

3.1 Ordinary Council Meeting M(12) held on 16 December 2025.....	2
3.1.1 M(12) 16 December Ordinary Council Meeting Minutes (F).....	2
8.2.1 Instruments of Delegation - Planning and Environment Act 1987	43
8.2.1.1 S6A - Instrument of Delegation - Council to members of staff - Planning and Environment Act 1987 - January 2026	43
8.2.2 Complaints Policy	51
8.2.2.1 2026 Complaints Policy	51
9.1 Informal Meetings of Councillors	62
9.1.1 Informal Meeting of Councillors 20251216.....	62
9.1.2 Informal Meeting of Councillors 20260113.....	64
9.1.3 Informal Meeting of Councillors 20260120.....	66



M(12) – 16 DECEMBER 2025

Ordinary Council Meeting

Minutes

Notice is hereby given that the next **Ordinary Council Meeting** of the **Alpine Shire Council** was held in the Myrtleford Memorial Hall, 154-156 Myrtle Street, Myrtleford on **16 December 2025** commencing at **5:00 pm**.

PRESENT

COUNCILLORS

Cr Sarah Nicholas – Deputy Mayor

Cr John Andersen

Cr Dave Byrne

Cr Gareth Graham

Cr Jean-Pierre Ronco

Cr Peter Smith

Cr Noah Tanzen

OFFICERS

Will Jeremy - Chief Executive Officer

Sarah Buckley - Director Assets

Nathalie Cooke – Director Corporate and Community

Minutes

1	Interim Chairperson	5
1.1	Interim Chairperson	5
2	Recording and livestreaming of Council meetings.....	6
3	Acknowledgement of Traditional Custodians and recognition of all people	6
4	Confirmation of minutes	6
4.1	Ordinary Council Meeting M(11) held on 25 November 2025.....	6
5	Apologies.....	6
6	Obituaries / Congratulations	6
7	Declarations by Councillors of Conflict of Interest	6
8	Public Questions.....	7
9	Presentation of reports by officers	8
9.1	Chief Executive Officer - Will Jeremy.....	8
9.1.1	Election of Mayor	8
9.1.2	Election of Deputy Mayor	10
9.1.3	Appointment of Councillors to represent Council on Committees and Boards	11
9.1.4	Contracts approved under delegation by the CEO	17
9.1.5	Rate Cap Non-Compliance	18
9.1.6	Alpine Shire Council - Organisational Values	23
9.2	Director Corporate and Community - Nathalie Cooke.....	26
9.2.1	Audit and Risk Committee - Minutes of Meeting No. 2025/26-3	26
9.2.2	Quarterly Budget Report - Quarter One 2025/26	29
9.2.3	Emergency Services and Volunteer Fund Remittances	32
10	Mayor's Report	36

10.1 Chief Executive Officer Employment and Remuneration Policy.....36

11 Informal Meetings of Councillors..... 40

12 Presentation of reports by delegates 41

13 General business 41

14 Motions for which notice has previously been given 41

15 Reception and reading of petitions 41

16 Documents for signing and sealing 41

17 Confidential reports 41

18 Closure of meeting..... 41

1 Interim Chairperson

1.1 INTERIM CHAIRPERSON

On 5 December 2025, Cr Gareth Graham resigned from the office of Mayor by giving the Chief Executive Officer (CEO) a written notice of resignation. On this day the office of the Mayor became vacant. Section 21(c) of the *Local Government Act 2020* (LGA 2020) states that the Deputy Mayor must perform the role of the Mayor and may exercise any of the powers of the Mayor if the office of Mayor is vacant.

Section 26(6) of the LGA 2020 states that a Mayor is to be elected within 1 month after any vacancy in the office of Mayor occurs. Section 25(3) of the LGA 2020 states that the election of Mayor must be chaired by the CEO and be conducted in accordance with the Governance Rules. Chapter 2 of Council's Governance Rules further steps out the process for the Election of Mayor and Deputy Mayor, including the requirement for the CEO to preside at the election of a Councillor to the office of Mayor. The elected Mayor will then preside over the election of Deputy Mayor.

Giving consideration to the governance obligations noted above, the Deputy Mayor will chair the meeting from items 2 to 8 of the agenda. The CEO will then assume the role of Interim Chairperson to deal with item 9.1.1 of the agenda, the Election of Mayor. The elected Mayor will then preside over the election of the Deputy Mayor and the remainder of the meeting.

2 Recording and livestreaming of Council meetings

The CEO 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.

3 Acknowledgement of Traditional Custodians and recognition of all people

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

Alpine Shire Council acknowledges 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.

4 Confirmation of minutes

4.1 ORDINARY COUNCIL MEETING M(11) HELD ON 25 NOVEMBER 2025

Cr Andersen

Cr Graham

That the minutes of M(11) 25 November 2025 as circulated be confirmed.

Carried Unanimously

5 Apologies

6 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.

7 Declarations by Councillors of Conflict of Interest

Nil

8 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.

9 Presentation of reports by officers

9.1 CHIEF EXECUTIVE OFFICER - WILL JEREMY

9.1.1 Election of Mayor

INTRODUCTION

Due to the vacancy in the position of Mayor, an election process will be conducted to appoint a Mayor for the remainder of the 2025/26 Mayoral term in accordance with Council's Governance Rules.

The Local Government Act 2020 (LGA 2020) sets out the requirements for the election of Mayor.

Section 25(1) of the LGA 2020 requires the meeting to elect the Mayor to be open to the public.

Any Councillor is eligible for election or re-election to the office of Mayor.

Role of the Mayor

Section 18 of the LGA 2020 sets out the role of the Mayor:

1. The role of the Mayor is to -
 - a. chair Council meetings; and
 - b. be the principal spokesperson for the Council; and
 - c. lead engagement with the municipal community on the development of the Council Plan; and
 - d. report to the municipal community, at least once each year, on the implementation of the Council Plan; and
 - e. promote behaviour among Councillors that is consistent with the Model Councillor Code of Conduct; and
 - f. assist Councillors to understand their role; and
 - g. take a leadership role in ensuring the regular review of the performance of the Chief Executive Officer; and
 - h. provide advice to the Chief Executive Officer when the Chief Executive Officer is setting the agenda for Council meetings; and
 - i. perform civic and ceremonial duties on behalf of the Council.
2. The Mayor is not eligible to be elected to the office of Deputy Mayor.

Specific powers of the Mayor

Section 19 of the LGA 2020 sets out the specific powers of the Mayor:

1. The Mayor has the following specific powers -
 - a. to appoint a Councillor to be the chair of a delegated committee;

- b. to direct a Councillor, subject to any procedures or limitations specified in the Governance Rules, to leave a Council meeting if the behaviour of the Councillor is preventing the Council from conducting its business;
 - c. to require the Chief Executive Officer to report to the Council on the implementation of a Council decision.
2. An appointment under subsection (1)(a) prevails over any appointment of a chair of a delegated committee by the Council.

The Chief Executive Officer will call for nominations and a seconder for the Office of Mayor in accordance with Chapter 2 of Council's Governance Rules.

The Chief Executive Officer will invite the newly elected Mayor to address the meeting and to assume role as Chairperson.

Cr Andersen nominated Cr Nicholas.

Cr Graham seconded the nomination.

Cr Nicholas accepted the nomination.

Cr Byrne nominated Cr Ronco.

Cr nil seconded the nomination.

Cr nil accepted the nomination.

Cr Nicholas was elected as Mayor unopposed.

9.1.2 Election of Deputy Mayor

INTRODUCTION

In the November 2025 Ordinary Council Meeting, Council resolved to establish an office of Deputy Mayor, to set the term of office of the Deputy Mayor to one year, aligned to the office of Mayor, and to elect Cr Nicholas to the office of Deputy Mayor.

The Mayor is not eligible to hold the office of Deputy Mayor. Therefore, in the event that Cr Nicholas is elected to the role of Mayor in agenda item 8.2.1 of this meeting, the position of Deputy Mayor is vacated.

The *Local Government Act 2020* (LGA 2020) requires that the steps for election of Deputy Mayor must follow the same process as for the election of Mayor.

Any Councillor is eligible for election or re-election to the office of Deputy Mayor.

Role of the Deputy Mayor

Section 21 of the LGA 2020 sets out the role and powers of the Deputy Mayor:

The Deputy Mayor must perform the role of the Mayor and may exercise any of the powers of the Mayor if—

- a. the Mayor is unable for any reason to attend a Council meeting or part of a Council meeting; or
- b. the Mayor is incapable of performing the duties of the office of Mayor for any reason, including illness; or
- c. the office of Mayor is vacant.

The role of Mayor is set out in item 9.1.2 of this meeting.

The Mayor will call for nominations and a seconder for the Office of Deputy Mayor in accordance with Chapter 2 of Council's Governance Rules.

Cr Byrne nominated Cr Graham.

Cr Tanzen seconded the nomination.

Cr Graham accepted the nomination.

Cr Tanzen nominated Cr Andersen.

Cr nil seconded the nomination.

Cr nil accepted the nomination.

Cr Graham was elected as Deputy Mayor unopposed.

9.1.3 Appointment of Councillors to represent Council on Committees and Boards

INTRODUCTION

In the November 2025 Ordinary Council meeting, Councillors were appointed as Council's delegate on various committees and groups, in order to enable good governance and decision-making for the 2025-26 year.

Following the election to the office of Mayor in item 8.1.1 of this meeting agenda, it is appropriate for Council to affirm its representation on these committees and groups.

Cr Tanzen

Cr Graham

That Council affirms the appointment of Councillors as Council's delegate on the following groups and committees;

Carried Unanimously

<i>Committee</i>	<i>Councillor representative(s) to November 2026</i>
<i>Municipal Association of Victoria</i>	<i>Mayor – Cr Sarah Nicholas Deputy Mayor – Cr Gareth Graham</i>
<i>Hume Region Local Government Network</i>	<i>Mayor – Cr Sarah Nicholas</i>
<i>CEO Employment and Remuneration Committee</i>	<i>Mayor – Cr Sarah Nicholas Deputy Mayor – Cr Gareth Graham Cr John Andersen</i>
<i>Rural Councils Victoria (RCV)</i>	<i>Mayor – Cr Sarah Nicholas</i>
<i>Taungurung - Local Government Forum</i>	<i>Mayor – Cr Sarah Nicholas</i>
<i>Alpine Shire Council – Audit and Risk Committee</i>	<i>Cr Dave Byrne Cr Peter Smith</i>
<i>Alpine Children's Services Inc.</i>	<i>Cr John Andersen</i>
<i>Goulburn Murray Climate Alliance</i>	<i>Cr Gareth Graham Cr John Andersen</i>
<i>Alpine Resilience Partnership</i>	<i>Cr Jean-Pierre Ronco Cr Noah Tanzen</i>
<i>North-East Local Government Waste and Recovery Forum</i>	<i>Cr Gareth Graham</i>

BACKGROUND

Council Representation

Councillor representation on committees is required for Council's own committees / groups, as well as other external committees.

Appointments

Delegate and committee appointments are focussed on councillors' experience and areas of interest, and in some cases, appointments may be made on the basis of maintaining consistency.

Roles and Responsibilities

The roles and responsibilities of councillors will vary depending on the position they are appointed to.

External Legal Entities

Where a councillor is nominated to the board or executive of a separate legal entity, the nominee may take on fiduciary responsibilities in accordance with the *Corporations (Victoria) Act 1990*, and they are required to act in the best interests of that company or entity.

Council Advisory Committees

There is no formal decision making that can be made in an advisory capacity on behalf of Council, but rather, recommendations arising from the deliberations of the committee may be presented to Council for consideration, deliberation and final adoption.

Responsibilities

Regardless of the type of appointment, councillors are bound by the Model Councillor Code of Conduct and must comply with requirements relating to:

- Declaring conflicts of interest.
- Maintaining confidentiality of information.
- Recognising and abiding by their extent of authority i.e., not making decisions on behalf of Council.

Council appointed delegates to groups and committees	
Committee	Overview
Municipal Association of Victoria (MAV)	Each member council of the MAV must appoint a representative to attend State Council meetings, exercise their council's vote and provide regular reports to their council on MAV activities. Appointments for MAV representatives are made annually by each council. MAV is represented by the Mayor, and by the Deputy Mayor if the Mayor is unavailable.

Council appointed delegates to groups and committees	
Committee	Overview
Hume Region Local Government Network (HRLGN)	HRLGN is comprised of 12 member councils in the Hume Region. It represents a shared regional perspective on local government issues and can provide advocacy and submissions on issues of joint interest. The CEO and Mayor from each council participate in the HRLGN.
CEO Employment and Remuneration Committee	The purpose of the CEO Employment and Remuneration Committee is to consider and make recommendations to Council with respect to performance monitoring of the CEO's key performance indicators, CEO remuneration, and if required, appointment of an Acting CEO or recruitment / appointment of a CEO. The Committee consists of an Independent Chairperson, and at least three Councillors, one of whom must be the Mayor.
Taungurung - Local Government Forum	The Taungurung Land and Waters Council Aboriginal Corporation (TLaWC) is the recognised Traditional Owner group for an area of land within the Alpine Shire municipal boundaries. The purpose of this Forum is to foster and govern a constructive and meaningful operational partnership between TLaWC and local government authorities on Taungurung County. Mayor and CEO to attend a minimum of two meetings per year.
Rural Councils Victoria (RCV)	Rural Councils Victoria represents Victoria's 37 rural councils, supporting and promoting sustainable, liveable, prosperous rural communities.
Alpine Shire Council – Audit and Risk Committee	An advisory committee of Council responsible for: <ul style="list-style-type: none"> Monitoring compliance of Council policies and procedures with the LGA 2020, regulations, governance principles and Ministerial directions. Monitoring Council's financial and performance reporting. Monitoring and providing advice on risk management and fraud prevention systems and controls. Overseeing internal and external audit functions.
Alpine Children's Services Inc.	A not-for-profit organisation that provides early childhood services to families throughout the Alpine Shire.

Council appointed delegates to groups and committees	
Committee	Overview
Goulburn Murray Climate Alliance	The Goulburn Murray Climate Alliance was established in 2007 to promote regional action on climate change and consists of representatives from regional Catchment Management Authorities, DEECA and thirteen local government municipalities and Alpine Resorts Victoria.
Alpine Resilience Partnership	<p>The Alpine Resilience Partnership (ARP) is a partnership of emergency management agencies, health and social welfare agencies plus community representatives that is hosted by Alpine Shire Council with a focus on planning to increase community resilience and preparedness for response and recovery.</p> <p>ARP is the forum for government and non-government agencies and community representatives to develop strategies and frameworks to support coordinated resilience planning for Alpine Shire communities and the adjoining alpine resorts.</p>
North-East Local Government Waste and Recovery Forum	<p>The North-East Local Government Waste and Recovery Forum (NELGWRF) was established to continue collaboration between councils and peak bodies within the North-East Region, providing joint advocacy to State Government when needed on common issues and challenges for the industry and region. NELGWRF is a collaboration between the seven local councils and Alpine Resorts Victoria who make up the municipal districts constituting the previous NEWRRG Region in section (4)1 of the <i>Environment Protection Act 1970</i>.</p> <p>The aim of this NELGWRF is to enhance local governments' and Alpine Resorts Victoria's ability to deliver sustainable waste and resource recovery across the North-East Region, collaborating with industry, government, and communities to improve planning and management.</p> <p>Each member council and Alpine Resort shall nominate one staff member, or one staff member and one elected member to be a representative on the NELGWRF.</p>

POLICY IMPLICATIONS

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

- 1.4 Our continued engagement will promote community understanding and contribution to decisions that bring positive change across Alpine Shire
- 2.11 We prioritise effective governance to ensure transparent oversight of our operations

FINANCIAL AND RESOURCE IMPLICATIONS

Councillors receive an annual allowance and do not receive additional payment for their involvement on Council-appointed committees. Resourcing of councillors attending meetings and participating in the activities of these committees is supported by Council's annual budget.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
Councillor circumstances change and they become unable to commit sufficient time to appropriately represent Council's interests as a delegate on a Committee or Board.	Possible	Minor	<ul style="list-style-type: none"> Where a councillor becomes unable to appropriately represent Council, Council will appoint a new delegate based on experience and areas of interest to maintain continuity.

CONSULTATION

Once Council has re-appointed its representatives, appropriate communication actions will be undertaken.

CONCLUSION

Following the election to the office of Mayor in item 8.1.1 of this meeting agenda, it is appropriate for Council to affirm its representation on these committees and groups.

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.

- Chief Executive Officer
- Executive Assistant (CEO)

ATTACHMENT(S)

Nil

9.1.4 Contracts approved under delegation by the CEO

Cr Ronco

Cr Smith

That the Capital Project Contracts approved under delegation by the CEO be noted.

Carried Unanimously

Quotation Recommendation		Process: RFQ
Title:	Kerb and Channel Renewal 25 - 26	
Tenderer:	McPhersons Earthmoving, Myrtleford	
Budget (\$ excl GST):	\$170,000.00	
Contract (\$ excl GST):	\$149,352.00	

Quotation Recommendation		Process: RFQ
Title:	Mount Beauty Cricket Nets	
Tenderer:	GABBA, Brisbane. Albury Contractor	
Budget (\$ excl GST):	<ul style="list-style-type: none"> • Unbudgeted in 2025/26. • Successful grant funding application for \$175,000 from Sport and Recreation Victoria • A further \$15,000 to be contributed by the Albury Wodonga Cricket Club • \$5,000 to be contributed by the Mount Beauty Cricket Club. • The outcome of the grant application was not known in time to include in the 2025/26 budget. <p>Council's contribution to the cost is zero.</p>	
Contract (\$ excl GST):	\$194,980.00	

9.1.5 Rate Cap Non-Compliance

INTRODUCTION

It has been identified through the Essential Services Commission annual rate cap reconciliation that Council is non-compliant to the rate cap for 2025/26. This paper outlines the reason for the non-compliance and the rectification proposed to be undertaken.

Cr Graham

Cr Smith

That Council:

- 1. Notes the unintentional non-compliance to the rate cap for 2025/26; and*
- 2. Declares rates and charges for the 2026/27 financial year at an amount that is no more than \$168,713 below the amount of the rates and charges which would have been raised if Council was to apply the full rate cap as permitted under the Fair Go Rates System and set by the Minister for Local Government.*

Carried Unanimously

BACKGROUND

The Fair Go Rates system limits the maximum amount a council can increase its average rates in a year without seeking approval for a higher cap.

'Average rates' refers to the rates paid by the notional average ratepayer. It is calculated as total revenue from general rates divided by the number of rateable properties.

Each year the Minister for Local Government sets the average rate cap for the following rating year by general order. For 2025/26 the rate cap was set at 3.00%.

To comply with the rate cap, the percentage change in a council's average rates must not exceed the rate cap specified in a general order or special order that applies to it.

Historically Council has established a rating structure comprised of three key elements. These being:

- General Rates - Based on property values (using the Capital Improved Valuation methodology), which are indicative of capacity to pay and form the central basis of the rating structure;
- Special Rate - Based on property values (using the Capital Improved Valuation methodology) and charged in addition to the general rates for commercial/industrial properties located within the Dinner Plain Village, to defray expenses of special benefit to these ratepayers;
- Service Charges - A 'user pays' component of council services to reflect benefits provided by Council to ratepayers who benefit from a service, such as waste and recycling charges.

Council makes a further distinction when applying general rates by applying rating differentials based on the purpose for which the property is used. That is, whether the property is used for residential, commercial/industrial, or farming purposes.

ISSUES

In undertaking the annual rate cap reconciliation, the Essential Services Commission (ESC) has identified that Council is non-compliant to the rate cap for 2025/26.

As a part of the pre-work undertaken to cease the Dinner Plain Special Rate for the 2025/26 year, 245 properties which were paying the special rate due to their commercial use, were moved from being classified as general to commercial/industrial in the rating system, aligning rating definitions across the Shire.

For 2025/26 Council determined to not raise a special rate for Dinner Plain Village for the 2025/26 financial year. Those properties which were commercial/industrial in Dinner Plain were included in the definition and scope of the commercial/industrial differential rate in the Revenue and Rating Plan 2025 for the first time.

This change was approved with the knowledge that Council's income for 2025/26 would reduce by approximately \$167,000. The reason income would reduce is that special rate funding is not considered a part of the Essential Services Commission calculated rate cap and bringing commercial properties in Dinner Plain under the rate cap structure would result in Council forgoing the amount of income previously received as Special Rate income.

Council's rating system vendor ran the classification change in test to validate the calculation and then moved it to the production system. We had been advised that the system change would not be effective until 1 July 2025. This was incorrect, and the change was enacted in the system prior to the end of the financial year. As the commercial/industrial differential is rated higher than the residential differential, the practical implication was that Council's overall base average rate was increased prior to the date it was intended to go live. The 2025/26 rate cap calculations were then applied to this increased rate base in error.

Council relied on corporate system reports at 30 June 2025 and 1 July 2025 (as required) to ensure compliance was monitored. However, as the changes were made in 2024/25, the reports did not alert Council that the rate cap may be exceeded. There was no intent to exceed the rate cap.

This resulted in a 3.96% average rate increase being applied for the 2025/26 financial year as opposed to the 3.00% capped increase. This difference equates to \$168,713 in total, being an amount commensurate with the income known to have been forgone through the determined rating strategy change.

The following rectification options and assessment have been considered:

- 1. Rectifying in the current financial year and applying credit to individual rates assessment**

Once Council declared rates and charges and set the rate in the dollar (as required under s.158 of the *Local Government Act 1989*) in June, those figures were applied to the property valuations and differential categories in place at 1 July 2025. Any subsequent changes to the property database –such as new developments, subdivisions, or differential category adjustments—alter the underlying data. Correcting an error against the original 1 July dataset requires reconstructing historical valuations and rating categories, which rating systems are not designed to do retrospectively. This process would involve significant manual intervention or the development of custom scripts, increasing the risk of applying incorrect valuations, wrong differential categories, or breaching compliance requirements.

2. Applying an average credit amount to each rates assessment in the current financial year

Applying an average credit amount (e.g. \$18) uniformly across all rateable properties would not reflect the principles of equity embedded in Council's differential rating strategy. Each property's rates are calculated based on its valuation and assigned differential category, meaning any overpayment occurs at the individual assessment level. A blanket refund disregards these differences, resulting in some ratepayers receiving more or less than their actual overpayment. This approach could be perceived as unfair, may conflict with the *Local Government Act's* requirement to levy rates in accordance with the adopted rating structure, and creates reconciliation challenges for audit and compliance purposes. For these reasons, adjustments should be applied at the individual property level or managed through supplementary notices.

3. Rectify by raising less rates in 2026/27 and apply to individual rates assessment

By applying the rectification in the 2026/27 year by declaring rates and charges by setting the appropriate rate in the dollar (as required under s.158 of the *Local Government Act 1989*) in June, those figures can be applied to the property valuations and differential categories in place at 1 July 2026 and the appropriate adjusted rate assessment applied at individual property level.

4. Not rectify the error – no statutory requirement and no associated penalty

Council has determined that rectifying the identified error is necessary to uphold principles of fairness, transparency, and compliance with the adopted rating strategy. While the process involves additional resourcing and complexity, applying corrections at the individual property level ensures that each ratepayer's assessment accurately reflects their valuation and differential category. This approach mitigates reputational risk, maintains community trust, and aligns with legislative obligations under the *Local Government Act*. By prioritising accuracy and equity, Council demonstrates its commitment to sound financial governance and accountability.

It is proposed to rectify the error in the 2026/27 financial year by adjusting the rating assessment calculation at that time.

The ESC requested a 'statement of explanation', to explain the reason for non-compliance to the rate cap, how council may rectify it, and any actions council may take

to prevent non-compliance in the future. The response provided is published in the ESC compliance report.

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

Rectification in the 2026/27 financial year will reduce income by \$168,713. The administration to rectify the error will be resourced from within Council's internal resourcing with no additional financial implications.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
A reduction in Council's income for 2026/27 impacts Council's ongoing financial sustainability.	Unlikely	Minor	<ul style="list-style-type: none"> Council manages its financial sustainability through responsibility budgeting transparent reporting. Council's 10-year financial plan will include the key assumptions on income and expenditure and inform decision making to ensure ongoing financial sustainability.
Future year non-compliance.	Unlikely	Moderate	<ul style="list-style-type: none"> This is a singular rating differential system change made for the first time on this software rating system. Council officers sought technical advice on making system changes and relied on the advice provided. Procedural documentation will be updated for future reference. We do not regard future non-compliance to be a material risk

CONSULTATION

Council's Revenue and Rating Plan 2025, and 2025/26 Budget was subject to community engagement. The 2026/27 Budget will also be subject to engagement processes in line with our Community Engagement Policy.

The Audit and Risk Committee has been briefed on the rate cap non-compliance at their November meeting.

CONCLUSION

Council's Revenue and Rating Plan 2025 provided for a change to the differential rating strategy for a small proportion of properties. This change was accepted to have an overall negative financial impact on Council. In preparing for this change, Council sought assistance from our software vendor who advised that the system changes could be made well in advance and would not affect the rate modelling figures. System changes were made based on this advice. This unfortunately resulted in the rating category change of 245 properties being enacted prior to the 2025/26 financial year, resulting in a net neutral financial impact to Council, but causing the rate cap to be exceeded.

The Essential Services Commission has identified through their annual rate cap reconciliation that Council is non-compliant to the rate cap for 2025/26. It is recommended that Council rectifies the error in the 2026/27 financial year by adjusting the rating assessment calculation at that time.

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.

- Chief Executive Officer
- Director Corporate and Community

ATTACHMENT(S)

Nil

9.1.6 Alpine Shire Council - Organisational Values

INTRODUCTION

Alpine Shire Council has undertaken a review of its organisational values as part of its broader cultural transformation work. These values are designed to guide organisational culture and define how we engage with our community, each other and Councillors. They underpin how we lead, communicate, solve problems and make decisions.

Cr Andersen

Cr Tanzen

That Council:

- 1. Endorses a new set of organisational values, being; Innovation, Collaboration, Accountability, Respect and Empowerment; and*
- 2. Acknowledges the work in progress to transform the culture of the organisation, and continues to extend its support and encouragement to this initiative.*

Carried Unanimously

BACKGROUND

Values help create consistency and a shared sense of purpose. The current organisation values of Accountable, Leadership, Productive, Integrity, Nurture and Engaged were developed and endorsed by Council in 2014.

Over time, as the organisation has evolved and community expectations have changed, the extent to which staff feel aligned to this set of values has diminished, and these are now rarely referred to other than in the context of updating formal documents.

A core initiative of the cultural transformation over the last 12 months has been to establish, through broad engagement with staff from across the organisation, a new set of values which is better aligned with the collective sentiment of the organisation about the workplace and relationships it would like to foster.

ISSUES

The new organisational values are complemented by a suite of desirable behaviours which are recognised to be supportive of these values, and a suite of undesirable behaviours which are recognised to be unsupportive of these values.

Work is ongoing within the organisation to fine-tune this list of identified behaviours, following input from an all-staff workshop held on 13 November.

A core focus of staff across the organisation through the next 12 months will be holding each other to account to these agreed behaviours, to move towards a culture which has strong alignment with the new values.

POLICY IMPLICATIONS

The recommendation is in accordance with the following 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

There are no financial or resourcing implications beyond the adopted operational budgets.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
Lack of staff engagement or understanding of new values and associated behaviours	Possible	Moderate	Conduct staff workshops, team meetings and internal communications. Provide examples how they apply in daily work.
Resistance to change	Possible	Moderate	Leadership to model behaviours aligned with new values. Feedback support.
Misalignment between organisational policies and procedures with new values	Possible	Minor	Review and update key policies, position descriptions and performance framework to align with new values.

CONSULTATION

The new values have been established following broad engagement with staff from across the organisation.

An initial set of values was established through a workshop supported by an experienced leadership development consultant from 'The Dattner Group'.

A volunteer working group was then established with 'culture change champions' recruited from across the organisation. This working group took ownership of the further development and maturing of this set of values and establishing associated supportive and unsupportive behaviours.

Pop-up sessions were held where staff were invited to drop in and share feedback. The working group then engaged in team meetings across the whole organisation to connect with staff and ensure the values and behaviours had broad support. Finally, on 13 November the draft values and behaviours were 'stress tested' during an all-staff development day. The draft set of values emerged from this process unchanged, whilst feedback was received which will result in amendment to the suite of supportive and unsupportive behaviours.

CONCLUSION

The new organisational values of Innovation, Collaboration, Accountability, Respect and Empowerment underpin Council's desired culture. Adoption of these values will enable the organisation to imbue them across its ways of working, building a strong foundation for existing and future cultural transformation work.

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.

- Chief Executive Officer
- Director Assets
- Occupational Health & Safety Officer

ATTACHMENT(S)

Nil

9.2 DIRECTOR CORPORATE AND COMMUNITY - NATHALIE COOKE

9.2.1 Audit and Risk Committee - Minutes of Meeting No. 2025/26-3

INTRODUCTION

The purpose of the report is to present the (unconfirmed) minutes of the Audit and Risk Committee meeting No. 2025/26-3 held on 21 November 2025.

Cr Byrne

Cr Andersen

That Council receives and notes the (unconfirmed) minutes of the Audit and Risk Committee meeting No.2025/26-3 held on 21 November 2025.

Carried Unanimously

BACKGROUND

The Audit and Risk Committee (the Committee) minutes, and a report summarising the meeting content, must be reported to a meeting of Council within two months of the Committee meeting in accordance with section 5.2 of the Audit and Risk Committee Charter.

As the Committee has yet to confirm the minutes, they are presented to Council for noting as unconfirmed.

ISSUES

The Committee met on 21 November 2025 and considered several key items as well as regular quarterly reports and standing items. An overview of the key items considered by the Committee are outlined below.

Internal Audit - Procurement

The Committee received the findings of the 2025 internal audit on Council's procurement processes and controls undertaken by Council's internal audit provider, Crowe.

The procurement audit is the first internal audit for 2025/26.

Overall, the audit found that Council's current controls over procurement processes require some improvement and additional strengthening. The audit made seven recommendations to implement additional or improve existing controls to reduce the identified weaknesses and exposures.

Financial Planning and Management

The Committee received reports on Council's adoption of its Financial Plan 2025-2035 and Financial Sustainability Strategy 2025-2029, as well as a report by the Victorian Auditor General's Office (VAGO) on the Financial Management of local councils.

Capital Works Report

As part of continual risk management, the Committee receives a report on the status of capital projects at regular intervals to ensure any risks associated with project delays can be identified early and solutions for mitigation discussed. The Committee noted the efforts of Council to keep projects on time and on budget including the efforts of Council to progress the Nimmo Bridge project in Myrtleford.

Asset Management Steering Group Report

A regular report is provided to the Committee detailing the current focus of the Asset Management Steering Group on a range of asset matters. This meeting the Committee was briefed on Council's adoption of its Asset Plan, among other ongoing programs.

2026 Meeting Schedule

The Committee set its meeting schedule for 2026:

- Friday 20 February 2026
- Friday 15 May 2026
- Friday 21 August 2026
- Friday 18 September 2026*
- Friday 20 November 2026

Other reports

The Committee was also briefed on the results of the 2025 Community Satisfaction Survey, Council's progress on the review and updating of its policies and critical documents, Council's investment portfolio, and the review of Council's compliance with the conditions of the Centrelink Confirmation eServices Agreement conditions.

POLICY IMPLICATIONS

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

- 2.10 We systematically identify and manage risks to support informed decision-making and organisational resilience
- 2.11 We prioritise effective governance to ensure transparent oversight of our operations

FINANCIAL AND RESOURCE IMPLICATIONS

There are no financial or resourcing implications associated with this report. Council's approved 2025/26 budget contains a budget allocation for the operation of the Committee.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
The oversight function of the Audit and Risk Committee is not adequately presented to a Council meeting.	Rare	Insignificant	<ul style="list-style-type: none"> Minutes are prepared within two weeks of the Audit and Risk Committee meeting and tabled at the next available Ordinary Council Meeting.

CONSULTATION

The unconfirmed minutes from the meeting are distributed to the Audit and Risk Committee members and presented formally at the following Committee meeting for ratification.

CONCLUSION

The Committee, being satisfied with the detail provided in its agenda and the Officer reports, submits the (unconfirmed) minutes of its meeting No.2025/26-3 held on 21 November 2025 to Council for noting.

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
- Risk Management Officer

ATTACHMENT(S)

1. **9.2.1.1** Audit and Risk Committee Meeting No.2025-26-03 Minutes UNCONFIRMED

9.2.2 Quarterly Budget Report - Quarter One 2025/26

INTRODUCTION

The purpose of the 'Quarterly Budget Report - Quarter One 2025-26' (the 'Report') is to provide Council with an overview of the financial position of Council for the period ending 30 September 2025.

Cr Ronco

Cr Graham

That Council receives and notes the 'Quarterly Budget Report - Quarter One 2025-26' for the period ending 30 September 2025.

Carried Unanimously

BACKGROUND

The Report provides Council with an overview of the results for the quarter and an update on the forecast financial position against the full year budget. Explanations are provided for variances to budget greater than \$100,000. This Report is prepared quarterly.

ISSUES

Council is forecasting a full year deficit of \$125k, which is \$2,249k lower than budgeted.

The published projected deficit position was driven by a number of contributing factors, chiefly decreased grant income received and recognised.

The forecasted variance to budget is the result of a mix of drivers. There is forecast additional income as well as reduced expenditure, primarily due to an updated expected depreciation amount. Full details can be reviewed in the attachment 'Quarterly Budget Report - Quarter One 2025-26' for the period ending 30 September 2025.

Forecast reduced income (\$2,314k) is primarily due to a decrease in recurrent operating grant income.

- There is a projected decrease in recurrent operating grants due to an early receipt of 2025-26 Financial Assistance Grant from the State Government, which was recognised in June 2025 (\$2,488k).
- This has been offset by increased non-recurrent capital grant income including unbudgeted funding received for Bright Skate Park Upgrade project (\$148k).

Forecast expenditure (\$36,786k) is insignificantly lower than budgeted by \$65k due to slight projected underspend in materials and services (\$49k) and employee costs (\$30k).

Revised Budget

The *Local Government Act 2020 (LGA 2020)* requires that an assessment be made as to whether a revised budget is required after the half yearly finance report is completed. A revised budget is required under the *LGA 2020* before any of the following can occur:

- A variation to the declared rates or charges;
- Undertaking any borrowings that have not been approved in the budget;
- A change to the budget that the Council considers should be the subject of community engagement.

At the end of the quarter one financial period, none of these three items is forecast to occur, and Council is not required to complete a revised budget for 2025/26.

POLICY IMPLICATIONS

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

- 2.8 We achieve long-term financial resilience to meet community needs now and into the future.
- 2.11 We prioritise effective governance to ensure transparent oversight of our operations.

FINANCIAL AND RESOURCE IMPLICATIONS

Council is forecasting a full year deficit of \$125k, which is \$2,249k lower than budgeted.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
Poor decision-making impacts on financial sustainability.	Rare	Major	Quarterly reporting provides a snapshot of performance for Council. Maintaining rigour in financial reporting supports Council to make financially sustainable decisions.

CONSULTATION

Consultation has been carried out with Council officers across the organisation in order to compile this report. The quarterly financial performance has been briefed to Council no later than one month following the quarterly cut-off, and the Report was presented to the November Audit and Risk Committee.

CONCLUSION

The Quarterly Budget Report for the period ending 30 September 2025 is presented for noting.

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
- Accountant

ATTACHMENT(S)

1. **9.2.2.1** Quarterly Budget Report- Quarter One 2025-26

9.2.3 Emergency Services and Volunteer Fund Remittances

INTRODUCTION

Council is required to collect the Emergency Services and Volunteers Fund revenue from rate payers and remit collected funds to the State Revenue Office on a quarterly basis. This report provides a breakdown of the funds remitted in October 2025.

Cr Byrne

Cr Ronco

That Council notes the payments to the State Revenue Office collected by Council under the auspices of the Emergency Services and Volunteers Fund.

Carried Unanimously

BACKGROUND

This report provides an update on the report presented to the March 2025 Ordinary Council Meeting which outlined the introduction and implementation of the Emergency Services and Volunteer Fund from 1 July 2025.

On the 1 July 2013 the Victorian State Government introduced the Fire Services Property Levy (FSPL). The FSPL was introduced to create a funding stream for the Country Fire Authority (CFA) and Fire Rescue Victoria (FRV). At the time of the introduction of the Act, FRV was known as the Metropolitan Fire and Emergency Services Board (MFESB). The FSPL replaced the previous insurance industry funding scheme for these two fire services. The State Government legislated that the FSPL would be collected by councils across Victoria on behalf of the State Revenue Office (SRO).

On 13 December 2024, the State Government announced that the FSPL would be replaced with the Emergency Services and Volunteers Fund (ESVF) from 1 July 2025.

The aim of the ESVF was to broaden the number of Emergency Services entities that would be funded through a tax on properties. The State Government has again indicated that ESVF funds would be collected by councils and remitted to the SRO. The Government has indicated that additional resources would be provided to councils to manage the workload. For 2025/26, an additional \$50,000 was provided to Council to undertake ESVF work.

ISSUES

The *Emergency Services and Volunteers Fund Act 2012* (formerly *Fire Services Property Levy Act 2012*) states that councils are required to remit funds within 28 days (s41(2)) of the dates rate payers are due to pay their rates. For the first quarter payment due by 30 September, the last date that Alpine Shire Council (Council) can remit funds to the State Revenue Office (SRO) is 28 October.

Council issued its rates notices to rate payers in the second half of August 2025. The rates notice was designed to clearly identify rates and charges that Council was collecting for Council's use and rates and charges that were being collected by Council

on behalf of the Victorian State Government. Colours were used on the rates notice to provide clear delineation.

On 28 October 2025, Council remitted \$1,419,560.63 in ESVF to the SRO, which Council has collected from rate payers. This payment may include funds collected in the first quarter relating to the 2025/26 rates cycle, and also any outstanding FSPL funds from the 2024/25 rates cycle.

Summary of Funds remitted to the State Government:

Period	Fire Services Property Levy 2024/25	Emergency Services and Volunteers Fund 2025/26
October	\$1,116,748.62	\$1,419,560.63
December	\$613,236.22	
March	\$629,921.85	
June	\$583,559.00	
Total	\$2,943,465.69	

Country Fire Authority (CFA) and Victorian State Emergency Services (VSES) volunteers are able to claim a rebate on the ESVF on their primary place of residence.

Council is required to collect the full amount of ESVF payments from rate payers that are eligible for the rebate and remit all funds to the SRO. The rebate process is managed separately to the collection process by the Department of Government Services.

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 only remits funds to the State Revenue Office that it has collected under the auspices of the Emergency Services and Volunteers Fund.

For 2025/26, Council will receive from the State Government \$57,967 as part of an agreement to collect the FSPL (this agreement expires on 30 June 2026).

For 2025/26 only, the State Government has provided an additional \$50,000 in funding to support the administration of the collection of the ESVF (communicated to Council by the Acting Treasurer on 4 July 2025).

Council has temporarily allocated additional staff resources to the rates area to manage the increase in workload in implementing the new charge.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
Council does not collect and remit the ESVF in accordance with the Act.	Rare	Minor	<ul style="list-style-type: none"> The rates team ensure that all properties have an ESVF categorisation as per the Act. The rates team as part of their work program remit funds as per the requirements of the Act.

CONSULTATION

Council's responsibility in ensuring compliance to the ESVF is legislated. The ESVF was included in Council's 2025/26 Budget, which was subject to community consultation.

Feedback has been provided, and advocacy on behalf of the community undertaken to the State Government by Council, the sector and coordinating bodies outlining concerns regarding the implementation of the ESVF, including impacts on resourcing and potential financial hardship impact.

Community members who have contacted Council have received individual responses to their concerns.

CONCLUSION

Implementation and resourcing impacts from the introduction of the State Government's new ESVF are being managed. The new charge has resulted in an increase in costs to the community.

Council is required, under the ESVF Act to collect ESVF from ratepayers and remit these funds to the State Revenue Office on a quarterly basis. This report provides a summary of the funds remitted in October 2025.

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

ATTACHMENT(S)

Nil

10 Mayor's Report

10.1 CHIEF EXECUTIVE OFFICER EMPLOYMENT AND REMUNERATION POLICY

INTRODUCTION

Council is required to maintain a Chief Executive Officer (CEO) Employment and Remuneration Policy in accordance with section 45 of the *Local Government Act 2020*. This report presents the reviewed and updated version of the policy for Council's consideration and endorsement.

Cr Tanzen

Cr Andersen

That Council:

- 1. Notes that the CEO Employment and Remuneration Policy has been reviewed, with the Mayor being the nominated Chairperson of the CEO Employment and Remuneration Committee, along with other minor updates.*
- 2. Adopts the CEO Employment and Remuneration Policy (V2).*
- 3. Revokes the CEO Employment and Remuneration Policy (V1).*
- 4. Signs and seals the CEO Employment and Remuneration Policy (V2) at the appropriate stage of this meeting.*

Carried

BACKGROUND

Council is committed to, and will ensure the application of good governance, transparency and fairness in all matters related to the employment, management, and remuneration of the Chief Executive Officer (CEO).

Section 45 of the *Local Government Act 2020* (LGA 2020) requires Council to keep in force a CEO Employment and Remuneration Policy (Policy). The Policy must:

- a. Provide for the Council to obtain independent professional advice in relation to the matters dealt with in the CEO Employment and Remuneration Policy; and*
- b. Provide for the following:*
 - i. The recruitment and appointment process;*
 - ii. Provisions to be included in the contract of employment;*
 - iii. Performance monitoring;*
 - iv. An annual report; and*
- c. Any other matters prescribed by the regulations.*

ISSUES

Version 1 of the Policy was originally developed utilising a template offered within the local government sector. Now that Council has been operating under the policy for four years, a number of improvements can be made to ensure the policy reflects the way that Council operates, while ensuring that the requirements of the *Local Government Act 2020* are provided for.

CEO Employment and Remuneration Committee

The Policy establishes the requirement to establish a CEO Employment and Remuneration Committee (Committee) for the purpose of considering and making recommendations to Council with respect to the:

- Performance monitoring (and an annual review) of the CEO, including with respect to achievement of set KPIs;
- CEO Remuneration;
- Recruitment and appointment of a CEO, if required;
- Provisions to be included in the contract of employment from time to time;
- Appointment of an Acting CEO; and
- Implementation of the CEO Employment and Remuneration Policy.

A key change identified in the second version of the Policy nominates the Mayor as the Chairperson of the Committee, where previously the Independent Member was nominated as Chair. In accordance with section 45(2)(a) of the LGA 2020, the role of the Independent Member is to provide independent professional advice in relation to the matters dealt with in the Policy. Section 18(g) of the LGA 2020 specifies that the role of the Mayor is to take a leadership role in ensuring the regular review of the performance of the Chief Executive Officer.

Another change is to the nominated meeting schedule with the formal Committee required to meet at least every twelve (12) months with a six-monthly informal check-in as required, and Special Meetings able to be called with 2 weeks' notice.

The Committee will provide a report to Council as required following meetings, or at least once per year, the report will outline any actions and recommendations from the committee. Council remains the decision-making entity, with the committee acting as an advisory committee.

A number of procedural items in the Policy have been included as Appendix 1: Committee Procedures. This includes the meeting schedule, the nomination of a chair, details of quorum and meeting protocols.

POLICY IMPLICATIONS

The Policy has been reviewed in accordance with section 45 of the *Local Government Act 2020*.

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

The CEO Employment and Remuneration Committee is an advisory committee to Council, and will comprise at least three Councillors (including the Mayor and Deputy Mayor) and be supported by a suitably skilled Independent Member. The Mayor will act as Chair, with the Deputy Mayor acting in their absence. The Independent Member is responsible for providing independent professional advice in relation to the matters dealt with under the Policy, in accordance with section 45(2)(a) of the LGA 2020.

Council will determine:

- The term of appointment of the Independent Member; and
- Remuneration of the Independent Member.

Council appointed the current Independent Member for a four-year term at the Ordinary Council Meeting held on 1 March 2022. The term of the Independent Member was to commence no later than 21 March 2022 pending satisfactory completion of pre-appointment paperwork, with remuneration set at \$800 per meeting plus travel allowance.

Council's Chief Executive Officer was appointed for a five-year term at the Special Council Meeting held on 15 July 2022. The CEO's five-year term commenced on 25 July 2022.

Council provides for the CEO Employment and Remuneration Committee, and the employment of the CEO, in its annual Budget.

RISK MANAGEMENT

Risk	Likelihood	Impact	Mitigation Action / Control
Council does not have a current CEO Employment and Remuneration Policy to guide performance monitoring and an annual review.	Unlikely	Moderate	<ul style="list-style-type: none"> • Council will ensure that the CEO Employment and Remuneration Policy is kept in accordance with section 45 of the <i>Local Government Act 2020</i>.

CONSULTATION

Key staff and Councillors were involved in the original development of version 1 of this Policy and have also been involved in the review and preparation of version 2. Council's Community Engagement Policy provides guidance on when Council must consult with the community. The CEO Employment and Remuneration Policy is considered to be operational in nature, guiding the way that Council will deal with the employment and recruitment of the CEO, and as such, the community has no ability to inform the

decision-making at this time. As a result, version 2 of the Policy has not been released for public submissions prior to being adopted.

CONCLUSION

Regular review of the CEO Employment and Remuneration Policy is a requirement of the *Local Government Act 2020*. The Policy recognises Council's commitment to establishing a robust and transparent process for the recruitment and appointment of the CEO, and version 2 of the Policy must now be adopted to ensure ongoing governance processes are in place.

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
- Governance Officer

ATTACHMENT(S)

1. **10.1.1** Draft CEO Employment and Remuneration Policy (V4)

11 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.

Cr Byrne

Cr Andersen

That the summary of informal meetings of Councillors for November/December 2025 be received.

Carried Unanimously

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
25 November	Briefing Session
2 December	Briefing Session
9 December	Briefing Session

ATTACHMENT(S)

1. **11.1.1** Informal Meeting of Councillors 20251125
2. **11.1.2** Informal Meeting of Councillors 20251202
3. **11.1.3** Informal Meeting of Councillors 20251209

12 Presentation of reports by delegates

13 General business

14 Motions for which notice has previously been given

15 Reception and reading of petitions

16 Documents for signing and sealing

Cr Smith

Cr Andersen

That the following documents be signed and sealed.

1. CEO Employment and Remuneration Policy No. 124 (V2).

Carried

17 Confidential reports

18 Closure of meeting

There being no further business the Chairperson declared the meeting closed at 7:12pm



INSTRUMENT OF DELEGATION Council to Members of Council Staff

January 2026

S6A – Instrument of Delegation under the *Planning and Environment Act 1987*

Instrument of Delegation

In exercise of the powers conferred by the *Planning and Environment Act 1987* (the Act), the legislation referred to in the attached Schedule, and in accordance with section 188 of the Act, the Council:

1. delegates each duty and/or function and/or power described in column 1 of the Schedule (and summarised in column 2 of the Schedule) to the member of Council staff holding, acting in or performing the duties of the office or position described opposite each such duty and/or function and/or power in column 3 of the Schedule;
2. record that references in the Schedule are as follows:

DELEGATE	TITLE
CEO	Chief Executive Officer
DA	Director Assets
DCC	Director Corporate and Community
MGF	Manager Growth and Future
MRS	Manager Regulatory Services
PA	Statutory Planning Assistant
PC	Statutory Planning Coordinator
PO	Statutory Planning Officer
POS	Senior Statutory Planning Officer
SP	Strategic Planner
SPC	Strategic Planning Coordinator
SPG	Graduate Strategic Planner
SPS	Senior Strategic Planner

3. declares that:
 - 3.1 this Instrument of Delegation is authorised by a resolution of Council passed on **27 January 2026** and
 - 3.2 the delegation:
 - 3.2.1 comes into force immediately when the common seal of Council is affixed to this Instrument of Delegation;
 - 3.2.2 remains in force until varied or revoked;
 - 3.2.3 is subject to any conditions and limitations set out in sub-paragraph 3.3, and the Schedule; and
 - 3.2.4 must be exercised in accordance with any guidelines or policies which Council from time to time adopts; and

- 3.3 the delegate must not determine the issue, take the action or do the act or thing:
- 3.3.1 if the issue, action, act or thing is an issue, action or thing which Council has previously designated as an issue, action, act or thing which must be the subject of a Resolution of Council;
 - 3.3.2 if the determining of the issue, taking of the action or doing of the act or thing would or would be likely to involve a decision which is inconsistent with a
 - (a) policy; or
 - (b) strategy
 adopted by Council; or
 - 3.3.3 if the determining of the issue, the taking of the action or the doing of the act or thing cannot be the subject of a lawful delegation; or
 - 3.3.4 if the determining of the issue, the taking of the action or the doing of the act or thing is already the subject of an exclusive delegation to another member of Council staff or delegated committee.
- 3.4 acknowledges that this delegation only affects the current S6 Instrument of Delegation to members of Council staff to the extent that the provisions in the Schedule are marked as 'amended' or 'repealed' as appropriate.

THE COMMON SEAL OF THE
ALPINE SHIRE COUNCIL was
hereunto affixed this 27th day of
January 2026 in the presence of:

_____	_____
COUNCILLOR NAME	SIGNATURE
_____	_____
COUNCILLOR NAME	SIGNATURE
_____	_____
CHIEF EXECUTIVE OFFICER NAME	SIGNATURE

SCHEDULE

PLANNING AND ENVIRONMENT ACT 1987

Page
2

<u>PLANNING AND ENVIRONMENT ACT 1987</u>			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 8A(2) (<i>repealed</i>)	Power to prepare amendment to the planning scheme where the Minister has given consent under s 8A	Not delegated	This provision has been repealed, as of 25 November 2025, and should not be exercised. Refer to section 231 for treatment of amendments on foot before the repeal of this section.
s 8A(3) (<i>repealed</i>)	Power to apply to Minister to prepare an amendment to the planning scheme	Not delegated	This provision has been repealed, as of 25 November 2025, and should not be exercised. Refer to section 231 for treatment of amendments on foot before the repeal of this section.
s 8A(5) (<i>repealed</i>)	Function of receiving notice of the Minister's decision	Not delegated	This provision has been repealed, as of 25 November 2025, and should not be exercised. Refer to section 231 for treatment of amendments on foot before the repeal of this section.
s 8A(7) (<i>repealed</i>)	Power to prepare the amendment specified in the application without the Minister's authorisation if no response received after 10 business days	Not delegated	This provision has been repealed, as of 25 November 2025, and should not be exercised. Refer to section 231 for treatment of amendments on foot before the repeal of this section.

<u>PLANNING AND ENVIRONMENT ACT 1987</u>			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 8B(2) (<i>repealed</i>)	Power to apply to the Minister for authorisation to prepare an amendment to the planning scheme of an adjoining municipal district	Not delegated	This provision has been repealed, as of 25 November 2025, and should not be exercised. Refer to section 231 for treatment of amendments on foot before the repeal of this section.
16B	Duty (upon receiving a request to prepare an amendment to the planning scheme) to decide: - to apply to the Minister for authorisation to prepare the amendment, with or without changes, under section 16F, or - to refuse the request. Note: see also sections 16A, 16D, 16E and 16K.	CEO, DA, MGF, SPC, SPS, SP, SPG	
16C(1)	Duty to give written notice of its decision under section 16B to the person who made the request within 10 business days of making the decision. Note: The notice must contain prescribed information, and reasons if it is a refusal.	CEO, DA, MGF, SPC, SPS, SP, SPG	
16C(4)	Duty to give a copy of the request and the notice under subsection 16C(1) to the Minister.	CEO, DA, MGF, SPC, SPS, SP, SPG	
16F	Power to apply to the Minister for authorisation to prepare an amendment to the State standard provisions or the local provisions of a planning scheme in force in the municipal district. Note: see also sections 16G and 16K.	CEO, DA, MGF, SPC, SPS, SP, SPG	
16F	Power to prepare an amendment to the planning scheme where the Minister has authorised Council to do so under section 16F	CEO, DA, MGF, SPC, SPS, SP, SPG	

<u>PLANNING AND ENVIRONMENT ACT 1987</u>			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
16H	Power to prepare an amendment specified in an application without the Minister's authorisation if no response received after 10 business days. Note: see also section 16K.	CEO, DA, MGF, SPC, SPS, SP, SPG	Does not apply in relation to an application for the preparation of an amendment that will apply to land to which a Suburban Rail Loop planning area declaration applies.
16I	Power to apply to the Minister for authorisation to prepare an amendment to any part of the State standard provisions and local provisions of a planning scheme applying to an area adjoining its municipal district.	CEO, DA, MGF, SPC, SPS, SP, SPG	
16I	Power to prepare amendment to the planning scheme applying to an area adjoining Council's municipal district where the Minister has authorised Council to do so under section 16I. Note: see also sections 16D, 16G and 16J.	CEO, DA, MGF, SPC, SPS, SP, SPG	
23A(2)	Power to: - change the amendment in the manner requested; - not change the amendment in the manner requested; or - abandon the amendment or part of the amendment.	CEO, DA, MGF, SPC, SPS, SP, SPG	Where Council is the planning authority. After considering a submission which requests a change to a 'low-impact' amendment (as described in section 16N).
28(1) (<i>amended</i>)	Duty to notify the Minister if abandoning an amendment, with a copy of any submission considered, and a statement of reasons for the decision.	CEO, DA, MGF, SPC, SPS, SP, SPG	Note: the power to make a decision to abandon an amendment cannot be delegated
28C	Duty to comply with directions of the Minister after abandoning the amendment with respect to: - providing relevant documentation; and - providing assistance with steps to be taken for the amendment.	CEO, DA, MGF, SPC, SPS, SP, SPG	

<u>PLANNING AND ENVIRONMENT ACT 1987</u>			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
48A	Power to notify an applicant that the application is incomplete. Note: The notice must set out any required fees or information, the date for payment or production, and the effect of non-compliance set out in section 48B(1).	DCC, MRS, PC, POS, PO.	Where Council is the responsible authority
48C	Power to refund a fee paid for an application which is void and of no effect under section 48B(1)	DCC, MRS, PC	Where Council is the responsible authority
96A(2) (<i>amended</i>)	Power to agree to consider an application for permit concurrently with preparation of proposed amendment	CEO, DA, DCC, MGF, MRS, SPC, PC, POS, SPS, SP, SPG	The request to prepare the amendment must be made under section 16A. Delegate must not agree to consider the application for the permit concurrently with the preparation of the proposed amendment unless it has made a decision under section 16B(a) to apply to the Minister for authorisation to prepare the amendment, with or without changes, under section 16F.
96Z (<i>amended</i>)	Duty to keep levy certificates and levy exemption certificates given to it under ss 47 or 96A for no less than 5 years from receipt of the certificate	DCC, MRS, PC, POS, PO, AOP, PA	
158F	Power to make submissions in response to a directions panel	CEO, DA, MGF, SPC, SPS, SP, SPG	



COUNCIL POLICY

Complaints

Contents

1. Purpose.....	4
2. Scope.....	4
3. Commencement Date	4
4. Policy details	5
4.1 COMPLAINT CATEGORISATION	5
4.1.1 Tier 1 complaint - First contact	5
4.1.2 Tier 2 complaint - Investigation.....	5
4.1.3 Tier 3 complaint - Internal review	6
4.1.4 Tier 4 complaint - Access to external review	6
4.2 COMPLAINT RESOLUTION	6
4.3 TIMELINES.....	6
4.4 RECEIVING COMPLAINTS	7
4.5 COMPLAINT REPORTING.....	7
4.6 PRIVACY AND CONFIDENTIALITY	8
4.7 REMEDIES.....	8
4.8 OTHER COMPLAINTS	8
4.9 UNREASONABLE CONDUCT.....	8
5. Roles and responsibilities	9
6. Breaches	9
7. Human Rights Charter compatibility	9
8. Gender Impact Assessment.....	10
9. Supporting documents.....	10
10. Definitions and abbreviations	10
11. Approval.....	11

DOCUMENT UNCONTROLLED WHEN PRINTED

Document Control		
Policy number 117	Status	Adopted by Council
Date Approved	Date of Operation 28 January 2026	Next Review Date January 2030
Directorate Corporate and Community	Department Customer Experience	External

REVISION RECORD

Date	Version	Revision description
09/11/2021	1.0	Policy approved by Council

1. Purpose

Alpine Shire Council is committed to providing a high-quality service to all customers and community members, and to seeking out opportunities to improve service delivery. Where Council has failed to meet a customer's expectations, the customer may wish to lodge a complaint.

This policy defines a complaint and outlines the process for the lodgement and management of complaints.

Council actively encourages and welcomes feedback, and maintains this policy to:

- demonstrate Council's approach to complaint handling
- provide visible and transparent information about how and where to complain
- establish a consistent and transparent complaint handling system
- establish expected timeframes for resolving complaints
- clarify the roles and responsibilities of Council staff
- ensure staff handle complaints fairly and objectively
- be accessible to everyone
- ensure there is no detriment to people who complain.

This policy supports Council's commitment to providing excellent customer service and will influence the development of a future public-facing Customer Charter. This Charter aims to further solidify Council's commitment to providing high quality customer experiences.

2. Scope

This policy applies to Council staff, volunteers and contractors engaged by Council.

This policy does not apply to decisions or processes that have separate statutory or other legislative appeal processes. Examples of service areas in which there are separate statutory, or legislative appeal processes include, but are not limited to:

- complaints relating to a Council or committee resolution
- complaints relating to a planning permit application or decision
- complaints relating to parking or local law infringements
- complaints relating to building, environmental health and food services
- complaints relating to a councillor when not performing their role as a councillor
- complaints alleging fraud, corruption, or other criminal behaviour
- freedom of information requests
- work related grievances from Council staff (i.e. complaints relating to their employment)
- complaints already reviewed by an external agency.

Council recognises that the above complaints are still valid; however, these will be managed separately from the complaint policy and through those legislated mechanisms.

3. Commencement Date

This policy will come into effect from 28 January 2026.

4. Policy details

4.1 COMPLAINT CATEGORISATION

The *Local Government Act 2020* defines a complaint as a communication, whether oral or in writing to the Council by a person of their dissatisfaction with:

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

Complaints differ to service requests. The Victorian Ombudsman recommends distinguishing between service requests and complaints by considering whether the customer is:

- requesting something additional or new (a service request)
- reporting what they believe to be a failing or shortfall (a complaint)
- complaining about Council's response to a service request (a complaint).

Council has adopted a four-tiered approach to complaint handling and has categorised complaints as follows:

4.1.1 Tier 1 complaint - First contact

A Council officer receives the complaint and can resolve the complaint at the time a person first contacts Council. Details of the complaint are recorded in Council's Customer Request Management system.

Any member of staff can resolve and record Tier 1 complaints. An officer may be assigned a Tier 1 complaint to review and resolve, where the complaint received relates to their area of responsibility or technical expertise, unless the complaint relates directly to the actions or decisions of that officer, in which case the Tier 1 complaint will be assigned to the supervisor or Manager for review. If the complaint cannot be immediately resolved, the complaint is escalated to Tier 2.

4.1.2 Tier 2 complaint - Investigation

Should a complaint be unresolved at Tier 1 and further investigation is required to facilitate a resolution, then the complaint will be escalated to Tier 2 and assigned to the Manager or Supervisor of the area with that area of responsibility or technical expertise. If the complaint relates directly to the actions or decisions of that officer an independent officer or more senior officer will be assigned the complaint. The investigating individual or individuals gather additional information and make an evidence-based decision. This individual or a representative of the individuals tasked with completing this investigation will communicate with the complainant throughout the investigation and provide a written outcome that explains Council's decision.

Details of the complaint and the correspondence is recorded in Council's Customer Request Management System.

4.1.3 Tier 3 complaint - Internal review

If a complainant believes that an incorrect decision has been made in response to their complaint, they can request an internal review.

A member of the Alpine Leadership Team independent of the decision conducts an internal review and assesses whether the complaint should have been dealt with differently. The original decision may be upheld or overturned.

Any Tier 3 complaints already with the Chief Executive Officer (CEO) at Tier 2 that remain unresolved will be reviewed by the director that does not manage the area where the complaint originated. The senior officer then follows through to resolution and records the resolution accordingly in Council's systems.

Any complaints received at any level about the CEO will be initially escalated to the Director Corporate and Community who may, if appropriate, record the complaint as a public interest disclosure (see Public Interest Disclosure policy and related procedures) or refer the complainant to an external review body.

4.1.4 Tier 4 complaint - Access to external review

If the complainant remains unsatisfied with the process or outcome of the Tier 3 internal review, the senior officer undertaking the review must then inform the customer of any external avenues through which they may pursue their complaint further. These avenues can include the Local Government Inspectorate, the Ombudsman of Victoria, Victorian Civil and Administrative Tribunal (VCAT), Independent Broad-based Anti-corruption Commission (IBAC) or other appropriate authority. The complaint will be closed in Council's systems and this outcome recorded accordingly.

4.2 COMPLAINT RESOLUTION

The officer responsible for resolving the complaint must communicate with the complainant(s) via phone or email to advise of the outcome, including reasons for the decision made and contact information for the responsible officer. The details of this communication must be recorded against the complaint in Council's Customer Request Management system.

4.3 TIMELINES

All complaints must be responded to within the following timelines:

Initial response

All complaints received will be acknowledged by a relevant Council officer within five business days. This acknowledgement must convey who the responsible officer will be that will ultimately be handling the complaint.

Resolution

Every reasonable step must be taken to resolve complaints within 28 calendar days. For any complaint that takes longer than 28 days to resolve, the responsible officer must contact the complainant prior to the expiry of this timeframe and explain the reasons for this decision.

Complaints that remain unresolved within 28 days will be subject to review and escalated to the manager of the team where the complaint originated.

4.4 RECEIVING COMPLAINTS

Complaints can be received in numerous ways.

Mail: Alpine Shire Council
PO Box 139
Bright VIC 3741

Telephone: (03) 5755 0555

Email: info@alpineshire.vic.gov.au

In person: Alpine Shire Council Office
2 Churchill Avenue, corner Hawthorn Lane, Bright

4.5 COMPLAINT REPORTING

A number of specific complaints topics have been identified in the Community Vision and Council Plan 2025-29, which are reported to Council on a bi-annual basis.

Council's Council Plan 2025-29 details how Council will measure progress against the three objectives of the Council Plan, these include public reporting in line with the below:

What we are trying to do	How we are measuring our success	Data Source	Reporting Cycle
We deliver great customer service by resolving your issue the first time you contact us where possible.	Rolling annual average percentage of customer service requests resolved on first contact.	Datascape Service Requests	Bi-annually
We maintain our beautiful parks and gardens for you to enjoy.	Number of complaints related to the maintenance of our open spaces.	Datascape Service Requests	Bi-annually
Our public toilets are clean and functional.	Number of QR code notifications relating to cleanliness of public amenities addressed within 24 hours.	QR code system in amenities and facilities	Bi-annually
Our public toilets are clean and functional.	Number of complaints received about cleanliness of facilities.	Datascape Service Requests	Bi-annually

The Manager Customer Experience will also report on complaints received and resolved to the Alpine Leadership Team every six months to ensure Council maintains a focus on

the satisfactory resolution of customer complaints and continuous improvement in complaint handling.

The Director Corporate and Community will provide annual reporting of complaints received and resolved to Councillors at a Councillor briefing session.

4.6 PRIVACY AND CONFIDENTIALITY

Council staff must adhere to all Council policies regarding the handling of private and confidential information. When gathering customer information to respond to a complaint, Council staff may only use it exclusively for the following purposes:

- to manage the complaint or to address systemic issues arising from the complaint
- to share it in a de-identified format when reporting summary data to the public
- to share it with other relevant Council officers only as needed to effectively resolve a complaint or investigate complaint trends and opportunities to improve how Council handles complaints.

4.7 REMEDIES

Where it has been found that a Council decision was made in error, Council will take steps to redress the situation. Possible remedies may include:

- an explanation of why the error occurred and the steps taken to prevent it happening again
- a reversal of an earlier decision
- an apology to the affected customer(s) if appropriate
- a suitable means of redress.

4.8 OTHER COMPLAINTS

Type of Complaint	Specific Handling Procedure
Complaints about Councillors	Complaints about councillors will be forwarded to the Director Corporate and Community and handled in accordance with the Councillor Code of Conduct
Complaints about Council staff conduct	Any complaints received about Council staff conduct will be handled fairly and equitably in accordance with the Council Employee Code of Conduct and disciplinary policy and procedures.

4.9 UNREASONABLE CONDUCT

Most complainants act reasonably and responsibly in their dealings with Council. In a small number of cases some complainants behave in ways that are inappropriate and/or unacceptable. This behaviour is defined as 'complex behaviour' Council's Dealing with Difficult Customers Policy.

Unreasonable conduct is that which, because of its nature, raises substantial health, safety, resource or equity issues for our organisation, our staff, contractors and other service users.

The Dealing with Difficult Customers Policy contains comprehensive guidance on managing complex customer behaviour, including unreasonable conduct.

5. Roles and responsibilities

The following positions are responsible for:

Role / Position	Responsibility
Customer Service Team	Typically, the first point of contact for handling complaints. The team's initial responsibility is to identify the contact as a complaint, record the complaint and work to resolve the complaint. If they are unable to resolve the complaint, they will assign it to a responsible officer.
All Staff	Upon receipt of a complaint, each staff member is responsible for capturing all complaint information and ensuring the complaint and its resolution is logged via the appropriate system or with the Customer Service team.
Managers and Directors	Managers and directors are responsible for addressing issues escalated or assigned to them, investigating complaints and recording the resolutions accordingly. This includes third-party contractor complaints where the manager or director is responsible for the contract relationship.
Chief Executive Officer (CEO)	The CEO is ultimately accountable for the complaints handling process and ensuring that all complaints are resolved in line with policy timeframes.
Third Party Contractors	Complaints made to third-party contractors regarding Council should be referred to the relevant Council contract manager to ensure they are recorded and actioned accordingly.

6. Breaches

Failure to comply with this policy, supporting procedures or guidelines will be subject to investigation, which may lead to disciplinary action.

7. Human Rights Charter compatibility

This policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006 [Vic]*.

8. Gender Impact Assessment

The implications of this policy were assessed in accordance with the requirements of the *Gender Equality Act 2020*. The Gender Impact Assessment showed that the management of complaints by Council officers must take into account the varied experiences of access, capabilities, communication styles and ability of a diverse community. The assessment showed it is essential to ensure that gender and intersectional bias does not impact the way customer complaints are managed by Council officers.

9. Supporting documents

This policy should be read in conjunction with all other relevant, Council policies and procedures, as well as relevant legislative requirements.

Related Legislation

- *Local Government Act 2020 [Vic]*
- *Freedom of Information Act 1982 [Vic]*
- *Privacy and Data Protection Act 2014 [Vic]*
- *Public Interest Disclosures Act 2012 [Vic]*

Related Guidelines, Operational Directives or Policies

- Council Policy No.80 Councillor Code of Conduct
- Council Policy No.92 Public Interest Disclosures
- Council Employee Code of Conduct

Related Procedures

- Complaints Handling Procedure

10. Definitions and abbreviations

Term	Meaning
Alpine Leadership Team	Council's leadership team comprising managers, Directors and the Chief Executive Officer.
Complainant	Any person or organisation who is impacted by Council decisions, actions or inactions and who raises a complaint.
Customer	Any person interacting with, or affected by, Council's services.
Request for Service	A request for service includes contact with Council to seek assistance, to access a new service, to seek advice, or to inform or make a report about something for which Council has responsibility. This is not a complaint.

11. Approval

THE COMMON SEAL OF THE
ALPINE SHIRE COUNCIL was
hereunto affixed this 27^h day of January
2026
in the presence of:

COUNCILLOR	SIGNATURE
COUNCILLOR	SIGNATURE
CHIEF EXECUTIVE OFFICER	SIGNATURE

Informal Meeting of Councillors

In accordance with Chapter 8, section A1 of Council's [Governance Rules](#), the Chief Executive Officer must ensure that a summary of the matters discussed at an Informal meeting of Councillors is tabled at the next convenient Council meeting, and recorded in the minutes of that Council meeting.

Meeting Title: Briefing Session
Date: Tuesday 16 December 2025
Location: St Paul’s Anglican Church Hall, Myrtleford
Start Time: 12:30pm
Finish Time: 4:00pm
Chairperson: Will Jeremy, Chief Executive Officer

Councillor and staff attendees:

Name	Position	Name	Position
Cr Sarah Nicholas	Deputy Mayor	Will Jeremy	Chief Executive Officer
Cr John Andersen	Councillor	Nathalie Cooke	Director Corporate & Community
Cr Dave Byrne	Councillor	Sarah Buckley	Director Assets
Cr Gareth Graham	Councillor		
Cr Jean-Pierre Ronco	Councillor		
Cr Peter Smith	Councillor		
Cr Noah Tanzen	Councillor		

Councillor and staff apologies:

Name	Position

1. Conflict of interest disclosures

Disclosures of Conflicts of Interests must be made in accordance with Chapter 7, sections A3-A5 of Council's [Governance Rules](#), and recorded here.

2. Record of Councillors that have disclosed a conflict of interest leaving the meeting**3. Items**

Item
Draft December Ordinary Council Meeting Agenda Review
1 Toorak Road, Bright
Helen Haines - Advocacy Opportunity
Dinner Plain Post Snow Season Update
Citizenship Ceremony – held at Myrtleford Memorial Hall

Informal Meeting of Councillors

In accordance with Chapter 8, section A1 of Council's [Governance Rules](#), the Chief Executive Officer must ensure that a summary of the matters discussed at an Informal meeting of Councillors is tabled at the next convenient Council meeting, and recorded in the minutes of that Council meeting.

Meeting Title: Briefing Session
Date: Tuesday 13 January 2026
Location: Bright Office Committee Room
Start Time: 2:00pm
Finish Time: 2:45pm
Chairperson: Nathalie Cooke, Acting Chief Executive Officer

Councillor and staff attendees:

Name	Position	Name	Position
Cr Sarah Nicholas	Mayor	Nathalie Cooke	Acting Chief Executive Officer
Cr Gareth Graham	Deputy Mayor	Sarah Buckley	Director Assets
Cr Peter Smith	Councillor	Jenny Corser	Manager Community Development
		Michael MacDonagh	Manager Growth and Future

Councillor and staff apologies:

Name	Position
Will Jeremy	Chief Executive Officer
Cr John Andersen	Councillor
Cr Dave Byrne	Councillor
Cr Jean-Pierre Ronco	Councillor
Cr Noah Tanzen	Councillor

1. Conflict of interest disclosures

Disclosures of Conflicts of Interests must be made in accordance with Chapter 7, sections A3-A5 of Council’s [Governance Rules](#), and recorded here.

2. Record of Councillors that have disclosed a conflict of interest leaving the meeting

3. Items

Item
Emergency Response Update

Informal Meeting of Councillors

In accordance with Chapter 8, section A1 of Council's [Governance Rules](#), the Chief Executive Officer must ensure that a summary of the matters discussed at an Informal meeting of Councillors is tabled at the next convenient Council meeting, and recorded in the minutes of that Council meeting.

Meeting Title: Briefing Session
Date: Tuesday 20 January 2026
Location: Bright Committee Room
Start Time: 12:30pm
Finish Time: 5:30pm
Chairperson: Nathalie Cooke, Acting Chief Executive Officer

Councillor and staff attendees:

Name	Position	Name	Position
Cr Sarah Nicholas	Mayor	Nathalie Cooke	Acting Chief Executive Officer
Cr Gareth Graham	Deputy Mayor	Sarah Buckley	Director Assets
Cr John Andersen	Councillor		
Cr Dave Byrne	Councillor		
Cr Jean-Pierre Ronco	Councillor		
Cr Peter Smith	Councillor		

Councillor and staff apologies:

Name	Position
Will Jeremy	Chief Executive Officer
Cr Noah Tanzen	Councillor

1. Conflict of interest disclosures

Disclosures of Conflicts of Interests must be made in accordance with Chapter 7, sections A3-A5 of Council's [Governance Rules](#), and recorded here.

2. Record of Councillors that have disclosed a conflict of interest leaving the meeting**3. Items**

Item
Draft January Ordinary Council Meeting Agenda Review
P.2023.020 – 60 Prince Street Myrtleford
Policy No. 117 – Complaints policy
Capital Works Performance
Dinner Plain Activation Funding
Myrtleford Landfill Capping Cell 1 and 2 - Contract Variations