

2015 - 2016 ANNUAL REPORT



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CEO's Message



It is with great pleasure that I present to you Wyndham City's Annual Report 2015/16. This year has been challenging and rewarding for Wyndham City with the completion of a number of major projects, delivery of essential services to our residents and planning for the needs of our growing population.

Council successfully delivered against its 2015/16 Budget which included \$101.90 million for the capital works program - a significant investment allocated for necessary community and road infrastructure to meet the needs of current and future communities.

It was also pleasing to see a number of major capital works projects come to fruition this year. The Julia Gillard Library Tarneit officially opened in February. This facility builds on Wyndham's impressive library network and meets the needs of the rapidly growing community in the Wyndham North area. Libraries are a great asset to our community and bring literature and learning to people of all ages and backgrounds.

The final stage of Eagle Stadium was also completed in June, making it the largest indoor recreation facility in Melbourne's West. This venue is not only a great asset for local residents, but it enables Wyndham's sporting associations to host State level tournaments right here in the City.

The award-winning Saltwater Community Centre also opened this year and is a great example of the partnership between different levels of government in delivering community projects, with State Government contributing \$1.5 million to this \$7.3 million project. The centre won the Sustainable Architecture Award and the prestigious Melbourne Prize at the 2016 Victorian Architecture Awards which reflect the high quality facility that it is.

These major projects are great examples of Wyndham City planning for the future and delivering important infrastructure that meets the needs and interests of our local communities.

Council continued its advocacy to other levels of government for road infrastructure funding and access to effective public transport systems through the Get Wyndham Moving Campaign. Our efforts paid off with the State Government committing millions of dollars for key infrastructure projects in the 2015/16 State Budget. Advocacy remains a priority for Wyndham and this is something we will continue to work on in 2016/17.

A key highlight for the year was the launch of the Wyndham 2040 Community Plan which outlines how we can achieve the collective vision of Council and the community for Wyndham to be A Place for People. Our community members played a pivotal role in the development of this plan by sharing what they like about Wyndham now and what they hope for Wyndham in the future.

In order to realise this vision, Council understands that we need to work in partnership with the community. We have to put the community first, be less bureaucratic, more outward looking and customer-focused. We have to find creative ways and partnerships to bring more jobs, tourism and infrastructure to Wyndham.

Flexible and efficient customer service is important to meet the diverse needs of our rapidly growing community. Council's commitment to enhancing the way it engages with the community has improved further with the launch of customer services at the Wyndham Vale, Point Cook and Tarneit Community Learning Centres.

As an organisation, we have also made structural and process improvements to enhance service delivery, drive efficiency, and deliver the best possible outcomes to meet the emerging needs and aspirations of the Wyndham community. Our aim is to develop an agile and flexible organisation that is responsive to growth and future needs of our residents. The Our Wyndham, Toward 2040 organisational change process commenced in 2015/16 and the first tranche of change occurred toward the end of 2015/16 with a contemporary new structure put in place to deliver on the Wyndham 2040 community plan. We look forward to continuing this work next financial year.

Since this is also the final year for our current Council, I would like to take this opportunity to acknowledge the work of the Councillors across their term on Council and for their commitment to the Wyndham community. I would also like to acknowledge all Council staff for their efforts and dedication in delivering the best possible outcomes and services to our residents.

Kelly Grigsby
Chief Executive Officer

*Kelly Grigsby was appointed in September 2015 following the departure of former CEO, Kerry Thompson.

The Year
in Review

Highlights for 2015/16

Environmental Sustainability Design (ESD) Framework & Green Procurement policy

The ESD Framework was adopted for new and retrofitted Council buildings. An early success is Saltwater Promenade Community Centre, which won the Melbourne Sustainable Architecture Award piloting the Framework design requirements and affirming Wyndham City as a leader in sustainable and innovative development.

As a result, other metropolitan Councils are now looking to adopt the Framework principles as best practice for Local Government.

Wyndham Integrated Transport Strategy

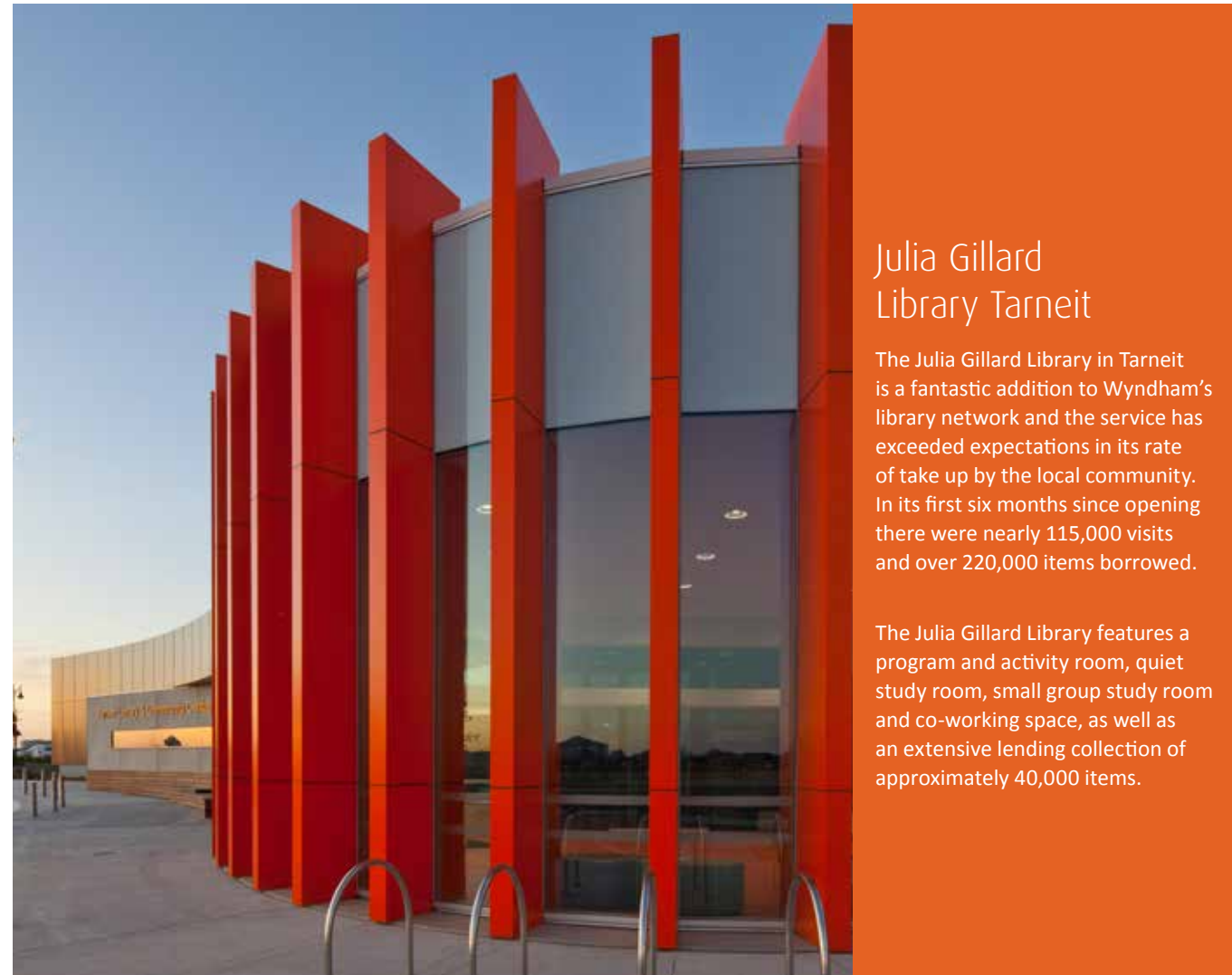
Wyndham City has completed its first ever Integrated Transport Policy and Strategy to guide its approach to the most pressing concern for residents in Wyndham – transport and traffic.

The Policy identifies the shared vision and goals of the community when it comes to transport and traffic concerns, while the Wyndham Integrated Transport Strategy (WITS) provides the details on how these goals will be achieved. This strategy also looks to the future and reflects what we hope to achieve to improve traffic and transport by 2040.

Local Law Review

The review of Local Laws 13, 14, 15 and 16 has been completed, with the new Local Law – Community Amenity Local Law (2015) also finalised.

Council's decision for this review and consolidation is to make it easier for the community to understand these local laws and to make the communication, education and enforcement process easier for Council.



Julia Gillard Library Tarneit

The Julia Gillard Library in Tarneit is a fantastic addition to Wyndham's library network and the service has exceeded expectations in its rate of take up by the local community. In its first six months since opening there were nearly 115,000 visits and over 220,000 items borrowed.

The Julia Gillard Library features a program and activity room, quiet study room, small group study room and co-working space, as well as an extensive lending collection of approximately 40,000 items.



Eagle Stadium Completion

The final completion (Stage 2) of the Eagle Stadium redevelopment opened to the public in June 2016. The redeveloped \$47 million facility makes it the largest indoor recreation centre in Melbourne's West. Featuring multi purpose courts, Eagle Stadium caters for a number of sporting groups from basketball and netball to badminton and table tennis. It is designed to cater not just for current users but also for future generations as Wyndham's population continues to grow.

Promoting Active Citizenship

The Wyndham Exchange program continued to deliver a range of community engagement opportunities.

Highlights included holding four Listening Posts in Wyndham Vale, Tarneit, Werribee South and Werribee. Council also hosted three Community Dinners targeting faith leaders with leaders and representatives from the Maori, New Zealand, Pasifika, and Filipino Communities.

Wyndham 2040 Community Plan

Following comprehensive community engagement including the collection of 2040 stories from residents, the Community Plan (Wyndham 2040 Vision and District Plans) was adopted. Wyndham 2040 provides a vision and direction for what we want Wyndham to be like in the future.

The four District Advisory Committees -Wyndham Central, Wyndham East, Wyndham West and Wyndham Rural were established in January 2016 and each district plan outlines what will be done in the respective districts over the next four years.

Wyndham City's new website

Wyndham City launched a new website that is mobile friendly, easy to navigate, customer focussed and with refreshed content to provide an improved user experience. The new website features a 'What's On' calendar for all the events and activities in Wyndham, a new 'search this site' bar and search functionality to find what you need.

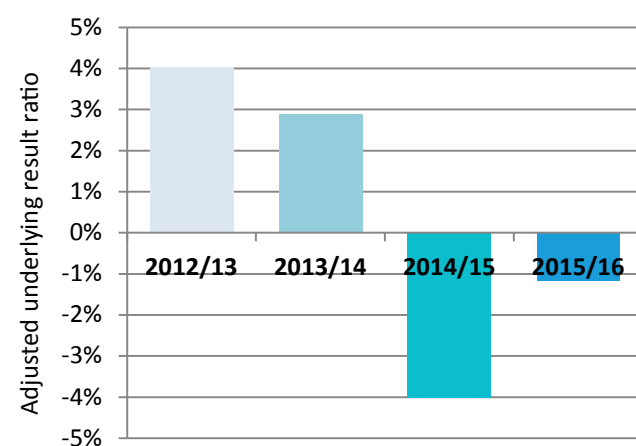


Financial Summary

Council's financial position continues to remain sound. A summary of our performance is outlined below. Detailed information relating to Council's financial performance is included within the Financial Statements and Performance Statement sections of this report.

Operating Position

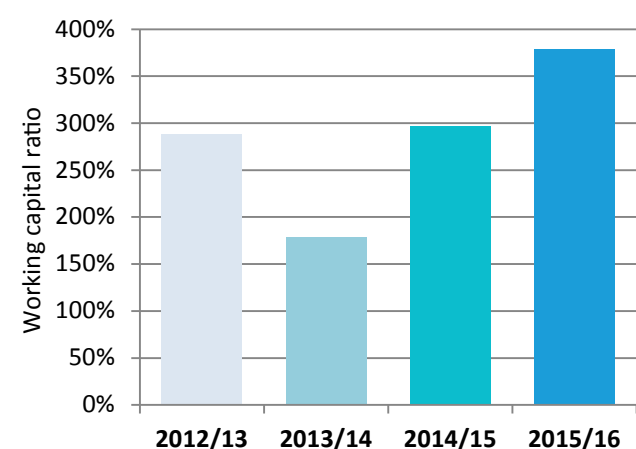
Council achieved a surplus of \$176.98 million in 2015/16, which is considerably higher than the prior year surplus of \$99.26 million. This surplus is reported based on Accounting Standards and includes all revenue received in the financial period, including gifted subdivisional assets (non-monetary) and developer contributions and grants towards capital works projects.



Adjusted Underlying Surplus

A better measure of Council's operating result is the adjusted underlying operating surplus. The adjusted underlying operating surplus removes non-monetary revenue and revenue specifically for capital works. This provides a better indication of financial sustainability. A positive adjusted underlying surplus indicates that Council has spent less to deliver services to the community than the operating revenue that has been received. The depreciation in the operating expenditure represents the capacity available for Council to renew and upgrade assets as they deteriorate.

The adjusted underlying surplus for 2015/16 was a deficit of \$3.26 million or -1.2% when compared to adjusted underlying revenue. It should be kept in mind that \$6.15m of 2015/16 operating grants were paid in 2014/15, requiring the income to be recognised in the prior year. Adjusting for this timing difference, the adjusted underlying surplus would have been \$2.89 million positive, 1% of adjusted underlying revenue.

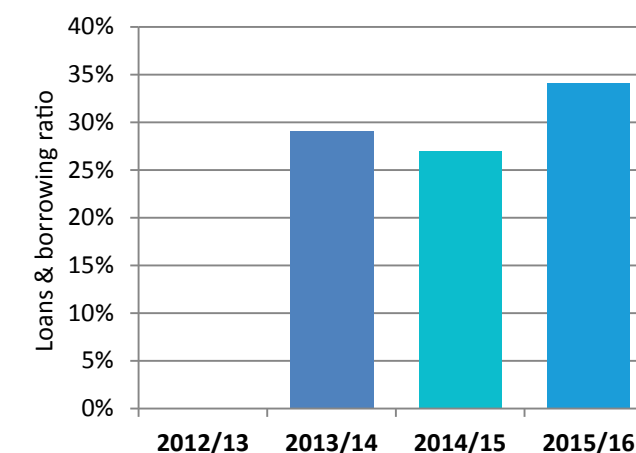


Liquidity

The working capital ratio which assesses Council's ability to meet current commitments is calculated by measuring Council's current assets as a percentage of current liabilities. Wyndham Council's working capital ratio has increased in 2015/16 to 378.2%, which indicates a very strong financial position.

It needs to be kept in mind that \$100.57 million of current assets are restricted funds held in cashed up reserves. The majority of restricted funds are developer contributions towards future community infrastructure in new development areas. The funds will be held in reserves until the capital projects to deliver the infrastructure are delivered. The current assets also includes \$21.76 million of funds collected in 2015/16 to deliver operating and capital projects that are now programed for completion in 2016/17. There was also \$10.78 million of land held in the Werribee CBD that was reclassified as a current asset held for sale.

Excluding these items, Wyndham Council's working capital ratio would have been 142.6%, close to 1.5 times current assets compared to current liabilities, a healthy working capital ratio.

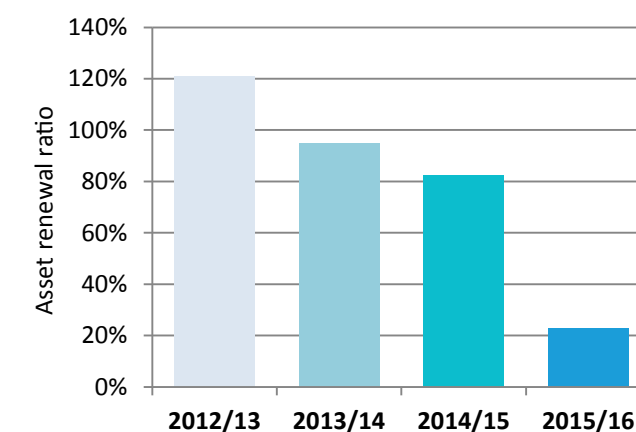


Obligations - Asset Renewal

Depreciation is an accounting measure to represent the decline in the value of assets. If an amount equivalent to depreciation is spent to renew assets, then the decline in the asset condition will be offset by the increase in value of assets renewed. For this reason, the Asset Renewal ratio is used to indicate whether a Council is allocating sufficient funds to maintaining infrastructure. The shortfall of this ratio is that depreciation is calculated based on a straight line decline in the condition of assets, where in reality infrastructure asset condition declines slower at the start and faster towards the end of its useful life.

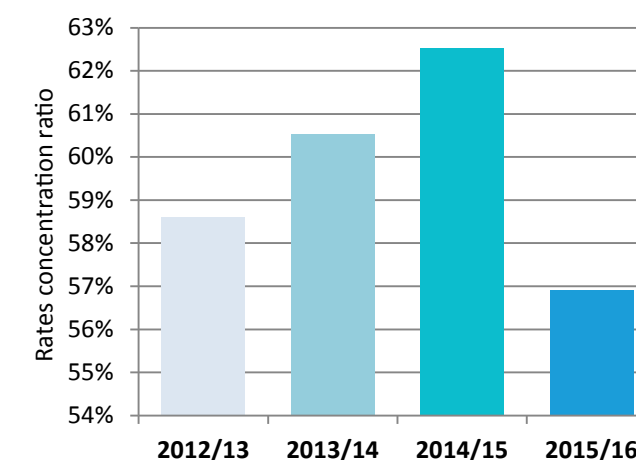
In the 2015/16 financial year, Council's asset renewal ratio was 22.6%, considerably lower than the theoretical target of 100%. Wyndham City is considered a growth corridor, with a high level of new development. As Council's assets age, it is expected that the proportion of expenditure on asset renewal will increase.

The higher asset renewal ratios in the previous years was due to the major refurbishments of the indoor aquatics centre and the regional sports centre.



Stability and Efficiency

Council's primary sources of revenue includes rates, user fees, fines, grants and developer contributions. The rates concentration ratio decreased in 2015/16 to 56.9%, indicating a lower reliance on rates as a source of funding. This measure does not take into account the expenditure required to earn the revenue. For Wyndham City, the newly established Western Leisure Services (WLS) subsidiary generated close to \$10 million of revenue for an equivalent amount of cost. The revenue from WLS reduces the rates concentration ratio as a higher proportion of revenue is being derived from other sources, but this revenue is offset by costs.



Description of Operations

Wyndham City is responsible for many services, from family and children's services, traffic regulation, open space, youth facilities, waste management and community building; to matters concerning business development, planning for appropriate development and ensuring accountability for Council's budget.

This broad range of community services and infrastructure for residents support the wellbeing and prosperity of our community. Council's vision, strategic objectives and strategies to further improve services and facilities are described in our City Plan for the years 2013-2017 and the associated Budget 2015/16 and reported upon in this document. Refer to the section on Our Performance for more information about Council services.

The delivery of services, facilities, support and advocacy to achieve the Strategic Objectives is measured by a set of service performance indicators and measures. Council also has a wide range of responsibilities under the Victorian and Australian legislations.

Major Capital Works

During 2015/16, the major capital works included the following:

Eagle Stadium

The redevelopment of Eagle Stadium has created an outstanding new indoor sport, recreational and fitness centre that provides best standards for competition sports and fitness training to the Wyndham community. This redevelopment has also made Eagle Stadium the largest indoor court sporting facility in Melbourne's western region.

Construction of the project was undertaken in two stages. Stage 1 was completed in May 2015 and stage 2 was completed in April 2016.

Stage 2 includes:

- Refurbishment of 3 existing courts;
- An additional basketball court converting to a table tennis facility;
- A crèche;
- Improved Gym.

The whole facility was officially opened in May 2016.



Saltwater Coast Promenade Community Centre – Point Cook

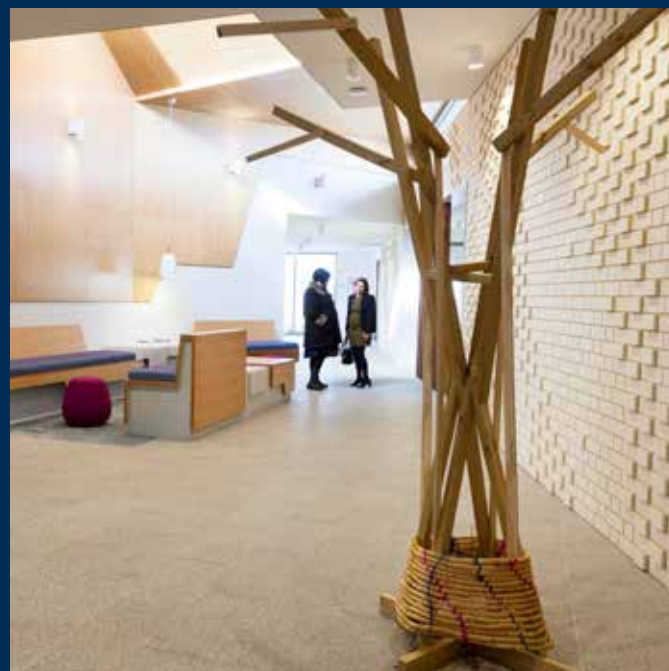
Our Community needs analysis clearly identified the need for a community centre in the South East region of Point Cook to provide a facility for early childhood wellbeing and integrated arts.

The community centre comprises of:

- 2 Kindergarten rooms;
- 2 maternal child & health consulting rooms;
- 3 community rooms & community courtyard;
- A community garden with an amphitheatre for an added performing arts component.

The facility was operational in the first quarter of 2016.

In 2015/16 construction commenced on the eastern tennis facility pavilion, car park, redevelopment of oval one and associated landscaping and shared paths. The project will continue into 2016/17.



Julia Gillard Tarneit Library

The Julia Gillard Tarneit Library was developed to meet the emerging needs of a fast growing community in the Wyndham north area. The library was constructed as an addition to an existing Community centre comprising of Kindergarten, Maternal Child and Health and Community space thus providing a community learning hub accessible to the population in the northern regions of Wyndham.

As part of our continued focus on the environment, key features incorporated into the facility include solar hot water system, storm water harvesting and LED lighting.

The Library was officially opened in February 2016 and named after former Prime Minister and member for Lalor, Julia Gillard in recognition of her contribution to the local area and commitment to learning and education.

Galvin Park Master Plan Implementation

The Galvin Park Master Plan Implementation consists of the construction of a netball court facility, followed by the upgrade of the playground and reconstruction and upgrade of the soccer precinct.



Major Achievements

Wyndham City's achievements have been recognised by external organisations across a number of categories including:

- The National Growth Areas Alliance (NGAA), the representative body for Australia's 23 fastest growing Councils, awarded Wyndham City the Best Advocacy for Infrastructure Investment for its work on the Get Wyndham Moving campaign at the NGAA National Conference.
- The 2015 John Jago Good Governance Award at the Victorian Local Government Association awards in recognition of Wyndham's community centred Governance framework.
- The 2015 Victoria's Multicultural Awards for Excellence Local Government Award for outstanding achievement in actively supporting cultural diversity and promoting community harmony.

Council's approach to critical community challenges has been improved through the development of new and improved initiatives, such as:

- Introduced customer service at neighbourhood community centres enabling residents to pay rates or register their animal without having to travel to the Civic Centre.
- Supported the Melbourne Indian Film Festival being held in Wyndham for the first time in August 2015.
- Endorsed the Wyndham 2040 Community Plan which is built on a community-inspired vision of the city in the year 2040.
- Established District Advisory Committees to support the implementation of District Plans that were developed as part of the Wyndham 2040 community visioning project.
- Developed the Wyndham Integrated Transport Policy and Strategy for consultation with the community.
- Completion of the Station Place Street Lighting project that included new and additional lights and vibrant street art showcasing some of the best of Werribee's artists and emerging creatives.
- Commencement of the Expression of Interest process to develop three major gateway sites in the Werribee CBD through an innovative public/private partnership.
- Development of the Multicultural Entrepreneurial Business Awards that celebrate the contributions newly-arrived people from diverse backgrounds make to the local economy through their creativity, innovation, resilience and community focus.
- Implementation of the Lighting the West project that saw over 26,000 street lights upgraded with energy efficient technology across Melbourne's West through a cross-Council collaborative initiative.



- Development of the first annual 'Winter' festival that saw the Werribee CBD come to life as a winter wonderland – the event was the result of a joint project between Wyndham Council and the Wyndham Business and Tourism Association.

Major Changes

As one of the fastest growing communities in Australia, Wyndham City continues to experience substantial change. Therefore, as an organisation it is important that we position ourselves to not only keep pace with this change – but anticipate it, and plan for it effectively.

The ever evolving expectations from our community members and key stakeholders also require us to be contemporary in approach and agile in delivery.

In March 2016 Wyndham City embarked on an organisational improvement program – 'Our Wyndham, Toward 2040' with a view to reaffirming our commitment to being a customer first organisation, while being modern in approach and better utilising resources to deliver the community's vision for the future. The initial component of this program was an organisational realignment which would result in a new structure for the organisation.

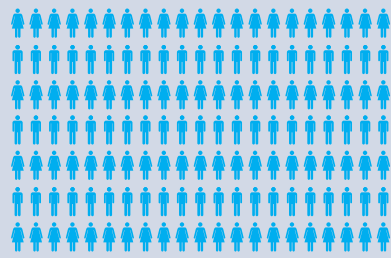
This process was undertaken in consultation with staff and relevant Unions – and resulted in the planning of the structure occurring in 2015/16, for roll out in 2016/17. The new structure will be reported on in the 2016/17 Annual Report.



Our Council



City Profile



Wyndham is the second fastest growing municipality in Victoria, growing at a rate of

5.1%

This is an additional

11,166
persons

or **215**
new residents
per week in 2016.



The current population of the City of Wyndham is

213,911
(as at June 2016),

This trend will continue, with the City's population set to exceed

424,476
people by 2036.



Wyndham estimates

72,555
households
in 2016,
growing to

146,998
households
by 2036.

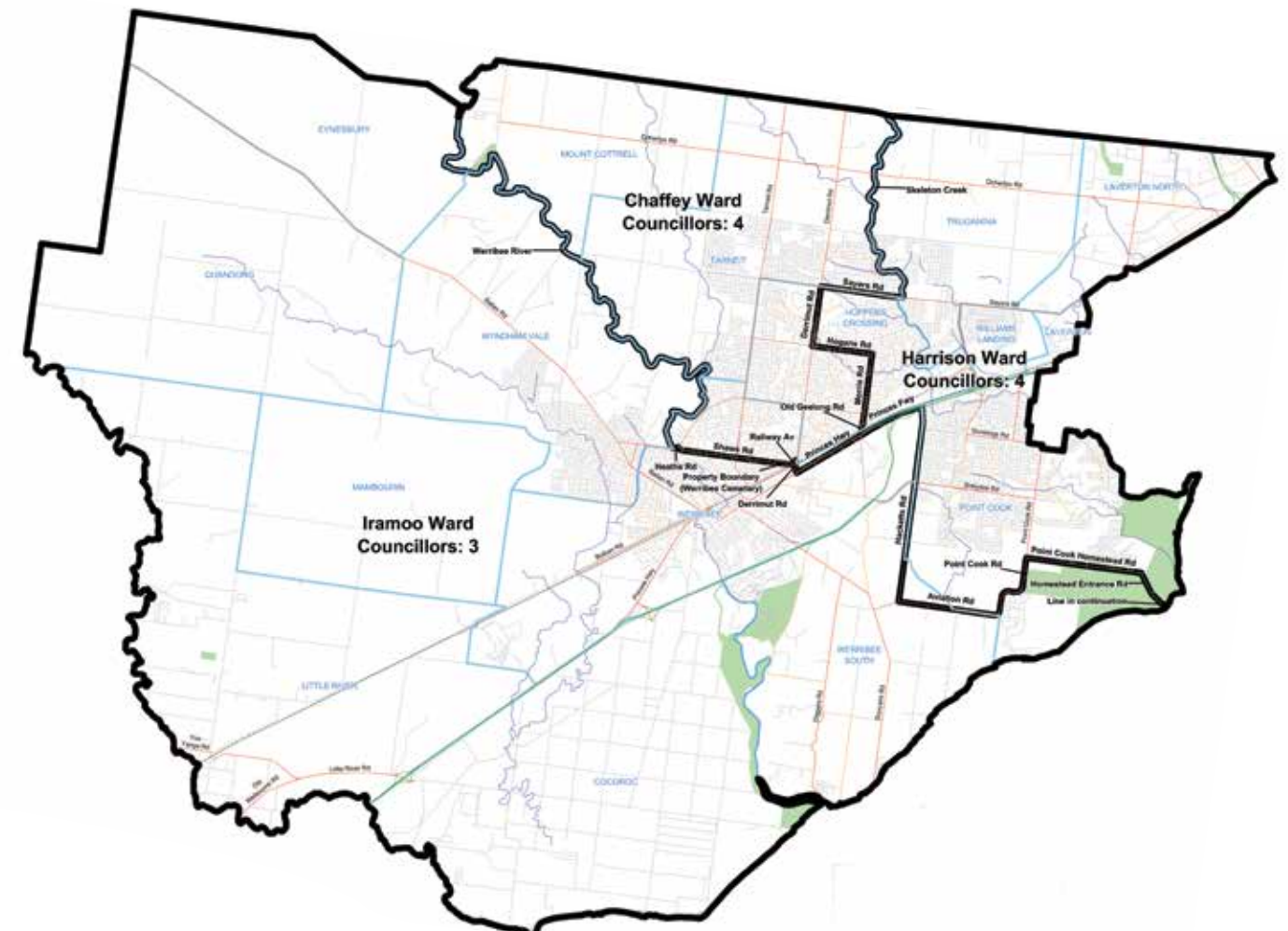
Wyndham City is home to a diversity of sectors: strong industrial and technology districts, several major retail precincts, intensive vegetable growing areas and grazing lands. Key tourism and open space attractions such as the Werribee Park Mansion, Werribee Open Range Zoo, the State Equestrian Centre, the Victoria State Rose Garden, Wyndham Harbour, the Point Cook Homestead and the Point Cook RAAF Museum surround the expansive urban area.

The City is large and diverse. The principal areas of population are Werribee, Point Cook, Hoppers Crossing and Tarneit, with substantial residential growth occurring in Truganina, Wyndham Vale, Point Cook and Werribee. Werribee South Foreshore provides stunning views across the bay and is home to the iconic Wyndham Harbour development. Werribee South is recognised as the broad leaf vegetable capital of Australia and has over 3000 hectares of cultivated land, adding to the unspoilt and rural feel of the Werribee South Foreshore. The city also has a major industrial area at Laverton North.

Once described as 'the country suburb' Wyndham has reinvented itself as a City of choice for many people choosing to live the 'city.coast.country' lifestyle. Now a thriving locality, Wyndham boasts state of the art sporting facilities Aqua Pulse and Eagle Stadium, first-class shopping precincts, the redevelopment of Pacific Werribee shopping centre, an impressive events calendar and quality entertainment outlets. Wyndham City continues to support the development of close-knit communities that are becoming increasingly culturally diverse, with the top ten languages, other than English, spoken at home being Filipino/Tagalog, Italian, Mandarin, Hindi, Arabic, Punjabi, Cantonese, Spanish, Vietnamese and Karen.

In 2015 the Wyndham 2040 project explored the opportunities for Wyndham residents over the next 25 years. Council staff and volunteers collected 2,040 stories from community members identifying what people like about Wyndham now and what they hope it will be like in 2040. These stories helped to shape the vision of Wyndham towards 2040, supported by four local area district plans to ensure Wyndham City is well prepared for future growth.

Wyndham Ward Map



Councillor Profiles

Chaffey Ward

The Chaffey Ward is situated in the centre of the municipality. It comprises part of the suburbs of Werribee and Hoppers Crossing and is primarily residential in nature. The Werribee Plaza, Wyndham Leisure and Events Centre, Youth Resource Centre and Riverbend Historical Park are located within the Chaffey Ward.



Cr Michele Wharrie

Chaffey Ward

P: 0447 649 711
E: michele.wharrie@wyndham.vic.gov.au

Qualifications: Bachelor of General Studies, Bachelor of Social Work (Hons), Master of Criminology & Criminal Justice.

Years of Service: 3 years

Cr Wharrie is Council's Disability, Ageing and Inclusion Portfolio Holder.



Cr Marie Brittan, JP

Chaffey Ward

P: 0408 303 163
E: marie.brittan@wyndham.vic.gov.au

Years of service: 4 years (Previously elected 2008, retired 2009)

Cr Brittan is Council's Youth Portfolio Holder.



Cr John Gibbons, OAM

Chaffey Ward

P: 0428 995 849
E: john.gibbons@wyndham.vic.gov.au

Years of service: 4 years (Previously served 1979-94)

Cr John Gibbons is Council's Housing Portfolio Holder.



Cr Gautam Gupta

Chaffey Ward

P: 0413 211 534
E: gautam.gupta@wyndham.vic.gov.au

Qualifications: Bachelors of Speech, Language and Hearing, Graduate Diploma in Information Technology

Years of service: 4 years

Cr Gupta is Council's Cultural Diversity Portfolio Holder.

Iramoo Ward

The Iramoo Ward is situated in the south-western corner of the municipality. It incorporates the rural areas of Little River and Eynesbury and residential areas of Wyndham Vale, Werribee and Werribee South. The ward incorporates the agricultural precinct of Werribee South and associated foreshore. It is home to the Werribee CBD, Point Cook RAAF Base, Point Cook Homestead, Werribee Park Mansion and Open Range Zoo and the Western Treatment Plant.



Cr Heather Marcus

Iramoo Ward

P: 0400 533 371
E: heather.marcus@wyndham.vic.gov.au

Qualifications: Diploma in Business Studies

Years of service: 11

Cr Marcus is Council's Employment, Education and Training Portfolio Holder.



Cr Peter Gibbons, APM

Iramoo Ward

P: 0407 153 224
E: peter.gibbons@wyndham.vic.gov.au

Years of service: 4 years

Cr Peter Gibbons is Council's Environmental Sustainability Portfolio Holder.



Cr Peter Maynard

Iramoo Ward

P: 0412 382 069
E: peter.maynard@wyndham.vic.gov.au

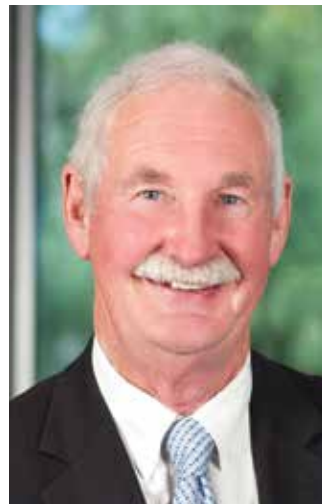
Qualifications: Bachelor of Commerce

Years of service: 4 years

Cr Maynard is Council's Sport, Leisure and Open Space Portfolio Holder.

Harrison Ward

The Truganina Ward is situated in the north-eastern corner of the municipality. It incorporates industrial precincts in Laverton North, commercial and residential areas in Hoppers Crossing and residential and rural areas in Truganina, Tarneit and Mount Cottrell. The rapidly expanding suburb of Point Cook and the new residential area of Williams Landing are also located in Truganina. The ward is home to the West Point business park and Port Phillip Prison.



Cr Bob Fairclough, OAM

Harrison Ward

P: 0409 408 449
E: bob.fairclough@wyndham.vic.gov.au

Qualifications: Doctor of Philosophy, Master of Science, Bachelor of Science

Years of service: 11

Cr Fairclough is Council's Community Wellbeing Portfolio Holder



Cr Glenn Goodfellow

Harrison Ward

P: 0429 959 941
E: glenn.goodfellow@wyndham.vic.gov.au

Qualifications: Qualifications: Diploma Business Management and Marketing, Diploma Workplace Training and Assessment, Graduate Australian Institute of Company Directors

Years of service: 8

Cr Goodfellow is Council's Transport Portfolio Holder



Cr Adele Hegedich (Mayor)

Harrison Ward

P: 0404 293 470
E: adele.hegedich@wyndham.vic.gov.au

Qualifications: Bachelor of Laws, Bachelor of Business (Commercial Law), Graduate Diploma in Legal Practice

Years of service: 7

Cr Hegedich is Council's Services Portfolio Holder.



Cr Intaj Khan

Harrison Ward

P: 0408 564 439
E: intaj.khan@wyndham.vic.gov.au

Years of service: 4 years

Cr Khan is Council's Economic Development Portfolio Holder.



Our
People

Executive Structure



Kelly Grigsby
Chief Executive Officer

The role of CEO is about maximising success for the City and staff. This success is achieved through the maintenance of an appropriate organisation structure, the prompt implementation of Council decisions, day-to-day management of operations and the provision of timely advice to Council.



Jenny McMahon
Director community Development

Community Development Directorate
Area of responsibility:

- Aged and Disability
- Governance
- Early Years and Youth
- Libraries and Community Learning
- Social Development.



Steven Lambert
Director, Corporate Services

Corporate Services Directorate
Area of responsibility:

- Financial Services
- Organisational Development
- Information Services
- Excellence@ Wyndham
- Business Services
- Risk and Compliance



Bill Forrest
Director, Advocacy

Area of responsibility:

- Advocacy



David Suder
Director Infrastructure

Area of responsibility:

- Asset Management and Maintenance
- Facilities and Recreation
- Major Projects
- Strategic Transport and Growth Infrastructure
- Urban Spaces and Civil Works
- Parks and Open Space

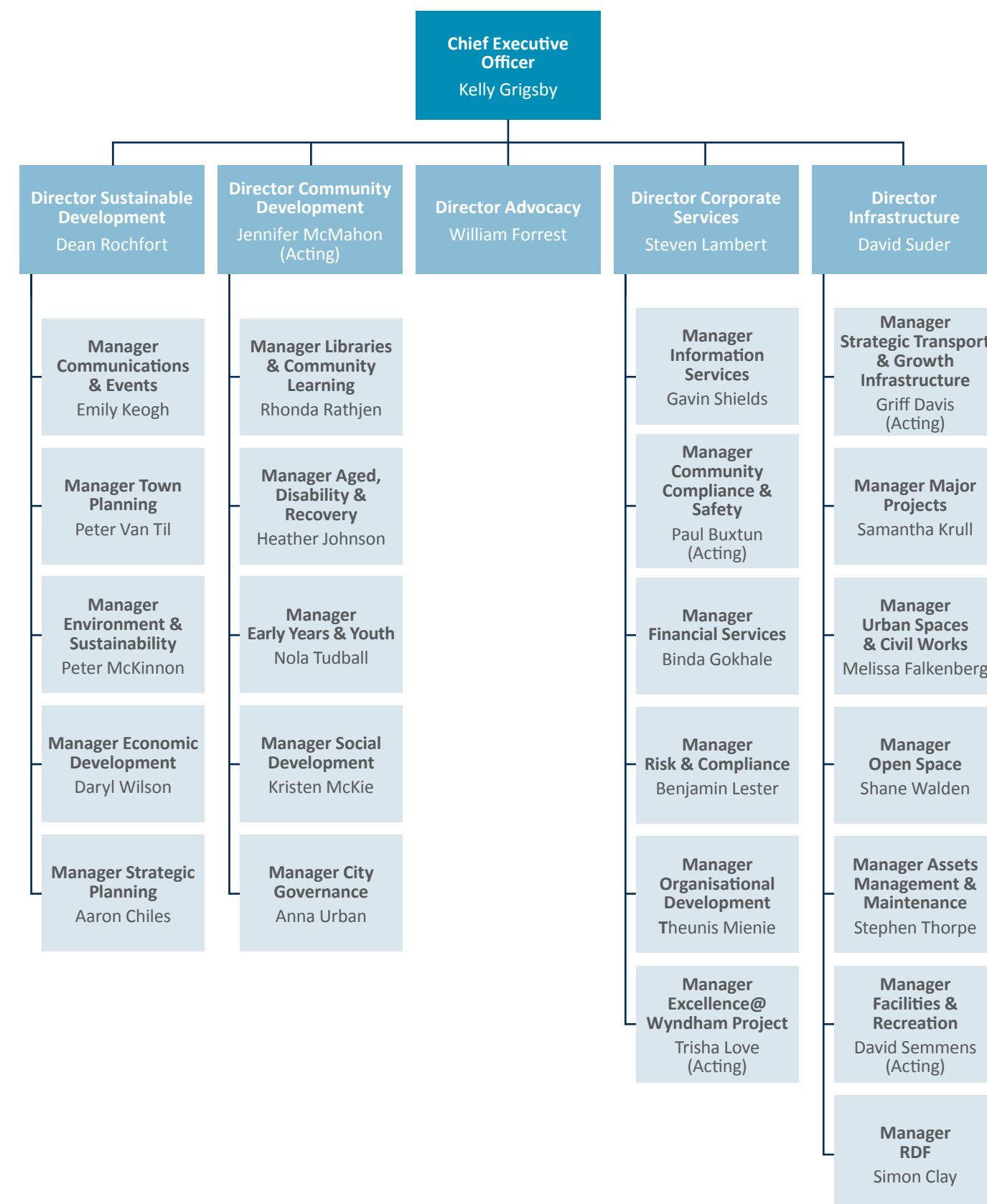


Dean Rochfort
Director Sustainable Development

Sustainable Development Directorate
Area of responsibility:

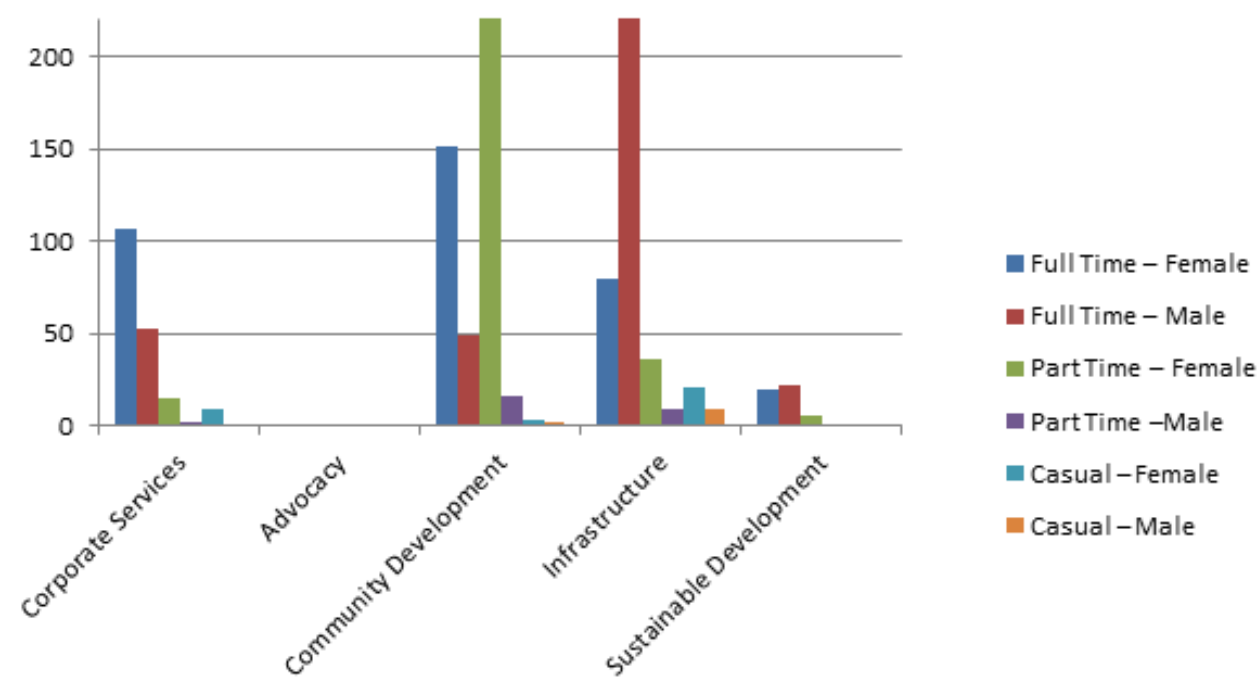
- Strategic Planning
- Town Planning
- Sustainability and Environment
- Economic Development
- Communications and Events

Leadership Management Team



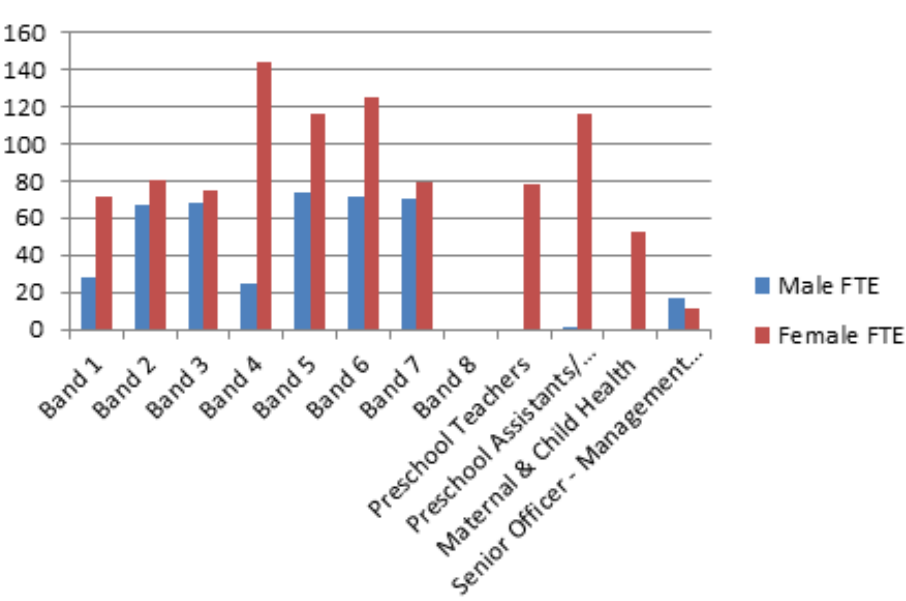
Council Staff

Employment Type and gender	Corporate Services	Advocacy	Community Development	Infrastructure	Sustainable Development	Total FTE
Full Time – Female	107	1	151	80	20	359
Full Time – Male	53	1	49	237	22	362
Part Time – Female	14.93	0	262.39	35.7	4.93	317.95
Part Time –Male	1.4	0	16.11	9.3	0	26.81
Casual – Female	9.15	0	2.59	20.94	0.3	32.98
Casual – Male	1.11	0	2.38	8.89	0.65	13.03
	186.6	2	483.47	391.83	47.88	1111.77



Council Staff

Employment Classification	Female FTE	Male FTE	Total FTE
Band 1	28	71	99
Band 2	67	81	148
Band 3	68	75	143
Band 4	25	144	169
Band 5	74	116	190
Band 6	72	125	197
Band 7	70	79	149
Band 8	0	0	0
Preschool Teachers	0	78	78
Preschool Assistants / Child Care Workers	1	116	117
Maternal & Child Health	0	52	52
Senior Officer - Management Level	17	11	28



Employee/Industrial Relations

Total staff turnover for the 2015/2016 year was 9.4%. While this was an increase on last year's figures, this includes movements occurring within the Western Leisure Services business. Wyndham City alone had turnover of 8.6% which is comparative to last year. The average total turnover in Local Government is around 11%. Healthy turnover is good for an organisation; it creates new employment opportunities as well as the opportunity for Council to recruit against current and future needs. The municipality and therefore Council are growing and low turnover is good for the business at the moment, creating stability as we grow.

The average unplanned absenteeism per FTE is up from 11.9 days per annum to 14.8 days per annum.

The employee and Industrial Relations climate is healthy, the Staff Representative Consultative Council (SRCC) functions well and engagement with employees and employee representatives is healthy. Council completed Enterprise Agreement Negotiations without disruption to services.

Workforce Development

- Workforce Development supports organisational performance and results by being champions, partners, and advocates of our culture, values, capabilities and conduct.
- Some of our major service enrichments in 2015/16 include:
- Completing over 40 coaching assignments with Wyndham staff
- Completing 8 team coaching assignments
- Building a change support program offering a range of services to Council staff and teams impacted by the organisational restructure
- Developed leading in times of change, a program of resources and support to help Council leaders support and lead the organisational change effectively
- Review of the online induction program, has resulted in the removal of classroom based systems training for Council staff
- Becoming accredited in Human Synergistics diagnostic tools, meaning that we now have internal capacity to deploy a range of assessments, and to debrief individuals, teams and groups and support the development and execution of improvement plans
- Completion of 10 Extended DiSC Team development sessions, including follow up coaching with individuals and teams
- Extending the scope of L&D services to include online learning development, internal surveys and Council systems training

Health, Safety and Wellbeing

- Council is committed to building and continually improving a strong health, safety and wellbeing culture and recognises that it is not just a matter of compliance but ensuring that all employees are protected against harm in the workplace. Some of our major achievements in 2015/2016 include:
- Lost time injuries are the same as last year at 36 in total with 16 being minor claims.
- Implementation of a health assessment initiative available to all employees
- Implementation of mental health awareness in the workplace training program for all supervisors
- Implementation of the Adult Better Health Program
- Heat awareness initiative rolled out across the organisation.

Equal Employment Opportunity

Wyndham City is wholly committed to the principle of Equal Employment Opportunity (EEO) by fostering an environment which promotes merit and relationships based upon trust and mutual respect.

To ensure continued diligence in this area, Wyndham City has continued monitoring and providing an ongoing staff education and awareness program to reinforce individual rights and responsibilities regarding EEO, discrimination, harassment and bullying. A full review of Wyndham's Corporate Code of Conduct was undertaken ensuring appropriate standards are established and communicated.

Wyndham City's Employee Assistance Program includes a Peer Support program. Employees undertake a voluntary role as Peer Support Contact Officers who also act as EEO Contact Officers. This provides additional support to employees in the clarification and advice to staff who may feel they have been harassed or discriminated against.

Any concerns raised that may be in contravention of our established frameworks are reported through the Staff Relations Consultative Committee on a monthly basis for the purposes of determining any consistency in matters raised.

Wyndham City continues to undertake reviews of its policies, procedures and practices to ensure equity and transparency for all staff, and the elimination of direct and indirect discrimination.

Our
Performance

Planning and Accountability Framework

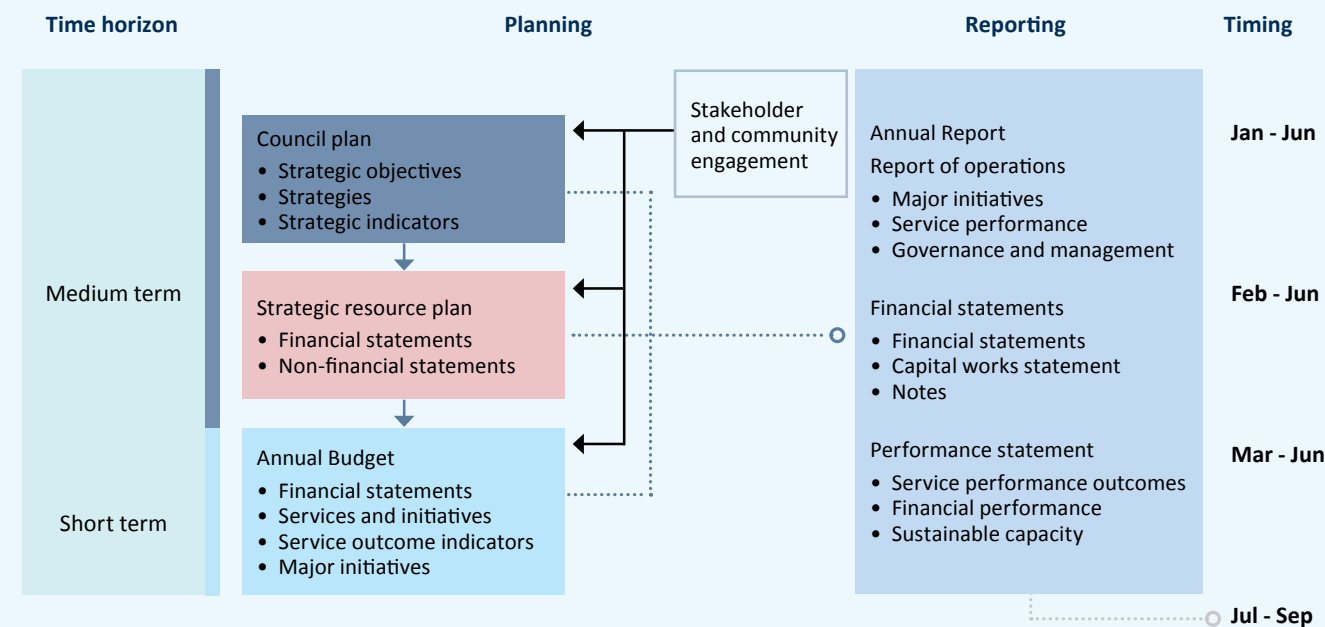
Under the Local Government Act councils are required to prepare the following planning and reporting documents:

- a council plan within the six months after each general election or by 30 June, whichever is later
- a strategic resource plan for a period of at least four years and include this in the council plan
- a budget for each financial year
- an annual report in respect of each financial year.

The following diagram shows the relationships between the key planning and reporting documents that make up the planning and accountability framework for local government. For 2015-16 this was adopted from the Local Government Better Practice Guide 2014-15. This framework is an interim step while council implements an integrated planning framework for Wyndham City Council.

It also shows that there are opportunities for community and stakeholder input and feedback at each stage of the planning and reporting cycle.

An improved planning and accountability framework



City Plan

The Wyndham City Plan 2013-2017 includes four-year strategies under the five strategic themes of:

1. People: Community and Council working together
2. Place: Strong identity and managing growth
3. Services: For community wellbeing
4. Environment: Demonstrating local leadership and working towards best practice
5. Organisational Excellence, where the focus over the next four years is good governance, communication, advocacy, business operations and financial services

The strategies for each of the themes in the City Plan are listed to the right.

1. PEOPLE

1.1 Sense of community - To actively promote opportunities for building a sense of community identity, inclusion and connectedness between residents.

1.2 Community engagement and building - To actively engage with the community to capture diverse perspectives and opportunities to improve the quality of Council decisions on policies, services and programs.

- To strengthen the capacity of citizens and community groups to participate in community life by providing opportunities for individuals to acquire knowledge, confidence, skills and experience.

1.3 Diversity - To foster an inclusive City where diversity is valued and where groups at greater risk of exclusion are supported to participate fully in community life.

1.4 Partnerships - To work in partnership with residents, community groups and agencies to educate and enable the wider Wyndham community to make changes

to their lifestyles for physical and mental health and wellbeing.

1.5 Economic prosperity - To grow business investment, skills development and employment opportunities in Wyndham.

2. PLACE

2.1 City Image - To enhance Wyndham's character and liveability through neighbourhood planning and civic improvement projects.

2.2 City Infrastructure - To deliver and maintain Wyndham's facilities and infrastructure in an efficient and equitable manner that meets community needs.

2.3 Sustainable Growth - To ensure Wyndham's population growth is matched by the development of new physical, social and economic infrastructure, while protecting the City's existing assets and natural environment.

3. SERVICES

3.1 Community - To assist local residents to enhance their health, wellbeing, safety and independence through the delivery of a range of services.

3.2 Customer Service - To be a Council easy to do business with by gaining a better understanding of needs and expectations, delivering our service commitments while continually striving to improve our customer-focused culture.

3.3 Leisure, Sports and Recreation - To provide residents of all ages and abilities with opportunities to participate in a wide range of leisure, sports and recreation pursuits.

4. ENVIRONMENT

4.1 Natural - To ensure the natural assets and biodiversity of Wyndham are protected and managed in a sustainable manner so they can be enjoyed now and by future generations.

4.2 Built - To work in partnership with the Wyndham community to educate and enable residents and businesses to plan and make changes to their lifestyles and

practices, to contribute to a sustainable, green and clean Wyndham City.

5. ORGANISATIONAL EXCELLENCE

5.1 Good Governance - To maintain community confidence in the integrity and efficiency of the organisation. To continue to ensure there is a focus and commitment to transparency and accountability in Council decision making processes.

5.2 Communications - To keep the community well informed of Council services, programs and activities. To promote Wyndham City's natural and heritage assets in order to attract increased visitation, local expenditure and community pride.

5.3 Business Operations - To deliver best practice management, governance, administrative and human resource systems that support the delivery of Council services and programs to the Wyndham community.

5.4 Advocacy - To promote and campaign to outside agencies such as State and Federal Governments in order to secure projects, funding and partnership initiatives for the benefit of the community.

5.5 Financial Services - To manage resources efficiently and effectively to ensure Council's financial sustainability now and into the future.

Performance

The Annual Integrated Plan and Budget 2015-16 is the third year of Council's City Plan 2013-2017. The Plan includes strategic objectives and strategies for the four-year period, strategic indicators for monitoring achievement and a strategic resource plan.

Each year Council develops an annual plan. The Annual Integrated Plan and Budget 2015-16 details 33 initiatives and performance indicators for the financial year. Of these 5 are major initiatives. The progress towards achieving these actions was reported at half-year and end of year to Council. Major achievements or areas not achieved are highlighted in this report.

Theme 1 – People

The following statement reports in Council's performance against the major initiatives identified in the Council Plan, under the theme, 'People'.

Results achieved in relation to the strategic indicators included in the Council Plan.	2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
1.2.1 Ensure the Quality Community Plan remains relevant to the community.	Major Initiative - Finalise the Wyndham 2040 Community Plan and support year 1 actions. This will include working with the community to deliver on the planned actions of agreed district plans across the four districts of Wyndham.	Following a comprehensive process of community engagement, the Community Plan (2040 Vision and District Plans) was finalised and endorsed by Council at the January 2016 OCM. The District governance model of four District Advisory Committees were established in January 2016. An induction session for all Committees was held in March 2016 and meetings commencing in April 2016. A monitoring framework for year 1 actions was developed and implemented by January 2016, with year 1 reports ready for distribution by the end of June 2016.	●
1.5.1 Attract and facilitate responsible commercial, industrial, tourism and retail development.	Implement Year 2 of the Investment Attraction Plan 2014 - 2016.	Year 2 of the Investment Attraction Plan 2014 - 2016 was implemented Key initiatives delivered: - Adoption and implementation of Priority Development Facilitation Policy - Production of "Wyndham Your Business Destination" companion video - Development of sector based marketing material and companion videos.	●
1.2.4 Facilitate and encourage active community engagement in Council's planning and decision making.	Work collaboratively with key stakeholders to develop an integrated service plan for the proposed Wyndham Justice Precinct.	Following the development of a preliminary report by December 2015, the final service planning report for developing an integrated Wyndham Justice Precinct was completed by May 2016. The project involved extensive consultation and engagement with key stakeholders including the establishment of a steering group to guide the project comprising representatives from key Government Agencies and Westjustice.	●
1.3.1 Commit to a process of Reconciliation between Aboriginal and non-Aboriginal peoples that aims to redress injustices; increase equity and access to services; and increase wellbeing for the whole community.	Develop a 4 year Reconciliation Action Plan to build strong relationships and enhanced respect between Aboriginal and Torres Strait Islander peoples and other Australians.	Significant progress was made in developing Wyndham City's Reconciliation Action Plan. This included conducting an arts-based community engagement process with local communities through the production of a possum skin cloak for reconciliation. Ten workshops were held where Aboriginal and non-Aboriginal community members worked together, discussed reconciliation and learnt the cultural practice of producing possum skin cloaks. Feedback from this was incorporated into a consultation summary paper that also drew together the results of a range of internal and external consultations on reconciliation that Council has undertaken over the past two years. This has informed the development of a draft Reconciliation Action Plan which will be ready in early 2016-17. In the meantime, actions towards reconciliation have continued to progress, including supporting the development of the Wyndham Aboriginal Community Centre.	●

Results achieved in relation to the strategic indicators included in the Council Plan.	2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
1.2.4 Facilitate and encourage active community engagement in Council's planning and decision making.	Promote Active citizenship through Wyndham Exchange online community engagement platforms and continue the Wyndham Exchange program including listening posts and community dinners.	Four Listening Posts were held throughout Wyndham in 2016; 30 January - Werribee South, 21 May - Werribee, 23 July - Point Cook, 6 August - Hoppers Crossing. Council has hosted 2 Community Dinners in 2016; 25 February with leaders and representatives from Maori, New Zealand, Pasifika Communities and 5 April with leaders and representatives from the Filipino Community. Each event was attended by approx. 70 community members representing diverse interests and organisations from across Wyndham. A summary report highlighting the main themes discussed at each dinner has been compiled and will be used to inform business and service planning across Council. A rolling process of review has been implemented throughout the year. A digital engagement platform which will work with the new website has been identified, prototyped and tested, and will go live in the first quarter of the 2016-17 financial year.	●
1.3.6 Improve disability access and inclusion.	Implement Year 1 actions of the Disability Action Plan 2015-16 to improve access and inclusion for people with a disability to programs, services and facilities. The actions will address barriers and work toward enabling people living with disability to fully participate in their community.	<ul style="list-style-type: none"> The 2015/2016 Disability Action Plan was implemented. The 2016/2017 Disability Action Plan will be available for Council endorsement in 2016/2017. A progress report will be presented when the plan has been endorsed. 	●
1.2.4 Facilitate and encourage active community engagement in Council's planning and decision making.	Develop and deliver a range of targeted actions that Council can work collaboratively with other partners and the community to prevent family violence and promote gender equity within Wyndham City.	A Preventing Family Violence towards Gender Equity priorities action plan has been developed collaboratively with key stakeholders. This identifies current and future planned Council led activities. The plan has been positioned to allow Council to respond to and support the continuing flow of opportunities, initiatives and reforms emerging as the outcomes of the Family Violence Royal Commission are implemented. A range of targeted actions have also been undertaken during the year including train the trainer training on family violence for Maternal and Child Health staff; holding an International Women's Day Forum, promoting White Ribbon and 16 days of activism, and the continued facilitation of the Wyndham Family Violence Sub-Committee and Wyndham Family Violence Network.	●

Results achieved in relation to the strategic indicators included in the Council Plan.	2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
1.3.2 Actively promote cultural diversity by supporting programs and events that foster understanding and help to celebrate the benefits of multiculturalism across the broader Wyndham community.	Implement Year 2 actions from the Multicultural Policy and Action Plan to celebrate and support Wyndham's diverse cultures, languages and religions.	The Year 2 Plan is complete with the planning for Year 3 underway. Highlights from Year 2 include Wyndham Exchange Community Dinners hosted with faith communities, Filipino, Maori and Pacific Island communities. The Multicultural Entrepreneur Awards hosted with nominees in business recognised for their endeavours and receiving training and support in business development. Numerous activities in libraries celebrating cultures and an increase in the size of the collections available in other languages. The Arts and Culture program includes festivals, exhibitions, performances and the artists in residence program with artists from diverse communities. Wyndham's Building Blocks Community Leadership Program continues to support individuals and organisations from diverse communities.	●
1.5.2 Enhance Wyndham's local economy.	Development of a revised Tourism and Events Strategy to guide the City's future direction and explore opportunities for increased tourism and promotion of Wyndham.	Development of a revised Tourism and Events Strategy was postponed to 2016/17 due to anticipated changes to organisational structure. Wyndham 2040 now aligns Tourism and Major Events allowing greater clarity in terms of the role events play in driving visitation and economic growth. The project was rolled over for completion in 2016/17.	●

Strategic objective 1: Strengthening communities

Service Performance Indicators

The following statement provides the results of the prescribed service performance indicators and measures including explanation of material variations.

Service/Indicator/measure	Results		Material Variations
	2015	2016	
Libraries			
Utilisation <i>Library collection usage</i> [Number of library collection item loans / Number of library collection items]	7.07	6.35	The Plaza Library’s collection usage continues to be impacted by the ongoing redevelopment of the Pacific Werribee Shopping Centre and reduced access to car parking spaces. Also, in December 2015 the new Julia Gillard Library Tarneit was opened and increased the number of library collection items.
Resource standard <i>Standard of library collection</i> [Number of library collection items purchased in the last 5 years / Number of library collection items] x100	78.0%	70.5%	This percentage has decreased compared to last year as items purchased for the opening of the Wyndham Vale Library in 2011 are now over five years old. This has been partly offset with new resources purchased for the opening of the new Julia Gillard Library Tarneit.

Service/Indicator/measure	Results		Material Variations
	2015	2016	
Service cost <i>Cost of library service</i> [Direct cost of the library service / Number of visits]	\$5.97	\$5.91	The growth in visits has attributed to this positive result as total resources have remained stable.
Participation <i>Active library members</i> [Number of active library members / Municipal population] x100	10.0%	14.8%	With the inclusion of eBooks usage to this measure and the opening of the new Julia Gillard Library Tarneit, active membership has increased.
Maternal and Child Health (MCH)			
Satisfaction <i>Participation in first MCH home visit</i> [Number of first MCH home visits / Number of birth notifications received] x100	105.0%	n/a	In 2016 there was an initiative to transition the majority of Victorian councils offering Maternal and Child Health services to a new database. The database is not expected to provide reliable information until the end of September 2016. Therefore, Council is unable to report this data for the 2015/16 financial year.
Service standard <i>Infant enrolments in the MCH service</i> [Number of infants enrolled in the MCH service (from birth notifications received) / Number of birth notifications received] x100	101.0%	n/a	In 2016 there was an initiative to transition the majority of Victorian councils offering Maternal and Child Health services to a new database. The database is not expected to provide reliable information until the end of September 2016. Therefore, Council is unable to report this data for the 2015/16 financial year.
Service cost <i>Cost of the MCH service¹</i> [Cost of the MCH service / Hours worked by MCH nurses]	n/a	\$65.25	This is the first year that the cost of MCH universal and enhanced service has been reported. Council is committed to ongoing review of cost.
Participation <i>Participation in the MCH service</i> [Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100	71.0%	n/a	In 2016 there was an initiative to transition the majority of Victorian councils offering Maternal and Child Health services to a new database. The database is not expected to provide reliable information until the end of September 2016. Therefore, Council is unable to report this data for the 2015/16 financial year.
<i>Participation in the MCH service by Aboriginal children</i> [Number of aboriginal children who attend the MCH service at least once (in the year) / Number of Aboriginal children enrolled in the MCH service] x100	73.0%	n/a	In 2016 there was an initiative to transition the majority of Victorian councils offering Maternal and Child Health services to a new database. The database is not expected to provide reliable information until the end of September 2016. Therefore, Council is unable to report this data for the 2015/16 financial year.

Food Safety

Timeliness² <i>Time taken to action food complaints</i> [Number of days between receipt and first response action for all food complaints / Number of food complaints]	n/a	3.3 days	This is the first year that the time taken to action food complaints has been reported.
Service standard <i>Food safety assessments</i> [Number of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment in accordance with the Food Act 1984 / Number of registered class 1 food premises and class 2 food premises that require an annual food safety assessment in accordance with the Food Act 1984] x100	96.0%	103.3%	Improved schedule of inspections has resulted in meeting targets earlier.

Service/Indicator/measure	Results		Material Variations
	2015	2016	
Service cost <i>Cost of food safety service</i> [Direct cost of the food safety service / Number of food premises registered or notified in accordance with the <i>Food Act 1984</i>]	\$541.11	\$554.92	The average cost per unit has been contained to below the EBA increase.
Health and safety <i>Critical and major non-compliance outcome notifications</i> [Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance outcome notifications and major non-compliance notifications about food premises] x100	100.0%	100.0%	There were four reports of critical and major non-compliances which were all investigated and resolved.
Home and Community Care			
Timeliness³ <i>Time taken to commence the HACC service</i> [Number of days between the referral of a new client and commencement of HACC service / Number of new clients who have received a HACC service]	n/a	8.98 days	This is the first year that the time taken to commence the HACC service has been reported.
Service standard <i>Compliance with Community Care Common Standards</i> [Number of Community Care Common Standards expected outcomes met / Number of expected outcomes under the Community Care Common Standards] x100	78.0%	77.8%	All the outstanding outcomes from the 2013 audit have been addressed although cannot be reflected in this reporting until a new audit confirms. An audit is anticipated in late 2016.
Service cost⁴ <i>Cost of domestic care service</i> [Cost of the domestic care service / Hours of domestic care service delivered]	n/a	\$57.49	This is the first year that the cost of domestic care service has been reported. Council is committed to ongoing review of cost.
<i>Cost of personal care service</i> [Cost of the personal care service / Hours of personal care service delivered]	n/a	\$60.14	This is the first year that the cost of personal care service has been reported. Council is committed to ongoing review of cost.
<i>Cost of respite care service</i> [Cost of the respite care service / Hours of respite care service delivered]	n/a	\$79.18	This is the first year that the cost of respite care service has been reported. Council is committed to ongoing review of cost. Respite care generally has higher costs due to additional staffing costs associated with staff working outside of normal hours of work.
Participation <i>Participation in HACC service</i> [Number of people that received a HACC service / Municipal target population for HACC services] x100	14.0%	29.4%	Over the past year Council has been working hard to ensure that appropriate levels of service are provided based on need. An equity-based priority of access tool has been developed and implemented to ensure consistency in service distribution as appropriate to need.
<i>Participation in HACC service by CALD people</i> [Number of CALD people who receive a HACC service / Municipal target population in relation to CALD people for HACC services] x100	14.0%	10.2%	Council is addressing this decrease in participation by CALD residents by implementing a range of initiatives targeted at Allied Health professionals.

Theme 2 – Place

The following statement reports in Council's performance against the major initiatives identified in the Council Plan, under the theme, 'Place'.

Results achieved in relation to the strategic indicators included in the Council Plan.	2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
2.3.1 Facilitate responsible development that promotes a healthy and safe community and sustainable outcomes.	Major Initiative - Finalise the Werribee Central Business District (CBD) Strategic Plan, vision and direction for the ongoing development of the Werribee City Centre. Develop and implement a Werribee City Centre activation program. This includes consolidation and mapping of CBD related projects.	<ul style="list-style-type: none"> The Strategic Plan has been drafted. Its finalisation is pending consultation with key stakeholder groups. This will be achieved early in 2016/17. The finalisation of the Werribee City Centre Parking Strategy is pending an expression of interest process. Interim parking management measures have been adopted. The Werribee City Centre Activation Strategy was put on hold and a Marketing Strategy developed which included activation initiatives and program. An Activation Program was successfully implemented, including the Winter Event, Station Place Music and Watton Street Busing. 	●
2.3.1 Facilitate responsible development that promotes a healthy and safe community and sustainable outcomes.	Prepare Precinct Structure Plans (PSP) and Developer Contribution Plans (DCP) in conjunction with the Metropolitan Planning Authority (MPA) for the remaining PSP Areas for the establishment of new communities and employment areas in the municipality's Urban Growth Zone.	The Lincoln Heath South Precinct Structure Plan was gazetted on the 17 December 2015. The Black Forest Road North Precinct Structure Plan was gazetted on 11 February 2016.	●
2.3.4 Encourage and facilitate greater housing diversity to address community needs (especially for smaller dwellings), plus development density and building heights in appropriate locations, based on accessibility, neighbourhood character and related factors.	Implement the recommendations of the Housing and Neighbourhood Character Study into Planning Scheme Provisions. This includes the translation of new residential zones based on the outcomes of the study.	Draft schedules to the Residential Zones were sent to Councillors and Planners for comments. A Council Report is being prepared for the August 2016 Council Meeting for a public consultation of the draft controls, scheduled for September 2016. This project has been delayed but is being progressed for completion in the next financial year.	●
2.2.1 Increase resources available for addressing transport congestion in Wyndham, recognising this will be a combination of direct works, leveraging action and funding from the State Government, and partnering on planning and infrastructure design projects.	Continue the Get Wyndham Moving campaign, as updated in February 2015.	Advocacy highlights included \$50M funding for the upgrade of Dohertys Road, and \$10M for detailed design of six key roads in Wyndham needing duplication. Council actively participated in the National Growth Areas Alliance "Fund our Future", which received widespread publicity across the nation, and secured a commitment from the coalition for further upgrades to the Western Ring Road. Council undertook research in relation to customer satisfaction with the Regional Rail Link services with pleasing results. Council has progressed work on the establishment of a Western Region Community Carpool which should be established in the second half of 2016.	●

Results achieved in relation to the strategic indicators included in the Council Plan.	2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
2.3.1 Facilitate responsible development that promotes a healthy and safe community and sustainable outcomes.	Prepare a Wyndham Integrated Transport Strategy (WITS) including policy, strategy and action plans to shape the future transport system in Wyndham. This will be an evidenced-based project that will result in an overarching framework for transport planning and development within the municipality, in response to one of the most pressing concerns of residents in Wyndham – transport and traffic. All future projects that target improvements to the transport system will be based on the outcomes and principles developed within the WITS.	Public consultation on both the revised Policy and draft Strategy occurred throughout March 2016. Based on the feedback received, amendments were made to the WITS. The completed Wyndham Integrated Transport Policy and the Wyndham Integrated Transport Strategy were adopted by Council at the 27 June 2016 Ordinary Council Meeting.	●
2.1.1 Improve open space and waterways.	Develop hierarchy-based Landscape Provision Guidelines to clearly establish standards and templates that developers can apply to their open space offerings through a streamlined approval process.	A consultant was appointed in March 2016 and has held several workshops with key stakeholders to understand what they believe is important to include in open space offerings. As a result a background report was developed. The final set of guidelines was delayed and will now be delivered in September 2016.	●
2.2.5 Ensure Council and community assets are managed effectively and efficiently to deliver optimum community benefit.	Develop and commence implementation of Community Infrastructure Plan 2040.	Significant work has been completed on refining, improving and implementing systems and procedures to enable Council to be able to plan and deliver community infrastructure more efficiently and effectively. This includes collating all Community Infrastructure into a database and creating an interactive mapping tool; centralising the directorates Capital Works projects - new and existing; compiling a Draft Timing Plan that provides detailed scheduling of when community infrastructure is due to be planned, constructed and delivered and identifying potential opportunities for partnerships in delivery. As a result of this work, the concept of what comprises the Draft Community Infrastructure Plan has been significantly revisioned and is now expected to be endorsed by October 2016.	●



Results achieved in relation to the strategic indicators included in the Council Plan.	2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
2.3.2 Proceed with the implementation of the Growth Management Strategy.	Undertake detailed planning and design for the following future developments: (a) Chirnside Park (b) Wyndham Park (c) Wyndham Integrated Learning Hub, Werribee (d) Werribee City Centre car parks, service infrastructure, apartment guidelines and railway crossing improvements (e) Wyndham Cultural Centre/Arts Centre.	(a) Detailed planning of Chirnside Park was undertaken with construction scheduled to start in October 2016. (b) The design for Wyndham Park was put on hold for 2015/16 and has been reprogrammed for completion in 2016/17. (c) A comprehensive service planning project was undertaken to progress the Wyndham Integrated Learning Hub and a business case developed. (d) The Cherry St Car Park is scheduled to be completed in August 2016. The Werribee City Centre Parking Strategy is drafted and is to be completed following Werribee Catalyst Sites Market Process and interim measures have been implemented. Service Infrastructure Planning is underway and will be continued in 2016/17 in parallel with Werribee City Centre Streetscape Master Plan. Apartment Guidelines draft will soon be completed. Railway crossing improvements are being pursued through the Level Crossing Removal Authority. (e) A preliminary Site and Design Opportunities Analysis was undertaken to determine the capacity of the existing building and site for redevelopment. Work has progressed in developing a service plan as a next step.	●
2.2.5 Ensure Council and community assets are managed effectively and efficiently to deliver optimum community benefit.	Reconstruct and duplicate Doherty's Road between Fitzgerald Road and Foundation Road.	The contract was awarded and construction is underway and on schedule.	●



Strategic objective 4: Providing facilities and assets

Service Performance Indicators

The following statement provides the results of the prescribed service performance indicators and measures including explanation of material variations.

Service/Indicator/measure	Results		Material Variations
	2015	2016	
Roads			
Satisfaction of use <i>Sealed local road requests</i> [Number of sealed local road requests / Kilometres of sealed local roads] x100	25.04	23.62	This result highlights the quality of construction and maintenance of the local road network.
Condition <i>Sealed local roads below the intervention level</i> [Number of kilometres of sealed local roads below the renewal intervention level set by council / Kilometres of sealed local roads] x100	97.0%	99.5%	Council continues to have an active program to assess the conditions of the roads and action them accordingly.
Service cost <i>Cost of sealed local road reconstruction</i> [Direct cost of sealed local road reconstruction / Square metres of sealed local roads reconstructed]	\$120.02	\$135.46	Road reconstructions in Wyndham are mostly based on a 40 year design life and pavements tend to be more substantial than metro Melbourne due to local conditions and expansive clays. This year’s result is reflective of the fact that the majority of the 2015/16 program consisted of major roads that cater for higher traffic volumes and require deeper pavements.
<i>Cost of sealed local road resealing</i> [Direct cost of sealed local road resealing / Square metres of sealed local roads resealed]	\$15.96	\$27.33	There was a higher percentage of works conducted on major roads and roads within heavy industrial areas which require more costly treatments due to traffic volumes.
Satisfaction <i>Satisfaction with sealed local roads</i> [Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads]	66.0	66.4	This satisfaction rating recognises Council’s continuing commitment to meet community expectation in providing a local road network that is serviceable and safe.
Aquatic Facilities			
Service standard <i>Health inspections of aquatic facilities</i> [Number of authorised officer inspections of council aquatic facilities / Number of council aquatic facilities]	3.00	3.50	No material variation.
Reportable safety incidents at aquatic facilities <i>[Number of WorkSafe reportable aquatic facility safety incidents]</i>	2	38	Council, through its subsidiary Western Leisure Services, has implemented a positive reporting culture regarding Work Safe incidents. This includes reporting all minor incidents such as lacerations. This commitment to transparent reporting ensures an accurate reflection of incidents in aquatic facilities.
Service cost <i>Cost of indoor aquatic facilities</i> [Direct cost of indoor aquatic facilities less income received / Number of visits to indoor aquatic facilities]	n/a	-\$0.12	This result reflects the entire AquaPulse facility including aquatic areas, health club, café, merchandise, creche and additional program/services.
<i>Cost of outdoor aquatic facilities</i> [Direct cost of outdoor aquatic facilities less income received / Number of visits to outdoor aquatic facilities]	\$12.88	\$10.42	With the commencement of AquaPulse, Werribee Outdoor Pool once again operates as a seasonal outdoor pool, hence a lower cost compared to last year when it operated for the entire year.
Utilisation <i>Utilisation of aquatic facilities</i> [Number of visits to aquatic facilities / Municipal population]	0.32	4.02	Utilisation of the aquatic facilities has increased with the commencement of AquaPulse.



The following statement reports in Council’s performance against the major initiatives identified in the Council Plan, under the theme, ‘Services’.

Results achieved in relation to the strategic indicators included in the Council Plan.	2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
3.3.1 Review and continuously improve leisure, sports and recreation services/ facilities to balance community expectation, value for money and Council’s capacity to deliver.	Major Initiative - Complete the Werribee Sports & Fitness Centre Redevelopment (WSFC) providing additional courts, expanded gymnasium, crèche and associated works to support an active lifestyle in Wyndham.	The Werribee Sports & Fitness Centre Redevelopment facility opened on 19th June 2016.	●
3.1.1 Services/programs adequately planned and resourced to meet the needs of our diverse community, funded service agreements, and legislative requirements.	Finalise the Community Service Organisation Strategic Statement and commence implementation. This aims to both attract new community service organisations to the City and better support existing community service organisations to help meet the diversity and growth of service needs across the community.	Action planning for realising prioritised components of the Community Service Organisation Strategic Statement has been undertaken. Some key short term actions achieved have included: development and sharing of neighbourhood profiles to support evidence - based planning with local CSOs; consideration of CSO needs within community infrastructure development through the Community Infrastructure 2040 project; supporting coordination and networking through the Wyndham Child and Family Services Network and holding a forum focussing on service gaps for 8 to 12 year olds.	●
3.1.1 Services/programs adequately planned and resourced to meet the needs of our diverse community, funded service agreements, and legislative requirements.	Integrate Councils customer service, arts and culture, community governance, sport, recreation and life stage service delivery through enhanced Neighbourhood Hubs.	Three Enhanced Neighbourhood Hubs have been established: at Point Cook, Tarneit and Wyndham Vale. Each has a new model of outreached and integrated customer service. An integrated business plan has been developed for each location incorporating planning for customer service, arts and culture, sport and recreation and lifes stage service delivery as relevant to each location. Engagement has occurred to explore which other Council services might outreach to these sites. Refurbishment works to provide spaces for a wider range of services and to meet community needs into the future have been scoped and specified for each of the three sites. An evaluation framework has been developed.	●
3.1.3 Promote Council services available to the community.	Complete the construction and commence operations from the new Tarneit Library.	The Julia Gillard Library Tarneit opened to the community on the 14th December 2015. Statistics for the library in the first 6 months are: - 114,967 visits since opening - 220,656 items borrowed - 10,728 hours of computer usage - 44,671 individual PC sessions - 28,137 WiFi sessions 10,319 people participated in a program.	●
3.1.1 Services/programs adequately planned and resourced to meet the needs of our diverse community, funded service agreements, and legislative requirements.	Review and replace Local Law 15 (Protection of Wyndham City Assets and Control of Building Sites) and Local Law 16 (General).	The review of Local Laws 13, 14, 15 and 16 were completed, with the new Local Law – Community Amenity Local Law (2015) also finalised. This new Local Law was adopted by Council at its October Ordinary Council Meeting, and has been active since the required date of 26 November 2015.	●

Strategic objective 3: Ensuring liveability and amenity

Service Performance Indicators

The following statement provides the results of the prescribed service performance indicators and measures including explanation of material variations.

Service/Indicator/measure	Results		Material Variations
	2015	2016	
Statutory Planning			
Timeliness <i>Time taken to decide planning applications</i> [The median number of days between receipt of a planning application and a decision on the application]	65.00	108.00	The Statutory Planning team experienced a significant increase in the volume of applications, only part of which is included in this measure. In addition, there was high turnover of experienced staff. The combined effect has resulted in an increase in time to make a decision on applications.
Service standard <i>Planning applications decided within 60 days</i> [Number of planning application decisions made within 60 days / Number of planning application decisions made] x100	67.0%	44.8%	The Statutory Planning team experienced a significant increase in the volume of applications, only part of which is included in this measure. In addition, there was high turnover of experienced staff. The combined effect has resulted in an increase in time to make a decision on applications.
Service cost <i>Cost of statutory planning service</i> [Direct cost of statutory planning service / Number of planning applications received]	\$1,316.55	\$1,360.23	Council continues to contain costs despite the high turnover of experienced staff. Council provides less funding to supplement application fees than other similar councils.
Decision Making			
Council planning decisions upheld at VCAT [Number of VCAT decisions that did not set aside Council’s decision in relation to a planning application / Number of VCAT decisions in relation to planning applications] x100	60.0%	64.0%	The number of planning decisions upheld at VCAT has increased from 60% last year to 64% this year. Council makes planning application decisions which are consistent with the local planning scheme and when challenged at VCAT, have been supported 64% of the time.
Animal Management			
Timeliness⁵ <i>Time taken to action animal requests</i> [Number of days between receipt and first response action for all animal management requests / Number of animal management requests]	n/a	5.95 days	This is the first year that the time taken to action animal requests has been reported. This is an average across all requests and urgent requests (such as dog attack, dog at large, injured animals) are dealt with immediately.
Service standard <i>Animals reclaimed</i> [Number of animals reclaimed / Number of animals collected]	45.0%	42.9%	The percentage of dogs reclaimed continues to increase (78% this year compared to 75% last year), while the percentage of cats reclaimed is low as a majority of cats are unowned.
Service cost <i>Cost of animal management service</i> [Direct cost of the animal management service / Number of registered animals]	\$46.09	\$59.71	The increased costs are attributed to increased resources, higher legal fees and the introduction of an external snake removal service, together with a decrease in the number of registered animals.
Health and safety <i>Animal management prosecutions</i> [Number of successful animal management prosecutions]	21	33	There were 37 prosecutions for the financial year of which 33 were successful prosecutions proven by the court. The remaining four prosecutions were settled out of court in favour of Council.



Theme 4 – Environment

The following statement reports in Council's performance against the major initiatives identified in the Council Plan, under the theme, 'Environment'.

Results achieved in relation to the strategic indicators included in the Council Plan.		2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
4.1.1	Sustain and enhance the natural environment and provide opportunities for conservation, education and recreation.	Major Initiative - Review the Environment & Sustainability Strategy setting new corporate targets in collaboration with relevant stakeholders.	1. Formal Public consultation conducted between 25 January and 4 March 2016 using a combined consultation approach with the Waste and Litter Strategy. 2. Environment and Sustainability Strategy adopted at the May 2016 Ordinary Council Meeting.	●
4.2.2	Substantially reduce levels of waste going to landfill and increase resource recovery.	Develop a strategic plan to guide the future development of the Refuse Disposal Facility (RDF). The strategy will focus on opportunities to reduce the volume of waste being sent to the landfill as well as promoting reuse and recycling alternatives.	The strategic plan was adopted by Council at the Ordinary Council Meeting on 29 March 2016.	●
4.2.2	Substantially reduce levels of waste going to landfill and increase resource recovery.	Finalise the Works Approval for the entire RDF site. This Works Approval will provide additional security for the future use of the RDF as the focus of a waste and resource recovery precinct.	A draft of the Works Approval application took longer than planned and was submitted to the EPA on 20 June 2016 for review and comment prior to formal submission. The project was rescheduled for a formal submission to EPA in August 2016.	●
4.2.1	Encourage environmentally sustainable development in new residential, industrial and commercial developments.	Review the Waste Management Strategy and setting of new corporate standards in collaboration with relevant stakeholders.	Formal Public consultation conducted between 25 January and 4 March 2016 using a combined consultation approach with the Environment and Sustainability Strategy. The Waste and Litter Strategy was also adopted at the May 2016 Ordinary Council meeting.	●
4.1.1	Sustain and enhance the natural environment and provide opportunities for conservation, education and recreation	Undertake the 5 year review of the Werribee South Green Wedge Management Plan originally adopted by Council in 2010 in consultation with the Werribee South Green Wedge Advisory Committee.	The reviewed Werribee South Green Wedge Management Plan 2016 was adopted by Council for public exhibition, as a policy neutral update to replace the 2010 version at the 29 March 2016 Ordinary Council Meeting.	●
4.2.1	Encourage environmentally sustainable development in new residential, industrial and commercial developments	Develop an Environmental Sustainability Design (ESD) Framework & Green Procurement policy and framework for new and retrofitted Council buildings.	1. The ESD Framework was adopted at the August 2016 Council meeting. 2. Reporting on the ESD Framework has been included in the 2016/17 Integrated Plan and Budget. The 2016/17 Annual Plan (Capital Works) affirms that all new buildings will comply with the Framework and budgets have been adjusted accordingly. The business cases for new building projects (i.e. excluding continuation of existing projects) have been verified as complying with the Framework. 3. To date 72% of capital works tenders have included the Schedule or were deemed exempt. The Schedule has also been expanded to non capital works tenders.	●

Strategic objective 2: Enhancing the environment

Service Performance Indicators

The following statement provides the results of the prescribed service performance indicators and measures including explanation of material variations.

Service/Indicator/measure	Results		Material Variations
	2015	2016	
Waste Collection			
Satisfaction <i>Kerbside bin collection requests</i> [Number of kerbside garbage and recycling bin collection requests / Number of kerbside bin collection households] x1,000	114.93	111.39	Kerbside bin collection requests have been maintained at a consistent level due to the stability of the existing contract and realignment of collection boundaries to meet demand.
Service standard <i>Kerbside collection bins missed</i> [Number of kerbside garbage and recycling collection bins missed / Number of scheduled kerbside garbage and recycling collection bin lifts] x10,000	4.92	4.32	Kerbside collection bins missed have been maintained at a consistent level due to the stability of the existing contract and realignment of collection boundaries to meet demand.
Service cost <i>Cost of kerbside garbage collection service</i> [Direct cost of the kerbside garbage bin collection service / Number of kerbside garbage collection bins]	\$108.36	\$106.54	Cost has been maintained due to the terms of the long term contract, the management of growth and a reduction in average fuel prices.
<i>Cost of kerbside recyclables collection service</i> [Direct cost of the kerbside recyclables bin collection service / Number of kerbside recyclables collection bins]	\$25.91	\$25.89	Cost has been maintained due to the terms of the long term contract, the management of growth and a reduction in average fuel prices.
Waste Diversion			
Kerbside collection waste diverted from landfill [Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100	37.0%	36.5%	A new Waste and Litter Strategy has been adopted with long term waste diversion targets of 90% diversion by 2040. A number of programs and initiatives are being implemented to achieve these targets.



Theme 5 – Organisational Excellence

The following statement reports in Council's performance against the major initiatives identified in the Council Plan, under the theme, 'Organisational Excellence.'

Results achieved in relation on to the strategic indicators included in the Council Plan.	2015/16 Supporting Action	Outcome	Green - Achieved Red - Not achieved
5.1.1	Strengthen Council's governance procedures and practices to ensure consistency, unbiased decisions and transparency.	Major Initiative - Develop and commence implementation of Council's Customer Service Strategy. 1) A customer service presence was established at Point Cook Community Centre and Tarneit Community Learning Centre and operational from March 2016. 2) An After Hours Service review commenced but was not completed. This will be finalised in early 2016/17. 3) Guidelines and information sessions to educate staff on when and how to access Interpreting and Translation services was completed. 4) Web-chat was integrated into the contact centre to contact Council and has been well received by ratepayers.	●
5.3.5	Embrace innovation and change that delivers best value to the community and service clients.	Undertake all activities to deliver quality Open Spaces and asset management and planning via the Asset Management System by July 2016. The roll out of the Open Space component of the Asset Management System (Assetise) was deferred to allow for review, correction and improvement of the system and to allow for business requirements, such as year-end, to be undertaken without the impact of continuing system changes to accommodate Open Space. Open Space will begin roll out in the 2016/17 financial year.	●
5.4.1	Prosecute the Advocacy Strategy around the themes of traffic and transport, employment and skills, environment, infrastructure and infrastructure financing, and community health, wellbeing and safety.	Reposition Wyndham advocacy for the new State Government in line with directions adopted by Council towards the end of 2014/15 Council adopted an updated Advocacy Strategy in July 2015. Council prepared a State Budget submission late in 2015, successfully seeking funding for additional schools and road upgrades.	●
5.3.5	Embrace innovation and change that delivers best value to the community and service clients.	Guided by the Australian Business Excellence Framework, complete identified improvement actions towards lifting efficiency and effectiveness of Council leadership, planning, information, interrelationships, and processes. The Excellence @ Wyndham program focuses on whole of organisation improvements. 1. Wyndham City's new website is completed and operational. The review of the site included staff and community members and the information architecture was completely re-designed based on this feedback. 2. The new website was re-built using a new platform, which provides the organisation far greater flexibility in development opportunities. All content for the site was re-written and the information architecture was designed with a customer focus to enhance the user experience. 3(a). All plans and supporting documentation are now loaded on the Council website as part of the formal notification process. 3(b). Property Information Requests (PIR's) are now able to be lodged and paid for electronically via Council's web portal.	●

Strategic objective 5: Responsible governance and management

Service Performance Indicators

The following statement provides the results of the prescribed service performance indicators and measures including explanation of material variations.

Service/Indicator/measure	Results		Material Variations
	2015	2016	
Governance			
Transparency <i>Council resolutions at meetings closed to the public</i> [Number of council resolutions made at ordinary or special meetings of council, or at meetings of a special committee consisting only of councillors, closed to the public / Number of council resolutions made at ordinary or special meetings of council or at meetings of a special committee consisting only of councillors] x100	16.0%	11.0%	Council continues to be committed to transparency and accountability in its decision making processes.
Consultation and engagement <i>Satisfaction with community consultation and engagement</i> [Community satisfaction rating out of 100 with how council has performed on community consultation and engagement]	69.0	73.5	Over the past year, Council has introduced a number of new community engagement initiatives, such as the District Advisory Committees and continuation of the Listening Post program, which has attributed to the increased satisfaction rating.
Attendance <i>Council attendance at council meetings</i> [The sum of the number of councillors who attended each ordinary and special council meeting / (Number of ordinary and special council meetings) x (Number of councillors elected at the last council general election)] x100	90.0%	85.9%	Councillor attendance was slightly lower than last year due to a number of Councillors experiencing ill-health.
Service cost <i>Cost of governance</i> [Direct cost of the governance service / Number of councillors elected at the last council general election]	\$48,619.18	\$46,507.55	The lower cost of governance per councillor reflects the final year of the current councillor term.
Satisfaction <i>Satisfaction with council decisions</i> [Community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community]	64.0	69.8	This demonstrates Council's commitment to listening to the community, community engagement and transparency in its decision making process.



Governance and Management



Governance

Wyndham City Council is constituted under the Local Government Act 1989 to provide leadership for the good governance of Wyndham City Council and the local community. In providing this leadership Council’s objectives include to:

- Achieve the best outcomes for the local community, having regard to the long term and cumulative effects of its decision
- Promote the social, economic and environmental sustainability of taking into account the diverse needs of the local community in decision-making
- Ensure resources are used efficiently and effectively, and
- Improve the overall quality of life of people in our community.

In meeting the above objectives, Council performs a number of critical roles, including:

- Acting as a representative government
- Taking into account the diverse needs of the local community in its decisions
- Establishing strategic objectives and monitoring achievements

- Ensuring that resources are managed in a responsible and accountable manner
- Advocating local interests more broadly to other communities and governments, and
- Fostering community cohesion and encouraging active participation in civic life.

Council actively promotes opportunities for the community to be involved in and to influence its decision-making. This Council has adopted its Community Engagement Framework and Model and has significantly expanded the internal and external opportunities for communities to input into a range of local and strategic issues of interest to them. Community members also have the opportunity to make submissions at Council Meetings.

While Council is the ultimate decision-making body, it delegates some decision-making to Council staff - through the Chief Executive Officer who is responsible for all staffing matters. The range and scope of these delegations are exercised in accordance with adopted Council policies and are available for public display.

Conflict of Interest

Councillors are elected by the residents and ratepayers to act in the best interests of the community. This is a position of trust that requires councillors to act in the public interest. When a council delegates its powers to a council officer or a committee, the committee or officer also needs to act in the public interest. This obligation applies to individuals generally in the exercise of their duties.

A conflict of interest occurs when a personal or private interest compromises or may compromise the ability to act in the public interest. A conflict of interest exists even if no improper act results from it. Council has comprehensive procedures in place to accommodate the disclosure of a conflict of interest. Declaration of a conflict of interest is a standard agenda item for all Council and Committee meetings, and council staff are required to undertake mandatory conflict of interest training. During 2015-16, over 275 council staff participated in the training.

While procedures vary depending on the particular role and circumstances, in general, they involve disclosing the relevant interests in a specific way and then stepping aside from the relevant decision-making process of from the exercise of the public duty. Council records all disclosed conflicts of interest. During 2015-16, thirteen (13) conflicts of interest were declared by Councillors at Ordinary Council and Special Committee Meetings.

Special Committees

The following submissions were received under s 223 of the Local Government Act.

Report Title	Meeting Date	# of submissions
Consideration of Submissions regarding Council's Proposed Making of Community Amenity Local Law (2015)	26 October 2015	0
Werribee City Centre Catalyst Sites Expression of Interest	22 February 2016	0
Application to lease Council land for proposed mobile telephone tower installation - 2 Boyanich Court, Hoppers Crossing	29 March 2016	1
Proposed Integrated Plan & Budget 2016/2017	26 April 2016	4
Proposed Mobile Communication Installation: 29-31 Windorah Drive, Point Cook (Featherbrook Reserve)	23 May 2016	1

Code of conduct

Council has adopted its Councillor Code of Conduct incorporating its Governing Wyndham Framework on 14 June 2016.

Council regularly reviews these policies and significant reviews were made available for public comment. The Code contains policies, practices and operational guidance on:

- How Councillors are supported to perform their fiduciary and governance roles
- Expected standards of conduct including teamwork and behaviour
- The roles and responsibilities of Councillors, the Mayor, the CEO and staff
- Resolving Internal Disputes, and
- The decision-making process at Wyndham.

Freedom of Information

In accordance with section 7(4AA)(a) and 7(4AA)(b) of the Freedom of Information Act 1982, Council is required to publish certain statements in our annual report or separately on our website concerning our functions and information available to the public. Council publishes these statements separately, however provides the following summary of the application of the application and operation of the Freedom of Information Act 1982.

Section 17 of the Freedom of Information Act 1982 details the process for obtaining access to documents, which is outlined as follows:

- Requests should be in writing;
- The document requested should be identified as clearly as possible; and
- The request should be accompanied by the appropriate application fee (the fee may be waived in certain circumstances).

Requests for documents in possession of Wyndham City should be addressed to the Freedom of Information and Privacy Officer, and can be made online, by email, post or in person.

Access charges (such as photocopying, search and retrieval charges) may also apply once documents have been processed and a decision on access has been made.

Further information about FOI can be found at www.foi.vic.gov.au and on Wyndham City’s website.

Information Privacy

Victorian Councils are required to comply with the Privacy and Data Protection Act 2014 and the Health Records Act 2001 and their associated privacy principles. Councils are also required to adopt policies on the management and handling of personal and health information of individuals it has contact with.

Wyndham’s Privacy Policy publicly articulates Council’s commitment to protecting individuals’ right to privacy and ensuring that personal and health information is handled responsibly, fairly and consistently with the Privacy and Data Protection Act 2014 and the Health Records Act 2001.

During 2015/16, there were six privacy complaints which, on investigation, four were deemed unfounded, one was upheld and one was withdrawn.

Wyndham City received and processed 453 requests this financial year for access to personal information from statutory agencies. To ensure organisational awareness and compliance with privacy, 327 staff were trained throughout 2015/16. Information requests and any questions or complaints regarding people’s right to privacy can be discussed with Council’s Privacy Officer on 9742 0743.

Meetings of Council

- Council conducts public meetings on the last Monday of each month.
- For the 2015-16 year, Council held the following meetings:
 - 12 Ordinary Meetings of Council
 - 6 Special Meetings

Councillor Attendance:

Councillors	Council Meeting	Special Council Meeting	Total
Cr Adele Hegedich (Mayor)	10	6	16
Cr Marie Brittan	10	4	14
Cr Bob Fairclough	12	6	18
Cr John Gibbons	12	6	18
Cr Peter Gibbons	7	5	12
Cr Glenn Goodfellow	10	6	16
Cr Gautam Gupta	12	5	17
Cr Intaj Khan	12	5	17
Cr Heather Marcus	9	6	15
Cr Peter Maynard	11	6	17
Cr Michele Wharrie	7	3	10

Statutory Information

All of the documents listed in this section are available for public inspection at the Civic Centre. Council has not established any special committees. The same applies for a list of special committees which were abolished/ceased to function during the financial year, any minutes of meetings of such special councils and agreements to establish regional libraries.

FOI Requests	2015/16
Total number of requests	30
Access granted in full	8
Access granted in part	12
Access denied in full	0
Other	10
Number of decision reviews or complaints referred to the FOI Commissioner	0
Number of appeals to VCAT	1

Councillor Expenses

In accordance with Section 75 of the Local Government Act 1989, Council is required to reimburse a Councillor for expenses incurred whilst performing Council duties. Wyndham City manages this process via the Councillor Reimbursements and Entitlements Policy which provides guidance on the provision of resources and reimbursements to Councillors. The details of the expenses for the 2014/15 year are outlined below:

Councillor	Carers Allowance	Conference, Event & Professional Development	Electronic Communication Expenses	Misc	Stationery	Study Assistance	Travel Allowances	Grand Total
Cr Adele Hegedich	\$ -	\$4,579.18	\$3,440.00	\$ -	\$124.20	\$ -	\$1,239.99	\$9,383.37
Cr Bob Fairclough	\$ -	\$1,060.45	\$3,136.59	\$ -	\$48.82	\$ -	\$144.90	\$4,390.765
Cr Gautam Gupta	\$ -	\$516.27	\$3,440.00	\$ -	\$199.80	\$ -	\$1,376.16	\$5532.23
Cr Glenn Goodfellow	\$ -	\$2,661.82	\$3,119.32	\$ -		\$ -	\$2,009.74	\$7,790.88
Cr Heather Marcus	\$ -	\$710.36	\$4,517.81	\$ -		\$ -	\$1,831.90	\$7,060.07
Cr Intaj Khan	\$ -	\$1,269.085	\$2,836.23	\$ -	\$81.00	\$ -		\$4,186.315
Cr John Gibbons	\$ -	\$450.65	\$3,041.88	\$ -		\$ -	\$1,220.73	\$4,713.26
Cr Marie Brittan	\$ -	\$100.00	\$3,102.45	\$ -		\$ -		\$3,202.45
Cr Peter Gibbons	\$ -		\$2,877.47	\$ -	\$10.80	\$ -		\$2,888.27
Cr Peter Maynard	\$ -		\$3,505.50	\$ -		\$ -		\$3,505.5
Cr Michele Wharrie	\$ -	\$121.52	\$3,440.00	\$ -	\$27.00	\$ -	\$1,927.67	\$5,516.19
Grand Total	\$ -	\$11,469.34	\$36,457.25	\$ -	\$491.62	\$ -	\$9,751.09	\$58,169.30



Statutory Information

Under regulation 11 of the Local Government (General) Regulations 2004 (Vic), the following documents are to be made available for public inspection. All documents are available for viewing at the Wyndham City Civic Centre, 45 Princes Highway, Werribee.

Subsection of the regulations	Document required to be available	Location Available
(a)	Details of current allowances fixed for the Mayor and Councillors under ss 74 or 74A of the Act	Public Register
(b)	The total annual remuneration for all senior officers in respect of the current financial year and the previous financial year	Public Register
(c)	Details of overseas or interstate travel (with the exception of interstate travel by land for less than 3 days) undertaken in an official capacity by Councillors or any member of council staff in the previous 12 months, including the names of the Councillors or members of Council staff and the date, destination, purpose and total cost of the overseas or interstate travel, including accommodation costs	Public Register
(d)	Names of Council Officers who were required to submit a return of interest during the financial year and the dates the returns were submitted	Register of Interest List
(e)	Names of Councillors who submitted returns of interest during the financial year and the dates the returns were submitted	Register of Interest List
(f)	Agendas for and minutes of ordinary and special meetings held in the previous 12 months kept under section 93 of the Act except if the minutes relate to parts of meetings which have been closed to members of the public under section 89 of the Act	Available on Council website
(g)	A list of all special committees established by Council and the purpose for which each committee was established	N/A as Council has no special committees
(h)	A list of all special committees established by the Council which were abolished or ceased to function during the financial year	N/A as Council has no special committees
(i)	Minutes of meetings of special committees established under section 86 of the Act and held in the previous 12 months except if the minutes relate to parts of meetings which have been closed to members of the public under section 89 of the Act	N/A as Council has no special committees
(j)	A register of delegations kept under section 87 and 98 of the Act, including the dates on which the last reviews under sections 86(6) and 98(6) of the Act took place	Instrument of Delegation from Wyndham City Council to the Chief Executive and other members of Council staff. Instrument of Delegation from the Chief Executive to members of Council staff
(k)	Submissions received in accordance with section 223 of the Act during the previous 12 months	Public Register
(l)	Agreements to establish regional libraries under section 196 of the Act	N/A as Council has no regional libraries
(m)	Details of all property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles entered into by the Council as lessor or lessee, including the name of the other party to the lease and the terms and the value of the lease	Public Register

Subsection of the regulations	Document required to be available	Location Available
(n)	A register of authorised officers appointed under section 224 of the Act	Instrument of Appointments and Authorisations
(o)	A list of donations and grants made by the Council during the financial year, including the names of persons or bodies which have received a donation or grant and the amount of each donation or grant	Public Register
(p)	A list of the names of the organisations of which the Council was a member during the financial year and details of all membership fees and other amounts and services provided during that year to each organisation by the Council	Public Register
(q)	A list of contracts valued at \$100,000 (or such other higher amount as is fixed from time to time under section 186(1) of the Act) or more - (i) which the Council entered into during the financial year without first engaging in a competitive process and (ii) which are not contracts referred to in section 186(5) or (5A) of the Act	Public Register

Carers Recognition

The Carers Recognition Act 2012 promotes and values the role of people in care relationships and formally recognises the contribution that carers and people in care relationships make to the social and economic fabric of the Victorian community. Wyndham City Council has taken all practicable measures to comply with its obligations under the Act. Wyndham City Council has promoted the principles of the Act to people in care relationships who receive our services and to the wider community by:

- distributing printed material about the Act at community events or service points
- providing links to state government resource materials on our website
- providing digital and/or printed information about the Act to our partner organisations.

Wyndham City Council taken all practicable measures to ensure our staff have an awareness and understanding of the care relationship principles set out in the Act by:

- developing and implementing a staff awareness strategy about the principles in the Act and what they mean for staff; and

- offering training and induction programs in relation to the requirements of the Act.
- Wyndham City Council has taken all practicable measures to consider the carer relationships principles set out in the Act when setting policies and providing services by:
- reviewing our employment policies such as flexible working arrangements and leave provisions to ensure that these comply with the statement of principles in the Act
 - developing a satisfaction survey for distribution at assessment and review meetings between workers, carers and those receiving care.

Domestic Animal Management Plan

A new Domestic Animal Management Plan (DAM Plan) was adopted by Council for implementation from 1 July 2013 to 30 June 2016. The new DAM Plan was developed in consultation with the community and other stakeholders.

The DAM Plans key objectives aim to:

- Encourage responsible pet ownership through community education, incentives and enforcement;

- Encourage the registration and identification of dogs and cats;
- Minimise the potential for dogs and cats to cause a nuisance;
- Minimise the risk of attacks by dogs on people and animals;
- Identify all dangerous, menacing and restricted breed dogs in the City and ensure they are kept in compliance with the Act, Regulations and Local Laws; and
- Reduce the number of un-owned cats in the City.

All actions specified for 2015/16 were completed.



Risk Management

Our Wyndham, Towards 2040, launched in early June 2016 plans to enable the organisation, to better meet new and emerging community needs and aspirations, enhance service delivery, drive efficiency, and deliver the best possible value to the community. Effective enterprise risk management remains a key component for both good management practice and good corporate governance to meet these aspirations.

During 2015/2016, the Risk and Compliance department had continued to further foster a ‘Risk Aware, Risk Ready and Resilient’ organisation by completing Year Three of the Five-Year Enterprise Risk Management (ERM) strategy. This included annual reviews of the risk registers, business continuity plans and fraud and corruption control program, in addition to provide support, training and advice to further embed effective risk management into activities and business processes.

Next financial year, Wyndham City’s Risk and Compliance department’s portfolio will be expanded to include Contracts and Procurement and Occupational Health and Safety and

will be renamed Contracts Procurement and Risk Management. This structural change has been made in recognition of the business benefits that can be achieved through creating better alignment across these areas.

In 2015/2016 (second year of the Insurance Tender) Council secured savings of \$338,431 reduction in premiums (excluding GST) compared to 2014/2015.

Savings were achieved without reducing Council’s insurance coverage.

These achievements have continued to help effective management of risks by enhancing decision making, improving internal operations, identifying key exposures, minimising wastage, improving business performance and identifying opportunities to improve outcomes for the community.

Audit and Risk Management Committee

In accordance with the Local Government Act Wyndham City has operated an Audit and Risk Management Committee since 1996. The Audit and Risk Management Committee is an independent advisory committee to Council. The Audit and Risk Management Committee provides independent assurance and advice to Council in relation to financial management, audit, risk management, internal controls, regulatory compliance and reporting and council operations. The membership of the Committee during the reporting period 2015/2016 was:

- | | | |
|--|---|--|
| • Ms Gaye Mason
Independent Member & Chair | • Ms Danielle Walker
Independent Member
(Retired 3 May 2016) | • Ms Kelly Grigsby
Chief Executive Officer
(standing invitation) |
| • Dr John Purcell
Independent Member
(Appointed 4 May 2016) | • Cr Adele Hegedich
Mayor | • Mr Steven Lambert
Director Corporate Services
(standing invitation) |
| • Mr John Watson
Independent Member
(Appointed 4 May 2016) | • Cr Glenn Goodfellow
Councillor | • Mr Ben Lester
Manager, Risk and Compliance
(Committee Secretary) |
| • Mr Jason Parker
Independent Member
(Retired 3 May 2016) | • Cr Intaj Khan
Councillor | |

Two new independent members have been appointed to the Audit and Risk Management Committee – Dr John Purcell and Mr John Watson in May 2016 to replace the retired independent members Mr Jason Parker and Ms Danielle Walker.

The Committee meets four times annually to consider various issues, submissions and reports and make recommendations to Council and Wyndham City management, such as:

- Endorsement of Council’s annual internal audit program
- Endorsement of the Council’s annual statement of financial accounts and performance reports
- Oversee the implementation of audits recommendations made by the Victorian Auditor General Office (VAGO) and Victorian Ombudsman
- Review and provide advice on Council’s management of investments
- Endorsement of Council’s key policies
- Endorsement of Council’s Risk Management Policy, Strategy and Framework, Strategic Risk Register and Risk Appetite Statement.

Governance and Management Checklist

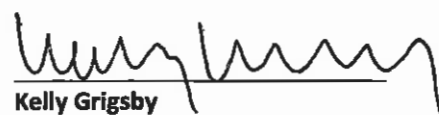
The following are the results in the prescribed form of Council's assessment against the prescribed governance and management checklist.

Governance and Management Items	Assessment
1 Community engagement policy (policy outlining council's commitment to engaging with the community on matters of public interest)	Policy Date of operation of current policy: 24 June 2013 <input checked="" type="checkbox"/>
2 Community engagement guidelines (guidelines to assist staff to determine when and how to engage with the community)	Guidelines Date of operation of current guidelines: 8 October 2013 <input checked="" type="checkbox"/>
3 Strategic Resource Plan (plan under section 126 of the Act outlining the financial and non-financial resources required for at least the next 4 financial years)	Adopted in accordance with section 126 of the Act Date of adoption: 27 June 2016 <input checked="" type="checkbox"/>
4 Annual budget (plan under section 130 of the Act setting out the services to be provided and initiatives to be undertaken over the next 12 months and the funding and other resources required)	Adopted in accordance with section 130 of the Act Date of adoption: 27 June 2016 <input checked="" type="checkbox"/>
5 Asset management plans (plans that set out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Plans Date of operation of current plans: Facilities 2 July 2011 Open Space 2 July 2011 Roads 2 July 2011 Stormwater 2 July 2011 <input checked="" type="checkbox"/>
6 Rating strategy (strategy setting out the rating structure of Council to levy rates and charges)	Strategy Date of operation of current strategy: 27 June 2016 <input checked="" type="checkbox"/>
7 Risk policy (policy outlining Council's commitment and approach to minimising the risks to Council's operations)	Policy Date of operation of current policy: 23 June 2014 <input checked="" type="checkbox"/>
8 Fraud policy (policy outlining council's commitment and approach to minimising the risk of fraud)	Policy Date of operation of current policy: 11 March 2015 <input checked="" type="checkbox"/>
9 Municipal emergency management plan (plan under section 20 of the <i>Emergency Management Act 1986</i> for emergency prevention, response and recovery)	Prepared and maintained in accordance with section 20 of the Emergency Management Act 1986 Date of preparation: 23 January 2015 <input checked="" type="checkbox"/>

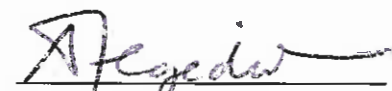
Governance and Management Items	Assessment
10 Procurement policy (policy under section 186A of the <i>Local Government Act 1989</i> outlining the matters, practices and procedures that will apply to all purchases of goods, services and works)	Prepared and approved in accordance with section 186A of the Local Government Act 1989 Date of approval: 27 June 2016 <input checked="" type="checkbox"/>
11 Business continuity plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster)	Plan Date of operation of current plan: 1 December 2014 <input checked="" type="checkbox"/>
12 Disaster recovery plan (plan setting out the actions that will be undertaken to recover and restore business capability in the event of a disaster)	Plan Date of operation of current plan: 1 June 2016 <input checked="" type="checkbox"/>
13 Risk management framework (framework outlining council's approach to managing risks to the Council's operations)	Framework Date of operation of current framework: 4 March 2015 <input checked="" type="checkbox"/>
14 Audit Committee (advisory committee of council under section 139 of the Act whose role is to oversee the integrity of a council's financial reporting, processes to manage risks to the council's operations and for compliance with applicable legal, ethical, and regulatory requirements)	Established in accordance with section 139 of the Act Date of establishment: 17 June 1996 <input checked="" type="checkbox"/>
15 Internal audit (independent accounting professionals engaged by the council to provide analyses and recommendations aimed at improving council's governance, risk and management controls)	Engaged Date of engagement of current provider: 20 February 2016 <input checked="" type="checkbox"/>
16 Performance reporting framework (a set of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 131 of the Act)	Framework Date of operation of current framework: 1 July 2015 <input checked="" type="checkbox"/>
17 Council Plan reporting (report reviewing the performance of the council against the Council Plan, including the results in relation to the strategic indicators, for the first six months of the financial year)	Report Date of report: 22 February 2016 <input checked="" type="checkbox"/>
18 Financial reporting (quarterly statements to Council under section 138 of the Act comparing budgeted revenue and expenditure with actual revenue and expenditure)	Statements presented to council in accordance with section 138(1) of the Act Date statements presented: 14 September 2015, 23 November 2015, 22 February 2016 and 23 May 2016 <input checked="" type="checkbox"/>

Governance and Management Items	Assessment
19 Risk reporting (six-monthly reports of strategic risks to council's operations, their likelihood and consequences of occurring and risk minimisation strategies)	Reports Date of reports: 9 December 2015 and 15 June 2016 <input checked="" type="checkbox"/>
20 Performance reporting (six-monthly reports of indicators measuring the results against financial and non-financial performance, including performance indicators referred to in section 131 of the Act)	Reports Date of reports: 14 September 2015 and 2 February 2016 <input checked="" type="checkbox"/>
21 Annual report (annual report under sections 131, 132 and 133 of the Act to the community containing a report of operations and audited financial and performance statements)	Considered and approved at a meeting of council in accordance with section 134 of the Act Date statements presented: 26 October 2015 <input checked="" type="checkbox"/>
22 Councillor Code of Conduct (Code under section 76C of the Act setting out the conduct principles and the dispute resolution processes to be followed by Councillors)	Reviewed in accordance with section 76C of the Act Date reviewed: 14 June 2016 <input checked="" type="checkbox"/>
23 Delegations (a document setting out the powers, duties and functions of council and the Chief Executive Officer that have been delegated to members of staff)	Reviewed in accordance with section 98(6) of the Act Date of review: Council to CEO: 24 June 2013 CEO to Staff: 15 June 2016 <input checked="" type="checkbox"/>
24 Meeting procedures (a local law governing the conduct of meetings of council and special committees)	Meeting procedures local law made in accordance with section 91(1) of the Act Date local law made: 22 September 2014 <input checked="" type="checkbox"/>

I certify that this information presents fairly the status of Council's governance and management arrangements.


Kelly Grigsby
Chief Executive Officer

Dated: 19/9/16


Cr Adele Hegedich
Mayor
Dated: 15.09.2016

Financial
Statement
and
Performance
Statement

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