

CITY OF



WHITEHORSE

**City of Whitehorse
Freedom of Information
Part II Statement
1 January 2019**

Pursuant to the Freedom of Information Act 1982

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FREEDOM OF INFORMATION ACT 1982

PART II PUBLICATION OF CERTAIN DOCUMENTS AND INFORMATION

Introduction

The purpose of this document is to comply with Section 7 of the Freedom of Information Act 1982 (The Act). This section of the Act specifies a set of statements which Whitehorse City Council must publish describing its powers and functions, the documents and information maintained and the ways in which people can view or access copies of them.

Statement 1 - Organisation and Functions of Council Freedom of Information Act 1982 – section 7(1)(a)(i), (vii) and (viii)

Establishment

The Whitehorse City Council was formed from the amalgamation of the whole of the former City of Box Hill and the whole of the former City of Nunawading on 15 December 1994 by Order of the Victorian State Government. For a period of 27 months the City was operated by three Commissioners. The first election for the City of Whitehorse took place on 15 March 1997 when five Wards were established with two representatives per Ward, totalling ten Councillors.

Purpose of Council

The purpose of local government is to provide a system under which Councils perform the functions and exercise the powers conferred by or under the Local Government Act 1989 and any other Act for the peace, order and good government of their municipal districts.

A Council consist of its Councillors who are democratically elected in accordance with the Act.

The Council has responsibility for managing a broad range of functions, activities and services. These include:

- Aged and Disability Services
- Animal Management
- Arts and Cultural Services
- Building and Planning Services
- Facilities Management
- Children and Family Services
- Community Development
- Engineering and Environmental Services
- Heritage
- Investment and Economic Development
- Leisure and Recreation Services
- Library Services
- Maternal and Child Health Care
- Open Space Planning
- Parking Management
- Public Health and Safety
- Roads, Footpaths and Drainage
- Strategic and Statutory Planning
- Traffic Safety
- Transport Planning
- Waste Management and Recycling
- Youth Services

Objectives of Council

The primary objective of a Council is to endeavour to achieve the best outcomes for the local community having regard to the long term and cumulative effects of decisions.

In seeking to achieve its primary objective, a Council must have regard to the following facilitating objectives –

- a) to promote the social, economic and environmental viability and sustainability of the municipal district;
- b) to ensure that resources are used efficiently and effectively and services are provided in accordance with the Best Value Principles to best meet the needs of the local community;
- c) to improve the overall quality of life of people in the local community;
- d) to promote appropriate business and employment opportunities;
- e) to ensure that services and facilities provided by the Council are accessible and equitable;
- f) to ensure the equitable imposition of rates and charges;
- g) to ensure transparency and accountability in Council decision making.

What is the Role of a Council?

A Council is elected to provide leadership for the good governance of the municipal district and the local community. The role of a Council include:

- a) acting as a representative government by taking into account the diverse needs of the local community in decision making;
- b) providing leadership by establishing strategic objectives and monitoring their achievement;
- c) maintaining the viability of the Council by ensuring that resources are managed in a responsible and accountable manner;
- d) advocating the interests of the local community to other communities and governments;
- e) acting as a responsible partner in government by taking into account the needs of other communities;
- f) fostering community cohesion and encouraging active participation in civic life.

What are the Functions of a Council?

Section 3E of the *Local Government Act 1989* prescribes the functions of a Council include:

- a) advocating and promoting proposals which are in the best interests of the local community;
- b) planning for and providing services and facilities for the local community;
- c) providing and maintaining community infrastructure in the municipal district;
- d) undertaking strategic and land use planning for the municipal district;
- e) raising revenue to enable the Council to perform its functions;
- f) making and enforcing local laws;
- g) exercising, performing and discharging the duties, functions and powers of Councils under this Act and other Acts;
- h) any other function relating to the peace, order and good government of the municipal district.

For the purpose of achieving its objectives, a Council may perform its functions inside and outside its municipal district.

What are the Powers of Councils

Subject to any limitations or restrictions imposed by or under the Local Government Act or any other Act, a Council has the power to do all things necessary or convenient to be done in connection with the achievement of its objectives and the performance of its functions.

Our Location

The City of Whitehorse is located just 15 kilometres east of Melbourne and covers an area of 64 square kilometres. The municipality is bounded by the City of Manningham to the north, the Cities of Maroondah and Knox to the east, the City of Monash to the south and the City of Boroondara to the west. Whitehorse's suburbs include Blackburn, Blackburn North, Blackburn South, Box Hill, Box Hill North, Box Hill South, Burwood, Burwood East, Forest Hill, Mitcham, Mont Albert, Mont Albert North, Nunawading, Surrey Hills, Vermont and Vermont South.

Contacting Council

Postal Address:
Whitehorse City Council,
Locked Bag 2
Nunawading VIC 3131

Telephone: (03) 9262 6333
Fax: (03) 9262 6490
Website: www.whitehorse.vic.gov.au
Email: customer.service@whitehorse.vic.gov.au



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

Service Centres

- Whitehorse Civic Centre (main Service Centre)
379-397 Whitehorse Road
Nunawading VIC 3131
- Forest Hill Service Centre
Forest Hill Chase Shopping Centre
Level 2 (T275)
Canterbury Road
Forest Hill VIC 3131
- Box Hill Service Centre
Box Hill Town Hall
1022 Whitehorse Road
Box Hill VIC 3128



Community Demographics – Census Data

For the latest information regarding the population structure, ages, occupations, family structure, education and disability go to:<http://profile.id.com.au/whitehorse/home>.

For mapped information, go to: <http://atlas.id.com.au/whitehorse>. Predictions about how we will change over time, can be found at: <http://www.id.com.au/forecast/whitehorse>.

Overview

As of 30 June 2016, the City of Whitehorse had an estimated residential population of 173,233 living in 60,431 dwellings.

The City of Whitehorse has a lower proportion of pre-schoolers and higher proportion of people at post retirement age than Greater Melbourne. Around 22.4 per cent of our residents are aged 60 years and over as compared to 19.0 per cent, which is the Melbourne metropolitan average. It is predicted that the number of people aged over 65 is will increase by 9,811 (33.5 per cent) by 2036 and represent almost 19 per cent of the total population.

Households with children make up 44 per cent of the population in Whitehorse. Most, at 35 per cent, are couples with children. Two person households make up 23 per cent, while lone persons households make up 23.1 per cent of the population.

Box Hill and Burwood have a high proportion of 20 to 29 year olds at 28.5 per cent and 30.7 per cent respectively which is representative of the student population. In comparison, 0 to 11 year olds make up 13.4 per cent of the population.

We are also a culturally diverse community. In the 2016 census it was found that 38 per cent of residents were born overseas and one third came from a non-English speaking background.

Whitehorse City Council Wards

Whitehorse City Council governs five wards: Central, Elgar, Morack, Riversdale & Springfield. With two councillors elected to represent each ward, every four years. A Mayor is elected by the councillors to serve as the principal ambassador for the City for a twelve month term.

Elected by residents the team of 10 Councillors work together to set Council's strategic direction and to make important decisions regarding the whole municipality. The City of Whitehorse is divided into five wards.

Two Councillors have been elected to represent each ward. However, all Councillors are responsible for making decisions regarding the whole municipality.

In making these decisions, Councillors consider the views of, and consult with, the community. They also work closely with the Chief Executive Officer and Council Administration and more than 1120 staff.



Central Ward

Central Ward was given its name because it includes the geographical centre of the municipality. It is generally bounded by Middleborough Road, Fulton Road, Holland Road, Hawthorn Road, Mahoneys Road, Canterbury Road, Forest Road, Lake Road, Florence Street, Central Road, rear shops east side Cromwell Court, Terracotta Drive, Ceylon Street, Whitehorse Road, Goodwin Street, Springfield Road, Marchiori Road, Junction Road, Greenglade Court, Renfrew Street, Belvedere Court, and Freeway to Middleborough Road.

Elgar Ward

This ward was named after Henry Elgar, who purchased a large special survey of land in 1841. Elgar Ward is generally bounded by east side of Jocelyn Avenue, Kinsale Crescent, York Street, Winfield Road, Carrick Street, Wilson Street, Evelina Street, Carlyle Crescent, Windsor Crescent, Kerry Parade, Barloa Road, Alexandra Crescent, Canterbury Road, Middleborough Road and the Koonung Creek.

Morack Ward

Morack is a Koori word meaning 'a place of hills'. The local golf course was given this name in 1950 and was later considered an appropriate ward name. Morack Ward is generally bounded by Canterbury Road, Mahoneys Road, Hawthorn Road and Blackburn Road, north side of Highbury Road, Dandenong Creek, Heatherdale Road to Canterbury Road.

Riversdale Ward

This ward is named after Riversdale Road which dates back to 1850 when a 100 acre lot was opened up in the area. Riversdale ward is generally bounded by east side of Warrigal Road, Canterbury Road, Middleborough Road, Fulton Road, Holland Road, Hawthorn Road, Blackburn Road and north side of Highbury Road.

Springfield Ward

Named after an old road which dates back to 1869. The road was named after the Springfield Development, which was proposed for the area but never proceeded. Generally bounded by Canterbury Road, Forest Road, Lake Road, Florence Street, Central Road, rear of shops, east side Cromwell Court, Terracotta Drive, Ceylon St, Whitehorse Rd, Goodwin Street, Springfield Road, Marchiori Road, Junction Road, Greenglade Court, Renfrew Street, Belvedere Court, Freeway, Springvale Road, rear properties north side of Ashwood Drive, part of Shrewsbury Road and Ferdinand Street, Mitcham Road, Chippewa Avenue, Mullum Mullum Creek, west side of Dampier Grove, and Heatherdale Road to Canterbury Road.

Decision Making Powers

Council derives its decision making powers primarily from the Local Government Act 1989. Decisions are made at Ordinary Council Meetings and Special Committee of Council Meetings (section 86 Committee meeting).

- Ordinary Council Meetings are held on the third Monday of the month at 7pm in the Council Chamber, Whitehorse Civic Centre, 379 Whitehorse Road, Nunawading, with the exception of the first and last meeting of each year when the meeting cycle frequency is varied - see below.
- The first Ordinary Council Meeting of each year is held at 7pm in the Council Chamber, Whitehorse Civic Centre, either the last week in January or the first week in February, in 2019 the first Ordinary Council meeting of the year will be held on 29 January 2019 at the Nunawading Council Chambers.
- The December Ordinary Council Meeting is held on the second Monday of the month at 7pm in the Council Chamber, Whitehorse Civic Centre.
- Special Committee of Council Meetings are held the second Monday of the month (from February to December inclusive) at 7pm in the Council Chamber, 379 Whitehorse Road, Nunawading.
- Additional meetings may be called as required and will be advertised in local newspapers when possible and/or by notice on the public noticeboards at Civic Offices.
- All meetings are open to the public, unless Council resolves to close the meeting to the public to consider an item 'in camera'.
- All these meetings are subject to change as necessary. Changes to the meeting cycle will be advised by public notice as appropriate.
- Note: when Monday is a public holiday the meeting is held on the Tuesday immediately following.

Whitehorse's functions are prescribed by the Local Government Act 1989:

- Advocate & promote proposals which are in the best interest of local community
- Plan & provide services, facilities & infrastructure for the local community
- Strategically plan & regulate land use in the municipality
- Raise revenue so that we can perform our functions
- Make & enforce local laws: and
- Exercise performing & discharge the duties, functions and powers of Councils under this Act & other Acts

Agenda and minutes of meetings are available on Council's website www.whitehorse.vic.gov.au, at the Whitehorse Civic Centre or municipal libraries. Archives Agenda and Minutes are available at the Whitehorse Civic Centre or the Public Records Office.

Whilst decisions are made at Council meetings, decision make power is allocated by formal delegation.

There are two main forms of delegation – delegation to Special Committee of Council Meeting and Delegation to members of Council staff (including the Chief Executive Officer).

Council maintains registers of the following Instruments of Delegation/Sub Delegation:

- Instrument of Delegation - Council to Special Committee of Council
- Instrument of Delegation - Council to Chief Executive Officer
- Instrument of Delegation - Council to various Council staff
- Instrument of Sub-Delegation – Chief Executive Officer to Council staff

Key laws 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*
- *Audit Act 1994*
- *Building Act 1993*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Children Youth and Families Act 2005*
- *Climate Change Act 2010*
- *Community Local Law 2014*
- *Crown Land (Reserves) Act 1978*
- *Cultural and Recreational Lands Act 1963*
- *Dangerous Goods Act 1985*
- *Disability Act 2006*
- *Domestic Animals Act 1994*
- *Education and Care Services National Law 2010*
- *Educational and Training Reform Act 2006*
- *Electricity Safety Act 1998*
- *Emergency Management Act 1986*
- *Environment Protection Act 1970*
- *Equal Opportunity Act 2010*
- *Fences Act 1968*
- *Filming Approval Act 2014*
- *Fire Services Property Levy Act 2012*
- *Flora, Fauna Guarantee Act 1988*
- *Food Act 1984*
- *Freedom Of Information Act 1982*
- *Gambling Regulation Act 2003*
- *Graffiti Prevention Act 2007*
- *Health Records Act 2001*
- *Heavy Vehicle National Law 2012*
- *Heavy Vehicle National Law Application Act 2013*
- *Heritage Act 1995*
- *Housing Act 1983*
- *Impounding of Livestock Act 1994*
- *Independent Broad-Based Anti-Corruption Commission Act 2011*
- *Infringements Act 2006*
- *Land Acquisition And Compensation Act 1986*
- *Land Act 1958*
- *Landlord and Tenant Act 1958*
- *Libraries Act 1988*
- *Liquor Control Reform Act 1998*
- *Local Government (Finance And Reporting) Regulations 2004*
- *Local Government (Planning and Reporting) Regulations 2014*
- *Local Government Act 1989*
- *Magistrates Court Act 1989*
- *Major Transport Projects Facilitation Act 2009*
- *Meeting Procedures and Common Seal Local Law 2013*
- *Metropolitan Fire Brigade Act 1958*
- *Occupational Health and Safety Act 2004*
- *Planning and Environment Act 1987*
- *Privacy and Data Protection Act 2014*
- *Protected Disclosure Act 2012*
- *Public Health And Wellbeing Act 2008*
- *Public Records Act 1973*
- *Rail Safety Act 2006*
- *Residential Tenancies Act 1997*
- *Road Management Act 2004*
- *Road Safety Act 1986*
- *Second Hand Dealers and Pawnbrokers Act 1989*
- *Sex Work Act 1994*
- *Sheriff Act 2009*
- *Sport and Recreation Act 1972*
- *Subdivision Act 1988*
- *Summary Offences Act 1966*
- *Tobacco Act 1987*
- *Transfer of Land Act 1958*
- *Transport (Safety Schemes Compliance & Enforcement) Act 2014*
- *Transport Integration Act 2010*
- *Urban Renewal Authority Victoria Act 2003*
- *Valuation Of Land Act 1960*
- *Victoria State Emergency Service Act 2005*
- *Victorian Grants Commission Act 1976*
- *Victorian Inspectorate Act 2011*
- *Victorian Urban Development Authority Act 2003*
- *Water Act 1989*

Further details of specific decision-making powers held by Council and Council officers in relation to the above legislation can be found in Council's Instruments of Delegation which are available for public inspection.

Contact Jenny Russell, Team Leader Governance.

Copies of Victorian legislation are available on the Victorian Legislation and Parliamentary Documents Website at www.legislation.vic.gov.au.

Alternatively, current legislation may be purchased in hard copy form by contacting Information Victoria on 1300 366 356 or Anstat on (03) 9278 1133.

Organisational Structure

To exercise these powers and functions Whitehorse City Council consists of the following divisions and departments:

Executive Services

- Civic Services;
- Communications.

Executive Services consist of the Civic Services and Communications Departments. Both departments report to the Chief Executive Officer.

Civic Services department is at the frontline of Whitehorse City Council's operations. The department is responsible for customer/resident services, as well as the provision of governance advice, statutory and procedural matters, Civic Centre amenities services and print room operations. Civic Services operates Council's three customer service centres at Nunawading, Forest Hill and Box Hill. Civic Services also serves the Mayor and Councillors, the Executive Management Team and staff.

Corporate Services

- Business Technology
- Community Laws;
- Finance and Corporate Performance;
- Organisation Development;
- Property and Rates.

City Development

- Engineering and Environmental Services;
- Planning and Building;
- Investment and Economic Development.

Human Services

- Arts and Recreation Development;
- Community Development;
- Health and Family Services;
- Home and Community Services.

Infrastructure

- Capital Works;
- City Works;
- Recycling and Waste Centre;
- ParksWide;
- Major Projects.

Whilst Whitehorse City Council offers multiple services, with some shared business processes, in most cases Council's divisions work independently to deliver services.

Customer Service

Council is committed to meeting the needs of the community and providing excellence in customer service. Customers in this context refer to residents, community groups, businesses, traders/suppliers, government agencies and others.

Whitehorse has implemented the following mechanisms for advice, when consulting with the public, and the information assists Council understand the community's views on a wide range of subjects and provide opportunities for feedback on specific local issues through planning for the future needs of the municipality.

Customer Service Charter

This outlines Whitehorse commitment to the municipality. It highlights Whitehorse's values, the way in which customers can contact and communicate with council. How we monitor the quality of our service & performance, while ensuring communication formats are accessible and comply with Disability Discrimination Act, Equal Opportunity Legislation, Privacy and Data Protection Act 2014 and Freedom of Information Act 1982, relating to the collection, use, storage, management and provision of access and disposal of information.

 [Customer Service Charter \(125.54kB\)](#)

Council Complaint Resolution Policy

This policy was developed to formalise councils existing complaints management.

It sets out how Whitehorse will manage complaints, what is a complaint, what is not considered a complaint, how your complaint will be investigated/dealt with and that complies with the Privacy Act (2000), Protected Disclosure Act (2012), Victorian Charter of Human Rights and Responsibilities Act (2006).

 [Customer Complaint Resolution Policy \(191.96kB\)](#)

Consulting the Community

Consultation is an important 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, online surveys and at Special Committee Meetings where residents are given the opportunity to comment on any issue.

Additionally Council enables residents to contribute their ideas and opinions on some projects and issues being considered by Council via the online community engagement page of Council's website: [Consulting the Community](#)

Council Governance

Governance relates to transparency, accountability and equality of decision making processes within the municipality. It ensures that the community can access, understand and participate in council activities and processes and that the organisation is well-managed. The following links provide information relating to how Council measures its performance against the Victorian Charter of Human Rights, and corrupt or improper conduct procedures.

Victorian Charter of Human Rights

The Victorian Charter of Human Rights and Responsibilities Act 2006 sets out the freedoms, rights and responsibilities of all Victorians. It recognises that “all people are born free and equal in dignity and rights”.

The City of Whitehorse must observe human rights in relation to freedom, respect, equality and dignity as set out in the Victorian Charter of Human Rights. This encompasses all aspects of Council’s day-to-day operations including creating laws, developing policies and providing services.

Council is committed to the Charter being ‘front of mind’ at all levels of Council when delivering services or making decisions that impact the human rights of the community. As such, Council reviews its policies in the context of the Human Rights Charter.

Further information regarding human rights and a copy of the Victorian Human Rights Charter is available from the Victorian Equal Opportunity and Human Rights Commission: www.humanrightscommission.vic.gov.au

Corrupt or Improper Conduct Procedures

In accordance with the *Protected Disclosure Act 2012*, Council is committed to integrity and commitment in all its operations. One of Council’s key result areas for management of the municipality reads: *‘It is essential that Council be accountable to its constituents, meeting its legislative obligations, conducting its affairs openly and with integrity while reflecting the highest level of good management and governance practices.’*

Allegations regarding corrupt or improper conduct of a Councillor of the City of Whitehorse are to be made to the Victorian Ombudsman on 9613 6222, toll free 1800 806 314 or by mail to:

Victorian Ombudsman
Level 9, 459 Collins Street (north tower)
Melbourne 3000

Allegations regarding corrupt or improper conduct of any Council employee may be referred to the Manager Organisation Development on 9262 6310 or by mail to:

Please mark envelope 'Strictly Confidential'

Pauline Bennett
Manager Organisation Development
Locked Bag 2
Nunawading Vic 3131

You may make an allegation anonymously, either in writing or by telephone. All allegations will be regarded as extremely serious and will be thoroughly investigated. If it is established that any improper conduct may have occurred, the allegation will be referred to the Victorian Ombudsman. The legislation provides protection for any person coming forward with an allegation and for feedback to the Whistleblower (where such is not anonymous).

For more information, please refer to the following link

www.whitehorse.vic.gov.au/Corrupt-or-Improper-Conduct-Procedures.html

Best Value Program

In 1999 the Victorian Government amended the Local Government Act to add a new section on Best Value. This replaced the previous requirements for Compulsory Competitive Tendering.

Under Best Value, councils are obliged to review all their services and adopt service delivery models that are the best on offer to meet the needs of their community.

The Local Government Act requires Council to take these six principles into account when reviewing its services under best value:

- The need for services to deliver against agreed quality and cost standards
- Accessibility of services to those who need them
- Services being responsive to changing community needs
- Continuous improvement in the delivery of services
- Community consultation on services and activities
- Regular annual reporting to the community on Council's performance

Furthermore, the Act requires Council to take seven factors into account when developing its quality and cost standards:

- The best on offer in the public and private sectors
- Value for money
- Community expectations and values
- Balance of affordability and accessibility
- Opportunities for local employment growth
- Partnership building with other levels of government
- Environmental sustainability
- Council's Approach to Best Value

The implementation of the Best Value principles in the City of Whitehorse will be guided by three principles:

- The Best Value process at Council will be used to ensure that all of the City's services and activities provide high quality and good value for money to the community.
- Council is committed to ensuring that where appropriate the services currently being provided by Council staff, continue to be delivered internally unless it can be demonstrated that it would be better value to the community for these services to be provided by others.
- The Best Value process will be implemented in accordance with the Victorian Government's Competitive Neutrality Policy Victoria 2000.

The first step in implementing Best Value involves Council identifying and defining the scope of its services and developing a program of service reviews for implementation.

Council has found the service review process beneficial in enabling Council to ensure that its services meet the changing needs of the community and in providing an opportunity to compare its performance with like services in the public and private sectors.

Council will continue to apply the Best Value principles when conducting service reviews and continue to report to the community on the outcomes of its reviews through reports to Council and annual reports on the implementation of Best Value placed on Council's website.

In terms of the development of a program of reviews, Council will take a strategic approach to the conduct of reviews, identifying services for review on the basis of:

- Significance in achieving Council's strategic goals
- Capacity to lead to significant improvement in service delivery
- Changes in community satisfaction with the service
- Changes in community expectations or demands for the service
- Alterations in government policy that have major ramifications for service delivery
- The length of time that has lapsed since the previous review

Mayor and Councillors

Local government is the level of government closest to the community; it creates the foundations for democracy and accountability. Local councils govern, provide services and advocate but, most importantly, create opportunities for citizens to influence and participate in the democratic process and the decisions that shape our society and local communities.

Role of a Councillor:

- Achieving a balance in diversity of community views to develop an overall strategy for the future of the municipal district
- Setting the objectives and determining strategies to achieve the council's corporate objective identified in the Council Plan
- Determining policy direction
- Achieving sound financial management and accountability in relation to the council's finances
- Ensuring that appropriate mechanisms are in place to deal with the prompt handling of residents' concerns
- Promoting economic and social development in the best interests of the municipal district
- Working with other governments and organisations to achieve benefits for the community at both a local and regional level
- Monitoring the performance of the Council Plan and that of the Council's Chief Executive Officer
- Having awareness of the statutory obligations imposed on Councillors and on the Council

Councillors are also involved in:

- Civic leadership
- Supporting the community including advocate on behalf of community programs, needs and wellbeing
- External relations – other governments, peak local government organisations, peak organisations from other interests, community groups and businesses
- Policy and planning
- Accountability and performance measurement

As Councillors of Whitehorse they commit to providing the municipality with good governance by:

- Engaging with the community
- Reflecting community values and aspirations
- Making decisions in a transparent manner
- Making decisions in an efficient and timely manner
- Advocating and representing with dignity the interests of the community to other levels of government and to public and private agencies
- Reporting regularly to the community on its plans, actions and performance
- Encouraging sustainability
- Conforming to the Councillor Code of Conduct, adopted by Council on 20 February 2017 see following link:

<http://www.whitehorse.vic.gov.au/DownloadDocument.ashx?DocumentID=10367>

Current Councillors

The City of Whitehorse has 10 Councillors who will hold office until October 2020

Central Ward

Cr Andrew Munroe

PO Box 30
Blackburn VIC 3130
Phone: 0429 138 140
andrew.munroe@whitehorse.vic.gov.au



Cr Denise Massoud

PO Box 52
Forest Hill VIC 3131
Phone: 0409 230 499
denise.massoud@whitehorse.vic.gov.au



Riversdale Ward

Cr Sharon Ellis

PO Box 8178
Burwood Heights VIC 3151
Phone: 0419 397 194
sharon.ellis@whitehorse.vic.gov.au



Cr Andrew Davenport

PO Box 2230
Blackburn South VIC 3130
Phone: 0407 652 145
andrew.davenport@whitehorse.vic.gov.au



Elgar Ward

Cr Blair Barker

PO Box 241
Kerrimuir VIC 3129
Phone: 0459 857 280
blair.barker@whitehorse.vic.gov.au



Cr Tina Liu

PO Box 5024
Laburnum VIC 3130
Phone: 0418 121 357
tina.liu@whitehorse.vic.gov.au



Morack Ward

Cr Raylene Carr

PO Box 6060
Vermont South VIC 3133
Phone: 0400 886 889
raylene.carr@whitehorse.vic.gov.au



Cr Bill Bennett - Mayor

Locked Bag 2
Nunawading Vic 3131
Phone: 0409 195 530
bill.bennett@whitehorse.vic.gov.au



Springfield Ward

Cr Prudence Cutts

PO Box 2195
Rangeview VIC 3132
Phone: 0409 867 540
prue.cutts@whitehorse.vic.gov.au



Cr Ben Stennett

PO Box 120
Nunawading VIC 3131
Phone: 0448 375 937
ben.stennett@whitehorse.vic.gov.au



Ordinary Council Meetings and Special Committee of Council Meetings

Whitehorse City Council exercises its decision making powers in the form of two formal forums: Ordinary Council Meetings; and Special Committee of Council Meetings.

Council meetings are held on the third Monday of each month in the Council Chamber at the Civic Centre. At these meetings, Councillors make decisions, state opinions, approve proposals, fulfil the statutory requirements of the Council, approve its budget and expenditure and plan for the future.

Council also holds discussions on some issues at Special Committee Meetings, which are held on the second Monday of each month. Members of the public are welcome at these meetings. The public can also participate by making a verbal submission at Special Committee Meetings (see Guidelines for public submissions later in this document).

About Council Meetings

The City of Whitehorse, has a 'legislature' made up of elected representatives (Councillors).

Councillors are concerned citizens who have offered themselves for election as representatives of the residents of the City's electoral wards. They receive no salary, just an annual allowance.

The Council employs specialist officers to administer its affairs and provide its services. The Council's administration is headed by its Chief Executive Officer.

The Council: Its Purpose and Function

The Council acts like the Board of Directors of a company, determining policies and initiatives and completing the business of the municipal organisation.

The 'Ordinary' Council Meeting

At a Council Meeting, Councillors make decisions, state opinions, approve proposals, fulfil the statutory requirements of the Council, approve its budget and expenditure and plan for the future.

Only Councillors may speak at the meeting, and officers if requested to do so. There is a question box inside the door of the chamber, into which written questions can be placed prior to the meeting. There is a limit of two questions per person.

Agendas are available at the meeting or at Council's service centres and libraries from 12 noon on the Friday prior to the meeting. Agendas are also available on Council's website, www.whitehorse.vic.gov.au/Agendas-Minutes.html.

Procedures of the Meeting

The Mayor is the Chairperson at the meeting. The procedure of Council Meetings is laid down by a local law and an agenda, which lists the order of business for the meetings taken.

The meeting begins at 7pm with the reading of an opening prayer, followed by an acknowledgement of the Wurundjeri people as the traditional owners of the land. Minutes of the previous meeting are confirmed, and Councillors disclose if they have a conflict of interest in any item on the agenda.

By law, Councillors must identify matters where a conflict of interest exists.

Officer's reports cover issues in the officer's area of responsibility and make recommendations that require a Council decision or policy direction. The Council may resolve to adopt, change or reject the officer's recommendation, or just note the report, which means no action will be taken.

Motions and Amendments

A proposal being put to the Council is called a motion, and must be moved and seconded by two Councillors. If another Councillor wishes to change the motion, he or she may move an amendment to it. This may also be amended, and so on. If an amendment is defeated, another may be moved. When the debate is finished, the amendment is voted on, and if it is carried, it becomes part of the motion, which is then voted on.

At any time during the debate a Councillor may foreshadow a motion to inform the Council of an intention to move a motion at a later stage in the meeting. A foreshadowed motion will have precedence over any subsequent motion.

Points of Order and Divisions

During the debate, a Councillor may call a point of order. This is an objection raised on the grounds that a suggested action is not in accordance with proper procedure. The Mayor will rule on this and the Mayor's decision is final.

After a vote has been taken, a Councillor may call for a division whereby every Councillor must indicate whether they voted for or against the matter. This division is recorded in the minutes of the meeting.

Decisions in Camera

The Council and its committee meetings are open to the public but the Local Government Act states that certain types of business may be discussed and decisions made in camera (a closed meeting). These are matters relating to contractual matters, property sales or purchases, legal issues, staff matters, the personal affairs of individual ratepayers, or any other matter that may prejudice the Council or another person. These are usually conducted at the end of the agenda when Council resolves to close the meeting and go into camera. The public will be asked to leave at that time and the doors closed.

Special Committee of Council

The Special Committee of Council is also comprised of the 10 Councillors. It has delegated powers and decisions made by the committee are binding on the Council. It follows the Meeting Procedures and Common Seal Local Law 2013 and commences at 8pm.

Public Submissions

Members of the public can make a submission to Council's Special Committee Meeting. For further information on how to make a submission, visit the Public Submissions page: www.whitehorse.vic.gov.au/Public-Submissions-Guidelines.html or phone 9262 6337.

How to Make Your Views Known

Any resident has the right to approach a Councillor to raise matters on their behalf.

Requests for action or statements of opinion about community matters concerning the Council should be directed to the Council in writing (addressed to the Chief Executive Officer). Residents may also make their views known by speaking to the Chief Executive Officer or other senior officer.

Residents may formally petition the Council for certain action to be taken. Petitions must be addressed to the Mayor and Councillors and are usually considered at the meeting following the one at which they are tabled. There is a set format that a petition must follow, as distinct from a joint letter from two or more people. For more information, visit the Petition to Council page www.whitehorse.vic.gov.au/Petition-to-Council.html.

Agendas & Minutes

Download agendas and minutes of Council meetings, visit the Agendas and Minutes page www.whitehorse.vic.gov.au/Agendas-Minutes.html.

Guidelines for Public Submissions at Special Committee Meetings.

Public Submissions Guidelines

- **Objection**

To enhance the consultative process and facilitate public participation and involvement of the community in Council decision-making in accordance with Council's Corporate Plan strategies – good governance.

- **Purpose of Guidelines**

To facilitate public participation and involvement in meetings of the Special Committee. These guidelines complement Council's Meeting Procedure and Common Seal Local Law 2013.

- **Provision for Public Participation**

The public has two opportunities to participate in this meeting – either by a submission which may be heard at the start of the meeting, or if the item is on the agenda, immediately prior to consideration of the item, and by Public Comment later in the meeting. There is no public interjection during the meeting and speakers are heard in an orderly manner.

Public Submissions:

A submission may be made on any matter, providing it is not in contravention of Council's [Meeting Procedure and Common Seal Local Law 2013](#)

A maximum of 10 speakers will be permitted to make a submission and they will be determined in order of registration. No individual submission shall exceed three minutes. Where submissions have been made, under the provisions of any statutory process, further submissions shall not be heard, unless the matter is listed as an item of business on the Special Committee of Council agenda.

Procedures for Public Submissions

Persons wishing to make a submission to the Special Committee on matters other than land planning matters must directly notify the Committee Clerk, Civic Services Department by 4pm on the day of the meeting and register to speak, by telephoning 9262-6337.

The person who registers to speak shall be the person who will make the submission to the Special Committee

Persons wishing to make a submission to the Special Committee on any land use planning matter must directly notify the Committee Clerk, Civic Services Department, at least five working days prior to the day of the meeting and register to speak by telephoning 9262-6337.

The person who registers to speak, shall be the person who will make the submission to the Special Committee.

At the time of registering to speak, that person must indicate whether he or she will be speaking in support of or opposition to any planning permit application or Planning Scheme Amendment (or proposed planning permit application or proposed Planning Scheme Amendment).

The Special Committee must not listen to or read anything said by that person unless it is satisfied that, at least four working days before the day of the Special Committee Meeting, a member of Council staff has contacted the person(s) whose interests are inimical to the person who has registered to speak (eg has contacted the planning permit applicant if the person who has registered to speak has indicated that he or she will speak in opposition to the grant of a planning permit application) and invited the first-mentioned person (or a person authorised by him or her) to also register by 4pm on the day of the meeting to attend the Special Committee Meeting and speak.

Persons wishing to table written material must provide 15 copies to the Committee Clerk prior to the commencement of the meeting to enable distribution to Councillors prior to the start of the meeting. No material will be distributed during the meeting by any person, including Council staff.

Requests to speak will be registered strictly in the order of receipt. Speakers for topics not listed on the Special Committee Agenda for the meeting will be heard first, then speakers who wish to cover more than one topic (3 minutes in total, not 3 minutes per topic).

In instances where a number of persons wish to address the Special Committee on the same matter, the Chairperson at his or her discretion may request they nominate a speaker/speakers to represent them.

In accordance with Clause 48.5 of Council's Meeting Procedure and Common Seal Local Law 2013, it is not necessary for Standing Orders to be suspended to allow a person to address the Special Committee, subject to compliance with these Guidelines.

Public Comment

After the 'Other Business' Section of the meeting has concluded, the Mayor will invite members of the gallery to indicate by show of hands if they wish to make a comment. Only matters pertaining to this evening's meeting are to be commented on, and a three minute period per speaker applies. A maximum period of 15 minutes shall be provided for public comment. The Mayor will call individuals forward to be heard and they should begin by clearly stating their name. This is a period for comment, not questions or debate.

Adoption and Amendment of These Guidelines

These guidelines were adopted by resolution of Council dated 19 August 2013 and may be further amended by resolution of Council from time to time. The Chairperson at his or her discretion may vary procedures under these Guidelines, at any meeting of the Special Committee.

Ordinary Council Meetings Public Question Time

At Ordinary Council Meetings members of the public can submit questions to Council as part of a public question time.

Questions submitted to the Council must be in writing, state the name and address of the person submitting the question and be in accordance with Appendix A of [Council's Meeting Procedures and Common Seal Local Law 2013](#)

An individual may submit two questions to any one meeting.

The [Question form](#) incorporating the question/s must be lodged in the question time box by 7pm on the night of the Ordinary Council Meeting. Individuals must be present at the meeting at the time the question/s is read out.

The Chairperson of the meeting may disallow a question if:

- It relates to matters outside the duties, functions and powers of Council;
- Is defamatory, indecent, abusive, offensive, irrelevant, trivial or objectionable in language or substance;
- Deals with a subject matter already answered;
- Is aimed at embarrassing a Councillor or a member of Council staff;
- Or is confidential in nature in accordance with section 89(2) of the Local Government Act.

All questions and answers must be as brief as possible and no discussion is allowed other than for purposes of clarification.

The Chairperson may nominate a Councillor or member of Council staff to answer a question, alternatively a written answer may be provided to the question.

The question, name and address of the person asking the question, together with the name of the Councillor or member of Council staff who responded to the question shall be read out in the public meeting and form part of the Minutes of the Council Meeting. If you wish only your name and not your address to be called out, please indicate this on the Question Time Form.

If you have an issue to raise with Council you may wish to discuss the matter immediately after the meeting in the foyer area with the Chief Executive Officer or any other member of Council staff.

Library Services

The City of Whitehorse has four libraries- located in Blackburn, Box Hill, Nunawading and Vermont South that are managed by the Whitehorse Manningham Library Corporation www.wml.vic.gov.au/page/HomePage.aspx.

The Whitehorse Manningham libraries hold more than 400,000 items including books, magazines, DVDs, CDs, audio cassettes, language kits, videos, electronic games, sheet music, large print books and current Council agendas and minutes. Joining the library and borrowing items is free.

Information Technology

There are many computers available for public use at Whitehorse's four branch libraries. They provide access to the internet, email facilities and access to a range of online resources and databases. You can access the library catalogue, renew your loans and reserve books through the library website.

Special Collections

These include items in other languages (Chinese, Vietnamese, Persian, Greek, Italian), a musical score collection, Australiana, local history and genealogical collections.

Programs and Events

A range of activities are presented at our libraries throughout the year including school holiday programs, story time and reading clubs for children; speakers, music and workshops for adults; and book talk and coffee sessions for keen readers. Meeting room facilities are available for hire at the Vermont South and Box Hill branches.

Library Branches (Whitehorse)

Blackburn Library

Address: Cnr Blackburn and Central Roads
Blackburn VIC 3130

Telephone: 9896 8400

Hours: Monday closed

Tuesday 10am-5pm

Wednesday 1pm-8.30pm

Thursday and Friday 10am-5pm

Saturday 9.30am-5pm

Sunday closed

Nunawading Library:

Address: 379 Whitehorse Road
Nunawading VIC 3131

Telephone: 9872 8600

Hours: Monday and Tuesday 10am-8.30pm

Wednesday 1pm-8.30pm

Thursday 10am-8.30pm

Friday 10am-5pm

Saturday 9.30am-5pm

Sunday 2pm-5pm.

Box Hill Library:

Address: 1040 Whitehorse Road
Box Hill VIC 3128

Telephone: 9896 4300

Hours: Monday and Tuesday 10am-8pm

Wednesday 1pm-8pm

Thursday and Friday 10am-8pm

Saturday 9am-5pm

Sunday 1pm - 4pm.

Vermont South Library

Address: Pavey Place, (off Livingstone Rd)
Vermont South VIC 3133

Telephone: 9872 8650

Hours: Monday 1pm-5pm

Tuesday 10am-8.30pm

Wednesday 1pm-8.30pm

Thursday and Friday 10am-5pm

Saturday 9.30am-5pm

Sunday closed.

Statement 2 – Categories of Documents Maintained by Council

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 and external bodies to Council adopted policies and resolutions.

Council maintains an electronic document management system which stores information relating to Council business. The categories of documents in Council's possession are:

- Agendas and Minutes
- Annual and Financial reports
- Building and planning permits and associated documents, including plans
- Community Grants
- Council resolutions
- Councillor correspondence
- Departmental publications, including newsletters
- Disclosures of conflicts of interest
- Documents submitted by third parties
- Internal administration documents relating to staff management and the operation of Council, including personnel records, audit records and internal operating procedures
- Legal documents, including Local Laws, contracts, leases, agreements, licences, instruments of delegation, instruments of appointment and authorisation, legal advices and court documents
- Mailing lists
- Maternal and Child Health Records, including immunisation records
- Media releases and general advertising
- Notes of Meetings
- Officer Recommendations
- Permit applications and permits issued under Council's Local Laws
- 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
- Risk Management assessments
- Standard Operating Procedures
- Surveys, statistics and data
- Tenders and evaluations
- Training material
- Written and verbal complaints received, and records of any subsequent investigations

Statement 3 – Freedom of Information Arrangements

Freedom of Information Act 1982 – section 7(1)(a)(iii),(v),(vi)

What Is Freedom of Information?

The Freedom of Information Act 1982 (FOI Act) gives people a right to obtain information held by ministers, state government departments, local councils, most semi-government agencies and statutory authorities, public hospitals and community health centres, universities, TAFE colleges and schools.

The FOI Act not only gives people the right to request documents relating to their personal affairs, people can also request information about any of the activities of a government agency.

The FOI Act also gives an individual the right to request that incorrect or misleading information held by an agency about that individual be amended or removed.

Note: Freedom of Information relates to actual documents, questions cannot be put a request must relate to a document.

What Information Is Available?

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

This includes documents created by the City of Whitehorse, and documents supplied to the City of Whitehorse 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 the City of Whitehorse, 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 not be processed 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 adviser about other methods available to gain access in those circumstances.

How Do I Make a Request Under FOI?

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.

Information sheets and application forms can be downloaded on Council's website www.whitehorse.vic.gov.au/Freedom-of-Information.html or telephone 9262 6333.

What Information is Not Available?

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

The Freedom of Information Act sets out a number of situations in which a Council may refuse a person access to the documents he or she has requested. The main situations are requests for documents which affect the personal affairs of another person, which are commercially confidential, which would undermine law enforcement, or which contain information supplied in confidence.

'Personal Affairs' also includes the name and/or address of somebody who is not the applicant. For example, where an applicant may wish to know the name and address of a complainant, this would be considered to be exempt material under Section 33 of the Act.

These documents or information are referred to as 'exempt' documents. In some cases you may be refused access to an entire document. Alternatively, you may be given access to a document with exempt information deleted.

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."

Costs Associated with Making a Request under the Freedom of Information Act 1982

The FOI application fee \$28.90* is a fixed cost which is non-refundable. The only exception is for people suffering hardship, who can provide evidence they qualify to have the application fee waived or reduced.

* Fees as at 1 January 2019, the State Government reviews all fee units annually and the FOI application fee usually increases slightly on 1 July each year.

The following access charges relate to the costs incurred in granting access to request documents:

- Search charges are \$21.67* per hour (or part of an hour, rounded to the nearest 10 cents)
- Supervision charges are \$21.67* per hour (calculated per quarter hour or part of a quarter hour, rounded to the nearest 10 cents)
- Photocopying charges 20c* per black and white A4 page, other charges will apply for documents larger than A4 or which are reproduced in colour

- Providing access in a form other than photocopying – reasonable costs incurred by Council in providing the copy
- Charge for listening to or viewing a tape - reasonable costs incurred by Council in providing or making arrangements to listen to or view (supervision charges will also apply)
- Charge for making a written transcript out of a recording - reasonable costs incurred by Council in providing the written transcript

Please note, all fees and charges are exempt from GST.

For queries relating to Freedom of Information, please contact Council's Team Leader Governance Jenny Russell on 9262 6337.

Freedom of Information – Responsible Officers

Principal Officer

Ms Noelene Duff, Chief Executive Officer
Telephone: 9262 6301, email: noelene.duff@whitehorse.vic.gov.au

Freedom of Information Officers

Mr A (Tony) De Fazio, Manager Civic Services
Telephone: 9262 6339, email: tony.defazio@whitehorse.vic.gov.au

Ms Jenny Russell, Team Leader Governance
Telephone: 9262 6337, email: jenny.russell@whitehorse.vic.gov.au

Postal Address

Whitehorse City Council
Locked Bag 2
Nunawading Victoria 3131

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 or not 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 Office of the Victorian Information Commissioner for review:

Office of the Victorian Information Commissioner
PO Box 24274
Melbourne VIC 3001

Telephone: 1300 00 6842
Email: enquiries@foicommissioner.vic.gov.au
Web: www.foicommissioner.vic.gov.au

Documents Available for Public Inspection

The Local Government (General) Regulations 2015 (Regulation 12 a-g) requires that certain documents be made available for public inspection upon request.

The following information is available for public inspection at the Civic Centre, or are available on Council's website. For further information on any of these documents, please contact the relevant officers. A number of other documents which are available for inspection or download are also listed below:

| Documents available for public inspection | Officer | Position | Contact Number |
|--|-------------------------------------|--|------------------------|
| 12(a) Details of overseas or interstate travel | Jenny Russell | Team Leader Governance | 9262 6337 |
| 12(b) Agendas and Minutes of Ordinary and Special Council Meetings (website) | Jenny Russell | Team Leader Governance | 9262 6337. |
| 12(c) Minutes of Meetings of Special Committees (website) | Jenny Russell | Team Leader Governance | 9262 6337. |
| 12(d) Delegations made to Special Committees and members of Council staff | Jenny Russell | Team Leader Governance | 9262 6337 |
| 12(e) Details of all leases involving land which were entered into by Council as lessor, including the lessee and the terms and value of the lease. | Tony Peak | Manager Property and Rates | 9262 6469 |
| 12(f) Register of Authorised Officers appointed (Section 224 LGA 1989) | Jenny Russell | Team Leader Governance | 9262 6337 |
| 12(g) A list of donations and grants made by the Council in the previous 12 months, including the names of persons who, or bodies which, have received a donation or grant and the amount of each donation or grant. | Samuel Dixon | Financial Accountant | 9262 6321 |
| Election campaign donation returns lodged by candidates | Jenny Russell | Team Leader Governance | 9262 6337 |
| Councillor Code of Conduct (www.whitehorse.vic.gov.au/Councillors-Wards.html) | Jenny Russell | Team Leader Governance | 9262 6337 |
| Councillor expense reimbursement policy (Refer to Guide for Councillors contained within the Councillor Code of Conduct) | Jenny Russell | Team Leader Governance | 9262 6337 |
| Register of Interests – returns lodged by Councillors and Council Officers | Jenny Russell | Team Leader Governance | 9262 6337 |
| Local Laws in force in the municipal district Community Local Law 2014 | Steve Morison, and Jenny Russell | Manager Compliance Team Leader Governance | 9262 6348 9262 6337 |
| Meeting Procedures Local Law 2013 | Jenny Russell | Team Leader Governance | 9262 6337 |
| Council Plan 2017-2021 (website) | Stuart Cann | Head of Finance and Corporate Performance | 9262 6313 |
| Council Vision 2013-2023 (website) | Stuart Cann | Head of Finance and Corporate Performance | 9262 6313 |
| Council Budget 2018/2019 (website) | Stuart Cann | Head of Finance and Corporate Performance | 9262 6313 |
| Annual Report (including Auditor's report) (website) | Stuart Cann | Head of Finance and Corporate Performance | 9262 6313 |
| Procurement Policy (website) | Julia Cushing | Contracts and Tendering Specialist | 9262 6302 |
| Best Value Program – service quality and cost standards (website) | Tony De Fazio | Manager Civic Services | 9262 6339 |

Statement 4 – Publicity Material Freedom of Information Act 1982 – section 7(1)(a)(iv)

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.

Corporate Documents

Council produces a range of publications to ensure residents, businesses and visitors to Whitehorse have easy access to information about Council and the municipality.

- **Budget 2018/2019**

Council adopted the Budget 2018/2019 at an Ordinary Council Meeting on Monday 25 June 2018. For more information on the 2018/2019 Budget please visit Council's website.

Council will adopt its 2019/2020 budget during the first half of 2019.

- **Annual Report**

The Annual Report details Council's performance during the previous financial year, and presents a snapshot of the hundreds of services and programs that Council provides for its residents.

- **Council Plan 2017-2021**

The Council plan sets out the strategic objectives that Council will pursue over a four year period.

- **Council Vision 2013-2023**

Council's Vision 2013-2023 details the goals and aspirations for the future of the Whitehorse community through five key strategic directions.

- **Whitehorse Health and Wellbeing Plan 2017 - 2021**

The Plan describes the priorities and objectives for the health and wellbeing of the people of Whitehorse, and the key strategies that Council in partnership will undertake over the next four years.

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 Communications Department by calling 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 [Corporate Documents](#) page of Council's website.

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.

Council also works with local and metropolitan media to communicate issues, initiatives and projects. Council generates a number of media releases each week that sometimes lead to news items in the local weekly publications: the News Limited-owned *Whitehorse Leader* and the Fairfax-owned *Melbourne Weekly Eastern*. Council also places a weekly advertisement – highlighting issues, initiatives and projects – in the *Whitehorse Leader*.

Whitehorse News is distributed at the start of each month, providing 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 [Whitehorse News](#) to view PDF issues of the latest edition and previous years of the Whitehorse News.

Extra copies of the Whitehorse News are available at Council's three services centres:

- Whitehorse Civic Centre (main Service Centre)
379-397 Whitehorse Road
Nunawading VIC 3131
- Forest Hill Service Centre
Forest Hill Chase Shopping Centre
Level 2 (T275)
Canterbury Road
Forest Hill VIC 3131
- Box Hill Service Centre
Box Hill Town Hall
1022 Whitehorse Road
Box Hill VIC 3128

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

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

Online Communication

Whitehorse currently maintain several websites:

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

The purpose of Council's corporate website is to:

- Provide accurate, clearly expressed, up-to-date and easy to find information about Council's activities, services, facilities and resources.
- Present a strong corporate image of Council.
- Market Council and the municipality to existing and potential employees, residents, businesses, students and visitors.
- Increase online transactions and services (paying fines/fees, answering customer queries), freeing up frontline staff by reducing the number of customer service calls and across-the-counter interactions (and reducing the need for paper-based information).
- Adhere to best practice accessibility guidelines to ensure that users with a disability or who speak a language other than English are able to access the information they require.
- Publish information about Council to support strategic goals and meet legislative requirements.

The Communications Department (the Online Communications Officer specifically) maintains the corporate website.

Arts and Recreation Websites

- Aqualink Box Hill and Aqualink Nunawading Leisure Centres – www.aqualink.com.au
- Box Hill Community Arts Centre – www.bhcac.com.au
- Box Hill Town Hall – www.boxhilltownhall.com.au
- Morack Golf Course – www.morackgolf.com.au
- Whitehorse Centre – www.whitehorsecentre.com.au

The purpose of Council's Arts and Recreation websites is to:

- Provide accurate, clearly expressed, up-to-date and easy to find information about each facility
- Market the facilities (and Council by extension) to the Whitehorse and wider eastern suburbs community with the aim of increasing membership, uptake of workshops, venue hire, use of golf course, bookings
- Increase online traffic, transactions and services (online booking system for the Whitehorse Centre/online enquiries for courses at Box Hill Community Arts Centre/general information), freeing up box office/administration/customer service staff by reducing the number of calls and across-the-counter interactions
- Adhere to best practice accessibility guidelines to ensure that users with a disability or who speak a language other than English are able to access the information they require about each facility.

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

The purpose of WBIZ (Council's business website) is to:

- Provide accurate, up-to-date and easy to find information about Council's business services, events and resources to put business on the right path
- an easy to use, free information service that delivers advice, practical tools and dedicated support on starting and running a business
- increase interaction and communication to business through newsletter subscription, directory and an events calendar
- Promote local business and assist them in establishing networks with other businesses and increase their ranking on search engines
- Market Council and the municipality to existing and potential businesses
- Access to a local business directory, which gives businesses the opportunity to add and promote their business online

The Investment and Economic Development Unit (the Business Marketing and Communications Officer specifically) maintains the WBIZ website.

Statement 5 – Procedures and Guidelines Freedom of Information Act 1982 – section 8

Policies, Strategies & Plans

Council produces policies, strategies and plans to help guide decisions and to achieve outcomes and goals.

Many Council documents are available on Council's website www.whitehorse.vic.gov.au in pdf format. If you require one of these documents in an alternative format, please contact Council's Communications Department by calling 9262 6124 or emailing customer.service@whitehorse.vic.gov.au.

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.

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

Arts & Culture

- Arts & Cultural Strategy - 2014 to 2022
Strategy that outlines Council's direction for arts and culture in the City of Whitehorse.
- Art Collection Policy
Policy that ensures the sound management of the City of Whitehorse's art collection.

Business & Economic Development

Whitehorse Economic Development Strategy 2014-2019

The strategy details the role Council provides in supporting and directing business activity to ensure a strong economic future for the municipality.

- Special Rate Charge Schemes in Retail Commercial Precinct or Centres Policy
This policy applies to all retail/commercial precincts or centres special rate/charge schemes adopted by Council, including rates/charges raised on behalf of business associations to carry out promotional and marketing, infrastructure and business development activities within activity precincts or centres.

Children, Families & Youth

- Municipal Early Years Plan 2014-2018
Strategy that outlines Council's direction for children's services in the City of Whitehorse.
- Municipal Youth Plan 2014-2018
Strategy that outlines Council's direction for youth services in the City of Whitehorse.

Community Development

- Whitehorse Health and Wellbeing Plan 2017-2021
Council's Health and Wellbeing Plan 2017-2021 was formally adopted by Council in September 2017. The plan outlines key priorities and objectives to implement over the next four years to improve the health and wellbeing of the municipality.
- Affordable Housing Policy 2010
The Affordable Housing Policy guides Council's activities to improve the availability of affordable housing across the municipality.
- Affordable Housing Discussion Paper – Housing Profile
- Community Grants Policy
- Community Wellbeing Plan 2009-2013
The plan outlines Council's commitment to improving the health, safety and wellbeing of the local community.
 - Community Wellbeing Plan Health Profile
 - Community Wellbeing Survey
 - Community Wellbeing Consultation Report.
- Whitehorse Disability Policy and Action Plan 2012-2016
The plan will assist Council to understand the aspirations, interests and needs of people with disability who are working, living, learning, taking part in recreational activities or visiting the municipality.
- Diversity Policy and Action Plan 2012-2016
The plan provides a framework for the planning and delivery of Council services and initiatives that meet the needs of diverse communities in Whitehorse.
- Positive Ageing Strategy 2012-2017
Strategy that outlines Council's directions for service delivery to ensure the wellbeing of all older in the municipality.
- Whitehorse Reconciliation Action Plan 2016-2018
The action plan outlines Council's ongoing commitment to improving the health, social and economic outcomes for Indigenous people in Whitehorse.
- Whitehorse Responsible Gambling Policy 2011
The policy outlines Whitehorse City Council's position on electronic gaming machines within the municipality.

These policies, strategies and plans can be accessed on Council's website
<http://www.whitehorse.vic.gov.au/Policies-Community.html>

Councillors/Council Staff

- Councillor Code of Conduct Policy
Sets out a code governing the conduct of councillors of the City of Whitehorse.
- Conference Attendance and Travel by Councillors Policy
Details the approval process for overseas and interstate travel by councillors in an official capacity.
- The Protected Disclosure Act 2012 is legislation that details the disclosure of improper conduct by Council, councillors and employees.

Emergency Management

- **Whitehorse Municipal Emergency Management Plan**
This plan considers risks and looks at the prevention of, response to and recovery from emergencies within the City of Whitehorse

Finance, Purchasing & Tendering

- **Procurement Policy**
The Procurement Policy provides a framework for public accountability in all procurement activities undertaken by Council.
- **Purchase Order Terms and Conditions**
Terms and conditions in relation to purchase orders issued by Whitehorse City Council.

Local Laws & Animals

- **Community Local Law 2014**
The purposes and general purport of the Local Law are to:
 - a) Provide for the peace, order and good government of the municipal district;
 - b) Regulate activities related to and ensure the protection of, Council assets;
 - c) Protect the health and safety of persons who reside or work in, or visit, the municipal district;
 - d) Regulate the management of animals on land and in municipal places;
 - e) Protect, maintain and enhance the natural environment of the municipal district; and
 - f) Provide uniform and fair administration of the Local Law
- **Domestic Animal Management Plan**
The plan aims to improve animal management in the City of Whitehorse and advocates responsible pet ownership.

Media

- **Media Relations Policy**
This document summarises the policies of Council with respect to media relations, and how they should be developed and conducted

Parking, Roads & Transport

- **Discontinuance and Sale of Unnecessary Roads Policy**
Facilitates the discontinuance and sale of unnecessary right-of-ways and roads.
- **Parking on Nature Strips Policy**
Regarding the enforcement of Road Rules Victoria Section 197(1) for parking of vehicles on the nature strip.
- **Road Safety Strategy**
This strategy aims to reduce the road casualty crashes in Whitehorse and to improve the safety and accessibility for pedestrians, cyclists and public transport users.
- **Special Charge Scheme Policy**
Provides a framework to assist Council in establishing Special Charge Schemes for infrastructure projects.
- **Integrated Transport Strategy 2011**
The Whitehorse Integrated Transport Strategy 2011 considers the different modes of transport available to the Whitehorse community and provides direction to facilitate travel options and networks that are sustainable, convenient, accessible and safe.

- Heritage Kerbs Channels and Laneways Policy
Policy that aims to preserve significant heritage bluestone kerb and channelling, bluestone laneways and brick laneways in the City of Whitehorse.

Parks, Gardens & Trees

- Box Hill Gardens Master Plan
- Bushland Reserves Fire Management Strategy 2010
The strategy assesses the risk of bushfire to reserves and residents in surrounding homes.
- Street Tree Policy
This policy sets guidelines and procedures for the management of street trees and to ensure the implementation of the Streetscape Strategy (2002).
- Use of Council Parks and Reserves Policy
This policy provides guidelines for access use of Council parks and reserves by the community.
- Whitehorse Streetscape Policy and Strategy
Policy that sets the direction for the municipality's streetscape.
- Play Space Strategy 2011
This strategy details how Council provides, maintains and improves playgrounds in the City of Whitehorse.

Planning & Building

- Land Subdivision Policy
- Neighbourhood Character Study
Identifies the physical characteristics of the City of Whitehorse and provides direction for future residential areas in the municipality.

Rates, Valuations & Property

- Provision of Property and Ownership Information Policy
Regarding the availability of property ownership and occupancy information in relation to the Privacy and Data Protection Act 2014.

Sports, Recreation & Leisure

- Bicycle Strategy
- Criteria and Procedures for Naming Council Facilities Policy
- Eastern Region Soccer Strategy
- Open Space Strategy
- Recreation Strategy Plan

Sustainability

- **Climate Change Adaptation Plan**
This plan sets out how Council will prepare for the future impacts of climate change.
- **Energy Action Plan 2009-2014**
- **Whitehorse Sustainability Strategy 2016-2022**
Strategy that sets targets for Council and the community to address the impacts of climate change.
- **Whitehorse Peak Oil Action Plan**
The purpose of this Peak Oil Action Plan is to identify the risks presented by peak oil and identify actions that Council and the community can take to minimise risks and progressively adapt to peak oil.

Residents' Survey

The Annual Residents Survey is an important tool for Council to consult the Whitehorse community. JWS Research on behalf of the Victorian Government department surveyed 68 participating councils across Victoria. Four hundred Whitehorse residents and ratepayers over the age of 18 were selected at random for a telephone interview. The survey sought residents' views on Council performance across a range of measures to get an insight into ways to provide more effective service delivery if needed. Council views the survey as a useful resource in gauging community needs and wants.

<http://www.whitehorse.vic.gov.au/Residents-Survey.html>