ALPINE SHIRE COUNCIL

M(1) – 27 JANUARY 2026

Ordinary Council Meeting

Agenda

Notice is hereby given that the next **Ordinary Council Meeting** of the **Alpine Shire Council** will be held in the Bright Council Chambers, 2 Churchill Avenue, Bright on **27 January 2026** commencing at **5:00 pm**.

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1 Recording and livestreaming of Council meetings

The CEO will read the following statement:

All council meetings are filmed with both video and audio being recorded.

Video is focused on a specific area however audio from the entire room is captured.

In common with all narrative during Council meetings, verbal responses to congratulations, obituaries and question time will not be recorded in the written minutes. By submitting a question, you consent to your question being read aloud at the meeting.

The reasoning behind recording council meetings is to hold us more accountable and improve transparency of Council's decision-making to our community.

The full meeting is being streamed live on Council's YouTube channel which is "Alpine Shire Council" and will also be available on the YouTube channel shortly after this meeting.

2 Acknowledgement of Traditional Custodians and recognition of all people

All to stand, the Mayor will read the following statement:

Alpine Shire Council acknowledges the Taungurung peoples as the Traditional Owners of the lands on which we are meeting today. Council also acknowledges all of the Traditional Owners of the wider lands of the area known as the Alpine Shire.

We also acknowledge those people who have contributed to the rich fabric of our community and strive to make wise decisions that will improve the quality of life for all.

3 Confirmation of minutes

3.1 ORDINARY COUNCIL MEETING M(12) HELD ON 16 DECEMBER 2025

RECOMMENDATION

That the minutes of M(12) 16 December 2025 as circulated be confirmed.

4 Apologies

5 Obituaries / Congratulations

Refer to Alpine Shire Council's website www.alpineshire.vic.gov.au; for its YouTube live-streaming recording for responses to obituaries and congratulations.

6 Declarations by Councillors of Conflict of Interest

7 Public Questions

Public Question time will be held in accordance with the following provisions of Council's Governance Rules:

G5 Public Question Time

GS3. Questions submitted to Council may be:

Submitted as a "Question on Notice" to the Chief Executive Officer in writing by 5pm on the day prior to the Council meeting, stating the name and contact details of the person submitting the question; or

During meetings held wholly in-person, at the Chairperson's discretion, asked directly by a member of the public gallery at the Council meeting during public question time.

GS4. No person may submit or ask more than two questions at any one meeting.

GS7. Questions should be limited to items of public interest, and are not intended to replace Council's ordinary Customer Request process. A question may be disallowed by the Chairperson if the Chairperson determines that it:

- is not related to an item on the agenda;
- relates to a matter 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;
- relates to confidential information as defined in s3 of the Act;
- relates to the personal hardship of any resident or ratepayer; or
- relates to any other matter which the Council considers would prejudice the Council or any person.

Refer to Alpine Shire Council's website www.alpineshire.vic.gov.au; for its YouTube live-streaming recording for responses to questions.

8 Presentation of reports by officers

8.1 DIRECTOR ASSETS - SARAH BUCKLEY

8.1.1 Dinner Plain Activation Phase 1 Project

INTRODUCTION

This report relates to unspent funding from the Dinner Plain Activation Phase 1 Grant - Toilet Block Project, and the financial implications should Council choose to utilise the remaining grant funds.

RECOMMENDATION

That Council:

1. *Approves unbudgeted expenditure of $200,000 to complete Dinner Plain Activation Phase 1 Project consisting of $71,043 grant funding and $128,957 Council funds for the 2025/2026 financial year;*
2. *Approves permitted expenditure from the Dinner Plain Reserve in the 2025/26 financial year.*

BACKGROUND

In September 2020, Council secured $500,000 of funding from the State Government 'Bushfire Tourism and Business Fund 2020' to deliver the Dinner Plain Activation Phase 1 Project. Council's co-contribution to this project was $900,000 which was accounted from the Dinner Plain Reserve, bringing the total budget for this project to $1,400,000.

The Dinner Plain Activation Phase 1 Project scope in the grant agreement included:

- Upgrading Scrubbers Hut, new footpaths, new mountain bike tracks;
- Car Parking Upgrades; and
- Constructing a new toilet block at the bottom of the toboggan slope.

The upgrade to Scrubbers hut, new footpaths, new mountain bike tracks and carparking upgrades have been completed in line with the approved scope, and $1,200,000 of the funding has been expended

The Dinner Plain Reserve has ceased to receive income from 30 June 2025, with general income going forward forming a part of Council's general revenue, and waste revenue and expenses continuing to be managed through Council's Waste Reserve. Funds in the Reserve are being expended to support approved projects and services within Dinner Plain until such time as the Reserve is exhausted and subsequently closed.

In June 2025 Council approved the permitted expenditure to be accounted from the Dinner Plain Reserve for the 2025/26 year.

However additional transfer of funds are restricted by the internal purpose of the Reserve, and must be authorised by Council in the following manner:

- Identified in the budgeting process as funds committed to be transferred from the reserve account; or
- By Council resolution to approve a transfer of funds which was not identified in the budgeting process.

ISSUES

The toilet block originally planned for the bottom of the toboggan slope was not constructed as an assessment determined that the location proposed presented a collision risk, with users potentially impacting the structure during descents. Council Officers investigated alternative locations however, none were deemed suitable due to terrain constraints, accessibility issues, or safety considerations.

Given these risks, the toilet block component did not proceed which has resulted in an underspend of $200,000 against the original scope that was committed in the grant agreement.

The grant administrator, Regional Development Victoria (RDV), has worked with Council officers to develop a change of scope that will include a perimeter fence for the toboggan run to ensure patron safety and secure access and minor renewal works to the cafe at Scrubbers Hut.

POLICY IMPLICATIONS

The recommendation is in accordance with the Priorities of the Council Plan 2025-2029:

3.5 We recognise the importance of high quality facilities, outdoor spaces, and connected footpaths, tracks, and trails to provide access to key services and support the wellbeing of our communities

FINANCIAL AND RESOURCE IMPLICATIONS

The $200,000 for the original scope for the toilet block was budgeted for in the 2024/25 Budget however Council Officers only determined that the final scope could not be achieved after the 2025/26 Budget was adopted and this resulted in the underspend not being carried forward. Since then, Council Officers have been negotiating with the grant administrator (RDV) to determine if the funding could be utilised for a different scope, which has now been agreed.

If Council choses to repurpose the funding this would require an unbudgeted spend of $200,000 for the 2025/26 financial year made up of $128,957 Council cash contribution and $71,043 of grant funding.

Council's published Annual Financial Statement for 2024/25 confirms the Reserve balance as at 30 June 2025 to be $968,000. At the June 2025 Ordinary Council Meeting Council approved projects and services to be accounted from the Dinner Plain Reserve in 2025/26 to a total of $431,182, and as aligned to the 2025/26 Budget.

The approval to fund this additional expenditure from the Dinner Plain Reserve would result in approved total expenditure from the Reserve for 2025/26 of $631,182. A final reconciliation will be undertaken and a report presented to Council confirming the Reserve position in early 2026/27.

The specific financial implications of spending an additional $200,000 to fund the Dinner Plain Activation Projects are as follows:

- The Dinner Plain reserve will be reduced by $200,000 as at June 2026.
- The 2025/26 Net Cash Flow will be reduced $200,000.
- The adjusted underlying deficit for 2025/26 will not be impacted, however ongoing years will be impacted by an additional $2,400 of depreciation for the open space components of the project.
- The Balance Sheet will show an increase in PIPE (fixed assets) of $200,000 and a decrease in Dinner Plain Reserve equity of $200,000 in June 2026.

RISK MANAGEMENT

The identified risks are as follows:

Risk	Likelihood	Impact	Mitigation Action / Control
Lose the opportunity to deliver additional upgrades at Dinner Plain if the decision is to give funds back to State Government	Almost certain	Moderate	• Use current funds; • Utilise Council funds in the future and align potential upgrades to priorities in the approved Capital Works Pipeline
Handing the funding back to State Government results in reputational damage to Council	Likely	Moderate	• Use current funds; • Undertake robust stakeholder engagement to ensure reasoning for the decision making is clear.

Risk	Likelihood	Impact	Mitigation Action / Control
Accounting for funds spent from the Dinner Plain Reserve post 30 June 2025 is not transparent.	Unlikely	Moderate	• Financial management of Reserve is overseen by the Finance Department. • Quarterly and Annual reporting of movement of the Reserve is reported to Council and publicly available.
Delivery of projects and services is not aligned to community expectations.	Possible	Moderate	• Project prioritisation, scoping and design are undertaken with established community consultation processes and capital projects are delivered with the oversite of a PCG. · • Development of the annual Budget is subject to community engagement and feedback mechanisms.

CONSULTATION

Options for new project scope and the associated risks and opportunities were determined after discussions with the following:

- The Operations Contractors at Dinner Plain
- Council's Properties and Contracts team
- Dinner Plain Community Association
- Council's Risk Management Officer
- Regional Development Victoria

CONCLUSION

In September 2020, Council secured $500,000 of funding from the State Government 'Bushfire Tourism and Business Fund 2020' to deliver the Dinner Plain Activation Phase 1 Project. Council's co-contribution to this project was $900,000, bringing the total project funding to $1,400,000.

The funding has seen a majority of the original scope (agreed to in the grant) delivered including, upgrades to Scrubbers hut, new footpaths, new mountain bike tracks and carparking upgrades.

An underspend of $200,000 for Dinner Plain Activation Phase 1 - Toilet Block Project arose due to safety risks and the lack of suitable alternative locations and the remaining funds are available should Council choose to pursue additional works. These works include a perimeter fence for the toboggan run to ensure patron safety and secure access and minor renewal works to the cafe at Scubbers Hut.

Council’s decision is now required to approve unbudgeted expenditure of $200,000 consisting of $71,043 funding and $128,957 Council funds which would result in achieving further infrastructure for Dinner Plain.

DECLARATION OF CONFLICT OF INTEREST

In accordance with section 130 of the *Local Government Act 2020*, and Chapter 7 section A6 of Council's Governance Rules, the following officers declare that they have no interests to disclose in providing this report.

- Director Assets
- Manager Assets and Waste
- Project Manager

ATTACHMENT(S)

Nil

8.1.2 Myrtleford Landfill Cap Construction Variations

INTRODUCTION

This report relates to a budgeted contract variation for the Myrtleford Landfill Rehabilitation Cap Construction of Cell 1 and Cell 2.

RECOMMENDATION

That Council notes:

1. *The Chief Executive Officer approved budgeted variations to Contract No. CT26084 Myrtleford Landfill Cap Construction Cells 1 and 2 to Extons Pty Ltd for $216,681 (GST Exclusive); and*
2. *That this approval was in line with the Procurement Policy provisions for contract variations to maintain business continuity (to allow the works to be completed in accordance with contractual deadlines and operational requirements) and is within the 2025/26 Budget.*

BACKGROUND

The Myrtleford Landfill comprises Cells 1 and 2, previously used to accept domestic waste. Completing landfill cap construction works on Cell 1 and Cell 2 ensures compliance with the Environment Protection Authority Victoria (EPA) legislated requirements.

The design of the Myrtleford Landfill Cap commenced in October 2020 and required Council to address the EPA requirements to meet the Best Practice Environmental Management (BPEM) guidelines.

The EPA approved the cap design in August 2023 and subsequently Council adopted a budget in the 2024/25 financial year to fund the construction of the Myrtleford Landfill Cap for Cell 2. Due to the EPA's request to complete Cells 1 and 2 as soon as feasible and the efficiencies associated with completing both Cells simultaneously, Council awarded the landfill capping works of both Cells under one contract at the December 2024 Ordinary Council Meeting at a total contract value of $2,224,670 (GST Exclusive).

ISSUES

Previous Variations

During the early construction phase latent conditions were encountered when excavation of the landfill cells commenced. The original design approved by the EPA assumed a level of compaction within the existing landfill cell however, onsite conditions showed greater pockets of uncompacted fill and voids between landfill material. As a result, additional fill material needed to be imported, and extra compaction completed to achieve the desired densities of fill material. Additional variations were also associated with traffic management infrastructure and roadway widening to ensue patron safety.

Council approved these variations at the May 2025 Ordinary Council Meeting for a further $306,250 (GST Exclusive), bringing the new total value of the contract to $2,530,920 (GST Exclusive).

New Variations

Post the award of the contract it was determined that the original design developed by the designers specified the final layer of Cell 1, as topsoil, thereby precluding its use as a stockpile area that Council currently requires for its operations. At Council's request, the design was revised to incorporate a hardstand, enabling the cell's utilisation for stockpiling purposes. Exton's indicated that substituting the topsoil with Class 4 material would not impact the overall cost and construction was progressed.

However, towards the end of construction the EPA indicated that this represented a significant alteration to the initial design, and their approval was required. To secure approval for the hardstand variation, the EPA stipulated the use of a 100mm layer of Class 2 material. This was the same design used at the Porepunkah Landfill Cap Construction and resulted in an additional cost of $10 per ton for the Class 2 material compared to the Class 4 material.

Due to the construction of the new hardstand area, further changes to the site drainage design were required to ensure effective operation of the site.

Additionally, the cap design boundary had to be extended due to additional waste found during the exploration tests carried out at the start of the construction. This resulted in additional GCL liner and further testing to be conducted. The total cost of all new variations was $216,681 (GST Exclusive).

POLICY IMPLICATIONS

The recommendation is in accordance with the following Strategic Objective of the Council Plan 2021-2025:

3.3 Responsible management of waste

FINANCIAL AND RESOURCE IMPLICATIONS

A summary of the financials is provided in the table below:

Item	Item Amount (GST Excl)
Total Original Contract Award for Myrtleford Landfill Capping Works (Extons) over 24/25 and 25/26 FY	**$2,224,670**
Variations Approved by Council May 2025 for Latent Conditions Capping Construction Works	$306,250
Variation Approved by CEO December 2025 for EPA design/construction requirement	$216,681
Total Value of Works Required (with Variations)	**$2,747,601**

The total variations of $216,681 (GST Exclusive) were approved by Council's CEO in December 2025 to ensure the construction could be completed to meet contractual deadlines and not incur delay costs from the contractor.

Council's Procurement Policy was adopted by Council in June 2025 and contains at 4.1.2 provisions for contract variation, including a provision which enables the CEO to *approve variations by exception where approval of the variation is required to maintain business continuity and will not result in total expenditure under the contract exceeding the available budget.*

Council's Procurement Policy requires the CEO to report to Council the award of any contract variations under delegation where the awarded variation exceeds the financial delegation of the CEO.

The project was funded and constructed over the 2024/25 and 2025/26 financial year and the variation can be accommodated within the adopted 2025/26 Budget. However funding this variation is likely to require an increase in the general waste charge in the 2026/27 and 2027/28 financial years due to the overall costs of the capping works exceeding what was originally projected in the waste reserve.

RISK MANAGEMENT

The project is now complete and final EPA inspections have been carried out, so no further risks are applicable to the project.

Key risks associated with this report are as follows:

Risk	Likelihood	Impact	Mitigation Action / Control
Reputational Risk of not meeting EPA requirements and not obtaining the EPA approval	Very likely	Major	Complete the work per the EPA design-approved requirements
Safety/Environmental Risks of pollution leachate entering groundwater if the design is not constructed in accordance with the EPA-approved design	Very likely	Major	Construct as per the EPA-approved design.

Risk	Likelihood	Impact	Mitigation Action / Control
Operational Risk of insufficient stockpile area to effectively and safely operated the transfer station.	Very Likely	Major	Adaptation of Cell 1 topsoil cap to hardstand cap as per EPA-approved design.

CONSULTATION

The Environment Protection Authority and relevant members of Council staff have been engaged.

CONCLUSION

In order for the Cap Construction to meet the requirements and standards of the EPA a design and construction changes for the Myrtleford Landfill Rehabilitation Cap Construction of Cell 1 and Cell 2 have created a variation to the contract of $216,681 (GST Exclusive).

This additional expenditure was authorised by the CEO under exemptions within Council's existing Procurement Policy to ensure the construction could be completed to meet contractual deadlines and not incur delay costs from the contractor.

DECLARATION OF CONFLICT OF INTEREST

In accordance with section 130 of the *Local Government Act 2020*, and Chapter 7 section A6 of Council's Governance Rules, the following officers declare that they have no interests to disclose in providing this report.

- Director Assets
- Manager Assets and Waste
- Project Manager

ATTACHMENT(S)

Nil

8.2 DIRECTOR CORPORATE AND COMMUNITY - NATHALIE COOKE

8.2.1 Instruments of Delegation - Planning and Environment Act 1987

INTRODUCTION

Instruments of Delegation are an important means for Council to ensure its officers hold the appropriate legislative powers for the various Acts and Regulations that Council administers. This report provides a supplementary update to the S6 Instrument of Delegation that was approved at the October 2025 Ordinary Council Meeting. This update is required due to changes in the *Planning and Environment Act 1987* as a result of the *Consumer and Planning Legislation Amendment (Housing Statement Reform) Act 2025*, which commenced in late 2025.

RECOMMENDATION

That Council:

1. *Exercises the powers conferred by the legislation referred to in attachment "S6A - Instrument of Delegation from Council to Members of Council Staff" (instrument S6A), so that:*
    a. *There be delegated to the members of Council staff holding, acting in or performing the duties of the offices or positions referred to in instrument S6A, the powers, duties and functions set out in that instrument, subject to the conditions and limitations specified in that Instrument;*
    b. *Instrument S6A be signed and sealed at the appropriate stage of this meeting;*
    c. *Instrument S6A comes into force immediately the common seal of Council is affixed to the instrument;*
    d. *On the coming into force of instrument S6A, the relevant sections of the Planning and Environment Act 1987 that are marked as 'amended' or 'repealed' in instrument S6A supersede those same sections in the S6 Instrument of Delegation adopted by Council on 28 October 2025; and*
    e. *The duties and functions set out in instrument S6A must be performed, and the powers set out in the instruments must be executed, in accordance with any guidelines or policies of Council that it may from time to time adopt.*

BACKGROUND

Council operates under more than 110 different pieces of legislation, each of which provides specific powers, duties or functions either to Council as the governing body, or directly to the Chief Executive Officer. To enable Council as an organisation to run smoothly, and to avoid the need for every legislative decision to be presented to a Council meeting, many of these powers, duties and functions are passed on by Instruments of Delegation from Council to the Chief Executive Officer (CEO) and members of Council staff.

The delegation of Council's powers, duties, and functions is a routine process presented to a Council meeting, which was most recently presented to the Ordinary Council meeting held in October 2025. Changes to legislation and staff titles are key reasons that Instruments of Delegation must be kept up to date. In this instance, there have been changes made to the *Planning and Environment Act 1987* that must be appropriately delegated to members of Council staff.

ISSUES

Legislative updates

As mentioned in the introduction to this report, the *Consumer and Planning Legislation Amendment (Housing Statement Reform) Act 2025* made several changes to the *Planning and Environment Act 1987* in late November 2025. These include:

- **New Council powers:** Including a revised mechanism in relation to preparing amendments to the planning scheme, and other changes relating to the abandoning of amendments.
- **Repealed Council powers:** Several sections of the Act were repealed and have largely been replaced by new provisions relating to the amendment of planning schemes.
- **Other key amendments:** Requirement for Council to keep records relating to levy exemption certificates, duty not to refer frivolous, vexatious or wholly irrelevant submissions to the planning panel, and ability for the Minister to issue guidelines on material detriment, which Council will be required to consider.

Until such time as Council updates the original S6 Instrument of Delegation adopted on 28 October 2025, the S6A Instrument of Delegation will supersede those sections relevant to the new, repealed, and amended sections of the *Planning and Environment Act 1987.* It is anticipated that a new version of the S6 Instrument of Delegation will be presented to Council in either February or March 2026, which will encompass all current powers in the *Planning and Environment Act 1987* in the one Instrument.

POLICY IMPLICATIONS

The recommendation is in accordance with the Priorities of the Council Plan 2025-2029:

2.11 We prioritise effective governance to ensure transparent oversight of our operations

FINANCIAL AND RESOURCE IMPLICATIONS

Council allows for a delegations and authorisations template service in the annual Budget to ensure that all relevant legislative provisions are included in Council's Instruments. Council officers are responsible for ensuring that the appropriate members of staff are provided with delegations and authorisations to undertake their duties.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
Delegations are not in place or are out of date	Possible	Moderate	Ensure that all Council approved delegations are up-to-date to ensure that staff can undertake their statutory duties.

CONSULTATION

No external consultation is required. Delegations have been discussed with the relevant officers.

CONCLUSION

A review of the S6A Instrument of Delegation to members of Council staff will ensure that Council officers can undertake the updated and amended legislative powers, duties and functions as set out in the *Planning and Environment Act 1987* related to their role.

DECLARATION OF CONFLICT OF INTEREST

In accordance with section 130 of the *Local Government Act 2020*, and Chapter 7 section A6 of Council's Governance Rules, the following officers declare that they have no interests to disclose in providing this report.

- Director Corporate and Community
- Acting Manager Corporate
- Governance Officer

ATTACHMENT(S)

1. **8.2.1.1** S6A - Instrument of Delegation - Council to members of staff - Planning and Environment Act 1987 - January 2026

8.2.2 Complaints Policy

INTRODUCTION

In accordance with the requirements of s107 of the *Local Government Act 2020*, Council must have a Complaints Policy to enable the appropriate management of complaints. Council's Complaints Policy is currently due for review, the purpose of this report is to present Council's reviewed Complaints Policy to Council for adoption.

RECOMMENDATION

That Council:

1. *Adopt the Complaints Policy (version 2.0) in accordance with s107 of the Local Government Act 2020.*
2. *Sign and seal the Complaints Policy at the appropriate stage of this meeting.*

BACKGROUND

Section 107 of the *Local Government Act 2020* requires Council to develop and maintain a policy that includes:

- a process for dealing with complaints made to the Council;
- a process for reviewing any action, decision or service in respect of which the complaint is made;
- a discretion for the Council to refuse to deal with a complaint which is otherwise subject to statutory review;
- the prescribed processes for dealing with complaints about the Council;
- the prescribed processes for internal review of complaints made to a Council;
- the prescribed processes for exercising discretion; and
- any other matter prescribed by the regulations.

Council initially adopted its Complaints Policy in November 2021, and it came into effect in January 2022. The document is due for review by Council Officers and adoption by Council.

This review considers Council's Dealing with Difficult Customers Policy and utilises the guidance in the Victorian Ombudsman's *Councils and complaints - a good practice guide (2nd edition)*.

ISSUES

What does the Complaints Policy cover?

The Complaints Policy defines a complaint as being a communication, whether oral or in writing, to the Council by a person of their dissatisfaction with:

a. the quality of an action taken, decision made, or service provided by a member of Council staff, or a contractor engaged by Council; or
b. a delay by a member of Council staff, or a contractor engaged by Council, in taking an action, making a decision, or providing a service; or

c. a policy or decision made by Council, or a member of Council staff, or a contractor.

The Complaints Policy scope does not include those decisions or processes that have a separate statutory or other legislative appeal process. This includes issues like planning applications and decisions, parking and local law infringements, as well as building, health, and food services. Complaints of these types must be dealt with in accordance with their statutory processes and will be managed separately from the Complaints Policy.

The Complaints Policy sets out steps to be undertaken by Council when a complaint has been lodged, including time frames for initial response and resolution.

It is important to note that the Complaints Policy deals with complaints. Complaints are not 'requests for service', where a customer contacts Council to seek assistance, access a new service, seek advice, or to report something that Council is responsible for.

However, where a request for service is not actioned within an acknowledged timeframe, the customer may lodge a complaint about the failure to follow up on the initial request.

Changes to the reviewed document

This review makes some small changes to the original document, which remains generally fit for purpose.

The review includes refinements to how complaints differ to service requests based on the Victorian Ombudsman's *Councils and complaints - a good practice guide (2nd edition)* and further clarifies Council officers responsible for responding to and investigating complaints.

The review further clarifies how Tier 1, 2 and 3 complaints will be managed, and reporting information has been updated to reflect the current Council Plan 2025-2029.

This review ensures the Complaints Policy now refers to and complements the Dealing with Difficult Customer Policy which was adopted by Council in 2024.

POLICY IMPLICATIONS

The Complaints Policy is in accordance with s107 of the *Local Government Act 2020.* Operational procedures will be updated to provide further guidance for staff in how to manage complaints in accordance with the Complaints Policy.

The recommendation is in accordance with the Priorities of the Council Plan 2025-2029:

1.1 Our highest priority is improving our communication – both listening and providing information and feedback

FINANCIAL AND RESOURCE IMPLICATIONS

Internal resourcing has been utilised to review the Policy and will be allocated to deliver in-house training for Council staff on the reviewed Complaints Policy including definitions, the difference between a complaint and a request for service and the steps to be completed when a complaint is received.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
Lack of staff awareness of the reviewed Complaints Policy and required managing and reporting of complaints.	Possible	Moderate	• Ensure organisation-wide refresher training for all staff. • Imbed complaints management and reporting into day-to-day operations of relevant departments. • Include the management of complaints in staff induction information.
Inconsistent management of complaints across different departments and directorates.	Possible	Moderate	• Ensure consistent staff development and understanding of Complaints Policy. • Update Complaints Procedure and ensure all departments have access to all relevant documents, including templates and best practice guides.

CONSULTATION

Key internal stakeholders have been engaged in the review of the Complaints Policy. Consultation is in accordance with Council's Community Engagement Policy. The policy is considered of an operational nature guiding the way that Council will deal with any complaints and therefore not subject to external consultation. Consequently, the policy has not been released for public submissions prior to recommending adoption. In addition, updates to the policy are considered minor in nature.

CONCLUSION

Maintenance of the Complaints Policy is a requirement of the *Local Government Act 2020*. The policy recognises Council's commitment to providing a high-quality service to all customers and community members and seeking out opportunities to improve service delivery. The policy identifies where Council fails to meet a customer's

expectations the customer may wish to make a complaint and the resulting actions to be undertaken by Council.

DECLARATION OF CONFLICT OF INTEREST

In accordance with section 130 of the *Local Government Act 2020*, and Chapter 7 section A6 of Council's Governance Rules, the following officers declare that they have no interests to disclose in providing this report.

- Director Corporate and Community
- Manager Corporate
- Acting Manager Corporate

ATTACHMENT(S)

1. **8.2.2.1** 2026 Complaints Policy

9 Informal Meetings of Councillors

INTRODUCTION

In accordance with Chapter 8, section A1 of Council's Governance Rules, if there is a meeting of three or more Councillors that:

- is scheduled or planned for the purpose of discussing the business of Council or briefing Councillors;
- is attended by at least one member of Council staff; and
- is not a Council meeting, Delegated Committee meeting, or Community Asset Committee meeting.

The Chief Executive Officer must ensure that a summary of the matters discussed at the meeting are tabled at the next convenient Council meeting, and are recorded in the minutes of that Council meeting.

RECOMMENDATION

That the summary of informal meetings of Councillors for December 2025 and January 2026 be received.

BACKGROUND

The written records of the informal meetings of Councillors held during the previous month are summarised below. Detailed records can be found attached to this report.

Date	Meeting
16 December	Briefing Session
13 January	Briefing Session
20 January	Briefing Session

ATTACHMENT(S)

1. **9.1.1** Informal Meeting of Councillors 20251216
2. **9.1.2** Informal Meeting of Councillors 20260113
3. **9.1.3** Informal Meeting of Councillors 20260120

10 Presentation of reports by delegates

11 General business

12 Motions for which notice has previously been given

13 Reception and reading of petitions

14 Documents for signing and sealing

RECOMMENDATION

That the following documents be signed and sealed.

1. *Instruments of Delegation - Planning and Environment Act 1987; and*
2. *Complaints Policy*

15 Confidential reports

16 Closure of meeting