



Whitehorse City Council

MINUTES

Council Meeting

on

Monday 14 February 2022

at 7:00pm

Members: Cr Liu (Mayor), Cr Massoud (Deputy Mayor), Cr Barker, Cr Carr, Cr Cutts, Cr Davenport, Cr Lane, Cr McNeill, Cr Munroe, Cr Skilbeck, Cr Stennett

Mr Simon McMillan, Chief Executive Officer



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Meeting opened at 7:00pm

Present: Cr Liu (Mayor), Cr Massoud (Deputy Mayor), Cr Barker, Cr Carr,
Cr Cutts, Cr Davenport, Cr Lane, Cr McNeill, Cr Munroe,
Cr Skilbeck, Cr Stennett

Officers: S McMillan, J Green, L Letic, S Cann, S White, V Ferlino,
P Moore, J Samy

1 PRAYER

1a Prayer for Council

We give thanks, O God, for the Men and Women of the past whose generous devotion to the common good has been the making of our City.

Grant that our own generation may build worthily on the foundations they have laid.

Direct our minds that all we plan and determine, is for the wellbeing of our City.

Amen.

1b Aboriginal Reconciliation Statement

“Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the traditional owners of the land we are meeting on and we pay our respects to their Elders past, present and emerging and Aboriginal and Torres Strait Islanders from communities who may be present today.”

2 WELCOME AND APOLOGIES

The Mayor welcomed all

3 APOLOGIES

Nil

4 DISCLOSURE OF CONFLICT OF INTERESTS

None disclosed

5 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

Minutes of the Council Meeting 31 January 2022.

COUNCIL RESOLUTION

Moved by Cr Lane, Seconded by Cr Cutts

That the minutes of the Council Meeting 31 January 2022 having been circulated now be confirmed.

CARRIED UNANIMOUSLY

6 PUBLIC PRESENTATIONS

- 6.1 Mr K Earl, Box Hill speaking on construction sites and dogs impacts on residential streets in Box Hill

Submission Type: Other Matter

Submission Summary:

Sir/Madam

I am writing to speak to the concern of heavy trucks and dogs using local streets during construction in Box Hill and the damage this is causing to local streets.

As Box Hill is well serviced by main roads which are built to support heavy transport in a safe way, I am writing to request the practice of approving traffic management plans in local streets be reviewed with a view to using major roads to reduce the danger of forty ton truck and dogs in local streets like Severn Street, Thames Street, Nelson Road, and Arnold Street, just a short cut to Elgar Road and the freeway.

With several large developments soon in the Whitehorse Road area,

837 Whitehorse Road, 843 Whitehorse Road, 12-28 Wellington

Road and 9 Wellington Road and the damage over the last three months to Wellington Road surface from heavy vehicles from the old Spotlight site, it is hoped a review may stop this happening again.

This area services two major hospitals, several bus routes along with a large clinic being built and several built apartments and more in the pipeline, these roads are dangerous enough without adding Heavy vehicles to the mix.

As a resident of Box Hill, living in a residential area, I am asking that before a construction management plan is approved that the

Council officer walks the plan to view the hazards, with a view to using main roads to allow for safer construction in residential streets

Mr Jeff Green Director City Development read out the presentation submission on behalf of Council.

7 PETITIONS AND JOINT LETTERS

None submitted

8 PUBLIC QUESTION TIME

8.1 Mr P Carter, Box Hill submitted two questions in relation to transport

Question 1.

The Government has implemented PSA Amendment VS204 to reflect an updated transport policy that formally incorporates strategic cycling corridors. The SCC - BHRRT (built 2014) stops at Bank Street. Yet since 2014, COW has not undertaken any functional design to extend the E-W link. Likewise DOT, as lead agency for SCCs, also has not developed functional design options for the missing link.

Does Council believe that simple concept lines of SCCs alone on a plan are sufficient to ensure quality bike infrastructure is not excluded in planning and development by stakeholders; including developers and SLRA in BHMAL?

Mr Jeff Green Director City Development read out the question and responded on behalf of Council:

Preliminary design concepts (with visual representation or “concept lines”) for SCC’s are not sufficient. SCC’s are developed in consultation with stakeholders such as Council and community cycling groups that refine these routes depending on cycling desire lines, nearby land uses and also consider design characteristics and constraints. The preparation and development of SCC’s is a DoT responsibility.

Question 2

I welcome advice that COW has engaged consultants for a feasibility study of the Nelson-Thurston link options.

However with the missing SCC E-W link, my discussions with DOT indicates limited appreciation of the opportunities with developing this link (minimum 7 viable options).

It is vital that DoT as a matter of urgency, develop functional design options for the ‘missing SCC link’. This would inform all stakeholders how the SCC can be integrated into the planning of BHMAL.

Will the Council, as the community’s representative, formally request DOT to develop functional design options for the missing East-West SCC?

Mr Jeff Green Director City Development read out the question and responded on behalf of Council:

Council will continue to advocate to the DoT to provide improvements to strategic cycling corridor connections in Box Hill.

9 NOTICES OF MOTION

None submitted

10 URGENT BUSINESS

None submitted

11 Council Reports

11.1 Review of Council's Public Transparency Policy

Governance and Integrity
ATTACHMENT

SUMMARY

Council's Public Transparency Policy has operated without reported issues over the past year. When adopting this policy, Council directed that it be reviewed after 12 months in operation. The timing of this review is opportune, as legislative changes, together with changes to organisational position titles and Council's recent decision to amend its meeting cycle, necessitates making some minor changes to the policy document. After undergoing a 21 day consultation period, the proposed updated policy has received positive community support.

COUNCIL RESOLUTION

Moved by Cr McNeill, Seconded by Cr Skilbeck

That Council:

1. Receive and note the report.
2. Adopt its updated Public Transparency Policy, provided as Attachment 2.

CARRIED UNANIMOUSLY

BACKGROUND

Council received a report at its meeting on 20 September 2021 which confirmed that Council had resolved that its Public Transparency Policy be reviewed after 12 months of operation.

The report also identified that the timing of the review was opportune, given that other factors would also impact the currency of the document, in terms of legislative changes, changes to organisational position titles and Council's decision to amend its meeting cycle.

Council resolved to give in principle support to undertake community consultation on the proposal and called for a further report, following the consultation period.

11.1
(cont)

DISCUSSION

The nature of the proposed changes to the policy document, can be summarised as follows:

- a) Removal of reference to Delegated or Special Committee Meetings (5 entries);
- b) Amendment to public submission entry to reflect change to public presentations (1 entry);
- c) Amendment to reflect changes to legislative provisions (3 entries); and
- d) Amendment to organisational positional titles (3 entries).

The community engagement (21 day period) on this proposal, was underpinned by 4 survey questions and the results are provided as Attachment 1. A snapshot of the results are:

- Over the past year, have you accessed Council's Public Transparency Policy?
5 (29.4%) Yes!
- Do you believe that the revised policy is clear and easy to understand?
13 (76.5%) Yes!
- Do you support the suggested changes being proposed to the policy?
13 (76.5%) Yes!
- Being aware of Council's Public Transparency Policy, to what extent are you comfortable with your right to access Council information?
Very comfortable 4 (23.5%), Comfortable 8 (47.1%)!

The level of community support for the proposed changes to the policy is pleasing, but not unexpected given the extent and the nature of the actual proposed changes. However, the community consultation did generate other feedback that do provide timely reminders for Council, in how it engages and communicates with its community:

"...Digital literacy is a sizeable issue especially amongst older Australians as the documents referenced go to the understanding of a number of issues finding them quickly and easily should be a feature of the policy."

"The policy is not written in plain and simple English. This excludes and limits access to those who wish to understand the council's obligation but do not possess a high literacy skills."

"The Council website could do with some improvement to support implementation of the policy, e.g. it is so difficult to find information about Council meetings and minutes."

"For Australians whose first language is not English, especially older people and those that fall outside the 6 main languages you resource, often having a hard copy that other members of the community can translate for them is their preferred method of consuming information."

11.1

(cont)

“Being comfortable about the right to access Council information is very different to the willingness by Council to provide information when requested in a timely and open way.”

Accordingly, it is recommended that Council give favourable consideration to adopting its updated Public Transparency Policy, as presented as Attachment 2.

CONSULTATION

Council's proposal was advertised on its website (Have Your Say consultation page) from Monday 25 October, until Wednesday 17 November 2021.

A four question on-line survey, together with a tracked changed copy of the updated policy was provided for the benefit of Whitehorse residents.

An article promoting this consultation also appeared in the November 2021 edition of the Whitehorse News, which was available to households in early November. At the end of the consultation period, 17 respondents had participated in the survey.

FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

POLICY IMPLICATIONS

As previously noted, Council's Public Transparency Policy forms a key pillar of Council's Governance Framework. With Council recently endorsing changes to its Council's meeting cycle and its Governance Rules, it is important that this key policy remains accurate and relevant to Council's actual operating mode.

ATTACHMENT

- 1 Community Survey Results 
- 2 Draft Public Transparency Policy 

11.2 Implementation of the Local Government Act 2020

Transformation

SUMMARY

The Local Government Act 2020 brought about a change from a traditional prescriptive Act (1989) to a modern principles-based Act. This required Council to complete a series of activities to implement the changes.

This report provides the Whitehorse Community and Council with an update on implementation progress. Council is on-track to have the final two changes implemented on-time by 30 June 2022.

COUNCIL RESOLUTION

Moved by Cr Barker, Seconded by Cr Munroe

That Council note the progress on the implementation of the Local Government Act 2020.

CARRIED UNANIMOUSLY

KEY MATTERS

Some of the significant changes from the Local Government Act 1989 to the Local Government Act 2020 are summarised below:

Section	Change
Part 2 Councils – sections 44 to 46 and 48 to 52	Council must maintain a Chief Executive Officer (CEO) Employment & Remuneration Policy with prescriptive inclusions. The CEO is responsible for maintenance of a workforce plan, recruitment policy and code of conduct.
Part 3 Council decision making – sections 71 to 86	Changes to the guidelines which govern the process in which Council can make a local law.
Part 5 Council operations – sections 107 to 122	Beneficial enterprises (formerly entrepreneurial powers) require a comprehensive assessment of investment and risk exposure. The requirement for Ministerial approval is removed. Council must undertake community engagement prior to making any land transaction. Council must maintain a complaints policy, and procurement policy.
Part 6 Council integrity – section 125	A member of council staff, a councillor, or a member of a delegated committee who intentionally or recklessly discloses confidential information will commit an offence be liable to pay a significant penalty of 120 penalty units.

11.2
(cont)

Part 10 Savings and transitional – section 330	Regional libraries can no longer be formed
------------------------------------------------	--------------------------------------------

STRATEGIC ALIGNMENT

The Whitehorse City Council strategic landscape will be updated and refined to continuously improve alignment with community priorities and direction. Council will apply the new principles in the Local Government Act 2020 to ensure that the strategic landscape meets the legislative requirements while prioritising local priorities and direction.

BACKGROUND

The Local Government Act 1989 transitioned to the Local Government Act 2020 after receiving Royal Assent on 24 March 2020. The new Local Government Act 2020 aimed to improve local government democracy, accountability and service delivery for all Victorians.

The Local Government Act 1989 was prescriptive about how Councils:

- Made decisions
- Conducted public consultation processes
- Provided notices of meetings
- Ran meetings
- Made information available to the public

Local Government Victoria recognised that it was apparent this level of prescription is unnecessary for modern councils. The new Local Government Act 2020 is a principles-based Act which removed unnecessary regulatory and legislative prescription.

There are now five principles contained within the Local Government Act 2020:

- Community Engagement
- Strategic Planning
- Financial Management
- Public Transparency
- Service Performance

The implementation of the Local Government Act 2020 was phased with the final requirement that Councils release an Asset Management Plan by Thursday 30 June 2022.

11.2
(cont)

SUPPORTING REPORT DETAILS

Legislative and Risk Implications

The Local Government Act 2020 establishes the constitutional, electoral and operational arrangements for Local Government in Victoria.

Equity, Inclusion, and Human Rights Considerations

In developing this report to Council, the subject matter has been considered in accordance with the requirements of the *Charter of Human Rights and Responsibilities Act 2006*. It is considered that the subject matter does not raise any human rights issues.

Community Engagement

No community engagement was required for this report. Community Engagement has been a core part of the development of Act requirements.

Financial and Resource Implications

There are no financial or resource implications arising from the noting of this report.

Innovation and Continuous Improvement

Council is committed to Innovation and Continuous Improvement, the new Act has presented an opportunity to ensure that Council's approach is tailored for the Whitehorse City Council Community.

Council is committed to engaging the Community to ensure they have the opportunity to inform/influence the priorities and future of their community. Community Engagement is being further embedded into Council practices, planning and decision making.

The Local Government Act 2020 requires councils to develop an integrated, longer-term and transparent approach to planning that supports councillors in leading strategically, rather than focusing on operational issues.

All Council Services will be reviewed within the context of the Service Performance Principles. This program of work has commenced in 2022 and will see a focus on service improvement in context of the principles of equity, accessibility, good value, continuous improvement and responds to complaints.

Financial Performance is critically important to Council's ability to deliver services to the community. Whitehorse Financial Plan is designed to ensure financial sustainability in the long term.

11.2

(cont)

Public Transparency is fundamentally important to democratic governance through the transparency of Council decisions, actions and information.

Collaboration

Organisational collaboration was required to successfully implement all changes. Council Officers and Councillors have collaborated to ensure Council is embedding the principles into how we plan for and deliver our services to the community.

Discussion and Options

Council is well on-track to implementing all changed requirements under the principles-based Act. Council's Audit and Risk Committee has received quarterly reports as part of the progress reporting on all actions. An update on Progress is included in the Table below:

Requirements	Due Date	Implementation Progress Update
Whitehorse Municipal Public Health and Wellbeing Plan (MPHWP)	24.10.21	The MPHWP was adopted by Council on 18.10.21.
Financial Plan	31.10.21	The Financial Plan was adopted by Council on 18.10.21.
Council Plan	31.10.21	The Council Plan was adopted by Council on 18.10.21.
Community Vision	31.10.21	The Whitehorse 2040 Community Vision was adopted by Council in February 2021.
Annual Report	31.10.21	The Annual Report was approved by the Council on 18.10.21.

11.2
(cont)

Requirements	Due Date	Implementation Progress Update
Gender Equality Act 2020	01.12.21 (Workplace Gender Equality Audit) 31.03.22 (Gender Equality Action Plan (GEAP))	This action is still in progress. The Workplace Gender Equality Audit was conducted to provide input to the four year GEAP. The GEAP is on-track for Chief Executive Officer endorsement in March 2022.
CEO Employment and Remuneration Policy	31.12.21	The CEO Employment & Remuneration Policy was adopted by Council in December 2021.
Workforce Plan	31.12.21	The Workforce Plan was approved by Chief Executive Officer in December 2021.
Recruitment Policy	31.12.21	The Recruitment Policy was approved by Chief Executive Officer in December 2021.
Staff Code of Conduct	31.12.21	The Staff Code of Conduct was approved by Chief Executive Officer in December 2021.
Complaints Policy	31.12.21	The Complaints Policy was adopted by Council on 18.10.21.
Procurement Policy	31.12.21	The Procurement Policy was adopted by Council on 18.10.21.

11.2
(cont)

Requirements	Due Date	Implementation Progress Update
Asset Plan	30.06.22	<p>Whitehorse is a member of a LG Victoria specialist working group developing an Asset Plan template and a better practice guide for all Victorian Councils. It is intended that the Whitehorse Asset Plan will be structured, as a minimum, to meet these guidelines.</p> <p>Work has begun on the initial draft of the Asset Plan with the commencement of data gathering and consultation with relevant service managers to understand current and future requirements over the next ten years.</p> <p>The Asset Plan is on-track for Council endorsement prior to 30.06.22.</p>

Conflict of Interest

The *Local Government Act 2020* requires members of Council staff, and persons engaged under contract to provide advice to Council, to disclose any direct or indirect interest in a matter to which the advice relates.

Council officers involved in the preparation of this report have no conflict of interest in this matter.

Conclusion Council has completed all the requirements elements by each deadline and is on-track to complete the final new requirement under the new Local Government Act 2020.

11.3 Update on Strategic Communications and Customer Services

Strategic Communications and Customer Service

SUMMARY

Council seeks continuous improvement in all its services, to meet changing community needs and expectations. This commitment to improvement is reflected in recent initiatives in Strategic Communications, Marketing and Customer Services. The objectives have been to ensure value for money, sustainability and equitable access for all residents.

This report is provided to keep Council and our community informed. The initiatives and trends we report on are:

- Change to distribution to the annual Whitehorse Calendar
- Trial underway to change distribution of Whitehorse News (print)
- New, multi-lingual signs about dumping rubbish
- Growth in Snap Send Solve reports and high satisfaction rating
- Growth in use of chatbot and webchats, with high satisfaction rating

COUNCIL RESOLUTION

Moved by Cr Cutts, Seconded by Cr McNeill

That Council note the report.

CARRIED UNANIMOUSLY

KEY MATTERS

1. Change to distribution to the annual Whitehorse Calendar

We've changed from blanket letter-box delivery to a subscription model for our annual printed calendar, which promotes Council services. In recent years it has drawn on photos contributed by the community, rather than professional commissioned photos. Photos not used in the calendar are used in other Council communications products throughout the year.

The calendar is very popular with a section of our community, who tend to be older. By only providing the calendar to those who value it, we've save paper waste and costs of around \$30,000. The savings will be diverted to better communications to younger and non-English speaking audiences.

11.3
(cont)

Whitehorse News annual calendar		
Previously	In 2021-22	Comment
Printed 65,000 copies	Printed 8,000 copies	Considerable paper waste reduction Cost saving
Letterboxed 63,000 copies	Posted 4,500+ copies to subscribers (after concerted subscription campaign). 3,000 copies through Service centres	Still growing our subscription list. Cost of distribution similar, but much more targeted.
Complaints and follow-up calls from people whose calendar did not arrive	Fewer complaints. Calls to be added to the subscription list for next year.	

2. Trial underway to change distribution of Whitehorse News (print)

We're part-way through a trial from November to April to change the way we distribute the print edition of Whitehorse News.



11.3
(cont)

Whitehorse News (Print) trial of new distribution method

Previously	In the trial	Comment
65,000 copies printed	15,000 copies printed	Reduction in paper waste
63,000 copies letter-boxed by external catalogue delivery service. Hit and miss delivery, costs nearly doubled in 2021-22. Poor reach into apartment complexes.	13,000 distributed by display at 40+ locations around Whitehorse <1500 copies delivered to older residents or those with disability Positive feedback.	Display stands are replenished by dedicated Council staff. We draw on our School Crossing Supervisors who like this extra work and are committed to our community.
Frequent resident complaints about non-receipt	Some requests for more retail locations	Adjusting volumes to make sure enough copies are in the right places. Positive feedback.
Around 5,000 subscribers to electronic version	Subscription list growing. Target of 15% increase in 2021-22.	Residents also have the option to subscribe to newsletters and social media channels on specific topics of interest.
Costs were growing fast	Costs stable. Modest savings projected.	Any savings will be diverted into improved reach to young people and LOTE audiences.

11.3
(cont)

3. Signage to raise awareness of penalties for dumped rubbish

Household rubbish dumped without a hard rubbish collection booked is a common problem in some hot spot areas.

Among a range of education tactics, we've recently added multi-lingual signs. It will be added to poles and signs in relevant areas and also applied near dumped rubbish piles waiting for collection. The signs are in a variety of sizes and applications.

The QR code that takes users directly to a user-friendly web-form for booking hard waste collections. It warns that dumping rubbish is illegal and that significant penalties apply. We will monitor rates of dumped rubbish in key hot spot areas to check whether the signs have been effective.

DUMPING RUBBISH IS ILLEGAL!

Did you know unbooked hard rubbish is illegal dumping?

Fines apply: **\$1,900** individuals, up to **\$10,000** body corporates

Let's stamp out dumped rubbish and keep Whitehorse clean. Book your free hard waste collection now via the QR code.

Want to report dumped rubbish? Call us on 9262 6333 or use the Snap Send Solve App.

Whitehorse City Council

Dumping is illegal! Unbooked hard rubbish is illegal dumping

Fines apply: **\$1,900** individuals, up to **\$10,000** body corporates

Book your free hard waste collection now via the QR code.

Phone: 131 450



11.3
(cont)

4. Growth in use of Snap Send Solve and high satisfaction ratings

Snap Send Solve (SSS) is a third party app. Users can snap a photo of an issue with their smart phones and the app geo-locates the issue and reports it to the relevant Council or authority. Whitehorse has embraced the use of the app. We have made considerable efforts to partner with the developer on integrating SSS reports into our workflow.

The customer service benefit is that they don't need sophisticated English or the ability to accurately describe a location or problem verbally. They can lodge a service request on a Sunday, in the park, while they can see the issue, picking from lists of issues and showing us the photo. They receive confirmation of lodgement and a follow up survey.

The Council benefit is that SSS reports arrive very quickly to the correct officer, with photos and accurate geo-location. We save on answering lengthy phone calls. Officers use SSS to get information and service requests to each other efficiently, with officer-generated SSS reports accounting for more than 20% of total reports.

During COVID lockdowns while people stayed very local, they observed more parks issues, fallen limbs, dumped rubbish and over hanging branches. This, together with campaigns to promote the app have driven huge growth in use.

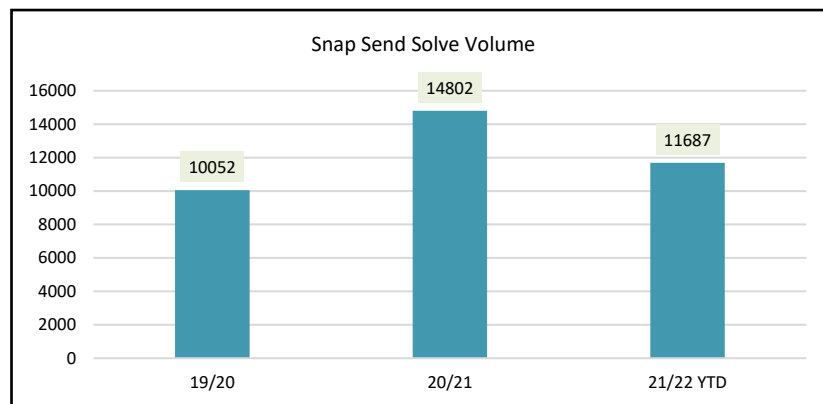
Whitehorse 2020-21 – Top 5 SSS incident report types

Total reports received by Incident type for the period.

	This Period	Last Period	% Change
Dumped Rubbish	2309	1476	56%
Overhanging Branch - Community Laws (int)	1653	155	966%
Dumped Rubbish - Depot Pickup (int)	1478	826	79%
Overgrown Vegetation	1284	865	48%
Parking - Illegal	1195	692	73%

11.3 (cont)

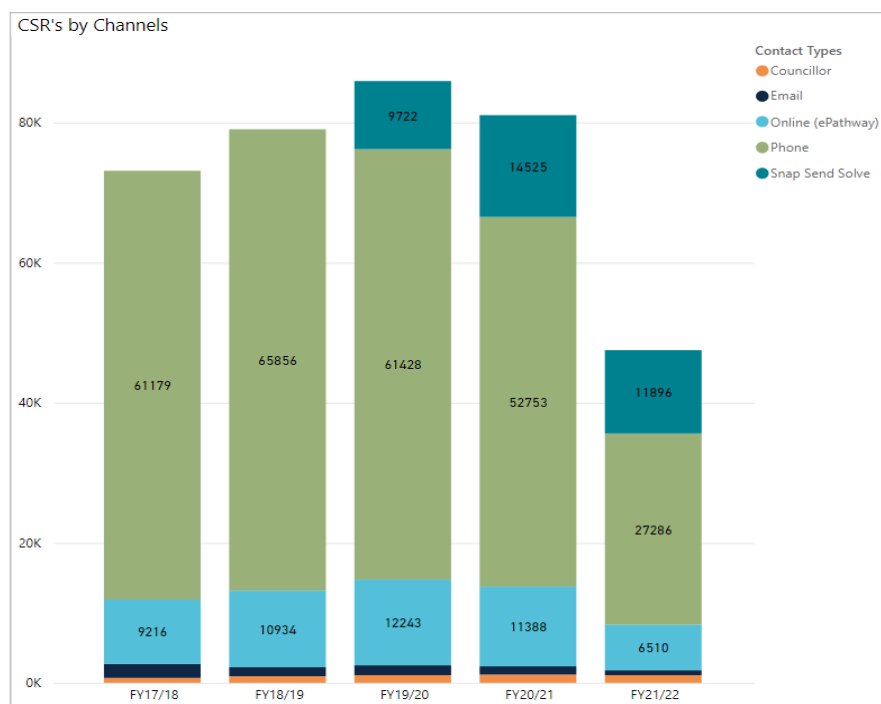
Total SSS Service requests - excluding officer-generated



This year, the projected growth rate will see us receiving 50+% more SSS requests than in 2020-21, which had also grown 40+% from the previous year.

Service requests received by SSS are still a small proportion relative to those received by phone, but the proportion appears to be shifting from phone to online and SSS. This is important for the sustainability of responsive customer service, and also reflects customer expectation of being able to self-serve at a time that's convenient to them.

Total service requests by Top 5 Channels (17/18 - 21/22 YTD)



11.3 (cont)

Customer satisfaction is very high among SSS users, including relative to other Councils. While satisfaction dipped in 2021 compared to 2020, we attribute a significant part of this to large storms. A couple of storms generated huge volumes of work across several services, and we could not attend to all of them with our usual speed. Councils across Victoria saw a dip in 2021 compared to 2020. Satisfaction ratings per month in late 2021 and early 2022 already appear to be recovering to previously high levels.

Snap Send Solve Satisfaction Survey – 2020 compared to 2021

Customer Satisfaction Score (out of 5) provided by Snap Send Solve users for your authority.

	This Period	Last Period
Whitehorse City Council	3.4	3.7
Similar sized council average(state based)	3.2	3.4
State average	3.2	3.3

Snap Send Solve Satisfaction Survey – Jan 2022 compared to Dec 2021

Customer Satisfaction Score (out of 5) provided by Snap Send Solve users for your authority.

	This Period	Last Period	% Change
Whitehorse City Council	3.5	3.3	6%
Similar sized council average(state based)	3.1	3.2	-3%
State average	3.1	3.1	0%

Next steps for SSS

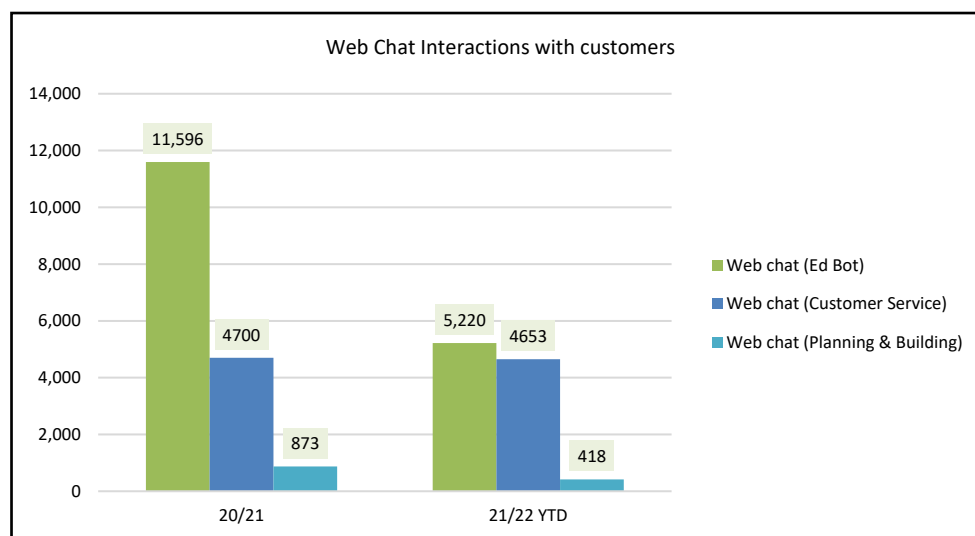
We are partnering with SSS on a simplified Chinese version of the app. It's expected to be tested, launched and promoted by mid-2022. This will improve accessibility to Council even further. Around 20% of Whitehorse residents speak a Chinese language at home. Expanding access to service to this audience to these customers in their preferred or first language is a significant improvement in inclusion and equitable access to Council.

11.3
(cont)

5. Growth in webchat and use of chatbot

We trialled our chatbot and webchat services for proof of concept from mid 2020 and have since rolled them out more widely. The Chatbot Ed operates out of hours and is powered by scripts to answer very frequent questions. Web chat with a human customer service officer is available during business hours and provided by either Customer Service or Planning & Building Officers, depending on the page the customer is visiting. Chats provided by Customer Service officers in the first half of 2021-22 are equal to the total number for the entire 2020-21 year.

Volume of Web Chat Interactions - 20/21 to 21/22 YTD



STRATEGIC ALIGNMENT

These initiatives all meet multiple strategic objectives and align with Transformation principles. They make Council services more accessible and provide better customer service and experience.

They have a focus on financial sustainability and some also on environmental sustainability. They provide access to Council services in the places people are, shifting from historic expectations that customers come to us to report matters.

BACKGROUND

Not applicable.

SUPPORTING REPORT DETAILS

Legislative and Risk Implications

There are no legal or risk implications arising from the recommendation contained in this report.

11.3
(cont)

Equity, Inclusion, and Human Rights Considerations

In developing this report to Council, the subject matter has been considered in accordance with the requirements of the *Charter of Human Rights and Responsibilities Act 2006*.

These initiatives promote accessibility for all. Our changes to the distribution of communications and marketing products more them more readily available.

Council's integration of Snap Send Solve and web chats into our services means people can interact with Council very simply, at any of the day, with low English language and literacy requirements.

Community Engagement

Before beginning the trial on distributing Whitehorse News by display rather than letterboxing, engagement was undertaken. An online survey was widely promoted and a print survey sent with Home and Community Services invoices and elicited over 200 responses.

There was general support for the proposal, with some suggestions for how we may reach those whose mobility impairments prevent them from visiting supermarkets often. Those suggestions have largely been implemented. The trial continues until April and we welcome feedback at any time.

Financial and Resource Implications

There are no financial or resource implications arising from the recommendation contained in this report. Modest savings have been noted along with their re-direction towards other communications priorities.

Innovation and Continuous Improvement

These initiatives' contribution to continuous improvement has been noted above.

Collaboration

SSS integration and the introduction of WebChat was led by the Digital program, in collaboration with various other internal Council departments and teams.

Discussion and Options

Report is for noting only.
Council officers involved in the preparation of this report have no conflict of interest in this matter.

11.3
(cont)

Conclusion

Council will provide feedback to the community on the trial to distribute Whitehorse News by supermarket display rather than letter-boxing in April.

We will also continue to find ways to efficiently and effectively increase our communications reach to young people and in languages other than English.

We will continue to work on customer service channel improvements, to provide easy self-serve options for customers to use at the time and location they prefer.

Snap Send Solve (SSS) is a third party app. Users can snap a photo of an issue and the app will geo-locate the issue and report it to the relevant Council or agency. Whitehorse has embraced the use of the app. We have made considerable efforts to partner with the developer on integrating the

11.4 Records of Informal Meetings of Councillors

COUNCIL RESOLUTION

Moved by Cr Lane, Seconded by Cr Carr

That the record of Informal Meetings of Councillors be received and noted.

CARRIED UNANIMOUSLY

Counicllor Informal Briefing 31.01.22 6:30-7:00pm		
Matter/s Discussed <ul style="list-style-type: none">11.1 22-24 Prospect Street Box Hill	Councillors Present (Mayor & Chair) Cr Liu (Deputy Mayor) Cr Massoud Cr Barker Cr Carr Cr Cutts Cr Lane Cr McNeill Cr Munroe Cr Skilbeck Cr Stennett	Officers Present S McMillan J Green L Letic S Cann S White S Sullivan V Ferlaine P Moore R Johnston
Disclosures of Conflict of Interest	None disclosed	
Councillor /Officer attendance following disclosure	None disclosed	
Counicllor Briefing 07.02.22 6:30-7:30pm		
Matter/s Discussed <ul style="list-style-type: none">Aqualink Feasability Study	Councillors Present Cr Liu (Mayor & Chair) Cr Massoud (Deputy Mayor) Cr Barker Cr Carr Cr Cutts Cr Davenport Cr Lane Cr McNeill Cr Munroe Cr Skilbeck Cr Stennett	Officers Present S McMillan J Green S Cann (ADI) N Brown S Sullivan V Ferlaine A McCarthy Virtual L Letic J Chambers J Hansen K Gasch
Disclosures of Conflict of Interest	None disclosed	
Councillor /Officer attendance following disclosure	None disclosed	

11.4
(cont)

Councillor Briefing 07.02.22 7:30pm –8:45pm		
Matter/s Discussed <ul style="list-style-type: none">Local Government Cultural ReviewDraft Council Agenda 14 February 2022	Councillors Present Cr Liu (Mayor & Chair) Cr Massoud (Deputy Mayor) Cr Barker Cr Carr Cr Cutts Cr Lane Cr McNeill Cr Munroe Cr Skilbeck Cr Stennett	Officers Present S McMillan J Green S Cann (ADI) N Brown S Sullivan V Ferlaine
Disclosures of Conflict of Interest	None disclosed	
Councillor /Officer attendance following disclosure	None disclosed	

12 Councillor Delegate and Conference /Seminar Reports

12.1 Reports by Delegates

NB: Reports only from Councillors appointed by Council as delegates to community organisations/committees/groups)

12.1.1 Cr Munroe reported on his attendance as a delegate of the:

- Virtual Metropolitan transport forum held on the 2 February 2022.
- Virtual Whitehorse Business Group meeting held on the 8 February 2022.

12.1.2 Cr Skilbeck reported on her attendance as a delegate of the Whitehorse Manningham Library Corporation budget meeting held on the 9 February 2022.

12.1.3 Cr Carr reported on her attendance as a delegate of the Visual Arts Committee held on 9 February 2022.

12.1.4 Cr Lane reported on his attendance as a delegate of the:

- Virtual Whitehorse Business Group meeting held on the 8 February 2022.
- Whitehorse Manningham Library Corporation meetings held on the 7 February, 9 February and 14 February 2022.

12.1.5 Cr Liu reported on her attendance as a delegate of the:

- Municipal Association of Victoria, held on the 10 February 2022.
- Eastern Region Group, held on the 3 February 2022.

COUNCIL RESOLUTION

Moved by Cr Cutts, Seconded by Cr McNeill

That the reports from delegates be received and noted.

CARRIED UNANIMOUSLY

12.2 Reports on Conferences/Seminars Attendance

- 12.2.1 Cr Munroe reported on his attendance at the following seminars:
- Virtual Municipal Association of Victoria (MAV) Rules Review Consultation session held on the 2 February 2022.
 - Metropolitan Local government Forum held on the 10 February 2022.
- 12.2.2 Cr Skilbeck reported on her attendance at the Social Research, McCrindle Insights: The Top Trends of 2022 seminar held on 3 February 2022.
- 12.2.3 Cr Massoud reported on her attendance at the Victorian Aboriginal and Local Government Strategy (VALGS) Update held on the 8 February 2022.
- 12.2.4 Cr Liu reported on her attendance at the Virtual Municipal Association of Victoria (MAV) Rules Review Consultation session held on the 2 February 2022.

COUNCIL RESOLUTION

Moved by Cr Massoud, Seconded by Cr Carr

That the record of reports on conferences/seminars attendance be received and noted.

CARRIED UNANIMOUSLY

13 CONFIDENTIAL REPORTS

Nil

14 Close Meeting

Meeting closed at 8:04pm

Confirmed this 28th day of February 2022

CHAIRPERSON