Introduction


In addition to the reporting requirements of the Act, this annual report details Council’s performance against the 2009-2013 Alpine Shire Council Plan. The Council Plan includes:

- the strategic objectives of the Council;
- strategies and actions for achieving the objectives for the four year period 2009-2013; and
- a strategic resource plan.

The Council Plan is aligned with the key directions in the Alpine Shire 2030 Community Vision and is structured under five key themes: Leadership; Community; Infrastructure; Economy; and Environment.

The performance report in this annual report is structured to align with the key strategic themes in the 2009-2013 Council Plan.

Vision

“Providing outstanding opportunities for its residents through sustainable growth in balance with the natural environment.”
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# Year in Review 2009/2010

## Leadership

<table>
<thead>
<tr>
<th>Objective</th>
<th>“We will lead, engage and provide responsible government”</th>
</tr>
</thead>
</table>
| Achievements | - Successful risk audits showing that Council is amongst the top performers in the state  
- Adoption of the Dinner Plain and Commercial/Industrial Special Rates for four years  
- MAV award for MECC Central 2.0 Emergency Management Software  
- Development of the Visitor Information Centres (VIC) Strategic Plan and centre enhancements |

## Community

<table>
<thead>
<tr>
<th>Objective</th>
<th>“Our community will be healthy, vibrant and secure”</th>
</tr>
</thead>
</table>
| Achievements | - Designation of 11 Neighbourhood Safer Places, amongst the first in the State to do so  
- Adoption of four Township Protection Plans that have been recognised and adopted as the model for the rest of the State  
- Purchase of the Bright Sports Centre  
- Completion of the Ablett Pavilion Multi-Purpose Activity Centre redevelopment |

## Challenges

<table>
<thead>
<tr>
<th>Leadership</th>
<th>Community</th>
</tr>
</thead>
</table>
| - Improving customer service  
- Developing a ten year financial plan for Dinner Plain | - Meeting the needs of an ageing population  
- Delivering and complying with the Bushfires Royal Commission findings and emergency management responsibilities  
- Implementing and delivering the Alpine Liveability Plan |

## Results

### Community satisfaction survey results out of 100 (indexed mean)

<table>
<thead>
<tr>
<th>Year</th>
<th>Overall Performance</th>
<th>Health &amp; Human Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>60</td>
<td>70</td>
</tr>
<tr>
<td>2007</td>
<td>65</td>
<td>65</td>
</tr>
<tr>
<td>2008</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>2009</td>
<td>55</td>
<td>55</td>
</tr>
<tr>
<td>2010</td>
<td>50</td>
<td>50</td>
</tr>
</tbody>
</table>

## Aspirations

<table>
<thead>
<tr>
<th>Leadership</th>
<th>Community</th>
</tr>
</thead>
</table>
| - Continuing to be a financially sustainable Council | - Seamless delivery of home and community care services  
- Engaged, self reliant and resilient community  
- The co-location and integration of early years services in Bright  
- The development of the Myrtleford Community Hub  
- Recognition of Arts and Culture  
- Enhancing and expanding Council’s volunteer programs |
**Infrastructure**

"We will make our Shire a great place to live and visit"

- Completion of town framework plans for Bright and Mount Beauty/Tawonga South
- Completion of Harrietville Streetscape improvements
- Completion of stages 2 and 3 of the Cundy Park Adventure Playground
- Completion of stage 2 of the Bogong High Plains Road project
- Securing funding and delivery of major infrastructure upgrade projects

**Economy**

"Our community will be prosperous, resilient and sustainable"

- Adoption of the integrated economy model from the CSIRO Upper Ovens Valley Sustainable Communities Initiative
- Development and launch of the new regional brand “Great Alpine Valleys”
- Commencement of the Alpine Explorer tourism itinerary project - state of the art technology to assist visitors planning their itineraries in the Great Alpine Valleys via the web and in VICs
- Resolving challenges affecting confidence in the rural sector including water availability, suitable alternate crops and markets in a changing climate
- Maintaining alignment with Tourism Victoria and regional tourism priorities and a consistent marketing message to consumers
- Maintaining a productive working relationship with the Dinner Plain community
- Achieving iconic, nationally significant nature based tourism infrastructure
- Collaborating with the community to develop a strategic marketing plan
- Developing an Economic Development Strategy to progress the integrated economy model

**Environment**

"We will protect and enhance our unique natural environment"

- Convening of a deliberative democracy “Local Voices Shaping Our Future”
- Completion of a Climate Change Risk Assessment
- Responding and adapting to Climate Change
- Competing pressures on our natural environment
- Development of an overarching Environment Strategy
- Implementation of renewable energy targets for all Council facilities

---

**ANNUAL SATISFACTION SURVEY RESULTS**

**ECONOMIC DEVELOPMENT**

<table>
<thead>
<tr>
<th>Year</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
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<tbody>
<tr>
<td>%</td>
<td>75</td>
<td>70</td>
<td>65</td>
<td>60</td>
<td>75</td>
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</table>

**APPEARANCE OF PUBLIC AREAS**

<table>
<thead>
<tr>
<th>Year</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>75</td>
<td>70</td>
<td>65</td>
<td>60</td>
<td>75</td>
</tr>
</tbody>
</table>

**WASTE MANAGEMENT**

<table>
<thead>
<tr>
<th>Year</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>75</td>
<td>70</td>
<td>65</td>
<td>60</td>
<td>75</td>
</tr>
</tbody>
</table>
Mayor’s Message

On behalf of my fellow Councillors I am pleased to present Council’s Annual Report for the 2009 – 2010 financial year.

I would like to thank my fellow councillors, Tony Keeble, Peter Roper, Narda Cain, Jan Vonarx, Mark Stevens and Daryl Pearce for their efforts this year. We are all extremely passionate about improving the Alpine Shire for our community and making sure it remains a great place to live and visit.

It has been another busy year for Council with a large amount of our resources focused on the lengthy recovery and reconstruction process from the February 2009 bushfires.

And while it is a regrettable process to go through, we have established ourselves as a leader in emergency management. We were amongst the first in the state to establish Neighbourhood Safer Places. We now have 11 at seven locations which is the most in the state. We developed and adopted four township protection plans that have been recognised and adopted as the state model, while our emergency management software MECC Central 2.0 won an MAV award.

The recovery process is ongoing with the findings from the Royal Commission to guide our approach to fire safety in the future.

This year we completed major infrastructure projects for our community such as Myrtleford’s Ablett Pavilion re-development, stages two and three of the Cundy Park adventure playground in Myrtleford and completion of stage two of the Bogong High Plains Road project.

We also continue to ensure the sustainability of the Alpine Shire by completing the Mount Beauty/Tawonga South and Bright town framework plans.

Tourism continues to be a driver for the Alpine Shire. A significant achievement for the tourism industry was the development and launch of the new regional brand “Great Alpine Valleys”. And this year marked the beginning of the exciting Alpine Explorer project which will enable visitors to develop a personalised itinerary for their stay in the Alpine Shire.

Council is certainly involved in a breadth of services and infrastructure provisions and these are just some of the highlights of another busy year.

Cr Nino Mautone
Mayor
Chief Executive Officer’s Message

It has been another busy year for Council with our main focus on continuing to support affected communities in the recovery process from the 2009 bushfires. I have to thank Council staff for going beyond their working requirements to assist and stand up for the community when support was needed.

We have made some significant achievements this year, especially around planning for the future for our community.

Through the Upper Ovens Valley sustainable communities initiatives we adopted the integrated economy model as the way forward for the Alpine Shire. The model includes a mix of economic diversity, more tourism, agriculture and the need to attract new residents to the area. This model will guide how we plan for the future, ensuring the long-term sustainability of the Alpine Shire.

Another project for the future was Local Voices – Shaping Our Future. This unique project gathered a group of Alpine Shire residents to form a community jury to discuss how to respond to a variable climate. Many of the recommendations developed by the community jury will be implemented by Council. Local Voices – Shaping Our Future received positive feedback from participants, and this successful community engagement method may be used again.

Council’s planning department has made an improvement in turnover time for planning permits. At the start of the 2009 – 2010 financial year Council averaged 85 days to issue a planning permit, which was reduced to 25 days by June 2010. This is a step in the right direction for Council, who will look to build on these improvements in the coming year.

Council also completed the purchase of the Bright Sports Centre. The Centre now boasts a much higher usage, with other businesses now operating out of the centre, creating a fitness hub.

Council managed its finances responsibly, achieving a balanced budget and receiving recognition from the MAV for our fiscal management.

The strength and quality of our employees is our best asset. Many of them have ‘put their hand up’ when required. Our work in and with emergencies is a credit and reflects the resilient nature of our community. Implementation of new programs and responses to our changing environment has seen Council’s employees respond well and lead us forward.

Ian Nicholls
Chief Executive Officer
Financial Summary

Income/Revenue

Council received $22.9 million in revenue during 2009/10, with contributions provided by rates making up over 50% of this figure. Grants were the lowest that they have been for several years at $8 million making up 35% of total income. User charges increased reflecting better income from planning and building fees and the Myrtleford Caravan Park. This income totalled $1.9 million making up 8% of total income. Figure 1 illustrates how Council is reliant on many other forms of income other than rates and charges levied to ratepayers.

Revenue decreased by 4.5% due to a $2.4 million decrease in grants received. This was due to funding in the previous year being particularly high for large capital projects such as the Bogong High Plains Road and the Ablett Pavilion upgrade. Income from rates and charges increased by 5.8%, 5% of this was due to the adopted rate rise and the remaining 0.8% was due to supplementary valuations.

Operating Expenditure

Total operating expenditure decreased by 10% due to a fall in contract payments. This was due to the previous year being artificially high as a result of payments for the construction of BHP Road. 2009/10 was a more typical year.

Employee costs increased by 5.4% in 2009/10 reflecting the Enterprise Agreement (EA) rise of 4%, a small increase in staff numbers and in limited cases, some re-banding of positions.

Net Results 2009/10

The Comprehensive Income Statement shows a profit of $1.2 million. Two items have caused this result:

- Council received $717,000 in reimbursements for money spent on the February 2009 bushfires. This money was spent on emergency response and asset restoration in the previous financial year but was reimbursed to Council in 2009/10.
- Council was paid $350,000 by the Department of Regional Development as a contribution to the Bright Early Years Centre.
Capital Expenditure

Total Capital Expenditure was $5.9 million. The breakup of this expenditure is illustrated in the graph below. Spending on property was higher than normal years due to the purchase and renovation of Bright Sports Centre and the implementation of improvements to the Ablett Pavilion in Myrtleford.

Assets – What Council Owns

Figure 4 provides a breakup of Council’s $158 million Fixed Asset Portfolio of property, infrastructure plant and equipment.

Loans – What Council Owes

A total of $1 million worth of new loans was taken out during 2009/10 to fund the purchase and renovation of the Bright Sports Centre, the transport of rock from the Bogong Power Development project and the purchase of cabins for Myrtleford Caravan Park.

Savings from the rock and income from the purchase of the cabins have exceeded the required loan repayments. The purchase of the Bright Sports Centre was seen as the most cost effective option to provide a necessary service to the people of Bright and the Shire.

As at 30 June 2010 Council owed $1.4 million. The cost of repaying the loans is budgeted to be only 0.5% of total revenue if the loans are paid out according to schedule. Council has budgeted to reduce debt by paying out the $570,000 loan for the Bright Sports Centre.

The low level of debt gives Council a wide variety of financing options for capital projects in future years.
## Capital Works

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Budget</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bogong High Plains:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BHP Road Final Seal</td>
<td>$4,638,893</td>
<td>April 2010</td>
</tr>
<tr>
<td><strong>Bright:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sports Centre Building Renovation</td>
<td>$30,000</td>
<td>September 2009</td>
</tr>
<tr>
<td>Pioneer Park Road Sealing</td>
<td>$50,000</td>
<td>October 2009</td>
</tr>
<tr>
<td>Mt Porepunkah Road Footpath - 180m east side</td>
<td>$20,000</td>
<td>October 2009</td>
</tr>
<tr>
<td>Wandiligong to Bright Shared Use Trail - 1.2km</td>
<td>$130,000</td>
<td>November 2009</td>
</tr>
<tr>
<td>Star Road Footpath</td>
<td>$11,000</td>
<td>November 2009</td>
</tr>
<tr>
<td>Bakers Gully Road Footpath</td>
<td>$5,000</td>
<td>January 2010</td>
</tr>
<tr>
<td>Back Germantown Rd to Bright Weir Footpath</td>
<td>$5,000</td>
<td>March 2010</td>
</tr>
<tr>
<td>Howitt Park Irrigation System</td>
<td>$4,000</td>
<td>March 2010</td>
</tr>
<tr>
<td>Christmas Lights Purchase and Installation</td>
<td>$5,000</td>
<td>April 2010</td>
</tr>
<tr>
<td>Centenary Park Upgrade</td>
<td>$45,000</td>
<td>June 2010</td>
</tr>
<tr>
<td><strong>Dinner Plain:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street Litter and Recycle Bins Installation</td>
<td>$15,000</td>
<td>December 2009</td>
</tr>
<tr>
<td>Plant Stock Collection Program</td>
<td>$7,093</td>
<td>December 2009</td>
</tr>
<tr>
<td>Tower Road Upgrade Stage 2</td>
<td>$20,566</td>
<td>March 2010</td>
</tr>
<tr>
<td>Scrubbers End Car Park Reseal</td>
<td>$45,000</td>
<td>March 2010</td>
</tr>
<tr>
<td>Kerb and Road Replacement Stage 1</td>
<td>$80,000</td>
<td>May 2010</td>
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<tr>
<td>Revegetation Works</td>
<td>$14,000</td>
<td>May 2010</td>
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<tr>
<td>Horse Riding Facilities</td>
<td>$41,620</td>
<td>June 2010</td>
</tr>
<tr>
<td>Big Muster Drive Bus Stop</td>
<td>$20,000</td>
<td>June 2010</td>
</tr>
<tr>
<td>Village Approach and Entry Improvements</td>
<td>$50,000</td>
<td>June 2010</td>
</tr>
<tr>
<td><strong>Harrietville:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Streetscape Upgrade</td>
<td>$12,379</td>
<td>June 2010</td>
</tr>
<tr>
<td><strong>Mount Beauty:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Embankment Drive Footpath</td>
<td>$4,000</td>
<td>December 2009</td>
</tr>
<tr>
<td>Hill Street Footpath - 150 metres</td>
<td>$17,000</td>
<td>December 2009</td>
</tr>
<tr>
<td>Lakeside Avenue Footpath - pram crossings</td>
<td>$3,000</td>
<td>December 2009</td>
</tr>
<tr>
<td>Tennis Court Avenue Footpath - traffic island</td>
<td>$2,000</td>
<td>December 2009</td>
</tr>
<tr>
<td>Kiewa Valley Highway Footpath</td>
<td>$2,000</td>
<td>December 2009</td>
</tr>
<tr>
<td>Recycled Water Storage and Pipeline for Reserves</td>
<td>$130,000</td>
<td>February 2010</td>
</tr>
<tr>
<td>Christmas Lights Purchase and Installation</td>
<td>$5,000</td>
<td>April 2010</td>
</tr>
<tr>
<td>Aerodrome Master Plan</td>
<td>$15,000</td>
<td>May 2010</td>
</tr>
<tr>
<td>Beauty Avenue Construction - Stage 2</td>
<td>$145,000</td>
<td>June 2010</td>
</tr>
<tr>
<td>Location</td>
<td>Project Description</td>
<td>Budget</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Myrtleford:</td>
<td>Caravan Park Playground</td>
<td>$19,672</td>
</tr>
<tr>
<td></td>
<td>Swimming Pool Carpark</td>
<td>$15,000</td>
</tr>
<tr>
<td></td>
<td>Swimming Pool Access, Heating and Amenities</td>
<td>$120,000</td>
</tr>
<tr>
<td></td>
<td>Rayner Street Construction</td>
<td>$18,415^</td>
</tr>
<tr>
<td></td>
<td>Rayner Street Carpark</td>
<td>$36,328</td>
</tr>
<tr>
<td></td>
<td>Cundy Park Playground Stage 2</td>
<td>$90,000*</td>
</tr>
<tr>
<td></td>
<td>Council Depot Security Fence</td>
<td>$8000</td>
</tr>
<tr>
<td></td>
<td>Rotary Park Carpark</td>
<td>$10,000</td>
</tr>
<tr>
<td></td>
<td>Christmas Lights Purchase and Installation</td>
<td>$5,000</td>
</tr>
<tr>
<td></td>
<td>Caravan Park - Accommodation Cabin (v2) Purchase</td>
<td>$100,000</td>
</tr>
<tr>
<td></td>
<td>Abblett Pavilion Upgrade</td>
<td>$532,000**^</td>
</tr>
<tr>
<td></td>
<td>Flood Mitigation Project Diversion Channel</td>
<td>$415,000*</td>
</tr>
<tr>
<td></td>
<td>Road Reseals - Various</td>
<td>$410,000</td>
</tr>
<tr>
<td>Mudgegonga:</td>
<td>Carroll Road construction - 800m</td>
<td>$78,250^</td>
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<tr>
<td>Ovens:</td>
<td>Seelers Lane Bridge Replacement and Repairs</td>
<td>$125,000</td>
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<tr>
<td>Porepunkah:</td>
<td>Seamer Street Footpath - south side</td>
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<td></td>
<td>Hall Upgrade</td>
<td>$123,527*</td>
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<td></td>
<td>Public Toilets – Sewer Connection</td>
<td>$7,000</td>
</tr>
<tr>
<td>Shire Wide:</td>
<td>Open Spaces Rubbish Bin Replacement</td>
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<tr>
<td></td>
<td>Safety Guardrail Installation</td>
<td>$20,000</td>
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<tr>
<td></td>
<td>Town Entry Sign Replacement</td>
<td>$8,000</td>
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<tr>
<td>Tawonga:</td>
<td>Kiewa Valley Highway Footpath - east side</td>
<td>$12,000</td>
</tr>
<tr>
<td></td>
<td>Pioneer Park Playground Shade Sail</td>
<td>$24,000*</td>
</tr>
<tr>
<td>Wandiligong:</td>
<td>Wandiligong to Bright Shared Use Trail Construction – Stage 2</td>
<td>$165,000*</td>
</tr>
<tr>
<td>Wermatong Pit:</td>
<td>Cartage and storage of 50,000tonnes (6yr supply) of rock spoil from AGL tunnel project</td>
<td>$232,775</td>
</tr>
</tbody>
</table>

* Victorian Government Funding; ^ Australian Government Funding
About Council
History

Alpine Shire Council is a public statutory body constituted under the Local Government Act 1989. The Alpine Shire Council was formed in 1994 as a result of the amalgamations undertaken by the State Government. The Alpine Shire is the merger of the former Shires of Bright and Myrtleford and parts of the former Shire’s of Beechworth, Omeo, Oxley and Yackandandah.

Councillors

The Council comprises seven elected members in an un-subdivided Shire. The current Councillors were elected in November 2008 for a four year term to November 2012. The election of Mayor and Deputy Mayor is conducted annually in December.

Committees

Council has a range of committees including the Audit and Risk Committee and three section 86 committees of management, all for facilities in Bright: Community Centre; Senior Citizens and Pioneer Park Recreation Reserve. Council also has one advisory committee, the Dinner Plain Advisory committee.

Youth Council

The Alpine Shire Youth Council is an advisory committee on all issues affecting young people. The Youth Council comprises young people aged 12 to 24 years, representing both the general community and the shire’s four secondary schools.

Nominations for Youth Councillors are sought in October each year. In 2009/10 there were 11 youth councillors.

Number of Council Staff

Council has 140 effective full time (EFT) employees, 56% of which are baby boomers.

Number of Rateable Properties

The Alpine Shire comprises 4,839 square kilometres of which only 8% is rateable (with 92% public land) and is made up of 8086 properties.

Services

Community Services:
Aged and Disability Services, Child and Family Services, Community Development; Environmental Health; Health and Wellbeing; Local Laws; and Recreation and Leisure.

Corporate Services:
Customer Service; Document Management; Financial Services; Information Technology; Procurement; Rates and Property; and Risk Management.

Engineering and Assets:
Airfields; Asset Management; Engineering Development; Engineering Operations; Parks and Gardens; and Waste Management.

Planning and Environment:
Building Services; Environment; Statutory Planning; and Strategic Planning.

Strategic Services:
Dinner Plain; Economic Development; Strategic Projects; and Tourism (Visitor Information Centres).

Council Offices and Depots

The Alpine Shire Council head office is located in Bright. Council operates service centres in Dinner Plain, Mount Beauty and Myrtleford. Council depots are located in Bright, Mount Beauty and Myrtleford.
Our Council

Cr Nino Mautone
Mayor
First Elected: November 2005
Re-elected: November 2008
Mayor: December 2007 – December 2008; December 2008 –
Ph: 0437 573 985
Email: ninom@alpineshire.vic.gov.au
Portfolio: Corporate Governance
Council committees: Ex-officio on all Council committees, Municipal Fire
Prevention Committee
External committees: Municipal Association of Victoria, North East
Local Government Network, North East Multicultural Association,
Municipal Emergency Management Planning Committee

Cr Daryl Pearce
Deputy Mayor
First Elected: November 2005
Re-elected: November 2008
Mayor: December 2006 – December 2007
Deputy Mayor: December 2007 – December 2008; December 2009 –
Ph: 0400 475 090
Email: darylp@alpineshire.vic.gov.au
Portfolio: Assets and Infrastructure
Council committees: Myrtleford Flood Committee
External committees: North East Waste Management Group, Murray to
the Mountains Rail Trail Committee, North East Traffic Safety Forum

Cr Jan Vonarx
First Elected: November 2005
Re-elected: November 2008
Mayor: December 2005 – December 2006
Deputy Mayor: December 2006 – December 2007; December 2008 –
Ph: 0418 102 959
Email: janv@alpineshire.vic.gov.au
Portfolio: Community
Council committees: Alpine Shire Youth Council, Community Resilience
Committee
External committees: Timber Towns Victoria, High Country Library
Corporation, Alpine Children’s Services Inc, North East Local
Learning and Employment Network

Cr Narda Cain
First Elected: November 2008
Ph: 0427 881 826
Email: nardac@alpineshire.vic.gov.au
Portfolio: Finance and Rates
Council committees: Finance Committee, Audit and Risk Committee
Introduction

Year in Review

About Council

Performance Report

Governance Report

Financial Report

Reference

Cr Tony Keeble
First Elected: November 2008
Ph: 0409 165 457
Email: tonyk@alpineshire.vic.gov.au
Portfolio: Sport and Recreation

Cr Peter Roper
First Elected: November 2008
Ph: 0439 368 115
Email: peterr@alpineshire.vic.gov.au
Portfolio: Planning and Environment
Council committees: Audit and Risk Committee, Finance Committee

Cr Mark Steven
First Elected: November 2008
Ph: 0407 681 274
Email: marks@alpineshire.vic.gov.au
Portfolio: Tourism and Economic Development
Council Committees: Dinner Plain Advisory Committee, Great Alpine Valleys Tourism Board, Great Alpine Road Marketing Inc
Our Organisation

The Alpine Shire Council operates under a corporate management structure, with the Chief Executive Officer heading Senior Managers and staff. The Chief Executive Officer reports directly to Council, and is supported by the Senior Management Team, each of which is responsible for the delivery of services within program areas.

Ian Nicholls
CHIEF EXECUTIVE OFFICER

Ian Nicholls was appointed to the position of Chief Executive Officer in October 2008.

Ian has been with the organisation for more than 20 years and was formerly the Manager of Strategic Services.

As CEO his role includes management of the day-to-day operation of Council through the management team and working with Councillors on strategies for taking the organisation forward. Ian is also responsible for the provision of good governance.

Trevor Britten
MANAGER COMMUNITY SERVICES

Trevor Britten began with the Council in 1995 and has since gained wide experience across the organisation. In his current role as Manager of Community Services, Trevor is responsible for the provision of aged care, youth, environmental health, maternal and child health, local laws and children’s services.

Trevor is keen to balance interest in community matters against the traditional Council staples of roads, rates and rubbish; and therefore his team is focused on improving community wellbeing.

Luke Taberner
MANAGER CORPORATE SERVICES

Luke Taberner commenced work as Manager Corporate Services in April 2006 and is responsible for financial management, rates, information technology, customer service and risk management.

Luke came to Alpine Shire from Berrigan Shire in Southern NSW where he held the position of Director of Corporate Services for eight years.

Luke’s professional qualifications include a Bachelor of Business - Accounting, and Membership of the Australian Society of CPAs. He particularly enjoys putting in place financial solutions which benefit the community.

Andrew Taylor
MANAGER ENGINEERING AND ASSETS

Andrew Taylor was appointed to the position of Manager Engineering and Assets in April 2008 and is responsible for the management of the Shire’s engineering works and asset maintenance operations. These include roads, footpaths, drains, traffic management, parks, gardens, playgrounds, trees, aerodromes and waste disposal.
Heather Green
MANAGER PLANNING AND ENVIRONMENT

Heather Green started as the Manager Planning and Environment in June 2008 and is responsible for statutory planning, building, strategic planning, urban design and environmental issues.

Heather has more than 30 years planning experience and her professional qualifications include a Bachelor of Applied Science (Planning) and Membership of the Planning Institute of Australia.

Heather is committed to improving the relationship Council has with the development industry and the broader community. She is passionate about building consensus between conflicting parties and achieving an improved environment for residents and visitors to the Shire.

John Carter
MANAGER STRATEGIC SERVICES

John Carter was appointed to the position of Manager Strategic Services in 2008 having been Manager Technical Services for 5 years. His responsibilities include Strategic Projects including town framework plans and master plans, Economic Development and Tourism, Visitor Information Centres, Contracts and Dinner Plain Village services.

John and his team have a focus on pursuing major initiatives to support our economy including high speed Broadband, sustainable agriculture via Alpine Agrifood, cycle and nature based tourism, and investigating potential major tourism infrastructure.
Organisation structure

Manager Community Services
Trevor Britten
- Aged and disability services
- Child and family services
- Community development
- Environmental health
- Health and wellbeing
- Local laws
- Fire prevention management
- Recreation and leisure

Manager Corporate Services
Luke Taberner
- Customer service
- Financial services
- Information technology
- Procurement
- Rates and property
- Document management
- Risk management

Manager Engineering and Assets
Andrew Taylor
- Design and project management
- Infrastructure
- Parks and gardens
- Waste management
- Asset management

Manager Planning and Environment
Heather Green
- Building services
- Environment
- Statutory planning
- Strategic planning

Manager Strategic Services
John Carter
- Dinner Plain
- Economic development
- Strategic projects
- Tourism - including Visitor Information Centres

Chief Executive Officer
Ian Nicholls
- Communications
- Governance
- Human Resources
Leadership

Objective

“We will lead, engage and provide responsible government”

Decision Making

A significant review of the statutory planning functions of Council was carried out during 2008/09. Implementation of the recommendations commenced in 2009/10. The main aim of the review was to identify areas that require change to enable a higher level of customer service and improved decision making. This was a significant undertaking and it identified some key issues to be addressed. The most tangible improvement has been to the processing times for planning applications which has been significantly reduced. This is due to a number of reasons including increased staff numbers, improved systems and a reduction in the number of applications. In addition Council has introduced planning forums to deal with complex applications and those with objections.

Council is very aware that the records management area within local government is currently undergoing major change. As such Council has endeavoured to ensure Council’s records management is keeping abreast of legislative and IT requirements by implementing the following projects:

- Mount Beauty Records Archive Centre: Upgrading of the centre and cataloguing of all records by the General and Disposal Authority for Records of Local Government Function (PROS) Public Records of Victoria.
- Records Management Step Program: Council has also undertaken the first round of meetings with consultants Votar Partners to commence the MAV Step Enterprise Content Management (Records Management) Program. The objective of the program is to ensure all Councils achieve a Records Management Better Practice Guide and checklist and to achieve this minimum compliance as soon as possible.
- Joint Tender for the Enterprise Content Management System (ECMS): Council has entered into a tender arrangement, using the services of consultants, Votar Partners, with six other councils for a request for tender for Provision of Services and Software for an ECMS. This will ensure that the Alpine Shire Council has an information and records management system which encompasses records, documents and content management well into the future.

Community Engagement

Council continues to maintain and enhance the Alpine Interactive Mapping System (AIMS) with some 30 layers of geographical information being made available to the public through an online interface. Current development is occurring on a property portal enabling the public to access property information in a report format. It is envisaged that a trial version will be made available to the public in October 2010.

Financial Sustainability

Council levies rates in accordance with the Local Government Act 1989 and the Valuation of Land Act 1960. Council levies rates based on the capital improved value (CIV) of each property. It levies a general rate on all properties except those eligible to qualify for a differential farm rate which was set at 72% of the general rate.

Council also levies two special rates as follows:

- The Commercial /Industrial Special Rate: levied on about 648 properties and set at 48% of the general rate.
- The Dinner Plain Special Rate: levied on about 510 properties and set at 86.5% of the general rate.

As part of Valuation Best Practice, Council must revalue properties in the municipality every two years. The 2009/10 year was not a revaluation year therefore valuations of properties were based on market values as at 1 January 2008. Properties were re-valued with a base date of 1 January 2010 for the calculation of rates for the 2010/11 rating year.

Risk Management

The Council maintained its high scores and rankings under the Civic Mutual Plus public liability risk audit and the JMapp property risk audit.

In 2009/10 the overall number of public liability claims decreased, with only one property claim which was as a result of the 17 June 2010 storm that hit the Myrtleford area.

Motor vehicle claims increased during 2009/10 with the largest being the $49,000 write-off of one of Council’s trucks.
Crisis Management

Councils award winning web based emergency management system, MECC Central, is receiving further development incorporating feedback from the February 2009 bushfire debrief. MECC Central 2.0 is optimised for access on mobile devices and incorporates a new feature to allow emergency management information to be shared with neighbouring councils in the event of an emergency.

Council worked closely with the CFA during the year to assess and designate 11 Neighbourhood Safer Places (NSP) in the municipality. Council was congratulated as the first in the State to designate an NSP according to the Bushfires Royal Commission findings. Funding will be sought in future years to improve the amenity of these ‘places of last resort’.

In addition to the NSP, Council worked closely with the CFA to develop four Township Protection Plans (TPP). These have now been adopted as the State template. Council has been acknowledged and congratulated for its leadership in regards to these various actions.

Continuous Improvement

The contracts and tendering processes within Council continue to be refined to ensure transparency and competitive pricing and best value for ratepayers. In 2010/11 the contracts and tendering function will be repositioned within the organisation to Corporate Services with a greater emphasis on procurement and compliance with new government standards.

Customer Service

Council is constantly striving to improve service to and forge closer relationships with all our customers. During 2009/10 Council adopted a Service Standard Charter. The charter is an expression of Council’s commitment to improving service and communication with customers. Several changes to staffing and responsibility have been made as a result of the challenges presented by the implementation of the charter.

Council’s three VICs have been enhanced through improved signage, customer service stations, merchandise units and upgraded telephone systems. These upgrades were funded by a $108,000 Regional Development Victoria grant and have greatly assisted the staff and ambassadors to meet the needs of increased visitation. Walk in statistics were up an average of 28% and incoming phone calls were up on average over 50% across the three centres over the 2009/10 year. Significant gains in lowering operating costs were achieved through increased accommodation bookings and retail sales with further improvements forecast. The ambassador program is still the foundation of the success of maintaining high standards of customer service. Through the expansion and refinement of the program and with the implementation of appropriate new technology with projects like the Alpine Explorer, it will continue to underpin the VIC’s success.
<table>
<thead>
<tr>
<th>Actions</th>
<th>Target</th>
<th>Progress - June 2010</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategy 1.1: Decision Making – We will improve our decision making process</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review planning decision process and implement findings</td>
<td>June 2010</td>
<td>Implemented</td>
<td></td>
</tr>
<tr>
<td>Review decision making process</td>
<td>June 2010</td>
<td>Commenced - delegations reviewed and updated</td>
<td></td>
</tr>
<tr>
<td>Develop Corporate Information strategy with particular emphasis on electronic records</td>
<td>Commence July 2009 Complete June 2011</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Strategy 1.2: Engaging Community – We will engage our community in decision making</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investigate the use of internet social engagement tools to further engage the community in council decision making</td>
<td>Ongoing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop and implement a Communication strategy</td>
<td>Commence July 2009 Complete June 2011</td>
<td>Commenced</td>
<td></td>
</tr>
<tr>
<td><strong>Strategy 1.3: Financial Sustainability – Council will continue to be a financially sustainable entity</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop a strategy to proactively seek funding grants</td>
<td>June 2010</td>
<td>Deferred to 2010/11</td>
<td></td>
</tr>
<tr>
<td>Develop ten year financial plan</td>
<td>June 2010</td>
<td>Commenced - To be completed 2010/11</td>
<td></td>
</tr>
<tr>
<td>Review Strategic Resource plan and implement improvements</td>
<td>June 2010</td>
<td>Completed and included in Council Plan and Budget.</td>
<td></td>
</tr>
<tr>
<td>Identify potential capital improvement projects and fully develop and cost implementation plans</td>
<td>Ongoing</td>
<td>Project assessment and management process established.</td>
<td></td>
</tr>
<tr>
<td><strong>Strategy 1.4: Risk management – To maintain a sound and rigorous risk management program</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review insurance coverage to ensure compliance and adequacy</td>
<td>Ongoing</td>
<td>Completed for 2009/10. Competitive premiums obtained. Public liability reduced by 30% + since 2007/08</td>
<td></td>
</tr>
<tr>
<td>Review and update OH&amp;S policy</td>
<td>Ongoing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensure compliance with Risk Management policy including information and Communication Technology</td>
<td>Ongoing</td>
<td>Annual implementation</td>
<td></td>
</tr>
<tr>
<td><strong>Strategy 1.5: Crisis Management</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review and update Municipal Emergency Management Plan and Township Plans</td>
<td>June 2010</td>
<td>Review completed. MEMP updated. TPP’s and NSP identified</td>
<td></td>
</tr>
<tr>
<td><strong>Strategy 1.6: Create a culture of continuous improvement</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop and implement a Continuous Improvement Plan (CIP)</td>
<td>June 2010</td>
<td>Deferred – to be considered with Organisational Review</td>
<td></td>
</tr>
<tr>
<td><strong>Strategy 1.7: Accountability – Council will improve its accountability to reflect public interest</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Development of key performance indicators improved</td>
<td>June 2010</td>
<td>Deferred</td>
<td></td>
</tr>
<tr>
<td><strong>Strategy 1.8: Council will provide excellent customer service to residents and visitors</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investigate and document ways to improve Customer Service</td>
<td>June 2010</td>
<td>Commenced – carried over to 2010/11</td>
<td></td>
</tr>
<tr>
<td>Visitor Information Centre management effectiveness reviewed</td>
<td>June 2010</td>
<td>VIC Strategic plan completed</td>
<td></td>
</tr>
<tr>
<td><strong>Strategy 1.9: Sustainability – Council’s practices and policy reflect sustainability as a core principle</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Policies and practices reviewed to reflect sustainability of the natural, built, economic and social environments</td>
<td>June 2010</td>
<td>Commenced - Local Voices Shaping Our Future” completed</td>
<td></td>
</tr>
</tbody>
</table>
Table 1: Leadership Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of staff (EFT)</td>
<td>140</td>
<td>125.2</td>
<td>119.58</td>
<td>99</td>
<td>-</td>
</tr>
<tr>
<td>JMapp building audit results (score out of 100)</td>
<td>92</td>
<td>89.33</td>
<td>91.33</td>
<td>78</td>
<td>-</td>
</tr>
<tr>
<td>CMP public liability audit score (score out of 100)</td>
<td>80</td>
<td>80</td>
<td>83</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Fidelity Risk Management Review (score out of 100)</td>
<td>46</td>
<td>27</td>
<td>0</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Annual Rate rise percentage</td>
<td>4.8</td>
<td>6.5</td>
<td>5</td>
<td>5</td>
<td>3.5</td>
</tr>
<tr>
<td>Value of external grants</td>
<td>$8.0M</td>
<td>$10.5M</td>
<td>$7.5M</td>
<td>$5.5M</td>
<td>$5.5M</td>
</tr>
</tbody>
</table>

Table 2: Building Permits issued in Alpine Shire

<table>
<thead>
<tr>
<th>Building Permits</th>
<th>2009/10</th>
<th>2008/09</th>
<th>2007/08</th>
<th>2006/07</th>
<th>2005/06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of building permits issued</td>
<td>245</td>
<td>293</td>
<td>244</td>
<td>264</td>
<td>389</td>
</tr>
<tr>
<td>Value of building works approved</td>
<td>$20.5M</td>
<td>$19.5M</td>
<td>$21.2M</td>
<td>$24.9M</td>
<td>$42.7M</td>
</tr>
<tr>
<td>Value of fees</td>
<td>$164,928</td>
<td>$164,552</td>
<td>$170,803</td>
<td>$190,125</td>
<td>$282,251</td>
</tr>
</tbody>
</table>

Table 3: Planning Permits issued in Alpine Shire

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of planning permits received/issued</td>
<td>257/247</td>
<td>259/244</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Average processing time (days)</td>
<td>103</td>
<td>113</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Value of works subject to planning permit</td>
<td>$96.5M</td>
<td>$62.5M</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Value of fees</td>
<td>$65,142</td>
<td>$60,821</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
Community

Objective

“Our community will be healthy, vibrant and secure”

Sustainability

The Community Building Initiative (CBI) final year was 2009/10. It gained wide acceptance as an extremely effective way of engaging with the community, developing leaders, and empowering townships to deliver their priorities.

Communities value the Council connection offered by the initiative and have challenged Council to sustain the program without external funding.

Examples of projects commenced or completed in 2009/10 by the various CBI committees include:

- Tronoh Dredgehole comfort station at Harrietville
- Community noticeboards and newsletters
- Improvements to the Porepunkah Hall
- Wandiligong interpretive historic trail
- Green waste management and recycling at Harrietville
- Tawonga Memorial Park playground improvements
- Wandiligong Alpine Park playground improvements.

During 2009/10 the Community Resilience Committee (CRC) continued its focus on recovery from the February 2009 bushfires, but began to broaden its interests towards the end of the year. The committee developed an excellent reputation for its effectiveness and community and agency participation and welcomed several observers from neighbouring regions during the year to ‘see how it’s done’.

The work of the CRC, closely coupled with that of CBI townships in the fire affected areas, provided a strong base for recovery from the fires.

The CRC ‘Community Recovery Plan’ identified a wide array of recovery activities and was used to secure substantial external funding. A sample of recovery plan projects being managed and delivered, above and beyond Council’s capital works program, during 2009/10 is:

- Redevelopment/refurbishment of Mudgegonga, St Albans and Rosewhite halls
- A wide variety of community strengthening events
- Reinstatement of farm fencing
- Establishment of a UHF radio network
- Investigation into the feasibility of establishing a community based water authority in Dederang
- Extension of the Dederang walking/cycling path
- Bushfire memorials

Community

Council provided home and community care services (ranging from personal care to home maintenance) to about 550 clients in 2009/10, enabling them to remain living in their homes confidently and safely for as long as is appropriate.

During 2009/10 Council’s partnership with Alpine Health continued to evolve to the community’s advantage. An alliance has been developed with the objective of ‘seamlessly delivering home care services to the community.’ In effect this will mean both organisations working even more closely together to further improve an already effective, well respected, and highly valued service.

Council also implemented several other service improvement projects: Active Service modelling will provide clients with the skills and support to maintain their independence for longer; and service coordination projects such as eReferrals and designated assessments will further streamline services and care planning.

Following a successful ‘water conservation’ program, Council successfully delivered a second climate change program in 2009/10 assisting homecare clients to make their homes more energy efficient.

Opportunity

Council purchased the Bright Sports Centre in 2009/10 and immediately undertook improvements including: implementing professional management arrangements; improving the facility’s presentation; and broadening the range of services; programs and activities on offer. Both a centre redevelopment plan and business plan were completed and a funding application submitted for Stage 1 of the redevelopment which is planned to commence in 2010/11.

Stage 1 of the Ablett Pavilion redevelopment was officially opened in 2009/10 delivering significant and exciting new opportunities for Myrtleford. The new multi-purpose centre is more accessible and useable, and features access for people with disabilities and vastly improved amenity including a balcony area for spectators.
The Dinner Plain Recreation Strategy was completed during the year and will complement the greater Municipal Recreation and Leisure Strategy including recreation reserve masterplans forecast to be completed during 2010/11.

**Connectivity**

Council continued to take a lead role in the Northeast Transport Connections Project. Phase 2 of the project was completed in 2009/10 with highlights including the Ovens Valley accessible bus service, the Bright to Omeo bus service, and the continuation of the Kiewa Valley flexi bus. Phase 3 funding was also secured to deliver local initiatives and sustainable community outcomes through the establishment and consolidation of regional partnerships and the delivery of regional initiatives.

During 2009/10 Council commenced a review of the initiatives and priorities in the Alpine Shire Footpath Strategy and engaged the community in the process. This review will be progressed in 2010/11 with the development of a five year works program.

In accordance with the Victorian Government’s Arrive Alive 2008-2017 Strategy, Council adopted the Alpine Shire Road Safety Strategy (RSS) in July 2009. The RSS proposes a range of initiatives, outlined in road safety action plans, covering all key aspects of road safety. The RSS will also assist in obtaining grants for road safety initiatives and road upgrades, such as Black Spot funding and other similar programs.
Objective

“We will make our Shire a great place to live and visit”

Built Environment

Council undertook a range of streetscape enhancements in Harrietville in 2009/10 including stonework, timber rails, landscaping and tree pruning supporting improved definition of the ‘heart’ of the township.

Council completed Stages 2 and 3 of the Cundy Park Adventure Playground in 2009/10 including the implementation of toddler play equipment and upper body equipment to compliment the existing adventure play structure. This now completes all stages of the adventure play project providing the community with a wonderful interactive asset.

Unique Character

In 2009/10 Township Framework Plans (TFP’s) were completed for each of the main centres of Bright, Myrtleford and Mount Beauty. The TFPs identify key issues, opportunities and actions in the areas of: planning and land use; open space and recreation; infrastructure; and township character. The TFP process saw a high level of community involvement using some new engagement methods and was well supported by the community and Council.

In October 2009 Council acquired the former Myrtleford Police Station and residence located on the Great Alpine Road. Redevelopment of the site is intended to support the revitalisation of the central business district and will provide improved visibility of the commercial area from the Great Alpine Road; visually connect Jubilee Park to the commercial area as well as support improved pedestrian access. In the interim Council converted the site to open space to provide the Myrtleford community with an immediate result.

Emergency Management

Training of Council employees in emergency management continued through 2009/10 with emergency management training exercises conducted at Dinner Plain and the Bright Council Depot and attendance at the SES run “Introduction to Emergency Management” short course. A second Deputy MERo was also appointed to assist with emergency situations.

Storms throughout 2009/10 provided real life situations to attend to and the use of Council’s MECC Central emergency software assisted in response to fallen trees, wind damage and flash flooding.

The Municipal Emergency Management Plan (MEMP) was reviewed and updated during 2009/10 and an SES audit of the MEMP showed compliance with the relevant guidelines and a Certificate of Audit was awarded.

Asset Plans

Significant savings in time were realised through the use of GPS data collection and the automation of asset inspection processes during 2009/10. After a successful trial for undertaking road inspections during 2009/10, the same process is being rolled out for footpath and bridge inspections in 2010/11.

Improve Accessibility

In 2009/10 Council was committed to improving accessibility within the Shire and completed Stages 1 and 2 of the Wandiligong Trail and commenced Stage 3. In addition, scoping of the Bright to Harrietville Trail was undertaken in 2009/10 in preparation for the 2010/11 financial year.

Information Technology

Council is now a financial partner in the Towong Shire broadband project and is seeking to align the communities needs with the Hume Strategy and sub regional plan to maximise leverage opportunities with the National Broadband Network (NBN) project.
Strategy 3.1: Council will ensure that our built environment is functional, accessible, safe and aesthetically attractive

- Develop an effective forward works plan
  - Target: June 2010
  - Progress - June 2010: Complete

- Develop a Playgrounds upgrade plan inline with appropriate standards
  - Target: June 2010
  - Progress - June 2010: 50% completed

Legend
- Completed / implemented
- Continuing / ongoing
- Incomplete
- Deferred to 2010 / 2011

Strategy 3.2: Ensure development recognises and maintains the unique character of the shire and makes a positive contribution to the liveability of our towns

- Review and upgrade Master Plans to reflect changing needs of each town
  - Target: Ongoing
  - Progress - June 2010: 3 main town TFPs completed

- Review Planning Scheme
  - Target: June 2010
  - Progress - June 2010: Draft Report received.

Strategy 3.3: Be fully prepared to meet our Emergency Management responsibilities

- Review and upgrade Emergency Management Plan
  - Target: June 2010
  - Progress - June 2010: Complete

- Review and identify actions from Bushfire Royal Commission report
  - Target: June 2010
  - Progress - June 2010: Report to be released in August 2010

- Engage staff in relevant emergency management training
  - Target: Ongoing
  - Progress - June 2010: Introduction to Emergency Management training undertaken

Strategy 3.4: Use quality asset plans to drive our renewal and maintenance programs

- Review and amend Council Asset management plans for bridge and culverts, roads, open spaces, footpaths, plant and equipment and buildings reviewed and amended
  - Target: June 2010

- Establish an asset register that identifies our renewal gap
  - Target: June 2010
  - Progress - June 2010: Part of STEP program - in progress

Strategy 3.5: Improve accessibility to our Shire

- Develop a Mount Beauty Airport Master Plan
  - Target: June 2010
  - Progress - June 2010: Draft Master Plan complete and public submissions received

- Continue our commitment to the network of cycling tracks
  - Target: Ongoing
  - Progress - June 2010: Wandiligong Trail Stages 1 and 2 complete and Stage 3 commenced. Bright to Harrietville Trail scoped

Strategy 3.6: Seek and facilitate information Technology infrastructure development opportunities

- Develop project plans in readiness to capitalise on federal funding for high speed broadband upgrades to assist development of the local digital economy
  - Target: Ongoing
  - Progress - June 2010: Completed

Table 1: Infrastructure Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of road graded</td>
<td>512km</td>
</tr>
<tr>
<td>Length of road sealed</td>
<td>11.9km</td>
</tr>
<tr>
<td>Length of footpaths constructed:</td>
<td></td>
</tr>
<tr>
<td>Concrete</td>
<td>720m</td>
</tr>
<tr>
<td>Asphalt</td>
<td>1800m</td>
</tr>
<tr>
<td>Number of bridges reconstructed</td>
<td>3</td>
</tr>
</tbody>
</table>
Objective

“Our community will be prosperous, resilient and sustainable”

Tourism Promotion

The Alpine Region Tourism Board was renamed Great Alpine Valleys Tourism Board in 2009 and was expanded from a five to a six member board with the inclusion of a Kiewa Valley representative. The Board, with support from tourism marketing employees, delivered significant outcomes in its second year including undertaking comprehensive investigations into the Mount Buffalo Skyways project and a Blue Sky tourism forum during 2009 to determine local operator priorities for new events and infrastructure.

The tourism team joined Strategic Services in September 2009 and delivered the marketing plan including regional television campaign, Villages Victoria campaign, tourism event support and establishing and maintaining the Great Alpine Valleys Website.

Council also commenced the Alpine Explorer tourism itinerary project after receiving over $430,000 from Federal Government via a TQual grant.

Business Growth

The Economic Development team was restructured during 2009/10 with the introduction of the new Economic Development & Tourism Coordinator Role. Training opportunities for business were expanded and Council’s local calendar and photo competition were completed. Council supported the Rural City of Wangaratta to develop the Alpine Valleys Agribusiness prospectus and participated in the Agrifoods project and the review and future direction strategy for the dairy industry.

Sustainability Solutions

A significant commitment was made during 2009/10 to the initiation and completion of the CSIRO Sustainable Communities Initiative Report. This report addressed the key sustainability challenges for the Upper Ovens Region. This culminated in the adoption of the Integrated Economy Model for the Ovens valley in June 2010.

Alpine Planning Scheme

The Alpine Planning Scheme has a significant impact on the economy of the Shire. Council had identified the need to review the land use and development issues for the rural areas of the Shire, however due to competing demand for planning resources throughout 2009/10 the Rural Land Strategy was deferred until 2010/11.

Implementation of the statutory planning functions review during 2009/10, focussed on improvements: to the processing times for planning applications; processes and procedures; systems and planning information. These outcomes will be further enhanced in future years with the implementation of the planning scheme review recommendations.
## Actions

<table>
<thead>
<tr>
<th>Actions</th>
<th>Target</th>
<th>Progress - June 2010</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategy 4.1: Develop and continue to promote the Alpine Shire as a desirable tourist destination</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implement Alpine Marketing Plan</td>
<td>June 2010</td>
<td>Marketing plan implemented, Autumn in Great Alpine Valleys, Alpine explorer project, Dinner Plain Tourism Marketing Strategy commenced</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Strategy 4.2: Council will support the growth of the Shires business base</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop Economic Development Strategy</td>
<td>June 2010</td>
<td>Requires budget allocation</td>
<td>❌</td>
</tr>
<tr>
<td>Support Hume Regional Strategy</td>
<td>Ongoing</td>
<td>Key staff participated in forums and contributed comments on draft documents. Projects with key alignments identified for scoping</td>
<td>✔️</td>
</tr>
<tr>
<td>Develop relationships with key stakeholder to foster opportunities</td>
<td>Ongoing</td>
<td>Collaborated with TAFCO &amp; RCoW on Alpine Agrifood</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Strategy 4.3: Provide effective solutions to the challenges of sustainability</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finalise Upper Ovens Sustainable Community Initiatives project</td>
<td>June 2010</td>
<td>Integrated economy model adopted by Council June 2010</td>
<td>✔️</td>
</tr>
<tr>
<td><strong>Strategy 4.4: Our Planning Scheme will assist in protecting what we value most in the Shire</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop Rural Land Strategy</td>
<td>Commence July 2009 Complete June 2011</td>
<td>Project was delayed to 2010/11 due to staff redeployment.</td>
<td>❌</td>
</tr>
<tr>
<td>Identify and implement improvements to our Planning application process</td>
<td>June 2010</td>
<td>Key improvements completed. Ongoing review of all policies and procedures commenced</td>
<td>✔️</td>
</tr>
</tbody>
</table>
Environment

Objective

“We will protect and enhance our unique natural environment”

Council aims to protect and improve our high quality natural environment by working in partnership with our communities, encouraging sustainable development and being a leader in environmental best practice. The rich and unique cultural and natural values of the Alpine Shire are our key assets and are significant to the region. Council has continued to achieve a number of environmental objectives during 2009/10 and has further committed to reducing our environmental footprint.

Education

Environmental education for the Shire’s communities and schools as well as community driven action are an important way to develop the ongoing protection of the Shire. Council supported the development of the Alpine Sustainability Group and during 2009/10 continued to work with schools through the School Environment Education Directory to ensure the sustainability of the Shire into the future.

Planning and Environmental Leadership

Council continued to provide leadership in reducing the organisations carbon footprint and conserving natural resources. During 2009/10 Council completed installation of automated watering systems in Howitt Park and established a continuous program for upgrading systems throughout the Shire.

Council commenced retrofitting Council buildings with resource and energy saving systems with contracts awarded for the installation of water tanks at the Council office in Bright and completion of a project scope for solar panels also at the Council office in Bright, with works to be completed in the 2010/11 financial year.

Climate Change

Climate change continues to be an important issue being faced by the Shire’s communities. Council continued implement the actions developed in both the Greenhouse Local Action Plan and the Sustainable Water Use Plan, by purchasing the council’s first hybrid vehicle and the installation of solar hot water and rainwater tanks at the Myrtleford pool in 2009/10. Council also continued to be an active member of the North East Greenhouse Alliance.

In response to the challenges of the Shire’s varying climate, Council undertook a climate change risk assessment in 2009/10 to assess how Council’s services and assets would be affected by predicted climate change, including increased frequency and intensity of extreme weather and reduced water availability. Action plans developed as part of that assessment will enable current services, assets and policies to adapt to the predicted climate variability.

Council also convened a citizens jury to deliberate over ‘how can we work together to respond to a varying climate’. The ‘Local Voices Shaping Our Future’ project brought together 16 randomly selected community members to develop a series of recommendations for Council and the Shire’s communities to respond to the impacts of a varying climate.

Weeds

Weed control and management continued to be a high priority. Throughout 2009/10 Council continued to implement the Alpine Shire Weed Strategy with on-ground works and partnerships with the community and external agencies. Over 300km of roadsides across the Shire were treated for regionally controlled weeds such as broom and blackberry to further reduce the spread of weeds throughout the Shire.

Partnerships were enhanced with Landcare and other community groups, such as the Friends of Junction Creek in Tawonga South, to further target important sites throughout the Shire.

ANNUAL SATISFACTION SURVEY RESULTS WASTE MANAGEMENT

![Chart showing annual satisfaction survey results for waste management]

- 70% in 2006
- 75% in 2007
- 75% in 2008
- 80% in 2009
- 75% in 2010
### Strategy 5.1: We will facilitate education in the areas of water conservation, sustainable building design and energy efficient design

<table>
<thead>
<tr>
<th>Actions</th>
<th>Target</th>
<th>Progress - June 2010</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop Environmental standards</td>
<td>Commence July 2009 Complete June 2011</td>
<td>Completed the Local Voices Shaping our Future Project to inform the standards</td>
<td>○</td>
</tr>
<tr>
<td>Develop a comprehensive understanding of key environmental issues with particular regard to building and land management practices</td>
<td>Ongoing</td>
<td>A review of the Amenity Local Law provided a good awareness to environmental issues associated with building and land management practices</td>
<td>○</td>
</tr>
<tr>
<td>Develop an Environmental Policy and key environmental objectives</td>
<td>June 2010</td>
<td>Ongoing as part of the Environmental strategy</td>
<td>○</td>
</tr>
<tr>
<td>Provide the development industry with educational materials re: water conservation, sustainable building design and energy efficient design ideas that may be incorporated into their plans</td>
<td>Commence July 2009 Complete June 2011</td>
<td>No resources allocated in 2009/10 budget</td>
<td>◀</td>
</tr>
</tbody>
</table>

### Strategy 5.2: Provide leadership to the community by implementing planning and environmental controls that reflect our environmental aims

<table>
<thead>
<tr>
<th>Actions</th>
<th>Target</th>
<th>Progress - June 2010</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduce and use automated watering systems and plant drought tolerant vegetation</td>
<td>Ongoing</td>
<td>Works completed in Howitt Park</td>
<td>○</td>
</tr>
<tr>
<td>Identify and implement suitable projects that will deliver water conservation, sustainable building design and energy efficient design</td>
<td>Ongoing</td>
<td>Installation of water tanks at Bright Council offices committed. Project scope for solar panels completed.</td>
<td>◀</td>
</tr>
</tbody>
</table>

### Strategy 5.3: Develop plans to address the effects of climate change

<table>
<thead>
<tr>
<th>Actions</th>
<th>Target</th>
<th>Progress - June 2010</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop and adopt environmental design practices</td>
<td>June 2010</td>
<td>Climate change study undertaken</td>
<td>○</td>
</tr>
<tr>
<td>Develop climate change risk assessment</td>
<td>June 2010</td>
<td>Currently undertaking climate change risk assessments</td>
<td>○</td>
</tr>
</tbody>
</table>

### Strategy 5.4: Reduce weeds in the Shire

<table>
<thead>
<tr>
<th>Actions</th>
<th>Target</th>
<th>Progress - June 2010</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review and upgrade Weed Management Strategy and set seasonal targets</td>
<td>June 2010</td>
<td>Annual programs developed and completed</td>
<td>○</td>
</tr>
</tbody>
</table>
Governance Report
Councillors’ Remuneration

Councillor allowances were reviewed in June 2009 and set at the maximum amount specified in the Order in Council from the Minister for Local Government for small rural councils. The mayoral allowance was set at $48,400 and the Councillor allowance at $16,200.

Council Meetings

Council meets monthly on the first Tuesday of each month. Council rotates Council meetings around the three main towns of Bright, Mount Beauty and Myrtleford. Special Meetings of Council are held as required, but are generally held at the Bright Council Chambers.

Council Agendas are published and circulated to the community and media on the Friday prior to the Council meeting. The public is encouraged to contact Councillors prior to the Council meeting regarding agenda items, and provision is made for them to make an appointment to discuss any items. A question time is held at the beginning of each Council meeting to allow the public to address Council.

Councillor Briefing Sessions are held to give Councillors the opportunity to meet with Senior Managers to keep up to date with issues as they arise. This is also a practice that has been well received, and will continue into the future.

The regular session on local public radio promoting forthcoming Council meetings and items to be addressed was continued in 2009/10.

Council Committees

Council’s Audit and Risk Committee is a committee of Council formed under section 159 of the Local Government Act 1989. The committee consists of Councillors Cain and Roper, the CEO and Manager Corporate Services and two independent members being the chairman Mr John Kantor and Mr Barry Coghlan. The Audit and Risk committee met on three occasions during 2009/10.

Under the provisions of Sections 86 and 88 of the Local Government Act 1989, Council has 17 Committees of Management that assist with the supervision and administration of Council’s halls, reserves, pools and aerodromes.

Council commissioned a review of its Section 86 committees in December 2009. This review will be completed in 2010/11.

In addition to the Section 86 committees, Council also has the Dinner Plain Advisory Committee. This committee is charged with representing the Dinner Plain community and providing advice to Council to ensure the strategic and service objectives of the village are met.

All of Council’s committees meet regularly throughout the year and Committee members bring issues to the meetings on behalf of community members and residents and ratepayers are encouraged to attend the meetings.

Council is represented on each committee. Councillor membership of these committees is reviewed annually in December after the election of the Mayor, who is an ex-officio member of all Council Committees and Advisory Groups.

Table 1: Councillor meeting attendance 2009/10

<table>
<thead>
<tr>
<th>Councillor</th>
<th>Ordinary Council</th>
<th>Special Council</th>
<th>Finance Committee</th>
<th>Audit Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cr Nino Mautone</td>
<td>10</td>
<td>4</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Cr Daryl Pearce</td>
<td>11</td>
<td>4</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Cr Narda Cain</td>
<td>10</td>
<td>4</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Cr Tony Keeble</td>
<td>7</td>
<td>3</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Cr Peter Roper</td>
<td>10</td>
<td>4</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Cr Mark Stevens</td>
<td>10</td>
<td>3</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Cr Jan Vonars</td>
<td>9</td>
<td>3</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Total Meetings</td>
<td>11</td>
<td>4</td>
<td>7</td>
<td>2</td>
</tr>
</tbody>
</table>
Youth Council

The Youth Council strives to ensure that youth views are conveyed to Council by encouraging and promoting involvement from young Alpine Shire residents.

The Alpine Shire Youth Council’s role is to:

★ Ensure that the views of youth are canvassed and conveyed to Council.
★ Provide advice to Council on appropriate youth programs.
★ Develop and implement a Youth Action Plan.

The 2010 Alpine Shire Youth Councillors are:

Dylan van den Berg  Youth Mayor  Mount Beauty Secondary  
Georgia Castricum  Deputy Y. Mayor  Marian College  
Angus Goodman  Bright P-12  Myrtleford P-12  
Ben Talbot  Bright P-12  Bright P-12  
Jake Bray-Butler  Jessica Dayment  Mount Beauty Secondary  
Chris Julian  Myrtleford P-12  Myrtleford P-12  
Josie Phillips  Mitchell de Vries  Marian College  
Molly Slater  Rachel Cole  Marian College  

The Youth Council had an active and rewarding year in 2009/10 and was involved in numerous initiatives including: promoting healthy lifestyles; a record six FReeZA events; National Youth Week events; alpine Youth web portal; 2009 youth awards and music factory program.

Citizenship Ceremonies

Under the Australian Citizenship Act 2007, Council has the role of performing citizenship ceremonies on behalf of the Department of Immigration and Citizenship for candidates who are resident in the Alpine Shire. The Pledge of Commitment made at the citizenship ceremony is the final legal requirement to becoming an Australian citizen.

The Alpine Shire Council places great importance on Australian citizenship, with the Mayor presiding over the ceremonies. Ceremonies are held as required prior to the commencement of Council meetings, with a special ceremony held during Australia Day celebrations every year.

During 2009/10, citizenship ceremonies were held for seven people in the Alpine Shire.
Council Workforce

Labour and skills shortages and increasing community expectations continued to exert pressure on Council’s workforce in 2009/10. Increases in service demand led to an increase in employee numbers with 140 EFT employees in 2009/10 up by 18% in the last 3 years and 42% since 2006.

Succession Planning

Fifty six percent of Council’s employees were Baby Boomers (46-64 years old) in 2009/10. While Council welcomes and encourages employees to stay on beyond the prescriptive retirement age, the reality is that 16 (12%) of employees will be 64 years of age in the next three years and will choose retirement. Retirement within the next decade will equate to 32 employees (22% of the workforce). Council continued to harness and translate employee expertise, experience and knowledge into a development tool as part of the succession planning strategy.

Professional Development and Training

The 2009/10 expenditure on employee professional development and training was lower than previous years and was attributable to a conservative budget across the board to ease the cost burden in other service areas affected by the February 2009 bushfires.

In order to address compliance, professional development and workforce succession planning issues with constrained resources, Council looked to innovative ways to deliver professional training and development in 2009/10. Council’s e-learning platform, that delivers basic compliance training to diploma level, was launched with great success and uptake by employees and it is envisaged that this learning facility will be provided to the wider community in the future.
Equal Employment Opportunity

It is the intent and desire of Council that equal employment opportunity will be provided in employment, promotions, wages, benefits, and all other privileges, terms and conditions of employment, including decisions on redundancies, retrenchment and termination.

Council has an Employment Policy that provides for its employees and applicants for employment, equality of opportunity regardless of sex, race, colour, national origin, age, religion, and physical or mental handicap. The policy requires that Council not show partiality or grant any special favours to any employee or group of employees.

Council will allow exceptions to the above policy in instances where members of a particular group are under-represented in the organisation in relation to their proportion within the community at large in the following areas:

- Within the organisation as a whole
- Within certain sections or departments of the organisation
- At certain levels of the organisation

In such cases, the organisation may take positive action to assist individuals or specific groups to maximise their opportunities through special training and assistance programs or through encouraging applications from members of those groups.

Regardless of such programs to assist individuals maximise their opportunities, all decisions regarding employment, promotions, wages and other benefits and privileges will remain based on merit.

Occupational Health and Safety

Council’s Occupational Health and Safety policy was renewed in 2009/10 after extensive employee consultation. The policy was amended to include various levels of OH&S roles and responsibilities as recommended by the Auditor General in its 2005 report on “Management of OH&S in Local Government”.

Council’s OH&S Committee comprises five health and safety representatives, two senior managers, the Human Resources Officer and the Risk Management & OHS Officer. The committee continued to meet every three months and a standing invitation to the meetings was extended to various team leaders and middle managers throughout the year. The role of the committee is to:

- foster and facilitate consultation and communication on matters relating to workplace safety between the employer and employees; and
- formulate and review how health and safety is applied in the organisation eg: policies, procedures, incidents analysis etc. In some instances the committee may make recommendations to the senior management team for the adoption of policies, procedures and also specific actions that need to be taken to ensure a safe workplace.

Under its legislative obligations Council has a duty to ensure employees are provided with training and that the health of the workforce is monitored. In 2009/10 Council subscribed to WorkSafe’s Workplace health checks program offering all employees the opportunity to have a free health consultation. It also offered all employees skin scans provided by the SunSmart Workplace Education Program. Audiometric testing was conducted for employees working with plant and equipment which have the potential to impact their hearing.

Various training included First Aid level 2, CPR refresher courses, handling fire extinguishers and ultraviolet radiation awareness and protection.

Representatives of WorkSafe met with the senior management team during 2009/10 to re-enforce the importance of OH&S site and work supervision.

![Figure 4: Alpine Shire Council staff demographics 2009/10](image)

![Figure 5: Alpine Shire Council staff by department 2009/10](image)
Best Value Program

Council is committed to the principle of best value and ensuring a fair, transparent and accountable process for the purchase of goods, services and works by council. In November 2009 Council adopted a Procurement Policy under Section 186A of the Local Government Act 1989. A key objective of the policy is to achieve best value, as determined on a whole-of-life-basis and taking into consideration:

- The need to review service against the best offer in both public and private sectors;
- The performance history of each prospective supplier;
- The relative risk of each proposal;
- The flexibility to adapt to possible change over the goods or service lifecycle;
- Financial considerations including all relevant direct and indirect benefits and costs over the whole procurement cycle; and
- The anticipated price that could be obtained, or cost that may be incurred at the point of disposal.

Code of Conduct

The Councillor Code of Conduct was adopted on 6 October 2010. This is an important document assisting Council to governing well, and to ensure our community understands how we govern and how it can participate in the governance of the Alpine Shire.

Decision Making and Delegation

Decisions by Council are made in one of two ways:

- At Ordinary and Special Meetings of Council by resolution; or
- Under delegated authority by Council officers

The majority of decisions, particularly those of an operational nature, are made under delegated authority either directly to officers or through the CEO.

The CEO is appointed by Council for the purposes of managing the daily business of Alpine Shire Council and to ensure the efficient operation of the organisation, an instrument of delegation under Section 98(1) of the Local Government Act 1989 provides the CEO with the necessary authority to perform the duties of the position.

Council reviewed this delegation during 2009/10 and adopted a new delegation on the 17 September 2009.

Some of the powers delegated to the CEO can be further delegated to staff. The CEO made an instrument of sub-delegation to staff on the 15 January, 2010 under authority of the instrument of delegation authorised by resolution of Council on the 17 September, 2010.

In addition to the delegation to the CEO, Council has also adopted instruments of delegation under various Acts and Regulations to enable key staff to perform their duties.

These instruments of delegation are reviewed regularly and amended to improve efficiencies in managing Council’s operations.

Documents Available for Public Inspection

In accordance with the Local Government Act 1989 and regulation 11 of the Local Government (General) Regulations 2004, the following documents and information are available for public inspection at the Alpine Shire Council Office, Great Alpine Road Bright:

- Details of current allowances fixed for the Mayor, and Councillors under section 74 or 74A of the Act;
- Details of senior officers’ total salary packages for the current financial year and the previous year including the gross salary, the amount of the Council or employer contribution to superannuation, the value of any motor vehicle provided by the Council and the total value of any other benefits and allowances provided by the Council;
- 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;
- Names of Council officers who were required to submit a return of interest during the financial year and the dates the returns were submitted;
- Names of Councillors who submitted returns of interest during the financial year and the dates the returns were submitted;
- 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;

- A list of all special committees established by Council and the purpose for which each committee was established;
- A list of all special committees established by the Council which were abolished or ceased to function during the financial year;
- 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;
- A register of delegations kept under sections 87, 88 and 98 of the Act, including the date on which the last review under section 98(6) of the Act took place;
- Submissions received in accordance with section 223 of the Act during the previous 12 months;
- Agreements to establish regional libraries under section 196 of the Act;
- 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;
- A register of authorised officers appointed under section 224 of the Act;
- 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;
- 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;
- A list of contracts valued at $100,000 or more which the Council entered into during the financial year without first engaging in a competitive process, and which are not contracts referred to in section 186(5) of the Act.

### Freedom of Information

The Freedom of Information Act 1982 gives the community conditional rights to access Council documents. The Act establishes that a request for access to information be lodged in writing with Council’s Freedom of Information Officer and be accompanied by the statutory fee.

Council received five requests for access to a document under the Freedom of Information Act 1982 in 2009-2010. The outcome of these requests is summarised as follows:

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full access granted</td>
<td>5</td>
</tr>
<tr>
<td>Part access granted</td>
<td>0</td>
</tr>
<tr>
<td>Requests withdrawn</td>
<td>0</td>
</tr>
<tr>
<td>Application fees collected</td>
<td>$117</td>
</tr>
<tr>
<td>Charges collected</td>
<td>$194.20</td>
</tr>
<tr>
<td>Charges waived</td>
<td>$0</td>
</tr>
</tbody>
</table>

### Information Privacy

Alpine Shire Council is committed to protecting the personal privacy of the Shire’s residents and ratepayers. It has a Provision of Information Policy, adopted in April 2002, for the handling and treatment of personal information.

Council collects and manages personal information in accordance with the requirements of its policy and the Information Privacy Act 2000.

Any person who has a privacy enquiry or feels aggrieved by Council’s handling of their personal information can lodge a complaint with Privacy Victoria. There were no formal complaints lodged during 2009-2010.

### Whistleblowers

The Whistleblowers Protection Act 2001 came into effect on 1 January 2002. Its purpose is to encourage and facilitate the disclosure of improper conduct by Councillors and Council officers and to protect people who make a disclosure.

In accordance with the Act, Alpine Shire Council has procedures, adopted in February 2002, for dealing with any disclosures it receives under the Act.

No disclosures were made under the Whistleblowers Protection Act 2001 during 2009-2010.
Local Laws

Council has seven Local Laws. Copies of these are available from the Council Offices in Bright and on the Alpine Shire Council website.

<table>
<thead>
<tr>
<th>Local Law</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Council Administration</td>
<td>Deals with use of the Common Seal; Election of Mayor, Council Meeting Procedures.</td>
</tr>
<tr>
<td>3. Dinner Plain</td>
<td>Deals with the regulation and control of activities at Dinner Plain.</td>
</tr>
<tr>
<td>4. Livestock</td>
<td>Deals with the regulation and control of livestock on roads in the Municipality.</td>
</tr>
<tr>
<td>5. Amenity</td>
<td>Deals with the regulation and control of activities which may be dangerous or unsafe or detrimental to the quality of life and environment.</td>
</tr>
<tr>
<td>6. Streets and Roads</td>
<td>Deals with the regulation and control of issues such as management of roads for traffic, control of vehicles and animals on roads, secondary activities on roads, including advertising signs, trading from a road or reserve, outdoor eating facilities and busking.</td>
</tr>
<tr>
<td>7. Murray to the Mountains Rail Trail</td>
<td>Deals with the regulation and control of activity on and access to the Murray to the Mountains Rail Trail.</td>
</tr>
</tbody>
</table>

On 4 August 2009 Council adopted a new local law, Murray to the Mountains Rail Trail Local Law (No.7) to enable the enforcement of regulations pertaining to the management of the Rail Trail within the Alpine Shire.

Council’s Environment Local Law (No. 5) was reviewed during 2009/10 and replaced with a new local law, Amenity Local Law (No.5) on 2 March 2010. The purpose of the Amenity Local law is to protect the amenity of the Shire’s neighbourhoods and the community in general.

Policy Changes and Updates

Council has 57 active policies guiding its operations and decision making processes. Policies are regularly reviewed and updated, with new policies being created as they are required. Five new policies were approved in 2009/10.
## Victorian Local Government Indicators

<table>
<thead>
<tr>
<th>Category</th>
<th>Indicator</th>
<th>2009/10</th>
<th>2008/09</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall performance</td>
<td>Community satisfaction rating for overall performance</td>
<td>64</td>
<td>61</td>
</tr>
<tr>
<td>Advocacy</td>
<td>Community satisfaction rating for Council’s advocacy and community representation on key local issues</td>
<td>64</td>
<td>62</td>
</tr>
<tr>
<td>Engagement</td>
<td>Community satisfaction rating for Council’s engagement in decision making on key local issues</td>
<td>60</td>
<td>62</td>
</tr>
<tr>
<td>All rates</td>
<td>Average rates and charges per assessment</td>
<td>$1,258</td>
<td>$1,199</td>
</tr>
<tr>
<td>Residential rates</td>
<td>Average residential rates and charges per residential assessment</td>
<td>$1,204</td>
<td>$1,139</td>
</tr>
<tr>
<td>Operating costs</td>
<td>Average operating expenditure per assessment</td>
<td>$2,657</td>
<td>$2,998</td>
</tr>
<tr>
<td>Capital expenditure</td>
<td>Average capital expenditure per assessment</td>
<td>$720</td>
<td>$496</td>
</tr>
<tr>
<td>Infrastructure renewal</td>
<td>Spending on capital renewal of infrastructure as a percentage of the depreciation value</td>
<td>76%</td>
<td>87%</td>
</tr>
<tr>
<td>Infrastructure renewal and maintenance</td>
<td>Spending on capital renewal and maintenance as a percentage of the depreciation value plus maintenance</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>Debts</td>
<td>Average liabilities per assessment</td>
<td>$845</td>
<td>$716</td>
</tr>
<tr>
<td>Operating result</td>
<td>Operating result per assessment</td>
<td>$151</td>
<td>-$18</td>
</tr>
</tbody>
</table>
## Certification by Chief Executive Officer

Alpine Shire Council has complied with the requirements of the National Competition Policy (NCP) for the period 1 July 2009 to 30 June 2010, in accordance with the requirements outlined in National Competition Policy and Local Government - A Revised Statement of Victorian Government Policy (December 2008), as set out below:

<table>
<thead>
<tr>
<th>Compliance Area</th>
<th>Compliance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Local Laws Compliance.</td>
<td>Compliant.</td>
</tr>
<tr>
<td>C. Competitive Neutrality Compliance.</td>
<td>Compliant.</td>
</tr>
</tbody>
</table>

I certify that:

a) this statement has been prepared in accordance with the 2008 National Competition Policy and Local Government - A revised statement of Victorian Government Policy; issued by the Victorian Department of Planning and Community Development in December 2008; and

b) this statement presents fairly the Council’s implementation of the National Competition Policy.

Signed:

[Signature]

Ian Nicholls (Chief Executive Officer)

Date: 10/9/2010