

No.	Name	Summary of submission	Discussion/ Comments
1	Mrs S. Dalton	Supports the Whitehorse Centre redevelopment provided it does not incur excessive borrowing.	<p><b>Whitehorse Centre Redevelopment</b> Thank-you for your budget submission in support of the Whitehorse Centre redevelopment.</p> <p>Council's resolution responds to the comprehensive business case planning and extensive community consultation that recognises the value of the Whitehorse Centre for our community. A redeveloped centre will provide a facility that:</p> <ul style="list-style-type: none"> <li>• meets the needs of our growing and diverse population</li> <li>• is accessible for all users</li> <li>• is a fit-for-purpose arts centre servicing our not-for-profit community groups</li> <li>• will enhance the health and well-being outcomes of our community; and</li> <li>• is an arts hub for artists and patrons to use and enjoy in their local area.</li> </ul> <p>Council will actively seek Federal and State Government funding for this project but at present there is no confirmation of funding support. Council will not require any loan (borrowings) to undertake the redevelopment and plans to complete this project within the rates cap level as set by the Minister for Local Government.</p> <p>The centre has served its community well for over 30 years and a redevelopment will continue the role of this valued community facility.</p>
2	Ms S. Clifford	Opposes the inclusion of \$1m in the 2017/18 Proposed Budget and \$78m overall spend on Whitehorse Centre redevelopment.	<p><b>Whitehorse Centre Redevelopment</b> Since 2010 comprehensive market research, community consultation, business planning and site investigation has been undertaken to consider the future of the Whitehorse Centre.</p> <p>The redevelopment option is based upon the Whitehorse Centre Business Case findings. Williams Ross Architects (WRA) led a team of consultants to undertake market research that produced evidence based findings for the future business needs of the centre as a performing arts and functions venue. WRA developed building components (spaces) to respond to the identified market research and the business case reflected the capital and recurrent costs. Please find the full copy of the Whitehorse Centre Business Case listed at the 14 December 2015 Council Meeting and available at <a href="http://www.whitehorse.vic.gov.au/Agendas-Minutes-2015.html">www.whitehorse.vic.gov.au/Agendas-Minutes-2015.html</a></p> <p>In 2016 Council contracted JWS Research to consult with the community and analyse the response to the proposed options for the future of the Whitehorse Centre. JWS Research is an independent organisation that conducts research for federal, state and local Government as well as the private sector. Please find the full copy of the JWS Research – Community Opinion and Research Report listed at the 18 July 2016 Council Meeting and available at <a href="http://www.whitehorse.vic.gov.au/Agendas-Minutes-2016.html">www.whitehorse.vic.gov.au/Agendas-Minutes-2016.html</a></p>

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2	Ms S. Clifford (cont'd)		<p>Council will actively seek Federal and State Government funding for this project but at present there is no confirmation of funding support. Council will not require any loan (borrowings) to undertake the redevelopment and plans to complete this project within the rates cap level as set by the Minister for Local Government.</p> <p>The Whitehorse Centre has served its community well for over 30 years. In the 2015/16 financial year:</p> <ul style="list-style-type: none"> <li>• 77% of all centre bookings were made by City of Whitehorse clients</li> <li>• 54% of theatre tickets were issued to Whitehorse residents showing strong local support for this facility</li> </ul> <p>Council's resolution responds to the comprehensive business case planning and extensive community consultation that recognises the value of the Whitehorse Centre for our community. A redeveloped centre will provide a facility that:</p> <ul style="list-style-type: none"> <li>• meets the needs of our growing and diverse population</li> <li>• is accessible for all users</li> <li>• is a fit-for-purpose arts centre servicing our not-for-profit community groups</li> <li>• will enhance the health and well-being outcomes of our community; and</li> <li>• is an arts hub for artists and patrons to use and enjoy in their local area.</li> </ul>
3	Mr M. Crow	Proposes that Council build a multi-level car park on Lorne Parade Reserve to provide sufficient parking for rail commuters at Surrey Hills train station in preparation for the removal of the road/rail crossing in Union Road.	<p>Whitehorse Council has advocated for several years for all rail level crossings to be grade separated. There is only one remaining at grade level crossing in Whitehorse, being Mont Albert Railway Station, with the rail lines crossing Mont Albert Road. Surrey Hills Railway Station and Union Road are located in the City of Boroondara and not Whitehorse.</p> <p>The State Government is responsible for the provision of commuter car parking at train stations. Whitehorse Council regularly advocates to the State Government for the provision of adequate supply of commuter car parking at train stations.</p> <p>Council would not support the use of the Lorne Parade Reserve for the construction of a car parking facility. This open space and reserve is a significant community asset. The provision of a car parking facility on this Reserve would be limited and unviable due to the limited size of the reserve. Further, it is considered that significant objection from the local community would be received for any such proposal. The Reserve in its current design, size and function provides very important open space and play opportunities to the Mont Albert Area as outlined in Council's Open Space and Playground Strategies.</p>

No.	Name	Summary of submission	Discussion/ Comments
4	Mr K. Weeks	Landscape plan for miniature railway area at Elgar Park – restoration of two ponds.	<p>Council, at its meeting of 19 September 2016, resolved to adopt the Elgar Park Master Plan to plan the future use and development of this important community open space. You had been advised previously (by letter dated 30 June 2016 and on other occasions) of the consultative process involved with the draft Elgar Park Master Plan and had opportunity for input into this process.</p> <p>Consultation with the Box Hill Miniature Steam Railway Society (BHMSRS) during development of the Master Plan identified a need to continue to improve infrastructure such as buildings, railway structures, fencing and car parking at the site. Reinstatement of the pond was not identified as being a strong need, with other issues, such as fencing in particular, being considered of more relevance.</p> <p>In accordance with Council's <i>Asset Management Policy</i>, funding priority for capital works must continue to be directed to the renewal of existing infrastructure to ensure acceptable levels of service are maintained and the degree of risk to public safety is minimised.</p> <p>With the introduction of the State Government's Fair Go Rates System, from 2016/17 onwards, funding for non-essential (discretionary) capital projects will become increasingly limited with priority being given to projects with strong business cases or those that are required to address a demonstrated community need. This is not the case with respect to the construction of a replacement ornamental lake and associated stormwater diversion works within the miniature railway precinct.</p> <p>Council will continue to work collaboratively with the BHMSRS regarding the maintenance of essential miniature railway infrastructure and continue to fund the inspection and maintenance of essential safety measures in the buildings on the site.</p>
5	Utassy Ballet School Parents Association	Supports Whitehorse Centre redevelopment, wants to ensure they get to stay at the centre going forward	<p>Thank-you for your budget submission in support of the Whitehorse Centre redevelopment. Council will consider your comments for the transition and future planning of the Centre.</p> <p>Council's resolution responds to the comprehensive business case planning and extensive community consultation that recognises the value of the Whitehorse Centre for our community. A redeveloped centre will provide a facility that:</p> <ul style="list-style-type: none"> <li>• meets the needs of our growing and diverse population</li> <li>• is accessible for all users</li> <li>• is a fit-for-purpose arts centre servicing our not-for-profit community groups</li> <li>• will enhance the health and well-being outcomes of our community; and</li> <li>• is an arts hub for artists and patrons to use and enjoy in their local area.</li> </ul> <p>The centre has served its community well for over 30 years and a redevelopment will continue the role of this valued community facility.</p>

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6	Mr C. Carter	<p>Raises a number of issues including:</p> <ul style="list-style-type: none"> <li>• Opposes Nunawading Community Hub redevelopment</li> <li>• Opposes Whitehorse Centre redevelopment</li> <li>• Degrading Amenity</li> <li>• Council Efficiency</li> <li>• Budget Consultation</li> <li>• Council Plan Consultation</li> <li>• Capital Expenditure</li> <li>• Stormwater Drainage</li> </ul>	<p><b>Nunawading Community Hub Redevelopment</b></p> <p>Council considered and adopted the Business Case for the Nunawading Community Hub project at the former Nunawading Primary School site in December 2015 following its decision to purchase the school site from the State Government in June 2015 for the sum of \$6 million. The decision to adopt the Business Case and formally commence the \$28 million project took into account previous feasibility studies, need assessments, financial considerations and consultative processes undertaken over several years at the current Silver Grove, Nunawading site and more recently at the former Nunawading Primary School site. Copies of the Business Case are available upon request and a copy was sent to you in August 2016.</p> <p>Council ensures due process has been followed with all factors considered with the future renewal and redevelopment of the Nunawading Community Hub. The relocation of the existing community hub located at Silver Grove to the former Nunawading Primary School site will provide an outstanding outcome for the community whilst retaining continuity of services provided by the facility until the new community hub is commissioned. The new Community Hub will become the home to a diverse range of community groups, organisations and Council's Meals on Wheels service all currently operating from Silver Grove in Nunawading.</p> <p><b>Whitehorse Centre Redevelopment</b></p> <p>Since 2010 comprehensive market research, community consultation, business planning and site investigation has been undertaken to consider the future of the Whitehorse Centre. The redevelopment option is based upon the Whitehorse Centre Business Case findings. Williams Ross Architects led a team of consultants to undertake market research that produced evidence based findings for the future business needs of the centre as a performing arts and functions venue. In 2016, Council contracted JWS Research to consult with the community and analyse the response to the proposed options for the future of the Whitehorse Centre. JWS Research is an independent organisation that conducts research for federal, state and local government as well as the private sector.</p> <p>The quantitative findings from their research produced the telephone findings as you identified as well as the following self-select survey research findings (1,292 responses):</p> <ul style="list-style-type: none"> <li>Option A: 56%</li> <li>Option B: 29%</li> <li>Option C: 13%</li> <li>Not Sure: 2%</li> </ul> <p>Referring to p. 2 of the budget submission (p. 11 of the attachment) which states "The fact that a VCAT order was required to release information in conflict with Council's rebuild stance...", this comment is not accurate. No VCAT order was made with regard to the matter, which was dealt with in a confidential compulsory conference and resolved with the applicant formally writing to VCAT to withdraw the application. Information sought at VCAT by the applicant clarified that the request was relating to raw survey data which was not in Council's possession at the time of the FOI request. The results of the survey material form part of the Whitehorse Centre Business Case which is publically available.</p>

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6	Mr C. Carter (cont.)		<p><b>Degrading Amenity</b>  The Proposed Budget 2017/18 includes a \$0.44 million a new initiative which provides for a review of enforcement of <i>Whitehorse City Council Community Local Law 2014</i> and additional resourcing to improve enforcement of, and compliance with, this Law. This initiative will assist in the management of amenity issues in the City of Whitehorse. This is in addition to an extra officer which was added into the 2016/17 Budget to address property amenity issues focusing on building sites in the municipality.</p> <p>Regarding the specific issues raised in Appendix 3 of the submission:</p> <ul style="list-style-type: none"> <li>• 13 appear to be older matters and have been addressed and resolved requiring no further investigation;</li> <li>• 8 required minor works which were completed on 7 June 2017;</li> <li>• 2 will be subject to a direction notice requiring the property owner to comply with the relevant provisions of Council's <i>Community Local Law 2014</i>;</li> <li>• The missing covers for hydrants located at 42-46 Station Street and 324 Burwood Highway are Yarra Valley Water hydrants and have been reported to Yarra Valley Water for their action;</li> <li>• In relation to the stormwater drainage pits referenced for Station St at the south east corner with Burwood Highway, these are VicRoads pits under their jurisdiction for repair, maintenance and renewal and have been reported to VicRoads for their action; and</li> <li>• The stormwater drainage pit located at 62 Station Street, Burwood is a VicRoads drainage asset under their jurisdiction for repair, maintenance and renewal. Council does not use plywood as a permanent solution for pit covers on its stormwater drainage assets. Council replaces damaged or missing pit lid covers with appropriate and approved standard pit lids on our assets.</li> </ul> <p><b>Council Efficiency</b>  Council is in year 2 of its Business Improvement Program with a staged implementation approach aimed to deliver a sustainable framework into the future. Council is reporting benefits of this program across 3 core principles; 1. customer experience 2. easier/faster and 3. financial dollar benefit.</p> <ul style="list-style-type: none"> <li>• Dollar benefits include savings or increased revenue, revenue can be seen within the budget and where financial savings are achieved these will flow through the operational budget process.</li> <li>• Benefit results from projects are not always directly visible in the budget. Council staff have achieved increased capacity to meet increased demands and in doing so negates the need for additional EFT or at the expense of the customer experience.</li> </ul> <p>This is demonstrated, for example, by the efficiencies gained in the Parking Appeal Process Review that has met the need of increased demand without the need for additional resources and has also improved the customer experience through response times from 50 days to 5 days.</p>

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6	Mr C. Carter (cont.)		<p>Parkswide have, and continue to, participate in the Business Improvement Program, these initiatives are reported within the Quarterly Reports. Initiatives include;</p> <ul style="list-style-type: none"> <li>• A review of Storm Events applying system and process improvements; since this work was completed we haven't experienced a storm to enable benefit tracking.</li> <li>• Parkswide have also reviewed it's request categories used to manage the reporting and workflow of reported issues, this review has resulted in a decrease from 33 request categories to 2 categories with data metrics that will enable improved efficiency in the recording of these requests and the response action applied, these request types will be made available for the public to access via Council's website by the end of June.</li> <li>• Parkswide are also working with the asset management team to develop technologies that will support field work efficiencies.</li> </ul> <p>Refer to Council's <i>Quarterly Performance Report for the quarter ending 31 March 2017</i> pages 49-55 (Council meeting 15 May 2017 Agenda Item 9.4.1 Attachment 1) for Council's latest report on the Business Improvement Program.</p> <p><b>Budget consultation</b> Council undertakes consultation with the community in various ways including:</p> <ul style="list-style-type: none"> <li>• The four week statutory budget consultation period whereby the public can review Council's Proposed Budget and make submissions to provide their feedback to Council. Residents are notified of this by advertisements in the newspaper as well as on Council's website;</li> <li>• Council invited the community to provide feedback to better understand their needs and expectations of Council through the <i>Your Say Whitehorse</i> campaign to help inform the new <i>Council Plan 2017-2021</i> and <i>Municipal Public Health and Wellbeing Plan 2017-2021</i>. In total, 1,260 people participated in this campaign which included an extensive survey, community workshop, online discussion forum and five pop-up events at various locations across the municipality;</li> <li>• Community Satisfaction Survey coordinated by the Dept. of Environment , Land, Water and Planning on behalf of Victorian Councils;</li> <li>• Elgar Ward contact session held in May 2017 to discuss the development of Whitehorse's Budget 2017/18; and</li> <li>• A range of other Council consultations held throughout the year impacting and informing the development of the Proposed Budget 2017/18.</li> </ul> <p>As the Budget is prepared on the basis of delivering Council's strategic objectives in the Council Plan, consultation on the Council Plan and other Council Strategies and Plans all help inform the Budget development.</p>

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6	Mr C. Carter (cont.)		<p>Council has in past years taken action to address issues raised or deliver on requests either from within the original Proposed Budget allocation or in future year budgets. In addition, both the 2014/15 and 2015/16 Budgets were adjusted after the statutory consultation period as a result of feedback received. The 2014/15 Budget was adjusted to increase expenditure on bicycle infrastructure and the 2015/16 Budget was adjusted to allow for the continuation of the Tree Education and Awareness Program after feedback from the budget submissions process in those years</p> <p><b>Council Plan consultation</b></p> <p>The purpose of the Community Workshop session (2hrs) was to engage with the community to inform the development of the new <i>Council Plan 2017-2021</i>. The Workshop was delivered in a format which focused on Part A (broad questions) and Part B (specific questions focused on issues), these questions were available to any participant throughout the various community engagement activities. The Community Workshop was advertised and promoted as an opportunity to help to shape the future of Whitehorse and provide input and ideas to develop our two key plans.</p> <p>The Municipal Public Health and Wellbeing Plan (MPHWP) and the Council Plan undertook a combined community engagement approach based on shared community Strategic Directions. The introduction to the Community Workshop included both the MPHWP and the Council Plan. The Your Say Whitehorse campaign was designed and promoted to inform two key strategic and legislated documents, being the <i>Council Plan 2017-2021</i> and the <i>Municipal Public Health and Wellbeing Plan 2017-2021</i>. The questions formulated as part of the Part A and Part B questions were also used to help inform the MPHWP, and provide opportunity to identify the priorities in this strategy.</p> <p>Furthermore, the development and submission of Municipal Public Health and Wellbeing Plan follows an alternative timeline to the <i>Council Plan 2017-2021</i>, with the MPHWP needing to be submitted to the Minister of Local Government by October 2017, therefore unlike the Council Plan, it does have further community engagement activities being undertaken.</p> <p>The Community Workshop session did not display the new <i>Council Plan 2017-2021</i>, as the components of the document were not developed at this stage. The purpose of all the engagement activities was to provide an opportunity for Council to engage with the community, enabling them to feed into the decision-making process and development of this new plan. This insight provided Council to identify its goals (strategic objectives) and approaches (strategies) in the development of the new <i>Council Plan 2017-2021</i>. The public submission process provides an avenue for community feedback into the <i>Proposed Council Plan 2017-2021</i>.</p>

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6	Mr C. Carter (cont.)		<p>The <i>Local Government Act 1989</i> (the Act) reference to section 125 (8) is misinterpreted. Council is required by Section 125 of the Act to "to prepare and approve a Council Plan within the period of 6 months after each general election or by the next 30 June, whichever is later". Given that Council is elected at the end of each 4 year term (including specifically to Whitehorse City Council - three new Councillors) it is important to develop a new Council Plan which includes the collective input and ownership of the new Councillors and their constituents. Further to that, section 125 (7) states that "at least once in each financial year, a Council must consider whether the current Council Plan requires any adjustment in respect of the remaining period of the Council Plan" which is then followed by the section 125 (8) "subject to subsections (9) and (10), a Council may make any adjustment it considers necessary to the Council Plan" which is applied to the existing Council Plan during that specific term. Given the current Council Plan expires June 2017, Section 7 and 8 do not apply.</p> <p>The <i>Your Say Whitehorse</i> community engagement program was conducted over 5 weeks from Wednesday 16 November to Tuesday 20 December 2016. During this period, opportunities to be involved in the engagement process were widely promoted, with the <i>Your Say Whitehorse</i> program reaching approximately 165,000 people through the distribution of the Whitehorse Leader and Whitehorse News and more than 10,200 people were directly targeted through the distribution of postcards and surveys. Of the 1,260 people who participated over the five weeks, the key emerging themes and most frequent issues, which community found positive or challenging, were then used to formulate and develop the <i>Council Plan 2017-2021</i>. These findings, as well as the community engagement methodology and participant data, are available in the <i>Whitehorse City Council Community Engagement Findings - Council Plan and Municipal Public Health and Wellbeing Plan 2017-2021 Report</i> on Council's website (<a href="http://www.whitehorse.vic.gov.au/YourSay.html">http://www.whitehorse.vic.gov.au/YourSay.html</a>).</p> <p><b>Capital expenditure</b> The 10 year capital works budget, which is aligned to the Long Term Financial Plan (LTFP), is an internal strategically-focused outcome from Council's Asset Management Plans, which is reviewed and updated on an annual basis. Details of the level of capital expenditure by asset class beyond year 1 are provided in the Strategic Resource Plan (SRP) and comply with the current statutory and legislative requirements of the Local Government Act.</p> <p><b>Stormwater Drainage</b> Council designs its stormwater drainage pipes in line with national standards to capture storm events that happen on a regular basis. This infrastructure is part of the minor stormwater drainage system which carries stormwater flows for the 1 in 5 year and/or 1 in 10 year Average Recurrence Interval (ARI) storm events and prevents nuisance flooding of streets. In more severe events, overflows will be routed along streets and drainage reserves.</p>



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6	Mr C. Carter (cont.)		<p>Some of Council's stormwater drains are connected to Melbourne Water owned stormwater pipes, creeks and rivers. In event of extreme storms, Melbourne Water's infrastructure is at full capacity and as such the local drainage system is unable to discharge into the Melbourne Water drainage network. The Melbourne Water strategy states the following:</p> <ul style="list-style-type: none"> <li>• It is not physically feasible to construct works that will protect all properties from large storm events</li> <li>• There is multi-billion dollar cost and extreme disruption that would occur due to these works; and</li> <li>• The time frame to build such expensive infrastructure would exceed the lifespan of the properties they attempt to protect.</li> </ul>
7	Utassy Ballet School Principal and Directors	<p>Supports Whitehorse Centre redevelopment if:</p> <ul style="list-style-type: none"> <li>- Provided with alternative premises</li> <li>- Includes facilities specified</li> <li>- Commitment from council to support school</li> <li>- Recognition of service</li> <li>- Security of venue</li> </ul>	<p>Thank you for your submission on the Whitehorse Centre redevelopment. Council will consider your comments for the transition and future planning of the Centre. The Whitehorse Centre has served its community well for over 30 years and a redevelopment will continue the role of this valued community facility.</p>

**Officer Recommendation:**

Officers have carefully reviewed and considered each submission and recommend that:

- engagement continue to be undertaken with key stakeholders with regards to the Whitehorse Centre redevelopment;
- the community laws amenity proposed initiative proceeds; and
- no change be made to the Proposed Budget 2017/18.