how we can avoid reinforcing unintentional inequalities. Reports authors must consider the requirements of the *Gender Equality Act 2020* and Council's Diversity, Access and Equity Policy when asking Council to consider or review any issues which have a direct or significant impact on members of the Greater Dandenong community.

Victorian Charter of Human Rights and Responsibilities

Council, Councillors and members of Council staff are a public authority under the *Charter of Human Rights and Responsibilities Act 2006* and, as such, are all responsible to act in accordance with the *Victorian Charter of Human Rights and Responsibilities 2006* (the Charter). The Charter is founded on the following principles:

- human rights are essential in a democratic and inclusive society that respects the rule of law, human dignity, equality and freedom;
- human rights belong to all people without discrimination, and the diversity of the people of Victoria enhances our community;
- human rights come with responsibilities and must be exercised in a way that respects the human rights of others;
- human rights have a special importance for the Aboriginal people of Victoria, as descendants of Australia's first people, with their diverse spiritual, social, cultural and economic relationship with their traditional lands and waters.

Given this municipality's diversity and inclusiveness, when developing or preparing a report for Council consideration, report authors are required to ensure their report is consistent with the standards set by the Charter.



Consideration of Climate Change and Sustainability

One of the overarching governance principles of the *Local Government Act 2020* is that the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted.

In January 2020, this Council joined a growing number of cities around Australia and declared a “Climate and Ecological Emergency” and committed this Council to emergency action on climate change. Council has developed a Climate Change Emergency Strategy and Action Plan 2020-30 to help the City of Greater Dandenong become a resilient, net zero carbon emission city with an active community prepared for the challenges of changing climate.

When developing or preparing a report for Council consideration, report authors are required to consider what impacts their issue has on Council's Declaration on a Climate and Ecological Emergency, Council's Climate Change Emergency Strategy and the requirements of the *Local Government Act 2020* in relation to the overarching principle on climate change and sustainability.

Related Council Policies, Strategies or Frameworks

Report authors will consider how their report aligns with existing Council policies, strategies, frameworks or other documents, how they may affect the decision of this report or are relevant to this process.



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1 MEETING OPENING

1.1 OPENING OF MEETING BY MAYOR

1.2 ATTENDANCE



1.3 ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS OF LAND

Those in the Chamber may stand for this item.

We acknowledge the Traditional Custodians of this land, the Bunurong People, and pay respect to their Elders past and present.

We recognise and respect their continuing connections to climate, Culture, Country and waters and we also pay our respect and acknowledge all Aboriginal and Torres Strait Islander peoples and their Elders present here today, in acknowledging their journey.

1.4 SWEARING IN OF COUNCILLOR-ELECT FOR YARRAMAN WARD

In order for the Yarraman Ward Councillor-elect to assume the responsibilities of office, Section 30 of the *Local Government Act 2020* and Part 2 of the *Oaths and Affirmations Act 2018* requires that an Oath or Affirmation of Office is taken before the Chief Executive Officer of Greater Dandenong City Council.

Oaths or Affirmations of Office are taken as follows:

OATH

"I swear by Almighty God that I will undertake the duties of the office of Councillor in the best interests of the people in the municipal district of Greater Dandenong and faithfully and impartially carry out the functions, powers, authorities and discretions vested in me under the *Local Government Act 2020* or any other *Act* to the best of my skill and judgement."

Or

AFFIRMATION

"I solemnly and sincerely declare and affirm that I will undertake the duties of the office of Councillor in the best interests of the people in the municipal district of Greater Dandenong and faithfully and impartially carry out the functions, powers, authorities and discretions vested in me under the *Local Government Act 2020* or any other *Act* to the best of my skill and judgement."



1.5 OFFERING OF PRAYER, REFLECTION OR AFFIRMATION

As part of Council's commitment to recognising the cultural and spiritual diversity of our community, the prayer, reflection or affirmation this evening will be offered by Mrs Ursula Aruma, a member of the Greater Dandenong Interfaith Network.

1.6 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

Meeting of Council held 12 March 2024.

Recommendation

That the Minutes of the Meeting of Council held 12 March 2024 be confirmed.



1.7 DISCLOSURES OF INTEREST

Any interest that a Councillor or staff member has deemed to be significant and has disclosed as either a material or general interest is now considered to be a conflict of interest. Conflict of Interest legislation is detailed in Division 2 – Conflicts of Interest: sections 126, 127, 128, 129 & 130 of the *Local Government Act 2020*. This legislation can be obtained by contacting the Greater Dandenong Governance Unit on 8571 5216 or by accessing the Victorian Legislation and Parliamentary Documents website at www.legislation.vic.gov.au.

If a Councillor discloses any interest in an item discussed at any Council Meeting (whether they attend or not) they must:

1. complete a disclosure of interest form prior to the meeting;
2. advise the chairperson of the interest immediately before the particular item is considered (if attending the meeting); and
3. leave the chamber while the item is being discussed and during any vote taken (if attending the meeting).

The Councillor will be advised to return to the chamber or meeting room immediately after the item has been considered and the vote is complete.



2 OFFICERS REPORTS - PART 1

2.1 PETITIONS AND JOINT LETTERS

2.1.1 Petitions and Joint Letters

Responsible Officer: Manager Governance, Legal & Risk

Attachments: 1. Petitions and Joint Letters [2.1.1.1 - 3 pages]

Executive Summary

1. Council receives a number of petitions and joint letters on a regular basis that deal with a variety of issues which have an impact upon the City.
2. Issues raised by petitions and joint letters will be investigated and reported back to Council if required.
3. A table containing all details relevant to current petitions and joint letters is provided in Attachment 1. It includes:
 - a) the full text of any petitions or joint letters received;
 - b) petitions or joint letters still being considered for Council response as pending a final response along with the date they were received; and
 - c) the final complete response to any outstanding petition or joint letter previously tabled along with the full text of the original petition or joint letter and the date it was responded to.
4. This report recommends that the listed items in Attachment 1, and the current status of each, be received and noted.



Petitions and Joint Letters Tabled

Council received one (1) new petition and no joint letters prior to the Council Meeting of 25 March 2024.

- A copy of a petition (signed by 116 people) on change.org.au has been sent to Council that is a call for Greater Dandenong Council to walk the talk - to fund action on climate change. This petition has been referred to the appropriate Council Business unit for further action.

Note: Where relevant, a summary of the progress of ongoing change.org petitions and any other relevant petitions/joint letters/submissions will be provided in the attachment to this report.

Recommendation

That this report and its attachment be received and noted.

Date Received	Petition Text (Prayer)	No. of Petitioners	Status	Responsible Officer Response
22/01/2024	<p>I wish to raise a formal petition to upgrade and replace the current trees in Keysborough South under the Governance Rules item 4.5.10. Some are dead, dying (with disease) and this type of tree that has been planted require extensive maintenance. We all collectively strongly dislike these trees due to the large amount of tree litter they release with excessive leaves, nuts, bark they drop every year and they are causing damage to our homes.</p> <p>Some of us that are a Single Storey dwelling regularly need to climb up onto the roof to clear the gutters and valley channels which is a dangerous and hazardous. This activity needs to be minimised and reduced for the safety of ourselves. One resident needs to wear a harness on their double storey to clean his gutters/channel valleys. This is very dangerous.</p> <p>Furthermore, excessive build up of these leaves/litter has contributed to flooding claims to property in which I have personally been involved with (twice in 5 years).</p> <p>Since speaking to the street residence about the Petition, I've found out that other Residents have had damage and issues with their homes;</p> <ul style="list-style-type: none"> • properties have also had flood / ceiling damage into their homes due to excessive leaf/litter build up. • A branch fell onto the home causing damage and subsequent insurance claim. • Large branches also fell which blocked the road which was could of potentially damaged vehicles and/or injured a person – happened twice in the last 3 years. • There has been footpath repairs due to the existing roots from the trees on the western side of the street. • Trees heights affect solar panel effectiveness and one house cannot have Solar system installed due to the trees along Keylana Ave blocking their northern sun –they are asking to have their trees removed as well on that side. Please apply same plan to remove. 	36	In Progress	<p>Responsible Officer: Chief Engineer & Major Projects.</p> <p>Acknowledgment letter sent 23/01/2024 to the head petitioner.</p>

ATT 2.1.1.1 Petitions and Joint Letters

Date Received	Petition Text (Prayer)	No. of Petitioners	Status	Responsible Officer Response
	<p>I am petitioning on behalf of the residents in our street and request the current trees to be replaced with smaller trees that require less maintenance (similar to others). I have been informed that over the last 10 years that over 100 streets in this Municipality have had their trees upgraded and seeking this also performed to our street. We are collectively keen to have the trees replaced.</p> <p>Our Local Councillor Rhonda Garad and Lead Arborist Gareth Pickard have both been to our property and are aware of my situation which has now led to this Petition.</p> <p>Please see following pages with the names the residents/home owners with trees that agree with the replacement of the existing trees along the nature strip.</p>			
13/03/2024	<p>As lead petitioner for the Greater Dandenong Environment Group petition with the above title, I ask on the group's behalf that the petition be listed on the next council agenda please. https://www.change.org/p/time-for-greater-dandenong-council-to-walk-the-talk-to-fund-action-on-climate-change</p> <p>Time for Greater Dandenong Council to walk the talk - to fund action on climate change and other environmental issues to the average level of other Melbourne Councils. Since declaring a climate and ecological emergency in early 2020, Greater Dandenong Council staffing and project budgets relating to climate change and other environmental issues lag well behind other Melbourne Councils.</p> <p>Council's own public report of 27th February, 2023 stated that staffing levels in the climate change and environment space are less than half the average Melbourne Council. Council is only delivering a fraction, 6 out of 44, of the actions it has committed to in current plans let alone the ones like the Climate Emergency and Mobilisation Action Plan to come.</p>	116	In Progress	<p>Responsible Officer: Executive Director City Futures.</p> <p>Acknowledgment letter sent 18/03/2024 to the head petitioner.</p>

ATT 2.1.1.1 Petitions and Joint Letters

Date Received	Petition Text (Prayer)	No. of Petitioners	Status	Responsible Officer Response
	<p>As reported recently in the media is both the most disadvantaged local government area in Melbourne but also one of the hottest.</p> <p>Each year extreme weather events - heat, storms or flooding - are increasing. Funding both Council action and funding supporting and educating our residents to deal with climate change is not a luxury - it is a critical social justice and health issue.</p> <p>When is Greater Dandenong going to start funding environmental action like they really believe we are in an emergency?</p>			



2.2 STATUTORY PLANNING APPLICATIONS

2.2.1 Town Planning Application - No. 26 Joffre Street, Noble Park (Planning Application No. PLN21/0710)

Responsible Officer:	Executive Director City Futures
Attachments:	<ol style="list-style-type: none">1. Assessed Plans [2.2.1.1 - 8 pages]2. Objectors locations [2.2.1.2 - 1 page]3. Clause 22.09 Assessment [2.2.1.3 - 7 pages]4. Clause 52.06 Assessment [2.2.1.4 - 5 pages]5. Clause 55 Assessment [2.2.1.5 - 40 pages]

Application Summary

Applicant:	Kostic & Associates Pty Ltd
Proposal:	Development of the land for four (4) dwellings (three (3) double storey and one (1) single storey to the rear)
Zone:	Clause 32.08 General Residential Zone, Schedule 1
Overlay:	Nil
Ward:	Yarraman

1. The application has been brought before Council because it has received eight (8) objections.
2. The application proposes the development of the land for four (4) dwellings, comprising three (3) double storey dwellings and one single storey dwelling to the rear.
3. A permit is required pursuant to:
 - Clause 32.08-7 (General Residential Zone) of the Greater Dandenong Planning Scheme to construct two or more dwellings on a lot.

Objectors Summary

4. The application was advertised to the surrounding area through the erection of a notice on-site and the mailing of notices to adjoining and surrounding owners and occupiers. Eight (8) objections were received to the application. Issues raised generally relate to matters of:
 - Overdevelopment
 - Not in keeping with neighbourhood character
 - Number of accessways and loss of street parking
 - Removal of mature existing trees on site
 - Front setback
 - Car parking
 - Traffic generation and safety
 - Bin location on the street
 - Measurement discrepancies shown on the plan
 - Noise generated from the development
 - Works on the easement
 - Dust/mud from the development



- Building time (hours and days of the week)
- Damage to the fence
- Demolition / Asbestos
- Impact of development on existing dwellings (footings)
- Front fence
- Excavation and position of accessway

Assessment Summary

5. The site is located within an established residential area and is well suited for medium density housing given that the site is zoned for incremental change. The proposal seeks to provide a medium density development which is generally consistent with the emerging pattern of development and surrounding neighbourhood character. It is noted that the development complies with most of the design principles, as demonstrated in the attachments to this report.
6. The development is generally compliant with Clause 55, responding to site context and site circumstances, while respecting the existing and preferred neighbourhood character envisaged by Clause 22.09.

Recommendation Summary

7. As assessed, the proposal is consistent with and appropriately responds to the provisions of the Greater Dandenong Planning Scheme. The proposal appropriately responds to strategic policy for residential development in the area with this report recommending that the application be supported, and a **Notice of Decision** (which provides appeal rights to objectors) to grant a permit be issued containing the conditions as set out in the recommendation. If the application was to be appealed to VCAT, it is the officer's view that it is highly likely that VCAT would also issue a planning permit for this proposal.



Subject Site and Surrounds

Subject Site

8. The subject site is located on the south-western side of Joffre Street;
9. It has a north-eastern frontage 21.50 metres, a south-eastern side boundary of 50.81 metres, a south-western side boundary of 21.50 metres and a north-western side boundary of 50.81 metres, giving the site an area of 1092.52sqm.
10. The site is oriented from a north-east to south-west direction, is regular in shape, and slopes from a north to south direction of approximately 1.5 metres.
11. There are no easements on the land (Lot 1 PS 081346).
12. The subject is currently occupied by a single storey brick dwelling.
13. The site is currently accessed via a crossover on the north-western side of the frontage to Joffre Street.
14. The proposal seeks to retain one large liquid amber canopy tree within the front setback with the removal of all other trees present to facilitate the development, none of which require a Local Laws permit to do so.

Surrounding Area

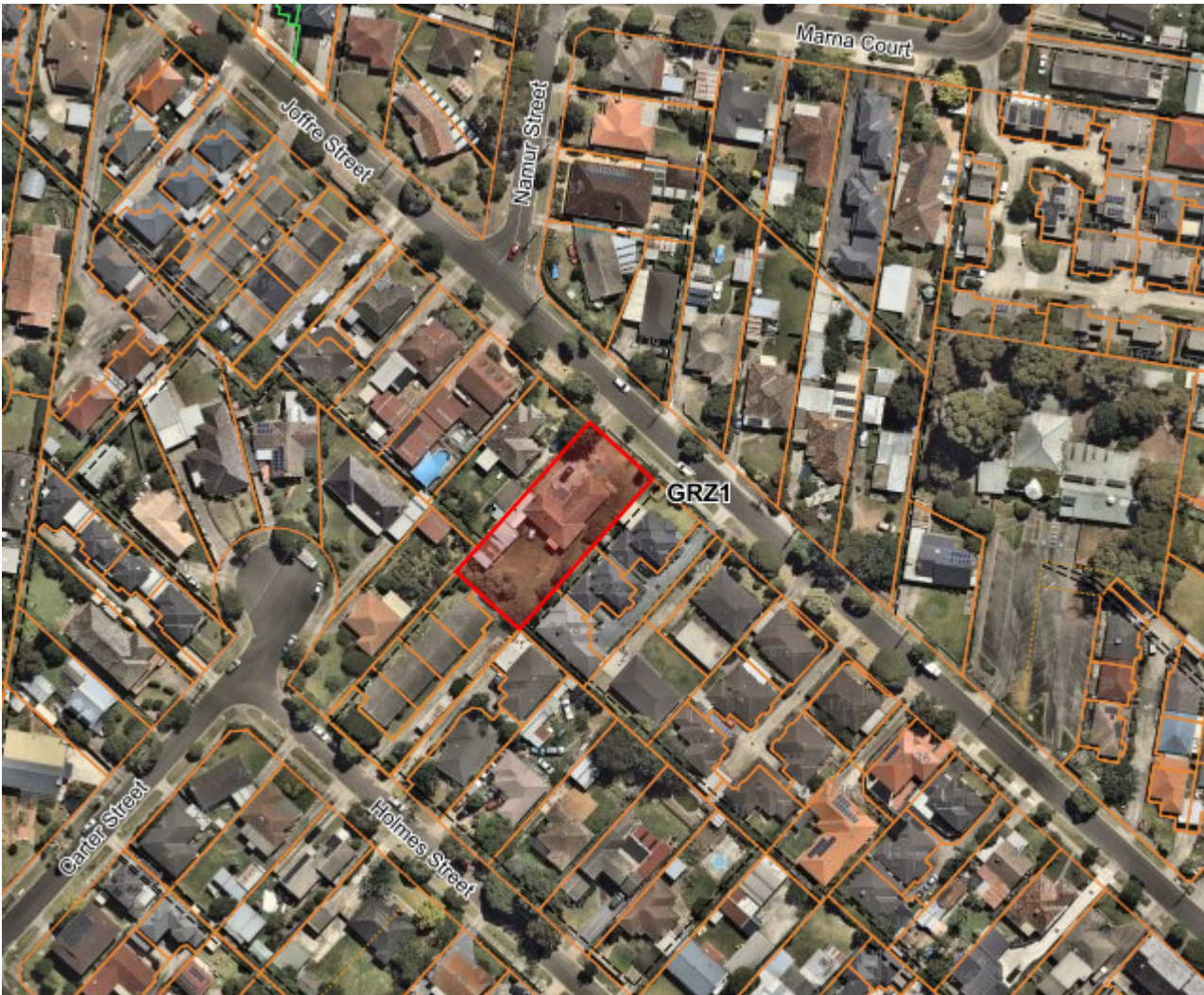
15. The subject site is located within a General Residential Zone (Schedule 1).
16. Buildings generally consist of double and single storey dwellings, including single dwellings on lots and multi-unit developments.
17. The area is currently experiencing incremental change, with two to four dwelling developments replacing single dwellings on a lot.

Locality Plan





Aerial image dated February 2024



Background

Previous Applications

18. A search of Council records revealed that Council has previously considered the following planning applications for the site:
 - Planning Application PLN08/0435 was refused on 11 November 2009. The refusal was to *develop the land for the purpose of four (4) dwellings comprising three (3) double storey dwellings and one (1) single storey dwelling.*
 - Planning Application PLN21/0006 was refused on 10 February 2021. The refusal was for *the development of the land for five (5) double storey dwellings on a lot.*
19. The new application has appropriately addressed the relevant grounds for refusal by proposing a development of suitable size and scale, compatible with the surrounding character within the General Residential Zone, and provides adequate landscaping and a single storey dwelling to the rear of the site.



Subject Application

20. The application has been amended after advertising to retain the existing Liquid Amber Tree within the front setback, adjoining the accessway of proposed Dwelling 1. This has resulted in strengthening the landscape character along the streetscape and presents as a suitable inclusion to the development. As this amendment has not resulted in the alteration of any of the built form throughout the development, further notice has not been given in this instance.
21. The retention of the tree in question is adequately shown on the ground floor plan, however, the tree protection zones and structural root zones are required to be annotated on an updated landscape plan. This has been conditioned to the permit.

Proposal

22. The application proposes the development of the land for four (4) new dwellings as follows:

Type of proposal	Multi dwellings
Number of dwellings	Four (4)
Number of bedrooms	Dwellings 1-3 (inclusive) - 4 bedrooms each Dwelling 4 – 3 bedrooms
Levels	Dwellings 1-3 (inclusive) – double storey Dwelling 4 – single storey
Height	7.5 metres
Orientated to	Dwelling 1 is orientated towards Joffre Street. Dwellings 2 to 4 are orientated toward the common accessway
External materials	Brick at ground floor level and render cladding at first floor level
Setbacks	<p>Dwelling one</p> <p><u>Ground floor</u> North-east (frontage) – 7.5 metres South-east – 5.5 metres North-west – garage wall on boundary</p> <p><u>First floor</u> North-east (frontage) – 7.65 metres South-east – 5.81 metres North-west – 2.7 metres</p> <p>Dwelling two</p> <p><u>Ground floor</u> South-east – 5 metres North-west – 5.1 metres</p> <p><u>First floor</u> South-east – 5.15 metres North-west – 6.57 metres</p> <p>Dwelling three</p> <p><u>Ground floor</u> South-east – 5 metres North-west – 1.6 metres</p> <p><u>First floor</u> South-east – 5.15 metres North-west – 3.4 metres</p> <p>Dwelling four</p>



	<p><u>Ground floor</u> South-east – garage wall on boundary South-west (rear boundary) – garage wall on boundary; and 1.6 metres North-west – 2.2 metres</p>
Open space type	<p>Dwelling one Private open space total: 157sqm (frontage) Secluded private open space: 49.49sqm, with a primary SPOS area of 33.3sqm with a minimum dimension of 5 metres and convenient access from a main living room.</p> <p>Dwelling two Secluded private open space: 54.73sqm, with a primary SPOS area of 47.84sqm with a minimum dimension of 5.1 metres and convenient access from a main living room.</p> <p>Dwelling three Secluded private open space: 67.04sqm, with a primary SPOS area of 34.99sqm with a minimum dimension of 5.58 metres and convenient access from a main living room.</p> <p>Dwelling four Secluded private open space: 60.35sqm, with a primary SPOS area of 30.25sqm with a minimum dimension of 5.28 metres and convenient access from a main living room.</p>
Number of car parking spaces provided	<p>Eight (8) car spaces</p> <p>A single car garage is proposed for Dwelling 1. With a tandem space within the accessway for a total of two (2) spaces within the accessway to the north-west.</p> <p>The remaining six (6) car spaces are located on the shared accessway to the south-east for Dwellings 2-4 (inclusive).</p>
Number of car parking spaces required	<p>Eight (8) car spaces total required.</p> <p>Each dwelling requires two (2) car parking spaces each.</p>
Type of car parking	<p>A single car garage and tandem space provided to Dwellings 1 and 4. Double car garages provided for Dwellings 2 and 3.</p>
Access	<p>Dwelling 1 benefits from individual access. Access is located to the north corner of the site connecting to Joffre Street with a minimum width of 3.46 metres.</p> <p>Dwelling 2-4 (inclusive) have a shared accessway arrangement. Proposed access is located to the north-east corner of the development connecting to Joffre Street with a minimum width of 3 metres</p>
Front Fence	<p>A 0.7 metres high brick front fence is proposed to be retained</p>
Garden Area:	
Provided	382.9sqm (35%)
Required	35% or 382.39sqm



23. A copy of the submitted plans is provided in Attachment 1 to this report.

Financial Implications

24. There are no financial implications associated with this report.

Planning Scheme and Policy Frameworks

25. Pursuant to the Greater Dandenong Planning Scheme, a planning permit is required:

- Under Clause 32.08-7 a permit is required to construct two or more dwellings on a lot in a General Residential Zone.

26. The relevant controls and policies are as follows:

Zoning Controls

27. The subject site is located in a General Residential Zone, as is the surrounding area.

28. The purpose of the General Residential Zone outlined at Clause 32.08 is:

- *To implement the Municipal Planning Strategy and the Planning Policy Framework.*
- *To encourage development that respects the neighbourhood character of the area.*
- *To encourage a diversity of housing types and housing growth particularly in locations offering good access to services and transport.*
- *To allow educational, recreational, religious, community and a limited range of other non-residential uses to serve local community needs in appropriate locations.*

29. Pursuant to Clause 32.08-7, a permit is required to construct two or more dwellings on a lot in a General Residential Zone.

30. It is noted that in Schedule 1 to the zone, different requirements are set out as following:

- *Standard B6 (Street Setback) – As per B6 or 7.5 meters, whichever is the lesser;*
- *Standard B9 (Permeability) –Minimum 30%;*
- *Standard B13 (Landscaping) – 70% of ground level front setback, and side and rear setbacks, planted with substantial landscaping and canopy trees;*
- *Standard B28 (Private Open Space) – An area of 50 square metres, with one part to consist of secluded private open space at the side or rear of the dwelling or dwelling with a minimum area of 30 square metres, a minimum dimension of 5 metres and convenient access from a living room; or, a balcony with a minimum area of 10 square metres with a minimum width of 2 metres and convenient access from a living room; or, a roof-top area of 10 square metres with a minimum width of 2 metres and convenient access from a living room.*
- *Standard B32 (Front Fence Height) – Maximum 1.5 metre height in streets in a Transport Zone 2; 1.2 metre maximum height for other streets.*

Overlay Controls

31. No overlays affect the subject site or surrounding area.



Planning Policy Framework

32. The **Operation of the Planning Policy Framework** outlined at Clause 71.02 seeks to ensure that the objectives of planning in Victoria are fostered through appropriate land use and development planning policies and practices which integrate relevant environmental, social and economic factors in the interests of net community benefit and sustainable development.
33. In order to achieve these objectives, there are a number of more specific objectives contained within the Planning Policy Framework that need to be considered under this application.
34. **Clause 11 (Settlement)** encourages planning to facilitate sustainable development that takes full advantage of existing settlement patterns and investment in transport, utility, social, community and commercial infrastructure and services. It also encourages planning to contribute towards diversity of choice, energy efficiency, a high standard of urban design and amenity, and land use and transport integration.
35. Further guidance is provided by **Clause 11.01-1S (Settlement)**, which seeks to promote the sustainable growth and development of Victoria and deliver choice and opportunity for all Victorians through a network of settlements. It includes strategies to develop compact urban areas that are based around existing or planned activity centres to maximise accessibility to facilities and services.
36. **Clause 14.02-1S (Catchment planning and management)** seeks the protection and restoration of catchments, water bodies, groundwater, and the marine environment. Strategies include retaining natural drainage corridors with vegetated buffer zones at least 30-metre-wide along each side of a waterway to:
 - Manage the natural drainage function, stream habitat and wildlife corridors and landscape values,
 - Minimise erosion of stream banks and verges, and
 - Reduce polluted surface runoff from adjacent land uses.
37. **Clause 15 (Built Environment and Heritage)** states that planning is to recognise the role of urban design, building design, heritage and energy and resource efficiency in delivering liveable and sustainable cities, towns and neighbourhoods.
38. It adds that planning should ensure all land use and development appropriately responds to its surrounding landscape and character, valued built form and cultural context. Planning should promote development that is environmentally sustainable and should minimise detrimental impacts on the built and natural environment.
39. According to the clause, planning should promote excellence in the built environment and create places that:
 - *Are enjoyable, engaging and comfortable to be in.*
 - *Accommodate people of abilities, ages and cultures.*
 - *Contribute positively to local character and sense of place.*
 - *Reflect the particular characteristics and cultural identity of the community.*
 - *Enhance the function, amenity and safety of the public realm.*



40. These overall objectives are reinforced by a number of sub-clauses, including **Clause 15.01-1S (Urban design)** and **Clause 15.01-1R (Urban design – Metropolitan Melbourne)**, which seek to create urban environments that are safe, healthy, functional and enjoyable and that contribute to a sense of place and cultural identity.
41. **Clause 15.01-2S (Building design)** aims to achieve building design outcomes that contribute positively to the local context and enhance the public realm, while **Clause 15.01-5S (Neighbourhood character)** has an objective to recognise, support and protect neighbourhood character, cultural identity, and sense of place.
42. **Clause 15.01-4S (Healthy neighbourhoods)** has an objective to achieve neighbourhoods that foster healthy and active living and community wellbeing. **Clause 15.01-4R (Healthy neighbourhoods - Metropolitan Melbourne)** reinforces this, with a strategy to create a city of 20-minute neighbourhoods that give people the ability to meet most of their everyday needs within a 20-minute walk, cycle or local public transport trip from their home.
43. Sustainability is promoted by **Clause 15.02-1S (Energy and resource efficiency)**, which seeks to encourage land use and development that is energy and resource efficient, supports a cooler environment and minimises greenhouse gas emissions.
44. **Clause 16 (Housing)** contains two key objectives, which can be summarised as relating to housing diversity, sustainability of housing and the provision of land for affordable housing.
45. These objectives are reinforced by a number of sub-clauses, including **Clause 16.01-1S (Housing Supply)**, which seeks to facilitate well-located, integrated and diverse housing that meets community needs, and **Clause 16.01-2S (Housing affordability)** which seeks to deliver more affordable housing closer to jobs, transport and services.
46. **Clause 16.01-1R (Housing supply – Metropolitan Melbourne)**, includes several strategies to manage the supply of new housing including increased housing in established areas to create a city of 20-minute neighbourhoods close to existing services, jobs, public transport; as well as a strategy that allows for a range of minimal, incremental and high change residential areas that balance the need to protect valued areas with the need to ensure choice and growth in housing.
47. **Clause 18.01-1S (Land use and transport planning)** has a strategy to plan urban development to make jobs and community services more accessible by ensuring access is provided to developments in accordance with forecast demand, taking advantage of all available modes of transport and to minimise adverse impacts on existing transport networks and the amenity of surrounding areas.

Local Planning Policy Framework

48. The Local Planning Policy Framework (LPPF) includes the Municipal Strategic Statement (MSS) and Local Policies.
49. The MSS is contained within Clause 21 of the Scheme. The MSS at **Clause 21.02** focuses on the **Municipal Profile**, within which the following is noted:
 - *There is considerable diversity within Greater Dandenong's housing stock. Most housing stock is aged between 30 to 50 years old, though there are some areas with dwellings in excess of 100 years old. Areas of newer housing are located in the north-east and central-southern areas, with in-fill development occurring across the municipality (Clause 21.02-3).*
 - *Higher density housing is generally located in proximity to railway stations and major shopping centres, in particular in central Dandenong (Clause 21.02-3).*



- *Whilst there is a clear pre-dominance of single detached dwellings, there are a range of other types of dwellings including dual occupancies, villa-units, town houses and apartments. The highest concentration of older villa units and apartments and more recent multi-unit redevelopments have occurred around central Dandenong, Springvale and Noble Park activity centres (Clause 21.02-4).*
 - *With diverse cultural groups that call Greater Dandenong home, there are certain distinct precincts that are emerging that have their own character. Their built form is characterised by buildings with flat unarticulated facades, prominent balconies, limited frontage/side setbacks, limited or no landscaping (Clause 21.02-4).*
50. A **Vision for Greater Dandenong** is outlined at **Clause 21.03**. The vision is that Greater Dandenong will be a municipality where housing diversity and choice is promoted in its various attractive neighbourhoods.
51. The objectives and strategies of the MSS are under four (4) main themes including: land use; built form; open space and natural environment; and, infrastructure and transportation (considered individually under Clauses 21.04 to 21.07). Of particular relevance to this application are Clauses 21.04 – Land Use and 21.05 – Built Form:
52. Clause 21.04-1 Housing and community
- *Greater Dandenong's population is expected to rise by 22 percent, from 147,000 to 179,000 in the decade to 2024, placing pressure on transport networks, infrastructure, services and public open space.*
 - *Approximately 9,950 new households will need to be accommodated across the municipality by 2024 (Greater Dandenong Housing Strategy 2014-2024). Supporting urban consolidation and providing housing in existing areas close to activity centres means that people do not need to travel as far to work, shop or to take part in sports/leisure activities thus reducing the environmental impacts of transport.*
 - *Increases in housing density must be balanced by adequate provision of open space, good urban design and improvements to the public realm.*
 - *Encourage the provision of housing that is adaptable to support the needs of the changing needs of present and future residents.*
 - *Encourage innovative redevelopment and renewal of deteriorating housing stock and older styled higher-density apartments and multi-unit developments.*
 - *Encourage new residential development that incorporates adequate space for the planting and the long term viability and safe retention of canopy trees.*
 - *Respect the valued, existing neighbourhood character within incremental and minimal change areas.*
 - *Requiring medium-density developments to be site and locality responsive and to respect existing and proposed neighbourhood character.*
53. Clause 21.05-1 – Urban design, character, streetscapes and landscapes – contains the following relevant objectives and strategies:
54. To facilitate high quality building design and architecture.
- *Ensure building design is consistent with the identified future character of an area and fully integrates with surrounding environment.*
 - *Encourage high standards of building design and architecture, which allows for flexibility and adaptation in use.*
 - *Encourage innovative architecture and building design.*
-



- *Encourage development to incorporate sustainable design elements that enhance occupant comfort and environmental performance.*
55. To facilitate high quality development, which has regard for the surrounding environment and built form.
- *Promote views of high quality landscapes and pleasing vistas from both the public and private realm.*
 - *Promote all aspects of character – physical, environmental, social and cultural.*
 - *Encourage planting and landscape themes, which complement and improve the environment.*
 - *Encourage developments to provide for canopy trees.*
 - *Recognising valued existing neighbourhood character and promoting identified future character as defined in the Residential Development and Neighbourhood Character Policy at Clause 22.09.*
56. To protect and improve streetscapes.
- *Ensure that new developments improve streetscapes through generous landscape setbacks and canopy tree planting.*
 - *Ensure landscaping within private property that complements and improves the streetscapes and landscaping of public areas.*
57. To ensure landscaping that enhances the built environment.
- *Encourage new developments to establish a landscape setting, which reflects the local and wider landscape character.*
 - *Encourage landscaping that integrates canopy trees and an appropriate mix of shrubs and ground covers and complements and integrates with existing or proposed landscaping in public areas.*
58. Clause 22.09 – Residential Development & Neighbourhood Character Policy – contains the following objectives at Clause 22.09-2:
- *To guide the location and design of different types of residential development within Greater Dandenong, having regard to State and local planning policies, while respecting the valued characteristics and identified future character of residential neighbourhoods.*
 - *To ensure that new residential development is consistent with the identified future character and preferred built form envisaged for the three Future Change Areas.*
 - *To provide certainty about which areas are identified for, or protected from, increased residential development consistent with the purpose of the applicable zone.*
 - *To facilitate high quality, well designed residential development and on-site landscaping.*
 - *To promote a range of housing types to accommodate the future needs of the municipality's changing population.*
 - *To ensure that residential development uses innovative, responsive and functional siting and design solutions that:*
 - a) *Achieve high quality internal amenity and private open space outcomes for future residents;*
 - b) *Make a positive contribution to the streetscape through quality design, contextual responsiveness and visual interest;*
 - c) *Promote public realm safety by maximising passive surveillance;*



- d) *Demonstrate responsiveness to the site, adjoining interfaces, streetscape and landscape context;*
- e) *Respect the amenity of adjoining residents and the reasonable development potential of adjoining properties;*
- f) *Achieve environmentally sustainable design outcomes;*
- g) *Use quality, durable building materials that are integrated into the overall building form and façade; and*
- h) *Minimise the visual dominance of vehicle accessways and storage facilities, such as garages, car ports and basement entrances.*

59. Clause 22.09-3.1 (Design Principles) provides design principles, which apply to all Future Change Areas.

60. Clause 22.09-3.3 (Incremental Change Areas) provides design principles, some of which also relate to the variances to the requirements of standards to Clause 55 under the schedule to the General Residential Zone. The guidelines consider matters such as the preferred housing type, building height, landscaping, setbacks, front boundary and width, private open space and bulk and built form.

61. *An assessment against Clause 22.09 is included as Attachment 3 to this report.*

Particular Provisions

Car Parking (Clause 52.06)

62. The purposes of this provision, Clause 52.06, are:

- *To ensure that car parking is provided in accordance with the Municipal Planning Strategy and the Planning Policy Framework.*
- *To ensure the provision of an appropriate number of car parking spaces having regard to the demand likely to be generated, the activities on the land and the nature of the locality.*
- *To support sustainable transport alternatives to the motor car.*
- *To promote the efficient use of car parking spaces through the consolidation of car parking facilities.*
- *To ensure that car parking does not adversely affect the amenity of the locality.*
- *To ensure that the design and location of car parking is of a high standard, creates a safe environment for users and enables easy and efficient use.*

63. Clause 52.06-2 notes that a new use must not commence or the floor area of an existing use must not be increased until the required car spaces have been provided on the land.

64. The required spaces are identified in the table to Clause 52.06-5. Clause 52.06-3 further notes that a permit may be granted to reduce or waive the number of car spaces required by the table.

65. The table at Clause 52.06-5 notes that a dwelling with 1 or 2 bedrooms requires 1 car space and a dwelling with 3 or more bedrooms requires 2 spaces to each dwelling. 1 visitor car space is required for visitors to every 5 dwellings for developments of 5 or more dwellings.

66. Car parking is to be designed and constructed in accordance with the requirements of Clause 52.06-9 and 52.06-11 of the Scheme.

67. *An assessment against Clause 52.06 is included as Attachment 5 to this report.*

68. **Two or more dwellings on a lot and residential buildings (Clause 55)**



69. Pursuant to Clause 55 of the Greater Dandenong Planning Scheme, the provisions of this Clause apply to an application:
- *To construct two or more dwellings on a lot.*
70. The purposes of this clause are:
- *To implement the Municipal Planning Strategy and the Planning Policy Framework.*
 - *To achieve residential development that respects the existing neighbourhood character or which contributes to a preferred neighbourhood character.*
 - *To encourage residential development that provides reasonable standards of amenity for existing and new residents.*
 - *To encourage residential development that is responsive to the site and the neighbourhood.*
71. A development:
- *Must meet all of the objectives of this clause.*
 - *Should meet all of the standards of this clause.*
72. If a zone or a schedule to a zone specifies a requirement of a standard different from a requirement set out in this clause, the requirement in the zone or a schedule to the zone applies.
73. *An assessment against Clause 55 is included as Attachment 4 to this report.*

General Provisions

74. Clause 65 – Decision Guidelines need to be considered, as is the case with all applications. For this application the requirements of Clause 65.01 for the approval of an application or plan are of relevance. This Clause outlines the requirements that the responsible authority must consider when determining the application.

Restrictive Covenants

75. There are no restrictive covenants registered on title.

Links to the Community Vision and Council Plan

76. The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. In accordance with the commitment in Council's Annual Plan, all applications are considered on their merits.

Diversity, Access and Equity

77. It is not considered that the planning assessment of this application raises any diversity issues. The application itself does not have a direct and significant impact on the wider Greater Dandenong community.

Community Safety

78. It is considered that there would be no adverse community safety implications in permitting the proposal subject to strict conditions on any planning permit issued.

Safe Design Guidelines

79. Consideration of the relevant requirements of these Guidelines has been undertaken within the Assessment of this application.



Referrals

80. The application was not required to be referred to any external referral authorities pursuant to Section 55 of the *Planning and Environment Act 1987*.
81. The application was internally referred to the following Council Departments for their consideration. The comments provided will be considered in the assessment of the application.

Internal Referrals	
Civil Development	No objection, subject to conditions on permit
ESD / Sustainability	No objection, subject to conditions on permit
Transport	No objection, subject to conditions on permit
Bushland & Garden (Arborist)	No objection, subject to conditions on permit

Advertising

82. The application has been advertised pursuant to section 52 of the *Planning and Environment Act 1987*, by:
- sending notices to the owners and occupiers of adjoining and surrounding land; and
 - placing a sign on site facing Joffre Street.
83. The notification has been carried out correctly. Council has received eight (8) objections to date.
84. *The location of objectors/submitters is shown in Attachment 2 to this report.*

Summary of Grounds of Submissions/Objections

85. The objections are summarised below (**bold**), followed by the Town Planner's Response (*italics*).
- **Overdevelopment:** *The size and scale of the development is consistent with the preferred neighbourhood character set out in Clause 22.09 and complies with objectives of Clause 55 (two or more dwellings and residential buildings) of the Greater Dandenong Planning Scheme (see Clause 22.09 and Clause 55 assessments below and attached to this report).*
 - **Not in keeping with neighbourhood character:** *The size and scale of the development is consistent with the preferred neighbourhood character set out in Clause 22.09. Furthermore, the proposal is consistent with the identified future character as set out at Clause 22.09-3.3 Incremental change areas – General Residential Zone, as it is a site responsive design which provides private open space at ground level, appropriate setbacks to allow for high quality landscaping on site and transitions to single storey development at the rear to protect the amenity of the adjoining dwellings.*



- **Number of accessways and loss of street parking:** *The recommended number of crossovers is determined by the 'Car Parking' Design Principle of Clause 22.09-3.1. The subject site has a frontage of 21.50 metres and, as such, two crossovers are permissible and the existing level of on-street car parking will be maintained. Concern was raised regarding the visual impact of the additional driveway and tandem car space. It is noted that the proposed garage of Dwelling 1 is setback 7.5 metres from the street and is located at the side of the dwelling, consistent with the Design Principles of Clause 22.09-3.1 and Clause 22.09-3.3. A condition has been recommended for the permit, that improved landscaping be provided for the frontage of Dwelling 1, which will help soften the built form.*
- **Removal of mature existing trees on site:** *One mature canopy tree is proposed to be retained as part of the application, which is located within the front setback along the accessway to Dwelling 1. Fourteen (14) trees are proposed to be removed on site. It is noted that no planning permit or local laws permit are required for the removal of these trees. As per the submitted landscape plan, five (5) trees are proposed to be planted to offset the loss of these trees. It is noted that Joffre Street has an established front yard landscape character, with front private open space areas having a number of trees and vegetation. Given the front private open space area is substantial, and there is one large canopy tree to be retained, the proposal has satisfied this existing character. Conditions are included to the permit to ensure the existing tree is protected during the time of construction and for improved landscaping be provided.*
- **Front setback:** *The allowable front setback is set out at Clause 55.03-1 Street setback objective – Standard B6. It is noted that Schedule 1 to Clause 32.08 General Residential Zone (GRZ) varies the requirements of the minimum street setback to as per B6 or 7.5 metres, whichever is lesser. The adjoining lot to the north-west is setback 9.14 metres from the street. The adjoining lot to the south-east is setback 8.91 metres from the street. The averaged setback is 9.03 metres. As per Schedule 1 to the GRZ, the allowable setback is 7.5 metres. The porch is a maximum height of 3.58 metres and is an allowable encroachment into the standard. At ground floor, the wall has been setback 7.5 metres from the street. At first floor the wall has been setback 7.65 metres from the street. Therefore, the proposed setback at ground and first floor complies with the standard.*
- **Car Parking:** *Subject to conditions of permit, the proposal complies with the car parking requirements in Clause 52.06 and the design standards of Clause 52.06-9 of the Greater Dandenong Planning Scheme. As per Clause 52.06-5, a dwelling requires two (2) car parking spaces to each three or more bedroom dwelling (with studies or studios that are separate rooms counted as a bedroom), plus 1 car parking space for visitors to every 5 dwellings for developments of 5 more dwellings. It is noted that each dwelling is a three or more bedroom dwelling and two car parking spaces have been provided to each dwelling. As the proposal is for four dwellings only, no visitor car parking space is required on site. A full assessment of Clause 52.06 can be found in Attachment 5.*
- **Traffic generation and safety:** *Concern has been raised regarding the increase in cars from the site and construction traffic. The proposal was referred to Council's Transport Department who raised no issues with the increase in traffic, safety or the like, and as such it is considered that the road network can accommodate this minor increase in vehicle movements.*



- **Bin location on the street:** *Concern has been raised regarding the established development at No.5 Joffre Street, with particular concerns raised regarding bins left on the street. Dwellings 1-3 (inclusive), provide bin storage located in the rear of each respective dwelling. Bins have not been accommodated for Dwelling 4 and this is recommended to be addressed with a condition of permit. Therefore, with the exception of bin collection, bins should be stored within the rear secluded private open space areas. Council kerbside collection is typical and acceptable for a development of this scale. Given the width of the site frontage, there is sufficient space for all bins on bin collection day.*
- **Measurements discrepancy on plans:** *The measurements have been taken from the Title – Lot 1 on Plan of Subdivision 081346 and are therefore considered to be correct.*
- **Noise generated from the development:** *Construction noise is regulated by separate legislation and is not a consideration of the Planning Scheme.*
- **Works on the easement:** *There is no easement on Lot 1 on Plan of Subdivision 081346. Furthermore, the proposal was referred to Council's Civil Development Department who raised no concern with the proposed works (subject to standard conditions of permit).*
- **Dust/mud from the development:** *Dust, mud and the like generated from construction is not a consideration of the Greater Dandenong Planning Scheme and no further comment can be made.*
- **Building time (hours and days of the week):** *Times of construction are not a consideration of the Greater Dandenong Planning Scheme. These are determined by the Environment Protection Authority Victoria and governed by Local Laws.*
- **Damage to the fence:** *Boundary fencing is a civil matter between the relevant parties.*
- **Demolition / Asbestos:** *A planning permit is not required for demolition (in this instance), therefore consideration of this application cannot address demolition. Additionally, asbestos is not a relevant planning consideration, and rather is dealt by separate legislation, should this be an issue.*
- **Impact of development on existing dwellings (footings):** *The potential impact of the proposed development on existing development is not a consideration of the Greater Dandenong Planning Scheme. This would be a matter for a Building Permit to consider.*
- **Front fence:** *The varied requirements of Clause 55.06-2 Front Fences Standard B32, state the maximum height should not exceed 1.2 metres. The proposed site plan shows the 0.7-metre-high brick fence to be retained, which is well within the allowable 1.2 metre height.*
- **Excavation and position of the accessway:** *Concerns have been received regarding the excavation, positioning of the driveway and installation of drainage pipes. The proposal was referred to Council's Civil Development Department, who have not objected to the proposal subject to conditions of permit. These conditions relate to the drainage of the site and also require a drainage plan to be submitted to and reviewed/approved by Civil Development Department.*

Assessment

Use

86. As outlined in Clause 32.08-2 (General Residential Zone), a 'Dwelling' is listed as a Section 1 use, and a planning permit is not required for the use of the proposal. However, a planning permit is required for the buildings and works, which is discussed below.



Development

87. **Planning Policy Framework / Local Planning Policy Framework.**
88. The subject site is located within an established residential area and is well suited for the development of medium density housing given that the site is located in Noble Park within easy walking distance of many community facilities and public transport, as required by the objective of **Clause 16.01-1S Housing Supply**
89. The proposal also seeks to reduce pressure on the urban fringe by providing four (4) dwellings where previously only one (1) existed through the redevelopment of the site, thereby ensuring that the housing required for the growing population is facilitated in accordance with the strategies of **Clause 11.02 Managing Growth**. The proposal also provides housing choice that meets the needs of the community, in accordance with **Clause 16.01-1R Housing Supply – Metropolitan Melbourne**.
90. Clause 22.09 (Residential Development & Neighbourhood Character Policy) identifies existing character, preferred future character and provides design principles across three 'future change areas': Substantial, Incremental and Limited.
91. The subject site forms part of the 'incremental change area'. The 'identified future character' outlined under Clause 22.09-3.3 states the following:
- *'The future character of Incremental Change Areas will evolve over time to contain a greater proportion of well-designed and site responsive medium density infill development that respects the existing neighbourhood character. Future density will be at a lower intensity than in Substantial Change Areas, but a higher intensity than in Limited Change Areas.'*
 - *'Residential development will comprise well designed houses, townhouses, units and dual occupancies of up to two (2) storeys with main living areas generally on the ground level. Residential development will give particular consideration to providing appropriate setbacks and private open space areas and high quality landscaping, including the planting of canopy trees, to protect the amenity of adjoining dwellings and to contribute to the landscape character'*.
92. Design principles for the incremental change area are set out at Clause 22.09-3.3. The proposal meets the design principles set out at Clause 22.09-3.3; Maximum of two storeys is proposed, ground level living is provided and a significant amount of space is provided for boundary landscaping and canopy trees. The development also transitions to single storey at the rear of the site.
93. As part of the Clause 22.09 assessment, it was identified that a material and finishes schedule has not been provided. The materials proposed for the development include brick at ground floor and render at first floor. It is however noted that the render has not been annotated on elevations (including the colour). This is recommended to be addressed via a condition of permit.



94. With regard to the above preferred character, it is considered the proposal delivers on the objectives of clauses **15.01 (Urban Environment)** and **21.05-1 (Built Form)**, which require development to respond to urban design, character, streetscape and landscape issues. The development includes adequate side and rear setbacks for landscaping opportunities, a strong design theme that reinforces the residential nature of the area and the incorporation of other measures to minimise visual impacts and amenity concerns.
95. The proposal's consistency with the identified future character and preferred built form also means that it is in accordance with **Clause 21.05-1 (Urban design, character, streetscapes and landscapes)** and **Clause (21.04-1 Housing and community)**, which reinforce the expectation for development to achieve high quality outcomes that has regard for the surrounding environment and built form.

Clause 55 Assessment

96. The proposal has been assessed against all of the Objectives and Standards of this Clause and, subject to conditions, is considered to comply with all of the requirements. Below is assessment of the standards which are not met, however are still acceptable or can be resolved via permit conditions. It is considered that the proposal meets all of the objectives of Clause 55.
97. **Standard B13 Clause 55.03-8 Landscaping objectives**
- The objective has been met with conditions of permit.
 - The proposal seeks a minor variation for the landscaping requirements. As varied by Schedule 1 to Clause 32.08 General Residential Zone, Standard B13 requires *70% of ground level front setback, and side and rear setbacks, planted with substantial landscaping and canopy trees*. The proposal would set aside 64%
 - It is noted that the proposal seeks to retain one large canopy tree in the front setback, corresponding with the existing neighbourhood character and streetscape.
 - The landscaping strip to the common accessway has not been included in this assessment as it is not capable of accommodating meaningful landscaping.
 - It is considered that the area set aside can provide meaningful landscaping to improve the streetscape and respect the landscape character of the area, further supported by the retention of a mature canopy tree. Overall, the variation is considered suitable in this instance.
 - Therefore, conditions have been recommended for the permit to remove the landscaping strip located within the accessway and to provide improved landscaping within the frontage to dwelling one.
98. **Standard B15 Clause 55.03-10 Parking location objectives.**
- The objective has been met with conditions of permit.
 - The northernmost point of the ground floor guest bedroom to Dwelling 3 has a varied setback, with a minimum setback of 1.4 metres from the accessway. The window has a minimum sill height of 0.2 metres above the accessway. Therefore, the window does not comply.
 - A condition is recommended for this window that acoustic glazing be provided, as it partially adjoins a tandem space of the adjoining dwelling (i.e. Dwelling 4).
 - The master bedroom window to Dwelling 4 has a minimum setback of 0.6 metres from the accessway. The sill height is unknown.



- It is considered that this window meets the objective, as it directly adjoins a tandem car space which belongs to this dwelling. It is therefore unlikely to be adversely impacted from vehicular noise within the development.

99. **Standard B22 Clause 55.04-6 Overlooking objectives.**

- The objective has been met with conditions of permit.
- The two south-east facing first floor master bedroom windows to Dwelling 3 have not been screened and would have a direct view into adjoining secluded private open space. Therefore, a condition is recommended for the permit that these windows be screened in accordance with the standard.
- All other first floor habitable room windows on the south-east, south-west and north-west have been screened with sill heights or fixed, obscure glazing in any part of the window below 1.7 metre above floor level.
- The development is provided with a 1.8 metre high boundary fence along the north-west and south-east sides of the site. This provides a visual barrier to the ground floor habitable windows, terrace, deck or patio where the finished floor levels are greater than 0.8 metres above natural ground level.
- A 1.6 metre high boundary fence is proposed on the south-west boundary. This recommended to be increased in height via a condition of permit, to be a minimum of 1.8 metres high to prevent overlooking into the adjoining secluded private open space area.

100. **Standard B22 Clause 55.06-4 Site services objectives.**

- The objectives have been met with conditions of permit.
- Bins have been suitably accommodated for Dwellings 1-3 (inclusive). Bin storage areas have not been provided to Dwelling 4. It is noted that ample space is provided within the rear secluded private open space with access arrangements possible through the garage to connect to the street frontage.
- This is recommended to be addressed via a condition of permit.

Car-Parking

101. The proposed plans currently show eight (8) on site car parking spaces.
102. As per Clause 52.06-5, a dwelling *requires two (2) car parking spaces to each three or more bedroom dwelling (with studies or studios that are separate rooms counted as a bedroom, plus 1 car parking space for visitors to every 5 dwellings for developments of 5 more dwellings).*
103. As each dwelling has three or more bedrooms, two car parking spaces are required to be provided to each dwelling. No visitor car parking is required, nor has it been provided.
104. Two car parking spaces have been provided to each dwelling complying with these requirements.
105. Therefore, the proposal complies with the requirements of Clause 52.06 with respect to the number of car parking spaces required (Clause 52.06-5) and design standard of car parking (Clause 52.06-9).



Vegetation and Tree Impact (Site and Surrounds)

106. The applicant is proposing to remove majority of the existing vegetation on the site with the retention of one large canopy tree to the front of Dwelling 1 and replace the remainder with an integrated landscaping outcome as per the submitted landscape plans. The removal of the proposed vegetation does not require a planning permit or a local laws permit.
107. The mature canopy tree to be retained adjoins an existing accessway, proposed to be supported with permeable bitumen to avoid impacts to the root systems. Additionally, the proposed garage to Dwelling 1 is supported with pier and beam footing construction. This has been reviewed internally by Council's Arborist who supports the retention, accessway and garage response. Conditions are recommended to be imposed to the permit for the protection of this tree during construction.
108. It is considered that, subject to conditions of permit, the submitted landscape plan provides an appropriate replacement landscaping outcome, with canopy trees in the front and in the rear yards of each dwelling and smaller plantings along the accessway and along the side and rear boundaries.
109. Furthermore, this will be improved via conditions to the permit to ensure screen planting and appropriate canopy tree planting is provided where possible.

Environmentally Sustainable Development

110. The proposal complies with the requirements of Clause 22.06 by providing a Sustainable Design Assessment (SDA), a Built Environment Sustainability Scorecard (BESS) and a Stormwater Calculation, all completed by qualified professionals.
111. The provided BESS score complies with a score of 55% for best practice encompassing the full life of the build and identifying the methods used for the best environmental performance outcome. Having regard to the sites opportunities and restraints, the proposal has included the necessary water tanks, and roof catchment areas, sufficient energy star ratings for fixtures and heating and cooling systems.
112. The referral response from Council's ESD/Sustainability Department identified that the submitted plans and the SDA had some minor issues which need to be rectified. Conditions have been included to require these details on the plans to be updated, as well as relevant notations to be updated as required.



BESS Information Summary		Project Overall Score: 55%		
		Fail (<49%)	Best Practice (50-69%)	Design Excellence (>70%)
Dwelling Type: Non-residential				
BESS Category	Score	Initiatives		
Management	0%	To be revised		
		Preliminary energy rating (NatHERS) assessment to be completed		
Water	66%	To be revised		
		Rainwater tank capacity of 3,000L per dwelling connected to toilet flushing, laundry and landscape irrigation		
		High WELS star rated water fittings, fixtures and appliances		
		Potable water consumption reduced by at least 42% compared to same building following minimum standards		
Energy	50%	To be revised		
		Sample energy rating (NatHERS) rating to be undertaken		
		High efficiency 6-star gas instantaneous hot water system specified (to be confirmed)		
		Estimated greenhouse gas emissions reduced by 46% compared to compared to same building following minimum standards		
Stormwater	100%	Pending confirmation		
		Stormwater design to meet industry best practice requirements though incorporation of rainwater collection and re-use, permeable paving/buffer strips and bioretention measures		
Indoor Environment Quality	80%			
		Double glazing to all habitable room windows		
		Cross ventilation to all dwelling's habitable rooms		
Transport	50%			
		Bicycle parking provision in garage and or P.O.S areas		
Waste	50%			
		Spatial allocation of organic/garden waste bin in P.O.S		
Urban Ecology	37%			
		20% of the site is permeable and vegetated.		



Conclusion

113. Subject to conditions, the proposed development of four (4) dwellings is considered acceptable and is of an appropriate design response in terms of height, scale, setbacks, private open space, car parking and landscaping with minimal amenity impacts on the adjoining residential properties and surrounding area.
114. The application has been assessed against the relevant sections of the Greater Dandenong Planning Scheme, including the Planning Policy Framework, Local Planning Policy Framework and Municipal Strategic Statement as set out in this assessment. It is considered that the application complies with these policies and it is therefore recommended that the proposal is approved with conditions.

Recommendation

That Council resolves to issue a Notice of Decision to grant a permit in respect of the land known and described as 26 Joffre Street NOBLE PARK VIC 3174 (Lot 1 PS 081346), for the purpose of 'Development of the land for four (4) dwellings on a lot comprising three (3) double-storey dwellings and one (1) single-storey dwelling to the rear' in accordance with the plans submitted with the application subject to the following conditions:

- 1. Before the development starts, amended plans to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. The amended plans must be drawn to scale with dimensions. The amended plans must be generally in accordance with the plans submitted and assessed with the application but modified to show:**
 - 1.1. Removal of the landscaping strip located within the accessway of Dwellings 2, 3 and 4;**
 - 1.2. The south-east facing ground floor guest bedroom window to Dwelling 3 to be provided with acoustic glazing;**
 - 1.3. The first-floor south-east master bedroom windows to Dwelling 3 to be screened in accordance with Standard B22 or an overlooking diagram provided to show compliance;**
 - 1.4. The rear boundary fence to be a minimum height of 1.8 metres;**
 - 1.5. Bins to be provided in the rear secluded private open space area to Dwelling 4. The proposed location is to be outside of the primary secluded private open space area;**
 - 1.6. Elevations updated to include the first-floor materials and colours;**
 - 1.7. Corner splays to each accessway annotated in accordance with Clause 52.06-9;**
 - 1.8. An uncovered porch landing to be provided to Dwelling's 2 and 3, clear of the accessway;**
 - 1.9. Revised rainwater tank capacity of 3,000L per dwelling;**



- 1.10. **Annotation to each rainwater tank the connection points of use (toilet flushing, laundry, irrigation);**
- 1.11. **Incorporation of a 2sqm raingarden box located in the frontage of dwelling one. The raingarden is to receive all untreated roof runoff of dwelling one depicted in Appendix A of the revised Sustainable Design Assessment. The raingarden must be located at least 400mm from building footings or foundations and in accordance with Melbourne Water guidelines;**
- 1.12. **Revised elevations that specify the following windows as operable:**
 - 1.1.1. **Second story gallery window facing the street front**
 - 1.12.2. **Second story gallery window on the south-east elevation of dwelling 2**
- 1.13. **All habitable room windows specified as double glazed (marked DG) on the elevations;**
- 1.14. **Any other measures associated with the revised Sustainable Design Assessment (see Condition 18); and**
- 1.15. **An updated Landscape Plan in accordance with Condition 2.**

When approved, these plans will be endorsed and will form part of this permit.

2. **Before the approved development starts, and before any trees or vegetation are removed, a revised landscape plan to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. The landscape plan must be prepared by a person or firm with suitable qualifications to the satisfaction of the Responsible Authority, drawn to scale with dimensions. The landscape plan must show:**
 - 2.1. **Plans to accord with Condition 1 of this permit;**
 - 2.2. **The site at a scale of 1:100/200, including site boundaries, existing and proposed buildings, neighbouring buildings, car parking, access and exit points, indicative topography and spot levels at the site corners, existing and proposed vegetation, nature strip trees, easements and landscape setbacks;**
 - 2.3. **Details of the proposed layout, type and height of fencing;**
 - 2.4. **Legend of all plant types, surfaces, materials and landscape items to be used including the total areas of garden and lawn;**
 - 2.5. **A plant schedule giving a description of botanical name, common name, mature height and spread, pot size, purchase height (if a tree) and individual plant quantities;**
 - 2.6. **Improved landscaping to the front of Dwelling 1, including at least one (1) additional advanced canopy tree with a planting height of 1.5 metres;**



- 2.7. **Tree Protection Zones and Structural Root Zones of the existing liquid amber tree within the front setback and annotations in accordance with the TPMP (see Condition 19); and**
- 2.8. **Any paving or deck areas within the secluded open space area of the proposed dwelling on a permeable base.**

When approved, the amended landscape plan will be endorsed and will form part of this permit.

3. **The provisions, recommendations and requirements of the landscape plan must be implemented and complied with to the satisfaction of the Responsible Authority.**
4. **Landscaping in accordance with the endorsed landscaping plan and schedule must be completed before the building is occupied.**
5. **Except with the prior written consent of the Responsible Authority, the layout of the land and the size, design and location of the buildings and works permitted must always accord with the endorsed plan and must not be altered or modified.**
6. **Except with the prior written consent of the Responsible Authority, the approved building must not be occupied until all buildings and works and the conditions of this permit have been complied with.**
7. **Provision must be made for the drainage for the proposed development including landscaped and paved areas, all to the satisfaction of the Responsible Authority.**
8. **Stormwater discharge is to be retained on site to the pre-development level of peak stormwater discharge, to the satisfaction of the Responsible Authority.**
9. **The connection of the internal drainage infrastructure to the Legal Point of Discharge (LPD) must be to the satisfaction of the Responsible Authority.**

Collected stormwater must be retained onsite and discharged into the drainage system at pre-development peak discharge rates as stated in the LPD approval letter. Approval of drainage plan including any retention system within the property boundary is required.

10. **Before the approved building is occupied, all piping and ducting above the ground floor storey of the building, except downpipes, must be concealed to the satisfaction of the Responsible Authority.**
11. **Standard concrete vehicular crossing/s must be constructed to suit the proposed driveway/s in accordance with the Council's standard specifications. Any vehicle crossing no longer required must be removed and the land, footpath and kerb and channel reinstated, to the satisfaction of the Responsible Authority.**



12. **Except with the prior written consent of the Responsible Authority, floor levels shown on the endorsed plan/s must not be altered or modified.**
13. **Before the approved building is occupied, the development must be provided with external lighting capable of illuminating access to each garage, car parking space and pedestrian walkway. Lighting must be located, directed and shielded to the satisfaction of the Responsible Authority so as to prevent any adverse effect outside the land.**
14. **Letterboxes and all other structures (including visually obstructive fencing and landscaping) should be constructed to a maximum height of 900mm or relocated clear of a splayed area (2m x 2.5m) along the frontage road at access points in accordance with Greater Dandenong Planning Scheme Clause 52.06-9.**
15. **Before the approved building is occupied, the obscure glazing to the windows shown on the endorsed plans must be provided through frosted glass or similarly treated glass. Adhesive film or similar removable material must not be used.**

All glazing must at all times be maintained to the satisfaction of the Responsible Authority.

16. **Before the approved building is occupied, the privacy screens and other measures to prevent overlooking as shown on the endorsed plans must be installed to the satisfaction of the Responsible Authority.**

All privacy screens and other measures to prevent overlooking as shown on the endorsed plans must at all times be maintained to the satisfaction of the Responsible Authority.

17. **Before the approved building is occupied, any proposed freestanding trellis/trellis extension must be erected on top of the boundary fence at the cost of the permit holder and to the satisfaction of the Responsible Authority.**

The trellis must at all times be maintained to the satisfaction of the Responsible Authority.

18. **Concurrent with the endorsement of plans under Condition 1, the applicant is to submit a revised Sustainable Design Assessment (SDA) to the satisfaction of the Responsible Authority. The revised SDA must be in accordance with the design initiatives and commitments included in the SDA (prepared by Frater, dated 5/5/22) but modified to include:**

- 18.1. **Submission of a preliminary energy efficiency (NatHERS) rating for all dwellings that achieves an energy rating target average of 6.5 stars. The energy rating inputs, assumptions and summary certificates must be included in the appendix of the SDA.**



- 18.2. Revised Stormwater Management section that includes:**
- 18.2.1. Revised STORM assessment the diverts the untreated roof area runoff of dwelling 1 to a 2sqm raingarden box. The raingarden box must be in accordance with Melbourne Water design guidelines.**
 - 18.2.2. Revised driveway design that specifies all of the dwelling1 driveway to a buffer strip in accordance with the plans.**
 - 18.2.3. Revised common area driveway design that diverts the area of driveway immediately adjacent to the landscape strip as a buffer, with the remining section of driveway as impervious untreated.**
 - 18.2.4. Retention of all other roof areas both diverted and undiverted to the rainwater tank as per the initial SDA.**
 - 18.2.5. Removal of reference to permeable paving**
- 18.3. Revised BESS assessment that includes:**
- 18.3.1. Revised management section inclusive of preliminary energy rating.**
 - 18.3.2. Revised energy efficiency section inclusive of updated energy rating NatHERS inputs.**
 - 18.3.3. Revised water efficiency section that is reflective of confirmed rainwater tank capacity and end uses.**

The provisions, recommendations and requirements of the endorsed SDA must be complied with from design to construction. No alterations to the endorsed SDA can occur without prior written consent from the Responsible Authority.

- 19. Concurrent with the endorsement of plans under Condition 1 and 2, a Tree Protection Management Plan (TPMP) is required to be submitted to the Responsible Authority for review depicting for any third-party trees, the street tree and existing tree (Liquid Amber) to be retained on site to ensure all are protected and retained throughout the development including demolition. The Tree Protection Management Plan, including a Tree Protection Plan is to detail the following:**
- 19.1. Depict and annotate tree protection requirements at each stage of the development process to ensure all trees to be retained are adequately protected and remain viable in the landscape;**
 - 19.2. A clear image of trees required to be retained;**
 - 19.3. The type, installation and maintenance of tree protection fencing;**



- 19.4. Requirements for movement in/out and throughout the site by vehicles, machinery equipment and workers that may affect management of any TPZ;
- 19.5. The protection of trunks and crowns of any specified tree;
- 19.6. Specific details of any works proposed within any TPZ and how arboricultural impacts will be mitigated;
- 19.7. How tree crowns will be managed, including any pruning requirements;
- 19.8. Excavation within or near a TPZ;
- 19.9. Specific methodologies and management for installation of services including, but not limited to, gas, electricity, telecommunications, storm water and sewerage;
- 19.10. Maintenance of TPZs in accordance with AS 4970-2009, including mulching, watering and prohibited activities;
- 19.11. Remedial works as required;
- 19.12. Schedule of Project Arborist inspections; and
- 19.13. The TPMP must include a program to implement the proposed measures before (including demolition), during and until completion of construction.

The provisions, recommendations and requirements of the endorsed TPMP must be complied with to the satisfaction of the Responsible Authority. No alterations to the endorsed TPMP can occur without prior written consent from the Responsible Authority.

20. This permit will expire if:

- 20.1. The development or any stage of it does not start within two (2) years of the date of this permit, or
- 20.2. The development or any stage of it is not completed within four (4) years of the date of this permit.

Before the permit expires or within six (6) months afterwards the owner or occupier of the land may in writing request the Responsible Authority to extend the expiry date.

The owner or occupier of the land may in writing request the Responsible Authority to extend the expiry date to complete the development or a stage of the development if:

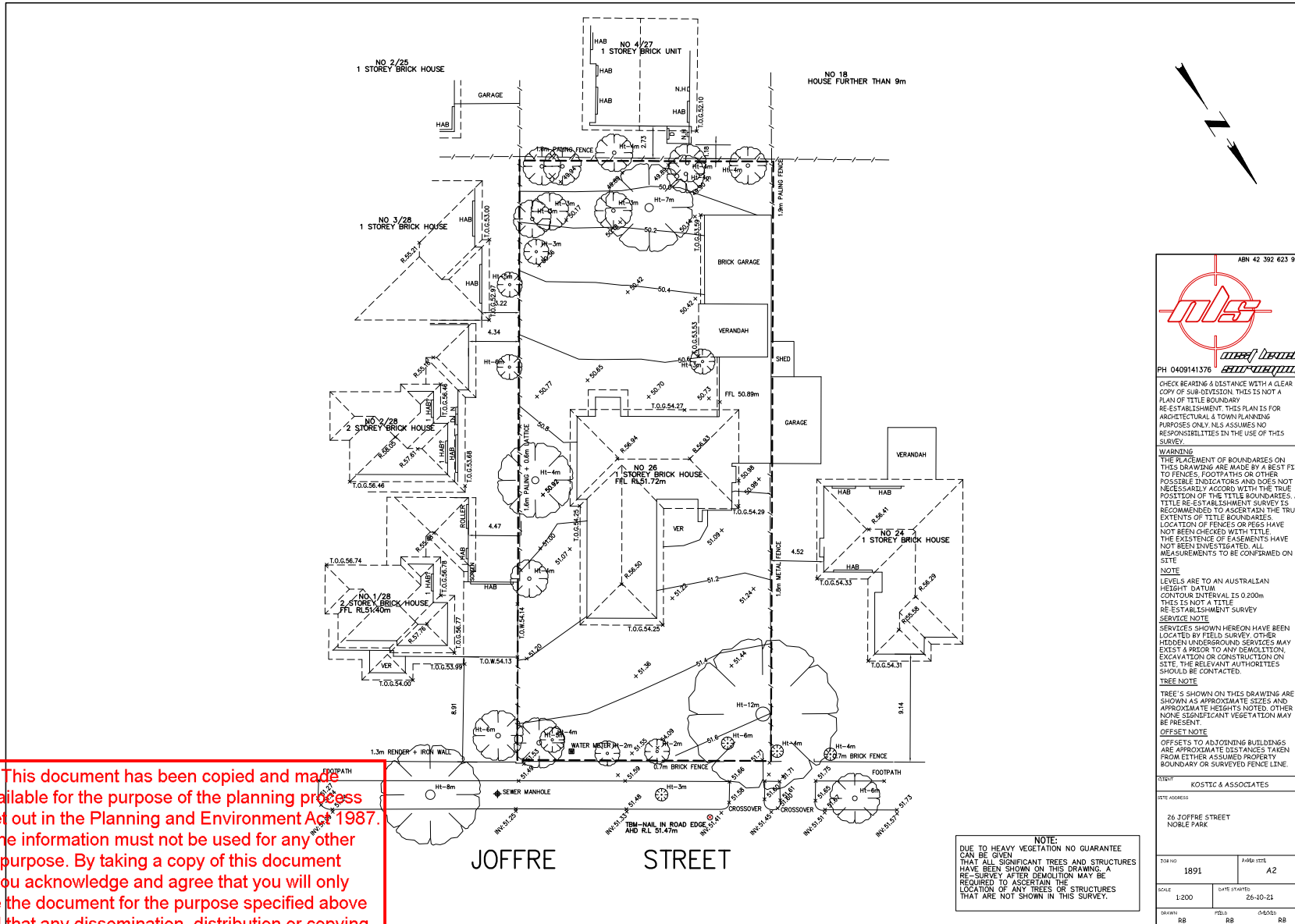
- A) the request for the extension is made within twelve (12) months after the permit expires; and



B) the development or stage started lawfully before the permit expired.

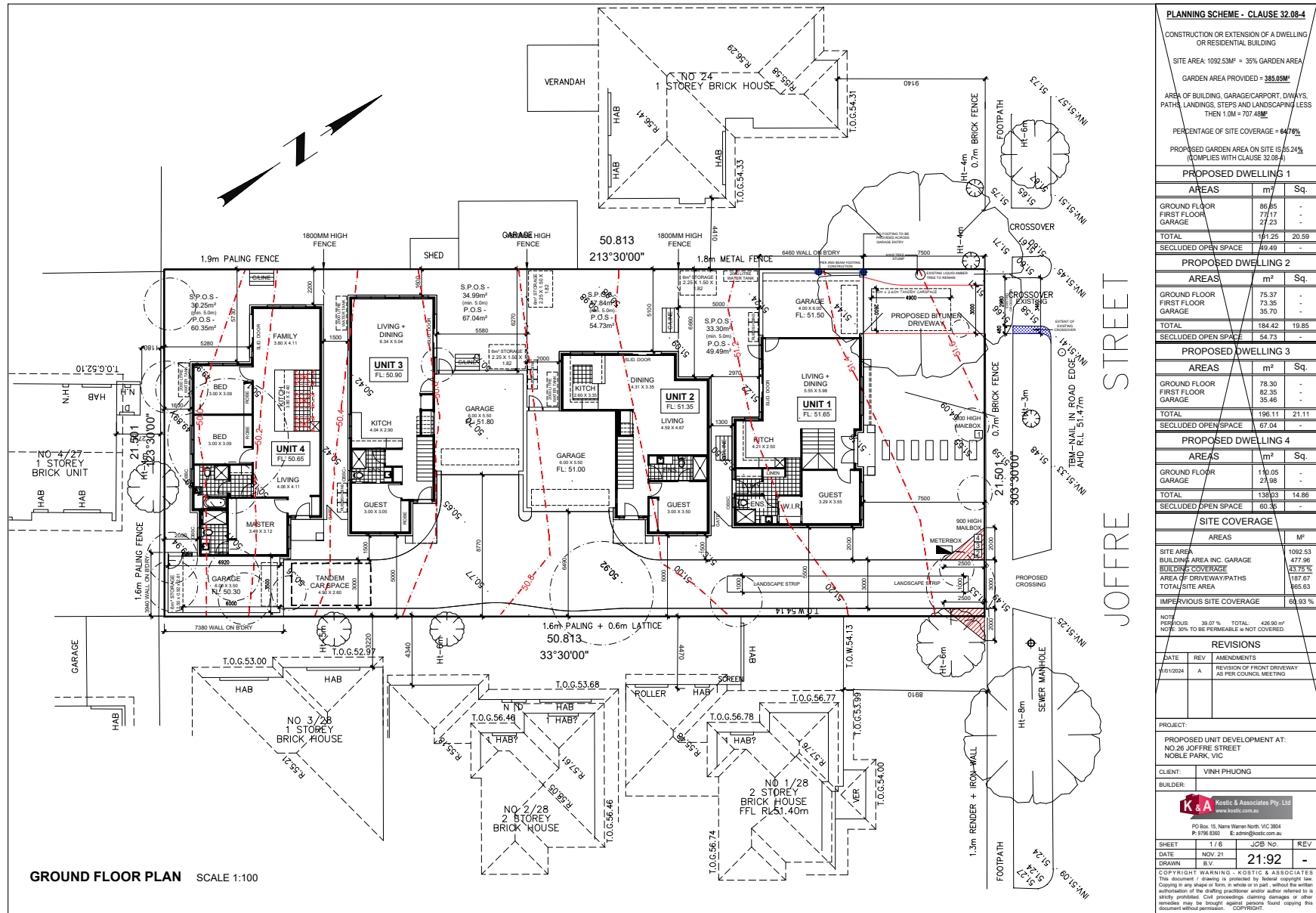
Permit Notes

- **Building Approval is required prior to the commencement of the approved development. This planning permit does not constitute any building approval.**
- **Approval of any retention system within the property boundary is required by the relevant building surveyor.**
- **A drainage plan approval fee is to be paid to Council prior to the issue of approved drainage plans. Please contact the Civil Development department for the current schedule of fees.**
- **Before commencement of the development occurs, the applicant should contact the City of Greater Dandenong's Civil Development and Design Unit regarding legal point of discharge, new crossings, building over easements, etc.**
- **As this is an established site, the proposed internal drainage should be connected to the existing legal point of discharge. The applicant may apply for local drainage information, if available; otherwise on-site verification should be undertaken by the applicant.**
- **A Vehicle Crossing Permit must be obtained from Council for all vehicular crossings prior to construction of the crossings. You may be required to apply for an Asset Protection Permit from Council's engineering services. Queries regarding engineering requirements can be directed to Council's general phone number on 8571 1000.**
- **Any works undertaken within the road reservation and easements will require the developer to obtain a Civil Works Permit from Council.**
- **Prior to works commencing the developer will need to obtain an Asset Protection Permit from Council.**
- **No buildings or works shall be constructed over any easement without the written consent of the relevant authorities.**
- **This permit has been granted on the basis that consent to build over any easement will be obtained from the relevant authority. If consent is not able to be obtained, the development plan will be required to be amended.**
- **An application must be made with Council's Parks Department for the street tree removal. The street tree must only be removed by or under the supervision of the Council. Prior to removal of the tree the replacement cost must be paid to Council.**



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NOTE:
 DUE TO HEAVY VEGETATION NO GUARANTEE CAN BE GIVEN THAT ALL SIGNIFICANT TREES AND STRUCTURES HAVE BEEN SHOWN ON THIS DRAWING. A RE-SURVEY AFTER DEMOLITION MAY BE REQUIRED TO ASCERTAIN THE LOCATION OF ANY TREES OR STRUCTURES THAT ARE NOT SHOWN IN THIS SURVEY.



PLANNING SCHEME - CLAUSE 32.08-4

CONSTRUCTION OR EXTENSION OF A DWELLING OR RESIDENTIAL BUILDING

SITE AREA: 1092.53M² = 35% GARDEN AREA

GARDEN AREA PROVIDED = 385.09M²

AREA OF BUILDING, GARAGE/CARPOR, DWAYS, PATHS, LANDINGS, STEPS AND LANDSCAPING LESS THEN 1.0M = 707.48M²

PERCENTAGE OF SITE COVERAGE = 64.76%

PROPOSED GARDEN AREA ON SITE IS 35.24% (COMPLIES WITH CLAUSE 32.08-4)

PROPOSED DWELLING 1		
AREAS	m ²	Sq.
GROUND FLOOR	86.85	-
FIRST FLOOR	77.17	-
GARAGE	27.23	-
TOTAL	191.25	20.59
SECLUDED OPEN SPACE	49.49	-

PROPOSED DWELLING 2		
AREAS	m ²	Sq.
GROUND FLOOR	75.37	-
FIRST FLOOR	73.35	-
GARAGE	35.70	-
TOTAL	184.42	19.85
SECLUDED OPEN SPACE	54.73	-

PROPOSED DWELLING 3		
AREAS	m ²	Sq.
GROUND FLOOR	78.30	-
FIRST FLOOR	82.35	-
GARAGE	35.46	-
TOTAL	196.11	21.11
SECLUDED OPEN SPACE	67.04	-

PROPOSED DWELLING 4		
AREAS	m ²	Sq.
GROUND FLOOR	133.05	-
GARAGE	23.98	-
TOTAL	157.03	16.86
SECLUDED OPEN SPACE	60.36	-

SITE COVERAGE	
AREAS	M ²
SITE AREA	1092.53
BUILDING AREA INC. GARAGE	477.98
BUILDING COVERAGE	43.75%
AREA OF DRIVEWAY/PATHS	197.67
TOTAL SITE AREA	665.63
IMPERVIOUS SITE COVERAGE	64.83%

NOTE: PERVIOUS: 39.07% TOTAL: 426.90 m²
NOTE: 30% TO BE PERMEABLE & NOT COVERED.

REVISIONS			
DATE	REV	AMENDMENTS	
15/10/2024	A	REVISION OF FRONT DRIVEWAY AS PER COUNCIL MEETING	

PROJECT:
PROPOSED UNIT DEVELOPMENT AT:
NO. 26 JOFFRE STREET
NOBLE PARK, VIC

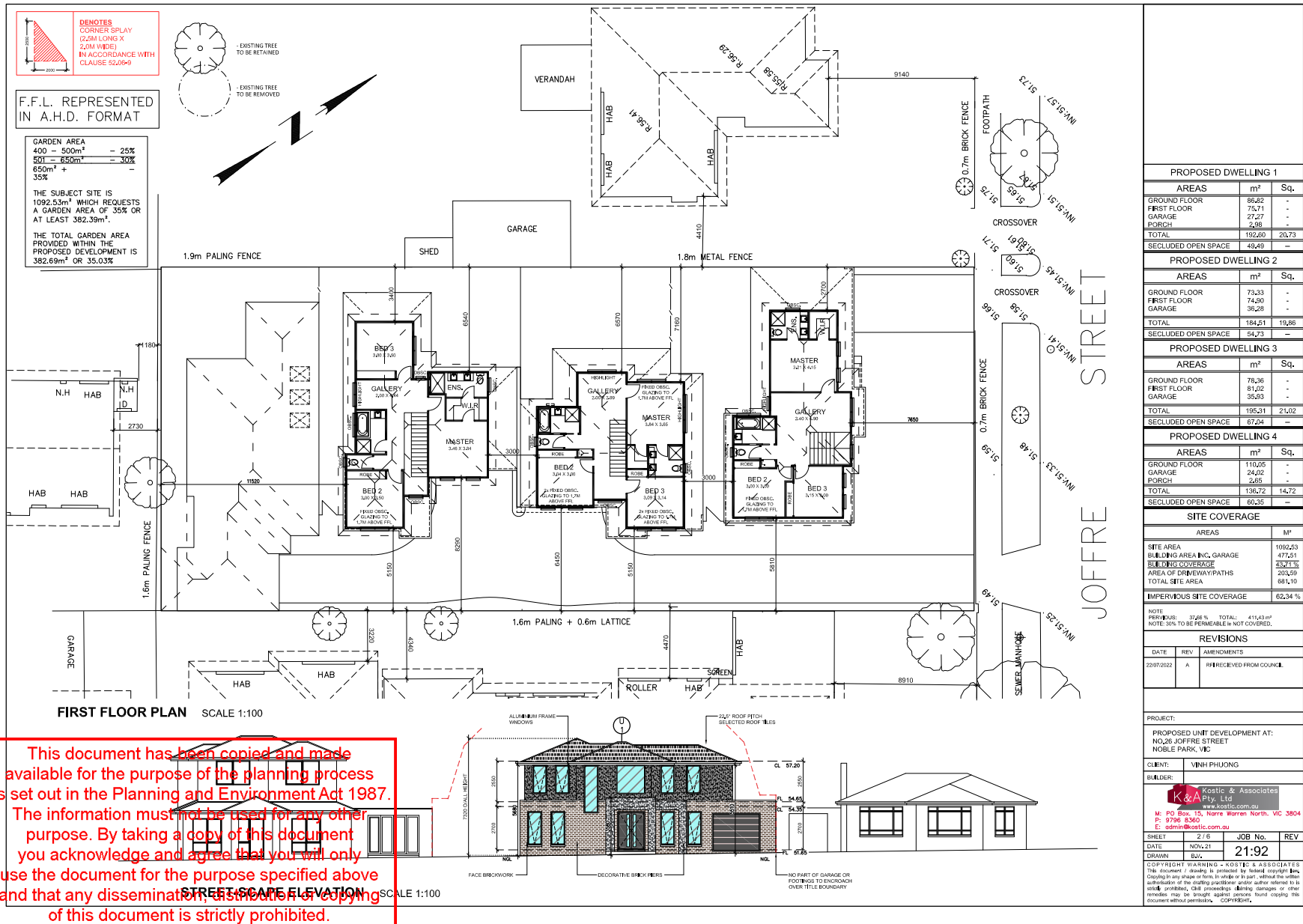
CLIENT: VINH PHUONG
BUILDER:

K&A Kostic & Associates Pty Ltd
www.kostic.com.au
PO Box 15, Nare Warren North, VIC 3804
P 9796 8300 E: admin@kostic.com.au

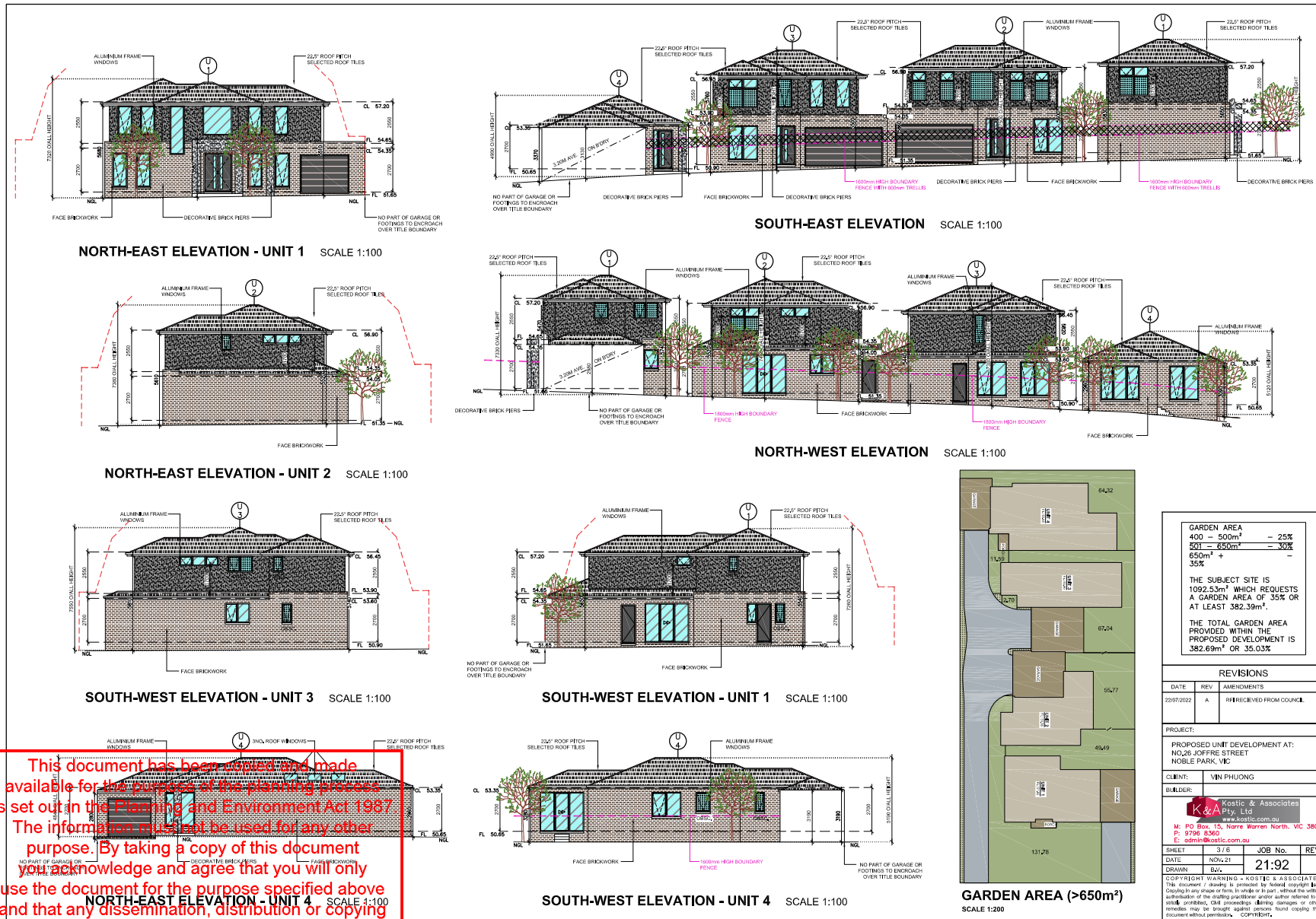
SHEET	T / B	JOB NO.	REV
DATE	NOV 21	21:92	-
DRAWN	B.V.		

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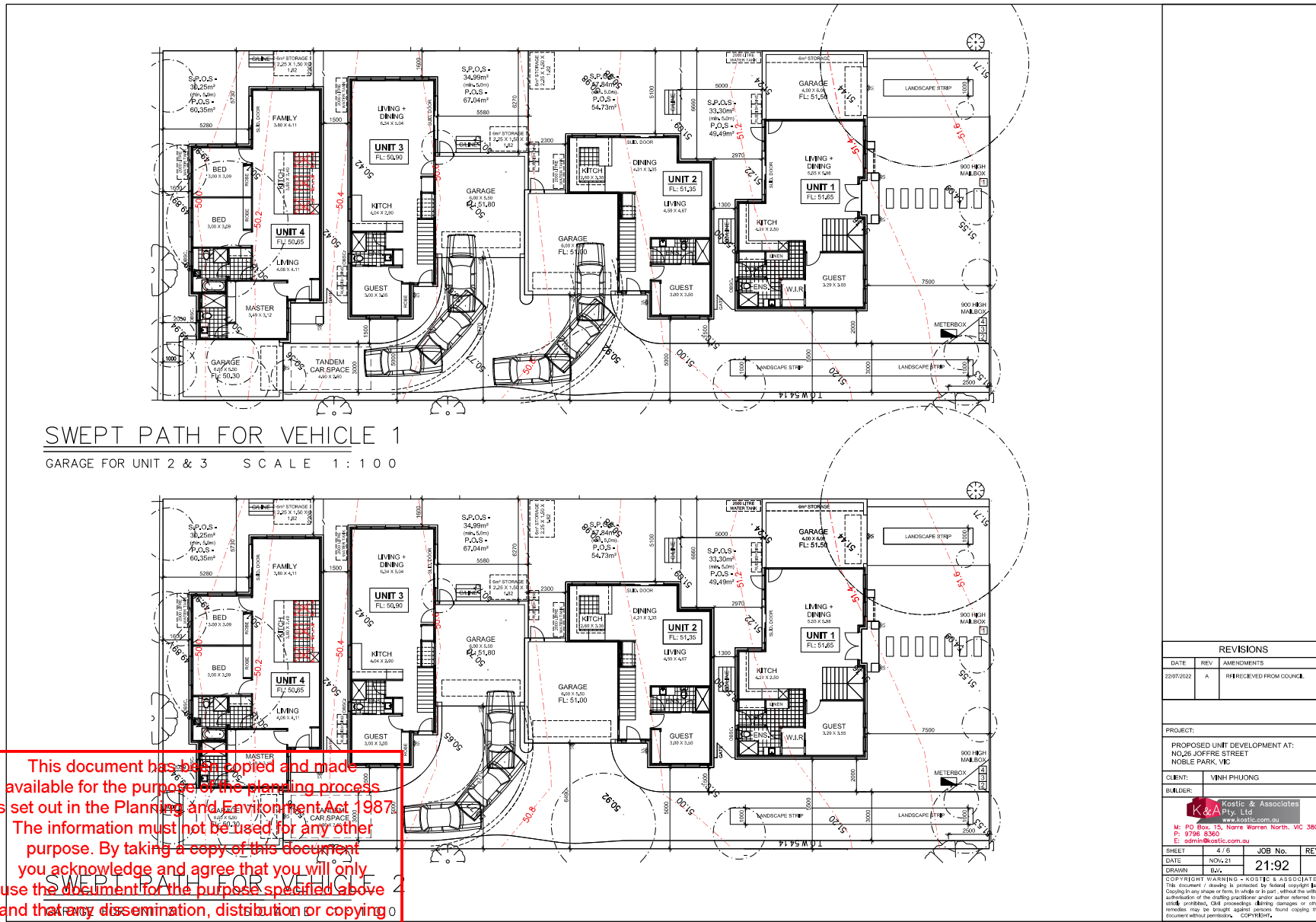
ATT 2.2.1.1 Assessed Plans



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REVISIONS			
DATE	REV	REV	AMENDMENTS
22/07/2022	A		RFP RECEIVED FROM COUNCIL

PROJECT:
PROPOSED UNIT DEVELOPMENT AT:
NO. 26 JOFFRE STREET
NOBLE PARK, VIC

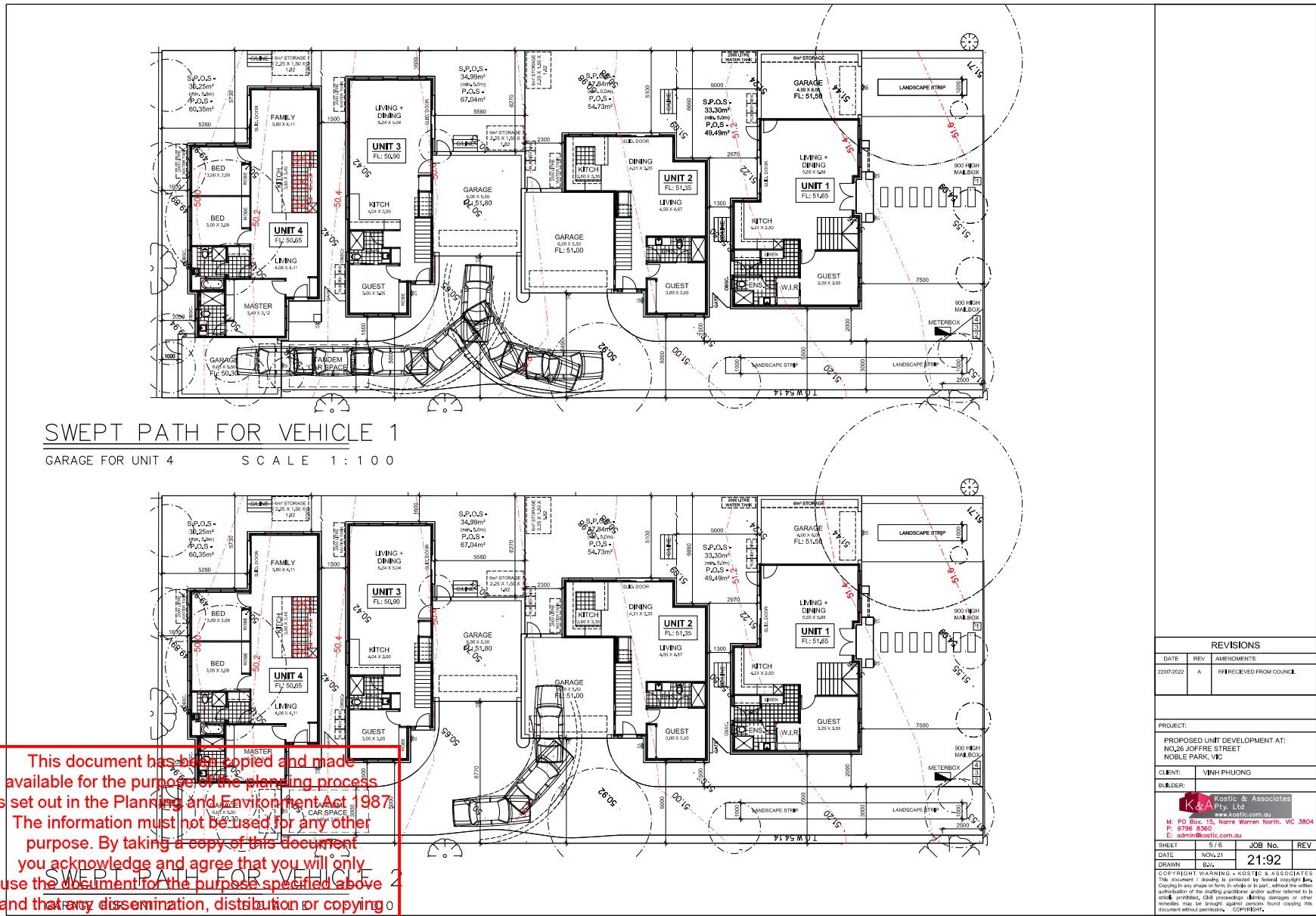
CLIENT: VINH PHUONG

BUILDER:

K&A Kostic & Associates Pty. Ltd
www.kostic.com.au
M: PO Box 15, Narre Warren North, VIC 3804
P: 9796 8360
E: admin@kostic.com.au


SHEET	27	8	JOB No.	REV
DATE	NOW	21	21:92	
DRAWN	BV			

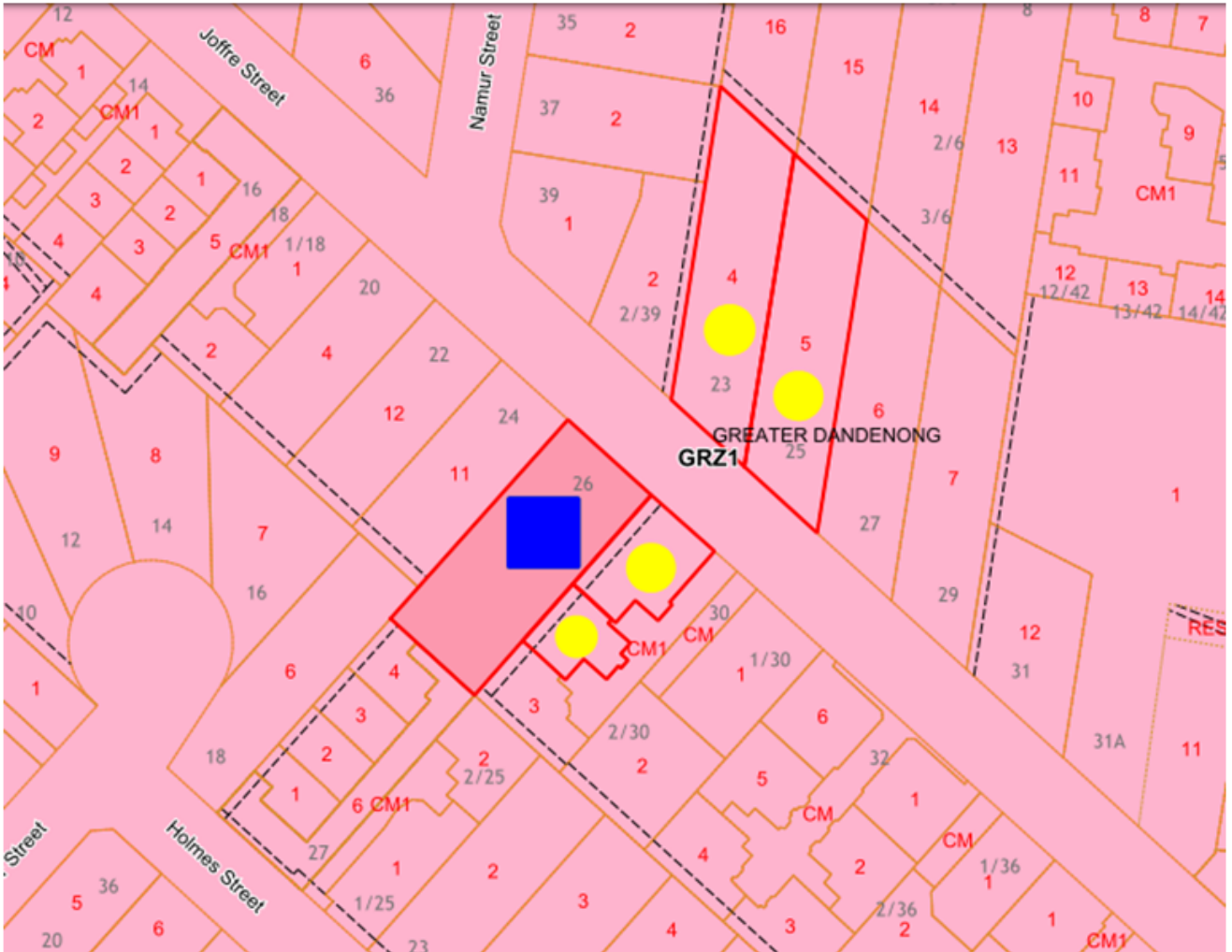
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REVISIONS			
DATE	REV	AMENDMENTS	
22/07/2022	A	RFP RECEIVED FROM COUNCIL	
PROJECT:			
PROPOSED UNIT DEVELOPMENT AT: NO. 26 JOFFRE STREET NOBLE PARK, VIC			
CLIENT: VINH PHUONG			
BUILDER:			
 K&A Kostic & Associates Pty. Ltd www.kostic.com.au M: PO Box 35, Narre Warren North, VIC 3804 P: 9796 8360 E: admin@kostic.com.au			
SHEET	57/8	JOB No.	REV
DATE	NOV 21		21:92
DRAWN	Bv		
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REVISIONS		
DATE	REV	AMENDMENTS
SHADOW DIAGRAM		
PROJECT:		
PROPOSED UNIT DEVELOPMENT AT: NO.26 JOFFRE STREET NOBLE PARK, VIC		
CLIENT: VINH PHUONG		
BUILDER:		
 K&A Kostic & Associates Pty. Ltd www.kostic.com.au PO Box 15, Nares Warren North, VIC 3884 P 9796 8300 E: admin@kostic.com.au		
SHEET	B / B	JOB NO.
DATE	NOV 21	21:92
DRAWN	B.V.	REV
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Subject site = 

Objectors locations = 

If the details of the attachment are unclear please contact Governance on 8571 5235.

Assessment Table for Clause 22.09

Clause 22.09-3.1 Design Principles for all residential developments

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Safety	To encourage the provision of safer residential neighbourhoods, new development should enable passive surveillance through designs that:	
	Incorporate active frontages including ground floor habitable room windows.	<p>✓ Principle met</p> <p>Each dwelling is provided with an active frontage.</p>
	Maximise the number of habitable room windows on all levels of residential buildings that overlook the public realm, streets, laneways, internal access ways and car parking areas.	<p>✓ Principle met</p> <p>Dwellings have habitable room windows which overlook the public real, the internal car parking area and the accessway.</p>
	Use semi-transparent fences to the street frontage.	<p>✓ Principle met</p> <p>0.7m high brick front fence to be retained.</p>
	Light communal spaces including main entrances and car parking areas with high mounted sensor-lights.	<p>✓ Principle met</p> <p>Security lighting provided.</p>
	Ensure that all main entrances are visible and easily identifiable from the street.	<p>✓ Principle met</p> <p>Entrances to dwellings are easily identifiable from the street or internal accessway.</p>
	Locate non-habitable rooms such as bathrooms, away from entrances and street frontage.	<p>✓ Principle met</p> <p>Bathrooms are provided to the sides and rears of dwellings, where possible.</p>
Landscaping	Residential development should:	
	Provide substantial, high quality on-site landscaping, including screen planting and canopy trees along ground level front and side and rear boundaries.	<p>✓ Principle met</p> <p>A complete landscape plan has been submitted with the application documents demonstrating adequate planting along the front, side and rear boundaries of the site and either side of the internal accessways.</p> <p>Amended landscape plan required to be submitted detailing the existing tree within the front setback and improvements to the landscape character.</p>
	Provide substantial, high quality landscaping along vehicular accessways.	
	Include the planting of at least one substantial canopy tree to each front setback and ground level secluded private open space area.	
	Planting trees that are common to and perform well in the area.	
Avoid the removal of existing mature trees by incorporating their retention into the site design.		

If the details of the attachment are unclear please contact Governance on 8571 5309.

	Use landscaping to soften the appearance of the built form when viewed from the street and to respect the amenity of adjoining properties.	
	Ensure that landscaping also addresses the Safety Design Principles.	
	Canopy trees should be planted in well proportioned setbacks/private open space that are sufficient to accommodate their future growth to maturity.	
	Landscaping should minimise the impact of increased storm water runoff through water sensitive urban design and reduced impervious surfaces.	
	Landscaping should be sustainable, drought tolerant, and include indigenous species and be supported through the provision of rainwater tanks.	
Car parking	The existing level of on-street car parking should be maintained by avoiding second crossovers on allotments with frontage widths less than 17 metres.	<p>✓ Principle met</p> <p>The existing single crossover is to be retained and an additional crossover proposed to a frontage with a width of 21.5m.</p>
	<p>On-site car parking should be:</p> <ul style="list-style-type: none"> Well integrated into the design of the building, Generally hidden from view or appropriately screened where necessary, Located to the side or rear of the site so as to not dominate the streetscape and to maximise soft landscaping opportunities at ground level. 	<p>✓ Principle met</p> <p>Parking is generally located to the rear or sides of dwellings, not dominating the street scape.</p>
	<p>Where car parking is located within the front setback it should be:</p> <ul style="list-style-type: none"> Fully located within the site boundary; and Capable of fully accommodating a vehicle between a garage or carport and the site boundary. 	<p>✓ Principle met</p> <p>Tandem car parking space to Dwelling 1 capable of being fully located within the site boundaries with a 7.5m setback from the garage.</p>
	Developments with basement car parking should consider flooding concerns where applicable.	<p>N/A</p> <p>No basement car parking proposed.</p>
Setbacks, front boundary and width	Residential developments should:	
	Provide a front setback with fence design and height in keeping with the predominant street pattern.	✓ Principle met
	Maintain the apparent frontage width pattern.	✓ Principle met
	Provide appropriate side setbacks between buildings to enable screen planting where required, and at least one generous side setback to enable the retention of trees and/or the planting and future growth of trees to maturity.	<p>✓ Principle met</p> <p>Sufficient setbacks provided.</p>

If the details of the attachment are unclear please contact Governance on 8571 5309.

	Provide open or low scale front fences to allow a visual connection between landscaping in front gardens and street tree planting.	<p>✓ Principle met</p> <p>Low scale 0.7m high front fence to be retained.</p>
Private open space	All residential developments should provide good quality, useable private open space for each dwelling directly accessible from the main living area.	<p>✓ Principle met</p> <p>Quality useable private open space is provided directly from the main living area.</p>
	Ground level private open space areas should be able to accommodate boundary landscaping, domestic services and outdoor furniture so as to maximise the useability of the space.	<p>✓ Principle met</p> <p>POS areas are suitably sized to enable provision of site services outside the prime SPOS area and to enable boundary planting.</p>
	Private open space should be positioned to maximise solar access.	<p>✓ Principle met</p> <p>Secluded private open spaces would be orientated to achieve ample solar access.</p>
	Upper floor levels of the same dwelling should avoid encroaching secluded private open space areas to ensure the solar access, useability and amenity of the space is not adversely affected.	<p>✓ Principle met</p> <p>Upper levels do not encroach area of secluded private open space.</p>
	Upper level dwellings should avoid encroaching the secluded private open space of a separate lower level dwelling so as to ensure good solar access and amenity for the lower level dwelling.	<p>✓ Principle met</p>
Bulk & Built Form	All residential developments should respect the dominant façade pattern of the streetscape by: <ul style="list-style-type: none"> Using similarly proportioned roof forms, windows, doors, and verandahs, and Maintaining the proportion of wall space to windows and door openings. 	<p>✓ Principle met</p> <p>The proposed development has provided a similarly proportioned roof form, suitable window to wall proportions and responsive to the dominant street pattern of brick exteriors and pitched roofs.</p>
	Balconies should be designed to reduce the need for screening from adjoining dwellings and properties.	<p>N/A</p> <p>No balconies proposed.</p>
	The development of new dwellings to the rear of existing retained dwellings is discouraged where: <ul style="list-style-type: none"> The siting of the retained dwelling would not enable an acceptable future site layout for either the proposed or future dwelling; or The retention of the existing dwelling detracts from the identified future character. 	<p>N/A</p>

If the details of the attachment are unclear please contact Governance on 8571 5309.

	<p>On sites adjacent to identified heritage buildings, infill development should respect the adjoining heritage by:</p> <ul style="list-style-type: none"> • Not exceeding the height of the neighbouring significant building; • Minimising the visibility of higher sections of the new building; and • Setting higher sections back at least the depth of one room from the frontage. 	<p>N/A No heritage building on the site or on adjoining land.</p>
Site Design	Residential development should:	
	Preserve the amenity of adjoining dwellings through responsive site design that considers the privacy, solar access and outlook of adjoining properties.	<p>✓ Principle met Design is responsive to abutting lots.</p>
	Maximise thermal performance and energy efficiency of the built form by addressing orientation, passive design and fabric performance	<p>✓ Principle met Large windows are proposed to enable thermal performance and lessen reliance on artificial heating and cooling.</p>
	Ensure that building height, massing articulation responds sensitively to existing residential interfaces, site circumstances, setbacks and streetscape and reduces the need for screening.	<p>✓ Principle met The proposed ground and first floor setbacks of the proposed would provide a sensitive response to existing residential interfaces and the streetscape.</p>
	Provide sufficient setbacks (including the location of basements) to ensure the retention of existing trees and to accommodate the future growth of new trees.	<p>✓ Principle met</p>
	Provide suitable storage provisions for the management of operational waste	<p>✓ Principle met Storage areas are provided.</p>
	Appropriately located suitable facilities to encourage public transport use, cycling and walking.	<p>✓ Principle met The site is well placed within close proximity to public transport.</p>
Materials & Finishes	Residential development should:	
	Use quality, durable building materials and finishes that are designed for residential purposes.	<p>✓ Principle met The materials proposed are face brickwork, rendered brick and cladding with tiled roofing, which are durable and complementary to existing dwellings in the immediate vicinity.</p>
	Avoid the use of commercial or industrial style building materials and finishes.	<p>✓ Principle met Materials are suited to residential developments.</p>

If the details of the attachment are unclear please contact Governance on 8571 5309.

	Avoid using materials such as rendered cement sheeting, unarticulated surfaces, and excessive repetitive use of materials.	✓ Principle met
	Use a consistent simple palette of materials, colours, finishes and architectural detailing.	✓ Principle met
	Maximise the ongoing affordability and sustainability of residential developments through the selection of low maintenance, resource and energy efficient materials and finishes that can be reasonably expected to endure for the life of the building.	✓ Principle met The materials chosen are durable.
Domestic services normal to a dwelling and Building services	In order to minimise the impact of domestic and building services on the streetscape, adjacent properties, public realm and amenity of future residents, new residential development should:	
	Ensure that all domestic and building services are visually integrated into the design of the building and appropriately positioned or screened so as to not be seen from the street or adjoining properties.	✓ Principle met
	Be designed to avoid the location of domestic and building services: <ul style="list-style-type: none"> • Within secluded private open space areas, including balconies; and • Where they may have noise impacts on adjoining habitable rooms and secluded private open space areas. 	✓ Principle met
Internal Amenity	Residential development should:	
	Ensure that dwelling layouts have connectivity between the main living area and private open space.	✓ Principle met Connectivity is provided between POS areas and main living area of the dwellings.
	Be designed to avoid reliance on borrowed light to habitable rooms.	✓ Principle met No borrowed light is relied upon.
	Ensure that balconies and habitable room windows are designed and located to reduce the need for excessive screening.	✓ Principle met No balconies proposed, first floor habitable windows adequately screened, obscured or highlighted
	Ensure that dwellings without ground level main living areas meet the Standards of Clauses 55.03-5, 55.04-1, 6 & 7, 55.05-3, 4 & 5.	N/A

If the details of the attachment are unclear please contact Governance on 8571 5309.

Clause 22.09-3.3 Design principles for Incremental Change Areas – General Residential Zone (GRZ)

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Preferred housing type	The preferred housing type for the Incremental Change Area is medium density.	<p>✓ Principle met</p> <p>Four (4) dwellings on the 1,092sqm lot is considered a moderate, medium density development.</p>
Building Height	<p>The preferred maximum building height for land within the GRZ1 and GRZ2 is up to 2 storeys, including ground level.</p> <p>The preferred maximum building height for land within the GRZ3 is 3 storeys, including ground level.</p>	<p>✓ Principle met</p> <p>Maximum of double storey across the site.</p>
Landscaping	Residential development should use landscaping to create a landscaped character, particularly canopy trees in front and rear gardens; and to protect the outlook of adjoining properties	<p>✓ Principle met</p> <p>Adequate landscaping provided and demonstrated on the landscape plan, however will be improved via appropriate conditions of permit.</p>
Setbacks, front boundary and width	Parking, paving and car access within the front boundary setback should be limited in order to maximise the opportunity for soft landscaping and prevent the over dominance of carports and garages in the street.	<p>✓ Principle met</p> <p>Parking located to the sides and rears of dwellings.</p>
Private open space	Residential development should provide secluded private open space at the side or rear of each dwelling to avoid the need for excessive screening or high front fencing.	<p>✓ Principle met</p> <p>Each building is provided with SPOS areas to the side or rear.</p>
Bulk & Built Form	Residential development should:	
	Ensure that the built form respects the scale of existing prevailing built form character and responds to site circumstances and streetscape;	<p>✓ Principle met</p> <p>The proposed development is double and single storey and appropriately responds to the built form character of the area through the provision of sufficient setbacks, roof form separation at the upper levels and opportunity for landscaping.</p>
	Be well articulated through the use of contrast, texture, variation in forms, materials and colours.	<p>✓ Principle met</p> <p>Suitable articulation is achieved through the staggered setbacks and variety of external colours and materials selected.</p>
	Residential development in the GRZ1 and GRZ2 should:	

If the details of the attachment are unclear please contact Governance on 8571 5309.

	Provide separation between dwellings at the upper level;	<p>✓ Principle met</p> <p>Suitable separation is provided with a minimum of 3m provided between dwellings at the first floor.</p>
	Retain spines of open space at the rear of properties to maximise landscaping opportunities and protect private secluded open space;	<p>✓ Principle met</p> <p>Adequate setbacks are provided to maintain a landscape spine across the site and protect adjoining areas of open space.</p>
	Position more intense and higher elements of built form towards the front and centre of a site, transitioning to single storey elements to the rear of the lot.	<p>✓ Principle met</p> <p>Double storey dwellings provided to the front and centre, single storey dwelling to the rear.</p>
	Within the GRZ1 and GRZ2 the rearmost dwelling on a lot should be single storey to ensure the identified future character of the area and the amenity of adjoining properties is respected by maximising landscaping opportunities and protecting adjoining private secluded open space.	<p>✓ Principle met</p> <p>Single storey dwelling provided to the rear.</p>
	<p>Two storey dwellings to the rear of a lot in the GRZ1 and GRZ2 may be considered where:</p> <ul style="list-style-type: none"> • The visual impact of the building bulk does not adversely affect the identified future character of the area; • Overlooking and/or overshadowing does not adversely affect the amenity of neighbouring properties; • The building bulk does not adversely affect the planting and future growth of canopy trees to maturity; • Sufficient side and rear boundary landscaping can be provided to screen adjoining properties; • Upper storey components are well recessed from adjoining sensitive interfaces. 	<p>N/A</p> <p>Single storey to the rear.</p>
	Separation between upper levels of dwellings on a site in the GRZ3 is not generally needed, provided the building portrays a high standard of design and does not result in unreasonable amenity impacts.	<p>N/A</p> <p>Site is not within GRZ3.</p>

Note: Other requirements also apply. These can be found at the schedule to the applicable zone.

If the details of the attachment are unclear please contact Governance on 8571 5309.

Assessment Table - Clause 52.06

Clause 52.06-9 Design standards for car parking

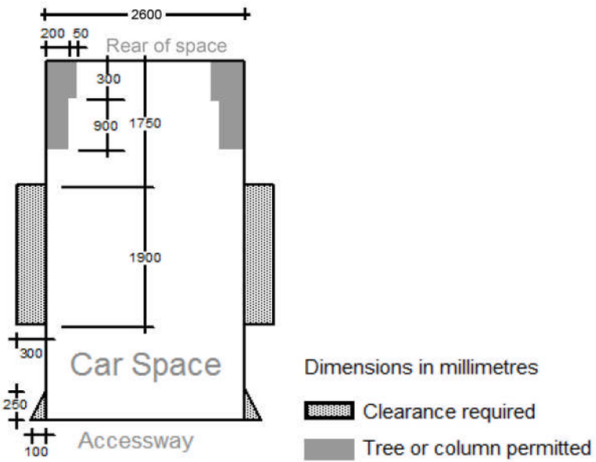
Plans prepared in accordance with Clause 52.06-8 must meet the design standards of Clause 52.06-9, unless the responsible authority agrees otherwise.

Design standards 1, 3, 6 and 7 do not apply to an application to construct one dwelling on a lot.

Design Standards	Assessment	Requirement met/Requirement not met/NA
Design standard 1 - Accessways	Accessways must:	✓ Standard met The accessways are a minimum 3m wide.
	• Be at least 3 metres wide.	✓ Standard met
	• Have an internal radius of at least 4 metres at changes of direction or intersection or be at least 4.2 metres wide.	✓ Standard met
	• Allow vehicles parked in the last space of a dead-end accessway in public car parks to exit in a forward direction with one manoeuvre.	N/A
	• Provide at least 2.1 metres headroom beneath overhead obstructions, calculated for a vehicle with a wheel base of 2.8 metres.	✓ Standard met No overhead obstructions below 2.1 metres.
	• If the accessway serves four or more car spaces or connects to a road in a Road Zone, the accessway must be designed to that cars can exit the site in a forward direction.	N/A
	• Provide a passing area at the entrance at least 5 metres wide and 7 metres long if the accessway serves ten or more car parking spaces and is either more than 50 metres long or connects to a road in Road Zone.	N/A
	• Have a corner splay or area at least 50 percent clear of visual obstructions extending at least 2 metres along the frontage road from the edge of an exit lane and 2.5 metres along the exit lane from the frontage, to provide a clear view of pedestrians on the footpath of the frontage road. The area clear of visual obstructions may include an adjacent entry or exit lane where more than one lane is provided, or adjacent landscaped areas, provided the landscaping in those areas is less than 900mm in height.	✓ Standard met Notations have been provided on the plans.
If an accessway to four or more car parking spaces is from land in a Road Zone, the access to the car spaces must be at least 6 metres from the road carriageway.	N/A The site is not adjacent to a Road Zone.	
If entry to the car space is from a road, the width of the accessway may include the road.	✓ Standard met	

If the details of the attachment are unclear please contact Governance on 8571 5309.

Design standard 2 – Car parking spaces	Car parking spaces and accessways must have the minimum dimensions as outlined in Table 2.	<p>✓ Standard met</p> <p>Single width garages provided to Dwellings 1 and 4 dimensioned 3.5m x 6m</p> <p>Both dwellings are provided with a tandem space dimensioned 2.6m x 4.9m</p> <p>Dwellings 2 and 3 are provided with double width garages dimensioned a minimum 5.5m x 6m</p>																											
	<p>Table 2: Minimum dimensions of car parking spaces and accessways</p> <table border="1"> <thead> <tr> <th>Angle of car parking spaces to access way</th> <th>Accessway width</th> <th>Car space width</th> <th>Car space length</th> </tr> </thead> <tbody> <tr> <td>Parallel</td> <td>3.6 m</td> <td>2.3 m</td> <td>6.7 m</td> </tr> <tr> <td>45°</td> <td>3.5 m</td> <td>2.6 m</td> <td>4.9 m</td> </tr> <tr> <td>60°</td> <td>4.9 m</td> <td>2.6 m</td> <td>4.9 m</td> </tr> <tr> <td rowspan="4">90°</td> <td>6.4 m</td> <td>2.6 m</td> <td>4.9 m</td> </tr> <tr> <td>5.8 m</td> <td>2.8 m</td> <td>4.9 m</td> </tr> <tr> <td>5.2 m</td> <td>3.0 m</td> <td>4.9 m</td> </tr> <tr> <td>4.8 m</td> <td>3.2 m</td> <td>4.9 m</td> </tr> </tbody> </table> <p><i>Note to Table 2: Some dimensions in Table 2 vary from those shown in the Australian Standard AS2890.1-2004 (off street). The dimensions shown in Table 2 allocate more space to aisle widths and less to marked spaces to provide improved operation and access. The dimensions in Table 2 are to be used in preference to the Australian Standard AS2890.1-2004 (off street) except for disabled spaces which must achieve Australian Standard AS2890.6-2009 (disabled).</i></p>		Angle of car parking spaces to access way	Accessway width	Car space width	Car space length	Parallel	3.6 m	2.3 m	6.7 m	45°	3.5 m	2.6 m	4.9 m	60°	4.9 m	2.6 m	4.9 m	90°	6.4 m	2.6 m	4.9 m	5.8 m	2.8 m	4.9 m	5.2 m	3.0 m	4.9 m	4.8 m
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	<p>A wall, fence, column, tree, tree guard or any other structure that abuts a car space must not encroach into the area marked 'clearance required' on Diagram 1, other than:</p> <ul style="list-style-type: none"> • A column, tree or tree guard, which may project into a space if it is within the area marked 'tree or column permitted' on Diagram 1. • A structure, which may project into the space if it is at least 2.1 metres above the space. <p>Diagram 1 Clearance to car parking spaces</p>  <p>Dimensions in millimetres</p> <p>▨ Clearance required</p> <p>■ Tree or column permitted</p>	<p>✓ Standard met</p> <p>No obstructions apparent.</p> <p>No tree, tree guard or other structure encroaches onto car parking spaces.</p>
<p>Car spaces in garages or carports must be at least 6 metres long and 3.5 metres wide for a single space and 5.5 metres wide for a double space measured inside the garage or carport.</p>	<p>✓ Standard met</p>	
<p>Where parking spaces are provided in tandem (one space behind the other) an additional 500mm in length must be provided between each space.</p>	<p>✓ Standard met</p>	
<p>Where two or more car parking spaces are provided for a dwelling, at least one space must be under cover.</p>	<p>✓ Standard met</p>	
<p>Disabled car parking spaces must be designed in accordance with Australian Standard AS2890.6-2009 (disabled) and the Building Code of Australia. Disabled car parking spaces may encroach into an accessway width specified in Table 2 by 500mm.</p>	<p>✓ Standard met</p>	

Design standard 3: Gradients	Accessway grades must not be steeper than 1:10 (10 per cent) within 5 metres of the frontage to ensure safety for pedestrians and vehicles. The design must have regard to the wheelbase of the vehicle being designed for; pedestrian and vehicular traffic volumes; the nature of the car park; and the slope and configuration of the vehicle crossover at the site frontage. This does not apply to accessways serving three dwellings or less.	N/A No ramps proposed.													
	Ramps (except within 5 metres of the frontage) must have the maximum grades as outlined in Table 3 and be designed for vehicles travelling in a forward direction.	N/A No ramps proposed.													
	Table 3: Ramp gradients														
	<table border="1"> <thead> <tr> <th>Type of car park</th> <th>Length of ramp</th> <th>Maximum grade</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Public car parks</td> <td>20 metres or less</td> <td>1:5 (20%)</td> </tr> <tr> <td>longer than 20 metres</td> <td>1:6 (16.7%)</td> </tr> <tr> <td rowspan="2">Private or residential car parks</td> <td>20 metres or less</td> <td>1:4 (25%)</td> </tr> <tr> <td>longer than 20 metres</td> <td>1:5 (20%)</td> </tr> </tbody> </table>	Type of car park	Length of ramp	Maximum grade	Public car parks	20 metres or less	1:5 (20%)	longer than 20 metres	1:6 (16.7%)	Private or residential car parks	20 metres or less	1:4 (25%)	longer than 20 metres	1:5 (20%)	
	Type of car park	Length of ramp	Maximum grade												
Public car parks	20 metres or less	1:5 (20%)													
	longer than 20 metres	1:6 (16.7%)													
Private or residential car parks	20 metres or less	1:4 (25%)													
	longer than 20 metres	1:5 (20%)													
Where the difference in grade between two sections of ramp or floor is greater than 1:8 (12.5 per cent) for a summit grade change, or greater than 1:6.7 (15 per cent) for a sag grade change, the ramp must include a transition section of at least 2 metres to prevent vehicles scraping or bottoming.	N/A No ramps proposed.														
Plans must include an assessment of grade changes of greater than 1:5.6 (18 per cent) or less than 3 metres apart for clearances, to the satisfaction of the responsible authority.	N/A No ramps proposed.														
Design standard 4: Mechanical parking	Mechanical parking may be used to meet the car parking requirement provided: <ul style="list-style-type: none"> At least 25 per cent of the mechanical car parking spaces can accommodate a vehicle clearance height of at least 1.8 metres. 	N/A No mechanical parking proposed.													
	<ul style="list-style-type: none"> Car parking spaces the require the operation of the system are not allowed to visitors unless used in a valet parking situation. 	N/A No mechanical parking proposed.													
	<ul style="list-style-type: none"> The design and operation is to the satisfaction of the responsible authority. 	N/A No mechanical parking proposed.													
Design standard 5: Urban design	Ground level car parking, garage doors and accessways must not visually dominate public space.	✓ Standard met The car parking would not dominate the street.													
	Car parking within buildings (including visible portions of partly submerged basements) must be screened or obscured where possible, including through the use of occupied tenancies, landscaping, architectural treatments and artworks.	✓ Standard met Car parking is integrated with the design of the buildings and would not be visually dominating.													

ATT 2.2.1.4 Clause 52.06 Assessment

	Design of car parks must take into account their use as entry points to the site.	✓ Standard met Proposed car parks are appropriate.
	Design of new internal streets in developments must maximise on street parking opportunities.	✓ Standard met
Design standard 6: Safety	Car parking must be well lit and clearly signed.	✓ Standard met Security lighting provided.
	The design of car parks must maximise natural surveillance and pedestrian visibility from adjacent buildings.	✓ Standard met
	Pedestrian access to car parking areas from the street must be convenient.	✓ Standard met
	Pedestrian routes through car parking areas and building entries and other destination points must be clearly marked and separated from traffic in high activity parking areas.	✓ Standard met
Design standard 7: Landscaping	The layout of car parking areas must provide for water sensitive urban design treatment and landscaping.	✓ Standard met
	Landscaping and trees must be planted to provide shade and shelter, soften the appearance of ground level car parking and aid in the clear identification of pedestrian paths.	✓ Standard met Planting can be incorporated along the accessway and around the car spaces.
	Ground level car parking spaces must include trees planted with flush grilles. Spacing of trees must be determined having regard to the expected size of the selected species at maturity.	✓ Standard met

Assessment Table - Two or More Dwellings on a Lot and Residential Buildings (Clause 55)

Clause 55.02-1 Neighbourhood character objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B1	The design response must be appropriate to the neighbourhood and the site.	<p>✓ Standard met</p> <p>The development is considered to be appropriate to the area through the front and side setbacks proposed, opportunity for landscaping across the site, the built form and use of similar external colours/materials to dwellings in the surrounding area.</p> <p>See Clause 22.09 assessment for further discussion.</p>
	The proposed design response must respect the existing or preferred neighbourhood character and respond to the features of the site.	<p>✓ Standard met</p> <p>See Clause 22.09 assessment for further discussion.</p>
Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	
	The neighbourhood and site description.	
	The design response.	
Objectives	To ensure that the design respects the existing neighbourhood character or contributes to a preferred neighbourhood character.	✓ Objective met
	To ensure that development responds to the features of the site and the surrounding area.	

If the details of the attachment are unclear please contact Governance on 8571 5309.

Clause 55.02-2 Residential policy objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B2	An application must be accompanied by a written statement to the satisfaction of the responsible authority that describes how the development is consistent with any relevant policy for housing in the PPF and the LPPF, including the MSS and local planning policies.	<p>✓ Standard met</p> <p>The application was accompanied by a complete written statement.</p>
Decision Guidelines	<p>The PPF and the LPPF including the MSS and local planning policies.</p> <p>The design response.</p>	
Objectives	<p>To ensure that residential development is provided in accordance with any policy for housing in the PPF and the LPPF, including the MSS and local planning policies.</p> <p>To support medium densities in areas where development can take advantage of public and community infrastructure and services.</p>	<p>✓ Objective met</p>

Clause 55.02-3 Dwelling diversity objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B3	Developments of ten or more dwellings should provide a range of dwelling sizes and types, including: <ul style="list-style-type: none"> • Dwellings with a different number of bedrooms. • At least one dwelling that contains a kitchen, bath or shower, and a toilet and wash basin at ground floor level. 	N/A
Objective	To encourage a range of dwellings sizes and types in developments of ten or more dwellings.	

Clause 55.02-4 Infrastructure objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B4	Development should be connected to reticulated services, including reticulated sewerage, drainage, electricity and gas, if available.	<p>✓ Standard met</p> <p>Development can be suitably accommodated into infrastructure of the established area with suitable connections to services without unreasonably exceeding the capacity of these services.</p>
	Development should not unreasonably exceed the capacity of utility services and infrastructure, including reticulated services and roads.	✓ Standard met
	In areas where utility services or infrastructure have little or no spare capacity, developments should provide for the upgrading of or mitigation of the impact on services or infrastructure.	✓ Standard met
Decision Guidelines	The capacity of the existing infrastructure.	
	In the absence of reticulated sewerage, the capacity of the development to treat and retain all wastewater in accordance with the SEPP (Waters of Victoria) under the EPA 1970.	
	If the drainage system has little or no spare capacity, the capacity of the development to provide for stormwater drainage mitigation or upgrading of the local drainage system.	
Objectives	To ensure development is provided with appropriate utility services and infrastructure.	✓ Objective met
	To ensure development does not unreasonably overload the capacity of utility services and infrastructure.	

Clause 55.02-5 Integration with the street objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B5	Developments should provide adequate vehicle and pedestrian links that maintain or enhance local accessibility.	<p>✓ Standard met</p> <p>Each dwelling is suitably connected to the street or internal accessway.</p>
	Developments should be oriented to front existing and proposed streets.	<p>✓ Standard met</p> <p>Dwelling 1 is fronting Joffre St, whereas Dwellings 2 – 4 are fronting the internal accessway.</p>
	High fencing in front of dwellings should be avoided if practicable.	<p>✓ Standard met</p> <p>0.7 metre high brick fence proposed to be retained.</p>
	Development next to existing public open space should be laid out to complement the open space.	<p>NA</p> <p>Subject site is not located adjoining an area of public open space.</p>
Decision Guidelines	Any relevant urban design objective, policy or statement set out in this scheme.	
	The design response.	
Objective	To integrate the layout of development with the street.	✓ Objective met

Clause 55.03-1 Street setback objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA															
<p>Standard B6</p>	<p>Walls of buildings should be set back from streets:</p> <ul style="list-style-type: none"> • At least the distance specified in a schedule to the zone, or • If no distance is specified in a schedule to the zone, the distance specified in Table B1. <p>Porches, pergolas, and verandahs that are less than 3.6 metres high and eaves may encroach not more than 2.5 metres into the setbacks of this standard</p> <p><u>GRZ1: 7.5m or per B1.</u></p> <p>Table B1 Street setback</p> <table border="1" data-bbox="461 555 1256 1318"> <thead> <tr> <th data-bbox="461 555 692 612">Development context</th> <th data-bbox="692 555 1003 612">Minimum setback from front street (metres)</th> <th data-bbox="1003 555 1256 612">Minimum setback from a side street (metres)</th> </tr> </thead> <tbody> <tr> <td data-bbox="461 612 692 727">There is an existing building on both the abutting allotments facing the same street, and the site is not on a corner.</td> <td data-bbox="692 612 1003 727">The average distance of the setbacks of the front walls of the existing buildings on the abutting allotments facing the front street or 9 metres, whichever is the lesser.</td> <td data-bbox="1003 612 1256 727">Not applicable</td> </tr> <tr> <td data-bbox="461 727 692 874">There is an existing building on one abutting allotment facing the same street and no existing building on the other abutting allotment facing the same street, and the site is not on a corner.</td> <td data-bbox="692 727 1003 874">The same distance as the setback of the front wall of the existing building on the abutting allotment facing the front street or 9 metres, whichever is the lesser.</td> <td data-bbox="1003 727 1256 874">Not applicable</td> </tr> <tr> <td data-bbox="461 874 692 983">There is no existing building on either of the abutting allotments facing the same street, and the site is not on a corner.</td> <td data-bbox="692 874 1003 983">6 metres for streets in a Transport Zone 2 and 4 metres for other streets.</td> <td data-bbox="1003 874 1256 983">Not applicable</td> </tr> <tr> <td data-bbox="461 983 692 1318">The site is on a corner.</td> <td data-bbox="692 983 1003 1318"> <p>If there is a building on the abutting allotment facing the front street, the same distance as the setback of the front wall of the existing building on the abutting allotment facing the front street or 9 metres, whichever is the lesser.</p> <p>If there is no building on the abutting allotment facing the front street, 6 metres for streets in a Transport Zone 2 and 4 metres for other streets.</p> </td> <td data-bbox="1003 983 1256 1318"> <p>Front walls of new development fronting the side street of a corner site should be setback at least the same distance as the setback of the front wall of any existing building on the abutting allotment facing the side street or 3 metres, whichever is the lesser.</p> <p>Side walls of new development on a corner site should be setback the same distance as the setback of the front wall of any existing building on the abutting allotment facing the side street or 2 metres, whichever is the lesser.</p> </td> </tr> </tbody> </table>	Development context	Minimum setback from front street (metres)	Minimum setback from a side street (metres)	There is an existing building on both the abutting allotments facing the same street, and the site is not on a corner.	The average distance of the setbacks of the front walls of the existing buildings on the abutting allotments facing the front street or 9 metres, whichever is the lesser.	Not applicable	There is an existing building on one abutting allotment facing the same street and no existing building on the other abutting allotment facing the same street, and the site is not on a corner.	The same distance as the setback of the front wall of the existing building on the abutting allotment facing the front street or 9 metres, whichever is the lesser.	Not applicable	There is no existing building on either of the abutting allotments facing the same street, and the site is not on a corner.	6 metres for streets in a Transport Zone 2 and 4 metres for other streets.	Not applicable	The site is on a corner.	<p>If there is a building on the abutting allotment facing the front street, the same distance as the setback of the front wall of the existing building on the abutting allotment facing the front street or 9 metres, whichever is the lesser.</p> <p>If there is no building on the abutting allotment facing the front street, 6 metres for streets in a Transport Zone 2 and 4 metres for other streets.</p>	<p>Front walls of new development fronting the side street of a corner site should be setback at least the same distance as the setback of the front wall of any existing building on the abutting allotment facing the side street or 3 metres, whichever is the lesser.</p> <p>Side walls of new development on a corner site should be setback the same distance as the setback of the front wall of any existing building on the abutting allotment facing the side street or 2 metres, whichever is the lesser.</p>	<p>✓ Standard met</p> <p>Subject site is located within GRZ1 therefore 7.5m or the average of the two adjoining sites is required. 7.5m provided.</p> <p>Complies</p>
Development context	Minimum setback from front street (metres)	Minimum setback from a side street (metres)															
There is an existing building on both the abutting allotments facing the same street, and the site is not on a corner.	The average distance of the setbacks of the front walls of the existing buildings on the abutting allotments facing the front street or 9 metres, whichever is the lesser.	Not applicable															
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<p>Decision</p>	<p>Any relevant neighbourhood character objective, policy or statement set out in this</p>																

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Guidelines	scheme.	
	The design response.	
	Whether a different setback would be more appropriate taking into account the prevailing setbacks of existing buildings on nearby lots.	
	The visual impact of the building when viewed from the street and from adjoining properties.	
	The value of retaining vegetation within the front setback.	
Objective	To ensure that the setbacks of buildings from a street respect the existing or preferred neighbourhood character and make efficient use of the site.	✓ Objective met

Clause 55.03-2 Building height objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B7	<p>The maximum building height should not exceed the maximum height specified in the zone, schedule to the zone or an overlay that applies to the land.</p> <p><u>GRZ: 11 metres / 3 storeys mandatory maximum (refer Clause 32.08-9)</u></p>	<p>✓ Standard met</p> <p>Maximum height of 7.55m provided with two storeys.</p> <p>Complies</p>
	<p>If no maximum height is specified in the zone, schedule to the zone or an overlay, the maximum building height should not exceed 9 metres, unless the slope of the natural ground level at any cross section wider than 8 metres of the site of the building is 2.5 degrees or more, in which case the maximum building height should not exceed 10 metres.</p>	<p>N/A</p>
	<p>Changes of building height between existing buildings and new buildings should be graduated.</p>	<p>✓ Standard met</p>
Decision Guidelines	<p>Any relevant neighbourhood character objective, policy or statement set out in this scheme.</p>	
	<p>Any maximum building height specified in the zone, a schedule to the zone or an overlay applying to the land.</p>	
	<p>The design response.</p>	
	<p>The effect of the slope of the site on the height of the building.</p>	
	<p>The relationship between the proposed building height and the height of existing adjacent buildings.</p>	
Objective	<p>To ensure that the height of buildings respects the existing or preferred neighbourhood character</p>	<p>✓ Objective met</p>

Clause 55.03-3 Site coverage objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B8	The site area covered by buildings should not exceed: <ul style="list-style-type: none"> • The maximum site coverage specified in a schedule to the zone, or • If no maximum site coverage is specified in a schedule to the zone, 60 per cent. <i>GRZ1: as per B1</i>	✓ Standard met Lot size 1,092sqm. Provided: 483.5sqm or 44%. Complies
Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme. The design response. The existing site coverage and any constraints imposed by existing development or the features of the site. The site coverage of adjacent properties The effect of the visual bulk of the building and whether this is acceptable in the neighbourhood.	
Objective	To ensure that the site coverage respects the existing or preferred neighbourhood character and responds to the features of the site.	✓ Objective met

Clause 55.03-4 Permeability and stormwater management objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B9	<p>The site area covered by the pervious surfaces should be at least:</p> <ul style="list-style-type: none"> • The minimum areas specified in a schedule to the zone, or • If no minimum is specified in a schedule to the zone, 20 per cent of the site. <p><i>GRZ1: 30% (none specified)</i></p> <p>The stormwater management system should be designed to:</p> <ul style="list-style-type: none"> • Meet the current best practice performance objectives for stormwater quality as contained in the Urban Stormwater - Best Practice Environmental Management Guidelines (Victorian Stormwater Committee, 1999). • Contribute to cooling, improving local habitat and providing attractive and enjoyable spaces. 	<p>✓ Standard met</p> <p>Provided 39% or 431.6sqm.</p> <p>Complies</p>
Decision Guidelines	<p>The design response.</p> <p>The capacity of the site to incorporate stormwater retention and reuse.</p> <p>The existing site coverage and any constraints imposed by existing development.</p> <p>The capacity of the drainage network to accommodate additional stormwater.</p> <p>The capacity of the site to absorb run-off.</p> <p>The practicality of achieving the minimum site coverage of pervious surfaces, particularly on lots of less than 300 square metres.</p> <p>Whether the owner has entered into an agreement to contribute to off-site stormwater management in lieu of providing an on-site stormwater management system.</p>	
Objectives	<p>To reduce the impact of increased stormwater run-off on the drainage system.</p> <p>To facilitate on-site stormwater infiltration.</p> <p>To encourage stormwater management that maximises the retention and reuse of stormwater</p>	<p>✓ Objective met</p>

Clause 55.03-5 Energy efficiency objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B10	Buildings should be: <ul style="list-style-type: none"> • Oriented to make appropriate use of solar energy. • Sited and designed to ensure that the energy efficiency of existing dwellings on adjoining lots is not unreasonably reduced. • Sited and designed to ensure that the performance of existing rooftop solar energy systems on dwellings on adjoining lots in a General Residential Zone, Neighbourhood Residential Zone or Township Zone are not unreasonably reduced. The existing rooftop solar energy system must exist at the date the application is lodged. 	✓ Standard met All dwellings are provided with north-facing windows where possible with the main living areas facing north-west (side boundary). Additional skylights are provided to the main kitchen area of Dwelling 4 to enhance daylight accessibility. The development would not unreasonably reduce the energy efficiency of adjoining dwellings. The adjoining dwellings are not identified as having existing rooftop solar energy systems.
	Living areas and private open space should be located on the north side of the development, if practicable.	✓ Standard met Ground floor areas of open space are all located along the north-western side boundary.
	Developments should be designed so that solar access to north-facing windows is maximised.	✓ Standard met
Decision Guidelines	The design response.	
	The size, orientation and slope of the lot.	
	The existing amount of solar access to abutting properties.	
	The availability of solar access to north-facing windows on the site.	
	The extent to which an existing rooftop solar energy system on an adjoining lot is overshadowed by existing buildings or other permanent structures.	
	Whether the existing rooftop solar energy system on an adjoining lot is appropriately located	
	The effect of overshadowing on an existing rooftop solar energy system on an adjoining lot.	
Objectives	To achieve and protect energy efficient dwellings and residential buildings.	✓ Objective met
	To ensure the orientation and layout of development reduce fossil fuel energy use and make appropriate use of daylight and solar energy.	

Clause 55.03-6 Open space objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B11	If any public or communal open space is provided on site, it should: <ul style="list-style-type: none"> • Be substantially fronted by dwellings, where appropriate. • Provide outlook for as many dwellings as practicable. • Be designed to protect any natural features on the site. • Be accessible and useable. 	N/A No communal or public open space proposed.
Decision Guidelines	Any relevant plan or policy for open space in the PPF and the LPPF, including the MSS and local planning policies. The design response.	
Objective	To integrate the layout of development with any public and communal open space provided in or adjacent to the development.	

Clause 55.03-7 Safety objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B12	Entrances to dwellings and residential buildings should not be obscured or isolated from the street and internal accessways.	<p>✓ Standard met</p> <p>The entrance to Dwelling 1 will be visible from Joffre Street and the entrance to Dwellings 2 – 4 are all visible from the shared accessway.</p>
	Planting which creates unsafe spaces along streets and accessways should be avoided.	<p>✓ Standard met</p>
	Developments should be designed to provide good lighting, visibility and surveillance of car parks and internal accessways.	<p>✓ Standard met</p> <p>Sensor lighting has been shown along the accessway, around the car spaces and to the porch of each dwelling.</p> <p>There are views of the entrances, shared accessway and the car parking area from habitable areas of all dwellings.</p>
	Private spaces within developments should be protected from inappropriate use as public thoroughfares.	<p>✓ Standard met</p> <p>Private spaces are delineated by fencing.</p>
Decision Guidelines	The design response.	
Objectives	To ensure the layout of development provides for the safety and security of residents and property.	<p>✓ Objective met</p>

Clause 55.03-8 Landscaping objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B13	The landscape layout and design should: <ul style="list-style-type: none"> • Protect any predominant landscape features of the neighbourhood. • Take into account the soil type and drainage patterns of the site. • Allow for intended vegetation growth and structural protection of buildings. • In locations of habitat importance, maintain existing habitat and provide for new habitat for plants and animals. • Provide a safe, attractive and functional environment for residents. 	✓ Standard met A complete landscape plan has been submitted for review demonstrating adequate planting provided along the front, side and rear boundaries and along either side of the accessway. A condition is required to ensure that the tree proposed to be retained is accurately depicted on the landscape plan and improved landscaping to be provided within the site frontage.
	Development should provide for the retention or planting of trees, where these are part of the character of the neighbourhood.	✓ Standard met Liquid amber tree within the front setback proposed to be retained along the accessway of Dwelling 1.
	Development should provide for the replacement of any significant trees that have been removed in the 12 months prior to the application being made	✓ Standard met No trees have been removed from the site in the last 12 months.
	The landscape design should specify landscape themes, vegetation (location and species), paving and lighting.	✓ Standard met
	Development should meet any additional landscape requirements specified in a schedule to the zone. <i>All schedules to all residential zones:</i> <i>“70% of ground level front setback, and side and rear setbacks, planted with substantial landscaping and canopy trees.”</i>	X Standard not met 105 sqm of the 162.6 sqm frontage has been set aside for landscaping purposes equating to a total area of 64%. It is noted that the landscaping strips have not been included in this assessment as they are not capable of accommodating meaningful landscaping
Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	The retention of the existing tree and large availability of meaningful landscaping is considered suitable for the site and a condition can be included to the permit to enhance the landscaping within the front setback with the inclusion of additional canopy trees.
	Any relevant plan or policy for landscape design in the PPF and the LPPF, including the MSS and local planning policies.	
	The design response.	
	The location and size of gardens and the predominant plant types in the neighbourhood.	
	The health of any trees to be removed. Whether a tree was removed to gain a development advantage.	
Objectives	To encourage development that respects the landscape character of the neighbourhood.	✓ Objective met

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	To encourage development that maintains and enhances habitat for plants and animals in locations of habitat importance.	The objective is met via permit conditions
	To provide appropriate landscaping.	
	To encourage the retention of mature vegetation on the site.	

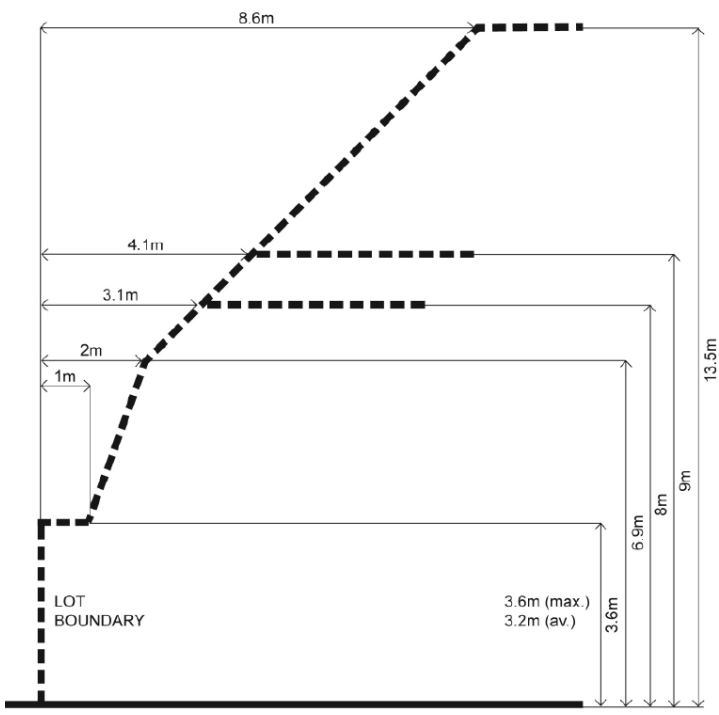
Clause 55.03-9 Access objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B14	The width of accessways or car spaces should not exceed: <ul style="list-style-type: none"> • 33 per cent of the street frontage, or • if the width of the street frontage is less than 20 metres, 40 per cent of the street frontage. 	✓ Standard met Street frontage to Joffre Street – 21.5m Maximum permissible – 7.095m (33%) Provided – 6.46m Complies
	No more than one single-width crossover should be provided for each dwelling fronting a street.	✓ Standard met One single width crossover to the dwelling fronting the street, and a second crossover provided to access Dwellings 2 – 4 to the rear.
	The location of crossovers should maximise retention of on-street car parking spaces.	✓ Standard met
	The number of access points to a road in a Transport Zone 2 or a Transport Zone 3 should be minimised.	N/A
	Developments must provide for access for service, emergency and delivery vehicles.	✓ Standard met
Decision Guidelines	The design response.	
	The impact on neighbourhood character.	
	The reduction of on-street car parking spaces.	
	The effect on any significant vegetation on the site and footpath.	
Objectives	To ensure the number and design of vehicle crossovers respects the neighbourhood character.	✓ Objective met

Clause 55.03-10 Parking location objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B15	Car parking facilities should: <ul style="list-style-type: none"> • Be reasonably close and convenient to dwellings and residential buildings. • Be secure. • Be well ventilated if enclosed. 	✓ Standard met The car parking facilities would be close and convenient for each dwelling.
	Shared accessways or car parks of other dwellings and residential buildings should be located at least 1.5 metres from the windows of habitable rooms. This setback may be reduced to 1 metre where there is a fence at least 1.5 metres high or where window sills are at least 1.4 metres above the accessway.	X Standard not met Dwelling 1 – no windows along accessway Dwelling 2 – guest bed provided with a 1.5m setback Dwelling 3 – guest bed provided with a 1.4 – 1.5m setback Dwelling 4 – master bed provided with 0.6 – 1.5m setback
Decision Guidelines	The design response.	A condition is recommended for the guest bed window to Dwelling 3 be acoustically glazed, as it partially adjoins a tandem space of the adjoining dwelling (i.e. Dwelling 4). It is considered that the window to Dwelling 4 meets the objective, as it directly adjoins a tandem car space which belongs to the proposed dwelling. It is therefore unlikely to be adversely impacted from vehicular noise within the development.
Objectives	To provide convenient parking for residents and visitors vehicles.	✓ Objective met
	To protect residents from vehicular noise within developments.	The objective is met via conditions.

Clause 55.04-1 Side and rear setbacks objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
<p>Standard B17</p>	<p>A new building not on or within 200mm of a boundary should be setback from side or rear boundaries:</p> <ul style="list-style-type: none"> At least the distance specified in a schedule to the zone, or <p>NRZ1: “A building wall opposite an area of secluded private open space or a window to a living room of an existing dwelling should be setback a minimum of 2 metres.”</p> <ul style="list-style-type: none"> If no distance is specified in a schedule to the zone, 1 metre, plus 0.3 metres for every metre of height over 3.6 metres up to 6.9 metres, plus 1 metre for every metre of height over 6.9 metres. <p>Diagram B1 Side and rear setbacks</p>  <p>The diagram illustrates a building footprint on a lot. The building has a total width of 8.6m and a total height of 9m. The setbacks from the boundaries are as follows: 1m from the left boundary, 2m from the left boundary at the first floor level, 3.1m from the left boundary at the second floor level, 4.1m from the left boundary at the top level, and 8.6m from the left boundary at the top level. The building is 13.5m from the right boundary. The building is 6.9m from the bottom boundary. The diagram also shows a lot boundary and setbacks of 3.6m (max.) and 3.2m (av.) for a 3.6m wide area.</p>	<p>✓ Standard met</p> <p>Each ground floor setback is either 1.6m minimum or wall on boundaries.</p> <p>Complies</p> <p>First floor: Rearmost dwelling is single storey</p> <p>Side setbacks: Max wall height 5.74m = 1.6m required</p> <p>Northwest side: D1 – 2.7m provided, D2 – 6.57m provided D3 – 3.4m provided</p> <p>Southeast side: D1 – 5.81m provided D2 – 5.15m provided D3 – 5.15m provided</p> <p>Complies</p>
	<p>Sunblinds, verandahs, porches, eaves, fascias, gutters, masonry chimneys, flues, pipes, domestic fuel or water tanks, and heating or cooling equipment or other services may encroach not more than 0.5 metres into the setbacks of this standard.</p>	

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	Landings having an area of not more than 2 square metres and less than 1 metre high, stairways, ramps, pergolas, shade sails and carports may encroach into the setbacks of this standard.	
Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	
	The design response.	
	The impact on the amenity of the habitable room windows and secluded private open space of existing dwellings.	
	Whether the wall is opposite an existing or simultaneously constructed wall built to the boundary.	
	Whether the wall abuts a side or rear lane.	
Objectives	To ensure that the height and setback of a building from a boundary respects the existing or preferred neighbourhood character and limits the impact on the amenity of existing dwellings.	✓ Objective met

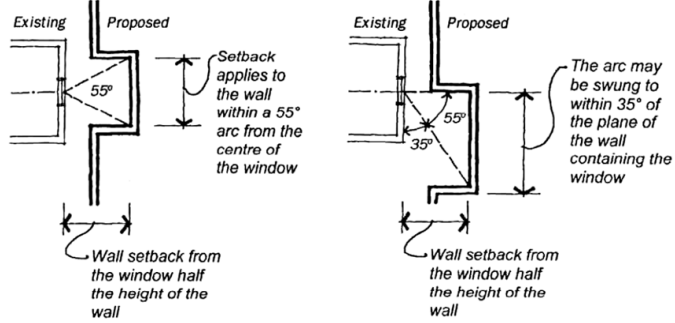
Clause 55.04-2 Walls on boundaries objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B18	<p>A new wall constructed on or within 200mm of a side or rear boundary of a lot or a carport constructed on or within 1 metre of a side or rear boundary of lot should not abut the boundary:</p> <ul style="list-style-type: none"> • For a length of more than the distance specified in the schedule to the zone; or • If no distance is specified in a schedule to the zone, for a length of more than: <ul style="list-style-type: none"> - 10 metres plus 25 per cent of the remaining length of the boundary of an adjoining lot, or - Where there are existing or simultaneously constructed walls or carports abutting the boundary on an abutting lot, the length of the existing or simultaneously constructed walls or carports, <p>whichever is the greater.</p>	<p>✓ Standard met</p> <p>Side boundary lengths are 50.8m = 20.2m wall on boundary length is permissible</p> <p>Dwelling 1 garage: Wall on the northwest boundary 6.46m length on boundary</p> <p>Dwelling 4 garage: Wall on the southeast boundary 7.38m length on boundary</p> <p>Complies</p>
	<p>A new wall or carport may fully abut a side or rear boundary where slope and retaining walls or fences would result in the effective height of the wall or carport being less than 2 metres on the abutting property.</p>	<p>✓ Standard met</p>
	<p>A building on a boundary includes a building set back up to 200mm from a boundary.</p>	
	<p>The height of a new wall constructed on or within 200 mm of a side or rear boundary or a carport constructed on or within 1 metre of a side or rear boundary should not exceed an average of 3.2 metres with no part higher than 3.6 metres unless abutting a higher existing or simultaneously constructed wall.</p>	<p>✓ Standard met</p> <p>Dwelling 1 garage max height 3m, average height 2.9m</p> <p>Dwelling 4 garage max height 3.37m, average height 3.13m</p> <p>Complies</p>
Decision Guidelines	<p>Any relevant neighbourhood character objective, policy or statement set out in this scheme.</p>	
	<p>The design response.</p>	
	<p>The extent to which walls on boundaries are part of the neighbourhood character.</p>	
	<p>The impact on the amenity of existing dwellings.</p>	
	<p>The opportunity to minimise the length of walls on boundaries by aligning a new wall on a boundary with an existing wall on a lot of an adjoining property.</p>	
	<p>The orientation of the boundary that the wall is being built on.</p>	
	<p>The width of the lot.</p>	

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	The extent to which the slope and retaining walls or fences reduce the effective height of the wall.	
	Whether the wall abuts a side or rear lane.	
	The need to increase the wall height to screen a box gutter.	
Objectives	To ensure that the location, length and height of a wall on a boundary respects the existing or preferred neighbourhood character and limits the impact on the amenity of existing dwellings.	✓ Objective met

Clause 55.04-3 Daylight to existing windows objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
<p>Standard B19</p>	<p>Buildings opposite an existing habitable room window should provide for a light court to the existing window that has a minimum area of 3 square metres and minimum dimension of 1 metre clear to the sky. The calculation of the area may include land on the abutting lot.</p>	<p>✓ Standard met</p> <p>One window adjoins the south eastern side boundary to No. 28 Joffre St, opposite the proposed internal accessway with a minimum 5.5m setback proposed on site.</p> <p>All other windows along the south eastern side boundary are located a minimum 3.2m from the boundary.</p> <p>No habitable windows adjoining the rear or north western side.</p> <p>Complies</p>
	<p>Walls or carports more than 3 metres in height opposite an existing habitable room window should be set back from the window at least 50 per cent of the height of the new wall if the wall is within a 55 degree arc from the centre of the existing window. The arc may be swung to within 35 degrees of the plane of the wall containing the existing window.</p> <p>Diagram B2 Daylight to existing windows</p>  <p>Where the existing window is above ground floor level, the wall height is measured from the floor level of the room containing the window.</p>	<p>✓ Standard met</p>
<p>Decision Guidelines</p>	<p>The design response.</p> <p>The extent to which the existing dwelling has provided for reasonable daylight access to its habitable rooms through the siting and orientation of its habitable room windows.</p> <p>The impact on the amenity of existing dwellings.</p>	
<p>Objective</p>	<p>To allow adequate daylight into existing habitable room windows.</p>	<p>✓ Objective met</p>

Clause 55.04-4 North-facing windows objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
<p>Standard B20</p>	<p>If a north-facing habitable room window of an existing dwelling is within 3 metres of a boundary on an abutting lot, a building should be setback from the boundary 1 metre, plus 0.6 metres for every metre of height over 3.6 metres up to 6.9 metres, plus 1 metre for every metre of height over 6.9 metres, for a distance of 3 metres from the edge of each side of the window.</p> <p>Diagram B3 North-facing windows</p>	<p>N/A</p> <p>No north facing windows within 3m of a boundary</p>
	<p>A north facing window is a window with an axis perpendicular to its surface orientated north 20 degrees west to north 30 degrees east.</p> <p>Applies where existing HRW is between 20° west and 30° east from north</p>	
<p>Decision</p>	<p>The design response.</p>	

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Guidelines	Existing sunlight to the north-facing habitable room window of the existing dwelling.	
	The impact on the amenity of existing dwellings.	
Objective	To allow adequate solar access to existing north-facing habitable room windows.	✓ Objective met

Clause 55.04-5 Overshadowing open space objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B21	Where sunlight to the secluded private open space of an existing dwelling is reduced, at least 75 per cent, or 40 square metres with a minimum dimension of 3 metres, whichever is the lesser area, of the secluded private open space should receive a minimum of five hours of sunlight between 9am and 3pm on 22 Sept.	✓ Standard met The secluded private open space areas of the adjoining dwellings would receive a minimum of five hours of sunlight – minimal shadow cast by development as demonstrated by the provided shadowing diagrams
	If existing sunlight to the secluded private open space of an existing dwelling is less than the requirements of this standard, the amount of sunlight should not be further reduced.	✓ Standard met
Decision Guidelines	The design response.	
	The impact on the amenity of existing dwellings.	
	Existing sunlight penetration to the secluded private open space of the existing dwelling.	
	The time of day that sunlight will be available to the secluded private open space of the existing dwelling.	
	The effect of a reduction in sunlight on the existing use of the existing secluded private open space.	
Objective	To ensure buildings do not significantly overshadow existing secluded private open space.	✓ Objective met

Clause 55.04-6 Overlooking objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
<p>Standard B22</p>	<p>A habitable room window, balcony, terrace, deck, or patio should be located and designed to avoid direct views into the secluded private open space of an existing dwelling within a horizontal distance of 9 metres (measured at ground level) of the window, balcony, terrace, deck or patio. Views should be measured within a 45 degree angle from the plane of the window or perimeter of the balcony, terrace, deck or patio, and from a height of 1.7 metres above floor level.</p> <p>Diagram B4 Overlooking open space</p>	<p>X Standard not met</p> <p>First floor of Dwelling 3 has two windows unobscured within 9m of the neighbouring site to the south east.</p> <p>All other habitable room windows which have views into SPOS areas of adjoining dwellings are fixed and obscured to 1.7m above FFL.</p>
	<p>A habitable room window, balcony, terrace, deck or patio with a direct view into a habitable room window of existing dwelling within a horizontal distance of 9 metres (measured at ground level) of the window, balcony, terrace, deck or patio should be either:</p> <ul style="list-style-type: none"> • Offset a minimum of 1.5 metres from the edge of one window to the edge of the other. • Have sill heights of at least 1.7 metres above floor level. • Have fixed, obscure glazing in any part of the window below 1.7 metre above floor level. • Have permanently fixed external screens to at least 1.7 metres above floor level and be no more than 25 per cent transparent. 	<p>✓ Standard met</p>

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	Obscure glazing in any part of the window below 1.7 metres above floor level may be openable provided that there are no direct views as specified in this standard.	✓ Standard met
	<p>Screens used to obscure a view should be:</p> <ul style="list-style-type: none"> • Perforated panels or trellis with a maximum of 25 per cent openings or solid translucent panels. • Permanent, fixed, and durable. • Designed and coloured to blend in with the development. 	N/A
	The standard does not apply to a new habitable room window, balcony, terrace, deck or patio which faces a property boundary where there is a visual barrier at least 1.8 metres high and the floor level of the habitable room, balcony, terrace, deck or patio is less than 0.8 metres above ground level at the boundary.	<p>✓ Standard met</p> <p>The ground floor boundaries have a 1.8m high fence provided which will act as a visual barrier to prevent any overlooking possibilities.</p> <p>The rear 1.6m high boundary fence is required to be increased to a minimum 1.8m high to prevent views into the directly adjoining area of secluded private open space.</p>
Decision Guidelines	The design response.	<p>The applicable first floor windows can be conditioned to be appropriately screened or highlighted to prevent any possible views.</p> <p>Additionally, the ground floor boundary fence can be increased via conditions.</p>
	The impact on the amenity of the secluded private open space or habitable room window.	
	The existing extent of overlooking into the secluded private open space and habitable room window of existing dwellings.	
	The internal daylight to and amenity of the proposed dwelling or residential building.	
Objective	To limit views into existing secluded private open space and habitable room windows.	<p>✓ Objective met</p> <p>The objective is met via conditions</p>

Clause 55.04-7 Internal views objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B23	Windows and balconies should be designed to prevent overlooking of more than 50 per cent of the secluded private open space of a lower-level dwelling or residential building directly below and within the same development.	✓ Standard met
Decision Guidelines	The design response.	
Objective	To limit views into the secluded private open space and habitable room windows of dwellings and residential buildings within a development.	✓ Objective met

Clause 55.04-8 Noise impacts objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B24	Noise sources, such as mechanical plant, should not be located near bedrooms of immediately adjacent existing dwellings.	✓ Standard met No noise sources apparent.
	Noise sensitive rooms and secluded private open spaces of new dwellings and residential buildings should take into account of noise sources on immediately adjacent properties.	✓ Standard met
	Dwellings and residential buildings close to busy roads, railway lines or industry should be designed to limit noise levels in habitable rooms.	✓ Standard met
Decision Guidelines	The design response.	
Objectives	To contain noise sources within development that may affect existing dwellings.	✓ Objective met
	To protect residents from external noise.	

Clause 55.05-1 Accessibility objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B25	The dwelling entries of the ground floor of dwellings and residential buildings should be accessible or able to be easily made accessible to people with limited mobility.	<p>✓ Standard met</p> <p>Each dwelling is easily accessible from the street or internal accessway.</p>
Objective	To encourage the consideration of the needs of people with limited mobility in the design of developments.	✓ Objective met

Clause 55.05-2 Dwelling entry objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B26	Entries to dwellings and residential buildings should: <ul style="list-style-type: none"> • Be visible and easily identifiable from streets and other public areas. • Provide shelter, a sense of personal address and a transitional space around the entry. 	<p>✓ Standard met</p> <p>Each dwelling can be identifiable from the street or internal accessway.</p> <p>Entries to dwellings should be easily identifiable and visible with a clear sense of personal address. It is considered that the entrances to Dwellings 2 and 3 are not provided with clear structures, such as porch landings, clear of the accessway.</p>
Objective	To provide each dwelling or residential building with its own sense of identity.	<p>✓ Objective met</p> <p>The objective is met via permit conditions</p>

Clause 55.05-3 Daylight to new windows objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B27	A window in a habitable room should be located to face: <ul style="list-style-type: none"> • An outdoor space clear to the sky or a light court with a minimum area of 3 square metres and minimum dimension of 1 metre clear to the sky, not including land on an abutting lot, or • A verandah provided it is open for at least on third of its perimeter, or • A carport provided it has two or more open sides and is open for at least on third of its perimeter. 	✓ Standard met Each habitable room window is open to the sky.
Decision Guidelines	The design response. Whether there are other windows in the habitable room which have access to daylight.	
Objective	To allow adequate daylight into new habitable room windows.	✓ Objective met

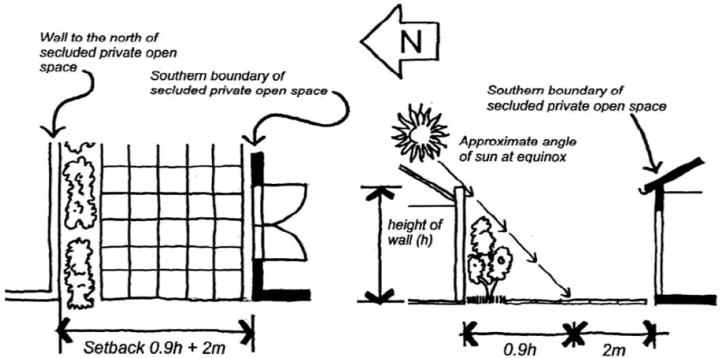
Clause 55.05-4 Private open space objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B28	<p>A dwelling or residential building should have private open space of an area and dimensions specified in a schedule to the zone.</p> <p><u>GRZ1:</u> “An area of 50 square metres of ground level, private open space, with one part of the private open space to consist of secluded private open space at the side or rear of the dwelling with a minimum area of 30 square metres, a minimum dimension of 5 metres and convenient access from a living room”</p>	<p>✓ Standard met</p> <p>Dwelling one</p> <p>Private open space total: 157sqm (frontage)</p> <p>Secluded private open space: 49.49sqm, with a primary SPOS area of 33.3sqm with a minimum dimension of 5 metres and convenient access from a main living room.</p> <p>Dwelling two</p> <p>Secluded private open space: 54.73sqm, with a primary SPOS area of 47.84sqm with a minimum dimension of 5.1 metres and convenient access from a main living room.</p> <p>Dwelling three</p> <p>Secluded private open space: 67.04sqm, with a primary SPOS area of 34.99sqm with a minimum dimension of 5.58 metres and convenient access from a main living room.</p> <p>Dwelling four</p> <p>Secluded private open space: 60.35sqm, with a primary SPOS area of 30.25sqm with a minimum dimension of 5.28 metres and convenient access from a main living room.</p>
	<p>If no area or dimensions are specified in a schedule to the zone, a dwelling or residential building should have private open space consisting of:</p> <ul style="list-style-type: none"> • An area of 40 square metres, with one part of the private open space to consist of secluded private open space at the side or rear of the dwelling or residential building with a minimum area of 25 square metres, a minimum dimension of 3 metres and convenient access from a living room, or • A balcony of 8 square metres with a minimum width of 1.6 metres and convenient access from a living room, or • A roof-top area of 10 square metres with a minimum width of 2 metres and convenient access from a living room. <p>The balcony requirements in Clause 55.05-4 do not apply to an apartment development.</p>	N/A

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Decision Guidelines	The design response.	
	The useability of the private open space, including its size and accessibility.	
	The availability of and access to public or communal open space.	
	The orientation of the lot to the street and the sun.	
Objective	To provide adequate private open space for the reasonable recreation and service needs of residents.	✓ Objective met

Clause 55.05-5 Solar access to open space objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
<p>Standard B29</p>	<p>The private open space should be located on the north side of the dwelling or residential building, if appropriate.</p>	<p>✓ Standard met</p> <p>Private open space is located on the north western sides of dwellings.</p>
	<p>The southern boundary of secluded private open space should be set back from any wall on the north of the space at least $(2 + 0.9h)$ metres, where 'h' is the height of the wall.</p> <p>Diagram B5 Solar access to open space</p> 	<p>N/A</p>
<p>Decision Guidelines</p>	<p>The design response.</p> <p>The useability and amenity of the secluded private open space based on the sunlight it will receive.</p>	
<p>Objective</p>	<p>To allow solar access into the secluded private open space of new dwellings and residential buildings.</p>	<p>✓ Objective met</p>

Clause 55.05-6 Storage objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B30	Each dwelling should have convenient access to at least 6 cubic metres of externally accessible, secure storage space.	<p>✓ Standard met</p> <p>Dwelling 4 provided with externally accessible storage within the garage.</p> <p>Dwelling 1 – 3 provided with external storage in form of a storage shed within the POS areas.</p>
Objective	To provide adequate storage facilities for each dwelling.	✓ Objective met

Clause 55.06-1 Design detail objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B31	The design of buildings, including: <ul style="list-style-type: none"> • Façade articulation and detailing, • Window and door proportions, • Roof form, and • Verandahs, eaves, and parapets, should respect the existing or preferred neighbourhood character.	✓ Standard met The proposed front setback, external materials and roof form is consistent with the existing and preferred character of the area.
	Garages and carports should be visually compatible with the development and the existing or preferred neighbourhood character.	✓ Standard met Car parking located to the rear.
Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	
	The design response.	
	The effect on the visual bulk of the building and whether this is acceptable in the neighbourhood setting.	
	Whether the design is innovative and of a high architectural standard.	
Objective	To encourage design detail that respects the existing or preferred neighbourhood character.	✓ Objective met

Clause 55.06-2 Front fences objective

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA					
Standard B32	The design of front fences should complement the design of the dwelling or residential building and any front fences on adjoining properties.	✓ Standard met					
	<p>A front fence within 3 metres of a street should not exceed:</p> <ul style="list-style-type: none"> The maximum height specified in a schedule to the zone, or <p><i>All schedules to all residential zones:</i></p> <p><i>“Maximum 1.5 metre height in streets in Transport Road Zone 2 1.2 metre maximum height for other streets”</i></p> <ul style="list-style-type: none"> If no maximum height is specified in a schedule to the zone, the maximum height specified in Table B3. <p>Table B3 Maximum front fence height</p> <table border="1" data-bbox="488 635 1167 730"> <thead> <tr> <th data-bbox="488 635 837 667">Street Context</th> <th data-bbox="837 635 1167 667">Maximum front fence height</th> </tr> </thead> <tbody> <tr> <td data-bbox="488 667 837 699">Streets in a Transport Zone 2</td> <td data-bbox="837 667 1167 699">2 metres</td> </tr> <tr> <td data-bbox="488 699 837 730">Other streets</td> <td data-bbox="837 699 1167 730">1.5 metres</td> </tr> </tbody> </table> <ul style="list-style-type: none"> 	Street Context	Maximum front fence height	Streets in a Transport Zone 2	2 metres	Other streets	1.5 metres
Street Context	Maximum front fence height						
Streets in a Transport Zone 2	2 metres						
Other streets	1.5 metres						
Decision Guidelines	<p>Any relevant neighbourhood character objective, policy or statement set out in this scheme.</p> <p>The design response.</p> <p>The setback, height and appearance of front fences on adjacent properties.</p> <p>The extent to which slope and retaining walls reduce the effective height of the front fence.</p> <p>Whether the fence is needed to minimise noise intrusion.</p>						
Objective	To encourage front fence design that respects the existing or preferred neighbourhood character.	✓ Objective met					

Clause 55.06-3 Common property objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B33	Developments should clearly delineate public, communal, and private areas.	✓ Standard met Private spaces delineated by fencing and vegetation.
	Common property, where provided, should be functional and capable of efficient management.	✓ Standard met
Objectives	To ensure that communal open space, car parking, access areas and site facilities are practical, attractive, and easily maintained.	✓ Objective met
	To avoid future management difficulties in areas of common ownership.	

Clause 55.06-4 Site services objectives

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B34	The design and layout of dwellings and residential buildings should provide sufficient space (including easements where required) and facilities for services to be installed and maintained efficiently and economically.	<p>✓ Standard met</p> <p>Site services adequately provided within POS areas or front setback (mailboxes, meter boxes)</p>
	Bin and recycling enclosures, mailboxes and other site facilities should be adequate in size, durable, waterproof and blend in with the development.	<p>✓ Standard met</p> <p>Each bin enclosure is able to access to the street either via an external gate or garage and is provided within POS areas away from dwelling frontages.</p> <p>It is noted that Dwelling 4 is not shown with a bin enclosure, this can be conditioned to a permit as adequate space is provided to the rear of the dwelling with ample access through the garage.</p>
	Bin and recycling enclosures should be located for convenient access by residents.	<p>✓ Standard met</p>
	Mailboxes should be provided and located for convenient access as required by Australia Post.	<p>✓ Standard met</p>
Decision Guidelines	The design response.	
Objectives	To ensure that site services can be installed and easily maintained.	<p>✓ Objective met</p>
	To ensure that site facilities are accessible, adequate, and attractive.	The objective is met via conditions



2.2.2 Planning Decisions Issued by Planning Minister's Delegate - February 2024

Responsible Officer: Executive Director City Futures

Attachments: 1. Planning Declared Area Delegated Decisions - February 2024 [2.2.2.1 - 1 page]

Executive Summary

1. This report provides Council with an update on the exercise of delegation by Planning Minister's delegate.
2. It provides a listing of Town Planning applications that were either decided or closed under delegation or withdrawn by applicants in February 2024.
3. It should be noted that where permits and notices of decision to grant permits have been issued, these applications have been assessed as being generally consistent with the Greater Dandenong Planning Scheme and Council's policies.
4. Application numbers with a PDA#.01 or similar, are applications making amendments to previously approved planning permits.

Recommendation

That the listed items in Attachment 1 to this report be received and noted.

PDA Delegated Decisions Issued 01/02/2024 to 29/02/2024

City of Greater Dandenong

Application ID	PropertyAddress	Applicant	Description	Notes	Authority	Decision	Decision Notified	Ward
PDA12/0012.01	12 Wilson Street DANDENONG VIC 3175	12 Wilson Pty Ltd	AMENDMENT TO: Multi Unit Development x 16 (4 storey) plus basement and the reduction in car parking requirements	Amend permit conditions 1, 5 and 7 and various changes to the endorsed plans	Delegate	NOD	02/02/2024	Dandenong
Total :							1	



2.2.3 Planning Delegated Decisions Issued – February 2024

Responsible Officer:	Executive Director City Futures
Attachments:	1. Planning Delegated Decisions Issued - February 2024 [2.2.3.1 - 7 pages]

Executive Summary

1. This report provides Council with an update on the exercise of delegation by Council officers.
2. It provides a listing of Town Planning applications that were either decided or closed under delegation or withdrawn by applicants in February 2024.
3. It should be noted that where permits and notices of decision to grant permits have been issued, these applications have been assessed as being generally consistent with the Greater Dandenong Planning Scheme and Council's policies.
4. Application numbers with a PLA#, PLN#.01 or similar, are applications making amendments to previously approved planning permits.
5. The annotation 'SPEAR' (Streamlined Planning through Electronic Applications and Referrals) identifies where an application has been submitted electronically. SPEAR allows users to process planning permits and subdivision applications online.

Recommendation

That the items listed in Attachment 1 to this report be received and noted.

Planning Delegated Decisions Issued from 01/02/2024 to 29/02/2024

City of Greater Dandenong

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLA23/0034	PlnAppAmd	No	16 Balmoral Avenue SPRINGVALE VIC 3171	QT Ho	AMENDMENT TO: Development of the land for a four (4) storey plus basement level building containing medical suites and dwellings (PLN19/0467)	Amend planning permit to allow changes to condition 1 requirements and permit preamble	Delegate	AmendPerm	16/02/2024	Springvale Central
PLA23/0063	PlnAppAmd	No	220-222 Princes Highway DANDENONG VIC 3175	Bayside Town Planning Pty Ltd	AMENDMENT TO: Use of the land for Car Sales (PLN21/0436)	Amend Conditions 1, 4, 8 and 15 and delete Conditions 5, 6 and 7	Delegate	AmendPerm	09/02/2024	Cleeland
PLA23/0071	PlnAppAmd	No	110-116 Bangholme Road DANDENONG SOUTH VIC 3175	Hilton Manufacturing Pty Ltd	AMENDMENT TO: To display an electronic, illuminated business identification sign (PLN22/0198)	Amend endorsed plans to re-locate the sign away from the easement	Applicant	Withdrawn	05/02/2024	Dandenong
PLA23/0074	PlnAppAmd	No	99 Soden Road BANGHOLME VIC 3175	S Jordan	AMENDMENT TO: Development of the land for a dwelling, associated outbuilding and earthworks (PLN19/0074)	Amend endorsed plans in regard to storage shed/ stable design and location	Delegate	AmendPerm	14/02/2024	Keysborough South
PLA23/0079	PlnAppAmd	No	58 Herbert Street DANDENONG VIC 3175	58 Herbert Street Pty Ltd	AMENDMENT TO planning permit PLN17/0656 which allows for Development of the land for a four storey building comprising 10 dwellings. The amendment seeks to amend the permit preamble and endorsed plans to reduce the development to a three storey building comprising 9 dwellings (PLN17/0656).	Amend permit to decrease the development to a 3 storey building comprising of 9 dwellings and amendments to endorsed plans including rearrangements of internal spaces	Delegate	AmendPerm	29/02/2024	Cleeland

ATT 2.2.3.1 Planning Delegated Decisions Issued - February 2024

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLA23/0080	PlnAppAmd	No	1-29 National Drive DANDENONG SOUTH VIC 3175	Pellcorp Pty Ltd	AMENDMENT TO: Buildings and Works and a Reduction of the Car Parking Requirement (PLN15/0322)	Deletion of note 5 and the amendment and endorsement of plans	Delegate	AmendPerm	28/02/2024	Dandenong
PLA23/0092	PlnAppAmd	No	287-293 Greens Road KEYSBOROUGH VIC 3173	P Smith	AMENDMENT TO: Use the land for the purpose of a Warehouse, service industry and a retail premises, construct buildings and works, reduction of the car parking requirement for a Warehouse under Clause 52.06 of the Greater Dandenong Planning Scheme and display business identification signage (PLN16/0265.01) (287-293 Greens Road, Keysborough)	Amend permit preamble and conditions to allow repair and resale of reconditioned goods	Delegate	AmendPerm	16/02/2024	Keysborough South
PLA23/0095	PlnAppAmd	No	2/533 Frankston Dandenong Road DANDENONG SOUTH VIC 3175	Daniels Family Investments	AMENDMENT TO: Development of the land for a warehouse and service station, advertising signage, alteration of access to a road in a Road Zone Category 1, subdivision of the land and creation of easement (PLN18/0278) (Address: 533-551 Frankston Dandenong Road, Dandenong South)	No response to further information request	Delegate	Lapsed	05/02/2024	Dandenong
PLN22/0032	PlnApp	No	1 Gwent Street SPRINGVALE SOUTH VIC 3172	Architekton Ltd	Development of the land for three (3) double storey dwellings	General Residential 1 Zone, 695sqm	Delegate	PlanPermit	26/02/2024	Keysborough
PLN22/0348	PlnApp	No	67 Robinson Street DANDENONG VIC 3175	A Elkasovic	Development of the land for a rear covered walkway and a reduction in car parking	Comprehensive Development 2 Zone, 53sqm, construction of covered walkway/ verandah	Delegate	PlanPermit	12/02/2024	Yarraman

ATT 2.2.3.1 Planning Delegated Decisions Issued - February 2024

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN23/0008	PlnApp	No	76 Hanleth Avenue SPRINGVALE VIC 3171	Architekton Ltd	Development of the land for two (2) double storey dwellings	General Residential 1 Zone, 583sqm	Delegate	NOD	29/02/2024	Springvale Central
PLN23/0051	PlnApp	No	3 Finchley Court SPRINGVALE SOUTH VIC 3172	SMART Town Planning Pty Ltd	Development of the land for one (1) double storey dwelling to the rear of one (1) existing double storey dwelling	General Residential 1 Zone, 722sqm	Delegate	NOD	13/02/2024	Springvale South
PLN23/0127	PlnApp	No	1520 Heatherton Road DANDENONG VIC 3175	SMART Town Planning Pty Ltd	Development of the land for three (3) dwellings, comprising two (2) double-storey dwellings and one (1) single-storey dwelling, and to alter access to a road in a Transport Zone 2	General Residential 1 Zone, 663sqm	Delegate	PlanPermit	05/02/2024	Cleeland
PLN23/0180	PlnApp	No	3 Currawong Street KEYSBOROUGH VIC 3173	Better Design Architecture	Development of the land for two (2) double storey dwellings	Neighbourhood Residential 1 Zone, 534sqm	Delegate	NOD	29/02/2024	Noble Park
PLN23/0308	PlnApp	No	241 Perry Road KEYSBOROUGH VIC 3173	Auslander Developments Pty Ltd	Subdivision of the land into two (2) lots and creation of two (2) reserves and easements SPEAR	Industrial	Delegate	PlanPermit	29/02/2024	Keysborough South
PLN23/0316	PlnApp	No	37 Amiel Street SPRINGVALE VIC 3171	RD Design and Drafting Pty Ltd	Development of the land for two (2) double storey dwellings	General Residential 1 Zone, 738sqm	Delegate	PlanPermit	13/02/2024	Springvale North

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04/03/2024

ATT 2.2.3.1 Planning Delegated Decisions Issued - February 2024

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN23/0321	PlnApp	No	76 Hanleth Avenue SPRINGVALE VIC 3171	Architekton Ltd	Subdivision of the land into two (2) lots	No response to further information request	Delegate	Lapsed	02/02/2024	Springvale Central
PLN23/0323	PlnApp	No	1 Kelly Court SPRINGVALE VIC 3171	Nobelius Land Surveyors Pty Ltd	Development of the land for two (2) warehouse buildings, the subdivision of the land into two (2) lots and the removal and creation of easements	Industrial 1 Zone, 743sqm, construction of two warehouses	Delegate	PlanPermit	16/02/2024	Springvale North
PLN23/0328	PlnApp	No	70 Windsor Avenue SPRINGVALE VIC 3171	R Isip	Development of the land for two (2) double storey dwellings	General Residential 1 Zone, 572sqm	Delegate	PlanPermit	15/02/2024	Springvale Central
PLN23/0361	PlnAppVic	Yes	38 First Avenue DANDENONG NORTH VIC 3175	N Shaikh, MM Shaikh	Subdivision of the land into two (2) lots SPEAR (VICSMART)	Residential	Delegate	PlanPermit	02/02/2024	Dandenong North
PLN23/0369	PlnApp	No	5B Kelly Court SPRINGVALE VIC 3171	AA Studio Pty Ltd	Use of the land for Domestic Animal Boarding (Cattery)	Industrial 1 Zone	Delegate	PlanPermit	29/02/2024	Springvale North
PLN23/0395	PlnApp	No	15 Scott Street DANDENONG VIC 3175	Ilahee Enterprises Pty Ltd	Use of part of the land for a dwelling, buildings and works for an office and for a dwelling, and a waiver of the car parking requirements DECLARED AREA	Proposal fails to comply with Clauses 37.02 (Comprehensive Development Zone), 65.01 and is inconsistent with Clause 15.01 (Built environment) and Clause 21.05 (Built form)	Delegate	Refusal	13/02/2024	Dandenong

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04/03/2024

ATT 2.2.3.1 Planning Delegated Decisions Issued - February 2024

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN23/0405	PlnApp	No	48 Assembly Drive DANDENONG SOUTH VIC 3175	The Trustee for 48 Assembly Drive Trust	Demolition of buildings in the Heritage Overlay 58, development of the land for warehouses, display of signage, reduction in car parking requirements and removal of native vegetation	Commercial 2 Zone, 80170sqm, construction of 4 warehouses, 4 internally illuminated signs, and reduce number of car parking spaces	Delegate	PlanPermit	06/02/2024	Dandenong
PLN23/0411	PlnApp	No	16A Kelly Court SPRINGVALE VIC 3171	Ohayo Pet Pty Ltd	Use of the land for Domestic Animal Boarding (Cattery)	Industrial 1 Zone	Delegate	PlanPermit	29/02/2024	Springvale North
PLN23/0443	PlnApp	No	16 Joy Parade NOBLE PARK VIC 3174	A Neighbour	Development of the land for four (4) double storey dwellings	General Residential 3 Zone, 921sqm	Delegate	NOD	28/02/2024	Noble Park
PLN23/0447	PlnApp	No	60 Bloomfield Road NOBLE PARK VIC 3174	TK Nguyen	To display home based business identification signage	No response to further information request	Delegate	Lapsed	26/02/2024	Noble Park
PLN23/0448	PlnApp	No	795 Princes Highway SPRINGVALE VIC 3171	T Wang	Change of Use (Home Based Tattoo Parlour)	No response to further information request	Delegate	Lapsed	22/02/2024	Springvale North
PLN23/0449	PlnApp	No	2/603 Chandler Road KEYSBOROUGH VIC 3173	Lotus Trading Group Pty Ltd	Use of the land as a Restaurant and Place of Assembly (Shisha Lounge)	No response to further information request	Delegate	Lapsed	22/02/2024	Keysborough

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04/03/2024

ATT 2.2.3.1 Planning Delegated Decisions Issued - February 2024

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN23/0459	PlnApp	No	72-86 Nathan Road DANDENONG SOUTH VIC 3175	Vulcan Steel Pty Ltd	Buildings and Works (Portable Extension)	No response to further information request	Delegate	Lapsed	07/02/2024	Dandenong
PLN23/0488	PlnApp	No	41-59 Colemans Road DANDENONG SOUTH VIC 3175	EM Signs (Vic) Pty Ltd	To display two (2) internally illuminated and twelve (12) non-illuminated business identification signs	Industrial 1 Zone, 2 x internally illuminated business identification signs (Coles) and 8 x non-illuminated wayfinding signs	Delegate	PlanPermit	02/02/2024	Dandenong
PLN23/0517	PlnApp	No	1/7 Vera Court DANDENONG VIC 3175	MG Land Surveyors	Subdivision of the land into two (2) lots SPEAR	Residential	Delegate	PlanPermit	05/02/2024	Cleeland
PLN23/0523	PlnAppVic	Yes	31 Assembly Drive DANDENONG SOUTH VIC 3175	M & D Town Planning Pty Ltd	Buildings and Works (construction of a crossover and retaining walls) VICSMART	Commercial 2 Zone, construction of crossover, retaining walls and asphalt car park for large vehicles	Delegate	PlanPermit	19/02/2024	Dandenong
PLN23/0524	PlnAppVic	Yes	21 Assembly Drive DANDENONG SOUTH VIC 3175	M & D Town Planning Pty Ltd	Buildings and Works (construction of a crossover and retaining walls) VICSMART	Commercial 2 Zone, construction of crossover and retaining walls	Delegate	PlanPermit	19/02/2024	Dandenong
PLN23/0549	PlnApp	No	30 Kirkham Road DANDENONG VIC 3175	M.J. Reddie Surveys Pty Ltd	Subdivision of the land into two (2) lots SPEAR	Residential	Delegate	PlanPermit	16/02/2024	Dandenong

ATT 2.2.3.1 Planning Delegated Decisions Issued - February 2024

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN23/0550	PlnApp	No	1/13 Henty Street DANDENONG VIC 3175	Carson Development Consultants Pty Ltd	Subdivision of the land into two (2) lots SPEAR	Residential	Delegate	PlanPermit	09/02/2024	Cleeland
PLN24/0006	PlnAppVic	Yes	1 Mallee Place SPRINGVALE SOUTH VIC 3172	C Dao	Development of the land for a dwelling on a lot within Special Building Overlay VICSMART	Neighbourhood Residential 1 Zone	Delegate	PlanPermit	22/02/2024	Keysborough
PLN24/0007	PlnApp	No	2 Deany Street SPRINGVALE VIC 3171	OT Doan	Subdivision of the land into two (2) lots SPEAR	Residential	Delegate	PlanPermit	20/02/2024	Springvale North
PLN24/0008	PlnAppVic	Yes	33 James Street DANDENONG VIC 3175	Peter Richards Surveying	Subdivision of the land into two (2) lots SPEAR (VICSMART)	Residential	Delegate	PlanPermit	05/02/2024	Cleeland
PLN24/0028	PlnAppVic	Yes	73-87 Monash Drive DANDENONG SOUTH VIC 3175	Pellicano Investments 3 Pty Ltd	Buildings and works (Canopy and Hardstand) VICSMART	Commercial 2 Zone, construction of hardstand and canopy to existing warehouse	Delegate	PlanPermit	21/02/2024	Dandenong

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3 PUBLIC QUESTION TIME

Question Time at Council meetings provides an opportunity for members of the public in the gallery to address questions to the Councillors, Delegates and/or officers of the Greater Dandenong City Council. Questions must comply with s. 4.5.8 of Council's Governance Rules.

QUESTIONS FROM THE GALLERY

Questions are limited to a maximum of three (3) questions per individual. Where time constraints deem it likely that not all questions can be answered within the time allowed for Question Time, the Mayor at his/her discretion may determine only the first question may be presented verbally with others deferred to be managed in the same manner as public questions not verbally presented.

Priority will be given to questions that relate to items on the Council Agenda for that meeting. Questions including any preamble should not exceed 300 words.

- a) All such questions must be received in writing on the prescribed form or as provided for on Council's website and at Ordinary meetings of Council. Where there are more than three (3) questions received from any one individual person, the Chief Executive Officer will determine the three (3) questions to be considered at the meeting.
- b) All such questions must clearly note a request to verbally present the question and must be received by the Chief Executive Officer or other person authorised for this purpose by the Chief Executive Officer no later than:
 - i) the commencement time (7.00pm) of the Ordinary meeting if questions are submitted in person; or
 - ii) noon on the day of the Ordinary meeting if questions are submitted by electronic medium.
- c) A question can only be presented to the meeting if the Chairperson and/or Chief Executive Officer has determined that the question:
 - i) does not relate to a matter of the type described in section 3(1) of the *Local Government Act 2020* (confidential information);
 - ii) does not relate to a matter in respect of which Council or a Delegated Committee has no power to act;
 - iii) is not defamatory, indecent, abusive or objectionable in language or substance, and is not asked to embarrass a Councillor, Delegated Member or Council officer; and
 - iv) is not repetitive of a question already asked or answered (whether at the same or an earlier meeting).
- d) If the Chairperson and/or Chief Executive Officer has determined that the question may not be presented to the Council Meeting or Delegated Committee, then the Chairperson and/or Chief Executive Officer:
 - i) must advise the Meeting accordingly; and
 - ii) will make the question available to Councillors or Members upon request.
 - iii) The Chairperson shall call on members of the gallery who have submitted an accepted question to ask their question verbally if they wish.
- e) The Chairperson, Chief Executive Officer or delegate may then direct that question to be answered by a nominated Councillor or member of Council staff.



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- f) No debate on, or discussion of, a question or an answer will be permitted other than for the purposes of clarification.
 - g) A Councillor, Delegated Committee Member or member of Council staff nominated to answer a question may:
 - i) seek clarification of the question from the person who submitted it;
 - ii) seek the assistance of another person in answering the question; and
 - iii) defer answering the question, so that the answer may be researched and a written response be provided within ten (10) working days following the Meeting (the question thereby being taken on notice).
 - h) Question time for verbal presentations is limited in duration to not more than twenty (20) minutes. If it appears likely that this time is to be exceeded then a resolution from Council will be required to extend that time if it is deemed appropriate to complete this item.
 - i) The text of each question asked and the response will be recorded in the minutes of the Meeting.



4 OFFICERS REPORTS - PART 2

4.1 CONTRACTS

4.1.1 Contract 2324-05 Receipt of Commingled Recyclables

This report was deferred at the Council Meeting of 12 March 2024 so that officers could share further information with Councillors. That information has been provided to Councillors and it is again tabled for Council's consideration.

Responsible Officer: Executive Director City Futures
Deputy Director Chief Engineer & Major Projects

Attachments: 1. CONFIDENTIAL REDACTED - Contract No 2324 05
Confidential Attachment 19 Mar 2024 [4.1.1.1 - 2 pages]

Executive Summary

1. This report outlines the tender process undertaken to select a suitably qualified and experienced contractor for the provision of **Receipt of Commingled Recyclables for the City of Greater Dandenong** (CGD). This is a Schedule of Rates based contract.
2. The initial contract term is two (2) years from the date of commencement, with an option to extend the contract by two (2), one (1) year extensions at the sole and absolute discretion of Council.
3. This report recommends that Council awards Contract 2324-05 to **Re.Cycle Operations Pty Ltd – ABN 29 656 197 134**.
4. The estimated budget expenditure for this contract over the initial two (2) year term plus two, one-year extensions is Four Million, Three Hundred and Thirteen Thousand, Six Hundred and Ninety Dollars (\$4,313,690.00) excluding GST.
5. Please note that confidential information is contained in the attachments, as circulated in the confidential section of the agenda attachments, in accordance with Section 66(2) (a) of the Local Government Act 2022, as the information relates to contractual matters and premature disclosure may be prejudicial to the interests of Council or other persons. This item has been included in the public agenda to facilitate transparency and accountability in Council's decision making. If discussion of the confidential information in the attachments to this report is required in order for the Council to make a decision, this item will be deferred to the confidential section of the agenda.



Background

6. This Contract concerns the receipt, sorting and marketing of Commingled Recyclables for the City of Greater Dandenong.
7. The City of Greater Dandenong includes the suburbs of Bangholme, Dandenong, Dandenong North, Dandenong South, Keysborough, Lyndhurst, Noble Park, Noble Park North, Springvale, and Springvale South.
8. In February 2020, the Victorian Government released 'Recycling Victoria - A new economy policy and action plan' (Policy) that will influence the amount of recyclables deposited in the commingled bin through the Container Deposit Scheme (CDS) commencing 1 November 2023.
9. The Policy also requires that Councils provide residents with access to a new glass bin or a glass service by 2027. It is Council's intention that the configuration of this latter service will be informed by community consultation and will be introduced in 2026/2027.

AIMS

10. Council has the following principle aims in entering this Contract:
 - to maximise the diversion of Commingled Recyclables from the waste stream for recycling;
 - to educate the City of Greater Dandenong community to enable an understanding of the advantages of, and the need for recycling;
 - a commitment to ongoing communication and cooperation by the stakeholders (community, Council, and waste management contractors) for the purpose of maintaining and continuous improvement of the system of Commingled Recyclables collection, handling, transport, recovery, and recycling;
 - to have market security for recyclable products; and
 - to ensure that the Contractor is maintaining a high standard of performance in provision of the Services.

Objectives

11. The Objectives of the Contract are to:
 - maintain the provision of a regular and reliable Materials Recoverable Facility (MRF) complying with all legislative requirements including OH&S legislation;
 - provide high standard services, based on best practice principles, that are complementary to national, state, and local waste management plans and policies;
 - provide cost-effective services that offers value for money that provides Council with a known or predictable cost for the Service;
 - minimise the amount of waste disposed to landfill by encouraging and facilitating waste minimisation and maximising recovery of recyclable and reusable components in the waste stream;
 - provide a reliable system for acceptance and sorting of the Commingled Recyclables into individual product types for sale and reprocessing into commodities, using best practice methods and systems;
 - to measure performance of Recyclables recovery including maintaining records of quantities of materials recycled and performance of the Contractor, with regular reporting on performance against key performance criteria specified in this Specification; and
 - establish and maintain community education programs that increase awareness of waste minimisation principles and provide up-to-date information on types of recyclable materials.



Tender Process

12. This tender was advertised in The Age Newspaper and on Council's website on Saturday 18 November 2023 and at the close of tenders at 2.00PM Thursday 21 December, 2023 two (2) tender submissions were received as follows:

- **Cleanaway Pty Ltd – ABN 79 000 164 938**
- **Re.Cycle Operations Pty Ltd – ABN 29 656 197 134**

13. Tenderers were required to complete and submit all of Council's tender schedules including the submission of a schedule of rates and prices per item as detailed on Tender Price Schedule 2.

14. Tenderers were also required to be registered with Rapid Global (Council's Workforce Management Software – Health and Safety Compliance) prior to the tender closing date.

Tender Evaluation

15. The evaluation panel consisted of Council's Manager, Infrastructure Services, Service Unit Leader – Waste and Cleansing, Team Leader - Cleansing, Waste Services Liaison Officer and Contracts Officer with Occupational Health & Safety and Environmental Management consultants providing specialist advice.

16. The Tenders were evaluated using Council's Weighted Attributed Value Selection Method. The advertised evaluation criteria and the allocated weightings for evaluation are as follows:

	Evaluation Criteria	Weighting
1	Price	40%
2	Relevant Experience	25%
3	Capability	20%
4	Social Procurement	5%
5	Local Industry	5%
6	Environmental	5%
7	OH&S Systems (Pass / Fail)	Pass / Fail
8	Environmental System (Pass / Fail)	Pass / Fail

17. The Evaluation Criteria 1- 6 are given a point score between 0 (Not Acceptable) and 5 (Excellent) as detailed in the following table:

18. Evaluation Criteria 7 and 8 are given a Pass or Fail via the Rapid Global (Council's Workforce Management Software – Health and Safety Compliance).

19. Tenders were ranked by panel members against each criteria. Points were awarded on a scale 0 to 5 based on the score parameters listed below.

Score	Description
5	Excellent
4	Very Good
3	Good, better than average
2	Acceptable
1	Marginally acceptable (Success not assured)
0	Not Acceptable



20. Each submission was assessed against all evaluation criteria, to ensure that the tenderers met the standards required for Council contractors. A fail in any criterion would automatically exclude tenderers from further consideration for this contract.
21. All submissions were assessed against all the evaluation criteria to ensure that the tenderers met the standards required for Council contractors. The weighted attribute points scores resulting from the assessment are shown in the following table:

Price Points	Price Points	Non-Price Points	Total Score	OH&S	EMS	Rapid Global
Cleanaway	0.38	2.80	3.18	PASS	PASS	Registered & Compliant in Rapid Global
Re.Cycle Operations	1.62	2.71	4.33	PASS	PASS	Registered & Compliant in Rapid Global

Note:

The higher the price score – lower the tendered price.

The higher the non-price score – represents better capability and capacity to undertake the service.

22. Based on the above point scores the evaluation panel agreed that this Contract should be awarded to Re.Cycle Operations Pty Ltd.

23. Re.Cycle Operations Pty Ltd**The Company:**

- Re.Cycle Operations Pty Ltd was established in 2021, they are an Australian owned company who are part of the Re.Group group of companies that specialise in the recovery and recycling of resources. Their office, their Material Recoverable Facility (MRF) and Glass Beneficiation Plant (GBP) are located in Thomas Murrell Crescent in Dandenong South.
- In 2022 Re.Group acquired the recyclables processing assets from established recycling business, Polytrade Recycling (at the time, Council's contractor for the receiving of recyclables processing services since 2013). Re.Cycle Operations Pty Ltd is registered and compliant in Rapid Global.

24. Relevant Experience/Track Record

- Re.Cycle Operations is a proven and capable contractor for the provision of the Receipt of Commingled Recyclables.
- They have been providing all of the services required under this contract to the City of Greater Dandenong under its current entity for 2 years and have provided a very good service during that time.
- Parent company Re.Group is an Australian company that designs, builds, owns, and operates recycling systems. Founded in 2013, Re.Group has rapidly expanded to deepen the impact of recycling work around Australia and New Zealand.
- Re.Group is the parent company of multiple entity groups. This includes Re.Cycle Operations Pty Ltd, Material Recovery Facilities, Re.Grow FOGO Processing, Return-It Container Deposit Schemes and Re.Collect Container Collection.



Financial Implications

25. This is a Schedule of Rates Contract.
26. The estimated budget expenditure for this contract over the initial two (2) year term plus two, one year extensions is \$4,313,690.00 (excluding GST).

Note:

Schedule of Rates – A schedule of rates contract is one under which the amount that is payable to the contractor is calculated by applying an agreed schedule of rates to the quantity (tonnage) of commingled recyclables received and processed by the contractor.

Social Procurement

Re.Cycle Operations

27. Re.Cycle Operations are a local City of Greater Dandenong Business.
28. They employ people from social enterprises to work at their depots.
29. Where possible Re.Cycle Operations and its parent company say that they will look to achieve the following objectives for the Dandenong South (MRF) over the next 3 years.
- Spend with Victorian social enterprises:
 3% of total annual contract spend in year 1
 4% of total annual contract spend in year 2
 5% of total annual contract spend in year 3
30. They are committed to fostering a diverse and inclusive workplace that values and respects individuals from all backgrounds.
31. Actively engage with APM employment services, Max Employment, Wise Employment, and disability service providers.
32. They commit to increasing the job readiness and or employment of the long term unemployed and migrant, refugees, and asylum seekers.
33. They have a Workplace Anti-Discrimination Policy.

Local Industry

34. Re.Cycle Operations have provided the following estimates for local expenditure.

Contractor	LOCAL CONTENT				Other
	Labour	Materials	Plant	Supervision	
Re.Cycle Operations	(56%) \$2.94M	(10%) \$240K	(10%) \$240K	(33%) \$64.5K	Re.Cycle Operations are a local Greater Dandenong company. Their office and Materials Recyclables Facility (MRF) are located in Dandenong South,



Community and Stakeholder Consultation

35. During the tender evaluation process and in preparation of this report, relevant Council Officers from Council's Operations Centre and Council's Occupational Health & Safety and Environmental Planning were consulted.
36. This matter is not subject to Council's Community Engagement Policy under the *Local Government Act 2020* and Council's Community Engagement Planning Framework.

Legislative and Policy Obligations

37. This report has considered Council's legislative and policy obligations (where applicable) as outlined in the Report Considerations section detailed in the front of this Agenda. The applicable obligations considered and applied are:
 - The Overarching Governance Principles of the *Local Government Act 2020*.
 - The *Gender Equality Act 2020*.
 - *Victorian Charter of Human Rights and Responsibilities 2006*.
 - Climate Change and Sustainability.

Conclusion

38. Overview of Re.Cycle Operations Dandenong Material Recyclables Facility (MRF) in Dandenong South has an operational capacity of greater than 450 tonnes per day, historically 120,000 tonnes per annum;
39. Their overall highest score using Council's Weighted Attributed Value Selection Method. This includes the highest score for their lowest and very competitive price per tonne, for the receipt of commingled recyclables and their very good non price scores, reflecting the best value for money for Council;
40. They are a quality endorsed company and have demonstrated extensive management skills and experience operating its receiving, handling, sorting, processing, packaging, and marketing of recyclables at their materials recyclable facility (MRF) in Dandenong South for Council;
41. They have received a very strong result for the Standard Financial and Performance Assessment (Procurement) company check undertaken by Corporate Scorecard;
42. They are registered and compliant in the Rapid Global system (Council's Contractor risk management compliance database);
43. They have received a Pass for their Occupational Health & Safety (OH&S) and Environmental Management Systems;
44. Their cost per tonnes reflects a saving for Council based on their current rate per tonne; and
45. They are a triple certified company with Jas-Anz Certification (Joint Accreditation System of Australia and New Zealand, commonly known as JASANZ).



Officer Recommendation

That Council resolve to:

- 1. AWARD Contract No. 2324-05 for the Receipt of Commingled Recyclables to Re.cycle Operations Pty Ltd – ABN 29 656 197 134 for an initial term of two (2) years from 31 March 2024 at an estimated Four Million, Three Hundred and Thirteen Thousand, Six Hundred and Ninety Dollars (\$4,313,690.00) excluding GST based on an agreed schedule of rates;**
- 2. RESERVE the option to extend the initial contract term by two (2), twelve (12) month extensions at the sole and absolute discretion of Council;**
- 3. AUTHORISE the Chief Executive Officer to execute the contract agreements, and any associated documentation with the above contractor; and**
- 4. NOTE that expenditure under this contract is in accordance with Council's Budget for Financial Year 2023-24 and provisions will be made accordingly for the future associated budget periods for this contract.**



4.2 OTHER

4.2.1 Greater South East Melbourne (GSEM) Delegation to Canberra

Responsible Officer: Executive Director Corporate Development

Attachments: Nil

Executive Summary

1. The Chief Executive Officer, Jacqui Weatherill, and Mayor Lana Formoso have been invited to travel to Canberra with a Greater South East Melbourne (GSEM) delegation at Parliament House on 26 June 2024. All GSEM chief executive officers and mayors have been invited to attend this delegation.
2. This report recommends that Council endorses the Chief Executive Officer and Mayor attending the GSEM delegation to Canberra on 26 June 2024.



Background

3. Greater South East Melbourne (GSEM) advocates for jobs, infrastructure, investment, liveability, sustainability and wellbeing for everyone who lives and works in the south east region of metropolitan Melbourne and Victoria.
4. GSEM includes the Shires of Cardinia and Mornington Peninsula and the Cities of Casey, Frankston, Greater Dandenong, Kingston, Knox and Monash.
5. GSEM has invited the chief executive officers and mayors of its associated councils and shires to participate in a delegation to Parliament House in Canberra on 26 June 2024.
6. This will be a valuable opportunity for Greater Dandenong's CEO and Mayor to ensure the needs of our community are expressed and heard along with GSEM's vision for the region.
7. GSEM plans to provide accommodation for Greater Dandenong's Chief Executive Officer and Mayor for the evening of 26 June 2024. Greater Dandenong City Council will be required to pay for return airfares for its attendees. Return airfares and associated travel costs to Canberra are anticipated to be approximately \$750 per person (\$1,500 in total).
8. Council's Travel Policy requires that interstate travel be approved in advance and as this proposed travel involves the CEO and Mayor, it is prudent for Council to endorse these travel arrangements.

Financial Implications

9. The financial implications associated with this report involve a cost in the current financial year of approximately \$1,500 which can be absorbed within current allocated amounts.

Links to the Community Vision and Council Plan

10. GSEM's vision encompasses economic and environmental sustainability, stronger families and communities, and transport and connectivity – all of which align with Council's Community Vision 2040 and Council Plan 2021-2025.

Recommendation

That Council approves the Chief Executive Officer and Mayor attending Greater South East Melbourne's (GSEM's) delegation to Parliament House in Canberra on 26 June 2024 and agrees to bear the costs of travel as outlined in this report.



4.2.2 Aged and Disability Services Review

Responsible Officer:	Executive Director Community Strengthening
Attachments:	<ol style="list-style-type: none">1. CONFIDENTIAL REDACTED - STRONGER Local Technical Option Development Report [4.2.2.1 - 38 pages]2. CONFIDENTIAL REDACTED - STRONGER Local Technical Option Supplementary Report [4.2.2.2 - 39 pages]3. Aged and Disability Services Consultation Report [4.2.2.3 - 48 pages]4. Deliberative Panel Consultation Summary [4.2.2.4 - 38 pages]

Executive Summary

1. *Aspects of this report may need to be heard in-camera to discuss confidential material as defined under section 3(1) of the Local Government Act 2020.*
2. *Under section 66 of the Local Government Act 2020 (the Act), a Council Meeting must remain open to the public unless Council considers it necessary to close the meeting because a circumstance specified in section 66(2) applies.*
3. *If a Council determines that a meeting is to be closed to the public to consider confidential information, Council must record in the Minutes of the meeting the grounds for determining to close the meeting to the public by reference to grounds specified in the definition of confidential information in section 3(1) of the Act and an explanation of why the specified grounds apply.*
4. The Commonwealth and Victorian Governments are implementing significant reforms to the Aged and Disability Care Sectors, and the delivery of in-home aged care services.
5. Greater Dandenong City Council (GDCC) has been one of many organisations contracted by the Commonwealth Government to deliver in-home aged care services. Councils current Client base (2,900) represents 11.5% of residents aged over 65 years, and more broadly 1.8% of all City of Greater Dandenong (CGD) residents. Further, Council is currently subsidizing these services by over \$3 million dollars per annum.
6. The reforms represent significant change to the funding and structure of the future contracts for these services, which prompted GDCC to re-consider our role and how best Council can support residents to continue to live connected, healthy lives into the future.
7. To inform this review, Council conducted extensive community engagement on this issue, as well as seeking expert advice.
8. Council has now received a detailed report containing feedback and recommendations from our Community Engagement Program. It contains detailed future option modelling and commercial-in-confidence information for Council consideration.
9. Given the complexities of the reform and Councils desire to balance the needs of current clients with priorities of future service users, this report recommends that:
 - Council continues to provide our current Commonwealth Home Support Program (CHSP) and HACC-PYP services, subject to the extension of Council's current funding agreements;



- Council proceeds to further detailed analysis for the City of Greater Dandenong's potential entry into the new Commonwealth Support at Home Funding Program, for future Council decision;
- Council officers develop a comprehensive business case and cost modelling for Council consideration of a future navigation and support system; and
- Council acknowledges and thanks the valuable inputs of the Deliberative Panel members, clients, staff and the broader community in this review process.

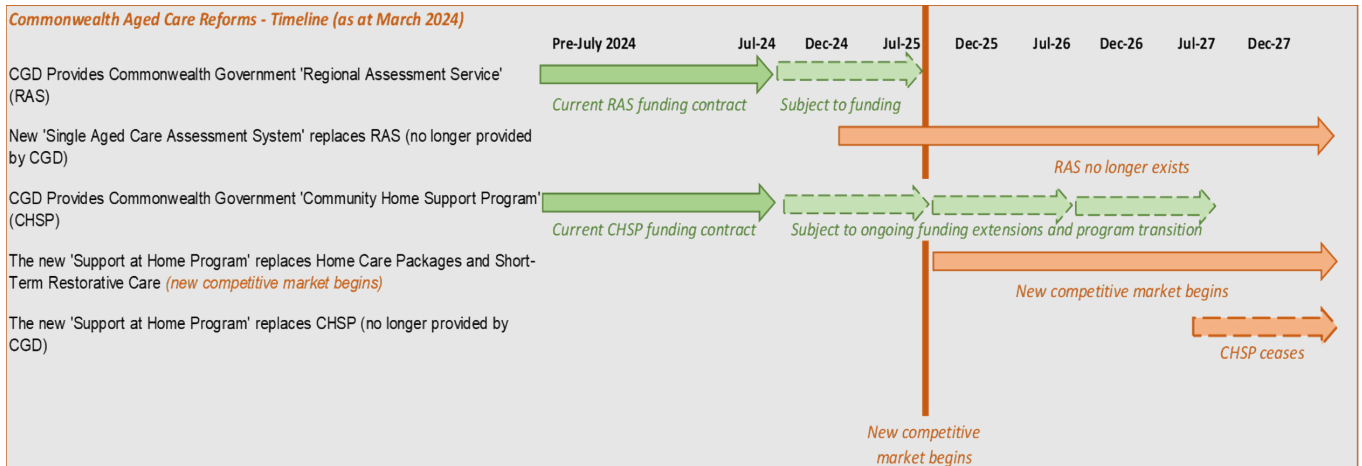


Background

10. The Commonwealth and Victorian Governments are implementing significant reforms to the Aged and Disability Sectors. The reform agenda has been supported by both major parties and the Council of Australian Governments (COAG). It is expected that both the aged care and disability services sectors will continue to experience further significant changes over time.
11. The new *Aged Care Act* will impact everyone connected to aged care and empower older people to exercise their rights when accessing or seeking to access to Government-funded services. It will support them to live active, self-determined and meaningful lives as they age. Key aspects of the reforms include:
 - a. Increasing emphasis on community care (to delay or avoid residential care).
 - b. Consolidating a diverse range of programs to establish nationally consistent programs and a single quality framework.
 - c. Increasing emphasis on consumer choice and control.
 - d. Increasing emphasis on contestability and competition.
12. The resulting 'Support at Home Program' will reform all aspects of the delivery of in-home aged care including assessment, individualised support plans, services provided, funding of providers and regulation of the new competitive market.
13. Further information about the reforms can be found here: <https://www.health.gov.au/our-work/aged-care-reforms>.
14. While CGD has historically been one of many organisations contracted by the Commonwealth Government to deliver some of the Commonwealth's in-home aged care services, the reforms represent a major change in the funding model. Significant risk exists in terms of establishment costs, lack of guaranteed revenue to offset fixed costs.
15. Councils current Client base (2,900) represents 11.5% of residents aged over 65 years. More broadly, this subsidy is currently supporting 1.8% of all CGD residents.
16. In the current model, there is a significant gap between Commonwealth funding, client fees and the actual cost of delivering our current range of services. This means that Council is currently subsidizing the services by over \$3 million dollars per annum. Under the reformed model, such service subsidisation could mean Council is unable to comply with the National Competition Policy.
17. Consultation indicates a range of service providers intend to complete to provide services to residents within the City of Greater Dandenong under the new service arrangements.
18. Many of these providers, including well respected not-for-profit and private providers already operating in the municipality, are well established providers across the full-service spectrum. That said, it is likely that these providers will take some time to build workforce capacity to meet the ongoing needs of our community under the new model.



19. While there have been ongoing delays to implementation for several years, at time of writing this paper, reforms are being implemented in phases, as follows:



20. When Council commenced this review in early 2023, the Commonwealth had not announced this phased implementation approach, but instead full implementation of the new model was planned to commence in July 2025; which would have required an immediate decision by Council on its intention to compete in the new market.

21. With the phased approach being announced in late 2023, current CHSP providers have the option to continue providing those services while the new competitive market is established. This enables Council to also take a phased approach to future service development and delivery.

Key Points / Issues / Discussion

Development of the future service options

22. To inform the development of possible future service options, Council conducted extensive community engagement on this issue, as well as seeking expert advice.

23. A broad range of future model options were considered as part of the technical option development. The following criteria guided options development:

- Providing value for clients and Council
- Recognising financial sustainability issues
- Meeting operational viability requirements

Attachment 1: STRONGER Local Technical Option Development Report (confidential); and Attachment 2: STRONGER Local Technical Option Supplementary Report (confidential) outlines the Options developed in alignment with these criteria.

24. In accordance with findings from community consultation and Deliberative Panel, key elements of future option development included:

- a. Providing Information and Navigation Support: responding to clearly-identified community and client concerns about the difficulty in navigating My Aged Care and the broader aged care system.



- b. Addressing social isolation and promoting community connection: recognising the critical importance of social connection to promoting health and well-being outcomes.
- c. Responding to the changing funding and policy environment due to aged care reforms: recognising risks related to increasing competition, including financial risks from new market entrants and changes to pricing structures, and the need to support collaboration between providers to promote more holistic care, local service system sustainability and to prevent system fragmentation.

Attachment 3: Aged and Disability Services Consultation Report; and Attachment 4: Deliberative Panel Consultation Summary outlines the consistency of these key considerations with findings from the community consultation and Deliberative Panel process.

25. Finally, the future option development was also informed by options developed through reviews and benchmarking conducted with other local governments.
26. Based on the above elements, the range of potential future options explored included:
 - continuing with no change to existing service model (for so long as funding enabled)
 - continuing and expanding current service model
 - continuing with modification to existing service model
 - full cessation of direct service provision
27. Please note these general options must be tailored to suit the needs and circumstances of each Council and local government area / local service system. Therefore, options developed for CGD are specifically in response to CGD's circumstances and needs. Each of these long-term options are explored in *Attachment 1: STRONGER Local Technical Option Development Report (confidential)*; and *Attachment 2: STRONGER Local Technical Option Supplementary Report (confidential)*.
28. While each option explored identified a level of risk and uncertainty, as was evident through the consultation and deliberative panel process, the strategic intent of **supporting residents to be safe, engaged and thriving in their communities** was found to most directly respond to the criteria that guided the option development, and the future needs of the CGD Community.
29. On balance, the key consideration for GDCC is how to ensure the needs of current clients are met while the new competitive market emerges; while also determining how best to meet the needs of potential future service users, and their clear desire for Council to reconsider its traditional service delivery and reinvest into preventative programs and services focussed on early intervention, social connection, navigation and access support for seniors, Carers and residents living with a disability.

Financial Implications

30. Currently, Council contribution towards the delivery of aged and disability services is over \$3.0 million per year. This cost is in addition to the income generated through external funding, fees, contributions and recoveries.
31. To operate under the Commonwealth's proposed new model, financial modelling was conducted over a ten-year period. Conservative estimates for the modelling are more generous than the most recent unit cost ranges recently released by the Commonwealth Government.
32. It is expected that any decision of Council will still involve significant expenditure from Council on services for older people and people with disability.
33. In so far as continuing the current CHSP services for an extended period, it is recognised that investment into service reviews and improvements is required to improve the effectiveness and efficiency of GDCC's service model.



Risk Considerations

34. It is important to note that GDCC will be exposed to significant financial risk due to the competitive, market arrangements under the Support at Home program, in particular, CGD is likely to experience:
- Exposure to increasing levels of Council contribution if clients choose alternative provider/s.
 - Limited ability to reduce expenses due to industrial requirements.
 - Budget planning and reporting difficulties, due to payment in arrears for actual outputs delivered rather than in advance of incurring expenses as per current CHSP service agreements.
 - A need to consider National Competition Policy implications if it continues to heavily subsidise service delivery.
35. Each of these risks would require more in-depth analysis prior to Council determining its desire to apply for approved provider status under the new Support at Home competitive funding market.

Community and Stakeholder Consultation

36. Council is proud to have genuinely engaged with the community on this complex and difficult matter. We have undertaken surveys, focus groups, telephone interviews, community pop-ups, staff workshops, community forums and an in-depth deliberative panel.
37. We reached over 1300 people in our engagement, including current clients, carers, staff, service providers and community organisations.
38. The quality of consideration and the weighing of options has been enhanced by the valuable input from the community and our staff. This has included a survey and a deliberative panel of 42 residents who spent several days receiving information and considering the proposed options.
39. The recommendation in this report is made in consideration of existing clients, as well as the future needs identified by those who are not or not yet receiving services from Council.
40. A full copy of the consultation findings can be found at **Attachment 3: Aged and Disability Services Consultation Report** and **Attachment 4: Deliberative Panel Consultation Summary**.

Links to the Community Vision and Council Plan

41. This report is consistent with the following principles in the Community Vision 2040:
- Safe and peaceful community.
 - Mind, body and spirit.
42. This report is consistent with the following strategic objectives from the Council Plan 2021-25:
- A socially connected, safe and healthy city.
 - A Council that demonstrates leadership and a commitment to investing in the community.



Legislative and Policy Obligations

43. This report has considered Council's legislative and policy obligations (where applicable) as outlined in the Report Considerations section detailed in the front of this Agenda. The applicable obligations considered and applied are:

- The Overarching Governance Principles of the *Local Government Act 2020*.
- The *Gender Equality Act 2020*.
- *Victorian Charter of Human Rights and Responsibilities 2006*.
- Related Council Policies, Strategies or Frameworks.

Conclusion

44. The Aged and Disability Services Review has assessed a number of options and considerations regarding Council's future delivery of aged and disability services in response to the Commonwealth Aged Care Reforms.

45. Emerging is a recommendation to support better equipped providers to deliver more traditional aged and disability services, with Council instead focussing on **Supporting residents to be safe, engaged and thriving in their communities** through the development of preventative programs and services focussed on early intervention, social connection, navigation and access support for seniors, Carers and residents living with a disability.

46. That said, the Commonwealth Government reforms are complex and there are still some unknown elements. Therefore, in the interests of current and future service users it is prudent for Council to take a conservative yet responsive approach as the new competitive 'Support at Home' market forms.

Recommendation

That Council:

1. **approves continuation of the current CHSP and HACC-PYP program of aged and disability service delivery by the Greater Dandenong City Council. (subject to continuation of Commonwealth Victorian State Government Funding);**
2. **endorses further detailed analysis be undertaken for the Greater Dandenong City Council's potential entry into the new Commonwealth Support at Home Funding Program, in accordance with the principle of supporting residents to be safe, engaged and thriving in their communities;**
3. **notes that a subsequent Council report will be prepared for future consideration as to whether the Greater Dandenong City Council will apply for provider status in the new Support at Home competitive funding market;**
4. **notes that Council officers will continue to closely monitor the current proposed changes to the Aged Care System and marketplace, and provide regular updates to Council on these changes;**
5. **notes that Council officers develop a comprehensive business case and cost modelling for Council consideration of a future navigation and support system; and**
6. **acknowledges and thanks the valuable inputs of the Deliberative Panel members, clients, staff and the broader community in this review process.**



Engaging with our community and stakeholders to understand Council's future role in aged and disability services













Engagement Summary Report
City of Greater Dandenong
October 2023

Executive Summary

The Commonwealth Government has been working through a reform intended to deliver a simplified and consistent aged care system. To adapt to expected changes, councils across Victoria have been individually assessing their ability and the need to continue to deliver aged and disability services under the future service model.











Overview of consultation

A broad consultation and engagement program was undertaken to seek community and stakeholder views about Council's current and future role in aged and disability services. Consultation activities were open from Friday 8 September to Sunday 8 October, 2023. Online and face-to-face engagement activities were used to reach 1341 participants:

-  Online and hardcopy survey:
 -  General community survey
 -  Client and carer survey (those using services from Council or external providers)
 -  City of Greater Dandenong staff survey
 -  Service provider survey
-  In depth telephone interviews:
 -  Existing clients using Council's aged and disability services
 -  Service providers
 -  Carers and family members of someone receiving care.
-  Community pop-ups (4) across Greater Dandenong.
-  Focus groups (4) with community groups, advisory committees and special interest groups.
-  Staff workshops (7) with home and community workers, support staff and other Council staff.

Participation in the consultation

Of the 1341 participants:

-  **686** identified as clients
-  **322** were general community members
-  **227** were Council staff
-  **45** were service providers
-  **36** identified as carers
-  **25** were representatives from community organisations
-  **585** identified as women, 233 men, 3 non-binary and 1 self identifying
-  **307** spoke a language other than English
-  **425** participants were born overseas
-  **8** participants identified as Aboriginal and/or Torres Strait Islanders

Living a healthy and connected life

Top priorities for leading a healthy and connected life was different for each stakeholder group. **For clients** it was having support at home, social and group activities/events, equipment to remain at home and activities to keep fit. **For the general community** it was social groups activities, activities to keep fit, support at home, equipment to stay at home and learning opportunities. **For carers** it was social and group activities/events, support at home, equipment to remain at home, activities to keep with and help with technology.






Across each of these stakeholder groups, to live a health and connected life community need (in priority order):

- Opportunities to socialise and connect with friends and community.
- Opportunities to keep fit and active with recreation and exercise.
- Accessible, relevant and affordable services.
- Enhanced communication and understanding of the services available.
- Access to healthcare and allied health services.
- Transportation to social activities and health appointments.
- Feeling safe within the community and home.
- Continued access to healthy foods and lifestyles.
- Suitable housing that is close to family, small in size and easy to manage.
- Continued opportunities for learning, being visible and engaged in the workforce or community through volunteering.






Service experience

Of the 54% of respondents that identified as being service users (either with Council or other providers), the most commonly used aged and disability services home and domestic care, followed by home maintenance and community transport. The least used service was respite care. Council infrastructure most used by older people were the parks and reserves, libraries, sports facilities and aquatic and leisure centres.

Top five service requests to service providers and staff, from existing clients and carers were (in priority order):

-  Gardening.
-  Extended hours or frequency of existing services.
-  Transport.
-  Activities and social support.
-  Repairs and home maintenance: windows, gutters.

When all stakeholders were asked what would improve access to services for clients and carers it was (in priority order):

-  Service information, availability and accessibility.
-  Someone to contact (phone or in person) to get support.
-  Increased availability of services (decreased waiting times, time between assessment and service access).
-  Services close to home (reduced transport need).
-  Transport to services and programs (safe, affordable and reliable).

Council's future role in aged and disability services

All participants were invited to provide additional feedback to help inform the Aged and Disability Services Review. Of the 358 responses received, 72 (20%) were related to participants' general satisfaction with Council's services, or to reiterate Council's continued role in the provision of aged and disability services, 51% wanted Council to provide greater support with access and care coordination. This includes support with system navigation and provision of appropriate information to ensure clients understand their entitlements, and are being guided through the process through a case manager, or supported to access other services through other providers, or other levels of government.

Themed responses in priority order were:

Access and care coordination (in priority order)

- Information and navigation.
- Care coordination.
- Customer support and complaints management.

- Links to the other services.
- Support to connect to other levels of government.

In home care (in priority order)

- Home maintenance.
- Domestic assistance.
- Allied health.
- Personal care.
- Home modifications.
- Meals on wheels.
- Respite.

Social Connection (in priority order)

- Positive ageing and group services.
- Group connections.
- Transport to access social activities.
- One on one support.
- Disability inclusion in social programs.

There was a high level of engagement from local residents, current clients of aged and disability services, carers and local service providers, reflecting the importance of these services and the aged care reforms to the Greater Dandenong community. With nearly 1400 participants this engagement project has demonstrated the value of broad communications and a commitment to involve those most affected in Council's decision making.

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Introduction

Conversation Co was engaged by the City of Greater Dandenong Council (Council) to design and deliver an engagement program to seek community and stakeholder views on how aged and disability support services are best delivered, and what role Council can best play in future, taking into consideration the significant level of socio-economic disadvantage and higher levels of cultural diversity in the municipality.

Project background

Council is currently contracted to provide home support services to eligible residents over the age of 65 years under the Commonwealth Home Support Programme (CHSP) and eligible residents under the age of 65 years under the Home and Community Care Program for Young People (HACC PYP). Each program aims to keep residents safe and healthy in their own home for as long as possible.

The current aged care and disability system is complex and confusing, the Commonwealth Government has been working through a reform intended to deliver a simplified and consistent aged care system. Transitioning to a client-directed care model, where funding is based on the assessed needs of eligible clients rather than allocated to service providers to provide specified volumes of different service types.

To adapt to expected changes, councils across Victoria who primarily provide CHSP have been individually assessing their ability and the need to continue to deliver services under the future service model. A new Commonwealth Government aged care program, called 'Support at Home', is expected to commence on 1 July 2024. All Councils will need to decide if they will provide services funded through this program before this date.

Engagement methodology

The purpose of this engagement was to understand the needs and aspirations of older residents and residents with a disability to help Council to decide on its future role in aged and disability services.

Specifically, consultation sought to:

- Understand challenges residents aged 55+ have when accessing services, support and experiences.
- Understand the challenges and experiences of people under 55 using Councils' disability services.
- Understand the emerging needs and aspirations of residents to lead a healthy and engaged life.

- Understand options for Council’s role in delivering services, programs, and infrastructure to support older residents and residents with a disability.

A mixture of online and face-to-face engagement activities were used to reach a range of participants including people that work in the aged and disability sector, residents that use these services, people who provide care or support service users, to members of the general public with no prior experience in aged and disability support services. The engagement activities were based on the IAP2 Public Participation Spectrum of ‘Inform’, ‘Consult’ and ‘Involve’.

Engagement was undertaken from 8 September to 8th October 2023. The engagement methods and their related stakeholders are listed in Table 1. The project Engagement Plan developed in August 2023 provides further information about the engagement purpose and scope.

Table 1. Engagement methods and stakeholders

Activity	Rationale	Stakeholders	Engagement
Online and hardcopy surveys	Provides opportunity for participants to provide confidential information at their convenience, without having to attend face-to-face engagement.	Council staff Service providers Carers Current clients/ service users General community	8 September - 9 October 2023 via Council website project page
Telephone interviews x 42 (30 mins duration)	Provides opportunity for participants to provide confidential information and understand further stakeholder experiences.	Aged care clients/service users (55+) Disability clients/service users (under 55s) Carers or family members Service Providers (3)	2 - 9 October 2023
Community pop-ups at four locations and attendance at community centre events (4)	Capture participants whilst out using community services and programs. Participants were invited to provide feedback in a variety of ways.	Wider community	17 September 2023, Little Day Out Noble Park 19 September 2023, Springvale Hub Turns 3 event 26 September 2023, Parkmore Shopping Centre

			26 September 2023, Dandenong Market
Staff Workshops (7)	Understand the experiences of staff from a client, carer and family perspective as well as their experiences of being an employee with Council.	Home and Community Care Workers and Support Staff	27 September 2023
			28 September 2023
		Wider CGD staff	5 October 2023
Focus groups (4)	Focus groups to understand particular needs, challenges or aspirations.	Community groups, advisory committees, special interest groups	18 September 2023
			25 September 2023
			3 October 2023

Who participated?

The following section provides a detailed breakdown of participation numbers according to engagement method, interest in project, and demographics. Half of the participants self-identified as clients and had a range of service user experiences - some self-funded, most government supported, and others cared for by a family member or friend. Providing a range of needs, experiences, and barriers to seeking support. The project also had high participation from the broader community, allowing Council to understand what is likely needed in the future to maintain the general health and wellbeing of its community and feelings of connectedness.

Participation by engagement activity

Table 2 provides a summary of the engagement activities which involved a total of 1341 participants. It should be noted that some participants participated in more than one engagement activity e.g., attended a workshop and submitted a survey. Participation at an organisational level, in the face-to-face engagement activities, is shown in Appendix 1.

Table 2. Participation by engagement activity

Stakeholder and Engagement Activity	No.	% of all participants
Clients (n=686)		
Survey (online and hard copy)	647	48.2%
Client interviews (telephone)	39	2.9%
General community (n=322)		
Survey	165	12.3%
Pop ups	167	11.7%
Council Staff (n=227)		
Workshops	136	10.1%
Survey (online and hard copy)	91	6.8%
Service providers (Surveys=37, Interviews=5, Focus group=3)	45	3.4%
Carers (Surveys=30, Workshop=6)	36	2.7%
Community organisations, clubs and committees (Focus groups)	25	1.9%
TOTAL	1,341	100%

Note: The symbol "n" is used throughout this report to signify the number of participants, respondents or comments.

Participation by funding source

Table 3 shows participation by clients through surveys and interviews across the different funding care plans. The majority (73%) are receiving services through government support with 22 of these participants aged 59 years and under. The second highest category is receiving care with support through a family member (n=61), or self-funded with no funding support (n=43).

Table 3. Participation by client funding source

Funding source/provider	No.	%
Government supported provider (through My Aged Care or HACC-PYP) (n=22 were 59 or under)	431	72.9%
Cared for by family member	61	10.3%
Self-funded (out of pocket, paid to another organisation or person)	43	7.3%
Self-funded (private health)	27	4.6%
National Disability Insurance Scheme	8	1.4%
Cared for by friend or neighbour	7	1.2%
Other - Council (n=6), Hospital (n=4), Awaiting (n=4)	14	2.4%
TOTAL participants	591*	100%

Data sources: Survey and interviews. *43 unsure and 13 did not answer.

Participation by Council staff

Tables 4a to 4c looks at participation by Council staff, summarised by the directorates, departments and teams within Council. Department and team membership questions were only asked of staff that sat within the Community Strengthening Directorate.

Table 4a. Participation by Directorate

Directorate	No.	%
Community Strengthening	135	64.9%
Business, Engineering and Major Projects	27	12.9%
Governance and Strategy	14	6.7%
<i>Not stated</i>	10	4.8%
City Planning, Design and Amenity	8	3.8%
Organisational Development and Innovation	7	3.4%
Communications and Customer Service	6	2.9%
Finance and Information Technology	1	0.5%
TOTAL participants	208	100%

Data sources: Staff survey and Home and Community Care Workshops.

Table 4b. Participation by Department

Department	No.	%
Community Care	124	91.9%
Community Wellbeing	3	2.2%
Community Arts, Culture and Libraries	3	2.2%
Community Development, Sport and Recreation	3	2.2%
<i>Not stated</i>	2	1.5%
TOTAL participants	135	100%

Data sources: Staff survey and Home and Community Care Workshops where they identified as Community Strengthening staff.

Table 4c. Participation by Team

Team	No.	%
In Home Support	36	81.82%
Community Access	8	18.18%
TOTAL participants	44	100%

Data sources: Staff survey where they identified as working in the Community Care Team. Higher levels of Community Care people participated through dedicated staff surveys.

Characteristics of all community participants

This section presents the demographics of the residential community with data collected through the client and carer surveys, interviews, community pop ups and surveys. Participants were asked to provide their age, gender, home suburb, Aboriginal and Torres Strait Islander identity and any languages spoken at home. Providing this information was voluntary, to not deter anyone from participating in the process. Where collected this information is reported in Table 5 against the 2021 Census information.

Overall, there was greater participation from women with the majority of participants aged 70+ years. Almost all (97%) of participants were residents of Greater Dandenong with Noble Park, Dandenong North and Dandenong the most represented suburbs. Over half of participants were born overseas with 40% of participants speaking a language other than English. Top languages represented among respondents included Dari, Mandarin, Vietnamese, Khmer, Sinhala, Spanish, Greek and Indonesian.

Table 5. Characteristics of participants

Selected characteristics	Total No.	%	2021 Census %	Selected characteristics	Total No.	%	2021 Census %
Gender				Language other than English			
Woman/female	585	71	49.2	Yes	307	40	69.1
Man/male	233	28	50.8	No	468	60	29.3
Non-binary	3	0.4	-	Suburb			
I identify as...	1	0.1	-	Dandenong	110	16	19.0
Age Group				Dandenong North	135	19	14.2
18-24	3	0.4	9.4	Dandenong South	24	0.2	0.1
25-34 years	20	3	17.6	Noble Park	163	23	20.4
35-49 years	46	7	20.6	Noble Park North	24	3	4.7
50-59 years	34	5	11.1	Springvale	81	11	14.1
60-69 years	70	10	9.6	Springvale South	51	7	8.1
70-84 years	376	53	9.1	Keysborough	84	12	18.9
85+ years	155	22	2.1	Bangholme	25	3	-
				Other	30	4	
Aboriginal and/or Torres Strait Islander				Country of birth			
Yes	8	1	0.4	Australia	305	42	36.6
No	519	97	94.9	Overseas	425	58	63.4
Prefer not to say	10	2	4.7	Data sources: Online survey (client, carer, community), community pop ups and client interviews. Client interviews did not collect suburb data, or languages other than English spoken. Data source for 2021 Census data is https://profile.id.com.au # Census data 'Need for Assistance' is only a proxy measure of disability.			
Do you live in Greater Dandenong							
Yes	675	97	-				
No	12	2	-				
Prefer not to say	10	1	-				

Key findings

Participant findings are reported on by question and where key differences exist, these data have been analysed by stakeholder groups. Questions asked of the different stakeholder groups were similar, however clients, carers and the community were invited to respond to questions based on their personal experience, whereas staff, service providers and community groups and organisations were invited to respond to questions based on an understanding of their clients, or community needs.

Participant feedback is analysed under the following sections:

- **Key findings: living a healthy and connected life** - questions that sought to understand current levels of connection to friends, family and the community; priorities and aspirations to leading a healthy and connected life; and the current barriers experienced.
- **Key findings: service experience** - questions that sought to understand current satisfaction with existing services, facilities and programs; awareness of Council services and their strengths; gaps in service through direct requests or identified need.
- **Key findings: Council's future role in aged and disability services** - questions that sought to understand issues or challenges with service delivery, the future role of Council; or participants direct feedback on the Aged and Disability Services Review.

Key findings: living a healthy and connected life

This section analyses participant feedback on questions related to living a healthy and connected life, including their current needs, barriers and future service needs. Questions presented in this section are as follows:

- What are your top five priorities to lead a healthy and connected life? (Closed question with predefined list of options, with ‘other’ free text option).
- What do you need to live a healthy and connected life? (Open ended).
- How often do you connect with your family, friends and community? (Closed question with predefined list of options).
- Are you concerned about any of the following issues for you or the person you care for? (Closed question with predefined list of options, with ‘other’ free-text option).

Priorities to leading a connected and healthy life

Community participants (clients, carers and the general community) and Council staff were asked what their top five priorities were to lead a healthy and connected life, staff were asked to provide feedback based on actual or anticipated community needs. Respondents were invited to select from a list of pre-populated responses.

Table 6 shows the feedback from the different stakeholder groups, with the numbers showing total preferences for each activity or program (top two highlighted). Overwhelmingly, as people age, or acquire a disability or illness they need or anticipate needing social groups and activities to participate in the community and support them in their home. Clients, carers and the general community seek recreational opportunities to keep fit. Staff identified more nuanced needs including equipment to support their clients to remain independent and support using technology.

Table 6. Top five priorities for leading a health and connected life by stakeholders

Stakeholder	Social/ group activities	Community events	Learning	Help with technology	Activities to keep fit	Equipment to remain in home	Support at home
Client	342	163	108	132	232	300	385
Carer	15	4	1	4	6	9	12
Staff	74	20	20	38	51	61	79
General community	92	50	54	39	72	60	69

Data source: Surveys

Table 7 shows the summary of themed feedback from the open ended question - *What do you need to live a healthy and connected life?* Community, clients and carers were asked this question directly, or by allowing respondents to provide additional feedback through an ‘Other’ option. Across each theme there was a need for cultural appropriate activities, translation of service details into languages and more connection with existing cultural groups. Feedback in Table 7 is summarised or quoted verbatim (indicated by quotation marks).

Table 7. Themed feedback to lead a healthy and connected life

Theme	Theme inclusions
Opportunities to socialise and connect with friends and community (74 comments)	Participants recognised the need to connect with other people and the benefit of having a purpose. “I need to be healthy, to be socially connected to remain hopeful, continue to have a purpose, to be mobile and to be financially free.” “The mindset is the biggest thing. We can’t sit there and say ‘oh I can’t do anything.’ I go line dancing and am a crossing guard. Getting out and about is so important.” Specific requests included: <ul style="list-style-type: none"> ● “More social support services and access to community groups such as gardening, walking, arts and crafts etc.” ● “Widespread community activities not large one off places.” ● “Knowing what is available and how to access these is important.” ● “Opportunities to be involved in projects/ planning that make a difference in our community.” ● “Excuses to be involved as a grandparent” ● “Pet groups.” ● “Online groups.”
Keeping fit and active with recreation and exercise (38 comments)	For some this was maintaining their health and wellbeing as they age through fitness and recreation. Other participants commented on, “understanding how to keep myself healthy so that I’m well enough to connect.” There was also an emphasis on the need for older people to have more information on ways to prevent and protect themselves from disease. Specific requests included: <ul style="list-style-type: none"> ● Access to low cost gym memberships. ● Help with managing medication and prescriptions. ● Access to activities and fitness facilities - “Oasis is not enticing and the therapy pool is way too deep.” ● More rehabilitation services and activities. ● Meditation courses for seniors.
Accessible, relevant and affordable services (30 comments)	Access to service was about more than treating an illness, it also encompassed prevention and “maintenance of good health.” It was having opportunities to volunteer “knowing what we can get involved in”. Furthermore, having the opportunity to enjoy experiences in the present

Theme	Theme inclusions
	<p>or in better health - “more free trips for seniors who can’t drive long distances anymore, gives us a chance to see places.”</p> <p>For some, accessing services and opportunities was about relevance - “as we age many women say they are not seen or feel irrelevant. It is important that everyone has a right to feel valued as a citizen.” Keeping busy was also commented on - “keep a routine, going to church, my children care for me but they are busy with work.”</p> <p>Affordability was a key consideration for some participants - “continued provision of subsidised services that don’t put profit first”, or, “special discounted membership charges into gyms and swimming pools.”</p>
<p>Enhanced communication and understanding of the services available (31 comments)</p>	<p>Finding alternatives to communicate service availability - “connect with relevant cultural communities to relay the message.” Receiving information in advance of needing the service to better prepare or plan. Continued use of translation services and ability to speak to someone in person about the service need and availability. “Directory of phone numbers of people and businesses that can assist i.e: window cleaner etc.”</p>
<p>Access to healthcare and allied health services (25 comments)</p>	<p>Access to healthcare included affordable access that was bulk billed or available through a healthcare plan “easier- more affordable access to physiotherapy”. Access also included better availability and decreased wait times for healthcare services “doctors and hospitals for easy access with minimal waiting time.”</p> <p>A minor though important theme was access to healthcare free from judgement “better and less judgemental medicare treatment, treating the person not the stigma.” Access to mental healthcare also featured “mental health doctors, quiet spaces without judgement, quiet rooms.”</p>
<p>Transportation to social activities and health appointments (20 comments)</p>	<p>Better public transport featured highly as did a community bus service that takes residents to key places across the community (plaza, shopping centre) and personal appointments - “husband has blood tests every month, kids aren’t helping out at home. Maybe a nurse at home or transport because neither of us drive.”</p> <p>Particular requests for a Council run service due to safety concerns with the public transport system “...like being picked up and driven home for things like hospital... I have low vision and find public transport a bit tricky and I do not feel safe.” Improved connectivity of bus service “better bus service, special more often and better connections.”</p>
<p>Feeling safe within the community and home (14 comments)</p>	<p>Feeling safe in the home and in the community was something participants were considering as they age.</p> <p>Safety was connected to accessing the community and continuing to keep fit and healthy. “Safety is a key issue when walking in the street for exercise.” Some were also concerned about the safety of their current</p>

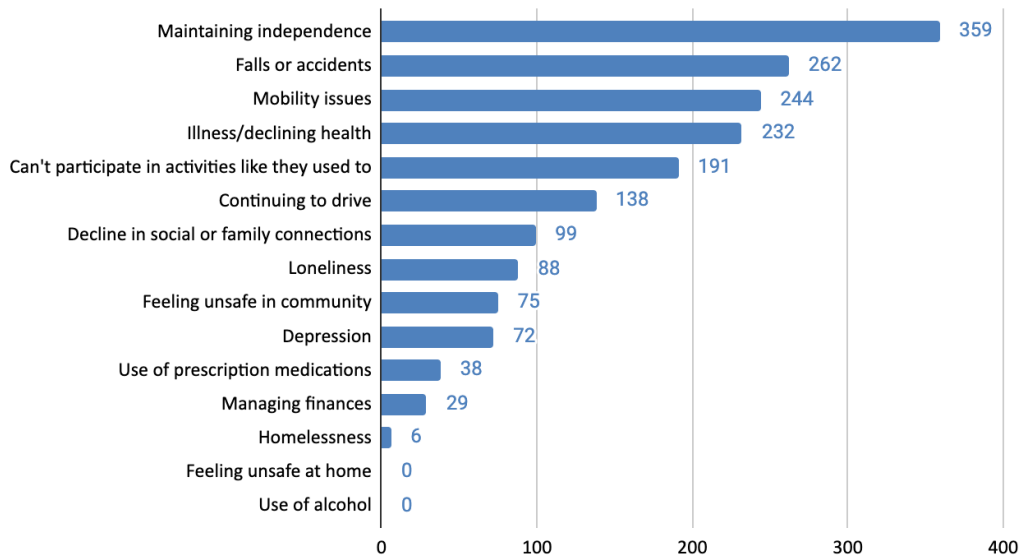
Theme	Theme inclusions
	living arrangements “I rent currently and live alone so when I retire I want to live in a community where there are other people around me.”
Continued access to healthy food and lifestyle (11 comments)	For some this was maintaining the current level of healthy food enjoyed - “access to healthy foods”; “someone to go to the market for me so I can eat fresh fruit and veggies.” For others it was improving their current access to health goods to be delivered at home because with a disability it is getting harder to get them.”
Other needs	Suitable housing - close to family, smallish in size and easy to manage. Continued opportunities for learning, being visible and engaged in the workforce or community through volunteering. Help with technology (future need) to remain relevant and connected.

Data sources: General community survey and pop-up responses.

Barriers to leading a healthy and connected life

Participants in the client and carer surveys were asked the question - *Are you concerned about any of the following issues for you or the person you care for?* Participants were able to choose multiple options from a list provided. Figure 1 shows that maintaining independence was considered the biggest barrier, followed by the potential or current health complications from falls or accidents, mobility issues and declining health or illness. Interview conversations with clients revealed a sentiment among participants that many of these issues are interlinked with the decline in one of these factors impacting others.

Figure 1. Participants’ concerns



Data source: Client and carer surveys

Service users and carers via the survey and interviews were asked the open ended question - *Are there any barriers that are stopping you from living a healthy and engaged life?* There were 473 responses to this question. Multiple themes emerged from participants' responses, displayed in Table 8. Comments mentioned multiple themes and have been counted accordingly.

Table 8. Themed feedback surrounding barriers to living a healthy and connected life

Theme	Theme inclusions
No barriers (165 comments)	Those who felt they were well supported and did not face barriers to leading a healthy and connected life. Many participants reflected that this may change in the future. "Not at this present stage of my life. I am getting the help I need at present and more help is available for when I need it".
Declining physical health issues (140 comments)	Participants reported declining health or injury as impacting on their ability to achieve their goals. Various health issues were raised such as pain or disability that prevented them from connecting socially. Many reported they were waiting on healthcare or improvements before they could engage meaningfully. "I need a hip operation. Walk a lot slower than I used to. One leg shorter than the other. Having OP in December so hoping it will improve things".
Mobility issues (61 comments)	Participants who were unable or had difficulty moving around, leaving their homes, using different spaces or required equipment or support to get around. "Especially with the step at our front door - the lip can be challenging with my 4 wheel walker."
Transport (30 comments)	Participants who were unable to drive or drive far to get to their appointments or socialise. Participants who found public transport difficult to use or relied on a support person for transport. "I can't drive or speak English. I have to rely on family and friends for help"
Old age in general (24 comments)	Participants who understood ageing itself as a barrier that prevented them from engaging and living healthily. "Yes! The biggest barrier is being 95 and a half years old!"
Needing more assistance (22 comments)	Requests for further assistance to lower barriers to healthy living and engagement. Common requests were; gardening, home maintenance, additional hours and flexibility of support, additional social support, shopping and preparing healthy meals, communications and outreach to know what support is available. "I have no one to ask advice - when I need help with problems - House repairs & transport to events & doctors etc"
Mental health issues (18 comments)	Participants who reported mental health as main barriers, particularly depression and anxiety that prevented people from leaving the house. Mental health barriers were also often linked to physical injury or illness, disability or trauma.

Theme	Theme inclusions
	"I cannot go out as I have suffer from anxiety for many years"
Cost of living (15 comments)	Participants who felt the cost of programs, services or general living costs; transport, heating, water etc were preventing them from living healthy and engaged lives. "My disability and needing expensive wheelchair taxis to get places." "Managing my part time work, money, and my appointments."
Cultural and language barriers (12 comments)	Participants who required interpreter services or had limited understanding of English. Participants who reported cultural differences or discrimination as a barrier to getting care and support. This included racism in services and culturally inappropriate services.
Social isolation (13 comments)	Participants who had a lack of social connections, family or friends to support them. Participants whose social connections had been interrupted or cut off due to death or lifestyle changes. Participants who reported being lonely. "Since COVID everyone has moved further away, and I don't have the finances to see them, so I just stay at home by myself "
Lack of inclusive or accessible amenities or services (15 comments)	Participants reported they felt uneasy or unsafe in public spaces or in their own homes because of accessibility issues, lack of equipment or age-friendly design; footpaths, parking, public transport, furniture, doorways etc.
Caring duties (7 comments)	Caring for a spouse or other family member left people unable with adequate time or respite to care for themselves or prioritise their needs. "When my husband was sick then I couldn't leave him. I haven't got the motivation and energy to be honest".
Feeling unsafe in public spaces (7 comments)	Participants who felt unsafe leaving their homes due to perceived threats of violence, afraid of health impacts or general unease in public places. "I will not go out at night as it's unsafe for people to go out, what with gangs of kids roaming around threatening people with weapons etc."
Other (19 comments)	Mixed responses including: <ul style="list-style-type: none"> • Lacking access to technology • Needing support in finding out about or securing services • Discrimination (age, cultural background) • Disability or long-term health issues • Impacts of trauma and family violence

Data sources: Client & carer surveys, interviews

Committees and community group participants in focus groups were asked to outline the most pressing issues for the people they support. A list of organisations engaged can be viewed in Appendix 1. Members within these organisations have the added benefit of seeing what it is their members find challenging, and hearing conversations directly related to these needs. Table 9 outlines themes and descriptions/examples that came out of these discussions in the focus groups.

Table 9. Pressing issues identified

Theme	Theme inclusions
Assistance with information and understanding services available (27 comments)	Committee members within community groups and organisations were being asked about ways to navigate My Aged Care, in particular the assessment and referral phase “members ask me for advice on My Aged Care”. Particular situations where different information needs were required: <ul style="list-style-type: none"> ● Lack of digital connectivity “everything that goes online becomes an access issue - we spend a lot of time helping people accessing systems, even simple automatic phone systems are difficult.” ● Where capacity of other family members to support is low - “family facing crisis outcome depends on the capacity of the children to access and navigate the system”. “Family carers not understanding the services and providers available.” ● Cultural nuances - “targeting information at the children - carers to access for parents particularly in cultural circumstances.” ● Sharing of medication or refusing support (e.g. mobility aid, personal alarm) perceived shame of ageing. ● Additional assistance due to increased mobility challenges (transportation due to lack of driving).
Affordability of programs and package entitlements (17 comments)	Many members received feedback related to the affordability of services and programs and funding gaps. Specific examples: <ul style="list-style-type: none"> ● VISA entitlements of care - “reliant on grandchild, or child for social connection and support.” ● Cost of service becomes a barrier to seeking help - e.g. “hoarding and the cost of cleaning and maintenance of a client with mental health needs.” ● Clients opting for food service options through the grocery store as opposed to meals on wheels. ● Package has not been revisited and no longer meets the needs of the individual. ● Lack of funding where there is family violence/elder abuse and a disability. ● Package does not cover the full cost of care - “all available funds are put into daily care - leaving no room for social activities and other social transport.”

Theme	Theme inclusions
Social connection (15 comments)	<p>Community clubs, organisations and centres provided an opportunity for social connection. Many had seen a decline in membership and/or active participation as a result of COVID-19. This is in part due to a family member safeguarding them against catching a virus, and advising them not to attend, or a fear that the individual had learnt as a result of COVID-19.</p> <p>Some examples that created this disconnection, or could help to improve:</p> <ul style="list-style-type: none"> ● Members feeling shame around putting a family member in a home, then not returning to programs, fear of judgement. ● Calls of support from family asking individual members or committee members for transport to an activity. ● Loss of sight or increased mobility challenges limited physical access. ● Loss of social purpose or relevance “when members retire from work completely, they leave the club...” ● Need a course - “reminder of how to access services - socialisation preparedness” ● Lack of reliable transportation that limits an individual’s access to social activities. ● Inaccessible community, lack of ramps, all ability facilities or simply the ‘unknown’ of access puts in place a barrier - “don’t want to be a burden.”
Diverse needs of elderly (9 comments)	<p>Information and the provision of service needs to be tailored to the needs of the individual, and contextualised to what is happening in the media and world at the time. Emerging needs from members included:</p> <ul style="list-style-type: none"> ● Higher interest in personal home security. ● Reluctance to move into a residential home. ● Resistance to get care, greater expectation on family caregivers (both from the person needing care and the caregiver). ● Lack of acceptance of disability and stigma in the disability.
Elder abuse and manipulation (9 comments)	<p>Examples provided:</p> <ul style="list-style-type: none"> ● Manipulation by taxi service - “make the fare longer and go a longer way.” ● Manipulation by family - needing housing for two weeks - “staying for two years, stealing and trashing the house needing to contact the police...” ● Financial abuse by family - “refused to change Land Title, they stopped them from seeing their grandchildren...” ● Coercive control by primary carer - “information is withheld by family care, therefore not getting the support they need.” <p>Broader community mistreatment of older people or people with a disability:</p> <ul style="list-style-type: none"> ● Increased prevalence of scamming phone calls.

Theme	Theme inclusions
	<ul style="list-style-type: none"> • 'Seeing' people go "downhill fast when in aged care." • 'Seeing' things on the news about youth crime and older people being attacked.
Education and employment opportunities for carers (4 comments)	Participants had seen some members needing to stop work or volunteering to care for a family member and suggested more flexible opportunities to allow them to do both.

Across both clients and community groups there was a common desire to support the maintenance of independence at home. Both groups of stakeholders understood cost of living, mental health and social connection to be major factors contributing to wellbeing and independence. Transport, mobility and providing inclusive and accessible spaces were understood as pertinent to the success of other wellbeing and connection activities, particularly with service users.

Among service users there was a sentiment that old age in general was a barrier to a healthy and connected life with many participants who reported 'no barriers', anticipating that this will change as they age. This sentiment was not shared by community groups who prioritised providing information about available services and activities to support people as they age.

Current and desired connection to community

Client and community survey respondents, alongside interview participants were asked the question - *How often do you connect with your family, friends and community?* Table 10 outlines the frequency of connection overall, followed by Table 11 which shows how often participants would like to have these connections.

Table 10. Participants' current connection to family, friends and community

Combined totals: client carer and community member surveys & interviews	Daily	Once a week	Once every few weeks	Rarely	Never
Friends (749 respondents)	229	290	145	63	22
Family (756 respondents)	263	234	95	46	22
Community (678 respondents)	46	246	134	119	133

Table 11. Participants' desired connection to family, friends and community

Combined totals	Daily	Once a week	Once every few weeks	Unsure	Current connection is enough
Friends (n=490)	89	152	55	6	188
Family (n=489)	131	123	26	4	205
Community (n=459)	26	120	95	16	202

Data sources: Client, carer & community surveys and interviews*

*Open ended responses from interview data were coded into the above set options where appropriate.

Overall, participants were most connected to their family members. More participants wanted more frequent connection to their friends, family and community than those who were satisfied with their current level of connection. Participants wanted to increase their connectedness to their friends the most, followed by family and community.

Interview participants outlined further comments surrounding their connections to family friends and community:

- Families are supportive and act as carers. Often getting support from family members is 'an excuse' for older people to reach out and get to spend social time with them.
- Living in retirement villages supports a good social life for residents with easily accessible, frequent events or activities and friends conveniently located.
- Community volunteering, places of worship and cultural groups keep older people connected to their community.
- Participants reported having mobility or health issues made it difficult to attend organised groups or events. Participants wanted flexibility, close proximity to home, accessibility or adjustments of spaces and support to attend activities or events.
- Participants desired more access, transport and support to visit residential care homes to see friends and family.
- A number of participants reported that the COVID-19 pandemic disrupted friendships and social routines that have not since recovered or returned to normal.
- Mental health and confidence was a strong factor in desire for more social connection. Some participants wanted to build personal confidence before reaching out to the community. This was particularly prominent for participants who had changing health conditions or had experienced trauma.
- A small number of participants were particularly isolated, living alone without social interaction.
- Participants under 55 receiving disability services reported additional barriers to social connection including the sentiment that Council organised events and

activities were not catered towards their age group or people who did not have complex care needs. These participants felt isolated and lonely when taking part in these programs.

Key findings: service experiences

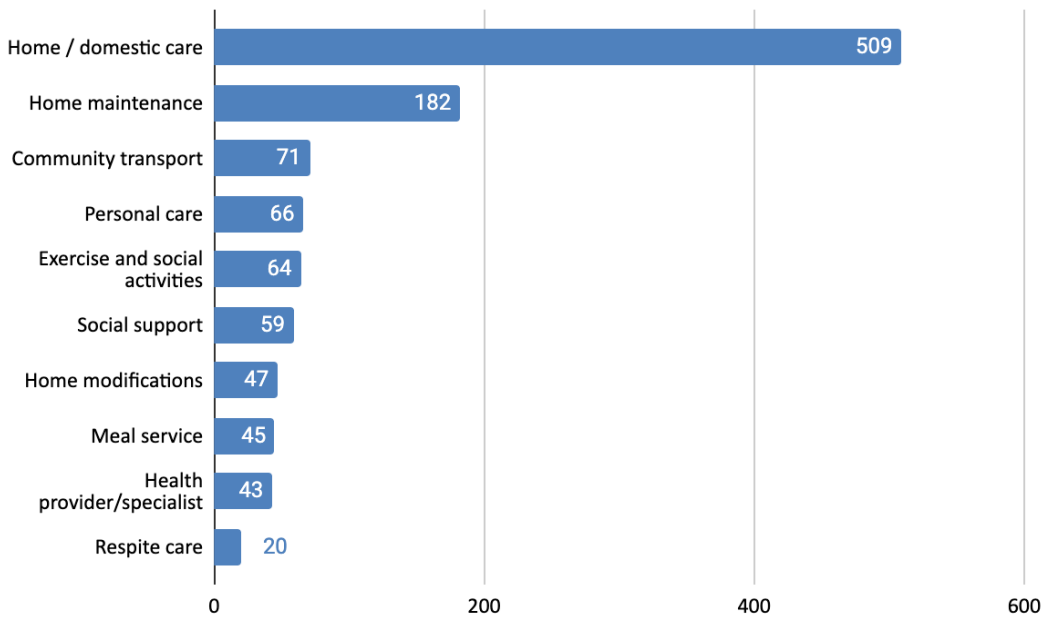
This section analyses participant feedback on questions related to current awareness of Council services, use of Council facilities and perceived strengths of Council's service delivery. Also presented are the identified gaps in service through direct requests (client or carer) or observed need (service provider or Council staff). Engagement questions presented in this section include:

- What services or support do you currently use? (Closed question with predefined list of options).
- What Council services or facilities do you regularly use? (Closed question with predefined list of options, with 'Other' option).
- What requests for services or programs do you receive from older people or people with a disability (if any) that aren't available at this time? (Open ended question).

Services currently used

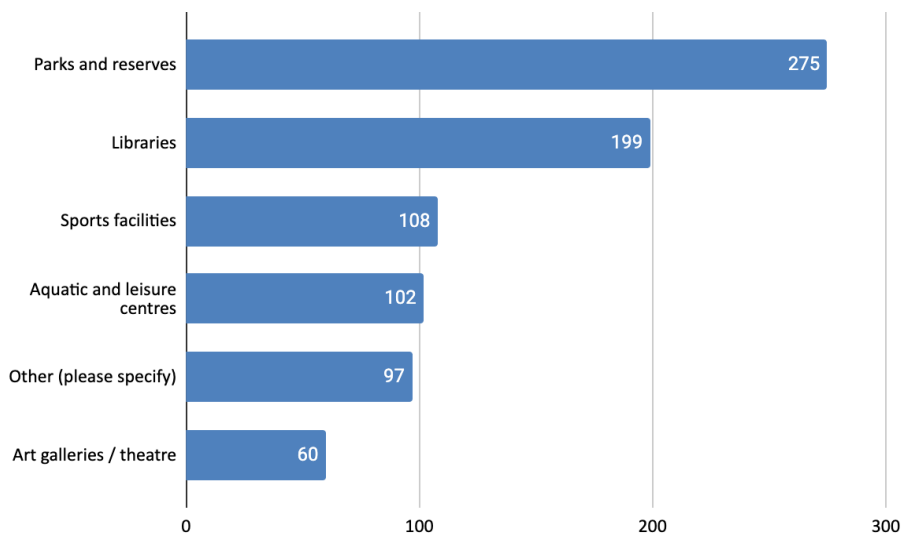
Clients and their carers were asked what services they currently use. Figure 2 shows the most used services were 'home and domestic care' (509 selections) followed by home maintenance (181 selections) and community transport (71 selections). The least used service was 'respite care' (20 selections). Other (8) services used by clients and carers included shopping assistance and Activity Groups.

Figure 2. Services used by clients



Service users and general community members were asked which general council services they used. Gathering this data sought to support an Age Friendly Cities approach to providing services in a holistic and inclusive manner across all departments. Figure 3 outlines the top services and facilities used.

Figure 3. Other council services/facilities used



Interview conversations elaborated on the importance of maintaining accessibility of public spaces for aged and disability services users, particularly walking trail, outdoor gym equipment and public areas i.e outside shopping centres, bus stops etc. Interview participants also shared the desire for social support, family members or friends to accompany them to use Council facilities like leisure centres or libraries. Other (97) services mentioned by participants included: community buses, council day trips, U3A, City of Greater Dandenong Market, information services, cultural and community groups, parks and events.

Additional services requested

Staff, service providers and interviewees (aged and disability clients) gave feedback on the gaps in services they experienced. Service providers and staff were asked - *What requests for services or programs do you receive from older people (if any) that aren't available at this time?* Interviewees were asked - *Are there any services you would like to access but haven't? Why not?* Table 12 shows the summarised responses.

Table 12. Requests for additional aged services

Theme	Services mentioned
Gardening (39 comments)	Assistance with lawn mowing or weeding.
Extended hours or frequency of services (27 comments)	Participants were happy with the type of services they received, but would like more frequent visits or longer service times. E.g: shopping for longer than 1.5 hrs, cleaning once a week, more personal care visits or higher intensity or higher skilled support i.e RNs.
Transport (22 comments)	Affordable transport to services, appointments, activities. Preferably with a regular support driver, who is trained in assisting elderly people or those with mobility issues.
Activities and social support (19 comments)	Day programs, trips, group activities. One on one social support; home visits, welfare calls. Requests to offer activities on weekends.
Deep cleans, windows, gutters (14 comments)	Additional cleaning support outside of the regular services offered i.e oven clean, outdoor clean, gutters, windows, curtains etc.
Home maintenance, repairs (12 comments)	Minor repairs, changing light bulbs/smoke detectors etc, help to identify issues like leaks, drainage etc.
Information or contact person (8 comments)	Improvement to processes and communication with clients. Providing a consistent contact person; providing information about available services; notification about changes to service or staffing; continuity of care.
Healthy food (8 comments)	Support for shopping assistance, grocery delivery, meal delivery.

Theme	Services mentioned
Specialised equipment (7 comments)	Equipment to support independence; walking frames, shower heads, ramps, rails, beds or chairs.
Allied health & specialised support (7 comments)	Access to physio, podiatry, speech therapy, dietician or specialised services for dementia, nursing, palliative care.
Support with technology (5 comments)	Support to use a home computer to pay bills etc. Support for CALD groups learning technology skills.
Respite care (5 comments)	More availability of respite care, longer hours and overnight respite.
Housing (4 comments)	Support for tenancy and housing, securing rentals, transitional or crisis housing for survivors of family violence, elder abuse.
Support or advocate to accompany users to appointments or activities (4 comments)	Assistance and advocacy at appointments, classes or support with mobility.
Recreation and exercise (3 comments)	More exercise programs or expanding available classes/services/services to include people with mobility aids, injuries or need further support to participate.
Other (32 comments)	Mixed responses including: <ul style="list-style-type: none"> • Financial advice (3) • Client centred models, engagement and co-design for care planning (2) • Workforce diversity and staff able to speak different languages: Burmese, Dari, Greek (2) • Mental health support • Support finding and securing employment • Haircuts • General comments seeking improved service quality/staff skills • General comments from users satisfied with services or anticipating seeking services in the future i.e after a planned operation etc.

Service providers, staff and disability service user interviewees were also asked whether there were any requests for services they could not offer at this time. These open-ended responses are outlined in Table 13. It is worth noting that some services cross over, however, participants considering disability services had different needs including specialist disability support and skilled staff across general services provided; i.e gardening, transport.

Table 13. Requests for disability services

Theme	Theme inclusions
Extended hours or frequency of services (4 comments)	Longer sessions, after hours support, increased support as disability service users age.
Transport (3 comments)	Regular support drivers were particularly important for this group. Participants wanted drivers trained in assisting people with physical, cognitive or mental health disabilities. Transport to support disability service users' caregiving i.e (school pickup, transport for family members).
Housing (3 comments)	Support to secure appropriate, affordable housing.
Support navigating the NDIS (3 comments)	Requests for help understanding entitlements, updating circumstances, assessment, getting better deals for services.
Social support (3 comments)	Social support groups, activities separate from aged services and able to cater for the breadth of different disability experiences.
Gardening (3 comments)	Lawn mowing, weeding.
Equipment or modifications (2 comments)	Support for modifications at home: ramps, showers etc.
Other (10 comments)	Mixed responses: <ul style="list-style-type: none"> ● Support with technology (2) ● Dignity and respect in service delivery ● Allied health ● More accessible built environments

Recognising the unique needs and supports that are required by carers, service providers and staff were asked if there were any service requests for this stakeholder group. Table 14 shows these service requests.

Table 14. Requests for carer services

Theme	Theme inclusions
Support coordination and training (5 comments)	Support to manage appointments with different services and support in navigating packages and entitlements. This was particularly in relation to the NDIS, assistance to access services, additional ESL resources and support.
Health and mental health care (4 comments)	Recognising that carers may also have health issues and need mental health support.
Respite care (3 comments)	More availability of respite carers, longer hours and overnight respite.

Social connection (3 comments)	Reflections that being a primary carer is often isolating. Desire for more community engagement or carer support groups. Support for carers of young people as they move to different schools or life stages. It is worth noting that some carers do not recognise their role as care work and require outreach to provide social connection or support.
Other (6 comments)	<ul style="list-style-type: none"> ● Transport (3) ● Housing ● General response

Overall, participants across stakeholder groups prioritised at home maintenance, care or support services. All stakeholder groups also requested additional hours or increased availability of the services they currently received. Seeking additional support beyond the level of services Council provides as a contractor to the Commonwealth Government, and above and beyond the recommended four hours of CHSP funded services under the CHSP Guidelines.

Gaps in services identified by participants included gardening, repairs or deep cleans more shopping assistance or healthy food provision. Transport was mentioned as a service request across all stakeholder groups, with only 71 participants using existing community transport services.

Suggestions for improved, specialised or additional transport to support older people and people with a disability was a priority. Social connection was also a priority for participants, with carers and disability service users wanting more tailored activities or connections for younger people or social activities that reflect the diversity of disability experiences.

There was a sentiment among aged participants that more support was needed to secure access to these additional services or to take part in these activities once secured. There was a sentiment among disability service users that services, although helpful were tailored to the aged community and oftentimes did not cater to physical or mental health needs of clients to safely engage in services; i.e community transport drivers not trained in disability, an understanding of complex mental health to provide services to people with dignity and respect.

Key findings: Council’s future role in aged and disability services

This section analyses participant feedback related to Council’s role in the delivery of aged and disability services. Questions presented in this section include:

- Have there been any issues with the services you access? (Client interviews only)
- What are the challenges you experience with delivering services? (Staff participants only)
- What three things would help you to better access services and support? (Closed question with predefined list of options, with ‘Other’ option).
- How do you believe Council can best support older people and people with a disability to have a healthy, connected and enjoyable life? (Service Provider/Community Group).
- Key strengths of Council’s service delivery? (Open ended)
- Is there any other feedback that you would like to provide to help inform the Aged and Disability Services Review? (Open ended question)

Service delivery issues

Clients who took part in in-depth interviews were asked the question - *Have there been any issues with the services you access?* Open-ended feedback formed the following themes shown in Table 15.

Table 15. Current service issues- clients

Theme	Theme inclusions
No issues (17 comments)	Participants who were happy with the services they received. There was a sentiment that once clients had their initial engagement and were ‘on the books’ the services ran smoothly.
Staffing (12 comments)	Difficulty in keeping regular staff for home visits. Staff who were: late for appointments or left early; who had not done an adequate job (cleaning, home maintenance); were unfriendly, disrespectful or unsupportive towards people with disabilities; were not adequately trained to work with frail aged people or people with disabilities. Sentiments that fill-in staff were not adequate when regular staff were on leave. Desire for longer appointment times.
Communications and cancellations (7 comments)	Feedback surrounding communications about cancellations or changes to services. Lack of notice about cancellations, late notice cancellations or rescheduling of appointments. Failure to respond to or follow up complaints made to Council. Failure to notify customers when a different staff member will be filling an appointment. This was described as particularly difficult for people with disability or with mental health issues.

Theme	Theme inclusions
Accessibility of services, more services needed (4 comments)	Difficulties in accessing services or contacting council to rearrange appointments or update circumstances/needs. Miscommunications between council, providers, assessors and other parties leading to confusion about entitlements or the services offered.
Other (4 comments)	<ul style="list-style-type: none"> • Issues with technology- accessing services or rescheduling appointments • Individual problems reported

Staff shared their open-ended feedback surrounding the challenges they experienced in delivering services to older people and people with a disability. Table 16 presents analysed responses from staff.

Table 16. Challenges to service delivery - staff

Theme	Theme inclusions
Internal system changes needed (31 comments)	<ul style="list-style-type: none"> • Coordination and communication between departments, providers and clients to meet the diverse needs of a client. • Siloed services stifle responsiveness. • Inadequate technology or internal systems to manage appointments, rostering, complaints or updates. • Desire to streamline admin and reporting systems. • Inadequate communication with service users. • Desire for front line staff engagement in service planning. • Complaints surrounding the Gold Care system.
Providing appropriate services for client needs or expectations (27 comments)	<ul style="list-style-type: none"> • Sentiment that there is a mismatch of services offered or available services and client needs or what they can access through a package. • Balancing client needs or expectations with what staff are resourced to or are allowed to safely provide. • Being responsive and altering services to changing client needs. • Difference in family member requests to client needs. • Conflict in the quality of aged vs disability services.
Funding and resourcing (20 comments)	<ul style="list-style-type: none"> • Funding constraints and time constraints result in unsafe work practices, incomplete jobs, inability to meet clients needs or changing needs, inability to engage clients in service design. • Staff wanted more frequent appointments with clients, adequate time at appointments.
Assessment and access challenges (20 comments)	<ul style="list-style-type: none"> • Confusion navigating the CHSP, Home Care Packages Program, MyAged Care and the National Disability Insurance Scheme (NDIS) ecosystem • Misinformation about the services available and access requirements.

Theme	Theme inclusions
	<ul style="list-style-type: none"> ● Reliance on inaccessible technology, lengthy wait times for program access or changes to services. ● Focus on what Council can offer as opposed to ‘when’ clients should seek packages or changes to their package ● Clients delaying accessing services ● Requests for assistance with managing packages - advocacy and navigator position to assist clients accessing services
Staffing (15 comments)	<ul style="list-style-type: none"> ● More staff needed for particular services i.e showering/lifting a client. ● More skilled staff needed; Personal Care Assistants, dementia care, attracting younger staff. ● Limited availability of care workers; managing staff leave and staff vacancies. ● Desire to provide continuity of care with familiar staff is compromised by shortages.
CALD services (14 comments)	<ul style="list-style-type: none"> ● Difficulties communicating with CALD communities, lack of interpreters or community language resources.
OHS issues and safety (6 comments)	<ul style="list-style-type: none"> ● Time pressure creating unsafe work environments for staff ● Abuse of staff by clients, lack of follow up or engagement in service planning ● Ageing workforce need reasonable adjustments ● Staff feeling unsafe at home visits
Affordability for clients (6 comments)	<ul style="list-style-type: none"> ● Cost barriers for service users and potential clients ● Client expectations of free services
Other (18 comments)	<ul style="list-style-type: none"> ● Transport issues (3) ● General comments: e.g ‘mostly not an issue’, ‘providing care to a diverse community’

Clients through interviews were particularly invested in securing consistent staff and continuity of care; however, staff feedback shows the difficulties this presents with current positions and resourcing. Both staff and clients reflected on inconsistent communications between various parties highlighting the need for streamlining scheduling, rosters and appointments.

Some clients shared the need for more services or better quality services, which was countered by staff feedback surrounding the need to better inform clients about their service expectations and what the service can safely consist of. Staff feedback implied that confusion surrounding assessment and communications created a mismatch between packages, eligibility and what client needs were. Both groups shared this communication breakdown and the complexity of the system compromised responsiveness or flexibility for both staff and clients.

Client referral and service access improvements

Participants were also asked to consider what would improve their access to services, this question was asked of service providers, from the perspective of clients accessing their services, staff and the way their clients currently seek support and of carers and clients. Participants were presented with options and invited to select their top three service providers and were invited to provide additional feedback shown beneath Table 17.

Table 17. What would improve access to services by stakeholders

Stakeholder	Service information - availability and access	Digital device support	Personal contact/ phone	Online services support	Transport	Translation services	Services close to home	Increased availability
Client	374	46	272	33	151	45	171	183
Carer	11	1	6	2	6	3	8	8
Community	100	18	53	23	53	17	52	43
Staff	54	15	36	9	51	22	30	39
Service provider	20	-	12	9	15	9	15	13
Total	559	80	379	76	276	96	276	286

Overwhelmingly, participants from all stakeholder groups highlighted the need for providing information on the available services and how to access them. The need for education, advertisement and building awareness were themes that ran through the entire engagement, highlighted as a crucial first step.

This was followed by the need to speak with someone about support either in person or over the phone, increased availability of services, locally available services and transport to attend services or programs. Access to or support for online services or using technology for service access was a lower priority for all stakeholder groups.

Interview participants outlined in further detail reliance on family or community members to provide them with information and support navigating service access, understanding entitlements and their options.

A large number of participants reported an inability or unwillingness to use online services, particularly for assessment. There was a sentiment that these methods of communication could be impersonal or untrustworthy for sensitive matters, or alienating for some people making it difficult to ask questions or develop a rapport. A number of participants shared

good experiences with assessment workers making home visits or ringing council customer service and highlighted the need for having a contact person, in person services and hardcopy information.

A small number of participants, particularly for disability service users, also reported that by the time they found out about services or support available through Council, their situations had become more complex highlighting the need for early intervention, referral and advertisement.

Service providers were invited to provide additional feedback related to the way clients accessed or were referred to their services. Three provided additional information:

- **Working across municipality boundaries** - some suggested that often a barrier for clients accessing activities and social groups is not knowing anyone, sometimes having a friend to accompany them can increase ease; often a positive ageing group is open to only residents within the municipality and if an individual lives in another area they are not eligible. Proximity to home is an important factor, for those living on the border, activities within the City of Greater Dandenong might be closer than their own Council, however they are not eligible.
- **Outreach support** - services are accessed by those that are somewhat engaged or have support to navigate the system, however some service providers were concerned about the potential clients who Council has no relationship with; how do we get to the people sitting in their homes that do not know what they are entitled to? "Support workers could go out into the community to explain the different package alternatives so that clients can get more support and care sooner."
- **Educating caregivers in what is possible** - some service providers felt that among some cultures the expectations placed on a young person with a disability were too low, and that the individual was restricted to the home; similarly sometimes the expectations were so high and there need to be ongoing conversations about the care and support needed to help the individual maintain independence, while remaining health and connected.
- **Keeping activities affordable** - some service providers had seen the cost (though minimal) a detractor for those wanting to participate in planned activity groups or social activities "access to disposable income is low for many families, who do not work due to caregiving requirements."
- **Support to understand service entitlements** - similar to client and carer needs, service providers had witnessed a lack of understanding and confusion around the meaning of each service, how to use the funding that is available. "Some clients have a lot of money in their package, however they don't know how to spend it."
- **Gap in service transition and availability** - often there is a delay in clients accessing services because of wait lists, decreased availability in the area or a more complex need.

Service strengths

Service users (clients, carers and community) were invited to provide their feedback on the perceived strengths of Council’s services where they were aware that the service existed - ‘Are you aware of current services that Council provides? If so, what do you believe are the key strengths of Council’s current services?’ Staff were also invited to consider the services and support delivered and think about the strengths of Council’s service, as compared to others - this could be based on feedback received from clients, their other experiences of working in other organisations or their general expertise in the sector. Service users and staff feedback was analysed separately and is presented in Tables 18 and 19.

Clients were asked whether they were aware of the current services that Council provides and asked to identify their key strengths. Overall, there were 162 participants who mentioned that they were aware of services, 37 that expressed they were somewhat aware and 95 participants who mentioned that they were unaware of the services provided by Council.

Figure 3. Awareness of current Council services

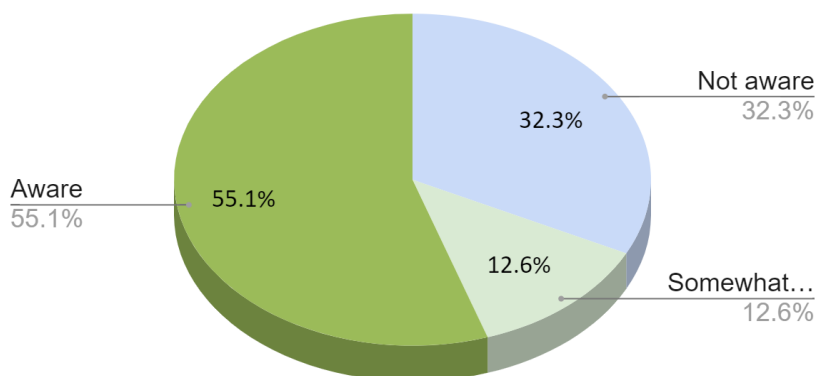


Table 18. Strengths of Council services - clients, carers and community

Theme	Theme inclusions
Responsive and flexible services (79 comments)	<ul style="list-style-type: none"> ● Feedback stating services were trustworthy, reliable and easy to access. ● Good communication about services provided, new services and changes to services. ● Timely access to services. ● Sentiment that if something changes or participants required more support they could call the Council.
Staff expertise (65 comments)	<ul style="list-style-type: none"> ● Professional high quality service experience. ● Friendly and experienced workers. ● Reliable and consistent staff. ● Workers and admin staff are supportive, empathetic and respectful. ● Good communication with staff. ● Local staff with local knowledge are best placed to support the Dandenong community.
General positive comments (31 comments)	<p>"I find it very helpful."</p> <p>"Council service is the best."</p>
Affordable services (18 comments)	<ul style="list-style-type: none"> ● Low cost, value for money services. ● Sentiment that Council is not profit motivated compared to other providers.
Supports independence (12 comments)	<ul style="list-style-type: none"> ● Sentiment that the services allowed clients to stay at home and remain independent. ● Services improved people's quality of life or allowed people to recover from illness or injury.
Variety of services (11 comments)	<ul style="list-style-type: none"> ● Finding support across a range of different services.
Culturally appropriate services (5 comments)	<ul style="list-style-type: none"> ● Support in community languages. ● Sentiment that Council is connected to the community and are able to provide services appropriate to diverse communities.

Clients, carers and community valued the responsiveness of Council's services, as compared to other private providers. Council was trusted and kept clients up to date about changes to their service, changes to staffing or information related to their entitlements. They also valued the expertise of Council, continuity of staff was valued as was their local knowledge of the area and services.

Similarly staff also consider the expertise of staff a strength, in comparison to the private service counterparts it was the regular training that was provided through Council, the required certification and willingness of staff to support clients. The top strength identified by staff was the holistic service provided, or client centred approach. Staff were able to connect clients and carers to other departments within Council, connect to other service

providers or support clients to advocate for changes to the assessment/package entitlements.

Table 19. Strengths of Council services - staff

Theme	Theme inclusions
Holistic service (49 comments)	<ul style="list-style-type: none"> ● Quality of services - non-judgmental, flexible and receptive to clients needs. ● Advocacy, trust and connection for community. ● Monitoring the wellbeing of clients while also providing care. ● Services provided and delivered locally. ● Culturally appropriate and progressive.
Carer/worker expertise (36 comments)	<ul style="list-style-type: none"> ● Ongoing training and diversity of expertise. ● Qualifications/experience in the aged care/disability sector. ● Providing clients assistance with technology. ● Reliable, consistent and committed to clients. ● Regular staff.
Responsive, flexible, tailored (24 comments)	<ul style="list-style-type: none"> ● Client centred approach. ● Accommodating clients choices and preferences. ● Developing new services in response to clients needs. ● Same day delivery. ● Regular communication with clients and their families. ● Responsive to feedback from clients. ● Monthly detailed invoices. ● Knowledge of information and support available (point of contact for multiple services).
Support independence (22 comments)	<ul style="list-style-type: none"> ● Maintaining clients independence through keeping them at home for as long as possible. ● Focus on clients safety and autonomy. ● Accessibility in the home. ● Respite care and activities.
Social activities and variety (16 comments)	<ul style="list-style-type: none"> ● Day trips introduce a new circle of friends. ● Addresses social isolation. ● Community Care provides a safety net for vulnerable clients who may not have any other forms of support. ● Connecting clients to their community. ● Clients can access a wide range of services through the same service provider. ● Variety of support available- tech, transport, personal care, meal delivery.
Assessment process (11 comments)	<ul style="list-style-type: none"> ● Longevity of CGD services against other services that no longer operate. ● Accessible administration process. ● Ongoing support and 12 month assessment. ● Service of information, internal referrals and care coordination.

Theme	Theme inclusions
Affordable (6 comments)	<ul style="list-style-type: none"> • Cost effective services. • Cheaper than private service providers.
Transport (5 comments)	<ul style="list-style-type: none"> • Prioritise transport to medical appointments • Community transport allows clients to travel outside their homes safely - shopping, clubs, social activities • Bus services to programs

Council’s future role in the delivery of aged and disability services

All participants were invited to provide any additional feedback to help inform the Aged and Disability Services Review. Table 20 shows the high level themes from this feedback, note that some responses contained multiple themes.

More detailed responses related to delivery of in-home services and support, social connection programs and support and access and care coordination are analysed in Tables 21, 22 and 23.

Table 20. Additional feedback received about the Review

Theme	Topics mentioned
Access and support (150 comments)	<ul style="list-style-type: none"> • Care coordination (42) • Information and navigation (76) • Customer support/complaints (24) • Linkages to other levels of government (12) • Market steward connection to service providers (16)
Social connection (62 comments)	<ul style="list-style-type: none"> • Individual connections (7) • Group connections (21) • Transport (14) • Positive Ageing Program (37) • Disability Inclusion (7)
In-home care (82 comments)	<ul style="list-style-type: none"> • Personal care (7) • Respite (1) • Allied health (13) • Maintenance (39) • Home modifications (6) • Meals on wheels (5) • Domestic assistance (18)

Others used it as an opportunity to reiterate additional services needed including

- Legal advice and support.
- Overnight stay for animals when owner is unwell or receiving treatment (2)

- Treatment within aged care facilities - particularly allied health (2) or transport from aged care facilities.

Of the 358 responses received, 72 (20%) were related to participants' general satisfaction with Council's services, or to reiterate Council's continued role in the provision of aged and disability services:

"... the point of local government is to be there for its local community. Dandenong has a growing elderly population with high levels of socioeconomic disadvantage. If anything, support levels need to INCREASE not decrease. Private sector will put profit ahead of support and won't fund things that they deem to be low demand."

"Council has great workers who have knowledge of services and care."

"I feel that services provided by council are less focused on the cost than private providers would be. Companies need a profit margin, therefore the services suffer."

"Devastated if the service with Council stops."

As part of the review, staff comments (11) wanted the project team to consider:

- Provision of equipment for cleaning.
- Staff training and staff retention.
- Rostering to provide task diversity.
- Carer stresses and availability of Employee Assistance Program services to staff.
- Reporting back to the office to ensure clients have follow up.
- Improvements to pay and staff conditions.

Other participants (n=19) provided feedback related to the service review process, inputs used to support the review, or implementation of the outcomes:

- Ensure the review considers accurate population projections to understand future needs.
- Planning for staff attraction to the sector.
- Role of local government is to care for our most vulnerable - delivery of aged care and disability services delivers public value.
- "Any learnings or feedback coming out of the review that are not reflected in the decision regarding aged and disability services are taken on by council afterwards becomes part of its advocacy role."
- Prioritise services that are both a priority for clients and are financially viable.
- "Review services that pose a risk of high injury rates (and consider) is it viable to continue to provide these, are they available elsewhere in the community?"
- Consideration of how far Council can subsidise services and how well the services will be delivered if prioritised.
- "Review the State and Federal Government policies, strategies and plans..."
- "Take into account the outcomes from the NDIS review and Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability..."

- Consider ways to work with clubs and committees to provide social connection (transport, outings) and home care (meals) through grants and meal subsidies.

Table 21 elaborates on the feedback surrounding access to care and support. Participants want Council to provide greater support with system navigation and more appropriate information to ensure clients understand their entitlements, can self advocate and have choice in their care.

Participants would like to see greater case management and coordination and an opportunity for clients to make a complaint or seek improvements to care. Both service providers and clients identified a need for someone to assist with market coordination and help to match providers to clients, along with advocating for new providers to meet demand or emerging needs.

Table 21. Access to care and support

Sub-theme	Participants' comments
Information and navigation (76 comments)	<ul style="list-style-type: none"> • “Amount of information is overwhelming for clients to process.” • “More readable information about what services are available to help me live well.” • “Help us to better understand how the service is performing against the expected standards for care and services, and to identify quality and safety issues in aged care.”(self advocacy) • “I recently joined the NDIS system. I did not know my local council was a service provider.” • “Use a personable approach not online, a conversation and a chat with a person means the world to them.” • “More diverse language dealing care workers.” • “Assessment would be translated in their own language to be clearly understood.”
Care coordination (42 comments)	<ul style="list-style-type: none"> • “Services need to work a lot faster when people are in crisis.” • “The system navigation is so complex. As people age they are less likely to ‘ask’ and then slip through the cracks - case management ... is so important.” • “Having a centralised point of access for such services is very important as we age. It is difficult to source what we need if these are fragmented.” • “Service providers need to be in communication with each other to ensure individuals receive the support they require and are not overwhelmed or overlooked due to bureaucracy.” • “Carers are often reluctant to ask for respite care or what we offer is insufficient for them to attend to outside obligations or opportunities.” • “... requirement to discuss and agree options is not appropriate for clients with cognitive and or language barriers.” • “... families will help to form decisions but the individual needs to

Sub-theme	Participants' comments
Customer support/complaints (24 comments)	<p>have a voice.”</p> <ul style="list-style-type: none"> ● “Quicker response times to requests for help. I am having problems with domestic cleaning.” ● “... ongoing mistakes with the roster... I tried to contact the office staff all day, however the Community Care services would not answer the phone. No one called me.” ● “... the office organises different workers continually.” ● “The workers often do a very mediocre job.” ● “It would be great if home care providers could advise a time of arrival on the day - sometimes they can be an hour early or late, and once I waited all morning then called the office, to be told she was coming the following week. No-one had called to advise me of the change!” ● “An assessment was made with Council to get a flexible shower installed- waiting on the results- this was about 2 months ago..”
Market steward connection to service providers (16 comments)	<ul style="list-style-type: none"> ● Connecting service providers to the right type of client “we would like ATSI clients to have better awareness of who we are and the services we offer.” ● Monitoring changes and charges “make sure providers aren’t taking/changing too much.” ● Service provider attraction “increase number of care providers.” “...look at new disability services primarily.” ● Council to adjust service offering to fill in gaps “... what they do (Council) gives flexibility to those outside providers...” ● Supporting alternative offerings as the market changes. ● “A forum of providers in various locations where ‘seniors’ gather...”
Links to other levels of government (12 comments)	<ul style="list-style-type: none"> ● “We need the Council to continue to provide service to fill in where the Federal Government misses, which is affecting many people who are over the NDIS age limit.” ● “The NDIS does not cover everything. There are already gaps in the service and (unfortunately) we need to always ask what services they have access to without first asking what they need.” ● “Advertise elder abuse line to help support the elderly.” ● “(reporting) Misuse of care packages.” ● “We’ve had a lot of previous CHSP clients that are calling to return as they are not supported as they were with our program... They have mentioned how misled they were with HCP providers not delivering what they promised. They have a lack of staff and they don’t have the one on one support as they do with our staff in Community Care.”

Table 22 shows the feedback surrounding social connection. A large focus was on health prevention and promotion, making sure Greater Dandenong was a welcome, safe and inclusive place for older people and people with a disability to access.

Table 22. Social connection

Sub-theme	Participants' feedback
Positive Ageing Program (37 comments)	<ul style="list-style-type: none"> ● Creating an Age Friendly City that supports all its residents and has an influence on the built form - buildings, provision of parking and pathways (including footpath treatment); community safety and making Greater Dandenong a place safe to walk and access. ● Programs focused on improving the health and wellbeing of older people so they have better health outcomes. ● Making every Council staff member aware of services available to support older people and people with a disability so that in general interactions we can be connecting people to services.
Group connections (21 comments)	<ul style="list-style-type: none"> ● Recognition that older people and people with a disability lose connections, death of loved ones, inability to participate like they used to all contribute to isolation; group activities can provide that sense of social connection. "I saw my parents withdraw as they got older and it was difficult to link them into a service." ● Activities across a range of interests and cultural connections. ● Expanding the program to those in other municipalities "Consider access requirements for PAG and excursions to extend to non residents."
Transport (14 comments)	<ul style="list-style-type: none"> ● Transportation is central to support older people or people with a disability. ● Lack of transportation and access leads to many other health and wellbeing complications. ● Council provided transportation is preferred over public forms of transport (taxi, bus) due to safety concerns and navigation challenges. ● Need for transport that is wheelchair suitable. ● Transport for individuals to access health and professional services (banks, post offices).
Disability inclusion (7 comments)	<ul style="list-style-type: none"> ● Providing activities for people with a disability, giving consideration to travel and too and from the activity. ● Employment opportunities for people with a disability. ● Better awareness and understanding of disability types and needs.
Individual connections (7 comments)	<ul style="list-style-type: none"> ● Flexible services tailored to individual needs. ● Activities that help people reconnect after the loss of a loved one, or after receiving treatment.

Table 23 shows the feedback surrounding in-home care. There were a variety of priorities commented on, however, home maintenance was most mentioned, followed by domestic assistance.

Table 23. In-home care

Sub-theme	Participants' feedback
Maintenance (39 comments)	<ul style="list-style-type: none"> ● Gardening services (lawn mowing, weeding, pruning) ● Home maintenance (gutter clearing, repairing fence/gate, general repairs)
Domestic assistance (18 comments)	<ul style="list-style-type: none"> ● Additional house cleaning (more than once a fortnight, additional time, deeper cleaning). ● Ironing ● Rotating a mattress ● Making a bed and changing the doona
Allied health (13 comments)	<ul style="list-style-type: none"> ● General practitioners ● Access to psychologists ● Access to podiatry services ● Access to in home nurse visits ● Access to physiotherapists
Personal care (7 comments)	<ul style="list-style-type: none"> ● Assistance with showering and using the bathroom. ● Taking medications and injections (nurse services)
Home modifications (6 comments)	<ul style="list-style-type: none"> ● Building a ramp ● Bathroom modifications (shower, bath removal) ● Repairs to the home (roof) ● Widening hallway for wheelchair
Meals on wheels (5 comment)	<ul style="list-style-type: none"> ● More variety (cultural variety, less spice, more spice). ● Cooking in the home as a supported activity.
Respite (1 comment)	<ul style="list-style-type: none"> ● Better provision of information to carers to uptake this service.

Engagement evaluation

An important part of our practice is to reflect on the actions that supported participation as well as some of the barrier participants may have experienced through the process.

Measures of success

The project engagement plan identified a set of measures of success for the engagement. Overall the project met the measures of success determined, exceeding the number of clients participating in the process and total participation overall. With 1341 participants, we can estimate that 8.5% of the community were engaged. Table 24 provides commentary of our progress towards these measures.

Table 24. Measures of success for engagement

Measure	Success Criteria	Result
Seek feedback from a broad section of the community (clients, carers) to understand their needs and aspirations	Participation by 300 carers/older residents aged 55+ Participation by 10 young (n=190) people with a disability on a HACC-PYP	Achieved, good representation of clients reached through this process with 688 clients participating, 22 were 59 years or under.
Widespread understanding of Council-wide concerns and opportunities	Participation from a range of locations across CGD	Engaged with participants from every suburb in Greater Dandenong. Highest representation from Noble Park, Dandenong and Keysborough.
Observation of carer and consumer behaviour during engagement activities	Level of comfort to provide honest feedback, concerns articulated about confidentiality	Both Conversation Co and Council facilitators observed disclosure of instances of elder abuse, financial manipulations and general fears around ageing.
Participation from key multicultural groups across CGD	Participation from top 10 language groups	58% of resident participants (carers, clients and community members) were born overseas. Representation from over 40 different countries of birth. Higher levels of representation from Indian, Chinese, Sri Lankan and Vietnamese communities. 40% of participants spoke languages other than English with over 35 languages represented. Only 1% of participants identified as Aboriginal or Torres Strait Islander.
Participation by Council Officers	Participation by a range of staff members working directly with aged and	227 staff participated in this process. Participation was highest from those within the Community Strengthening Directorate (135). While no targets were

	disability stakeholders and indirectly	set for other Directorates, lower representation could be indicative of the work the project team needs to do to embed a positive ageing lens across Council's work.
Lack of negative feedback towards Council or the project	Adequate communication about the project and opportunity to provide feedback into Council's future role in aged and disability services.	To be assessed at the project debrief

Strategies to support participation

Project information and the available opportunities to participate in the engagement were provided to the community using the following channels:

- Hardcopy of the survey was mailed out to all 2,865 existing clients with a reply paid envelope, approximately 530 were returned.
- Project postcard was posted to 57,840 households encouraging residents to participate.
- Dedicated project page on Council website.
- Collection of client and staff surveys across the municipality and within Council offices.
- Detailed media and communications campaign where the project was promoted using a variety of Council communication channels and tools. Including publication in the City Magazine and article in the Dandenong Journal (September Issue).
- Variety of online and in-person engagement activities, provided convenient opportunities for people to participate.
- Promotion of the translation service and support provided for survey completion.
- Council provision of Mandarin and Vietnamese translators to attend key community events where this language was prevalent.
- Council promotion of the project to community centres, neighbourhood houses and other community services and networks to increase participation through referral.
- Displays and hard copy surveys in a variety of locations including civic / customer service centres, libraries, aquatic and leisure centres and key community centres.

Barriers to participation

- Some interview participants were difficult to reach via cold calling and phone interviews. Those accessing disability services had complex mental health issues or suffered from anxiety and depression. Speaking to a stranger over the phone about their experience was not something they were comfortable with.
- Lack of digital literacy may still have presented a barrier for some participants.

- Lack of understanding of the aged and disability services environment and its complexity. Many participants were unable to give feedback surrounding their service as they were uncertain about who provided their services and supports and how it was financed.
-

Appendices

Appendix 1. Businesses and organisation participants

Organisation	Interview	Focus Group
Arabic Women’s Seniors Group		●
Burke and Beyond	●	
City of Greater Dandenong Disability Action Committee		●
City of Greater Dandenong Positive Ageing Committee		●
Dandenong and District Aborigines Co-Operative	●	
Dandenong Community Learning Centre		●
Evergreen Seniors Club		●
Italian-Spanish Club		●
Keysborough Learning Centre		●
Noble Park Community Centre		●
Polish Seniors Club Rowville		●
Probus Club of Noble Park		●
Southern Migrant and Refugee Centre	●	
Springvale Italian Seniors Club		●
Springvale Neighbourhood House		●
U3A Dandenong Focus Group		●
Wellsprings for Women		●



Aged and Disability Services Review Deliberative Panel

Process and Output Report

For City of Greater Dandenong

15 November 2023

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Introduction

This report outlines the deliberative engagement process used by Max Hardy Consulting and Conversation Co for a deliberative panel review of the City of Greater Dandenong's Aged and Disability Care Services. In particular, this process reviewed three potential options for the Council's aged and disability service delivery:

- **Option 1:** Continue delivery of modified In-Home services + social connection services and positive ageing programs + new navigation support
- **Option 2:** Part Exit - cease in-home services, strengthened social connection and positive ageing programs + new navigation support
- **Option 3:** Exit - cease service delivery, new navigation support and Market Steward

These activities will be completed at the 'Involve' level on the IAP2 spectrum.

The panel were given information on each option from Council's staff and input from the findings of broader engagement.

The structure of the Deliberative Engagement included three sessions, a meet and greet session on Wednesday 25 October, from 5:30 pm - 7 pm, Session 1 of the panel on Saturday 28 October, from 10 am - 3 pm and Session 2 of the panel on Saturday 11 November, from 10 am - 3 pm.

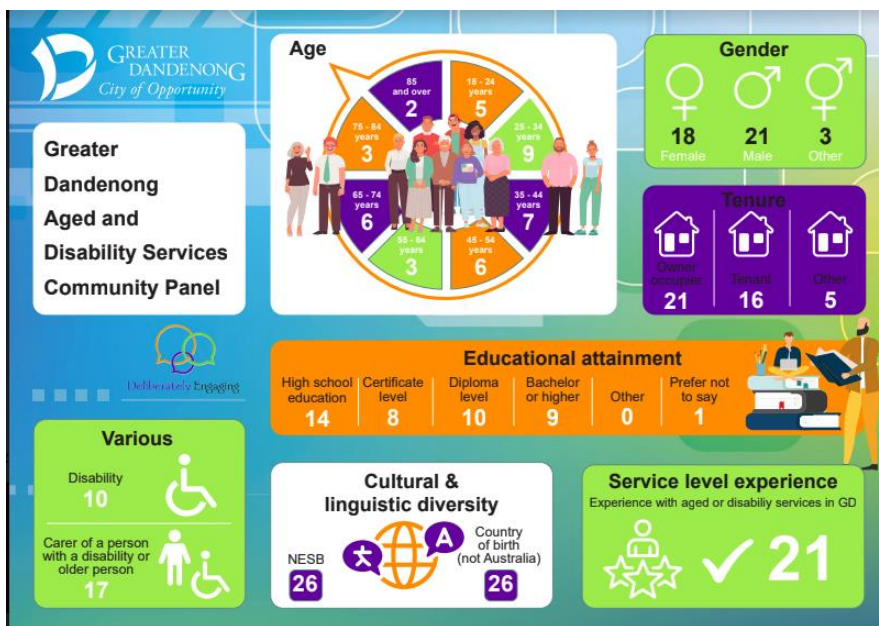
Both sessions were delivered in person at the City of Greater Dandenong Civic Centre, 225 Lonsdale Street, Dandenong. The deliberative panel for this project was composed of 42 participants, who were recruited by an independent consultant Deliberately Engaging to broadly represent service users and residents within the Greater Dandenong Area.

This report outlines the structure of the deliberative panel sessions, a summary of the background information provided, a summary of the feedback on each option and panel reflections on the process.

Deliberative Panel Structure

The deliberative panel for this project was composed of 42 participants, who were recruited by an independent consultant Deliberately Engaging to broadly represent service users and residents within the Greater Dandenong Area.

The key characteristics of the selected panel are illustrated in the provided infographic.



The structure of the Deliberative Engagement included three sessions, a meet and greet session on Wednesday 25 October, from 5:30 pm - 7 pm, Session 1 of the panel on Saturday 28 October, from 10 am - 3 pm and Session 2 of the panel on Saturday 11 November, from 10 am - 3 pm.

The overall panel structure included:

Meet and Greet 25 October	Session 1 28 October	Session 2 11 November
5:30 pm - 7:00 pm	10:00 am - 3:00 pm	10:00 am - 3:00 pm
<ul style="list-style-type: none"> ● Introductions ● Housekeeping ● Presentation - Overview and Context ● Understanding your role ● Getting to know each other ● Questions and Checking in ● Close and thank you 	<ul style="list-style-type: none"> ● Presentation - Population demographics and challenges for aged care ● Presentation - Aged Care Reform ● Stakeholder Perspectives Panel ● Break ● Presentation - Insights from Broader Engagement ● Group work - developing criteria ● Lunch ● Presentation - Base Case and Proposed Options ● Group work - reviewing options and providing rationale for preferences ● Close, voting and final thoughts 	<ul style="list-style-type: none"> ● Recap of last session ● Council response to questions raised ● More info on options - Paul ● An interview with Peta ● Group activity - Review options ● Break ● Report back ● Polling on Options ● Lunch ● Drafting Panel Report ● Break ● Handover and celebration!

The complete Agendas for the Meet and Greet and Panel are provided as Appendix 1 to this report.

Background Information

The panel were provided with a broad range of information to help inform them about the options that the Council are considering and why the current scenario for providing Aged and Disability Care Services is no longer sustainable.

Key Messages from Broad Engagement

The broad engagement included 3 x surveys (Carers, general community members, clients), telephone interviews, 4 x pop-ups, 6 x focus groups and 7 x staff workshops.

There were 1,341 total participants. These participants included:

- 585 women, 233 men, 3 non-binary, 1 self-identifying
- 307 (40%) spoke a language other than English
- Top age groups represented: 70-84 and 85+ years (75%)
- Top suburbs represented: Noble Park, Keysborough, Dandenong
- 425 participants born overseas (58%)
- 8 participants identified as Aboriginal and/or Torres Strait Islander (1%)

The key messages from engagement were:

- Carer requests for support coordination and training, navigating packages and aged care system or NDIS, respite care, health and mental health care, social connection and transport support
- Service provider requests for mobility and maintaining independence, social support groups and activities, timely service delivery (staffing), gardening and support attending appointments, access to clients post assessment/alongside care and providing information to clients about alternatives available.
- Barriers to receiving services by clients included - Staffing, availability, qualified staff, consistent staff, communications and appointment cancellations and service access
- Barriers to providing services from staff included - internal systems need streamlining, providing the appropriate services, funding and resourcing and other issues with access.
- Top priorities for Council's future role - requests for access and support (150 comments), social connection (62 comments) and in-home care (82 comments).

- Top priorities for Staff in Council's future role - staff training, attraction and retention, improved rostering and task diversity, provision of safe and functional cleaning equipment and EAP services.

Summary of Options

Option 1: Continue delivery of modified In-Home services + social connection services and positive ageing programs + new navigation support

Option 1 - Summary			
Strategic Intent: Ensure that residents who are likely to be at risk in the new market environment have access to care & services			
Key changes from others: cease Domestic assistance, start coordination + information & navigation support			
Services offered:			
In Home <ul style="list-style-type: none"> ● Personal Care ● Respite ● Social Support - individual ● Meals 	Social Connection <ul style="list-style-type: none"> ● Social support - group ● Transport ● Positive Ageing Program ● Disability inclusion 	Other <ul style="list-style-type: none"> ● Allied health maintenance modifications 	Access & Support <ul style="list-style-type: none"> ● Care coordination ● Information and navigation support ● PYP linkages
Strengths:			
<ul style="list-style-type: none"> ● Demonstrates Council commitment to older residents ● Introduces navigation and information service ● Possible exemption from National Competition Policy 			
Weaknesses:			
<ul style="list-style-type: none"> ● Significant financial risk due to competition ● Significant financial risk due to reduced clients and outputs from loss of DA as an introductory service funnel ● Providing services to a relatively small group of older residents ● Disruption to existing DA clients and staff ● Opportunity cost: limits resources for other activities 			

Option1: Financial Considerations (second most expensive)				
FTE	Transition cost	Est. Council contribution (1st year)	Est. annual Council contribution (avg yr 2-10)	Est. Council contribution 10 year (cumulative)
71.21	\$7,072,348	\$9.59m	\$2.86m	\$35.34m

Option 2: Part Exit - cease in-home services, strengthened social connection and positive ageing programs + new navigation support

Option 2 - Summary			
Strategic Intent: Support residents to be safe, engaged and thriving in their communities			
Key changes from others: cease all in home services, strengthen social connection and community bonding, add information and navigation support			
Services offered:			
In Home <ul style="list-style-type: none"> n/a 	Social Connection <ul style="list-style-type: none"> Meals Social support - individual Social support - group Transport Positive Ageing Program Disability inclusion 	Other <ul style="list-style-type: none"> Maintenance modifications 	Access & Support <ul style="list-style-type: none"> Information and navigation support PYP linkages
Strengths: <ul style="list-style-type: none"> Low risks of service gaps Introduces navigation and information service Reduces level of financial risk and Council contribution Aligns with local government value - demonstrates Council commitment to older residents 			
Weaknesses: <ul style="list-style-type: none"> Disruption to existing clients and staff Reputational risk to Council if there is any disruption to services Potential community backlash Requires developing new service models for existing service types: different skills and ways of working 			

Option 2: Financial Considerations (most expensive)				
FTE	Transition cost	Est. Council contribution	Est. annual Council contribution (avg yr 2-10)	Est. Council contribution 10 year

		(1st year)		(cumulative)
41.70	\$9,040,518	\$11.75m	\$3.13m	\$39.92m

Option 3: Exit - cease service delivery, new navigation support and Market Steward

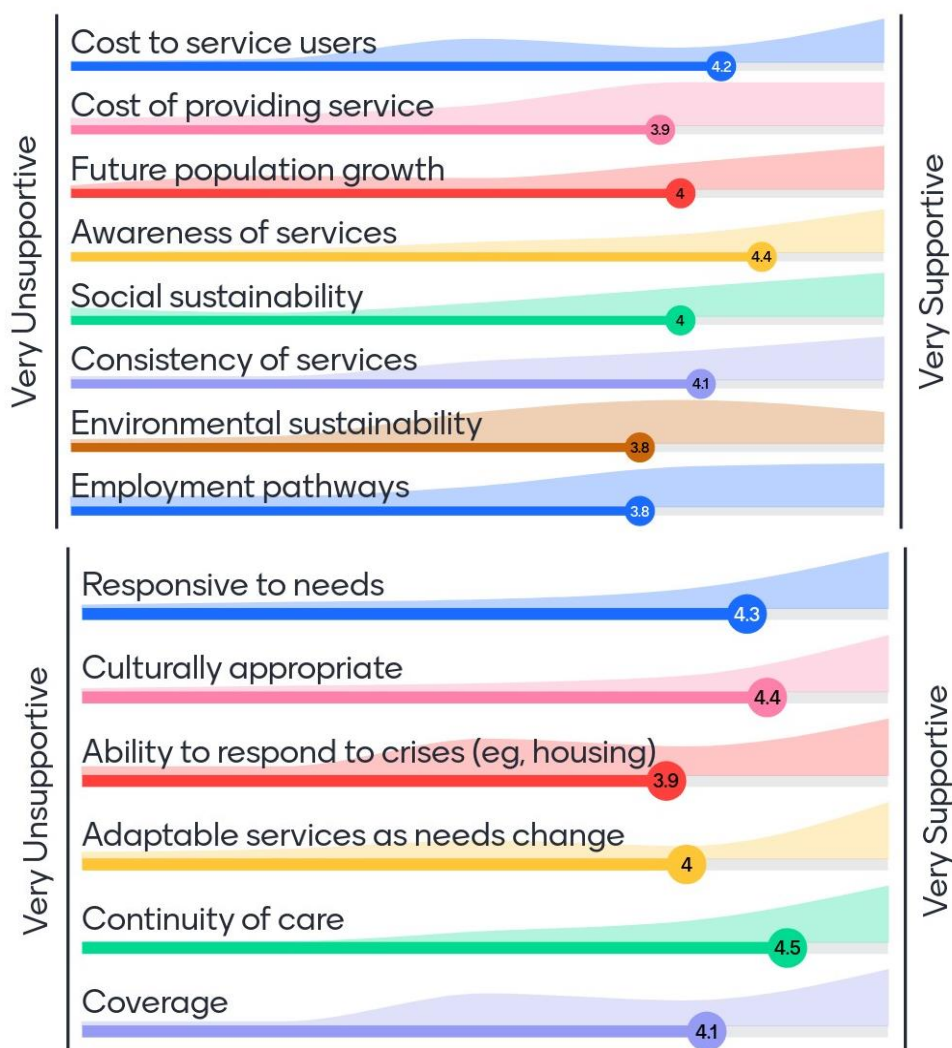
Option 3 - Summary			
Strategic Intent: Promote ageing well for all residents in the new market system for community based care			
Key changes from others: cease delivery of all CHSP funded services and CGD funded Transport +information and Navigation support + Local Market Steward Role			
Services offered:			
In Home • n/a	Social Connection • Ageing Well Program • Disability inclusion	Other • N/A	Access & Support • Information and navigation support • Local market steward
Strengths: <ul style="list-style-type: none"> • Support a greater number of residents: all residents 50+ years • Can be more responsive to community needs - not restricted by Commonwealth program requirements • Opportunity to invest in a broader range of activities with a broader reach • Can fully manage financial risks - lowest council contribution 			
Weaknesses: <ul style="list-style-type: none"> • Thin market risks for some service types (e.g. meals, maintenance and mods, SS-G) • Potential adverse community response • New role for local government: different skills and ways of working, different risk appetite • Difficult to demonstrate value/impact: unclear performance measurement 			

Option 3: Financial Considerations (Cheapest)				
FTE	Transition cost	Est. Council contribution (1st year)	Est. annual Council contribution (avg yr 2-10)	Est. Council contribution 10 year (cumulative)
18.30	\$10,584,131	\$12.70m	\$2.46m	\$34.89m

Summary of Feedback on Options

Criteria for Assessing Options

During Session 1, the panel were asked to suggest and vote on criteria that would be used to guide their assessment of the three options for Council’s Aged and Disability Services. This found that the panel were generally supportive or very supportive of all the criteria identified.



Due to the high level of support that was consistent across the criteria, these were slightly consolidated into 10 key criteria as follows:

Voting on Option 1

During the second-panel session the panel were asked to review the three options in groups and provide a score out of 5 for each of the criteria.

Option 1 - Continue delivery of modified In-Home services + social connection services and positive ageing programs + new navigation support								
Criteria	Group 1	Group 2	Group 3	Group 4	Group 5	Group 6	Group 7	Avg.
Continuity of Care	5	4	4	4	4	4	5	4.3
Culturally appropriate/social sustainability	3	4	5 or 2	5	5	4	3	3.7
Awareness of services	5	5	5	4	3	3	3	4.0
Responsive and adaptable to changing needs/crises	5	3	2	3	4.5	3	2	3.2
Cost to service users	4	4	5	5	3	4	5	4.3
Consistency of services	5	3	5	4.5	4	4	4	9.9
Service coverage/catering for future pop. growth	3	3	3	3	5	1	5	3.3
Cost of providing service	2	3	3	5	4	4	4.5	3.6
Employment pathways	3.5	5	1	5	4	4	4	3.8
Environmental sustainability	5	3	5	5	3	4	5	4.3
Total (/50)	40.5	37	35 and 38	43.5	39.5	35	40.5	37.8
Note: Average was taken using the lowest possible score								

They were also asked to provide comments. Although not all groups chose to add reasoning, the comments that were provided included:

- Shortcomings in coverage and scope.
- Council can't make referrals but can give advice.
- Responsiveness will be the responsibility of all consumers.
- Being able to arrange your appointments will help to keep the service consistent.
- Similar to services to now. Consistent for the customers who are getting services now, except for the loss of cleaning services.
- Local so people don't have to travel far.

- Keeping (costs) low for clients.
- More multiple services and more cleaners

Voting on Option 2

The same voting process was completed in groups for Option 2, with the collated results provided below.

Option 2 - Part Exit - cease in-home services, strengthened social connection and positive ageing programs + new navigation support								
Criteria	Group 1	Group 2	Group 3	Group 4	Group 5	Group 6	Group 7	Avg.
Continuity of Care	3	3	3	4	4	4	5	3.7
Culturally appropriate/social sustainability	4	5	2/5	5	5	4	4	4.1
Awareness of services	5	5	5	4	5	4	5	4.7
Responsive and adaptable to changing needs/crises	3	3	2	3	2	4	5	3.1
Cost to service users	5	4	3	4	5	3	4.5	4.1
Consistency of services	5	3	3	5	5	4	5	4.3
Service coverage/catering for future pop. growth	3	3	3	3	3	5	4	3.4
Cost of providing service	2	3	1	4	4	4	5	3.3
Employment pathways	3.5	4	3	5	4	3	4	3.8
Environmental sustainability	3.5	3	3	5	5	3	5	3.9
Total (/50)	37	36	28	42	42	38	46.5	38.5

Note: Average was taken using the lowest possible score

Table groups were also given the opportunity to add comments or a rationale for their decisions. Comments included:

- As long as information is provided on services
- It is just too much uncertainty to make a score on a lot of the criteria
- Keeping (cost) low for clients.
- There will be more flexibility with Options 2 and 3.
- Consistency - More service providers out there so more options/more choice.
- We feel this will be the best option.
- Provisos - If things change in the services Council must inform us.

Voting on Option 3

Table groups also assessed Option 3 against the criteria, with the collated results provided below.

Option 3 - Exit - cease service delivery, new navigation support and Market Steward								
Criteria	Group 1	Group 2	Group 3	Group 4	Group 5	Group 6	Group 7	Avg.
Continuity of Care	1	2	1	3	3	3	5	2.6
Culturally appropriate/social sustainability	2	3	3	4	5	3	4	3.4
Awareness of services	4	5	2	4	5	4	4	4.0
Responsive and adaptable to changing needs/crises	2	5	1	4	4	2	1.5	2.8
Cost to service users	4.5	2	1	4	3	3	4	3.1
Consistency of services	1	3	1	3	3	3	3	2.4
Service coverage/catering for future pop. growth	1	5	3	3	4	4	5	3.6
Cost of providing service	2	4	5	3	4	5	5	4.0
Employment pathways	2	3	1	4	5	3	4	3.1
Environmental sustainability	2	4	1	5	4	3	4	3.3
Total (/50)	21.5	36	19	37	40	33	39.5	32.3

Note: Average was taken using the lowest possible score

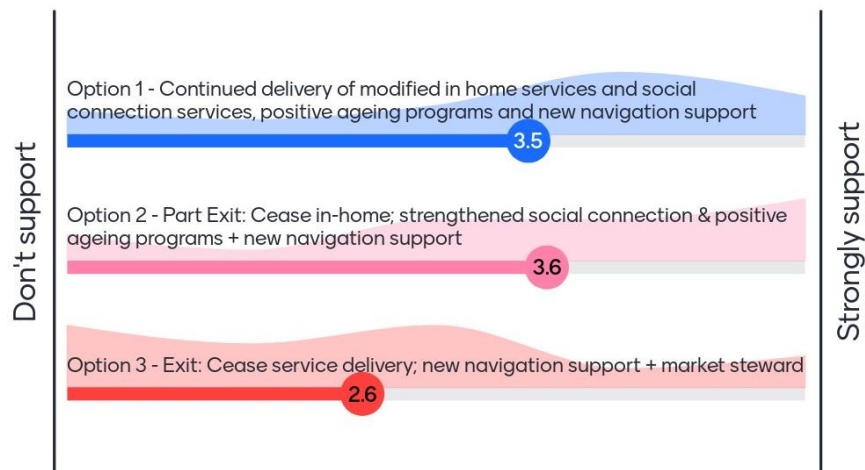
Table groups were also given the opportunity to add comments or a rationale for their decisions. Although not all groups chose to add reasoning, the comments that were provided included:

- Adverse community response.
- Worst of the 3 options.
- Narrower scope - adaptability and too many unknowns.
- We are keen on Option 2 as the Council maintains some control.
- Concerns with option 3 fee structure - lower costs and quality of services.

- Experience and concern regarding Option 3 based on personal experience working in Aged and Disability.
- Option 3 - it's unknown what the charges will be and that's the challenge.
- Aged Care - most clients are on pensions. Concern for rising costs of services when not affordable, eg cleaning services for home care. If clients cannot afford they may become susceptible to illness.
- How will the council stay up to date with services available to get this info to the community?
- Because we have little information about what the service will be, we think it might not be very responsive, especially if the consumer needs to be educated to decide.
- Worried about scams and the change from Council as provider particularly with options 2 and 3.
- Consistency - we don't know what this will look like - it's unknown.
- Awareness of services has to support multicultural community.
- Worried about providers not being vetted or assessed by Council.
- This might settle down in time as we get to know them.
- Keep cost low for clients
- Phone number available for people to get information
- Employers being supported for best service
- Concerns over how well the private sector can connect with individuals.
- Having an open-ended brief is very exciting BUT also generates the most apprehension.
- Competition means potentially lower wages paid to the actual people providing the care.
- Lower pay could mean a lower level of engagement by the care worker.

Overall Voting

First round of voting:



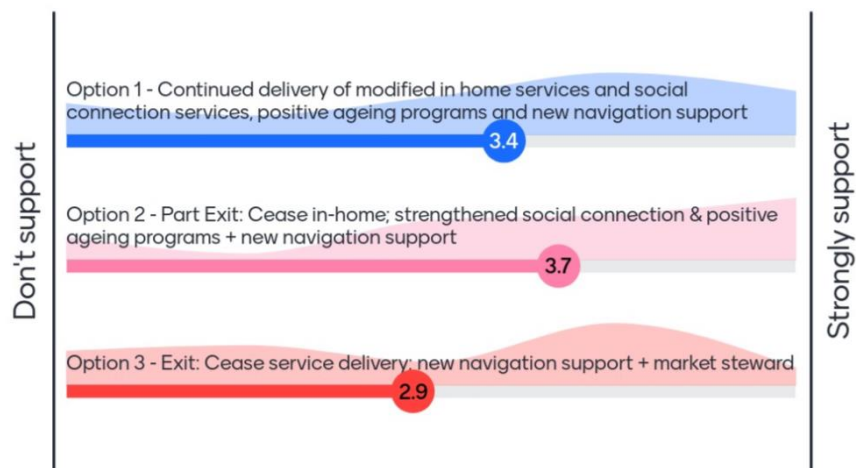
Comments after the first vote were collected via Menti and included (these comments have been partially edited and condensed for clarity and ease of reading):

- Preference for Option 1 (4 Comments)
 - Less disruption to everyone that currently receives services. Would the Council lose the clients that currently Receive DA and other services? To make it more simple to have services in one place.
 - Love the FTE for budget & like respite for informal carers. Individual socialisation is lacking.
 - Councils are clever and they can adapt and compete. They understand the grassroots. They have been in it for ages. Privatisation is ruin. Choice and control can still be exercised.
- Preference for Option 2 (15 comments)
 - Provides a level of security that Option 3 doesn't going forward, while giving Council the innovative freedom that 1 lacks
 - Keeping it simple and something that most people would understand
 - More Council staff better service with a 10% premium in cost.
 - Cause the least amount of change to current clients and give more social importance.
 - It feels like a low financial burden to the client and have a peaceful life for the client.

- Love the new social support & focus for individuals but expensive
- If the council can find a way to save money but do the job right the community will benefit it no matter the outcome as everyone should be treated equally not the price for it.
- Preference for Option 3 (9 Comments)
 - It feels like the provider has a lot of control on the quality of care that can be provided.
 - With all the info council has about what people want and need this option seems best suited to respond. Shame that there are currently so many unknowns that are putting people off.
 - Has a lot of options and variability that can be helpful in managing growing and changing populations/demographics
 - The low FTE that wouldn't matter really if 60% of staff are already retiring anyway.
 - A lot more clients with fewer Council staff.
 - Provides the greatest scope for further community engagement.
 - Could be disregarded by many only because of the fear of the unknown of what actual services will be available, which is a shame because it has the most potential and opportunity.
 - The system should be made easy and clear so that people can benefit from their rights. And find work too.
 - Best will support more older residents and provide good information about the services.
- All Options Must Consider (12 Comments)
 - Affordability and that council has flexibility in using the funding to address the changing needs of their clients (x 2)
 - It is important Council clearly communicates with the community what supports are available and where they can go to access alternative supports not provided by council (x3)
 - Sustainability remains a core concern. All options seem unsustainable and residents will be disadvantaged. (x3)
 - Council Influence The council will have no control at all
 - Council must hold up their end of the deal with accessibility and navigation no matter which option is chosen (x 3)

- None of the options are suitable for people with no money whose English is poor. Might save the council money but will create loss of service
- Other Comments (5 comments)
 - Change is always a problem. Population has no control over future costs.
 - We need changes! BIG CHANGES. No DOUBT!
 - I live by myself. I would like services to continue and it's ok if it's private but I need the help sometimes. I'm 84 years old
 - People who feel supported and respected feel better about having services in their homes. Having council assistance with connecting people with those who are like-minded will help people live at home for longer
 - I like the social support/ positive ageing program

Second round of voting:



Comments after the second round of voting were collected via Menti and included (these comments have been partially edited and condensed for clarity and ease of reading):

- Did not change my mind (11 comments)
- I changed my mind from option 3 to option 2, because it provides a combination. And the Council maintains partial control.
- Option 3 was slightly more appealing but unsure if private is going to meet the needs of people
- After more information I amended my decision to less in favour of option 3. I'm uncertain if the Vietnamese language will be translated

- Thank you for speaking and telling us what is planned for the future. We are lucky to do this and would do more
- I stand by my comments.
I have confidence in the council upholding the group decision and the process to submit a good report.

Final Comments

The panel's final comments are available in the Panel Report provided as Appendix 2 to this document.

Panel Member Reflections

End of Session 1

At the end of the first session, the panel was asked to provide feedback. This feedback is summarised as follows:

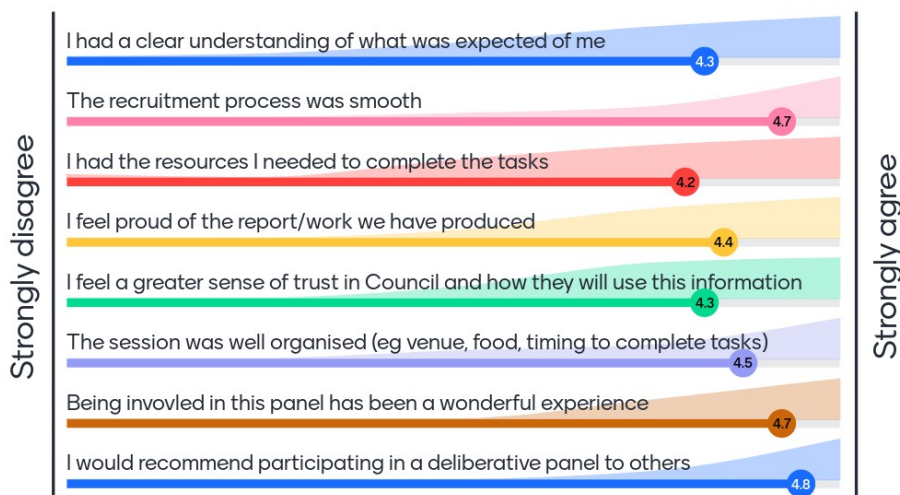
- Positive Feedback (10 comments)
 - I like being able to speak to so many different people with so many differing opinions
 - Terrific stats...
 - Very good information. Learning a lot (x 7)
 - A good opportunity to know it deeply
- Things to improve (10 comments)
 - Should have add more explicit information on gap payment protection in slides (maximum prices, service available despite payment)
 - The information could have been summarised, not everyone will have the patience or can take in all the information. (x 4)
 - Can be clear about the services/ options that are currently in place so we can try and compare
 - Let's use this technology more next time, rather than, writing things on the papers
 - It's a bit rushed, more time would be advantageous.

- It Feels like a referendum, what are choosing? What are the pros and cons? Honestly I don't think at this stage we can make any decision without All the facts and information.

This feedback was used to adapt the agenda for the second session to capitalise on what was working well and make adjustments where we could improve.

End of Session 2

32 panel members responded to the brief menti survey at the end of the second-panel session, the results when asked 'To what extent do you agree with the following statements' are recorded below.



This indicates that the majority of panel members had a very positive experience with the deliberative engagement approach.

The panel were also invited to leave any comments on the experience:

- Positive Experience
 - It's been great 🙌🙌
 - I really enjoyed participating. I'd be thrilled to do so again.
 - Everyone has been cooperative even when we disagree, it's been a good experience

- Thank you so much to every staff member and panellist. It was an amazing experience, and I would definitely do it again. Very well organised/great timing.
 - It was a great experience, and we learned new things, and we request that such programs continue, so that people get more awareness.
 - Mind blown
 - Chicken rolls were delicious!!! 😊 😋 😋
 - Paul was fantastic at explaining things that I had not known before, since he talked about what the council does. Besides this nice meeting different types of people of life and listening to everyone's options.
 - It has been really smooth. Appreciate the opportunity
 - It was a great experience, and we learned new things, and we request that such programs continue so that people get more awareness.
 - Overall this process was very organised. Really appreciate the opportunity and hope to be part of things like this in the future
 - Enjoyed listening to the guest speakers last time and hearing their perspectives
 - Great people to deal with, would definitely do it all again, thank you for the memories.
 - Is a great experience to share views and ideas with a group of participants in different age groups and cultures and coming to an agreement.
 - It is a good experience. Very informative sessions. Thanks to the council for this opportunity.
 - Very well run overall and fantastic to see the passion of everybody involved.
 - It has been a great experience. I loved being on a panel to help the council.
 - Paul was great, very friendly and gave out good information
 - Loved being able to listen to new perspectives and take part in making recommendations to improve the quality of life in my community. Look forward to the council sincerely addressing and incorporating our views
 - I have enjoyed doing this & meeting a variety of council staff & residents. I will be awaiting on news of the final approved process
 - Was open minded and constructive.
 - As a first timer being on such an informative panel, the whole process has been a great experience. This opportunity has brought more application for CGD. Keep it up!
 - It was interesting to learn about council's future plans regarding aged and disability services. I'm happy to have heard of the options and people's options.
 - The process is good to assist council in decision making. Deliberative processes are positive. Paul is a gentleman very analytical. Max is patient. Peta and council members collaborative.
 - It has been a great experience.
 - Max is a great person giving out good information.
- Areas for Improvement
 - Would have appreciated more time to discuss and deliberate

- I find it is easier to have discussions in the morning as people get more tired as the day goes on
- I am bitterly disappointed to be in a process which will remove much-needed services from the community. I feel like apologising to them but can't.
- Felt like the more important areas were too rushed. More time, perhaps another half day or evening session, would have been appreciated
- Parking was expensive
- Breakdown the amount of information provided. Too much information in a short space of time was extremely overwhelming initially.
- The panel was well run, and I feel that I've had an opportunity to be heard. Some of the suggestions should have been sent to the participants, suggestions from the 1st Sat session and today. Thank you

Key Findings and Conclusion

Key Findings

Our key findings and professional insights from the Aged and Disability Care Panel include the following:

- Assessing the Options
 - The panel were concerned about the impact of changes for existing clients; at the same time most understood there were opportunities for Council to assist a broader range of older CGD residents.
 - The panel expressed the view that it was not easy to assess all criteria for all options as there are still many unknowns as to how the system will change, which providers would be active in the municipality, and what charges would apply to different services
 - Panel members had a mixed understanding of the criteria they applied to assess each of the options (though each table made judgments based on their shared understanding of the criteria)
 - Regardless of what option is implemented the panel wants to ensure there is plenty of information and support for older residents so they can navigate the new system.
- Overall
 - The deliberative panel worked well together and found the process interesting.
 - They appreciated the complexity of the challenge, and that Federal Government reforms have required a new approach.

- Some of the panel, though not many, had difficulty fully understanding the differences between each of the options.
- The panel had a preference for Option 2 overall, as a preferred mid-point between the three options.
- It was apparent that most of the panel were more confident, by the conclusion of the session, in Council's ability to ultimately make the decision in the interests of the whole community.
- The panel overwhelmingly enjoyed participating in the process and encouraged CGD to use processes like this for significant, complex decisions in the future.

Conclusion

This report has outlined the process and outcomes for the Aged and Disability Services Review Deliberative Panel facilitated by Max Hardy Consulting and Conversation Co on behalf of the Greater Dandenong Council.

It was clear that this process was a positive experience for participants and produced a variety of valuable insights and recommendations for what the community feel is most important when Council assesses a new service model. It will be crucial that Council continues to engage with and communicate to the community as they move forward with the changes that are selected, particularly addressing how vulnerable community members are considered and cared for.

Appendix 1: Agendas

City of Greater Dandenong - Aged Care and Disability Service Review Deliberative Panel - Meet and Greet

Date and time:	25 October 2023 - 5:30 - 7:00 pm
Venue:	City of Greater Dandenong Civic Center 225 Lonsdale St, Dandenong VIC 3175
Purpose of the session:	<ul style="list-style-type: none"> • Introducing the panel and task • Meeting and setting working agreements • Overview of the process

Time	Item	Detail	Presented by
5:15pm	Arrival and Refreshments	Panel members are welcome to arrive from 5:15 pm in preparation for a 5:30pm start. Refreshments available Name badges to be provided.	N/a
5:30 (10 mins)	Welcome including acknowledgement of Traditional Owners	City of Greater Dandenong to welcome panel members and give the acknowledgement of traditional owners and introduction to Max Hardy Consulting	City of Greater Dandenong - Mayor
5:40 (10 mins)	Project team introductions and simple overview of what we'll cover in briefing session	Introduction to the Panel Process and housekeeping etc (including confidentiality). Introduce the project team. Show agenda for this session	Max Hardy
5:50 (30 mins)	Overview of City of Greater Dandenong and Challenges with Aged and Disability Services	Overview of the situation in CGD (including current services) and issues facing Council. Introduction to the aged care reform and what it means.	City of Greater Dandenong – Peta Gillies

Time	Item	Detail	Presented by
		10 mins Q & A	
6.20 (25 mins)	Introduction to your role, getting acquainted	<p>Creating a map of the Municipality in the room, inviting people to move to where they currently live.</p> <p>Let them say hi for a few moments.</p> <p>Then invite people to move to a part of the municipality they like to visit. Chat some more. (activity 10 mins)</p> <p>What is a deliberative panel and how is this different to other forms of consultation/ engagement?</p> <p>What is your task?</p> <p>Tips for getting the most out of deliberative engagement. (10 mins)</p> <p>10 mins for Q & A.</p>	MHC
6.45 (10 mins)	Connecting to Menti and quiz	<p>Introduction to Menti - What made you decide to participate in this deliberative panel?</p> <p>Wordcloud</p>	MHC
6.55 (5 mins)	Close and Thank You	Closing Menti (time permitting), how are you feeling about the task ahead of you? (Wordcloud)	MHC

Agenda

City of Greater Dandenong - Aged Care Deliberative Panel - Session 1

Date and time:	28 October 2023 - 10:00am - 3:00pm
Venue:	City of Greater Dandenong Civic Center 225 Lonsdale St, Dandenong VIC 3175
Purpose of the session:	<ul style="list-style-type: none"> • Understanding the context and key challenges • Reviewing the consultation outcomes (from broad engagement process) • Reviewing and understanding the options that are available. • Panel feel that they have a better understanding of Council's role in Aged Care Delivery • Panel feel that their input will be valuable and worthwhile

Time	Item	Detail	Presented by
10:00 am (5 mins)	Welcome and acknowledgement of Traditional Owners	Council to give the acknowledgement of traditional owners	City of Greater Dandenong
10:05 am (10 mins)	Overview of the Session and Quick Menti	<p>Overview of the session for the day</p> <p>Reminder of remit and tips</p> <p>Any questions or comments that you have been thinking about since the last session?</p> <p>Insights gained from pre-reading provided at the briefing</p> <p>(Leaving it open for any questions)</p>	MHC/CC
10:15 (15 mins)	Presentation: Population demographics and challenges for aged care	How will the demographics of Greater Dandenong Change over the next 10 years? (65+, 55+, disabilities etc. etc.)	CGD

Time	Item	Detail	Presented by
		<p>What does this mean for the future of aged and disability services?</p> <ul style="list-style-type: none"> - Challenges - Opportunities? <p>Q & A</p>	
10:30 am (20 mins)	Presentation	<p>Changes to Aged Care</p> <ul style="list-style-type: none"> - Aged Care Reform - Challenges and opportunities within the industry <p>Q&A</p>	Paul Robertson
10.50am (40 mins)	Stakeholder Perspectives	<p>Presenter panel session – To provide stakeholder perspectives on aged and disability services and associated reforms</p> <ul style="list-style-type: none"> • MAV rep • ASU rep • Positive Aging Advisory Community – Chair • Disability Advisory Committee - Chair <p>5 mins presentation each followed by 10 mins questions</p>	Range of experts/ stakeholders with different views
11:30 (15 mins)	Break	Quick break	
11.45 (25 mins)	Insights from consultation	<p>What have we learned from consultation/research to date? Detailed overview of consultation results required!</p>	Ella, Conv Co
12:10pm (40 mins)	Small Groups - Developing criteria to review options	<p>Overview of task and the need to develop assessment criteria to be firstly provided.</p> <p>Each group to discuss the criteria they believe would be important to apply to assess this and other options. E.g. cost, equity, need</p> <p>Also, groups to prepare questions for further conversation with CGD.</p>	Breakout rooms with Council rep

Time	Item	Detail	Presented by
12.50 pm (30 mins)	Lunch	Break for Lunch	
1:20 pm (15 mins)	Report back, voting and questions	Groups to report back on criteria Groups to vote again on level of support. Agreement on approach to reviewing options Questions put to CoGD and responded to.	MHC/CC
1.35 pm (40 mins)		Presentation of the base care + three options and why they are considering. Including <ul style="list-style-type: none"> - What each option is - Pros/cons/Implications - Which Councils are following which model? - Flexibility for a variation to these options? Could organise this in a way similar to a panel with one Council person representing each option. Q and A Initial polling on preference (individuals)	Paul Robertson
2.15pm (30 mins)	Small Groups – Initial review the options and consider criteria	Groups to discuss options and to identify which ones are likely to score highest against the criteria. Groups to include any variations or additional information that they would require to assess the options.	MHC/CC
2.45 pm (10 mins)	Rapid report back	Quick report back on key thoughts from each group.	MHC/CC
2.55 pm	Close, readings and final Menti	Templates for each option (high-level) handed out for reading before next session Menti - reflections/insights questions	MHC
3:00 pm	Close and Thank You		MHC

Agenda

City of Greater Dandenong - Aged Care Deliberative Panel - Session 2

Date and time:	11 November 2023 - 10:00am - 3:00pm
Venue:	City of Greater Dandenong Civic Center 225 Lonsdale St, Dandenong VIC 3175
Purpose of the session:	<ul style="list-style-type: none"> • Understanding the context and key challenges • Reviewing and understanding the options that are available. • Panel feel that they have a better understanding of Council's role in Aged Care Delivery • Panel feel that their input has been valuable and worthwhile

Time	Item	Detail	Presented by
10:00 am (5 mins)	Welcome and acknowledgement of Traditional Owners	Council to give the acknowledgement of traditional owners	City of Greater Dandenong
10:05 am (5 mins)	Overview of the Session	Overview of the session for the day (mention the one minute's silence at 11am) Recap / Insights from previous session and pre-session readings (the options information sheets)	MHC/CC
10:10 am (20 mins)	Additional information on options	A presentation providing more detail on the options, including financial implications.	Paul Robertson

<p>10:30 am (10 mins)</p>	<p>Brief interview and presentation: Council response to any questions raised</p>	<p>Refer to newspaper articles that inferred Council have already made a decision, and relay CDG messages in response (Peta to say a few words, then we move onto a brief interview from 10.20.</p> <p>Max to briefly interview Peta as to what Council sees as the pros and cons of the three options (which will confirm messaging about the article – ie, Council does not have a preferred option and has not made up its mind).</p> <p>Council to respond to any questions raised in the last session.</p> <p>If limited, ask the whole group to discuss any thoughts/considerations they have had.</p>	<p>MHC and Peta.</p>
<p>10:40 am (50 mins)</p>	<p>New Small Groups - Review options</p>	<p>Groups to review all options against the agreed criteria (score 1 - 5 for each) and provide rationale for each of their scores.</p> <p>1 minutes silence at 11am</p> <p>Groups to include any variations or additional information that they would require to improve their scores.</p>	
<p>11:30 am (20 mins)</p>	<p>Break</p>	<p>Quick break</p>	
<p>11:50 am (15 mins)</p>	<p>Quick report back</p>	<p>Quick report back on key thoughts from each group.</p>	<p>MHC/CC</p>
<p>12:05 pm (35 mins)</p>	<p>Whole group - voting on options and discussion</p>	<p>Council responds to any questions/ideas emerging from earlier sessions.</p> <p>The whole group goes through each of the options and polls against the criteria.</p>	<p>Breakout rooms with Council rep</p>
<p>12:40 pm (30 mins)</p>	<p>Lunch</p>	<p>Break for Lunch</p>	

1:10pm (40 mins)	Developing panel report	Panel to be divided into groups to work on different sections of the report: <ul style="list-style-type: none"> - Intro and conclusion - Assessment of option 1 with rationale - Assessment of option 2 with rationale - Assessment of option 3 with rationale. - Any other comments or important feedback for Council e.g. keeping in touch; comments about the process 	MHC/CC
1:50 pm (30 mins)	Group review of panel report and live edits	Any final voting and a group review of the panel report and live edits.	MHC/CC
2:20 pm (15 mins)	Break	Quick break while MHC/CC tidy up report.	MHC/CC
2:35 pm (15 mins)	Handover of Report	Panel to select reps to hand over their report to Council Officers and provide a high-level overview of what they decided. (Additional option of selecting two volunteers to present findings to Council at a future briefing session).	MHC/CC
2:50 pm (10 mins)	Group reflections	Group to share reflections on the process Menti poll to review	MHC/CC
3:00pm	Close and Thank You		MHC

Appendix 2: Panel Report

CoGD Aged Care and Disability Services Deliberative Panel

Output from 11 November 2023

Table A

Introduction

It is a positive move by Council to receive outside views. I feel rather privileged being selected in this group.

Council will make positive decisions hopefully with all the different viewpoints from this group.

It's important for Council to involve members of the community when making plans in aged and disability.

I feel privileged to be a part of helping to make decisions for the future. It helps to give me peace of mind that people like my mum who have significant disabilities will be care or in the future.

The topic is of great importance to the public. Being a member of the 'mini-public' to present views shows Council's endeavours to engage the public in their decision processes. Glad to have been invited to get involved.

I did not come with an agenda - for me it's about my community and future generations.

I felt they did not address the loss of services for some people in the community.

There are a lot of different viewpoints in this room. We have had different level so understanding and contribution to the process.

It is important to have a cross-section of people in the community. I feel we have achieved this. A step in the right direction.

You can tell from our polling that people have considered the options and we're here because we want to be part of the change because it's going to happen.

We are representing the people of Greater Dandenong. We can be biased at times by our experiences and preferences.

Everyone has a different experience of this change. We are making decisions on behalf of people who are getting services, people who don't know about it and people in the future.

I am concerned how the changes will impact vulnerable people.
Council has a responsibility to ensure the well-being of its community.

I was happy to be asked but not happy with the prospect of losing in-home services. This will impact on people with no money and poor language skills. I don't want to be part of a system that disadvantages people.

Table B

It has been a privilege and an honour to participate in the Aged and Disability Review panel. Throughout all the activities at the Deliberative Panel we all have a better insight of what services City of Greater Dandenong is currently offering, and what are the challenges the CGD and the community are facing.

However, understanding that the panel is not the final decision maker. We trust the CGD has listened to different voices, opinions and suggestions. And we know a good sound decision will be made.

Table C

Option 1

Pros

- Council understands its clients.
- Council has continuity, private enterprises can come and go as they please.
- Continuity of staff and services for current Council clients.
- Speedy assessment and needs.

Cons

- Uncertain sustainability
- Rely on Commonwealth for money to an extent where it would be detrimental if govt made sudden changes.
- Over expenditure.
- Lack of clients.

The panel gave no support for this option and needs to have an answer on the workforce because of a loss of workers.

Table D

Option 2

- Choice and control are paramount.
- Ultimately we as panel members trust that the Council will do the best for its residents of Greater Dandenong regardless of which option is chosen.
- We appreciate the opportunity to provide feedback as community members.
- Regarding the scores, Option 2 is the clear majority holder of preference.
- 75% of our table support Option 2. 25% support Option 1 and 0% support Option 3.
- Council embraces diversity very well.
- We like the newly offered individualised social services for more personalised socialisation.

Table E

Option 3

Pros

- Having the Council provide information to older people on how to access and gain services.
- Having people gain access to assessment for assistance at 50 years old can allow more disabilities to be supported in younger people.
- The cost benefit to government services by having private can allow people to find the best service model for them.

Cons

- Having people pay more for services is a risk as some people may not be able to afford or justified.
- Having people form services that do not understand the needs of elderly person (culture, language, food, trust, honesty)
- Ensuring training is provided for people to understand how to provide more care for elderly people with different needs (makes the provider portable and understand the procedures are standard)
- Low service costs = low wages = possibility of lower quality care.

Table F

Other comments

It has been a good experience and has given us a good eye opener to how it all works behind the scenes. It was a very interesting experience. Sometimes the amount of info coming in can be challenging. Our table found it very easy to come to an agreement. We thought the same way. We found it well organised and facilitated.

The open discussion and allowing people to ask questions and receive feedback from Council members/experts.

Table G

Conclusion

We thank the Council for the opportunity to be in this deliberative panel. We found it to be a very positive and engaging experience. The cross-section of the community and the many different perspectives offered have been invaluable in reaching the opinions presented here.

Although we feel this process could be improved we hope this method of community consultation is used again.



4.2.3 Report on Matters Discussed at Councillor Briefing Sessions and Pre-Council Meetings

Responsible Officer: Executive Director Corporate Development
Attachments: Nil

Executive Summary

1. As part of Council's ongoing efforts to improve transparency in Council processes, matters discussed at Councillor Briefing Sessions & Pre-Council Meetings (other than those matters designated to be of a confidential nature) are reported on at Council meetings.
2. The matters listed in this report were presented to Councillor Briefing Sessions & Pre-Council Meetings during the period 19 February – 12 March 2024.
3. This report recommends that the information contained within it be received and noted.



Background

4. The Executive Team and associated staff at Greater Dandenong City Council host Councillor Briefing Sessions and Pre-Council Meeting on a regular basis (weekly) to inform Councillors about the work officers are undertaking, share information, obtain feedback and discuss strategies and options for current and future work.
5. To ensure transparency in this process matters discussed at Councillor Briefing Sessions and Pre-Council Meetings (other than those matters designated to be confidential under the *Local Government Act 2020*) are reported on at Council meetings. This report represents matters discussed at the Councillor Briefing Sessions & Pre-Council Meetings during the period 19 February – 12 March 2024.

Matters Presented for Discussion

Item		Councillor Briefing Session/Pre-Council Meeting
1.	<p>Council Plan 2025-29 Councillors and council officers discussed the priorities and challenges for delivery of the next Council Plan 2025-29.</p>	<p>Councillor Briefing Session (CBS) – 19 February 2024</p>
2.	<p>Aged and Disability Services Review <i>Confidential under s 3(1)(a) of the Local Government Act 2020.</i></p>	<p>CBS – 19 February 2024</p>
3.	<p>Advanced Waste Processing Update <i>Confidential under s 3(1)(a) and (g) of the Local Government Act 2020.</i></p>	<p>CBS – 19 February 2024</p>
4.	<p>General Discussion Councillors and council officers briefly discussed the following items:</p> <ul style="list-style-type: none"> a) programming at Dandenong Oasis; b) support provided post-storm at Cardinia Shire Council and storm clean up across Greater Dandenong; c) current ward boundary review being undertaken by the Victorian Electoral Commission; d) Municipal Association of Victoria State Council Meeting; e) Local Government reform consultation paper; f) habitual dumping, unsafe and derelict properties and enforcement; and g) customer service wait times. 	<p>CBS – 19 February 2024</p>
5.	<p>Councillor and Executive Strategic Workshop Councillors and council officers discussed the challenges and opportunities facing Greater Dandenong now and in the future and how they could be prioritised with budget considerations and advocacy efforts.</p>	<p>24 February 2024</p>



6.	General Discussion Councillors and council officers briefly discussed the following items: a) staff movements; and b) Agenda items for the Council Meeting of 26 February 2024.	Pre-Council Meeting (PCM) – 26 February 2024
7.	Customer Charter Review Council officers provided Councillors with a plan towards improving customer experience across the organisation as opposed to providing customers with basic service.	CBS – 4 March 2024
10.	General Discussion Councillors and council officers briefly discussed the following items: a) Fair Jobs Code and its impact on Council; b) Ministerial Guidelines on the Recovery of Waste Charges and its impact on Council; c) proposed Local Government reforms; d) Council Meeting procedure; and e) various operational matters in Noble Park, Dandenong and Springvale.	CBS – 4 March 2024
11.	CEO Performance Review Councillors and CEO only session.	CBS – 4 March 2024
12.	General Discussion Councillors and council officers briefly discussed the following items: a) Ministerial Guidelines on the Recovery of Waste Charges and its impact on Council; b) removal of childcare expenses from mandatory reporting of expenses under council policy; c) Victorian Electoral Commission's Greater Dandenong electoral boundary review; and d) Agenda items for the Council Meeting of 12 March 2024.	PCM – 12 March 2024

Apologies

- Councillors Richard Lim, Jim Memeti and Loi Truong submitted apologies for the Councillor Briefing Session held on 19 February 2024.
- Councillor Jim Memeti submitted an apology for the Councillor Briefing Session held on 4 March 2024.
- Councillors Lana Formoso and Jim Memeti submitted apologies for the Pre-Council Meeting held 12 March 2024.



Legislative and Policy Obligations

9. Section 9 of the *Local Government Act 2020* states that a Council must in the performance of its role give effect to the overarching governance principles.
10. Reporting on matters discussed at Councillor Briefing Sessions and Pre-Council Meetings gives effect to the overarching governance principles (in particular, section 9(i) of the *Local Government Act 2020*) in that the transparency of Council actions and information is ensured.

Recommendation

That:

- a) **the information contained in this report be received and noted; and**
- b) **the information discussed at the above listed Councillor Briefing Session on 19 February 2024 that was declared confidential under section 3(1) of the *Local Government Act 2020* in Items 2 and 3 above remains confidential until further advisement unless that information forms the subject of a subsequent Council report.**



4.2.4 List of Registered Correspondence to Mayor and Councillors

Responsible Officer: Executive Director Corporate Development

Attachments: 1. Correspondence Received 4-15 March 2024 [4.2.4.1 - 2 pages]

Executive Summary

1. Subsequent to past Council resolutions in relation to the listing of registered incoming correspondence addressed to the Mayor and Councillors, Attachment 1 to this report provides a list of this correspondence for the period 4-15 March 2024.

Recommendation

That the listed items for the period 4-15 March 2024 provided in Attachment 1 to this report be received and noted.

Objective

CONNECTED. COLLABORATIVE. COMMUNITY.

Correspondences addressed to the Mayor and Councillors received between 04/03/24 & 15/03/24 - for officer action - total = 0

Correspondence Name	Correspondence Dated	Date Record Created	Objective ID	User Currently Assigned
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No correspondence received.

NB: Users assigned may have changed by the time of the Council Meeting. Correct at time of report production only.

Objective

CONNECTED. COLLABORATIVE. COMMUNITY.

Correspondences addressed to the Mayor and Councillors received between 04/03/24 & 15/03/24 - for information only - total = 4

Correspondence Name	Correspondence Dated	Date Record Created	Objective ID	User Currently Assigned
A complaint about extreme noise in Popes Road, Keysborough coming from a specific club in the area and also from the rubbish collection truck.	04-Mar-24	04-Mar-24	A10707481	Mayor & Councillors
A reminder from the Department of Infrastructure, Transport, Regional Development, Communications and the Arts regarding the National Awards for Local Government.	08-Mar-24	08-Mar-24	A10728537	Mayor & Councillors
An invitation to the Mayor to attend the Vietnamese Australian Senior Association of Victoria - 32nd Annual General Meeting.	07-Mar-24	08-Mar-24	A10727805	Mayor & Councillors
A letter from a Castlemaine resident regarding Council's motion advocating for a ceasefire in the Gaza conflict.	05-Mar-24	13-Mar-24	A10736295	Mayor & Councillors

NB: Users assigned may have changed by the time of the Council Meeting. Correct at time of report production only.



5 NOTICES OF MOTION

5.1 NOTICE OF MOTION NO. 35 - INSTALLATION OF DISABLED TOILET FACILITIES AT NOBLE PARK COMMUNITY CENTRE, BUILDING 2

Responsible Officer: Executive Director City Futures

Author: **Cr Sean O'Reilly**

Preamble

1. The Noble Park Community Centre is a vital Council facility, serving approximately 1,000 patrons weekly.
2. Despite a disabled sticker on the door, the toilet facility in Building 2 of the Noble Park Community Centre is not a true disabled toilet. It caters only to ambulant users. This means wheelchair-using patrons must leave the facility and navigate potentially adverse and unsafe outdoor conditions to access the public disabled toilet.
3. Greater Dandenong City Council has a strong commitment to accessible facilities for all abilities and champions the needs of the disabled community through its Disability Advisory Committee.
4. This decision underscores our commitment to enhancing accessibility and fostering inclusivity throughout our community, fully reflecting the core principles of the Greater Dandenong City Council's Diversity, Access, and Equity Policy.

Motion

That Council:

1. **ACKNOWLEDGES** the urgent need for a fully accessible disabled toilet facility within the Noble Park Community Centre Building 2;
2. **PRIORITISES** this installation to ensure that all patrons have equitable and safe access to essential amenities within the Noble Park Community Centre; and
3. **RESOLVES** to allocate the necessary funds in the Draft 2024-25 Capital Works Program to install a compliant disabled toilet facility within the Noble Park Community Centre Building 2 for Council consideration.



6 REPORTS FROM COUNCILLORS/DELEGATED MEMBERS AND COUNCILLORS' QUESTIONS

The principal purpose of this item in the Council Meeting Agenda is for Councillors to report on their attendance, observations or important matters arising from their liaison or representation with groups for which the Councillor has been formally appointed by Council. In accordance with the documented 'protocol' that applies to either liaisons or representatives, Councillors should raise matters of importance during this item. Other matters may also be reported.

If a Councillor chooses to speak, the name of the conference/event and the Councillor will be noted in the Minutes for that meeting. If a Councillor requires additional information on the conference/event to be listed in the Minutes, they must submit it in writing to a Governance staff member by 12.00pm the day following this Council Meeting.

Question time is provided to enable Councillors to address questions to members of Council staff. The guidelines for asking questions at a Council meeting are included in the current Governance Rules.

Councillors have a total of 15 minutes each to report on their attendances at meetings, conferences or events and to ask questions of Council staff.



7 URGENT BUSINESS

No business may be admitted as urgent business unless it:

- a) relates to or arises out of a matter which has arisen since distribution of the Agenda; and
- b) cannot safely or conveniently be deferred until the next ordinary meeting and unless agreed to by a majority of those Councillors present at the meeting.



8 CLOSE OF BUSINESS