



WHITEHORSE
CITY COUNCIL

Freedom of Information

Part II Statement

Pursuant to the *Freedom of Information Act 1982*

January 2024

Whitehorse City Council
379-397 Whitehorse Road
Nunawading
www.whitehorse.vic.gov.au



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Purpose

The purpose of Part II of the *Freedom of Information Act 1982* (the Act) (Section 7 – Section 12) is to ensure that individuals and organisations can effectively exercise their right to obtain access to government information which may affect them and provide details of the process of obtaining such documentation and information, including access to publicly available documents, and accessing documents through the freedom of information process.

Making information easily accessible reduces the need for members of the public to submit requests under the Act.

The Part II Statement gives effect to the public transparency principles contained in Section 58 of the *Local Government Act 2020*. The Part II Statement operates in conjunction with Whitehorse City Council's Public Transparency Policy.

[View Whitehorse's Public Transparency Policy.](#)

Freedom of Information Act 1982 publication requirements

The Freedom of Information Act 1982 (Part II) requires Council to make available the following Statements to provide more detail about the Whitehorse City Council and the types of information available to members of the public.

The Statement consists of:

- Organisation and functions of Council;
- Categories of documents maintained by Council;
- Documents prepared by Council for publication or public inspection;
- Subscriptions and mailing lists;
- Freedom of Information arrangement and responsible officers;
- List of committees whose meeting are open to the public or minutes publicly available;
- Locations and hours of operation of libraries or reading rooms available for public use.

Statement 1 – Organisation and Functions

Freedom of Information Act 1982, Section 7(1)(a)(i), Section 7(i)(a)(vii) and Section 7(i)(a)(viii).

Whitehorse City Council has 11 wards represented by one (1) Councillor per ward. Each year the Councillors elect a Mayor and Deputy Mayor to represent the Council for a term of 12 months.

Whitehorse City Council is led by the Chief Executive Officer who is responsible for the Administration of the organisation. The Administration's role is to advise Council, implement decisions of Council, and deliver services.

Council delivers its services to the community through five departments, each of which is led by a Director or Executive Manager.

Our Organisational Structure

Transformation

- Change & Continuous Improvement.
- Technology Transformation.
- Strategic Property Program.
- Human Experience.

City Development

- Community Safety.
- Engineering & Investment.
- City Planning & Development.
- Property & Leasing.

Infrastructure

- Project Delivery & Assets.
- Major Projects.
- City Services.
- Parks & Natural Environment.

Community Services

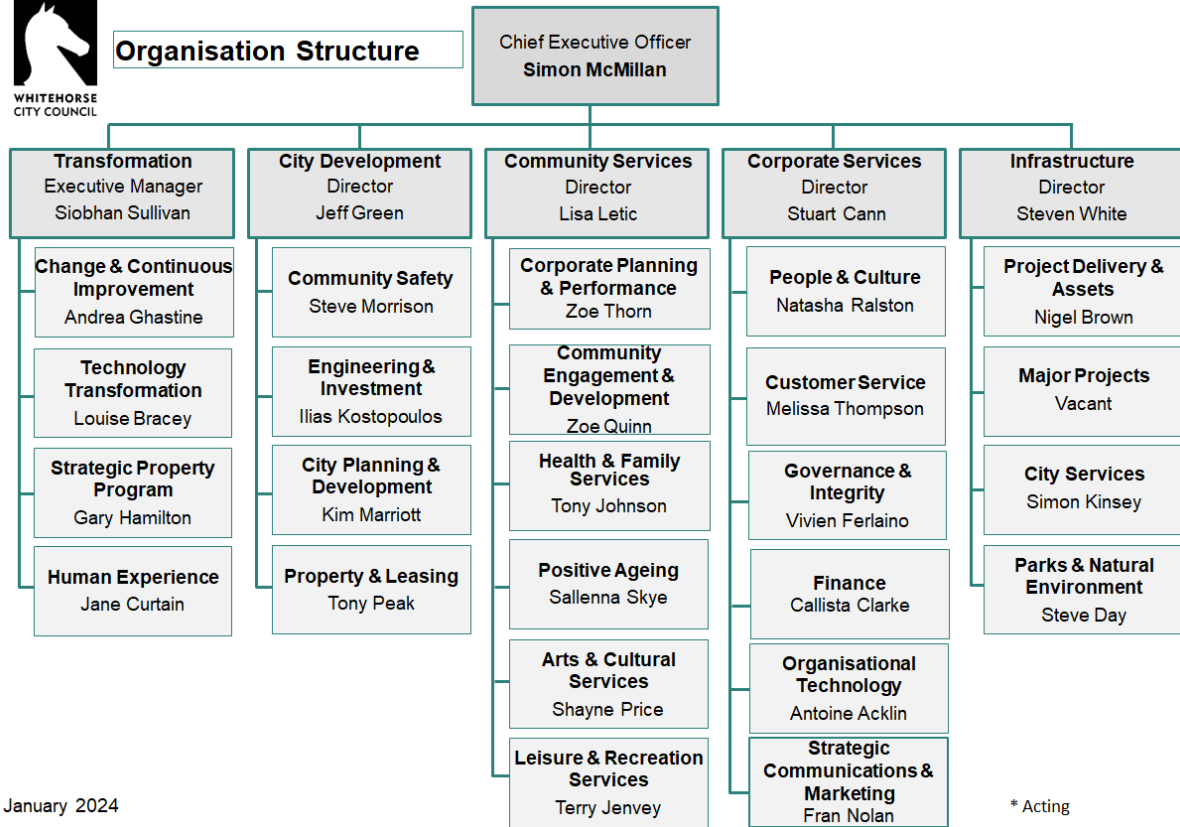
- Corporate Planning & Performance.
- Community Engagement & Development.
- Health & Family Services.
- Positive Ageing.
- Arts & Cultural Services.
- Leisure & Recreation Services.

Corporate Services

- People & Culture.
- Strategic Communications.
- Customer Service.
- Governance & Integrity.
- Finance.
- Organisational Technology.



Organisation Structure



Contacting Council

Service Centres

Whitehorse Civic Centre
379-397 Whitehorse Road
Nunawading VIC 3131

Monday to Friday
9.00am to 5.00pm

Forest Hill Service Centre
Forest Hill Chase Shopping Centre
Shop 275, 270 Canterbury Road
Forest Hill VIC 3131

Tuesday to Friday
9.00am to 1.00pm

Box Hill Service Centre
1022 Whitehorse Road
Box Hill VIC 3128

Tuesday to Friday
9.00am to 1.00pm

Website: www.whitehorse.vic.gov.au

Email: customer.service@whitehorse.vic.gov.au

Postal Address

Whitehorse City Council,
Locked Bag 2
Nunawading VIC 3131

Telephone: (03) 9262 6333

Fax: (03) 9262 6490

To communicate with Council in a language other than English, call our Telephone Interpreter Service (TIS) on 131 450. Ask to be connected to Whitehorse City Council.

If you are deaf or have a hearing or speech impairment, you can call Council through the National Relay Service:

Select an option below and quote 03 9262 6333 for Whitehorse City Council.

TTY/voice calls: 133 677

Speak and listen: 1300 555 727

SMS relay: 0423 677 767

Internet relay: www.relayservice.com.au

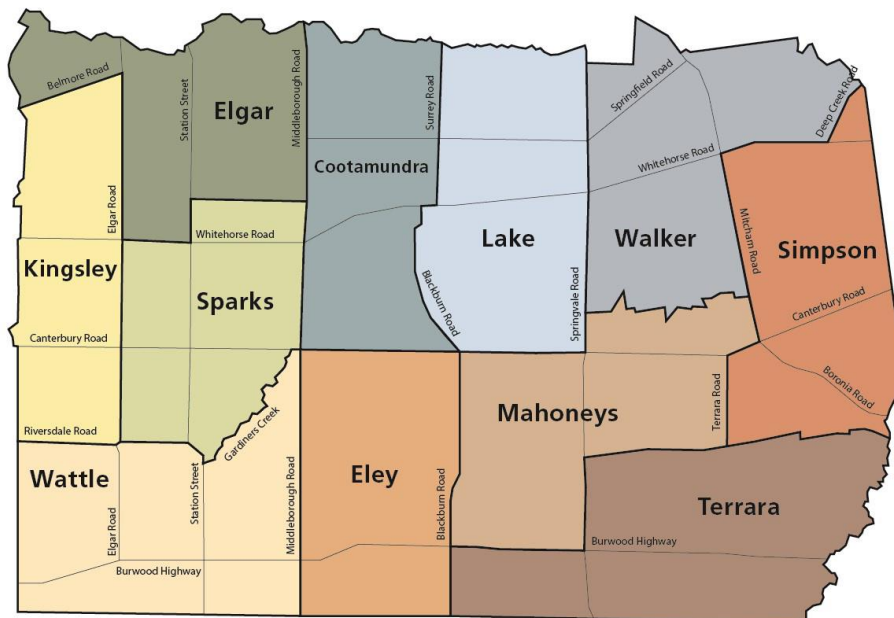
Whitehorse City Council Wards

Whitehorse is divided into 11 wards. One (1) Councillor is elected to represent each ward, every four years. The Mayor and Deputy Mayor are elected by the Councillors to serve as the principal ambassador for the city for a 12 month term.

Learn more about [Council wards](#).



Single Councillor Ward Map 2020



The current sitting Councillors were elected in October 2020.

Cr Denise Massoud, Lake Ward - Mayor
Cr Andrew Davenport, Wattle Ward – Deputy Mayor
Cr Andrew Munroe, Cootamundra Ward
Cr Trudy Skilbeck, Eley Ward
Cr Blair Barker, Elgar Ward
Cr Amanda McNeill, Kingsley Ward
Cr Mark Lane, Mahoneys Ward
Cr Prue Cutts, Simpson Ward
Cr Tina Liu, Sparks Ward
Cr Raylene Carr, Terrara Ward
Cr Ben Stennett, Walker Ward

Learn more about [Councillors and how to contact](#).

Role of Council

Section 8 of the *Local Government Act 2020* defines the role of the Council which include:

- The role of a Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community;
- In performing its role, a Council may –
 - a) perform any duties or functions or exercise any powers conferred on a Council by or under this Act or any other Act; and
 - b) perform any other functions that the Council determines are necessary to enable the Council to perform its role;
 - c) if it is necessary to do so for the purpose of performing its role, a Council may perform a function outside its municipal district.

Section 9 of the *Local Government Act 2020* provides that Council must in performance of its role give effect to the overarching Governance Principles as follows:

Council decisions are to be made and actions taken in accordance with relevant law;

- priority is to be given to achieving the best outcomes for the municipal community, including future generations;
- the economic, social, and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;
- the municipal community is to be engaged in strategic planning and strategic decision making;
- innovation and continuous improvement is to be pursued;
- collaboration with other Councils and Government's and statutory bodies is to be sought;
- the ongoing financial viability of the Council is to be ensured;
- regional, state and national plans and policies are to be taken into account in strategic planning and decision making;
- the transparency of Council decisions, actions and information is to be ensured.

Council Functions

The functions of a Council as prescribed by the *Local Government Act 2020* are as follows:

- Advocate and promote proposals which are in the best interests of the local community;
- Plan for and provide services and facilities for the local community;
- Provide and maintain community infrastructure in the municipality;
- Undertake strategic and land use planning for the municipality;
- Raise revenue to enable the council to perform its functions;
- Make and enforce local laws;
- Exercise, perform and discharge the duties, functions and powers of councils under this act and other acts;
- Any other function relating to the peace, order and good government of the municipal district.

Key Legislation Impacting Council

Whitehorse performs its function through the enforcement and administration of various Victorian Acts, Regulations and through Council Local Laws, including:

- *Aboriginal Heritage Act 2006*
- *Associations Incorporation Reform Act 2012*
- *Audit Act 1994*
- *Building Act 1993*
- *Building Regulations 2018*
- *Building Site Code of Practice*
- *Bus Safety Regulations 2020*
- *Catchment and Land Protection Act 1994*
- *Charter of Human Rights and Responsibilities (General) Regulations 2017*
- *Charter of Human Rights and Responsibilities (Public Authorities) Regulations 2013*
- *Child Employment Act 2003*
- *Child Employment Regulations 2014*
- *Child Wellbeing and Safety Act 2005*
- *Children Youth & Families Act 2005*
- *Children Youth and Families Regulations 2017*
- *Cladding Safety Victoria Act 2020*
- *Climate Change Act 2017*
- *Code of Practice for the Placement of Waste Bins on Roadsides 2001*
- *Community Local Law 2014*
- *Community Local Law Impact Statement 2014*
- *Conservation, Forests and Land Act 1987*
- *COVID-19 Omnibus (Emergency Measures) (Integrity Entities) Regulations 2020*
- *Cultural and Recreational Lands Act 1963*
- *Dangerous Goods Act 1985*
- *Dangerous Goods (Explosives) Interim Regulations 2021*
- *Development Victoria Act 2003*
- *Disability Act 2006*
- *Disability Regulations 2018*
- *Domestic Animals Act 1994*
- *Domestic Animals Regulations 2015*
- *Domestic Building Contracts Regulations 2017*
- *Drugs, Poisons and Controlled Substances Act 1981*
- *Drugs, Poisons and Controlled Substances Regulations 2017*
- *Eastern Freeway Lands Act 1971*
- *EastLink Project Act 2004*
- *EastLink Project Regulations 2016*
- *Educational and Training Reform Regulations 2017*
- *Electoral Act 2002*
- *Electoral Regulations 2012*

- *Electronic Transactions (Victoria) Act 2000*
- *Emergency Management Act 2013*
- *Emergency Management Revocation Regulations 2012*
- *Environment Protection Act 2017*
- *Equal Opportunity Act 2010*
- *Family Violence Protection Act 2008*
- *Family Violence Protection Regulations 2018*
- *Fences Act 1968*
- *Fences Regulations 2014*
- *Filming Approval Act 2014*
- *Fines Reform Act 2014*
- *Fines Reform Regulations 2017*
- *Fire Rescue Victoria Act 1958*
- *Fire Services Property Levy Act 2012*
- *Flora, Fauna Guarantee Act 1988*
- *Food Act 1984*
- *Freedom Of Information Act 1982*
- *Freedom of Information (Access Charges) Regulations 2014*
- *Freedom of Information Regulations 2019*
- *Gambling Regulation Act 2003*
- *Gambling Regulation 2015*
- *Gender Equality Act 2020*
- *Governance Rules*
- *Graffiti Prevention Act 2007*
- *Health Records Act 2001*
- *Health Records Regulations 2012*
- *Heavy Vehicle National Law Application Act 2013*
- *Heritage Act 2017*
- *Housing Act 1983*
- *Independent Broad-Based Anti-Corruption Commission Act 2011*
- *Infrastructure Victoria Act 2015*
- *Infringements Act 2006*
- *Infringements Regulations 2016*
- *Land Act 1958*
- *Land Acquisition and Compensation Regulations 2021*
- *Land Regulations 2016*
- *Land Tax Act 2005*
- *Land Tax Regulations 2015*
- *Libraries Act 1988*
- *Live Streaming and Publishing Recordings of Council Meeting Policy*
- *Liquor Control Reform Act 1998*
- *Local Government Act 1989*
- *Local Government Act 2020*
- *Local Government (Electoral) Regulations 2020*
- *Local Government (General) Regulations 2015*
- *Local Government (Governance and Integrity) Regulations 2020*
- *Local Government (Land Information) Regulations 2021*
- *Local Government (Long Service Leave) Regulations 2021*
- *Local Government (Planning and Reporting) Regulations 2020*
- *Local Government Revocation Regulations 2020*
- *Local Government Revocation Regulations 2021*
- *Major Transport Projects Facilitation Act 2009*
- *Oaths and Affirmations Act 2018*
- *Oaths and Affirmations (Affidavits, Statutory Declarations and Certifications) Regulations 2018*
- *Occupational Health and Safety Act 2004*
- *Occupational Health and Safety Regulations 2017*
- *Ombudsman Act 1973*
- *Parks and Crown Land Legislation Amendment Act 2013*
- *Parks Victoria Act 2018*
- *Planning and Environment Act 1987*
- *Planning and Environment (Fees) Regulations 2016*
- *Planning and Environment Regulations 2015*
- *Powers of Attorney Regulations 2015*
- *Prevention of Cruelty to Animals Act 1986*
- *Prevention to Cruelty to Animals Regulations 2019*
- *Privacy and Data Protection Act 2014*
- *Procedures for Work on and Protection of Council Assets*

- *Professional Standards Act 2003*
- *Public Interest Disclosures Procedures of Whitehorse City Council*
- *Public Health and Wellbeing Act 2008*
- *Public Health and Wellbeing Regulations 2019*
- *Public Interest Disclosures Act 2012*
- *Public Interest Disclosures Regulations 2019*
- *Public Records Act 1973*
- *Public Records Regulations 2013*
- *Residential Tenancies Act 1997*
- *Revised 2016 Domestic and Commercial Waste Management Procedure*
- *Rooming House Operators Regulations 2017*
- *Safety on Public Land Act 2004*
- *Second Hand Dealers and Pawnbrokers Act 1989*
- *Second Hand Dealers and Pawnbrokers (General, Exemption and Record-Keeping) Regulations 2018*
- *Sex Work Act 1994*
- *Shop Trading Reform Act 1996*
- *Sport and Recreation Act 1972*
- *Subdivision Act 1988*
- *Subdivision (Fees) Regulations 2016*
- *Subdivision (Procedures) Regulations 2021*
- *Subdivision (Registrar's Requirements) Regulations 2021*
- *Summary Offences Act 1966*
- *Tobacco Act 1987*
- *Transfer of Land Act 1958*
- *Transport (Safety Schemes Compliance & Enforcement) (Infringements) Regulations 2014*
- *Transport (Compliance and Miscellaneous) Act 1983*
- *Transport Integration Act 2010*
- *Valuation of Land Act 1960*
- *Valuation of Land Regulations 2014*
- *Victoria State Emergency Service Act 2005*
- *Road Management Act 2004*
- *Road Management (General) Regulations 2016*
- *Road Management (Works and Infrastructure) Regulations 2015*
- *Road Safety Act 1986*
- *Road Safety (Drivers) Regulations 2019*
- *Road Safety (General) Regulations 2019*
- *Road Safety (Vehicles) Regulations 2021*
- *Road Safety Road Rules 2017*
- *Road Safety (Traffic Management) Regulations 2019*
- *Rooming House Operators Act 2016*
- *Victorian Gambling and Casino Control Commission Act 2011*
- *Victorian Data Sharing Act 2017*
- *Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017*
- *Victorian Inspectorate Act 2011*
- *Victorian Local Government Grants Commission Act 1976*
- *Victorian Planning Authority Act 2017*
- *Worker Screening Act 2020*
- *Worker Screening Regulations 2021*
- *Workers Compensation Act 1958*
- *Workplace Injury Rehabilitation and Compensation Act 2013*
- *Workplace Injury Rehabilitation and Compensation Regulations 2014*

Decision Making Powers

Council derives its decision-making powers primarily from the *Local Government Act 2020*.

The Council is a legal entity composed of its members. Because it is not a 'natural' person, it can make decisions one of two ways: by resolution at a Council Meeting or through others acting on its behalf via Delegation.

Council Meetings

Council meetings are open to the public and commence at 7.00pm in the Council Chamber, Whitehorse Civic Centre, 379 Whitehorse Road, Nunawading.

Council Meetings are recorded and can be viewed via Council's live stream platform, or viewed as an archived meeting after the event, with video recordings available within 48 hours of the meeting.

Agenda and minutes of meetings are available on Council's website <https://www.whitehorse.vic.gov.au/> and at the Whitehorse Civic Centre.

Archived agendas and minutes are available at the Whitehorse Civic Centre or the Public Records Office.

Instruments of Delegation

Under the *Local Government Act 2020*, Council may be instrument of delegation delegate to the Chief Executive Officer or members of Council staff any power, duty or function of a Council under the Act, or any other Act, other than a number of powers, duties, functions, explicitly specified in the Act.

Instruments of Delegation represent the formal delegation of powers by Council under relevant legislation and enable the business of Council to be carried out efficiently and in line with Council approved policies.

If a Council delegates power, the exercise of that power by the delegate is deemed to be an action or decision by the Council itself.

View [current Instruments of Delegation](#) on Council's website.

Council Committees

Whitehorse City Council currently has the following Council committees:

- CEO Employment Matters Committee
- Audit and Risk Committee
- Heritage Steering Committee
- Visual Arts Advisory Committee
- Whitehorse Disability Advisory Committee
- Whitehorse Reconciliation Advisory Committee
- Domestic Animal Management Plan Advisory Committee
- Whitehorse Sports and Recreation Network
- Environment and Sustainability Reference Group

External Consultation

Whitehorse City Council consults and engages at different times and for different purposes as a means of gathering community feedback. The information assists Council to understand the community's view on a whole range of subjects. These may include opportunities for feedback on specific local issues through to planning for the future needs of the municipality.

Council consults with the community through planning consultation forums, interviews, resident surveys, invitations for submissions, committees, public meetings, information nights, direct mail to residents, the provision of drafts and exhibits for public comment, onsite meetings and online surveys.

Additionally, Council enables residents to contribute their ideas and opinions on some projects and issues being considered by Council via the online community consultation and engagement page of Council's website:

<https://yoursay.org/whitehorsecitycouncil>.

Library Branches (Whitehorse)

<p>Blackburn Library</p> <p>Cnr Blackburn and Central Roads Blackburn VIC 3130</p> <p>Telephone: 9896 8400</p>	<p>Monday Closed.</p> <p>Tuesday 10:00am - 5:00pm</p> <p>Wednesday 1:00pm - 8.00pm</p> <p>Thursday & Friday 10:00am - 5:00pm</p> <p>Saturday 9:30am - 5:00pm</p> <p>Sunday Closed.</p>
<p>Box Hill Library</p> <p>1040 Whitehorse Road Box Hill VIC 3128</p> <p>Telephone: 9896 4300</p>	<p>Monday & Tuesday 10:00am - 8:00pm</p> <p>Wednesday 10.00am - 8:00pm</p> <p>Thursday & Friday 10:00am - 8:00pm</p> <p>Saturday 9:00am - 5:00pm</p> <p>Sunday 1:00pm - 4:00pm.</p>
<p>Nunawading Library</p> <p>379 Whitehorse Road Nunawading VIC 3131</p> <p>Telephone: 9872 8600</p>	<p>Monday & Tuesday 10:00am - 8.00pm</p> <p>Wednesday 1:00pm - 8.00pm</p> <p>Thursday 10:00am - 8.00pm</p> <p>Friday 10:00am - 5:00pm</p> <p>Saturday 9:30am - 5:00pm</p> <p>Sunday 2:00pm - 5:00pm.</p>
<p>Vermont South Library</p> <p>Pavey Place Vermont South VIC 3133</p> <p>Telephone: 9872 8650</p>	<p>Monday 10:00am - 5:00pm</p> <p>Tuesday 10:00am - 8:00pm</p> <p>Wednesday 1:00pm - 8:00pm</p> <p>Thursday & Friday 10:00am - 5:00pm</p> <p>Saturday 9:30am - 5:00pm</p> <p>Sunday Closed.</p>

Statement 2 – Categories of Documents

Freedom of Information Act 1982 – section 7(1)(a)(ii)

Council maintains a variety of documents, ranging from general correspondence with members of the public to Council adopted policies and resolutions. Files within these categories are held and maintained in accordance with best practice records management principles. This includes regular archiving and disposal of records in accordance with approved schedules.

The categories of documents in Council's possession are:

- Agendas and minutes/notes of meetings.
- Annual and financial reports.
- Building and planning permits and associated documents including plans.
- Building enforcement documents.
- Cat and dog registration application and registrations issued.
- Correspondence (general and Councillor).
- Council resolutions.
- Departmental publications, including newsletters.
- Disclosures of conflict of interests.
- Documents submitted by third parties.
- Internal administration documents relating to staff management and the operation of Council, organisational and staffing records, financial and resource management records, audit records and internal operating procedures.
- Legal documents including Local Laws, contracts, leases, agreements, licences, instruments of Delegation, instruments of appointment and authorisations, legal advice and court documents.
- Local Laws permit application and permits issued.
- Mailing lists.
- Maternal and child health records, including immunisation records.
- Media releases and general advertising.
- Memorandums of Understanding and Service Agreements.
- Officer recommendations.
- Policies, guidelines, strategies and plans, including their development and implementation.
- Public and stakeholder consultation processes and outcomes.
- Records of the administration and enforcement of legislation and local laws.
- Reports prepared by external consultants.
- Requests for information under the *Freedom of Information Act 1982* and files and papers relevant to the consideration of those requests.
- Residential parking permit application and permits issued.
- Risk management assessments.
- Standard operating procedures.
- Surveys, statistics and data.
- Tender evaluations.
- Training material.
- Written and verbal complaints received and records of any subsequent investigation.

Statement 3 – Freedom of Information Arrangements

Freedom of Information Act 1982 – Section 7(1)(a)(ii), Section 7(1)(a)(iii), Section 7(1)(a)(v) and Section 7(1)(a)(vi)

What is Freedom of Information?

The Freedom of Information Act 1982 (FOI Act) provides members of the public:

- A right to information held by the Ministers, state government departments, agencies, statutory authorities and local government authorities;
- A legal right to apply for incorrect, out of date or misleading information about them to be amended or removed from their personal files.

What Information is Available

You have a right to apply for access to documents, held by Whitehorse City Council, which are covered by the FOI Act.

This includes documents created by Whitehorse City Council, and documents supplied to Whitehorse City Council by an external organisation or individual.

You can apply for access to documents about your personal affairs, regardless of the age of the documents, and other documents held by Whitehorse City Council, not older than 1 January 1989.

Do I need to use Freedom of Information to Access Documents?

Many documents are available outside the requirements of the Freedom of Information Act. In these instances, the request will be processed directly and not under FOI.

Information which you may obtain without an FOI application include information which is available publicly, such as on a public register, and information which is available for purchase.

Please note that if you require documents for a court hearing or litigation, speak to your legal advisor about other methods available to gain access in those circumstances.

How do I make a request

You can make a request, or you can authorise another person to make a request on your behalf. If you want someone to make a request on your behalf for your personal information, you must give that person your written authorisation.

Applications under FOI must be in writing. State very clearly the specific information that you are requesting and include the application fee, or evidence that you qualify to have the application fee waived or reduced.

Freedom of Information Application Form

Valid applications, with the accompanying application fee of \$31.80 can be lodged in person at one of our service centres, electronically via foi@whitehorse.vic.gov.au or by post to:

Freedom of Information Officer
Whitehorse City Council
Locked Bag 2
Nunawading Delivery Centre Vic 3131

Unless all requirements are met, there is no valid request to access. The 30 days within which a decision must be made on a request does not commence until a valid request is received.

A charge of \$23.90 per hour or part of an hour will apply to recover the cost of the time taken to find and identify the documents, and a cost of 20 cents per A4 page will be charged for printed copies.

If payment is deemed to cause financial hardship it may be waived or reduced. If applicants are seeking a fee waiver or reductions the request must be in writing with written evidence supporting their claim, as well as documentary evidence such as a photocopy of a social security concession card.

The Freedom of Information Officer will send applicants an acknowledgement letter and process the valid request within 30 days as stipulated in the Act. Where the Freedom of Information Officer decides to refuse, partially grant or defer access, the applicant will be notified in writing of the reason for refusal, partial access or deferral.

What Information is Not Available

Not all information is automatically available in response to a request for it.

In some instances, the right of access to some documents may be refused or limited by specific exemptions of the *Freedom of Information Act*.

These exemptions are applied where it is deemed necessary for the protection of the public's interest, privacy or commercial reasons.

Exempt documents fall into the following categories:

- Internal working documents;
- Law enforcement documents;
- Documents containing material obtained in confidence;
- Documents relating to trade secrets;
- Documents relating to legal professional privilege;
- Documents affecting personal privacy;
- Council documents declared confidential subject to provisions of the Local Government Act 2020;
- Disclosure is contrary to public interest.

Your application may also be refused if it is considered 'voluminous in nature', in that "it would interfere unreasonably with the operations or performance of the Council".

Right of Appeal

If an applicant is dissatisfied with the Freedom of Information Officer's decision to refuse access to a document, defer access to a document, not waive or reduce an application fee (whether the fee has already been paid by the applicant) or not amend a document (in accordance with Section 39) the applicant may appeal the decision to the Victorian Information Commissioner for review:

Victorian Information Commissioner
Office of the Victorian Information Commissioner
PO Box 24274
Melbourne VIC 3001
Email: enquiries@foicommissioner.vic.gov.au
Web: www.foicommissioner.vic.gov.au

Officer responsible for requests to access documents

Freedom of Information Officer
Whitehorse City Council
Locked Bag 2
Nunawading Delivery Centre Vic 3131
Email: foi@whitehorse.vic.gov.au

OR

Whitehorse Civic Centre
379-399 Whitehorse Road, Nunawading VIC 3131

Publications Available for Inspection

In accordance with Sections 57 and 58 of the Local Government Act 2020, Council has adopted its Public Transparency Policy.

The Policy recognises Council's ongoing commitment to making Council information readily available to its community and general public.

In accordance with its Public Transparency Policy, Council has confirmed that members of the public may inspect the following information which is available for public inspection at the Civic Centre.

- Register of overseas or interstate travel
- Agendas and minutes of Council and Delegated Committees of Council meetings
- Register of Delegations
- Register of leases entered into by Council as lessor
- Conflict of Interest Disclosures Register
- Register of Authorised Officers
- List of donations and grants made by Council in the previous 12 months
- Councillor Interaction with Developers Register.

Other information available to inspect on Council's website or at the Civic Centre includes:

- Election Campaign Donation Returns
- Public Notices
- Personal Interest Returns
- Register of Gifts.

For more information about [information available to the public](#) visit Council's website.

Publications

Council produces a range of publications and policies to ensure residents, ratepayers, community groups and businesses have easy access to information about Council and the municipality, which are available on Council's website.

- Annual Budget
- Annual Report
- Revenue and Rating Plan
- Financial Plan
- Gender Equality Action Plan
- Asset Plan
- Performance Reports
- Council Plan
- Community Vision
- Whitehorse Health and Wellbeing Plan.

Statement 4 – Publicity Material

Freedom of Information Act 1982 – Section 7(1)(a)(iv)

Media, Latest News, Whitehorse News

Council publishes the monthly *Whitehorse News* to ensure residents, ratepayers, community groups and businesses have easy access to information about Council and the municipality.

Whitehorse News is distributed at the start of each month, at supermarkets, Council Service Centres and branch libraries; and provides information on a wide range of topics and issues affecting the municipality including:

- Council services and activities
- Special events
- Community consultations
- Environmental information
- Councillor information and ward news
- Community news and events
- News from Council Meetings and committees.

Click on <https://www.whitehorse.vic.gov.au/whitehorse-news> to view PDF issues of the latest edition and previous years of the Whitehorse News.

If you require an alternative format including audio files of Whitehorse News, please contact Council's Strategic Marketing & Communications Department by calling 9262 6333 or emailing customer.service@whitehorse.vic.gov.au

Media and Latest News click on <https://www.whitehorse.vic.gov.au/news-and-media> to view latest news about Council's services and activities and for information about Council's Media Relations Policy.

Online Communication

Whitehorse currently maintains several websites:

Corporate Website - www.whitehorse.vic.gov.au

Leisure and Recreation Websites

- Aqualink Box Hill and Aqualink Nunawading Leisure Centres – <https://www.aqualink.com.au/>
- The Round - <https://www.theround.com.au/>
- Box Hill Community Arts Centre – <https://www.bhcac.com.au/>
- Box Hill Town Hall – <https://www.boxhilltownhall.com.au/>
- Morack Golf Course – <https://www.morackgolf.com.au/>
- Sportlink Court Hire - <https://www.sportlink.org.au/>
- Nunawading Community Hub - <https://www.whitehorse.vic.gov.au/things-do/arts-culture/nch>

Investment and Economic Development Unit - <http://www.wbiz.com.au/>

List of Council's social media accounts

- Facebook <https://www.facebook.com/whitehorsecitycouncil/>
<https://www.facebook.com/AqualinkBoxHill/>
<https://www.facebook.com/AqualinkNunawading/>
<https://www.facebook.com/boxhillcommunityartscentre>
<https://www.facebook.com/morackgolfcourse/>
<https://www.facebook.com/schwerkoltcottage>
<https://www.facebook.com/SportlinkVermontSouth/>
<https://www.facebook.com/SustainableLivingInWhitehorse/>
<https://www.facebook.com/WhitehorseCentre/>
<https://www.facebook.com/WhitehorseFestivalSeason/>
<https://www.facebook.com/whitehorsebusiness/>
<https://www.facebook.com/YouthConneXions/>
- YouTube <https://www.youtube.com/channel/UC6x09cHWsBaP01fVSHLZAwg>
<https://www.youtube.com/channel/UCB7D1IGQRZynOQTAoiNw0wg>
- Instagram <https://www.instagram.com/bhcac/>
<https://www.instagram.com/wcctrees/>
<https://www.instagram.com/wccwasteed/>
https://www.instagram.com/youth_connexions/
- LinkedIn <https://www.linkedin.com/company/whitehorsecitycouncil>

Statement 5 – Rules Policies and Procedures

Freedom of Information Act section 8(1)

Policies and Strategies

Council has adopted several policies and strategies to help guide decisions and to achieve outcomes and goals. All adopted policies and strategies are located on Council's website.

Visit Council's website to access the Annual Report, Council Plan and Budget as well as a range of policies, strategies and plans. If you require one of these documents in an alternative format, please contact Council's Strategic Marketing & Communications Department (03) 9262 6124 or emailing customer.service@whitehorse.vic.gov.au

You can access these corporate documents as well as policies, strategies and plans via the About Council, What We Do, Publications, Corporate Documents page of Council's website.

This list is not exhaustive. It is an example of the types of documents which are frequently referred to by staff to assist to make decisions.

- Complaints and Feedback Policy
- Councillor Code of Conduct
- Partnerships Opportunity Document
- Councillor Interaction with Developers Policy
- Council Expenses Policy
- Public Transparency Policy
- Conference Attendance & Travel by Councillors Policy
- Public Interest Disclosures Procedures
- Councillor Gift Policy
- Audit & Risk Committee Charter
- Live Streaming and Video Recording Policy
- Corrupt or Improper Conduct Procedures
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Collections Policy
- Arts and Culture Strategy
- Asset Management Policy
- Building Over Easement Policy
- Investment and Economic Development Strategy Extension 2020-2022
- Special Rate Charge Schemes in Retail Commercial Precinct or Centres Policy
- Mont Albert Retail Assessment
- Social Enterprise Policy
- Community Engagement Policy
- Community Engagement Handbook
- Your Property and the Local Community Law
- Domestic Animal Management Plan
- Whitehorse Municipal Emergency Management Plan

- Procurement Policy
- Purchase Order Terms and Conditions
- Whitehorse Community Grants Policy 2022
- Affordable Housing Policy 2023
- Special Charge Scheme Infrastructure Policy
- Media Relations Policy
- Social Media Guidelines - Councillors
- Use of and Access Over Council Parks and Sportsfields Policy
- Plaques and Memorials in Council Public Open Space Policy
- Public Toilet Service Policy
- Whitehorse Open Space Strategy
- Whitehorse Play Space Strategy
- Discontinuance and Sale of Unnecessary Roads Policy
- Parking on Nature Strips Policy
- Heritage Kerbs Channels and Laneways Policy
- Whitehorse Integrated Transport Strategy 2011
- Community Road Safety Strategy 2013
- Cycling Strategy
- Box Hill Integrated Transport Strategy
- Municipal Early Years Plan
- Municipal Youth Plan
- Information Privacy Policy
- Rates Hardship Assistance Policy
- Street Numbering Policy
- Waste Service Charge Policy
- Whitehorse Recreation Strategy 2015-2024
- Pavilion Development Policy
- Floodlighting Policy - Outdoor Sports & Recreation
- Criteria and Procedures for Naming Council Facilities After Individuals Policy
- Climate Response Strategy 2023-2030
- Climate Response Plan 2023-2026
- Integrated Water Management Strategy 2022-2042
- Whitehorse Waste Management Plan 2018-2028
- Whitehorse Urban Biodiversity Strategy
- Urban Forest Strategy 2021-2031
- Urban Forest Strategy Action Plan 2021-2031
- Interim Urban Forest Policy and Tree Management Plan
- Waste Service Charge Policy

Council has reviewed its policies in the context of the Victorian Charter of Human Rights and Responsibilities Act 2006.

These policies, strategies and plans can be accessed on Council's website <https://www.whitehorse.vic.gov.au/search?keys=policies&source=All>

Community Satisfaction Survey

Council has commissioned a community satisfaction survey to be run by independent market research agency National Field Services.

The survey is conducted by the Department of Jobs, Precincts and Regions on behalf of the City of Whitehorse where residents and ratepayers in the municipality over 18 years of age are selected at random.

Local Government Victoria's annual Community Satisfaction Survey compiles community feedback on councils in five key performance areas:

- council's overall performance
- community consultation and engagement
- advocacy – lobbying on behalf of the community
- customer service
- overall council direction

The information provided from these surveys provide data to inform the Local Government Performance Reporting Framework (LGPRF) as well as providing information to assist Council to plan for current and future residents.

<https://www.whitehorse.vic.gov.au/about-council/have-your-say/community-satisfaction-survey>

Statement 6 – Report Literature

Freedom of Information Act 1982, Section 11(1)

In accordance with Section ii (1) Council is required to make a range of documents including reports and records publicly available.

Council publishes where possible on its website or makes available prescribed documents in accordance with the requirements of other legislation.

The search engine on Council's website can assist in the location of certain documents. If assistance is required you may contact the relevant program area through Customer Service on (03) 9262 6333.