



**WHITEHORSE  
CITY COUNCIL**

**City of Whitehorse  
Freedom of Information  
Part II Statement  
1 January 2022**

***Pursuant to the Freedom of Information Act 1982***

*Updated January 2022*

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# FREEDOM OF INFORMATION ACT 1982

## PART II PUBLICATION OF CERTAIN DOCUMENTS AND INFORMATION

### Introduction

All Victorian government agencies and authorities covered by the *Freedom of Information Act 1982* (the Act) are legally required to publish a *Part II Information Statement*.

The purpose of this document is to comply with sections 7-12 of the *Freedom of Information Act 1982*. 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

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 2020 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:

- Animal Management
- Arts and Cultural Services
- Building and Planning Services
- Community Development
- Facilities Management
- Community Laws
- Community Programs
- Compliance
- Continuous Improvement
- Corporate Planning
- Digital & Business Technology
- Early Childhood Services
- Emergency Management
- Engineering
- Environmental Services
- Environmental Health
- Heritage Programs
- Home and Community Services
- Information Technology
- Investment and Economic Development
- Leisure and Recreation Services
- Library Services
- Maternal and Child Health Care
- Open Space Planning
- Parking Management and Services
- Payroll
- People and Culture
- Procurement and Contracts
- Public Health and Safety
- Rates and Valuation
- Risk Management
- Roads, Footpaths and Drainage
- Strategic and Statutory Planning
- Sustainability
- Traffic Safety
- Transport Planning
- Waste Management and Recycling
- Youth Services

## What are the Roles and Powers of a Council?

### Role of a Council *(Section 8, Local Government Act 2020)*

1. The role of a Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community.
2. A Council provides good governance if—
  - a) It performs its role in accordance with section 9;
  - b) The Councillors of the Council perform their roles in accordance with section 28.
3. 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.
4. If it is necessary to do so for the purpose of performing its role, a Council may perform a function outside its municipal district.

## Overarching governance principles and supporting principles

1. A Council must in the performance of its role give effect to the overarching governance principles.
2. The following are the overarching governance principles—
  - a) Council decisions are to be made and actions taken in accordance with the relevant law;
  - b) Priority is to be given to achieving the best outcomes for the municipal community, including future generations;
  - c) The economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;
  - d) The municipal community is to be engaged in strategic planning and strategic decision making;
  - e) Innovation and continuous improvement is to be pursued;
  - f) Collaboration with other Councils and Governments and statutory bodies is to be sought;
  - g) The ongoing financial viability of the Council is to be ensured;
  - h) Regional, state and national plans and policies are to be taken into account in strategic planning and decision making;
  - i) The transparency of Council decisions, actions and information is to be ensured.
3. In giving effect to the overarching governance principles, a Council must take into account the following supporting principles—
  - a) The community engagement principles;
  - b) The public transparency principles;
  - c) The strategic planning principles;
  - d) The financial management principles;
  - e) The service performance principles.

## General power

1. Subject to any limitations or restrictions imposed by or under this Act or any other Act, a Council has the power to do all things necessary or convenient to be done in connection with the performance of its role.
2. The generality of this section is not limited by the conferring of specific powers by or under this Act or any other Act.

## How is a Council constituted?

A Council consists of its Councillors who are democratically elected in accordance with this Act.

## Council is a body corporate

1. A Council—
  - a) Is a body corporate with perpetual succession; and
  - b) Must have a common seal; and
  - c) May sue or be sued in its corporate name; and
  - d) Is capable of acquiring, holding, dealing with or disposing of property for the purpose of performing its functions and exercising its powers; and
  - e) Is capable of doing and suffering all acts and things which bodies corporate may by law do and suffer and which are necessary or expedient for performing its functions and exercising its powers.
2. The common seal of a Council must—
  - a) Bear the name of the Council and any other word, letter, sign or device the Council determines should be included; and
  - b) Be kept at the Council office; and
  - c) Be used in accordance with any applicable local law.
3. All courts, judges and persons acting judicially must take judicial notice of the imprint of the seal of a Council on any document and must presume that the document was properly sealed until the contrary is proved.

## 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](http://www.whitehorse.vic.gov.au)  
Email: [customer.service@whitehorse.vic.gov.au](mailto: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](http://www.relayservice.com.au)

## Service Centres

- Whitehorse Civic Centre (main Service Centre)  
379-397 Whitehorse Road  
Nunawading VIC 3131
- Forest Hill Chase Shopping Centre  
Level 2 (Shop 275)  
270 Canterbury Road  
Forest Hill VIC 3131  
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

The City of Whitehorse population forecast for 2022 is 184,972 and is forecast to grow to 223,224 by 2041.

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.

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

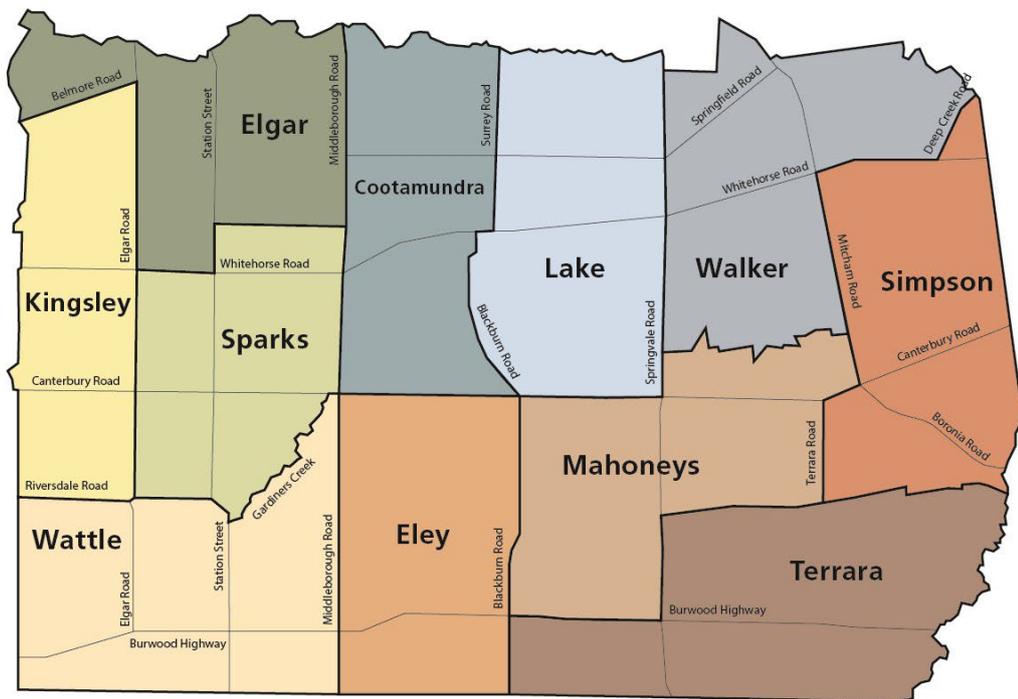
Whitehorse City Council moved to 11 single wards from the 24 October 2020 general election.

Whitehorse City Council governs eleven wards: Lake, Cootamundra, Eley, Mahoneys, Sparks, Walker, Elgar, Terrara, Wattle, Kingsley and Simpson. With one councillor 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 11 Councillors work together to set Council's strategic direction and to make important decisions regarding the whole municipality.



### Single Councillor Ward Map 2020



### **Elgar Ward**

The area bounded by east side of Jocelyn Avenue, Winfield Road, Belmore Road, Elgar Road, Whitehorse Road, Station Street, Thames Street, Middleborough Road and Koonung Creek. Named after Henry Elgar, an early land holder who acquired 8sq miles of land, which ran from Koonung Creek to Ballyshannassy Road (Burwood Hwy) and extended west from Elgar Road to today's suburb of Canterbury.

### **Kingsley Ward**

The area bounded by Evelina Street, Kerry Parade, Kinsale Crescent, Carrick Street, Carlyle Crescent, Barloa Road, York Street, Wilson Street, Alexandra Crescent, Warrigal Road, Riversdale Road, Elgar Road and Belmore Road. Kingsley is referenced to Kingsley Crescent and Kingsley Park.

### **Wattle Ward**

The area bounded by Warrigal Road, Highbury Road, Middleborough Road, Gardiners Creek, Station Street, Elgar Road and Riversdale Road. In 1915 the Hawthorn Tramway Trust purchased 137 acres of rural land from Mrs Eliza Welch for £9,000 on the condition that it was to be used as a public park. The park opened on 31 March 1917, when the Governor of Victoria, Sir Arthur Stanley planted a Golden Wattle and gave the park its name.

### **Sparks Ward**

The area bounded by Station Street, Whitehorse Road, Elgar Road, Riversdale Road, Station Street, Gardiners Creek, Middleborough Road, Margaret Street and Thames Street. Named after Reginald Howard Lee Sparks elected to Box Hill Council in 1938 and served until 1966 (the longest serving Councillor for the City of Box Hill).

### **Eley Ward**

The area bounded by Middleborough Road, Highbury Road, Blackburn Road and Canterbury Road. The origins of the name are unclear.

### **Mahoneys Ward**

The area bounded by Blackburn Road, Burwood Highway, Springvale Road, along Old Strathdon Orchard and Davey Lane boundary between Vermont and Vermont South, Terrara Road, Canterbury Road, Mitcham Road, along suburb boundary between Mitcham and Vermont taking in part of Lasiandra Avenue, Abelia Street, Mt Pleasant Road to Springvale Road. The name is referenced to Mahoneys Road.

### **Terrara Ward**

The area bounded by Springvale Road, Burwood Highway, Blackburn Road, Highbury Road, Bushy Park Wetlands Vermont South, Dandenong Creek to the suburb boundary between Vermont and Vermont South. The name is referenced to Terrara Road.

### **Simpson Ward**

The area bounded by Mitcham Road, Canterbury Road, Terrara Road, suburb boundary between Vermont and Vermont South, along Dandenong Creek and municipal boundary to Deep Creek Road to Whitehorse Road. The name is referenced to Simpson Street.

### **Walker Ward**

The area bounded by Springvale Road, covered by the suburb boundary on the south encompassing Nunawading and Mitcham, north along Mitcham Road, east along Whitehorse Road, Deep Creek Road, Mullum Creek, municipal boundary to Mitcham Road. Blackburn Lake. Named after Edgar Edwardes Walker prominent citizen and member of Nunawading Shire Council from 1892 to 1899 and 1902 to 1916.

### **Lake Ward**

The area bounded by Surrey Road, west along Whitehorse Road, Chapel Street, Railway Road, Blackburn Road, Canterbury Road, Springvale Road to the Eastern Freeway/Koonung Creek Reserve. In 1889 the Freehold Investment and Banking Co, a land developer subdivided and developed Blackburn, dammed Gardiners Creek, creating Blackburn Lake.

### **Cootamundra Ward**

The area bounded by Middleborough Road, Canterbury Road, Blackburn Road, Railway Road, Whitehorse Road, Surrey Road and Koonung Creek to the north. On the corner of Springfield and Surrey Roads were many Cootamundra wattles planted by the landowner, the Munt Family. When land was subdivided, Cootamundra Crescent was named after this early plantation and Cootamundra Walk.

## **Decision Making Powers**

Council derives its decision making powers primarily from the Local Government Act 2020. Decisions are made at Council Meetings. Council Meetings are held on the second and fourth Monday of the month at 7pm in the Council Chamber, Whitehorse Civic Centre, 379 Whitehorse Road, Nunawading, with the exception of January, June and December.

The first Council Meeting for 2022 will be held on Monday 31 January.

- Additional meetings may be called as required and will be advertised in local media 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 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.

Agenda and minutes of meetings are available on Council's website [www.whitehorse.vic.gov.au/](http://www.whitehorse.vic.gov.au/), at the Whitehorse Civic Centre or municipal libraries. Archived Agenda and Minutes are available at the Whitehorse Civic Centre or the Public Records Office.

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

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

- 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
- Instrument of Delegation – Chief Executive Officer to Staff
- Instrument of Delegation - Chief Executive Officer to Staff – VicSmart Applications
- Instrument of Delegation - Municipal Building Surveyor to Building 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*
- *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*
- *Protected 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*
- *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*
- *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*

- *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*

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.

Copies of Victorian legislation are available on the Victorian Legislation and Parliamentary Documents Website at [www.legislation.vic.gov.au](http://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:

### **Corporate Services**

- People & Culture;
- Strategic Communications & Customer Service;
- Governance & Integrity;
- Finance & Corporate Performance;
- Information Technology.

### **Transformation**

- Digital & Business Technology;
- Transformation Program;
- Continuous Improvement;
- Service Review & Planning.

### **Infrastructure**

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

### **Community Services**

- Arts & Cultural Services;
- Leisure & Recreation Services
- Community Engagement & Development;
- Health & Family Services;
- Whitehorse Home & Community Services;
- Libraries.

### **City Development**

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

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](#)

### **Council Complaint Resolution Process**

This procedure was developed to formalise Council's 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 it complies with the Privacy Act (2000), Protected Disclosure Act (2012), Victorian Charter of Human Rights and Responsibilities Act (2006). [Complaint Resolution Process](#)

### **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 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://oursay.org/whitehorsecitycouncil>.

### **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 Equal Opportunity & Human Rights Commission**

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](http://www.humanrightscommission.vic.gov.au)

### Corrupt or Improper Conduct Procedures

In accordance with the *Public Interest 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 Independent Broad-based Anti-Corruption Commission (IBAC) on 9613 6222, toll free 1800 806 314 or by mail to:

Independent Broad-based Anti-Corruption Commission (IBAC)  
Level 9, 459 Collins Street (north tower)  
Melbourne 3000

Allegations regarding corrupt or improper conduct of any Council employee may be referred to the Public Interest Disclosures Coordinator on 9262 6339 or by mail to:

*Please mark envelope Public Interest Disclosure - Strictly Confidential'*  
Vivien Ferlino  
Manager Governance and Integrity  
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 person making the disclosure (where such is not anonymous).

For more information, please refer to the following link

<https://www.whitehorse.vic.gov.au/corrupt-or-improper-conduct-procedures>

## 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.

The role of every Councillor is:

- a) To participate in the decision making of the Council; and
- b) To represent the interests of the municipal community in that decision making; and
- c) To contribute to the strategic direction of the council through the development and review of key strategic documents of the Council, including the Council Plan

In performing the role of a Councillor, a Councillor must:

- Consider the diversity of interests and need of the municipal community; and
- Support the role of the Council; and
- Acknowledge and support the role of the Mayor; and
- Act lawfully and in accordance with the oath and affirmation of office; and
- Comply with Council procedures required for good governance.

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 22 February 2021 see following link:
- [Councillor Code of Conduct](#)

## Current Councillors

The City of Whitehorse has 11 Councillors who will hold office until October 2024

### Sparks Ward

**Cr Tina Liu – Mayor**  
PO Box 5024  
Laburnum VIC 3130  
[tina.liu@whitehorse.vic.gov.au](mailto:tina.liu@whitehorse.vic.gov.au)  
PH: 0418 121 357



### Lake Ward

**Cr Denise Massoud – Deputy Mayor**  
PO Box 52  
Forest Hill VIC 3131  
[denise.massoud@whitehorse.vic.gov.au](mailto:denise.massoud@whitehorse.vic.gov.au)  
PH: 0409 230 499



### Cootamundra Ward

**Cr Andrew Munroe**  
PO Box 30  
Blackburn VIC 3130  
[andrew.munroe@whitehorse.vic.gov.au](mailto:andrew.munroe@whitehorse.vic.gov.au)  
PH: 0429 138 140



### Eley Ward

**Cr Trudy Skilbeck**  
PO Box 2101  
Blackburn VIC 3130  
[trudy.skilbeck@whitehorse.vic.gov.au](mailto:trudy.skilbeck@whitehorse.vic.gov.au)  
PH: 0435 188 822



### Elgar Ward

**Cr Blair Barker**  
PO Box 241  
Kerrimuir VIC 3129  
[blair.barker@whitehorse.vic.gov.au](mailto:blair.barker@whitehorse.vic.gov.au)  
PH: 0459 857 280



### Kingsley Ward

**Cr Amanda McNeill**  
PO Box 285  
Surrey Hills VIC 3127  
[amanda.mcneill@whitehorse.vic.gov.au](mailto:amanda.mcneill@whitehorse.vic.gov.au)  
PH: 0435 158 360



### Mahoneys Ward

**Cr Mark Lane**  
PO Box 4209  
Burwood East VIC 3151  
[mark.lane@whitehorse.vic.gov.au](mailto:mark.lane@whitehorse.vic.gov.au)  
PH: 0435 387 526



### Simpson Ward

**Cr Prue Cutts**  
PO Box 2195  
Rangeview VIC 3132  
[prue.cutts@whitehorse.vic.gov.au](mailto:prue.cutts@whitehorse.vic.gov.au)  
PH: 0409 867 540



### Terrara Ward

**Cr Raylene Carr**  
PO Box 6060  
Vermont South VIC 3133  
[raylene.carr@whitehorse.vic.gov.au](mailto:raylene.carr@whitehorse.vic.gov.au)  
PH: 0400 886 889



### Walker Ward

**Cr Ben Stennett**  
PO Box 120  
Nunawading VIC 3131  
[ben.stennett@whitehorse.vic.gov.au](mailto:ben.stennett@whitehorse.vic.gov.au)  
PH: 0448 375 937



### Wattle Ward

**Cr Andrew Davenport**  
PO Box 2230  
Blackburn South VIC 3130  
[andrew.davenport@whitehorse.vic.gov.au](mailto:andrew.davenport@whitehorse.vic.gov.au)  
PH: 0407 652 145



## **Council Meetings**

Whitehorse City Council exercises its decision making powers in its Council Meetings.

Council meetings are held on the second and fourth Monday of each month in the Council Chamber at the Civic Centre, with the exception of January, June and December. 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.

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 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 on Council's website from the Thursday morning to the meeting. <https://www.whitehorse.vic.gov.au/about-council/what-we-do/meetings/council-meeting-agendas-minutes>

## **Procedures of the Meeting**

The Mayor is the Chairperson at the meeting. The procedure of Council Meetings is laid down by Governance Rules 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**

Council 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.

## 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 <https://www.whitehorse.vic.gov.au/about-council/what-we-do/meetings/public-submissions-questions-petitions/petitions-council>.

## Agendas & Minutes

Download agendas and minutes of Council meetings, visit the Agendas and Minutes page <https://www.whitehorse.vic.gov.au/about-council/what-we-do/meetings/council-meeting-agendas-minutes>.

## Council Meetings Public Question Time

At 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 a form approved or permitted by Council; and
- Lodged electronically or in person at the Nunawading Civic Centre by 12 noon on the day of the Council meeting.

An individual may submit two questions to any one meeting.

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 relates to a matter that Council has deemed to be confidential in nature. 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.

PLEASE NOTE: During COVID-19 restrictions Council meetings remain open to the public via <a href="#">Live Stream</a> only. Questions will be read out on behalf of the submitter by a member of Council staff
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## 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](http://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	10:00am-5:00pm
Wednesday	1:00pm- 8.00pm
Thursday & Friday	10:00am-5:00pm
Saturday	9:30am-5:00pm
Sunday	Closed

### **Box Hill Library:**

**Address:** 1040 Whitehorse Road Box Hill  
VIC 3128

**Telephone:** 9896 4300

**Hours:** Monday & Tuesday 10:00am-8:00pm

Wednesday	10.00am-8:00pm
Thursday & Friday	10:00am-8:00pm
Saturday	9:00am-5:00pm
Sunday	1:00pm – 4:00pm.

### **Nunawading Library:**

**Address:** 379 Whitehorse Road  
Nunawading VIC 3131

**Telephone:** 9872 8600

**Hours:**

Monday & Tuesday	10:00am- 8.00pm
Wednesday	1:00pm- 8.00pm
Thursday	10:00am- 8.00pm
Friday	10:00am-5:00pm
Saturday	9:30am-5:00pm
Sunday	2:00pm-5:00pm.

### **Vermont South Library**

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

**Telephone:** 9872 8650

**Hours:**

Monday	10.00am-5:00pm
Tuesday	10:00am- 8.00pm
Wednesday	1:00pm- 8.00pm
Thursday and Friday	10:00am-5:00pm
Saturday	9:30am-5:00pm
Sunday	Closed.

## **Statement 2 – Categories of Documents Maintained by Council**

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

Council maintains a number of Corporate Systems to manage and maintain a wide variety of business activities. Many of these systems contain facilities to store and generate documents.

The *Public Records Act 1973* requires Victorian public agencies and public officers to ‘make and keep full and accurate records’ of their decisions & activities. Additionally, all agencies are obligated to ‘establish and maintain a records management program’ in conformity with standards and codes of best practice as established by the Public Records Office of Victoria (PROV). These standards apply equally to paper and electronic record keeping environments.

Archived hard copy records are located off-site at Grace Storage facility and maintained according to the General Retention and Disposal Authority for Records of Common Administrative Functions guidelines.

Council use and maintain HPE Content Manger which is an electronic document management systems (EDRMS) which stores information relating to Council business. Documents in Councils possession include:

- Abandoned/unregistered vehicles
- Agendas and Minutes
- Annual and Financial reports
- Animal infringements, registration applications received and issued
- Art collection & programs
- Asset maintenance, asset protection,
- Australia Day Civic nominations, awards, ceremony
- Aqualink Nunawading/Box Hill, Sportlink membership, operations, programs, uniforms, POS
- Budget
- Building and planning permits and associated documents, including plans, enforcement
- Business & economic development special rate/charges, renewals, events, business programs, strategies, Victorian government grants programs
- Capital works programs
- Community development engagement, participation, projects, safety, cultural diversity, demographics, emergency relief, gambling, healthy ageing, seniors groups
- Community halls, community houses, neighbourhood houses & senior citizen centres
- Corporate information records management, storage, vital records, disposal
- Council properties essential safety measures annual report, maintenance, management, security
- Customer service requests, operations, reports, resource information, staffing
- Council resolutions
- Councillor correspondence
- Departmental publications, including newsletters
- Disabled parking permits
- Disclosures of conflicts of interest

- Documents submitted by third parties
- Drainage investigations, flooding and storm events data
- Early childhood services handbooks, procedures, policy, waiting lists, staffing, reports
- Emergency Management
- Environmental health compliance, enforcement and prosecutions
- Environment management assessment, native vegetation, authorities, monitoring
- Festivals and events
- Finance accounts payable, accounts receivable, fees & charges, GST, license agreements, sundry debtors, unclaimed monies, utilities
- Food safety supervisor certificates, recalls, legislation, registration, training, food sampling, compliance, 5 Star Health Hygiene Assessments
- Footpath inspections
- General valuations, supplementary valuations, objections, exemptions
- Graffiti removal program
- Grants and subsidies programs
- Home and Community Care applications, assessment, food services, home care packages, funding, service reviews, staff management, quality review, practice guidelines, transport services, volunteers
- Human resources, contracts, departures, fit for work, induction, investigations, legislation, performance management, policies, position descriptions, recruitment, training, work experience
- Immunisation reporting, policies, statistical data, vaccine management, workplace immunisation
- Information technology operations, security, storage, telecommunications, cloud computing, networking, suppliers
- Insurance renewals, public liability, claims, investigations, reporting, reviews, motor vehicle
- 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
- Licence/regulations and approvals for business
- Line-marking work lists
- Mailing lists
- Major projects and buildings redevelopment
- Maternal and Child Health Records, birth notices, parenting information, child protection
- Media releases and general advertising
- Notes of Meetings
- Needle and syringe management
- Occupational health and safety, hearing tests, incident reports, worksite assessments, dangerous goods, drugs & alcohol, electrical testing & tagging, fire & emergency, first aid management, wellness & injury prevention, Victorian WorkCover Authority, training, policy, standards
- Officer Recommendations

- Operational policies and procedures
- Outbreak investigations
- Parking complaints, infringements, in-ground parking sensors, parking machines, meters, permits, collections, agreements, prosecutions
- Parks, reserves & open space asset management, bookings, bushland fire management, community gardens, concept plans, education, flora & fauna, horticultural & landscape services, maintenance, master plans, playgrounds
- Payroll
- Permit applications and permits issued under Council's Local Laws
- Pest control
- Policies, guidelines, strategies and plans, including their development and implementation
- Privacy requests
- Procurement contract management system, contract signing register, tender management
- Property information
- Public and stakeholder consultation processes and outcomes
- Rates, certificates, acquisitions/dispositions, change of address details, deferment, direct debit, non-rateable properties, ownership, refunds, sale, special charge scheme, title searches, rebates
- Records of the administration and enforcement of legislation and Local Laws
- Recreation sports grants, request for works, fees/charges, seasonal handovers, sport club liquor licence, community grants
- Registered food premises
- 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
- Road permits, signs, speed limits, closures, construction, funding, safety
- Rooming house register
- School crossing patrols, evaluations, timetables, maps, complaints, feedback, VicRoads subsidy
- Schwerkolt Cottage and museum publicity, staffing, education
- Standard Operating Procedures
- Statutory planning applications, audits, conditions, enforcement, planning schemes, practice notes, projects, tree education, VCAT decisions
- Strategic planning heritage studies, amendments, reviews, Built Environment Awards, municipal tree controls, vegetation protection & controls
- Street furniture replacement
- Street sweeping requests
- Surveys, statistics and data
- Sustainability programs
- Swimming pool and spa assessments
- Tenders and evaluations
- Tobacco Control

- Training material
- Transport construction management plans
- Urban design, awards, policy, projects,
- Vehicles plant equipment & stores, fleet management, vehicle leases, logs, maintenance records, insurance, policy, audit
- Volunteer programs
- Waste management, collection, bin roll out, dumping, landfill, recycling data, guidelines, procedures
- Whitehorse Centre theatre functions, marketing
- Whitehorse Manningham Regional Library Corporation enquiries
- Work Orders
- Written and verbal complaints received, and records of any subsequent investigations
- Young Person of the Month Award
- Youth services FReeZA events, outreach programs, school holiday activities, music programs

Other corporate applications used by Council include:

Australia Post (Mail management)

Carelink+ (Client management system)

ANSTAT (Victorian Acts)

CarelinkPlus (Aged care client registration and rostering)

Chem Alert (Workplace chemical and emergency inspections)

Citrix (Remote web based remote access service)

Computron (Procurement and purchasing)

Councillor Dashboard (Communication between Councillors & Officers)

EventsPerfect (Event & booking management system)

Follow Me Print (Manages printing)

GIS (Geographic Information System)

Grace (Archival secondary storage and imaging services)

HealthManager (Management of Food and Health Act premise regulation)

Infocouncil (Council reports and agendas/minutes program)

Interaction Desktop (Manages electronic communications)

IPS (Asset data manager register)

Magiq (Finance application to check purchasing history and budget projection details)

Mercury (Online recruitment system)

My Aged Care Portal (Create client records, referrals for assessments, update client records)

Pathway (Integrated modules supporting council business functions of land and property information, customer management, regulatory services and revenue management)

PayGlobal (Payroll management system)

Pinforce (Offence penalties)

PoolCar (Online car booking system)

Procurement Portal (Sustainable purchasing)

QikKids Database (Early childhood services enrolment system)

SAP Crystal Reports (Draws information from a database for display)

School Immunisation Program Reports  
SmartyGrants (Community grants management system)  
Synergi Life (Risk, hazard, incident reporting system)  
TimeTarget (Staff rostering)  
Trapeze (Planning and building management support)  
WinVaccs (Immunisation management)

## **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 asked as 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 <https://www.whitehorse.vic.gov.au/about-council/what-we-do/freedom-information> 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 \$30.10\* 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 July 2021, 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 \$22.50\* per hour (or part of an hour, rounded to the nearest 10 cents)
- Supervision charges are \$22.50\* 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.

Payment may be made via:

- Cheque or money order to City of Whitehorse, Locked Bag 2, Nunawading Vic 3131
- Credit card, cash, cheque or money order over the counter at one of Council's three Service Centres:
  - Whitehorse Civic Centre, 379 Whitehorse Road Nunawading Vic 3131
  - Box Hill, 1022 Whitehorse Road, Box Hill Vic 3128
  - Forest Hill, Shop 275, Forest Hill Chase Shopping Centre, 270 Canterbury Road, Forest Hill Vic 3131
- EFT bank transfer – to request Council's banking details please contact Council's Banking Officer via email: [banking.officer@whitehorse.vic.gov.au](mailto:banking.officer@whitehorse.vic.gov.au)

For queries relating to Freedom of Information, please contact Council's Coordinator Governance on 9262 6337 or email [foi@whitehorse.vic.gov.au](mailto:foi@whitehorse.vic.gov.au).

## Freedom of Information – Responsible Officers

### Principal Officer

Mr Simon McMillan, Chief Executive Officer  
Telephone: 9262 6301, email: [simon.mcmillan@whitehorse.vic.gov.au](mailto:simon.mcmillan@whitehorse.vic.gov.au)

### Freedom of Information Officers

Ms Vivien Ferlaino, Manager Governance and Integrity  
Telephone: 9262 6333, email: [foi@whitehorse.vic.gov.au](mailto:foi@whitehorse.vic.gov.au)

To Be Appointed, Coordinator Governance  
Telephone: 9262 6333, email: [foi@whitehorse.vic.gov.au](mailto:foi@whitehorse.vic.gov.au)

Mr Ralph Anania, Governance Advisor  
Telephone: 9262 6333, email [foi@whitehorse.vic.gov.au](mailto:foi@whitehorse.vic.gov.au)

### Postal Address

Whitehorse City Council  
Locked Bag 2  
Nunawading Vic 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](mailto:enquiries@foicommissioner.vic.gov.au)  
Web: [www.foicommissioner.vic.gov.au](http://www.foicommissioner.vic.gov.au)

## Statement 4 – Publicity Material

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

#### 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 2021/2022**

Council's current budget ending June 2022.

- **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 2021-2025**

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 – 2021-2025**

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 Strategic Marketing & Communications Department by calling 9262 6124 or emailing [customer.service@whitehorse.vic.gov.au](mailto: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.

## 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](mailto: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 maintain several websites:

### Corporate Website - [www.whitehorse.vic.gov.au](http://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 Strategic Marketing & Communications Department (the Online Communications Officer specifically) maintains the corporate website.

### Leisure and Recreation Websites

- Aqualink Box Hill and Aqualink Nunawading Leisure Centres – <https://www.aqualink.com.au/>
- Whitehorse Centre - <https://www.whitehorsecentre.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>

The purpose of Council's Leisure 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.

### **List of Council's social media accounts**

	Links
Facebook	<a href="https://www.facebook.com/whitehorsecitycouncil/">https://www.facebook.com/whitehorsecitycouncil/</a> <a href="https://www.facebook.com/AqualinkBoxHill/">https://www.facebook.com/AqualinkBoxHill/</a> <a href="https://www.facebook.com/AqualinkNunawading/">https://www.facebook.com/AqualinkNunawading/</a> <a href="https://www.facebook.com/boxhillcommunityartscentre">https://www.facebook.com/boxhillcommunityartscentre</a> <a href="https://www.facebook.com/morackgolfcourse/">https://www.facebook.com/morackgolfcourse/</a> <a href="https://www.facebook.com/schwerkoltcottage">https://www.facebook.com/schwerkoltcottage</a> <a href="https://www.facebook.com/SportlinkVermontSouth/">https://www.facebook.com/SportlinkVermontSouth/</a> <a href="https://www.facebook.com/SustainableLivingInWhitehorse/">https://www.facebook.com/SustainableLivingInWhitehorse/</a> <a href="https://www.facebook.com/WhitehorseCentre/">https://www.facebook.com/WhitehorseCentre/</a> <a href="https://www.facebook.com/WhitehorseFestivalSeason/">https://www.facebook.com/WhitehorseFestivalSeason/</a> <a href="https://www.facebook.com/whitehorsebusiness/">https://www.facebook.com/whitehorsebusiness/</a> <a href="https://www.facebook.com/YouthConneXions/">https://www.facebook.com/YouthConneXions/</a>
YouTube	<a href="https://www.youtube.com/channel/UC6x09cHWsBaP01fVSHLZAwg">https://www.youtube.com/channel/UC6x09cHWsBaP01fVSHLZAwg</a> <a href="https://www.youtube.com/channel/UCB7D1IGQRZynOQT AoiNw0wg">https://www.youtube.com/channel/UCB7D1IGQRZynOQT AoiNw0wg</a>
Instagram	<a href="https://www.instagram.com/bhcac/">https://www.instagram.com/bhcac/</a> <a href="https://www.instagram.com/wcctrees/">https://www.instagram.com/wcctrees/</a> <a href="https://www.instagram.com/wccwasteed/">https://www.instagram.com/wccwasteed/</a> <a href="https://www.instagram.com/youth_connexions/">https://www.instagram.com/youth_connexions/</a>
LinkedIn	<a href="https://www.linkedin.com/company/whitehorsecitycouncil">https://www.linkedin.com/company/whitehorsecitycouncil</a>

## **Statement 5 – Publications & documents available for inspection – Freedom of Information Act 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](http://www.whitehorse.vic.gov.au) in pdf format. If you require one of these documents in an alternative format, please contact Council's Strategic Marketing & Communications Department by calling 9262 6124 or emailing [customer.service@whitehorse.vic.gov.au](mailto: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**

- **Collection Policy 2017-2025**  
Policy that ensures the sound management and development of the Whitehorse art collection.
- **Arts and Cultural Strategy 2014-2022**  
Provides the framework for arts and culture in Whitehorse delivered through its facilities and programs.

### **Assets**

- **Asset Management Policy**  
Applies to all assets owned, controlled, managed and/or maintained by Council.
- **Building Over Drainage Easements Policy**  
To provide a consistent approach and appropriate guidelines for approval or refusal of the construction of any building or structure over any drainage easement.

### **Business**

- **Investment and Economic Development Strategy Extension 2020-2022**  
Seeks to provide certainty around Council's role in supporting business and employment activities and foster a strong economic future for the City of Whitehorse.
- **Special Rate Charge Schemes in Commercial 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.

### **Community Engagement**

- **Community Engagement Policy**  
Explains the role of Council and how the community can expect to be involved in decision making.

## **Community Laws**

- Your Property and the Local Community Law Community local laws are designed to protect the community and local environment from health and safety concerns.
- Domestic Animal Management Plan 2021-2025  
The plan aims to improve animal management in the City of Whitehorse and advocates responsible pet ownership.
- City of Whitehorse Community Local Law 2014  
Covers both Council and private property to provide for the peace, order and good government of the municipal district in its activities, to all people and the management of animals and the maintenance of the natural environment
- Procedures for Work on and Protection of Council Assets
- Code of Practice for the Placement of Waste Bins on Roadsides
- Revised 2016 Domestic and Commercial Waste Management Procedure
- Building Site Code of Practice
- Specified Wetlands Guide
- Fixed Penalties for Offences Dealt with by Infringement Notices

## **Digital**

- Digital Strategy 2017-2020  
Making considerable change to improve the digital presence, to meet current expectation, create online services, accelerate internal efficiencies and build a digitally capable workforce.

## **Emergencies**

- Whitehorse Municipal Emergency Management Plan 2020  
This plan considers risks and looks at the prevention of, response to and recovery from emergencies within the City of Whitehorse

## **Finance**

- Procurement Policy 2021-2025  
This Policy provides a framework to assist and ensure the efficient, effective, socially, ethically and sustainably responsible procurement of goods, services and works for Whitehorse City Council.
- Purchase Order Terms and Conditions  
Terms and conditions in relation to purchase orders issued by Whitehorse City Council.

## **Health and Wellbeing**

- Whitehorse Health and Wellbeing Plan 2021-2025  
The plan outlines key priorities and objectives to implement over the four year period to improve the health and wellbeing of the municipality.
- Affordable Housing Policy 2010  
This Policy guides Council's activities to improve the availability of affordable housing across the municipality.
- Whitehorse Responsible Gambling Policy 2011  
This Policy outlines Council's position on electronic gaming machines within the municipality.

- Whitehorse Statement for the Prevention of Family Violence and Violence Against Women and Children 2019  
Council is committed to working together with the community to model and promote equal and respectful relationships.

### **Information Technology**

- Information Technology Strategy 2020-2025  
Intended to provide direction to all decision makers within Council regarding information technology, enabling business and technology decisions to be aligned.

### **Infrastructure**

- Special Charge Scheme for Infrastructure Policy  
To assist Council in establishing special charge schemes for infrastructure projects pursuant to Section 163 of the Local Government Act 1989.

### **Media**

- Media Relations Policy  
This Policy refers to all print and electronic media; local, metropolitan and national newspapers, magazines; industry newsletters; television and radio.
- Social Media Guidelines – Councillors 2019  
Is intended to assist Councillors to use social media in a way that minimises exposure of Council and Councillors to legal and reputational risk.

### **Parks and Playgrounds**

- Use of and Access Over Council Parks and Sportsfields Policy  
Provides guidelines for use of, or access over, Council managed parks and sportsfields by schools, community groups/organisations, residents and corporate groups.
- Plaques and Memorials in Council Public Open Space Policy  
Provides a framework for assessing community requests for the installation of new plaques and memorials within public open space.
- Whitehorse Open Space Strategy 2007 Whitehorse Play Space Strategy 2011  
Provides Council with a framework for the provision of its play spaces across the municipality.

### **Parking, Roads & Transport**

- Discontinuance and Sale of Unnecessary Roads Policy  
Facilitates the discontinuance and sale of unnecessary roads and reserves that are no longer reasonably required for access or for the purpose they were originally set aside for.
- Parking on Nature Strips Policy  
Regarding the enforcement of Road Rules Victoria Section 197(1) for parking of vehicles on the nature strip.
- Community Road Safety Strategy 2013  
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.
- Whitehorse Integrated Transport Strategy 2011  
This Strategy 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  
Aims to preserve significant heritage bluestone kerb and channelling, bluestone laneways and brick laneways in the City of Whitehorse.
- CCTV in Public Places Policy  
Aims to assist Council regulate the operation and management of Council-owned CCTV systems that have been installed for use in public places
- Whitehorse Cycling Strategy 2016  
Guiding Council in implementing education, infrastructure and advocacy actions that aim to increase participation in cycling across the municipality.
- Box Hill Integrated Transport Strategy  
The development of a transport vision for Box Hill

### **People and Family**

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

### **Privacy**

- Information Privacy Policy  
In relation to the management and handling of personal and health information within the public sector.

### **Rates**

- Rates Hardship Assistance Policy  
Ensures ratepayers experiencing genuine financial hardship situations are aware of their entitlements regarding rating assistance.
- Street Numbering Policy  
Provides guidelines for allocation of street numbers to properties within municipality.

### **Sports, Recreation & Leisure**

- Whitehorse Recreation Strategy 2015-2024  
To provide Council with a decision-making framework for recreation and sport.
- Pavilion Development Policy 2019  
To guide the development and/or refurbishment of pavilions and a framework for the funding contributions towards pavilions.
- Floodlighting Policy – Outdoor Sports & Recreation  
To provide a consistent approach for the use and management of floodlights at Councils outdoor sports and recreation venues.
- Criteria and Procedures for Naming Council Facilities after Individuals Policy  
Defines the criteria and procedures for the naming of Council facilities.

## **Waste & Environment**

- Interim Climate Response Plan 2020-2022  
The need to be prepared and resilient to future impacts of climate change.
- Sustainability Strategy 2016-2022  
Council provide services, make planning decisions, maintains community assets and co-ordinates with partner agencies to help shape the liveability of the community.
- Whitehorse Waste Management Plan 2018-2028  
Outlines Council's long term challenges and opportunities around waste spanning for the next ten years with a number of actions outlined for the next five years.
- Whitehorse Urban Biodiversity Strategy  
To address biodiversity conservation and management actions across Council managed open space, streetscapes and community facilities.
- Urban Forest Strategy 2021-2031  
Is focused on trees, irrespective of origin within the municipality.

## **Councillors/Council Staff**

- Councillor Code of Conduct Policy  
Sets out a code governing the conduct of councillors of the City of Whitehorse.
- Council Expenses Policy  
Provides direction on the reimbursement of out-of-pocket expenses for Councillors and members of delegated committees.
- Conference Attendance and Travel by Councillors Policy  
Details the approval process for overseas and interstate travel by councillors in an official capacity.
- Councillor Gifts Policy  
Informs Councillors on how to respond and take appropriate action in regards to offers of gifts, benefits and hospitality.
- Audit & Risk Committee Charter  
To ensure effective corporate governance through the implementation and application of strong and appropriate internal policies, procedures and controls which encompass all areas of risk management, Council control framework, its external accountability responsibilities, Council's compliance with legislation, its internal and external audit activities and the implementation of audit recommendations.
- Live Streaming and Publishing Recordings of Council Meetings Policy  
Providing information and procedures in relation to the recording and live streaming of meetings convened by Council and held in the Nunawading Council Chamber.
- Corrupt or Improper Conduct Procedures  
To encourage and facilitate the disclosure of improper conduct of public bodies and public officers
- Victorian Charter of Human Rights  
Sets out the freedoms, rights and responsibilities of all Victorians.

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

## **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 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.

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