

Section Two

Governance

Smoking ceremony with Mayor, Micaela Drieberg and Wurrundjeri Elder, Colin Hunter



Governance is about Council operating efficiently, effectively, impartially and with integrity and compassion. Monash Council has the proper processes and systems in place to help us make informed decisions on behalf of our residents. Our policies and procedures are designed to promote transparency and accountability, and to meet legislative requirements.

This section outlines our Vision and Values, introduces our Councillors, and contains a range of statutory information which we are required to present under the Local Government Act.

OUR COUNCIL

Our Vision

Our City will promote a sustainable, quality environment where the community is actively encouraged to participate to enrich the cultural, social, environmental and economic viability of our City.

Our Values

- Promote and foster a strong sense of community
- Consult regularly with residents, ratepayers and other stakeholders
- Ensure economic, social and environmental sustainability
- Be open and transparent through accountable leadership and integrity
- Deliver services efficiently, effectively and equitably
- Support the cultural and diverse needs of the community
- Value the work of volunteers
- Support Council staff and recognises their vital contribution
- Promote equal opportunity in employment, in the use of Council services, and in the allocation of resources.

Our Service Principles

- Continually monitor and assess the community need for services.
- Continually monitor services offered by local providers to ensure they are affordable and high quality.
- Determine the most efficient, effective and risk aware service delivery methods.
- Ensure Council's subsidies for services are consistent with the community service objectives.
- Consult with the community before making any changes to the way Council services are managed or delivered.

Human Rights Charter

- Council is committed to acting compatibly with the Victorian Charter of Human Rights.



COUNCIL'S KEY DOCUMENTS

The City of Monash Council Plan 2009-2013, Budget 2012-2013 and Annual Business Plan 2012-2013 are the guiding documents for this Annual Report.

The Council Plan 2009-2013 was our major strategic document which set out the outcomes that we sought to achieve over this period. The Plan had five key objectives:

- Our community
- Our local economy
- Our built environment
- Our natural environment
- Our people and organisation.

Each year Council produces an Annual Business Plan which sets out the actions we will take to achieve our key strategic objectives. This Annual Report (from pages 56 to 77) outlines how we performed against the actions in our 2012-2013 Annual Business Plan.

Councillors And The Role They Play

The Monash community elects 11 Councillors who represent the overall public interest of the municipality and of their respective wards. Monash is divided into four Wards: Glen Waverley, Mount Waverley, Mulgrave and Oakleigh. Councillors are responsible for setting the strategic direction for Council's services and programs through the Council Plan. Each year, the Councillors elect a Mayor and Deputy Mayor.

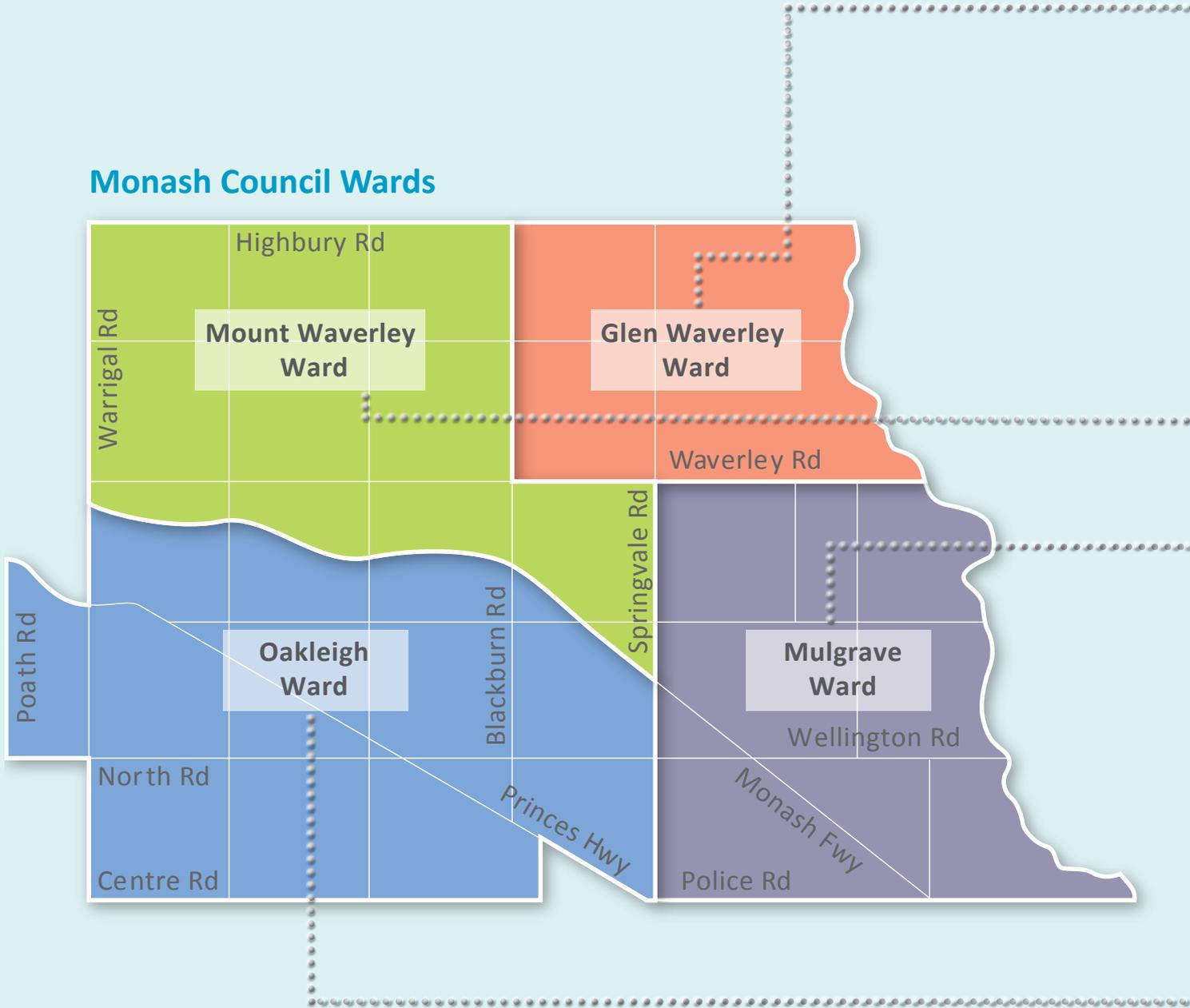
Victorian Local Government elections are held every four years. The current Council was elected on 27 October 2012. On 1 November 2012, Cr Micaela Drieberg was elected Mayor and Cr Jieh-Yung Lo, Deputy Mayor.

Councillor & Mayoral Allowances

Each Councillor is entitled to an allowance under the Local Government Act 1989. The Councillor allowance in Monash is \$26,843 per annum and the Mayoral allowance is \$85,741 per annum. The superannuation contribution for 2012-2016 for each Councillor is \$2,415.87 per annum and for the Mayor is \$7,716.69 per annum.

OUR COUNCILLORS

Monash Council Wards



**PLEASE ADDRESS ALL
CORRESPONDENCE TO**
PO Box 1, Glen Waverley 3150
Councillors' faxes: 9518 3444

Glen Waverley Ward



Cr Geoff Lake
0411 645 281
Geoff.Lake@
monash.vic.gov.au



Cr Katrina Nolan
0406 274 126
Katrina.Nolan@
monash.vic.gov.au

Mount Waverley Ward



Cr Brian Little
0407 878 033
Brian.Little@
monash.vic.gov.au



Cr Jieh-Yung Lo
Deputy Mayor
0400 235 363
Jieh-Yung.Lo@
monash.vic.gov.au



Cr Rebecca Paterson
0437 959 163
Rebecca.Paterson@
monash.vic.gov.au

Mulgrave Ward



Cr Robert Davies
0416 000 777
Robert.Davies@
monash.vic.gov.au



Cr Micaela Driberg
Mayor
9518 3509 or
0403 034 307
Micaela.Driberg@
monash.vic.gov.au



Cr Paul Klisaris
9518 3555
Paul.Klisaris@
monash.vic.gov.au

Oakleigh Ward



Cr Stephen
Dimopoulos
9579 3118
Stephen.
Dimopoulos@
monash.vic.gov.au



Cr Bill Pontikis
0418 355 166
Bill.Pontikis@
monash.vic.gov.au



Cr Theo Zographos
9551 7202 or
0430 316 911
Theo.Zographos@
monash.vic.gov.au

Councillor Committees

Committee/Organisation	Representatives
Special Committees of Council	
Monash Gallery of Art Committee of Management	Cr Jieh-Yung Lo Substitute representative, Cr Katrina Nolan
Advisory Committees & Other Bodies of Council	
Audit Committee	Mayor Micaela Drieberg and Deputy Mayor Jieh-Yung Lo Substitute representative, Cr Robert Davies
Chief Executive Officer's Performance Review Committee	Mayor Micaela Drieberg (Chair), Cr Geoff Lake (Cr Tom Morrissey until 18.5.13)
Community Grants Program Evaluation Panel	Mayor Micaela Drieberg and Crs Robert Davies, Stephen Dimopoulos, Brian Little, Jieh-Yung Lo and Katrina Nolan
Disability Consultative Committee	Mayor Micaela Drieberg (Chair)
Economic Development Forum	Mayor Micaela Drieberg and Crs Robert Davies and Bill Pontikis (Cr Tom Morrissey until 18.5.13)
Environmental Advisory Committee	Mayor Micaela Drieberg and Crs Paul Klisaris, Brian Little and Katrina Nolan
Glen Waverley Activity Centre Master Plan Steering Committee	Mayor Micaela Drieberg and Crs Geoff Lake and Katrina Nolan
Glen Waverley Activity Centre Advisory Committee	Crs Geoff Lake and Katrina Nolan
Mayor's Community Award Advisory Committee	Mayor Micaela Drieberg & Crs Paul Klisaris, Jieh-Yung Lo, Rebecca Paterson and Theo Zographos (Cr Tom Morrissey until 18.5.13)
Monash Enterprise Centre Ltd Board	Crs Robert Davies, Rebecca Paterson and Bill Pontikis Cr Tom Morrissey until 18.5.13 Cr Paul Klisaris until 28.5.13
Monash Municipal Public Health and Wellbeing Plan Advisory Committee	Mayor Micaela Drieberg and Cr Brian Little
Monash War Memorials Advisory Committee	Mayor Micaela Drieberg (Chair)
Multicultural Advisory Committee	Crs Stephen Dimopoulos, Jieh-Yung Lo and Bill Pontikis
Oakleigh Village Steering Committee	Crs Stephen Dimopoulos, Bill Pontikis, Theo Zographos
Positive Ageing Reference Group	Crs Brian Little, Katrina Nolan, Theo Zographos
Responsible Gambling Task Force	Mayor Micaela Drieberg, Cr Jieh-Yung Lo Substitute representative, Cr Brian Little
Senior Citizens Forum	Crs Brian Little, Katrina Nolan, Theo Zographos
Strengthening Clayton & Clarinda Project Steering Committee	Cr Bill Pontikis
Young Persons Reference Group	Cr Jieh-Yung Lo

Committee/Organisation

Representatives

External Bodies

Eastern Transport Coalition	Cr Paul Klisaris Substitute representative, Mayor Micaela Driberg
Metropolitan Local Governments' Waste Forum	Cr Brian Little
Municipal Association of Victoria	Cr Geoff Lake Substitute representative, Mayor Micaela Driberg
Victorian Local Governance Association	Cr Paul Klisaris Substitute representative, Cr Theo Zographos
Eastern Affordable Housing Alliance	Cr Jieh-Yung Lo

Groups for which Councillors are appointed as Liaison Representatives

Friends of Damper Creek Reserve	Cr Brian Little (Cr Tom Morrissey until 18.5.13)
Friends of Scotchmans Creek & Valley Reserve Inc.	Cr Rebecca Paterson (Cr Tom Morrissey until 18.5.13)



COUNCIL MEETINGS

Ordinary Meetings of Monash Council are held on the last Tuesday of the month. Meetings are held in the Council Chamber of the Monash Civic Centre, starting at 7.30pm. Members of the public are welcome to attend these meetings. The minutes of Ordinary Meetings of Council can be inspected at the Civic Centre, Oakleigh Service Centre and Council's five branch libraries, as well as on Council's website.

In the past financial year, 12 Ordinary Meetings of Council were held on:

2012	2013
31 July	29 January
28 August	26 February
25 September	26 March
25 October	30 April
27 November	28 May
18 December	25 June

Attendance At Council Meetings 31.7.12 – 25.10.12

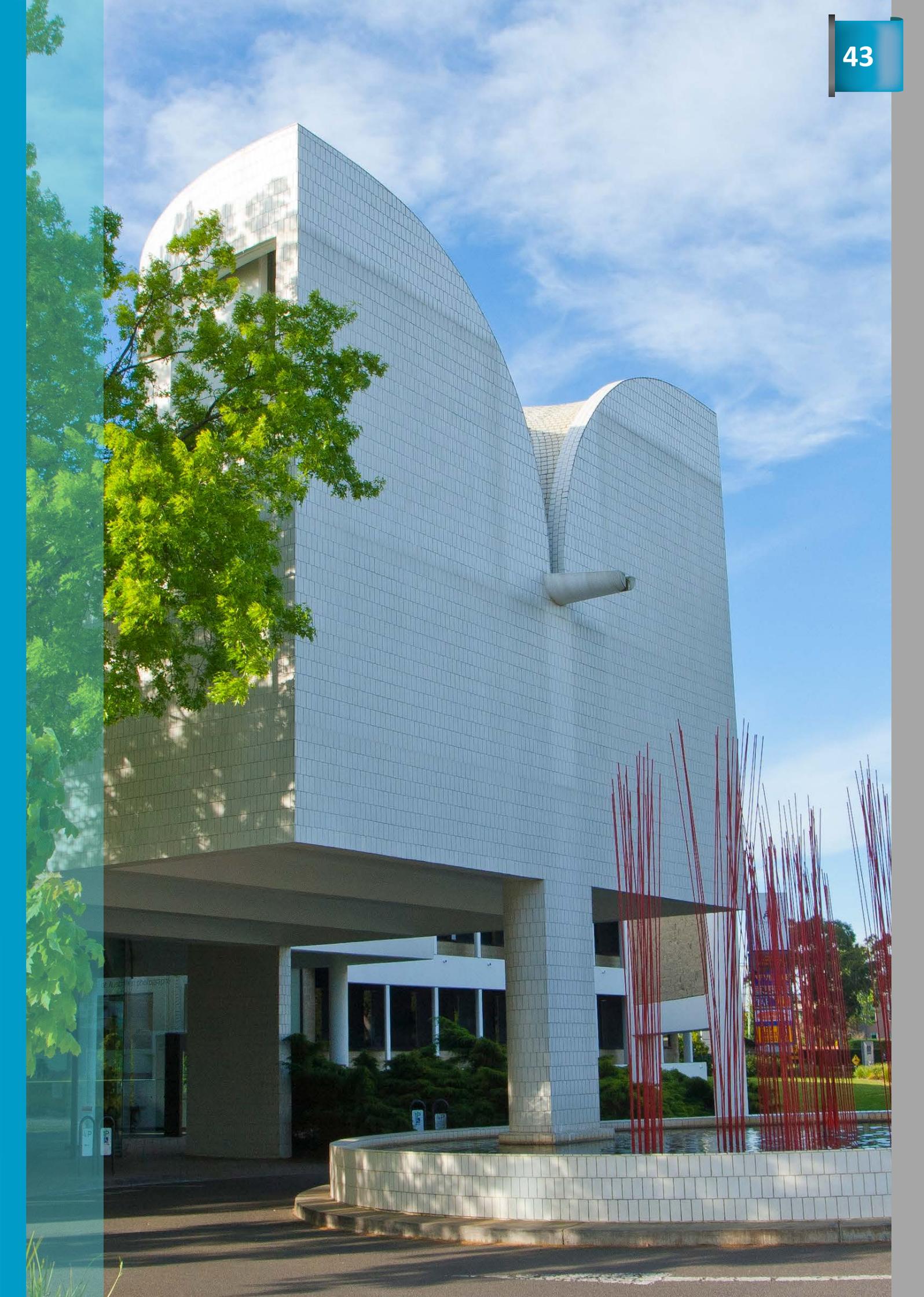
Council meetings attended by the former Council appear below:

Councillor	Meetings Attended
Charlotte Baines	4
Joy Banerji	3
Stephen Dimopoulos	3
Micaela Drieberg	3
Paul Klisaris	4
Geoff Lake	4
Jieh-Yung Lo	4
Greg Male	4
Denise McGill OAM	3
Tom Morrissey	4
Stefanie Perri	4

Attendance At Council Meetings 27.11.12 – 25.6.13

Council meetings attended by the current Council appear below:

Councillor	Meetings Attended
Robert Davies	8
Stephen Dimopoulos	7
Micaela Drieberg	8
Paul Klisaris	8
Geoff Lake	8
Brian Little	8
Jieh-Yung Lo	7
Bill Pontikis	8
Katrina Nolan	8
Tom Morrissey (to 30.4.13)	6
Theo Zographos	8
Rebecca Paterson (from 25.6.13)	1



AUDIT COMMITTEE REPORT

The Audit Committee is an independent advisory committee of Council established under Section 139 of the Local Government Act 1989.

The Audit Committee's Charter sets out the Committee's objectives, authority, composition and tenure, roles and responsibilities, and reporting and administrative arrangements. The Audit Committee does not have executive powers or authority to implement actions in areas over which Council management has responsibility and does not have any delegated financial responsibility. The Audit Committee does not have any management functions and is therefore independent of management.

As part of Council's governance obligations to its community, Council has constituted an Audit Committee to facilitate:

- Effective internal and external financial reporting
- Effective management of financial and other risks and the protection of Council assets
- The effectiveness of the internal and external audit function
- The provision of an effective means of communication between the external auditor, internal auditor, management and the Council.

Membership

The Audit Committee consists of five members: two Councillors (plus one alternate member) and three independent members. Councillor members are appointed annually and independent members are appointed through a recruitment process for a term of three years. Independent audit committee member Jeff Webb retired in February 2013, with Beverley Excell appointed to fill the vacancy in May 2013.

Councillor Members

Appointed in December 2012

Cr Micaela Driberg (Mayor)
Cr Jieh-Yung Lo
Cr Robert Davies (alternate)

Appointed July 2012 – November 2012

Cr Stefanie Perri (Mayor)
Cr Jieh-Yung Lo
Cr Denise McGill (alternate)

Independent Members

Mark Hamill (Chair) appointed in April 2006, reappointed 2009, appointed Chairperson in 2011.

Michael Ulbrick appointed in May 2011.

Jeff Webb appointed in April 2007, reappointed in 2010, retired February 2013
Beverley Excell appointed in May 2013.

Council's Chief Executive Officer Andi Diamond, Director Corporate Services Tom Evans, Manager Finance Services Danny Wain and Internal Auditor (appointed by contract) attend all meetings by invitation of the Committee. The External Auditor attended meetings to present the external audit plan and the statutory audit for the 2011/12 Financial, Standard and Performance Statements. The Audit Committee also met with the internal and external auditors without the presence of management to discuss issues of relevant interest in accordance with the Audit Committee Charter.

Attendance

The Audit Committee met four times during the 2012/13 financial year. The meetings were held on 28 August 2012, 10 December 2012, 12 February 2013 and 25 June 2013.

Audit Committee Member	Meetings attended
Mark Hamill (Chair)	4
Jeff Webb	3
Michael Ulbrick	4
Beverley Excell	1
Cr Micaela Driberg (Mayor 2012/2013)	3
Cr Stefanie Perri (Mayor 2011/2012)	1
Cr Jieh-Yung Lo	3
Cr Robert Davies (alternate 2012/2013)	1
Cr Denise McGill (alternate 2011/2012)	-

Key Activities

The following reviews were conducted in accordance with the adopted Risk Assessment and Internal Audit program:

- Cash Collection & Payment Processing (Monash Aquatic & Recreation Centre, Brine Street Child Care Centre and Monash Gallery of Art)
- Purchasing and Accounts Payable Review
- Information Technology General Controls
- Employee Payments/Payments Processing
- Capital Works – Euneva Avenue Car Park and Community Health Facility post-completion
- Corporate Risk Management
- Follow Up Reviews.

In addition to the review of internal and external audit matters, the Audit Committee reviewed the following:

- Audit Committee Charter
- Victorian Auditor General's Office (VAGO) Performance Audits
 - » Fraud Prevention Strategies in Local Government
- VAGO Quality Assurance - Survey Results for 2011/12
- VAGO Best Practice results for financial report preparation.

The Audit Committee reviewed and discussed the 2011/12 Annual Financial, Standard and Performance Statements. The Committee also considered responses prepared by Council management for matters raised in the annual statutory audit and in the audit risk plan, and monitored the progress of management in implementing agreed actions.

The Chairperson Mark Hamill met with Council in September 2012 for his annual meeting to brief the Council on current issues and the performance of the Audit Committee. Mr Hamill highlighted activities of the Audit Committee and other key areas including the Strategic Internal Audit Plan, VAGO audits and Risk Management implementation.

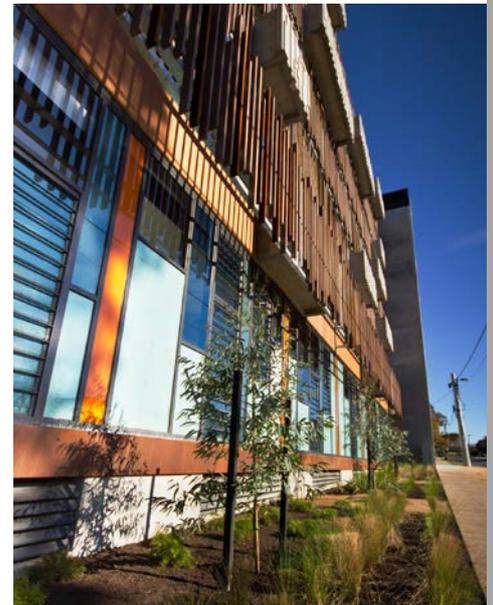
In accordance with best practice, the Audit Committee also undertook a self-assessment for the first time to evaluate its own performance.

Internal Audit

In July 2011, Council's internal auditors PricewaterhouseCoopers (PwC) were appointed for a three year term. On appointment, PwC performed a risk assessment of Council's operations and prepared a three-year internal audit program which was adopted by Council on 27 September 2011.

External Audit

The external auditor is the Victorian Auditor General who appointed the accounting firm HLB Mann Judd to conduct the annual statutory audit on his behalf.



COMPLIANCE

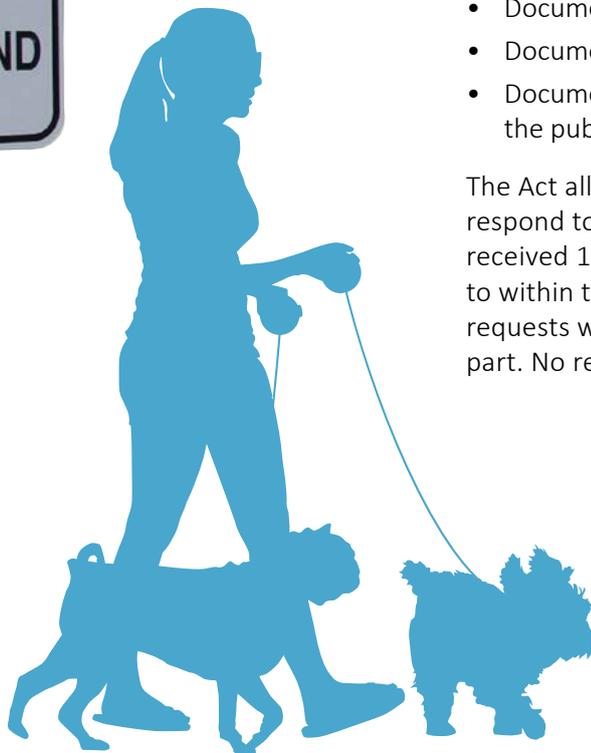
Local Laws

Council has several local laws which help to ensure Council is well governed, and that the safety, health and amenity of the local community is protected.

These local laws are:

- Local Law No. 1- establishes meeting procedures for Council and Special Committees of Council and for the election of the Mayor and Chairpersons of Special Committees.
- Local Law No. 2 – establishes processes for the use of the Common Seal.
- Local Law No. 3- embraces a broad range of controls regarding amenity, environment, public behaviour and the use and protection of community assets.
- Local Law No.3a- No Smoking in Playgrounds.
- Local Law No. 4- restricts smoking in the following areas from 1 October 2011:

- » inside a building on Council land
- » within 10 metres of the entrance to a building on Council land
- » within 10 metres of a building on a reserve located on Council land
- » on Council land as specified in the Local Law schedule
- » at Council run or sponsored events.



Freedom Of Information

The major objective of the Freedom of Information Act 1982 is to give the community the right to access information which is possessed by public bodies. In administering the Act, Council has a duty to make the maximum amount of information promptly and inexpensively available to the public.

Although the Act specifies an application fee and a schedule of charges for administration and copying costs, Council strives to provide free access to any information/documents which would normally be publicly available.

Documents, which are exempt from access, include (but are not limited to):

- Internal working documents
- Law enforcement documents
- Documents protected by Legal Professional Privilege
- Documents affecting personal privacy
- Documents acquired from a business, commercial or financial undertaking, and relating to trade secrets or other matters of a business, commercial or financial nature, which if disclosed would expose the undertaking to a disadvantage
- Documents containing material obtained in confidence
- Documents relating to a closed meeting of Council
- Documents which, if disclosed, would be adverse to the public interest.

The Act allows a 45 day turn-around time for Council to respond to FOI requests. In 2012/2013, Monash Council received 15 FOI request, all of which were responded to within the statutory timeframe. Fourteen of these requests were granted in full, one request was granted in part. No requests were denied.

2012-13

No Freedom of Information requests were denied

Documents Available For Inspection

The following information can be inspected at the Monash Civic Centre (293 Springvale Road, Glen Waverley), during normal business hours:

- Mayoral and Councillor allowances
- Senior officers' total salary packages for the current and previous year, set out in a list that states:
 - » ranges of remuneration of senior officers where the difference between the lower amount and the higher amount in each range must not exceed \$10,000
 - » the number of senior officers whose total annual remuneration falls within the ranges referred to above
- Details of overseas or interstate travel (with the exception of interstate travel by land for less than three days) undertaken in an official capacity by Councillors or any member of Council staff in the previous 12 months
- Names of Councillors and Council officers who submitted returns of interest during the financial year and the dates submitted
- Agendas and minutes for Ordinary and Special Meetings held in the previous 12 months kept under Section 93 of the Local Government Act 1989 (except where such minutes relate to parts of meetings which have been closed to members of the public under Section 89 of the Local Government Act 1989)
- A list of all Special Committees established by the 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 Local Government Act and held in the previous 12 months (except where such minutes relate to parts of meetings which have been closed to the public under Section 89 of the Local Government Act 1989)
- Register of delegations kept under Sections 87, 88 & 98 of the Local Government Act 1989
- Submissions received under Section 223 of the Local Government Act 1989 during the previous 12 months
- Agreements to establish regional corporations and regional libraries under Section 196 of the Local Government Act 1989
- Register of leases entered into by the Council as lessor or lessee
- Register of authorised officers appointed under Section 224 of the Local Government Act 1989
- A list of donations and grants made by Council during the financial year
- A list of organisations that the Council was a member of during the financial year
- A list of contracts valued at \$100,000 (or such 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.

Note: The Act provides that an amount higher than \$100,000 may be fixed by Order in Council made under section 186(1) of the Act. An Order in Council made on 5 August 2008 increased the public tender threshold for local government for (1) goods and services to \$150,000; and (2) carrying out of works to \$200,000.

Risk Management

Risk Management continues to be embedded into the culture of our organisation. Managers and Directors have participated in workshops in 2012/2013 to identify departmental and divisional risks. These risks continue to be assessed, mitigated and reviewed to minimise Council's exposure to financial, strategic and operational risks.

Some initiatives undertaken in 2012-2013 have included:

- Integration of risk management into broader Council functions and documents.
- Inclusion of risk assessments into the pre-design stage of major projects.
- Quarterly reports to Councils' Audit Committee on risk management activities.
- Council's Corporate Management Team regularly receives a presentation from a Manager on the risks in their areas and the controls that are in place.

Documents can be inspected at the Monash Civic Centre

Protected Disclosures

In 2012, the Protected Disclosures Act 2012 was created and replaced the Whistleblowers' Protection Act 2001.

Monash Council is committed to the aims and objectives of the new legislation which:

- (a) encourages and facilitates disclosures of—
 - (i) improper conduct by public officers, public bodies and other persons; and
 - (ii) detrimental action taken in reprisal for a person making a disclosure under this Act;
- (b) provides protection for—
 - (i) persons who make those disclosures;
 - (ii) persons who may suffer detrimental action in reprisal for those disclosures;
- (c) provides for the confidentiality of the content of those disclosures and the identity of persons who make those disclosures.

Council does not tolerate improper conduct by its employees, officers or Councillors, nor the taking of reprisals against those who come forward to disclose such conduct.

We recognise the value of transparency and accountability in our administrative and management practices, and support the making of disclosures that reveal corrupt conduct, conduct involving a substantial mismanagement of public resources, or conduct involving a substantial risk to public health and safety or the environment.

Council will take all reasonable steps to protect people who make such disclosures from any detrimental action in reprisal for making the disclosure. We will also afford natural justice to the person who is the subject of the disclosure.

Copies of Council's Protected Disclosures Policy and Procedures are available on Council's website at www.monash.vic.gov.au or by request at Council's Civic Centre.

In 2012/-2013, Council received no disclosures under either the Whistleblowers' Protection Act 2001 or the Protected Disclosures Act 2012.

Asset Management

Council has Asset Management Plans in place to manage our extensive assets which include:

- 267 buildings ranging from neighbourhood houses to community centres, sporting pavilions, aged care facilities and the Civic Centre.
- 1200 kilometres of underground pipes and 42,000 storm water pits.
- Recreation services including 520 lights in Council reserves, 141 playgrounds and 84 sports grounds.
- Pedestrian access to 1562 kilometres of on road pathways and 47 kilometres of off-road paths.
- 732 kilometres of local roads, 25 kilometres of rights of way, 38 bridges, 378 retaining walls, and 216 off-street car parking sites.
- A fleet of 265 registered vehicles valued at approximately \$11.5 million.

The National Asset Management Assessment Framework (NAMAF) was released in early 2010 and consists of 76 questions designed to determine and benchmark maturity ratings for financial management, reporting and asset management across the local government sector nationally. Monash Council works hard to meet the criteria set out in the framework. Our asset management policy, strategy and asset management plans are consistent with the objectives of NAMAF,

however some actions still need to be addressed.

The state of Council's assets is also reported annually to the State Government.

In addition, Council has a Road Management Plan in accordance with the Road Management Act (2004). Our officers carry out scheduled inspections annually on one third of our road network, which equates to

approximately 250 kilometres. They also maintain our assets located within the road reserve.

The Road Management Plan was reviewed in 2012/2013 (as mandated by the Act). Council asked for community input on the suitability of the current plan. The 'Monash in Four' community consultation also asked for comments on road related issues. Community feedback received indicated a general satisfaction with the road/pathway network in Monash.

No disclosures
were received
under the
Protected
Disclosures Act

Information Technology

The information technology department supports more than 800 fixed and mobile computing devices. Specific activities completed in 2012/2013 were:

- Implementation of a new membership system for our recreation centres
- Implementation of a staff rostering system
- Commenced implementation of a new electronic procurement system.

The Information Technology Strategy 2013-2019 is being prepared. Projects planned in the next year include:

- Continued expansion of Council's on-line presence
- Implementation of an e-tendering system
- Implementation of an electronic invoice payment system.

Information Privacy

In September 2001, the Information Privacy Act 2000 came into operation. The purpose of the Act can be summarised as follows:

- Establishes a regime for the responsible collection and handling of personal information in the Victorian public sector (including Local Government)
- Provides individuals with rights of access to information about them held by public organisations (and contracted service providers)
- Provides individuals with rights to require correction of information held
- Provides remedies for interference with the information privacy of an individual
- Creates the Office of the Privacy Commissioner who is to be responsible for the administration of the legislation.

The Information Privacy legislation does not override any of the relevant provisions of the Freedom of Information Act 1982. It only relates to personal information or documents containing personal information.

The legislation sets out ten Information Privacy Principles (IPPs) that govern collection, use, storage, security and accuracy of personal information. It is mandatory for public sector organisations like Council to comply with the IPPs.

Council has developed policies and procedures for the purpose of meeting its responsibilities under the legislation. These are available on Council's website. As required by the Information Privacy Act, Council has developed and made public a statement of how it will collect and manage personal information. This statement appears below and at right.

Monash City Council regards as important the protection of its residents' and other customers' privacy and personal information. The Council will do its best to protect this privacy and personal information in all dealings that it may have with you, in accordance with the principles set out in the Information Privacy Act 2000.

Council will only collect what personal information it requires from you in order to carry out its statutory and legal responsibilities and to deliver its services.

Council will only use personal information or permit it to be used by a third party under the following circumstances:

- For the primary purpose for which the information is collected
- A purpose directly related to the primary purpose and for which there would be a reasonable expectation that the information would be used or disclosed for that purpose
- To meet statutory or legal requirements
- To meet its service provision responsibilities.

Visitors to our website will not be required to disclose personal information. Tracking of visits to the site will only be conducted for the purposes of collecting statistical information and will not identify individuals. The website contains links to other sites. Council takes no responsibility for the content or privacy practices of these sites.

Emails sent to Council will only be recorded to fulfil the purpose for which they are sent. The sender's details will not be added to any mailing lists without their permission.

A person may seek access to, or correction of, the personal information Council holds about them. Such requests must be made in writing to Nick Andrianis, Council's Information Privacy Officer, PO Box 1, Glen Waverley, VIC 3150.

If a person believes there has been a breach of their personal privacy by the Council, they may make a complaint in writing to Council's Information Privacy Officer (details above). If the matter is not resolved to the person's satisfaction, they may make a complaint to the Victorian Privacy Commissioner.